

METRO

Fiscal Year 2014 Monthly Board Report

Revenue • Expense • Ridership • Performance

July 2014



MONTHLY BOARD REPORT

July 2014

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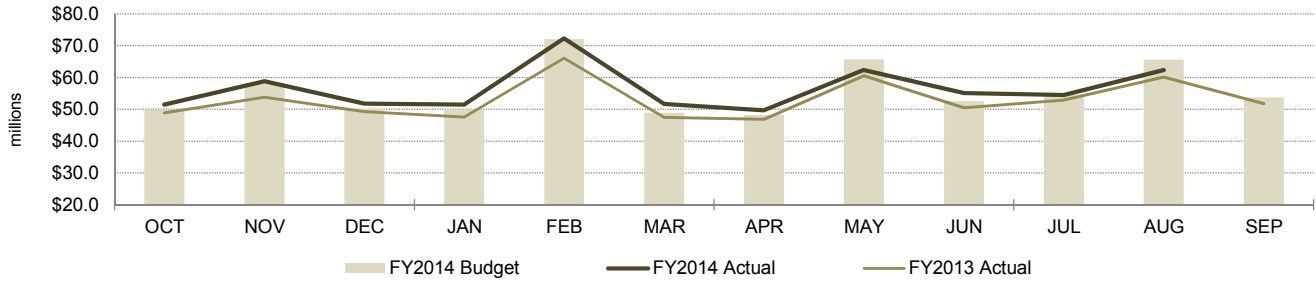
MONTHLY BOARD REPORT

July 2014

Summary

- Sales Tax revenue year-to-date of \$621.4 million through August 2014 is \$5.9 million or 1.0% over budget. August 2014 revenue of \$62.3 million is \$3.4 million or 5.1% under budget.
- Fare revenue of \$57.2 million through July 2014 year-to-date is \$1.0 million or 1.7% under budget. July 2014 revenue of \$5.7 million is \$0.1 million or 2.5% under budget.
- Service Related Grant Revenue year-to-date of \$29.2 million through July 2014 is \$25.7 million or 726.8% over budget. July 2014 revenue of \$0.5 million is \$0.2 million or 48.6% over budget.
- Capital Grant revenue year-to-date of \$73.1 million through July 2014 is \$19.1 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$9.0 million through July 2014 is \$2.7 million or 41.7% over budget. July 2014 revenue of \$0.7 million is \$0.3 million or 73.6% over budget.
- Operating expenses year-to-date of \$369.6 million through July 2014 are \$26.0 million or 6.6% under budget. July 2014 expenses of \$38.7 million are \$2.1 million or 5.0% under budget.
- METRORail Expansion expenses year-to-date of \$191.5 million through July 2014 are \$63.9 million or 25.0% under budget. July 2014 expenses of \$13.4 million are \$7.2 million or 34.8% under budget.
- Other Capital Improvement Program expenses year-to-date of \$68.9 million through July 2014 are \$25.2 million or 26.8% under budget. July 2014 expenses of \$34.5 million are \$11.2 million or 48.0% over budget.
- General Mobility Program expenses year-to-date of \$130.5 million through July 2014 are \$0.6 million or 0.5% under budget. July 2014 expenses of \$12.3 million are \$0.2 million or 1.9% over budget.
- Debt Service expenses of \$67.2 million through July 2014 year-to-date is slightly under budget.
- METROBus ridership (fixed route) year-to-date of 56.4 million through July 2014 is 491,000 or 0.9% under last year. July 2014 ridership of 5.7 million is 155,000 or 2.8% over last year.
- METRORail ridership year-to-date of 10.5 million through July 2014 is 936,000 or 9.8% over last year. July 2014 ridership of 1.1 million is 188,000 or 20.8% 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 the year-to-date. On-Time Performance for Rail is not yet available. The Mean Distance Between Mechanical Failures (MDBF) for all buses met the minimum standard for the month and year-to-date. The Mean Distance Between Mechanical Failures (MDBF) for METROLift is above the minimum standard for both the month and year-to-date.
 - Customer Service Complaint Contacts met the goal for the month but not 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 the year-to-date.

