

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

June 2014

(Third Quarter Fiscal Year-to-Date)



MONTHLY BOARD REPORT

June 2014

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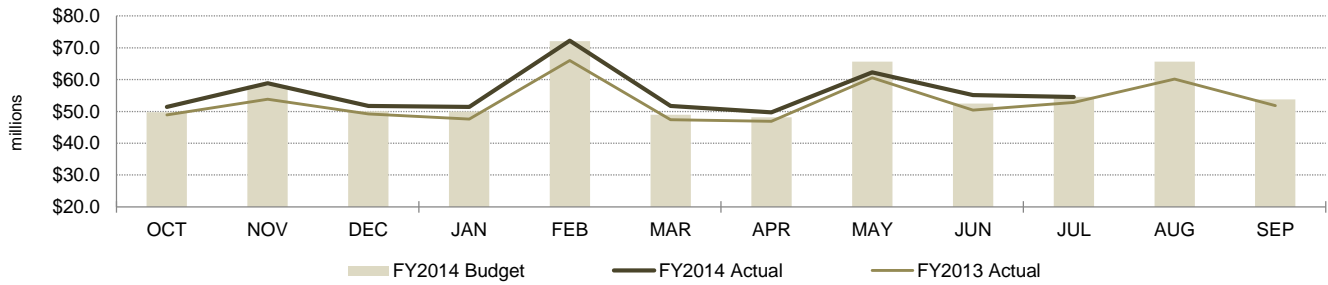
MONTHLY BOARD REPORT

June 2014

Summary

- Sales Tax revenue year-to-date of \$559.1 million through July 2014 is \$9.2 million or 1.7% over budget. July 2014 revenue of \$54.5 million is \$0.1 million or 0.2% under budget.
- Fare revenue of \$51.4 million through June 2014 year-to-date is \$0.8 million or 1.6% under budget. June 2014 revenue of \$5.8 million is \$0.4 million or 8.0% over budget.
- Service Related Grant Revenue year-to-date of \$28.7 million through June 2014 is \$25.5 million or 802.6% over budget. June 2014 revenue of \$0.4 million is \$0.0 million or 12.5% over budget.
- Capital Grant revenue year-to-date of \$63.3 million through June 2014 is \$13.9 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$8.3 million through June 2014 is \$2.3 million or 39.4% over budget. June 2014 revenue of \$0.9 million is \$0.5 million or 116.1% over budget.
- Operating expenses year-to-date of \$330.9 million through June 2014 are \$23.9 million or 6.7% under budget. June 2014 expenses of \$37.5 million are \$1.3 million or 3.5% under budget.
- METRORail Expansion expenses year-to-date of \$178.1 million through June 2014 are \$56.7 million or 24.2% under budget. June 2014 expenses of \$20.2 million are \$9.2 million or 31.3% under budget.
- Other Capital Improvement Program expenses year-to-date of \$34.3 million through June 2014 are \$36.4 million or 51.5% under budget. June 2014 expenses of \$8.6 million are \$14.0 million or 61.9% under budget.
- General Mobility Program expenses year-to-date of \$118.2 million through June 2014 are \$0.9 million or 0.7% under budget. June 2014 expenses of \$16.0 million are \$3.9 million or 32.3% over budget.
- Debt Service expenses of \$61.5 million through June 2014 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 50.6 million through June 2014 is 645,000 or 1.3% under last year. June 2014 ridership of 5.6 million is 230,000 or 4.3% over last year.
- METRORail ridership year-to-date of 9.4 million through June 2014 is 749,000 or 8.7% over last year. June 2014 ridership of 1.0 million is 184,000 or 21.7% over compared to last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents met the benchmark for the month but missed the benchmark for the year-to-date. Rail Accidents met the benchmark for both the month and the year-to-date. Total Major Security Incidents missed the benchmark for the month but met the benchmark 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 above the minimum performance standard for the month but below the minimum standard for 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 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 both the month and 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.

