

METRO

Monthly Board Report

Operating • Capital • Service • Performance

November 2008

November 2008 MONTHLY BOARD REPORT

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A. OPERATING BUDGET

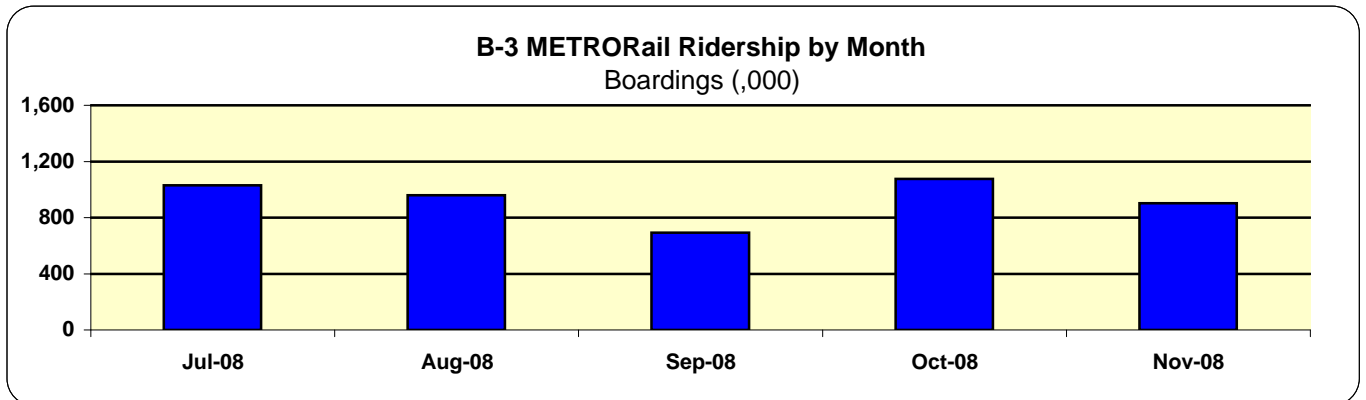
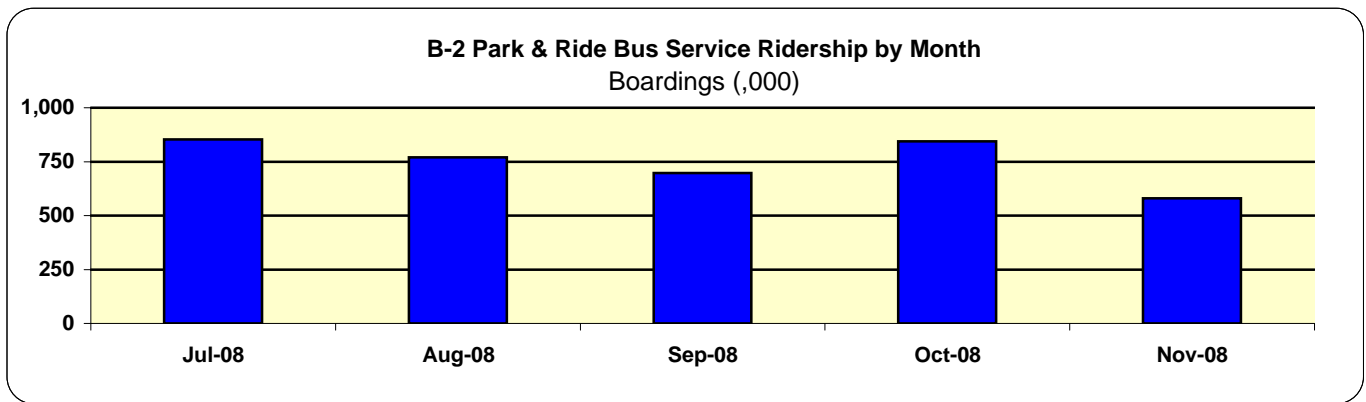
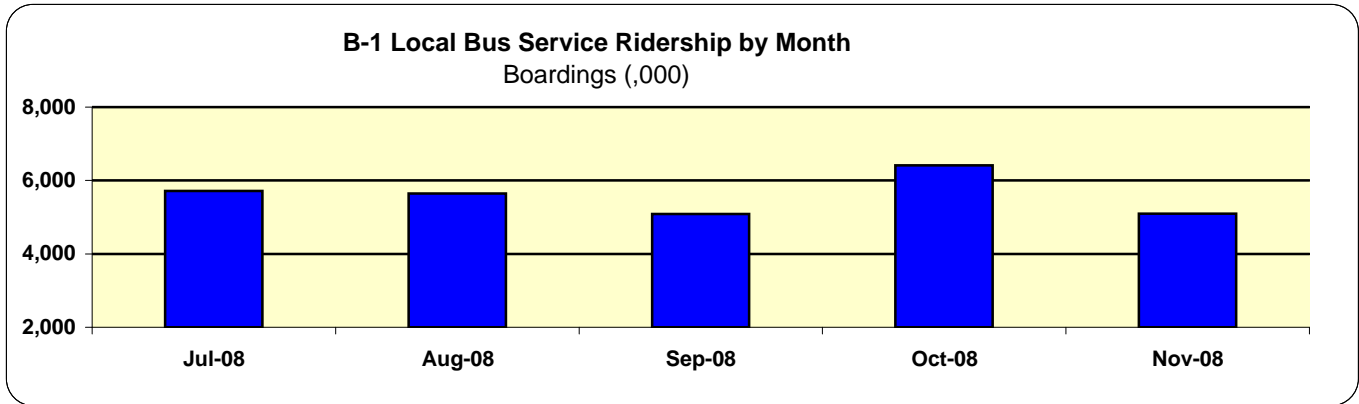
A-1. Comparison of Budget to Actual for the Month (November 2008)

