

# METRO

## Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

January 2013



# **MONTHLY BOARD REPORT**

## **January 2013**

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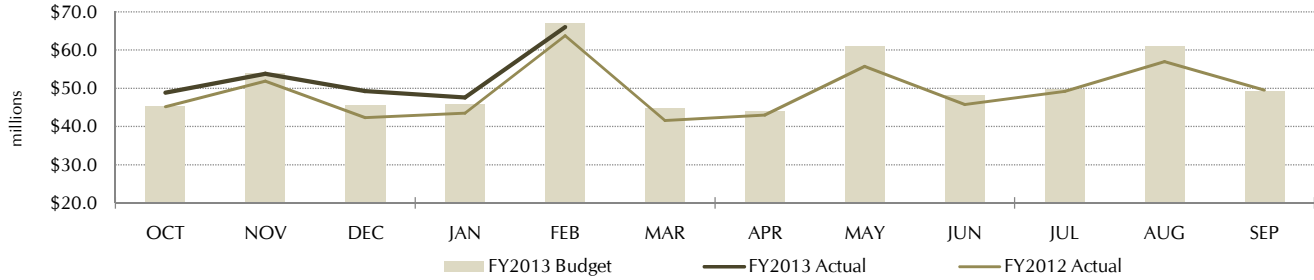
## MONTHLY BOARD REPORT

January 2013

### Summary

- Sales Tax revenue year-to-date of \$265.5 million through February 2012 is \$8.1 million or 3.2% over budget. February 2012 revenue of \$66.0 million is \$1.0 million or 1.4% under budget.
- Fare revenue of \$23.1 million through January 2013 year-to-date is \$2.1 million or 10.0% over budget. January 2013 revenue of \$5.8 million is \$0.7 million or 12.8% over budget.
- Operating Grant revenue year-to-date of \$7.1 million through January 2013 is \$0.7 million or 10.4% over budget. January 2013 revenue of \$0.9 million is \$0.5 million or 145.3% over budget.
- Capital Grant revenue year-to-date of \$17.4 million through January 2013 is \$38.9 million or 55.2% under budget.
- Interest & Miscellaneous revenue year-to-date of \$1.6 million through January 2013 is \$0.4 million or 29.0% over budget. January 2013 revenue of \$0.5 million is \$0.2 million or 76.6% over budget.
- Operating expenses year-to-date of \$140.5 million through January 2013 are \$7.4 million or 5.0% under budget. January 2013 expenses of \$35.6 million are \$2.3 million or 6.1% under budget.
- METRORail Expansion expenses year-to-date of \$92.9 million through January 2013 are \$46.2 million or 33.2% under budget. January 2013 expenses of \$31.5 million are \$13.5 million or 30.0% under budget.
- Other Capital Improvement Program expenses year-to-date of \$10.1 million through January 2013 are \$9.3 million or 47.9% under budget. January 2013 expenses of \$2.2 million are \$6.0 million or 73.2% under budget.
- General Mobility Program expenses year-to-date of \$54.9 million through January 2013 are \$2.0 million or 3.4% under budget. January 2013 expenses of \$9.2 million are \$4.3 million or 32.2% under budget.
- Debt Service expenses year-to-date of \$32.5 million through January 2013 are on budget.
- METROBus ridership (fixed route) year-to-date of 23.1 million through January 2013 is 937,000 or 4.2% over last year. January 2013 ridership of 5.7 million is 213,000 or 3.9% over last year.
- METRORail ridership year-to-date of 3.7 million through January 2013 is 153,000 or 4.3% over last year. January 2013 ridership of 0.9 million is 32,000 or 3.6% over last year.
- Performance Indicator Summary:
  - Safety & Security Bus accidents are below the benchmark for the month, while rail accidents are above the benchmark for the month. However, both are below the benchmark for the year-to-date. Both Total Major Security Incidents and Major Security Incidents on METRO properties are below the benchmark for the month and year-to-date.
  - Service Reliability On-time performance for Local Bus, Park & Ride Bus, and Rail are 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 are above both the monthly and year-to-date minimum standard.
  - Customer Service Complaint Contacts met the goal for the month and year-to-date. The number of Commendations met the goal for the month and the year-to-date. The Average Call Center Answer Delay met the goal for the month and year-to-date.

