

# METRO MONTHLY BOARD REPORT

**Revenue • Expenses • Service • Performance**

**Fiscal Year FY2011**

**November 2010**

# **MONTHLY BOARD REPORT November 2010**

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## MONTHLY BOARD REPORT

November 2010

### Summary

- Sales Tax revenue year-to-date is \$4.116 million or 5.2% over budget. The month of November 2010 is \$2.818 million or 6.6% over budget.
- Fare revenue year-to-date is \$0.500 million or 4.7% under budget. The month of November 2010 is \$0.275 million or 5.4% under budget.
- Operating expenses year-to-date are \$3.309 million or 6.0% under budget. The month of November 2010 is \$1.463 million or 5.4% under budget.
- METRORail Expansion expenses year-to-date are \$15.175 million or 40.0% under budget. The month of November 2010 is \$2.951 million or 16.8% over budget.
- Capital Improvement Program expenses year-to-date are \$4.683 million or 64.9% under budget. The month of November 2010 is \$3.580 million or 91.6% under budget.
- General Mobility Program expenses year-to-date are \$.616 million or 1.2% under budget. The month of November 2010 is \$7.399 million or 19.8% under budget.
- Debt Service expenses year-to-date are \$0.275 million or 1.9% under budget. The month of November 2010 is \$0.216 million or 8.8% under budget.
- METROBus ridership (fixed route) year-to-date is 291,000 or 2.5% under last year. The month of November 2010 is 78,000 or 1.4% under last year.
- METRORail ridership year-to-date is 83,000 or 4.5% under last year. The month of November 2010 is 38,000 or 4.3% under last year.
- Performance Indicator Summary:
  - Safety & Security Bus Accidents, Rail Accidents and Major Security Incidents (both total and on METRO properties) met the goal for the month and for the year-to-date.
  - Service Reliability On-time performance for Local Bus, Park and Ride Bus and METRORail and the Mean Distance Between Mechanical Failures (Bus MDBF) met the goals for the month and for the year-to-date.
  - Customer Service The number of Complaint Contacts and the Average Call Center Answer Delay did not meet the goal for the month or for the year-to-date.
  - Cost Effectiveness The Operating Ratio met the goal for the month and for the year-to-date.

**MONTHLY BOARD REPORT**  
**November 2010**  
**Sales Tax Revenue**

**Budget to Actual FY2011**

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 36.011	\$ 37.308	\$ 1.297	3.6%
November	42.806	45.625	2.818	6.6%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>Year-to-Date Total</b>	<b>\$ 78.817</b>	<b>\$ 82.932</b>	<b>\$ 4.116</b>	<b>5.2%</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 35.124	\$ 37.308	\$ 2.184	6.2%
November	42.224	45.625	3.401	8.1%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>Year-to-Date Total</b>	<b>\$ 77.348</b>	<b>\$ 82.932</b>	<b>\$ 5.585</b>	<b>7.2%</b>

**MONTHLY BOARD REPORT**  
**November 2010**  
**Fare Revenue**

**Budget to Actual FY2011**

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 5.655	\$ 5.429	\$ (0.225)	-4.0%
November	5.056	4.781	(0.275)	-5.4%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>Year-to-Date Total</b>	<b>\$ 10.711</b>	<b>\$ 10.210</b>	<b>\$ (0.500)</b>	<b>-4.7%</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 5.745	\$ 5.429	\$ (0.315)	-5.5%
November	5.055	4.781	(0.274)	-5.4%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>Year-to-Date Total</b>	<b>\$ 10.799</b>	<b>\$ 10.210</b>	<b>\$ (0.589)</b>	<b>-5.5%</b>

