

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

November 2013



MONTHLY BOARD REPORT

November 2013

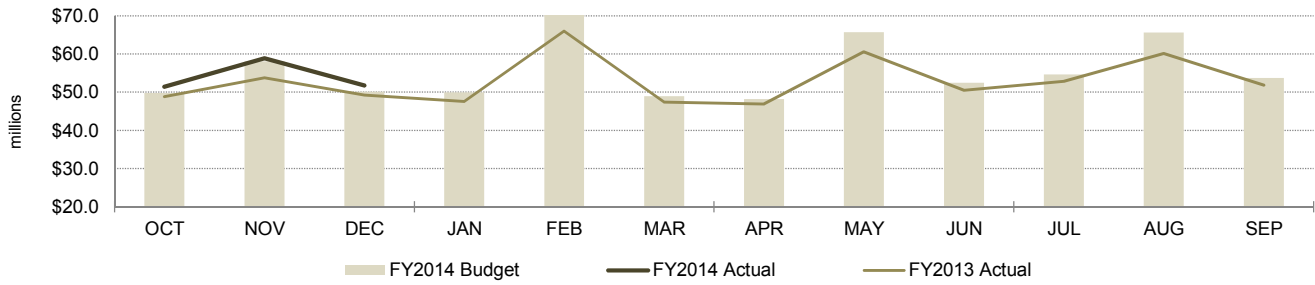
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MONTHLY BOARD REPORT
November 2013
Summary

- Sales Tax revenue year-to-date of \$162.1 million through December 2013 is \$4.1 million or 2.6% over budget. December 2013 revenue of \$51.8 million is \$1.7 million or 3.3% over budget.
- Fare revenue of \$11.7 million through November 2013 year-to-date is \$0.6 million or 4.5% under budget. November 2013 revenue of \$5.3 million is \$0.4 million or 6.6% under budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$1.8 million through November 2013 is \$1.1 million or 162.9% over budget. November 2013 revenue of \$0.4 million is \$0.1 million or 22.2% over budget.
- Capital Grant revenue year-to-date of \$165,000 through November 2013 is \$165,000 over budget.
- Interest & Miscellaneous revenue year-to-date of \$1.5 million through November 2013 is \$0.4 million or 30.5% over budget. November 2013 revenue of \$0.6 million is \$0.1 million or 17.0% over budget.
- Operating expenses year-to-date of \$71.4 million through November 2013 are \$7.2 million or 9.2% under budget. November 2013 expenses of \$35.7 million are \$3.3 million or 8.4% under budget.
- METRORail Expansion expenses year-to-date of \$22.3 million through November 2013 are \$0.9 million or 4.1% over budget. November 2013 expenses of \$22.1 million are \$1.5 million or 7.2% over budget.
- Other Capital Improvement Program expenses year-to-date of \$4.4 million through November 2013 are \$6.6 million or 60.1% under budget. November 2013 expenses of \$2.6 million are \$6.4 million or 71.6% under budget.
- General Mobility Program expenses year-to-date of \$7.1 million through November 2013 are \$23.6 million or 76.7% under budget. November 2013 expenses of \$3.0 million are \$9.7 million or 76.4% under budget.
- Debt Service expenses of \$67.6 million through November 2013 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 11.9 million through November 2013 is 315,000 or 2.6% under last year. November 2013 ridership of 5.5 million is 286,000 or 5.0% under last year.
- METRORail ridership year-to-date of 1.8 million through November 2013 is 131,000 or 6.7% under last year. November 2013 ridership of 0.9 million is 54,000 or 5.9% under last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents met the benchmark for the month but not for the year-to-date. Rail Accidents did not meet the benchmark for the month but did meet the benchmark for the year-to-date. Total Major Security Incidents met the benchmark for the month but did not meet the benchmark for the year-to-date. Major Security Incidents on METRO properties met 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 below the minimum performance standard for both the month and year-to-date. On-Time Performance for METROLift is below the minimum performance standard for the month but above for the year-to-date. On-Time Performance for Rail is below the minimum performance standard for the month but above 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. The Mean Distance Between Mechanical Failures (MDBF) for METROLift is above both the monthly and year-to-date minimum standard.
 - Customer Service Complaint Contacts met the goal for the month but did not for the year-to-date. The number of Commendations met the goal for the month and the year-to-date. The Average Call Center Answer Delay met the goal for the month and year-to-date periods.

