

# METRO

## Fiscal Year 2012 Monthly Board Report

Revenue • Expense • Ridership • Performance

February 2012



# **MONTHLY BOARD REPORT**

## **February 2012**

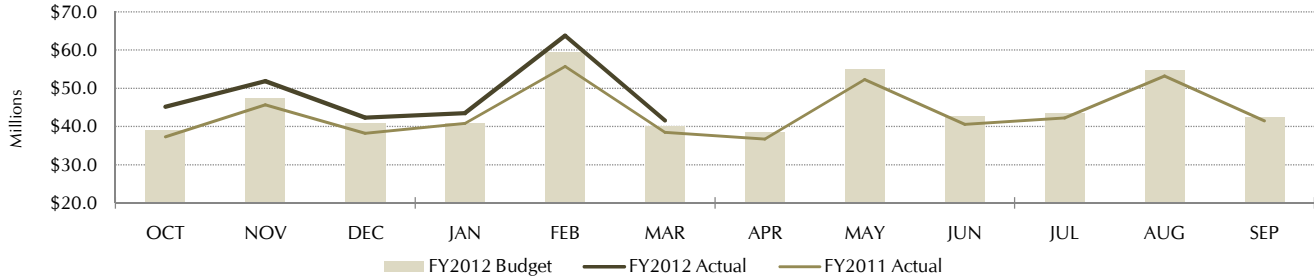
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**MONTHLY BOARD REPORT**  
**February 2012**  
**Summary**

- Sales Tax revenue year-to-date of \$288.1 million through March 2012 is \$20.9 million or 7.8% over budget. March 2012 revenue of \$41.6 million is \$1.6 million or 4.0% over budget.
- Fare revenue of \$26.8 million through February 2012 year-to-date is \$0.7 million or 2.6% over budget. February 2012 revenue of \$5.2 million is \$0.2 million or 3.7% over budget.
- Operating Grant revenue year-to-date of \$4.5 million through February 2012 is \$2.8 million or 155.6% over budget. February 2012 revenue of \$0.3 million is \$41,000 or 11.6% under budget.
- Capital Grant revenue year-to-date of \$209.2 million through February 2012 is \$91.7 million or 78.1% over budget.
- Interest & Miscellaneous revenue year-to-date of \$1.2 million through February 2012 is \$0.5 million or 65.1% over budget. February 2012 revenue of \$0.3 million is \$0.1 million or 53.4% over budget.
- Operating expenses year-to-date of \$166.6 million through February 2012 are \$8.5 million or 4.8% under budget. February 2012 expenses of \$32.4 million are \$1.3 million or 3.9% under budget.
- METRORail Expansion expenses year-to-date of \$116.7 million through February 2012 are \$6.9 million or 5.6% under budget. February 2012 expenses of \$30.2 million are \$7.1 million or 19.1% under budget.
- Other Capital Improvement Program expenses year-to-date of \$33.4 million through February 2012 are \$23.3 million or 41.1% under budget. February 2012 expenses of -\$3.8 million are \$12.2 million or 145.5% under budget.
- General Mobility Program expenses year-to-date of \$48.4 million through February 2012 are \$23.6 million or 32.8% under budget. February 2012 expenses of \$15.5 million are \$1.8 million or 13.0% over budget.
- Debt Service expenses year-to-date of \$37.4 million through February 2012 are \$0.9 million or 2.4% under budget. February 2012 expenses of \$6.3 million are essentially on budget.
- METROBus ridership (fixed route) year-to-date of 27.5 million through February 2012 is 982,000 or 3.7% over last year. February 2012 ridership of 5.4 million is 449,000 or 9.2% over last year.
- METRORail ridership year-to-date of 4.5 million through February 2012 is 409,000 or 10.1% over last year. February 2012 ridership of 0.9 million is 131,000 or 16.2% over last year.
- Performance Indicator Summary:
  - Safety & Security Both Bus and Rail accidents are above the benchmark for the month period but below the year-to-date period. Major Security Incidents (both total and on METRO properties) were below the benchmark for both the month and year-to-date periods.
  - 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 periods. The Mean Distance Between Mechanical Failures (Bus MDBF) for all buses were above both the monthly and year-to-date periods' minimum standard.
  - Customer Service The number of Complaint Contacts did not meet the goal for the period of the month nor the year-to-date period. The number of Commendations met the goal for both its monthly and year-to-date periods. The Average Call Center Answer Delay met the goal for both the month and year-to-date periods.

