

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

December 2013

(First Quarter Fiscal Year-to-Date)



MONTHLY BOARD REPORT

December 2013

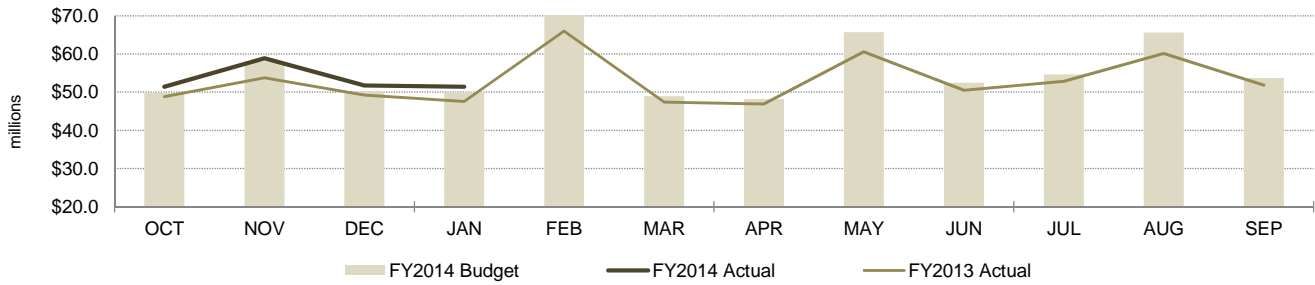
Table of Contents

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 December 2013 Budget vs. Actual FY2014 YTD Budget vs. Actual FY2014 YTD Major Variance Items FY2014 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
December 2013
Summary

- Sales Tax revenue year-to-date of \$213.5 million through January 2014 is \$5.6 million or 2.7% over budget. January 2014 revenue of \$51.4 million is \$1.5 million or 3.0% over budget.
- Fare revenue of \$16.8 million through December 2013 year-to-date is \$0.5 million or 3.1% under budget. December 2013 revenue of \$5.0 million is \$0.0 million or 0.3% over budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$1.7 million through December 2013 is \$0.6 million or 60.5% over budget. December 2013 revenue of -\$0.1 million is \$0.5 million or 139.0% under budget.
- Capital Grant revenue year-to-date of \$7.6 million through December 2013 is \$7.1 million over budget.
- Interest & Miscellaneous revenue year-to-date of \$2.2 million through December 2013 is \$0.6 million or 40.7% over budget. December 2013 revenue of \$0.6 million is \$0.1 million or 10.1% over budget.
- Operating expenses year-to-date of \$108.1 million through December 2013 are \$10.8 million or 9.1% under budget. December 2013 expenses of \$36.7 million are \$3.6 million or 8.8% under budget.
- METRORail Expansion expenses year-to-date of \$54.8 million through December 2013 are \$7.3 million or 15.3% over budget. December 2013 expenses of \$32.5 million are \$6.4 million or 24.6% over budget.
- Other Capital Improvement Program expenses year-to-date of \$6.4 million through December 2013 are \$9.1 million or 58.8% under budget. December 2013 expenses of \$2.0 million are \$2.5 million or 55.4% under budget.
- General Mobility Program expenses year-to-date of \$19.1 million through December 2013 are \$24.5 million or 56.1% under budget. December 2013 expenses of \$12.0 million are \$0.9 million or 7.1% under budget.
- Debt Service expenses of \$28.5 million through December 2013 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 17.2 million through December 2013 is 217,000 or 1.2% under last year. December 2013 ridership of 5.3 million is 99,000 or 1.9% over last year.
- METRORail ridership year-to-date of 2.7 million through December 2013 is 14,000 or 0.5% under last year. December 2013 ridership of 0.9 million is 101,000 or 13.0% over last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents met the benchmark for the month but not for the year-to-date. Rail Accidents met the benchmark for both the month and the year-to-date. Total Major Security Incidents met the benchmark for both the month and 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 was at the minimum performance standard for both the month and year-to-date. On-Time Performance for METROLift is at the minimum performance standard for both the month and the year-to-date. On-Time Performance for Rail is not yet available. 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 and 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.

