

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

October 2013



MONTHLY BOARD REPORT

October 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 October 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

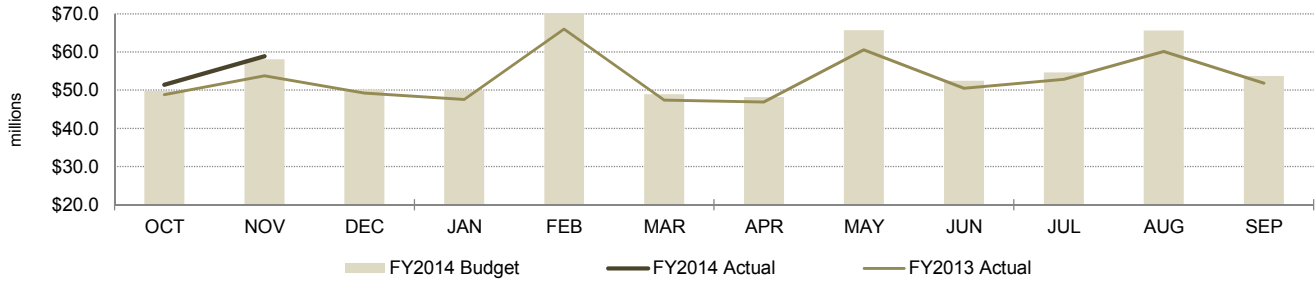
MONTHLY BOARD REPORT

October 2013

Summary

- Sales Tax revenue year-to-date of \$110.3 million through November 2013 is \$2.4 million or 2.2% over budget. November 2013 revenue of \$58.9 million is \$0.8 million or 1.3% over budget.
- Fare revenue of \$6.5 million through October 2013 year-to-date is \$0.2 million or 2.7% under budget. October 2013 revenue of \$6.5 million is \$0.2 million or 2.7% under budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$1.4 million through October 2013 is \$1.0 million or 311.2% over budget. October 2013 revenue of \$1.4 million is \$1.0 million or 311.2% over budget.
- Capital Grant revenue year-to-date of \$160,000 through October 2013 is \$160,000 over budget.
- Interest & Miscellaneous revenue year-to-date of \$0.9 million through October 2013 is \$0.3 million or 42.3% over budget. October 2013 revenue of \$0.9 million is \$0.3 million or 42.3% over budget.
- Operating expenses year-to-date of \$35.7 million through October 2013 are \$4.0 million or 10.0% under budget. October 2013 expenses of \$20.4 million are \$19.2 million or 48.5% under budget.
- METRORail Expansion expenses year-to-date of \$0.3 million through October 2013 are \$0.6 million or 69.7% under budget. October 2013 expenses of \$0.3 million are \$0.6 million or 69.7% under budget.
- Other Capital Improvement Program expenses year-to-date of \$1.8 million through October 2013 are \$0.2 million or 9.4% under budget. October 2013 expenses of \$1.8 million are \$0.2 million or 9.4% under budget.
- General Mobility Program expenses year-to-date of \$4.1 million through October 2013 are \$13.9 million or 77.0% under budget. October 2013 expenses of \$4.1 million are \$13.9 million or 77.0% under budget.
- Debt Service expenses of \$18.6 million through October 2013 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 6.4 million through October 2013 is 29,000 or 0.5% under last year. October 2013 ridership of 6.4 million is 29,000 or 0.5% under last year.
- METRORail ridership year-to-date of 1.0 million through October 2013 is 77,000 or 7.3% under last year. October 2013 ridership of 1.0 million is 77,000 or 7.3% under last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents did not meet the benchmark both for the month and for the year-to-date; however, Rail Accidents did meet the benchmark both for the month and for the year-to-date. Total Major Security Incidents and Major Security Incidents on METRO properties did not meet the benchmark for both the month and year-to-date.
 - Service Reliability On-Time Performance for Local Bus is below the minimum performance standard for both the month and the year-to-date. On-Time Performance for Park & Ride Bus is above the minimum performance standard for both the month and the year-to-date. On-Time Performance for METROLift is above the minimum performance standard for both the month and the year-to-date. On-Time Performance for Rail is above the minimum performance standard for 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. The Mean Distance Between Mechanical Failures (MDBF) for METROLift is above both the monthly and year-to-date minimum standard.
 - Customer Service Complaint Contacts did not meet 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
October 2013
Sales Tax Revenue thru November 2013



