

METRO

Fiscal Year 2012 Monthly Board Report

Revenue • Expense • Ridership • Performance

November 2011



# **MONTHLY BOARD REPORT November 2011**

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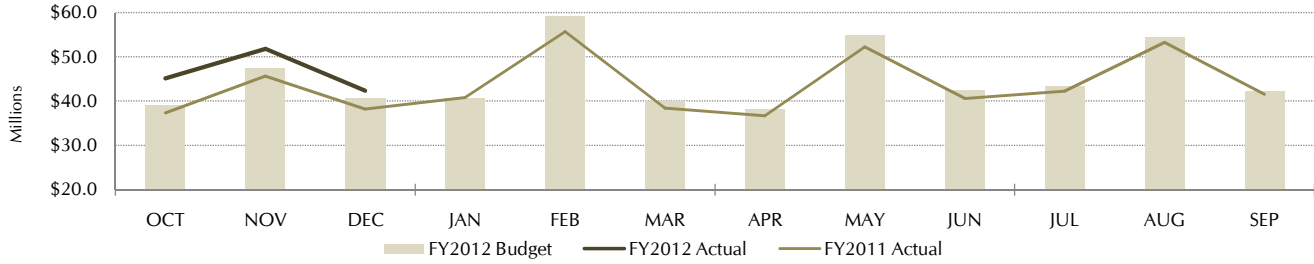
## MONTHLY BOARD REPORT

November 2011

### Summary

- Sales Tax revenue of \$139.3 million through December 2011 year-to-date is \$12.1 million or 9.5% over budget. December 2011 revenue of \$42.3 million is \$1.6 million or 3.9% over budget.
- Fare revenue of \$11.5 million through November 2011 year-to-date is \$0.3 million or 3.0% over budget. November 2011 revenue of \$5.7 million is \$0.5 million or 8.9% over budget.
- Grant revenue of \$5.9 million through November 2011 year-to-date is \$5.2 million or 729.3% over budget. November 2011 revenue of \$5.6 million is \$5.3 million or 1487.2% over budget.
- Interest & Miscellaneous revenue of \$0.3 million through November 2011 year-to-date is \$0.1 million or 26.5% under budget. November 2011 revenue of \$0.2 million is \$0.1 million or 96.7% over budget.
- Operating expenses of \$64.6 million through November 2011 year-to-date are \$6.1 million or 8.6% under budget. November 2011 expenses of \$32.2 million are \$2.2 million or 6.4% under budget.
- METRORail Expansion expenses of \$22.9 million through November 2011 year-to-date are \$3.3 million or 12.5% under budget. November 2011 expenses of \$21.9 million are \$2.4 million or 10.0% under budget.
- Capital Improvement Program expenses of \$21.4 million through November 2011 year-to-date are \$5.4 million or 33.9% over budget. November 2011 expenses of -\$3.2 million are \$12.3 million or 135.3% under budget.
- General Mobility Program expenses of \$10.0 million through November 2011 year-to-date are \$20.3 million or 66.9% under budget. November 2011 expenses of \$1.5 million are \$12.3 million or 89.2% under budget.
- Debt Service expenses of \$20.1 million through November 2011 year-to-date are \$0.3 million or 1.6% under budget. November 2011 expenses of \$5.3 million are \$0.2 million or 3.2% under budget.
- METROBus ridership (fixed route) of 11.5 million through November 2011 year-to-date is 311,000 or 2.8% over last year. November 2011 ridership of 5.6 million is 310,000 or 5.8% over last year.
- METRORail ridership of 1.8 million through November 2011 year-to-date is 76,000 or 4.3% over last year. November 2011 ridership of 0.9 million is 42,000 or 5.1% over last year.
- Performance Indicator Summary:
  - Safety & Security Both Bus and Rail accidents are below the benchmark for the month and year-to-date. Major Security Incidents (both total and on METRO properties) were below the benchmark for both the month and year-to-date.
  - Service Reliability On-time performance for Local Bus, Park & Ride Bus, and Rail were above the minimum performance standard for both the month and the year-to-date. The Mean Distance Between Mechanical Failures (Bus MDBF) for all buses were above both the monthly and year-to-date minimum standard.
  - Customer Service The number of Complaint Contacts did not meet the goal for the month nor for the year-to-date; however, the Average Call Center Answer Delay did meet the goal for the month but not for the year-to-date.

