

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

March 2014

(Second Quarter Fiscal Year-to-Date)



MONTHLY BOARD REPORT

March 2014

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 March 2014 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 Ridership by Service Category
Section I	Performance Statistics Performance Statistic Notes
Section J	Balance Sheet

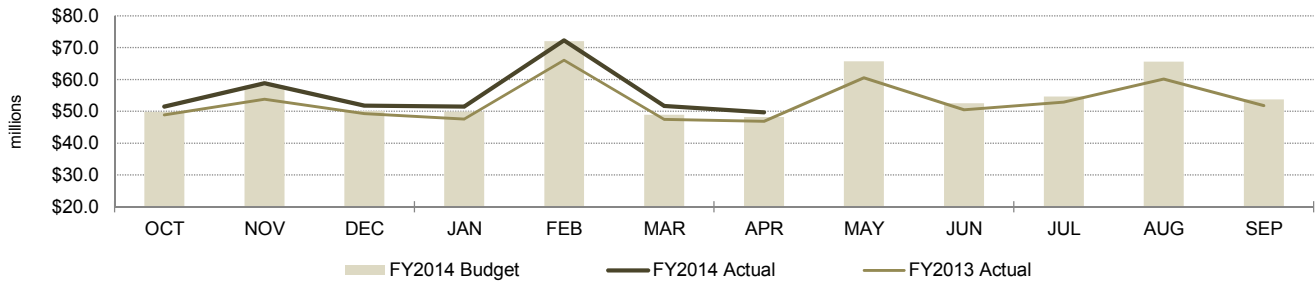
MONTHLY BOARD REPORT

March 2014

Summary

- Sales Tax revenue year-to-date of \$387.2 million through April 2014 is \$10.1 million or 2.7% over budget. April 2014 revenue of \$49.7 million is \$1.5 million or 3.1% over budget.
- Fare revenue of \$34.0 million through March 2014 year-to-date is \$0.9 million or 2.5% under budget. March 2014 revenue of \$6.2 million is \$0.1 million or 1.7% over budget.
- Service Related Grant Revenue year-to-date of \$27.2 million through March 2014 is \$25.1 million or 1187.4% over budget. March 2014 revenue of \$5.3 million is \$4.9 million or 1386.9% over budget.
- Capital Grant revenue year-to-date of \$40.6 million through March 2014 is \$17.1 million over budget.
- Interest & Miscellaneous revenue year-to-date of \$4.6 million through March 2014 is \$0.0 million or 0.9% over budget. March 2014 revenue of \$1.1 million is \$0.8 million or 43.2% under budget.
- Operating expenses year-to-date of \$220.2 million through March 2014 are \$16.2 million or 6.9% under budget. March 2014 expenses of \$38.7 million are \$0.3 million or 0.8% under budget.
- METRORail Expansion expenses year-to-date of \$130.2 million through March 2014 are \$10.7 million or 7.6% under budget. March 2014 expenses of \$26.0 million are \$13.4 million or 33.9% under budget.
- Other Capital Improvement Program expenses year-to-date of \$13.4 million through March 2014 are \$20.7 million or 60.6% under budget. March 2014 expenses of \$1.6 million are \$4.5 million or 73.9% under budget.
- General Mobility Program expenses year-to-date of \$57.3 million through March 2014 are \$27.6 million or 32.5% under budget. March 2014 expenses of \$3.3 million are \$10.5 million or 76.0% under budget.
- Debt Service expenses of \$43.8 million through March 2014 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 33.6 million through March 2014 is 673,000 or 2.0% under last year. March 2014 ridership of 5.5 million is 83,000 or 1.5% under compared to last year.
- METRORail ridership year-to-date of 6.3 million through March 2014 is 387,000 or 6.5% over last year. March 2014 ridership of 1.5 million is 217,000 or 16.7% over compared to last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents missed the benchmark for both the month and 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 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 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 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 both the month and year-to-date. The number of Commendations met the goal for the month and year-to-date. The Average Call Center Answer Delay met the goal for the month and year-to-date periods.