**MONTHLY BOARD REPORT**  
**January 2013**  
**Sales Tax Revenue thru February 2013**



**Total FY2013 Sales Tax budget is \$614.8 million**

**Budget to Actual FY2013**

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 45.2	\$ 48.9	3.6	8.0%
November	53.8	53.8	(0.0)	(0.0%)
December	45.5	49.2	3.7	8.2%
January	45.8	47.6	1.7	3.8%
<b>February</b>	<b>67.0</b>	<b>66.0</b>	<b>(1.0)</b>	<b>(1.4%)</b>
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2013</b>	<b>\$ 257.3</b>	<b>\$ 265.5</b>	<b>\$ 8.1</b>	<b>3.2%</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 45.2	\$ 48.9	3.7	8.1%
November	51.8	53.8	2.0	3.8%
December	42.3	49.2	6.9	16.4%
January	43.5	47.6	4.0	9.3%
<b>February</b>	<b>63.7</b>	<b>66.0</b>	<b>2.3</b>	<b>3.6%</b>
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2013</b>	<b>\$ 246.6</b>	<b>\$ 265.5</b>	<b>\$ 18.9</b>	<b>7.7%</b>

# MONTHLY BOARD REPORT

January 2013

Fare Revenue

**Total FY2013 Fare Revenue budget is \$65 million**

## Budget to Actual FY2013

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 5.7	\$ 6.6	\$ 0.9	16.5%
November	5.3	5.6	0.3	5.9%
<b>December</b>	<b>4.9</b>	<b>5.1</b>	<b>0.2</b>	<b>3.9%</b>
<b>January</b>	<b>5.1</b>	<b>5.8</b>	<b>0.7</b>	<b>12.8%</b>
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>January 2013 YTD</b>	<b>\$ 21.0</b>	<b>\$ 23.1</b>	<b>\$ 2.1</b>	<b>10.0%</b>

## Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 5.8	\$ 6.6	\$ 0.8	13.9%
November	5.7	5.6	(0.1)	(1.7%)
<b>December</b>	<b>5.0</b>	<b>5.1</b>	<b>0.1</b>	<b>2.5%</b>
<b>January</b>	<b>5.1</b>	<b>5.8</b>	<b>0.7</b>	<b>12.9%</b>
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>January 2013 YTD</b>	<b>\$ 21.6</b>	<b>\$ 23.1</b>	<b>\$ 1.5</b>	<b>6.9%</b>

## MONTHLY BOARD REPORT

January 2013

### Operating Grant Revenue

Total FY2013 Operating Grant Revenue budget is \$71.1 million

#### Budget to Actual FY2013

	(\$ millions)				
	Budget	Actual	Variance	%	
October	\$ 0.3	\$ 0.3	\$ 0.0	2.3%	
November	5.4	5.0	(0.3)	(6.1%)	
December	0.4	0.8	0.5	126.8%	
<b>January</b>	<b>0.4</b>	<b>0.9</b>	<b>0.5</b>	<b>145.3%</b>	
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>January 2013 YTD</b>	<b>\$ 6.4</b>	<b>\$ 7.1</b>	<b>\$ 0.7</b>	<b>10.4%</b>	

#### Capital Grant Revenue

Year-to-date Capital Grant revenue is \$17.4 million versus \$38.9 million budgeted.