**MONTHLY BOARD REPORT**  
**November 2011**  
**Sales Tax Revenue**



**Total FY2012 Sales Tax budget is \$543.3 million**

**Budget to Actual FY2012**

(\$ millions)

|                          | Budget          | Actual          | Variance       | %           |
|--------------------------|-----------------|-----------------|----------------|-------------|
| October                  | \$ 39.1         | \$ 45.2         | 6.1            | 15.6%       |
| November                 | 47.4            | 51.8            | 4.4            | 9.3%        |
| <b>December</b>          | <b>40.7</b>     | <b>42.3</b>     | <b>1.6</b>     | <b>3.9%</b> |
| January                  | -               | -               | -              | -           |
| February                 | -               | -               | -              | -           |
| March                    | -               | -               | -              | -           |
| April                    | -               | -               | -              | -           |
| May                      | -               | -               | -              | -           |
| June                     | -               | -               | -              | -           |
| July                     | -               | -               | -              | -           |
| August                   | -               | -               | -              | -           |
| September                | -               | -               | -              | -           |
| <b>December 2011 YTD</b> | <b>\$ 127.2</b> | <b>\$ 139.3</b> | <b>\$ 12.1</b> | <b>9.5%</b> |

**Prior Year vs. Current Year**

(\$ millions)

|                          | Prior Year      | Current Year    | Variance       | %            |
|--------------------------|-----------------|-----------------|----------------|--------------|
| October                  | \$ 37.3         | \$ 45.2         | 7.9            | 21.1%        |
| November                 | 45.6            | 51.8            | 6.2            | 13.6%        |
| <b>December</b>          | <b>38.2</b>     | <b>42.3</b>     | <b>4.1</b>     | <b>10.8%</b> |
| January                  | -               | -               | -              | -            |
| February                 | -               | -               | -              | -            |
| March                    | -               | -               | -              | -            |
| April                    | -               | -               | -              | -            |
| May                      | -               | -               | -              | -            |
| June                     | -               | -               | -              | -            |
| July                     | -               | -               | -              | -            |
| August                   | -               | -               | -              | -            |
| September                | -               | -               | -              | -            |
| <b>December 2011 YTD</b> | <b>\$ 121.1</b> | <b>\$ 139.3</b> | <b>\$ 18.2</b> | <b>15.0%</b> |

**MONTHLY BOARD REPORT**  
**November 2011**  
**Fare Revenue**

**Total FY2012 Fare Revenue budget is \$64.8 million**

**Budget to Actual FY2012**

(\$ millions)

|                      | Budget         | Actual         | Variance      | %           |
|----------------------|----------------|----------------|---------------|-------------|
| October              | \$ 5.9         | \$ 5.8         | \$ (0.1)      | (2.2%)      |
| <b>November</b>      | <b>5.2</b>     | <b>5.7</b>     | <b>0.5</b>    | <b>8.9%</b> |
| 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>November 2011</b> | <b>\$ 11.2</b> | <b>\$ 11.5</b> | <b>\$ 0.3</b> | <b>3.0%</b> |
| <b>YTD</b>           |                |                |               |             |

**Prior Year vs. Current Year**

(\$ millions)

|                      | Prior Year     | Current Year   | Variance      | %            |
|----------------------|----------------|----------------|---------------|--------------|
| October              | \$ 5.6         | \$ 5.8         | \$ 0.2        | 3.2%         |
| <b>November</b>      | <b>4.8</b>     | <b>5.7</b>     | <b>0.9</b>    | <b>19.3%</b> |
| 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>November 2011</b> | <b>\$ 10.4</b> | <b>\$ 11.5</b> | <b>\$ 1.1</b> | <b>10.6%</b> |
| <b>YTD</b>           |                |                |               |              |

**Note:** In METRO's FY2012 Business Plan & Budget, the budget for fare revenue was \$62.6 million. The current budget (above) reflects the reclassification of other revenue items to the fare revenue category.