MONTHLY BOARD REPORT
March 2014
Sales Tax Revenue thru April 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	48.9	51.7	2.8	5.7%
April	48.2	49.7	1.5	3.1%
May	-	-	-	0.0%
Jun	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 377.1	\$ 387.2	\$ 10.1	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	66.0	72.3	6.3	9.5%
March	47.4	51.7	4.3	9.0%
April	46.9	49.7	2.8	6.1%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 359.7	\$ 387.2	\$ 27.4	7.6%

MONTHLY BOARD REPORT

March 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%)
February	5.7	5.5	(0.1)	(2.0%)
March	6.1	6.2	0.1	1.7%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 34.8	\$ 34.0	\$ (0.9)	(2.5%)

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	5.1	5.0	(0.1)	(2.1%)
January	5.8	5.5	(0.3)	(4.9%)
February	5.6	5.5	(0.1)	(1.2%)
March	6.0	6.2	0.2	2.8%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 34.7	\$ 34.0	\$ (0.8)	(2.2%)

MONTHLY BOARD REPORT

March 2014

Service Related Grant Revenue

Total FY2014 Service Related Grant 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	23.2%		
December	\$ 0.4	\$ (0.1)	\$ (0.5)	(131.9%)		
January	\$ 0.4	\$ 0.6	\$ 0.3	78.7%		
February	\$ 0.4	\$ 19.6	\$ 19.2	5411.6%		
March	\$ 0.4	\$ 5.3	\$ 4.9	1386.9%		
April	-	-	-	0.0%		
May	-	-	-	0.0%		
June	-	-	-	0.0%		
July	-	-	-	0.0%		
August	-	-	-	0.0%		
September	-	-	-	0.0%		
FY 2014 YTD	\$ 2.1	\$ 27.2	\$ 25.1	1187.4%		

Capital Grant Revenue

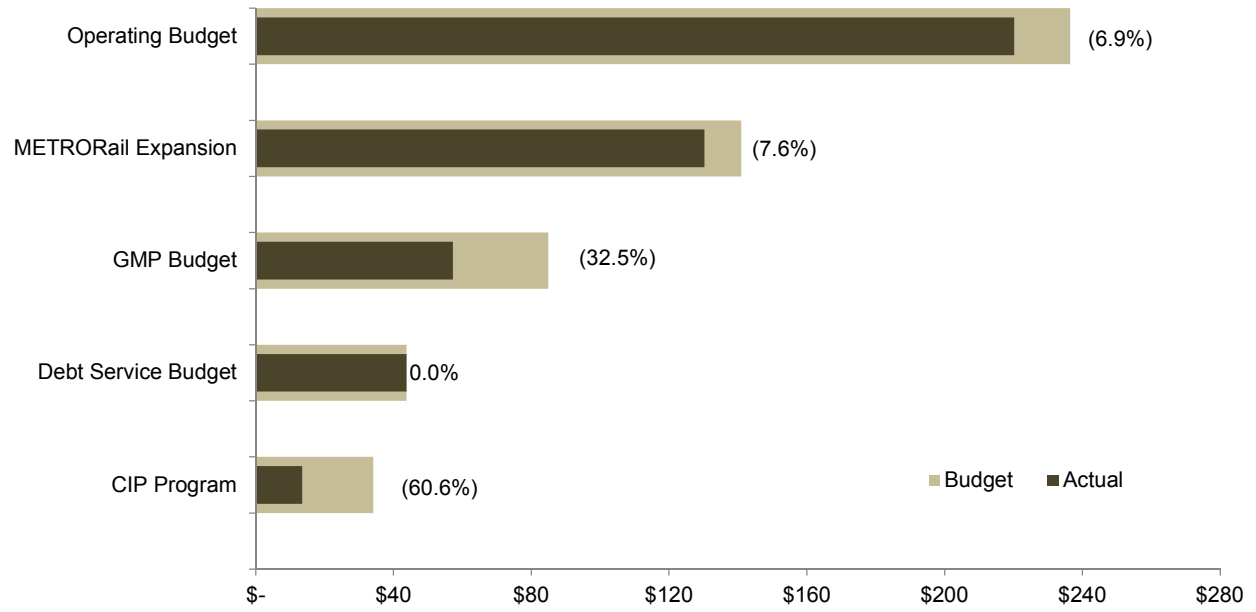
Year-to-date Capital Grant revenue is \$40.6 million versus \$23.5 million budgeted

