

METRO

Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

February 2013



MONTHLY BOARD REPORT

February 2013

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 February 2013 Budget vs. Actual FY2013 YTD Budget vs. Actual FY2013 YTD Major Variance Items FY2013 YTD Operating Budget/Expenses by Department
Section G	Capital, General Mobility & Debt Service Expenditures
Section H	Ridership by Service Category
Section I	Performance Statistics Performance Statistic Notes
Section J	Balance Sheet

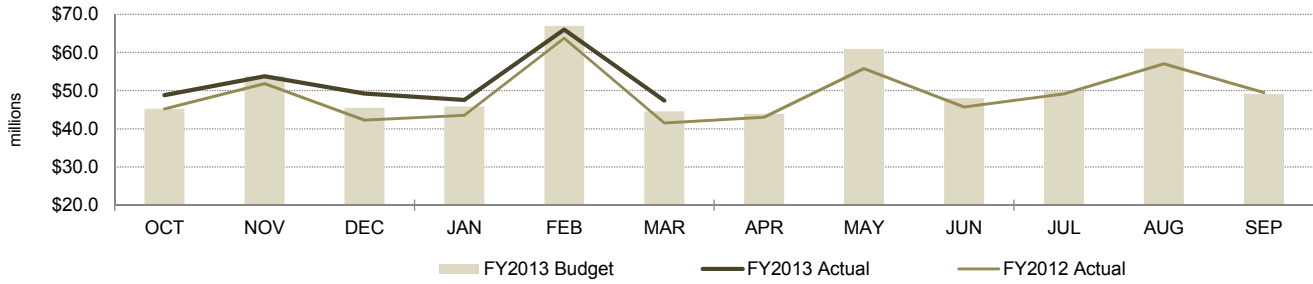
MONTHLY BOARD REPORT

February 2013

Summary

- Sales Tax revenue year-to-date of \$312.9 million through March 2012 is \$11.0 million or 3.6% over budget. March 2012 revenue of \$47.4 million is \$2.8 million or 6.3% over budget.
- Fare revenue of \$28.7 million through February 2013 year-to-date is \$2.7 million or 10.5% over budget. February 2013 revenue of \$5.6 million is \$0.6 million or 13.0% over budget.
- Operating Grant revenue year-to-date of \$27.6 million through February 2013 is \$20.8 million or 307.7% over budget. February 2013 revenue of \$20.5 million is \$20.1 million or 5568.4% over budget.
- Capital Grant revenue year-to-date of \$42.1 million through February 2013 is \$3.2 million or 8.3% over budget.
- Interest & Miscellaneous revenue year-to-date of \$2.2 million through February 2013 is \$0.6 million or 41.4% over budget. February 2013 revenue of \$0.6 million is \$0.3 million or 92.3% over budget.
- Operating expenses year-to-date of \$173.3 million through February 2013 are \$7.7 million or 4.2% under budget. February 2013 expenses of \$32.7 million are \$0.3 million or 0.9% under budget.
- METRORail Expansion expenses year-to-date of \$126.6 million through February 2013 are \$57.6 million or 31.3% under budget. February 2013 expenses of \$33.7 million are \$11.4 million or 25.3% under budget.
- Other Capital Improvement Program expenses year-to-date of \$12.9 million through February 2013 are \$16.2 million or 55.7% under budget. February 2013 expenses of \$2.7 million are \$6.9 million or 71.5% under budget.
- General Mobility Program expenses year-to-date of \$76.0 million through February 2013 are \$5.3 million or 7.5% over budget. February 2013 expenses of \$21.1 million are \$7.3 million or 52.8% over budget.
- Debt Service expenses year-to-date of \$37.6 million through February 2013 are on budget.
- METROBus ridership (fixed route) year-to-date of 28.6 million through February 2013 is 1,093,000 or 4.0% over last year. February 2013 ridership of 5.5 million is 156,000 or 2.9% over last year.
- METRORail ridership year-to-date of 4.6 million through February 2013 is 144,000 or 3.2% over last year. February 2013 ridership of 0.9 million is 3,000 or 0.3% under last year.
- Performance Indicator Summary:
 - Safety & Security Both Bus and Rail accidents are below the benchmark for the month and 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 (MDBF) for all buses are above both the monthly and year-to-date minimum standard.
 - Customer Service Complaint Contacts did not meet the goal for the month but did for its year-to-date goal. 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
February 2013
Sales Tax Revenue thru March 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%
February	67.0	66.0	(1.0)	(1.4%)
March	44.6	47.4	2.8	6.3%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2013	\$ 301.9	\$ 312.9	\$ 11.0	3.6%

