

METRO

Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

September 2013

(Fourth Quarter Fiscal Year-to-Date)

This report is based on a preliminary closing of the year-end financials for FY2013.



MONTHLY BOARD REPORT

September 2013

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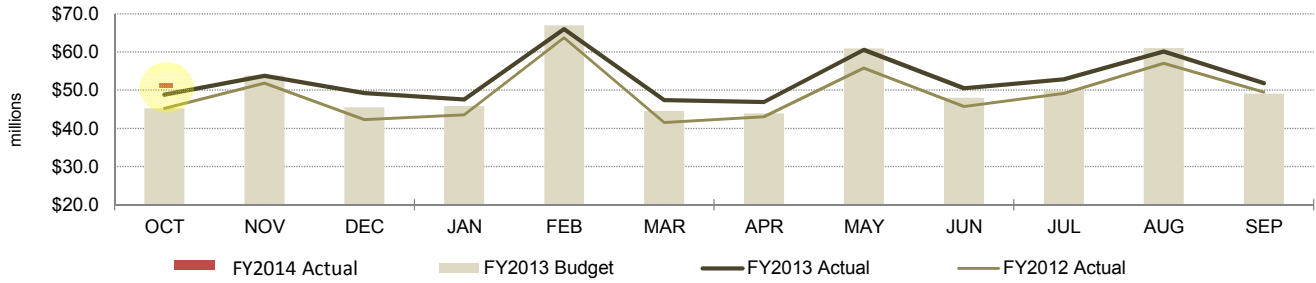
MONTHLY BOARD REPORT

September 2013

Summary

- FY2013 Sales Tax revenue was \$635.5 million, \$20.8 million or 3.4% over estimates. Sales Tax revenue for October 2013 is \$51.4 million, \$1.6 million or 3.3% over estimates.
- Fare revenue of \$69.3 million through September 2013 year-to-date is \$4.3 million or 6.6% over budget. September 2013 revenue of \$5.5 million is \$0.0 million or 0.2% over budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$68.2 million through September 2013 is \$2.9 million or 4.0% under budget. September 2013 revenue of \$38.4 million is \$23.7 million or 38.1% under budget.
- Capital Grant revenue year-to-date of \$216.8 million through September 2013 is \$86.5 million or 28.5% under budget.
- Interest & Miscellaneous revenue year-to-date of \$8.2 million through September 2013 is \$2.9 million or 53.9% over budget. September 2013 revenue of \$1.2 million is \$0.1 million or 11.4% over budget.
- Operating expenses year-to-date of \$428.6 million through September 2013 are \$16.4 million or 3.7% under budget. September 2013 expenses of \$39.6 million are \$5.2 million or 11.6% under budget.
- METRORail Expansion expenses year-to-date of \$431.1 million through September 2013 are \$128.3 million or 22.9% under budget. September 2013 expenses of \$62.6 million are \$41.8 million or 40.1% under budget.
- Other Capital Improvement Program expenses year-to-date of \$103.7 million through September 2013 are \$56.0 million or 35.1% under budget. September 2013 expenses of \$61.1 million are \$32.4 million or 112.7% over budget.
- General Mobility Program expenses year-to-date of \$150.6 million through September 2013 are \$14.2 million or 8.6% under budget. September 2013 expenses of \$18.2 million are \$4.7 million or 34.9% over budget.
- Debt Service expenses of \$75.1 million through September 2013 year-to-date are \$3.2 million or 4.1% under budget. September 2013 expenses of \$4.9 million are \$2.2 million or 30.6% under budget.
- METROBus ridership (fixed route) year-to-date of 68.6 million through September 2013 is 3,140,000 or 4.8% over last year. September 2013 ridership of 5.9 million is 496,000 or 9.2% over last year.
- METRORail ridership year-to-date of 11.4 million through September 2013 is 131,000 or 1.2% over last year. September 2013 ridership of 0.9 million is 26,000 or 2.8% 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 and Major Security Incidents on METRO properties are both 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 missed the minimum performance standard for the month but was above the minimum performance standard for 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
September 2013
Sales Tax Revenue thru October 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%
October 2013	49.8	51.4	1.6	3.3%

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%
October 2013	48.9	51.4	2.6	5.3%

MONTHLY BOARD REPORT

September 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	5.5	5.5	0.0	0.2%
September 2013 YTD	\$ 65.0	\$ 69.3	\$ 4.3	6.6%

