

# METRO

## Fiscal Year 2012 Monthly Board Report

Revenue • Expense • Ridership • Performance

June 2012

(Third Quarter Fiscal Year-to-Date)



# **MONTHLY BOARD REPORT**

## **June 2012**

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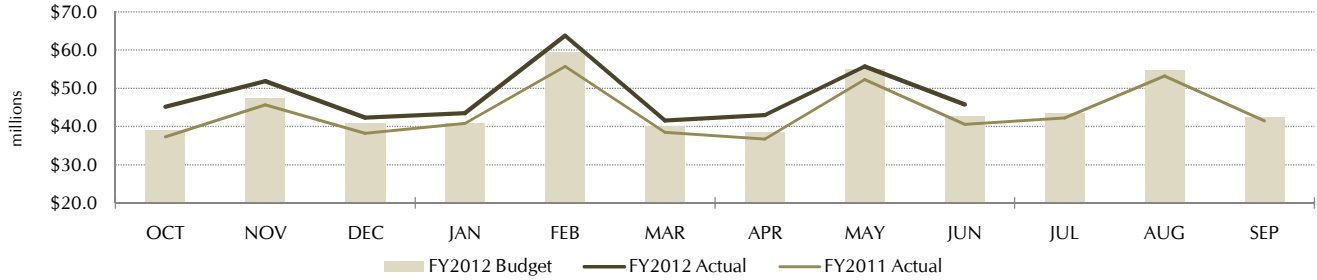
## MONTHLY BOARD REPORT

June 2012

### Summary

- Sales Tax revenue year-to-date of \$481.8 million through July 2012 is \$35.4 million or 7.9% over budget. July 2012 revenue of \$49.1 million is \$5.8 million or 13.3% over budget.
- Fare revenue of \$48.6 million through June 2012 year-to-date is on budget. June 2012 revenue of \$5.5 million is \$0.1 million or 2.5% under budget.
- Operating Grant revenue year-to-date of \$9.5 million through June 2012 is \$1.8 million or 22.8% over budget. June 2012 revenue of -\$0.7 million due to a reclassification of revenue from Operating Grants to Other Income is \$1.0 million or 285.3% under budget.
- Capital Grant revenue year-to-date of \$256.4 million through June 2012 is \$111.6 million or 77.1% over budget.
- Interest & Miscellaneous revenue year-to-date of \$3.3 million through June 2012 is \$0.6 million or 24.7% over budget. June 2012 revenue of \$0.9 million is \$0.6 million or 244.4% over budget.
- Operating expenses year-to-date of \$302.7 million through June 2012 are \$11.6 million or 3.7% under budget. June 2012 expenses of \$34.4 million are \$0.2 million or 0.5% under budget.
- METRORail Expansion expenses year-to-date of \$245.1 million through June 2012 are \$12.2 million or 4.7% under budget. June 2012 expenses of \$39.6 million are \$8.0 million or 25.3% over budget.
- Other Capital Improvement Program expenses year-to-date of \$64.9 million through June 2012 are \$22.3 million or 25.6% under budget. June 2012 expenses of \$2.4 million are \$5.0 million or 67.5% under budget.
- General Mobility Program expenses year-to-date of \$123.0 million through June 2012 are \$4.7 million or 3.7% under budget. June 2012 expenses of \$18.3 million are \$4.2 million or 29.9% over budget.
- Debt Service expenses year-to-date of \$61.9 million through June 2012 are \$1.9 million or 3.0% under budget. June 2012 expenses of \$4.9 million are \$1.0 million or 17.3% under budget.
- METROBus ridership (fixed route) year-to-date of 49.3 million through June 2012 is 17,000 or 0.0% over last year. June 2012 ridership of 5.2 million is 326,000 or 5.9% under last year.
- METRORail ridership year-to-date of 8.5 million through June 2012 is 470,000 or 5.9% over last year. June 2012 ridership of 0.9 million is 20,000 or 2.3% over last year.
- Performance Indicator Summary:
  - Safety & Security Bus accidents are below the benchmark for the month period as well as the year-to-date period. Rail accidents are below the benchmark for both the month and year-to-date periods. Both Total Major Security Incidents as well as Major Security Incidents on METRO properties are above the benchmark for the month but below for the 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**  
**June 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%
March	39.9	41.6	1.6	4.0%
April	38.3	43.0	4.7	12.2%
May	55.0	55.8	0.7	1.3%
June	42.5	45.8	3.2	7.6%
<b>July</b>	<b>43.4</b>	<b>49.1</b>	<b>5.8</b>	<b>13.3%</b>
August	-	-	-	-
September	-	-	-	-
<b>July 2012 YTD</b>	<b>\$ 446.4</b>	<b>\$ 481.8</b>	<b>\$ 35.4</b>	<b>7.9%</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%
March	38.4	41.6	3.1	8.2%
April	36.7	43.0	6.3	17.2%
May	52.3	55.8	3.5	6.7%
June	40.6	45.8	5.2	12.8%
<b>July</b>	<b>42.2</b>	<b>49.1</b>	<b>6.9</b>	<b>16.4%</b>
August	-	-	-	-
September	-	-	-	-
<b>July 2012 YTD</b>	<b>\$ 427.8</b>	<b>\$ 481.8</b>	<b>\$ 54.0</b>	<b>12.6%</b>