MONTHLY BOARD REPORT
June 2014
Sales Tax Revenue thru July 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	54.6	54.5	(0.1)	(0.2%)
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 549.9	\$ 559.1	\$ 9.2	1.7%

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	60.5	62.3	1.8	2.9%
June	50.5	55.1	4.7	9.3%
July	52.9	54.5	1.6	3.1%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 523.6	\$ 559.1	\$ 35.5	6.8%

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June 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	6.2	6.0	(0.1)	(2.3%)
May	5.9	5.6	(0.3)	(4.3%)
June	5.4	5.8	0.4	8.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 52.2	\$ 51.4	\$ (0.8)	(1.6%)

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	5.3	5.8	0.5	8.8%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 52.0	\$ 51.4	\$ (0.6)	(1.2%)

MONTHLY BOARD REPORT

June 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	\$ 0.4	\$ 0.7	\$ 0.3	91.5%
May	\$ 0.4	\$ 0.4	\$ 0.1	14.4%
June	\$ 0.4	\$ 0.4	\$ 0.0	12.5%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 3.2	\$ 28.7	\$ 25.5	802.6%

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$63.3 million versus \$77.1 million budgeted

Interest & Miscellaneous Revenue

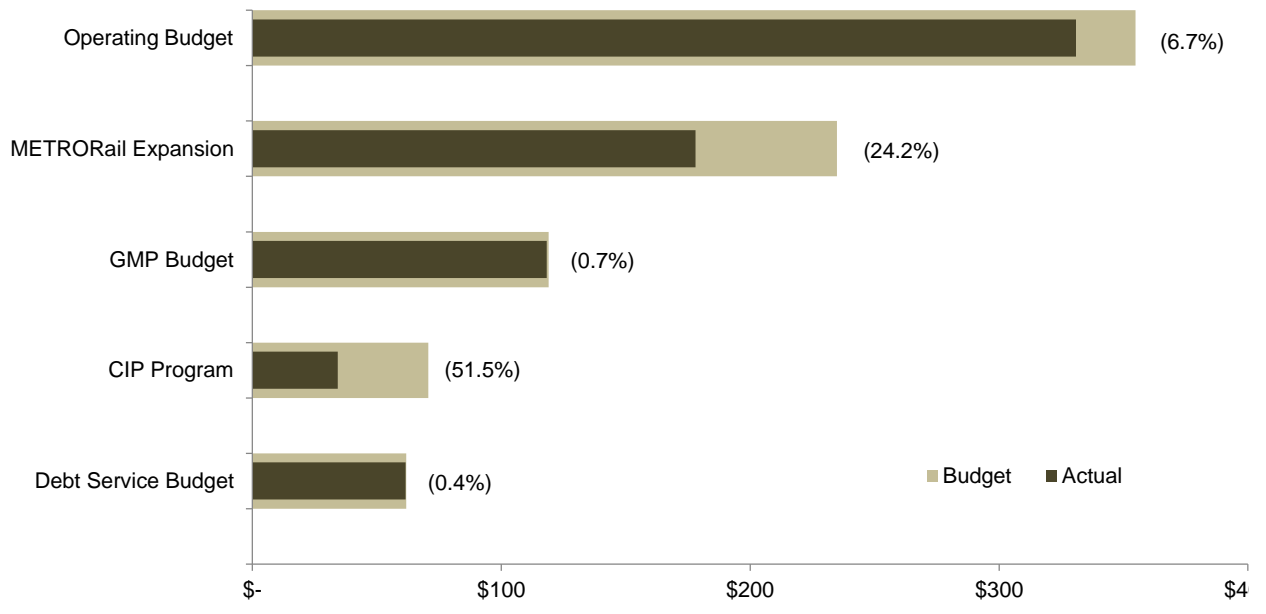
Total FY2014 Interest & Miscellaneous Revenue budget is \$8.2 million

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	\$ 0.4	\$ 0.9	\$ 0.5	116.1%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 6.0	\$ 8.3	\$ 2.3	39.4%

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



MONTHLY BOARD REPORT

June 2014

Operating Expenses

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

	FY14 Annual Budget	June Budget	June Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,546,846	\$ 23,332,309	\$ 22,265,431	\$ (1,066,878)	(4.6%)
Non-Labor	213,006,667	17,178,768	16,768,882	(409,886)	(2.4%)
Subtotal Labor & Non-Labor	498,553,513	40,511,077	39,034,313	(1,476,764)	(3.6%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,707,074)	(1,578,946)	128,128	7.5%
Total Operating Budget	\$ 487,393,187	\$ 38,804,003	\$ 37,455,367	\$ (1,348,636)	(3.5%)