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	\$ 0.6	\$ 0.7	\$ 0.1	22.2%		
March	\$ 1.9	\$ 1.1	\$ (0.8)	(43.2%)		
April	-	-	-	0.0%		
May	-	-	-	0.0%		
June	-	-	-	0.0%		
July	-	-	-	0.0%		
August	-	-	-	0.0%		
September	-	-	-	0.0%		
FY 2014 YTD	\$ 4.5	\$ 4.6	\$ 0.0	0.9%		

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



MONTHLY BOARD REPORT

March 2014

Operating Expenses

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

	FY14 Annual Budget	March Budget	March Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 23,472,467	\$ 23,242,149	\$ (230,318)	(1.0%)
Non-Labor	213,218,799	17,172,475	17,714,524	542,049	3.2%
Subtotal Labor & Non-Labor	498,553,513	40,644,942	40,956,673	311,731	0.8%
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,682,575)	(2,298,646)	(616,071)	(36.6%)
Total Operating Budget	\$ 487,393,187	\$ 38,962,367	\$ 38,658,027	\$ (304,340)	(0.8%)

Comparison of Budget to Actual Year-to-Date March 2014 (6 months)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,563,117	\$ 54,922,343	\$ 52,852,099	\$ (2,070,244)	(3.8%)
Union Fringe Benefits	\$ 59,172,653	28,563,046	26,372,105	(2,190,941)	(7.7%)
Subtotal Union Labor	168,735,770	83,485,389	79,224,204	(4,261,185)	(5.1%)
Salaries and Non-Union Wages	80,310,181	39,853,658	39,382,753	(470,905)	(1.2%)
Non-Union Fringe Benefits	36,288,763	17,973,893	16,593,166	(1,380,727)	(7.7%)
Subtotal Non-Union Labor	116,598,944	57,827,551	55,975,918	(1,851,633)	(3.2%)
Subtotal Labor and Fringe Benefits	285,334,714	141,312,940	135,200,123	(6,112,817)	(4.3%)
Services	39,914,360	19,850,920	12,666,876	(7,184,044)	(36.2%)
Materials and Supplies	21,105,005	10,640,451	10,159,763	(480,688)	(4.5%)
Fuel & Utilities	51,522,046	25,285,392	24,353,915	(931,476)	(3.7%)
Casualty and Liability	4,677,569	2,182,465	2,592,741	410,276	18.8%
Purchased Transportation	88,591,060	44,057,133	42,928,976	(1,128,157)	(2.6%)
Leases, Rentals and Misc.	7,408,759	3,528,342	3,876,583	348,241	9.9%
Subtotal Non-Labor	213,218,799	105,544,702	96,578,855	(8,965,847)	(8.5%)
Subtotal Labor and Non-Labor	498,553,513	246,857,642	231,778,978	(15,078,664)	(6.1%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(10,412,630)	(11,570,823)	(1,158,193)	(11.1%)
Subtotal Contingency / Allocations	(11,160,326)	(10,412,630)	(11,570,823)	(1,158,193)	(11.1%)
Total Operating Budget	\$ 487,393,187	\$ 236,445,012	\$ 220,208,154	\$ (16,236,858)	(6.9%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>March 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 83,485,389	\$ 79,224,204	\$ (4,261,185)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(5,482,000)
Overtime Wages associated with bus transportation and bus maintenance operations necessary to meet existing service schedules			2,671,000
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,508,000)
Non-Union Labor	57,827,551	55,975,918	(1,851,633)
Salaries and fringes primarily related to vacancies			(1,749,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(1,221,000)
Timing in the use of vacation and sick time			847,000
Overtime mostly associated with the North Line rail launch			361,000
Services	19,850,920	12,666,876	(7,184,044)
Timing of facilities maintenance contract services for buildings and grounds, general outside maintenance costs and related support services			(1,700,000)
Less than anticipated spending in advertising fees, timing of invoice payments, delayed ridership campaign and other pending marketing projects and authority wide promotional campaigns			(1,500,000)
Delayed execution of Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(680,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for financial services related to fare media operations			(535,000)
Timing in IT equipment repairs and maintenance and support licenses and lower than anticipated utilization of IT contracts			(490,000)
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			(214,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Support services			(432,000)
- Education and training			(314,000)
- General legal fees and fees related to defeased lease arrangements			(257,000)
- Contract employment services and Contracted HR services			(173,000)
- Promotion expenses			(122,000)
- Legislative coordination			(85,000)
- Other miscellaneous services spread across the Authority			(339,000)
Materials & Supplies	10,640,451	10,159,763	(480,688)
Timing variances from delayed spending for fare media			(611,000)
General underutilization of materials and supplies including tech equipment, radio equipment and other miscellaneous supplies and general office supplies			(543,000)
Overrun in rail and bus maintenance and certain parts including engines, brakes and exterior body and windows			674,000
Fuel & Utilities	25,285,392	24,353,915	(931,476)
Timing variances plus delayed invoices in routine phone services			(330,000)
Savings resulting from less than budgeted diesel fuel usage			(307,000)
Lower than planned consumption of natural gas			(133,000)
Savings in Propulsion power due to a delay in the procurement of rail cars			(173,000)
Casualty and Liability	2,182,465	2,592,741	410,276
Vehicle Liability Expenditures have been higher than anticipated			159,000
Physical damage premiums have been higher than anticipated			131,000
Subrogation recovery has been lower than anticipated			120,000
Purchased Transportation	44,057,133	42,928,976	(1,128,157)
Less than anticipated hours of service provided by METRO's contract operator of fixed route service			(891,000)
Savings from efficiencies in the provision of METROLift services despite increasing ridership			(206,000)
Savings from Vanpool operations			(167,000)
Alternate Fixed Route services operated more hours than budgeted			136,000
Leases, Rentals and Miscellaneous	3,528,342	3,876,583	348,241
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(212,000)
Timing in the IT software rental payments			800,000
Timing delays in Other miscellaneous expenses			(101,000)
Timing delay in METRO Bus roadeo invoicing			(76,000)
Timing delays in other expenses spread throughout the Authority			(62,000)
Allocation to Capital and GMP	(10,412,630)	(11,570,823)	(1,158,193)
Primarily due to increased efforts to prepare for the opening of the Red Line extension			(1,331,000)
Lower than projected General Mobility Program (GMP) project activity			173,000

