

METRO

Monthly Board Report

Operating • Capital • Service • Performance

March 2008

# March 2008 MONTHLY BOARD REPORT

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## A. OPERATING BUDGET

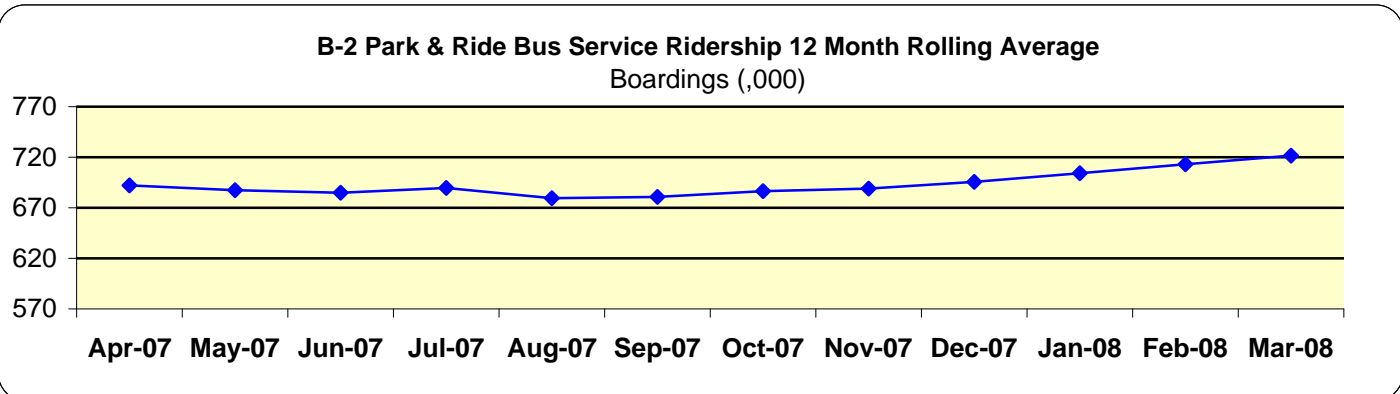