Comparison of Budget to Actual Year-to-Date June 2014 (9 months)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,563,117	\$ 82,108,499	\$ 79,273,068	\$ (2,835,431)	(3.5%)
Union Fringe Benefits	\$ 59,177,658	43,031,182	39,724,312	(3,306,870)	(7.7%)
Subtotal Union Labor	168,740,775	125,139,681	118,997,381	(6,142,300)	(4.9%)
Salaries and Non-Union Wages	80,494,053	59,954,573	58,701,412	(1,253,161)	(2.1%)
Non-Union Fringe Benefits	36,312,018	27,112,913	25,151,682	(1,961,231)	(7.2%)
Subtotal Non-Union Labor	116,806,071	87,067,486	83,853,094	(3,214,392)	(3.7%)
Subtotal Labor and Fringe Benefits	285,546,846	212,207,167	202,850,475	(9,356,692)	(4.4%)
Services	39,711,128	29,013,141	19,275,773	(9,737,368)	(33.6%)
Materials and Supplies	21,105,005	15,850,750	15,685,470	(165,280)	(1.0%)
Fuel & Utilities	51,522,046	38,030,589	37,112,772	(917,817)	(2.4%)
Casualty and Liability	4,677,569	3,430,166	3,724,962	294,796	8.6%
Purchased Transportation	88,591,060	66,121,199	64,927,210	(1,193,989)	(1.8%)
Leases, Rentals and Misc.	7,399,859	5,992,052	4,386,725	(1,605,327)	(26.8%)
Subtotal Non-Labor	213,006,667	158,437,897	145,112,912	(13,324,984)	(8.4%)
Subtotal Labor and Non-Labor	498,553,513	370,645,064	347,963,387	(22,681,677)	(6.1%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(15,826,054)	(17,080,964)	(1,254,910)	(7.9%)
Subtotal Contingency / Allocations	(11,160,326)	(15,826,054)	(17,080,964)	(1,254,910)	(7.9%)
Total Operating Budget	\$ 487,393,187	\$ 354,819,010	\$ 330,882,423	\$ (23,936,587)	(6.7%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>June 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	125,139,681	\$ 118,997,381	\$ (6,142,300)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (7,700,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(2,400,000)
Overtime Wages associated with bus transportation and bus maintenance operations necessary to meet existing service schedules			3,800,000
Non-Union Labor	87,067,486	83,853,094	(3,214,392)
Salaries and fringes primarily related to vacancies			(2,600,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(1,700,000)
Timing in the use of vacation and sick time			896,000
Overtime mostly associated with the North Line rail launch			388,000
Services	29,013,141	19,275,773	(9,737,368)
Timing of facilities maintenance contract services for buildings and grounds, general outside maintenance costs and related support services			(2,100,000)
Less than anticipated spending in advertising fees, timing of invoice payments, delayed ridership campaign and other pending marketing projects and authority wide promotional campaigns			(1,900,000)
Delayed execution of Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(1,100,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for financial services related to fare media operations			(650,000)
Timing in IT equipment repairs and maintenance and support licenses and lower than anticipated utilization of IT contracts			(496,000)
Savings realized from the delayed implementation of the Risk Management and Information System			(400,000)
Delayed execution of certain project administration contracts within the Engineering department			(242,000)
Delayed invoicing of "See Something Say Something" printouts and delays start of regional exercise			(144,000)
Delayed Safety expenses: brokerage services contract plus procurements deferred to the 4th quarter			(124,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Support services			(495,000)
- General legal fees and fees related to defeased lease arrangements			(414,000)
- Education and training			(408,000)
- Equipment Repairs and Maintenance			(324,000)
- Promotion expenses			(200,000)
- Contract employment services and Contracted HR services			(163,000)
- Audit Fees			(61,000)
- Legislative coordination			(56,000)
- Other miscellaneous services spread across the Authority			(330,000)
Materials & Supplies	15,850,750	15,685,470	(165,280)
Timing variances from delayed spending for fare media			(578,000)
General underutilization of materials and supplies including tech equipment, maintenance supplies and other miscellaneous supplies			(594,000)
Overrun in rail parts and bus maintenance parts specifically in brakes, exterior body and windows, and engines			1,100,000
Fuel & Utilities	38,030,589	37,112,772	(917,817)
Timing variances plus delayed invoices in routine phone services			(415,000)
Savings resulting from less than budgeted diesel fuel usage and related taxes			(391,000)
Savings in propulsion power due to a delay in the procurement of rail cars			(157,000)
Lower than planned consumption of power and natural gas			(152,000)
Overrun in Gasoline expenses due to extra mileage of Arboc vehicle use			148,000
Casualty and Liability	3,430,166	3,724,962	294,796
Vehicle Liability Expenditures have been higher than anticipated			285,000
Purchased Transportation	66,121,199	64,927,210	(1,193,989)
Less than anticipated hours of service provided by METRO's contract operator of fixed route service			(1,100,000)
Savings from Vanpool operations			(399,000)
Increasing ridership in METROLift			363,000
Leases, Rentals and Miscellaneous	5,992,052	4,386,725	(1,605,327)
Timing in the IT software rental payments			(1,000,000)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(330,000)
Timing delays in Other miscellaneous expense spread throughout the Authority			(114,000)
Allocation to Capital and GMP	(15,826,054)	(17,080,964)	(1,254,910)
Primarily due to increased efforts to prepare for the opening of the Red Line extension and lower than projected General Mobility Program (GMP) project Activity			(1,300,000)