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	6.7	5.5	(1.1)	(17.2%)
September 2013 YTD	\$ 66.4	\$ 69.3	\$ 2.9	4.4%

MONTHLY BOARD REPORT
September 2013
Grants Applied to Operating Expenses

Total FY2013 Grants Applied to Operating Expenses budget is \$71.1 million

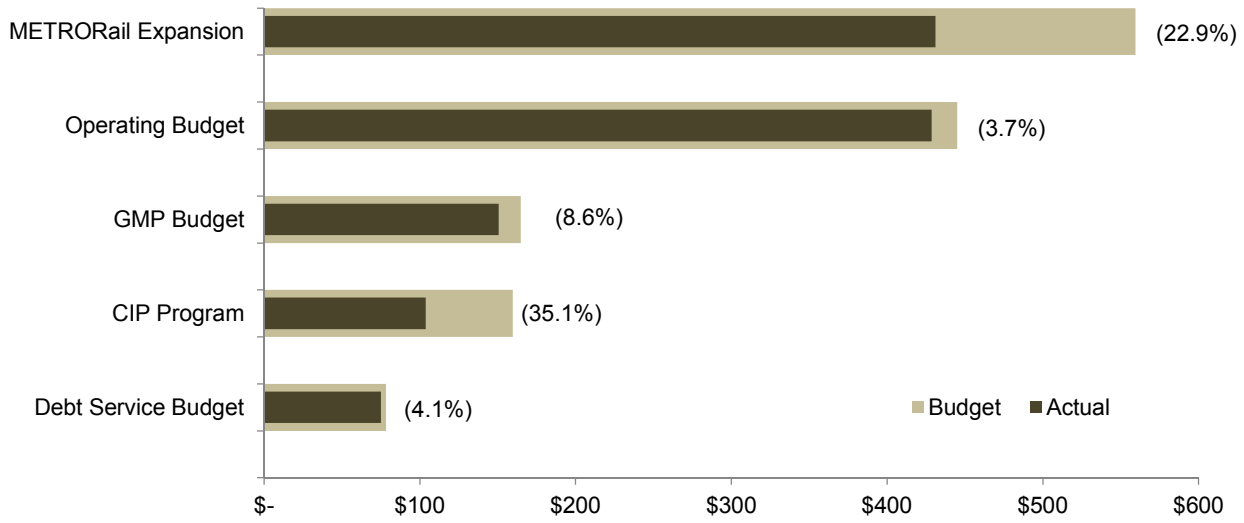
Budget to Actual FY2013						
(\$ millions)						
	Budget		Actual		Variance	%
October	\$ 0.3	\$	0.3	\$	0.0	2.3%
November	5.4		5.0		(0.3)	(6.1%)
December	0.4		0.8		0.5	126.8%
January	0.4		0.9		0.5	145.3%
February	0.4		20.5		20.1	5568.4%
March	0.4		0.2		(0.2)	(53.9%)
April	0.4		0.3		(0.0)	(3.8%)
May	0.4		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	62.1		38.4		(23.7)	(38.1%)
September 2013 YTD	\$ 71.1	\$	68.2	\$	(2.9)	(4.0%)

Capital Grant Revenue
Year-to-date Capital Grant revenue is \$216.8 million versus \$303.3 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	1.1		1.2		0.1	11.4%
September 2013 YTD	\$ 5.3	\$	8.2	\$	2.9	53.9%

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



MONTHLY BOARD REPORT
September 2013
Operating Expenses

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

	FY13 Annual Budget	September Budget	September Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 265,999,746	\$ 24,321,032	\$ 22,992,539	\$ (1,328,493)	(5.5%)
Non-Labor	195,576,323	17,333,300	18,433,117	1,099,817	6.3%
Subtotal Labor & Non-Labor	461,576,069	41,654,332	41,425,656	(228,676)	(0.5%)
Contingency	5,148,151	5,148,151	-	(5,148,151)	(100.0%)
Allocation to Capital and GMP	(21,724,220)	(1,987,462)	(1,807,866)	179,596	9.0%
Total Operating Budget	\$ 445,000,000	\$ 44,815,021	\$ 39,617,790	\$ (5,197,231)	(11.6%)

Comparison of Budget to Actual Year-to-Date September 2013 (12 Months)

