

METRO

Monthly Board Report

Operating • Capital • Service • Performance

September 2008

This report is based on a preliminary closing of the year-end financials for FY2008

September 2008 MONTHLY BOARD REPORT

INDEX

- Section A Operating Budget**
September 2008 / budget vs. actual
FY2008 / budget vs. actual
- Section B Ridership Comparison**
Current Year Trend
12 month rolling average
1. Local & Express Bus
 2. Park & Ride Bus
 3. Fixed Route Bus Month to Month and Year to Year Ridership
 4. METRORail
 5. METROLift
 6. Star Vanpool
 7. HOV Car & Van Pools & Non-METRO Buses
- Section C Sales Tax & Fare Revenues**
- Section D Operating Ratio Statistics**
- Section E Service Performance Statistics**
- Section F Capital Budget**
- Section G General Mobility Budget**

A. OPERATING BUDGET

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

	FY2008 September Budget	FY2008 September Actual	\$ Variance	Variance %
Labor & Fringe Benefits	20,350,873	19,139,028	(1,211,845)	-5.95%
Materials and Services	15,603,135	15,365,888	(237,247)	-1.52%
Allowances	<u>6,123,720</u>	<u>-</u>	<u>(6,123,720)</u>	-100.00%
Total Operating Expenses	42,077,728	34,504,916	(7,572,812)	-18.00%
Reimbursements	(10,984,125)	(11,155,281)	(171,156)	1.56%
Operating Budget	31,093,603	23,349,635	(7,743,968)	-24.91%

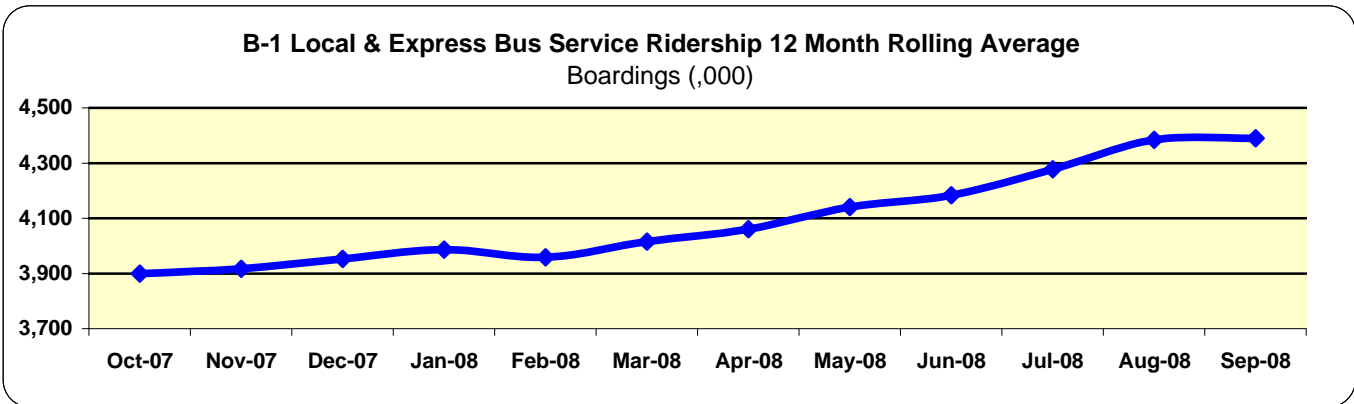
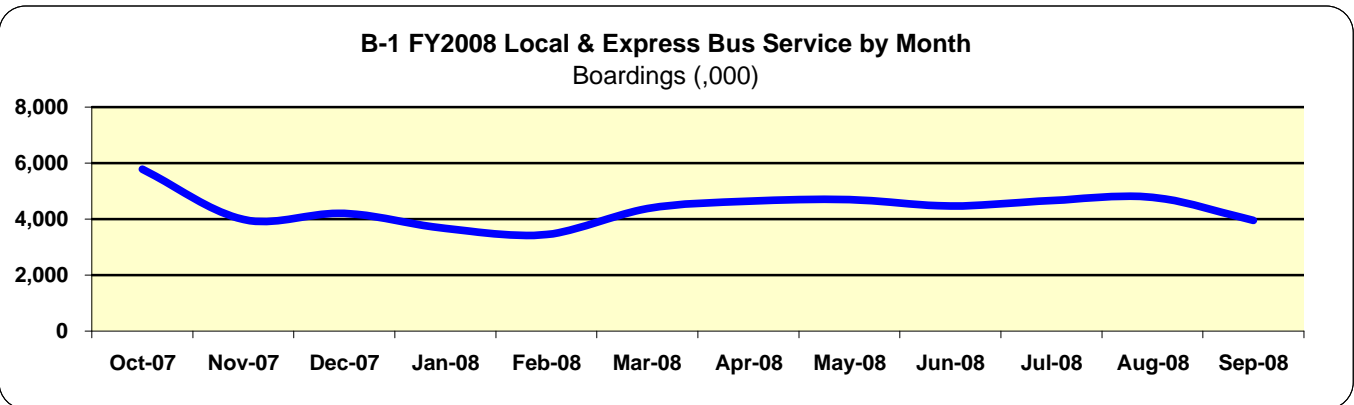
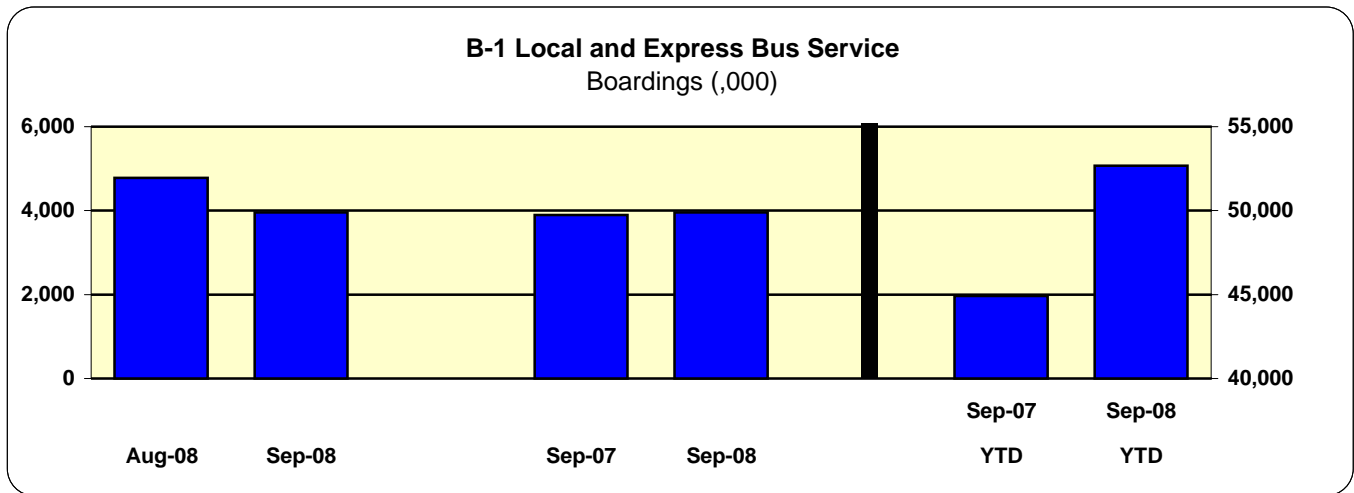
A-2. Comparison of Budget to Actual Year-to-Date (12 Months)