MONTHLY BOARD REPORT
December 2013
Sales Tax Revenue thru January 2014



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	49.9	51.4	1.5	3.0%
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	\$ 207.9	\$ 213.5	\$ 5.6	2.7%

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	47.6	51.4	3.9	8.1%
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	\$ 199.4	\$ 213.5	\$ 14.0	7.0%

MONTHLY BOARD REPORT

December 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	5.0	5.0	0.0	0.3%
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%
December 2013	\$ 17.3	\$ 16.8	\$ (0.5)	(3.1%)
YTD				

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	5.1	5.0	(0.1)	(2.1%)
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%
December 2013	\$ 17.3	\$ 16.8	\$ (0.6)	(3.4%)
YTD				

MONTHLY BOARD REPORT

December 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	\$ 0.4	\$ (0.1)	\$ (0.5)	(139.0%)		
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%		
December 2013 YTD	\$ 1.0	\$ 1.7	\$ 0.6	60.5%		

Capital Grant Revenue

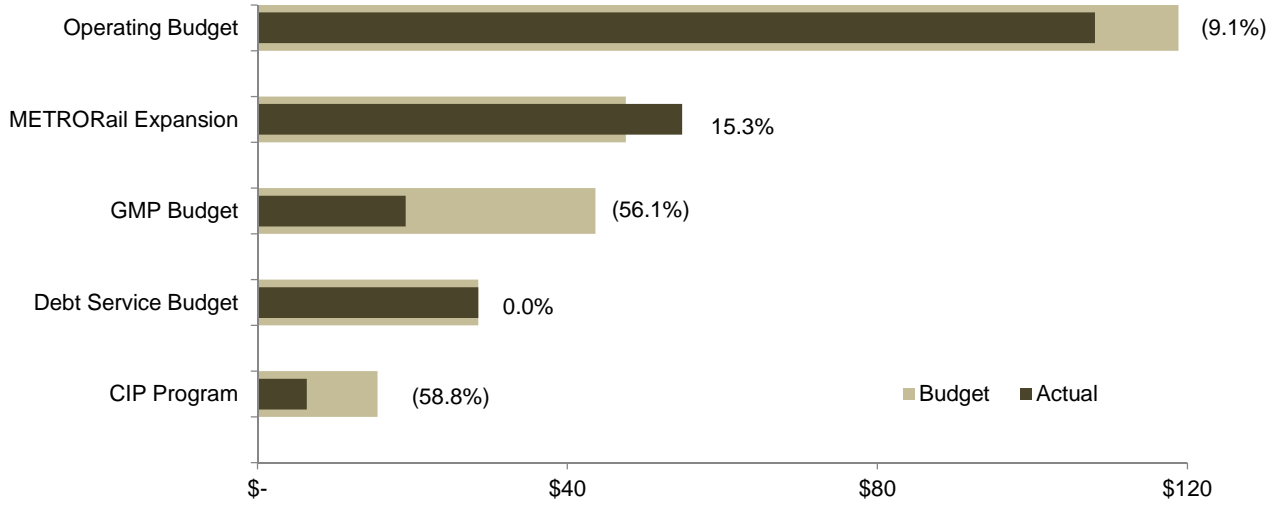
Year-to-date Capital Grant revenue is \$7.6 million versus \$0.5 million budgeted

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	\$ 0.5	\$ 0.6	\$ 0.1	24.9%		
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%		
December 2013 YTD	\$ 1.5	\$ 2.2	\$ 0.6	40.7%		

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



MONTHLY BOARD REPORT

December 2013

Operating Expenses

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

	FY14 Annual Budget	December Budget	December Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 23,543,970	\$ 22,932,898	\$ (611,072)	(2.6%)
Non-Labor	213,218,799	18,680,996	15,807,801	(2,873,195)	(15.4%)
Subtotal Labor & Non-Labor	498,553,513	42,224,966	38,740,699	(3,484,267)	(8.3%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,942,311)	(2,009,718)	(67,407)	(3.5%)
Total Operating Budget	\$ 487,393,187	\$ 40,282,655	\$ 36,730,981	\$ (3,551,674)	(8.8%)