# MONTHLY BOARD REPORT

June 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%)
February	5.0	5.2	0.2	3.4%
March	6.0	5.8	(0.2)	(3.8%)
April	5.8	5.2	(0.6)	(10.4%)
May	5.3	5.4	0.1	2.1%
<b>June</b>	<b>5.6</b>	<b>5.5</b>	<b>(0.1)</b>	<b>(2.5%)</b>
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>June 2012 YTD</b>	<b>\$ 48.7</b>	<b>\$ 48.6</b>	<b>\$ (0.2)</b>	<b>(0.4%)</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%
February	4.7	5.2	0.5	11.4%
March	6.0	5.8	(0.3)	(4.5%)
April	5.5	5.2	(0.4)	(6.6%)
May	5.3	5.4	0.1	2.3%
<b>June</b>	<b>5.6</b>	<b>5.5</b>	<b>(0.2)</b>	<b>(2.8%)</b>
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>June 2012 YTD</b>	<b>\$ 47.3</b>	<b>\$ 48.6</b>	<b>\$ 1.3</b>	<b>2.8%</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**

**June 2012**

**Operating Grant Revenue**

**Total FY2012 Operating Grant Revenue budget is \$75.9 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%
February	0.4	0.3	(0.0)	(11.6%)
March	0.4	0.6	0.2	57.5%
April	0.4	0.0	(0.4)	(98.7%)
May	4.9	5.1	0.2	4.0%
<b>June</b>	<b>0.4</b>	<b>(0.7)</b>	<b>(1.0)</b>	<b>(285.3%)</b>
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>June 2012 YTD</b>	<b>\$ 7.7</b>	<b>\$ 9.5</b>	<b>\$ 1.8</b>	<b>22.8%</b>

