

METRO

Fiscal Year 2011 Monthly Board Report

Revenue • Expense • Ridership • Performance

September 2011
(Fourth Quarter Fiscal Year-to-Date)

This report is based on a preliminary closing of the year-end financials for FY2011



MONTHLY BOARD REPORT

September 2011

Table of Contents

Section A	Summary
Section B	Sales Tax Revenue
Section C	Fare Revenue
Section D	Grant and Interest & Miscellaneous Revenue
Section E	Budget and Expense Summary
Section F	Operating Expenses September 2011 Budget vs. Actual FY2011 YTD Budget vs. Actual FY2011 YTD Major Variance Items
Section G	Capital, General Mobility & Debt Service Expenses
Section H	Ridership by Service Category
Section I	Performance Statistics Performance Statistic Notes
Section J	Balance Sheet

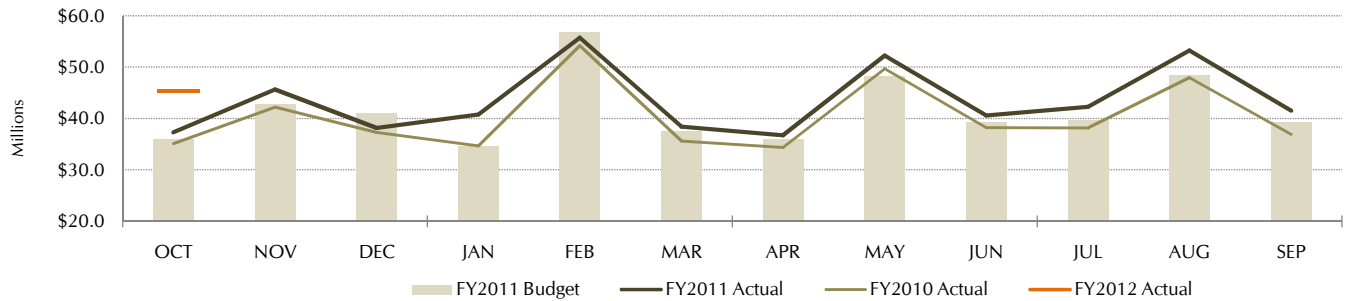
MONTHLY BOARD REPORT

September 2011

Summary

- FY2011 Sales Tax revenue was \$522 million, \$23.3 million or 4.7% over estimates. Sales Tax revenue for October 2011 is \$45.1 million, \$6.1 million or 15.6% over estimates.
- Fare revenue of \$63.4 million through September 2011 year-to-date is \$0.8 million or 1.3% over budget. September 2011 revenue of \$5.4 million is \$0.3 million or 5.8% over budget.
- Grant revenue of \$74.5 million through September 2011 year-to-date is \$6.3 million or 7.9% under budget. September 2011 revenue of \$35.4 million is \$17.6 million or 33.2% under budget.
- Interest & Miscellaneous revenue of \$1.0 million through September 2011 year-to-date is \$0.4 million or 85.8% over budget. September 2011 revenue of -\$0.17 million is \$0.21 million or 491.7% under budget.
- Operating expenses of \$345.0 million through September 2011 year-to-date are \$9.9 million or 2.8% under budget. September 2011 expenses of \$38.7 million are \$5.5 million or 12.4% under budget.
- METRORail Expansion expenses of \$281.2 million through September 2011 year-to-date are \$62.1 million or 18.1% under budget. September 2011 expenses of \$90.9 million are \$56.3 million or 162.3% over budget. This September number includes \$64.4 million of accrued but unbilled expenses that will be paid by December.
- Capital Improvement Program expenses of \$85.4 million through September 2011 year-to-date are \$23.4 million or 21.5% under budget. September 2011 expenses of \$33.1 million are \$29.2 million or 46.9% under budget.
- General Mobility Program expenses of \$180.9 million through September 2011 year-to-date are \$5.4 million or 2.9% under budget. September 2011 expenses of \$16.7 million are \$14.4 million or 623.5% over budget. The September actual includes a \$10 million accrual.
- Debt Service expenses of \$42.3 million through September 2011 year-to-date are \$5.4 million or 11.4% under budget. September 2011 expenses of \$2.3 million are \$1.1 million or 32.3% under budget.
- METROBus ridership (fixed route) of 66.3 million through September 2011 year-to-date is 263,000 or 0.4% under last year. September 2011 ridership of 5.9 million is 14,000 or 0.2% over last year.
- METRORail ridership of 10.7 million through September 2011 year-to-date is 49,000 or 0.5% over last year. September 2011 ridership of 0.9 million is 13,000 or 1.4% under 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 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 did not meet the goal for the month, but met the year-to-date goal.