Comparison of Budget to Actual Year-to-Date December 2013 (3 months)

<u>Expense Category</u>	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,561,917	\$ 27,852,282	\$ 26,294,640	\$ (1,557,642)	(5.6%)
Union Fringe Benefits	\$ 59,172,653	14,199,034	13,214,098	(984,936)	(6.9%)
Subtotal Union Labor	168,734,570	42,051,316	39,508,738	(2,542,578)	(6.0%)
Salaries and Non-Union Wages	80,311,381	20,084,012	19,972,740	(111,272)	(0.6%)
Non-Union Fringe Benefits	36,288,763	8,909,252	8,135,103	(774,149)	(8.7%)
Subtotal Non-Union Labor	116,600,144	28,993,264	28,107,843	(885,421)	(3.1%)
Subtotal Labor and Fringe Benefits	285,334,714	71,044,580	67,616,581	(3,427,999)	(4.8%)
Services	39,905,360	10,295,510	6,098,905	(4,196,605)	(40.8%)
Materials and Supplies	21,115,005	5,129,171	4,891,851	(237,320)	(4.6%)
Fuel & Utilities	51,522,046	12,642,061	11,964,608	(677,453)	(5.4%)
Casualty and Liability	4,677,569	970,488	933,771	(36,717)	(3.8%)
Purchased Transportation	88,591,060	21,847,826	21,401,136	(446,690)	(2.0%)
Leases, Rentals and Misc.	7,407,759	2,269,781	1,406,665	(863,116)	(38.0%)
Subtotal Non-Labor	213,218,799	53,154,837	46,696,934	(6,457,904)	(12.1%)
Subtotal Labor and Non-Labor	498,553,513	124,199,417	114,313,515	(9,885,902)	(8.0%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(5,330,174)	(6,224,774)	(894,600)	(16.8%)
Subtotal Contingency / Allocations	(11,160,326)	(5,330,174)	(6,224,774)	(894,600)	(16.8%)
Total Operating Budget	\$ 487,393,187	\$ 118,869,243	\$ 108,088,741	\$ (10,780,502)	(9.1%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>December 2013 Year-to-Date</u> <u>\$ Variance</u> <u>(favorable) / unfavorable</u>
Union Labor	\$ 42,051,316	\$ 39,508,738	\$ (2,542,578)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(3,200,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(603,000)
Overtime Wages			1,241,000
Non-Union Labor	28,993,264	28,107,843	(885,421)
Salaries and fringes primarily related to vacancies			(1,380,000)
Fewer retirees than budgeted in healthcare plan			(101,000)
Timing in the use of vacation and sick time			383,000
Overtime			218,000
Services	10,295,510	6,098,905	(4,196,605)
Delayed spending on advertising & promotions on the North Line rail opening and other scheduled campaigns			(853,000)
Timing of facilities maintenance contract services for buildings and grounds, general outside maintenance costs and related support services			(550,000)
Timing in IT equipment repairs and maintenance and support licenses			(343,000)
Delay in the execution of security surveillance services associated with rail operations			(424,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for JPM Chase & Skipjack			(367,000)
Timing of other support services spread throughout the Authority			(366,000)
Delayed Safety expenses: brokerage services contract plus procurements deferred to the 4th quarter			(291,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Contracted support services, primarily for Warranties and METROLift Services			(302,000)
- Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(294,000)
- Education and training			(187,000)
- General legal fees and fees related to defeased lease arrangements			(141,000)
- Audit fees in Finance due to delayed charges for the FTA & KPMG audits			(90,000)
Materials & Supplies	5,129,171	4,891,851	(237,320)
Timing variances in special & general office supplies, primarily from deferred spending for fare media			(193,000)
Fuel & Utilities	12,642,061	11,964,608	(677,453)
Timing variances plus delayed invoices in routine phone services and delay in the procurement of the Telephone Equipment Management Contract			(307,000)
Timing variances in Natural Gas and Power			(220,000)
Quantity savings resulting from less than budgeted diesel fuel usage			(121,000)
Casualty and Liability	970,488	933,771	(36,717)
Slightly more than expected recovery of subrogation			(37,000)
Purchased Transportation	21,847,826	21,401,136	(446,690)
Less than anticipated hours of service provided by METRO's contract operators			(444,000)
Savings from efficiencies in METROLift despite increasing ridership			(216,000)
Alternate Fixed Route services run more hours than were budgeted			149,000
Timing of Vanpool expenses			96,000
Leases, Rentals and Miscellaneous	2,269,781	1,406,665	(863,116)
Timing in the IT software rental payments			(671,000)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(173,000)
Allocation to Capital and GMP	(5,330,174)	(6,224,774)	(894,600)
Increased effort in Operations to prepare for the opening of the Red Line extension.			(900,000)