**MONTHLY BOARD REPORT**  
**November 2010**  
**Operating Expenses**

**FY2011 Annual Operating Budget = \$354,903,000**

**Comparison of Budget to Actual for the Month (November 2010)**

	<b>November Budget</b>	<b>November Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
<b>Total Labor &amp; Fringe Benefits</b>	\$ 22,036,587	\$ 20,726,098	\$ (1,310,489)	-5.9%
<b>Total Non-Labor</b>	12,239,513	11,613,585	(625,928)	-5.1%
<b>Total Labor &amp; Non-Labor</b>	<b>34,276,100</b>	<b>32,339,683</b>	<b>(1,936,417)</b>	<b>-5.6%</b>
<b>Allocations/Reimbursements</b>	(7,010,453)	(6,536,607)	473,846	6.8%
<b>OPERATING BUDGET</b>	<b>\$ 27,265,647</b>	<b>\$ 25,803,076</b>	<b>\$ (1,462,571)</b>	<b>-5.4%</b>

**Comparison of Budget to Actual - Year-to-Date (2 Month) November 2010**

<b><u>Expense Category</u></b>	<b>Year-to-Date Budget</b>	<b>Year-to-Date Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
Wages	\$ 16,877,411	\$ 16,395,211	\$ (482,200)	-2.9%
Union Fringe Benefits	8,449,489	8,274,799	(174,690)	-2.1%
<b>Total Union Labor</b>	<b>25,326,900</b>	<b>24,670,010</b>	<b>(656,890)</b>	<b>-2.6%</b>
Salaries and Non-Union Wages	12,420,168	11,515,767	(904,401)	-7.3%
Non-Union Fringe Benefits	5,713,351	5,489,345	(224,006)	-3.9%
<b>Total Non-Union Labor</b>	<b>18,133,519</b>	<b>17,005,112</b>	<b>(1,128,407)</b>	<b>-6.2%</b>
<b>Total Labor and Fringe Benefits</b>	<b>43,460,419</b>	<b>41,675,122</b>	<b>(1,785,297)</b>	<b>-4.1%</b>
Services	3,458,223	2,100,212	(1,358,011)	-39.3%
Materials and Supplies	2,938,239	2,436,043	(502,196)	-17.1%
Fuel & Utilities	5,819,780	5,532,707	(287,073)	-4.9%
Casualty and Liability	401,694	391,198	(10,496)	-2.6%
Purchased Transportation	12,356,708	12,505,702	148,994	1.2%
Leases, Rentals and Miscellaneous	995,397	297,273	(698,124)	-70.1%
<b>Total Non-Labor</b>	<b>25,970,041</b>	<b>23,263,135</b>	<b>(2,706,906)</b>	<b>-10.4%</b>
<b>Total Labor and Non-Labor</b>	<b>69,430,460</b>	<b>64,938,257</b>	<b>(4,492,203)</b>	<b>-6.5%</b>
Cost Reimbursement (Cost Recovery)	(1,333,613)	(1,070,758)	262,855	19.7%
Allocation to Capital and GMP	(3,942,037)	(3,022,178)	919,859	23.3%
Capitalized Operating Expenses	(8,968,656)	(8,968,656)	-	0.0%
<b>Total Allocations/Reimbursements</b>	<b>(14,244,306)</b>	<b>(13,061,592)</b>	<b>1,182,714</b>	<b>8.3%</b>
<b>OPERATING BUDGET</b>	<b>\$ 55,186,154</b>	<b>\$ 51,876,665</b>	<b>\$ (3,309,489)</b>	<b>-6.0%</b>