Total FY2014 Sales Tax budget is \$669.3 million

Budget to Actual FY2014

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 49.8	\$ 51.4	1.6	3.3%
November	58.1	58.9	0.8	1.3%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
Jun	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 107.9	\$ 110.3	\$ 2.4	2.2%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 48.9	\$ 51.4	2.6	5.3%
November	53.8	58.9	5.1	9.4%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 102.6	\$ 110.3	\$ 7.6	7.4%

MONTHLY BOARD REPORT

October 2013

Fare Revenue

Total FY2014 Fare Revenue budget is \$69.7 million

Budget to Actual FY2014

(\$ millions)

	Budget	Actual	Variance	%
October	6.7	6.5	(0.2)	(2.7%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
October 2013 YTD	\$ 6.7	\$ 6.5	\$ (0.2)	(2.7%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.6	6.5	(0.1)	(2.2%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
October 2013 YTD	\$ 6.6	\$ 6.5	\$ (0.1)	(2.2%)

MONTHLY BOARD REPORT

October 2013

Grants Applied to Operating Expenses

Total FY2014 Grants Applied to Operating Expenses budget is \$61.8 million

Budget to Actual FY2014

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.3	\$ 1.4	\$ 1.0	311.2%
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
October 2013 YTD	\$ 0.3	\$ 1.4	\$ 1.0	311.2%

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$160,000. There was no budget in October.

Interest & Miscellaneous Revenue

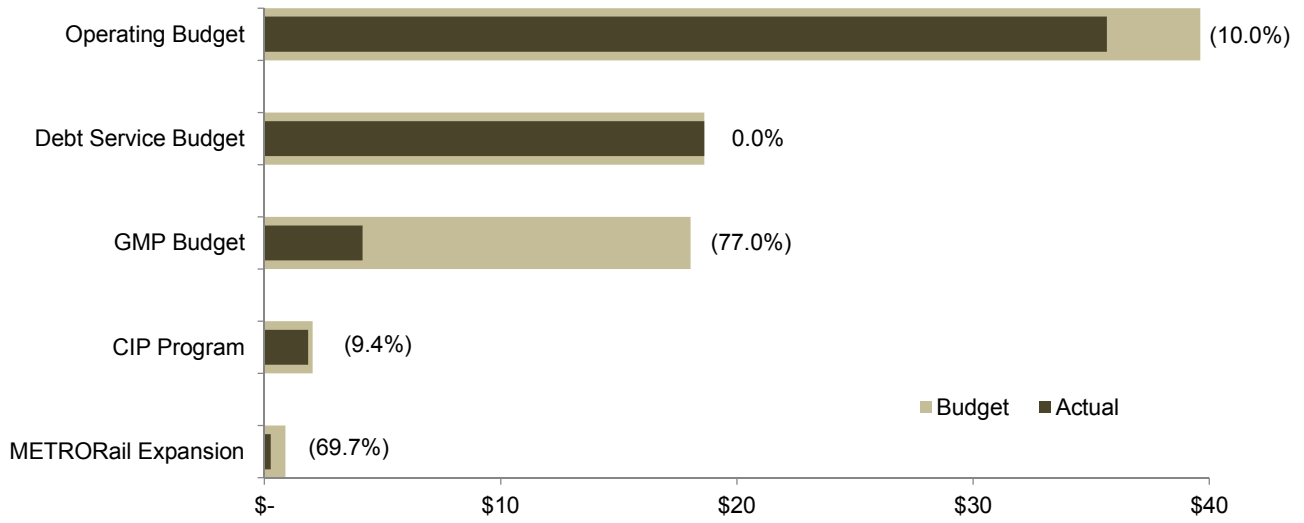
Total FY2014 Interest & Miscellaneous Revenue budget is \$8.2 million