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Sales Tax Revenue thru August 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	65.6	62.3	(3.4)	(5.1%)
September	-	-	-	0.0%
FY 2014 YTD	\$ 615.5	\$ 621.4	\$ 5.9	1.0%

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	60.1	62.3	2.1	3.6%
September	-	-	-	0.0%
FY 2014 YTD	\$ 583.7	\$ 621.4	\$ 37.6	6.4%

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July 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	5.9	5.7	(0.1)	(2.5%)
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 58.1	\$ 57.2	\$ (1.0)	(1.7%)

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	5.3	5.8	0.5	8.8%
July	5.9	5.7	(0.1)	(1.8%)
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2014 YTD	\$ 57.9	\$ 57.2	\$ (0.7)	(1.2%)

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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	\$	0.4	\$	0.4	\$ 0.0	12.5%
July	\$	0.4	\$	0.5	\$ 0.2	48.6%
August		-		-	-	0.0%
September		-		-	-	0.0%
FY 2014 YTD	\$	3.5	\$	29.2	\$ 25.7	726.8%

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$73.1 million versus \$92.2 million budgeted

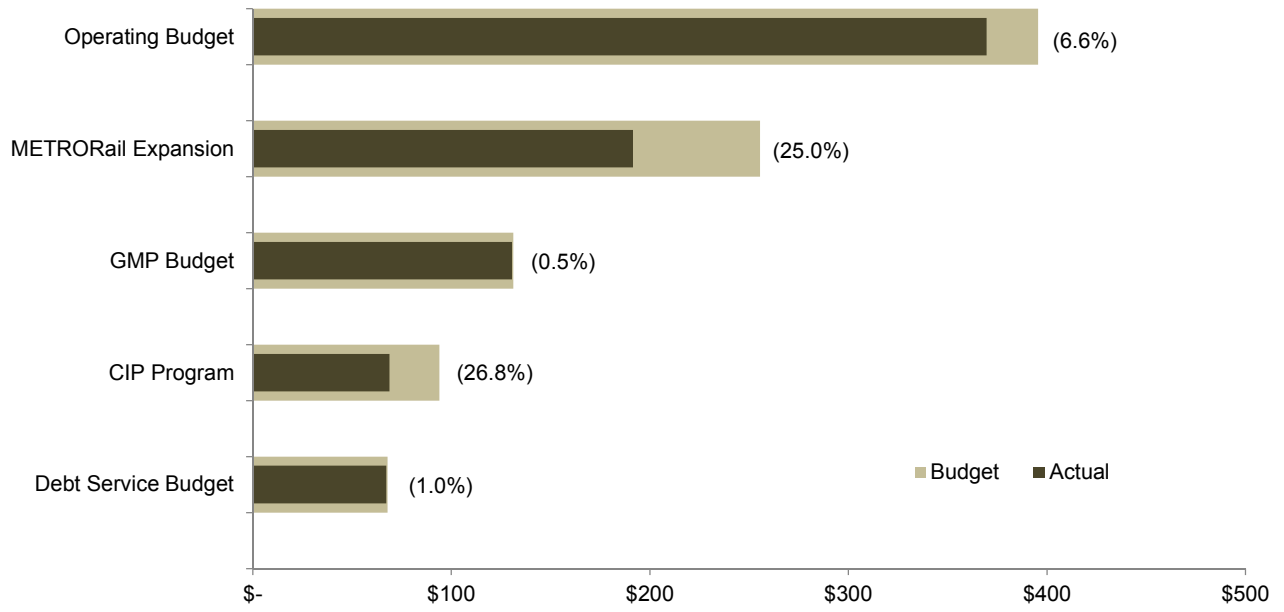
Interest & Miscellaneous Revenue

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	\$	0.4	\$	0.7	\$ 0.3	73.6%
August		-		-	-	0.0%
September		-		-	-	0.0%
FY 2014 YTD	\$	6.4	\$	9.0	\$ 2.7	41.7%

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



MONTHLY BOARD REPORT

July 2014

Operating Expenses

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

	FY14 Annual Budget	July Budget	July Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 285,546,846	\$ 24,561,124	\$ 22,995,697	\$ (1,565,427)	(6.4%)
Non-Labor	213,006,667	18,001,248	17,375,745	(625,503)	(3.5%)
Subtotal Labor & Non-Labor	498,553,513	42,562,372	40,371,442	(2,190,930)	(5.1%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(1,796,186)	(1,658,211)	137,975	7.7%
Total Operating Budget	\$ 487,393,187	\$ 40,766,186	\$ 38,713,231	\$ (2,052,955)	(5.0%)

