

# METRO

## Fiscal Year 2012 Monthly Board Report

Revenue • Expense • Ridership • Performance

October 2011



# **MONTHLY BOARD REPORT**

## **October 2011**

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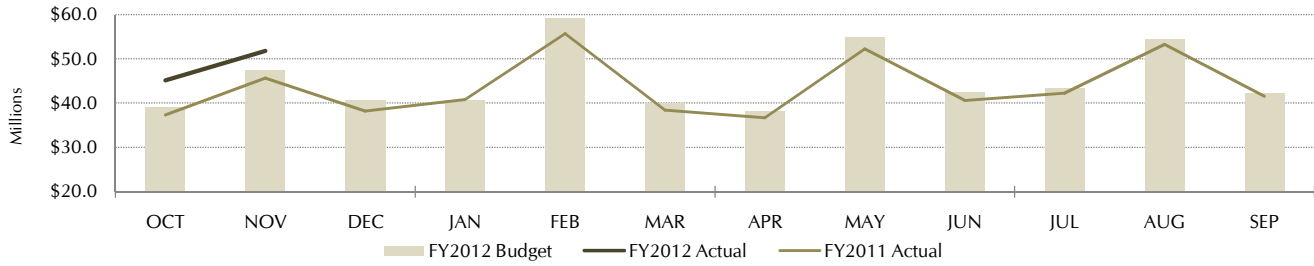
## MONTHLY BOARD REPORT

October 2011

### Summary

- Sales Tax revenue of \$97.0 million through November 2011 year-to-date is \$10.5 million or 12.2% over budget. November 2011 revenue of \$51.8 million is \$4.4 million or 9.3% over budget.
- Fare revenue of \$5.8 million through October 2011 year-to-date is \$0.1 million or 2.2% under budget.
- Grant revenue of \$302,000 through October 2011 year-to-date is \$57,000 or 16.0% under budget.
- Interest & Miscellaneous revenue of \$81,000 through October 2011 year-to-date is \$185,000 or 69.5% under budget.
- Operating expenses of \$32.4 million through October 2011 year-to-date are \$3.9 million or 10.7% under budget.
- METRORail Expansion expenses of \$1.0 million through October 2011 year-to-date are \$0.8 million or 45.4% under budget.
- Capital Improvement Program expenses of \$24.6 million through October 2011 year-to-date are \$17.7 million or 254.0% over budget.
- General Mobility Program expenses of \$8.6 million through October 2011 year-to-date are \$8.1 million or 48.5% under budget.
- Debt Service expenses of \$12.4 million through October 2011 year-to-date are \$2.5 million or 16.9% under budget.
- METROBus ridership (fixed route) of 5.9 million through October 2011 year-to-date is virtually the same as last year (0.0%). same (0.0%) as last year.
- METRORail ridership of 1.0 million through October 2011 year-to-date is 33,000 or 3.6% over last year.
- Performance Indicator Summary:
  - Safety & Security Bus accidents are below the benchmark for the month and year-to-date. However, rail accidents for both the month and year-to-date missed the benchmark. 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 and the Average Call Center Answer Delay did not meet the goal for the month nor for the year-to-date.

**MONTHLY BOARD REPORT**  
**October 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%
<b>November</b>	<b>47.4</b>	<b>51.8</b>	<b>4.4</b>	<b>9.3%</b>
December	-	-	-	-
January	-	-	-	-
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>November 2011 YTD</b>	<b>\$ 86.5</b>	<b>\$ 97.0</b>	<b>\$ 10.5</b>	<b>12.2%</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 37.3	\$ 45.2	7.9	21.1%
<b>November</b>	<b>45.6</b>	<b>51.8</b>	<b>6.2</b>	<b>13.6%</b>
December	-	-	-	-
January	-	-	-	-
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>November 2011 YTD</b>	<b>\$ 82.9</b>	<b>\$ 97.0</b>	<b>\$ 14.1</b>	<b>17.0%</b>

# MONTHLY BOARD REPORT

October 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%)
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%
<b>October 2011 YTD</b>	<b>\$ 5.9</b>	<b>\$ 5.8</b>	<b>\$ (0.1)</b>	<b>(2.2%)</b>

## Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 5.6	\$ 5.8	\$ 0.2	3.2%
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%
<b>October 2011 YTD</b>	<b>\$ 5.6</b>	<b>\$ 5.8</b>	<b>\$ 0.2</b>	<b>3.2%</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

October 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%)
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%
<b>October 2011 YTD</b>	<b>\$ 0.4</b>	<b>\$ 0.3</b>	<b>\$ (0.1)</b>	<b>(16.0%)</b>

