

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

January 2014



MONTHLY BOARD REPORT

January 2014

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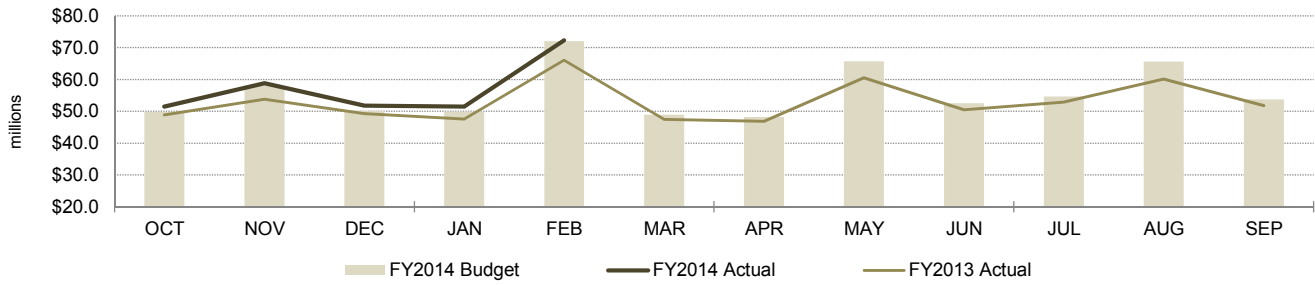
MONTHLY BOARD REPORT

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Summary

- Sales Tax revenue year-to-date of \$285.8 million through February 2014 is \$5.8 million or 2.1% over budget. February 2014 revenue of \$72.3 million is \$0.2 million or 0.3% over budget.
- Fare revenue of \$22.2 million through January 2014 year-to-date is \$0.9 million or 3.7% under budget. January 2014 revenue of \$5.5 million is \$0.3 million or 5.4% under budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$2.3 million through January 2014 is \$0.9 million or 64.6% over budget. January 2014 revenue of \$0.6 million is \$0.3 million or 76.6% over budget.
- Capital Grant revenue year-to-date of \$21.6 million through January 2014 is \$18.1 million over budget.
- Interest & Miscellaneous revenue year-to-date of \$2.8 million through January 2014 is \$0.8 million or 37.5% over budget. January 2014 revenue of \$0.6 million is \$0.1 million or 27.3% over budget.
- Operating expenses year-to-date of \$146.0 million through January 2014 are \$15.1 million or 9.4% under budget. January 2014 expenses of \$37.9 million are \$4.3 million or 10.2% under budget.
- METRORail Expansion expenses year-to-date of \$88.1 million through January 2014 are \$18.5 million or 26.6% over budget. January 2014 expenses of \$33.3 million are \$11.2 million or 50.9% over budget.
- Other Capital Improvement Program expenses year-to-date of \$9.0 million through January 2014 are \$13.9 million or 60.7% under budget. January 2014 expenses of \$2.6 million are \$4.7 million or 64.8% under budget.
- General Mobility Program expenses year-to-date of \$35.7 million through January 2014 are \$21.5 million or 37.6% under budget. January 2014 expenses of \$16.5 million are \$3.0 million or 21.8% over budget.
- Debt Service expenses of \$33.7 million through January 2014 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 22.7 million through January 2014 is 452,000 or 2.0% under last year. January 2014 ridership of 5.4 million is 236,000 or 4.2% under last year.
- METRORail ridership year-to-date of 3.8 million through January 2014 is 81,000 or 2.2% over last year. January 2014 ridership of 1.0 million is 95,000 or 10.2% over last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents met the benchmark for both the month and for the year-to-date. Rail Accidents met the benchmark for both the month and the year-to-date. Total Major Security Incidents exceeded the benchmark for 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 met the minimum performance standard for both the month and year-to-date. On-Time Performance for METROLift met 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.