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%
February	63.7	66.0	2.3	3.6%
March	41.6	47.4	5.9	14.1%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2013	\$ 288.1	\$ 312.9	\$ 24.8	8.6%

MONTHLY BOARD REPORT
February 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%
December	4.9	5.1	0.2	3.9%
January	5.1	5.8	0.7	12.8%
February	5.0	5.6	0.6	13.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
February 2013 YTD	\$ 26.0	\$ 28.7	\$ 2.7	10.5%

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%)
December	5.0	5.1	0.1	2.5%
January	5.1	5.8	0.7	12.9%
February	5.2	5.6	0.4	8.3%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
February 2013 YTD	\$ 26.8	\$ 28.7	\$ 1.9	7.2%

MONTHLY BOARD REPORT

February 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%	
January	0.4	0.9	0.5	145.3%	
February	0.4	20.5	20.1	5568.4%	
March	-	-	-	0.0%	
April	-	-	-	0.0%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
February 2013 YTD	\$ 6.8	\$ 27.6	\$ 20.8	307.7%	

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$42.1 million versus \$38.9 million budgeted.

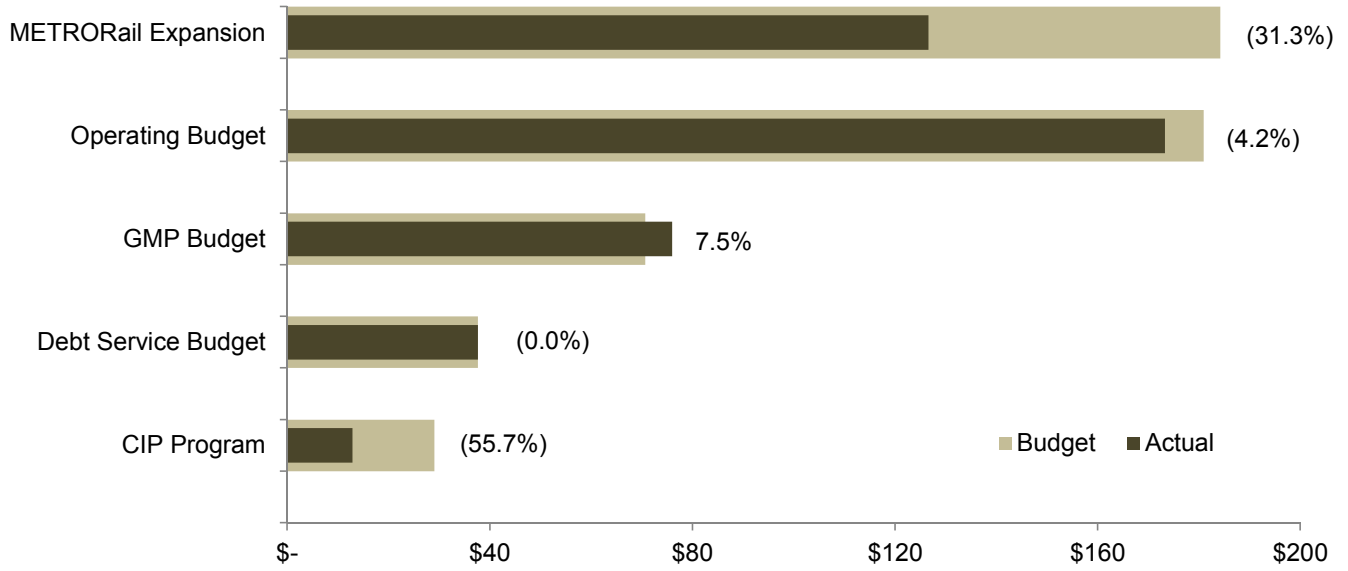
Interest & Miscellaneous Revenue

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%	
January	0.3	0.5	0.2	76.6%	
February	0.3	0.6	0.3	92.3%	
March	-	-	-	0.0%	
April	-	-	-	0.0%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
February 2013 YTD	\$ 1.5	\$ 2.2	\$ 0.6	41.4%	