MONTHLY BOARD REPORT
September 2011
Sales Tax Revenue thru October 2011



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	35.9	36.7	0.8	2.2%
May	48.3	52.3	4.0	8.3%
June	39.3	40.6	1.2	3.2%
July	39.7	42.2	2.5	6.3%
August	48.4	53.2	4.8	9.9%
September	39.2	41.5	2.3	6.0%
FY2011	\$ 499.2	\$ 522.5	\$ 23.3	4.7%
October 2011	\$ 39.1	\$ 45.2	\$ 6.1	15.6%

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	34.3	36.7	2.4	6.9%
May	49.7	52.3	2.6	5.1%
June	38.2	40.6	2.3	6.1%
July	38.2	42.2	4.1	10.7%
August	47.9	53.2	5.3	11.0%
September	36.9	41.5	4.6	12.4%
FY2011	\$ 484.4	\$ 522.5	\$ 38.1	7.9%
October 2011	\$ 37.3	\$ 45.2	\$ 7.9	21.1%

MONTHLY BOARD REPORT
September 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	5.8	6.0	0.2	4.3%
April	5.6	5.5	(0.1)	(1.0%)
May	5.1	5.3	0.2	3.7%
June	5.4	5.6	0.2	3.8%
July	5.2	5.0	(0.2)	(3.8%)
August	5.1	5.9	0.8	16.2%
September	5.1	5.4	0.3	5.8%
September 2011 YTD	\$ 62.6	\$ 63.4	\$ 0.8	1.3%

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	5.8	6.0	0.2	4.1%
April	5.6	5.5	(0.0)	(0.8%)
May	5.1	5.3	0.2	3.7%
June	5.4	5.6	0.2	3.9%
July	4.9	5.0	0.1	2.2%
August	5.4	5.9	0.5	10.0%
September	5.3	5.4	0.1	2.4%
September 2011 YTD	\$ 62.6	\$ 63.4	\$ 0.8	1.3%

MONTHLY BOARD REPORT
September 2011
Grant Revenue

Budget to Actual FY2011
(\$ millions)

