

# METRO

## Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

June 2013

(Third Quarter Fiscal Year-to-Date)



# **MONTHLY BOARD REPORT**

## **June 2013**

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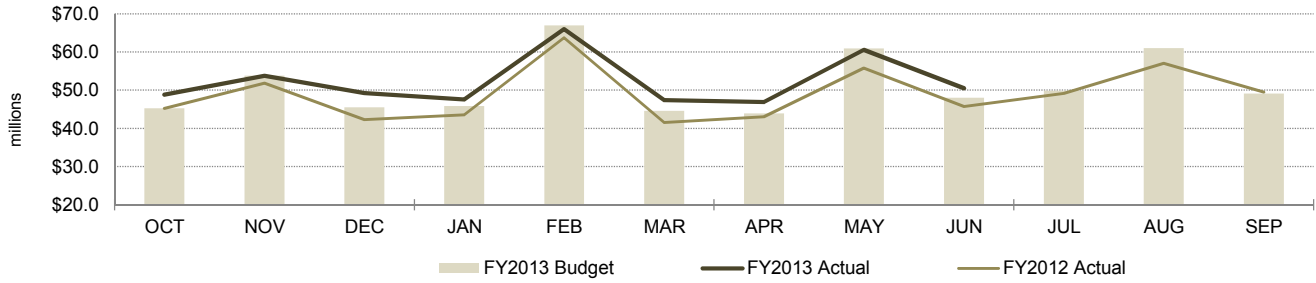
## MONTHLY BOARD REPORT

June 2013

Summary

- Sales Tax revenue year-to-date of \$523.6 million through July 2013 is \$19.0 million or 3.8% over budget. July 2013 revenue of \$52.9 million is \$3.0 million or 6.1% over budget.
- Fare revenue of \$52.0 million through June 2013 year-to-date is \$3.7 million or 7.6% over budget. June 2013 revenue of \$5.3 million is \$0.2 million or 4.4% under budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$29.0 million through June 2013 is \$20.8 million or 253.9% over budget. June 2013 revenue of \$0.4 million is slightly over budget.
- Capital Grant revenue year-to-date of \$138.3 million through June 2013 is \$3.1 million or 2.3% over budget.
- Interest & Miscellaneous revenue year-to-date of \$5.9 million through June 2013 is \$2.0 million or 53.4% over budget. June 2013 revenue of \$0.4 million is \$0.2 million or 126.0% over budget.
- Operating expenses year-to-date of \$317.6 million through June 2013 are \$7.5 million or 2.3% under budget. June 2013 expenses of \$35.9 million are \$1.1 million or 3.3% over budget.
- METRORail Expansion expenses year-to-date of \$279.0 million through June 2013 are \$97.9 million or 26.0% under budget. June 2013 expenses of \$33.8 million are \$17.1 million or 33.6% under budget.
- Other Capital Improvement Program expenses year-to-date of \$33.2 million through June 2013 are \$60.7 million or 64.7% under budget. June 2013 expenses of \$5.0 million are \$12.1 million or 70.8% under budget.
- General Mobility Program expenses year-to-date of \$119.1 million through June 2013 are \$5.2 million or 4.2% under budget. June 2013 expenses of \$19.9 million are \$6.4 million or 47.4% over budget.
- Debt Service expenses of \$60.2 million through June 2013 year-to-date are \$0.3 million or 0.6% under budget. June 2013 expenses of \$5.1 million are \$0.3 million or 6.2% under budget.
- METROBus ridership (fixed route) year-to-date of 51.3 million through June 2013 is 1,973,000 or 4.0% over last year. June 2013 ridership of 5.4 million is 190,000 or 3.7% over last year.
- METRORail ridership year-to-date of 8.6 million through June 2013 is 177,000 or 2.1% over last year. June 2013 ridership of 0.9 million is 45,000 or 5.0% under last year.
- Performance Indicator Summary:
  - Safety & Security Bus accidents are below the benchmark both for the month and for the year-to-date. Rail Accidents missed the benchmark for the month but met the benchmark for the year-to-date. Total Major Security Incidents are at the benchmark for the month and are below the benchmark for the 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 and Park & Ride Bus 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 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.

