

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

May 2014



MONTHLY BOARD REPORT

May 2014

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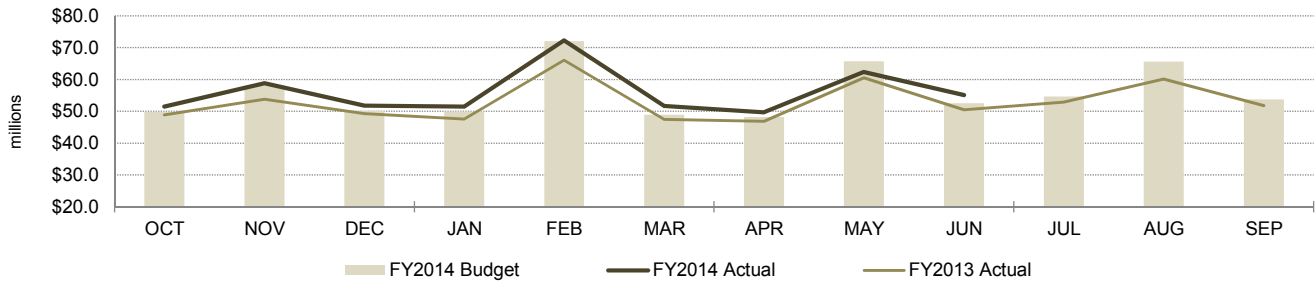
MONTHLY BOARD REPORT

May 2014

Summary

- Sales Tax revenue year-to-date of \$504.6 million through June 2014 is \$9.3 million or 1.9% over budget. June 2014 revenue of \$55.1 million is \$2.6 million or 5.0% over budget.
- Fare revenue of \$45.6 million through May 2014 year-to-date is \$1.3 million or 2.7% under budget. May 2014 revenue of \$5.6 million is \$0.3 million or 4.3% under budget.
- Service Related Grant Revenue year-to-date of \$28.3 million through May 2014 is \$25.5 million or 902.0% over budget. May 2014 revenue of \$0.4 million is \$0.1 million or 14.4% over budget.
- Capital Grant revenue year-to-date of \$57.0 million through May 2014 is \$3.3 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$7.4 million through May 2014 is \$1.9 million or 33.6% over budget. May 2014 revenue of \$0.9 million is \$0.4 million or 89.6% over budget.
- Operating expenses year-to-date of \$293.4 million through May 2014 are \$22.6 million or 7.1% under budget. May 2014 expenses of \$37.0 million are \$2.3 million or 5.8% under budget.
- METRORail Expansion expenses year-to-date of \$157.9 million through May 2014 are \$41.2 million or 20.7% under budget. May 2014 expenses of \$11.3 million are \$17.6 million or 61.0% under budget.
- Other Capital Improvement Program expenses year-to-date of \$25.7 million through May 2014 are \$28.4 million or 52.5% under budget. May 2014 expenses of \$5.3 million are \$2.1 million or 28.5% under budget.
- General Mobility Program expenses year-to-date of \$102.3 million through May 2014 are \$4.8 million or 4.4% under budget. May 2014 expenses of \$34.8 million are \$22.8 million or 190.5% over budget.
- Debt Service expenses of \$56.0 million through May 2014 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 45.0 million through May 2014 is 875,000 or 1.9% under last year. May 2014 ridership of 5.7 million is 179,000 or 3.1% under compared to last year.
- METRORail ridership year-to-date of 8.4 million through May 2014 is 564,000 or 7.2% over last year. May 2014 ridership of 1.0 million is 82,000 or 9.0% 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 did not meet the goal for the month but met the year-to-date goal.

