

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

April 2014



MONTHLY BOARD REPORT

April 2014

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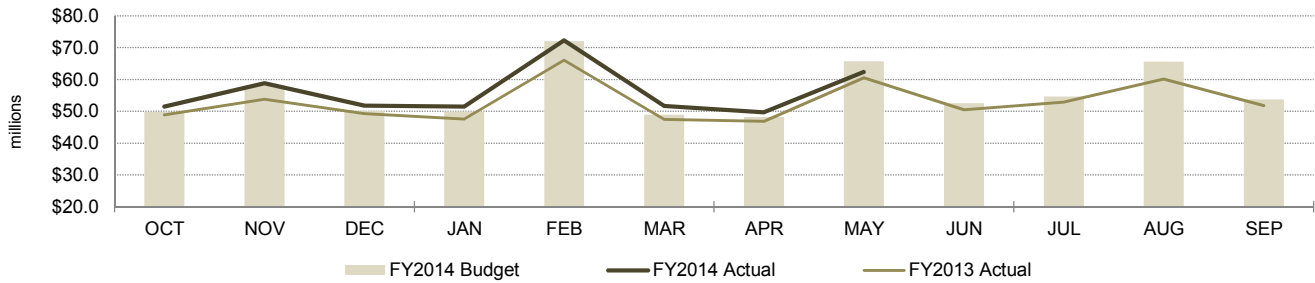
MONTHLY BOARD REPORT

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Summary

- Sales Tax revenue year-to-date of \$449.5 million through May 2014 is \$6.7 million or 1.5% over budget. May 2014 revenue of \$62.3 million is \$3.4 million or 5.1% under budget.
- Fare revenue of \$40.0 million through April 2014 year-to-date is \$1.0 million or 2.4% under budget. April 2014 revenue of \$6.0 million is \$0.1 million or 2.3% under budget.
- Service Related Grant Revenue year-to-date of \$27.9 million through April 2014 is \$25.4 million or 1029.7% over budget. April 2014 revenue of \$0.7 million is \$0.3 million or 91.5% over budget.
- Capital Grant revenue year-to-date of \$49.1 million through April 2014 is \$12.2 million over budget.
- Interest & Miscellaneous revenue year-to-date of \$6.5 million through April 2014 is \$1.4 million or 28.2% over budget. April 2014 revenue of \$1.9 million is \$1.4 million or 267.1% over budget.
- Operating expenses year-to-date of \$256.4 million through April 2014 are \$20.3 million or 7.3% under budget. April 2014 expenses of \$36.2 million are \$4.1 million or 10.1% under budget.
- METRORail Expansion expenses year-to-date of \$146.6 million through April 2014 are \$26.4 million or 15.3% under budget. April 2014 expenses of \$17.1 million are \$12.5 million or 42.2% under budget.
- Other Capital Improvement Program expenses year-to-date of \$20.5 million through April 2014 are \$23.1 million or 53.1% under budget. April 2014 expenses of \$6.3 million are \$0.7 million or 9.7% under budget.
- General Mobility Program expenses year-to-date of \$67.4 million through April 2014 are \$27.6 million or 29.0% under budget. April 2014 expenses of \$10.2 million are \$1.8 million or 15.3% under budget.
- Debt Service expenses of \$50.5 million through April 2014 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 39.3 million through April 2014 is 696,000 or 1.7% under last year. April 2014 ridership of 5.8 million is 23,000 or 0.4% under compared to last year.
- METRORail ridership year-to-date of 7.4 million through April 2014 is 482,000 or 7.0% over last year. April 2014 ridership of 1.1 million is 95,000 or 9.9% 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 did not meet the goal for the month but met the goal for the 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.

