



METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
August 13, 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 – June 2007
 - Safety Performance Indicators/Trend by Location
 - Bus Operations Performance Indicators/Trend by Location
 - “How You Doin’?” MTA Division Reports for June 2007 are unavailable due to system failure and will be reported next month.
 - Financial results for June 2007 were not finalized at time of publication and will be presented next month.

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

June 2007

PERFORMANCE INDICATORS	YTD AVG. MO.	June	MO. TARGET
SAFETY 			
OSHA Recordable Incidents	7.8	6	4.8
Bus Traffic Accidents/100,000 Hub Miles	3.05	2.76	2.75
New WC Indemnity Claims Per 200,000 Exposure Hrs.	13.4	6.5	11.8
BUS OPERATIONS			
Miles Between Total Road Calls	1,618	1,653	2,065
On-Time Performance (%)*	66%	n.a.	75%
Complaints/100,000 Boardings	2.5	2.7	2.5
Passenger Boardings (in Thousands)	6,110	6,055	<u>FY06 Mo. Avg.</u> 5,167

Note:

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

*On-Time Performance (%) is unavailable due to system failure.

SGV SECTOR / METRO COMPLAINT DATA FOR June 2007

COMPARES June 2007 TO 12-MONTH AVERAGE

	SGV SECTOR			METRO Bus Divisions		
	<u>Jun-07</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Jun-07</u>	<u>12-Month Average</u>	<u>% Var</u>
Complaints per 100,000 Boardings	2.5	2.7	(7%)	2.6	2.4	+8%

Complaint Count, by Category

	SGV SECTOR			METRO Bus Divisions		
	<u>Jun-07</u>	<u>12-Month Average</u>	<u>% Var</u>	<u>Jun-07</u>	<u>12-Month Average</u>	<u>% Var</u>
Schedule Adherence	49	48	+3%	359	339	+6%
Passed Up	36	26	+40%	197	152	+30%
Unsafe Operation	27	21	+28%	151	138	+9%
Operator Conduct/ Discourtesy	36	30	+21%	196	186	+5%
Other	18	26	(31%)	223	225	(1%)
TOTAL	<u>166</u>	<u>150</u>	+10%	<u>1,126</u>	<u>1,041</u>	+8%
Operator Commendations	19	9	+115%	99	74	+34%