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Sales Tax Revenue thru June 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%)
June	52.5	55.1	2.6	5.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 495.3	\$ 504.6	\$ 9.3	1.9%

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	50.5	55.1	4.7	9.3%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 470.7	\$ 504.6	\$ 33.9	7.2%

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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	5.9	5.6	(0.3)	(4.3%)
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 46.9	\$ 45.6	\$ (1.3)	(2.7%)

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	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	5.8	5.6	(0.2)	(3.6%)
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 46.7	\$ 45.6	\$ (1.1)	(2.3%)

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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	\$ 0.4	\$ 0.4	\$ 0.1	14.4%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 2.8	\$ 28.3	\$ 25.5	902.0%

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$57.0 million versus \$60.3 million budgeted

Interest & Miscellaneous Revenue

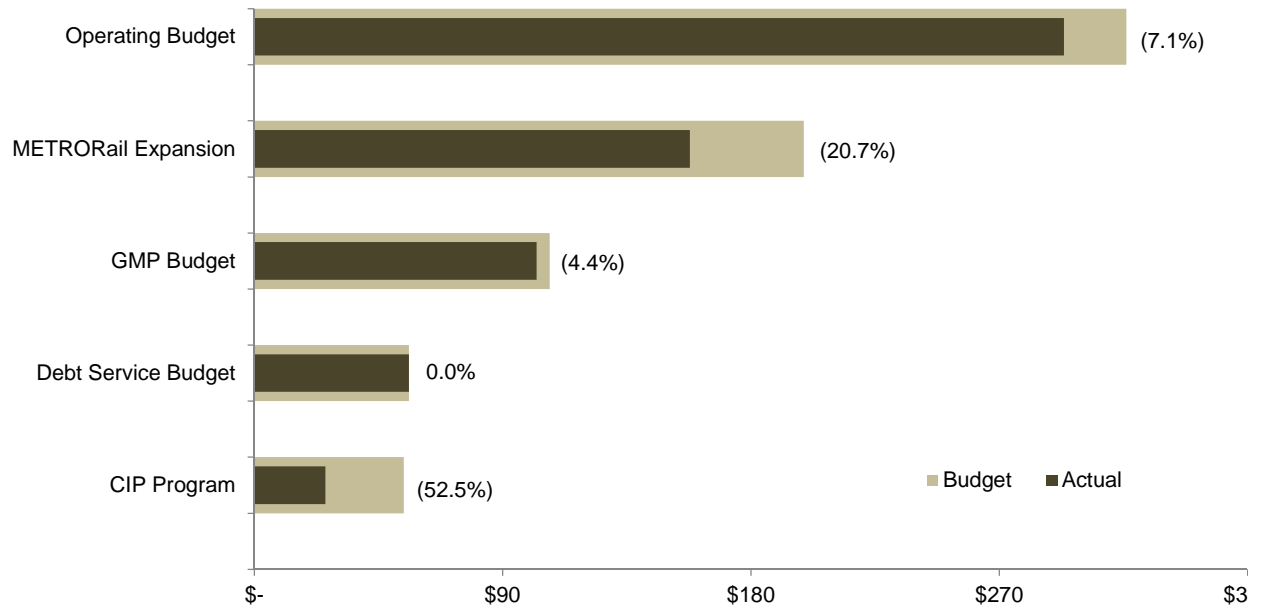
Total FY2014 Interest & Miscellaneous Revenue budget is \$8.2 million

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	\$ 0.5	\$ 0.9	\$ 0.4	89.6%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 5.5	\$ 7.4	\$ 1.9	33.6%

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



MONTHLY BOARD REPORT

May 2014

Operating Expenses

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

	FY14 Annual Budget	May Budget	May Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,334,714	\$ 24,007,242	\$ 23,471,736	\$ (535,506)	(2.2%)
Non-Labor	213,218,799	17,227,496	15,791,582	(1,435,914)	(8.3%)
Subtotal Labor & Non-Labor	498,553,513	41,234,738	39,263,318	(1,971,420)	(4.8%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,978,018)	(2,273,062)	(295,044)	(14.9%)
Total Operating Budget	\$ 487,393,187	\$ 39,256,720	\$ 36,990,256	\$ (2,266,464)	(5.8%)