**MONTHLY BOARD REPORT**  
**February 2012**  
**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%        |
| December              | 40.7            | 42.3            | 1.6            | 3.9%        |
| January               | 40.7            | 43.5            | 2.8            | 6.9%        |
| February              | 59.3            | 63.7            | 4.4            | 7.5%        |
| <b>March</b>          | <b>39.9</b>     | <b>41.6</b>     | <b>1.6</b>     | <b>4.0%</b> |
| April                 | -               | -               | -              | -           |
| May                   | -               | -               | -              | -           |
| June                  | -               | -               | -              | -           |
| July                  | -               | -               | -              | -           |
| August                | -               | -               | -              | -           |
| September             | -               | -               | -              | -           |
| <b>March 2012 YTD</b> | <b>\$ 267.2</b> | <b>\$ 288.1</b> | <b>\$ 20.9</b> | <b>7.8%</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%        |
| December              | 38.2            | 42.3            | 4.1            | 10.8%        |
| January               | 40.8            | 43.5            | 2.7            | 6.7%         |
| February              | 55.7            | 63.7            | 8.0            | 14.4%        |
| <b>March</b>          | <b>38.4</b>     | <b>41.6</b>     | <b>3.1</b>     | <b>8.2%</b>  |
| April                 | -               | -               | -              | -            |
| May                   | -               | -               | -              | -            |
| June                  | -               | -               | -              | -            |
| July                  | -               | -               | -              | -            |
| August                | -               | -               | -              | -            |
| September             | -               | -               | -              | -            |
| <b>March 2012 YTD</b> | <b>\$ 256.0</b> | <b>\$ 288.1</b> | <b>\$ 32.1</b> | <b>12.5%</b> |

## MONTHLY BOARD REPORT

February 2012

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                 | 5.2            | 5.7            | 0.5           | 8.9%        |
| December                 | 4.8            | 5.0            | 0.2           | 3.7%        |
| January                  | 5.1            | 5.1            | (0.0)         | (0.3%)      |
| <b>February</b>          | <b>5.0</b>     | <b>5.2</b>     | <b>0.2</b>    | <b>3.7%</b> |
| March                    | -              | -              | -             | 0.0%        |
| April                    | -              | -              | -             | 0.0%        |
| May                      | -              | -              | -             | 0.0%        |
| June                     | -              | -              | -             | 0.0%        |
| July                     | -              | -              | -             | 0.0%        |
| August                   | -              | -              | -             | 0.0%        |
| September                | -              | -              | -             | 0.0%        |
| <b>February 2012 YTD</b> | <b>\$ 26.1</b> | <b>\$ 26.8</b> | <b>\$ 0.7</b> | <b>2.6%</b> |

### Prior Year vs. Current Year

(\$ millions)

|                          | Prior Year     | Current Year   | Variance      | %            |
|--------------------------|----------------|----------------|---------------|--------------|
| October                  | \$ 5.6         | \$ 5.8         | \$ 0.2        | 3.2%         |
| November                 | 4.8            | 5.7            | 0.9           | 19.3%        |
| December                 | 4.8            | 5.0            | 0.2           | 4.9%         |
| January                  | 5.0            | 5.1            | 0.1           | 2.0%         |
| <b>February</b>          | <b>4.7</b>     | <b>5.2</b>     | <b>0.5</b>    | <b>11.7%</b> |
| March                    | -              | -              | -             | 0.0%         |
| April                    | -              | -              | -             | 0.0%         |
| May                      | -              | -              | -             | 0.0%         |
| June                     | -              | -              | -             | 0.0%         |
| July                     | -              | -              | -             | 0.0%         |
| August                   | -              | -              | -             | 0.0%         |
| September                | -              | -              | -             | 0.0%         |
| <b>February 2012 YTD</b> | <b>\$ 24.8</b> | <b>\$ 26.8</b> | <b>\$ 2.0</b> | <b>8.0%</b>  |

**Note:** In METRO's FY2012 Business Plan & Budget, the budget for fare revenue is \$62.6 million. The current budget (above) reflects the reclassification of \$2.2 million of other revenue items to the fare revenue category.

**MONTHLY BOARD REPORT**

**February 2012**

**Operating Grant Revenue**

**Total FY2012 Operating Grant Revenue budget is \$57.7 million**

**Budget to Actual FY2012**

|                          | (\$ millions) |               |               |                |
|--------------------------|---------------|---------------|---------------|----------------|
|                          | Budget        | Actual        | Variance      | %              |
| October                  | 0.4           | 0.3           | (0.1)         | (16.0%)        |
| November                 | 0.4           | 2.4           | 2.1           | 588.5%         |
| December                 | 0.4           | 0.4           | 0.1           | 20.3%          |
| January                  | 0.4           | 1.1           | 0.7           | 199.4%         |
| <b>February</b>          | <b>0.4</b>    | <b>0.3</b>    | <b>(0.0)</b>  | <b>(11.6%)</b> |
| March                    | -             | -             | -             | 0.0%           |
| April                    | -             | -             | -             | 0.0%           |
| May                      | -             | -             | -             | 0.0%           |
| June                     | -             | -             | -             | 0.0%           |
| July                     | -             | -             | -             | 0.0%           |
| August                   | -             | -             | -             | 0.0%           |
| September                | -             | -             | -             | 0.0%           |
| <b>February 2012 YTD</b> | <b>\$ 1.8</b> | <b>\$ 4.5</b> | <b>\$ 2.8</b> | <b>155.6%</b>  |