MONTHLY BOARD REPORT
March 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	\$ 170,694,452	\$ 164,347,087	\$ (6,347,365)	\$ (312,321)
407	Administration	69,433,706	34,646,628	30,921,601	(3,725,027)	929,673
	Facility Maintenance	25,308,839	12,673,320	9,864,854	(2,808,466)	264,360
	Human Resources	17,083,066	8,275,079	7,353,642	(921,437)	(164,458)
	Information Technology	16,068,460	8,262,376	8,441,294	178,918	863,902
	Procurement & Materials	8,105,978	3,983,372	3,944,504	(38,868)	(7,678)
	Small Business	940,613	478,474	451,530	(26,944)	(4,489)
	Diversity & Compliance	850,200	428,829	349,155	(79,674)	(18,823)
	Best Practices Research	627,649	330,936	312,084	(18,852)	2,929
	Chief Administrative Officer	448,901	214,242	204,539	(9,703)	(6,069)
257	METRO Police	18,824,304	9,136,434	8,590,104	(546,330)	(26,260)
79	Finance	10,854,310	5,220,261	3,821,001	(1,399,260)	51,766
40	Gov't & Public Affairs	8,099,726	3,970,128	2,097,743	(1,872,385)	(350,100)
	Mktg & Corporate Communications	6,797,507	3,311,746	1,634,350	(1,677,396)	(293,862)
	Public Engagement	750,053	382,896	231,197	(151,699)	(31,170)
	Government Affairs	550,131	274,324	193,702	(80,622)	(12,779)
	Stakeholder Affairs	2,035	1,162	38,494	37,332	(12,288)
45	Safety	7,943,535	4,006,223	3,783,348	(222,875)	(75,332)
31	Planning	5,799,393	2,840,290	1,839,264	(1,001,026)	(330,304)
77	Customer & Ridership Services	4,426,841	2,241,096	2,116,473	(124,623)	(52,681)
21	Legal	3,859,811	1,857,786	1,294,706	(563,080)	(87,050)
	Legal	2,883,547	1,452,178	1,064,117	(388,061)	(53,136)
	Real Estate & Property Management	976,264	405,608	230,589	(175,019)	(33,914)
10	Executive & Board	2,012,043	968,679	806,607	(162,072)	(7,552)
11	Audit	1,312,114	654,108	602,070	(52,038)	(12,350)
43	Engineering & Capital Projects	603,066	208,927	(12,745)	(221,671)	(31,828)
	Small Capital Expenses	150,000	-	896	896	-
	Contingency	9,000,000	-	-	-	-
	Emergency Fund	1,000,000	-	-	-	-
3,744	TOTAL NET OPERATING	\$ 487,393,187	\$ 236,445,012	\$ 220,208,155	\$ (16,236,857)	\$ (304,339)