Comparison of Budget to Actual Year-to-Date May 2014 (8 months)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,563,117	\$ 73,231,430	\$ 70,506,083	\$ (2,725,347)	(3.7%)
Union Fringe Benefits	\$ 59,172,653	38,239,910	35,412,208	(2,827,702)	(7.4%)
Subtotal Union Labor	168,735,770	111,471,340	105,918,292	(5,553,048)	(5.0%)
Salaries and Non-Union Wages	80,310,181	53,345,835	52,339,426	(1,006,409)	(1.9%)
Non-Union Fringe Benefits	36,288,763	24,057,683	22,327,326	(1,730,357)	(7.2%)
Subtotal Non-Union Labor	116,598,944	77,403,518	74,666,751	(2,736,767)	(3.5%)
Subtotal Labor and Fringe Benefits	285,334,714	188,874,858	180,585,043	(8,289,815)	(4.4%)
Services	39,923,260	25,913,037	16,823,161	(9,089,876)	(35.1%)
Materials and Supplies	21,105,005	14,108,628	13,766,981	(341,647)	(2.4%)
Fuel & Utilities	51,522,046	33,769,595	32,711,390	(1,058,204)	(3.1%)
Casualty and Liability	4,677,569	3,139,365	3,353,760	214,395	6.8%
Purchased Transportation	88,591,060	58,800,817	57,454,951	(1,345,865)	(2.3%)
Leases, Rentals and Misc.	7,399,859	5,527,691	4,233,788	(1,293,903)	(23.4%)
Subtotal Non-Labor	213,218,799	141,259,130	128,344,031	(12,915,099)	(9.1%)
Subtotal Labor and Non-Labor	498,553,513	330,133,988	308,929,076	(21,204,912)	(6.4%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(14,118,980)	(15,502,018)	(1,383,038)	(9.8%)
Subtotal Contingency / Allocations	(11,160,326)	(14,118,980)	(15,502,018)	(1,383,038)	(9.8%)
Total Operating Budget	\$ 487,393,187	\$ 316,015,008	\$ 293,427,057	\$ (22,587,950)	(7.1%)

MONTHLY BOARD REPORT
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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>May 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	111,471,340	\$ 105,918,292	\$ (5,553,048)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (7,079,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,919,000)
Overtime Wages associated with bus transportation and bus maintenance operations necessary to meet existing service schedules			3,330,000
Non-Union Labor	77,403,518	74,666,751	(2,736,767)
Salaries and fringes primarily related to vacancies			(2,031,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(1,556,722)
Timing in the use of vacation and sick time			703,000
Overtime mostly associated with the North Line rail launch			297,000
Services	25,913,037	16,823,161	(9,089,876)
Timing of facilities maintenance contract services for buildings and grounds, general outside maintenance costs and related support services			(1,897,000)
Less than anticipated spending in advertising fees, timing of invoice payments, delayed ridership campaign and other pending marketing projects and authority wide promotional campaigns			(1,743,000)
Delayed execution of Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(965,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for financial services related to fare media operations			(644,000)
Timing in IT equipment repairs and maintenance and support licenses and lower than anticipated utilization of IT contracts			(337,000)
Delayed Safety expenses: brokerage services contract plus procurements deferred to the 4th quarter			(316,000)
Delayed execution of certain project administration contracts within the Engineering department			(267,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Support services			(423,000)
- General legal fees and fees related to defeased lease arrangements			(415,000)
- Education and training			(380,000)
- Equipment Repairs and Maintenance other than in Information Technology			(278,000)
- Promotion expenses			(169,000)
- Contract employment services and Contracted HR services			(133,000)
- Legislative coordination			(71,000)
- Audit Fees			(61,000)
- Other miscellaneous services spread across the Authority			(990,000)
Materials & Supplies	14,108,628	13,766,981	(341,647)
Timing variances from delayed spending for fare media			(708,000)
General underutilization of materials and supplies including tech equipment, maintenance supplies and other miscellaneous supplies			(296,000)
Overrun in rail parts and bus maintenance parts specifically in brakes, exterior body and windows, and engines			879,000
Fuel & Utilities	33,769,595	32,711,390	(1,058,204)
Timing variances plus delayed invoices in routine phone services			(489,000)
Savings resulting from less than budgeted diesel fuel usage			(263,000)
Savings in propulsion power due to a delay in the procurement of rail cars			(230,000)
Lower than planned consumption of power and natural gas			(207,000)
Casualty and Liability	3,139,365	3,353,760	214,395
Vehicle Liability Expenditures have been higher than anticipated			243,000
Subrogation recovery has been lower than anticipated			(20,000)
Purchased Transportation	58,800,817	57,454,951	(1,345,865)
Less than anticipated hours of service provided by METRO's contract operator of fixed route service			(1,228,000)
Savings from Vanpool operations			(291,000)
Increasing ridership in METROLift			88,000
Alternate Fixed Route services operated more hours than budgeted			85,000
Leases, Rentals and Miscellaneous	5,527,691	4,233,788	(1,293,903)
Timing in the IT software rental payments			(811,000)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(277,000)
Timing delays in Other miscellaneous expense spread throughout the Authority			(86,000)
Timing delay in METRO Bus roadeo invoicing			(53,000)
Allocation to Capital and GMP	(14,118,980)	(15,502,018)	(1,383,038)
Primarily due to increased efforts to prepare for the opening of the Red Line extension			(513,000)
Lower than projected General Mobility Program (GMP) project activity			(418,000)