	FY2009 November Budget	FY2009 November Actual	\$ Variance	Variance %
Labor & Fringe Benefits	19,743,711	18,707,755	(1,035,956)	-5.25%
Materials and Services	13,948,368	12,949,923	(998,445)	-7.16%
Total Operating Expenses	33,692,079	31,657,678	(2,034,401)	-6.04%
Reimbursements	(8,383,822)	(8,446,666)	(62,844)	0.75%
Operating Budget	25,308,257	23,211,012	(2,097,245)	-8.29%

A-2. Comparison of Budget to Actual Year-to-Date (2 Month)

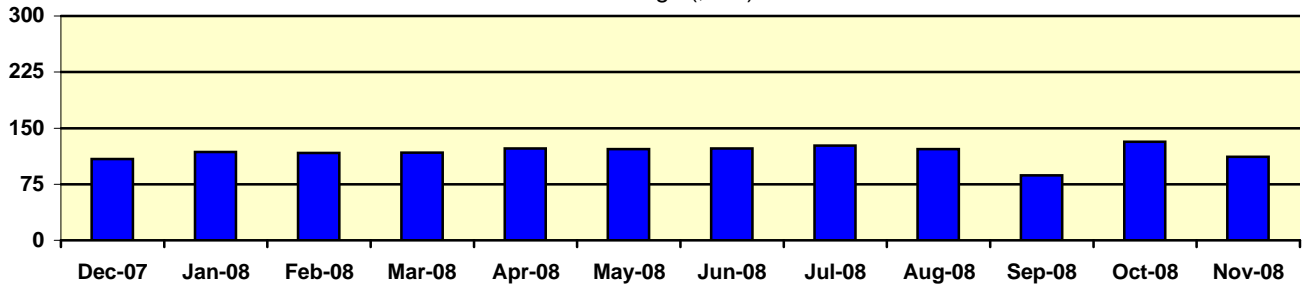
	FY2009 Year-to-date Budget	FY2009 Year-to-date Actual	\$ Variance	Variance %
Labor & Fringe Benefits	40,829,340	39,205,464	(1,623,876)	-3.98%
Materials and Services	28,962,952	27,340,622	(1,622,330)	-5.60%
Total Operating Expenses	69,792,292	66,546,086	(3,246,206)	-4.65%
Reimbursements	(17,219,877)	(16,658,883)	560,994	-3.26%
Operating Budget	52,572,415	49,887,203	(2,685,212)	-5.11%