## MONTHLY BOARD REPORT

November 2011

### Operating Grant Revenue

Total FY2012 Operating Grants Revenue budget is \$57.7 million

#### Budget to Actual FY2012

(\$ millions)

|                          | Budget        | Actual        | Variance      | %              |
|--------------------------|---------------|---------------|---------------|----------------|
| October                  | \$ 0.4        | \$ 0.3        | \$ (0.1)      | (16.0%)        |
| <b>November</b>          | <b>0.4</b>    | <b>5.6</b>    | <b>5.3</b>    | <b>1487.2%</b> |
| 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>November 2011 YTD</b> | <b>\$ 0.7</b> | <b>\$ 5.9</b> | <b>\$ 5.2</b> | <b>729.3%</b>  |

### Interest & Miscellaneous Revenue

Total FY2012 Interest & Miscellaneous Revenue budget is \$4.2 million

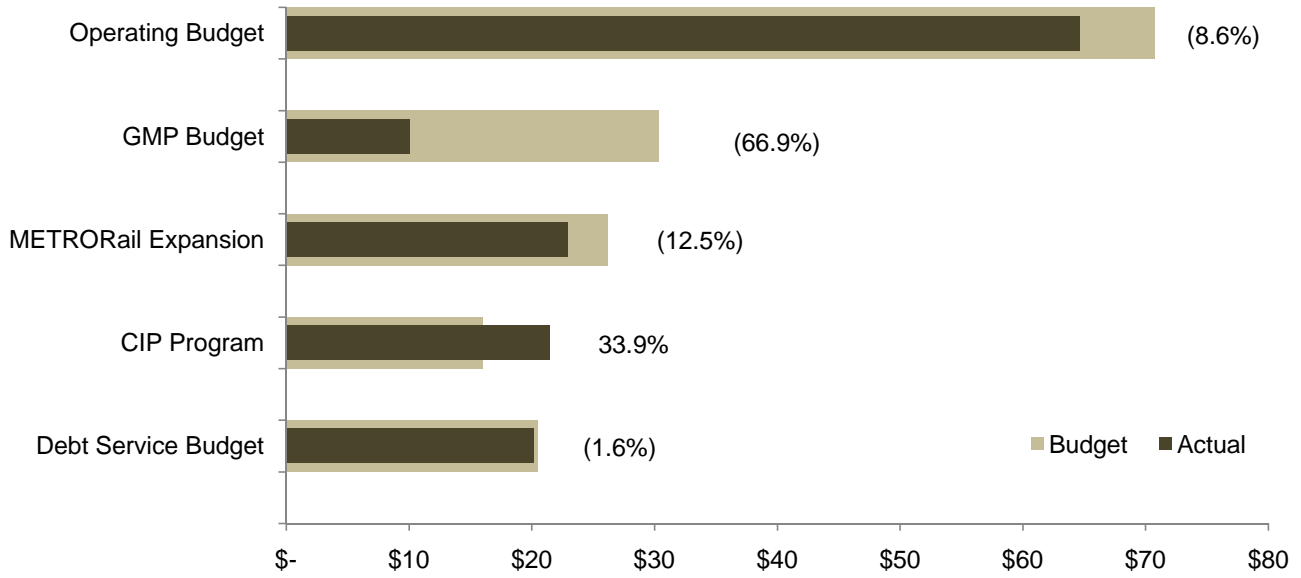
#### Budget to Actual FY2011

(\$ millions)

|                          | Budget        | Actual        | Variance        | %              |
|--------------------------|---------------|---------------|-----------------|----------------|
| October                  | \$ 0.3        | \$ 0.1        | \$ (0.2)        | (69.5%)        |
| <b>November</b>          | <b>\$ 0.1</b> | <b>0.2</b>    | <b>\$ 0.1</b>   | <b>96.7%</b>   |
| 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>November 2011 YTD</b> | <b>\$ 0.4</b> | <b>\$ 0.3</b> | <b>\$ (0.1)</b> | <b>(26.5%)</b> |

**Note:** In METRO's FY2012 Business Plan & Budget, the budget for Interest & Miscellaneous revenue was \$4.0 million. The current budget (above) reflects the reclassification of other revenue items to the Interest & Miscellaneous category.

