



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL  
JANUARY 8, 2007**

**SUBJECT: REPORT OF THE GENERAL MANAGER**

**ACTION: RECEIVE**

**BACKGROUND**

The General Manager's Report provides a summary of Monthly and Year-to-Date (YTD) Metro San Gabriel Valley Bus Operations Key Performance Indicators (KPI) and financial information. The form and content of this report will be modified each month to include salient issues that are requested by the Governance Council.


**DISCUSSION**

The following items are presented for discussion:

- Metro San Gabriel Valley Key Performance Indicators – November 2006
  - Safety Performance Indicators/Trend by Location
  - Bus Operations Performance Indicators/Trend by Location
  - “How You Doin’?” MTA Division Reports for October and November 2006
  - Financial results for November 2006 and FY07 year-to-date.

**Metro San Gabriel Valley  
General Manager's Report  
Key Performance Indicators**

**NOVEMBER 2006**

PERFORMANCE INDICATORS	YTD AVG. MO.	NOVEMBER	MO. TARGET
<b>SAFETY</b> 			
Monthly Worker's Compensation Costs (Thousands)	\$682	\$617	\$565
OSHA Recordable Incidents	5.0	<b>2</b>	4.8
Bus Traffic Accidents/100,000 Hub Miles	2.87	2.81	2.75
New WC Indemnity Claims Per 200,000 Exposure Hrs.	12.3	<b>9.6</b>	11.8
<b>BUS OPERATIONS</b>			
Miles Between Total Road Calls **	1,605	1,728	2,065
On-Time Performance (%)	63%	63%	75%
Complaints/100,000 Boardings	2.6	2.8	2.5
Passenger Boardings (in Thousands)	<b>6,131</b>	<b>6,055</b>	<u><b>5,167</b></u> <b>FY06 Mo. Avg.</b>

Note:

Performance indicators highlighted in **BOLD** meet the Sector target.

\*\* Revised From FY06, From Road Calls Requiring Bus Exchange to Total Road Calls

**SGV SECTOR / METRO COMPLAINT DATA FOR NOVEMBER 2006**

**COMPARES NOVEMBER 2006 TO 12-MONTH AVERAGE**

	SGV SECTOR			METRO Bus Divisions		
	<u>Nov-06</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Nov-06</u>	<u>12-Month Average</u>	<u>% Var</u>
Complaints per 100,000 Boardings	2.8	2.2	+28%	2.5	2.3	+11%

**Complaint Count, by Category**

	SGV SECTOR			METRO Bus Divisions		
	<u>Nov-06</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Nov-06</u>	<u>12-Month Average</u>	<u>% Var</u>
Schedule Adherence	67	40	+68%	371	313	+19%
Passed Up	27	23	+17%	170	155	+10%
Unsafe Operation	19	17	+12%	145	138	+5%
Operator Conduct/ Discourtesy	34	27	+26%	191	185	+3%
Other	22	38	(42%)	148	181	(18%)
<b>TOTAL</b>	<b><u>169</u></b>	<b><u>145</u></b>	<b>+17%</b>	<b><u>1,025</u></b>	<b><u>972</u></b>	<b>+5%</b>
Operator Commendations	9	10	(10%)	63	75	(16%)

**"How You Doin'?" Results - November 2006**

**DIVISION 9 MAINTENANCE -1st PLACE**  
**DIVISION 3 MAINTENANCE -2nd PLACE**

<b>Metro Bus - Transportation</b>						
<i>Rank Among Divisions</i>						
	25%	10%	25%	15%	25%	
	In-Service On-Time Performance	Miles Between Total Road Calls	Accident Rate	Complaints / 100K Boardings	New WC Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 2	1	8	4	1	5	1st
Div 8	2	2	2	4	8	2nd
Div 15	6	9	3	6	1	3rd
Div 1	3	11	7	3	2	4th
Div 9	4	1	1	5	10	5th
Div 3	5	4	6	8	4	6th
Div 18	8	6	5	11	6	7th
Div 5	7	3	8	2	11	8th
Div 7	9	10	11	10	3	9th
Div 10	10	5	9	7	9	10th
Div 6	11	7	10	9	7	11th

<b>Metro Bus - Maintenance</b>				
<i>Rank Among Divisions</i>				
	50%	20%	30%	
	Miles Between Total Road Calls	Attendance	New Workers Comp Claims /200,000 Exp Hrs*	MONTHLY TOTALS
Div 9	1	1	8	1st
Div 3	4	2	1 (Tie)	2nd
Div 8	2	10	1 (Tie)	3rd
Div 5	3	6	9	4th
Div 18	6	8	1 (Tie)	5th
Div 10	5	3	10	6th
Div 2	8	5	1 (Tie)	7th
Div 6	7	11	1 (Tie)	8th
Div 1	11	4	1 (Tie)	9th
Div 7	10	9	1 (Tie)	10th
Div 15	9	7	11	11th