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Sales Tax Revenue thru February 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	72.1	72.3	0.2	0.3%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
Jun	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 280.0	\$ 285.8	\$ 5.8	2.1%

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	66.0	72.3	6.3	9.5%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 265.5	\$ 285.8	\$ 20.3	7.7%

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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	5.8	5.5	(0.3)	(5.4%)
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	\$ 23.1	\$ 22.2	\$ (0.9)	(3.7%)

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	5.8	5.5	(0.3)	(4.9%)
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	\$ 23.1	\$ 22.2	\$ (0.9)	(3.8%)

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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	\$ 0.4	\$ 0.6	\$ 0.3	76.6%
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	\$ 1.4	\$ 2.3	\$ 0.9	64.6%

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$21.6 million versus \$3.5 million budgeted

Interest & Miscellaneous Revenue

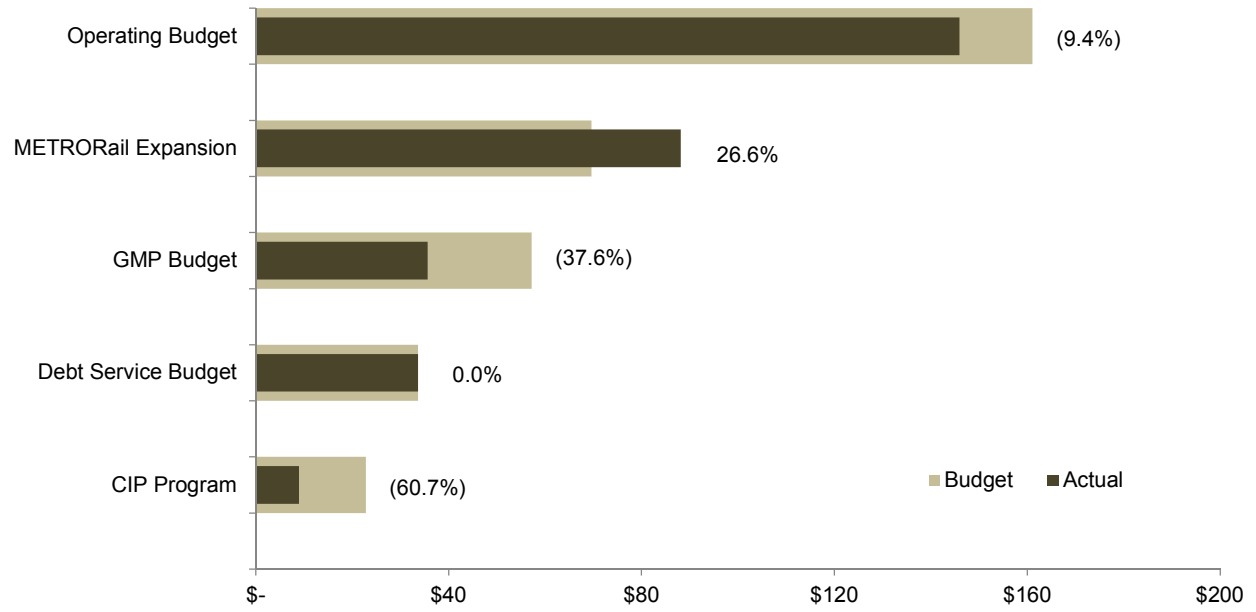
Total FY2014 Interest & Miscellaneous Revenue budget is \$8.2 million

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	\$ 0.5	\$ 0.6	\$ 0.1	27.3%
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	\$ 2.0	\$ 2.8	\$ 0.8	37.5%

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January 2014
Budget and Expense Summary
(in millions)



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Operating Expenses

Comparison of Budget to Actual for the Month (January 2014)

	FY14 Annual Budget	January Budget	January Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 24,615,394	\$ 23,230,803	\$ (1,384,591)	(5.6%)
Non-Labor	213,218,799	19,327,554	15,909,495	(3,418,059)	(17.7%)
Subtotal Labor & Non-Labor	498,553,513	43,942,948	39,140,298	(4,802,650)	(10.9%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,761,360)	(1,277,855)	483,505	27.5%
Total Operating Budget	\$ 487,393,187	\$ 42,181,588	\$ 37,862,443	\$ (4,319,145)	(10.2%)