B. RIDERSHIP

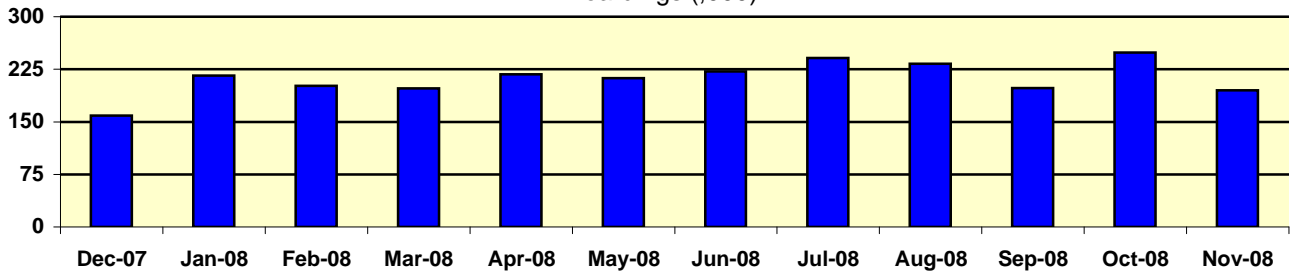


Note: Starting from November 2008, fixed route ridership data reported is the "pure" Automatic Passenger Counter (APC) registrations, as this data, with no adjustments, is shown to be a better indicator of ridership in a recent review. This data is currently available only from July 2008.

B-4 METROLift Service Ridership by Month
Boardings (,000)

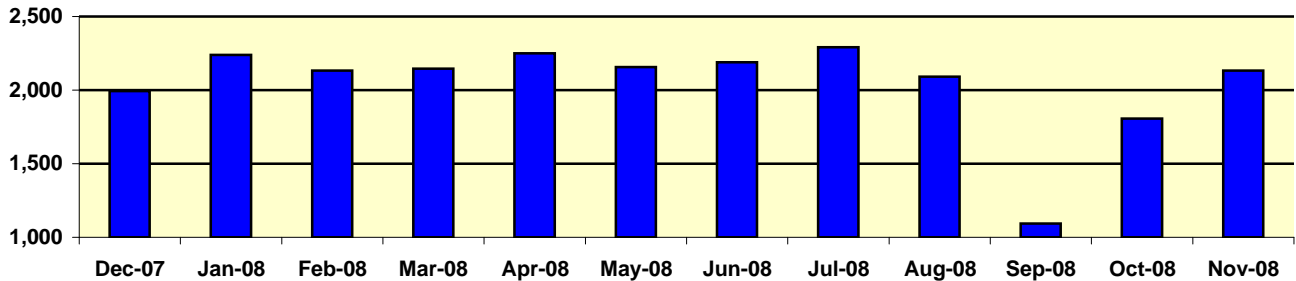


B-5 Star Vanpool Ridership by Month
Boardings (,000)



Note: METRO's vanpool service was renamed "Star" in April 2008.

B-6 HOV, Carpools, Vanpools & Non-METRO Buses Ridership by Month Boardings (,000)



B-7. Ridership By Service Category

RIDERSHIP DATA	
<i>(Fixed Route Boardings are based on "pure" APC registrations)</i>	
	<u>FY2009</u>
	November-08 Estimated Boardings
Fixed Route Bus Services	
Local	5,095,377
Park & Ride	579,571
Total Fixed Route Bus Services	5,674,948
METRO Rail	902,056
Total Fixed Route Services	6,577,004
Special Bus Services	
METROLift	111,713
Star Vanpool	194,749
Special Events and Charter	326
Total Special Bus Services	306,788
Total Bus and Rail Services	6,883,792
HOV Carpools, Vanpools, and Non-METRO Buses	2,132,284
TOTAL SYSTEM RIDERSHIP	9,016,076