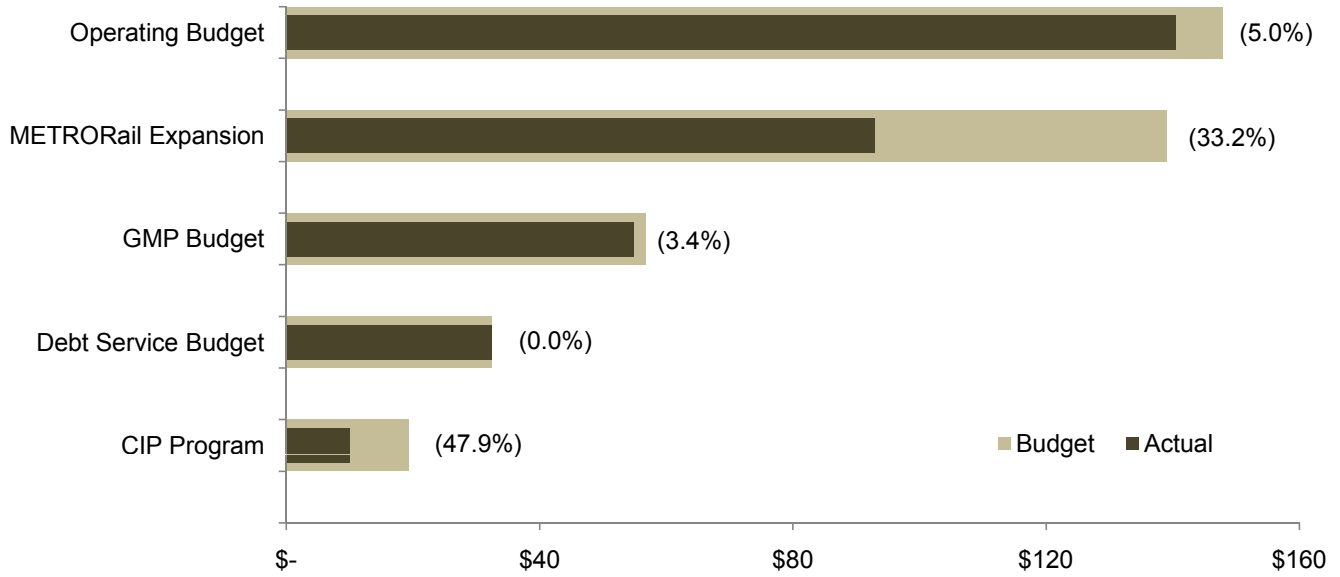
#### Interest & Miscellaneous Revenue

Total FY2013 Interest & Miscellaneous Revenue budget is \$5.3 million

#### Budget to Actual FY2013

	(\$ millions)				
	Budget	Actual	Variance	%	
October	\$ 0.4	\$ 0.3	\$ (0.1)	(25.0%)	
November	0.3	0.4	0.1	48.4%	
December	0.3	0.4	0.1	52.6%	
<b>January</b>	<b>0.3</b>	<b>0.5</b>	<b>0.2</b>	<b>76.6%</b>	
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>January 2013 YTD</b>	<b>\$ 1.2</b>	<b>\$ 1.6</b>	<b>\$ 0.4</b>	<b>29.0%</b>	

**MONTHLY BOARD REPORT**  
**January 2013**  
**Budget and Expense Summary**  
(\$ millions)



## MONTHLY BOARD REPORT

January 2013

### Operating Expenses

#### Comparison of Budget to Actual for the Month (January 2013)

	FY13 Annual Budget	January Budget	January Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 265,519,303	\$ 22,673,808	\$ 22,365,011	\$ (308,797)	(1.4%)
Non-Labor	194,045,924	17,015,389	14,895,773	(2,119,616)	(12.5%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>459,565,227</b>	<b>39,689,197</b>	<b>37,260,784</b>	<b>(2,428,413)</b>	<b>(6.1%)</b>
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(1,723,587)	(1,618,954)	104,633	6.1%
<b>Total Operating Budget</b>	<b>\$ 445,000,000</b>	<b>\$ 37,965,610</b>	<b>\$ 35,641,830</b>	<b>\$ (2,323,780)</b>	<b>(6.1%)</b>