**Capital Grant Revenue**

**Year-to-date Capital Grant revenue is \$209.2 million versus \$117.5 million budgeted.**

**Interest & Miscellaneous Revenue**

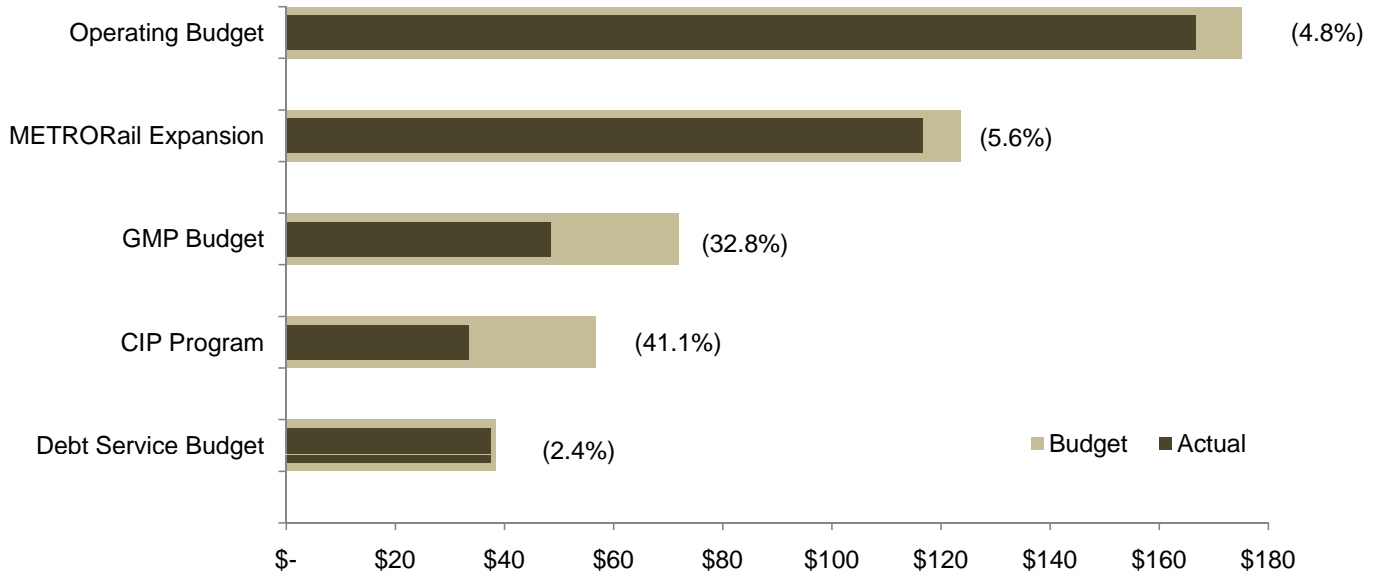
**Total FY2012 Interest & Miscellaneous Revenue budget is \$4.2 million**

**Budget to Actual FY2012**

|                          | (\$ millions) |               |               |              |
|--------------------------|---------------|---------------|---------------|--------------|
|                          | Budget        | Actual        | Variance      | %            |
| October                  | \$ 0.3        | \$ 0.1        | \$ (0.2)      | (69.5%)      |
| November                 | 0.1           | 0.2           | 0.1           | 96.7%        |
| December                 | 0.1           | 0.3           | 0.2           | 165.8%       |
| January                  | 0.1           | 0.4           | 0.3           | 306.5%       |
| <b>February</b>          | <b>0.2</b>    | <b>0.3</b>    | <b>0.1</b>    | <b>53.4%</b> |
| March                    | -             | -             | -             | 0.0%         |
| April                    | -             | -             | -             | 0.0%         |
| May                      | -             | -             | -             | 0.0%         |
| June                     | -             | -             | -             | 0.0%         |
| July                     | -             | -             | -             | 0.0%         |
| August                   | -             | -             | -             | 0.0%         |
| September                | -             | -             | -             | 0.0%         |
| <b>February 2012 YTD</b> | <b>\$ 0.7</b> | <b>\$ 1.2</b> | <b>\$ 0.5</b> | <b>65.1%</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 \$0.2 million of other revenue items to the Interest & Miscellaneous category.

