

Governance Council Meeting

August 9, 2007



Gateway Cities Service Sector


FY2007 Yearend Budget Variance

**Will be Available for
September Meeting**



GATEWAY CITIES SERVICE SECTOR

KEY PERFORMANCE INDICATORS

PERFORMANCE INDICATORS	FY07			FY06		
	JUNE	YTD ACTUAL	YTD TARGET	JUNE	YTD ACTUAL	YTD TARGET
SAFETY 						
Workers' Compensation Costs	JUNE 2007 DATA WILL BE AVAILABLE NEXT MONTH WITH FY 2007 YEAR-END CLOSING			\$558,940	\$7,284,067	\$9,376,750
New Workers' Compensation Indemnity Claims Per 200,000 Exposure Hours	6.78	10.55	9.64	14.98	11.40	16.50
Bus Traffic Accidents Per 100,000 Hub Miles	4.83	4.10	3.50	2.76	3.69	3.50
Passenger Accidents Per 100,000 Boardings	0.15	0.19	0.22	0.16	0.22	0.15
BUS OPERATIONS						
Complaints Per 100,000 Boardings	1.73	1.78	2.50	1.60	1.69	2.75
In Service On Time Performance (ISOTP)	DATA NOT AVAILABLE DUE TO SYSTEM FAILURES			69.84%	71.73%	72.0%

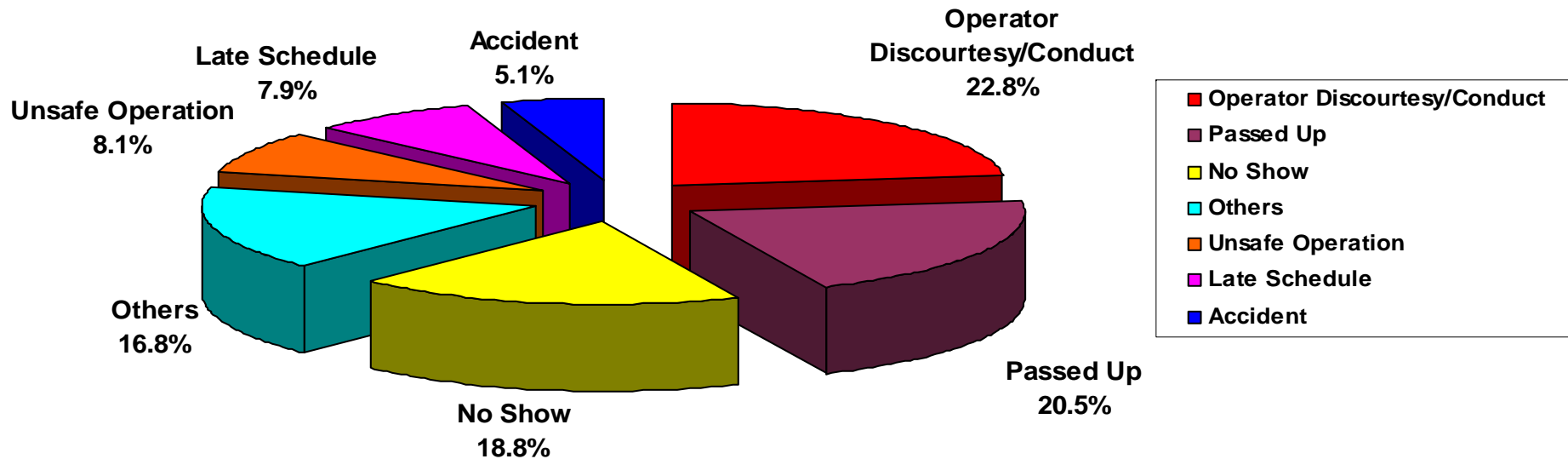


June 2007 Year-To-Date Key Performance Indicators by Sector

	GWC	SFV	SGV	SB	WC	System
New Workers Compensation Indemnity Claims per 200,000 Exposure Hours (One Month Lag)	<i>MAY YTD</i> 10.30	<i>MAY YTD</i> 13.55	<i>MAY YTD</i> 13.97	<i>MAY YTD</i> 11.32	<i>MAY YTD</i> 12.71	<i>MAY YTD</i> 10.30
Bus Traffic Accidents per 100,000 Miles	4.10	2.78	3.05	4.01	4.76	3.74
Customer Complaints per 100K Boardings	1.78	3.00	2.49	2.51	2.66	2.46
In Service On Time Performance	Data Unavailable Due to System Failure					
MMBMF (in miles)	3,163	3,619	3,376	3,826	3,651	3,532