Comparison of Budget to Actual Year-to-Date January 2014 (4 months)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,563,117	\$ 37,392,851	\$ 35,712,153	\$ (1,680,698)	(4.5%)
Union Fringe Benefits	\$ 59,172,653	19,162,935	17,840,148	(1,322,787)	(6.9%)
Subtotal Union Labor	168,735,770	56,555,786	53,552,301	(3,003,485)	(5.3%)
Salaries and Non-Union Wages	80,310,181	27,117,430	26,187,564	(929,866)	(3.4%)
Non-Union Fringe Benefits	36,288,763	11,986,758	11,107,519	(879,239)	(7.3%)
Subtotal Non-Union Labor	116,598,944	39,104,188	37,295,084	(1,809,104)	(4.6%)
Subtotal Labor and Fringe Benefits	285,334,714	95,659,974	90,847,385	(4,812,589)	(5.0%)
Services	39,905,360	14,028,176	8,239,405	(5,788,771)	(41.3%)
Materials and Supplies	21,115,005	7,285,415	6,538,012	(747,403)	(10.3%)
Fuel & Utilities	51,522,046	17,271,531	16,222,308	(1,049,223)	(6.1%)
Casualty and Liability	4,677,569	1,430,978	1,588,624	157,646	11.0%
Purchased Transportation	88,591,060	29,571,067	28,323,717	(1,247,349)	(4.2%)
Leases, Rentals and Misc.	7,407,759	2,895,223	1,694,365	(1,200,858)	(41.5%)
Subtotal Non-Labor	213,218,799	72,482,390	62,606,431	(9,875,960)	(13.6%)
Subtotal Labor and Non-Labor	498,553,513	168,142,364	153,453,816	(14,688,548)	(8.7%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(7,091,534)	(7,502,629)	(411,095)	(5.8%)
Subtotal Contingency / Allocations	(11,160,326)	(7,091,534)	(7,502,629)	(411,095)	(5.8%)
Total Operating Budget	\$ 487,393,187	\$ 161,050,830	\$ 145,951,187	\$ (15,099,643)	(9.4%)

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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>January 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 56,555,786	\$ 53,552,301	\$ (3,003,485)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(3,905,000)
Overtime Wages associated with bus transportation and bus maintenance operations necessary to meet existing service schedules			1,577,000
Benefits Trust Contribution - less than anticipated participation in the union health plan			(706,000)
Non-Union Labor	39,104,188	37,295,084	(1,809,104)
Salaries and fringes primarily related to vacancies			(1,557,587)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(806,000)
Timing in the use of vacation and sick time			362,000
Overtime mostly associated with the North Line rail launch			205,000
Services	14,028,176	8,239,405	(5,788,771)
Timing of facilities maintenance contract services for buildings and grounds, general outside maintenance costs and related support services			(1,500,000)
Less than anticipated spending in advertising fees, timing of invoice payments, delayed ridership campaign and other pending marketing projects			(1,000,000)
Timing in IT equipment repairs and maintenance and support licenses and lower than anticipated utilization of IT contracts			(577,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for financial services related to fare media operations			(396,000)
Timing of other support services spread throughout the Authority			(328,000)
Delayed Safety expenses: brokerage services contract plus procurements deferred to the 4th quarter			(281,000)
Delayed execution of certain project administration contracts within the Engineering department			(153,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(428,000)
- Education and training			(220,000)
- General legal fees and fees related to defeased lease arrangements			(201,000)
- Audit fees in Finance due to delayed charges for the FTA & KPMG audits			(136,000)
- Other miscellaneous services spread across the Authority			(549,000)
Materials & Supplies	7,285,415	6,538,012	(747,403)
Timing variances in special & general office supplies, primarily from delayed spending for fare media			(546,000)
General underutilization of materials and supplies throughout the Authority			(201,000)
Fuel & Utilities	17,271,531	16,222,308	(1,049,223)
Timing variances plus delayed invoices in routine phone services			(339,000)
Quantity savings resulting from less than budgeted diesel fuel usage			(251,000)
Lower than planned consumption of natural gas			(188,000)
Timing delay in the recording of routine drainage expenses			(167,000)
Savings in Propulsion power due to a delay in the procurement of rail cars			(101,000)
Casualty and Liability	1,430,978	1,588,624	157,646
Due to Physical damage premiums being higher than anticipated			140,000
Purchased Transportation	29,571,067	28,323,717	(1,247,349)
Less than anticipated hours of service provided by METRO's contract operator of fixed route service			(577,000)
Savings from efficiencies in the provision of METROLift services			(469,000)
A delay in the recording of January Performance bonus payment for the fixed route contractor			(270,000)
Alternate Fixed Route services run more hours than were budgeted			75,000
Leases, Rentals and Miscellaneous	2,895,223	1,694,365	(1,200,858)
Timing in the IT software rental payments (Oracle)			(863,000)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(223,000)
Timing delays in Other Miscellaneous expenses			(76,000)
Allocation to Capital and GMP	(7,091,534)	(7,502,629)	(411,095)
Primarily due to increased efforts to prepare for the opening of the Red Line extension.			(411,000)