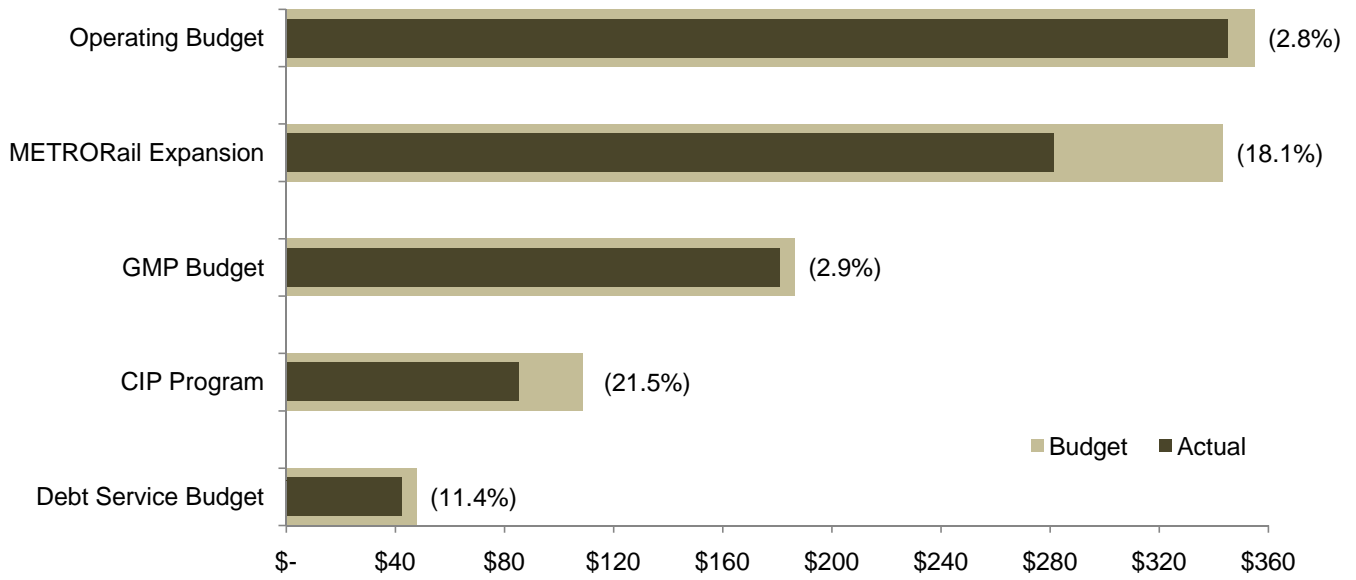
	Budget	Actual	Variance	%
October	\$ 1.7	\$ -	\$ (1.7)	(100.0%)
November	1.7	8.4	6.7	391.5%
December	2.3	0.1	(2.2)	(94.3%)
January	2.3	0.2	(2.1)	(92.1%)
February	3.0	3.1	0.1	3.9%
March	2.4	0.7	(1.6)	(68.6%)
April	4.9	0.5	(4.4)	(89.7%)
May	2.6	1.9	(0.6)	(23.9%)
June	2.5	8.1	5.6	219.5%
July	2.3	10.0	7.7	330.1%
August	2.2	6.0	3.8	177.9%
September	53.0	35.4	(17.6)	(33.2%)
September 2011 YTD	\$ 80.9	\$ 74.5	\$ (6.3)	(7.9%)

Interest & Miscellaneous Revenue

Budget to Actual FY2011
(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.044	\$ 0.084	\$ 0.040	92.3%
November	0.044	0.084	0.041	93.3%
December	0.044	0.168	0.124	284.9%
January	0.044	0.113	0.069	157.8%
February	0.044	0.167	0.124	283.1%
March	0.044	0.104	0.060	137.7%
April	0.044	0.080	0.037	84.1%
May	0.044	0.073	0.030	67.7%
June	0.044	0.077	0.033	76.5%
July	0.044	0.097	0.054	122.8%
August	0.044	0.097	0.053	121.1%
September	0.044	(0.171)	(0.215)	(491.7%)
September 2011 YTD	\$ 0.524	\$ 0.974	\$ 0.450	85.8%

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



MONTHLY BOARD REPORT

September 2011

Operating Expenses

Comparison of Budget to Actual for the Month (September 2011)

	FY11 Annual Budget	September Budget	September Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 268,133,381	\$ 26,626,090	\$ 23,905,081	\$ (2,721,009)	(10.2%)
Non-Labor	169,356,964	17,578,822	17,601,181	22,359	0.1%
Subtotal Labor & Non-Labor	437,490,345	44,204,912	41,506,262	(2,698,650)	(6.1%)
Contingency	4,194,941	4,194,941	-	(4,194,941)	(100.0%)
Allocations/Reimbursements	(87,372,812)	(4,203,804)	(2,791,932)	1,411,872	33.6%
Total Operating Budget	\$ 354,312,474	\$ 44,196,049	\$ 38,714,330	\$ (5,481,719)	(12.4%)

Comparison of Budget to Actual - Year-to-Date September 2011 (12 Months)

