

METRO MONTHLY BOARD REPORT

Revenue • Expenses • Service • Performance

Fiscal Year FY2011

October 2010

MONTHLY BOARD REPORT

October 2010

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Summary

- Sales Tax revenue year-to-date is \$1.297 million or 3.6% over budget. The month of October 2010 is \$1.297 million or 3.6% over budget.
- Fare revenue year-to-date is \$.225 million or 4.0% under budget. The month of October 2010 is \$0.225 million or 4.0% under budget.
- Operating expenses year-to-date are \$1.849 million or 6.6% under budget. The month of October 2010 is \$1.849 million or 6.6% under budget.
- METRORail Expansion expenses year-to-date are \$18.125 million or 88.8% under budget. The month of October 2010 is \$18.125 million or 88.8% under budget.
- Capital Improvement Program expenses year-to-date are \$1.103 million or 33.4% under budget. The month of October 2010 is \$1.103 million or 33.4% under budget.
- General Mobility Program expenses year-to-date are \$14.305 million or 257.7% over budget. The month of October 2010 is \$14.305 million or 257.7% over budget.
- Debt Service expenses year-to-date are \$.059 million or 0.5% under budget. The month of October 2010 is \$0.059 million or 0.5% under budget.
- METROBus ridership (fixed route) year-to-date is 260,000 or 4.3% under last year. The month of October 2010 is 260,000 or 4.3% under last year.
- METRORail ridership year-to-date is 45,000 or 4.7% under last year. The month of October 2010 is 45,000 or 4.7% under last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents, Rail Accidents and Major Security Incidents (both total and on METRO properties) did not meet the goal for the month or 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.

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Sales Tax Revenue

Budget to Actual FY2011

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 36.011	\$ 37.308	\$ 1.297	3.6%
November	\$ -	\$ -	\$ -	0.0%
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%
Year-to-Date Total	\$ 36.011	\$ 37.308	\$ 1.297	3.6%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 35.124	\$ 37.308	\$ 2.184	6.2%
November	\$ -	\$ -	\$ -	0.0%
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%
Year-to-Date Total	\$ 35.124	\$ 37.308	\$ 2.184	6.2%

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Fare Revenue

Budget to Actual FY2011

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 5.655	\$ 5.429	\$ (0.225)	-4.0%
November	\$ -	\$ -	\$ -	0.0%
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%
Year-to-Date Total	\$ 5.655	\$ 5.429	\$ (0.225)	-4.0%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 5.745	\$ 5.429	\$ (0.315)	-5.5%
November	\$ -	\$ -	\$ -	0.0%
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%
Year-to-Date Total	\$ 5.745	\$ 5.429	\$ (0.315)	-5.5%

MONTHLY BOARD REPORT
October 2010
Operating Expenses

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

Comparison of Budget to Actual for the Month (October 2010)

	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Total Labor & Fringe Benefits	21,423,832	20,947,344	(476,488)	-2.2%
Total Non-Labor	13,730,528	11,649,590	(2,080,938)	-15.2%
Total Labor & Non-Labor	35,154,360	32,596,934	(2,557,426)	-7.3%
Allocations/Reimbursements	(7,233,853)	(6,524,986)	708,867	9.8%
OPERATING BUDGET	27,920,507	26,071,948	(1,848,559)	-6.6%