Budget to Actual FY2014

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.6	\$ 0.9	\$ 0.3	42.3%
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
October 2013 YTD	\$ 0.6	\$ 0.9	\$ 0.3	42.3%

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



MONTHLY BOARD REPORT

October 2013

Operating Expenses

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

	FY14 Annual Budget	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 23,722,058	\$ 22,152,592	\$ (1,569,466)	(6.6%)
Non-Labor	213,218,798	17,619,275	15,203,371	(2,415,904)	(13.7%)
Subtotal Labor & Non-Labor	498,553,512	41,341,333	37,355,963	(3,985,370)	(9.6%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,724,490)	(1,693,798)	30,692	1.8%
Total Operating Budget	\$ 487,393,186	\$ 39,616,843	\$ 35,662,165	\$ (3,954,678)	(10.0%)

Comparison of Budget to Actual Year-to-Date October 2013 (1 Month)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,561,917	\$ 9,012,200	\$ 8,703,343	\$ (308,857)	(3.4%)
Union Fringe Benefits	\$ 59,172,653	4,749,555	4,148,464	(601,091)	(12.7%)
Subtotal Union Labor	168,734,570	13,761,755	12,851,807	(909,948)	(6.6%)
Salaries and Non-Union Wages	80,311,381	6,961,583	6,550,780	(410,803)	(5.9%)
Non-Union Fringe Benefits	36,288,763	2,998,720	2,750,005	(248,715)	(8.3%)
Subtotal Non-Union Labor	116,600,144	9,960,303	9,300,785	(659,518)	(6.6%)
Subtotal Labor and Fringe Benefits	285,334,714	23,722,058	22,152,592	(1,569,466)	(6.6%)
Services	39,905,360	3,368,777	1,551,305	(1,817,472)	(54.0%)
Materials and Supplies	21,115,005	1,716,453	1,634,309	(82,144)	(4.8%)
Fuel & Utilities	51,522,045	4,568,488	4,551,479	(17,009)	(0.4%)
Casualty and Liability	4,677,569	347,508	203,761	(143,747)	(41.4%)
Purchased Transportation	88,591,060	7,421,628	7,186,529	(235,099)	(3.2%)
Leases, Rentals and Misc.	7,407,759	196,421	75,990	(120,431)	(61.3%)
Subtotal Non-Labor	213,218,798	17,619,275	15,203,371	(2,415,905)	(13.7%)
Subtotal Labor and Non-Labor	498,553,512	41,341,333	37,355,963	(3,985,370)	(9.6%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,724,490)	(1,693,798)	30,692	1.8%
Subtotal Contingency / Allocations	(11,160,326)	(1,724,490)	(1,693,798)	30,692	1.8%
Total Operating Budget	\$ 487,393,186	\$ 39,616,843	\$ 35,662,165	\$ (3,954,678)	(10.0%)

