

METRO

Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

August 2013



MONTHLY BOARD REPORT

August 2013

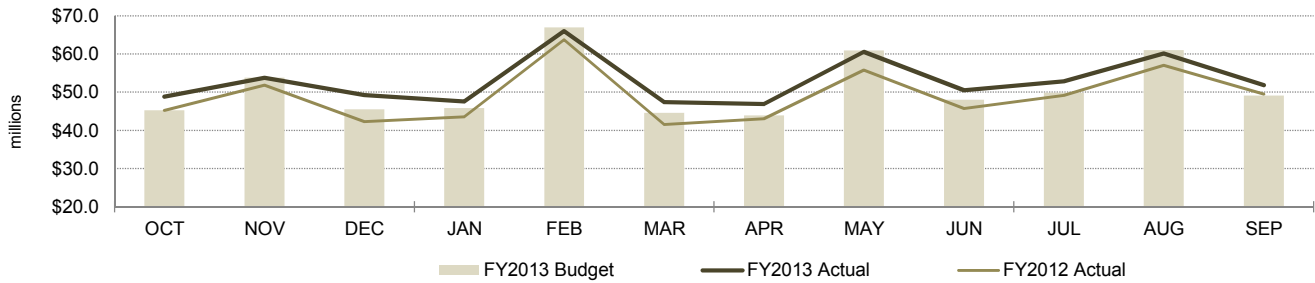
Table of Contents

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 August 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
August 2013
Summary

- Sales Tax revenue year-to-date of \$635.5 million through September 2013 is \$20.8 million or 3.4% over budget. September 2013 revenue of \$51.8 million is \$2.7 million or 5.4% over budget.
- Fare revenue of \$63.8 million through August 2013 year-to-date is \$4.3 million or 7.2% over budget. August 2013 revenue of \$5.9 million is \$0.1 million or 1.0% under budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$29.8 million through August 2013 is \$20.8 million or 233.5% over budget. August 2013 revenue of \$0.5 million is \$0.1 million or 26.3% over budget.
- Capital Grant revenue year-to-date of \$189.7 million through August 2013 is \$1.0 million or 0.5% under budget.
- Interest & Miscellaneous revenue year-to-date of \$7.0 million through August 2013 is \$2.7 million or 64.7% over budget. August 2013 revenue of \$0.5 million is \$0.3 million or 151.4% over budget.
- Operating expenses year-to-date of \$389.0 million through August 2013 are \$11.2 million or 2.8% under budget. August 2013 expenses of \$36.2 million are \$1.8 million or 4.7% under budget.
- METRORail Expansion expenses year-to-date of \$368.5 million through August 2013 are \$86.5 million or 19.0% under budget. August 2013 expenses of \$53.6 million are \$17.6 million or 48.7% over budget.
- Other Capital Improvement Program expenses year-to-date of \$42.6 million through August 2013 are \$88.4 million or 67.5% under budget. August 2013 expenses of \$5.3 million are \$13.7 million or 72.3% under budget.
- General Mobility Program expenses year-to-date of \$132.4 million through August 2013 are \$18.9 million or 12.5% under budget. August 2013 expenses of \$2.3 million are \$11.2 million or 83.2% under budget.
- Debt Service expenses of \$70.2 million through August 2013 year-to-date are \$1.0 million or 1.4% under budget. August 2013 expenses of \$5.1 million are \$0.3 million or 4.9% under budget.
- METROBus ridership (fixed route) year-to-date of 62.7 million through August 2013 is 2,644,000 or 4.4% over last year. August 2013 ridership of 5.8 million is 159,000 or 2.8% over last year.
- METRORail ridership year-to-date of 10.5 million through August 2013 is 157,000 or 1.5% over last year. August 2013 ridership of 1.0 million is 26,000 or 2.6% under last year.
- Performance Indicator Summary:
 - Safety & Security Both Bus and Rail Accidents are below the benchmark both for the month and for the year-to-date. Total Major Security Incidents are below the benchmark for both 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 and Park & Ride Bus are above the minimum performance standard for both the month and the year-to-date. On-Time Performance for Rail was above the minimum performance standard for both the month and 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
August 2013
Sales Tax Revenue thru September 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	49.8	52.9	3.0	6.1%
August	61.0	60.1	(0.9)	(1.4%)
September	49.1	51.8	2.7	5.4%
FY 2013	\$ 614.8	\$ 635.5	\$ 20.8	3.4%