#### Comparison of Budget to Actual Year-to-Date January 2013 (4 Months)

<u>Expense Category</u>	FY13 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 103,153,260	\$ 35,958,940	\$ 34,332,865	\$ (1,626,075)	(4.5%)
Union Fringe Benefits	\$ 56,573,028	18,180,911	17,157,657	(1,023,254)	(5.6%)
<b>Subtotal Union Labor</b>	<b>159,726,288</b>	<b>54,139,851</b>	<b>51,490,522</b>	<b>(2,649,329)</b>	<b>(4.9%)</b>
Salaries and Non-Union Wages	73,626,390	24,307,054	23,633,095	(673,959)	(2.8%)
Non-Union Fringe Benefits	32,166,625	10,575,895	10,791,545	215,650	2.0%
<b>Subtotal Non-Union Labor</b>	<b>105,793,015</b>	<b>34,882,949</b>	<b>34,424,640</b>	<b>(458,309)</b>	<b>(1.3%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>265,519,303</b>	<b>89,022,800</b>	<b>85,915,162</b>	<b>(3,107,638)</b>	<b>(3.5%)</b>
Services	33,723,993	11,468,210	8,153,160	(3,315,050)	(28.9%)
Materials and Supplies	19,510,690	6,989,486	6,028,607	(960,879)	(13.7%)
Fuel & Utilities	50,102,879	16,557,014	15,835,380	(721,634)	(4.4%)
Casualty and Liability	3,256,864	1,057,910	958,812	(99,098)	(9.4%)
Purchased Transportation	79,695,333	26,525,409	26,693,833	168,424	0.6%
Leases, Rentals and Misc.	7,756,165	2,844,962	2,586,583	(258,379)	(9.1%)
<b>Subtotal Non-Labor</b>	<b>194,045,924</b>	<b>65,442,991</b>	<b>60,256,374</b>	<b>(5,186,618)</b>	<b>(7.9%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>459,565,227</b>	<b>154,465,791</b>	<b>146,171,536</b>	<b>(8,294,255)</b>	<b>(5.4%)</b>
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(6,551,282)	(5,629,497)	921,785	14.1%
<b>Subtotal Contingency / Allocations</b>	<b>(14,565,227)</b>	<b>(6,551,282)</b>	<b>(5,629,497)</b>	<b>921,785</b>	<b>14.1%</b>
<b>Total Operating Budget</b>	<b>\$ 445,000,000</b>	<b>\$ 147,914,509</b>	<b>\$ 140,542,040</b>	<b>\$ (7,372,469)</b>	<b>(5.0%)</b>



**MONTHLY BOARD REPORT**  
**January 2013**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>January 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>\$ 54,139,851</b>	<b>\$ 51,490,522</b>	<b>\$ (2,649,329)</b>
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(3,105,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(624,000)
Overtime Wages			1,061,000
<b>Non-Union Labor</b>	<b>34,882,949</b>	<b>34,424,640</b>	<b>(458,309)</b>
Salaries - related to vacancies			(1,184,000)
Non-Union Fringe Benefits - mostly timing advanced healthcare charges			490,000
Vacation Buyback			249,000
<b>Services</b>	<b>11,468,210</b>	<b>8,153,160</b>	<b>(3,315,050)</b>
Timing of HOT Lanes invoice			(1,210,000)
Delayed spending on advertising, promotion, and planned marketing campaigns			(511,000)
Timing of legislative coordination			(316,000)
Timing of expenses in Service Delivery, e.g., support services, education and training, etc.			(315,000)
Delayed start of contract services for buildings and grounds			(244,000)
Timing in audit and other financial services expenses			(221,000)
Delayed start of planning contracts			(153,000)
Timing of human resources expenses, specifically wellness and benefits administration			(148,000)
<b>Materials &amp; Supplies</b>	<b>6,989,486</b>	<b>6,028,607</b>	<b>(960,879)</b>
Timing in the purchasing of special supplies pertaining to ticket and fare collection			(628,000)
Timing in bus maintenance: purchasing of bus parts, supplies, tools, and equipment			(149,000)
<b>Fuel &amp; Utilities</b>	<b>16,557,014</b>	<b>15,835,380</b>	<b>(721,634)</b>
Timing variances in Telephone			(336,000)
Timing variances in Gas			(199,000)
Timing variances in Power			(134,000)
<b>Casualty and Liability</b>	<b>1,057,910</b>	<b>958,812</b>	<b>(99,098)</b>
More than expected recovery of subrogation			(89,000)
<b>Purchased Transportation</b>	<b>26,525,409</b>	<b>26,693,833</b>	<b>168,424</b>
Timing of vanpool expenses, primarily van wrapping and advertising			97,000
METROLift - due to demand, service mix, and contractor rate variance			78,000
<b>Leases, Rentals and Miscellaneous</b>	<b>2,844,962</b>	<b>2,586,583</b>	<b>(258,379)</b>
Delayed spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(243,000)
<b>Allocation to Capital and GMP</b>	<b>(6,551,282)</b>	<b>(5,629,497)</b>	<b>921,785</b>
Vacancies in Capital Programs plus slower than anticipated execution of projects			922,000