**MONTHLY BOARD REPORT**  
**June 2013**  
**Sales Tax Revenue thru July 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%
<b>July</b>	<b>49.8</b>	<b>52.9</b>	<b>3.0</b>	<b>6.1%</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2013</b>	<b>\$ 504.6</b>	<b>\$ 523.6</b>	<b>\$ 19.0</b>	<b>3.8%</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%
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%
<b>July</b>	<b>49.1</b>	<b>52.9</b>	<b>3.7</b>	<b>7.6%</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2013</b>	<b>\$ 481.8</b>	<b>\$ 523.6</b>	<b>\$ 41.8</b>	<b>8.7%</b>

# MONTHLY BOARD REPORT

June 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	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%
<b>June</b>	<b>5.6</b>	<b>5.3</b>	<b>(0.2)</b>	<b>(4.4%)</b>
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>June 2013 YTD</b>	<b>\$ 48.3</b>	<b>\$ 52.0</b>	<b>\$ 3.7</b>	<b>7.6%</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%)
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%
<b>June</b>	<b>5.5</b>	<b>5.3</b>	<b>(0.1)</b>	<b>(2.0%)</b>
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>June 2013 YTD</b>	<b>\$ 48.6</b>	<b>\$ 52.0</b>	<b>\$ 3.5</b>	<b>7.1%</b>

## MONTHLY BOARD REPORT

June 2013

### 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%
<b>June</b>	<b>0.4</b>	<b>0.4</b>	<b>0.0</b>		<b>6.0%</b>
July	-	-	-		0.0%
August	-	-	-		0.0%
September	-	-	-		0.0%
<b>June 2013 YTD</b>	<b>\$ 8.2</b>	<b>\$ 29.0</b>	<b>\$ 20.8</b>		<b>253.9%</b>

#### Capital Grant Revenue

**Year-to-date Capital Grant revenue is \$138.3 million versus \$135.2 million budgeted.**

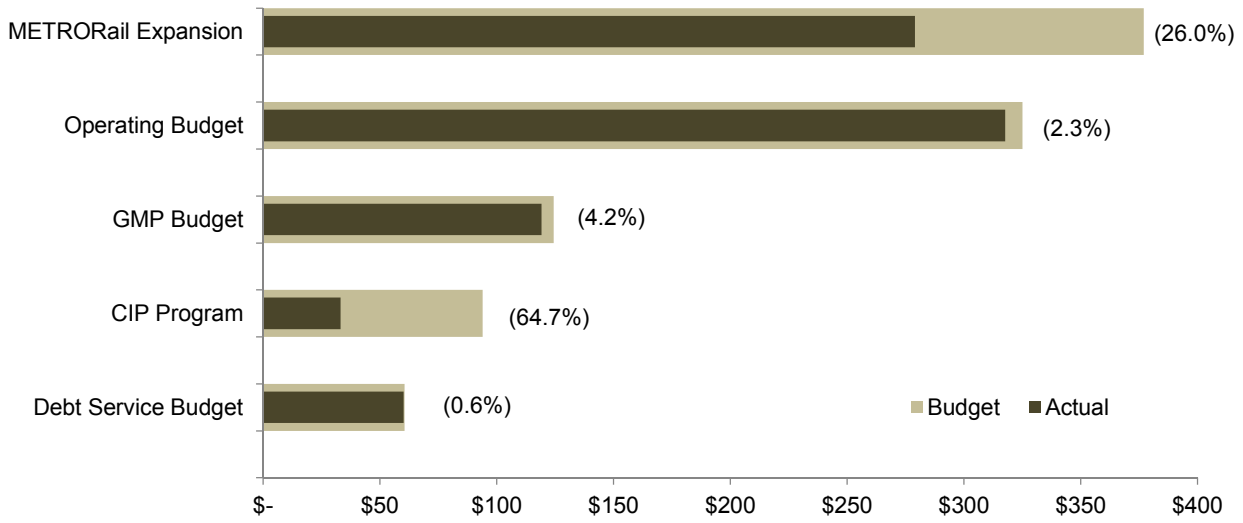
#### Interest & Miscellaneous Revenue

**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%
<b>June</b>	<b>0.2</b>	<b>0.4</b>	<b>0.2</b>		<b>126.0%</b>
July	-	-	-		0.0%
August	-	-	-		0.0%
September	-	-	-		0.0%
<b>June 2013 YTD</b>	<b>\$ 3.8</b>	<b>\$ 5.9</b>	<b>\$ 2.0</b>		<b>53.4%</b>