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Total Net Operating Budget / Expenses by Department

<u>Authorized</u>		-----Year-to-Date-----				--Current Month--
<u>EOY</u>						
<u>Headcount</u>	<u>Department</u>	<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
2,723	Operations	\$ 344,074,338	\$ 115,443,474	\$ 109,896,420	\$ (5,547,054)	\$ (1,549,422)
407	Administration	69,433,706	24,475,003	19,588,894	(4,886,109)	(1,445,038)
	Facility Maintenance	25,308,839	8,568,198	6,050,760	(2,517,438)	(803,800)
	Human Resources	17,083,066	5,462,279	4,956,918	(505,361)	(104,002)
	Information Technology	16,068,460	6,758,503	4,996,703	(1,761,800)	(536,847)
	Procurement & Materials	8,105,978	2,680,122	2,659,206	(20,916)	10,660
	Small Business	940,613	334,296	315,844	(18,452)	(4,514)
	Diversity & Compliance	850,200	292,700	246,347	(46,353)	(15,682)
	Best Practices Research	627,649	233,331	222,827	(10,504)	7,294
	Chief Administrative Officer	448,901	145,574	140,289	(5,285)	1,853
257	METRO Police	18,824,304	6,225,430	5,792,653	(432,777)	(105,153)
79	Finance	10,854,310	3,736,182	2,388,823	(1,347,359)	(578,020)
40	Gov't & Public Affairs	8,099,726	2,685,455	1,428,862	(1,256,593)	(246,307)
	Mktg & Corporate Communications	6,797,507	2,241,675	1,096,242	(1,145,433)	(225,874)
	Public Engagement	750,053	258,328	195,233	(63,095)	(4,603)
	Government Affairs	550,131	185,825	137,387	(48,438)	(14,725)
	Stakeholder Affairs	2,035	(373)	0	373	(1,104)
44	Safety	7,855,264	2,647,486	2,412,634	(234,852)	169,052
31	Planning	5,799,393	1,863,655	1,213,170	(650,485)	(189,574)
77	Customer & Ridership Services	4,426,841	1,482,635	1,437,669	(44,966)	(10,674)
21	Legal	3,859,811	1,256,066	868,770	(387,296)	(120,023)
	Legal	2,883,547	980,423	706,371	(274,053)	(98,342)
	Real Estate & Property Management	976,264	275,643	162,399	(113,244)	(21,681)
11	Executive & Board	2,100,314	647,752	527,893	(119,859)	(43,948)
11	Audit	1,312,114	444,392	411,729	(32,663)	(8,219)
18	Engineering & Capital Projects	608,361	146,567	(16,332)	(162,898)	(194,427)
	Small Capital Expenses	150,000	-	-	-	-
25	Rail Construction	(5,295)	(3,267)	0	3,267	2,609
	Contingency	9,000,000	-	-	-	-
	Emergency Fund	1,000,000	-	-	-	-
3,744	TOTAL NET OPERATING	\$ 487,393,187	\$ 161,050,830	\$ 145,951,186	\$ (15,099,643)	\$ (4,319,144)