**Capital Grant Revenue**

**Year-to-date Capital Grant revenue is \$256.4 million versus \$144.8 million budgeted.**

**Interest & Miscellaneous Revenue**

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

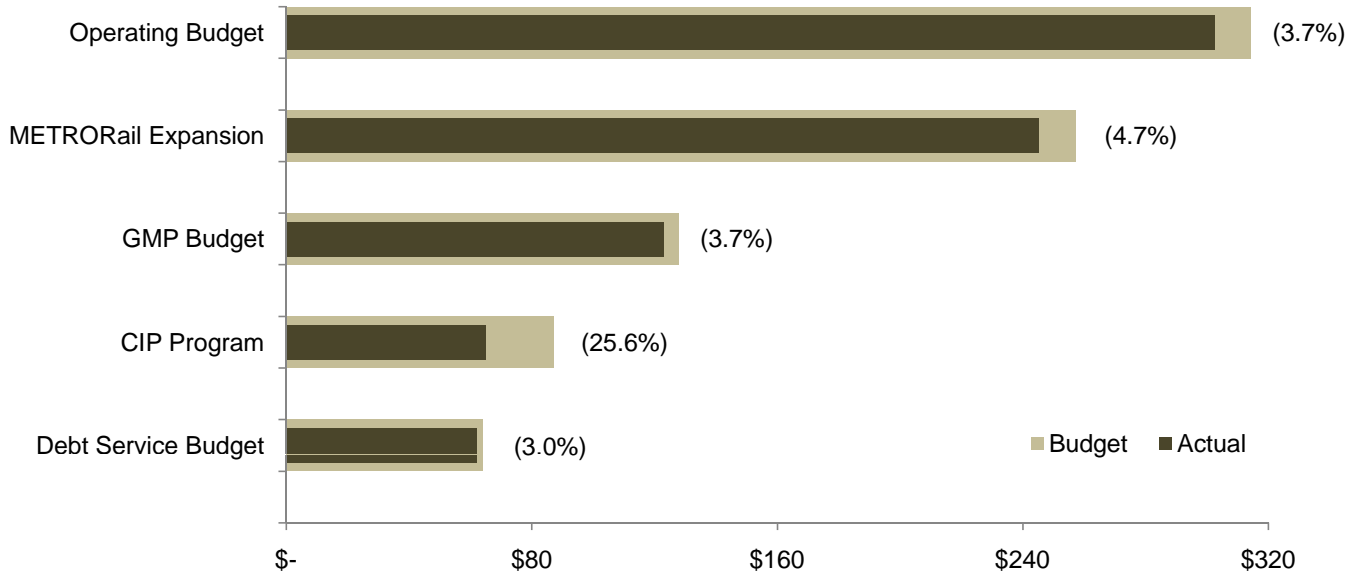
**Budget to Actual FY2012**

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.3	\$ 0.1	\$ (0.2)	(69.5%)
November	0.1	1.0	0.9	965.5%
December	0.1	0.3	0.2	165.8%
January	0.1	0.4	0.3	306.5%
February	0.2	0.3	0.1	60.8%
March	0.2	0.6	0.4	209.0%
April	1.2	0.2	(1.0)	(85.9%)
May	0.2	(0.5)	(0.7)	(309.9%)
<b>June</b>	<b>0.3</b>	<b>0.9</b>	<b>0.6</b>	<b>244.4%</b>
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>June 2012 YTD</b>	<b>\$ 2.6</b>	<b>\$ 3.3</b>	<b>\$ 0.6</b>	<b>24.7%</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. HOT Lanes revenue is captured in this budget.

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



## MONTHLY BOARD REPORT

June 2012

### Operating Expenses

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

	FY12 Annual Budget	June Budget	June Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 256,153,314	\$ 20,799,696	\$ 21,685,340	\$ 885,644	4.3%
Non-Labor	179,439,571	14,931,369	14,257,480	(673,889)	(4.5%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>435,592,885</b>	<b>35,731,065</b>	<b>35,942,820</b>	<b>211,755</b>	<b>0.6%</b>
Contingency	8,285,246	-	-	-	0.0%
Allocation to Capital and GMP	(13,478,131)	(1,110,331)	(1,501,749)	(391,418)	(35.3%)
<b>Total Operating Budget</b>	<b>\$ 430,400,000</b>	<b>\$ 34,620,734</b>	<b>\$ 34,441,071</b>	<b>\$ (179,663)</b>	<b>(0.5%)</b>