**MONTHLY BOARD REPORT**  
**February 2012**  
**Budget and Expense Summary**  
(\$ millions)



## MONTHLY BOARD REPORT

February 2012

### Operating Expenses

#### Comparison of Budget to Actual for the Month (February 2012)

|                                       | FY12 Annual<br>Budget | February<br>Budget   | February<br>Actual   | \$ Variance<br>(favorable)/unfavorable | % Variance    |
|---------------------------------------|-----------------------|----------------------|----------------------|--|---------------|
| Labor & Fringe Benefits               | \$ 256,128,814        | \$ 20,543,806        | \$ 20,095,717        | \$ (448,089)                           | (2.2%)        |
| Non-Labor                             | 180,891,070           | 14,335,153           | 13,568,945           | (766,208)                              | (5.3%)        |
| <b>Subtotal Labor &amp; Non-Labor</b> | <b>437,019,884</b>    | <b>34,878,959</b>    | <b>33,664,662</b>    | <b>(1,214,297)</b>                     | <b>(3.5%)</b> |
| Contingency                           | 6,858,247             | -                    | -                    | -                                      | 0.0%          |
| Allocation to Capital and GMP         | (13,478,131)          | (1,161,827)          | (1,273,582)          | (111,755)                              | (9.6%)        |
| <b>Total Operating Budget</b>         | <b>\$ 430,400,000</b> | <b>\$ 33,717,132</b> | <b>\$ 32,391,080</b> | <b>\$ (1,326,052)</b>                  | <b>(3.9%)</b> |

#### Comparison of Budget to Actual Year-to-Date February 2012 (5 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         | \$ 42,292,297          | \$ 41,463,363          | \$ (828,934)                           | (2.0%)        |
| Union Fringe Benefits                     | 52,738,297            | 21,671,162             | 20,429,449             | (1,241,713)                            | (5.7%)        |
| <b>Subtotal Union Labor</b>               | <b>152,380,399</b>    | <b>63,963,459</b>      | <b>61,892,812</b>      | <b>(2,070,647)</b>                     | <b>(3.2%)</b> |
| Salaries and Non-Union Wages              | 69,232,584            | 28,310,611             | 27,006,896             | (1,303,715)                            | (4.6%)        |
| Non-Union Fringe Benefits                 | 34,515,831            | 14,145,537             | 13,606,885             | (538,652)                              | (3.8%)        |
| <b>Subtotal Non-Union Labor</b>           | <b>103,748,415</b>    | <b>42,456,148</b>      | <b>40,613,781</b>      | <b>(1,842,367)</b>                     | <b>(4.3%)</b> |
| <b>Subtotal Labor and Fringe Benefits</b> | <b>256,128,814</b>    | <b>106,419,607</b>     | <b>102,506,593</b>     | <b>(3,913,014)</b>                     | <b>(3.7%)</b> |
| Services                                  | 26,517,509            | 9,639,893              | 6,667,790              | (2,972,103)                            | (30.8%)       |
| Materials and Supplies                    | 18,912,134            | 7,978,079              | 7,184,996              | (793,083)                              | (9.9%)        |
| Fuel & Utilities                          | 49,514,176            | 19,876,313             | 19,973,218             | 96,905                                 | 0.5%          |
| Casualty and Liability                    | 2,758,945             | 1,124,471              | 1,105,382              | (19,089)                               | (1.7%)        |
| Purchased Transportation                  | 77,296,968            | 31,882,597             | 32,129,815             | 247,218                                | 0.8%          |
| Leases, Rentals and Misc.                 | 5,891,338             | 3,676,777              | 2,609,527              | (1,067,250)                            | (29.0%)       |
| <b>Subtotal Non-Labor</b>                 | <b>180,891,070</b>    | <b>74,178,130</b>      | <b>69,670,728</b>      | <b>(4,507,402)</b>                     | <b>(6.1%)</b> |
| <b>Subtotal Labor and Non-Labor</b>       | <b>437,019,884</b>    | <b>180,597,737</b>     | <b>172,177,321</b>     | <b>(8,420,416)</b>                     | <b>(4.7%)</b> |
| Contingency                               | 6,858,247             | -                      | -                      | -                                      | 0.0%          |
| Allocation to Capital and GMP             | (13,478,131)          | (5,495,599)            | (5,538,475)            | (42,876)                               | (0.8%)        |
| <b>Subtotal Contingency / Allocations</b> | <b>(6,619,884)</b>    | <b>(5,495,599)</b>     | <b>(5,538,475)</b>     | <b>(42,876)</b>                        | <b>(0.8%)</b> |
| <b>Total Operating Budget</b>             | <b>\$ 430,400,000</b> | <b>\$ 175,102,138</b>  | <b>\$ 166,638,846</b>  | <b>\$ (8,463,292)</b>                  | <b>(4.8%)</b> |



