

METRO

Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

May 2013



MONTHLY BOARD REPORT

May 2013

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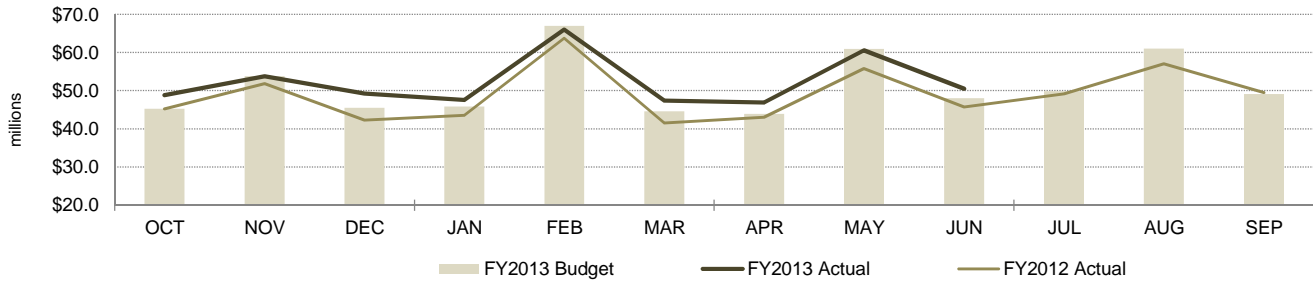
MONTHLY BOARD REPORT

May 2013

Summary

- Sales Tax revenue year-to-date of \$470.7 million through June 2013 is \$15.9 million or 3.5% over budget. June 2013 revenue of \$50.5 million is \$2.4 million or 5.1% over budget.
- Fare revenue of \$46.7 million through May 2013 year-to-date is \$3.9 million or 9.2% over budget. May 2013 revenue of \$5.8 million is \$0.5 million or 8.5% over budget.
- Grants Applied to Operating Expenses year-to-date of \$28.6 million through May 2013 is \$20.8 million or 265.3% over budget. May 2013 Grants Applied to Operating Expenses of \$0.6 million is 60.4% over budget.
- Capital Grant revenue year-to-date of \$127.9 million through May 2013 is \$17.7 million or 16.0% over budget.
- Interest & Miscellaneous revenue year-to-date of \$5.4 million through May 2013 is \$1.8 million or 49.6% over budget. May 2013 revenue of \$0.5 million is \$0.3 million or 119.0% over budget.
- Operating expenses year-to-date of \$281.7 million through May 2013 are \$8.6 million or 3.0% under budget. May 2013 expenses of \$37.4 million are \$1.6 million or 4.5% over budget.
- METRORail Expansion expenses year-to-date of \$245.2 million through May 2013 are \$80.7 million or 24.8% under budget. May 2013 expenses of \$35.7 million are \$5.3 million or 13.0% under budget.
- Other Capital Improvement Program expenses year-to-date of \$28.2 million through May 2013 are - \$48.6 million or 63.3% under budget. May 2013 expenses of \$4.7 million are \$15.5 million or 76.8% under budget.
- General Mobility Program expenses year-to-date of \$99.2 million through May 2013 are \$11.6 million or 10.5% under budget. May 2013 expenses of \$6.8 million are \$6.7 million or 49.9% under budget.
- Debt Service expenses year-to-date of \$55.0 million through May 2013 are on budget.
- METROBus ridership (fixed route) year-to-date of 45.9 million through May 2013 is 1,783,000 or 4.0% over last year. May 2013 ridership of 5.9 million is 239,000 or 4.3% over last year.
- METRORail ridership year-to-date of 7.8 million through May 2013 is 223,000 or 2.9% over last year. May 2013 ridership of 0.9 million is 7,000 or 0.8% under last year.
- Performance Indicator Summary:
 - Safety & Security Rail accidents are below the benchmark both for the month and for the year-to-date. Bus Accidents are below the benchmark for the month and for the year-to-date. Total Major Security Incidents are below the benchmark for the month and year-to-date. Major Security Incidents on METRO properties are below the benchmark for the month and for the year-to-date.
 - Service Reliability On-Time Performance for Local Bus, Park & Ride Bus, and Rail is above the minimum performance standard for both the month and the year-to-date. The Mean Distance Between Mechanical Failures (MDBF) for all buses is 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 periods.