#### Comparison of Budget to Actual Year-to-Date June 2012 (9 Months)

<u>Expense Category</u>	FY12 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 99,642,102	\$ 75,061,269	\$ 74,530,970	\$ (530,299)	(0.7%)
Union Fringe Benefits	52,738,297	38,631,140	37,023,059	(1,608,081)	(4.2%)
<b>Subtotal Union Labor</b>	<b>152,380,399</b>	<b>113,692,409</b>	<b>111,554,029</b>	<b>(2,138,380)</b>	<b>(1.9%)</b>
Salaries and Non-Union Wages	69,257,084	51,881,709	49,487,598	(2,394,111)	(4.6%)
Non-Union Fringe Benefits	34,515,831	25,884,134	23,901,252	(1,982,882)	(7.7%)
<b>Subtotal Non-Union Labor</b>	<b>103,772,915</b>	<b>77,765,843</b>	<b>73,388,850</b>	<b>(4,376,993)</b>	<b>(5.6%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>256,153,314</b>	<b>191,458,252</b>	<b>184,942,879</b>	<b>(6,515,373)</b>	<b>(3.4%)</b>
Services	25,085,206	17,114,979	13,580,397	(3,534,582)	(20.7%)
Materials and Supplies	18,886,134	14,237,162	13,866,068	(371,094)	(2.6%)
Fuel & Utilities	49,567,856	36,837,625	36,023,314	(814,311)	(2.2%)
Casualty and Liability	2,758,945	2,045,599	2,091,010	45,411	2.2%
Purchased Transportation	77,296,968	57,688,146	58,665,739	977,593	1.7%
Leases, Rentals and Misc.	5,844,462	4,939,824	3,815,471	(1,124,353)	(22.8%)
<b>Subtotal Non-Labor</b>	<b>179,439,571</b>	<b>132,863,335</b>	<b>128,041,999</b>	<b>(4,821,336)</b>	<b>(3.6%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>435,592,885</b>	<b>324,321,587</b>	<b>312,984,878</b>	<b>(11,336,709)</b>	<b>(3.5%)</b>
Contingency	8,285,246	-	-	-	0.0%
Allocation to Capital and GMP	(13,478,131)	(10,033,736)	(10,314,298)	(280,562)	(2.8%)
<b>Subtotal Contingency / Allocations</b>	<b>(5,192,885)</b>	<b>(10,033,736)</b>	<b>(10,314,298)</b>	<b>(280,562)</b>	<b>(2.8%)</b>
<b>Total Operating Budget</b>	<b>\$ 430,400,000</b>	<b>\$ 314,287,851</b>	<b>\$ 302,670,580</b>	<b>\$ (11,617,271)</b>	<b>(3.7%)</b>



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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>June 2012 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>\$ 113,692,409</b>	<b>\$ 111,554,029</b>	<b>\$ (2,138,380)</b>
Wages & Fringe Benefits - primarily mechanic, cleaner, and operator vacancies			(4,634,000)
Overtime Wages - related to the current level of service being higher than budgeted			1,961,000
<b>Non-Union Labor</b>	<b>77,765,843</b>	<b>73,388,850</b>	<b>(4,376,993)</b>
Salaries - related to vacancies			(2,394,000)
Non-Union Fringe Benefits - related to vacancies			(1,381,000)
Fewer retirees than budgeted in healthcare plan plus timing related to retiree pharmaceutical claims			(946,000)
<b>Services</b>	<b>17,114,979</b>	<b>13,580,397</b>	<b>(3,534,582)</b>
Unbudgeted employment related expenses and union arbitration legal fees			350,000
Delayed start of contracts for METRONet security and surveillance plus savings from more in-house operations			(895,000)
IT savings and delayed timing in contractual support services, including a major support services contract for METRO's computer technology network system			(877,000)
Delayed spending on major advertising and promotional campaigns			(399,000)
Delayed start of HOT Lanes revenue operations as well as delayed invoicing from the contractor			(372,000)
Reversal of prior period accrual			(364,000)
Less equipment repairs & maintenance expenses made on an as-needed basis			(183,000)
Conservative education & training spending			(163,000)
Marketing & Corporate Communications activities: mainly timing of the asset monetization study			(118,000)
Other variances due to timing, slow starts, and conservative spending			(500,000)
<b>Materials &amp; Supplies</b>	<b>14,237,162</b>	<b>13,866,068</b>	<b>(371,094)</b>
Timing variances as well as savings in Chief Administrative Office, including Facilities Maintenance, Print Shop, and postage expenses – reflecting METRO's Culture of Thrift and LEAN initiative.			(311,000)
<b>Fuel &amp; Utilities</b>	<b>36,837,625</b>	<b>36,023,314</b>	<b>(814,311)</b>
Increased diesel usage due to the reduced service elimination and fleet efficiency			303,000
Timing variances in Power			(740,000)
Timing variances in Gas			(208,000)
Timing variances in Telephone			(320,000)
<b>Purchased Transportation</b>	<b>57,688,146</b>	<b>58,665,739</b>	<b>977,593</b>
Increased contract bus service due to the cancellation of planned service reductions			657,000
Higher than expected METROLift service due to a mild winter			175,000
Timing of vendor credits in the vanpool program			143,000
<b>Leases, Rentals and Miscellaneous</b>	<b>4,939,824</b>	<b>3,815,471</b>	<b>(1,124,353)</b>
Timing delays in budgeted software renewals			(562,000)
Savings in discretionary items (membership dues, travel, etc.)			(247,000)
Other miscellaneous expense line items			(185,000)