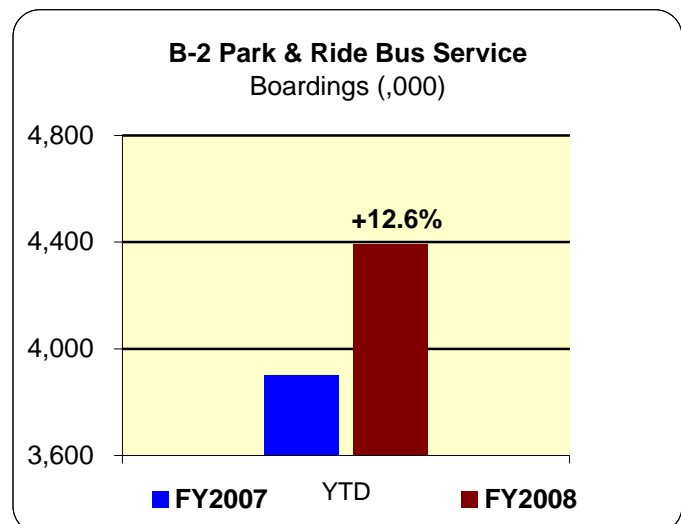
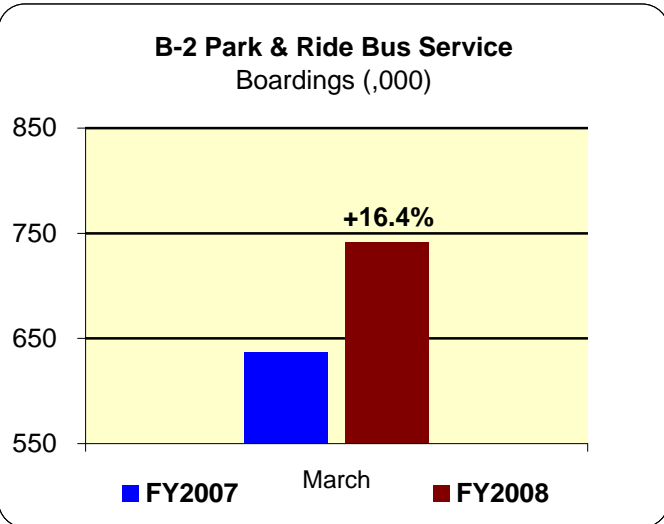
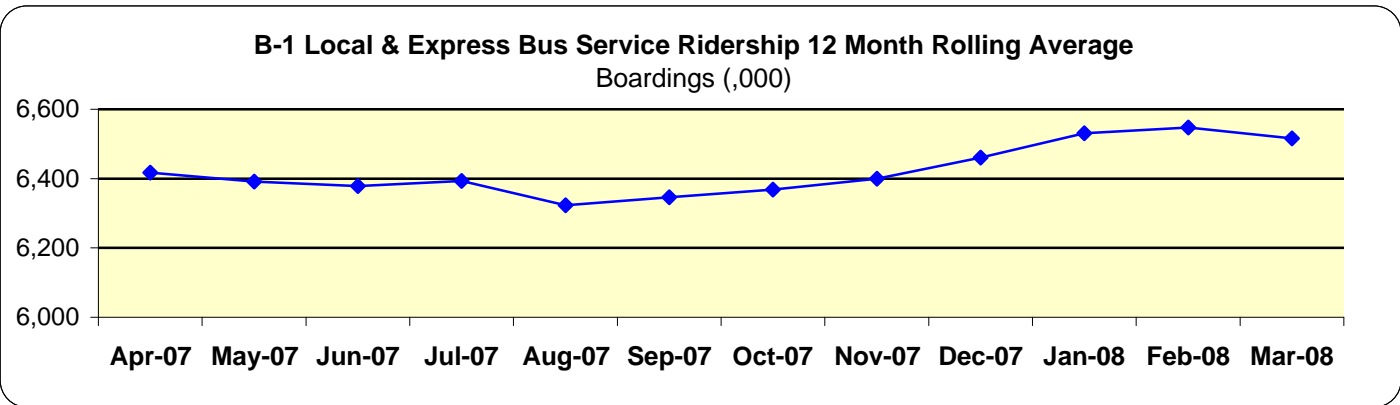
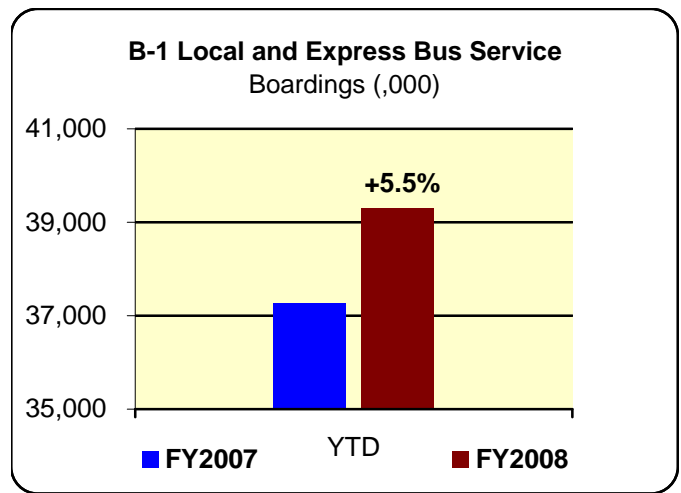
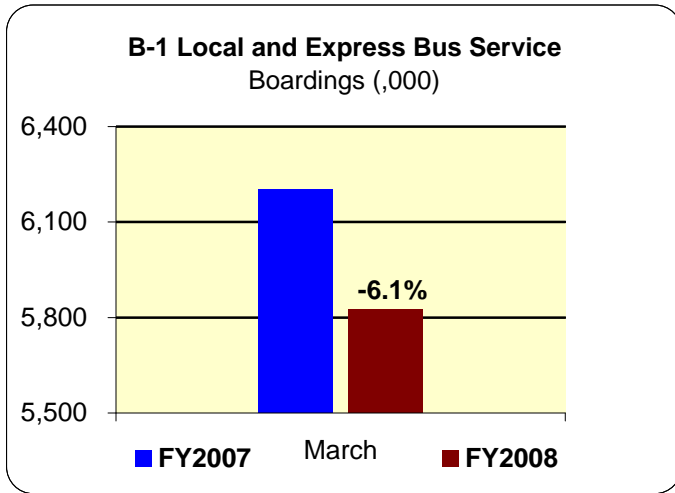
### A-1. Comparison of Budget to Actual for the Month (March 2008)