MONTHLY BOARD REPORT

October 2013

Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>October 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 13,761,755	\$ 12,851,807	\$ (909,948)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(926,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(344,000)
Overtime Wages			366,000
Non-Union Labor	9,960,303	9,300,785	(659,518)
Salaries and fringes primarily related to vacancies			(581,000)
Fewer retirees than budgeted in healthcare plan			(187,000)
Overtime			87,000
Services	3,368,777	1,551,304	(1,817,473)
Timing of contract services for buildings and grounds, general outside maintenance costs and related support services			(411,000)
Timing of contractual support services in Safety			(321,000)
Timing of spending on advertising, promotion, and planned marketing campaigns			(269,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Planning contracts			(201,000)
- Contracted support services, mainly in Operations			(129,000)
- General legal fees			(86,000)
- Education and training			(75,000)
- Equipment repairs and maintenance			(50,000)
Materials & Supplies	1,716,453	1,634,309	(82,144)
Timing variances in Special and general office supplies			(52,000)
Fuel & Utilities	4,568,488	4,551,479	(17,009)
Timing variances in phone services billing			(109,000)
Timing variances in Power			69,000
Timing variances in diesel fuel			33,000
Casualty and Liability	347,508	203,761	(143,747)
Timing in vehicle liability expenses			(114,000)
Purchased Transportation	7,421,628	7,186,530	(235,098)
Timing in contracted bus operating facility expenses			(236,000)
Timing in METROLift expenses			(73,000)
Leases, Rentals and Miscellaneous	196,421	75,990	(120,431)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(49,000)
Software rentals in IT			(49,000)
Allocation to Capital and GMP	(1,724,490)	(1,693,798)	30,692

MONTHLY BOARD REPORT
October 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>	
Operations	\$ 344,074,338	\$ 28,914,861	\$ 27,288,892	\$ (1,625,969)	\$	(1,625,969)
Administration	69,547,272	5,138,507	4,269,091	(869,416)		(869,416)
Facility Maintenance	25,308,839	2,036,601	1,577,803	(458,798)		(458,798)
Human Resources	17,089,456	1,396,427	1,282,757	(113,670)		(113,670)
Information Technology	16,068,460	770,147	578,730	(191,417)		(191,417)
Procurement & Materials	8,105,978	668,868	663,168	(5,700)		(5,700)
Small Business	940,613	83,396	65,316	(18,080)		(18,080)
Diversity & Compliance	843,810	75,117	(11,258)	(86,375)		(86,375)
Best Practices Research	627,649	60,851	51,971	(8,880)		(8,880)
Chief Administrative Officer	562,467	47,100	60,604	13,504		13,504
METRO Police	18,824,304	1,640,719	1,617,220	(23,499)		(23,499)
Finance	10,854,310	976,509	524,786	(451,723)		(451,723)
Contingency	9,000,000	-	-	-		-
Gov't & Public Affairs	8,250,167	655,740	325,847	(329,893)		(329,893)
Mktg & Corporate Communications	6,797,507	536,991	215,658	(321,333)		(321,333)
Public Engagement	896,306	70,073	61,458	(8,615)		(8,615)
Government Affairs	554,319	47,572	48,731	1,159		1,159
Stakeholder Affairs	2,035	1,104	0	(1,104)		(1,104)
Safety	7,855,264	854,387	506,757	(347,630)		(347,630)
Planning	5,799,393	454,012	209,055	(244,957)		(244,957)
Customer & Ridership Services	4,276,400	368,852	359,757	(9,095)		(9,095)
Legal	3,859,811	330,828	298,457	(32,371)		(32,371)
Legal	2,883,547	258,281	261,582	3,301		3,301
Real Estate & Property Management	976,264	72,547	36,875	(35,672)		(35,672)
Executive & Board	1,986,748	138,711	119,134	(19,577)		(19,577)
Audit	1,312,114	114,333	105,113	(9,220)		(9,220)
Emergency Fund	1,000,000	-	-	-		-
Engineering & Capital Projects	603,026	30,360	38,060	7,700		7,700
Small Capital Expenses	150,000	-	-	-		-
Rail Construction	39	(976)	(0)	976		976
TOTAL NET OPERATING	\$ 487,393,186	\$ 39,616,843	\$ 35,662,171	\$ (3,954,672)	\$	(3,954,672)

MONTHLY BOARD REPORT
October 2013
Total Net Operating Budget / Expenses by Department
as of the end of October FY2014 vs. October FY2013

