

# METRO

## Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

February 2014



# **MONTHLY BOARD REPORT**

## **February 2014**

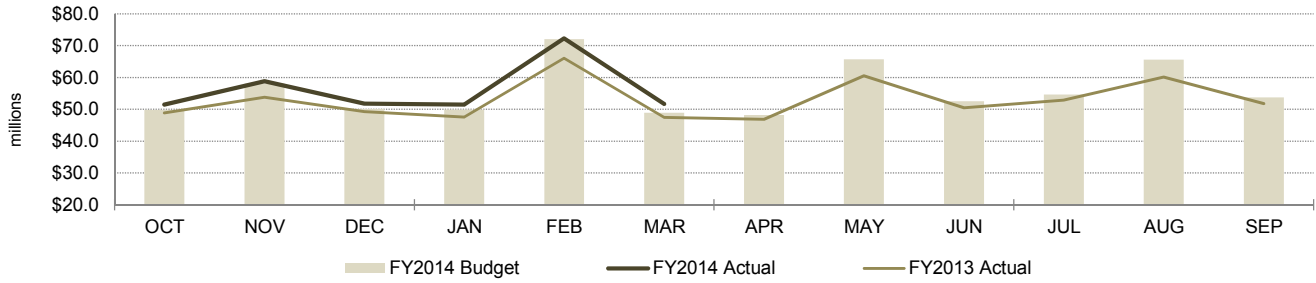
### **Table of Contents**

<b>Section A</b>	<b>Summary</b>
<b>Section B</b>	<b>Sales Tax Revenue</b>
<b>Section C</b>	<b>Fare Revenue</b>
<b>Section D</b>	<b>Grant and Interest &amp; Miscellaneous Revenue</b>
<b>Section E</b>	<b>Budget and Expense Summary</b>
<b>Section F</b>	<b>Operating Expenses</b> February 2014 Budget vs. Actual FY2014 YTD Budget vs. Actual FY2014 YTD Major Variance Items FY2014 YTD Operating Budget/Expenses by Department
<b>Section G</b>	<b>Capital, General Mobility &amp; Debt Service Expenditures</b>  <b>Ridership by Service Category</b>
<b>Section I</b>	<b>Performance Statistics</b> Performance Statistic Notes
<b>Section J</b>	<b>Balance Sheet</b>

**MONTHLY BOARD REPORT**  
**February 2014**  
**Summary**

- Sales Tax revenue year-to-date of \$337.5 million through March 2014 is \$8.5 million or 2.6% over budget. March 2014 revenue of \$51.7 million is \$2.8 million or 5.7% over budget.
- Fare revenue of \$27.8 million through February 2014 year-to-date is \$1.0 million or 3.3% under budget. February 2014 revenue of \$5.5 million is \$0.1 million or 2.0% under budget.
- Grant Revenue Applied to Operating Expenses year-to-date of \$21.9 million through February 2014 is \$20.2 million or 1147.1% over budget. February 2014 revenue of \$19.6 million is \$19.2 million or 5411.6% over budget.
- Capital Grant revenue year-to-date of \$35.5 million through February 2014 is \$20.8 million over budget.
- Interest & Miscellaneous revenue year-to-date of \$3.5 million through February 2014 is \$0.9 million or 34.1% over budget. February 2014 revenue of \$0.7 million is \$0.1 million or 22.2% over budget.
- Operating expenses year-to-date of \$181.6 million through February 2014 are \$15.9 million or 8.1% under budget. February 2014 expenses of \$35.6 million are \$0.8 million or 2.3% under budget.
- METRORail Expansion expenses year-to-date of \$104.2 million through February 2014 are \$2.7 million or 2.6% over budget. February 2014 expenses of \$16.3 million are \$15.7 million or 49.1% under budget.
- Other Capital Improvement Program expenses year-to-date of \$11.9 million through February 2014 are \$16.2 million or 57.8% under budget. February 2014 expenses of \$2.7 million are \$2.6 million or 48.8% under budget.
- General Mobility Program expenses year-to-date of \$54.0 million through February 2014 are \$17.1 million or 24.1% under budget. February 2014 expenses of \$18.3 million are \$4.4 million or 31.9% over budget.
- Debt Service expenses of \$38.6 million through February 2014 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 28.0 million through February 2014 is 590,000 or 2.1% under last year. February 2014 ridership of 5.4 million is 138,000 or 2.5% under last year.
- METRORail ridership year-to-date of 4.8 million through February 2014 is 170,000 or 3.7% over last year. February 2014 ridership of 1.0 million is 89,000 or 9.5% over last year.
- Performance Indicator Summary:
  - Safety & Security Bus Accidents missed 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 met 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 did not meet 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**  
**February 2014**  
**Sales Tax Revenue thru March 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%
<b>March</b>	<b>48.9</b>	<b>51.7</b>	<b>2.8</b>	<b>5.7%</b>
April	-	-	-	0.0%
May	-	-	-	0.0%
Jun	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2014 YTD</b>	<b>\$ 328.9</b>	<b>\$ 337.5</b>	<b>\$ 8.5</b>	<b>2.6%</b>