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	49.1	52.9	3.7	7.6%
August	57.0	60.1	3.1	5.5%
September	49.5	51.8	2.3	4.7%
FY 2013	\$ 588.3	\$ 635.5	\$ 47.3	8.0%

MONTHLY BOARD REPORT

August 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%
June	5.6	5.3	(0.2)	(4.4%)
July	5.2	5.9	0.7	12.7%
August	5.9	5.9	(0.1)	(1.0%)
September	-	-	-	0.0%
August 2013 YTD	\$ 59.5	\$ 63.8	\$ 4.3	7.2%

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	5.5	5.3	(0.1)	(2.0%)
July	5.3	5.9	0.6	10.9%
August	5.9	5.9	0.0	0.7%
September	-	-	-	0.0%
August 2013 YTD	\$ 59.7	\$ 63.8	\$ 4.1	6.8%

MONTHLY BOARD REPORT

August 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%
June	0.4	0.4	0.0	6.0%
July	0.4	0.3	(0.1)	(22.6%)
August	0.4	0.5	0.1	26.3%
September	-	-	-	0.0%
August 2013 YTD	\$ 8.9	\$ 29.8	\$ 20.8	233.5%

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$189.7 million versus \$188.7 million budgeted.

Interest & Miscellaneous Revenue

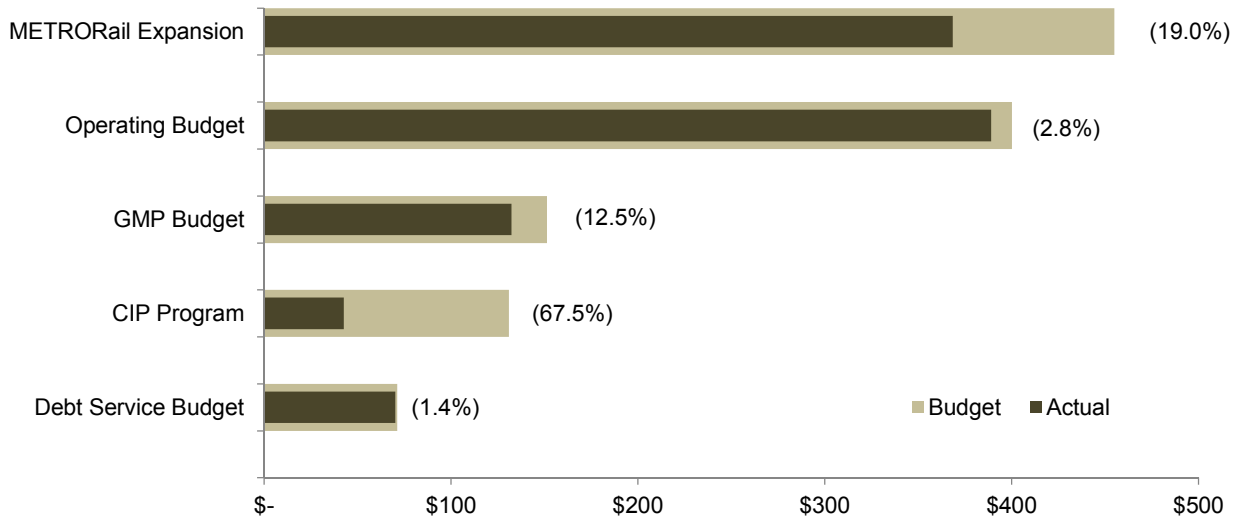
Total FY2013 Interest & Miscellaneous Revenue budget is \$5.3 million