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Sales Tax Revenue thru December 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	50.1	51.8	1.7	3.3%
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	\$ 158.0	\$ 162.1	\$ 4.1	2.6%

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	49.2	51.8	2.5	5.2%
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	\$ 151.9	\$ 162.1	\$ 10.2	6.7%

MONTHLY BOARD REPORT

November 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	5.6	5.3	(0.4)	(6.6%)
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%
November 2013 YTD	\$ 12.3	\$ 11.7	\$ (0.6)	(4.5%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.6	6.5	(0.1)	(2.2%)
November	5.6	5.3	(0.3)	(6.0%)
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%
November 2013 YTD	\$ 12.2	\$ 11.7	\$ (0.5)	(3.9%)

MONTHLY BOARD REPORT
November 2013
Grants Applied to Operating Expenses

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

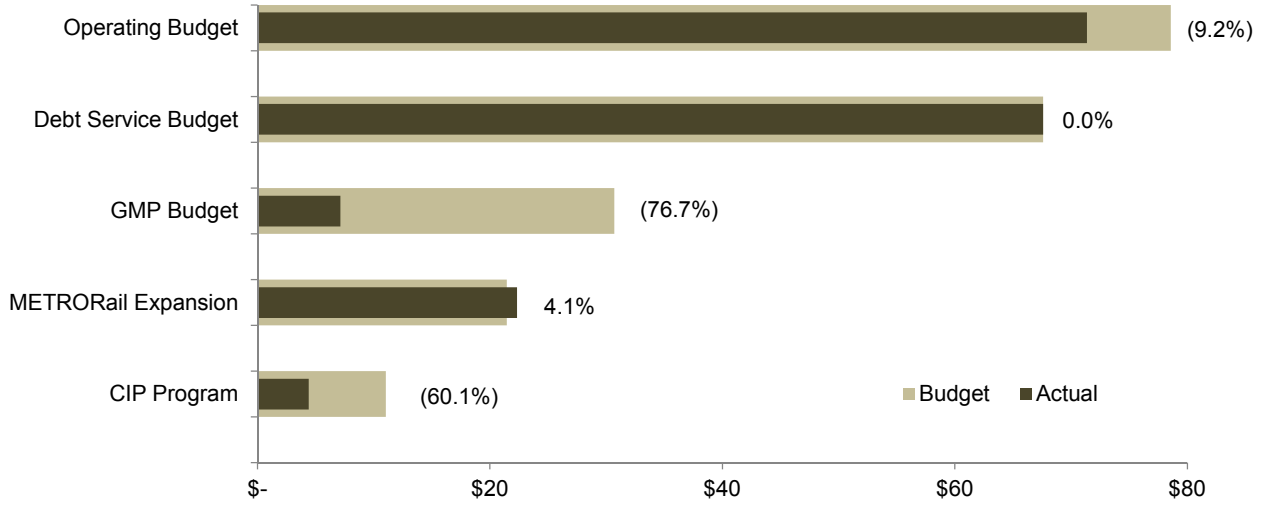
Budget to Actual FY2014						
(\$ millions)						
	Budget		Actual		Variance	%
October	\$ 0.3	\$	1.4	\$	1.0	311.2%
November	\$ 0.4	\$	0.4	\$	0.1	22.2%
December	-		-		-	0.0%
January	-		-		-	0.0%
February	-		-		-	0.0%
March	-		-		-	0.0%
April	-		-		-	0.0%
May	-		-		-	0.0%
June	-		-		-	0.0%
July	-		-		-	0.0%
August	-		-		-	0.0%
September	-		-		-	0.0%
November 2013 YTD	\$ 0.7	\$	1.8	\$	1.1	162.9%

Capital Grant Revenue
Year-to-date Capital Grant revenue is \$165,000. There was no budget in November.