**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%
<b>March</b>	<b>47.4</b>	<b>51.7</b>	<b>4.3</b>	<b>9.0%</b>
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2014 YTD</b>	<b>\$ 312.9</b>	<b>\$ 337.5</b>	<b>\$ 24.6</b>	<b>7.9%</b>

# MONTHLY BOARD REPORT

February 2014

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%)
<b>February</b>	<b>5.7</b>	<b>5.5</b>	<b>(0.1)</b>	<b>(2.0%)</b>
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2014 YTD</b>	<b>\$ 28.8</b>	<b>\$ 27.8</b>	<b>\$ (1.0)</b>	<b>(3.3%)</b>

## 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%)
<b>February</b>	<b>5.6</b>	<b>5.5</b>	<b>(0.1)</b>	<b>(1.2%)</b>
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2014 YTD</b>	<b>\$ 28.7</b>	<b>\$ 27.8</b>	<b>\$ (0.9)</b>	<b>(3.3%)</b>

**MONTHLY BOARD REPORT**  
**February 2014**  
**Grants Applied to Operating Expenses**

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

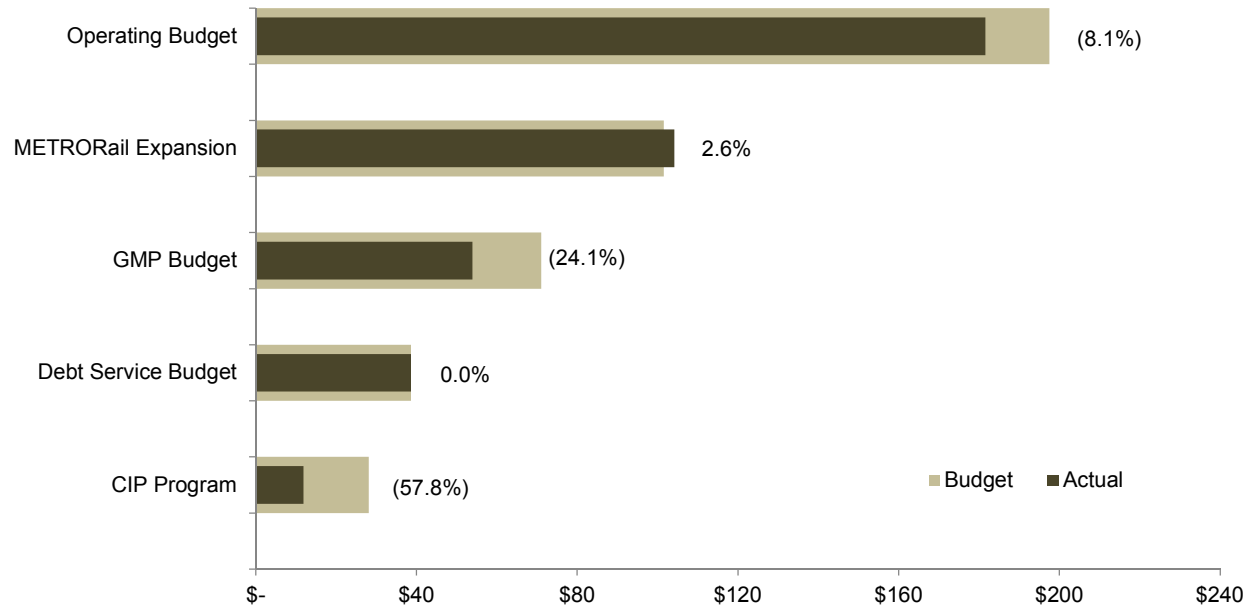
<b>Budget to Actual FY2014</b>						
(\$ millions)						
	Budget		Actual		Variance	%
October	\$ 0.3	\$	1.4	\$	1.0	311.2%
November	\$ 0.4	\$	0.4	\$	0.1	23.2%
December	\$ 0.4	\$	(0.1)	\$	(0.5)	(131.9%)
January	\$ 0.4	\$	0.6	\$	0.3	78.7%
<b>February</b>	<b>\$ 0.4</b>	<b>\$</b>	<b>19.6</b>	<b>\$</b>	<b>19.2</b>	<b>5411.6%</b>
March	-		-		-	0.0%
April	-		-		-	0.0%
May	-		-		-	0.0%
June	-		-		-	0.0%
July	-		-		-	0.0%
August	-		-		-	0.0%
September	-		-		-	0.0%
<b>FY 2014 YTD</b>	<b>\$ 1.8</b>	<b>\$</b>	<b>21.9</b>	<b>\$</b>	<b>20.2</b>	<b>1147.1%</b>