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Sales Tax Revenue thru May 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	65.7	62.3	(3.4)	(5.1%)
Jun	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 442.8	\$ 449.5	\$ 6.7	1.5%

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	60.5	62.3	1.8	2.9%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 420.3	\$ 449.5	\$ 29.2	6.9%

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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	5.7	5.5	(0.1)	(2.0%)
March	6.1	6.2	0.1	1.7%
April	6.2	6.0	(0.1)	(2.3%)
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 41.0	\$ 40.0	\$ (1.0)	(2.4%)

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	6.1	6.0	(0.1)	(1.6%)
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 40.8	\$ 40.0	\$ (0.9)	(2.1%)

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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	\$ 0.4	\$ 0.7	\$ 0.3	91.5%		
May	-	-	-	0.0%		
June	-	-	-	0.0%		
July	-	-	-	0.0%		
August	-	-	-	0.0%		
September	-	-	-	0.0%		
FY 2014 YTD	\$ 2.5	\$ 27.9	\$ 25.4	1029.7%		

Capital Grant Revenue

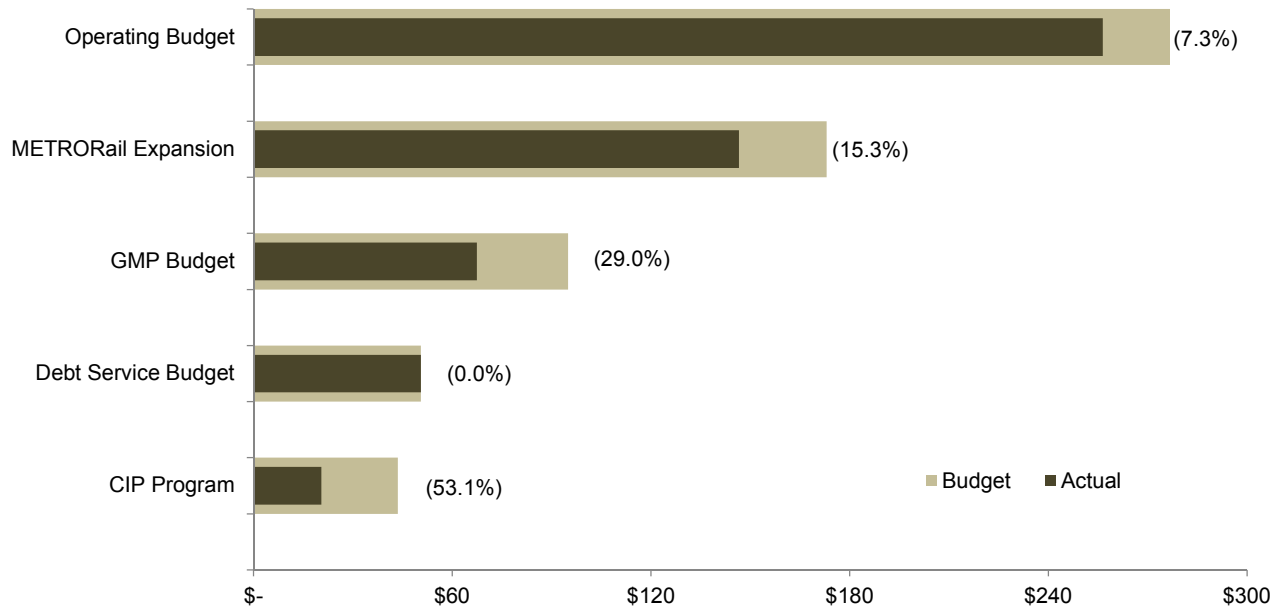
Year-to-date Capital Grant revenue is \$49.1 million versus \$36.9 million budgeted

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	\$ 0.5	\$ 1.9	\$ 1.4	267.1%		
May	-	-	-	0.0%		
June	-	-	-	0.0%		
July	-	-	-	0.0%		
August	-	-	-	0.0%		
September	-	-	-	0.0%		
FY 2014 YTD	\$ 5.0	\$ 6.5	\$ 1.4	28.2%		

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April 2014
Budget and Expense Summary
(in millions)



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Operating Expenses

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

	FY14 Annual Budget	April Budget	April Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 23,554,676	\$ 21,913,184	\$ (1,641,492)	(7.0%)
Non-Labor	213,218,799	18,486,933	15,973,594	(2,513,339)	(13.6%)
Subtotal Labor & Non-Labor	498,553,513	42,041,609	37,886,778	(4,154,831)	(9.9%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,728,332)	(1,658,133)	70,199	4.1%
Total Operating Budget	\$ 487,393,187	\$ 40,313,277	\$ 36,228,645	\$ (4,084,632)	(10.1%)