Comparison of Budget to Actual Year-to-Date July 2014 (10 months)

Expense Category	FY14 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 109,563,117	\$ 91,502,326	\$ 88,687,825	\$ (2,814,501)	(3.1%)
Union Fringe Benefits	\$ 59,177,658	48,021,115	44,087,340	(3,933,775)	(8.2%)
Subtotal Union Labor	168,740,775	139,523,441	132,775,166	(6,748,275)	(4.8%)
Salaries and Non-Union Wages	80,494,053	67,044,330	65,069,570	(1,974,760)	(2.9%)
Non-Union Fringe Benefits	36,312,018	30,200,520	28,001,436	(2,199,084)	(7.3%)
Subtotal Non-Union Labor	116,806,071	97,244,850	93,071,006	(4,173,844)	(4.3%)
Subtotal Labor and Fringe Benefits	285,546,846	236,768,291	225,846,172	(10,922,119)	(4.6%)
Services	39,711,128	32,183,300	21,724,971	(10,458,329)	(32.5%)
Materials and Supplies	21,105,005	17,551,407	17,735,084	183,677	1.0%
Fuel & Utilities	51,522,046	42,594,510	41,668,328	(926,182)	(2.2%)
Casualty and Liability	4,677,569	3,908,967	3,848,130	(60,837)	(1.6%)
Purchased Transportation	88,591,060	73,937,080	72,726,220	(1,210,860)	(1.6%)
Leases, Rentals and Misc.	7,399,859	6,263,881	4,785,924	(1,477,957)	(23.6%)
Subtotal Non-Labor	213,006,667	176,439,145	162,488,657	(13,950,487)	(7.9%)
Subtotal Labor and Non-Labor	498,553,513	413,207,436	388,334,829	(24,872,607)	(6.0%)
Contingency	9,000,000	-	-	-	0.0%
Emergency Fund	1,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(21,160,326)	(17,622,240)	(18,739,175)	(1,116,935)	(6.3%)
Subtotal Contingency / Allocations	(11,160,326)	(17,622,240)	(18,739,175)	(1,116,935)	(6.3%)
Total Operating Budget	\$ 487,393,187	\$ 395,585,196	\$ 369,595,654	\$ (25,989,541)	(6.6%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>July 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	139,523,441	\$ 132,775,166	\$ (6,748,275)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (8,600,000)
Benefits Trust Contribution - less than anticipated participation in the union health plan			(2,800,000)
Overtime Wages associated with bus transportation and bus maintenance operations necessary to meet existing service schedules			4,400,000
Non-Union Labor	97,244,850	93,071,006	(4,173,844)
Salaries and fringes primarily related to vacancies			(3,400,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(2,000,000)
Timing in the use of vacation and sick time			863,000
Overtime mostly associated with the North Line rail launch			500,000
Services	32,183,300	21,724,971	(10,458,329)
Timing of facilities maintenance contract services for buildings and grounds, general outside maintenance costs and related support services			(2,200,000)
Less than anticipated spending in advertising fees, timing of invoice payments, delayed ridership campaign and other pending marketing projects and authority wide promotional campaigns			(2,100,000)
Delayed execution of Planning contracts like System Re-Imagining, the Long Range Plan, and Corridor Development, etc.			(1,300,000)
Lower than expected 'as needed' ACS contract expenses plus delayed billing for financial services related to fare media operations			(891,000)
Timing in IT equipment repairs and maintenance and support licenses and lower than anticipated utilization of IT contracts			(408,000)
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			(253,000)
Delayed invoicing of "See Something Say Something" printouts and cancellation of the regional exercise			(236,000)
Delayed Safety expenses: brokerage services contract plus procurements deferred to the 4th quarter			(149,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			
- Support services			(506,000)
- General legal fees and fees related to defeased lease arrangements			(428,000)
- Education and training			(393,000)
- Promotion expenses			(227,000)
- Contract employment services and Contracted HR services			(215,000)
- Audit Fees			(151,000)
- Equipment Repairs and Maintenance (excludes Facility Maintenance repair costs)			(128,000)
- Legislative coordination			(82,000)
- Temp Help Services			(72,000)
- Other miscellaneous services spread across the Authority			(319,000)
Materials & Supplies	17,551,407	17,735,084	183,677
Overruns in Parts			493,000
Overruns in Exterior body and Windows			217,000
Overruns in Minor tools and Equipment			180,000
Overruns in Bus parts - Engines			153,000
Overruns in certain parts including Brakes, Wheelchair lifts and rail parts			106,000
<u>Offset by</u>			
Timing variances from delayed spending for fare media			(437,000)
General underutilization of materials and supplies including tech equipment, bus batteries, and other miscellaneous supplies			(528,000)
Fuel & Utilities	42,594,510	41,668,328	(926,182)
Timing variances plus delayed invoices in routine phone services			(412,000)
Savings resulting from less than budgeted diesel fuel usage and related taxes			(286,000)
Timing delay in drainage fee invoicing			(201,000)
Savings in propulsion power due to a delay in the procurement of rail cars			(176,000)
Lower than planned consumption of power and natural gas			(83,000)
Lower than planned consumption of power			(80,000)
Overrun in Gasoline expenses due to extra mileage of Arboc vehicle use			231,000
Overrun ins in ATF and other Fuel and lubricants			80,000
Casualty and Liability	3,908,967	3,848,130	(60,837)
Premiums have been lower than anticipated though offset by higher subrogation and vehicle liability expenses			(61,000)
Purchased Transportation	73,937,080	72,726,220	(1,210,860)
Less than anticipated hours of service provided by METRO's contract operator of fixed route service			(1,400,000)
Savings from Vanpool operations			(431,000)
Increasing ridership in METROLift			630,000
Leases, Rentals and Miscellaneous	6,263,881	4,785,924	(1,477,957)
Timing in the IT software rental payments			(1,000,000)
Conservative spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(250,000)
Timing delays in Other miscellaneous expense spread throughout the Authority			(117,000)
Allocation to Capital and GMP	(17,622,240)	(18,739,175)	(1,116,935)
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			(1,117,000)