**Capital Grant Revenue**  
**Year-to-date Capital Grant revenue is \$35.5 million versus \$14.7 million budgeted**

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

<b>Budget to Actual FY2014</b>						
(\$ 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%
<b>February</b>	<b>\$ 0.6</b>	<b>\$</b>	<b>0.7</b>	<b>\$</b>	<b>0.1</b>	<b>22.2%</b>
March	-		-		-	0.0%
April	-		-		-	0.0%
May	-		-		-	0.0%
June	-		-		-	0.0%
July	-		-		-	0.0%
August	-		-		-	0.0%
September	-		-		-	0.0%
<b>FY 2014 YTD</b>	<b>\$ 2.6</b>	<b>\$</b>	<b>3.5</b>	<b>\$</b>	<b>0.9</b>	<b>34.1%</b>

**MONTHLY BOARD REPORT**  
**February 2014**  
**Budget and Expense Summary**  
(in millions)



**MONTHLY BOARD REPORT**

February 2014

**Operating Expenses**

**Comparison of Budget to Actual for the Month (February 2014)**

	FY14 Annual Budget	February Budget	February Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 22,180,499	\$ 21,110,588	\$ (1,069,911)	(4.8%)
Non-Labor	213,218,799	15,889,838	16,257,899	368,061	2.3%
<b>Subtotal Labor &amp; Non-Labor</b>	<b>498,553,513</b>	<b>38,070,337</b>	<b>37,368,487</b>	<b>(701,850)</b>	<b>(1.8%)</b>
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,638,521)	(1,769,548)	(131,027)	(8.0%)
<b>Total Operating Budget</b>	<b>\$ 487,393,187</b>	<b>\$ 36,431,816</b>	<b>\$ 35,598,939</b>	<b>\$ (832,877)</b>	<b>(2.3%)</b>

**Comparison of Budget to Actual Year-to-Date February 2014 (5 months)**

<b>Expense Category</b>	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,563,117	\$ 45,816,928	\$ 43,896,782	\$ (1,920,146)	(4.2%)
Union Fringe Benefits	\$ 59,172,653	23,785,345	22,055,032	(1,730,313)	(7.3%)
<b>Subtotal Union Labor</b>	<b>168,735,770</b>	<b>69,602,273</b>	<b>65,951,814</b>	<b>(3,650,459)</b>	<b>(5.2%)</b>
Salaries and Non-Union Wages	80,310,181	33,272,710	32,205,828	(1,066,882)	(3.2%)
Non-Union Fringe Benefits	36,288,763	14,965,490	13,800,332	(1,165,158)	(7.8%)
<b>Subtotal Non-Union Labor</b>	<b>116,598,944</b>	<b>48,238,200</b>	<b>46,006,159</b>	<b>(2,232,041)</b>	<b>(4.6%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>285,334,714</b>	<b>117,840,473</b>	<b>111,957,974</b>	<b>(5,882,499)</b>	<b>(5.0%)</b>
Services	39,904,360	16,881,683	10,303,738	(6,577,945)	(39.0%)
Materials and Supplies	21,115,005	8,920,572	8,254,615	(665,957)	(7.5%)
Fuel & Utilities	51,522,046	21,151,709	19,993,641	(1,158,067)	(5.5%)
Casualty and Liability	4,677,569	1,891,468	2,157,224	265,756	14.1%
Purchased Transportation	88,591,060	36,446,157	35,479,769	(966,388)	(2.7%)
Leases, Rentals and Misc.	7,408,759	3,080,639	2,675,343	(405,296)	(13.2%)
<b>Subtotal Non-Labor</b>	<b>213,218,799</b>	<b>88,372,227</b>	<b>78,864,331</b>	<b>(9,507,896)</b>	<b>(10.8%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>498,553,513</b>	<b>206,212,700</b>	<b>190,822,305</b>	<b>(15,390,395)</b>	<b>(7.5%)</b>
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(8,730,055)	(9,272,177)	(542,122)	(6.2%)
<b>Subtotal Contingency / Allocations</b>	<b>(11,160,326)</b>	<b>(8,730,055)</b>	<b>(9,272,177)</b>	<b>(542,122)</b>	<b>(6.2%)</b>
<b>Total Operating Budget</b>	<b>\$ 487,393,187</b>	<b>\$ 197,482,645</b>	<b>\$ 181,550,127</b>	<b>\$ (15,932,518)</b>	<b>(8.1%)</b>