Comparison of Budget to Actual Year-to-Date April 2014 (7 months)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,563,117	\$ 63,888,630	\$ 61,449,536	\$ (2,439,094)	(3.8%)
Union Fringe Benefits	\$ 59,172,653	33,379,253	30,685,848	(2,693,405)	(8.1%)
Subtotal Union Labor	168,735,770	97,267,883	92,135,385	(5,132,498)	(5.3%)
Salaries and Non-Union Wages	80,310,181	46,584,205	45,670,851	(913,354)	(2.0%)
Non-Union Fringe Benefits	36,288,763	21,015,528	19,307,072	(1,708,456)	(8.1%)
Subtotal Non-Union Labor	116,598,944	67,599,733	64,977,922	(2,621,811)	(3.9%)
Subtotal Labor and Fringe Benefits	285,334,714	164,867,616	157,113,307	(7,754,309)	(4.7%)
Services	39,923,260	23,280,975	14,927,408	(8,353,567)	(35.9%)
Materials and Supplies	21,105,005	12,457,961	12,012,302	(445,659)	(3.6%)
Fuel & Utilities	51,522,046	29,557,233	28,410,295	(1,146,937)	(3.9%)
Casualty and Liability	4,677,569	2,660,564	2,977,552	316,988	11.9%
Purchased Transportation	88,591,060	51,359,933	50,166,831	(1,193,101)	(2.3%)
Leases, Rentals and Misc.	7,399,859	4,714,971	4,058,060	(656,910)	(13.9%)
Subtotal Non-Labor	213,218,799	124,031,634	112,552,449	(11,479,185)	(9.3%)
Subtotal Labor and Non-Labor	498,553,513	288,899,250	269,665,757	(19,233,493)	(6.7%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(12,140,962)	(13,228,956)	(1,087,994)	(9.0%)
Subtotal Contingency / Allocations	(11,160,326)	(12,140,962)	(13,228,956)	(1,087,994)	(9.0%)
Total Operating Budget	\$ 487,393,187	\$ 276,758,288	\$ 256,436,800	\$ (20,321,488)	(7.3%)

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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>April 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	\$ 97,267,883	\$ 92,135,385	\$ (5,132,498)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(6,379,000)
Overtime Wages associated with bus transportation and bus maintenance operations necessary to meet existing service schedules			3,025,000
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,858,000)
Non-Union Labor	67,599,733	64,977,922	(2,621,811)
Salaries and fringes primarily related to vacancies			(2,197,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(1,468,000)
Timing in the use of vacation and sick time			858,000
Overtime mostly associated with the North Line rail launch			310,000
Services	23,280,975	14,927,408	(8,353,567)
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			(1,600,000)
Delayed execution of Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(896,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for financial services related to fare media operations			(525,000)
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			(238,000)
Delayed invoicing of "See Something Say Something" printouts and delays start of regional exercise			(144,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Support services			(407,000)
- Education and training			(347,000)
- General legal fees and fees related to defeased lease arrangements			(355,000)
- Equipment Repairs and Maintenance other than in Information Technology			(253,000)
- Contract employment services and Contracted HR services			(243,000)
- Promotion expenses			(142,000)
- Legislative coordination			(89,000)
- Audit Fees			(61,000)
- Contract Services Related to fare media transaction processing fees			(51,000)
- Other miscellaneous services spread across the Authority			(397,000)
Materials & Supplies	12,457,961	12,012,302	(445,659)
Timing variances from delayed spending for fare media			(671,000)
General underutilization of materials and supplies including tech equipment, maintenance supplies and other miscellaneous supplies			(525,000)
Overrun in rail parts and bus maintenance parts specifically in brakes, exterior body and windows, and engines			854,000
Fuel & Utilities	29,557,233	28,410,295	(1,146,937)
Timing variances plus delayed invoices in routine phone services			(398,000)
Savings resulting from less than budgeted diesel fuel usage			(290,000)
Savings in propulsion power due to a delay in the procurement of rail cars			(204,000)
Delayed billing of drainage fees			(184,000)
Lower than planned consumption of natural gas			(115,000)
Casualty and Liability	2,660,564	2,977,552	316,988
Vehicle Liability Expenditures have been higher than anticipated			201,000
Subrogation recovery has been lower than anticipated			58,000
Premiums have been higher than anticipated			58,000
Purchased Transportation	51,359,933	50,166,831	(1,193,101)
Less than anticipated hours of service provided by METRO's contract operator of fixed route service			(936,000)
Savings from Vanpool operations			(293,000)
Savings from efficiencies in the provision of METROLift services despite increasing ridership			(72,000)
Alternate Fixed Route services operated more hours than budgeted			108,000
Leases, Rentals and Miscellaneous	4,714,971	4,058,060	(656,910)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(245,000)
Timing in the IT software rental payments			(183,000)
Timing delays in Other miscellaneous expense spread throughout the Authority			(157,000)
Timing delay in METRO Bus roadeo invoicing			(72,000)
Allocation to Capital and GMP	(12,140,962)	(13,228,956)	(1,087,994)
Primarily due to increased efforts to prepare for the opening of the Red Line extension			(747,000)
Lower than projected General Mobility Program (GMP) project activity			(341,000)