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Sales Tax Revenue thru June 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	43.9	46.9	2.9	6.7%
May	60.9	60.5	(0.4)	(0.7%)
Jun	48.0	50.5	2.4	5.1%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2013	\$ 454.8	\$ 470.7	\$ 15.9	3.5%

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	43.0	46.9	3.8	8.9%
May	55.8	60.5	4.8	8.6%
June	45.8	50.5	4.7	10.3%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2013	\$ 432.7	\$ 470.7	\$ 38.1	8.8%

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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	6.0	6.0	0.0	0.6%
April	5.4	6.1	0.7	13.2%
May	5.4	5.8	0.5	8.5%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
May 2013 YTD	\$ 42.7	\$ 46.7	\$ 3.9	9.2%

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	5.8	6.0	0.2	4.1%
April	5.2	6.1	1.0	18.5%
May	5.4	5.8	0.5	8.4%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
May 2013 YTD	\$ 43.1	\$ 46.7	\$ 3.6	8.3%

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Grants Applied to Operating Expenses

Total FY2013 Grants Applied to Operating Expenses 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	0.4	0.2	(0.2)		(53.9%)
April	0.4	0.3	(0.0)		(3.8%)
May	0.4	0.6	0.2		60.4%
June	-	-	-		0.0%
July	-	-	-		0.0%
August	-	-	-		0.0%
September	-	-	-		0.0%
May 2013 YTD	\$ 7.8	\$ 28.6	\$ 20.8		265.3%

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$127.9 million versus \$110.2 million budgeted.

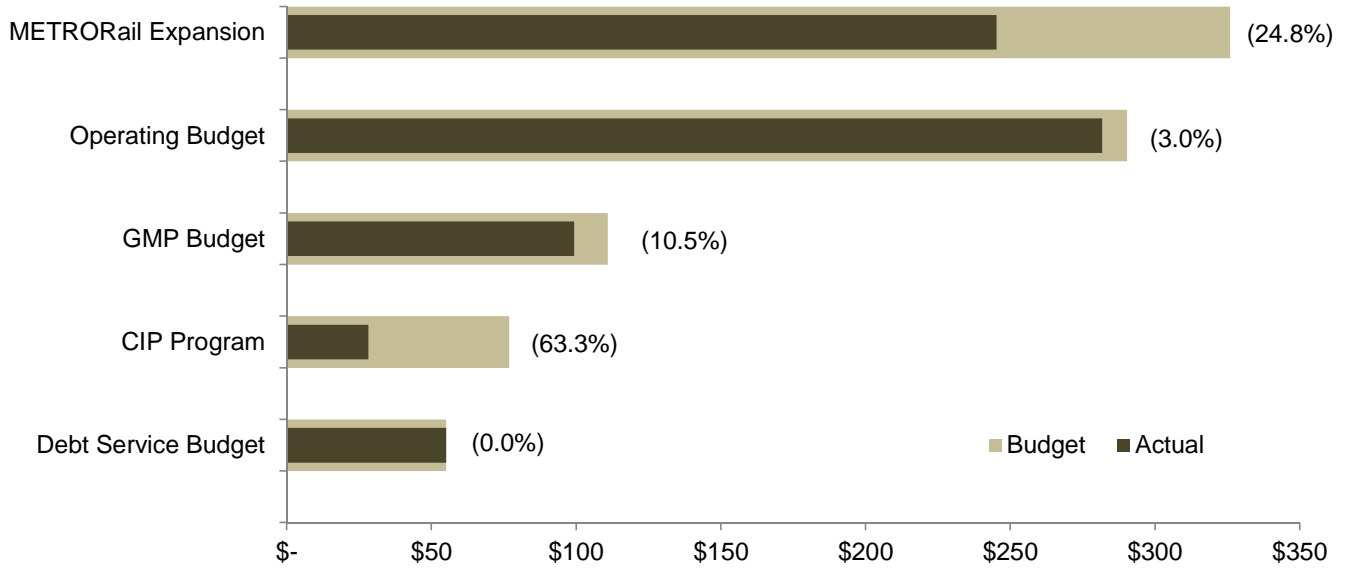
Interest & Miscellaneous Revenue

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

Budget to Actual FY2013

	(\$ millions)				
	Budget	Actual	Variance	%	
October	\$ 0.4	\$ 0.5	\$ 0.1		14.4%
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	0.7	2.0	1.3		191.3%
April	1.2	0.7	(0.5)		(44.7%)
May	0.2	0.5	0.3		119.0%
June	-	-	-		0.0%
July	-	-	-		0.0%
August	-	-	-		0.0%
September	-	-	-		0.0%
May 2013 YTD	\$ 3.6	\$ 5.4	\$ 1.8		49.6%