**MONTHLY BOARD REPORT**  
**November 2011**  
**Budget and Expense Summary**  
(\$ millions)



## MONTHLY BOARD REPORT

November 2011

### Operating Expenses

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

|                                       | FY12 Annual<br>Budget | November<br>Budget   | November<br>Actual   | \$ Variance<br>(favorable)/unfavorable | % Variance    |
|---------------------------------------|-----------------------|----------------------|----------------------|--|---------------|
| Labor & Fringe Benefits               | \$ 256,260,306        | \$ 21,462,274        | \$ 19,653,145        | \$ (1,809,129)                         | (8.4%)        |
| Non-Labor                             | 180,841,070           | 14,001,581           | 13,618,342           | (383,239)                              | (2.7%)        |
| <b>Subtotal Labor &amp; Non-Labor</b> | <b>437,101,376</b>    | <b>35,463,855</b>    | <b>33,271,487</b>    | <b>(2,192,368)</b>                     | <b>(6.2%)</b> |
| Contingency                           | 6,776,755             | -                    | -                    | -                                      | 0.0%          |
| Allocation to Capital and GMP         | (13,478,131)          | (1,024,857)          | (1,053,052)          | (28,195)                               | (2.8%)        |
| <b>Total Operating Budget</b>         | <b>\$ 430,400,000</b> | <b>\$ 34,438,998</b> | <b>\$ 32,218,435</b> | <b>\$ (2,220,563)</b>                  | <b>(6.4%)</b> |

#### Comparison of Budget to Actual Year-to-Date November 2011 (2 Months)

| <u>Expense Category</u>                   | FY12 Annual<br>Budget | Year-to-Date<br>Budget | Year-to-Date<br>Actual | \$ Variance<br>(favorable)/unfavorable | % Variance    |
|---|-----------------------|------------------------|------------------------|--|---------------|
| Wages                                     | \$ 99,642,102         | \$ 17,134,606          | \$ 16,185,111          | \$ (949,495)                           | (5.5%)        |
| Union Fringe Benefits                     | 52,788,381            | 8,759,277              | 7,742,338              | (1,016,939)                            | (11.6%)       |
| <b>Subtotal Union Labor</b>               | <b>152,430,483</b>    | <b>25,893,883</b>      | <b>23,927,449</b>      | <b>(1,966,434)</b>                     | <b>(7.6%)</b> |
| Salaries and Non-Union Wages              | 69,294,295            | 11,265,705             | 10,302,498             | (963,207)                              | (8.5%)        |
| Non-Union Fringe Benefits                 | 34,535,528            | 5,635,516              | 5,035,579              | (599,937)                              | (10.6%)       |
| <b>Subtotal Non-Union Labor</b>           | <b>103,829,823</b>    | <b>16,901,221</b>      | <b>15,338,077</b>      | <b>(1,563,144)</b>                     | <b>(9.2%)</b> |
| <b>Subtotal Labor and Fringe Benefits</b> | <b>256,260,306</b>    | <b>42,795,104</b>      | <b>39,265,526</b>      | <b>(3,529,578)</b>                     | <b>(8.2%)</b> |
| Services                                  | 26,463,251            | 3,689,366              | 2,126,946              | (1,562,420)                            | (42.3%)       |
| Materials and Supplies                    | 19,027,134            | 3,249,415              | 2,759,749              | (489,666)                              | (15.1%)       |
| Fuel & Utilities                          | 49,396,186            | 8,153,567              | 8,282,742              | 129,175                                | 1.6%          |
| Casualty and Liability                    | 2,788,945             | 442,913                | 291,394                | (151,519)                              | (34.2%)       |
| Purchased Transportation                  | 77,296,968            | 13,102,877             | 13,042,325             | (60,552)                               | (0.5%)        |
| Leases, Rentals and Misc.                 | 5,868,586             | 1,406,427              | 1,053,798              | (352,629)                              | (25.1%)       |
| <b>Subtotal Non-Labor</b>                 | <b>180,841,070</b>    | <b>30,044,565</b>      | <b>27,556,954</b>      | <b>(2,487,611)</b>                     | <b>(8.3%)</b> |
| <b>Subtotal Labor and Non-Labor</b>       | <b>437,101,376</b>    | <b>72,839,669</b>      | <b>66,822,480</b>      | <b>(6,017,189)</b>                     | <b>(8.3%)</b> |
| Contingency                               | 6,776,755             | -                      | -                      | -                                      | 0.0%          |
| Allocation to Capital and GMP             | (13,478,131)          | (2,110,202)            | (2,178,732)            | (68,530)                               | (3.2%)        |
| <b>Subtotal Contingency / Allocations</b> | <b>(6,701,376)</b>    | <b>(2,110,202)</b>     | <b>(2,178,732)</b>     | <b>(68,530)</b>                        | <b>(3.2%)</b> |
| <b>Total Operating Budget</b>             | <b>\$ 430,400,000</b> | <b>\$ 70,729,467</b>   | <b>\$ 64,643,748</b>   | <b>\$ (6,085,719)</b>                  | <b>(8.6%)</b> |