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	61.4%
November	\$ 0.5	\$	0.6	\$	0.2	32.7%
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%
November 2013 YTD	\$ 1.0	\$	1.5	\$	0.5	48.1%

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



MONTHLY BOARD REPORT

November 2013

Operating Expenses

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

	FY14 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 23,778,552	\$ 22,531,091	\$ (1,247,461)	(5.2%)
Non-Labor	213,218,793	16,854,566	15,685,762	(1,168,804)	(6.9%)
Subtotal Labor & Non-Labor	498,553,507	40,633,118	38,216,853	(2,416,265)	(5.9%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,663,373)	(2,521,258)	(857,885)	(51.6%)
Total Operating Budget	\$ 487,393,181	\$ 38,969,745	\$ 35,695,595	\$ (3,274,150)	(8.4%)

Comparison of Budget to Actual Year-to-Date November 2013 (2 months)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,561,917	\$ 18,727,156	\$ 17,199,098	\$ (1,528,058)	(8.2%)
Union Fringe Benefits	\$ 59,172,653	9,457,874	8,880,245	(577,629)	(6.1%)
Subtotal Union Labor	168,734,570	28,185,030	26,079,343	(2,105,687)	(7.5%)
Salaries and Non-Union Wages	80,311,381	13,382,172	13,087,616	(294,556)	(2.2%)
Non-Union Fringe Benefits	36,288,763	5,933,408	5,516,724	(416,684)	(7.0%)
Subtotal Non-Union Labor	116,600,144	19,315,580	18,604,340	(711,240)	(3.7%)
Subtotal Labor and Fringe Benefits	285,334,714	47,500,610	44,683,683	(2,816,927)	(5.9%)
Services	39,905,360	7,095,199	3,507,260	(3,587,939)	(50.6%)
Materials and Supplies	21,115,005	3,391,994	3,088,244	(303,750)	(9.0%)
Fuel & Utilities	51,522,040	8,528,694	8,234,781	(293,913)	(3.4%)
Casualty and Liability	4,677,569	695,016	567,355	(127,661)	(18.4%)
Purchased Transportation	88,591,060	14,469,320	14,222,332	(246,988)	(1.7%)
Leases, Rentals and Misc.	7,407,759	293,618	1,269,163	975,545	332.2%
Subtotal Non-Labor	213,218,793	34,473,841	30,889,133	(3,584,709)	(10.4%)
Subtotal Labor and Non-Labor	498,553,507	81,974,451	75,572,816	(6,401,635)	(7.8%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(3,387,863)	(4,215,056)	(827,193)	(24.4%)
Subtotal Contingency / Allocations	(11,160,326)	(3,387,863)	(4,215,056)	(827,193)	(24.4%)
Total Operating Budget	\$ 487,393,181	\$ 78,586,588	\$ 71,357,760	\$ (7,228,828)	(9.2%)