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May 2013
Budget and Expense Summary
(\$ millions)



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May 2013

Operating Expenses

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

	FY13 Annual Budget	May Budget	May Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 265,736,008	\$ 22,464,420	\$ 21,641,748	\$ (822,672)	(3.7%)
Non-Labor	193,829,219	15,293,131	17,352,268	2,059,137	13.5%
Subtotal Labor & Non-Labor	459,565,227	37,757,551	38,994,016	1,236,465	3.3%
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(1,925,959)	(1,560,723)	365,236	19.0%
Total Operating Budget	\$ 445,000,000	\$ 35,831,592	\$ 37,433,293	\$ 1,601,701	4.5%

Comparison of Budget to Actual Year-to-Date May 2013 (8 Months)

Expense Category	FY13 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 103,135,921	\$ 69,248,524	\$ 67,846,989	\$ (1,401,535)	(2.0%)
Union Fringe Benefits	\$ 56,576,950	36,166,657	34,197,122	(1,969,535)	(5.4%)
Subtotal Union Labor	159,712,871	105,415,181	102,044,111	(3,371,070)	(3.2%)
Salaries and Non-Union Wages	73,847,798	48,833,573	47,623,438	(1,210,135)	(2.5%)
Non-Union Fringe Benefits	32,175,339	21,064,276	20,365,101	(699,175)	(3.3%)
Subtotal Non-Union Labor	106,023,137	69,897,849	67,988,539	(1,909,310)	(2.7%)
Subtotal Labor and Fringe Benefits	265,736,008	175,313,030	170,032,650	(5,280,380)	(3.0%)
Services	33,549,988	22,171,581	17,743,522	(4,428,059)	(20.0%)
Materials and Supplies	19,502,440	13,250,346	12,771,161	(479,185)	(3.6%)
Fuel & Utilities	50,104,164	33,044,858	32,375,416	(669,442)	(2.0%)
Casualty and Liability	3,256,864	2,320,300	1,858,542	(461,758)	(19.9%)
Purchased Transportation	79,695,333	52,902,853	54,009,643	1,106,790	2.1%
Leases, Rentals and Misc.	7,720,430	4,948,296	4,139,809	(808,487)	(16.3%)
Subtotal Non-Labor	193,829,219	128,638,234	122,898,091	(5,740,144)	(4.5%)
Subtotal Labor and Non-Labor	459,565,227	303,951,264	292,930,741	(11,020,523)	(3.6%)
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(13,607,245)	(11,211,020)	2,396,225	17.6%
Subtotal Contingency / Allocations	(14,565,227)	(13,607,245)	(11,211,020)	2,396,225	17.6%
Total Operating Budget	\$ 445,000,000	\$ 290,344,019	\$ 281,719,721	\$ (8,624,298)	(3.0%)