**MONTHLY BOARD REPORT**  
**January 2013**  
**Total Net Operating Budget / Expenses by Department**

<u>Department</u>	-----Year-to-Date-----				--Current Month--
	<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
Service Delivery	\$ 313,658,436	\$ 105,544,243	\$ 103,445,061	\$ (2,099,182)	\$ (72,473)
Executive VP	47,701,584	15,950,511	14,239,597	(1,710,914)	(576,139)
Business Services	44,520,170	14,926,357	13,518,339	(1,408,018)	(470,146)
VP BS	251,222	83,088	40,349	(42,739)	(50,933)
Small Business	978,764	406,015	281,924	(124,091)	(18,567)
Real Estate	728,856	245,339	114,909	(130,430)	(21,901)
Procurement & Materials	7,314,931	2,428,523	2,433,126	4,603	2,140
People	15,243,719	5,006,821	4,773,071	(233,750)	6,152
Marketing & Corporate Communications	5,182,390	2,621,724	2,057,922	(563,802)	(254,635)
IT	14,190,968	3,916,525	3,635,542	(280,983)	(119,433)
Diversity & Compliance	629,320	218,322	181,495	(36,827)	(12,969)
Compl, EEO, ER, OD, Drug & Alcohol	1,187,134	391,319	284,053	(107,266)	(6,243)
Office of Executive VP	746,278	208,902	102,105	(106,797)	(78,773)
Performance Improvement	1,248,002	423,933	335,099	(88,834)	(20,976)
Capital	30,185,331	9,979,240	8,219,028	(1,760,212)	(779,046)
Capital Projects	7,162,894	2,380,420	1,275,920	(1,104,500)	(291,955)
Facilities Maintenance	23,022,437	7,598,820	6,943,108	(655,712)	(487,091)
METRO Police	17,345,646	5,791,734	5,603,511	(188,223)	(56,162)
Finance	10,257,255	3,850,779	3,038,174	(812,605)	(784,355)
Contingency	7,158,993	-	-	-	-
Service Design & Development	5,979,757	1,895,532	1,563,373	(332,159)	(75,171)
Safety	5,725,726	1,796,155	1,773,769	(22,386)	(27,121)
Law	3,986,858	2,141,162	1,663,573	(477,589)	(88,718)
Executive	1,621,217	553,105	645,218	92,113	148,444
Audit	1,229,197	412,046	350,734	(61,312)	(13,039)
Small Capital Expenses	150,000	-	-	-	-
<b>TOTAL NET OPERATING</b>	<b>\$ 445,000,000</b>	<b>\$ 147,914,507</b>	<b>\$ 140,542,038</b>	<b>\$ (7,372,469)</b>	<b>\$ (2,323,780)</b>

**MONTHLY BOARD REPORT**  
**January 2013**  
**Total Net Operating Budget / Expenses by Department**  
**as of the end of January FY2013 vs. January FY2012**

