

METRO

Fiscal Year 2015 Monthly Board Report

Revenue • Expense • Ridership • Performance

October 2014



MONTHLY BOARD REPORT

October 2014

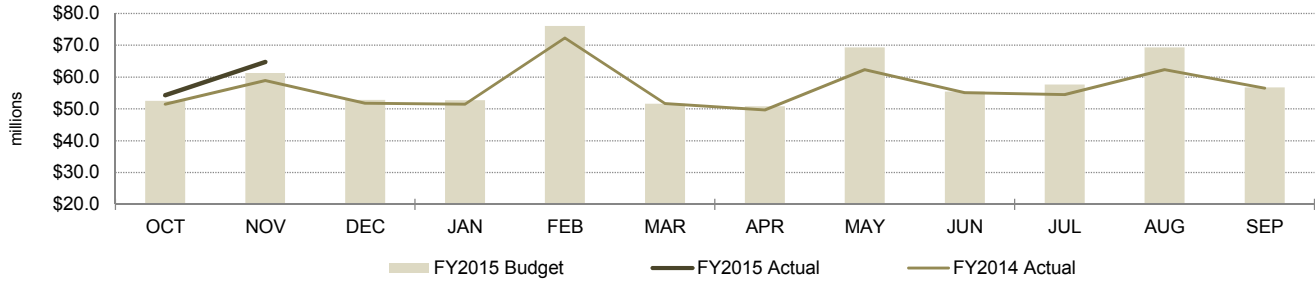
Table of Contents

Section A	Summary
Section B	Sales Tax Revenue
Section C	Fare Revenue
Section D	Grant and Interest & Miscellaneous Revenue
Section E	Budget and Expense Summary
Section F	Operating Expenses October 2014 Budget vs. Actual FY2015 YTD Budget vs. Actual FY2015 YTD Major Variance Items FY2015 YTD Operating Budget/Expenses by Department
Section G	Capital, General Mobility & Debt Service Expenditures
Section H	Ridership by Service Category
Section I	Performance Statistics Performance Statistic Notes
Section J	Balance Sheet

MONTHLY BOARD REPORT
October 2014
Summary

- FY2015 Sales Tax revenue through November 2014 is \$119.1 million and \$5.3 million or 4.6% over estimates. Sales Tax revenue for October 2014 (FY2015) is \$54.3 million, \$1.8 million or 3.4% over estimates.
- Fare Revenue year-to-date of \$6.4 million through October 2014 is \$0.2 million or 2.9% under budget.
- Service Related Grant Revenue year-to-date of \$0.4 million through October 2014 is \$0.3 million or 38.4% under budget.
- There were no Capital Grant collections or budget programmed in October 2014.
- Interest & Miscellaneous revenue year-to-date of \$1.0 million through October 2014 is \$0.2 million or 28.0% over budget.
- Operating expenses year-to-date of \$40.1 million through October 2014 are \$1.3 million or 3.1% under budget.
- METRORail Expansion expenses year-to-date of \$2.5 million through October 2014 are \$1.9 million or 303.6% over budget.
- Other Capital Improvement Program expenses year-to-date of \$2.8 million through October 2014 are \$1.25 million or 81.4% over budget.
- General Mobility Program expenses year-to-date of \$3.7 million through October 2014 are \$10.5 million or 74.2% under budget.
- Debt Service expenses of \$15.0 million through October 2014 year-to-date is on budget.
- METROBus ridership (fixed route) year-to-date of 6.4 million through October 2014 is 8,000 or 0.1% under last year.
- METRORail ridership year-to-date of 1.2 million through October 2014 is 231,000 or 22.9% over last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents met the benchmark for both the month and year-to-date. Rail Accidents did not meet the benchmark for both the month and the year-to-date. Total Major Security Incidents met both the benchmark for the month and 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 below the minimum performance standard for the month and 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 did not meet the minimum performance standard for 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 met the minimum standard for the month and year-to-date. MDBF for METROLift is above the minimum standard for both the month and year-to-date.
 - Customer Service Complaint Contacts missed both the goal for the month and 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 missed the goal for the month and year-to-date.

MONTHLY BOARD REPORT
October 2014
Sales Tax Revenue thru November 2014



Total FY2015 Sales Tax budget is \$706.2 million

Budget to Actual FY2015

(\$ millions)

	Budget	Actual	Variance	%
October	52.5	54.3	1.8	3.4%
November	61.3	64.8	3.5	5.7%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2015 YTD	\$ 113.8	\$ 119.1	\$ 5.3	4.6%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 51.4	\$ 54.3	2.9	5.6%
November	58.9	64.8	5.9	10.1%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2015 YTD	\$ 110.3	\$ 119.1	\$ 8.8	8.0%

MONTHLY BOARD REPORT

October 2014

Fare Revenue

Total FY2015 Fare Revenue budget is \$72.2 million

Budget to Actual FY2015

(\$ millions)

	Budget	Actual	Variance	%
October	6.6	6.4	(0.2)	(2.9%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2015 YTD	\$ 6.6	\$ 6.4	\$ (0.2)	(2.9%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.5	6.4	(0.1)	(1.1%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2015 YTD	\$ 6.5	\$ 6.4	\$ (0.1)	(1.1%)

