

METRO

Fiscal Year 2011 Monthly Board Report

Revenue • Expense • Ridership • Performance

February 2011



# **MONTHLY BOARD REPORT**

## **February 2011**

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## MONTHLY BOARD REPORT

February 2011

### Summary

- Sales Tax revenue of \$217.6 million through February 2011 year-to-date is \$6.7 million or 3.2% over budget. February 2011 revenue of \$55.7 million is \$1.0 million or 1.7% under budget.
- Fare revenue of \$24.6 million through February 2011 year-to-date is \$0.7 million or 2.7% under budget. February 2011 revenue of \$4.7 million is \$0.2 million or 3.5% under budget.
- Operating expenses of \$134.1 million through February 2011 year-to-date are \$4.4 million or 3.2% under budget. February 2011 expenses of \$25.0 million are \$0.5 million or 2.1% under budget.
- METRORail Expansion expenses of \$34.9 million through February 2011 year-to-date are \$59.2 million or 62.9% under budget. February 2011 expenses of \$7.0 million are \$12.3 million or 63.6% under budget.
- Capital Improvement Program expenses of \$11.2 million through February 2011 year-to-date are \$10.7 million or 49.0% under budget. February 2011 expenses of \$3.4 million are \$1.0 million or 22.6% under budget.
- General Mobility Program expenses of \$72.0 million through February 2011 year-to-date are \$32.5 million or 31.1% under budget. February 2011 expenses of \$29.6 million are \$11.0 million or 27.1% under budget.
- Debt Service expenses of \$22.3 million through February 2011 year-to-date are \$0.6 million or 2.8% under budget. February 2011 expenses of \$2.4 million are \$0.026 million or 1.1% under budget.
- METROBus ridership (fixed route) of 26.6 million through February 2011 year-to-date is 327,000 or 1.2% under last year. February 2011 ridership of 4.9 million is 238,000 or 4.6% under last year.
- METRORail ridership of 4.1 million through February 2011 year-to-date is 185,000 or 4.4% under last year. February 2011 ridership of 808,000 is 27,000 or 3.3% under last year.

- Performance Indicator Summary:

**Safety & Security** Bus Accidents, Rail Accidents, and Major Security Incidents (both total and on METRO properties) were below the benchmark for both the month and 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) were above the minimum performance standard for both the month and 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 nor for the year-to-date.

**Cost Effectiveness** The Operating Ratio met the goal for both the month and the year-to-date.

# MONTHLY BOARD REPORT

February 2011

## Sales Tax Revenue

### Budget to Actual FY2011

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 36.0	\$ 37.3	\$ 1.3	3.6%
November	42.8	45.6	2.8	6.6%
December	40.9	38.2	(2.7)	(6.7%)
January	34.5	40.8	6.3	18.2%
February	56.7	55.7	(1.0)	(1.7%)
March	37.4	38.4	1.0	2.6%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>February 2011 YTD</b>	<b>\$ 210.9</b>	<b>\$ 217.6</b>	<b>\$ 6.7</b>	<b>3.2%</b>

### Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 35.1	\$ 37.3	\$ 2.2	6.2%
November	42.2	45.6	3.4	8.1%
December	37.3	38.2	0.9	2.3%
January	34.7	40.8	6.1	17.6%
February	54.2	55.7	1.5	2.8%
March	35.6	38.4	2.8	7.9%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>February 2011 YTD</b>	<b>\$ 203.5</b>	<b>\$ 217.6</b>	<b>\$ 14.1</b>	<b>6.9%</b>

# MONTHLY BOARD REPORT

February 2011

Fare Revenue

## Budget to Actual FY2011

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 5.7	\$ 5.4	\$ (0.2)	(4.0%)
November	5.1	4.8	(0.3)	(5.4%)
December	4.8	4.8	(0.1)	(1.9%)
January	4.9	5.0	0.1	1.4%
February	4.8	4.7	(0.2)	(3.5%)
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>February 2011 YTD</b>	<b>\$ 25.3</b>	<b>\$ 24.6</b>	<b>\$ (0.7)</b>	<b>(2.7%)</b>

## Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 5.7	\$ 5.4	\$ (0.3)	(5.5%)
November	5.1	4.8	(0.3)	(5.4%)
December	4.6	4.8	0.1	2.9%
January	4.9	5.0	0.1	1.5%
February	4.8	4.7	(0.2)	(3.5%)
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>February 2011 YTD</b>	<b>\$ 25.2</b>	<b>\$ 24.6</b>	<b>\$ (0.6)</b>	<b>(2.2%)</b>

## MONTHLY BOARD REPORT

February 2011

### Operating Expenses

#### Comparison of Budget to Actual for the Month (February 2011)

	FY11 Annual Budget	February Budget	February Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 268,210,281	\$ 20,357,760	\$ 20,108,310	\$ (249,450)	(1.2%)
Non-Labor	168,917,614	12,131,547	11,343,744	(787,803)	(6.5%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>437,127,895</b>	<b>32,489,307</b>	<b>31,452,054</b>	<b>(1,037,253)</b>	<b>(3.2%)</b>
Contingency	5,147,917	-	-	-	0.0%
Allocations/Reimbursements	(87,372,812)	(6,932,067)	(6,428,197)	503,870	7.3%
<b>Total Operating Budget</b>	<b>\$ 354,903,000</b>	<b>\$ 25,557,240</b>	<b>\$ 25,023,857</b>	<b>\$ (533,383)</b>	<b>(2.1%)</b>

#### Comparison of Budget to Actual - Year-to-Date February 2011 (5 Months)

<u>Expense Category</u>	FY11 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 102,922,718	\$ 42,137,681	\$ 41,484,807	\$ (652,874)	(1.5%)
Union Fringe Benefits	53,095,872	21,117,975	20,785,759	(332,216)	(1.6%)
<b>Subtotal Union Labor</b>	<b>156,018,590</b>	<b>63,255,656</b>	<b>62,270,566</b>	<b>(985,090)</b>	<b>(1.6%)</b>
Salaries and Non-Union Wages	75,337,007	30,928,910	28,748,066	(2,180,844)	(7.1%)
Non-Union Fringe Benefits	36,854,684	14,228,222	14,165,915	(62,307)	(0.4%)
<b>Subtotal Non-Union Labor</b>	<b>112,191,691</b>	<b>45,157,132</b>	<b>42,913,981</b>	<b>(2,243,151)</b>	<b>(5.0%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>268,210,281</b>	<b>108,412,788</b>	<b>105,184,547</b>	<b>(3,228,241)</b>	<b>(3.0%)</b>
Services	25,610,452	9,331,218	7,650,081	(1,681,137)	(18.0%)
Materials and Supplies	19,485,530	7,708,719	6,694,977	(1,013,742)	(13.2%)
Fuel & Utilities	38,130,023	14,027,683	13,010,900	(1,016,783)	(7.2%)
Casualty and Liability	2,591,778	1,004,493	978,567	(25,926)	(2.6%)
Purchased Transportation	75,860,555	30,729,072	30,380,479	(348,593)	(1.1%)
Leases, Rentals and Misc.	7,239,276	2,853,044	2,279,624	(573,420)	(20.1%)
<b>Subtotal Non-Labor</b>	<b>168,917,614</b>	<b>65,654,229</b>	<b>60,994,628</b>	<b>(4,659,601)</b>	<b>(7.1%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>437,127,895</b>	<b>174,067,017</b>	<b>166,179,175</b>	<b>(7,887,842)</b>	<b>(4.5%)</b>
Contingency	5,147,917	-	-	-	0.0%
Cost Reimbursement (Cost Recovery)	(9,348,459)	(3,322,259)	(3,085,011)	237,248	7.1%
Allocation to Capital and GMP	(24,212,420)	(9,847,316)	(6,614,386)	3,232,930	32.8%
Capitalized Operating Expenses	(53,811,933)	(22,399,279)	(22,399,279)	-	0.0%
<b>Subtotal Allocations/Reimbursements</b>	<b>(87,372,812)</b>	<b>(35,568,854)</b>	<b>(32,098,676)</b>	<b>3,470,178</b>	<b>9.8%</b>
<b>Total Operating Budget</b>	<b>\$ 354,903,000</b>	<b>\$ 138,498,163</b>	<b>\$ 134,080,499</b>	<b>\$ (4,417,664)</b>	<b>(3.2%)</b>