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

<u>Department</u>	<u>March FY2014</u>			<u>March FY2013</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations	\$ 170,694,452	\$ 164,347,087	\$ (6,347,365)	\$ 155,915,647	\$ 155,026,461	(889,186)
Administration	34,646,628	30,921,601	(3,725,027)	N/A	N/A	N/A
Facility Maintenance	12,673,320	9,864,854	(2,808,466)	N/A	N/A	N/A
Human Resources	8,275,079	7,353,642	(921,437)	7,494,292	7,057,254	(437,038)
Information Technology	8,262,376	8,441,294	178,918	6,980,726	5,854,982	(1,125,744)
Procurement & Materials	3,983,372	3,944,504	(38,868)	3,593,477	3,575,211	(18,266)
Small Business	478,474	451,530	(26,944)	538,417	400,202	(138,215)
Diversity & Compliance	428,829	349,155	(79,674)	318,661	251,483	(67,178)
Best Practices Research	330,936	312,084	(18,852)	619,310	529,892	(89,418)
Chief Administrative Officer	214,242	204,539	(9,703)	305,138	146,958	(158,180)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	593,976	443,476	(150,500)
VP of Business Services	N/A	N/A	N/A	121,718	49,710	(72,008)
METRO Police	9,136,434	8,590,104	(546,330)	8,532,526	8,303,926	(228,600)
Finance	5,220,261	3,821,001	(1,399,260)	5,411,876	4,364,800	(1,047,076)
Gov't & Public Affairs	3,970,128	2,097,743	(1,872,385)	N/A	N/A	N/A
Mktg & Corporate Communications	3,311,746	1,634,350	(1,677,396)	3,304,781	2,492,528	(812,253)
Public Engagement	382,896	231,197	(151,699)	N/A	N/A	N/A
Government Affairs	274,324	193,702	(80,622)	N/A	N/A	N/A
Stakeholder Affairs	1,162	38,494	37,332	N/A	N/A	N/A
Safety	4,006,223	3,783,348	(222,875)	2,942,571	2,617,661	(324,910)
Planning	2,840,290	1,839,264	(1,001,026)	2,873,310	2,342,350	(530,960)
Customer & Ridership Services	2,241,096	2,116,473	(124,623)	N/A	N/A	N/A
Legal	1,857,786	1,294,706	(563,080)	2,593,372	2,752,935	159,563
Legal	1,452,178	1,064,117	(388,061)	N/A	N/A	N/A
Real Estate & Property Management	405,608	230,589	(175,019)	360,636	168,489	(192,147)
Executive & Board	968,679	806,607	(162,072)	907,174	1,022,409	115,235
Audit	654,108	602,070	(52,038)	607,350	526,265	(81,085)
Engineering & Capital Projects	208,927	(12,745)	(221,671)	N/A	N/A	N/A
Small Capital Expenses	-	896	896	-	-	-
Capital Programs	N/A	N/A	N/A	15,008,963	12,083,571	(2,925,392)
Contingency	-	-	-	-	-	-
Emergency Fund	-	-	-	N/A	N/A	N/A
TOTAL NET OPERATING	236,445,012	220,208,155	(16,236,857)	219,023,921	210,010,563	(9,013,358)