**MONTHLY BOARD REPORT**  
**November 2011**  
**Major Operating Budget Variance - Categories with major variances**

| <u>Expense Type</u>   | <u>YTD Budget</u>    | <u>YTD Actual</u>    | <u>November 2011 Year-to-Date<br/>\$ Variance<br/>(favorable) / unfavorable</u> |
|---|----------------------|----------------------|---|
| <b>Union Labor</b>  | <b>\$ 25,893,883</b> | <b>\$ 23,927,449</b> | <b>\$(1,966,434)</b>  |
| Wages - primarily mechanic and cleaner vacancies plus lower than expected training  |                      |                      | (949,000)   |
| Union Fringe Benefits - related to vacancies  |                      |                      | (1,017,000)   |
| <b>Non-Union Labor</b>  | <b>16,901,221</b>    | <b>15,338,077</b>    | <b>(1,563,144)</b>  |
| Salaries - related to vacant positions  |                      |                      | (963,000)   |
| Non-Union Fringe Benefits - related to vacant positions                             |                      |                      | (600,000)   |
| <b>Services</b>   | <b>3,689,366</b>     | <b>2,126,946</b>     | <b>(1,562,420)</b>  |
| Quarterly payment to TranStar not yet paid  |                      |                      | (186,000)   |
| Delayed execution of planning contracts   |                      |                      | (180,000)   |
| Major advertising campaigns and promotion implementations not executed              |                      |                      | (174,000)   |
| IT contractual support services savings and timing variances                        |                      |                      | (168,000)   |
| Timing on contracts for bus shelter cleaning and METRONet security and surveillance |                      |                      | (157,000)   |
| Variances due to timing and slow starts   |                      |                      | (700,000)   |
| <b>Materials &amp; Supplies</b>   | <b>3,249,415</b>     | <b>2,759,749</b>     | <b>(489,666)</b>  |
| Savings in special office supplies, mostly fare media                               |                      |                      | (194,000)   |
| Timing variances in bus maintenance materials                                       |                      |                      | (188,000)   |
| <b>Fuel &amp; Utilities</b>   | <b>8,153,567</b>     | <b>8,282,742</b>     | <b>129,175</b>  |
| Higher consumption of diesel fuel   |                      |                      | 123,000   |
| <b>Casualty and Liability</b>   | <b>442,913</b>       | <b>291,394</b>       | <b>(151,519)</b>  |
| Less than expected payments of vehicle liability                                    |                      |                      | (231,000)   |
| Less than expected recovery of subrogation  |                      |                      | 71,000  |
| <b>Leases, Rentals and Miscellaneous</b>  | <b>1,406,427</b>     | <b>1,053,798</b>     | <b>(352,629)</b>  |
| Timing delay in budgeted software renewals  |                      |                      | (148,000)   |
| Savings in discretionary items (membership dues, travel, etc.)                      |                      |                      | (85,000)  |