### Interest & Miscellaneous Revenue

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

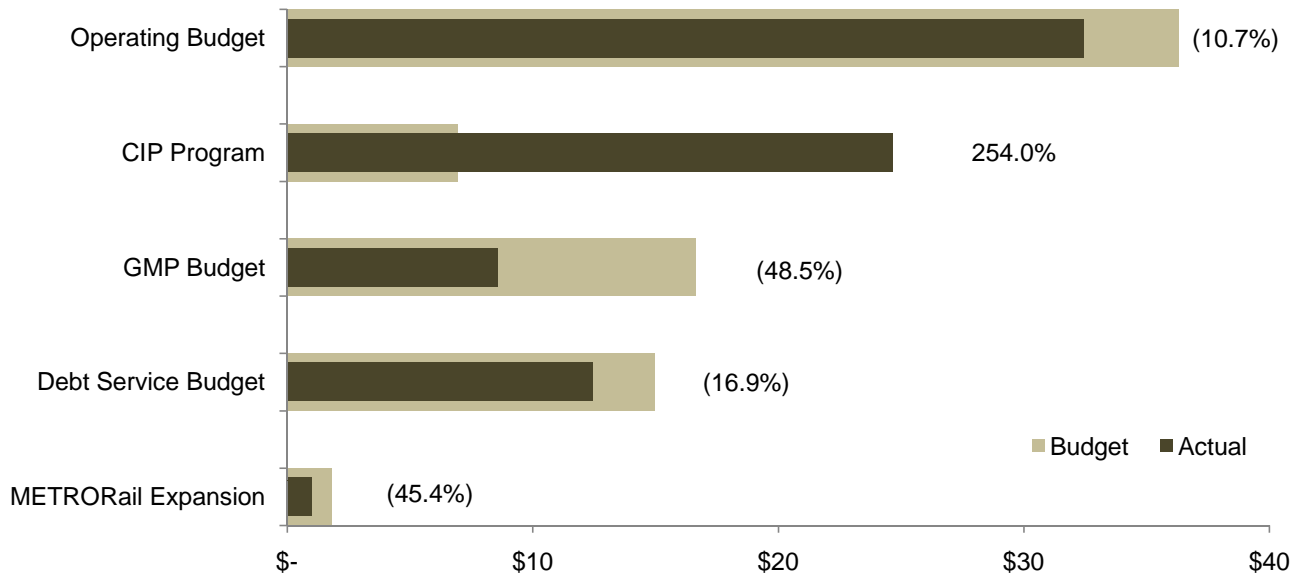
#### Budget to Actual FY2011

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.3	\$ 0.1	\$ (0.2)	(69.5%)
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%
<b>October 2011 YTD</b>	<b>\$ 0.3</b>	<b>\$ 0.1</b>	<b>\$ (0.2)</b>	<b>(69.5%)</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**  
**October 2011**  
**Budget and Expense Summary**  
(\$ millions)



## MONTHLY BOARD REPORT

October 2011

### Operating Expenses

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

	FY12 Annual Budget	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 256,260,306	\$ 21,332,830	\$ 19,612,382	\$ (1,720,448)	(8.1%)
Non-Labor	180,841,070	16,042,984	13,938,612	(2,104,372)	(13.1%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>437,101,376</b>	<b>37,375,814</b>	<b>33,550,994</b>	<b>(3,824,820)</b>	<b>(10.2%)</b>
Contingency	6,776,755	-	-	-	0.0%
Allocations/Reimbursements	(6,701,376)	(1,085,345)	(1,125,680)	(40,335)	(3.7%)
<b>Total Operating Budget</b>	<b>\$ 437,176,755</b>	<b>\$ 36,290,469</b>	<b>\$ 32,425,314</b>	<b>\$ (3,865,155)</b>	<b>(10.7%)</b>