<u>Department</u>	January FY2013 -----Year-to-Date-----			January FY2012 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Service Delivery	\$ 105,544,243	\$ 103,445,061	\$ (2,099,182)	\$ 103,531,154	\$ 100,668,204	\$ (2,862,950)
Executive VP/CAO	15,950,511	14,239,597	(1,710,914)	29,793,725	27,136,275	(2,657,450)
Business Services	14,926,357	13,518,339	(1,408,018)	21,088,053	18,894,110	(2,193,943)
VP BS	83,088	40,349	(42,739)	87,585	83,012	(4,573)
Facilities Maintenance*	N/A	N/A	N/A	7,056,386	6,247,711	(808,675)
Small Business	406,015	281,924	(124,091)	352,900	330,142	(22,758)
Real Estate	245,339	114,909	(130,430)	264,956	157,636	(107,320)
Procurement & Materials	2,428,523	2,433,126	4,603	2,432,867	2,392,400	(40,467)
Human Resources	5,006,821	4,773,071	(233,750)	5,091,146	4,333,149	(757,997)
Marketing & Corporate Communications	2,621,724	2,057,922	(563,802)	1,272,517	975,784	(296,733)
IT	3,916,525	3,635,542	(280,983)	4,376,417	4,276,635	(99,782)
Diversity & Compliance/ Records Management	218,322	181,495	(36,827)	153,279	97,641	(55,638)
Compl, EEO, ER, OD, Drug & Alcohol	391,319	284,053	(107,266)	302,279	250,842	(51,437)
Office of Executive VP/CAO	208,902	102,105	(106,797)	175,914	177,750	1,836
METRO Police**	N/A	N/A	N/A	5,966,691	5,691,986	(274,705)
Safety ***	N/A	N/A	N/A	1,827,062	1,728,149	(98,913)
Performance Improvement	423,933	335,099	(88,834)	433,726	393,438	(40,288)
Capital	9,979,240	8,219,028	(1,760,212)	622,972	203,652	(419,320)
Capital Projects	2,380,420	1,275,920	(1,104,500)	622,972	203,652	(419,320)
Facilities Maintenance*	7,598,820	6,943,108	(655,712)	N/A	N/A	N/A
METRO Police**	5,791,734	5,603,511	(188,223)	N/A	N/A	N/A
Finance	3,850,779	3,038,174	(812,605)	3,652,841	3,321,197	(331,644)
Contingency	-	-	-	-	-	-
Service Design & Development	1,895,532	1,563,373	(332,159)	1,897,460	1,303,794	(593,666)
Safety***	1,796,155	1,773,769	(22,386)	N/A	N/A	N/A
Law	2,141,162	1,663,573	(477,589)	769,798	673,107	(96,691)
Executive (w/ Board)	553,105	645,218	92,113	680,441	624,169	(56,272)
Audit	412,046	350,734	(61,312)	399,115	314,085	(85,030)
Small Capital Expenses	-	-	-	37,500	3,282	(34,218)
<b>TOTAL NET OPERATING</b>	<b>\$ 147,914,507</b>	<b>\$ 140,542,038</b>	<b>\$ (7,372,469)</b>	<b>\$ 141,385,006</b>	<b>\$ 134,247,765</b>	<b>\$ (7,137,241)</b>

\* Facilities Maintenance moved from Business Services to Capital between FY2012 and FY2013.

\*\* METRO Police moved outside of Executive VP between FY2012 and FY2013.

\*\*\* Safety moved outside of Executive VP between FY2012 and FY2013.

**MONTHLY BOARD REPORT**  
**January 2013**  
**Capital, General Mobility and Debt Service Expenses**  
**Budget vs. Actual - Month and Fiscal Year-to-Date**  
(\$ millions)