**MONTHLY BOARD REPORT**  
**February 2012**  
**Major Operating Budget Variance - Categories with major variances**

| <u>Expense Type</u>  | <u>YTD Budget</u>    | <u>YTD Actual</u>    | <u>February 2012 Year-to-Date<br/>\$ Variance<br/>(favorable) / unfavorable</u> |
|--|----------------------|----------------------|---|
| <b>Union Labor</b>   | <b>\$ 63,963,459</b> | <b>\$ 61,892,812</b> | <b>\$ (2,070,647)</b>   |
| Wages - primarily mechanic and cleaner vacancies plus lower than expected training             |                      |                      | (1,077,000)   |
| Union Fringe Benefits - related to vacancies   |                      |                      | (1,141,000)   |
| <b>Non-Union Labor</b>   | <b>42,456,148</b>    | <b>40,613,781</b>    | <b>(1,842,367)</b>  |
| Salaries - related to vacancies  |                      |                      | (1,304,000)   |
| Non-Union Fringe Benefits - related to vacancies   |                      |                      | (539,000)   |
| <b>Services</b>  | <b>9,639,893</b>     | <b>6,667,790</b>     | <b>(2,972,103)</b>  |
| Delayed start of the HOT Lanes roll-out  |                      |                      | (883,000)   |
| Delayed start of contracts for bus shelter cleaning and METRONet security and surveillance     |                      |                      | (530,000)   |
| Delayed start of new planning contract   |                      |                      | (380,000)   |
| IT savings and timing in contractual support services plus equipment repairs and maintenance   |                      |                      | (234,000)   |
| Delayed spending on major advertising and promotional campaigns                                |                      |                      | (164,000)   |
| Marketing & Corporate Communications activities: mainly timing of the asset monetization study |                      |                      | (120,000)   |
| Variances due to timing, slow starts, and conservative spending                                |                      |                      | (661,000)   |
| <b>Materials &amp; Supplies</b>  | <b>7,978,079</b>     | <b>7,184,996</b>     | <b>(793,083)</b>  |
| Timing variances in miscellaneous tools, equipment, and supplies                               |                      |                      | (118,000)   |
| Timing variances in bus and non-revenue vehicle maintenance materials                          |                      |                      | (192,000)   |
| Mainly delayed purchase of fare media  |                      |                      | (237,000)   |
| <b>Purchased Transportation</b>  | <b>31,882,597</b>    | <b>32,129,815</b>    | <b>247,218</b>  |
| Higher than expected METROLift service due to a less harsh winter                              |                      |                      | 291,000   |
| <b>Leases, Rentals and Miscellaneous</b>   | <b>3,676,777</b>     | <b>2,609,527</b>     | <b>(1,067,250)</b>  |
| Savings in discretionary items (membership dues, travel, etc.)                                 |                      |                      | (168,000)   |
| Timing delay in budgeted software renewals   |                      |                      | (689,000)   |
| Other miscellaneous underruns spread throughout the Authority                                  |                      |                      | (116,000)   |

**MONTHLY BOARD REPORT**  
**February 2012**  
**Capital, General Mobility and Debt Service Expenses**  
**Budget vs. Actual - Month and Fiscal Year-to-Date**  
(\$ millions)

|                                  | FY2012<br>Annual<br>Budget | Month of February 2012 |               |                 |                | Fiscal YTD February 2012 |                |                 |                |
|----------------------------------|----------------------------|------------------------|---------------|-----------------|----------------|--------------------------|----------------|-----------------|----------------|
|                                  |                            | Budget                 | Actual        | Variance        |                | Budget                   | Actual         | Variance        |                |
|                                  |                            |                        |               | \$              | %              |                          |                | \$              | %              |
| METRORail Expansion              | \$ 419.2                   | \$ 37.3                | \$ 30.2       | \$ (7.1)        | (19.1%)        | \$ 123.6                 | \$ 116.7       | \$ (6.9)        | (5.6%)         |
| Capital Improvement<br>Program * | 137.4                      | 8.4                    | (3.8)         | (12.2)          | (145.5%)       | 56.6                     | 33.4           | (23.3)          | (41.1%)        |
| <b>Total Capital Budget</b>      | <b>\$ 556.6</b>            | <b>45.7</b>            | <b>26.4</b>   | <b>(19.3)</b>   | <b>(42.2%)</b> | <b>180.2</b>             | <b>150.0</b>   | <b>(30.2)</b>   | <b>(16.8%)</b> |
| <b>General Mobility</b>          | <b>\$ 169.3</b>            | <b>13.7</b>            | <b>15.5</b>   | <b>1.8</b>      | <b>13.0%</b>   | <b>72.0</b>              | <b>48.4</b>    | <b>(23.6)</b>   | <b>(32.8%)</b> |
| <b>Debt Service</b>              | <b>\$ 81.1</b>             | <b>\$ 6.3</b>          | <b>\$ 6.3</b> | <b>\$ (0.0)</b> | <b>(0.6%)</b>  | <b>\$ 38.3</b>           | <b>\$ 37.4</b> | <b>\$ (0.9)</b> | <b>(2.4%)</b>  |