Department	October FY2014			October FY2013		
	-----Year-to-Date-----			-----Year-to-Date-----		
	Budget	Expense	Variance	Budget	Expense	Variance
Operations	\$ 28,914,861	\$ 27,288,892	\$ (1,625,969)	\$ 26,742,905	\$ 25,779,190	\$ (963,715)
Administration	5,138,507	4,269,091	(869,416)	4,780,256	4,526,047	(254,209)
Facility Maintenance	2,036,601	1,577,803	(458,798)	1,771,067	1,726,338	(44,729)
Human Resources	1,396,427	1,282,757	(113,670)	1,203,726	1,255,542	51,816
Information Technology	770,147	578,730	(191,417)	670,104	611,149	(58,955)
Procurement & Materials	668,868	663,168	(5,700)	608,733	597,881	(10,852)
Small Business	83,396	65,316	(18,080)	105,394	94,155	(11,239)
Diversity & Compliance	75,117	(11,258)	(86,375)	186,573	63,823	(122,750)
Best Practices Research	60,851	51,971	(8,880)	57,504	42,847	(14,657)
Chief Administrative Officer	47,100	60,604	13,504	61,378	47,380	(13,998)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	94,542	58,479	(36,063)
VP of Business Services	N/A	N/A	N/A	21,235	28,453	7,218
METRO Police	1,640,719	1,617,220	(23,499)	1,534,705	1,443,047	(91,658)
Finance	976,509	524,786	(451,723)	800,812	693,382	(107,430)
Contingency	-	-	-	512,363	1,033,881	521,518
Gov't & Public Affairs	655,740	325,847	(329,893)	512,363	1,033,881	521,518
Mktg & Corporate Communications	536,991	215,658	(321,333)	N/A	N/A	N/A
Public Engagement	70,073	61,458	(8,615)	N/A	N/A	N/A
Government Affairs	47,572	48,731	1,159	N/A	N/A	N/A
Stakeholder Affairs	1,104	0	(1,104)	439,350	497,670	58,320
Safety	854,387	506,757	(347,630)	-	-	-
Planning	454,012	209,055	(244,957)	378,067	375,199	(2,868)
Customer & Ridership Services	368,852	359,757	(9,095)	314,921	847,016	532,095
Legal	330,828	298,457	(32,371)	251,204	827,853	576,649
Legal	258,281	261,582	3,301	63,717	19,163	(44,554)
Real Estate & Property Management	72,547	36,875	(35,672)	N/A	N/A	N/A
Executive & Board	138,711	119,134	(19,577)	148,112	123,444	(24,668)
Emergency Fund	-	-	-	105,339	88,711	(16,628)
Engineering & Capital Projects	30,360	38,060	7,700	N/A	N/A	N/A
Small Capital Expenses	-	-	-	-	-	-
Rail Construction	(976)	(0)	976	N/A	N/A	N/A
Capital Program	N/A	N/A	N/A	578,763	(48,878)	(627,641)
TOTAL NET OPERATING	39,616,843	35,662,171	(3,954,672)	36,335,593	35,358,709	(976,884)