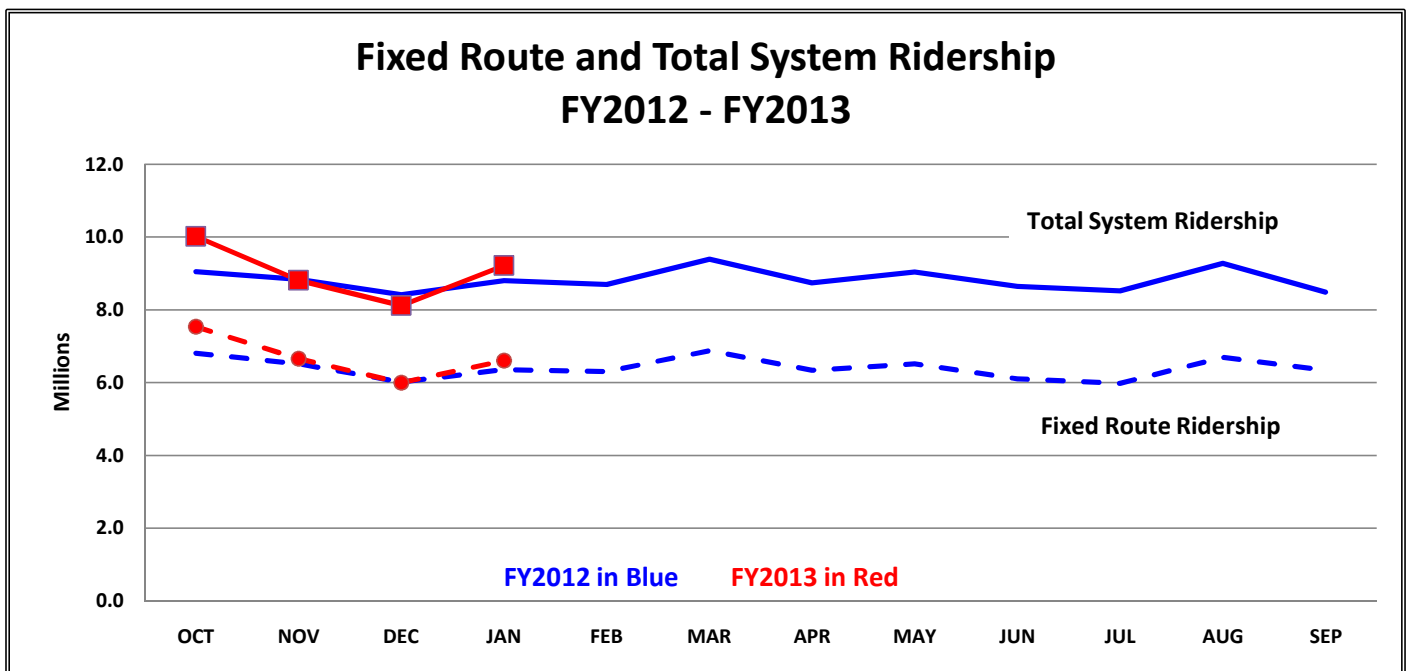
	FY2013 Annual Budget	Month of January 2013				Fiscal YTD January 2013			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 559.4	\$ 45.1	\$ 31.5	\$ (13.5)	(30.0%)	\$ 139.1	\$ 92.9	\$ (46.2)	(33.2%)
Capital Improvement Program	159.8	8.2	2.2	(6.0)	(73.2%)	19.4	10.1	(9.3)	(47.9%)
<b>Total Capital Budget</b>	<b>\$ 719.2</b>	<b>53.3</b>	<b>33.7</b>	<b>(19.6)</b>	<b>(36.7%)</b>	<b>158.5</b>	<b>103.0</b>	<b>(55.5)</b>	<b>(35.0%)</b>
<b>General Mobility</b>	<b>\$ 164.8</b>	<b>13.5</b>	<b>9.2</b>	<b>(4.3)</b>	<b>(32.2%)</b>	<b>56.9</b>	<b>54.9</b>	<b>(2.0)</b>	<b>(3.4%)</b>
<b>Debt Service</b>	<b>\$ 78.3</b>	<b>\$ 5.1</b>	<b>\$ 5.1</b>	<b>\$ (0.0)</b>	<b>(0.0%)</b>	<b>\$ 32.5</b>	<b>\$ 32.5</b>	<b>\$ (0.0)</b>	<b>(0.0%)</b>

**MONTHLY BOARD REPORT**  
**January 2013**  
**Ridership by Service Category**

Service Category	Jan-12 Boardings	Jan-13 Boardings	% Change Jan-13 vs. Jan-12	Jan-12 YTD Boardings	Jan-13 YTD Boardings	YTD % Change
						Jan-13 vs. Jan-12
<b>Fixed Route Bus</b>						
Local	4,834,295	4,983,310	3.1%	19,810,026	20,523,356	3.6%
Park & Ride	620,811	684,748	10.3%	2,358,488	2,582,442	9.5%
Subtotal Fixed Route Bus	5,455,106	5,668,058	3.9%	22,168,514	23,105,798	4.2%
METRO Rail	902,025	934,496	3.6%	3,523,093	3,675,883	4.3%
Subtotal Fixed Route	6,357,131	6,602,554	3.9%	25,691,607	26,781,681	4.2%
Special Events *	684	296	(56.7%)	2,876	1,586	(44.9%)
<b>Total Fixed Route</b>	<b>6,357,815</b>	<b>6,602,850</b>	<b>3.9%</b>	<b>25,694,483</b>	<b>26,783,267</b>	<b>4.2%</b>
<b>Customized Bus Services</b>						
METROLift	132,699	140,874	6.2%	540,880	565,895	4.6%
METRO STAR Vanpool	215,564	222,526	3.2%	789,569	818,338	3.6%
Internal Service	0	0	-	1,405	108	(92.3%)
Subtotal Customized Bus	348,263	363,400	4.3%	1,331,854	1,384,341	3.9%
Subtotal Bus and Rail	6,706,078	6,966,250	3.9%	27,026,337	28,167,608	4.2%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,096,598	2,250,776	7.4%	8,090,120	8,000,030	(1.1%)
<b>Total System</b>	<b>8,802,676</b>	<b>9,217,026</b>	<b>4.7%</b>	<b>35,116,457</b>	<b>36,167,638</b>	<b>3.0%</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**  
**January 2013**  
**Performance Statistics**