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Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>May 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 105,415,181	\$ 102,044,111	\$ (3,371,070)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(4,725,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,264,000)
Overtime Wages			2,593,000
Non-Union Labor	69,897,849	67,988,539	(1,909,310)
Salaries and fringes primarily related to vacancies			(2,587,000)
Timing in the use of vacation and sick time			630,000
Overtime related to the Rodeo and four rail shut downs due to construction			330,000
Services	22,171,581	17,743,522	(4,428,059)
Delay in the 290 HOT Lane start-up and timing of invoices from the HOT Lane contractor			(1,783,000)
Timing of contract services for buildings and grounds, general outside maintenance costs and related support services, offset by overruns in outside maintenance labor and waste removal			(938,000)
Delayed spending on advertising, promotion, and planned marketing campaigns			(866,000)
Timing of financial services expenses and savings resulting from contract modifications, and delays in the billing of audit and legal expenses			(655,000)
Slower than anticipated execution of planning contracts			(124,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			(1,071,000)
- Education and training		(304,000)	
- Equipment repairs and maintenance		(188,000)	
- Legislative coordination		(163,000)	
- Timing of invoices for IT contractual support services		(145,000)	
- Slower than anticipated execution of planning contracts		(124,000)	
- Support services		(147,000)	
<u>Overruns in -</u>			
Unbudgeted employee related legal fees			513,000
Temporary help for the Customer Care Call Center			307,000
General business legal fees			117,000
Materials & Supplies	13,250,346	12,771,161	(479,185)
Overrun in brakes			109,000
<u>Timing delays in -</u>			
- Purchasing of special supplies pertaining to ticket and fare collection			(136,000)
- Special and general office supplies			(147,000)
- Purchasing of cleaning material and supplies			(183,000)
- Purchasing of Technical equipment supplies			(92,000)
Fuel & Utilities	33,044,858	32,375,416	(669,442)
Timing variances in phone services billing			(542,000)
Lower natural gas expense due to early summer temperatures experienced in the second quarter			(174,000)
Variances in Power due to more favorable contract terms with the new provider			(66,000)
Unbudgeted fuel transportation costs			148,000
Casualty and Liability	2,320,300	1,858,542	(461,758)
Timing variance in physical damage premiums			(177,000)
More than expected recovery of subrogation			(331,000)
Purchased Transportation	52,902,853	54,009,643	1,106,790
METROLift - due to unbudgeted demand, service mix, and contractor rate variance			887,000
Prior year Vanpool costs expensed in current year: van wrapping and advertising			100,000
Leases, Rentals and Miscellaneous	4,948,296	4,139,809	(808,487)
Delayed spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(328,000)
Timing of software rentals			(774,000)
Overrun in fees associated with the Referendum			207,000
Allocation to Capital and GMP	(13,607,245)	(11,211,020)	2,396,225
Vacancies in Capital Programs plus slower than anticipated execution of projects			2,561,000

MONTHLY BOARD REPORT
May 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	\$ 208,143,912	\$ 207,542,371	\$ (601,541)	\$ 133,977
Executive VP	47,584,039	31,390,974	27,397,670	(3,993,304)	(255,345)
Business Services	44,427,041	29,392,548	25,838,000	(3,554,548)	(238,202)
Human Resources	15,150,590	9,949,699	9,462,440	(487,259)	20,487
IT	14,190,968	8,923,544	7,446,177	(1,477,367)	(153,391)
Procurement & Materials	7,314,931	4,815,623	4,767,558	(48,065)	(10,792)
Marketing & Corporate Communications	5,182,390	3,945,806	2,973,478	(972,328)	(46,722)
Small Business	978,764	684,396	528,723	(155,673)	(10,014)
Real Estate	728,856	485,372	245,932	(239,440)	(17,643)
Diversity & Compliance	629,320	424,354	353,626	(70,728)	(4,508)
VP BS	251,222	163,754	60,066	(103,688)	(15,619)
Performance Improvement	1,248,002	835,279	744,292	(90,987)	(9,923)
Compl, EEO, ER, OD, Drug & Alcohol	1,199,684	791,317	625,445	(165,872)	(14,893)
Office of Executive VP	709,312	371,830	189,933	(181,897)	7,672
Capital	30,185,331	19,805,451	16,479,303	(3,326,148)	338,296
Facilities Maintenance	23,022,437	15,058,239	13,604,480	(1,453,759)	57,084
Capital Projects	7,162,894	4,747,212	2,874,823	(1,872,389)	281,213
METRO Police	17,339,396	11,481,157	11,095,120	(386,037)	(31,666)
Finance	10,257,255	6,974,109	6,280,846	(693,263)	519,330
Contingency	7,158,993	-	-	-	-
Service Design & Development	5,782,408	3,584,020	3,348,323	(235,697)	210,120
Safety	5,725,726	3,846,852	3,562,144	(284,708)	38,435
Law	3,986,858	3,064,224	3,907,402	843,178	635,493
Executive (w/ Board)	1,855,532	1,234,936	1,389,224	154,288	18,464
Audit	1,229,197	818,384	717,319	(101,065)	(5,402)
Small Capital Expenses	150,000	-	-	-	-
TOTAL NET OPERATING	445,000,000	290,344,019	281,719,722	(8,624,297)	1,601,701