GWC SECTOR - JUNE 2006 TO JUNE 2007 CUSTOMER COMPLAINTS



Major Category	2006							2007						Total	%
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May*	Jun		
Operator Discourtesy/Conduct	29	27	36	18	18	26	24	29	29	42	29	37	19	363	22.8%
Passed Up	19	37	21	21	23	24	28	22	22	27	15	29	38	326	20.5%
No Show	9	37	30	25	20	16	15	31	30	25	14	20	27	299	18.8%
Others	25	20	30	25	19	16	22	21	11	25	18	22	13	267	16.8%
Unsafe Operation	12	9	11	6	11	9	9	11	17	8	10	9	6	128	8.1%
Late Schedule	5	9	7	9	22	10	6	13	4	18	4	6	12	125	7.9%
Accident	12	2	7	9	4	1	5	8	6	3	7	7	10	81	5.1%
Grand Total	111	141	142	113	117	102	109	135	119	148	97	130	125	1,589	100.0%

*Revised data for May 2007 with updated complaint categories.



GATEWAY CITIES SERVICE SECTOR ACCIDENT TYPES

JUNE 2007

Accident Type Description	Jul 06	Aug	Sep	Oct	Nov	Dec	Jan 07	Feb	Mar	Apr	May	Jun	12 Months Total
OTHER VEHICLE INVOLVED WITH BUS STANDING IN ZONE	7	12	10	5	14	9	9	10	14	6	4	10	110
COLLISION WITH (FIXED) STATIONARY OBJECT	3	2	3	5	8	9	8	5	4	5	6	8	66
SIDESWIPE- WHILE PASSING OTHER VEHICLE	4	4	5	5	3	3	5	2	2	9	10	5	57
SIDESWIPE- OTHER VEHICLE PASSING OUR VEHICLE	2	3	2	14	1	3	7	7	8	3	3	3	56
STRAIGHT AHEAD-OTHER VEHICLE FROM LEFT	9	4	4	3	2	1	2	0	4	3	8	14	54
STRAIGHT AHEAD-OTHER VEHICLE FROM RIGHT	7	3	4	3	2	3	4	4	4	3	3	6	46
OTHER VEHICLE HIT BUS (INCLUDES DRIFTING BACK)	1	4	5	6	0	3	1	1	6	8	3	7	45
COLLISION WITH VEHICLES PARKED AT CURB	5	1	3	5	3	4	3	7	4	3	2	0	40
BUS HITS VEHICLE (INCLUDES DRIFTING BACK)	3	0	3	3	3	5	2	3	0	3	1	2	28
ALL OTHER ACCIDENTS BETWEEN INTERSECTIONS	0	2	2	3	5	2	2	3	3	0	1	2	25
Top Ten Total	41	35	41	52	41	42	43	42	49	43	41	57	527
Total Number of Accidents in the Month	59	50	55	68	57	61	66	57	64	54	66	71	728
Bus Accidents per 100,000 Hub Miles	3.98	3.27	3.64	4.47	3.95	4.20	4.40	4.19	4.22	3.72	4.35	4.83	4.10
Percent of Top Ten to Total No. of Accidents	69.5%	70.0%	74.5%	76.5%	71.9%	68.9%	65.2%	73.7%	76.6%	79.6%	62.1%	80.3%	72.4%

Note: The monthly total number of accidents reported by accident type may change as division staff update the accident reports after further investigation.



Gateway Cities Service Sector Customer Commendations

JUNE 2007

1	Division 1	Line 62	6/13/2007	2:00 PM	STEPHANIE G. COTA
<p>Patron commends the operator for providing excellent service. The operator is courteous, pleasant, informative, and greets everyone.</p>					
2	Division 1	Line 705	6/21/2007	11:45 AM	GORDON M. GREEN
<p>Patron commends operator he witnessed operating line #705 E/B on coach 7082 at approximately 11:45 am. Patron states operator is very friendly, helpful, professional, and made his ride joyful.</p>					
3	Division 2	Line 55	6/8/2007	11:05 AM	HENRY ARMSTEAD
<p>Patron commends the operator for assisting an elderly woman in boarding the bus.</p>					



Gateway Cities Service Sector Customer Commendations

JUNE 2007

4	Division 2	Line 55	6/8/2007	11:00 AM	HENRY ARMSTEAD
<p>Patron (via California Relay) commends the operator for assisting a wheelchair passenger.</p>					

5	Division 2	Line 200	6/25/2007	12:48 AM	GEORGE MAXIMO
<p>Patron commends operator. Patron states the bus was running out of gas. Operator reported it to dispatch. Operator was instructed to run it out of gas. Patron states she observed a Hispanic male passenger cursed the operator. Patron states operator continued to be soft spoken, kind, and very professional. Coach 7326.</p>					