	FY2008 Year-to-date Budget	FY2008 Year-to-date Actual	\$ Variance	Variance %
Labor & Fringe Benefits	242,141,710	237,390,229	(4,751,481)	-1.96%
Materials and Services	153,841,432	143,922,693	(9,918,739)	-6.45%
Allowances	<u>6,123,720</u>	<u>-</u>	<u>(6,123,720)</u>	-100.00%
Total Operating Expenses	402,106,862	381,312,922	(20,793,940)	-5.17%
Reimbursements	(102,106,851)	(99,938,062)	2,168,789	-2.12%
Operating Budget	300,000,011	281,374,860	(18,625,151)	-6.21%

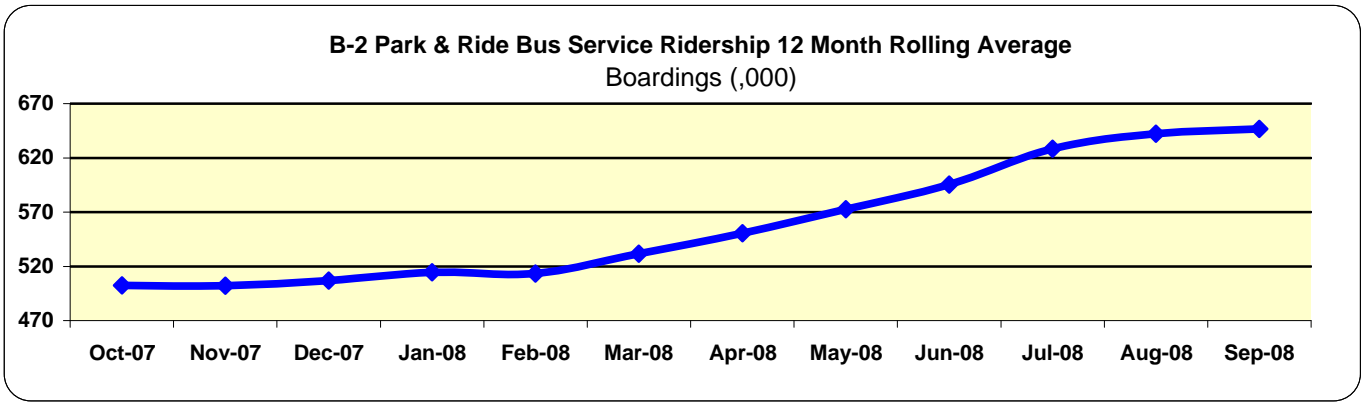
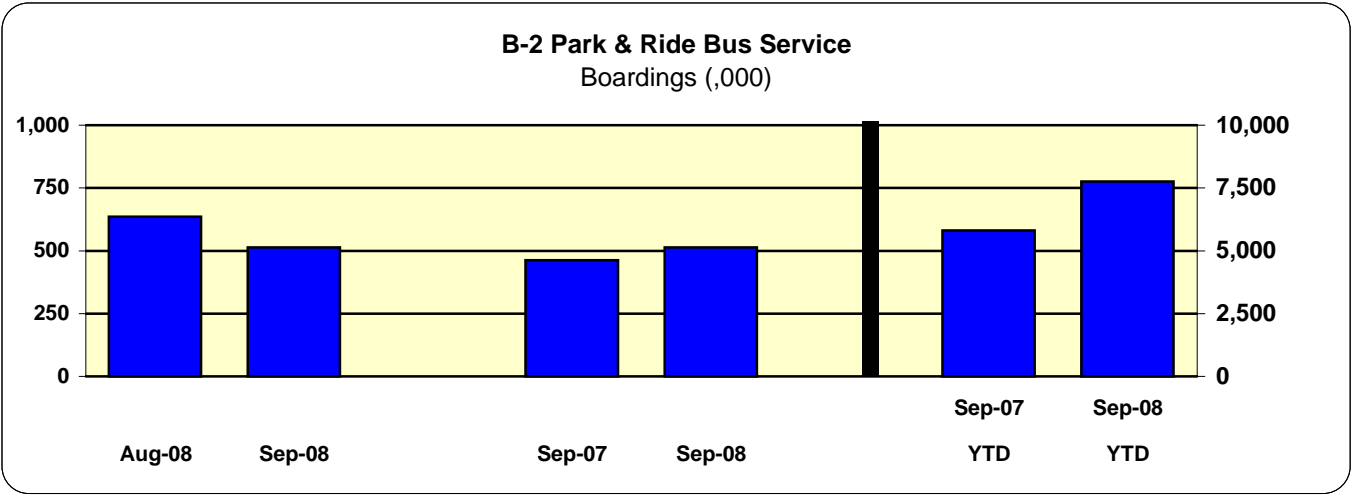
Special Note for September 2008

1. The September 2008 report is based on a preliminary close of the financials. September being the end of the fiscal year, closing takes a little longer than normal, but an early closing with preliminary numbers was done to prepare this report on time.
2. In September, METRO's regular scheduled operations were adversely affected by Hurricane Ike. Bus service was suspended for close to 2 1/2 days and ran at a reduced schedule for approximately 3 more days. Rail service was suspended for 9 1/2 days. As a result, ridership, revenue, and operating ratio are below normal for September. Also, in the case of on-time performance, the report covers only the period before the hurricane. During the hurricane, METRO focused its resources in supporting evacuation and recovery efforts, including free fares during the initial service restoration period.

B. RIDERSHIP



Note: Fixed Route Bus and Rail Ridership is now based on unadjusted Automatic Passenger Counter (APC) information. In FY2007, APC was not fully calibrated and therefore understated ridership.