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

<u>Department</u>	<u>May FY2013</u> -----Year-to-Date-----			<u>May 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	\$ 208,143,912	\$ 207,542,371	\$ (601,541)	\$ 204,386,875	\$ 202,361,982	\$ (2,024,893)
Executive VP/CAO	31,390,974	27,397,670	(3,993,304)	59,503,832	51,797,305	(7,706,527)
Business Services	29,392,548	25,838,000	(3,554,548)	41,655,015	35,701,466	(5,953,549)
Human Resources	9,949,699	9,462,440	(487,259)	10,222,720	8,323,313	(1,899,407)
Facilities Maintenance*	N/A	N/A	N/A	14,176,756	11,905,668	(2,271,088)
Information Technology	8,923,544	7,446,177	(1,477,367)	7,744,699	7,066,799	(677,900)
Procurement & Materials	4,815,623	4,767,558	(48,065)	4,925,477	4,756,466	(169,011)
Marketing & Corporate Communications	3,945,806	2,973,478	(972,328)	2,914,472	2,324,218	(590,254)
Small Business	684,396	528,723	(155,673)	672,796	614,098	(58,698)
Real Estate & Property Management	485,372	245,932	(239,440)	539,749	302,684	(237,065)
Diversity & Compliance	424,354	353,626	(70,728)	279,482	234,733	(44,749)
VP of Business Services	163,754	60,066	(103,688)	178,864	173,488	(5,376)
Performance Improvement	835,279	744,292	(90,987)	824,641	757,531	(67,110)
Compl, EEO, ER, OD, Drug & Alcohol	791,317	625,445	(165,872)	654,887	535,756	(119,131)
METRO Police**	N/A	N/A	N/A	12,277,397	11,052,735	(1,224,662)
Safety***	N/A	N/A	N/A	3,730,076	3,390,301	(339,775)
Office of Executive VP	371,830	189,933	(181,897)	361,816	359,516	(2,300)
Capital	19,805,451	16,479,303	(3,326,148)	1,330,166	1,061,073	(269,093)
Facilities Maintenance*	15,058,239	13,604,480	(1,453,759)	N/A	N/A	N/A
Capital Projects	4,747,212	2,874,823	(1,872,389)	1,330,166	1,061,073	(269,093)
METRO Police**	11,481,157	11,095,120	(386,037)	N/A	N/A	N/A
Finance	6,974,109	6,280,846	(693,263)	6,874,119	6,344,695	(529,424)
Contingency	-	-	-	-	-	-
Service Design & Development	3,584,020	3,348,323	(235,697)	3,954,838	3,414,700	(540,138)
Safety***	3,846,852	3,562,144	(284,708)	N/A	N/A	N/A
Law	3,064,224	3,907,402	843,178	1,557,957	1,572,824	14,867
Executive (w/ Board)	1,234,936	1,389,224	154,288	1,143,714	1,028,968	(114,746)
Audit	818,384	717,319	(101,065)	830,616	644,682	(185,934)
Small Capital Expenses	-	-	-	75,000	3,282	(71,718)
TOTAL NET OPERATING	\$ 290,344,019	\$ 281,719,722	\$ (8,624,297)	\$ 279,657,117	\$ 268,229,512	\$ (11,427,606)