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

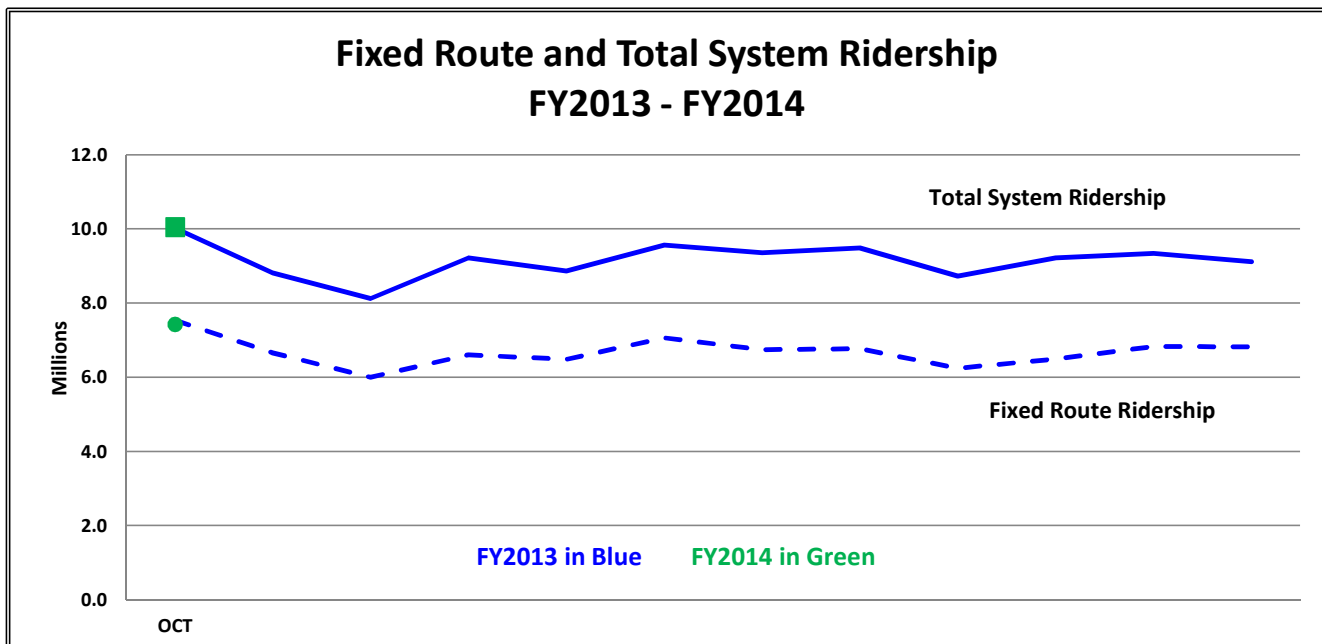
	FY2014 Annual Budget	Month of October 2013				Fiscal YTD October 2013			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 0.9	\$ 0.3	\$ (0.6)	(69.7%)	\$ 0.9	\$ 0.3	\$ (0.6)	(69.7%)
Capital Improvement Program	198.4	2.0	1.8	(0.2)	(9.4%)	2.0	1.8	(0.2)	(9.4%)
Total Capital Budget	\$ 513.0	2.9	2.1	(0.8)	(27.6%)	2.9	2.1	(0.8)	(27.6%)
General Mobility	\$ 160.1	18.0	4.1	(13.9)	(77.0%)	18.0	4.1	(13.9)	(77.0%)
Debt Service	\$ 80.2	\$ 18.6	\$ 18.6	\$ 0.0	0.0%	\$ 18.6	\$ 18.6	\$ 0.0	0.0%

MONTHLY BOARD REPORT
October 2013
Ridership by Service Category

Service Category	Oct-12 Boardings	Oct-13 Boardings	Oct-13 vs. Oct-12	Oct-12 YTD Boardings	Oct-13 YTD Boardings	YTD % Change
						Oct-13 vs. Oct-12
Fixed Route Bus						
Local	5,712,144	5,666,051	(0.8%)	5,712,144	5,666,051	(0.8%)
Park & Ride	761,547	778,475	2.2%	761,547	778,475	2.2%
Subtotal Fixed Route Bus	6,473,691	6,444,526	(0.5%)	6,473,691	6,444,526	(0.5%)
METRO Rail	1,060,143	982,823	(7.3%)	1,060,143	982,823	(7.3%)
Subtotal Fixed Route	7,533,834	7,427,349	(1.4%)	7,533,834	7,427,349	(1.4%)
Special Events *	0	298	N/A	0	298	N.A.
Total Fixed Route	7,533,834	7,427,647	(1.4%)	7,533,834	7,427,647	(1.4%)
Customized Bus Services						
METROLift	152,493	163,564	7.3%	152,493	163,564	7.3%
METRO STAR Vanpool	232,660	228,884	(1.6%)	232,660	228,884	(1.6%)
Internal Service	34	72	111.8%	34	72	111.8%
Subtotal Customized Bus	385,187	392,520	1.9%	385,187	392,520	1.9%
Subtotal Bus and Rail	7,919,021	7,820,167	(1.2%)	7,919,021	7,820,167	(1.2%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,098,934	2,231,874	6.3%	2,098,934	2,231,874	6.3%
Total System	10,017,955	10,052,041	0.3%	10,017,955	10,052,041	0.3%