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

Department	January FY2014 -----Year-to-Date-----			January FY2013 -----Year-to-Date-----		
	Budget	Expense	Variance	Budget	Expense	Variance
Operations	\$ 115,443,474	\$ 109,896,420	\$ (5,547,054)	\$ 105,544,243	\$ 103,445,061	(2,099,182)
Administration	24,475,003	19,588,894	(4,886,109)	N/A	N/A	N/A
Facility Maintenance	8,568,198	6,050,760	(2,517,438)	N/A	N/A	N/A
Human Resources	5,462,279	4,956,918	(505,361)	5,006,821	4,773,071	(233,750)
Information Technology	6,758,503	4,996,703	(1,761,800)	3,916,525	3,635,542	(280,983)
Procurement & Materials	2,680,122	2,659,206	(20,916)	2,428,523	2,433,126	4,603
Small Business	334,296	315,844	(18,452)	406,015	281,924	(124,091)
Diversity & Compliance	292,700	246,347	(46,353)	218,322	181,495	(36,827)
Best Practices Research	233,331	222,827	(10,504)	423,933	335,099	(88,834)
Chief Administrative Officer	145,574	140,289	(5,285)	208,902	102,105	(106,797)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	391,319	284,053	(107,266)
VP of Business Services	N/A	N/A	N/A	83,088	40,349	(42,739)
METRO Police	6,225,430	5,792,653	(432,777)	5,791,734	5,603,511	(188,223)
Finance	3,736,182	2,388,823	(1,347,359)	3,850,779	3,038,174	(812,605)
Gov't & Public Affairs	2,685,455	1,428,862	(1,256,593)	N/A	N/A	N/A
Mktg & Corporate Communications	2,241,675	1,096,242	(1,145,433)	2,621,724	2,057,922	(563,802)
Public Engagement	258,328	195,233	(63,095)	N/A	N/A	N/A
Government Affairs	185,825	137,387	(48,438)	N/A	N/A	N/A
Stakeholder Affairs	(373)	0	373	N/A	N/A	N/A
Safety	2,647,486	2,412,634	(234,852)	1,796,155	1,773,769	(22,386)
Planning	1,863,655	1,213,170	(650,485)	1,895,532	1,563,373	(332,159)
Customer & Ridership Services	1,482,635	1,437,669	(44,966)	N/A	N/A	N/A
Legal	1,256,066	868,770	(387,296)	2,141,162	1,663,573	(477,589)
Legal	980,423	706,371	(274,053)	N/A	N/A	N/A
Real Estate & Property Management	275,643	162,399	(113,244)	245,339	114,909	(130,430)
Executive & Board	647,752	527,893	(119,859)	553,105	645,218	92,113
Audit	444,392	411,729	(32,663)	412,046	350,734	(61,312)
Engineering & Capital Projects	146,567	(16,332)	(162,898)	N/A	N/A	N/A
Small Capital Expenses	-	-	-	-	-	-
Rail Construction	(3,267)	0	3,267	N/A	N/A	N/A
Capital Programs	N/A	N/A	N/A	9,979,240	8,219,028	(1,760,212)
Contingency	-	-	-	-	-	-
Emergency Fund	-	-	-	N/A	N/A	N/A
TOTAL NET OPERATING	161,050,830	145,951,186	(15,099,643)	147,914,507	140,542,038	(7,372,469)

MONTHLY BOARD REPORT
January 2014
Capital, General Mobility and Debt Service Expenses
Budget vs. Actual - Month and Fiscal Year-to-Date
(\$ millions)