Comparison of Budget to Actual - Year-to-Date (1 Month) October 2010

<u>Expense Category</u>	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	8,290,365	7,992,771	(297,594)	-3.6%
Union Fringe Benefits	4,200,196	4,241,480	41,284	1.0%
Total Union Labor	12,490,561	12,234,251	(256,310)	-2.1%
Salaries and Non-Union Wages	6,094,695	5,895,759	(198,936)	-3.3%
Non-Union Fringe Benefits	2,838,576	2,817,334	(21,242)	-0.7%
Total Non-Union Labor	8,933,271	8,713,093	(220,178)	-2.5%
Total Labor and Fringe Benefits	21,423,832	20,947,344	(476,488)	-2.2%
Services	2,098,969	932,364	(1,166,605)	-55.6%
Materials and Supplies	1,764,811	1,277,266	(487,545)	-27.6%
Fuel & Utilities	2,885,808	2,758,464	(127,344)	-4.4%
Casualty and Liability	200,847	148,057	(52,790)	-26.3%
Purchased Transportation	6,294,553	6,385,168	90,615	1.4%
Leases, Rentals and Miscellaneous	485,540	148,271	(337,269)	-69.5%
Total Non-Labor	13,730,528	11,649,590	(2,080,938)	-15.2%
Total Labor and Non-Labor	35,154,360	32,596,934	(2,557,426)	-7.3%
Cost Reimbursement (Cost Recovery)	(784,964)	(555,563)	229,401	29.2%
Allocation to Capital and GMP	(1,964,561)	(1,485,095)	479,466	24.4%
Capitalized Operating Expenses	(4,484,328)	(4,484,328)	-	0.0%
Total Allocations/Reimbursements	(7,233,853)	(6,524,986)	708,867	9.8%
OPERATING BUDGET	27,920,507	26,071,948	(1,848,559)	-6.6%

MONTHLY BOARD REPORT
October 2010
Major Operating Budget Variance Items

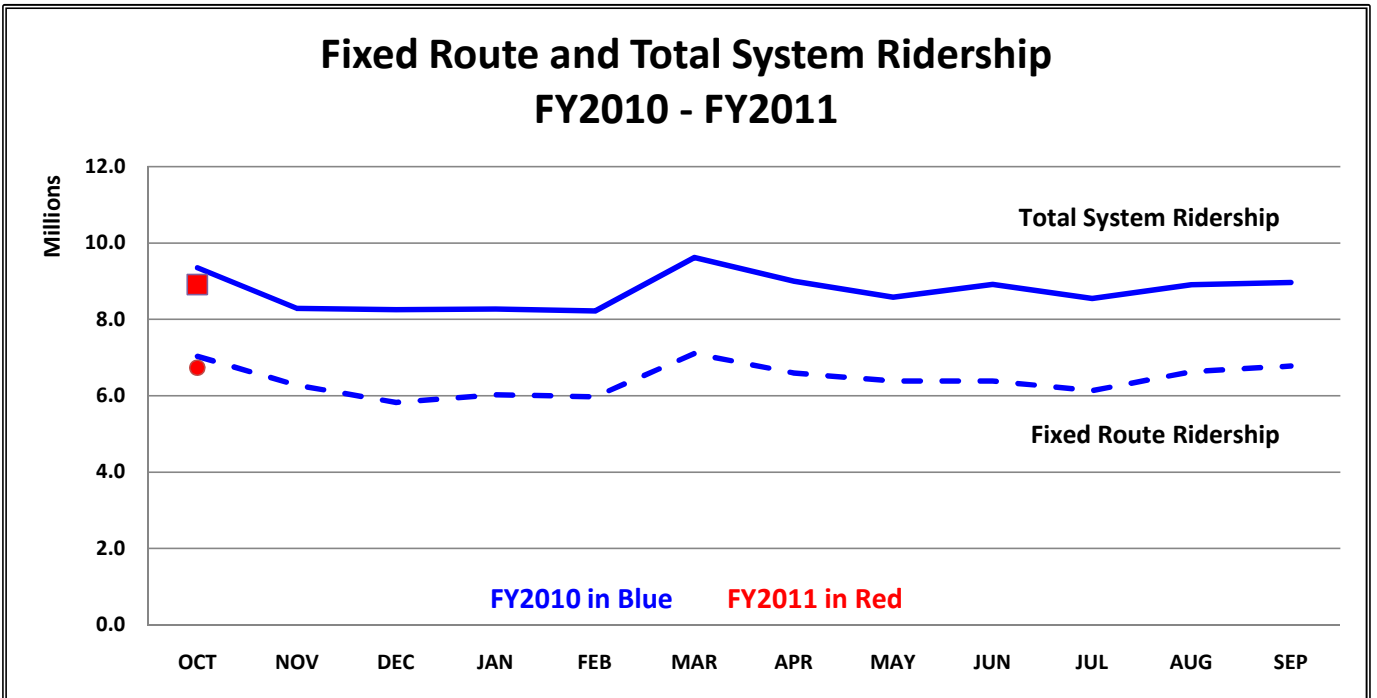
<u>Expense Type</u>	<u>Budget</u>	<u>Actual</u>	<u>October 2010 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$12,490,561	\$12,234,251	(\$256,310)