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Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>November 2013 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 28,185,030	\$ 26,079,343	\$ (2,105,687)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(2,516,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(312,000)
Overtime Wages			718,000
Non-Union Labor	19,315,580	18,604,340	(711,240)
Salaries and fringes primarily related to vacancies			(629,000)
Fewer retirees than budgeted in healthcare plan			(113,000)
Timing in the use of vacation and sick time			(100,000)
Overtime			131,000
Services	7,095,199	3,507,260	(3,587,939)
Equipment repairs and maintenance, primarily due the timing of the IT invoice for SmartNet			(1,093,000)
Delayed spending on advertising & promotions on the North Line rail opening			(464,000)
Delayed Safety expenses: brokerage services contract plus procurements deferred to the 4th quarter			(302,000)
Timing of contract services for buildings and grounds, general outside maintenance costs and related support services			(203,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for JPM Chase & Skipjack			(192,000)
Timing of contractual support services invoices in Administration			(119,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Contracted support services, primarily between Operations & Administration			(205,000)
- Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(193,000)
- General legal fees related to defeased lease arrangements			(161,000)
- Education and training			(118,000)
- Audit fees in Finance due to delayed charges for the FTA & KPMG audits			(90,000)
Materials & Supplies	3,391,994	3,088,244	(303,750)
Timing variances in special & general office supplies, primarily from deferred spending for fare media			(168,000)
Timing variances in technical equipment & supplies, primarily in Facilities Maintenance and METRO Police			(108,000)
Fuel & Utilities	8,528,694	8,234,781	(293,913)
Timing variances plus delayed invoices in phone services			(186,000)
Timing variances in Natural Gas and Power			(81,000)
Casualty and Liability	695,016	567,355	(127,661)
More than expected recovery of subrogation			(131,000)
Purchased Transportation	14,469,320	14,222,332	(246,988)
Less than anticipated hours of service provided by METRO's contract operators			(218,000)
Savings from efficiencies in METROLift despite increasing ridership			(125,000)
Timing of Vanpool expenses			96,000
Leases, Rentals and Miscellaneous	293,618	1,269,163	975,545
Early payment of IT software rental invoices including a Microsoft invoice for \$995K			1,060,000
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(67,000)
Allocation to Capital and GMP	(3,387,863)	(4,215,056)	(827,193)
Increased effort in Operations to prepare for the opening of the Red Line extension.			(921,000)

MONTHLY BOARD REPORT
November 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	\$ 57,283,191	\$ 54,022,939	\$ (3,260,252)	\$ (1,634,283)
Administration	69,547,272	11,111,060	9,579,167	(1,531,893)	(662,477)
Facility Maintenance	25,308,839	4,068,248	3,107,205	(961,043)	(502,245)
Human Resources	17,083,066	2,682,768	2,461,512	(221,256)	(107,586)
Information Technology	16,068,460	2,487,221	2,284,492	(202,729)	(11,312)
Procurement & Materials	8,105,978	1,333,130	1,256,491	(76,639)	(70,939)
Small Business	940,613	188,565	140,933	(47,632)	(29,552)
Diversity & Compliance	850,200	146,789	121,394	(25,395)	60,980
Best Practices Research	627,649	113,333	108,515	(4,818)	4,062
Chief Administrative Officer	562,467	91,006	98,624	7,618	(5,886)
METRO Police	18,824,304	3,086,308	2,785,445	(300,863)	(277,364)
Finance	10,854,310	1,726,700	1,088,671	(638,029)	(186,306)
Contingency	9,000,000	-	-	-	-
Gov't & Public Affairs	8,099,726	1,216,642	620,188	(596,454)	(266,561)
Mktg & Corporate Communications	6,797,507	999,790	468,440	(531,350)	(210,017)
Public Engagement	750,053	123,761	81,153	(42,608)	(33,993)
Government Affairs	550,131	91,567	70,595	(20,972)	(22,131)
Stakeholder Affairs	2,035	1,524	0	(1,524)	(420)
Safety	7,855,264	1,375,028	1,074,906	(300,122)	47,508
Planning	5,799,393	885,523	583,528	(301,995)	(57,039)
Customer & Ridership Services	4,426,841	725,127	685,845	(39,282)	(30,187)
Legal	3,859,811	632,688	387,061	(245,627)	(213,256)
Legal	2,883,547	493,539	324,814	(168,725)	(172,026)
Real Estate & Property Management	976,264	139,149	62,247	(76,902)	(41,230)
Executive & Board	1,986,748	266,681	238,031	(28,650)	(9,073)
Audit	1,312,114	221,088	200,793	(20,295)	(11,076)
Emergency Fund	1,000,000	-	-	-	-
Engineering & Capital Projects	608,361	58,209	91,189	32,980	25,280
Small Capital Expenses	150,000	-	-	-	-
Rail Construction	(5,295)	(1,657)	0	1,657	681
TOTAL NET OPERATING	\$ 487,393,187	\$ 78,586,588	\$ 71,357,764	\$ (7,228,824)	\$ (3,274,152)