**MONTHLY BOARD REPORT**  
**November 2010**  
**Major Operating Budget Variance Items**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>November 2010 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>\$ 25,326,900</b>	<b>\$ 24,670,010</b>	<b>\$ (656,890)</b>
Wages - primarily mechanic and cleaner vacancies			(433,000)
Mechanic and cleaner overtime			(49,000)
Union Healthcare - lower participation			(67,000)
Other Union Fringe Benefits related to vacancies			(108,000)
<b>Non-Union Labor</b>	<b>18,133,519</b>	<b>17,005,112</b>	<b>(1,128,407)</b>
Primarily Salaried Vacancies			(904,000)
Non-Union Labor Fringe Benefits - vacancy related			(224,000)
<b>Services</b>	<b>3,458,223</b>	<b>2,100,212</b>	<b>(1,358,011)</b>
Invoice processing delays for origin and destination survey, long range plan development and other planning services			(414,000)
Delay in the receipt of an invoice for METRO Q <sup>®</sup> Fare Card support			(237,000)
Service Contracts or Purchase Orders are not in place yet for (1) items such as miscellaneous repairs to buildings, Park & Rides, Transit Centers and Rail platforms or (2) servicing of new bus shelters			(164,000)
Major advertising campaigns and promotion have not yet started			(149,000)
Various equipment, vehicle and general repair contracts are running under budget			(108,000)
Some maintenance contracts for items such as Park & Ride video security systems are only used on an as-needed basis			(88,000)
Legal Fees and Legislative Coordination expenses are under budget - METRO is in the process of selecting a new team to provide legislative coordination			(82,000)
<b>Materials &amp; Supplies</b>	<b>2,938,239</b>	<b>2,436,043</b>	<b>(502,196)</b>
Bus Parts			(276,000)
Facility Maintenance Parts			(81,000)
Taser and ammunition was purchased late in the month and expenses have not been realized yet			(50,000)
<b>Fuel &amp; Utilities</b>	<b>5,819,780</b>	<b>5,532,707</b>	<b>(287,073)</b>
Diesel Fuel - lower price			(149,000)
Telephone Expenses - partially due to deferral of the SAFEbus project			(126,000)
<b>Casualty &amp; Liability</b>	<b>401,694</b>	<b>391,198</b>	<b>(10,496)</b>
<b>Purchased Transportation</b>	<b>12,356,708</b>	<b>12,505,702</b>	<b>148,994</b>
METROLift - increased ridership			237,000
Vanpool program reduced ridership			(53,000)
Northwest BOF contract			(36,000)
<b>Leases, Rentals and Miscellaneous</b>	<b>995,397</b>	<b>297,273</b>	<b>(698,124)</b>
Some IT maintenance agreements (i.e., Oracle and COGNOS budgeting system) are not yet implemented			(223,000)
Delay in the start of the update of the regional model by H-GAC (METRO participates)			(200,000)
HOV and Main Street Rail line signal maintenance contracts used on an as-needed basis			(160,000)
Underruns in discretionary items (Travel, Memberships, Subscriptions)			(63,000)
<b>Cost Reimbursement</b>	<b>(1,333,613)</b>	<b>(1,070,758)</b>	<b>262,855</b>
DHS grant funds not yet received			130,000
Vanpool cost recovery			128,000
<b>Allocation to Capital &amp; GMP</b>	<b>\$ (3,942,037)</b>	<b>\$ (3,022,178)</b>	<b>\$ 919,859</b>
Vacancies, a lower level of capital work and adherence to stricter capitalization guidelines			920,000