Expense Category	FY13 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 103,057,558	\$103,057,558	\$102,437,564	\$ (619,994)	(0.6%)
Union Fringe Benefits	\$ 55,829,367	55,829,367	52,903,256	(2,926,111)	(5.2%)
Subtotal Union Labor	158,886,925	158,886,925	155,340,820	(3,546,105)	(2.2%)
Salaries and Non-Union Wages	73,885,385	73,885,385	72,522,664	(1,362,721)	(1.8%)
Non-Union Fringe Benefits	33,227,436	33,227,436	31,575,326	(1,652,110)	(5.0%)
Subtotal Non-Union Labor	107,112,821	107,112,821	104,097,990	(3,014,831)	(2.8%)
Subtotal Labor and Fringe Benefits	265,999,746	265,999,746	259,438,810	(6,560,936)	(2.5%)
Services	33,831,621	33,831,621	27,922,127	(5,909,494)	(17.5%)
Materials and Supplies	19,700,966	19,700,966	20,465,873	764,907	3.9%
Fuel & Utilities	50,064,292	50,064,292	48,738,010	(1,326,282)	(2.6%)
Casualty and Liability	3,190,864	3,190,864	2,636,547	(554,317)	(17.4%)
Purchased Transportation	81,065,143	81,065,143	80,998,092	(67,051)	(0.1%)
Leases, Rentals and Misc.	7,723,437	7,723,437	7,012,806	(710,631)	(9.2%)
Subtotal Non-Labor	195,576,323	195,576,323	187,773,453	(7,802,871)	(4.0%)
Subtotal Labor and Non-Labor	461,576,069	461,576,069	447,212,263	(14,363,806)	(3.1%)
Contingency	5,148,151	5,148,151	-	(5,148,151)	(100.0%)
Allocation to Capital and GMP	(21,724,220)	(21,724,220)	(18,591,739)	3,132,481	14.4%
Subtotal Contingency / Allocations	(16,576,069)	(16,576,069)	(18,591,739)	(2,015,670)	(12.2%)
Total Operating Budget	\$ 445,000,000	\$445,000,000	\$428,620,524	\$ (16,379,476)	(3.7%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>September 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 158,886,925	\$ 155,340,820	\$ (3,546,105)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(6,275,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,756,000)
Overtime Wages			4,406,000
Non-Union Labor	107,112,821	104,097,990	(3,014,831)
Salaries and fringes primarily related to vacancies			(3,489,000)
Fewer retirees than budgeted in healthcare plan plus timing related to retiree pharmaceutical claims			(1,306,000)
Timing in the use of vacation and sick time			1,051,000
Overtime related to the Rodeo and rail shut downs due to construction			722,000
Services	33,831,621	27,922,127	(5,909,494)
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			(1,474,000)
Timing of financial services expenses and savings resulting from contract modifications, and delays in the billing of audit and legal expenses			(1,201,000)
Delay in the 290 HOT Lane start-up and timing of invoices from the HOT Lane contractor			(973,000)
Reprogrammed spending on advertising, promotion, and planned marketing campaigns			(692,000)
<u>Timing delays and savings in other areas throughout the Authority - mostly in:</u>			
- Planning contracts			(595,000)
- Equipment repairs and maintenance in IT			(578,000)
- Education and training			(291,000)
- Legislative coordination			(281,000)
- Contract services for hiring			(198,000)
- Equipment repairs and maintenance in the Print Shop			(157,000)
- Support and other services			(139,000)
- Human Resources expenses, specifically wellness and benefits administration			(59,000)
<u>Overruns in -</u>			
- Unbudgeted employee related legal fees plus other general legal fees			681,000
- Temporary help for the Customer Care Call Center			403,000
- Unbudgeted consulting fees			118,000
Materials & Supplies	19,700,966	20,465,873	764,907
<u>Overruns in Service Delivery and Capital Programs -</u>			
- Brakes and parts			459,000
- Minor tools			335,000
- Bus Maintenance			183,000
Overrun in IT electronic data processing supplies			271,000
<u>Timing delays in -</u>			
- Purchasing of cleaning material and supplies			(285,000)
- Special and general office supplies			(199,000)
Fuel & Utilities	50,064,292	48,738,010	(1,326,282)
Variances in Power due to more favorable contract terms with the new provider as of July 1st			(734,000)
Timing variances in phone services billing			(674,000)
Lower natural gas expense due to early summer temperatures experienced in the second quarter			(215,000)
Mostly unbudgeted fuel transportation costs			175,000
Casualty and Liability	3,190,864	2,636,547	(554,317)
More than expected recovery of subrogation			(495,000)
Timing variance in premiums, mostly physical damages			(100,000)
Purchased Transportation	81,065,143	80,998,092	(67,051)
Savings plus timing of Vanpool expenses			(535,000)
Savings in contracted bus operating facility expenses			(99,000)
METROLift - reflecting a 5.0% ridership increase, service mix, and contractor rate variance			567,000
Leases, Rentals and Miscellaneous	7,723,437	7,012,806	(710,631)
Other miscellaneous expenses in Business Services, mostly IT			(280,000)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(228,000)
Software rentals in IT			(218,000)
Mostly timing of HOT Lanes expenses in Capital Programs			(201,000)
Savings in employee related expenses in Rail and Capital Projects			(152,000)
Less than anticipated Small Capital Expenses			(148,000)
Unbudgeted employee related expenses			546,000
Overrun in fees associated with the Referendum			207,000
Allocation to Capital and GMP	(16,576,069)	(18,591,739)	3,132,481
Vacancies in Capital Programs plus slower than anticipated execution of projects			3,552,000