MONTHLY BOARD REPORT
April 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	\$ 199,029,833	\$ 191,781,628	\$ (7,248,205)	\$ (900,839)
411	Administration	69,433,706	40,993,879	35,467,171	(5,526,708)	(1,801,681)
	Facility Maintenance	25,308,839	14,927,305	11,558,568	(3,368,737)	(560,271)
	Human Resources	17,083,066	9,722,765	8,556,861	(1,165,904)	(244,466)
	Information Technology	16,068,460	9,998,497	9,216,233	(782,264)	(961,182)
	Procurement & Materials	8,105,978	4,659,126	4,641,348	(17,778)	21,090
	Small Business	940,613	551,046	521,406	(29,640)	(2,696)
	Diversity & Compliance	850,200	500,791	412,258	(88,533)	(8,859)
	Best Practices Research	627,649	379,852	363,779	(16,073)	2,778
	Chief Administrative Officer	448,901	254,497	196,719	(57,778)	(48,075)
257	METRO Police	18,824,304	10,927,796	10,155,645	(772,151)	(225,821)
77	Finance	10,865,168	6,171,592	4,528,284	(1,643,308)	(244,048)
40	Gov't & Public Affairs	8,099,726	4,509,514	2,515,108	(1,994,406)	(122,021)
	Mktg & Corporate Communications	6,797,507	3,751,155	1,964,209	(1,786,946)	(109,551)
	Public Engagement	750,053	436,326	279,365	(156,961)	(5,262)
	Government Affairs	550,131	320,109	237,218	(82,891)	(2,269)
	Stakeholder Affairs	2,035	1,924	34,317	32,393	(4,939)
45	Safety	7,943,535	4,657,753	4,294,087	(363,667)	(140,792)
31	Planning	5,799,393	3,404,093	2,102,557	(1,301,536)	(300,510)
77	Customer & Ridership Services	4,426,841	2,607,990	2,457,912	(150,078)	(25,455)
21	Legal	3,859,811	2,329,434	1,516,300	(813,134)	(250,054)
	Legal	2,883,547	1,694,298	1,258,211	(436,087)	(48,025)
	Real Estate & Property Management	976,264	635,136	258,089	(377,047)	(202,028)
10	Executive & Board	2,012,043	1,125,838	921,567	(204,271)	(42,200)
11	Audit	1,312,114	764,652	708,744	(55,908)	(3,870)
41	Engineering & Capital Projects	592,208	235,914	(13,099)	(249,013)	(27,342)
	Small Capital Expenses	150,000	-	896	896	-
	Contingency	9,000,000	-	-	-	-
	Emergency Fund	1,000,000	-	-	-	-
3,744	TOTAL NET OPERATING	\$ 487,393,187	\$ 276,758,288	\$ 256,436,800	\$ (20,321,488)	\$ (4,084,632)