MONTHLY BOARD REPORT
June 2014
Total Net Operating Budget / Expenses by Department

<u>Authorized EOY Headcount</u>	<u>Department</u>	-----Year-to-Date-----				-----Current Month-----
		<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
2,723	Operations	\$ 344,074,337	\$ 256,009,723	\$ 247,801,454	\$ (8,208,269)	\$ (153,051)
411	Administration	69,756,286	52,307,448	45,534,950	(6,772,498)	(651,745)
	Facility Maintenance	25,308,839	18,805,736	15,483,601	(3,322,135)	158,918
	Human Resources	17,083,066	12,586,747	11,255,336	(1,331,411)	(145,968)
	Information Technology	16,445,735	12,789,254	10,977,575	(1,811,679)	(636,521)
	Procurement & Materials	8,051,283	5,977,687	5,951,462	(26,225)	16,088
	Small Business	940,613	697,771	629,130	(68,641)	(17,374)
	Diversity & Compliance	850,200	639,490	551,557	(87,933)	2,878
	Best Practices Research	627,649	483,078	453,034	(30,044)	(11,236)
	Chief Administrative Officer	448,901	327,685	233,257	(94,428)	(18,529)
257	METRO Police	18,781,049	13,870,816	12,889,595	(981,221)	(98,100)
77	Finance	10,680,588	7,622,611	5,977,880	(1,644,731)	47,227
40	Gov't & Public Affairs	8,099,726	5,620,484	3,175,193	(2,445,291)	(213,078)
	Mktg & Corporate Communications	6,797,507	4,645,158	2,475,081	(2,170,077)	(166,657)
	Public Engagement	750,053	563,995	375,857	(188,138)	(27,822)
	Government Affairs	550,131	411,488	302,105	(109,383)	(12,495)
	Stakeholder Affairs	2,035	(157)	22,150	22,307	(6,105)
45	Safety	7,894,971	5,925,640	5,500,301	(425,339)	64,619
31	Planning	5,799,393	4,449,850	2,815,301	(1,634,549)	(190,981)
77	Customer & Ridership Services	4,426,841	3,331,182	3,121,738	(209,444)	(24,848)
21	Legal	3,859,811	2,932,843	1,949,143	(983,700)	(83,904)
	Legal	2,883,547	2,163,106	1,615,035	(548,071)	(59,035)
	Real Estate & Property Management	976,264	769,737	334,108	(435,629)	(24,869)
10	Executive & Board	2,012,043	1,490,085	1,141,009	(349,076)	(94,468)
11	Audit	1,312,114	980,377	909,607	(70,770)	(4,821)
41	Engineering & Capital Projects	546,028	277,951	65,356	(212,595)	54,515
	Small Capital Expenses	150,000	-	896	896	-
	Contingency	9,000,000	-	-	-	-
	Emergency Fund	1,000,000	-	-	-	-
3,744	TOTAL NET OPERATING	\$ 487,393,187	\$ 354,819,010	\$ 330,882,423	\$ (23,936,587)	\$ (1,348,636)