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



MONTHLY BOARD REPORT

February 2013

Operating Expenses

Comparison of Budget to Actual for the Month (February 2013)

	FY13 Annual Budget	February Budget	February Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 265,570,060	\$ 20,313,221	\$ 20,257,549	\$ (55,672)	(0.3%)
Non-Labor	193,995,167	14,227,164	13,757,046	(470,118)	(3.3%)
Subtotal Labor & Non-Labor	459,565,227	34,540,385	34,014,595	(525,790)	(1.5%)
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(1,521,554)	(1,297,220)	224,334	14.7%
Total Operating Budget	\$ 445,000,000	\$ 33,018,831	\$ 32,717,375	\$ (301,456)	(0.9%)

Comparison of Budget to Actual Year-to-Date February 2013 (5 Months)

Expense Category	FY13 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 103,146,960	\$ 43,741,026	\$ 42,159,463	\$ (1,581,563)	(3.6%)
Union Fringe Benefits	\$ 56,574,323	22,602,048	21,264,137	(1,337,911)	(5.9%)
Subtotal Union Labor	159,721,283	66,343,074	63,423,600	(2,919,474)	(4.4%)
Salaries and Non-Union Wages	73,673,438	29,924,080	29,315,345	(608,735)	(2.0%)
Non-Union Fringe Benefits	32,175,339	13,067,873	13,428,308	360,435	2.8%
Subtotal Non-Union Labor	105,848,777	42,991,953	42,743,653	(248,300)	(0.6%)
Subtotal Labor and Fringe Benefits	265,570,060	109,335,027	106,167,253	(3,167,774)	(2.9%)
Services	33,664,151	13,615,127	10,304,474	(3,310,653)	(24.3%)
Materials and Supplies	19,511,690	8,485,128	7,380,549	(1,104,579)	(13.0%)
Fuel & Utilities	50,104,164	20,320,931	19,407,505	(913,426)	(4.5%)
Casualty and Liability	3,256,864	1,356,829	1,179,328	(177,501)	(13.1%)
Purchased Transportation	79,695,333	32,634,986	33,019,856	384,870	1.2%
Leases, Rentals and Misc.	7,762,965	3,257,152	2,721,083	(536,069)	(16.5%)
Subtotal Non-Labor	193,995,167	79,670,153	74,012,794	(5,657,360)	(7.1%)
Subtotal Labor and Non-Labor	459,565,227	189,005,180	180,180,047	(8,825,133)	(4.7%)
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(8,072,836)	(6,926,717)	1,146,119	14.2%
Subtotal Contingency / Allocations	(14,565,227)	(8,072,836)	(6,926,717)	1,146,119	14.2%
Total Operating Budget	\$ 445,000,000	\$ 180,932,344	\$ 173,253,331	\$ (7,679,013)	(4.2%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>February 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 66,343,074	\$ 63,423,600	\$ (2,919,474)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(3,539,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(879,000)
Overtime Wages			1,492,000
Non-Union Labor	42,991,953	42,743,653	(248,300)
Salaries - related to vacancies			(1,148,000)
Non-Union Fringe Benefits - mostly timing advanced healthcare charges			626,000
Vacation Buyback and Vacation 401(a) contributions			332,000
Services	13,615,127	10,304,474	(3,310,653)
Timing of HOT Lanes invoices			(1,569,000)
Delayed spending on advertising, promotion, and planned marketing campaigns			(535,000)
Timing of contract services for buildings and grounds			(420,000)
Timing of legal services invoices			(322,000)
Timing of expenses in Service Delivery, e.g., support services, education and training, etc.			(312,000)
Timing of financial services expenses			(243,000)
Timing of planning contracts			(153,000)
Timing of Human Resources expenses, specifically wellness and benefits administration			(152,000)
Timing of invoices for IT contractual support services and equipment repairs and maintenance			727,000
Materials & Supplies	8,485,128	7,380,549	(1,104,579)
Timing in the purchasing of special supplies pertaining to ticket and fare collection			(628,000)
Timing in bus maintenance: use of bus parts, supplies, tools, and equipment			(243,000)
Fuel & Utilities	20,320,931	19,407,505	(913,426)
Timing variances in Telephone			(371,000)
Timing variances in Gas			(269,000)
Timing variances in Power			(188,000)
Casualty and Liability	1,356,829	1,179,328	(177,501)
More than expected recovery of subrogation			(167,000)
Purchased Transportation	32,634,986	33,019,856	384,870
METROLift - due to demand, service mix, and contractor rate variance			258,000
Prior year vanpool costs expensed in current year: van wrapping and advertising			100,000
Leases, Rentals and Miscellaneous	3,257,152	2,721,083	(536,069)
Delayed spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(265,000)
Timing of software rentals			(209,000)
Allocation to Capital and GMP	(8,072,836)	(6,926,717)	1,146,119
Vacancies in Capital Programs plus slower than anticipated execution of projects			1,278,000