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

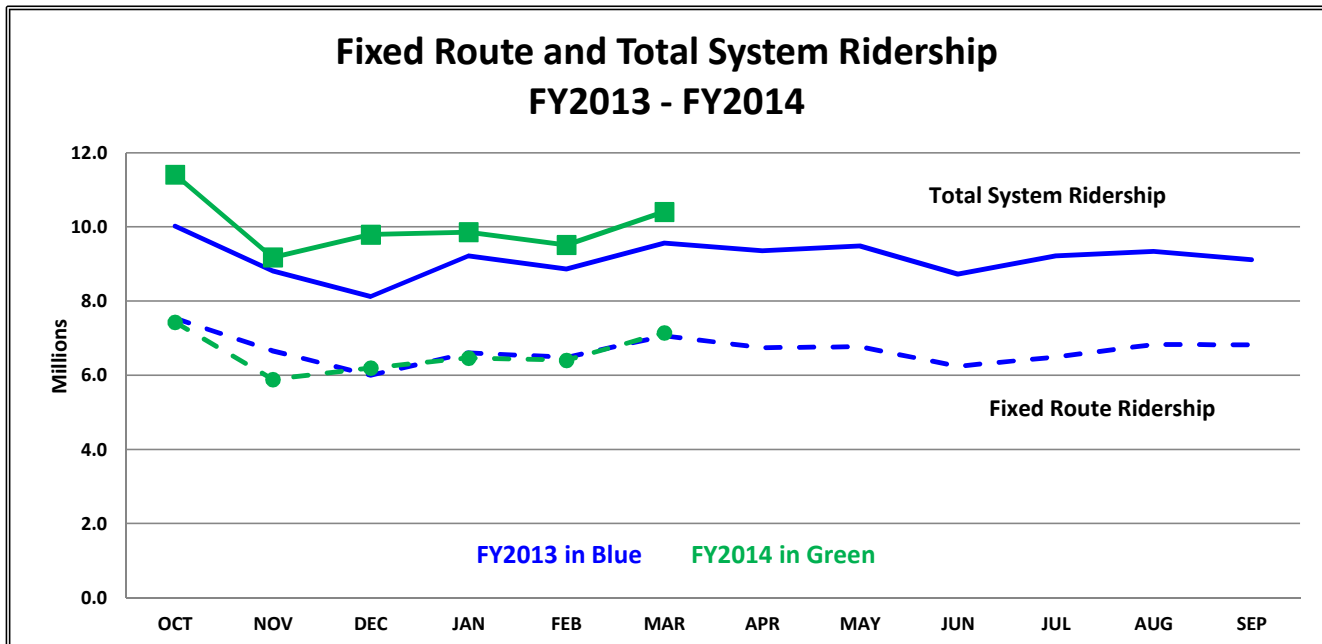
	FY2014 Annual Budget	Month of March 2014				Fiscal YTD March 2014			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 39.4	\$ 26.0	\$ (13.4)	(33.9%)	\$ 140.9	\$ 130.2	\$ (10.7)	(7.6%)
Capital Improvement Program	198.4	6.1	1.6	(4.5)	(73.9%)	34.2	13.4	(20.7)	(60.6%)
Total Capital Budget	\$ 513.0	45.5	27.6	(17.8)	(39.2%)	175.1	143.7	(31.4)	(17.9%)
General Mobility	\$ 160.1	13.8	3.3	(10.5)	(76.0%)	84.9	57.3	(27.6)	(32.5%)
Debt Service	\$ 80.2	\$ 5.1	\$ 5.1	\$ -	0.0%	\$ 43.8	\$ 43.8	\$ 0.0	0.0%

MONTHLY BOARD REPORT
March 2014
Ridership by Service Category

Service Category	Mar-13 Boardings	Mar-14 Boardings	Mar-14 vs. Mar-13	Mar-13 YTD Boardings	Mar-14 YTD Boardings	YTD % Change
						Mar-14 vs. Mar-13
Fixed Route Bus						
Local	5,002,852	4,864,584	(2.8%)	30,391,265	29,635,365	(2.5%)
Park & Ride	626,608	682,188	8.9%	3,852,256	3,935,092	2.2%
Subtotal Fixed Route Bus	5,629,460	5,546,772	(1.5%)	34,243,521	33,570,457	(2.0%)
METRO Rail	1,296,456	1,513,419	16.7%	5,917,432	6,304,480	6.5%
Subtotal Fixed Route	6,925,916	7,060,191	1.9%	40,160,953	39,874,937	(0.7%)
Special Events *	0	82,425	N/A	0	82,425	N.A.
Total Fixed Route	6,925,916	7,142,616	3.1%	40,160,953	39,957,362	(0.5%)
Customized Bus Services						
METROLift	146,107	155,183	6.2%	846,556	890,206	5.2%
METRO STAR Vanpool	201,969	202,004	0.0%	1,223,809	1,205,501	(1.5%)
Internal Service	16	0	(100.0%)	213	136	(36.2%)
Subtotal Customized Bus	348,092	357,187	2.6%	2,070,578	2,095,843	1.2%
Subtotal Bus and Rail	7,274,008	7,499,803	3.1%	42,231,531	42,053,205	(0.4%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,148,468	2,905,266	35.2%	12,194,658	18,542,286	52.1%
Total System	9,422,476	10,405,069	10.4%	54,426,189	60,595,491	11.3%