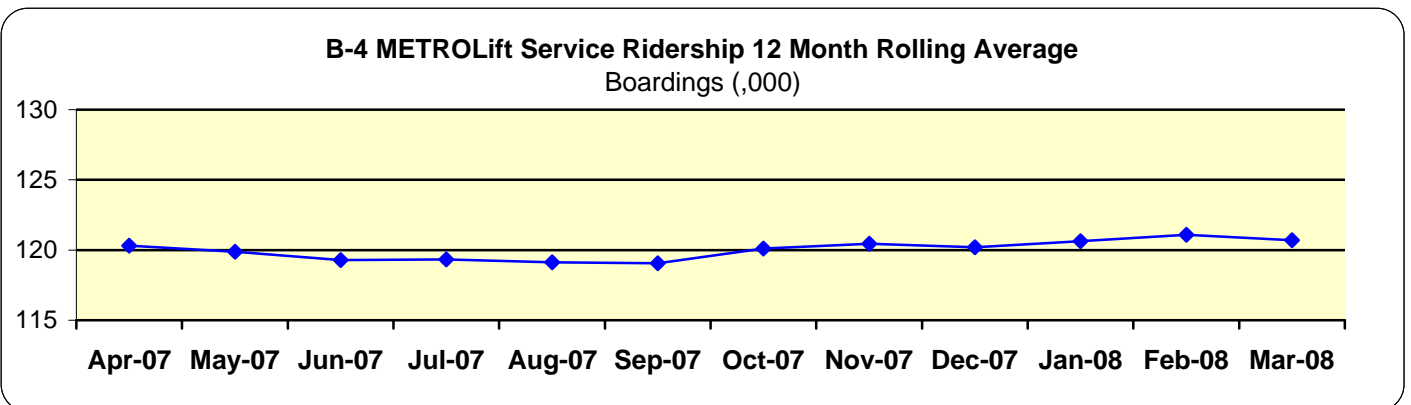
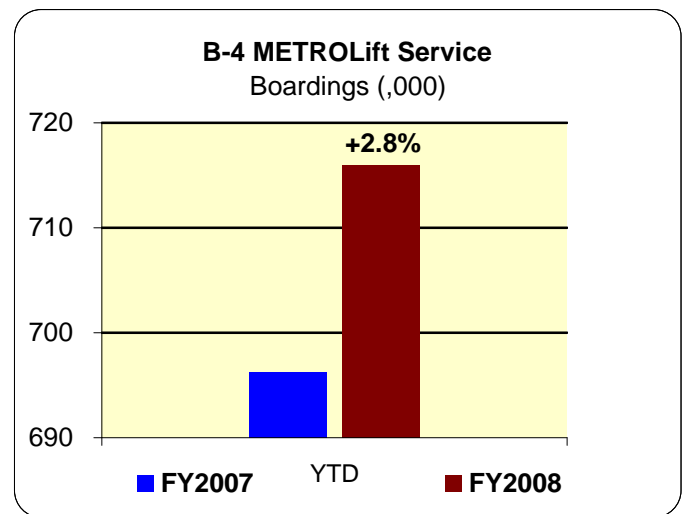
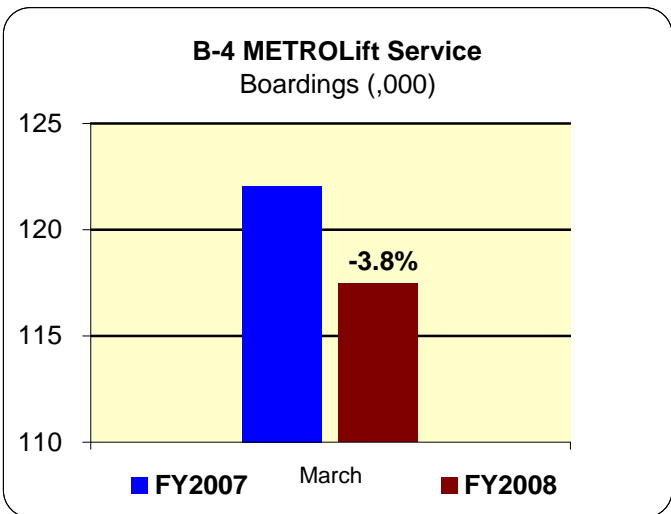
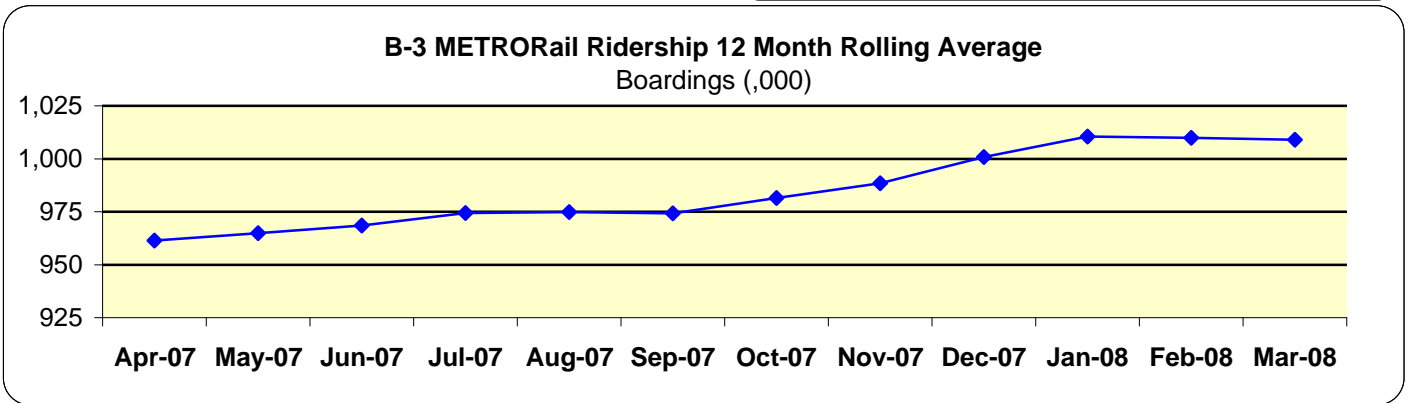
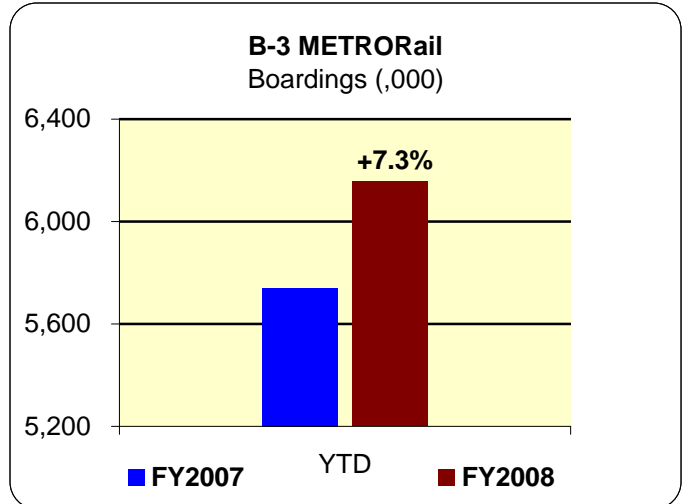
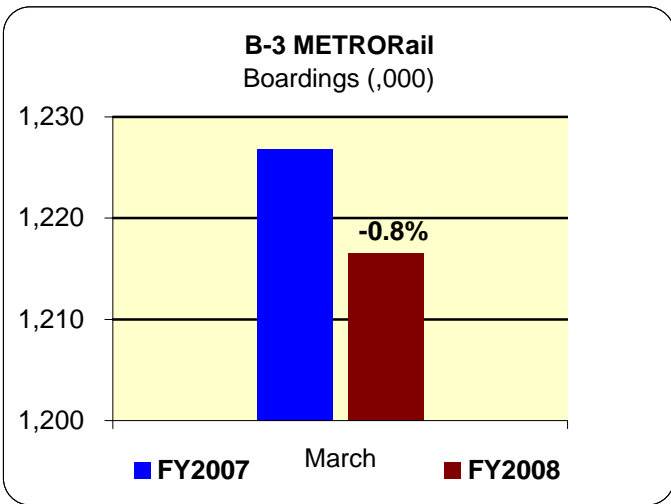
	<b>FY2008 March Budget</b>	<b>FY2008 March Actual</b>	<b>\$ Variance</b>	<b>Variance %</b>
<b>Labor &amp; Fringe Benefits</b>	20,111,112	19,061,424	(1,049,688)	-5.22%
<b>Materials and Services</b>	12,720,286	10,988,143	(1,732,143)	-13.62%
<b>Total Operating Expenses</b>	32,831,398	30,049,567	(2,781,831)	-8.47%
<b>Reimbursements</b>	(9,184,894)	(8,524,746)	660,148	-7.19%
<b>Operating Budget</b>	<b>23,646,504</b>	<b>21,524,821</b>	<b>(2,121,683)</b>	<b>-8.97%</b>