**MONTHLY BOARD REPORT**  
**February 2014**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>February 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>\$ 69,602,273</b>	<b>\$ 65,951,814</b>	<b>\$ (3,650,459)</b>
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(4,546,000)
Overtime Wages associated with bus transportation and bus maintenance operations necessary to meet existing service schedules			1,974,000
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,120,000)
<b>Non-Union Labor</b>	<b>48,238,200</b>	<b>46,006,159</b>	<b>(2,232,041)</b>
Salaries and fringes primarily related to vacancies			(1,778,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(1,006,000)
Timing in the use of vacation and sick time			423,000
Overtime mostly associated with the North Line rail launch			220,000
<b>Services</b>	<b>16,881,683</b>	<b>10,303,738</b>	<b>(6,577,945)</b>
Timing of facilities maintenance contract services for buildings and grounds, general outside maintenance costs and related support services			(1,900,000)
Less than anticipated spending in advertising fees, timing of invoice payments, delayed ridership campaign and other pending marketing projects and authority wide promotional campaigns			(1,308,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for financial services related to fare media operations			(490,000)
Timing in IT equipment repairs and maintenance and support licenses and lower than anticipated utilization of IT contracts			(435,000)
Delayed execution of Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(419,000)
Delayed Safety expenses: brokerage services contract plus procurements deferred to the 4th quarter			(256,000)
Delayed execution of certain project administration contracts within the Engineering department			(182,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Support services			(404,000)
- Education and training			(270,000)
- General legal fees and fees related to defeased lease arrangements			(227,000)
- Contract employment services and Contracted HR services			(120,000)
- Legislative coordination			(78,000)
- Audit fees in Finance due to delayed charges for the FTA & KPMG audits			(76,000)
- Other miscellaneous services spread across the Authority			(419,000)
<b>Materials &amp; Supplies</b>	<b>8,920,572</b>	<b>8,254,615</b>	<b>(665,957)</b>
Timing variances in special and general office supplies, primarily from delayed spending for fare media			(608,000)
General underutilization of materials and supplies including radio equipment and bus batteries			(461,000)
Overrun in rail and bus maintenance and certain parts			460,000
<b>Fuel &amp; Utilities</b>	<b>21,151,709</b>	<b>19,993,641</b>	<b>(1,158,067)</b>
Timing variances plus delayed invoices in routine phone services			(339,000)
Savings resulting from less than budgeted diesel fuel usage			(330,000)
Lower than planned consumption of natural gas			(173,000)
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			(142,000)
<b>Casualty and Liability</b>	<b>1,891,468</b>	<b>2,157,224</b>	<b>265,756</b>
Physical damage premiums have been higher than anticipated			209,000
Vehicle Liability Expenditures have been higher than anticipated			118,000
<b>Purchased Transportation</b>	<b>36,446,157</b>	<b>35,479,769</b>	<b>(966,388)</b>
Less than anticipated hours of service provided by METRO's contract operator of fixed route service			(759,000)
Savings from efficiencies in the provision of METROLift services despite increasing ridership			(300,000)
Alternate Fixed Route services operated more hours than were budgeted			159,000
<b>Leases, Rentals and Miscellaneous</b>	<b>3,080,639</b>	<b>2,675,343</b>	<b>(405,296)</b>
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(181,000)
Timing in the IT software rental payments			(83,000)
Timing delays in Other miscellaneous expenses			(76,000)
Timing delay in METRO Bus roadeo invoicing			(49,000)
<b>Allocation to Capital and GMP</b>	<b>(8,730,055)</b>	<b>(9,272,177)</b>	<b>(542,122)</b>
Primarily due to increased efforts to prepare for the opening of the Red Line extension			(766,000)
Lower than projected General Mobility Program (GMP) project activity			224,000