MONTHLY BOARD REPORT
May 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	\$ 227,936,416	\$ 219,881,198	\$ (8,055,218)	\$ (807,014)
411	Administration	69,433,706	46,470,977	40,350,225	(6,120,752)	(594,044)
	Facility Maintenance	25,308,839	16,833,461	13,352,408	(3,481,053)	(112,316)
	Human Resources	17,083,066	11,142,236	9,956,793	(1,185,443)	(19,539)
	Information Technology	16,068,460	11,250,292	10,075,133	(1,175,159)	(392,894)
	Procurement & Materials	8,105,978	5,337,755	5,295,443	(42,312)	(24,534)
	Small Business	940,613	620,671	569,404	(51,267)	(21,627)
	Diversity & Compliance	850,200	569,330	478,519	(90,811)	(2,279)
	Best Practices Research	627,649	428,832	410,025	(18,807)	(2,734)
	Chief Administrative Officer	448,901	288,400	212,501	(75,899)	(18,121)
257	METRO Police	18,824,304	12,399,360	11,516,239	(883,121)	(110,970)
77	Finance	10,865,168	6,916,026	5,224,068	(1,691,958)	(48,650)
40	Gov't & Public Affairs	8,099,726	5,049,734	2,817,521	(2,232,213)	(237,808)
	Mktg & Corporate Communications	6,797,507	4,199,305	2,195,884	(2,003,421)	(216,474)
	Public Engagement	750,053	486,487	326,171	(160,316)	(3,356)
	Government Affairs	550,131	365,894	269,006	(96,888)	(13,997)
	Stakeholder Affairs	2,035	(1,952)	26,459	28,411	(3,981)
45	Safety	7,943,535	5,298,046	4,808,088	(489,958)	(126,291)
31	Planning	5,799,393	3,924,915	2,481,347	(1,443,568)	(142,032)
77	Customer & Ridership Services	4,426,841	2,973,528	2,788,933	(184,595)	(34,518)
21	Legal	3,859,811	2,627,731	1,727,935	(899,796)	(86,662)
	Legal	2,883,547	1,928,147	1,439,111	(489,036)	(52,949)
	Real Estate & Property Management	976,264	699,584	288,824	(410,760)	(33,713)
10	Executive & Board	2,012,043	1,285,997	1,031,389	(254,608)	(50,337)
11	Audit	1,312,114	873,623	807,674	(65,949)	(10,040)
41	Engineering & Capital Projects	592,208	258,655	(8,456)	(267,110)	(18,097)
	Small Capital Expenses	150,000	\$ -	896	896	\$ -
	Contingency	9,000,000	-	-	-	-
	Emergency Fund	1,000,000	-	-	-	-
3,744	TOTAL NET OPERATING	\$ 487,393,187	\$ 316,015,008	\$ 293,427,056	\$ (22,587,950)	\$ (2,266,463)