<u>Expense Category</u>	FY11 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 102,912,718	\$ 102,912,718	\$ 101,068,805	\$ (1,843,913)	(1.8%)
Union Fringe Benefits	53,020,872	53,020,872	51,977,506	(1,043,366)	(2.0%)
Subtotal Union Labor	155,933,590	155,933,590	153,046,311	(2,887,279)	(1.9%)
Salaries and Non-Union Wages	75,371,607	75,371,607	70,554,126	(4,817,481)	(6.4%)
Non-Union Fringe Benefits	36,828,184	36,828,184	34,479,968	(2,348,216)	(6.4%)
Subtotal Non-Union Labor	112,199,791	112,199,791	105,034,094	(7,165,697)	(6.4%)
Subtotal Labor and Fringe Benefits	268,133,381	268,133,381	258,080,405	(10,052,976)	(3.7%)
Services	27,365,045	27,955,571	23,791,353	(4,164,218)	(14.9%)
Materials and Supplies	19,514,931	19,514,931	18,109,818	(1,405,113)	(7.2%)
Fuel & Utilities	38,092,140	38,092,140	37,894,388	(197,752)	(0.5%)
Casualty and Liability	2,591,778	2,591,778	2,516,791	(74,987)	(2.9%)
Purchased Transportation	75,860,555	75,860,555	76,524,963	664,408	0.9%
Leases, Rentals and Misc.	5,932,515	5,932,515	5,313,650	(618,865)	(10.4%)
Subtotal Non-Labor	169,356,964	169,947,490	164,150,963	(5,796,527)	(3.4%)
Subtotal Labor and Non-Labor	437,490,345	438,080,871	422,231,368	(15,849,503)	(3.6%)
Contingency	4,194,941	4,194,941	-	(4,194,941)	(100.0%)
Cost Reimbursement (Cost Recovery)	(9,348,459)	(9,348,459)	(7,564,956)	1,783,503	19.1%
Allocation to Capital and GMP	(24,212,420)	(24,212,420)	(15,825,902)	8,386,518	34.6%
Capitalized Operating Expenses	(53,811,933)	(53,811,933)	(53,811,933)	-	0.0%
Subtotal Allocations/Reimbursements	(87,372,812)	(87,372,812)	(77,202,791)	10,170,021	11.6%
Total Operating Budget	\$ 354,312,474	\$ 354,903,000	\$ 345,028,577	\$ (9,874,423)	(2.8%)

MONTHLY BOARD REPORT
September 2011
Major Operating Budget Variance - Categories with variance over \$250,000

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>September 2011 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 155,933,590	\$ 153,046,311	\$ (2,887,279)
Wages - primarily mechanic and cleaner vacancies			(1,842,000)
Union Fringe Benefits - related to vacancies			(1,702,000)
Payroll Taxes - Governmental extension of benefits for salary and wage employees			658,000
Non-Union Labor	112,199,791	105,034,094	(7,165,697)
Salaries - related to vacant positions			(4,817,000)
Non-Union Fringe Benefits - related to vacant positions			(2,348,000)
Services	27,955,571	23,791,353	(4,164,218)
Service contracts associated with finance			(910,000)
Major advertising campaigns and promotion implementations not executed			(830,000)
Reduced requirements for rail signals along Main Street and HOV gates			(696,000)
Non-execution of service contracts or purchase orders for costs associated with the METRO Police move to Kashmere and 1900 Main, plus items such as miscellaneous repairs to buildings, Park & Rides, Transit Centers and Rail platforms			(526,000)
Staffing related expenses resulting from reduced hiring activity and a compensation study yet to completed			(462,000)
Various equipment, vehicle and general repair contracts are running under budget			(456,000)
Non-execution of grant funded training in METRO Police			(372,000)
Underrun in as-needed maintenance for METRONet equipment			(232,000)
Underrun in risk management services			(208,000)
Legal Fees reflect unbudgeted CAF rail car and employment related expenses			907,000
Materials & Supplies	19,514,931	18,109,818	(1,405,113)
Bus Parts			(702,000)
Facility Maintenance parts			(375,000)
Fuel & Utilities	38,092,140	37,894,388	(197,752)
Natural Gas - less severe heating season than predicted			(238,000)
Purchased Transportation	75,860,555	76,524,963	664,408
METROLift cost overrun - primarily due to increased ridership and fuel prices			2,371,000
Vanpool program cost - reduced ridership			(975,000)
NW BOF contract underrun - lower performance bonus paid and less service provided during the year due to inclement weather			(732,000)
Leases, Rentals and Miscellaneous	5,932,515	5,313,650	(618,865)
Underruns in discretionary items (Travel, Memberships, Subscriptions, etc.)			(446,000)
Contingency	4,194,941	0	(4,194,941)
Cost Reimbursement	(9,348,459)	(7,564,956)	1,783,503
Vanpool cost recovery - less than planned due to reduced ridership			989,000
Department of Homeland Security grants - timing			1,183,000
Unanticipated reimbursement from Texas Children's Hospital associated with bridge construction			(200,000)
Allocation to Capital & GMP	\$ (24,212,420)	\$ (15,825,902)	\$ 8,386,518
Slower than anticipated execution of a smaller capital budget			