**MONTHLY BOARD REPORT**  
**February 2014**  
**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	\$ 142,179,751	\$ 136,144,706	\$ (6,035,045)	\$ (487,991)
407	Administration	69,433,706	29,398,820	24,744,120	(4,654,700)	231,409
	Facility Maintenance	25,308,839	10,666,377	7,593,551	(3,072,826)	(555,388)
	Human Resources	17,083,066	6,843,010	6,086,030	(756,980)	(251,618)
	Information Technology	16,068,460	7,356,307	6,671,323	(684,984)	1,076,817
	Procurement & Materials	8,105,978	3,312,315	3,281,125	(31,190)	(10,274)
	Small Business	940,613	401,279	378,824	(22,455)	(4,003)
	Diversity & Compliance	850,200	357,344	296,493	(60,851)	(14,498)
	Best Practices Research	627,649	283,804	262,024	(21,780)	(11,276)
	Chief Administrative Officer	448,901	178,384	174,750	(3,634)	1,651
257	METRO Police	18,824,304	7,611,344	7,091,274	(520,070)	(87,294)
79	Finance	10,854,310	4,463,845	3,012,819	(1,451,026)	(103,667)
40	Gov't & Public Affairs	8,099,726	3,303,418	1,781,133	(1,522,285)	(265,692)
	Mktg & Corporate Communications	6,797,507	2,767,704	1,384,171	(1,383,533)	(238,100)
	Public Engagement	750,053	307,277	186,748	(120,529)	(57,434)
	Government Affairs	550,131	228,730	160,887	(67,843)	(19,405)
	Stakeholder Affairs	2,035	(293)	49,327	49,620	49,247
44	Safety	7,855,264	3,317,171	3,169,628	(147,543)	87,309
31	Planning	5,799,393	2,304,525	1,633,803	(670,722)	(20,237)
77	Customer & Ridership Services	4,426,841	1,828,296	1,756,355	(71,941)	(26,976)
21	Legal	3,859,811	1,549,320	1,073,289	(476,031)	(88,735)
	Legal	2,883,547	1,210,219	875,294	(334,925)	(60,873)
	Real Estate & Property Management	976,264	339,101	197,995	(141,106)	(27,862)
11	Executive & Board	2,100,314	801,364	646,844	(154,520)	(34,661)
11	Audit	1,312,114	547,354	507,666	(39,688)	(7,025)
18	Engineering & Capital Projects	608,361	179,292	(12,406)	(191,698)	(28,800)
	Small Capital Expenses	150,000	-	896	896	896
25	Rail Construction	(5,295)	(1,855)	0	1,855	(1,412)
	Contingency	9,000,000	-	-	-	-
	Emergency Fund	1,000,000	-	-	-	-
<b>3,744</b>	<b>TOTAL NET OPERATING</b>	<b>\$ 487,393,187</b>	<b>\$ 197,482,645</b>	<b>\$ 181,550,127</b>	<b>\$ (15,932,518)</b>	<b>\$ (832,875)</b>

**MONTHLY BOARD REPORT**  
**February 2014**  
**Total Net Operating Budget / Expenses by Department**  
**as of the end of February FY2014 vs. February FY2013**