MONTHLY BOARD REPORT
February 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	\$ 313,745,265	\$ 129,710,340	\$ 127,647,177	\$ (2,063,163)	\$ 41,393
Executive Vice President	47,614,755	19,300,769	17,920,121	(1,380,648)	329,133
Business Services	44,427,041	18,044,092	17,013,530	(1,030,562)	376,323
Human Resources	15,150,590	6,197,367	6,048,689	(148,678)	83,938
Information Technology	14,190,968	4,814,633	4,916,686	102,053	383,035
Procurement & Materials	7,314,931	2,990,208	2,992,639	2,431	(2,172)
Marketing & Corporate Communications	5,182,390	2,901,892	2,301,656	(600,236)	(36,433)
Small Business	978,764	469,897	341,621	(128,276)	(4,186)
Real Estate & Property Management	728,856	301,977	142,221	(159,756)	(29,326)
Diversity & Compliance	629,320	266,179	225,383	(40,796)	(3,969)
VP of Business Services	251,222	101,939	44,635	(57,304)	(14,564)
Performance Improvement	1,248,002	519,521	421,036	(98,485)	(9,651)
Compl, EEO, ER, OD, Drug & Alcohol	1,193,434	481,085	361,884	(119,201)	(11,935)
Office of Executive VP	746,278	256,071	123,670	(132,401)	(25,604)
Capital Programs	30,185,331	12,367,601	9,898,248	(2,469,353)	(709,141)
Facilities Maintenance	23,022,437	9,413,006	8,373,559	(1,039,447)	(383,734)
Capital Projects	7,162,894	2,954,595	1,524,689	(1,429,906)	(325,406)
METRO Police	17,345,646	7,045,896	6,865,666	(180,230)	7,993
Finance	10,257,255	4,495,508	3,709,552	(785,956)	27,498
Contingency	7,158,993	-	-	-	-
Service Design & Development	5,782,408	2,156,533	1,820,928	(335,605)	(3,446)
Safety	5,725,726	2,219,025	2,174,195	(44,830)	(22,444)
Law	3,986,858	2,365,468	1,906,884	(458,584)	19,005
Executive (w/ Board)	1,818,566	763,510	874,512	111,002	18,889
Audit	1,229,197	507,694	436,046	(71,648)	(10,336)
Small Capital Expenses	150,000	-	-	-	-
TOTAL NET OPERATING	\$ 445,000,000	\$ 180,932,344	\$ 173,253,329	\$ (7,679,015)	\$ (301,456)