**MONTHLY BOARD REPORT**  
**February 2011**  
**Major Operating Budget Variance Items over \$250,000**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>February 2011 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>\$ 63,255,656</b>	<b>\$ 62,270,566</b>	<b>\$ (985,090)</b>
Wages - primarily mechanic and cleaner vacancies			(653,000)
Union Fringe Benefits - related to vacancies			(519,000)
Payroll Taxes - Governmental extension of benefits for salary and wage employees			187,000
<b>Non-Union Labor</b>	<b>45,157,132</b>	<b>42,913,981</b>	<b>(2,243,151)</b>
Salaries - related to vacant positions			(2,181,000)
<b>Services</b>	<b>9,331,218</b>	<b>7,650,081</b>	<b>(1,681,137)</b>
Delayed start of Origin and Destination survey, long range plan development and other planning services			(905,000)
Service Contracts or Purchase Orders are not in place yet for servicing of new bus shelters and items such as miscellaneous repairs to buildings, Park & Rides, Transit Centers and Rail platforms			(420,000)
Major advertising campaigns and promotion have not yet started			(469,000)
Various equipment, vehicle and general repair contracts are running under budget			(193,000)
Legal Fees reflect unbudgeted CAF rail car and employment related expenses			632,000
<b>Materials &amp; Supplies</b>	<b>7,708,719</b>	<b>6,694,977</b>	<b>(1,013,742)</b>
Bus Parts			(569,000)
Facility Maintenance Parts			(248,000)
<b>Fuel &amp; Utilities</b>	<b>14,027,683</b>	<b>13,010,900</b>	<b>(1,016,783)</b>
Diesel Fuel - lower price and usage			(545,000)
Telephone Expenses - primarily due to deferral of the SAFEBus project			(265,000)
Natural Gas - primarily reduced usage			(133,000)
<b>Purchased Transportation</b>	<b>30,729,072</b>	<b>30,380,479</b>	<b>(348,593)</b>
Vanpool program reduced ridership			(519,000)
NW BOF contract - lower performance bonus paid and less service in February			(275,000)
METROLift - increased ridership			445,000
<b>Leases, Rentals and Miscellaneous</b>	<b>2,853,044</b>	<b>2,279,624</b>	<b>(573,420)</b>
HOV and Main Street Rail line signal maintenance costs incurred on an as-needed basis			(278,000)
Delay in the start of the update of the regional transit by H-GAC (METRO partners in this project)			(168,000)
<b>Allocation to Capital &amp; GMP</b>	<b>\$ (9,847,316)</b>	<b>\$ (6,614,386)</b>	<b>\$ 3,232,930</b>
Slower than anticipated execution of a smaller capital budget			3,233,000

**MONTHLY BOARD REPORT**  
**February 2011**  
**Capital, General Mobility and Debt Service Expenses**  
**Budget vs. Actual - Month and Fiscal Year-to-Date**  
(\$ millions)

	FY2011 Annual Budget	Month of February 2011				Fiscal YTD February 2011			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 343.5	\$ 19.3	\$ 7.0	\$ (12.3)	(63.6%)	\$ 94.1	\$ 34.9	\$ (59.2)	(62.9%)
Capital Improvement Program	104.1	4.4	3.4	(1.0)	(22.6%)	21.9	11.2	(10.7)	(49.0%)
<b>Total Capital Budget</b>	<b>447.6</b>	<b>23.7</b>	<b>10.4</b>	<b>(13.3)</b>	<b>(56.0%)</b>	<b>115.9</b>	<b>46.0</b>	<b>(69.9)</b>	<b>(60.3%)</b>
<b>General Mobility</b>	<b>186.3</b>	<b>40.6</b>	<b>29.6</b>	<b>(11.0)</b>	<b>(27.1%)</b>	<b>104.5</b>	<b>72.0</b>	<b>(32.5)</b>	<b>(31.1%)</b>
<b>Debt Service</b>	<b>\$ 47.7</b>	<b>\$ 2.5</b>	<b>\$ 2.4</b>	<b>\$ (0.0)</b>	<b>(1.1%)</b>	<b>\$ 22.9</b>	<b>\$ 22.3</b>	<b>\$ (0.6)</b>	<b>(2.8%)</b>