MONTHLY BOARD REPORT
July 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	\$ 344,074,337	\$ 285,647,491	\$ 276,816,931	\$ (8,830,560)	\$ (622,291)
411	Administration	69,756,286	57,802,587	50,637,039	(7,165,548)	(393,050)
	Facility Maintenance	25,308,839	21,041,962	17,426,186	(3,615,776)	(293,641)
	Human Resources	17,083,066	14,044,334	12,536,512	(1,507,822)	(176,410)
	Information Technology	16,445,735	13,643,656	12,006,849	(1,636,807)	174,872
	Procurement & Materials	8,051,283	6,679,542	6,652,692	(26,850)	(626)
	Small Business	940,613	774,331	652,542	(121,789)	(53,147)
	Diversity & Compliance	850,200	713,270	612,966	(100,304)	(12,371)
	Best Practices Research	627,649	534,429	501,654	(32,775)	(2,731)
	Chief Administrative Officer	448,901	371,063	247,638	(123,425)	(28,996)
257	METRO Police	18,781,049	15,684,588	14,474,602	(1,209,986)	(228,765)
77	Finance	10,680,588	8,545,071	6,725,875	(1,819,196)	(174,465)
40	Gov't & Public Affairs	8,099,726	6,201,257	3,492,283	(2,708,974)	(263,682)
	Mktg & Corporate Communications	6,797,507	5,122,065	2,710,721	(2,411,344)	(241,267)
	Public Engagement	750,053	620,535	430,446	(190,089)	(1,951)
	Government Affairs	550,131	458,710	330,309	(128,401)	(19,019)
	Stakeholder Affairs	2,035	(53)	20,808	20,861	(1,446)
45	Safety	7,894,971	6,586,797	6,055,654	(531,143)	(105,804)
31	Planning	5,799,393	5,112,228	3,305,173	(1,807,055)	(172,506)
77	Customer & Ridership Services	4,426,841	3,707,561	3,485,270	(222,291)	(12,848)
21	Legal	3,859,811	3,248,967	2,174,571	(1,074,396)	(90,696)
	Legal	2,883,547	2,408,387	1,798,599	(609,788)	(61,717)
	Real Estate & Property Management	976,264	840,580	375,972	(464,608)	(28,979)
10	Executive & Board	2,012,043	1,652,676	1,336,253	(316,423)	32,653
11	Audit	1,312,114	1,094,710	1,020,224	(74,486)	(3,717)
41	Engineering & Capital Projects	546,028	301,263	70,884	(230,379)	(17,783)
	Small Capital Expenses	150,000	-	896	896	-
	Contingency	9,000,000	-	-	-	-
	Emergency Fund	1,000,000	-	-	-	-
3,744	TOTAL NET OPERATING	\$ 487,393,187	\$ 395,585,196	\$ 369,595,654	\$ (25,989,541)	\$ (2,052,954)