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	0.2	0.4	0.2	126.0%
July	0.2	0.6	0.4	188.4%
August	0.2	0.5	0.3	151.4%
September	-	-	-	0.0%
August 2013 YTD	\$ 4.2	\$ 7.0	\$ 2.7	64.7%

MONTHLY BOARD REPORT
August 2013
Budget and Expense Summary
(in millions)



MONTHLY BOARD REPORT

August 2013

Operating Expenses

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

	FY13 Annual Budget	August Budget	August Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 265,959,904	\$ 22,532,163	\$ 22,524,346	\$ (7,817)	(0.0%)
Non-Labor	195,160,323	17,490,583	15,815,781	(1,674,802)	(9.6%)
Subtotal Labor & Non-Labor	461,120,227	40,022,746	38,340,127	(1,682,619)	(4.2%)
Contingency	5,603,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(2,015,636)	(2,116,922)	(101,286)	(5.0%)
Total Operating Budget	\$ 445,000,000	\$ 38,007,110	\$ 36,223,205	\$ (1,783,905)	(4.7%)

Comparison of Budget to Actual Year-to-Date August 2013 (11 Months)

Expense Category	FY13 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 103,057,558	\$ 94,692,325	\$ 93,861,472	\$ (830,853)	(0.9%)
Union Fringe Benefits	\$ 55,829,367	50,134,466	48,018,011	(2,116,455)	(4.2%)
Subtotal Union Labor	158,886,925	144,826,791	141,879,483	(2,947,308)	(2.0%)
Salaries and Non-Union Wages	73,847,798	67,659,258	66,168,497	(1,490,761)	(2.2%)
Non-Union Fringe Benefits	33,225,181	29,192,665	28,398,291	(794,374)	(2.7%)
Subtotal Non-Union Labor	107,072,979	96,851,923	94,566,788	(2,285,135)	(2.4%)
Subtotal Labor and Fringe Benefits	265,959,904	241,678,714	236,446,271	(5,232,443)	(2.2%)
Services	33,415,621	30,480,407	24,076,283	(6,404,124)	(21.0%)
Materials and Supplies	19,700,966	18,207,947	17,982,022	(225,925)	(1.2%)
Fuel & Utilities	50,064,292	45,915,331	44,743,192	(1,172,139)	(2.6%)
Casualty and Liability	3,190,864	3,025,473	2,386,143	(639,330)	(21.1%)
Purchased Transportation	81,065,143	74,173,357	73,814,042	(359,315)	(0.5%)
Leases, Rentals and Misc.	7,723,437	6,440,508	6,338,656	(101,852)	(1.6%)
Subtotal Non-Labor	195,160,323	178,243,023	169,340,336	(8,902,688)	(5.0%)
Subtotal Labor and Non-Labor	461,120,227	419,921,737	405,786,607	(14,135,130)	(3.4%)
Contingency	5,603,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(19,736,758)	(16,783,873)	2,952,885	15.0%
Subtotal Contingency / Allocations	(16,120,227)	(19,736,758)	(16,783,873)	2,952,885	15.0%
Total Operating Budget	\$ 445,000,000	\$400,184,979	\$389,002,734	\$ (11,182,245)	(2.8%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>August 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 144,826,791	\$ 141,879,483	\$(2,947,308)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(5,496,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,485,000)
Overtime Wages			3,970,000
Non-Union Labor	96,851,923	94,566,788	(2,285,135)
Salaries and fringes primarily related to vacancies			(3,475,000)
Fewer retirees than budgeted in healthcare plan plus timing related to retiree pharmaceutical claims			(289,000)
Timing in the use of vacation and sick time			910,000