Benchmark Met Benchmark Missed

Fiscal Year 2013														Monthly Target	FY2013 YTD GOAL	FY2013 YTD	YTD % Change
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
<b>Bus Accidents</b>	40	27	47	30										≤ 44	176	144	18.2%
Bus Accidents per 100,000 vehicle miles	0.69	0.51	0.89	0.54										≤ 0.79	≤ 0.79	0.65	17.3%
<b>Rail Accidents</b>	2	2	4	4										≤ 3	≤ 12	12	0.0%
Rail Accidents per 100,000 vehicle miles	2.46	2.60	5.24	5.22										≤ 5.56	≤ 5.56	3.86	30.6%
<b>Major Security Incidents - total</b>	47	35	35	24										≤ 45	≤ 180	141	21.7%
Major Security Incidents per 100,000 boardings	0.612	0.515	0.571	0.356										≤ 0.670	≤ 0.670	0.516	23.0%
<b>Major Security Incidents - METRO properties</b>	16	18	10	18										≤ 28	≤ 112	62	44.6%
Major Security Incidents per 100,000 boardings	0.307	0.356	0.212	0.372										≤ 0.417	≤ 0.417	0.227	45.6%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
<b>Bus On-Time Performance</b>																	
Local Bus OTP	71%	71%	72%	73%										≥ 67%	≥ 67%	72%	6.9%
Park & Ride Bus OTP	79%	78%	77%	80%										≥ 75%	≥ 75%	78%	4.5%
Weighted Average Bus OTP	73%	73%	73%	74%										≥ 69%	≥ 69%	73%	6.3%
<b>Rail On-Time Performance</b>	98%	97%	98%	99%										≥ 95%	≥ 95%	98%	3.1%
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	9,664	10,539	11,233	10,463										≥ 7,000	≥ 7,000	10,429	49.0%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
<b>*Complaint Contacts per 100,000 boardings</b>	25.01	23.63	26.95	22.89										≤ 27.00	≤ 27.00	24.58	9.0%
Commendations	240	208	262	291										≤ 208	≥ 833	1,001	20.2%
Average Call Center Answer Delay (Sec.)	93	93	93	115										≤ 120	≤ 120	99	17.9%

\* Note: Starting in FY13 the reporting of Complaint Contacts per 100,000 boardings is modified to be consistent with Service Delivery's internal FY13 Scorecard reporting.

**MONTHLY BOARD REPORT**  
**January 2013**  
**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 as the number of contacts per 100,000 boardings. This reporting of Complaint Contacts was modified starting in FY2013 to be consistent with Service Delivery's internal FY13 Scorecard.

**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

January 2013

Balance Sheet

	Jan 31, 2012 (\$)	Jan 31, 2013 (\$)	Change (\$)
Cash	\$ 2,893,921	\$ 2,489,418	\$ (404,503)
Receivables	116,512,129	127,784,647	11,272,518
Inventory	16,965,703	18,352,965	1,387,262
Investments	578,566,934	369,932,437	(208,634,497)
Other Assets	224,505,942	99,473,504	(125,032,438)
Debt Issuance Costs	8,807,342	8,100,333	(707,009)
Property Net of Depreciation	1,885,851,129	2,228,841,047	342,989,918
Land & Improvements	484,355,865	414,510,630	(69,845,235)
<b>Total Assets and Other</b>	<b>3,318,458,964</b>	<b>3,269,484,981</b>	<b>(48,973,983)</b>
<b>Liabilities</b>			
Trade Payables	63,971,396	35,927,655	(28,043,741)
Accrued Payroll	24,303,546	27,363,645	3,060,099
Commercial Paper	190,000,000	189,000,000	(1,000,000)
Long-Term Liabilities	552,681,455	1,068,178,956	515,497,501
Other Liabilities	739,563,244	83,465,794	(656,097,450)
<b>Total Liabilities</b>	<b>1,570,519,640</b>	<b>1,403,936,050</b>	<b>(166,583,590)</b>
Net Assets - Retained	1,747,939,324	1,865,548,931	117,609,607
<b>Total Liabilities and Net Assets</b>	<b>\$ 3,318,458,964</b>	<b>\$ 3,269,484,981</b>	<b>\$ (48,973,983)</b>