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Total Net Operating Budget / Expenses by Department
as of the end of November FY2014 vs. November FY2013

Department	November FY2014 -----Year-to-Date-----			November FY2013 -----Year-to-Date-----		
	Budget	Expense	Variance	Budget	Expense	Variance
Operations	\$ 57,283,191	\$ 54,022,939	\$ (3,260,252)	\$ 53,239,016	\$ 51,632,616	(1,606,400)
Administration	11,111,060	9,579,167	(1,531,893)	N/A	N/A	N/A
Facility Maintenance	4,068,248	3,107,205	(961,043)	N/A	N/A	N/A
Human Resources	2,682,768	2,461,512	(221,256)	2,368,570	2,372,662	4,092
Information Technology	2,487,221	2,284,492	(202,729)	1,417,322	1,229,843	(187,479)
Procurement & Materials	1,333,130	1,256,491	(76,639)	1,216,459	1,225,140	8,681
Small Business	188,565	140,933	(47,632)	254,575	159,395	(95,180)
Diversity & Compliance	146,789	121,394	(25,395)	111,350	90,665	(20,685)
Best Practices Research	113,333	108,515	(4,818)	212,029	177,778	(34,251)
Chief Administrative Officer	91,006	98,624	7,618	108,101	85,419	(22,682)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	186,387	130,327	(56,060)
VP of Business Services	N/A	N/A	N/A	42,153	49,306	7,153
METRO Police	3,086,308	2,785,445	(300,863)	2,896,408	2,832,183	(64,225)
Finance	1,726,700	1,088,671	(638,029)	1,477,819	1,464,155	(13,664)
Contingency	-	-	-	-	-	-
Gov't & Public Affairs	1,216,642	620,188	(596,454)	N/A	N/A	N/A
Mktg & Corporate Communications	999,790	468,440	(531,350)	1,737,637	1,547,512	(190,125)
Public Engagement	123,761	81,153	(42,608)	N/A	N/A	N/A
Government Affairs	91,567	70,595	(20,972)	N/A	N/A	N/A
Stakeholder Affairs	1,524	0	(1,524)	N/A	N/A	N/A
Safety	1,375,028	1,074,906	(300,122)	881,901	922,763	40,862
Planning	885,523	583,528	(301,995)	767,918	684,041	(83,877)
Customer & Ridership Services	725,127	685,845	(39,282)	N/A	N/A	N/A
Legal	632,688	387,061	(245,627)	1,680,610	1,327,779	(352,831)
Legal	493,539	324,814	(168,725)	N/A	N/A	N/A
Real Estate & Property Management	139,149	62,247	(76,902)	124,617	43,907	(80,710)
Executive & Board	266,681	238,031	(28,650)	285,061	242,110	(42,951)
Audit	221,088	200,793	(20,295)	206,864	169,610	(37,254)
Emergency Fund	-	-	-	N/A	N/A	N/A
Engineering & Capital Projects	58,209	91,189	32,980	N/A	N/A	N/A
Small Capital Expenses	-	-	-	-	-	-
Rail Construction	(1,657)	0	1,657	N/A	N/A	N/A
Capital Programs	N/A	N/A	N/A	4,737,475	3,685,923	(1,051,552)
TOTAL NET OPERATING	78,586,588	71,357,764	(7,228,824)	73,952,272	70,073,134	(3,879,138)