Overtime related to the Rodeo and four rail shut downs due to construction			564,000
Services	30,480,407	24,076,283	(6,404,124)
Delay in the 290 HOT Lane start-up and timing of invoices from the HOT Lane contractor			(1,746,000)
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			(1,144,000)
Timing of financial services expenses and savings resulting from contract modifications, and delays in the billing of audit and legal expenses			(919,000)
Reprogrammed spending on advertising, promotion, and planned marketing campaigns			(916,000)
<u>Timing delays and savings in other areas throughout the Authority - mostly in:</u>			
- Equipment repairs and maintenance in the IT			(504,000)
- Legislative coordination			(298,000)
- Education and training			(291,000)
- Support and other services			(225,000)
- Contract services for hiring			(198,000)
- Equipment repairs and maintenance in the Print Shop			(134,000)
- Planning contracts			(113,000)
- Contracted vehicle repairs			(75,000)
- Human Resources expenses, specifically wellness and benefits administration			(72,000)
<u>Overruns in -</u>			
Unbudgeted employee related legal fees plus other general legal fees			547,000
Temporary help for the Customer Care Call Center			380,000
Unbudgeted consulting fees			118,000
Materials & Supplies	18,207,947	17,982,022	(225,925)
<u>Timing delays in -</u>			
- Purchasing of special supplies pertaining to ticket and fare collection			(254,000)
- Purchasing of cleaning material and supplies			(226,000)
- Special and general office supplies			(208,000)
<u>Overruns in Service Delivery and Capital Programs -</u>			
- Brakes and parts			316,000
- Minor tools			209,000
Fuel & Utilities	45,915,331	44,743,192	(1,172,139)
Timing variances in phone services billing			(700,000)
Variances in Power due to more favorable contract terms with the new provider as of July 1st			(589,000)
Lower natural gas expense due to early summer temperatures experienced in the second quarter			(212,000)
Mostly unbudgeted fuel transportation costs			183,000
Casualty and Liability	3,025,473	2,386,143	(639,330)
More than expected recovery of subrogation			(550,000)
Timing variance in premiums, mostly physical damages			(100,000)
Purchased Transportation	74,173,357	73,814,042	(359,315)
Savings plus timing of Vanpool expenses			(428,000)
Correction of contracted bus operating facility expenses			(151,000)
METROLift - reflecting a 4.5% ridership increase, service mix, and contractor rate variance			219,000
Leases, Rentals and Miscellaneous	6,440,508	6,338,656	(101,852)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(305,000)
Mostly timing of HOT Lanes expenses in Capital Programs			(201,000)
Mostly timing of IT expenses in Business Services			(131,000)
Unbudgeted employee related expenses			452,000
Overrun in fees associated with the Referendum			207,000
Allocation to Capital and GMP	(19,736,758)	(16,783,873)	2,952,885
Vacancies in Capital Programs plus slower than anticipated execution of projects			3,303,000