MONTHLY BOARD REPORT
December 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	\$ 85,445,571	\$ 81,447,939	\$ (3,997,632)	\$ (737,380)
Administration	69,433,706	18,071,810	14,630,739	(3,441,071)	(1,909,178)
Facility Maintenance	25,308,839	6,281,336	4,567,698	(1,713,638)	(752,595)
Human Resources	17,083,066	4,001,299	3,599,940	(401,359)	(180,103)
Information Technology	16,068,460	5,051,809	3,826,856	(1,224,953)	(1,022,224)
Procurement & Materials	8,105,978	1,978,953	1,947,378	(31,575)	45,063
Small Business	940,613	256,681	242,743	(13,938)	33,694
Diversity & Compliance	850,200	217,100	186,429	(30,671)	(5,276)
Best Practices Research	627,649	176,979	159,181	(17,798)	(12,980)
Chief Administrative Officer	448,901	107,653	100,515	(7,138)	(14,757)
METRO Police	18,824,304	4,538,545	4,210,922	(327,623)	(26,761)
Finance	10,854,310	2,473,546	1,704,207	(769,339)	(131,311)
Contingency	9,000,000	-	-	-	-
Gov't & Public Affairs	8,099,726	2,017,272	1,006,986	(1,010,286)	(413,832)
Mktg & Corporate Communications	6,797,507	1,683,941	764,382	(919,559)	(388,209)
Public Engagement	750,053	196,206	137,714	(58,492)	(15,884)
Government Affairs	550,131	138,602	104,890	(33,712)	(12,740)
Stakeholder Affairs	2,035	(1,477)	(0)	1,477	3,001
Safety	7,855,264	2,006,911	1,603,008	(403,903)	(103,781)
Planning	5,799,396	1,368,539	907,627	(460,912)	(158,916)
Customer & Ridership Services	4,426,841	1,090,747	1,056,456	(34,291)	4,991
Legal	3,859,811	931,344	664,071	(267,273)	(21,646)
Legal	2,883,547	727,388	551,678	(175,710)	(6,985)
Real Estate & Property Management	976,264	203,956	112,393	(91,563)	(14,661)
Executive & Board	2,100,314	477,777	401,867	(75,910)	(47,260)
Audit	1,312,114	330,059	305,615	(24,444)	(4,149)
Emergency Fund	1,000,000	-	-	-	-
Engineering & Capital Projects	608,361	117,779	149,308	31,529	(1,452)
Small Capital Expenses	150,000	-	-	-	-
Rail Construction	(5,295)	(658)	(0)	658	(999)
TOTAL NET OPERATING	\$ 487,393,187	\$ 118,869,242	\$ 108,088,743	\$ (10,780,499)	\$ (3,551,675)