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
March 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
	Bus Accidents (Includes METROLift)	54	44	40	36	52	50							≤ 42	≤ 250	276
Bus Accidents per 100,000 vehicle miles	0.91	0.83	0.73	0.65	0.99	0.86							≤ 0.72	≤ 0.72	0.83	15.0%
Rail Accidents	1	6	5	6	2	3							≤ 5	≤ 30	23	23.3%
Rail Accidents per 100,000 vehicle miles	0.87	5.41	3.86	4.02	1.44	1.53							≤ 6.58	≤ 6.58	2.74	58.4%
Major Security Incidents - total	56	43	33	56	25	41							≤ 45	≤ 270	254	5.9%
Major Security Incidents per 100,000 boardings	0.716	0.645	0.506	0.822	0.371	0.547							≤ 0.640	≤ 0.640	0.604	5.6%
Major Security Incidents - METRO properties	27	11	14	24	7	15							≤ 28	≤ 168	98	41.7%
Major Security Incidents per 100,000 boardings	0.517	0.218	0.297	0.496	0.148	0.306							≤ 0.397	≤ 0.397	0.233	41.3%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2014 YTD GOAL	FY2014 YTD	YTD % Change
Local Bus OTP	68.4%	67.9%	68.6%	68.7%	68.7%	68.9%							≥ 70%	≥ 70%	69%	2.1%
Park & Ride Bus OTP	77%	75%	75%	77%	77%	77%							≥ 75%	≥ 75%	76%	1.6%
Weighted Average Bus OTP	70.5%	69.8%	70.3%	70.9%	70.7%	71.0%							≥ 72%	≥ 71.5%	71%	1.4%
METROLift OTP	85.4%	84.9%	87.1%	87.7%	86.2%	85.9%							≥ 85%	≥ 85.0%	86%	1.4%
Rail On-Time Performance	97%	93%	NA*	NA*	NA*	NA*							≥ 95%	≥ 95%	NA*	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,369	10,248	11,959	10,956	11,865	11,122							≥ 9,000	≥ 9,000	10,824	20.3%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,140	13,261	16,415	16,768	16,497	18,521							≥ 11,750	≥ 11,750	15,460	31.6%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2014 YTD GOAL	FY2014 YTD	YTD % Change
*Complaint Contacts per 100,000 boardings	27.26	23.70	24.25	24.56	27.95	23.69							≤ 26.00	≤ 26.00	25.27	2.8%
Commendations	314	228	253	257	326	298							≥ 208	≥ 1249	1,676	34.2%
Average Call Center Answer Delay (Sec.)	92	88	92	110	90	91							≤ 120	≤ 120	94	21.8%

* Note: Rail OTP is not yet available

MONTHLY BOARD REPORT
March 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
March 2014
Balance Sheet

	Mar. 31, 2013 (\$)	Mar. 31, 2014 (\$)	Change (\$)
Cash	\$ 5,681,720	\$ 3,998,101	\$ (1,683,619)
Receivables	117,872,523	129,417,442	11,544,919
Inventory	20,197,654	22,634,567	2,436,913
Investments	396,830,180	307,533,754	(89,296,426)
Other Assets	100,436,298	88,321,615	(12,114,683)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,284,324,767	2,647,714,744	363,389,977
Land & Improvements	412,954,610	398,703,861	(14,250,749)
Total Assets and Other	3,346,398,084	3,606,000,659	259,602,575
Liabilities			
Trade Payables	59,038,109	33,920,879	(25,117,230)
Accrued Payroll	25,774,482	26,009,121	234,639
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	86,328,315	74,485,490	(11,842,825)
Total Liabilities	1,426,794,816	1,385,340,540	(41,454,276)
Net Assets - Retained	1,919,603,268	2,220,660,119	301,056,851
Total Liabilities and Net Assets	\$ 3,346,398,084	\$ 3,606,000,659	\$ 259,602,575