MONTHLY BOARD REPORT
September 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	\$ 314,734,298	\$ 314,734,298	\$ 314,228,365	\$ (505,933)	\$ 105,708
Executive Vice President	41,776,057	41,776,057	39,367,747	(2,408,310)	48,290
Business Services	38,608,076	38,608,076	36,780,833	(1,827,243)	265,727
Small Business	985,699	985,699	814,009	(171,690)	(10,805)
Procurement & Materials	7,346,046	7,346,046	7,279,602	(66,444)	(3,545)
Diversity & Compliance	631,937	631,937	568,414	(63,523)	17,183
Human Resources	15,167,068	15,167,068	14,660,725	(506,343)	63,952
VP of Business Services	251,836	251,836	72,904	(178,932)	(29,426)
Information Techology	14,225,490	14,225,490	13,385,179	(840,311)	228,369
Compl, EEO, ER, OD, Drug & Alcohol	1,201,188	1,201,188	1,028,761	(172,427)	(24,894)
Office of Executive VP	710,121	710,121	511,998	(198,123)	(124,864)
Performance Improvement	1,256,672	1,256,672	1,046,156	(210,516)	(67,679)
Capital Programs	29,794,356	29,794,356	26,336,781	(3,457,575)	458,329
Capital Projects	6,777,729	6,777,729	6,074,416	(703,313)	671,260
Facilities Maintenance	23,016,627	23,016,627	20,262,365	(2,754,262)	(212,931)
METRO Police	17,572,257	17,572,257	16,677,054	(895,203)	(107,621)
Finance	10,621,534	10,621,534	9,032,076	(1,589,458)	(185,340)
Government & Public Affairs	7,248,271	7,248,271	5,385,623	(1,862,648)	66,029
Government Affairs	533,519	533,519	392,807	(140,712)	(5,670)
Public Engagement	1,338,940	1,338,940	866,957	(471,983)	(12,765)
Stakeholder Affairs	141,524	141,524	0	(141,524)	(15,181)
Marketing & Corporate Communications	5,234,288	5,234,288	4,125,860	(1,108,428)	99,644
Safety	5,755,387	5,755,387	5,489,621	(265,766)	40,652
Contingency	5,148,151	5,148,151	-	(5,148,151)	(5,148,151)
Service Design & Development	4,891,154	4,891,154	4,189,651	(701,503)	(491,071)
Legal	4,729,448	4,729,448	5,229,994	500,546	174,654
Legal	3,995,443	3,995,443	4,800,189	804,746	163,530
Real Estate & Property Management	734,005	734,005	429,804	(304,201)	11,124
Executive & Board	1,334,723	1,334,723	1,592,017	257,294	9,914
Audit	1,244,364	1,244,364	1,089,687	(154,677)	(20,530)
Small Capital Expenses	150,000	150,000	1,906	(148,094)	(148,094)
TOTAL NET OPERATING	\$ 445,000,000	\$ 445,000,000	\$ 428,620,522	\$ (16,379,478)	\$ (5,197,232)