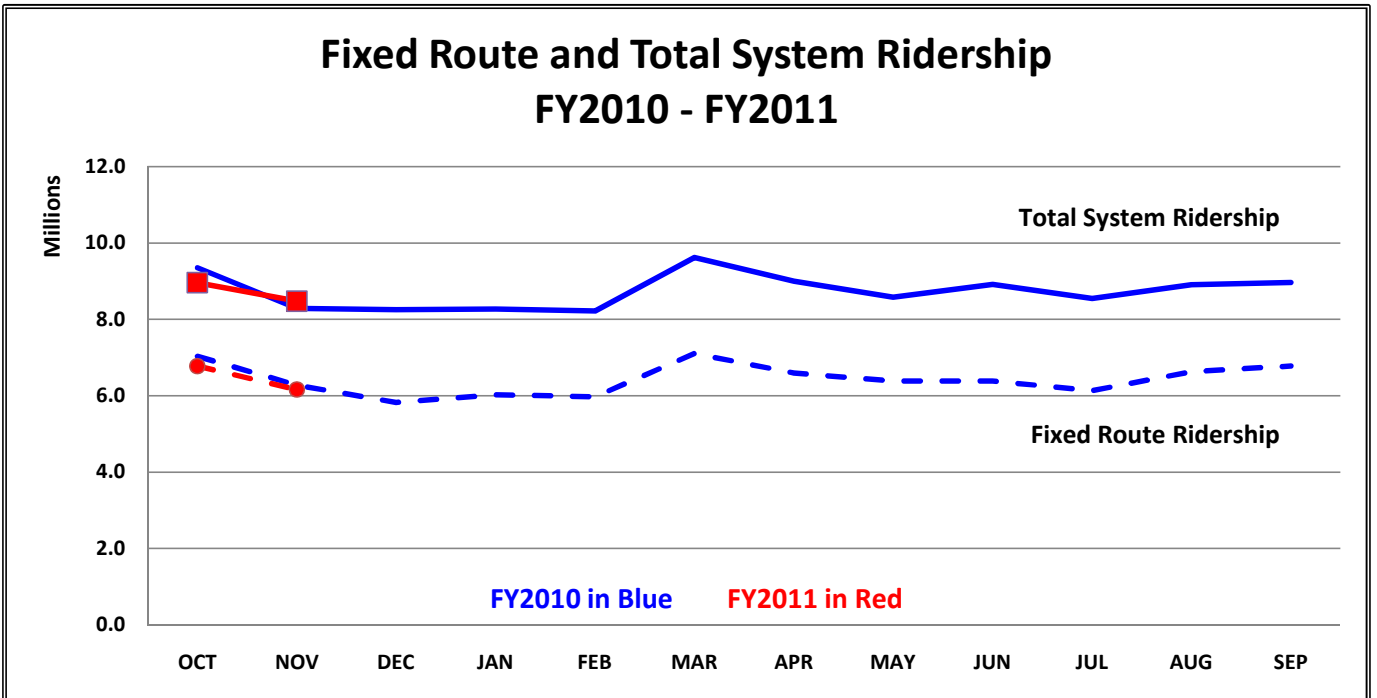
**MONTHLY BOARD REPORT**  
**November 2010**  
**Capital, General Mobility and Debt Service Expenses**  
**Budget vs. Actual - Month and Fiscal Year-to-Date**  
(\$ millions)

	Month of November 2010				Fiscal YTD November 2010			
	Budget	Actual	Variance		Budget	Actual	Variance	
			\$	%			\$	%
METRORail Expansion	\$ 17.541	\$ 20.492	\$ 2.951	16.8%	\$ 37.945	\$ 22.770	\$ (15.175)	-40.0%
Capital Improvement Program	3.910	0.330	(3.580)	-91.6%	7.215	2.532	(4.683)	-64.9%
<b>Total Capital Budget</b>	<b>21.451</b>	<b>20.822</b>	<b>(0.629)</b>	<b>-2.9%</b>	<b>45.160</b>	<b>25.302</b>	<b>(19.858)</b>	<b>-44.0%</b>
<b>General Mobility</b>	<b>37.367</b>	<b>29.968</b>	<b>(7.399)</b>	<b>-19.8%</b>	<b>50.441</b>	<b>49.825</b>	<b>(0.616)</b>	<b>-1.2%</b>
<b>Debt Service</b>	<b>\$ 2.443</b>	<b>\$ 2.227</b>	<b>\$ (0.216)</b>	<b>-8.8%</b>	<b>\$ 14.229</b>	<b>\$ 13.954</b>	<b>\$ (0.275)</b>	<b>-1.9%</b>