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

<u>Department</u>	<u>February FY2013</u> -----Year-to-Date-----			<u>February FY2012</u> -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Service Delivery	\$ 129,710,340	\$ 127,647,177	\$ (2,063,163)	\$ 127,374,541	\$ 125,366,110	\$ (2,008,431)
Executive VP/CAO	19,300,769	17,920,121	(1,380,648)	37,480,040	33,115,800	(4,364,240)
Business Services	18,044,092	17,013,530	(1,030,562)	26,527,270	23,001,355	(3,525,915)
Human Resources	6,197,367	6,048,689	(148,678)	6,359,084	5,313,503	(1,045,581)
Facilities Maintenance*	N/A	N/A	N/A	8,810,005	7,853,083	(956,922)
Information Technology	4,814,633	4,916,686	102,053	5,474,894	4,663,338	(811,556)
Procurement & Materials	2,990,208	2,992,639	2,431	3,028,737	2,976,183	(52,554)
Marketing & Corporate Communications	2,901,892	2,301,656	(600,236)	1,799,325	1,345,232	(454,093)
Small Business	469,897	341,621	(128,276)	429,935	409,044	(20,891)
Real Estate & Property Management	301,977	142,221	(159,756)	329,879	193,993	(135,886)
Diversity & Compliance	266,179	225,383	(40,796)	185,492	141,477	(44,015)
VP of Business Services	101,939	44,635	(57,304)	109,919	105,502	(4,417)
Performance Improvement	519,521	421,036	(98,485)	509,519	476,441	(33,078)
Compl, EEO, ER, OD, Drug & Alcohol	481,085	361,884	(119,201)	379,158	321,627	(57,531)
METRO Police**	N/A	N/A	N/A	7,576,764	6,968,486	(608,278)
Safety***	N/A	N/A	N/A	2,266,489	2,122,645	(143,844)
Office of Executive VP	256,071	123,670	(132,401)	220,840	225,246	4,406
Capital	12,367,601	9,898,248	(2,469,353)	1,105,079	290,116	(814,963)
Facilities Maintenance*	9,413,006	8,373,559	(1,039,447)	N/A	N/A	N/A
Capital Projects	2,954,595	1,524,689	(1,429,906)	1,105,079	290,116	(814,963)
METRO Police**	7,045,896	6,865,666	(180,230)	N/A	N/A	N/A
Finance	4,495,508	3,709,552	(785,956)	4,429,737	4,053,823	(375,914)
Contingency	-	-	-	-	-	-
Service Design & Development	2,156,533	1,820,928	(335,605)	2,377,174	1,777,843	(599,331)
Safety***	2,219,025	2,174,195	(44,830)	N/A	N/A	N/A
Law	2,365,468	1,906,884	(458,584)	961,573	882,384	(79,189)
Executive (w/ Board)	763,510	874,512	111,002	823,705	762,944	(60,761)
Audit	507,694	436,046	(71,648)	512,789	386,543	(126,246)
Small Capital Expenses	-	-	-	37,500	3,282	(34,218)
TOTAL NET OPERATING	\$ 180,932,344	\$ 173,253,329	\$ (7,679,015)	\$ 175,102,138	\$ 166,638,845	\$ (8,463,293)

* Facilities Maintenance moved from Business Services to Capital Programs 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
February 2013
Capital, General Mobility and Debt Service Expenses
Budget vs. Actual - Month and Fiscal Year-to-Date
(\$ millions)