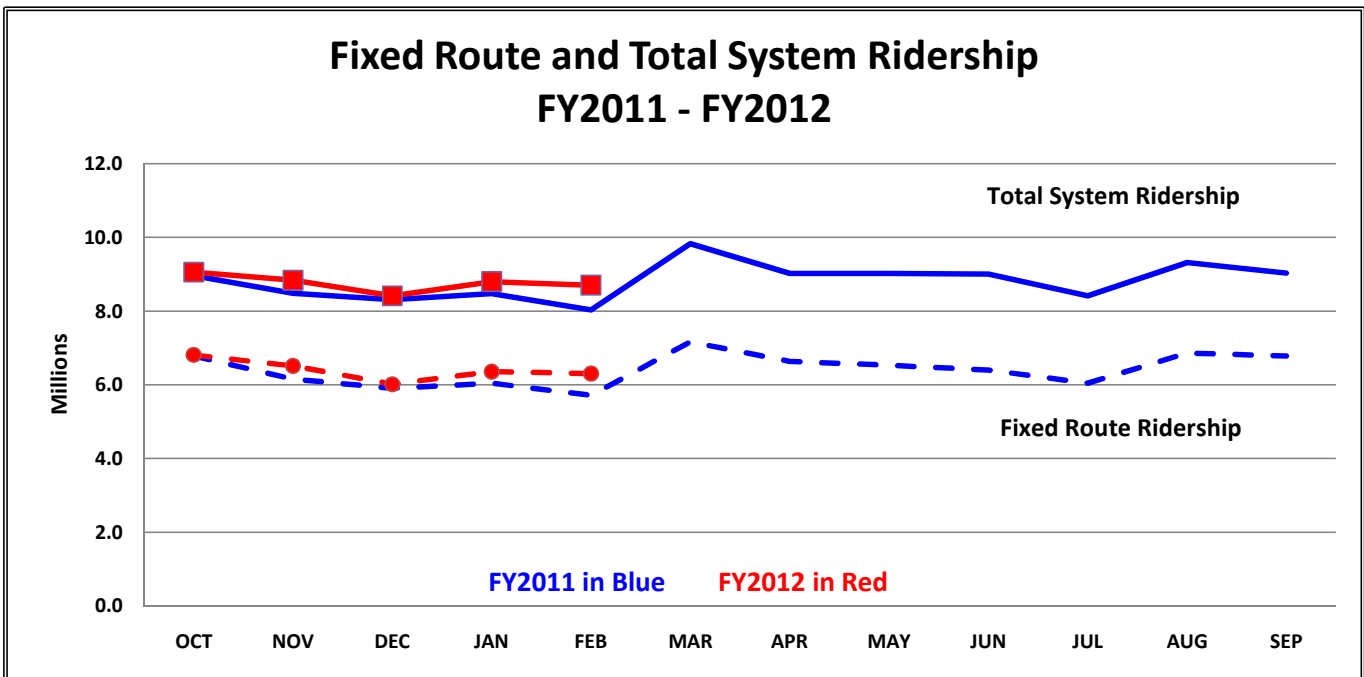
*\*This amount does not include the \$3.2 million budget increase recently approved by the METRO Board in January 2012. This will be coded in the system in March.*