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

Department	September FY2013			September FY2012		
	-----Year-to-Date-----			-----Year-to-Date-----		
	Budget	Expense	Variance	Budget	Expense	Variance
Service Delivery	\$ 314,734,298	\$ 314,228,365	\$ (505,933)	\$ 309,947,206	\$ 310,949,603	\$ 1,002,397
Executive Vice President	41,776,057	39,367,747	(2,408,310)	89,760,661	86,221,010	(3,539,651)
Business Services	38,608,076	36,780,833	(1,827,243)	62,765,111	61,852,794	(912,317)
Small Business	985,699	814,009	(171,690)	992,254	917,607	(74,647)
Procurement & Materials	7,346,046	7,279,602	(66,444)	7,427,278	7,121,093	(306,185)
Diversity & Compliance	631,937	568,414	(63,523)	425,909	442,685	16,776
Human Resources	15,167,068	14,660,725	(506,343)	15,221,822	15,047,731	(174,091)
VP of Business Services	251,836	72,904	(178,932)	268,041	259,864	(8,177)
Marketing & Corporate Communications	N/A	N/A	N/A	4,396,467	3,842,777	(553,690)
Real Estate & Property Management	N/A	N/A	N/A	817,726	596,260	(221,466)
Facilities Maintenance	N/A	N/A	N/A	21,311,296	19,233,272	(2,078,024)
Information Techology	14,225,490	13,385,179	(840,311)	11,904,318	14,391,505	2,487,187
Compl, EEO, ER, OD, Drug & Alcohol	1,201,188	1,028,761	(172,427)	991,034	906,614	(84,420)
METRO Police	N/A	N/A	N/A	18,405,562	16,555,221	(1,850,341)
Safety	N/A	N/A	N/A	5,603,119	5,157,209	(445,910)
Office of Executive VP	710,121	511,998	(198,123)	687,265	553,794	(133,471)
Performance Improvement	1,256,672	1,046,156	(210,516)	1,308,570	1,195,378	(113,192)
Capital Programs	29,794,356	26,336,781	(3,457,575)	2,944,763	2,711,954	(232,809)
Capital Projects	6,777,729	6,074,416	(703,313)	2,944,763	2,711,954	(232,809)
Facilities Maintenance	23,016,627	20,262,365	(2,754,262)	N/A	N/A	N/A
METRO Police	17,572,257	16,677,054	(895,203)	N/A	N/A	N/A
Finance	10,621,534	9,032,076	(1,589,458)	10,762,050	8,805,554	(1,956,496)
Government & Public Affairs	7,248,271	5,385,623	(1,862,648)	N/A	-	N/A
Government Affairs	533,519	392,807	(140,712)	N/A	N/A	N/A
Public Engagement	1,338,940	866,957	(471,983)	N/A	N/A	N/A
Stakeholder Affairs	141,524	0	(141,524)	N/A	N/A	N/A
Marketing & Corporate Communications	5,234,288	4,125,860	(1,108,428)	N/A	N/A	N/A
Safety	5,755,387	5,489,621	(265,766)	N/A	N/A	N/A
Contingency	5,148,151	-	(5,148,151)	5,684,040	-	(5,684,040)
Service Design & Development	4,891,154	4,189,651	(701,503)	5,905,195	4,983,631	(921,564)
Legal	4,729,448	5,229,994	500,546	2,325,329	3,008,904	683,575
Legal	3,995,443	4,800,189	804,746	N/A	N/A	N/A
Real Estate & Property Management	734,005	429,804	(304,201)	N/A	N/A	N/A
Executive & Board	1,334,723	1,592,017	257,294	1,682,837	1,543,696	(139,141)
Audit	1,244,364	1,089,687	(154,677)	1,237,919	1,011,290	(226,629)
Small Capital Expenses	150,000	1,906	(148,094)	150,000	12,105	(137,895)
TOTAL NET OPERATING	\$ 445,000,000	\$ 428,620,522	\$ (16,379,478)	\$ 430,400,000	\$ 419,247,747	\$ (11,152,253)