<b>Department</b>	February FY2014 -----Year-to-Date-----			February FY2013 -----Year-to-Date-----		
	<b>Budget</b>	<b>Expense</b>	<b>Variance</b>	<b>Budget</b>	<b>Expense</b>	<b>Variance</b>
Operations	\$ 142,179,751	\$ 136,144,706	\$ (6,035,045)	\$ 129,710,340	\$ 127,647,177	(2,063,163)
Administration	29,398,820	24,744,120	(4,654,700)	N/A	N/A	N/A
Facility Maintenance	10,666,377	7,593,551	(3,072,826)	N/A	N/A	N/A
Human Resources	6,843,010	6,086,030	(756,980)	6,197,367	6,048,689	(148,678)
Information Technology	7,356,307	6,671,323	(684,984)	4,814,633	4,916,686	102,053
Procurement & Materials	3,312,315	3,281,125	(31,190)	2,990,208	2,992,639	2,431
Small Business	401,279	378,824	(22,455)	469,897	341,621	(128,276)
Diversity & Compliance	357,344	296,493	(60,851)	266,179	225,383	(40,796)
Best Practices Research	283,804	262,024	(21,780)	519,521	421,036	(98,485)
Chief Administrative Officer	178,384	174,750	(3,634)	256,071	123,670	(132,401)
Compl, EEO, ER, OD, Drug & Alcohol VP of Business Services				481,085	361,884	(119,201)
				101,939	44,635	(57,304)
METRO Police	7,611,344	7,091,274	(520,070)	7,045,896	6,865,666	(180,230)
Finance	4,463,845	3,012,819	(1,451,026)	4,495,508	3,709,552	(785,956)
Gov't & Public Affairs	3,303,418	1,781,133	(1,522,285)	N/A	N/A	N/A
Mktg & Corporate Communications	2,767,704	1,384,171	(1,383,533)	2,901,892	2,301,656	(600,236)
Public Engagement	307,277	186,748	(120,529)	N/A	N/A	N/A
Government Affairs	228,730	160,887	(67,843)	N/A	N/A	N/A
Stakeholder Affairs	(293)	49,327	49,620	N/A	N/A	N/A
Safety	3,317,171	3,169,628	(147,543)	2,219,025	2,174,195	(44,830)
Planning	2,304,525	1,633,803	(670,722)	2,156,533	1,820,928	(335,605)
Customer & Ridership Services	1,828,296	1,756,355	(71,941)	N/A	N/A	N/A
Legal	1,549,320	1,073,289	(476,031)	2,365,468	1,906,884	(458,584)
Legal	1,210,219	875,294	(334,925)	N/A	N/A	N/A
Real Estate & Property Management	339,101	197,995	(141,106)	301,977	142,221	(159,756)
Executive & Board	801,364	646,844	(154,520)	763,510	874,512	111,002
Audit	547,354	507,666	(39,688)	507,694	436,046	(71,648)
Engineering & Capital Projects	179,292	(12,406)	(191,698)	N/A	N/A	N/A
Small Capital Expenses	-	896	896	-	-	-
Rail Construction	(1,855)	0	1,855	N/A	N/A	N/A
Capital Programs	N/A	N/A	N/A	12,367,601	9,898,248	(2,469,353)
Contingency	-	-	-	-	-	-
Emergency Fund	-	-	-	N/A	N/A	N/A
<b>TOTAL NET OPERATING</b>	<b>197,482,645</b>	<b>181,550,127</b>	<b>(15,932,518)</b>	<b>180,932,344</b>	<b>173,253,329</b>	<b>(7,679,015)</b>