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

<u>Department</u>	<u>May FY2014</u>			<u>May FY2013</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations	\$ 227,936,416	\$ 219,881,198	\$ (8,055,218)	\$ 208,143,912	\$ 207,542,371	(601,541)
Administration	46,470,977	40,350,225	(6,120,752)	N/A	N/A	N/A
Facility Maintenance	16,833,461	13,352,408	(3,481,053)	N/A	N/A	N/A
Human Resources	11,142,236	9,956,793	(1,185,443)	9,949,699	9,462,440	(487,259)
Information Technology	11,250,292	10,075,133	(1,175,159)	8,923,544	7,446,177	(1,477,367)
Procurement & Materials	5,337,755	5,295,443	(42,312)	4,815,623	4,767,558	(48,065)
Small Business	620,671	569,404	(51,267)	684,396	528,723	(155,673)
Diversity & Compliance	569,330	478,519	(90,811)	424,354	353,626	(70,728)
Best Practices Research	428,832	410,025	(18,807)	835,279	744,292	(90,987)
Chief Administrative Officer	288,400	212,501	(75,899)	371,830	189,933	(181,897)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	791,317	625,445	(165,872)
VP of Business Services	N/A	N/A	N/A	163,754	60,066	(103,688)
METRO Police	12,399,360	11,516,239	(883,121)	11,481,157	11,095,120	(386,037)
Finance	6,916,026	5,224,068	(1,691,958)	6,974,109	6,280,846	(693,263)
Gov't & Public Affairs	5,049,734	2,817,521	(2,232,213)	N/A	N/A	N/A
Mktg & Corporate Communications	4,199,305	2,195,884	(2,003,421)	3,945,806	2,973,478	(972,328)
Public Engagement	486,487	326,171	(160,316)	N/A	N/A	N/A
Government Affairs	365,894	269,006	(96,888)	N/A	N/A	N/A
Stakeholder Affairs	(1,952)	26,459	28,411	N/A	N/A	N/A
Safety	5,298,046	4,808,088	(489,958)	3,846,852	3,562,144	(284,708)
Planning	3,924,915	2,481,347	(1,443,568)	3,584,020	3,348,323	(235,697)
Customer & Ridership Services	2,973,528	2,788,933	(184,595)	N/A	N/A	N/A
Legal	2,627,731	1,727,935	(899,796)	3,064,224	3,907,402	843,178
Legal	1,928,147	1,439,111	(489,036)	N/A	N/A	N/A
Real Estate & Property Management	699,584	288,824	(410,760)	485,372	245,932	(239,440)
Executive & Board	1,285,997	1,031,389	(254,608)	1,234,936	1,389,224	154,288
Audit	873,623	807,674	(65,949)	818,384	717,319	(101,065)
Engineering & Capital Projects	258,655	(8,456)	(267,110)	N/A	N/A	N/A
Small Capital Expenses	-	896	896	-	-	-
Capital Programs	N/A	N/A	N/A	19,805,451	16,479,303	(3,326,148)
Contingency	-	-	-	-	-	-
Emergency Fund	-	-	-	N/A	N/A	N/A
TOTAL NET OPERATING	316,015,008	293,427,057	(22,587,950)	290,344,019	281,719,722	(8,624,297)