MONTHLY BOARD REPORT
August 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	\$ 314,687,256	\$ 287,403,736	\$ 286,570,684	\$ (833,052)	\$ (621,690)	
Executive Vice President	41,776,057	37,464,997	35,008,397	(2,456,600)	(180,853)	
Business Services	38,608,076	34,709,661	32,616,691	(2,092,970)	(155,188)	
Small Business	985,699	904,079	743,194	(160,885)	(2,698)	
Procurement & Materials	7,346,046	6,661,695	6,598,796	(62,899)	(22,636)	
Diversity & Compliance	631,937	577,643	496,937	(80,706)	(4,076)	
Human Resources	15,167,068	13,739,104	13,168,810	(570,294)	14,114	
VP of Business Services	251,836	224,671	75,165	(149,506)	(16,478)	
Information Techology	14,225,490	12,602,469	11,533,789	(1,068,680)	(123,414)	
Compl, EEO, ER, OD, Drug & Alcohol	1,201,188	1,087,344	939,811	(147,533)	9,977	
Office of Executive VP	710,121	524,514	451,255	(73,259)	(4,227)	
Performance Improvement	1,256,672	1,143,478	1,000,641	(142,837)	(31,415)	
Capital Programs	29,794,356	27,329,742	23,413,838	(3,915,904)	(63,109)	
Capital Projects	6,777,729	6,396,616	5,022,044	(1,374,572)	203,785	
Facilities Maintenance	23,016,627	20,933,126	18,391,794	(2,541,332)	(266,894)	
METRO Police	14,666,505	13,188,829	9,255,431	(3,933,398)	(422,978)	
Finance	10,621,534	9,454,057	8,049,939	(1,404,118)	(412,783)	
Contingency	8,516,945	2,731,899	6,099,123	3,367,224	277,377	
Government & Public Affairs	7,248,271	6,770,350	4,841,674	(1,928,676)	(120,898)	
Government Affairs	533,519	488,267	353,224	(135,043)	(9,043)	
Public Engagement	1,338,940	1,227,598	768,379	(459,219)	(42,176)	
Stakeholder Affairs	141,524	126,343	0	(126,343)	(11,588)	
Marketing & Corporate Communications	5,234,288	4,928,142	3,720,070	(1,208,072)	(58,092)	
Safety	5,755,387	5,248,865	4,942,448	(306,417)	(42,903)	
Legal	4,729,448	4,422,648	4,748,539	325,891	(148,338)	
Legal	3,995,443	3,755,356	4,396,572	641,216	(133,826)	
Real Estate & Property Management	734,005	667,292	351,967	(315,325)	(14,512)	
Service Design & Development	4,475,154	3,829,363	3,618,931	(210,432)	(22,323)	
Executive & Board	1,334,723	1,215,429	1,462,810	247,381	(14,636)	
Audit	1,244,364	1,125,066	990,919	(134,147)	(10,771)	
Small Capital Expenses	150,000	-	-	-	-	
TOTAL NET OPERATING	\$ 445,000,000	\$ 400,184,981	\$ 389,002,734	\$ (11,182,247)	\$ (1,783,906)	