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B-3. Fixed Route Bus Month to Month and Year to Year Ridership Comparisons

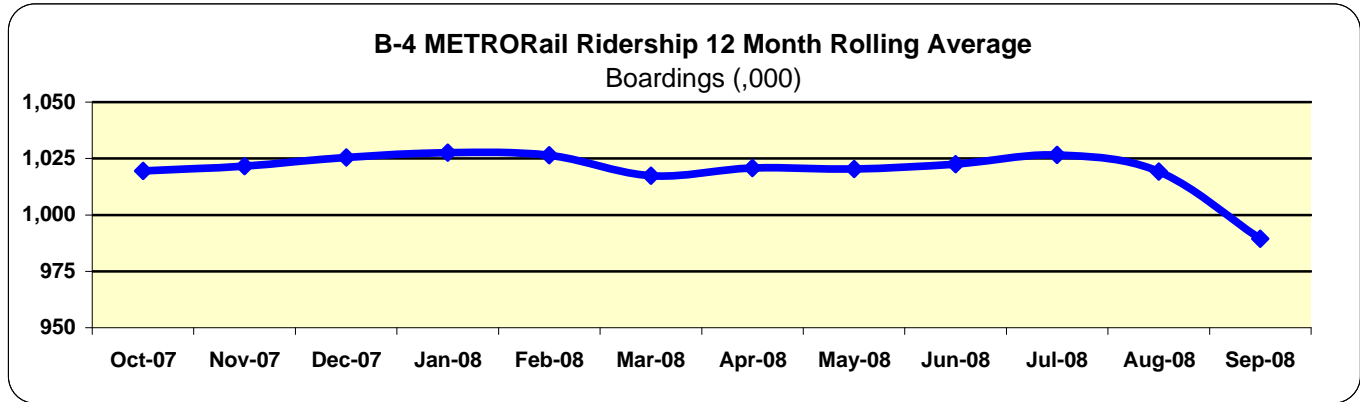
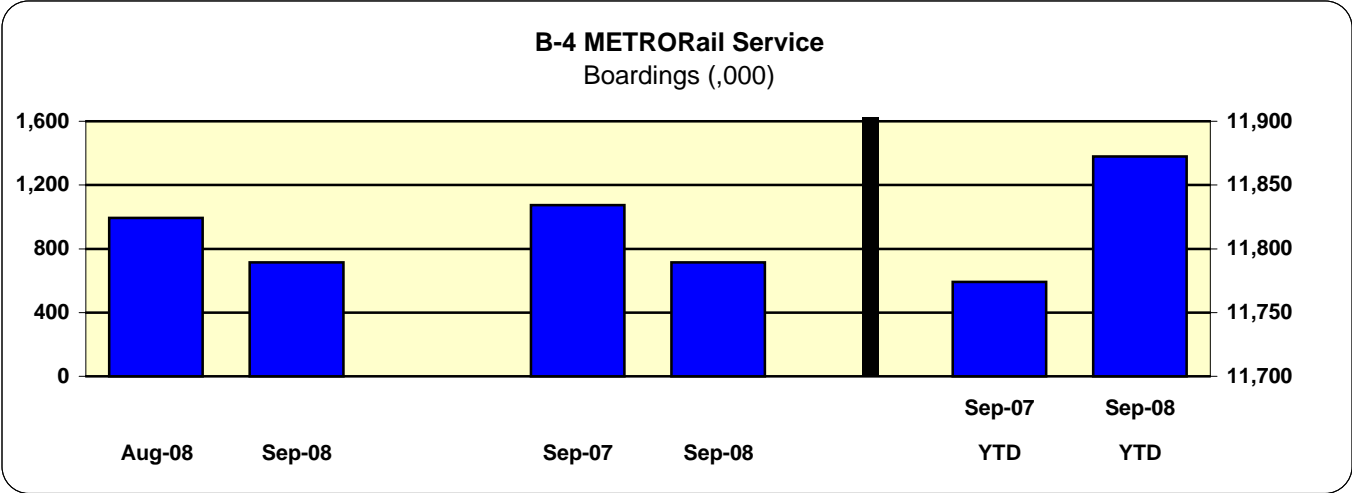
August 2008 - September 2008 Comparison				
Adjusted Boardings ⁽²⁾		Service Type	Unadjusted APC Boardings ⁽¹⁾	
Current Month Total	Change from Previous Month		Current Month Total	Change from Previous Month
5,073,068	(896,182)	Local & Express	3,959,203	(819,341)
653,699	(153,486)	Park & Ride	513,567	(122,221)
5,726,767	(1,049,668)	Total Fixed Route Bus	4,472,770	(941,562)

August 2008 - September 2008 (Adjustment for Calendar Difference)		Fixed Route Bus Month to Month Adjusted Boardings Variance ⁽³⁾	
(1,049,668)		Adjusted Boardings Variance from above	
130,000		Adjustment for 1 more Saturday in August	
81,000		Adjustment for 1 more Sunday in August	
(32,000)		Adjustment for 1 less Holiday in August	
(870,668)		Month to Month Variance adjusted for mix of days	