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

	FY2011 Annual Budget	Month of September 2011				Fiscal YTD September 2011			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 343.5	\$ 34.7	\$ 90.9	\$ 56.3	162.3%	\$ 343.3	\$ 281.2	\$ (62.1)	(18.1%)
Capital Improvement Program	108.6	62.3	33.1	(29.2)	(46.9%)	108.8	85.4	(23.4)	(21.5%)
Total Capital Budget*	452.1	97.0	124.0	27.1	27.9%	452.1	366.6	(85.4)	(18.9%)
General Mobility*	186.3	2.3	16.7	14.4	623.5%	186.3	180.9	(5.4)	(2.9%)
Debt Service	\$ 47.7	\$ 3.5	\$ 2.3	\$ (1.1)	(32.3%)	\$ 47.7	\$ 42.3	\$ (5.4)	(11.4%)

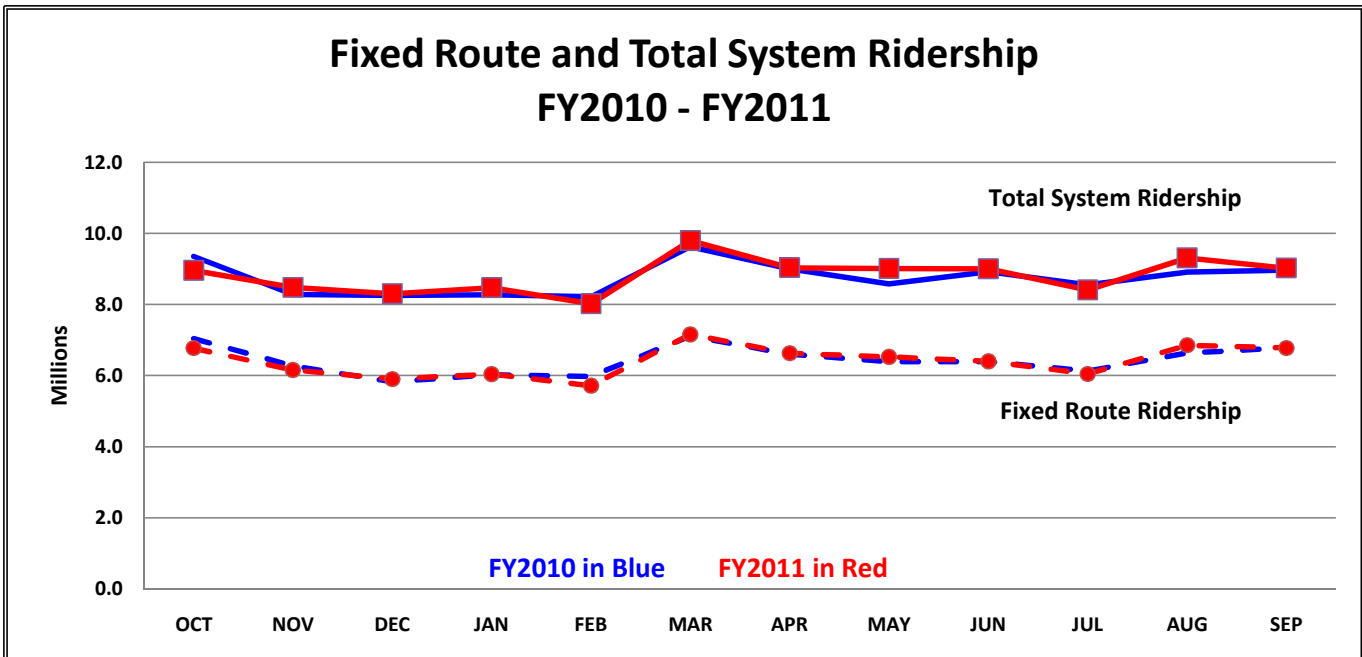
*The September actuals include accruals for unbilled expenses.