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



**MONTHLY BOARD REPORT**

June 2013

**Operating Expenses**

**Comparison of Budget to Actual for the Month (June 2013)**

	<b>FY13 Annual Budget</b>	<b>June Budget</b>	<b>June Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
Labor & Fringe Benefits	\$ 265,781,470	\$ 21,032,929	\$ 21,928,314	\$ 895,385	4.3%
Non-Labor	193,783,757	15,642,803	15,898,593	255,790	1.6%
<b>Subtotal Labor &amp; Non-Labor</b>	<b>459,565,227</b>	<b>36,675,732</b>	<b>37,826,907</b>	<b>1,151,175</b>	<b>3.1%</b>
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(1,933,301)	(1,937,091)	(3,790)	(0.2%)
<b>Total Operating Budget</b>	<b>\$ 445,000,000</b>	<b>\$ 34,742,431</b>	<b>\$ 35,889,816</b>	<b>\$ 1,147,385</b>	<b>3.3%</b>

**Comparison of Budget to Actual Year-to-Date June 2013 (9 Months)**

<b><u>Expense Category</u></b>	<b>FY13 Annual Budget</b>	<b>Year-to-Date Budget</b>	<b>Year-to-Date Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
Wages	\$ 103,135,921	\$ 77,378,967	\$ 76,445,912	\$ (933,055)	(1.2%)
Union Fringe Benefits	\$ 56,576,950	40,697,390	38,725,457	(1,971,933)	(4.8%)
<b>Subtotal Union Labor</b>	<b>159,712,871</b>	<b>118,076,357</b>	<b>115,171,369</b>	<b>(2,904,988)</b>	<b>(2.5%)</b>
Salaries and Non-Union Wages	73,847,798	54,608,621	53,741,488	(867,133)	(1.6%)
Non-Union Fringe Benefits	32,220,801	23,660,981	23,048,107	(612,874)	(2.6%)
<b>Subtotal Non-Union Labor</b>	<b>106,068,599</b>	<b>78,269,602</b>	<b>76,789,595</b>	<b>(1,480,007)</b>	<b>(1.9%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>265,781,470</b>	<b>196,345,959</b>	<b>191,960,964</b>	<b>(4,384,995)</b>	<b>(2.2%)</b>
Services	33,570,526	24,980,779	19,553,916	(5,426,863)	(21.7%)
Materials and Supplies	19,502,440	14,759,148	14,571,909	(187,239)	(1.3%)
Fuel & Utilities	50,104,164	37,282,048	36,523,320	(758,728)	(2.0%)
Casualty and Liability	3,190,864	2,419,691	2,104,892	(314,799)	(13.0%)
Purchased Transportation	79,695,333	59,395,353	60,279,023	883,670	1.5%
Leases, Rentals and Misc.	7,720,430	5,444,018	5,763,626	319,608	5.9%
<b>Subtotal Non-Labor</b>	<b>193,783,757</b>	<b>144,281,037</b>	<b>138,796,684</b>	<b>(5,484,354)</b>	<b>(3.8%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>459,565,227</b>	<b>340,626,996</b>	<b>330,757,648</b>	<b>(9,869,348)</b>	<b>(2.9%)</b>
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(15,540,546)	(13,148,111)	2,392,435	15.4%
<b>Subtotal Contingency / Allocations</b>	<b>(14,565,227)</b>	<b>(15,540,546)</b>	<b>(13,148,111)</b>	<b>2,392,435</b>	<b>15.4%</b>
<b>Total Operating Budget</b>	<b>\$ 445,000,000</b>	<b>\$325,086,450</b>	<b>\$317,609,537</b>	<b>\$ (7,476,913)</b>	<b>(2.3%)</b>