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

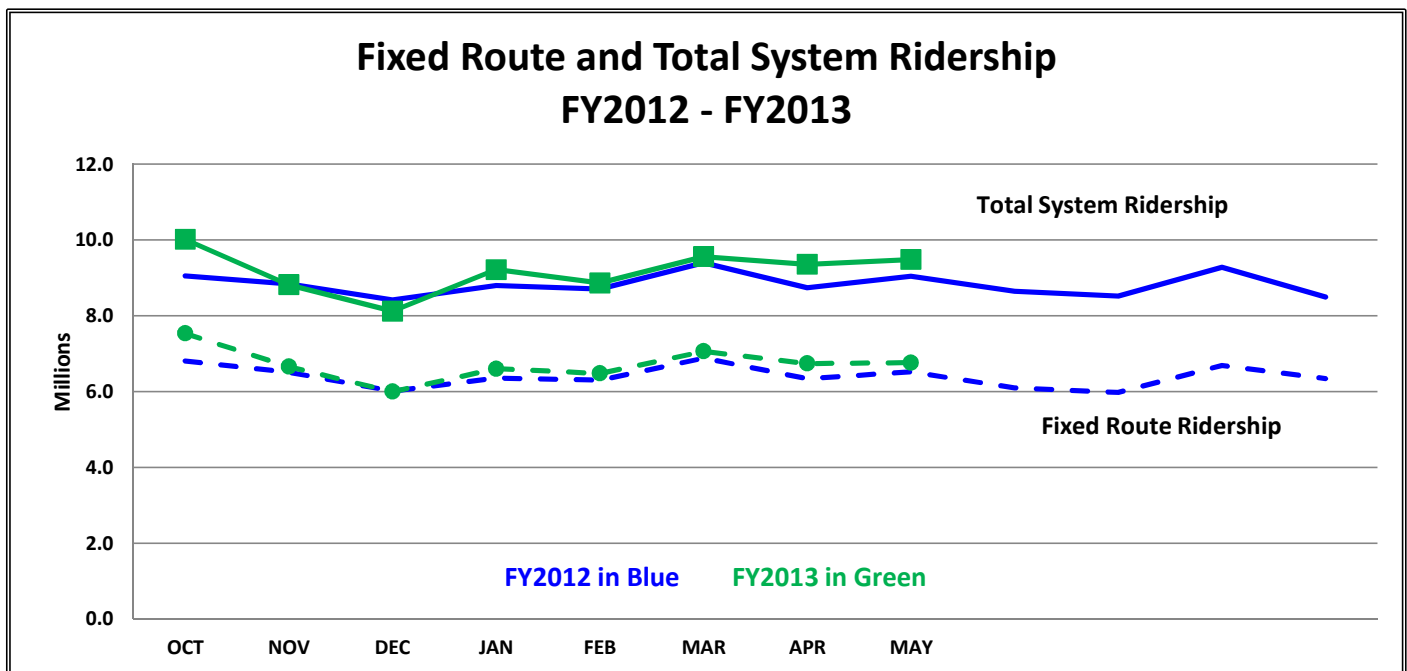
	FY2013 Annual Budget	Month of May 2013				Fiscal YTD May 2013			
		Budget	Actual	Variance		Budget	Actual	Variance	
			\$	%			\$	%	
METRORail Expansion	\$ 559.4	\$ 41.1	\$ 35.7	\$ (5.3)	(13.0%)	\$ 325.9	\$ 245.2	\$ (80.7)	(24.8%)
Capital Improvement Program	159.8	20.1	4.7	(15.5)	(76.8%)	76.8	28.2	(48.6)	(63.3%)
Total Capital Budget	\$ 719.2	61.2	40.4	(20.8)	(34.0%)	402.7	273.4	(129.3)	(32.1%)
General Mobility	\$ 164.8	13.5	6.8	(6.7)	(49.9%)	110.8	99.2	(11.6)	(10.5%)
Debt Service	\$ 78.3	\$ 5.1	\$ 5.1	\$ -	0.0%	\$ 55.0	\$ 55.0	\$ (0.0)	(0.0%)

MONTHLY BOARD REPORT
May 2013
Ridership by Service Category

Service Category	May-12 Boardings	May-13 Boardings	May-13 vs. May-12	May-12 YTD Boardings	May-13 YTD Boardings	YTD % Change May-13 vs. May-12
Fixed Route Bus						
Local	4,956,583	5,144,238	3.8%	39,181,707	40,597,768	3.6%
Park & Ride	654,681	706,225	7.9%	4,909,471	5,276,617	7.5%
Subtotal Fixed Route Bus	5,611,264	5,850,463	4.3%	44,091,178	45,874,385	4.0%
METRO Rail	919,508	912,012	(0.8%)	7,564,711	7,787,407	2.9%
Subtotal Fixed Route	6,530,772	6,762,475	3.5%	51,655,889	53,661,792	3.9%
Special Events *	269	447	66.2%	102,137	174,122	70.5%
Total Fixed Route	6,531,041	6,762,922	3.6%	51,758,026	53,835,914	4.0%
Customized Bus Services						
METROLift	143,899	149,938	4.2%	1,100,443	1,143,912	4.0%
METRO STAR Vanpool	226,937	215,334	(5.1%)	1,650,586	1,659,354	0.5%
Internal Service	0	87	-	1,405	300	(78.6%)
Subtotal Customized Bus	370,836	365,359	(1.5%)	2,752,434	2,803,566	1.9%
Subtotal Bus and Rail	6,901,877	7,128,281	3.3%	54,510,460	56,639,480	3.9%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,155,538	2,354,880	9.2%	16,516,314	16,800,314	1.7%
Total System	9,057,415	9,483,161	4.7%	71,026,774	73,439,794	3.4%