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

<u>Department</u>	June FY2014 -----Year-to-Date-----			June FY2013 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations	\$ 256,009,723	\$ 247,801,454	\$ (8,208,269)	\$ 232,987,821	\$ 233,406,547	418,726
Administration	52,307,448	45,534,950	(6,772,498)	46,177,278	43,175,478	(3,001,800)
Facility Maintenance	18,805,736	15,483,601	(3,322,135)	17,013,505	15,436,292	(1,577,213)
Human Resources	12,586,747	11,255,336	(1,331,411)	11,255,938	10,612,064	(643,874)
Information Technology	12,789,254	10,977,575	(1,811,679)	9,920,766	9,570,885	(349,881)
Procurement & Materials	5,977,687	5,951,462	(26,225)	5,405,850	5,363,185	(42,665)
Small Business	697,771	629,130	(68,641)	756,365	594,878	(161,487)
Diversity & Compliance	639,490	551,557	(87,933)	473,661	399,061	(74,600)
Best Practices Research	483,078	453,034	(30,044)	930,867	837,351	(93,516)
Chief Administrative Officer	327,685	233,257	(94,428)	420,326	361,762	(58,564)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	897,668	706,968	(190,700)
VP of Business Services	N/A	N/A	N/A	182,639	65,121	(117,518)
METRO Police	13,870,816	12,889,595	(981,221)	12,820,619	12,393,912	(426,707)
Finance	7,622,611	5,977,880	(1,644,731)	7,666,840	6,890,679	(776,161)
Gov't & Public Affairs	5,620,484	3,175,193	(2,445,291)	5,659,705	4,136,527	(1,523,178)
Mktg & Corporate Communications	4,645,158	2,475,081	(2,170,077)	4,245,314	3,217,476	(1,027,838)
Public Engagement	563,995	375,857	(188,138)	1,007,732	629,611	(378,121)
Government Affairs	411,488	302,105	(109,383)	303,851	289,440	(14,411)
Stakeholder Affairs	(157)	22,150	22,307	102,808	-	(102,808)
Safety	5,925,640	5,500,301	(425,339)	4,297,778	4,028,265	(269,513)
Planning	4,449,850	2,815,301	(1,634,549)	3,296,416	3,085,932	(210,484)
Customer & Ridership Services	3,331,182	3,121,738	(209,444)	N/A	N/A	N/A
Legal	2,932,843	1,949,143	(983,700)	3,831,116	4,363,279	532,163
Legal	2,163,106	1,615,035	(548,071)	3,288,278	4,094,075	805,797
Real Estate & Property Management	769,737	334,108	(435,629)	542,838	269,204	(273,634)
Executive & Board	1,490,085	1,141,009	(349,076)	1,073,084	1,148,809	75,725
Audit	980,377	909,607	(70,770)	914,032	806,974	(107,058)
Engineering & Capital Projects	277,951	65,356	(212,595)	5,281,454	3,401,046	(1,880,408)
Small Capital Expenses	-	896	896	-	-	-
Contingency	-	-	-	-	-	-
Emergency Fund	-	-	-	N/A	N/A	N/A
TOTAL NET OPERATING	\$ 354,819,010	330,882,423	(23,936,587)	325,086,450	317,609,539	(7,476,911)