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

	FY2012 Annual Budget	Month of June 2012				Fiscal YTD June 2012			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 419.2	\$ 31.6	\$ 39.6	\$ 8.0	25.3%	\$ 257.2	\$ 245.1	\$ (12.2)	(4.7%)
Capital Improvement Program *	140.6	7.4	2.4	(5.0)	(67.5%)	87.2	64.9	(22.3)	(25.6%)
<b>Total Capital Budget</b>	<b>\$ 559.8</b>	<b>39.0</b>	<b>42.0</b>	<b>3.0</b>	<b>7.7%</b>	<b>344.4</b>	<b>309.9</b>	<b>(34.5)</b>	<b>(10.0%)</b>
<b>General Mobility</b>	<b>\$ 169.3</b>	<b>14.1</b>	<b>18.3</b>	<b>4.2</b>	<b>29.9%</b>	<b>127.7</b>	<b>123.0</b>	<b>(4.7)</b>	<b>(3.7%)</b>
<b>Debt Service</b>	<b>\$ 81.1</b>	<b>\$ 5.9</b>	<b>\$ 4.9</b>	<b>\$ (1.0)</b>	<b>(17.3%)</b>	<b>\$ 63.9</b>	<b>\$ 61.9</b>	<b>\$ (1.9)</b>	<b>(3.0%)</b>

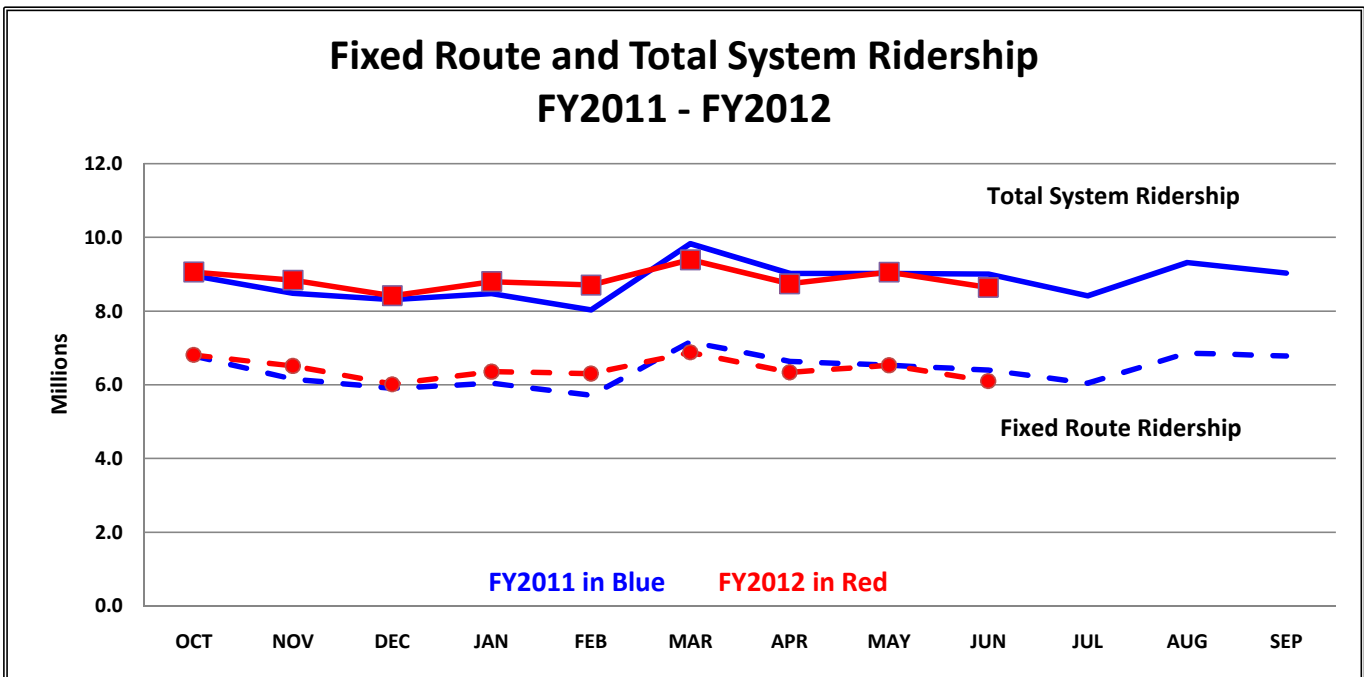
\*Includes the \$3.2 million budget increase approved by the METRO Board in January 2012.