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

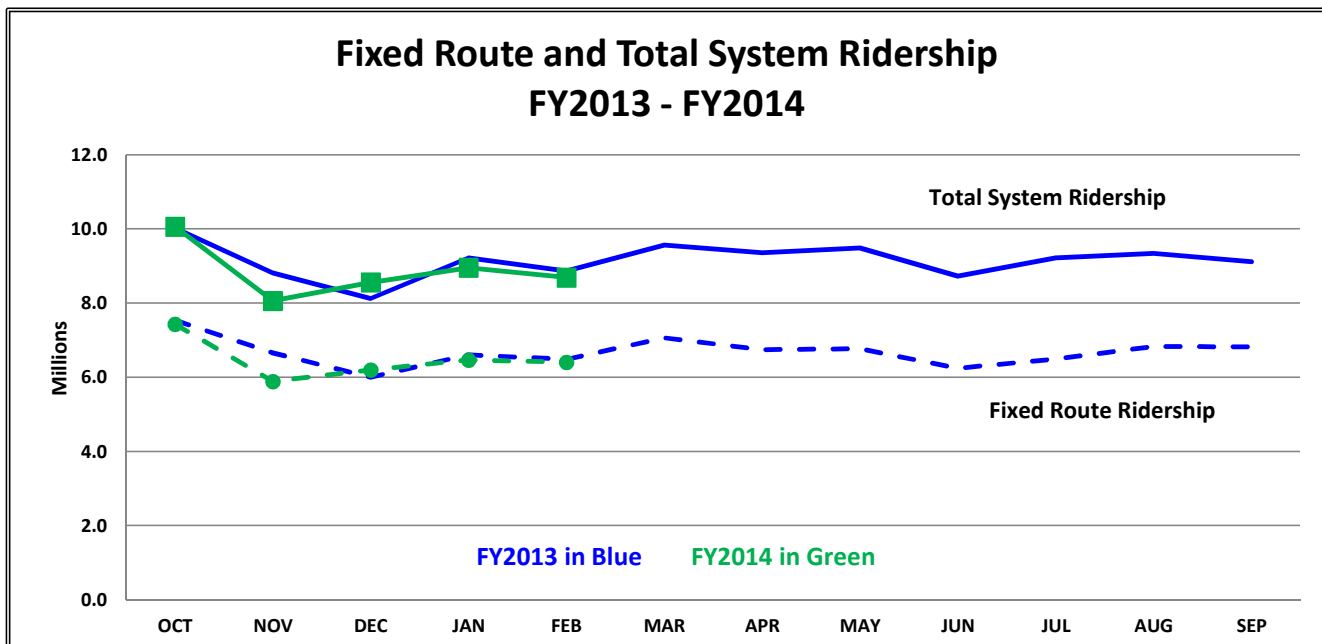
	FY2014 Annual <u>Budget</u>	<u>Month of February 2014</u>				<u>Fiscal YTD February 2014</u>			
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 31.9	\$ 16.3	\$ (15.7)	(49.1%)	\$ 101.5	\$ 104.2	\$ 2.7	2.6%
Capital Improvement Program	198.4	5.3	2.7	(2.6)	(48.8%)	28.1	11.9	(16.2)	(57.8%)
<b>Total Capital Budget</b>	<b>\$ 513.0</b>	<b>37.2</b>	<b>19.0</b>	<b>(18.2)</b>	<b>(49.0%)</b>	<b>129.6</b>	<b>116.1</b>	<b>(13.6)</b>	<b>(10.5%)</b>
<b>General Mobility</b>	<b>\$ 160.1</b>	<b>13.8</b>	<b>18.3</b>	<b>4.4</b>	<b>31.9%</b>	<b>71.1</b>	<b>54.0</b>	<b>(17.1)</b>	<b>(24.1%)</b>
<b>Debt Service</b>	<b>\$ 80.2</b>	<b>\$ 4.9</b>	<b>\$ 4.9</b>	<b>\$ -</b>	<b>0.0%</b>	<b>\$ 38.6</b>	<b>\$ 38.6</b>	<b>\$ 0.0</b>	<b>0.0%</b>

**MONTHLY BOARD REPORT**  
**February 2014**  
**Ridership by Service Category**

Service Category	Feb-13 Boardings	Feb-14 Boardings	Feb-14 vs. Feb-13	Feb-13 YTD Boardings	Feb-14 YTD Boardings	YTD %
						Change Feb-14 vs. Feb-13
<b>Fixed Route Bus</b>						
Local	4,865,057	4,688,670	(3.6%)	25,388,413	24,770,781	(2.4%)
Park & Ride	643,206	681,443	5.9%	3,225,648	3,252,904	0.8%
Subtotal Fixed Route Bus	5,508,263	5,370,113	(2.5%)	28,614,061	28,023,685	(2.1%)
METRO Rail	937,136	1,026,142	9.5%	4,620,976	4,791,061	3.7%
Subtotal Fixed Route	6,445,399	6,396,255	(0.8%)	33,235,037	32,814,746	(1.3%)
Special Events *	0	8,174	N/A	0	8,174	N.A.
<b>Total Fixed Route</b>	<b>6,445,399</b>	<b>6,404,429</b>	<b>(0.6%)</b>	<b>33,235,037</b>	<b>32,822,920</b>	<b>(1.2%)</b>
<b>Customized Bus Services</b>						
METROLift	138,076	144,090	4.4%	700,449	734,432	4.9%
METRO STAR Vanpool	202,344	197,898	(2.2%)	1,021,498	1,003,304	(1.8%)
Internal Service	89	0	(100.0%)	197	136	(31.0%)
Subtotal Customized Bus	340,509	341,988	0.4%	1,722,144	1,737,872	0.9%
Subtotal Bus and Rail	6,785,908	6,746,417	(0.6%)	34,957,181	34,560,792	(1.1%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,046,160	1,940,760	(5.2%)	10,046,190	10,188,990	1.4%
<b>Total System</b>	<b>8,832,068</b>	<b>8,687,177</b>	<b>(1.6%)</b>	<b>45,003,371</b>	<b>44,749,782</b>	<b>(0.6%)</b>