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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>June 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>\$ 118,076,357</b>	<b>\$ 115,171,369</b>	<b>\$ (2,904,988)</b>
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(4,732,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,216,000)
Overtime Wages			3,007,000
<b>Non-Union Labor</b>	<b>78,269,602</b>	<b>76,789,595</b>	<b>(1,480,007)</b>
Salaries and fringes primarily related to vacancies			(2,453,000)
Fewer retirees than budgeted in healthcare plan plus timing related to retiree pharmaceutical claims			(238,000)
Timing in the use of vacation and sick time			791,000
Overtime related to the Rodeo and four rail shut downs due to construction			426,000
<b>Services</b>	<b>24,980,779</b>	<b>19,553,916</b>	<b>(5,426,863)</b>
Delay in the 290 HOT Lane start-up and timing of invoices from the HOT Lane contractor			(2,135,000)
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			(846,000)
Delayed spending on advertising, promotion, and planned marketing campaigns			(722,000)
Timing of financial services expenses and savings resulting from contract modifications, and delays in the billing of audit and legal expenses			(571,000)
<u>Timing delays and savings in other areas throughout the Authority - mostly in:</u>			
- Education and training			(335,000)
- Invoices for IT contractual support services			(227,000)
- Equipment repairs and maintenance in the Print Shop			(216,000)
- Planning contracts			(176,000)
- Legislative coordination			(171,000)
- Support and other services			(155,000)
- Contract services for hiring			(140,000)
- Human Resources expenses, specifically wellness and benefits administration			(78,000)
- Contracted vehicle repairs			(60,000)
<u>Overruns in -</u>			
Unbudgeted employee related legal fees plus other general legal fees			591,000
Temporary help for the Customer Care Call Center			319,000
Unbudgeted consulting fees			97,000
<b>Materials &amp; Supplies</b>	<b>14,759,148</b>	<b>14,571,909</b>	<b>(187,239)</b>
<u>Timing delays in -</u>			
- Purchasing of cleaning material and supplies			(206,000)
- Special and general office supplies			(171,000)
- Purchasing of special supplies pertaining to ticket and fare collection			(130,000)
<u>Overruns in Service Delivery and Capital Programs -</u>			
- Brakes and parts			167,000
- Minor tools			166,000
<b>Fuel &amp; Utilities</b>	<b>37,282,048</b>	<b>36,523,320</b>	<b>(758,728)</b>
Timing variances in phone services billing			(583,000)
Lower natural gas expense due to early summer temperatures experienced in the second quarter			(201,000)
Drainage fees and fuel & lubricant taxes			(73,000)
Variances in Power due to more favorable contract terms with the new provider as of July 1st			(66,000)
Unbudgeted fuel transportation costs			140,000
<b>Casualty and Liability</b>	<b>2,419,691</b>	<b>2,104,892</b>	<b>(314,799)</b>
More than expected recovery of subrogation			(197,000)
Timing variance in physical damage premiums			(124,000)
<b>Purchased Transportation</b>	<b>59,395,353</b>	<b>60,279,023</b>	<b>883,670</b>
METROLift - reflecting a 3.8% ridership increase, service mix, and contractor rate variance			1,044,000
Timing of Vanpool expenses			(196,000)
<b>Leases, Rentals and Miscellaneous</b>	<b>5,444,018</b>	<b>5,763,626</b>	<b>319,608</b>
Unbudgeted employee related expenses			452,000
Timing of software rentals			392,000
Overrun in fees associated with the Referendum			207,000
Delayed spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(345,000)
Timing of HOT Lanes expenses			(145,000)
Timing of IT expenses			(131,000)
<b>Allocation to Capital and GMP</b>	<b>(15,540,546)</b>	<b>(13,148,111)</b>	<b>2,392,435</b>
Vacancies in Capital Programs plus slower than anticipated execution of projects			2,607,000