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

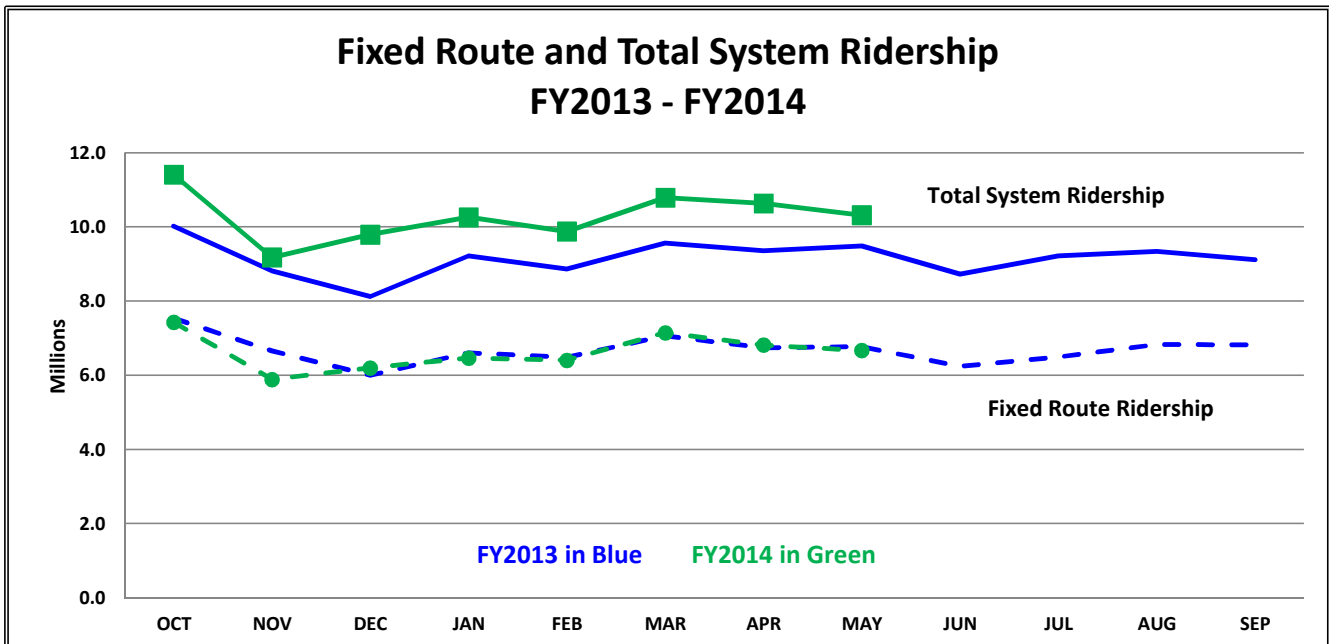
	FY2014 Annual Budget	Month of May 2014				Fiscal YTD May 2014			
		Budget	Actual	Variance		Budget	Actual	Variance	
			\$	%			\$	%	
METRORail Expansion	\$ 314.6	\$ 28.9	\$ 11.3	\$ (17.6)	(61.0%)	\$ 199.1	\$ 157.9	\$ (41.2)	(20.7%)
Capital Improvement Program	198.4	7.4	5.3	(2.1)	(28.5%)	54.1	25.7	(28.4)	(52.5%)
Total Capital Budget	\$ 513.0	36.3	16.6	(19.7)	(54.4%)	253.2	183.6	(69.6)	(27.5%)
General Mobility	\$ 160.1	12.0	34.8	22.8	190.5%	107.0	102.3	(4.8)	(4.4%)
Debt Service	\$ 80.2	\$ 5.5	\$ 5.5	\$ -	0.0%	\$ 56.0	\$ 56.0	\$ 0.0	0.0%