MONTHLY BOARD REPORT
September 2011
Ridership by Service Category

Service Category	Sep-10 Boardings	Sep-11 Boardings	% Change Sep-11 vs. Sep-10	Sep-10	Sep-11	YTD % Change Sep-11 vs. Sep-10
				YTD Boardings	YTD Boardings	
Fixed Route Bus						
Local	5,157,027	5,206,986	1.0%	58,553,039	58,837,097	0.5%
Park & Ride	689,539	653,249	(5.3%)	7,985,849	7,438,396	(6.9%)
Subtotal Fixed Route Bus	5,846,566	5,860,235	0.2%	66,538,888	66,275,493	(0.4%)
METRO Rail	932,465	919,203	(1.4%)	10,627,331	10,676,793	0.5%
Subtotal Fixed Route	6,779,031	6,779,438	0.0%	77,166,219	76,952,286	(0.3%)
Special Events *	N/A	0	N/A	N/A	68,891	N/A
Total Fixed Route	6,779,031	6,779,438	0.0%	77,166,219	77,021,177	(0.2%)
Customized Bus Services						
METROLift	139,599	140,134	0.4%	1,573,062	1,654,303	5.2%
METRO STAR Vanpool	206,767	209,088	1.1%	2,461,180	2,431,179	(1.2%)
Internal Service	3,632	674	(81.4%)	7,700	4,196	(45.5%)
Subtotal Customized Bus	349,998	349,896	(0.0%)	4,041,942	4,089,678	1.2%
Subtotal Bus and Rail	7,129,029	7,129,334	0.0%	81,208,161	81,110,855	(0.1%)
HOV Carpools, Vanpools, and Non-METRO Buses	1,839,495	1,900,164	3.3%	23,761,231	24,756,195	4.2%
Total System	8,968,524	9,029,498	0.7%	104,969,392	105,867,050	0.9%