September Year to Year Comparison - Unadjusted APC Boardings ^{(1) (4)}				
September		Service Type	September Year to Date	
Current Year	Previous Year		Current Year	Previous Year
3,959,203	3,896,407	Local & Express	52,677,079	44,925,626
513,567	462,511	Park & Ride	7,759,933	5,814,337
4,472,770	4,358,918	Total Fixed Route Bus	60,437,012	50,739,963

Notes:

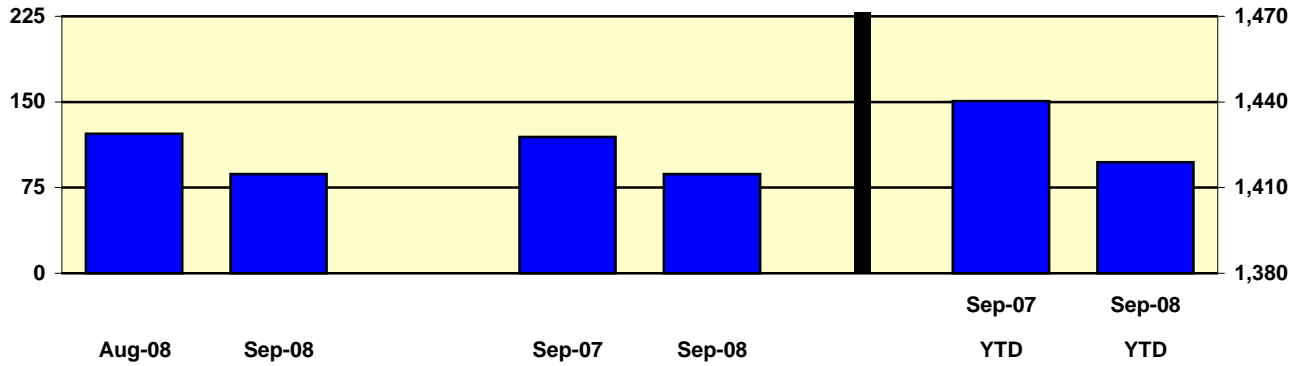
- (1) Unadjusted APC Boardings reflect passenger boardings as captured directly by Automatic Passenger Counters onboard buses and trains. Some data is missing due to system calibration and settings
- (2) Adjusted Boardings are reported by Service Evaluation. They are based on a sample of APC data and are statistically adjusted to compensate for missing data and then extrapolated to reflect the full month.
- (3) This chart shows the approximate change in Adjusted Bus Boardings after accounting for the impact of the mix of days from the previous to the current month.
- (4) In FY2007, APC was not fully calibrated and therefore understated ridership.



Note: Fixed Route Bus and Rail Ridership is now based on unadjusted Automatic Passenger Counter (APC) information. In FY2007, APC was not fully calibrated and therefore understated ridership.

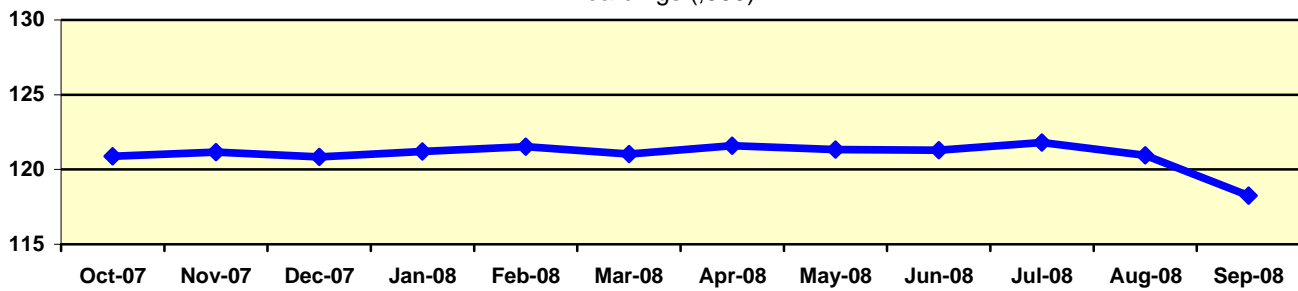
B-5 METROLift Service

Boardings (,000)