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

<u>Department</u>	July FY2014 -----Year-to-Date-----			July FY2013 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations	\$ 285,647,491	\$ 276,816,931	\$ (8,830,560)	\$ 259,462,022	\$ 259,450,438	\$ (11,584)
Administration	57,802,587	50,637,039	(7,165,548)	51,807,587	47,547,941	(4,259,646)
Facility Maintenance	21,041,962	17,426,186	(3,615,776)	18,962,029	16,687,591	(2,274,438)
Human Resources	14,044,334	12,536,512	(1,507,822)	12,483,760	11,899,351	(584,409)
Information Technology	13,643,656	12,006,849	(1,636,807)	11,459,705	10,514,439	(945,266)
Procurement & Materials	6,679,542	6,652,692	(26,850)	6,034,367	5,994,104	(40,263)
Small Business	774,331	652,542	(121,789)	828,716	670,529	(158,187)
Diversity & Compliance	713,270	612,966	(100,304)	527,207	450,578	(76,629)
Best Practices Research	534,429	501,654	(32,775)	1,037,712	926,290	(111,422)
Chief Administrative Officer	371,063	247,638	(123,425)	474,091	405,059	(69,032)
Compl, EEO, ER, OD, Drug & Alcohol	N/A	N/A	N/A	993,453	835,944	(157,509)
VP of Business Services	N/A	N/A	N/A	204,055	71,027	(133,028)
METRO Police	15,684,588	14,474,602	(1,209,986)	14,495,075	13,874,727	(620,348)
Finance	8,545,071	6,725,875	(1,819,196)	8,462,764	7,471,429	(991,335)
Gov't & Public Affairs	6,201,257	3,492,283	(2,708,974)	6,280,754	4,472,976	(1,807,778)
Mktg & Corporate Communications	5,122,065	2,710,721	(2,411,344)	4,601,342	3,451,362	(1,149,980)
Public Engagement	620,535	430,446	(190,089)	1,118,247	701,204	(417,043)
Government Affairs	458,710	330,309	(128,401)	446,410	320,410	(126,000)
Stakeholder Affairs	(53)	20,808	20,861	114,755	-	(114,755)
Safety	6,586,797	6,055,654	(531,143)	4,799,122	4,535,608	(263,514)
Planning	5,112,228	3,305,173	(1,807,055)	3,590,982	3,402,873	(188,109)
Customer & Ridership Services	3,707,561	3,485,270	(222,291)	N/A	N/A	N/A
Legal	3,248,967	2,174,571	(1,074,396)	4,129,814	4,604,044	474,230
Legal	2,408,387	1,798,599	(609,788)	3,523,696	4,298,739	775,043
Real Estate & Property Management	840,580	375,972	(464,608)	606,118	305,305	(300,813)
Executive & Board	1,652,676	1,336,253	(316,423)	1,092,585	1,354,602	262,017
Audit	1,094,710	1,020,224	(74,486)	1,021,503	898,127	(123,376)
Engineering & Capital Projects	301,263	70,884	(230,379)	5,838,153	4,259,795	(1,578,358)
Small Capital Expenses	-	896	896	-	-	-
Contingency	-	-	-	-	-	-
Emergency Fund	-	-	-	N/A	N/A	N/A
TOTAL NET OPERATING	\$ 395,585,196	369,595,654	(25,989,541)	362,177,869	352,779,530	(9,398,339)