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
October 2013
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2014														Monthly Target	FY2014 YTD GOAL	FY2014 YTD	YTD % Change
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Bus Accidents	55													≤ 42	42	55	31.0%
Bus Accidents per 100,000 vehicle miles	0.93													≤ 0.72	0.72	0.93	28.6%
Rail Accidents	1													≤ 4	4	1	75.0%
Rail Accidents per 100,000 vehicle miles	0.87													≤ 6.58	6.58	0.87	86.8%
Major Security Incidents - total	61													≤ 45	45	61	35.6%
Major Security Incidents per 100,000 boardings	0.804													≤ 0.640	0.640	0.804	25.6%
Major Security Incidents - METRO properties	29													≤ 28	28	29	3.6%
Major Security Incidents per 100,000 boardings	0.556													≤ 0.397	0.397	0.382	3.8%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Bus On-Time Performance														≥ 70%	70%	68%	2.3%
Local Bus OTP	68%													≥ 75%	75%	77%	2.0%
Park & Ride Bus OTP	77%													≥ 71.5%	71.5%	71%	1.4%
Weighted Average Bus OTP	70.5%													≥ 85%	85.0%	85%	0.5%
METROLift OTP	85.4%																
Rail On-Time Performance	96%													≥ 95%	95%	97%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,369													≥ 7,000	7,000	9,369	33.8%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,116													≥ 11,750	11,750	13,116	11.6%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
*Complaint Contacts per 100,000 boardings	28.14													≤ 26.00	26.00	28.14	8.2%
Commendations	312													≥ 208	208	312	50.0%
Average Call Center Answer Delay (Sec.)	92													≤ 120	120	92	23.3%

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October 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. For METROLift, a trip is considered on-time if the vehicle arrives within 30 minutes of the scheduled pick-up time and no later than the appointment time.

Mean Distance Between 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.

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.

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.

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Balance Sheet

	Oct. 31, 2012 (\$)	Oct. 31, 2013 (\$)	Change (\$)
Cash	\$ 1,584,187	\$ 3,402,635	\$ 1,818,448
Receivables	129,677,422	143,567,883	13,890,461
Inventory	18,314,689	21,235,923	2,921,234
Investments	487,230,632	330,401,247	(156,829,385)
Other Assets	99,290,242	87,627,997	(11,662,245)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,155,303,234	2,571,357,613	416,054,379
Land & Improvements	415,721,684	389,935,850	(25,785,834)
Total Assets and Other	3,315,222,422	3,555,205,723	239,983,301
Liabilities			
Trade Payables	83,835,788	87,590,712	3,754,924
Accrued Payroll	23,822,499	27,415,297	3,592,798
Commercial Paper	189,000,000	183,400,000	(5,600,000)
Long-Term Liabilities	989,548,911	1,067,525,050	77,976,139
Other Liabilities	194,595,943	74,065,718	(120,530,225)
Total Liabilities	1,480,803,140	1,439,996,777	(40,806,363)
Net Assets - Retained	1,834,419,282	2,115,208,946	280,789,664
Total Liabilities and Net Assets	\$ 3,315,222,422	\$ 3,555,205,723	\$ 239,983,301