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

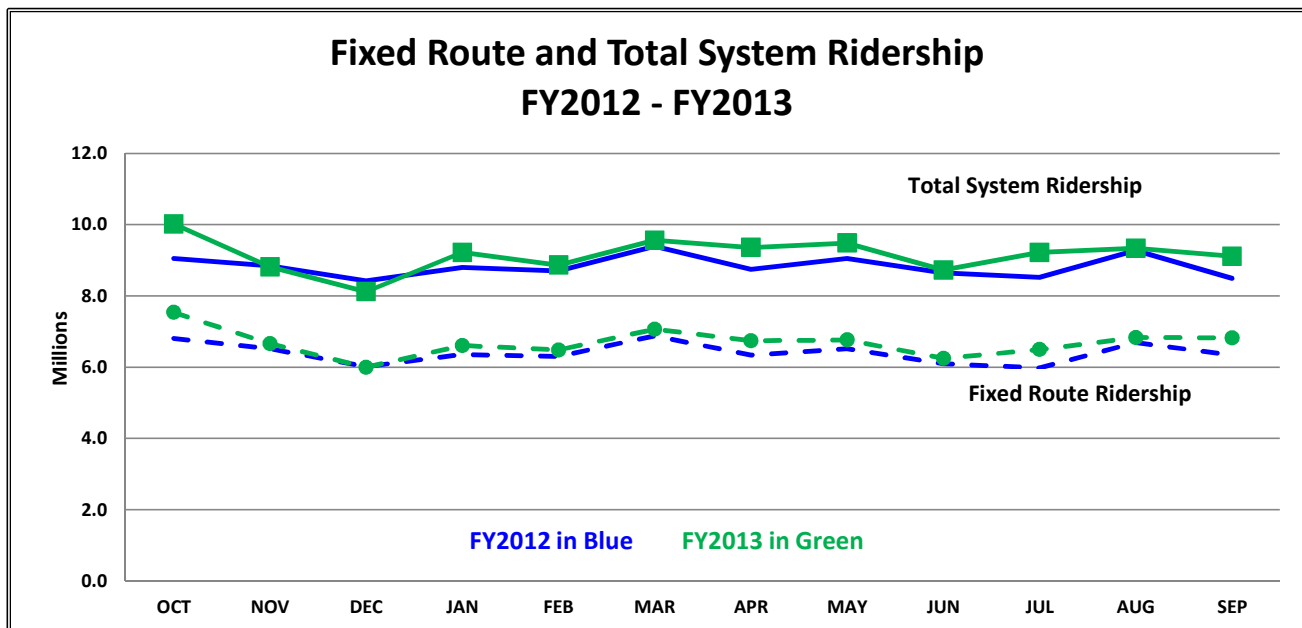
	FY2013 Annual <u>Budget</u>	<u>Month of September 2013</u>				<u>Fiscal YTD September 2013</u>			
		<u>Budget</u>	<u>Actual</u>	Variance		<u>Budget</u>	<u>Actual</u>	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 559.4	\$ 104.4	\$ 62.6	\$ (41.8)	(40.1%)	\$ 559.4	\$ 431.1	\$ (128.3)	(22.9%)
Capital Improvement Program	159.8	28.7	61.1	32.4	112.7%	159.8	103.7	(56.0)	(35.1%)
Total Capital Budget	\$ 719.2	133.2	123.7	(9.5)	(7.1%)	719.2	534.8	(184.4)	(25.6%)
General Mobility	\$ 164.8	13.5	18.2	4.7	34.9%	164.8	150.6	(14.2)	(8.6%)
Debt Service	\$ 78.3	\$ 7.1	\$ 4.9	\$ (2.2)	(30.6%)	\$ 78.3	\$ 75.1	\$ (3.2)	(4.1%)