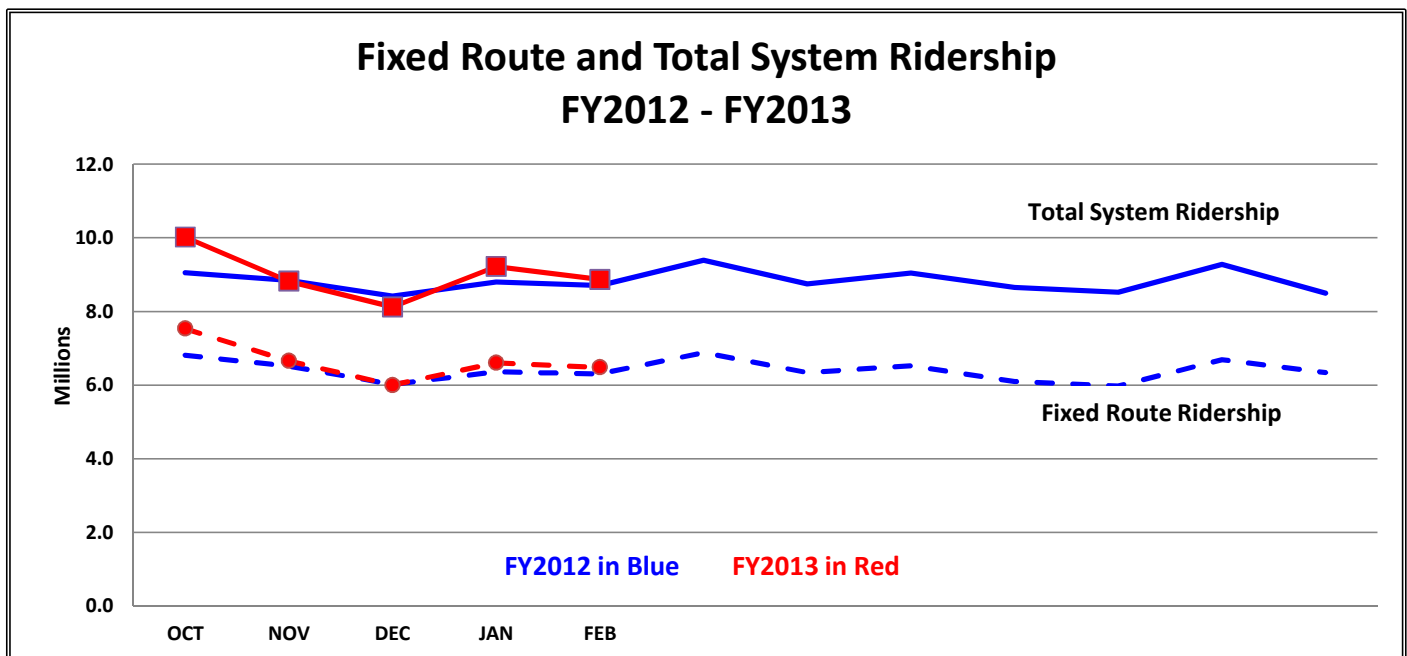
	FY2013 Annual Budget	Month of February 2013				Fiscal YTD February 2013			
		Budget	Actual	Variance		Budget	Actual	Variance	
			\$	%			\$	%	
METRORail Expansion	\$ 559.4	\$ 45.1	\$ 33.7	\$ (11.4)	(25.3%)	\$ 184.2	\$ 126.6	\$ (57.6)	(31.3%)
Capital Improvement Program	159.8	9.6	2.7	(6.9)	(71.5%)	29.0	12.9	(16.2)	(55.7%)
Total Capital Budget	\$ 719.2	54.7	36.4	(18.3)	(33.4%)	213.3	139.4	(73.8)	(34.6%)
General Mobility	\$ 164.8	13.8	21.1	7.3	52.8%	70.7	76.0	5.3	7.5%
Debt Service	\$ 78.3	\$ 5.2	\$ 5.2	\$ 0.0	0.0%	\$ 37.6	\$ 37.6	\$ (0.0)	(0.0%)

MONTHLY BOARD REPORT
February 2013
Ridership by Service Category

Service Category	Feb-12 Boardings	Feb-13 Boardings	Feb-13 vs. Feb-12	Feb-12 YTD Boardings	Feb-13 YTD Boardings	YTD %
						Change Feb-13 vs. Feb-12
Fixed Route Bus						
Local	4,724,271	4,865,057	3.0%	24,534,297	25,388,413	3.5%
Park & Ride	627,808	643,206	2.5%	2,986,296	3,225,648	8.0%
Subtotal Fixed Route Bus	5,352,079	5,508,263	2.9%	27,520,593	28,614,061	4.0%
METRO Rail	939,679	937,136	(0.3%)	4,462,772	4,606,481	3.2%
Subtotal Fixed Route	6,291,758	6,445,399	2.4%	31,983,365	33,220,542	3.9%
Special Events *	14,192	33,837	138.4%	17,068	35,423	107.5%
Total Fixed Route	6,305,950	6,479,236	2.7%	32,000,433	33,255,965	3.9%
Customized Bus Services						
METROLift	135,256	138,024	2.0%	676,136	703,919	4.1%
METRO STAR Vanpool	209,626	202,103	(3.6%)	999,195	1,021,599	2.2%
Internal Service	0	89	-	1,405	197	(86.0%)
Subtotal Customized Bus	344,882	340,216	(1.4%)	1,676,736	1,725,715	2.9%
Subtotal Bus and Rail	6,650,832	6,819,452	2.5%	33,677,169	34,981,680	3.9%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,057,559	2,046,160	(0.6%)	10,147,679	10,046,190	(1.0%)
Total System	8,708,391	8,865,612	1.8%	43,824,848	45,027,870	2.7%