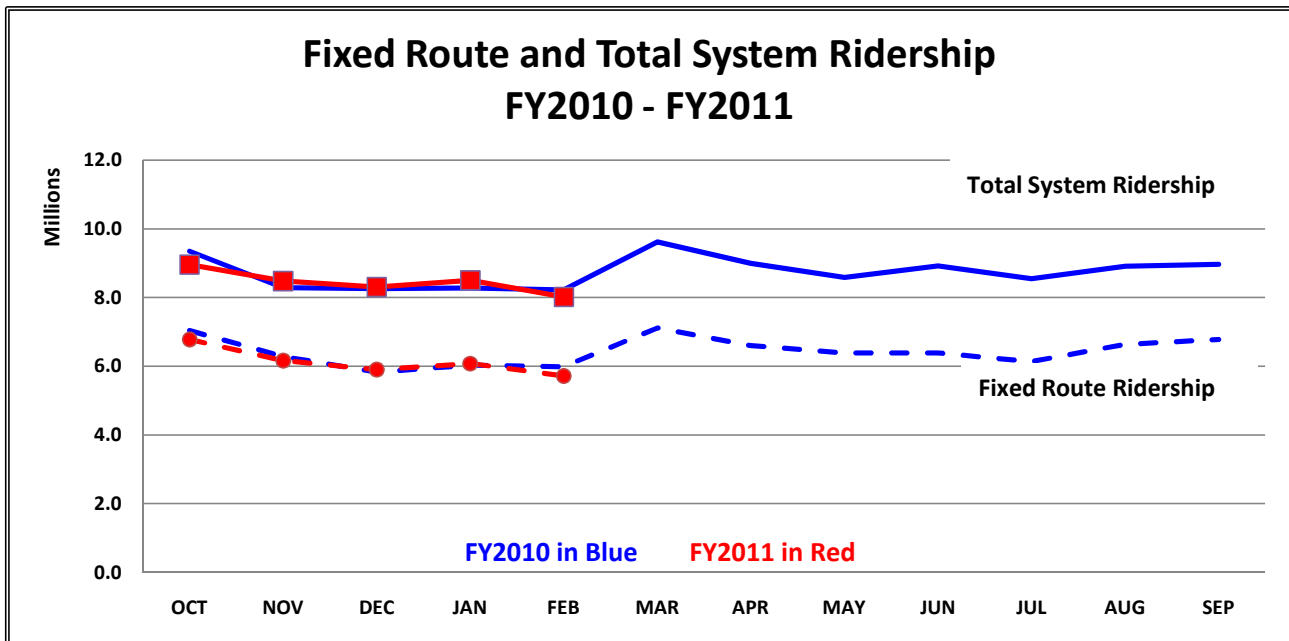


**MONTHLY BOARD REPORT**  
**February 2011**  
**Ridership by Service Category**

**RIDERSHIP DATA**

Service Category	Feb-10 Boardings	Feb-11 Boardings	% Change Feb-11 vs. Feb-10	Feb-10 YTD Boardings	Feb-11 YTD Boardings	YTD % Change Feb-11 vs. Feb-10
<b>Fixed Route Bus</b>						
Local	4,508,529	4,342,451	(3.7%)	23,737,197	23,709,621	(0.1%)
Park & Ride	633,715	562,210	(11.3%)	3,159,411	2,860,143	(9.5%)
Subtotal Fixed Route Bus	5,142,244	4,904,661	(4.6%)	26,896,608	26,569,764	(1.2%)
METRO Rail	835,707	808,338	(3.3%)	4,243,914	4,059,172	(4.4%)
<b>Total Fixed Route</b>	<b>5,977,951</b>	<b>5,712,999</b>	<b>(4.4%)</b>	<b>31,140,522</b>	<b>30,628,936</b>	<b>(1.6%)</b>
<b>Special Bus</b>						
METROLift	119,932	120,961	0.9%	617,621	662,410	7.3%
METRO STAR Vanpool	198,064	189,546	(4.3%)	1,004,452	958,311	(4.6%)
Internal Service	105	610	481.0%	2,266	4,545	100.6%
Subtotal Special Bus	318,101	311,117	(2.2%)	1,624,339	1,625,266	0.1%
Subtotal Bus and Rail	6,296,052	6,024,116	(4.3%)	32,764,861	32,254,202	(1.6%)
HOV Carpools, Vanpools, and Non-METRO Buses	1,927,760	1,995,140	3.5%	9,638,750	10,019,569	4.0%
<b>Total System</b>	<b>8,223,812</b>	<b>8,019,256</b>	<b>(2.5%)</b>	<b>42,403,611</b>	<b>42,273,771</b>	<b>(0.3%)</b>