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

Department	December FY2014 -----Year-to-Date-----			December FY2013 -----Year-to-Date-----		
	Budget	Expense	Variance	Budget	Expense	Variance
Operations	\$ 85,445,571	\$ 81,447,939	\$ (3,997,632)	\$ 78,986,345	\$ 76,937,877	(2,048,468)
Administration	18,071,810	14,630,739	(3,441,071)	N/A	N/A	N/A
Facility Maintenance	6,281,336	4,567,698	(1,713,638)	N/A	N/A	N/A
Human Resources	4,001,299	3,599,940	(401,359)	3,623,334	3,404,044	(219,290)
Information Technology	5,051,809	3,826,856	(1,224,953)	2,691,814	2,530,264	(161,550)
Procurement & Materials	1,978,953	1,947,378	(31,575)	1,806,765	1,809,228	2,463
Small Business	256,681	242,743	(13,938)	325,634	220,110	(105,524)
Diversity & Compliance	217,100	186,429	(30,671)	160,365	136,508	(23,857)
Best Practices Research	176,979	159,181	(17,798)	317,090	249,232	(67,858)
Chief Administrative Officer	107,653	100,515	(7,138)	155,912	127,888	(28,024)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	295,378	194,355	(101,023)
VP of Business Services	N/A	N/A	N/A	61,672	69,865	8,193
METRO Police	4,538,545	4,210,922	(327,623)	4,195,426	4,064,513	(130,913)
Finance	2,473,546	1,704,207	(769,339)	2,135,615	2,107,365	(28,250)
Contingency	-	-	-	-	-	-
Gov't & Public Affairs	2,017,272	1,006,986	(1,010,286)	N/A	N/A	N/A
Mktg & Corporate Communications	1,683,941	764,382	(919,559)	2,116,498	1,807,330	(309,168)
Public Engagement	196,206	137,714	(58,492)	N/A	N/A	N/A
Government Affairs	138,602	104,890	(33,712)	N/A	N/A	N/A
Stakeholder Affairs	(1,477)	(0)	1,477	N/A	N/A	N/A
Safety	2,006,911	1,603,008	(403,903)	1,333,284	1,338,019	4,735
Planning	1,368,539	907,627	(460,912)	1,499,776	1,242,788	(256,988)
Customer & Ridership Services	1,090,747	1,056,456	(34,291)	N/A	N/A	N/A
Legal	931,344	664,071	(267,273)	1,905,743	1,516,872	(388,871)
Legal	727,388	551,678	(175,710)	N/A	N/A	N/A
Real Estate & Property Management	203,956	112,393	(91,563)	181,745	73,217	(108,528)
Executive & Board	477,777	401,867	(75,910)	405,425	349,094	(56,331)
Audit	330,059	305,615	(24,444)	304,574	256,301	(48,273)
Emergency Fund	-	-	-	N/A	N/A	N/A
Engineering & Capital Projects	117,779	149,308	31,529	N/A	N/A	N/A
Small Capital Expenses	-	-	-	-	-	-
Rail Construction	(658)	(0)	658	N/A	N/A	N/A
Capital Programs	N/A	N/A	N/A	7,446,503	6,465,337	(981,166)
TOTAL NET OPERATING	118,869,242	108,088,743	(10,780,499)	109,948,898	104,900,208	(5,048,690)