MONTHLY BOARD REPORT
September 2013
Ridership by Service Category

Service Category	Sep-12 Boardings	Sep-13 Boardings	Sep-13 vs. Sep-12	Sep-12 YTD Boardings	Sep-13 YTD Boardings	YTD % Change
						Sep-13 vs. Sep-12
Fixed Route Bus						
Local	4,805,359	5,215,886	8.5%	58,067,350	60,633,508	4.4%
Park & Ride	594,878	680,490	14.4%	7,394,538	7,968,421	7.8%
Subtotal Fixed Route Bus	5,400,237	5,896,376	9.2%	65,461,888	68,601,929	4.8%
METRO Rail	949,409	923,154	(2.8%)	11,309,474	11,440,172	1.2%
Subtotal Fixed Route	6,349,646	6,819,530	7.4%	76,771,362	80,042,101	4.3%
Special Events *	0	0	N/A	102,137	178,121	74.4%
Total Fixed Route	6,349,646	6,819,530	7.4%	76,873,499	80,220,222	4.4%
Customized Bus Services						
METROLift	138,493	149,856	8.2%	1,672,022	1,751,677	4.8%
METRO STAR Vanpool	196,140	199,561	1.7%	2,496,215	2,487,904	(0.3%)
Internal Service	26	926	3461.5%	1,679	1,250	(25.6%)
Subtotal Customized Bus	334,659	350,343	4.7%	4,169,916	4,240,831	1.7%
Subtotal Bus and Rail	6,684,305	7,169,873	7.3%	81,043,415	84,461,053	4.2%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,819,364	1,940,760	6.7%	24,936,852	25,371,590	1.7%
Total System	8,503,669	9,110,633	7.1%	105,980,267	109,832,643	3.6%

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
September 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	35	≤ 44	≤ 528	467	11.6%	
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	0.56	≤ 0.79	≤ 0.79	0.69	12.2%	
Rail Accidents	2	2	4	4	3	3	2	3	7	3	2	2	≤ 4	≤ 43	37	14.0%	
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	1.98	≤ 5.56	≤ 5.56	3.53	36.6%	
Major Security Incidents - total	47	35	35	34	26	50	41	45	47	63	40	33	≤ 45	≤ 540	496	8.1%	
Major Security Incidents per 100,000 boardings	0.612	0.515	0.571	0.505	0.396	0.707	0.596	0.653	0.739	0.950	0.573	0.475	≤ 0.670	≤ 0.670	0.607	9.4%	
Major Security Incidents - METRO properties	16	18	10	17	16	32	17	22	17	26	24	19	≤ 28	≤ 336	234	30.4%	
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	0.395	≤ 0.417	≤ 0.417	0.287	31.3%	
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																	
Local Bus OTP	71%	71%	72%	73%	71%	71%	72%	71%	72%	72%	72%	69%	≥ 67%	≥ 67%	71%	6.5%	
Park & Ride Bus OTP	79%	78%	77%	80%	78%	78%	78%	79%	78%	77%	78%	76%	≥ 75%	≥ 75%	78%	3.8%	
Weighted Average Bus OTP	73%	73%	73%	74%	73%	73%	73%	73%	74%	74%	73%	71%	≥ 69%	≥ 69%	73%	5.8%	
Rail On-Time Performance	98%	97%	98%	99%	97%	98%	98%	98%	97%	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	10,809	≥ 7,000	≥ 7,000	9,932	41.9%	
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	25.00	23.62	26.99	22.96	27.74	22.84	25.31	24.76	23.59	23.80	26.28	25.66	≤ 27.00	≤ 27.00	24.86	7.9%	
Commendations	240	208	258	290	210	295	389	366	441	603	413	238	≥ 208	≥ 2500	3,951	58.0%	
Average Call Center Answer Delay (Sec.)	93	93	93	115	113	90	81	87	99	102	116	75	≤ 120	≤ 120	96	19.7%	

* 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
September 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
September 2013
Balance Sheet

	Sep. 30, 2012 (\$)	Sep. 30, 2013 (\$)	Change (\$)
Cash	\$ 1,769,157	\$ 3,498,874	\$ 1,729,717
Receivables	143,418,027	151,305,854	7,887,827
Inventory	17,532,502	20,167,475	2,634,973
Investments	525,402,949	370,450,976	(154,951,973)
Other Assets	98,193,700	101,161,063	2,967,363
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,163,565,191	2,576,824,443	413,259,252
Land & Improvements	416,535,561	390,656,160	(25,879,401)
Total Assets and Other	3,374,517,419	3,621,741,420	247,224,001
Liabilities			
Trade Payables	125,067,467	138,317,523	13,250,056
Accrued Payroll	23,759,406	26,174,826	2,415,420
Commercial Paper	189,000,000	187,000,000	(2,000,000)
Long-Term Liabilities	1,087,253,911	1,063,708,213	(23,545,698)
Other Liabilities	104,952,807	105,491,998	539,191
Total Liabilities	1,530,033,590	1,520,692,560	(9,341,030)
Net Assets - Retained	1,844,483,829	2,101,048,860	256,565,031
Total Liabilities and Net Assets	\$ 3,374,517,419	\$ 3,621,741,420	\$ 247,224,001