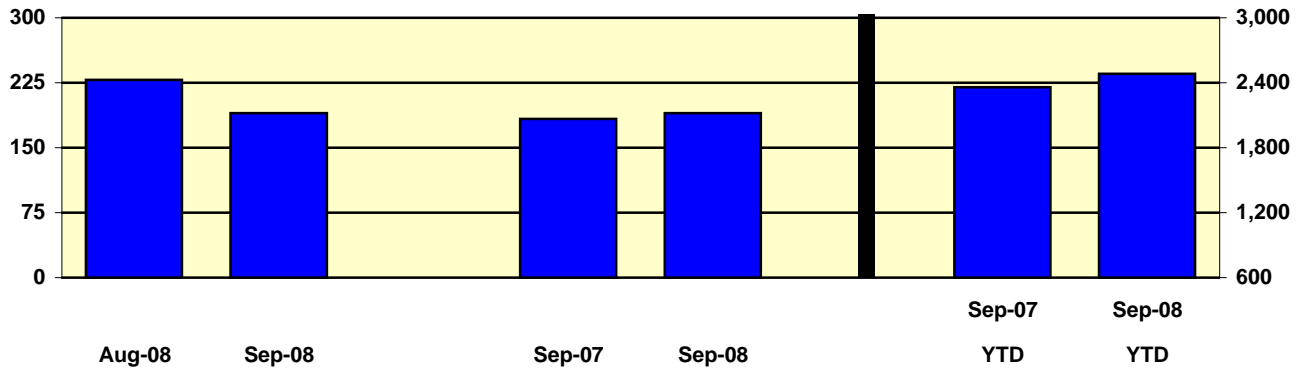
B-5 METROLift Service Ridership 12 Month Rolling Average

Boardings (,000)



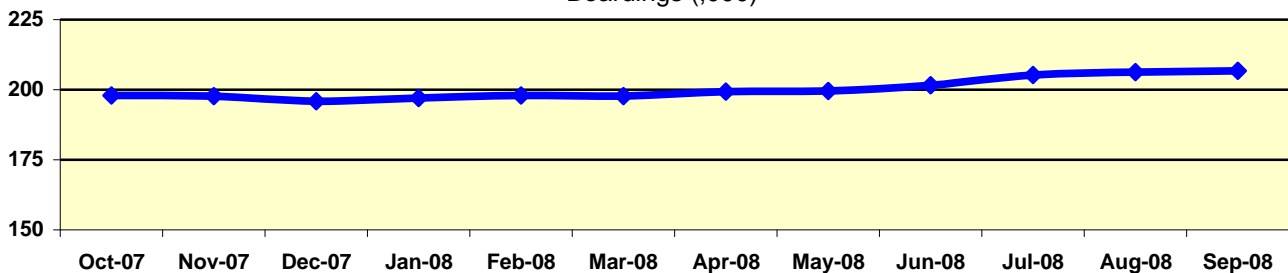
B-6 Star Vanpool Service

Boardings (,000)



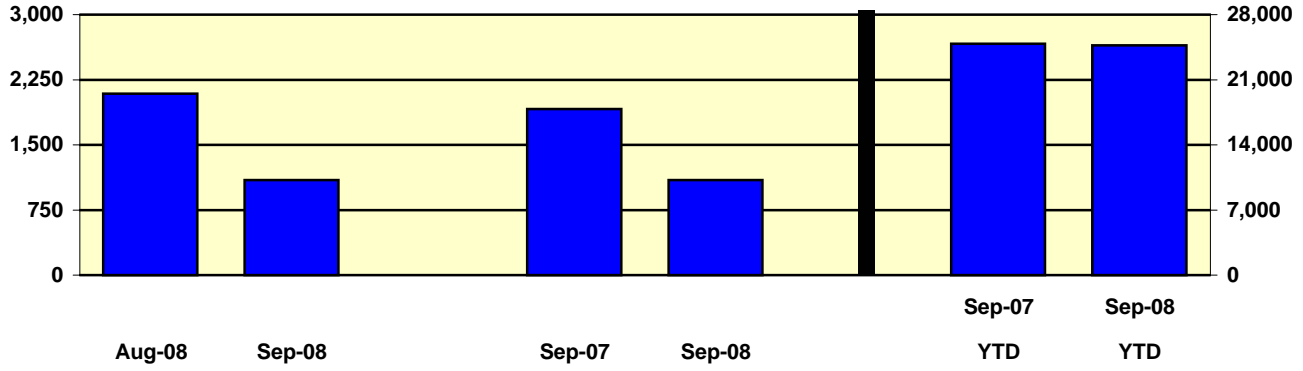
B-6 Star Vanpool Ridership 12 Month Rolling Average

Boardings (,000)