**MONTHLY BOARD REPORT**  
**February 2012**  
**Ridership by Service Category**

| Service Category                            | Feb-11 Boardings | Feb-12 Boardings | % Change Feb-12 vs. Feb-11 | Feb-11            | Feb-12            | YTD % Change Feb-12 vs. Feb-11 |
|---|------------------|------------------|----------------------------|-------------------|-------------------|--------------------------------|
|   |                  |                  |                            | YTD Boardings     | YTD Boardings     |                                |
| <b>Fixed Route Bus</b>                      |                  |                  |                            |                   |                   |                                |
| Local                                       | 4,341,157        | 4,724,271        | 8.8%                       | 23,678,771        | 24,534,297        | 3.6%                           |
| Park & Ride                                 | 562,210          | 627,808          | 11.7%                      | 2,860,143         | 2,986,296         | 4.4%                           |
| <b>Subtotal Fixed Route Bus</b>             | <b>4,903,367</b> | <b>5,352,079</b> | <b>9.2%</b>                | <b>26,538,914</b> | <b>27,520,593</b> | <b>3.7%</b>                    |
| METRO Rail                                  | 808,653          | 939,679          | 16.2%                      | 4,059,491         | 4,468,928         | 10.1%                          |
| <b>Subtotal Fixed Route</b>                 | <b>5,712,020</b> | <b>6,291,758</b> | <b>10.1%</b>               | <b>30,598,405</b> | <b>31,989,521</b> | <b>4.5%</b>                    |
| Special Events *                            | 5,936            | 14,192           | 139.1%                     | 8,034             | 17,068            | 112.4%                         |
| <b>Total Fixed Route</b>                    | <b>5,717,956</b> | <b>6,305,950</b> | <b>10.3%</b>               | <b>30,606,439</b> | <b>32,006,589</b> | <b>4.6%</b>                    |
| <b>Customized Bus Services</b>              |                  |                  |                            |                   |                   |                                |
| METROLift                                   | 120,740          | 135,414          | 12.2%                      | 661,951           | 677,433           | 2.3%                           |
| METRO STAR Vanpool                          | 191,884          | 208,389          | 8.6%                       | 960,649           | 997,958           | 3.9%                           |
| Internal Service                            | 101              | 0                | (100.0%)                   | 1,938             | 1,405             | (27.5%)                        |
| <b>Subtotal Customized Bus</b>              | <b>312,725</b>   | <b>343,803</b>   | <b>9.9%</b>                | <b>1,624,538</b>  | <b>1,676,796</b>  | <b>3.2%</b>                    |
| <b>Subtotal Bus and Rail</b>                | <b>6,030,681</b> | <b>6,649,753</b> | <b>10.3%</b>               | <b>32,230,977</b> | <b>33,683,385</b> | <b>4.5%</b>                    |
| HOV Carpools, Vanpools, and Non-METRO Buses | 1,995,140        | 2,057,559        | 3.1%                       | 10,019,569        | 10,147,679        | 1.3%                           |
| <b>Total System</b>                         | <b>8,025,821</b> | <b>8,707,312</b> | <b>8.5%</b>                | <b>42,250,546</b> | <b>43,831,064</b> | <b>3.7%</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**  
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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         |                |            | YTD        |          |
|   |        |        |        |        |        |     |     |     |     |     |     |     | Monthly Target | YTD GOAL       | FY2012 YTD | % Change   |          |
| <b>Bus Accidents</b>  | 39     | 32     | 40     | 38     | 45     |     |     |     |     |     |     |     |                | 44             | 220        | 194        | 11.8%    |
| Bus Accidents per 100,000 vehicle miles                             | 0.69   | 0.57   | 0.70   | 0.66   | 0.81   |     |     |     |     |     |     |     |                | 0.80           | 0.80       | 0.69       | 14.3%    |
| <b>Rail Accidents</b>   | 4      | 0      | 1      | 4      | 4      |     |     |     |     |     |     |     |                | 3              | 17         | 13         | 23.5%    |
| Rail Accidents per 100,000 vehicle miles                            | 5.24   | 0.00   | 1.30   | 5.23   | 5.40   |     |     |     |     |     |     |     |                | 5.54           | 5.54       | 3.46       | 37.6%    |
| <b>Major Security Incidents - total</b>                             | 45     | 25     | 25     | 39     | 42     |     |     |     |     |     |     |     |                | 45             | 225        | 176        | 21.8%    |
| Major Security Incidents per 100,000 boardings                      | 0.628  | 0.365  | 0.395  | 0.581  | 0.632  |     |     |     |     |     |     |     |                | 0.670          | 0.670      | 0.523      | 22.0%    |
| <b>Major Security Incidents - METRO properties</b>                  | 17     | 4      | 7      | 15     | 17     |     |     |     |     |     |     |     |                | 28             | 140        | 60         | 57.1%    |
| Major Security Incidents per 100,000 boardings                      | 0.237  | 0.058  | 0.111  | 0.224  | 0.256  |     |     |     |     |     |     |     |                | 0.417          | 0.417      | 0.178      | 57.3%    |
| SERVICE & RELIABILITY   | OCT    | NOV    | DEC    | JAN    | FEB    | MAR | APR | MAY | JUN | JUL | AUG | SEP | FY2012         |                |            | YTD        |          |
|   |        |        |        |        |        |     |     |     |     |     |     |     |                | Monthly Target | YTD GOAL   | FY2012 YTD | % Change |
| <b>Bus On-Time Performance</b>                                      |        |        |        |        |        |     |     |     |     |     |     |     |                |                |            |            |          |
| Local Bus OTP   | 70%    | 71%    | 71%    | 73%    | 69%    |     |     |     |     |     |     |     |                | 67%            | 67%        | 70.8%      | 5.7%     |
| Park & Ride Bus OTP   | 79%    | 78%    | 77%    | 78%    | 76%    |     |     |     |     |     |     |     |                | 75%            | 75%        | 77.6%      | 3.5%     |
| Weighted Average Bus OTP  | 73%    | 73%    | 73%    | 75%    | 71%    |     |     |     |     |     |     |     |                | 69%            | 69%        | 73.0%      | 5.8%     |
| <b>Rail On-Time Performance</b>                                     | 98.6%  | 98.9%  | 96.5%  | 96.1%  | 98.5%  |     |     |     |     |     |     |     |                | 95%            | 95%        | 97.8%      | 2.9%     |
| <b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b> | 8,722  | 8,825  | 11,484 | 11,203 | 12,169 |     |     |     |     |     |     |     |                | 7,000          | 7,000      | 10,282     | 46.9%    |
| CUSTOMER SERVICE  | OCT    | NOV    | DEC    | JAN    | FEB    | MAR | APR | MAY | JUN | JUL | AUG | SEP | FY2012         |                |            | YTD        |          |
|   |        |        |        |        |        |     |     |     |     |     |     |     |                | Monthly Target | YTD GOAL   | FY2012 YTD | % Change |
| <b>Complaint Contacts</b>   | 2,277  | 1,737  | 1,604  | 1,646  | 1,932  |     |     |     |     |     |     |     |                | 1,666          | 8,333      | 9,196      | 10.4%    |
| Complaint Contacts as a % of boardings                              | 0.0318 | 0.0254 | 0.0254 | 0.0245 | 0.0291 |     |     |     |     |     |     |     |                | 0.0248         | 0.0248     | 0.0273     | 10.1%    |
| <b>Commendations</b>  | 243    | 184    | 168    | 203    | 282    |     |     |     |     |     |     |     |                | 208            | 1041       | 1080       | 3.7%     |
| <b>Average Call Center Answer Delay (Sec.)</b>                      | 132    | 115    | 81     | 98     | 110    |     |     |     |     |     |     |     |                | 120            | 120        | 107        | 10.7%    |