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

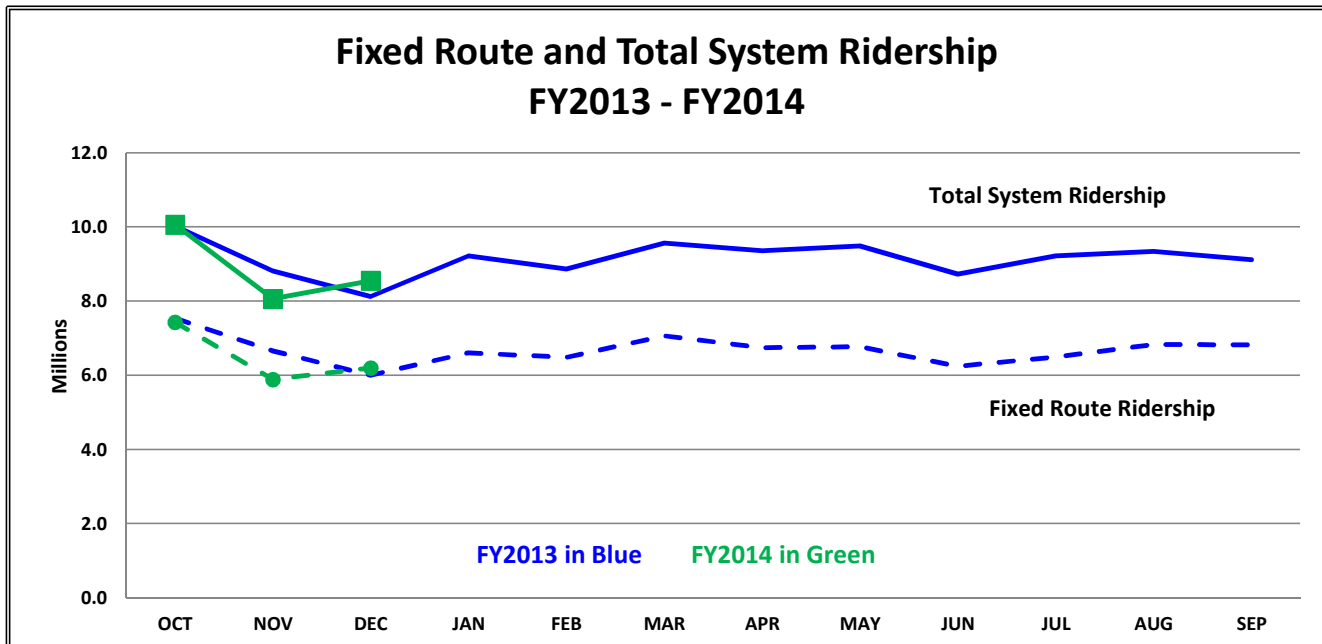
	FY2014 Annual Budget	Month of December 2013				Fiscal YTD December 2013			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 26.1	\$ 32.5	\$ 6.4	24.6%	\$ 47.5	\$ 54.8	\$ 7.3	15.3%
Capital Improvement Program	198.4	4.4	2.0	(2.5)	(55.4%)	15.5	6.4	(9.1)	(58.8%)
Total Capital Budget	\$ 513.0	30.5	34.5	4.0	12.9%	63.0	61.2	(1.8)	(2.9%)
General Mobility	\$ 160.1	12.9	12.0	(0.9)	(7.1%)	43.6	19.1	(24.5)	(56.1%)
Debt Service	\$ 80.2	\$ 5.0	\$ 5.0	\$ -	0.0%	\$ 28.5	\$ 28.5	\$ 0.0	0.0%

MONTHLY BOARD REPORT
December 2013
Ridership by Service Category

Service Category	Dec-12 Boardings	Dec-13 Boardings	Dec-13 vs. Dec-12	Dec-12 YTD Boardings	Dec-13 YTD Boardings	YTD % Change
						Dec-13 vs. Dec-12
Fixed Route Bus						
Local	4,700,989	4,771,887	1.5%	15,540,046	15,305,109	(1.5%)
Park & Ride	516,754	544,621	5.4%	1,897,694	1,916,048	1.0%
Subtotal Fixed Route Bus	5,217,743	5,316,508	1.9%	17,437,740	17,221,157	(1.2%)
METRO Rail	778,792	880,049	13.0%	2,749,344	2,735,434	(0.5%)
Subtotal Fixed Route	5,996,535	6,196,557	3.3%	20,187,084	19,956,591	(1.1%)
Special Events *	0	173	N/A	0	173	N.A.
Total Fixed Route	5,996,535	6,196,730	3.3%	20,187,084	19,956,764	(1.1%)
Customized Bus Services						
METROLift	130,520	141,324	8.3%	421,619	448,988	6.5%
METRO STAR Vanpool	167,337	170,274	1.8%	595,812	585,987	(1.6%)
Internal Service	7	0	(100.0%)	108	136	25.9%
Subtotal Customized Bus	297,864	311,598	4.6%	1,017,539	1,035,111	1.7%
Subtotal Bus and Rail	6,294,399	6,508,328	3.4%	21,204,623	20,991,875	(1.0%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,825,160	2,037,798	11.7%	5,749,254	6,113,394	6.3%
Total System	8,119,559	8,546,126	5.3%	26,953,877	27,105,269	0.6%