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

** Special Events is a new category of ridership that 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
September 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	Monthly Target	FY2011 YTD GOAL	FY2011 YTD	YTD % Change	
Bus Accidents	45	39	46	36	44	33	50	42	42	42	46	33	44	528	498	5.7%	
Bus Accidents per 100,000 vehicle miles	0.78	0.71	0.81	0.63	0.83	0.54	0.87	0.72	0.72	0.75	0.75	0.57	0.81	0.81	0.72	10.8%	
Rail Accidents	4	1	3	2	1	2	1	4	4	6	3	3	3	43	34	20.9%	
Rail Accidents per 100,000 vehicle miles	4.93	1.36	4.11	2.79	1.34	2.09	1.20	5.31	5.16	7.77	3.79	4.02	5.65	5.65	3.63	35.7%	
Major Security Incidents - total	50	28	20	23	13	18	45	27	36	36	26	32	45	540	354	34.4%	
Major Security Incidents per 100,000 boardings	0.702	0.432	0.322	0.361	0.216	0.239	0.646	0.393	0.532	0.565	0.360	0.449	0.684	0.684	0.436	36.2%	
Major Security Incidents - METRO properties	32	13	10	15	9	10	29	16	26	14	17	18	28	336	209	37.8%	
Major Security Incidents per 100,000 boardings	0.449	0.200	0.161	0.235	0.149	0.133	0.416	0.233	0.384	0.220	0.235	0.252	0.426	0.426	0.258	39.5%	
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2011 YTD GOAL	FY2011 YTD	YTD % Change	
Bus On-Time Performance																	
Local Bus OTP	69%	72%	67%	69%	68%	68%	70%	70%	69%	68%	67%	71%	67%	67%	69.0%	3.0%	
Park & Ride Bus OTP	79%	80%	78%	79%	78%	81%	80%	80%	79%	78%	78%	78%	75%	75%	79.0%	5.3%	
Weighted Average Bus OTP	71%	74%	70%	71%	71%	71%	73%	73%	72%	70%	70%	73%	69%	69%	71.6%	3.7%	
Rail On-Time Performance	97.8%	97.3%	96.3%	96.8%	96.1%	95.9%	97.8%	97.8%	97.2%	98.3%	98.8%	97.4%	96%	96%	97.4%	1.5%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,318	10,114	10,053	10,380	9,295	10,836	9,530	8,755	7,160	7,213	6,429	7,867	6,600	6,600	8,734	32.3%	
MDBF - Buses Age 0 - 3 Years (≈ 25% of fleet)	15,713	13,281	10,221	11,744	12,383	15,155	13,673	13,932	9,927	9,139	8,135	9,908	6,600	6,600	11,460	73.6%	
MDBF - Buses Age 4 - 8 Years (≈ 9% of fleet)	15,260	13,011	18,994	17,591	16,199	13,158	11,816	8,425	7,555	11,162	7,411	11,825	6,600	6,600	11,638	76.3%	
MDBF - Buses Age 9 - 12 Years (≈ 58% of fleet)	8,541	8,728	9,022	9,222	7,771	9,021	8,022	7,428	6,275	6,375	6,022	7,140	6,600	6,600	7,607	15.3%	
MDBF - Buses Age 13+ Years (≈ 9% of fleet)	9,537	10,261	12,834	8,918	7,219	12,381	7,634	9,148	7,484	5,988	4,368	5,295	6,600	6,600	7,267	10.1%	
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2011 YTD GOAL	FY2011 YTD	YTD % Change	
Complaint Contacts	1,552	1,440	1,337	1,582	1,440	1,807	1,750	1,812	2,397	2,132	2,450	2,462	1,417	17,000	22,161	30.4%	
Complaint Contacts as a % of boardings	0.0218	0.0222	0.0215	0.0248	0.0239	0.0240	0.0251	0.0263	0.0354	0.0334	0.0339	0.0345	0.0215	0.0215	0.0273	27.1%	
Commendations	217	232	176	228	178	270	202	228	287	265	236	195	60	60	88	46.0%	
Average Call Center Answer Delay (Sec.)	69	63	61	85	79	83	76	83	95	95	134	128	60	60	88	46.0%	
COST EFFECTIVENESS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2011 YTD GOAL	FY2011 YTD	YTD % Change	
Operating Ratio	19.9%	17.5%	16.4%	17.8%	18.2%	19.3%	19.3%	17.8%	17.6%	17.5%	18.8%	15.9%	17%	17%	18.0%	5.9%	

MONTHLY BOARD REPORT
September 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

September 2011

Balance Sheet

	September 2010 (\$)	September 2011 (\$)	Change (\$)
Assets			
Cash	\$ 1,564,969	\$ 1,930,792	\$ 365,823
Receivables	167,389,707	106,306,802	(61,082,905)
Inventory	22,400,422	18,144,906	(4,255,516)
Investments	212,591,421	570,657,233	358,065,812
Other Assets	250,169,757	253,298,694	3,128,937
Debt Issuance Costs	5,616,013	8,622,518	3,006,505
Property Net of Depreciation	1,549,879,954	1,807,698,265	257,818,311
Land & Improvements	482,158,805	482,368,456	209,651
Total Assets and Other	2,691,771,048	3,249,027,666	557,256,619
Liabilities			
Trade Payables	124,829,224	127,399,168	2,569,944
Accrued Payroll	24,703,772	25,206,414	502,642
Short-Term Debt	190,000,000	190,000,000	0
Long-Term Liabilities	499,770,427	1,049,737,641	549,967,214
Other Liabilities	258,140,040	258,858,904	718,864
Total Liabilities	1,097,443,463	1,651,202,127	553,758,664
Net Assets - Retained	1,594,327,585	1,597,825,539	3,497,954
Total Liabilities and Net Assets	\$ 2,691,771,048	\$ 3,249,027,666	\$ 557,256,618