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

Department	August FY2013			August FY2012		
	Budget	Expense	Variance	Budget	Expense	Variance
Service Delivery	\$ 287,403,736	\$ 286,570,684	\$ (833,052)	\$ 281,778,088	\$ 280,366,063	\$ (1,412,025)
Executive Vice President	37,464,997	35,008,397	(2,456,600)	81,957,122	74,393,347	(7,563,775)
Business Services	34,709,661	32,616,691	(2,092,970)	57,153,659	52,115,667	(5,037,992)
Small Business	904,079	743,194	(160,885)	919,712	845,371	(74,341)
Procurement & Materials	6,661,695	6,598,796	(62,899)	6,824,058	6,550,137	(273,921)
Diversity & Compliance	577,643	496,937	(80,706)	393,233	360,570	(32,663)
Human Resources	13,739,104	13,168,810	(570,294)	13,995,268	11,736,858	(2,258,410)
VP of Business Services	224,671	75,165	(149,506)	247,806	240,298	(7,508)
Marketing & Corporate Communications	N/A	N/A	N/A	4,029,435	3,157,691	(871,744)
Real Estate & Property Management	N/A	N/A	N/A	750,252	439,637	(310,615)
Facilities Maintenance	N/A	N/A	N/A	19,558,559	16,809,715	(2,748,844)
Information Techology	12,602,469	11,533,789	(1,068,680)	10,435,336	11,975,390	1,540,054
Compl, EEO, ER, OD, Drug & Alcohol	1,087,344	939,811	(147,533)	912,613	807,077	(105,536)
METRO Police	N/A	N/A	N/A	17,014,298	15,216,304	(1,797,994)
Safety	N/A	N/A	N/A	5,177,474	4,701,126	(476,348)
Office of Executive VP	524,514	451,255	(73,259)	505,421	490,691	(14,730)
Performance Improvement	1,143,478	1,000,641	(142,837)	1,193,657	1,062,482	(131,175)
Capital Programs	27,329,742	23,413,838	(3,915,904)	2,386,068	1,927,208	(458,860)
Capital Projects	6,396,616	5,022,044	(1,374,572)	2,386,068	1,927,208	(458,860)
Facilities Maintenance	20,933,126	18,391,794	(2,541,332)	N/A	N/A	N/A
METRO Police	13,188,829	9,255,431	(3,933,398)	N/A	N/A	N/A
Finance	9,454,057	8,049,939	(1,404,118)	9,273,950	8,232,983	(1,040,967)
Contingency	2,731,899	6,099,123	3,367,224	N/A	N/A	N/A
Government & Public Affairs	6,770,350	4,841,674	(1,928,676)	N/A	N/A	N/A
Government Affairs	488,267	353,224	(135,043)	N/A	N/A	N/A
Public Engagement	1,227,598	768,379	(459,219)	N/A	N/A	N/A
Stakeholder Affairs	126,343	0	(126,343)	N/A	N/A	N/A
Marketing & Corporate Communications	4,928,142	3,720,070	(1,208,072)	-	-	-
Safety	5,248,865	4,942,448	(306,417)	N/A	N/A	N/A
Legal	4,422,648	4,748,539	325,891	2,143,687	2,492,958	349,271
Legal	3,755,356	4,396,572	641,216	2,143,687	2,492,958	349,271
Real Estate & Property Management	667,292	351,967	(315,325)	N/A	N/A	N/A
Service Design & Development	3,829,363	3,618,931	(210,432)	5,445,838	4,708,181	(737,657)
Executive & Board	1,215,429	1,462,810	247,381	1,573,911	1,446,813	(127,098)
Audit	1,125,066	990,919	(134,147)	1,148,440	899,803	(248,637)
Small Capital Expenses	-	-	-	112,500	11,440	(101,060)
TOTAL NET OPERATING	\$ 400,184,981	\$ 389,002,734	\$ (11,182,247)	\$ 385,819,604	\$ 374,478,796	\$ (11,340,808)