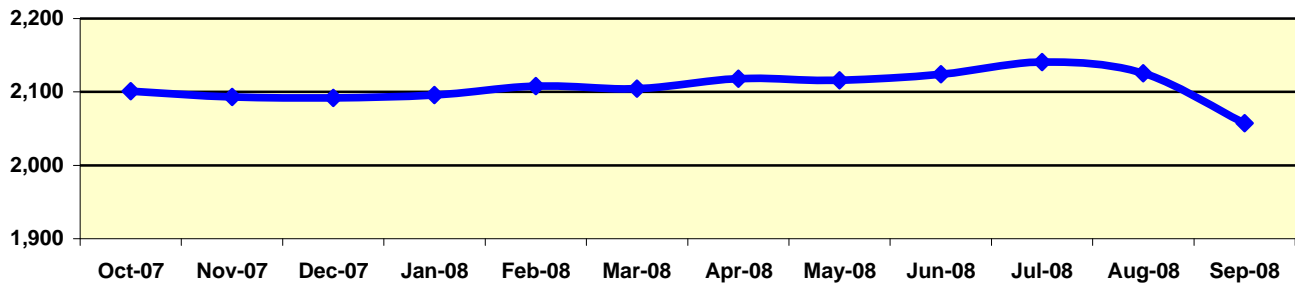


Note: METRO's vanpool service was renamed "Star" in April 2008.

B-7 HOV, Carpools, Vanpools & Non-METRO Buses
Boardings (,000)



B-7 HOV, Carpools, Vanpools & Non-METRO Buses Ridership 12 Month Rolling
Average - Boardings (,000)



C. SALES TAX & FARE REVENUES

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

	Dollars in Millions			
	FY2008 September Budget	FY2008 September Actuals	\$ Variance	% Variance
Fares	4.783	3.893	-0.890	-18.6%
Sales tax income (cash basis)	34.997	44.144	9.147	26.1%

C-2. Comparison of Budget to Actual Year-to-Date (12 Months)

	Dollars in Millions			
	FY2008 YTD Budget	FY2008 YTD Actuals	\$ Variance	% Variance
Fares	52.884	53.218	0.333	0.6%
Sales tax income (cash basis)	450.000	520.167	70.167	15.6%

C-3. Comparison of FY2007 to FY2008 for the Month (September 2008)

	Dollars in Millions			
	FY2007 September Actuals	FY2008 September Actuals	\$ Variance	% Variance
Fares	4.227	3.893	-0.334	-7.9%
Sales tax income (cash basis)	39.057	44.144	5.087	13.0%

C-4. Comparison of FY2007 to FY2008 Year-to-Date (12 Months)

	Dollars in Millions			
	FY2007 YTD Actuals	FY2008 YTD Actuals	\$ Variance	% Variance
Fares	49.020	53.218	4.198	8.6%
Sales tax income (cash basis)	477.991	520.167	42.176	8.8%

D. OPERATING RATIO STATISTICS

COST EFFECTIVENESS PERFORMANCE GOALS					
September 2008					
	Annual FY2007	THIS MONTH	FY2008 YTD	FY2008 GOAL	YTD % VARIANCE FROM GOAL
Operating Ratio	17.9%	14.9%	18.1%	19.0%	-4.7%

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 September 2008

	THIS MONTH	FY2008 YTD	FY2008 GOAL	YTD % VARIANCE
On-Time Performance ⁽¹⁾				
Local	56%	55%	61%	-9.4%
Park & Ride	71%	70%	70%	0.0%
Weighted Average	60%	59%	64%	-7.6%
Mean Distance Between Mechanical Failures (All buses) ⁽²⁾	7,024	7,029	5,250	33.9%

⁽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. Data for 9/1/08 was excluded due to system issues. As a result of Hurricane Ike, On-Time Performance reflects only the period 9/2/08 - 9/11/08.

⁽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.