#### Comparison of Budget to Actual Year-to-Date October 2011 (1 Month)

<u>Expense Category</u>	FY12 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 99,642,102	\$ 8,359,897	\$ 8,054,356	\$ (305,541)	(3.7%)
Union Fringe Benefits	52,788,381	4,351,186	3,773,114	(578,072)	(13.3%)
<b>Subtotal Union Labor</b>	<b>152,430,483</b>	<b>12,711,083</b>	<b>11,827,470</b>	<b>(883,613)</b>	<b>(7.0%)</b>
Salaries and Non-Union Wages	69,294,295	5,742,635	5,197,523	(545,112)	(9.5%)
Non-Union Fringe Benefits	34,535,528	2,879,112	2,587,389	(291,723)	(10.1%)
<b>Subtotal Non-Union Labor</b>	<b>103,829,823</b>	<b>8,621,747</b>	<b>7,784,912</b>	<b>(836,835)</b>	<b>(9.7%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>256,260,306</b>	<b>21,332,830</b>	<b>19,612,382</b>	<b>(1,720,448)</b>	<b>(8.1%)</b>
Services	26,467,251	2,195,033	780,568	(1,414,465)	(64.4%)
Materials and Supplies	18,820,884	1,677,138	1,892,234	215,096	12.8%
Fuel & Utilities	49,392,186	4,247,582	4,347,582	100,000	2.4%
Casualty and Liability	2,788,945	215,727	90,440	(125,287)	(58.1%)
Purchased Transportation	77,296,968	6,707,415	6,689,260	(18,155)	(0.3%)
Leases, Rentals and Misc.	6,074,836	1,000,089	138,528	(861,561)	(86.1%)
<b>Subtotal Non-Labor</b>	<b>180,841,070</b>	<b>16,042,984</b>	<b>13,938,612</b>	<b>(2,104,372)</b>	<b>(13.1%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>437,101,376</b>	<b>37,375,814</b>	<b>33,550,994</b>	<b>(3,824,820)</b>	<b>(10.2%)</b>
Contingency	6,776,755	-	-	-	0.0%
Allocation to Capital and GMP	(13,478,131)	(1,085,345)	(1,125,680)	(40,335)	(3.7%)
<b>Subtotal Contingency / Allocations</b>	<b>(6,701,376)</b>	<b>(1,085,345)</b>	<b>(1,125,680)</b>	<b>(40,335)</b>	<b>(3.7%)</b>
<b>Total Operating Budget</b>	<b>\$ 430,400,000</b>	<b>\$ 36,290,469</b>	<b>\$ 32,425,314</b>	<b>\$ (3,865,155)</b>	<b>(10.7%)</b>



**MONTHLY BOARD REPORT**

**October 2011**

**Major Operating Budget Variance - Categories with variance over \$250,000**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>October 2011 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>\$ 12,711,083</b>	<b>\$ 11,827,470</b>	<b>\$ (883,613)</b>
Wages - primarily mechanic and cleaner vacancies plus lower than expected training			(306,000)
Union Fringe Benefits - related to vacancies			(578,000)
<b>Non-Union Labor</b>	<b>8,621,747</b>	<b>7,784,912</b>	<b>(836,835)</b>
Salaries - related to vacant positions			(548,000)
Non-Union Fringe Benefits - related to vacant positions			(292,000)
<b>Services</b>	<b>2,195,033</b>	<b>780,568</b>	<b>(1,414,465)</b>
Major advertising campaigns and promotion implementations not executed			(116,000)
IT contractual support services savings and timing variances			(170,000)
Delayed receipt of fare collection invoice			(212,000)
Quarterly payment to Transtar not yet paid			(186,000)
Variances due to timing and slow starts			(800,000)
<b>Materials &amp; Supplies</b>	<b>1,677,138</b>	<b>1,892,234</b>	<b>215,096</b>
Due to the timing of expensing of prior period fare media supplies			444,000
Variances due timing and use on as-needed basis			(200,000)
<b>Fuel &amp; Utilities</b>	<b>4,247,582</b>	<b>4,347,582</b>	<b>100,000</b>
Telephone expenses - mainly an over accrual			97,000
<b>Leases, Rentals and Miscellaneous</b>	<b>1,000,089</b>	<b>138,528</b>	<b>(861,561)</b>
Timing in payment of software maintenance agreements			(716,000)