*Fixed route ridership shown here is reported on the same basis as in the National Transit Database*



**MONTHLY BOARD REPORT**  
**February 2011**  
**Performance Statistics**

Benchmark Met    Benchmark Missed

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	46	36	44									44	220	210	4.5%
Bus Accidents per 100,000 vehicle miles	0.78	0.71	0.81	0.63	0.83									0.81	0.81	0.75	7.1%
Rail Accidents	4	1	3	2	1									3	17	11	35.3%
Rail Accidents per 100,000 vehicle miles	4.93	1.36	4.11	2.79	1.34									5.65	5.65	2.94	47.9%
Major Security Incidents - total	50	28	20	23	13									45	225	134	40.4%
Major Security Incidents per 100,000 boardings	0.702	0.432	0.322	0.359	0.216									0.684	0.684	0.415	39.3%
Major Security Incidents - METRO properties	32	13	10	15	9									28	140	79	43.6%
Major Security Incidents per 100,000 boardings	0.449	0.200	0.161	0.234	0.149									0.426	0.426	0.245	42.5%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Bus On-Time Performance																	
Local Bus OTP	69%	72%	67%	69%	68%									67%	67%	69.0%	3.0%
Park & Ride Bus OTP	79%	80%	78%	79%	78%									75%	75%	78.8%	5.1%
Weighted Average Bus OTP	71%	74%	70%	71%	71%									69%	69%	71.4%	3.5%
Rail On-Time Performance	97.8%	97.3%	96.3%	96.8%	96.1%									96%	96%	96.9%	1.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,169	10,089	10,053	10,380	9,251									6,600	6,600	9,984	51.3%
MDBF - Buses Age 0 - 3 Years (≈ 27% of fleet)	15,713	13,281	10,221	11,744	12,383									6,600	6,600	12,374	87.5%
MDBF - Buses Age 4 - 8 Years (≈ 13% of fleet)	15,260	12,640	18,994	17,591	16,199									6,600	6,600	15,848	140.1%
MDBF - Buses Age 9 - 12 Years (≈ 54% of fleet)	8,541	8,728	9,022	9,222	7,716									6,600	6,600	8,632	30.8%
MDBF - Buses Age 13+ Years (≈ 6% of fleet)	9,537	10,261	12,834	8,918	7,219									6,600	6,600	9,447	43.1%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Complaint Contacts	1,552	1,440	1,337	1,582	1,431									1,417	7,084	7,342	3.6%
Complaint Contacts as a % of boardings	0.0218	0.0222	0.0215	0.0247	0.0238									0.0215	0.0215	0.0228	5.9%
Average Call Center Answer Delay (Sec.)	69	63	61	85	79									60	60	71	19.0%
COST EFFECTIVENESS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Operating Ratio	19.9%	17.5%	16.4%	17.8%	18.2%									17%	17%	17.9%	5.3%

**MONTHLY BOARD REPORT**  
**February 2011**  
**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 seconds or less.

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

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

**MONTHLY BOARD REPORT**  
**February 2011**  
**Balance Sheet**

		<b>February 2011 (\$)</b>
<b>Assets</b>		
Cash	\$	2,234,895
Receivables		100,943,527
Inventory		22,503,942
Investments		177,029,772
Other Assets		31,282,618
Debts Issuance Costs		5,616,013
Property Net of Depreciation		1,570,970,361
Land & Improvements		477,029,797
<b>Total Assets and Other</b>		<b>2,387,610,925</b>
<b>Liabilities</b>		
Trade Payables		72,740,977
Accrued Payroll		24,070,032
Short-Term Debt		190,000,000
Long-Term Liabilities		486,290,427
Other Liabilities		31,992,292
<b>Total Liabilities</b>		<b>805,093,728</b>
Net Assets - Retained		1,582,517,197
<b>Total Liabilities and Net Assets</b>		<b>\$ 2,387,610,925</b>