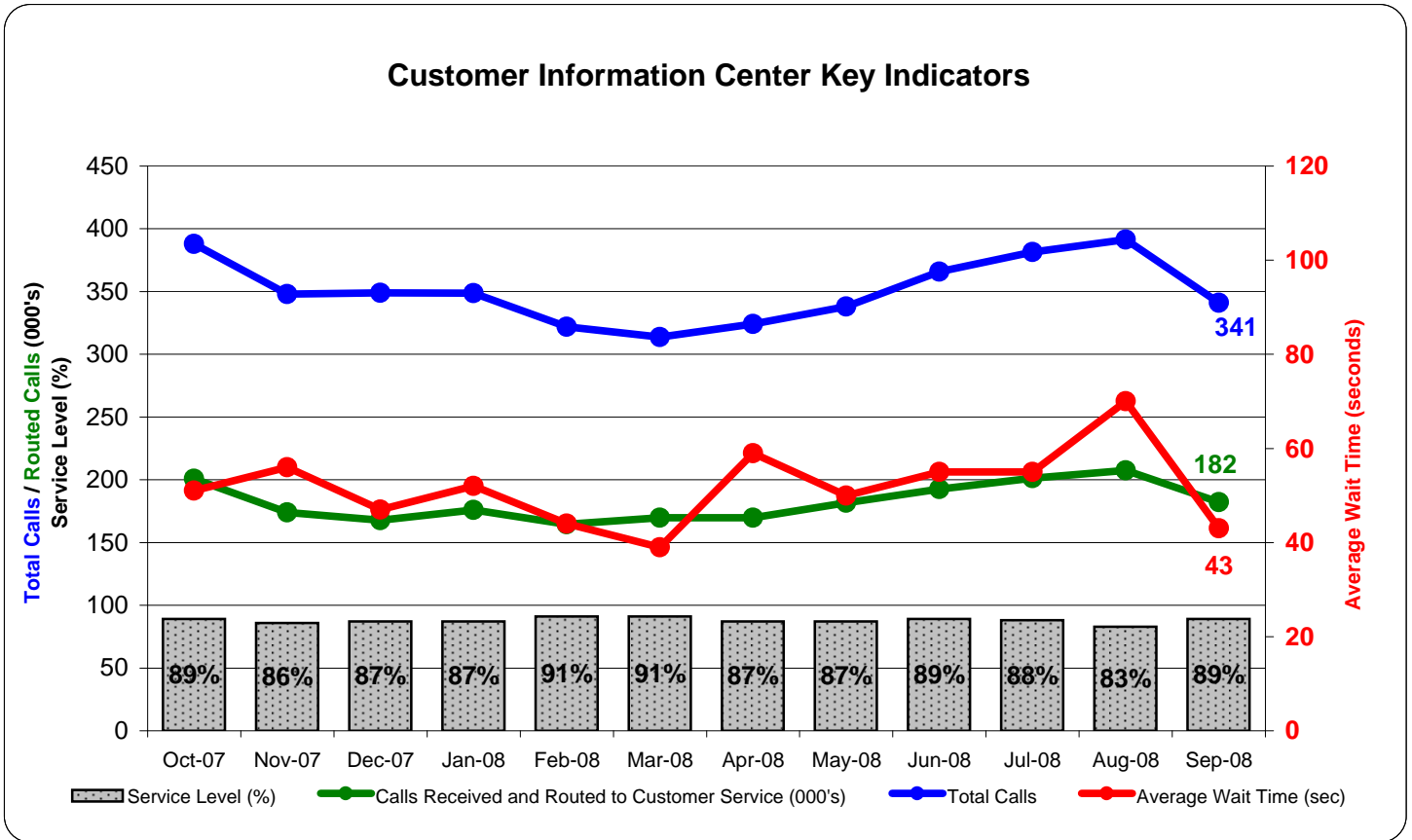
	THIS MONTH	FY2008 YTD	YTD FY2008 GOAL	YTD % VARIANCE (Neg=Better Than Goal)
Bus Accidents - absolute number ⁽³⁾	34	524	645	-18.8%
- per 100,000 vehicle miles	0.74	0.81	1.00	
Rail Accidents - absolute number	5	52	36	44.4%
- per 100,000 vehicle miles	9.48	5.64	4.50	
Complaint Calls - absolute number	1,775	23,163	38,400	-39.7%
- as a % of boardings	0.0264	0.0231	0.0422	
Major Security Incidents - total ⁽⁴⁾	26	438	600	-27.0%
- per 100,000 boardings	0.387	0.436	0.659	
Major Security Incidents - METRO properties ⁽⁵⁾	7	177	384	-53.9%
- per 100,000 boardings	0.104	0.176	0.422	

⁽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

	September FY2008 Budget	September FY2008 Actuals	YTD FY2008 Budget	YTD FY2008 Actuals	YTD FY2008 Variance	
Total Capital Budget	61,364	62,340	336,386	273,365	(63,021)	-18.7%

G. GENERAL MOBILITY PROGRAM

	September FY2008 Budget	September FY2008 Actuals	YTD FY2008 Budget	YTD FY2008 Actuals	YTD FY2008 Variance	
Total General Mobility	17,632	1,344	185,328	160,638	(24,690)	-13.3%