*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**  
**February 2014**  
**Performance Statistics**

Benchmark Met Benchmark Missed

Fiscal Year 2014																
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2014 YTD GOAL	FY2014 YTD	YTD % Change
	<b>Bus Accidents</b> (Includes METROLift) Bus Accidents per 100,000 vehicle miles	54 0.91	44 0.82	40 0.73	36 0.65	52 0.99								≤ 42 ≤ 0.72	≤ 209 ≤ 0.72	226 0.82
<b>Rail Accidents</b> Rail Accidents per 100,000 vehicle miles	1 0.87	6 5.41	5 3.86	6 4.02	2 1.44								≤ 6 ≤ 6.58	≤ 25 ≤ 6.58	20 3.11	20.0% 52.8%
<b>Major Security Incidents - total</b> Major Security Incidents per 100,000 boardings	56 0.738	43 0.664	33 0.521	56 0.848	25 0.382								≤ 45 ≤ 0.640	≤ 225 ≤ 0.640	213 0.635	5.3% 0.8%
<b>Major Security Incidents - METRO properties</b> Major Security Incidents per 100,000 boardings	27 0.517	11 0.218	14 0.297	24 0.496	7 0.148								≤ 28 ≤ 0.397	≤ 140 ≤ 0.397	83 0.247	40.7% 37.7%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2014 YTD GOAL	FY2014 YTD	YTD % Change
Year-to-date Capital Grant revenue is \$35.5 million versus \$14.7																
Local Bus OTP	68.4%	67.9%	68.6%	68.7%	68.7%								≥ 70%	≥ 70%	68%	2.2%
Park & Ride Bus OTP	77%	75%	75%	77%	77%								≥ 75%	≥ 75%	76%	1.4%
Weighted Average Bus OTP	70.5%	69.8%	70.3%	70.9%	70.7%								≥ 72%	≥ 71.5%	70%	1.5%
METROLift OTP	85.4%	84.9%	87.1%	87.7%	86.2%								≥ 85%	≥ 85.0%	86%	1.5%
<b>Rail On-Time Performance</b>	97%	93%	NA*	NA*	NA*								≥ 95%	≥ 95%	NA*	
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	9,369	10,248	11,959	10,956	11,865								≥ 9,000	≥ 9,000	10,764	19.6%
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	13,098	13,384	16,447	16,751	16,496								≥ 11,750	≥ 11,750	14,967	27.4%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2014 YTD GOAL	FY2014 YTD	YTD % Change
<b>*Complaint Contacts per 100,000 boardings</b>	28.09	24.41	24.91	25.38	28.81								≤ 26.00	≤ 26.00	26.39	1.5%
<b>Compendations</b>	314	228	253	257	327								≤ 208	≤ 1041	1,379	32.5%
<b>Average Call Center Answer Delay (Sec.)</b>	92	88	92	110	90								≤ 120	≤ 120	94	21.3%

\* Note: Rail OTP is not yet available

**MONTHLY BOARD REPORT**  
**February 2014**  
**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**  
**February 2014**  
**Balance Sheet**

	<b>Feb. 28, 2013 (\$)</b>	<b>Feb. 28, 2014 (\$)</b>	<b>Change (\$)</b>
Cash	\$ 2,331,275	\$ 3,922,327	\$ 1,591,052
Receivables	102,876,610	114,816,864	11,940,254
Inventory	20,115,888	22,754,375	2,638,487
Investments	421,349,544	311,511,282	(109,838,262)
Other Assets	99,102,833	88,318,530	(10,784,303)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,255,809,932	2,635,094,500	379,284,568
Land & Improvements	413,732,530	399,403,896	(14,328,634)
<b>Total Assets and Other</b>	<b>3,323,418,944</b>	<b>3,583,498,349</b>	<b>260,079,405</b>
<b>Liabilities</b>			
Trade Payables	58,597,608	42,441,300	(16,156,308)
Accrued Payroll	27,617,624	25,600,605	(2,017,019)
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	85,467,958	74,406,315	(11,061,643)
<b>Total Liabilities</b>	<b>1,427,337,100</b>	<b>1,393,373,270</b>	<b>(33,963,830)</b>
Net Assets - Retained	1,896,081,844	2,190,125,079	294,043,235
<b>Total Liabilities and Net Assets</b>	<b>\$ 3,323,418,944</b>	<b>\$ 3,583,498,349</b>	<b>\$ 260,079,405</b>