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

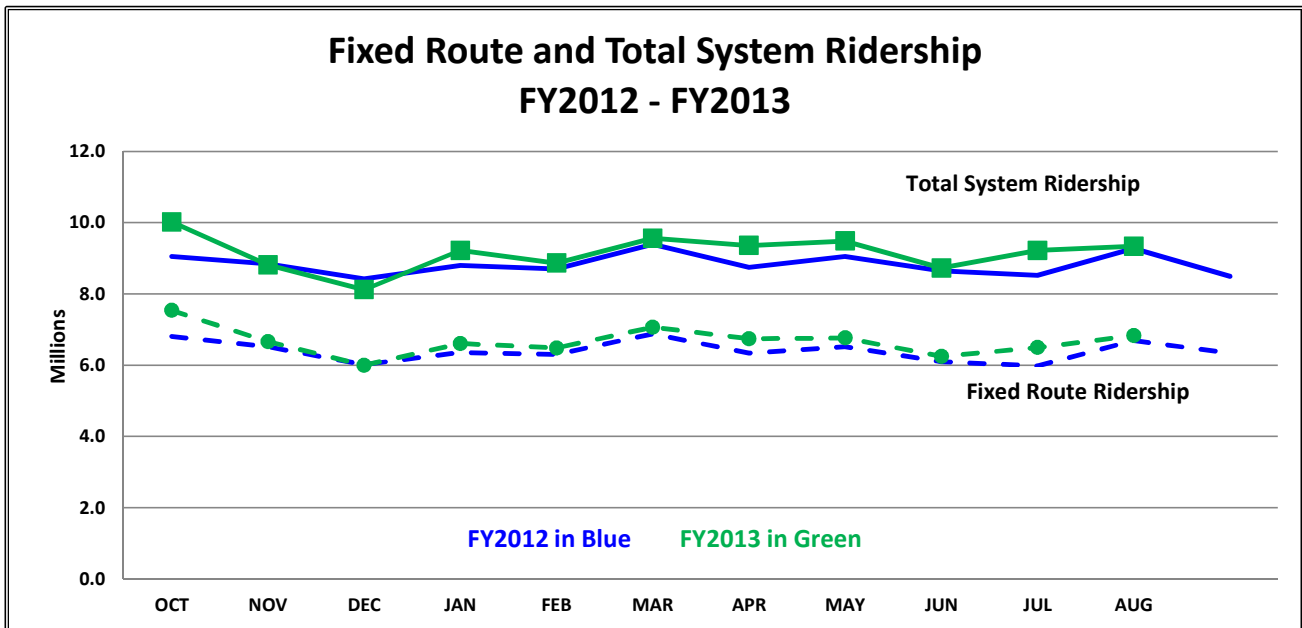
	FY2013 Annual <u>Budget</u>	<u>Month of August 2013</u>				<u>Fiscal YTD August 2013</u>			
		<u>Budget</u>	<u>Actual</u>	Variance		<u>Budget</u>	<u>Actual</u>	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 559.4	\$ 36.0	\$ 53.6	\$ 17.6	48.7%	\$ 455.0	\$ 368.5	\$ (86.5)	(19.0%)
Capital Improvement Program	159.8	19.0	5.3	(13.7)	(72.3%)	131.1	42.6	(88.4)	(67.5%)
Total Capital Budget	\$ 719.2	55.1	58.9	3.8	6.9%	586.0	411.1	(174.9)	(29.8%)
General Mobility	\$ 164.8	13.5	2.3	(11.2)	(83.2%)	151.3	132.4	(18.9)	(12.5%)
Debt Service	\$ 78.3	\$ 5.3	\$ 5.1	\$ (0.3)	(4.9%)	\$ 71.2	\$ 70.2	\$ (1.0)	(1.4%)

MONTHLY BOARD REPORT
August 2013
Ridership by Service Category

Service Category	Aug-12 Boardings	Aug-13 Boardings	Aug-13 vs. Aug-12	Aug-12 YTD Boardings	Aug-13 YTD Boardings	YTD % Change Aug-13 vs. Aug-12
Fixed Route Bus						
Local	5,026,396	5,158,333	2.6%	53,261,991	55,417,622	4.0%
Park & Ride	662,537	689,282	4.0%	6,799,660	7,287,931	7.2%
Subtotal Fixed Route Bus	5,688,933	5,847,615	2.8%	60,061,651	62,705,553	4.4%
METRO Rail	1,001,987	976,409	(2.6%)	10,360,065	10,517,018	1.5%
Subtotal Fixed Route	6,690,920	6,824,024	2.0%	70,421,716	73,222,571	4.0%
Special Events *	0	3,243	N/A	102,137	178,121	74.4%
Total Fixed Route	6,690,920	6,827,267	2.0%	70,523,853	73,400,692	4.1%
Customized Bus Services						
METROLift	153,914	159,067	3.3%	1,533,529	1,602,017	4.5%
METRO STAR Vanpool	231,100	217,798	(5.8%)	2,300,075	2,289,401	(0.5%)
Internal Service	87	0	(100.0%)	1,653	324	(80.4%)
Subtotal Customized Bus	385,101	376,865	(2.1%)	3,835,257	3,891,742	1.5%
Subtotal Bus and Rail	7,076,021	7,204,132	1.8%	74,359,110	77,292,434	3.9%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,202,388	2,134,836	(3.1%)	23,117,488	23,430,830	1.4%
Total System	9,278,409	9,338,968	0.7%	97,476,598	100,723,264	3.3%