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

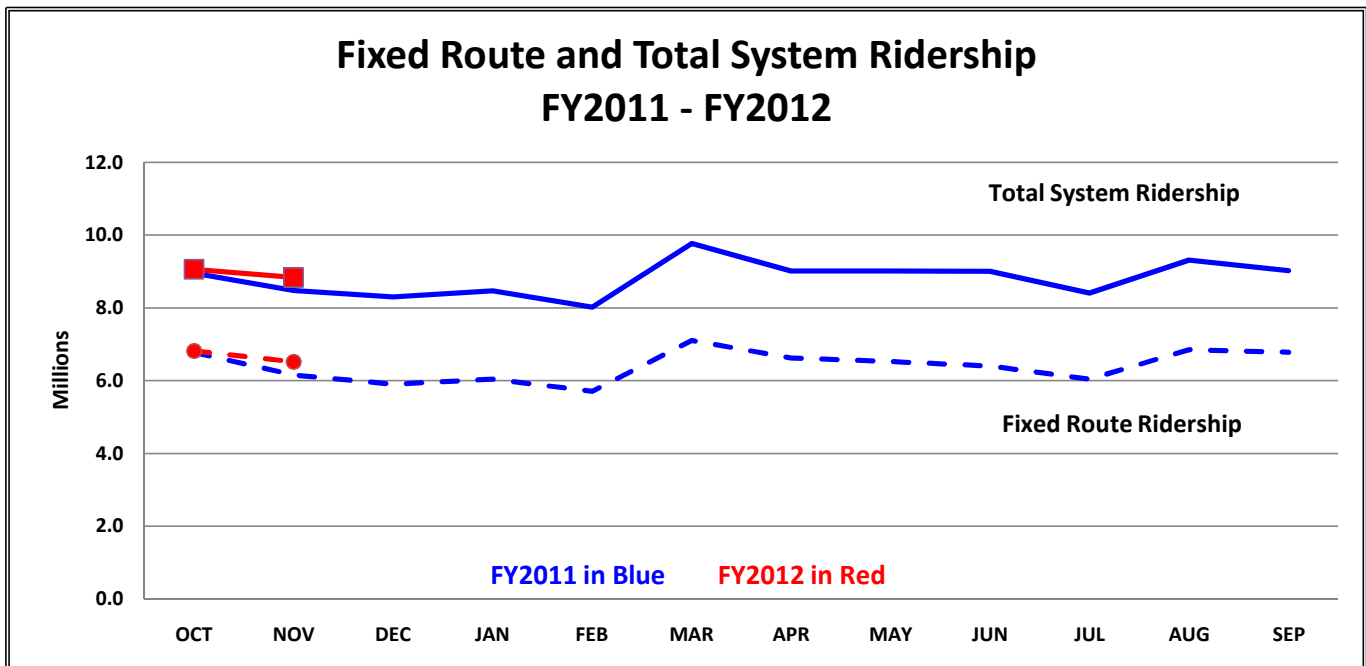
|                                | FY2012<br>Annual<br>Budget | Month of November 2011 |               |                 |                | Fiscal YTD November 2011 |                |                 |                |
|--------------------------------|----------------------------|------------------------|---------------|-----------------|----------------|--------------------------|----------------|-----------------|----------------|
|                                |                            | Budget                 | Actual        | Variance        |                | Budget                   | Actual         | Variance        |                |
|                                |                            |                        |               | \$              | %              |                          |                | \$              | %              |
| METRORail Expansion            | \$ 419.2                   | \$ 24.4                | \$ 21.9       | \$ (2.4)        | (10.0%)        | \$ 26.2                  | \$ 22.9        | \$ (3.3)        | (12.5%)        |
| Capital Improvement<br>Program | 137.4                      | 9.1                    | (3.2)         | (12.3)          | (135.3%)       | 16.0                     | 21.4           | 5.4             | 33.9%          |
| <b>Total Capital Budget</b>    | <b>\$ 556.6</b>            | <b>33.4</b>            | <b>18.7</b>   | <b>(14.7)</b>   | <b>(44.0%)</b> | <b>42.2</b>              | <b>44.3</b>    | <b>2.2</b>      | <b>5.1%</b>    |
| <b>General Mobility</b>        | <b>\$ 169.3</b>            | <b>13.7</b>            | <b>1.5</b>    | <b>(12.3)</b>   | <b>(89.2%)</b> | <b>30.4</b>              | <b>10.0</b>    | <b>(20.3)</b>   | <b>(66.9%)</b> |
| <b>Debt Service</b>            | <b>\$ 81.1</b>             | <b>\$ 5.5</b>          | <b>\$ 5.3</b> | <b>\$ (0.2)</b> | <b>(3.2%)</b>  | <b>\$ 20.5</b>           | <b>\$ 20.1</b> | <b>\$ (0.3)</b> | <b>(1.6%)</b>  |