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

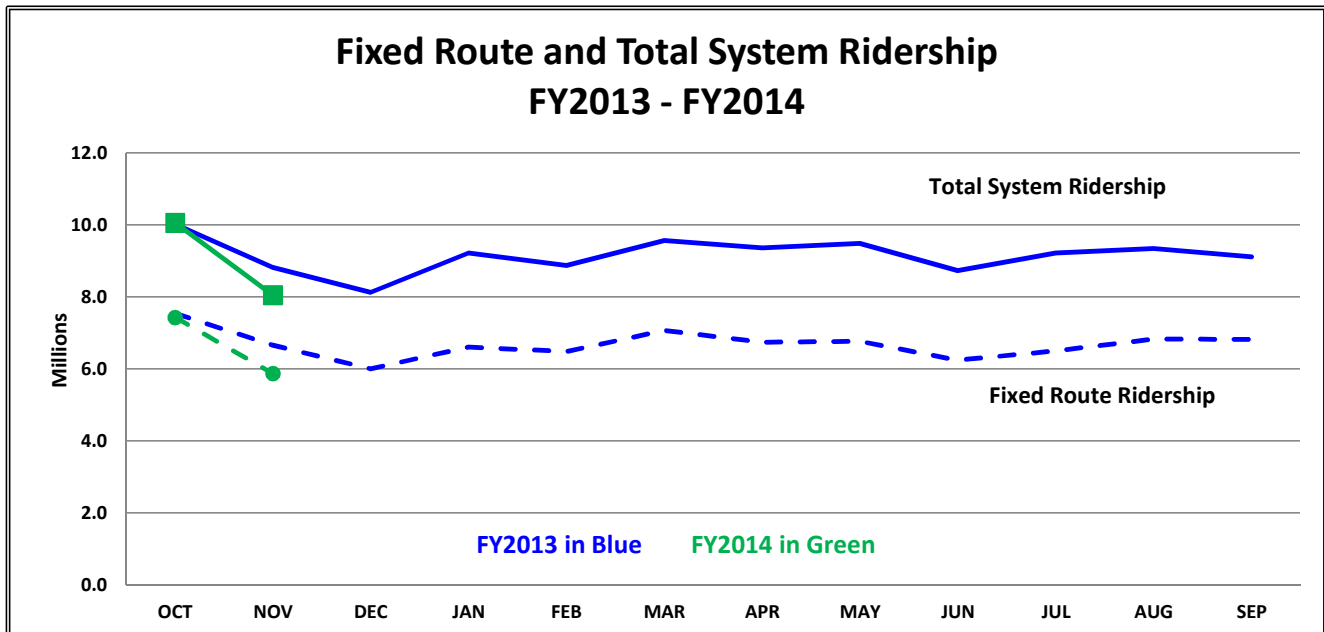
	FY2014 Annual <u>Budget</u>	<u>Month of November 2013</u>				<u>Fiscal YTD November 2013</u>			
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 20.6	\$ 22.1	\$ 1.5	7.2%	\$ 21.4	\$ 22.3	\$ 0.9	4.1%
Capital Improvement Program	198.4	9.0	2.6	(6.4)	(71.6%)	11.0	4.4	(6.6)	(60.1%)
Total Capital Budget	\$ 513.0	29.6	24.6	(5.0)	(16.8%)	32.5	26.7	(5.8)	(17.7%)
General Mobility	\$ 160.1	12.7	3.0	(9.7)	(76.4%)	30.7	7.1	(23.6)	(76.7%)
Debt Service	\$ 80.2	\$ 49.0	\$ 49.0	\$ -	0.0%	\$ 67.6	\$ 67.6	\$ 0.0	0.0%

MONTHLY BOARD REPORT
November 2013
Ridership by Service Category

Service Category	Nov-12 Boardings	Nov-13 Boardings	Nov-13 vs. Nov-12	Nov-12 YTD Boardings	Nov-13 YTD Boardings	YTD % Change
						Nov-13 vs. Nov-12
Fixed Route Bus						
Local	5,126,913	4,867,171	(5.1%)	10,839,057	10,533,222	(2.8%)
Park & Ride	619,393	592,952	(4.3%)	1,380,940	1,371,427	(0.7%)
Subtotal Fixed Route Bus	5,746,306	5,460,123	(5.0%)	12,219,997	11,904,649	(2.6%)
METRO Rail	910,409	856,500	(5.9%)	1,970,552	1,839,323	(6.7%)
Subtotal Fixed Route	6,656,715	6,316,623	(5.1%)	14,190,549	13,743,972	(3.1%)
Special Events *	0	150	N/A	0	150	N.A.
Total Fixed Route	6,656,715	6,316,773	(5.1%)	14,190,549	13,744,122	(3.1%)
Customized Bus Services						
METROLift	138,606	144,100	4.0%	291,099	307,664	5.7%
METRO STAR Vanpool	195,815	185,814	(5.1%)	428,475	415,703	(3.0%)
Internal Service	67	75	11.9%	101	147	45.5%
Subtotal Customized Bus	334,488	329,989	(1.3%)	719,675	723,514	0.5%
Subtotal Bus and Rail	6,991,203	6,646,762	(4.9%)	14,910,224	14,467,636	(3.0%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,825,160	1,843,722	1.0%	3,924,094	4,075,596	3.9%
Total System	8,816,363	8,490,484	(3.7%)	18,834,318	18,543,232	(1.5%)