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

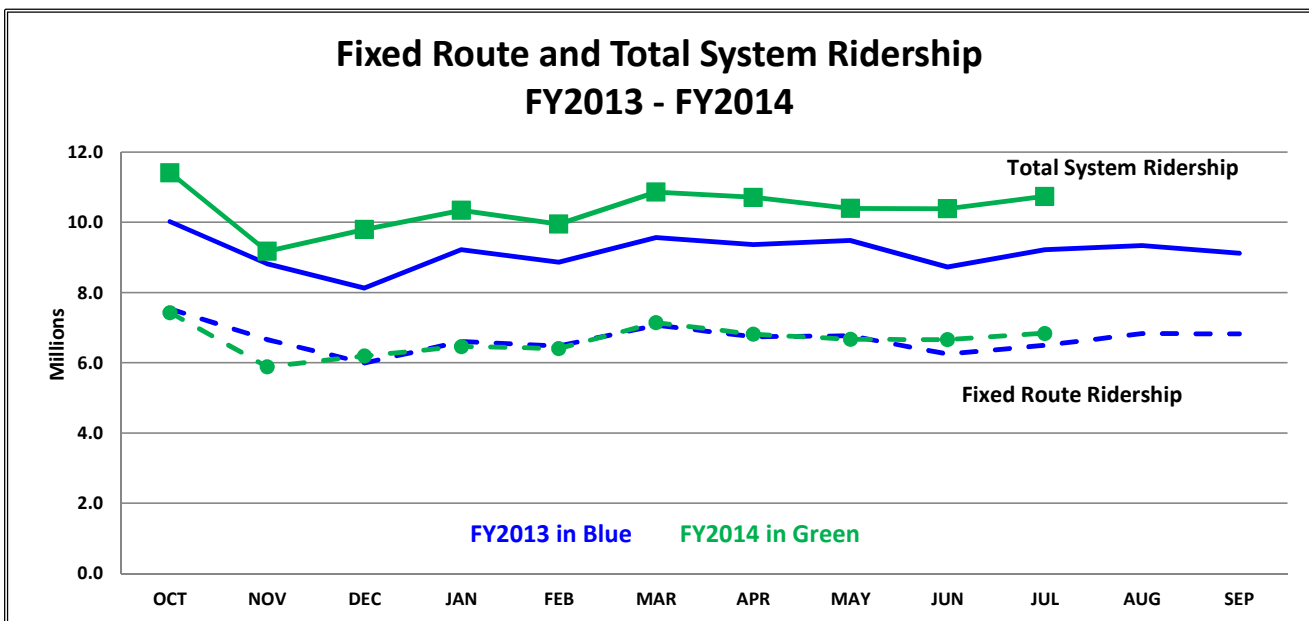
	FY2014 Annual Budget	Month of July 2014				Fiscal YTD July 2014			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 314.6	\$ 20.6	\$ 13.4	\$ (7.2)	(34.8%)	\$ 255.4	\$ 191.5	\$ (63.9)	(25.0%)
Capital Improvement Program	198.4	23.3	34.5	11.2	48.0%	94.0	68.9	(25.2)	(26.8%)
Total Capital Budget	\$ 513.0	43.9	48.0	4.0	9.2%	349.5	260.4	(89.1)	(25.5%)
General Mobility	\$ 160.1	12.1	12.3	0.2	1.9%	131.2	130.5	(0.6)	(0.5%)
Debt Service	\$ 80.2	\$ 6.1	\$ 5.7	\$ (0)	(7.0%)	\$ 67.9	\$ 67.2	\$ (0.7)	(1.0%)

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Ridership by Service Category

Service Category	Jul-13 Boardings	Jul-14 Boardings	Jul-14 vs. Jul-13	Jul-13 YTD Boardings	Jul-14 YTD Boardings	YTD % Change
						Jul-14 vs. Jul-13
Fixed Route Bus						
Local	4,905,510	4,994,804	1.8%	50,259,288	49,499,728	(1.5%)
Park & Ride	685,829	751,412	9.6%	6,598,649	6,867,673	4.1%
Subtotal Fixed Route Bus	5,591,339	5,746,216	2.8%	56,857,936	56,367,401	(0.9%)
METRO Rail	902,220	1,090,020	20.8%	9,540,604	10,476,969	9.8%
Subtotal Fixed Route	6,493,559	6,836,236	5.3%	66,398,540	66,844,370	0.7%
Special Events *	0	822	N/A	0	96,364	N.A.
Total Fixed Route	6,493,559	6,837,058	5.3%	66,398,540	66,940,734	0.8%
Customized Bus Services						
METROLift	154,285	163,852	6.2%	1,442,754	1,534,229	6.3%
METRO STAR Vanpool	214,443	215,056	0.3%	2,073,580	2,045,014	(1.4%)
Internal Service	24	18	100.0%	324	246	(24.1%)
Subtotal Customized Bus	368,752	378,926	2.8%	3,516,658	3,579,489	1.8%
Subtotal Bus and Rail	6,862,311	7,215,984	5.2%	69,915,198	70,520,223	0.9%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,354,880	3,520,946	49.5%	21,295,994	33,672,895	58.1%
Total System	9,217,191	10,736,930	16.5%	91,211,192	104,193,118	14.2%