**FY2007 FINANCIALS, THROUGH NOVEMBER**

	Budget Variance						
	Month Budget	Month Actual	Month Variance (O)/U+	YTD Budget	YTD Actual	YTD Variance (O)/U+	Annual Budget
<b>1 SGV Sector Operations</b>							
<b>2 Transportation</b>							
3 Direct Labor	3,640,110	3,572,219	67,891	18,200,549	17,706,759	493,790	42,867,364
4 Fringe Benefits	1,908,017	1,693,587	214,430	9,532,296	8,550,752	981,544	22,789,831
5 Workers' Compensation	615,188	742,706	(127,518)	3,075,940	3,153,333	(77,393)	7,382,257
6 Non-Labor	707,930	(2,254,545)	2,962,475	3,539,632	1,813,981	1,725,650	8,495,147
<b>7 TOTAL TRANSPORTATION</b>	<b>6,871,244</b>	<b>3,753,966</b>	<b>3,117,278</b>	<b>34,348,417</b>	<b>31,224,825</b>	<b>3,123,592</b>	<b>81,534,599</b>
<b>8 Maintenance &amp; Facilities</b>							
9 Direct Labor	1,059,409	1,298,372	(238,962)	5,297,047	5,891,522	(594,475)	12,712,913
10 Fringe Benefits	734,022	793,397	(59,375)	3,670,112	3,615,956	54,155	8,820,460
11 Workers' Compensation	98,735	(125,232)	223,967	493,673	257,688	235,985	1,184,815
12 Non-Labor	1,653,362	1,689,891	(36,528)	8,266,794	7,047,616	1,219,178	19,824,076
<b>13 TOTAL MAINTENANCE</b>	<b>3,545,529</b>	<b>3,656,428</b>	<b>(110,899)</b>	<b>17,727,626</b>	<b>16,812,783</b>	<b>914,843</b>	<b>42,542,264</b>
<b>14 Sector Office</b>							
15 Direct Labor	150,639	186,537	(35,898)	753,194	903,790	(150,596)	1,800,166
16 Fringe Benefits	94,443	106,909	(12,465)	472,170	511,505	(39,335)	1,150,070
17 Workers' Compensation	7,864	-	7,864	39,319	-	39,319	94,366
18 Non-Labor	29,287	3,745	25,542	146,411	66,111	80,300	351,434
<b>19 TOTAL SECTOR OFFICE</b>	<b>282,233</b>	<b>297,191</b>	<b>(14,958)</b>	<b>1,411,095</b>	<b>1,481,406</b>	<b>(70,311)</b>	<b>3,396,035</b>
<b>20 SUBTOTAL SECTOR OPERATIONS</b>	<b>10,699,006</b>	<b>7,707,585</b>	<b>2,991,421</b>	<b>53,487,137</b>	<b>49,519,013</b>	<b>3,968,123</b>	<b>127,472,899</b>
<b>21 Other Sector Support</b>							
22 Direct Labor	91,667	102,567	(10,900)	458,336	544,818	(86,482)	1,100,007
23 Fringe Benefits	63,156	63,607	(451)	315,779	348,876	(33,097)	762,783
24 Workers' Compensation	5,875	(872)	6,747	29,376	27,894	1,483	70,504
25 Non-Labor	589,337	605,302	(15,965)	2,948,068	2,801,282	146,785	7,081,764
<b>26 OTHER SECTOR SUPPORT</b>	<b>750,036</b>	<b>770,605</b>	<b>(20,568)</b>	<b>3,751,558</b>	<b>3,722,869</b>	<b>28,689</b>	<b>9,015,058</b>
<b>27 TOTAL SGV SECTOR</b>	<b>\$ 11,449,042</b>	<b>\$ 8,478,190</b>	<b>\$ 2,970,853</b>	<b>\$ 57,238,695</b>	<b>\$ 53,241,883</b>	<b>\$ 3,996,812</b>	<b>\$ 136,487,956</b>
28 Total Revenue Service Hours	120,536	115,206	(5,330)	602,682	592,457	(10,225)	1,446,436
29 Cost Per Revenue Service Hour	\$ 94.98	\$ 73.59	\$ 21.39	\$ 94.97	\$ 89.87	\$ 5.11	\$ 94.36

Significant Items

- Nov. Operator Wages 1% Under Budget [\$ 47K], YTD 3% Under Budget [\$435K]
- Nov. Maintenance Wages 22% Over Budget [\$239K], YTD 11% Over Budget [\$594K].
  - Mechanic Overtime a Major Driver: YTD 106% Over Budget [\$495K].
- Nov. Non-Work Allocation / Fringe Allocation 5% Under Budget [\$143K], YTD 7% Under Budget [\$996K]
- Nov. WC Allocation 14% Under Budget [\$104K], YTD 5% Under Budget [\$198K]
- Nov. Public Liability/Property Damage 435% Under Budget [\$3M under], YTD 50% Over Budget [\$1.7M]
- Nov. Fuel & Fuel Tax Expense 13% Under Budget [\$121K], YTD 27% Under Budget [\$1.3M]
- Nov. Parts Expense 23% Over Budget [\$132K], YTD 7% Over Budget [\$201K]
- Nov. Other Sector Support 3% Over Budget [\$21K], YTD .8% Over Budget [\$29K]