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

Service Category	Jun-11 Boardings	Jun-12 Boardings	% Change Jun-12 vs. Jun-11	Jun-11	Jun-12	YTD % Change Jun-12 vs. Jun-11
				YTD Boardings	YTD Boardings	
<b>Fixed Route Bus</b>						
Local	4,863,103	4,583,942	(5.7%)	43,758,898	43,765,649	0.0%
Park & Ride	665,032	618,081	(7.1%)	5,517,469	5,527,552	0.2%
<b>Subtotal Fixed Route Bus</b>	<b>5,528,135</b>	<b>5,202,023</b>	<b>(5.9%)</b>	<b>49,276,367</b>	<b>49,293,201</b>	<b>0.0%</b>
METRO Rail	876,262	896,205	2.3%	7,991,104	8,460,916	5.9%
<b>Subtotal Fixed Route</b>	<b>6,404,397</b>	<b>6,098,228</b>	<b>(4.8%)</b>	<b>57,267,471</b>	<b>57,754,117</b>	<b>0.8%</b>
Special Events *	209	88		68,891	102,225	48.4%
<b>Total Fixed Route</b>	<b>6,404,606</b>	<b>6,098,316</b>	<b>(4.8%)</b>	<b>57,336,362</b>	<b>57,856,342</b>	<b>0.9%</b>
<b>Customized Bus Services</b>						
METROLift	144,018	141,241	(1.9%)	1,230,944	1,241,849	0.9%
METRO STAR Vanpool	215,893	203,310	(5.8%)	1,803,642	1,853,896	2.8%
Internal Service	429	89	(79.3%)	2,844	1,494	(47.5%)
<b>Subtotal Customized Bus</b>	<b>360,340</b>	<b>344,640</b>	<b>(4.4%)</b>	<b>3,037,430</b>	<b>3,097,239</b>	<b>2.0%</b>
<b>Subtotal Bus and Rail</b>	<b>6,764,946</b>	<b>6,442,956</b>	<b>(4.8%)</b>	<b>60,373,792</b>	<b>60,953,581</b>	<b>1.0%</b>
HOV Carpools, Vanpools, and Non-METRO Buses	2,241,140	2,199,351	(1.9%)	18,687,823	18,715,665	0.1%
<b>Total System</b>	<b>9,006,086</b>	<b>8,642,307</b>	<b>(4.0%)</b>	<b>79,061,615</b>	<b>79,669,246</b>	<b>0.8%</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**  
**June 2012**  
**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	32	40	38	45	49	48	42	38					44	396	371	6.3%
Bus Accidents per 100,000 vehicle miles	0.67	0.57	0.70	0.66	0.81	0.84	0.87	0.73	0.68					0.80	0.80	0.72	9.4%
Rail Accidents	4	0	1	4	4	3	3	2	2					4	33	23	30.3%
Rail Accidents per 100,000 vehicle miles	5.24	0.00	1.30	5.23	5.40	3.91	4.17	2.56	2.65					5.54	5.54	3.39	38.8%
Major Security Incidents - total	45	25	25	39	43	59	31	48	58					45	405	373	7.9%
Major Security Incidents per 100,000 boardings	0.628	0.365	0.395	0.582	0.647	0.815	0.464	0.695	0.900					0.670	0.670	0.612	8.7%
Major Security Incidents - METRO properties	17	4	7	15	18	32	15	25	31					28	252	164	34.9%
Major Security Incidents per 100,000 boardings	0.237	0.058	0.111	0.224	0.271	0.442	0.224	0.362	0.481					0.417	0.417	0.269	35.5%
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																	
Local Bus OTP	70%	71%	71%	71%	70%	71%	71%	72%	73%					67%	67%	71.1%	6.1%
Park & Ride Bus OTP	79%	78%	77%	79%	76%	78%	78%	79%	79%					75%	75%	78.1%	4.1%
Weighted Average Bus OTP	73%	73%	73%	73%	72%	73%	72%	73%	75%					69%	69%	73.0%	5.8%
Rail On-Time Performance	98.6%	98.9%	96.5%	96.1%	97.8%	97.8%	98.0%	98.2%	98.2%					95%	95%	98.5%	3.7%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	8,722	8,902	11,546	11,174	12,241	11,298	10,518	9,360	7,961					7,000	7,000	10,001	42.9%
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	2,277	1,737	1,604	1,638	1,924	2,110	1,826	1,879	1,992					1,666	15,000	16,987	13.2%
Complaint Contacts as a % of boardings	0.0319	0.0255	0.0255	0.0245	0.0292	0.0293	0.0274	0.0274	0.0310					0.0248	0.0248	0.0279	12.4%
Commendations	243	184	168	203	283	252	261	261	317					209	1875	2,172	15.8%
Average Call Center Answer Delay (Sec.)	132	115	81	98	110	91	107	115	113					120	120	107	10.9%