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
November 2013
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2014																	
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly	FY2014	FY2014	YTD	
													Target	YTD	YTD	%	
Bus Accidents	54	42												≤ 42	84	96	14.3%
Bus Accidents per 100,000 vehicle miles	0.91	0.79												≤ 0.72	0.72	0.85	18.2%
Rail Accidents	1	6												≤ 4	8	7	12.5%
Rail Accidents per 100,000 vehicle miles	0.87	5.41												≤ 6.58	6.58	3.09	53.0%
Major Security Incidents - total	56	43												≤ 45	90	99	10.0%
Major Security Incidents per 100,000 boardings	0.738	0.666												≤ 0.640	0.640	0.705	10.1%
Major Security Incidents - METRO properties	27	11												≤ 28	56	38	32.1%
Major Security Incidents per 100,000 boardings	0.517	0.218												≤ 0.397	0.397	0.270	31.9%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly	FY2014	FY2014	YTD	
Bus On-Time Performance														Monthly	YTD	YTD	%
Local Bus OTP	68%	67%												≥ 70%	70%	68%	3.3%
Park & Ride Bus OTP	77%	73%												≥ 75%	75%	75%	0.3%
Weighted Average Bus OTP	70.5%	68.0%												≥ 72%	71.5%	69%	3.1%
METROLift OTP	85.4%	84.9%												≥ 85%	85.0%	85%	0.2%
Rail On-Time Performance	97%	93%												≥ 95%	95%	95%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,369	10,248												≥ 9,000	9,000	9,764	8.5%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,116	13,117												≥ 11,750	11,750	13,116	11.6%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly	FY2014	FY2014	YTD	
*Complaint Contacts per 100,000 boardings	28.17	24.61												≤ 26.00	26.00	26.53	2.0%
Commendations	315	226												≥ 208	208	541	160.1%
Average Call Center Answer Delay (Sec.)	92	88												≤ 120	120	90	25.0%

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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.

MONTHLY BOARD REPORT
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Balance Sheet

	Nov. 30, 2012 (\$)	Nov. 30, 2013 (\$)	Change (\$)
Cash	\$ 3,200,450	\$ 3,953,146	\$ 752,696
Receivables	120,250,704	122,692,213	2,441,509
Inventory	18,316,656	21,636,352	3,319,696
Investments	433,510,440	318,530,748	(114,979,692)
Other Assets	99,277,697	86,545,814	(12,731,883)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,182,520,523	2,597,938,703	415,418,180
Land & Improvements	414,931,544	389,226,659	(25,704,885)
Total Assets and Other	3,280,108,346	3,548,200,210	268,091,864
Liabilities			
Trade Payables	67,150,538	60,697,612	(6,452,926)
Accrued Payroll	24,485,396	28,308,402	3,823,006
Commercial Paper	189,000,000	183,400,000	(5,600,000)
Long-Term Liabilities	1,066,656,911	1,067,524,850	867,939
Other Liabilities	84,646,204	74,174,782	(10,471,422)
Total Liabilities	1,431,939,048	1,414,105,646	(17,833,402)
Net Assets - Retained	1,848,169,298	2,134,094,564	285,925,266
Total Liabilities and Net Assets	\$ 3,280,108,346	\$ 3,548,200,210	\$ 268,091,864