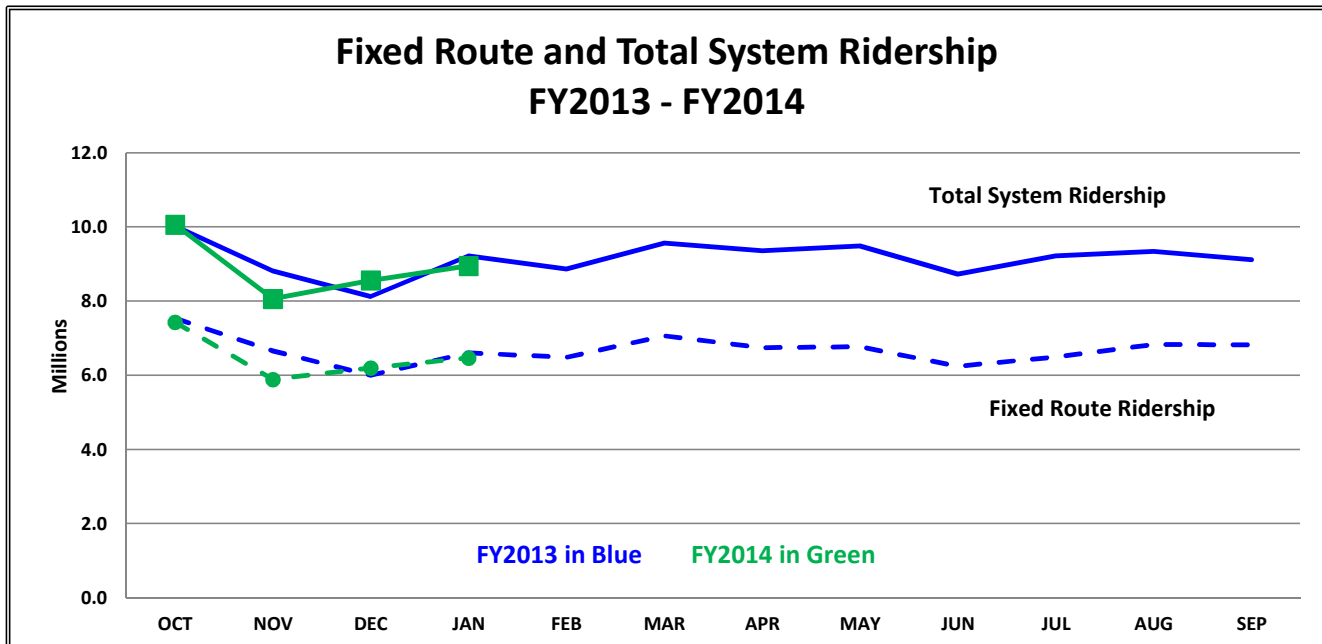
	FY2014 Annual <u>Budget</u>	<u>Month of January 2014</u>				<u>Fiscal YTD January 2014</u>			
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 22.1	\$ 33.3	\$ 11.2	50.9%	\$ 69.6	\$ 88.1	\$ 18.5	26.6%
Capital Improvement Program	198.4	7.3	2.6	(4.7)	(64.8%)	22.8	9.0	(13.9)	(60.7%)
Total Capital Budget	\$ 513.0	29.4	35.9	6.5	22.1%	92.4	97.1	4.7	5.1%
General Mobility	\$ 160.1	13.6	16.5	3.0	21.8%	57.2	35.7	(21.5)	(37.6%)
Debt Service	\$ 80.2	\$ 5.2	\$ 5.2	\$ -	0.0%	\$ 33.7	\$ 33.7	\$ 0.0	0.0%

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Ridership by Service Category