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

<u>Department</u>	April FY2014 -----Year-to-Date-----			April FY2013 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations	\$ 199,029,833	\$ 191,781,628	\$ (7,248,205)	\$ 181,745,891	\$ 181,010,373	(735,518)
Administration	40,993,879	35,467,171	(5,526,708)	N/A	N/A	N/A
Facility Maintenance	14,927,305	11,558,568	(3,368,737)	N/A	N/A	N/A
Human Resources	9,722,765	8,556,861	(1,165,904)	8,725,473	8,217,728	(507,745)
Information Technology	9,998,497	9,216,233	(782,264)	7,938,666	6,614,689	(1,323,977)
Procurement & Materials	4,659,126	4,641,348	(17,778)	4,193,442	4,156,168	(37,274)
Small Business	551,046	521,406	(29,640)	608,357	462,698	(145,659)
Diversity & Compliance	500,791	412,258	(88,533)	371,945	305,725	(66,220)
Best Practices Research	379,852	363,779	(16,073)	727,534	646,469	(81,065)
Chief Administrative Officer	254,497	196,719	(57,778)	356,331	166,762	(189,569)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	689,107	538,128	(150,979)
VP of Business Services	N/A	N/A	N/A	142,338	54,269	(88,069)
METRO Police	10,927,796	10,155,645	(772,151)	10,056,533	9,702,162	(354,371)
Finance	6,171,592	4,528,284	(1,643,308)	6,269,921	5,057,328	(1,212,593)
Gov't & Public Affairs	4,509,514	2,515,108	(1,994,406)	N/A	N/A	N/A
Mktg & Corporate Communications	3,751,155	1,964,209	(1,786,946)	3,650,644	2,725,038	(925,606)
Public Engagement	436,326	279,365	(156,961)	N/A	N/A	N/A
Government Affairs	320,109	237,218	(82,891)	N/A	N/A	N/A
Stakeholder Affairs	1,924	34,317	32,393	N/A	N/A	N/A
Safety	4,657,753	4,294,087	(363,667)	3,392,129	3,068,987	(323,142)
Planning	3,404,093	2,102,557	(1,301,536)	3,227,053	2,781,236	(445,817)
Customer & Ridership Services	2,607,990	2,457,912	(150,078)	N/A	N/A	N/A
Legal	2,329,434	1,516,300	(813,134)	2,828,804	3,036,489	207,685
Legal	1,694,298	1,258,211	(436,087)	N/A	N/A	N/A
Real Estate & Property Management	635,136	258,089	(377,047)	422,389	200,592	(221,797)
Executive & Board	1,125,838	921,567	(204,271)	1,065,444	1,201,268	135,824
Audit	764,652	708,744	(55,908)	710,913	615,250	(95,663)
Engineering & Capital Projects	235,914	(13,099)	(249,013)	N/A	N/A	N/A
Small Capital Expenses	-	896	896	-	-	-
Capital Programs	N/A	N/A	N/A	17,389,513	13,725,069	(3,664,444)
Contingency	-	-	-	-	-	-
Emergency Fund	-	-	-	N/A	N/A	N/A
TOTAL NET OPERATING	276,758,288	256,436,800	(20,321,488)	254,512,427	244,286,428	(10,225,999)