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

<u>Department</u>	<u>Annual Budget</u>	<u>-----Year-to-Date-----</u>			<u>--Current Month--</u>
		<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
Service Delivery	\$ 313,745,265	\$ 232,987,821	\$ 233,406,547	\$ 418,726	\$ 1,020,267
Executive Vice President	41,672,793	30,244,080	28,511,276	(1,732,804)	1,048,732
Business Services	38,515,795	27,995,219	26,605,194	(1,390,025)	952,756
Small Business	978,764	756,365	594,878	(161,487)	(5,814)
Procurement & Materials	7,314,931	5,405,850	5,363,185	(42,665)	5,401
Diversity & Compliance	629,320	473,661	399,061	(74,600)	(3,872)
Human Resources	15,150,590	11,255,938	10,612,064	(643,874)	(156,616)
VP of Business Services	251,222	182,639	65,121	(117,518)	(13,829)
Information Techology	14,190,968	9,920,766	9,570,885	(349,881)	1,127,486
Compl, EEO, ER, OD, Drug & Alcohol	1,199,684	897,668	706,968	(190,700)	(24,828)
Office of Executive VP	709,312	420,326	361,762	(58,564)	123,333
Performance Improvement	1,248,002	930,867	837,351	(93,516)	(2,528)
Capital Programs	30,045,864	22,294,959	18,837,339	(3,457,620)	(127,723)
Capital Projects	7,023,427	5,281,454	3,401,046	(1,880,408)	(4,270)
Facilities Maintenance	23,022,437	17,013,505	15,436,292	(1,577,213)	(123,454)
METRO Police	17,339,396	12,820,619	12,393,912	(426,707)	(40,671)
Finance	10,257,255	7,666,840	6,890,679	(776,161)	(82,898)
Contingency	7,158,993	-	-	-	-
Government & Public Affairs	7,053,613	5,659,705	4,136,527	(1,523,178)	(223,865)
Government Affairs	399,166	303,851	289,440	(14,411)	(1,182)
Public Engagement	1,332,590	1,007,732	629,611	(378,121)	(60,616)
Stakeholder Affairs	139,467	102,808	(0)	(102,808)	(106,557)
Marketing & Corporate Communications	5,182,390	4,245,314	3,217,476	(1,027,838)	(55,510)
Safety	5,725,726	4,297,778	4,028,265	(269,513)	15,195
Legal	4,715,714	3,831,116	4,363,279	532,163	(71,575)
Legal	3,986,858	3,288,278	4,094,075	805,797	(37,381)
Real Estate & Property Management	728,856	542,838	269,204	(273,634)	(34,194)
Service Design & Development	4,449,085	3,296,416	3,085,932	(210,484)	(292,292)
Executive & Board	1,457,099	1,073,084	1,148,809	75,725	(91,792)
Audit	1,229,197	914,032	806,974	(107,058)	(5,993)
Small Capital Expenses	150,000	-	-	-	-
<b>TOTAL NET OPERATING</b>	<b>\$ 445,000,000</b>	<b>\$ 325,086,450</b>	<b>\$ 317,609,539</b>	<b>\$ (7,476,911)</b>	<b>\$ 1,147,386</b>