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

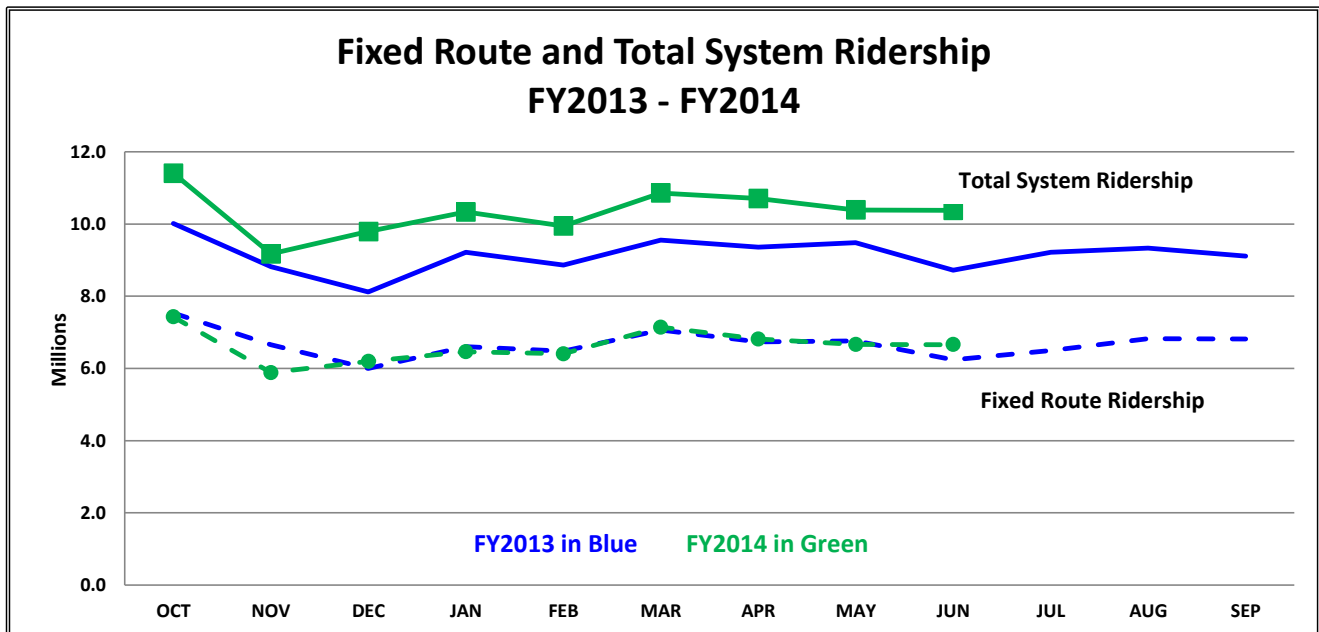
	FY2014 Annual Budget	Month of June 2014				Fiscal YTD June 2014			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 29.4	\$ 20.2	\$ (9.2)	(31.3%)	\$ 234.8	\$ 178.1	\$ (56.7)	(24.2%)
Capital Improvement Program	198.4	22.5	8.6	(14.0)	(61.9%)	70.7	34.3	(36.4)	(51.5%)
Total Capital Budget	\$ 513.0	51.9	28.8	(23.1)	(44.6%)	305.5	212.4	(93.1)	(30.5%)
General Mobility	\$ 160.1	12.1	16.0	3.9	32.3%	119.1	118.2	(0.9)	(0.7%)
Debt Service	\$ 80.2	\$ 5.8	\$ 5.5	\$ (0)	(4.2%)	\$ 61.8	\$ 61.5	\$ (0.2)	(0.4%)

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June 2014
Ridership by Service Category