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
February 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					
Bus Accidents	40	27	47	30	34									≤ 44	220	178	19.1%
Bus Accidents per 100,000 vehicle miles	0.69	0.51	0.89	0.54	0.65									≤ 0.79	≤ 0.79	0.65	17.4%
Rail Accidents	2	2	4	4	1									≤ 3	≤ 15	13	13.3%
Rail Accidents per 100,000 vehicle miles	2.46	2.60	5.24	5.22	1.32									≤ 5.56	≤ 5.56	3.36	39.6%
Major Security Incidents - total	47	35	35	24	18									≤ 45	≤ 225	159	29.3%
Major Security Incidents per 100,000 boardings	0.612	0.515	0.571	0.356	0.274									≤ 0.670	≤ 0.670	0.469	30.0%
Major Security Incidents - METRO properties	16	18	10	17	18									≤ 28	≤ 140	79	43.6%
Major Security Incidents per 100,000 boardings	0.307	0.356	0.212	0.352	0.381									≤ 0.417	≤ 0.417	0.233	44.1%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Bus On-Time Performance																	
Local Bus OTP	71%	71%	72%	73%	71%									≥ 67%	≥ 67%	71%	6.7%
Park & Ride Bus OTP	79%	78%	77%	80%	78%									≥ 75%	≥ 75%	78%	4.4%
Weighted Average Bus OTP	73%	73%	73%	74%	73%									≥ 69%	≥ 69%	73%	6.1%
Rail On-Time Performance	98%	97%	98%	99%	97%									≥ 95%	≥ 95%	98%	2.9%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,664	10,539	11,233	10,463	11,540									≥ 7,000	≥ 7,000	10,623	51.8%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
*Complaint Contacts per 100,000 boardings	24.97	23.61	26.97	22.96	27.31									≤ 27.00	≤ 27.00	25.11	7.0%
Compendations	240	208	258	290	210									≤ 208	≥ 1041	1,206	15.9%
Average Call Center Answer Delay (Sec.)	93	93	93	115	113									≤ 120	≤ 120	101	15.5%

* 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
February 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 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 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

February 2013

Balance Sheet

	Feb 28, 2012 (\$)	Feb 28, 2013 (\$)	Change (\$)
Cash	\$ 1,524,618	\$ 2,331,275	\$ 806,657
Receivables	95,437,578	102,876,610	7,439,032
Inventory	16,854,374	20,115,888	3,261,514
Investments	604,358,928	421,349,544	(183,009,384)
Other Assets	224,216,553	99,102,833	(125,113,720)
Debt Issuance Costs	8,524,091	8,100,333	(423,758)
Property Net of Depreciation	1,872,871,229	2,255,809,932	382,938,703
Land & Improvements	483,481,883	413,732,530	(69,749,353)
Total Assets and Other	3,307,269,253	3,323,418,945	16,149,692
Liabilities			
Trade Payables	32,966,882	58,597,608	25,630,726
Accrued Payroll	24,445,466	27,617,624	3,172,158
Commercial Paper	189,000,000	189,000,000	-
Long-Term Liabilities	516,681,455	1,068,178,956	551,497,501
Other Liabilities	768,014,819	83,942,913	(684,071,906)
Total Liabilities	1,531,108,621	1,427,337,101	(103,771,520)
Net Assets - Retained	1,776,160,632	1,896,081,844	119,921,212
Total Liabilities and Net Assets	\$ 3,307,269,253	\$ 3,323,418,945	\$ 16,149,692