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

<b>Department</b>	June FY2013 -----Year-to-Date-----			June FY2012 -----Year-to-Date-----		
	<b>Budget</b>	<b>Expense</b>	<b>Variance</b>	<b>Budget</b>	<b>Expense</b>	<b>Variance</b>
Service Delivery	\$ 232,987,821	\$ 233,406,547	\$ 418,726	\$ 229,370,007	\$ 228,049,193	\$ (1,320,814)
Executive Vice President	30,244,080	28,511,276	(1,732,804)	67,189,381	58,593,612	(8,595,769)
Business Services	27,995,219	26,605,194	(1,390,025)	47,157,034	40,333,300	(6,823,734)
Small Business	756,365	594,878	(161,487)	751,781	684,389	(67,392)
Procurement & Materials	5,405,850	5,363,185	(42,665)	5,537,287	5,393,201	(144,086)
Diversity & Compliance	473,661	399,061	(74,600)	326,845	277,737	(49,108)
Human Resources	11,255,938	10,612,064	(643,874)	11,470,130	9,496,359	(1,973,771)
VP of Business Services	182,639	65,121	(117,518)	201,128	197,695	(3,433)
Marketing & Corporate Communications	N/A	N/A	N/A	3,287,610	2,597,510	(690,100)
Real Estate & Property Management	N/A	N/A	N/A	614,630	346,278	(268,352)
Facilities Maintenance	N/A	N/A	N/A	15,952,466	13,622,966	(2,329,500)
Information Techology	9,920,766	9,570,885	(349,881)	9,015,157	7,717,165	(1,297,992)
Compl, EEO, ER, OD, Drug & Alcohol	897,668	706,968	(190,700)	740,766	628,660	(112,106)
METRO Police	N/A	N/A	N/A	13,754,784	12,526,680	(1,228,104)
Safety	N/A	N/A	N/A	4,181,303	3,824,197	(357,106)
Office of Executive VP	420,326	361,762	(58,564)	408,617	404,402	(4,215)
Performance Improvement	930,867	837,351	(93,516)	946,877	876,373	(70,504)
Capital Programs	22,294,959	18,837,339	(3,457,620)	1,562,234	1,325,119	(237,115)
Capital Projects	5,281,454	3,401,046	(1,880,408)	1,562,234	1,325,119	(237,115)
Facilities Maintenance	17,013,505	15,436,292	(1,577,213)	N/A	N/A	N/A
METRO Police	12,820,619	12,393,912	(426,707)	N/A	N/A	N/A
Finance	7,666,840	6,890,679	(776,161)	7,653,071	7,017,850	(635,221)
Contingency	-	-	-	-	-	-
Government & Public Affairs	5,659,705	4,136,527	(1,523,178)	N/A	N/A	N/A
Government Affairs	303,851	289,440	(14,411)	N/A	N/A	N/A
Public Engagement	1,007,732	629,611	(378,121)	N/A	N/A	N/A
Stakeholder Affairs	102,808	(0)	(102,808)	N/A	N/A	N/A
Marketing & Corporate Communications	4,245,314	3,217,476	(1,027,838)	N/A	N/A	N/A
Safety	4,297,778	4,028,265	(269,513)	N/A	N/A	N/A
Legal	3,831,116	4,363,279	532,163	1,749,732	2,047,797	298,065
Legal	3,288,278	4,094,075	805,797	1,749,732	2,047,797	298,065
Real Estate & Property Management	542,838	269,204	(273,634)	N/A	N/A	N/A
Service Design & Development	3,296,416	3,085,932	(210,484)	4,443,624	3,754,789	(688,835)
Executive & Board	1,073,084	1,148,809	75,725	1,268,385	1,144,943	(123,442)
Audit	914,032	806,974	(107,058)	928,917	733,995	(194,922)
Small Capital Expenses	-	-	-	112,500	3,282	(109,218)
<b>TOTAL NET OPERATING</b>	<b>\$ 325,086,450</b>	<b>\$ 317,609,539</b>	<b>\$ (7,476,911)</b>	<b>\$ 314,277,851</b>	<b>\$ 302,670,580</b>	<b>\$ (11,607,271)</b>