Service Category	Jun-13 Boardings	Jun-14 Boardings	Jun-14 vs. Jun-13	Jun-13	Jun-14	YTD % Change Jun-14 vs. Jun-13
				Boardings	Boardings	
Fixed Route Bus						
Local	4,756,011	4,888,676	2.8%	45,353,778	44,504,924	(1.9%)
Park & Ride	636,203	733,567	15.3%	5,912,820	6,116,261	3.4%
Subtotal Fixed Route Bus	5,392,214	5,622,243	4.3%	51,266,597	50,621,185	(1.3%)
METRORail	850,982	1,035,250	21.7%	8,638,384	9,386,949	8.7%
Subtotal Fixed Route	6,243,196	6,657,493	6.6%	59,904,981	60,008,134	0.2%
Special Events *	0	2,395	N/A	0	95,542	N.A.
Total Fixed Route	6,243,196	6,659,888	6.7%	59,904,981	60,103,676	0.3%
Customized Bus Services						
METROLift	144,692	159,385	10.2%	1,288,469	1,371,997	6.5%
METRO STAR Vanpool	197,420	202,519	2.6%	1,859,137	1,828,553	(1.6%)
Internal Service	0	62	100.0%	300	228	(24.0%)
Subtotal Customized Bus	342,112	361,966	5.8%	3,147,906	3,200,778	1.7%
Subtotal Bus and Rail	6,585,308	7,021,854	6.6%	63,052,887	63,304,454	0.4%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,140,800	3,360,903	57.0%	18,941,114	30,151,949	59.2%
Total System	8,726,108	10,382,757	19.0%	81,994,001	93,456,403	14.0%

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
June 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 0.84	41 0.73				≤ 42 ≤ 0.72	≤ 375 ≤ 0.72	415 0.83
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	5 3.56				≤ 5 ≤ 6.58	≤ 47 ≤ 6.58	40 3.15	14.9% 52.2%
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	43 0.612	54 0.769				≤ 45 ≤ 0.640	≤ 405 ≤ 0.640	391 0.618	3.5% 3.5%
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	23 0.502				≤ 28 ≤ 0.397	≤ 252 ≤ 0.397	146 0.231	42.1% 41.9%
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%	72.5%				≥ 70%	≥ 70%	69%	1.1%
Park & Ride Bus OTP	76.5%	75.2%	75.3%	76.8%	76.6%	76.9%	77.3%	77.1%	77.6%				≥ 75%	≥ 75%	77%	2.1%
Weighted Average Bus OTP	70.5%	69.8%	70.3%	70.9%	70.7%	71.0%	71.6%	71.5%	73.8%				≥ 72%	≥ 71.5%	71%	0.5%
METROLift OTP	85.4%	84.9%	87.1%	87.7%	86.2%	85.9%	86.2%	86.1%	87.5%				≥ 86%	≥ 85.0%	86%	1.5%
Rail On-Time Performance	96.6%	93.5%	NA*	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	10,309				≥ 9,000	≥ 9,000	11,079	23.1%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,140	13,261	16,419	16,791	16,525	18,505	16,276	13,210	13,587				≥ 11,750	≥ 11,750	15,028	27.9%
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	27.88	23.82	27.07	28.35	27.64				≤ 26.00	≤ 26.00	26.08	0.3%
Commendations	314	228	253	257	327	301	323	349	271				≥ 208	≥ 1874	2,623	40.0%
Average Call Center Answer Delay (Sec.)	92	88	92	110	90	91	103	125	121				≤ 120	≤ 120	101	15.6%

* Note: Rail OTP is not yet available

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June 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.

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Balance Sheet

	June 30, 2013 (\$)	June 30, 2014 (\$)	Change (\$)
Cash	\$ 3,140,422	\$ 3,620,224	\$ 479,802
Receivables	128,610,244	134,446,514	5,836,270
Inventory	19,949,425	28,434,532	8,485,107
Investments	362,630,315	435,090,907	72,460,592
Other Assets	99,477,257	87,243,815	(12,233,442)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,391,416,911	2,696,750,240	305,333,329
Land & Improvements	410,678,968	396,859,869	(13,819,099)
Total Assets and Other	3,424,003,874	3,790,122,676	366,118,802
Liabilities			
Trade Payables	40,054,034	58,357,614	18,303,580
Accrued Payroll	27,229,481	27,237,211	7,730
Commercial Paper	189,000,000	183,400,000	(5,600,000)
Long-Term Liabilities	1,067,525,050	1,200,033,911	132,508,861
Other Liabilities	85,550,808	96,223,880	10,673,072
Total Liabilities	1,409,359,372	1,565,252,616	155,893,244
Net Assets - Retained	2,014,644,502	2,224,870,060	210,225,558
Total Liabilities and Net Assets	\$ 3,424,003,874	\$ 3,790,122,676	\$ 366,118,802