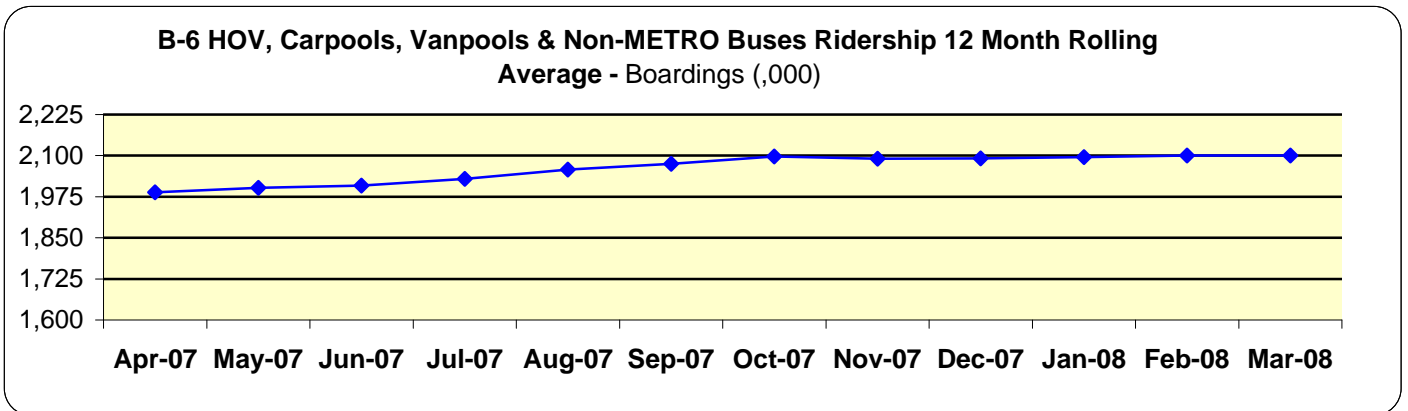
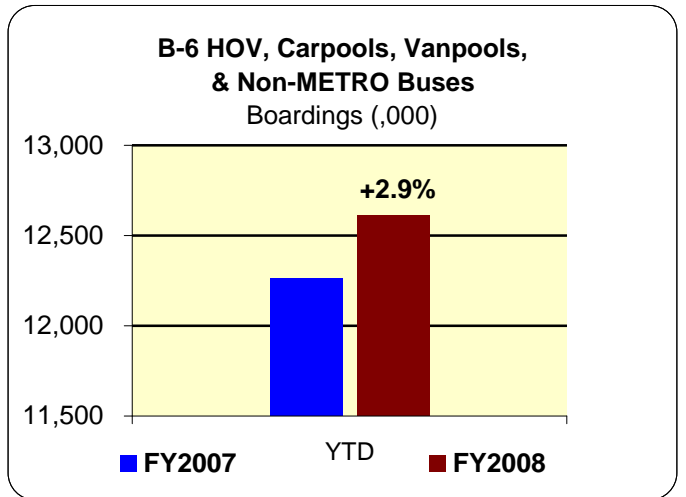
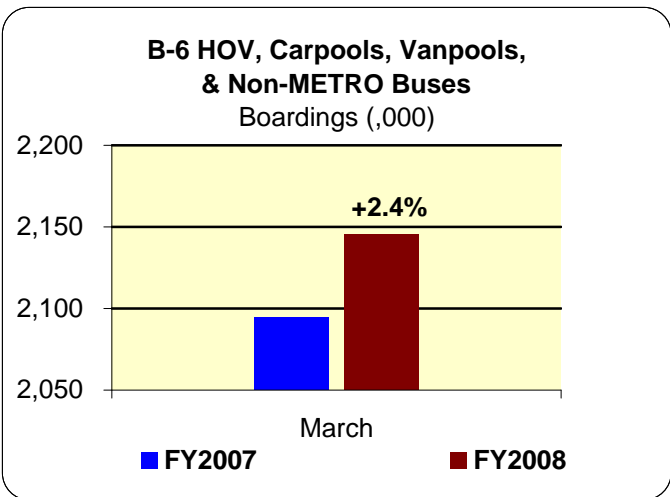
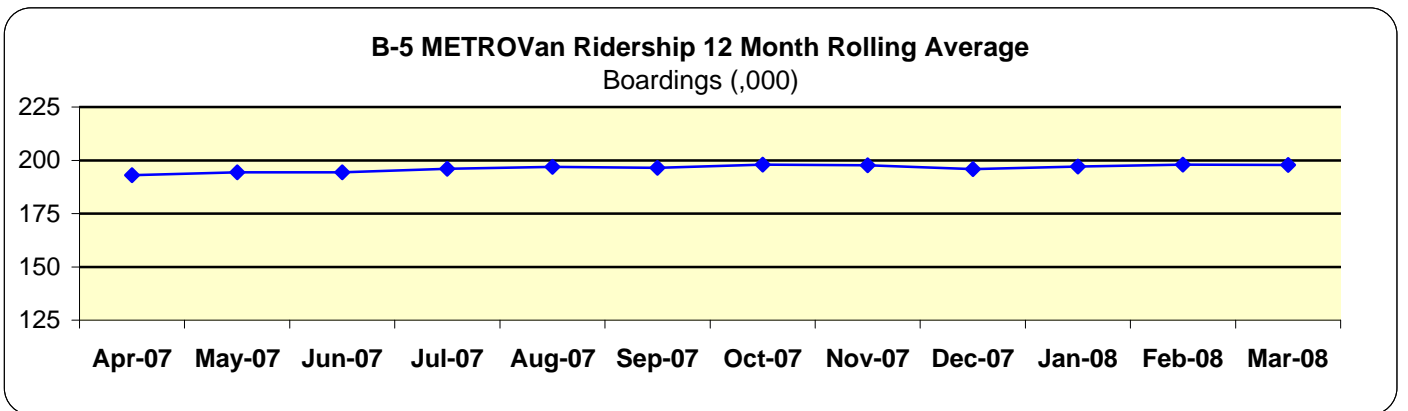
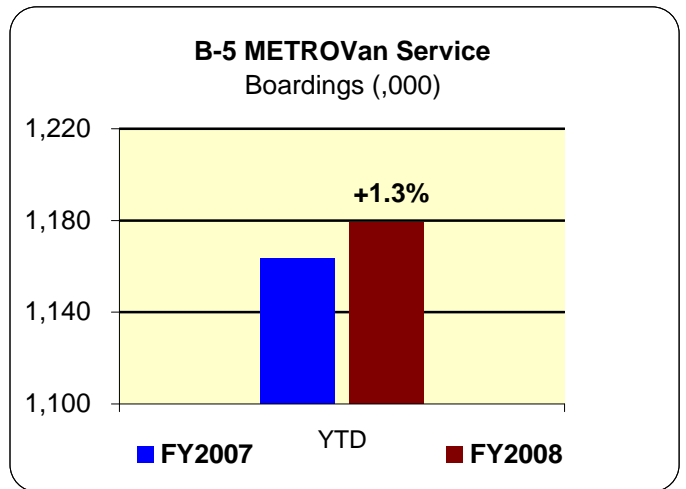
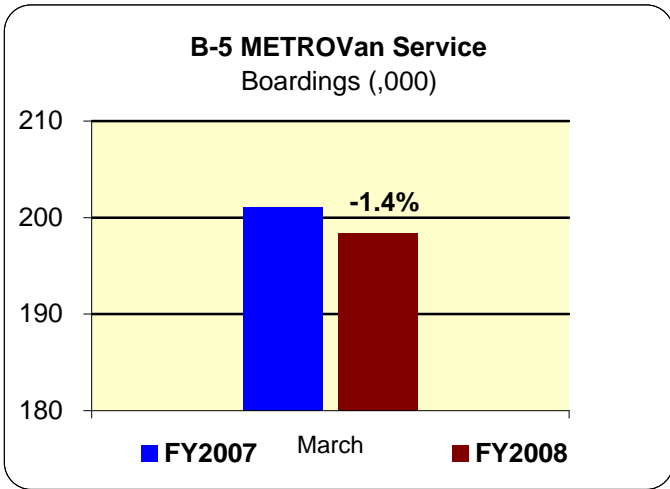
### A-2. Comparison of Budget to Actual Year-to-Date (6 Months)