MONTHLY BOARD REPORT
May 2014
Ridership by Service Category

Service Category	May-13 Boardings	May-14 Boardings	May-14 vs. May-13	May-13 YTD Boardings	May-14 YTD Boardings	YTD % Change May-14 vs. May-13
Fixed Route Bus						
Local	5,144,238	4,968,383	(3.4%)	40,597,767	39,616,248	(2.4%)
Park & Ride	706,225	702,601	(0.5%)	5,276,617	5,382,694	2.0%
Subtotal Fixed Route Bus	5,850,463	5,670,984	(3.1%)	45,874,383	44,998,942	(1.9%)
METRO Rail	912,012	994,321	9.0%	7,787,402	8,351,699	7.2%
Subtotal Fixed Route	6,762,475	6,665,305	(1.4%)	53,661,785	53,350,641	(0.6%)
Special Events *	0	718	N/A	0	718	N.A.
Total Fixed Route	6,762,475	6,666,023	(1.4%)	53,661,785	53,351,359	(0.6%)
Customized Bus Services						
METROLift	149,870	160,008	6.8%	1,143,777	1,212,612	6.0%
METRO STAR Vanpool	216,685	203,887	(5.9%)	1,661,717	1,624,881	(2.2%)
Internal Service	87	0	100.0%	300	166	(44.7%)
Subtotal Customized Bus	366,642	363,895	(0.7%)	2,805,794	2,837,659	1.1%
Subtotal Bus and Rail	7,129,117	7,029,918	(1.4%)	56,467,579	56,189,018	(0.5%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,354,880	3,285,660	39.5%	16,800,314	26,411,248	57.2%
Total System	9,483,997	10,315,578	8.8%	73,267,893	82,600,266	12.7%

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
May 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	47 0.83					≤ 42 ≤ 0.72	≤ 334 ≤ 0.72	374 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 4.09					≤ 6 ≤ 6.58	≤ 42 ≤ 6.58	35 3.10	16.7% 52.9%
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	43 0.612					≤ 45 ≤ 0.640	≤ 360 ≤ 0.640	337 0.599	6.4% 6.4%
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	11 0.222					≤ 28 ≤ 0.397	≤ 224 ≤ 0.397	123 0.219	45.1% 45.0%
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%	69.5%					≥ 70%	≥ 70%	69%	1.7%
Park & Ride Bus OTP	76.5%	75.2%	75.3%	76.8%	76.6%	76.9%	77.3%	77.1%					≥ 75%	≥ 75%	76%	2.0%
Weighted Average Bus OTP	70.5%	69.8%	70.3%	70.9%	70.7%	71.0%	71.6%	71.5%					≥ 72%	≥ 71.5%	71%	1.0%
METROLift OTP	85.4%	84.9%	87.1%	87.7%	86.2%	85.9%	86.2%	86.1%					≥ 85%	≥ 85.0%	86%	1.4%
Rail On-Time Performance	96.6%	93.5%	NA*	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	11,862					≥ 9,000	≥ 9,000	11,183	24.3%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,140	13,261	16,419	16,791	16,525	18,505	16,243	13,626					≥ 11,750	≥ 11,750	15,299	30.2%
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	23.84	27.08	28.36					≤ 26.00	≤ 26.00	25.89	0.4%
Commedations	314	228	253	257	327	301	323	347					≥ 208	≥ 1666	2,350	41.1%
Average Call Center Answer Delay (Sec.)	92	88	92	110	90	91	103	125					≤ 120	≤ 120	99	17.6%

* Note: Rail OTP is not yet available

MONTHLY BOARD REPORT
May 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
May 2014
Balance Sheet

	May 31, 2013 (\$)	May 31, 2014 (\$)	Change (\$)
Cash	\$ 3,855,611	\$ 3,709,780	\$ (145,831)
Receivables	115,742,289	125,780,995	10,038,706
Inventory	20,361,679	23,257,163	2,895,484
Investments	381,462,565	437,865,668	56,403,103
Other Assets	99,852,881	87,641,336	(12,211,545)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,362,064,504	2,683,188,056	321,123,552
Land & Improvements	411,429,225	397,310,640	(14,118,585)
Total Assets and Other	3,402,869,086	3,766,430,213	363,561,127
Liabilities			
Trade Payables	34,696,814	48,499,930	13,803,116
Accrued Payroll	25,887,451	26,260,983	373,532
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	86,029,340	75,589,366	(10,439,974)
Total Liabilities	1,402,267,515	1,554,506,680	152,239,165
Net Assets - Retained	2,000,601,571	2,211,923,533	211,321,962
Total Liabilities and Net Assets	\$ 3,402,869,086	\$ 3,766,430,213	\$ 363,561,127