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

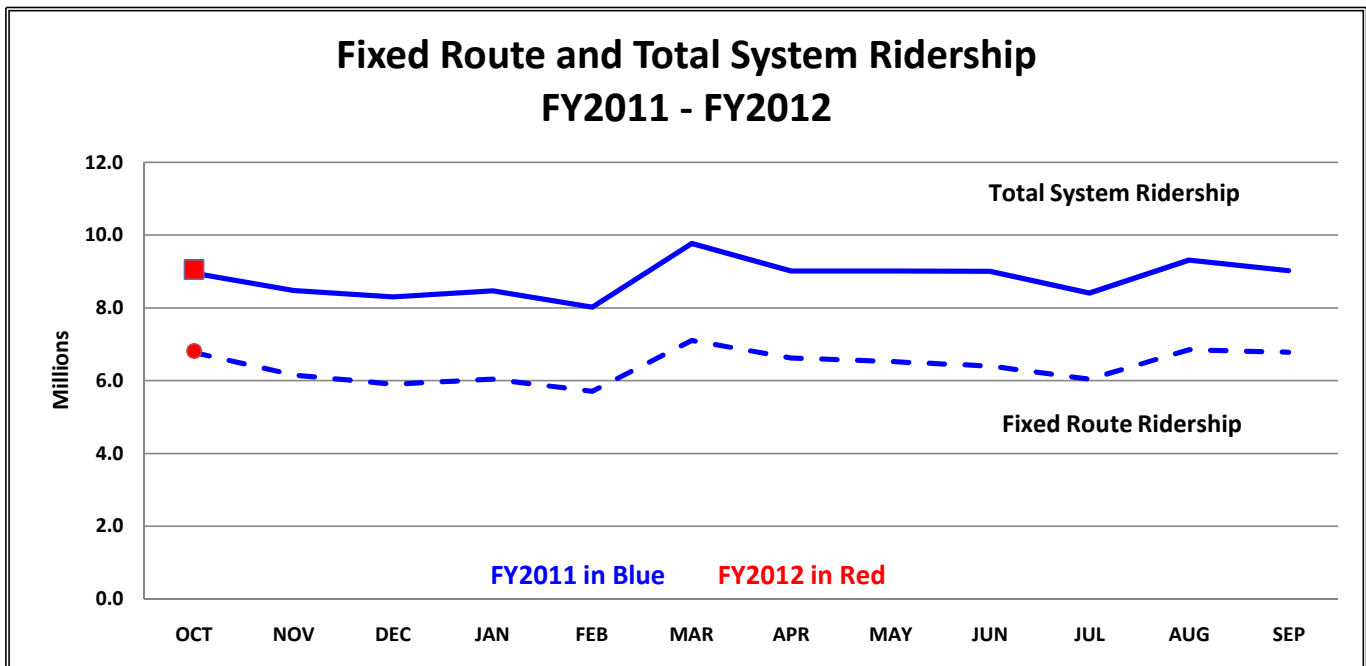
	FY2012 Annual Budget	Month of October 2011				Fiscal YTD October 2011			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 419.2	\$ 1.8	\$ 1.0	\$ (0.8)	(45.4%)	\$ 1.8	\$ 1.0	\$ (0.8)	(45.4%)
Capital Improvement Program	137.4	7.0	24.6	17.7	254.0%	7.0	24.6	17.7	254.0%
<b>Total Capital Budget</b>	<b>\$ 556.6</b>	<b>8.8</b>	<b>25.6</b>	<b>16.9</b>	<b>192.6%</b>	<b>8.8</b>	<b>25.6</b>	<b>16.9</b>	<b>192.6%</b>
<b>General Mobility</b>	<b>\$ 169.3</b>	<b>16.6</b>	<b>8.6</b>	<b>(8.1)</b>	<b>(48.5%)</b>	<b>16.6</b>	<b>8.6</b>	<b>(8.1)</b>	<b>(48.5%)</b>
<b>Debt Service</b>	<b>\$ 81.1</b>	<b>\$ 15.0</b>	<b>\$ 12.4</b>	<b>\$ (2.5)</b>	<b>(16.9%)</b>	<b>\$ 15.0</b>	<b>\$ 12.4</b>	<b>\$ (2.5)</b>	<b>(16.9%)</b>

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

Service Category	Oct-10 Boardings	Oct-11 Boardings	% Change Oct-11 vs. Oct-11	Oct-10 YTD Boardings	Oct-11 YTD Boardings	YTD %
						Change Oct-11 vs. Oct-10
<b>Fixed Route Bus</b>						
Local	5,231,261	5,218,836	(0.2%)	5,231,261	5,218,836	(0.2%)
Park & Ride	628,040	641,145	2.1%	628,040	641,145	2.1%
<b>Subtotal Fixed Route Bus</b>	<b>5,859,301</b>	<b>5,859,981</b>	<b>0.0%</b>	<b>5,859,301</b>	<b>5,859,981</b>	<b>0.0%</b>
METRO Rail	918,523	951,970	3.6%	918,523	951,970	3.6%
<b>Subtotal Fixed Route</b>	<b>6,777,824</b>	<b>6,811,951</b>	<b>0.5%</b>	<b>6,777,824</b>	<b>6,811,951</b>	<b>0.5%</b>
Special Events *	268	1,033	N/A	268	1,033	N/A
<b>Total Fixed Route</b>	<b>6,778,092</b>	<b>6,812,984</b>	<b>0.5%</b>	<b>6,778,092</b>	<b>6,812,984</b>	<b>0.5%</b>
<b>Customized Bus Services</b>						
METROLift	141,635	140,996	(0.5%)	141,635	140,996	(0.5%)
METRO STAR Vanpool	200,066	203,871	1.9%	200,066	203,871	1.9%
Internal Service	981	1,177	20.0%	981	1,177	20.0%
<b>Subtotal Customized Bus</b>	<b>342,682</b>	<b>346,044</b>	<b>1.0%</b>	<b>342,682</b>	<b>346,044</b>	<b>1.0%</b>
<b>Subtotal Bus and Rail</b>	<b>7,120,774</b>	<b>7,159,028</b>	<b>0.5%</b>	<b>7,120,774</b>	<b>7,159,028</b>	<b>0.5%</b>
HOV Carpools, Vanpools, and Non-METRO Buses	1,839,495	1,900,164	3.3%	1,839,495	1,900,164	3.3%
<b>Total System</b>	<b>8,960,269</b>	<b>9,059,192</b>	<b>1.1%</b>	<b>8,960,269</b>	<b>9,059,192</b>	<b>1.1%</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.*