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
August 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	43	39	41		≤ 44	≤ 484	432	10.7%	
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	0.68	0.71		≤ 0.79	≤ 0.79	0.71	10.5%	
Rail Accidents	2	2	4	4	3	3	2	3	7	3	2		≤ 4	≤ 39	35	10.3%	
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	3.08	1.80		≤ 5.56	≤ 5.56	3.69	33.6%	
Major Security Incidents - total	47	35	35	34	26	50	41	45	47	63	40		≤ 45	≤ 495	463	6.5%	
Major Security Incidents per 100,000 boardings	0.612	0.515	0.571	0.505	0.396	0.707	0.596	0.653	0.739	0.950	0.573		≤ 0.670	≤ 0.670	0.620	7.5%	
Major Security Incidents - METRO properties	16	18	10	17	16	32	17	22	17	26	24		≤ 28	≤ 308	215	30.2%	
Major Security Incidents per 100,000 boardings	0.307	0.356	0.212	0.352	0.339	0.653	0.355	0.444	0.371	0.582	0.477		≤ 0.417	≤ 0.417	0.288	31.0%	
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2013 YTD GOAL	FY2013 YTD	YTD % Change	
Bus On-Time Performance													≥ 67%	≥ 67%	72%	6.8%	
Local Bus OTP	71%	71%	72%	73%	71%	71%	72%	71%	72%	72%	72%		≥ 75%	≥ 75%	78%	4.1%	
Park & Ride Bus OTP	79%	78%	77%	80%	78%	78%	78%	79%	78%	77%	78%		≥ 69%	≥ 69%	73%	6.1%	
Weighted Average Bus OTP	73%	73%	73%	74%	73%	73%	73%	73%	74%	74%	73%						
Rail On-Time Performance	98%	97%	98%	99%	97%	98%	98%	98%	97%	97%	97%		≥ 95%	≥ 95%	98%		
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,664	10,539	11,233	10,463	11,540	10,660	10,479	9,158	8,180	8,895	8,856		≥ 7,000	≥ 7,000	9,847	40.7%	
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2013 YTD GOAL	FY2013 YTD	YTD % Change	
*Complaint Contacts per 100,000 boardings	24.97	23.62	26.97	22.96	27.74	22.84	25.31	24.76	23.59	23.80	26.35		≤ 27.00	≤ 27.00	24.79	8.2%	
Compliments	240	208	258	290	210	295	389	366	441	603	370		≥ 209	≥ 2292	3,670	60.1%	
Average Call Center Answer Delay (Sec.)	93	93	93	115	113	90	81	87	99	102	116		≤ 120	≤ 120	98	18.0%	

* 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
August 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
August 2013
Balance Sheet

	August 31, 2012 (\$)	August 31, 2013 (\$)	Change (\$)
Cash	\$ 3,445,351	\$ 3,963,891	\$ 518,540
Receivables	106,616,306	116,941,229	10,324,923
Inventory	17,832,185	20,666,658	2,834,473
Investments	455,651,091	352,390,406	(103,260,685)
Other Assets	224,926,593	98,725,274	(126,201,319)
Debt Issuance Costs	8,524,091	8,100,333	(423,758)
Property Net of Depreciation	2,079,287,934	2,461,723,764	382,435,830
Land & Improvements	482,269,042	391,631,109	(90,637,933)
Total Assets and Other	3,378,552,592	3,454,142,664	75,590,072
Liabilities			
Trade Payables	31,110,975	28,839,952	(2,271,023)
Accrued Payroll	21,693,529	26,349,335	4,655,806
Commercial Paper	189,000,000	187,000,000	(2,000,000)
Long-Term Liabilities	1,063,096,455	1,066,653,911	3,557,456
Other Liabilities	224,675,313	88,078,789	(136,596,524)
Total Liabilities	1,529,576,271	1,396,921,987	(132,654,284)
Net Assets - Retained	1,848,976,321	2,057,220,677	208,244,356
Total Liabilities and Net Assets	\$ 3,378,552,592	\$ 3,454,142,664	\$ 75,590,072