Service Category	Jan-13 Boardings	Jan-14 Boardings	Jan-14 vs. Jan-13	Jan-13 YTD Boardings	Jan-14 YTD Boardings	YTD % Change
						Jan-14 vs. Jan-13
Fixed Route Bus						
Local	4,983,310	4,777,002	(4.1%)	20,523,356	20,082,111	(2.1%)
Park & Ride	684,748	655,413	(4.3%)	2,582,442	2,571,461	(0.4%)
Subtotal Fixed Route Bus	5,668,058	5,432,415	(4.2%)	23,105,798	22,653,572	(2.0%)
METRO Rail	934,496	1,029,485	10.2%	3,683,840	3,764,919	2.2%
Subtotal Fixed Route	6,602,554	6,461,900	(2.1%)	26,789,638	26,418,491	(1.4%)
Special Events *	0	12	N/A	0	12	N.A.
Total Fixed Route	6,602,554	6,461,912	(2.1%)	26,789,638	26,418,503	(1.4%)
Customized Bus Services						
METROLift	140,754	141,354	0.4%	562,373	590,342	5.0%
METRO STAR Vanpool	223,684	210,195	(6.0%)	819,496	803,074	(2.0%)
Internal Service	0	0		108	136	25.9%
Subtotal Customized Bus	364,438	351,549	(3.5%)	1,381,977	1,393,552	0.8%
Subtotal Bus and Rail	6,966,992	6,813,461	(2.2%)	28,171,615	27,812,055	(1.3%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,250,776	2,134,836	(5.2%)	8,000,030	8,248,230	3.1%
Total System	9,217,768	8,948,297	(2.9%)	36,171,645	36,060,285	(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
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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	54	44	35	30										≤ 42	≤ 167	163	2.4%
Bus Accidents per 100,000 vehicle miles	0.91	0.82	0.64	0.54										≤ 0.72	≤ 0.72	0.73	1.5%
Rail Accidents	1	6	5	6										≤ 6	≤ 19	18	5.3%
Rail Accidents per 100,000 vehicle miles	0.87	5.41	3.86	4.02										≤ 6.58	≤ 6.58	3.56	45.8%
Major Security Incidents - total	56	43	33	56										≤ 45	≤ 180	188	4.4%
Major Security Incidents per 100,000 boardings	0.738	0.664	0.521	0.848										≤ 0.640	≤ 0.640	0.696	8.8%
Major Security Incidents - METRO properties	27	11	14	24										≤ 28	≤ 112	76	32.1%
Major Security Incidents per 100,000 boardings	0.517	0.218	0.297	0.496										≤ 0.397	≤ 0.397	0.281	29.1%
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%	68%	69%	69%										≥ 75%	≥ 75%	76%	1.3%
Park & Ride Bus OTP	77%	75%	75%	77%										≥ 72%	≥ 71.5%	70%	1.6%
Weighted Average Bus OTP	70.5%	69.8%	70.3%	70.9%										≥ 85%	≥ 85.0%	86%	1.5%
METROLift OTP	85.4%	84.9%	87.1%	87.7%													
Rail On-Time Performance	97%	93%	NA*	NA*										≥ 95%	≥ 95%	NA*	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,369	10,248	11,959	10,956										≥ 9,000	≥ 9,000	10,534	17.0%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,098	13,384	16,435	16,972										≥ 11,750	≥ 11,750	14,671	24.9%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
*Complaint Contacts per 100,000 boardings	28.17	24.56	24.88	25.18										≤ 26.00	≤ 26.00	25.80	0.8%
Commendations	315	226	253	257										≥ 208	≥ 833	1,051	26.2%
Average Call Center Answer Delay (Sec.)	92	88	92	110										≤ 120	≤ 120	96	20.4%

* Note: Rail OTP is not yet available

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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

	Jan. 31, 2013 (\$)	Jan. 31, 2014 (\$)	Change (\$)
Cash	\$ 2,489,418	\$ 3,610,586	\$ 1,121,168
Receivables	127,784,647	134,786,528	7,001,881
Inventory	18,352,965	22,637,434	4,284,469
Investments	369,932,437	287,520,407	(82,412,030)
Other Assets	99,473,504	88,414,970	(11,058,534)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,228,841,047	2,632,098,331	403,257,284
Land & Improvements	414,510,630	395,146,206	(19,364,424)
Total Assets and Other	3,269,484,980	3,571,891,037	302,406,057
Liabilities			
Trade Payables	35,927,655	54,586,524	18,658,869
Accrued Payroll	27,357,561	27,429,681	72,120
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	84,990,839	74,988,768	(10,002,071)
Total Liabilities	1,403,929,965	1,407,930,023	4,000,058
Net Assets - Retained	1,865,555,015	2,163,961,014	298,405,999
Total Liabilities and Net Assets	\$ 3,269,484,980	\$ 3,571,891,037	\$ 302,406,057