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

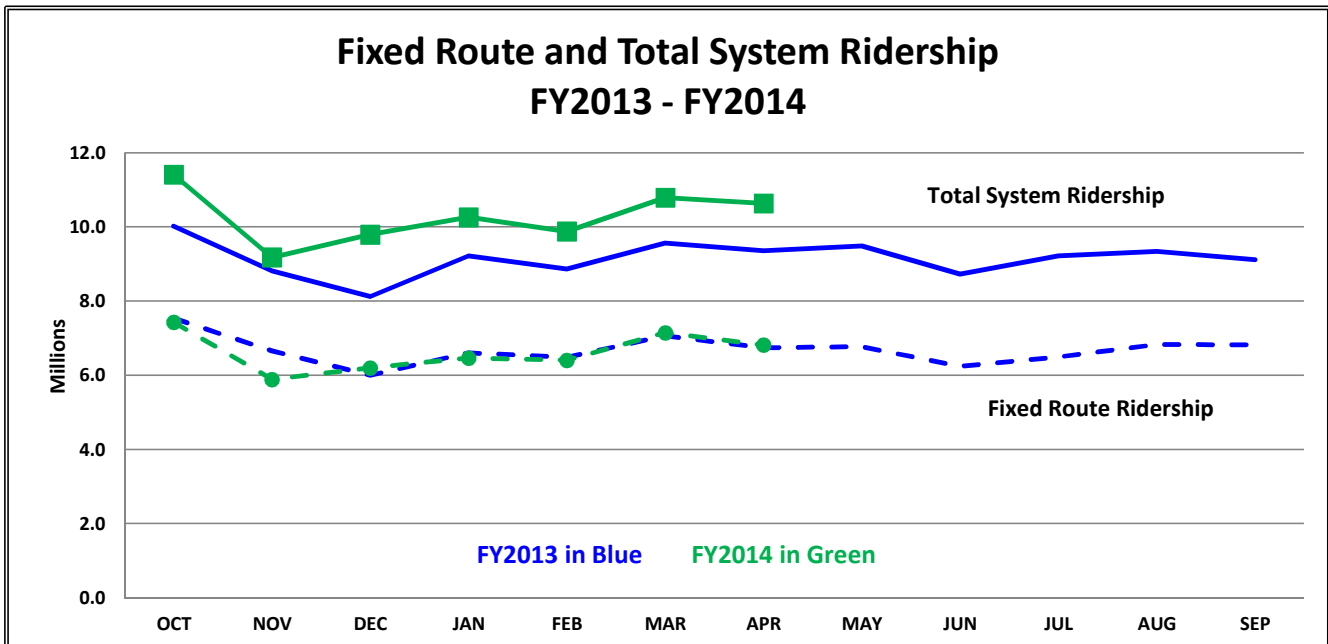
	FY2014 Annual Budget	Month of April 2014				Fiscal YTD April 2014			
		Budget	Actual	Variance		Budget	Actual	Variance	
			\$	%			\$	%	
METRORail Expansion	\$ 314.6	\$ 29.6	\$ 17.1	\$ (12.5)	(42.2%)	\$ 173.0	\$ 146.6	\$ (26.4)	(15.3%)
Capital Improvement Program	198.4	7.0	6.3	(0.7)	(9.7%)	43.6	20.5	(23.1)	(53.1%)
Total Capital Budget	\$ 513.0	36.6	23.4	(13.2)	(36.0%)	216.6	167.1	(49.6)	(22.9%)
General Mobility	\$ 160.1	12.0	10.2	(1.8)	(15.3%)	95.0	67.4	(27.6)	(29.0%)
Debt Service	\$ 80.2	\$ 6.8	\$ 6.8	\$ (0)	(0.0%)	\$ 50.5	\$ 50.5	\$ (0.0)	(0.0%)

MONTHLY BOARD REPORT
April 2014
Ridership by Service Category

Service Category	Apr-13 Boardings	Apr-14 Boardings	Apr-14 vs. Apr-13	Apr-13 YTD Boardings	Apr-14 YTD Boardings	YTD % Change
						Apr-14 vs. Apr-13
Fixed Route Bus						
Local	5,062,265	5,012,500	(1.0%)	35,453,530	34,647,865	(2.3%)
Park & Ride	718,136	745,001	3.7%	4,570,392	4,680,093	2.4%
Subtotal Fixed Route Bus	5,780,401	5,757,501	(0.4%)	40,023,922	39,327,958	(1.7%)
METRO Rail	957,963	1,052,898	9.9%	6,875,395	7,357,378	7.0%
Subtotal Fixed Route	6,738,364	6,810,399	1.1%	46,899,317	46,685,336	(0.5%)
Special Events *	0	1,307	N/A	0	1,307	N.A.
Total Fixed Route	6,738,364	6,811,706	1.1%	46,899,317	46,686,643	(0.5%)
Customized Bus Services						
METROLift	147,351	162,398	10.2%	993,907	1,052,604	5.9%
METRO STAR Vanpool	221,223	215,175	(2.7%)	1,445,032	1,421,782	(1.6%)
Internal Service	0	30	100.0%	213	166	(22.1%)
Subtotal Customized Bus	368,574	377,603	2.4%	2,439,152	2,474,552	1.5%
Subtotal Bus and Rail	7,106,938	7,189,309	1.2%	49,338,469	49,161,195	(0.4%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,250,776	3,442,120	52.9%	14,445,434	23,125,588	60.1%
Total System	9,357,714	10,631,429	13.6%	63,783,903	72,286,783	13.3%