**MONTHLY BOARD REPORT**  
**November 2010**  
**Ridership by Service Category**

<b>RIDERSHIP DATA</b>						
<i>(Fixed route ridership shown here is from the data reported to the National Transit Database)</i>						
<b>SERVICE CATEGORY</b>	<b>Nov-09 Boardings</b>	<b>Nov-10 Boardings</b>	<b>% Change Nov-10 vs. Nov-09</b>	<b>Nov-09 YTD Boardings</b>	<b>Nov-10 YTD Boardings</b>	<b>YTD % Change Nov-10 vs. Nov-09</b>
<b>Fixed Route Bus</b>						
Local	4,794,586	4,749,866	-0.9%	10,115,467	9,981,127	-1.3%
Park & Ride	613,369	580,172	-5.4%	1,365,114	1,208,212	-11.5%
<b>Total Fixed Route Bus</b>	<b>5,407,955</b>	<b>5,330,038</b>	<b>-1.4%</b>	<b>11,480,581</b>	<b>11,189,339</b>	<b>-2.5%</b>
METRO Rail	869,647	831,861	-4.3%	1,833,378	1,750,384	-4.5%
<b>Total Fixed Route</b>	<b>6,277,602</b>	<b>6,161,899</b>	<b>-1.8%</b>	<b>13,313,959</b>	<b>12,939,723</b>	<b>-2.8%</b>
<b>Special Bus</b>						
METROLift	122,022	133,242	9.2%	255,215	275,286	7.9%
METRO STAR Vanpool	190,294	188,835	-0.8%	410,713	388,901	-5.3%
Internal Service	271	722	166.4%	1,271	1,971	55.1%
<b>Total Special Bus</b>	<b>312,587</b>	<b>322,799</b>	<b>3.3%</b>	<b>667,199</b>	<b>666,158</b>	<b>-0.2%</b>
<b>Total Bus and Rail</b>	<b>6,590,189</b>	<b>6,484,698</b>	<b>-1.6%</b>	<b>13,981,158</b>	<b>13,605,881</b>	<b>-2.7%</b>
HOV Carpools, Vanpools, and Non-METRO Buses	1,697,346	1,995,140	17.5%	3,662,694	3,834,635	4.7%
<b>TOTAL SYSTEM</b>	<b>8,287,535</b>	<b>8,479,838</b>	<b>2.3%</b>	<b>17,643,852</b>	<b>17,440,516</b>	<b>-1.2%</b>



**MONTHLY BOARD REPORT**  
**November 2010**  
**Performance Statistics**

Meets the goal Does not meet Goal

Fiscal Year 2011														Monthly Target	FY2011 YTD GOAL	FY2011 YTD	YTD % Change
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Bus Accidents	45	39											44	88	84	4.5%	
Bus Accidents per 100,000 vehicle miles	0.78	0.71											0.81	0.81	0.75	7.8%	
Rail Accidents	4	1											3	6	5	16.7%	
Rail Accidents per 100,000 vehicle miles	4.93	1.36											5.65	5.65	3.23	42.8%	
Major Security Incidents - total	50	26											45	90	76	15.6%	
Major Security Incidents per 100,000 boardings	0.702	0.401											0.684	0.684	0.559	18.3%	
Major Security Incidents - METRO properties	32	13											28	56	45	19.6%	
Major Security Incidents per 100,000 boardings	0.449	0.200											0.426	0.426	0.331	22.4%	
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Bus On-Time Performance																	
Local Bus OTP	69%	72%											67%	67%	70.5%	5.2%	
Park & Ride Bus OTP	79%	80%											75%	75%	79.5%	6.0%	
Weighted Average Bus OTP	71%	74%											69%	69%	72.5%	5.1%	
Rail On-Time Performance	97.8%	97.3%											96%	96%	97.5%	1.6%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,169	10,089											6,600	6,600	10,129	53.5%	
MDBF - Buses Age 0 - 3 Years (≈ 24% of fleet)	15,713	13,281											6,600	6,600	14,388	118.0%	
MDBF - Buses Age 4 - 8 Years (≈ 13% of fleet)	13,465	12,640											6,600	6,600	13,046	97.7%	
MDBF - Buses Age 9 - 12 Years (≈ 58% of fleet)	8,483	8,728											6,600	6,600	8,599	30.3%	
MDBF - Buses Age 13+ Years (≈ 5% of fleet)	9,537	10,261											6,600	6,600	9,899	50.0%	
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Complaint Contacts	1,553	1,436											1,417	2,834	2,989	5.5%	
Complaint Contacts as a % of boardings	0.0218	0.0221											0.0215	0.0215	0.0220	2.2%	
Average Call Center Answer Delay (Sec.)	69	63											60	60	66	10.0%	
COST EFFECTIVENESS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Operating Ratio	19.9%	17.5%											17%	17%	18.7%	10.0%	