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

| Service Category                               | Nov-10<br>Boardings | Nov-11<br>Boardings | %<br>Change<br>Nov-11<br>vs.<br>Nov-10 | Nov-10<br>YTD<br>Boardings | Nov-11<br>YTD<br>Boardings | YTD %<br>Change<br>Nov-11<br>vs.<br>Nov-10 |
|--|---------------------|---------------------|--|----------------------------|----------------------------|--|
|  |                     |                     |  |                            |                            |  |
| <b>Fixed Route Bus</b>                         |                     |                     |  |                            |                            |  |
| Local  | 4,749,866           | 5,049,483           | 6.3%                                   | 9,981,127                  | 10,268,319                 | 2.9%                                       |
| Park & Ride                                    | 580,172             | 590,513             | 1.8%                                   | 1,208,212                  | 1,231,658                  | 1.9%                                       |
| <b>Subtotal Fixed Route Bus</b>                | <b>5,330,038</b>    | <b>5,639,996</b>    | <b>5.8%</b>                            | <b>11,189,339</b>          | <b>11,499,977</b>          | <b>2.8%</b>                                |
| METRO Rail                                     | 831,851             | 874,184             | 5.1%                                   | 1,750,374                  | 1,826,154                  | 4.3%                                       |
| <b>Subtotal Fixed Route</b>                    | <b>6,161,889</b>    | <b>6,514,180</b>    | <b>5.7%</b>                            | <b>12,939,713</b>          | <b>13,326,131</b>          | <b>3.0%</b>                                |
| Special Events *                               | 594                 | 251                 | (57.7%)                                | 862                        | 1,284                      | 49.0%                                      |
| <b>Total Fixed Route</b>                       | <b>6,162,483</b>    | <b>6,514,431</b>    | <b>5.7%</b>                            | <b>12,940,575</b>          | <b>13,327,415</b>          | <b>3.0%</b>                                |
| <b>Customized Bus Services</b>                 |                     |                     |  |                            |                            |  |
| METROLift                                      | 132,951             | 134,606             | 1.2%                                   | 274,586                    | 275,602                    | 0.4%                                       |
| METRO STAR Vanpool                             | 190,308             | 191,672             | 0.7%                                   | 390,374                    | 397,053                    | 1.7%                                       |
| Internal Service                               | 128                 | 228                 | 78.1%                                  | 1,109                      | 1,405                      | 26.7%                                      |
| <b>Subtotal Customized Bus</b>                 | <b>323,387</b>      | <b>326,506</b>      | <b>1.0%</b>                            | <b>666,069</b>             | <b>674,060</b>             | <b>1.2%</b>                                |
| <b>Subtotal Bus and Rail</b>                   | <b>6,485,870</b>    | <b>6,840,937</b>    | <b>5.5%</b>                            | <b>13,606,644</b>          | <b>14,001,475</b>          | <b>2.9%</b>                                |
| HOV Carpools, Vanpools, and<br>Non-METRO Buses | 1,995,140           | 1,996,760           | 0.1%                                   | 3,834,635                  | 3,896,924                  | 1.6%                                       |
| <b>Total System</b>                            | <b>8,481,010</b>    | <b>8,837,697</b>    | <b>4.2%</b>                            | <b>17,441,279</b>          | <b>17,898,399</b>          | <b>2.6%</b>                                |

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

*\* The Special Events category of ridership reflects customer service oriented short-term additional motor bus service provided for events at Reliant Park such as football games and RODEO Houston.*