C. SALES TAX & FARE REVENUES

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

	Dollars in Millions			
	FY2009	FY2009	\$ Variance	% Variance
	November Budget	November Actuals		
Fares	5.460	5.467	0.007	0.1%
Sales tax income (cash basis)	36.976	45.112	8.136	22.0%

C-2. Comparison of Budget to Actual Year-to-Date (2 Month)

	Dollars in Millions			
	FY2009	FY2009	\$ Variance	% Variance
	YTD Budget	YTD Actuals		
Fares	10.596	11.120	0.524	4.9%
Sales tax income (cash basis)	74.177	82.895	8.718	11.8%

C-3. Comparison of FY2008 to FY2009 for the Month (November 2008)

	Dollars in Millions			
	FY2008	FY2009	\$ Variance	% Variance
	November Actuals	November Actuals		
Fares	4.285	5.467	1.182	27.6%
Sales tax income (cash basis)	44.380	45.112	0.732	1.6%

C-4. Comparison of FY2008 to FY2009 Year-to-Date (2 Month)

	Dollars in Millions			
	FY2008	FY2009	\$ Variance	% Variance
	YTD Actuals	YTD Actuals		
Fares	8.997	11.120	2.123	23.6%
Sales tax income (cash basis)	81.883	82.895	1.012	1.2%

D. OPERATING RATIO STATISTICS

COST EFFECTIVENESS PERFORMANCE GOALS					
November 2008					
	Annual FY2008	THIS MONTH	FY2009 YTD	FY2009 GOAL	YTD % VARIANCE FROM GOAL
Operating Ratio	18.1%	22.0%	21.2%	19.0%	11.6%

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 November 2008

	THIS MONTH	FY2009 YTD	FY2009 GOAL	YTD % VARIANCE
On-Time Performance ⁽¹⁾				
Local	57%	59%	61%	-3.3%
Park & Ride	83%	77%	74%	3.4%
Weighted Average	64%	64%	65%	-2.3%
Mean Distance Between Mechanical Failures (All buses) ⁽²⁾	8,588	7,382	6,000	23.0%

⁽¹⁾ 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.

⁽²⁾ 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.