	<b>FY2008 Year-to-date Budget</b>	<b>FY2008 Year-to-date Actual</b>	<b>\$ Variance</b>	<b>Variance %</b>
<b>Labor &amp; Fringe Benefits</b>	121,022,691	117,905,422	(3,117,269)	-2.58%
<b>Materials and Services</b>	74,124,422	67,111,200	(7,013,222)	-9.46%
<b>Total Operating Expenses</b>	195,147,113	185,016,622	(10,130,491)	-5.19%
<b>Reimbursements</b>	(51,356,449)	(49,878,587)	1,477,862	-2.88%
<b>Operating Budget</b>	<b>143,790,664</b>	<b>135,138,035</b>	<b>(8,652,629)</b>	<b>-6.02%</b>

## B. RIDERSHIP







## **B-7. Ridership Summary**

<b>Boardings in Millions</b>		
	<b>Total Fixed Route (1)</b>	<b>Total System (2)</b>
<b>March 2007</b>	8.067	11.020
<b>March 2008</b>	7.785	10.289
<b>Change</b>	-3.5%	-6.6%
<b>YTD FY2007</b>	46.899	61.722
<b>YTD FY2008</b>	49.847	64.432
<b>Change</b>	6.3%	4.4%

### Notes

FY2007 boarding data has been calendar adjusted to give meaningful comparison to FY2008.

(1) Includes METRORail (local route) and the following bus services: local, express and Park & Ride. (These are transit services which run on a fixed route according to a fixed schedule.)

(2) Includes all bus and rail services plus HOV carpools, vanpools, and non-METRO buses.

**B-8. Ridership By Service Category**

<b>MONTHLY AND YEAR-TO-DATE BOARDINGS</b>				
	<b>March 2008 Boardings</b>	<b>% Change March '07 Adj. vs March '08</b>	<b>FY2008 YTD Boardings</b>	<b>% Change YTD FY2007 Adj. vs. FY2008</b>
<b>Fixed Route Bus Services</b>				
Local & Express	5,826,445	-6.1%	39,297,213	5.5%
Park & Ride	741,982	16.4%	4,393,154	12.6%
<b>Total Fixed Route Bus Services</b>	<b>6,568,427</b>	<b>-4.0%</b>	<b>43,690,367</b>	<b>6.1%</b>
METRORail	1,216,511	-0.8%	6,156,507	7.3%
<b>Total Fixed Route Services</b>	<b>7,784,938</b>	<b>-3.5%</b>	<b>49,846,874</b>	<b>6.3%</b>
<b>Special Bus Services</b>				
METROLift	117,476	-3.8%	716,009	2.8%
METROVan	198,370	-1.4%	1,179,135	1.3%
Special Events and Charter	42,313	-92.1%	75,676	-89.2%
<b>Total Special Bus Services</b>	<b>358,159</b>	<b>-58.3%</b>	<b>1,970,820</b>	<b>-23.0%</b>
<b>Total Bus and Rail Services</b>	<b>8,143,097</b>	<b>-8.8%</b>	<b>51,817,694</b>	<b>4.8%</b>
HOV Carpools, Vanpools, and Non-METRO Buses	2,145,519	2.4%	12,614,280	2.9%
<b>TOTAL SYSTEM RIDERSHIP</b>	<b>10,288,616</b>	<b>-6.6%</b>	<b>64,431,974</b>	<b>4.4%</b>

FY2007 Fixed Route and HOV boarding data has been calendar adjusted to give meaningful comparison to FY2008.