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

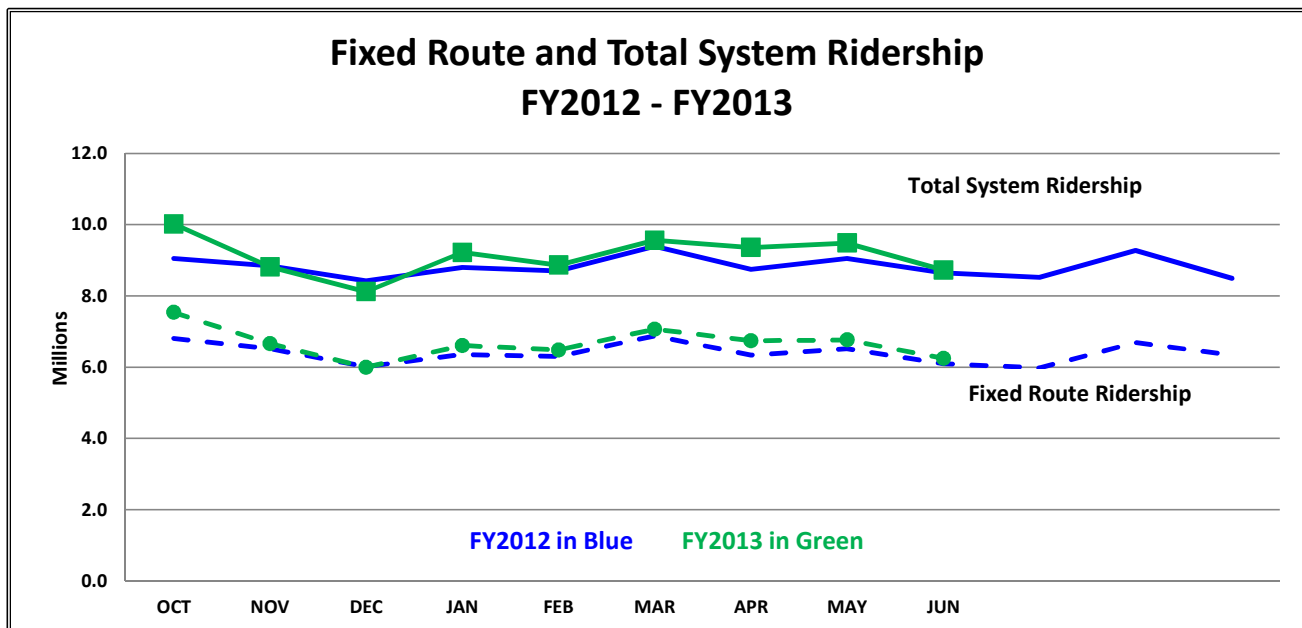
	FY2013 Annual <u>Budget</u>	<u>Month of June 2013</u>				<u>Fiscal YTD June 2013</u>			
		<u>Budget</u>	<u>Actual</u>	Variance		<u>Budget</u>	<u>Actual</u>	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 559.4	\$ 51.0	\$ 33.8	\$ (17.1)	(33.6%)	\$ 376.9	\$ 279.0	\$ (97.9)	(26.0%)
Capital Improvement Program	159.8	17.1	5.0	(12.1)	(70.8%)	93.9	33.2	(60.7)	(64.7%)
<b>Total Capital Budget</b>	<b>\$ 719.2</b>	<b>68.1</b>	<b>38.9</b>	<b>(29.3)</b>	<b>(43.0%)</b>	<b>470.8</b>	<b>312.2</b>	<b>(158.6)</b>	<b>(33.7%)</b>
<b>General Mobility</b>	<b>\$ 164.8</b>	<b>13.5</b>	<b>19.9</b>	<b>6.4</b>	<b>47.4%</b>	<b>124.3</b>	<b>119.1</b>	<b>(5.2)</b>	<b>(4.2%)</b>
<b>Debt Service</b>	<b>\$ 78.3</b>	<b>\$ 5.5</b>	<b>\$ 5.1</b>	<b>\$ (0.3)</b>	<b>(6.2%)</b>	<b>\$ 60.5</b>	<b>\$ 60.2</b>	<b>\$ (0.3)</b>	<b>(0.6%)</b>