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
April 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) Bus Accidents per 100,000 vehicle miles	54 0.91	44 0.83	40 0.73	36 0.65	52 0.98	51 0.88	50 0.88						≤ 42 ≤ 0.72	≤ 292 ≤ 0.72	327 0.84
Rail Accidents Rail Accidents per 100,000 vehicle miles	1 0.87	6 5.41	5 3.86	6 4.02	2 1.44	3 1.53	6 4.16						≤ 6 ≤ 6.58	≤ 36 ≤ 6.58	29 2.95	19.4% 55.2%
Major Security Incidents - total Major Security Incidents per 100,000 boardings	56 0.716	43 0.645	33 0.506	56 0.822	25 0.371	41 0.547	40 0.556						≤ 45 ≤ 0.640	≤ 315 ≤ 0.640	294 0.597	6.7% 6.7%
Major Security Incidents - METRO properties Major Security Incidents per 100,000 boardings	27 0.517	11 0.218	14 0.297	24 0.496	7 0.148	15 0.306	14 0.292						≤ 28 ≤ 0.397	≤ 196 ≤ 0.397	112 0.227	42.9% 42.7%
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%	69.6%						≥ 70%	≥ 70%	69%	1.9%
Park & Ride Bus OTP	76.5%	75.2%	75.3%	76.8%	76.6%	76.9%	77.3%						≥ 75%	≥ 75%	76%	1.8%
Weighted Average Bus OTP	70.5%	69.8%	70.3%	70.9%	70.7%	71.0%	71.6%						≥ 72%	≥ 71.5%	71%	1.1%
METROLift OTP	85.4%	84.9%	87.1%	87.7%	86.2%	85.9%	86.2%						≥ 85%	≥ 85.0%	86%	1.4%
Rail On-Time Performance	96.6%	93.5%	NA*	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	12,974						≥ 9,000	≥ 9,000	11,091	23.2%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,140	13,261	16,419	16,791	16,525	18,522	16,274						≥ 11,750	≥ 11,750	15,582	32.6%
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	27.25	23.69	24.25	24.55	27.90	23.82	27.00						≤ 26.00	≤ 26.00	25.53	1.8%
Commendations	314	228	253	257	327	301	309						≥ 208	≥ 1457	1,989	36.5%
Average Call Center Answer Delay (Sec.)	92	88	92	110	90	91	103						≤ 120	≤ 120	95	20.7%

* Note: Rail OTP is not yet available

MONTHLY BOARD REPORT
April 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
April 2014
Balance Sheet

	Apr 30, 2013 (\$)	Apr 30, 2014 (\$)	Change (\$)
Cash	\$ 2,381,917	\$ 4,454,994	\$ 2,073,077
Receivables	121,279,234	134,824,590	13,545,356
Inventory	20,237,376	22,883,441	2,646,065
Investments	380,022,300	437,678,113	57,655,813
Other Assets	100,232,182	87,944,225	(12,287,957)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,331,357,236	2,676,929,358	345,572,122
Land & Improvements	412,185,755	398,007,193	(14,178,562)
Total Assets and Other	3,375,796,332	3,770,398,489	394,602,157
Liabilities			
Trade Payables	36,936,757	36,833,804	(102,953)
Accrued Payroll	26,020,804	26,648,451	627,647
Commercial Paper	189,000,000	183,400,000	(5,600,000)
Long-Term Liabilities	1,066,653,911	1,220,756,401	154,102,490
Other Liabilities	85,627,598	75,025,999	(10,601,599)
Total Liabilities	1,404,239,069	1,542,664,655	138,425,586
Net Assets - Retained	1,971,557,263	2,227,733,834	256,176,571
Total Liabilities and Net Assets	\$ 3,375,796,332	\$ 3,770,398,489	\$ 394,602,157