## C. SALES TAX & FARE REVENUES

### C-1. Comparison of Budget to Actual for the Month (March 2008)

	Dollars in Millions			
	FY2008	FY2008	\$ Variance	% Variance
	March	March		
	<b>Budget</b>	<b>Actuals</b>		
Fares	4.746	4.476	-0.270	-5.7%
Sales tax income (cash basis)	32.430	38.889	6.459	19.9%

### C-2. Comparison of Budget to Actual Year-to-Date (6 Months)

	Dollars in Millions			
	FY2008	FY2008	\$ Variance	% Variance
	YTD	YTD		
	<b>Budget</b>	<b>Actuals</b>		
Fares	24.304	25.280	0.977	4.0%
Sales tax income (cash basis)	226.395	256.877	30.483	13.5%

### C-2. Comparison of FY2007 to FY2008 for the Month (March 2008)

	Dollars in Millions			
	FY2007	FY2008	\$ Variance	% Variance
	March	March		
	<b>Actuals</b>	<b>Actuals</b>		
Fares	4.058	4.476	0.418	10.3%
Sales tax income (cash basis)	34.789	38.889	4.101	11.8%

### C-4. Comparison of FY2007 to FY2008 Year-to-Date (6 Months)

	Dollars in Millions			
	FY2007	FY2008	\$ Variance	% Variance
	YTD	YTD		
	<b>Actuals</b>	<b>Actuals</b>		
Fares	23.927	25.280	1.354	5.7%
Sales tax income (cash basis)	237.645	256.877	19.232	8.1%

**D. OPERATING RATIO STATISTICS**

<b>COST EFFECTIVENESS PERFORMANCE GOALS</b>					
<b>March 2008</b>					
	<b>Annual FY2007</b>	<b>THIS MONTH</b>	<b>FY2008 YTD</b>	<b>FY2008 GOAL</b>	<b>YTD % VARIANCE FROM GOAL</b>
Operating Ratio	17.9%	19.2%	17.9%	19.0%	-5.8%

Beginning in FY2006, a revised formula is being used to calculate the operating ratio. The revised formula more accurately states the revenues and cost relationships and is more comparable to published industry data.

$$\frac{\text{Total Fares plus Cost Recovery}}{\text{Total Transit Cost}}$$

## E. SERVICE PERFORMANCE STATISTICS

### SYSTEM QUALITY PERFORMANCE GOALS March 2008

	THIS MONTH	FY2008 YTD	FY2008 GOAL	YTD % VARIANCE
On-Time Performance <sup>(1)</sup>				
Local	56%	54%	61%	-12.3%
Park & Ride	68%	68%	70%	-2.6%
Weighted Average	59%	58%	64%	-10.2%
Mean Distance Between Mechanical Failures (All buses) <sup>(2)</sup>	7,857	7,574	5,250	44.3%

<sup>(1)</sup> A local or express bus is considered on time if it does not leave early and is less than 5 minutes late. A Park & Ride bus is considered on time if it does not depart early (except in the morning when a bus can leave from a Park & Ride lot when full) and is less than 5 minutes late - measurements are for peak hours. Delays of 20 minutes or more are considered anomalous and will be excluded.

<sup>(2)</sup> Effective October 2006, MDBF Mechanical roadcalls are defined as any mechanical issue encountered during operation of the vehicle in revenue service that requires a maintenance action resulting from a mechanical failure. Mechanical failures include warranty and fleet defects but exclude farebox, accidents and bus recalls. This indicator is for the bus system but excludes METROLift.