**MONTHLY BOARD REPORT**  
**June 2012**  
**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 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

June 2012

## Balance Sheet

	June 2011 (\$)	June 2012 (\$)	Change (\$)
Cash	\$ 1,810,779	\$ 1,497,342	\$ (313,437)
Receivables	102,954,679	113,350,819	10,396,140
Inventory	20,102,016	17,242,995	(2,859,021)
Investments	145,690,801	490,523,426	344,832,625
Other Assets	250,218,379	225,259,681	(24,958,698)
Debt Issuance Costs	5,616,013	8,524,091	2,908,078
Property Net of Depreciation	1,647,209,599	2,018,635,513	371,425,914
Land & Improvements	481,495,487	482,892,659	1,397,172
<b>Total Assets and Other</b>	<b>2,655,097,754</b>	<b>3,357,926,526</b>	<b>702,828,772</b>
<b>Liabilities</b>			
Trade Payables	77,208,905	60,154,126	(17,054,779)
Accrued Payroll	24,138,202	22,365,221	(1,772,981)
Commercial Paper	230,000,000	189,000,000	(41,000,000)
Long-Term Liabilities	486,290,427	1,063,096,455	576,806,028
Other Liabilities	251,663,623	224,156,811	(27,506,812)
<b>Total Liabilities</b>	<b>1,069,301,157</b>	<b>1,558,772,613</b>	<b>489,471,456</b>
Net Assets - Retained	1,585,796,597	1,799,153,913	213,357,316
<b>Total Liabilities and Net Assets</b>	<b>\$ 2,655,097,754</b>	<b>\$ 3,357,926,526</b>	<b>\$ 702,828,772</b>