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
May 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	40	48	43						≤ 44	352	309	12.2%
Bus Accidents per 100,000 vehicle miles	0.69	0.51	0.89	0.54	0.65	0.71	0.86	0.75						≤ 0.79	0.79	0.70	11.5%
Rail Accidents	2	2	4	4	3	3	2	3						≤ 4	27	23	14.8%
Rail Accidents per 100,000 vehicle miles	2.46	2.60	5.24	5.22	3.95	3.11	2.42	3.52						≤ 5.56	5.56	3.53	36.5%
Major Security Incidents - total	47	35	35	34	26	50	41	45						≤ 45	360	313	13.1%
Major Security Incidents per 100,000 boardings	0.612	0.515	0.571	0.505	0.396	0.707	0.596	0.653						≤ 0.670	0.670	0.572	14.7%
Major Security Incidents - METRO properties	16	18	10	17	16	32	17	22						≤ 28	224	148	33.9%
Major Security Incidents per 100,000 boardings	0.307	0.356	0.212	0.352	0.339	0.653	0.355	0.444						≤ 0.417	0.417	0.270	35.2%
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%	71%	72%	71%						≥ 67%	67%	71%	6.6%
Park & Ride Bus OTP	79%	78%	77%	80%	78%	78%	78%	79%						≥ 75%	75%	78%	4.3%
Weighted Average Bus OTP	73%	73%	73%	74%	73%	73%	73%	73%						≥ 69%	69%	73%	6.0%
Rail On-Time Performance	98%	97%	98%	99%	97%	98%	98%	98%						≥ 95%	95%	98%	3.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,664	10,539	11,233	10,463	11,540	10,660	10,479	9,525						≥ 7,000	7,000	10,455	49.4%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
*Complaint Contacts per 100,000 boardings	24.97	23.62	26.97	22.96	27.74	22.85	25.31	24.59						≤ 27.00	27.00	24.83	8.0%
Commendations	240	208	258	290	210	293	391	366						≥ 209	1666	2,256	35.4%
Average Call Center Answer Delay (Sec.)	93	93	93	115	113	90	81	87						≤ 120	120	96	20.3%

* 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
May 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

May 2013

Balance Sheet

	May 30, 2012 (\$)	May 30, 2013 (\$)	Change (\$)
Cash	\$ 1,937,879	\$ 3,855,611	\$ 1,917,732
Receivables	100,394,342	115,742,289	15,347,947
Inventory	16,957,025	20,361,679	3,404,654
Investments	529,863,332	381,462,565	(148,400,767)
Other Assets	225,471,133	99,852,881	(125,618,252)
Debt Issuance Costs	8,524,091	8,100,333	(423,758)
Property Net of Depreciation	1,986,627,036	2,362,064,504	375,437,468
Land & Improvements	483,649,247	411,429,225	(72,220,022)
Total Assets and Other	3,353,424,084	3,402,869,087	49,445,003
Liabilities			
Trade Payables	58,908,209	34,696,814	(24,211,395)
Accrued Payroll	21,897,151	25,887,451	3,990,300
Commercial Paper	189,000,000	189,000,000	-
Long-Term Liabilities	1,063,096,455	1,066,653,911	3,557,456
Other Liabilities	224,020,482	86,029,340	(137,991,142)
Total Liabilities	1,556,922,296	1,402,267,516	(154,654,780)
Net Assets - Retained	1,796,501,788	2,000,601,571	204,099,783
Total Liabilities and Net Assets	\$ 3,353,424,084	\$ 3,402,869,087	\$ 49,445,003