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

Service Category	Jun-12 Boardings	Jun-13 Boardings	Jun-13 vs. Jun-12	Jun-12 YTD Boardings	Jun-13 YTD Boardings	YTD % Change
						Jun-13 vs. Jun-12
<b>Fixed Route Bus</b>						
Local	4,583,942	4,756,011	3.8%	43,765,649	45,353,779	3.6%
Park & Ride	618,081	636,203	2.9%	5,527,552	5,912,820	7.0%
Subtotal Fixed Route Bus	5,202,023	5,392,214	3.7%	49,293,201	51,266,599	4.0%
METRO Rail	896,205	850,982	(5.0%)	8,460,916	8,638,389	2.1%
Subtotal Fixed Route	6,098,228	6,243,196	2.4%	57,754,117	59,904,988	3.7%
Special Events *	0	23	N/A	102,137	174,145	70.5%
<b>Total Fixed Route</b>	<b>6,098,228</b>	<b>6,243,219</b>	<b>2.4%</b>	<b>57,856,254</b>	<b>60,079,133</b>	<b>3.8%</b>
<b>Customized Bus Services</b>						
METROLift	141,241	144,733	2.5%	1,241,684	1,288,645	3.8%
METRO STAR Vanpool	208,789	194,824	(6.7%)	1,859,375	1,855,193	(0.2%)
Internal Service	89	0	(100.0%)	1,494	300	(79.9%)
Subtotal Customized Bus	350,119	339,557	(3.0%)	3,102,553	3,144,138	1.3%
Subtotal Bus and Rail	6,448,347	6,582,776	2.1%	60,958,807	63,223,271	3.7%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,199,393	2,140,800	(2.7%)	18,715,707	18,941,114	1.2%
<b>Total System</b>	<b>8,647,740</b>	<b>8,723,576</b>	<b>0.9%</b>	<b>79,674,514</b>	<b>82,164,385</b>	<b>3.1%</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 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	34	40	48	43	43					≤ 44	396	352	11.1%
Bus Accidents per 100,000 vehicle miles	0.69	0.51	0.89	0.54	0.65	0.71	0.86	0.75	0.80					≤ 0.79	0.79	0.71	10.2%
<b>Rail Accidents</b>	2	2	4	4	3	3	2	3	7					≤ 4	31	30	3.2%
Rail Accidents per 100,000 vehicle miles	2.46	2.60	5.24	5.22	3.95	3.11	2.42	3.52	7.92					≤ 5.56	5.56	4.06	27.1%
<b>Major Security Incidents - total</b>	47	35	35	34	26	50	41	45	45					≤ 45	405	358	11.6%
Major Security Incidents per 100,000 boardings	0.612	0.515	0.571	0.505	0.396	0.707	0.596	0.653	0.707					≤ 0.670	0.670	0.586	12.6%
<b>Major Security Incidents - METRO properties</b>	16	18	10	17	16	32	17	22	16					≤ 28	252	164	34.9%
Major Security Incidents per 100,000 boardings	0.307	0.356	0.212	0.352	0.339	0.653	0.355	0.444	0.349					≤ 0.417	0.417	0.268	35.6%
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%	71%	71%	72%	71%	72%					≥ 67%	67%	72%	6.7%
Park & Ride Bus OTP	79%	78%	77%	80%	78%	78%	78%	79%	78%					≥ 75%	75%	78%	4.3%
Weighted Average Bus OTP	73%	73%	73%	74%	73%	73%	73%	73%	74%					≥ 69%	69%	73%	6.1%
<b>Rail On-Time Performance</b>	98%	97%	98%	99%	97%	98%	98%	98%	N/A					≥ 95%	95%	N/A	
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	9,664	10,539	11,233	10,463	11,540	10,660	10,479	9,158	8,180					≥ 7,000	7,000	10,101	44.3%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
<b>*Complaint Contacts per 100,000 boardings</b>	24.97	23.62	26.97	22.96	27.74	22.85	25.31	24.76	23.65					≤ 27.00	27.00	24.73	8.4%
Compliments	240	208	258	290	210	295	389	366	437					≥ 208	1874	2,693	43.7%
<b>Average Call Center Answer Delay (Sec.)</b>	93	93	93	115	113	90	81	87	99					≤ 120	120	96	20.0%

\* 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**  
**June 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**  
**June 2013**  
**Balance Sheet**

	June 30, 2012 (\$)	June 30, 2013 (\$)	Change (\$)
Cash	\$ 1,497,342	\$ 3,140,422	\$ 1,643,080
Receivables	113,350,819	128,610,244	15,259,425
Inventory	17,242,995	19,949,425	2,706,430
Investments	490,523,426	362,630,315	(127,893,111)
Other Assets	225,259,681	99,477,257	(125,782,424)
Debt Issuance Costs	8,524,091	8,100,333	(423,758)
Property Net of Depreciation	2,018,635,513	2,391,416,911	372,781,398
Land & Improvements	482,892,659	410,678,968	(72,213,691)
<b>Total Assets and Other</b>	<b>3,357,926,525</b>	<b>3,424,003,875</b>	<b>66,077,350</b>
<b>Liabilities</b>			
Trade Payables	60,154,126	40,054,034	(20,100,092)
Accrued Payroll	22,365,221	27,229,481	4,864,260
Commercial Paper	189,000,000	189,000,000	-
Long-Term Liabilities	1,063,096,455	1,066,653,911	3,557,456
Other Liabilities	224,156,811	86,421,947	(137,734,864)
<b>Total Liabilities</b>	<b>1,558,772,612</b>	<b>1,409,359,373</b>	<b>(149,413,239)</b>
Net Assets - Retained	1,799,153,913	2,014,644,502	215,490,589
<b>Total Liabilities and Net Assets</b>	<b>\$ 3,357,926,525</b>	<b>\$ 3,424,003,875</b>	<b>\$ 66,077,350</b>