Wages - primarily mechanic and cleaner			(\$298,000)
Union Healthcare - timing			\$64,000
Other Union Fringe Benefits			(\$23,000)
Non-Union Labor	\$8,933,271	\$8,713,093	(\$220,178)
Primarily Salaried Vacancies			(\$199,000)
Non-Union Labor Fringe Benefits			(\$21,000)
Services	\$2,098,969	\$932,364	(\$1,166,605)
Facilities Maintenance Service Contracts - timing			(\$274,000)
Advertising Fees and Promotion - timing			(\$87,000)
IT Service Contracts - timing			(\$64,000)
Other Contracts in Business Services - timing			(\$87,000)
Various contracts in Service Design & Development- timing			(\$213,000)
Contracts in Service Delivery (mostly in METRORail) - timing			(\$190,000)
Materials & Supplies	\$1,764,811	\$1,277,266	(\$487,545)
Rail Parts - timing			(\$243,000)
Bus Parts - timing			(\$104,000)
Fuel & Utilities	\$2,885,808	\$2,758,464	(\$127,344)
Electric Power - timing			(\$56,000)
Telephone - timing			(\$39,000)
Diesel Fuel			(\$28,000)
Casualty & Liability	\$200,847	\$148,057	(\$52,790)
Subrogation recoveries - timing			(\$35,000)
Purchased Transportation	\$6,294,553	\$6,385,168	\$90,615
METROLift - increased ridership			\$192,000
Vanpool program reduced ridership			(\$85,000)
Leases, Rentals and Miscellaneous	\$485,540	\$148,271	(\$337,269)
Delay in update of the regional model by H-GAC - timing			(\$200,000)
Travel and Subscriptions - timing			(\$52,000)
Cost Reimbursement	(\$784,964)	(\$555,563)	\$229,401
Delay in receipt of a DHS grant			\$165,000
Vanpool cost recovery			\$43,000
Allocation to Capital & GMP	(\$1,964,561)	(\$1,485,095)	\$479,466
Vacancies and a lower level of capital work			\$479,000