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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 METRO Rail 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 METRO Rail, 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 Care 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.

**Commendations** - Patrons may contact METRO's Customer Care Center to recognize, compliment or praise a METRO employee or the METRO organization for exemplary work or performance. Contacts made via telephone, internet, email or mail which result in a commendation record being generated in the Public Comment System are reported only on the basis of the absolute number of contacts received.

**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

February 2012

Balance Sheet

|   | February 2011 (\$)      | February 2012 (\$)      | Change (\$)           |
|---|-------------------------|-------------------------|-----------------------|
| Cash                                    | \$ 2,234,895            | \$ 1,524,618            | \$ (710,277)          |
| Receivables                             | 100,943,527             | 95,437,578              | (5,505,949)           |
| Inventory                               | 22,503,942              | 16,854,374              | (5,649,568)           |
| Investments                             | 177,029,772             | 604,358,928             | 427,329,156           |
| Other Assets                            | 249,268,001             | 224,216,553             | (25,051,448)          |
| Debt Issuance Costs                     | 5,616,013               | 8,524,091               | 2,908,078             |
| Property Net of Depreciation            | 1,570,970,361           | 1,872,871,229           | 301,900,868           |
| Land & Improvements                     | 477,029,797             | 483,481,883             | 6,452,086             |
| <b>Total Assets and Other</b>           | <b>2,605,596,309</b>    | <b>3,307,269,254</b>    | <b>701,672,945</b>    |
| <b>Liabilities</b>                      |                         |                         |                       |
| Trade Payables                          | 72,740,977              | 32,966,882              | (39,774,095)          |
| Accrued Payroll                         | 24,070,032              | 24,445,466              | 375,434               |
| Commercial Paper                        | 190,000,000             | 189,000,000             | (1,000,000)           |
| Long-Term Liabilities                   | 486,290,427             | 1,063,096,455           | 576,806,028           |
| Other Liabilities                       | 249,977,675             | 221,599,819             | (28,377,856)          |
| <b>Total Liabilities</b>                | <b>1,023,079,111</b>    | <b>1,531,108,622</b>    | <b>508,029,511</b>    |
| Net Assets - Retained                   | 1,582,517,198           | 1,776,160,632           | 193,643,434           |
| <b>Total Liabilities and Net Assets</b> | <b>\$ 2,605,596,309</b> | <b>\$ 3,307,269,254</b> | <b>\$ 701,672,945</b> |