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.*



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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	51	50	47	41	40			≤ 42	≤ 417	455
Bus Accidents per 100,000 vehicle miles	0.91	0.83	0.73	0.65	0.99	0.88	0.88	0.84	0.73	0.68			≤ 0.72	≤ 0.72	0.81	12.6%
Rail Accidents	1	6	5	6	2	3	6	6	5	5			≤ 6	≤ 53	45	15.1%
Rail Accidents per 100,000 vehicle miles	0.87	5.41	3.86	4.02	1.44	1.53	4.16	4.09	3.56	3.16			≤ 6.58	≤ 6.58	3.15	52.1%
Major Security Incidents - total	56	43	33	56	25	41	40	43	54	49			≤ 45	≤ 450	440	2.2%
Major Security Incidents per 100,000 boardings	0.716	0.645	0.506	0.822	0.371	0.547	0.556	0.612	0.769	0.679			≤ 0.640	≤ 0.640	0.624	2.5%
Major Security Incidents - METRO properties	27	11	14	24	7	15	14	11	23	25			≤ 28	≤ 280	171	38.9%
Major Security Incidents per 100,000 boardings	0.517	0.218	0.297	0.496	0.148	0.306	0.292	0.222	0.502	0.559			≤ 0.397	≤ 0.397	0.242	38.9%
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%	72.9%			≥ 70.0%	≥ 70%	69.6%	0.6%
Park & Ride Bus OTP	76.5%	75.2%	75.3%	76.8%	76.6%	76.9%	77.3%	77.1%	77.6%	78.3%			≥ 75.0%	≥ 75%	76.8%	2.3%
Weighted Average Bus OTP	70.5%	69.8%	70.3%	70.9%	70.7%	71.0%	71.6%	71.5%	73.8%	74.3%			≥ 71.5%	≥ 71.5%	71.5%	0.1%
METROLift OTP	85.4%	84.9%	87.1%	87.7%	86.2%	85.9%	86.2%	86.1%	87.5%	89.4%			≥ 87.0%	≥ 85.5%	86.6%	1.3%
Rail On-Time Performance	96.6%	93.5%	NA*	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	8,954			≥ 7,500	≥ 8,550	10,813	26.5%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,140	13,261	16,419	16,740	16,467	18,865	16,222	13,210	13,587	12,726			≥ 11,750	≥ 11,750	14,759	25.6%
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	27.88	23.83	27.06	28.33	27.65	25.49			≤ 26.00	≤ 26.00	26.02	0.1%
Commodations	314	228	253	257	327	301	323	349	271	291			≤ 208	≤ 2083	2,914	39.9%
Average Call Center Answer Delay (Sec.)	92	88	92	110	90	91	103	125	121	106			≤ 120	≤ 120	102	15.2%

* Note: Rail OTP is not yet available

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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

	July 31, 2013 (\$)	July 31, 2014 (\$)	Change (\$)
Cash	\$ 2,826,407	\$ 4,792,313	\$ 1,965,906
Receivables	127,866,506	132,984,702	5,118,196
Inventory	21,017,813	23,948,049	2,930,236
Investments	332,540,782	433,109,571	100,568,789
Other Assets	99,101,134	86,839,495	(12,261,639)
Debt Issuance Costs	8,100,333	7,676,575	(423,758)
Property Net of Depreciation	2,421,359,773	2,733,129,028	311,769,255
Land & Improvements	410,557,837	396,413,014	(14,144,823)
Total Assets and Other	3,423,370,584	3,818,892,747	395,522,163
Liabilities			
Trade Payables	30,926,432	79,870,521	48,944,089
Accrued Payroll	28,337,539	28,530,382	192,843
Commercial Paper	187,000,000	183,400,000	(3,600,000)
Long-Term Liabilities	1,066,653,911	1,220,756,401	154,102,490
Other Liabilities	88,313,611	75,300,535	(13,013,076)
Total Liabilities	1,401,231,492	1,587,857,839	186,626,347
Net Assets - Retained	2,022,139,092	2,231,034,908	208,895,816
Total Liabilities and Net Assets	\$ 3,423,370,584	\$ 3,818,892,747	\$ 395,522,163