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

	Month of October 2010				Fiscal YTD October 2010			
	Budget	Actual	Variance		Budget	Actual	Variance	
			\$	%			\$	%
METRORail Expansion	20.404	2.279	(18.125)	-88.8%	20.404	2.279	(18.125)	-88.8%
Capital Improvement Program	3.305	2.202	(1.103)	-33.4%	3.305	2.202	(1.103)	-33.4%
Total Capital Budget	23.709	4.480	(19.229)	-81.1%	23.709	4.480	(19.229)	-81.1%
General Mobility	5.552	19.857	14.305	257.7%	5.552	19.857	14.305	257.7%
Debt Service	11.786	11.727	(0.059)	-0.5%	11.786	11.727	(0.059)	-0.5%

MONTHLY BOARD REPORT
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Ridership by Service Category

RIDERSHIP DATA						
<i>(Fixed route ridership shown here is from the data reported to the National Transit Database)</i>						
SERVICE CATEGORY	Oct-09 Boardings	Oct-10 Boardings	% Change Oct-10 vs. Oct-09	Oct-09 YTD Boardings	Oct-10 YTD Boardings	YTD % Change Oct-10 vs. Oct-09
Fixed Route Bus						
Local	5,320,881	5,184,791	-2.6%	5,320,881	5,184,791	-2.6%
Park & Ride	751,745	627,956	-16.5%	751,745	627,956	-16.5%
Total Fixed Route Bus	6,072,626	5,812,747	-4.3%	6,072,626	5,812,747	-4.3%
METRO Rail	963,731	918,523	-4.7%	963,731	918,523	-4.7%
Total Fixed Route	7,036,357	6,731,270	-4.3%	7,036,357	6,731,270	-4.3%
Special Bus						
METROLift	133,193	142,044	6.6%	133,193	142,044	6.6%
METRO STAR Vanpool	220,419	199,028	-9.7%	220,419	199,028	-9.7%
Internal Service	1,000	1,203	20.3%	1,000	1,203	20.3%
Total Special Bus	354,612	342,275	-3.5%	354,612	342,275	-3.5%
Total Bus and Rail	7,390,969	7,073,545	-4.3%	7,390,969	7,073,545	-4.3%
HOV Carpools, Vanpools, and Non-METRO Buses	1,965,348	1,839,495	-6.4%	1,965,348	1,839,495	-6.4%
TOTAL SYSTEM	9,356,317	8,913,040	-4.7%	9,356,317	8,913,040	-4.7%



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Performance Statistics

Meets the goal Below Goal

Fiscal Year 2011																	
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY2011				
													Monthly Target	YTD GOAL	FY2010 YTD	% ▲	
Bus Accidents	45													44	44	45	2.3%
Bus Accidents per 100,000 vehicle miles	0.78													0.81	0.81	0.78	3.3%
Rail Accidents	4													3	3	4	33.3%
Rail Accidents per 100,000 vehicle miles	4.93													5.65	5.65	4.93	12.8%
Major Security Incidents - total	50													45	45	50	11.1%
Major Security Incidents per 100,000 boardings	0.707													0.684	0.684	0.707	3.3%
Major Security Incidents - METRO properties	32													28	28	32	14.3%
Major Security Incidents per 100,000 boardings	0.452													0.426	0.426	0.452	6.2%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY2011				
Bus On-Time Performance														Monthly Target	YTD GOAL	FY2010 YTD	% ▲
Local Bus OTP	69%													67%	67%	69%	3.0%
Park & Ride Bus OTP	79%													75%	75%	79%	5.3%
Weighted Average Bus OTP	71%													69%	69%	71%	2.9%
Rail On-Time Performance	97.8%													96%	96%	97.8%	1.9%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,169													6,600	6,600	10,169	54.1%
MDBF - Buses Age 0 - 3 Years (≈ 24% of fleet)	15,713													6,600	6,600	15,713	138.1%
MDBF - Buses Age 4 - 8 Years (≈ 13% of fleet)	13,465													6,600	6,600	13,465	104.0%
MDBF - Buses Age 9 - 12 Years (≈ 58% of fleet)	8,483													6,600	6,600	8,483	28.5%
MDBF - Buses Age 13+ Years (≈ 5% of fleet)	9,537													6,600	6,600	9,537	44.5%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY2011				
Complaint Contacts	1,557													1,417	1,417	1,557	9.9%
Complaint Contacts as a % of boardings	0.0220													0.0215	0.0215	0.0220	2.4%
Average Call Center Answer Delay (Sec.)	69													60	60	69	15.0%
COST EFFECTIVENESS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY2011				
Operating Ratio	19.9%													17%	17%	19.9%	17.1%

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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
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Balance Sheet

	<u>October 2010 (\$)</u>
Assets	
Cash	2,807,415
Receivables	109,984,313
Inventory	22,723,166
Investments	149,808,821
Other Assets	31,843,857
Debts Issuance Costs	5,616,013
Property Net of Depreciation	1,740,834,165
Land & Improvements	<u>477,398,166</u>
Total Assets and Other	2,541,015,916
Liabilities	
Trade Payables	58,056,990
Accrued Payroll	22,441,812
Short-Term Debt	190,000,000
Long-Term Liabilities	458,223,888
Other Liabilities	<u>34,916,031</u>
Total Liabilities	763,638,721
Net Assets - Retained	1,777,377,195
Total Liabilities and Net Assets	2,541,015,916