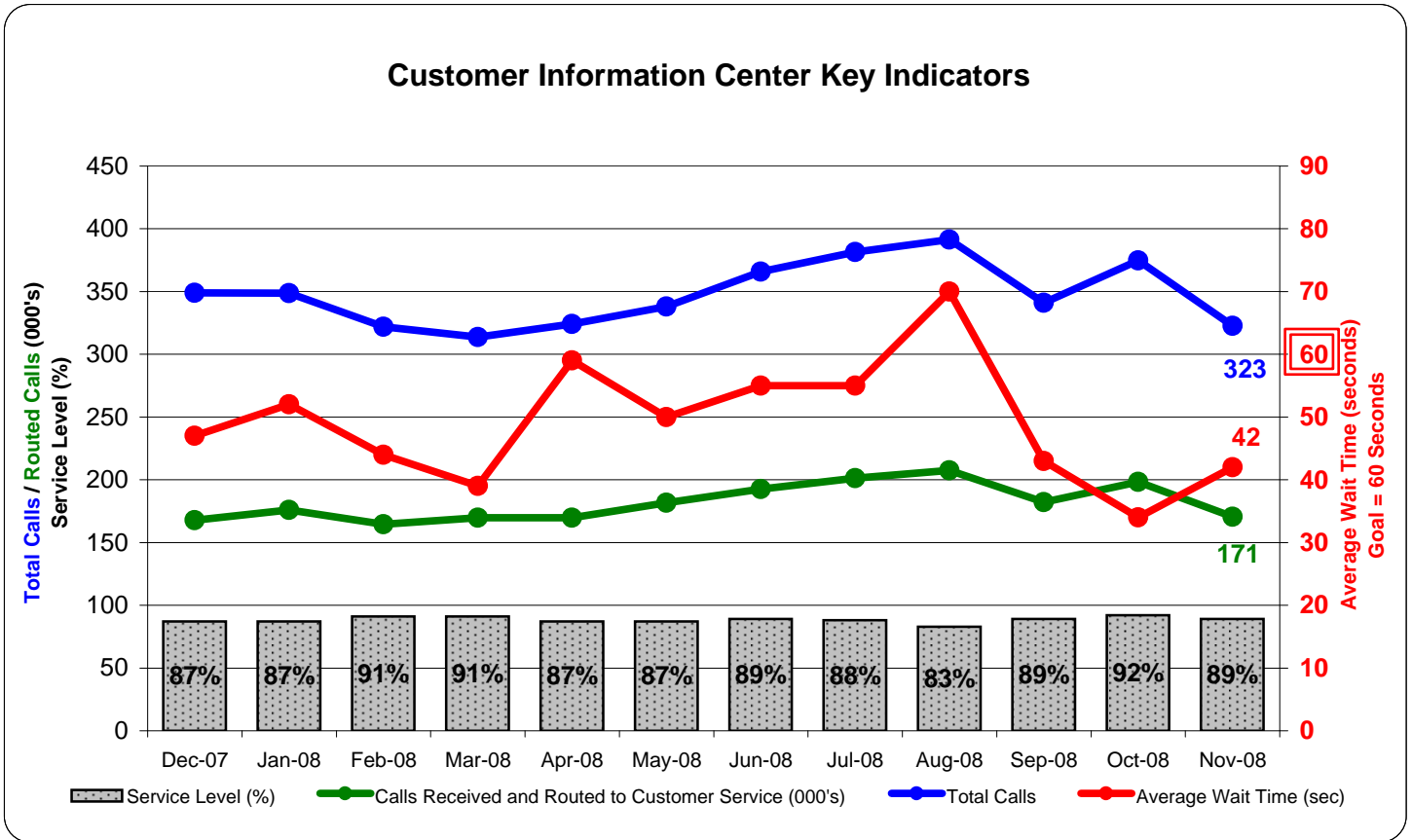
	THIS MONTH	FY2009 YTD	YTD FY2009 GOAL	YTD % VARIANCE (Neg=Better Than Goal)
Bus Accidents - absolute number ⁽³⁾	29	70	102	-31.4%
- per 100,000 vehicle miles	0.57	0.64	0.94	
Rail Accidents - absolute number	7	11	7	57.1%
- per 100,000 vehicle miles	9.94	7.26	5.40	
Complaint Calls - absolute number	1,418	3,551	3,940	-9.9%
- as a % of boardings	0.0206	0.0228	0.0243	
Major Security Incidents - total ⁽⁴⁾	29	65	100	-35.0%
- per 100,000 boardings	0.421	0.417	0.616	
Major Security Incidents - METRO properties ⁽⁵⁾	11	24	64	-62.5%
- per 100,000 boardings	0.160	0.154	0.395	

⁽³⁾ This indicator is for the bus system and includes METROLift.

⁽⁴⁾ 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.

⁽⁵⁾ 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

	November FY2009 Budget	November FY2009 Actuals	YTD FY2009 Budget	YTD FY2009 Actuals	YTD FY2009 Variance	
Total Capital Budget	25,240	11,764	33,620	19,231	(14,389)	-42.8%

G. GENERAL MOBILITY PROGRAM

	November FY2009 Budget	November FY2009 Actuals	YTD FY2009 Budget	YTD FY2009 Actuals	YTD FY2009 Variance	
Total General Mobility	17,708	1,443	20,683	4,646	(16,037)	-77.5%

H. DEBT SERVICE

	November FY2009 Budget	November FY2009 Actuals	YTD FY2009 Budget	YTD FY2009 Actuals	YTD FY2009 Variance	
Total Debt Service	370	309	875	444	(431)	-49.2%