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**Performance Statistics**

Benchmark Met █ Benchmark Missed █

| Fiscal Year 2012   |        |        |     |     |     |     |     |     |     |     |     |     |                |                |            |              |              |
|--|--------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------------|----------------|------------|--------------|--------------|
| SAFETY & SECURITY  | OCT    | NOV    | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | FY2012         |                |            |              |              |
|  |        |        |     |     |     |     |     |     |     |     |     |     | Monthly Target | YTD GOAL       | FY2012 YTD | YTD % Change |              |
| Bus Accidents  | 39     | 32     |     |     |     |     |     |     |     |     |     |     |                | 44             | 88         | 71           | 19.3%        |
| Bus Accidents per 100,000 vehicle miles                      | 0.69   | 0.59   |     |     |     |     |     |     |     |     |     |     |                | 0.80           | 0.80       | 0.64         | 19.5%        |
| Rail Accidents   | 4      | 0      |     |     |     |     |     |     |     |     |     |     |                | 3              | 6          | 4            | 33.3%        |
| Rail Accidents per 100,000 vehicle miles                     | 5.24   | 0.00   |     |     |     |     |     |     |     |     |     |     |                | 5.54           | 5.54       | 2.69         | 51.5%        |
| Major Security Incidents - total                             | 45     | 24     |     |     |     |     |     |     |     |     |     |     |                | 45             | 90         | 69           | 23.3%        |
| Major Security Incidents per 100,000 boardings               | 0.628  | 0.351  |     |     |     |     |     |     |     |     |     |     |                | 0.670          | 0.670      | 0.493        | 26.4%        |
| Major Security Incidents - METRO properties                  | 17     | 3      |     |     |     |     |     |     |     |     |     |     |                | 28             | 56         | 20           | 64.3%        |
| Major Security Incidents per 100,000 boardings               | 0.237  | 0.044  |     |     |     |     |     |     |     |     |     |     |                | 0.417          | 0.417      | 0.143        | 65.7%        |
| SERVICE & RELIABILITY  | OCT    | NOV    | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | FY2012         |                |            |              |              |
|  |        |        |     |     |     |     |     |     |     |     |     |     |                | Monthly Target | YTD GOAL   | FY2012 YTD   | YTD % Change |
| Bus On-Time Performance                                      |        |        |     |     |     |     |     |     |     |     |     |     |                |                |            |              |              |
| Local Bus OTP  | 70%    | 71%    |     |     |     |     |     |     |     |     |     |     |                | 67%            | 67%        | 70.5%        | 5.2%         |
| Park & Ride Bus OTP  | 79%    | 78%    |     |     |     |     |     |     |     |     |     |     |                | 75%            | 75%        | 78.5%        | 4.7%         |
| Weighted Average Bus OTP                                     | 73%    | 73%    |     |     |     |     |     |     |     |     |     |     |                | 69%            | 69%        | 73.0%        | 5.8%         |
| Rail On-Time Performance                                     | 98.6%  | 98.9%  |     |     |     |     |     |     |     |     |     |     |                | 95%            | 95%        | 98.7%        | 3.9%         |
| MDBF (Mean Distance Between Mechanical Failures) - All Buses | 8,722  | 8,825  |     |     |     |     |     |     |     |     |     |     |                | 7,000          | 7,000      | 8,772        | 25.3%        |
| CUSTOMER SERVICE   | OCT    | NOV    | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | FY2012         |                |            |              |              |
|  |        |        |     |     |     |     |     |     |     |     |     |     |                | Monthly Target | YTD GOAL   | FY2012 YTD   | YTD % Change |
| Complaint Contacts   | 2,289  | 1,751  |     |     |     |     |     |     |     |     |     |     |                | 1,667          | 3,334      | 4,040        | 21.2%        |
| Complaint Contacts as a % of boardings                       | 0.0320 | 0.0256 |     |     |     |     |     |     |     |     |     |     |                | 0.0248         | 0.0248     | 0.0289       | 16.3%        |
| Commendations  | 243    | 182    |     |     |     |     |     |     |     |     |     |     |                |                |            | 425          |              |
| Average Call Center Answer Delay (Sec.)                      | 132    | 115    |     |     |     |     |     |     |     |     |     |     |                | 120            | 120        | 124          | 2.9%         |

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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 120 seconds or less.

# MONTHLY BOARD REPORT

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## Balance Sheet

|   | November 2010 (\$)      | November 2011 (\$)      | Change (\$)           |
|---|-------------------------|-------------------------|-----------------------|
| <b>Assets</b>                           |                         |                         |                       |
| Cash                                    | \$ 2,261,147            | \$ 2,231,139            | \$ (30,008)           |
| Receivables                             | 153,671,627             | 100,943,763             | (52,727,864)          |
| Inventory                               | 22,982,975              | 17,709,878              | (5,273,097)           |
| Investments                             | 161,308,581             | 496,783,668             | 335,475,087           |
| Other Assets                            | 250,282,771             | 114,797,322             | (135,485,449)         |
| Debt Issuance Costs                     | 5,616,013               | 8,532,572               | 2,916,559             |
| Property Net of Depreciation            | 1,573,356,621           | 1,832,737,634           | 259,381,013           |
| Land & Improvements                     | 480,260,901             | 480,799,777             | 538,876               |
| <b>Total Assets and Other</b>           | <b>2,649,740,637</b>    | <b>3,054,535,753</b>    | <b>404,795,117</b>    |
| <b>Liabilities</b>                      |                         |                         |                       |
| Trade Payables                          | 131,467,446             | 77,094,561              | (54,372,885)          |
| Accrued Payroll                         | 22,777,903              | 23,191,344              | 413,441               |
| Commercial Paper                        | 190,000,000             | 190,000,000             | -                     |
| Long-Term Liabilities                   | 486,290,427             | 1,041,416,424           | 555,125,997           |
| Other Liabilities                       | 250,812,238             | 247,954,956             | (2,857,282)           |
| <b>Total Liabilities</b>                | <b>1,081,348,014</b>    | <b>1,472,090,626</b>    | <b>498,309,271</b>    |
| Net Assets - Retained                   | 1,568,392,623           | 1,582,445,127           | 14,052,504            |
| <b>Total Liabilities and Net Assets</b> | <b>\$ 2,649,740,637</b> | <b>\$ 3,054,535,753</b> | <b>\$ 404,795,116</b> |