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
December 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	44	35											≤ 42	≤ 125	133	6.4%
Bus Accidents per 100,000 vehicle miles	0.91	0.82	0.64											≤ 0.72	≤ 0.72	0.79	10.1%
Rail Accidents	1	6	4											≤ 5	≤ 13	11	15.4%
Rail Accidents per 100,000 vehicle miles	0.87	5.41	3.09											≤ 6.58	≤ 6.58	3.09	53.0%
Major Security Incidents - total	56	43	33											≤ 45	≤ 135	132	2.2%
Major Security Incidents per 100,000 boardings	0.738	0.664	0.521											≤ 0.640	≤ 0.640	0.647	1.1%
Major Security Incidents - METRO properties	27	11	14											≤ 28	≤ 84	52	38.1%
Major Security Incidents per 100,000 boardings	0.517	0.218	0.297											≤ 0.397	≤ 0.397	0.255	35.8%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly	FY2014	FY2014	YTD	
													Target	YTD	YTD	%	
Bus On-Time Performance																	
Local Bus OTP	68%	67%	69%											≥ 70%	≥ 70%	68%	2.9%
Park & Ride Bus OTP	77%	73%	75%											≥ 75%	≥ 75%	75%	0.1%
Weighted Average Bus OTP	70.5%	68.0%	70.3%											≥ 72%	≥ 71.5%	70%	2.7%
METROLift OTP	85.4%	84.9%	85.0%											≥ 85%	≥ 85.0%	85%	0.1%
Rail On-Time Performance	97%	93%	NA*											≥ 95%	≥ 95%	NA*	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,369	10,248	11,959											≥ 9,000	≥ 9,000	10,399	15.5%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,116	13,117	13,118											≥ 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	
													Target	YTD	YTD	%	
*Complaint Contacts per 100,000 boardings	28.17	24.56	24.27											≤ 26.00	≤ 26.00	25.81	0.7%
Commendations	315	226	242											≥ 208	≥ 625	783	25.3%
Average Call Center Answer Delay (Sec.)	92	88	92											≤ 120	≤ 120	91	24.4%

* Note: Rail OTP is not yet available

MONTHLY BOARD REPORT
December 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.

MONTHLY BOARD REPORT
December 2013
Balance Sheet

	Dec. 31, 2012 (\$)	Dec. 31, 2013 (\$)	Change (\$)
Cash	\$ 17,137,982	\$ 3,012,409	\$ (14,125,573)
Receivables	130,796,867	138,594,527	7,797,660
Inventory	18,159,618	22,388,586	4,228,968
Investments	393,238,794	292,049,972	(101,188,822)
Other Assets	99,846,310	86,199,582	(13,646,728)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,206,178,440	2,607,454,386	401,275,946
Land & Improvements	414,141,633	395,852,767	(18,288,866)
Total Assets and Other	3,287,599,976	3,553,228,804	265,628,828
Liabilities			
Trade Payables	65,217,406	40,517,859	(24,699,547)
Accrued Payroll	25,422,828	29,488,188	4,065,360
Commercial Paper	189,000,000	183,400,000	(5,600,000)
Long-Term Liabilities	1,066,653,911	1,067,525,050	871,139
Other Liabilities	85,062,139	74,483,462	(10,578,677)
Total Liabilities	1,431,356,283	1,395,414,559	(35,941,724)
Net Assets - Retained	1,856,243,693	2,157,814,245	301,570,552
Total Liabilities and Net Assets	\$ 3,287,599,976	\$ 3,553,228,804	\$ 265,628,828