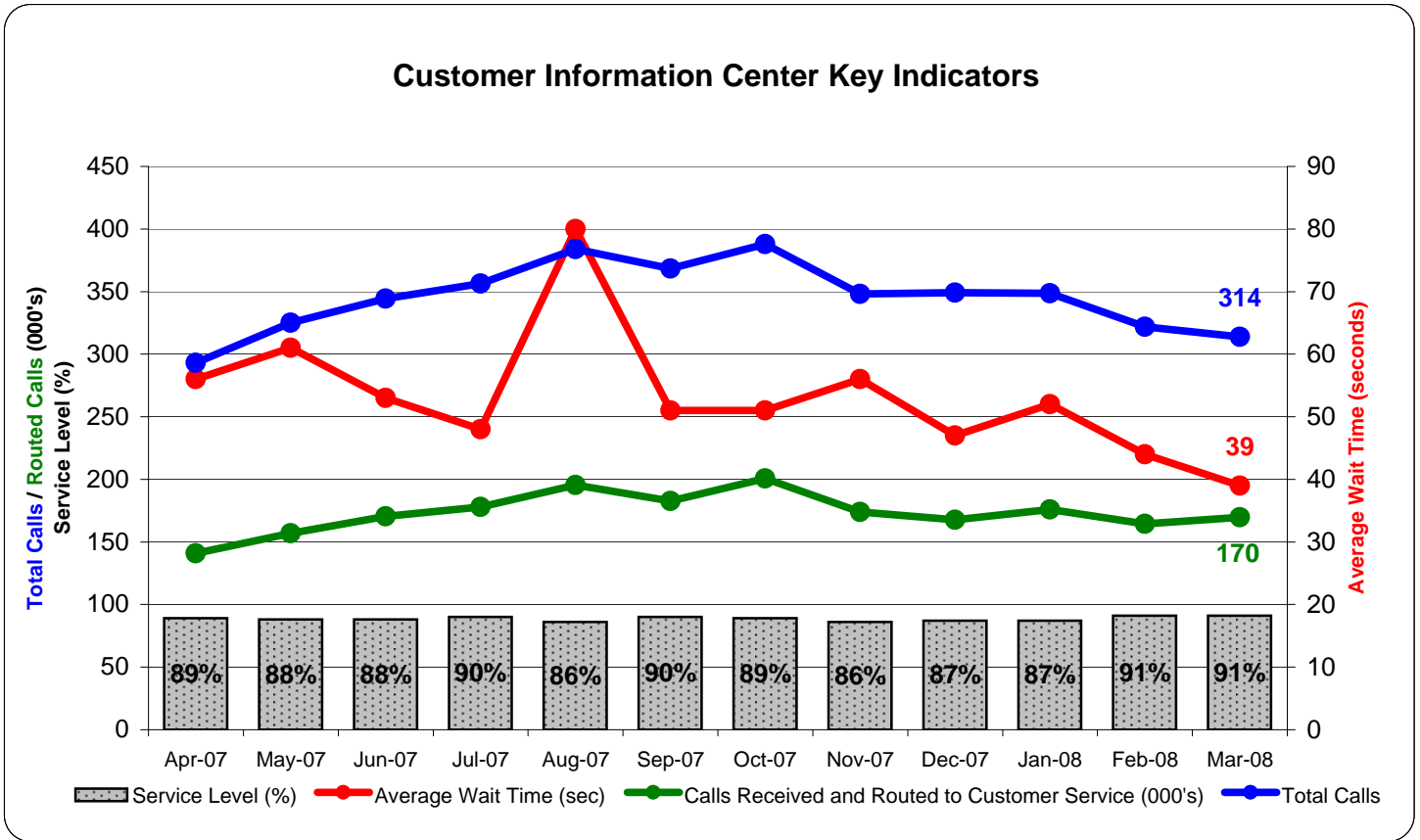
	THIS MONTH	FY2008 YTD	YTD FY2008 GOAL	YTD % VARIANCE (Neg=Better Than Goal)
Bus Accidents - absolute number <sup>(3)</sup>	40	273	323	-15.5%
- per 100,000 vehicle miles	0.74	0.85	1.00	
Rail Accidents - absolute number	4	21	18	16.7%
- per 100,000 vehicle miles	4.31	4.41	4.50	
Complaint Calls - absolute number	1,960	12,500	19,200	-34.9%
- as a % of boardings	0.0241	0.0241	0.0422	
Major Security Incidents - total <sup>(4)</sup>	26	234	300	-22.0%
- per 100,000 boardings	0.319	0.452	0.659	
Major Security Incidents - METRO properties <sup>(5)</sup>	7	91	192	-52.6%
- per 100,000 boardings	0.086	0.176	0.422	

<sup>(3)</sup> This indicator is for the bus system and includes METROLift.

<sup>(4)</sup> The total "Major Security Incidents" is based on two industry standards: The FBI Uniform Crime Report and the National Transit Database Report issued by the Federal Transit Administration. The 8 categories included are: homicide, forcible rape, robbery, aggravated assault, burglary, larceny and theft, motor vehicle theft and arson.

<sup>(5)</sup> Major Security Incidents at METRO controlled properties is defined as incidents that occur at park and ride lots, transit centers, on board buses & trains and on LRV platforms.

## E. SERVICE PERFORMANCE STATISTICS



IVR and Web Trip Planner Implemented September 30, 2005

Total Calls includes total calls routed to agents plus total number of automated schedule lookups.

Service Level = Calls answered by Customer Information Specialists (CIS)/Calls Offered to CIS.

**F. CAPITAL BUDGET**

	<b>March FY2008 Budget</b>	<b>March FY2008 Actuals</b>	<b>YTD FY2008 Budget</b>	<b>YTD FY2008 Actuals</b>	<b>YTD FY2008 Variance</b>	
<b>Total Capital Budget</b>	<b>25,451</b>	<b>12,236</b>	<b>115,769</b>	<b>78,880</b>	<b>(36,889)</b>	<b>-31.9%</b>

**G. GENERAL MOBILITY PROGRAM**

	<b>March FY2008 Budget</b>	<b>March FY2008 Actuals</b>	<b>YTD FY2008 Budget</b>	<b>YTD FY2008 Actuals</b>	<b>YTD FY2008 Variance</b>	
<b>Total General Mobility</b>	<b>3,179</b>	<b>18,549</b>	<b>102,692</b>	<b>102,904</b>	<b>212</b>	<b>0.2%</b>