**MONTHLY BOARD REPORT**  
**October 2011**  
**Performance Statistics**

Benchmark Met Benchmark Missed

Fiscal Year 2012																
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY2012	YTD		
													Monthly Target	YTD GOAL	FY2012 YTD	% Change
Bus Accidents	39												44	44	39	11.4%
Bus Accidents per 100,000 vehicle miles	0.69												0.80	0.80	0.69	13.7%
Rail Accidents	4												3	3	4	33.3%
Rail Accidents per 100,000 vehicle miles	5.24												5.54	5.54	5.24	5.3%
Major Security Incidents - total	44												45	45	44	2.2%
Major Security Incidents per 100,000 boardings	0.615												0.670	0.684	0.615	10.1%
Major Security Incidents - METRO properties	16												28	28	16	42.9%
Major Security Incidents per 100,000 boardings	0.223												0.417	0.426	0.223	47.5%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY2012	YTD		
Monthly Target													YTD GOAL	FY2012 YTD	% Change	
Bus On-Time Performance													67%	67%	70.0%	4.5%
Local Bus OTP	70%												67%	67%	70.0%	4.5%
Park & Ride Bus OTP	79%												75%	75%	79.0%	5.3%
Weighted Average Bus OTP	73%												69%	69%	73.0%	5.8%
Rail On-Time Performance	98.6%												95%	95%	98.6%	3.8%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	8,722												7,000	7,000	8,722	24.6%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY2012	YTD		
Monthly Target													YTD GOAL	FY2012 YTD	% Change	
Complaint Contacts	2,281												1,667	1,667	2,281	36.8%
Complaint Contacts as a % of boardings	0.0319												0.0248	0.0248	0.0319	28.5%
Commendations	233												233	233	233	10.0%
Average Call Center Answer Delay (Sec.)	132												120	120	132	10.0%

**MONTHLY BOARD REPORT**  
**October 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.

# MONTHLY BOARD REPORT

October 2011

## Balance Sheet

	October 2010 (\$)	October 2011 (\$)	Change (\$)
<b>Assets</b>			
Cash	\$ 2,500,666	\$ 2,399,364	\$ (101,302)
Receivables	169,899,128	120,196,305	(49,702,823)
Inventory	22,703,703	17,609,756	(5,093,947)
Investments	149,808,821	535,895,879	386,087,058
Other Assets	249,937,069	249,556,666	(380,403)
Debt Issuance Costs	5,616,013	8,532,572	2,916,559
Property Net of Depreciation	1,553,454,310	1,819,156,675	265,702,365
Land & Improvements	481,156,568	481,686,283	529,715
<b>Total Assets and Other</b>	<b>2,635,076,279</b>	<b>3,235,033,500</b>	<b>599,957,222</b>
<b>Liabilities</b>			
Trade Payables	99,242,751	143,057,364	43,814,613
Accrued Payroll	22,425,375	24,207,913	1,782,538
Short-Term Debt	190,000,000	190,000,000	0
Long-Term Liabilities	486,290,427	1,041,416,424	555,125,997
Other Liabilities	250,384,243	247,954,956	(2,429,287)
<b>Total Liabilities</b>	<b>1,048,342,796</b>	<b>1,646,636,658</b>	<b>598,293,861</b>
Net Assets - Retained	1,586,733,483	1,588,396,842	1,663,359
<b>Total Liabilities and Net Assets</b>	<b>\$ 2,635,076,279</b>	<b>\$ 3,235,033,500</b>	<b>\$ 599,957,221</b>