**MONTHLY BOARD REPORT**  
**November 2010**  
**Performance Statistic Definitions**

**Bus and Rail Accidents** - An accident is a transit incident with passenger injuries that require immediate medical treatment away from the scene or a collision between a revenue vehicle and an object such that the amount of damage exceeds \$1,000. Bus accidents (which include METROLift) and rail accidents are reported separately and in terms of the absolute number of accidents and the relative number of accidents per 100,000 vehicle miles. Rail accidents reflect collisions between METRORail and other vehicles, pedestrians, or bicyclists. This definition has been revised beginning in FY2011 to include pedestrian accidents.

**Major Security Incidents** - The total Major Security Incidents is based on two industry standards: the FBI Uniform Crime Report and the National Transit Database (NTD) Report issued by the Federal Transit Administration (FTA). The eight (8) categories included are: homicide, forcible rape, robbery, aggravated assault, burglary, larceny and theft, motor vehicle theft and arson. This metric is reported both in terms of the absolute number of incidents and the number of incidents per 100,000 boardings.

**Major Security Incidents - METRO Properties** - The total Major Security Incidents - METRO Properties is the number of Incidents that occur at Park and Ride lots, Transit Centers, on-board buses and trains and on Light Rail Vehicle (LRV) platforms. This metric is reported both in terms of the absolute number of incidents and the number of incidents per 100,000 boardings.

**On-Time Performance (OTP)** - A local bus is considered on-time if it does not leave early and is within a five (5) minute window after the scheduled departure time. A Park and Ride bus is considered on-time if it does not depart early (except in the morning when a bus can leave from a Park and Ride lot when full) and is within a five (5) minute window after the scheduled departure time, with measurements during peak hours. OTP is measured by the IVOMS system which calculates data to the second, and the five (5) minute window is defined as anything less than six (6) minutes. For METRORail, a train departing from the beginning of the line or arriving at the end of the line less than five (5) minutes after the scheduled time is considered on-time.

**Mean Distance Between Bus Mechanical Failure (MDBF)** - MDBF reflects 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 accidents. This indicator is for the bus system but excludes METROLift.

**Complaint Contacts** - Patrons may contact METRO's Customer Information Center to express dissatisfaction with METRO. Contacts made via telephone and over the internet which result in a complaint record being generated in the Public Comment System are reported both in terms of the absolute number of contacts received and the number of contacts as a percentage of total boardings.

**Average Call Center Answer Delay** - METRO is committed to providing customers with accurate, customer-friendly bus and service information in a timely manner. Customers may obtain bus information over METRO's website and by telephone using an interactive voice response system without speaking to a representative and with no customer wait time. For those customers who prefer to speak with a representative, METRO's goal is to answer their calls in 60 second or less.

**Operating Ratio** - Operating Ratio is calculated as follows:

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

**MONTHLY BOARD REPORT**  
**November 2010**  
**Balance Sheet**

		<u>November 2010 (\$)</u>
<b>Assets</b>		
Cash	\$	2,261,147
Receivables		103,657,697
Inventory		22,982,975
Investments		161,308,581
Other Assets		32,297,388
Debts Issuance Costs		5,616,013
Property Net of Depreciation		1,722,164,370
Land & Improvements		<u>480,260,901</u>
<b>Total Assets and Other</b>		<b>2,530,549,072</b>
 <b>Liabilities</b>		
Trade Payables		111,371,384
Accrued Payroll		22,777,903
Short-Term Debt		190,000,000
Long-Term Liabilities		486,290,427
Other Liabilities		<u>32,835,843</u>
<b>Total Liabilities</b>		<b>843,275,557</b>
 Net Assets - Retained		 <b>1,687,273,515</b>
<b>Total Liabilities and Net Assets</b>	<b>\$</b>	<b>2,530,549,072</b>