MONTHLY BOARD REPORT

October 2014

Service Related Grant Revenue

Total FY2015 Service Related Grant budget is \$75.8 million

Budget to Actual FY2015

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.7	\$ 0.4	\$ (0.3)	(38.4%)
November	\$ -	\$ -	\$ -	0.0%
December	\$ -	\$ -	\$ -	0.0%
January	\$ -	\$ -	\$ -	0.0%
February	\$ -	\$ -	\$ -	0.0%
March	\$ -	\$ -	\$ -	0.0%
April	\$ -	\$ -	\$ -	0.0%
May	\$ -	\$ -	\$ -	0.0%
June	\$ -	\$ -	\$ -	0.0%
July	\$ -	\$ -	\$ -	0.0%
August	\$ -	\$ -	\$ -	0.0%
September	\$ -	\$ -	\$ -	0.0%
FY 2015 YTD	\$ 0.7	\$ 0.4	\$ (0.3)	(38.4%)

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$0.0 million versus \$120.6 million budgeted

Interest & Miscellaneous Revenue

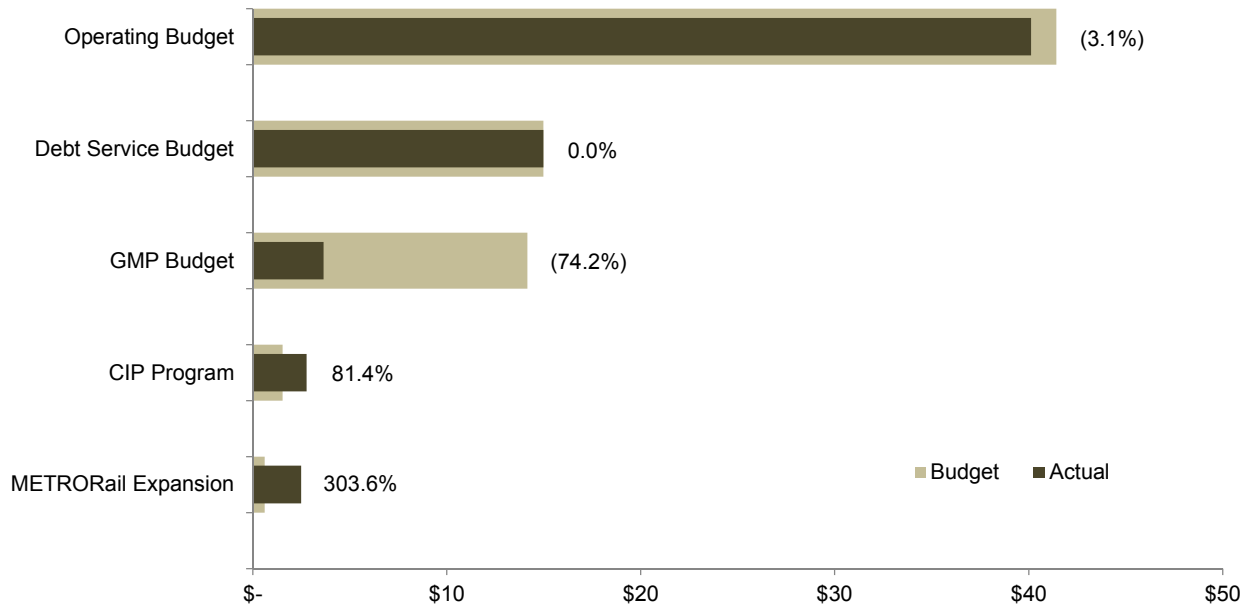
Total FY2014 Interest & Miscellaneous Revenue budget is \$10.8 million

Budget to Actual FY2015

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.8	\$ 1.0	\$ 0.2	28.0%
November	\$ -	\$ -	\$ -	0.0%
December	\$ -	\$ -	\$ -	0.0%
January	\$ -	\$ -	\$ -	0.0%
February	\$ -	\$ -	\$ -	0.0%
March	\$ -	\$ -	\$ -	0.0%
April	\$ -	\$ -	\$ -	0.0%
May	\$ -	\$ -	\$ -	0.0%
June	\$ -	\$ -	\$ -	0.0%
July	\$ -	\$ -	\$ -	0.0%
August	\$ -	\$ -	\$ -	0.0%
September	\$ -	\$ -	\$ -	0.0%
FY 2015 YTD	\$ 0.8	\$ 1.0	\$ 0.2	28.0%

MONTHLY BOARD REPORT
October 2014
Budget and Expense Summary
(in \$ millions)



MONTHLY BOARD REPORT

October 2014

Operating Expenses

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

	FY15 Annual Budget	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 301,590,090	\$ 25,003,687	\$ 24,917,726	\$ (85,961)	(0.3%)
Non-Labor	221,035,377	17,921,936	17,601,515	(320,421)	(1.8%)
Subtotal Labor & Non-Labor	522,625,467	42,925,623	42,519,241	(406,382)	(0.9%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,503,439)	(2,394,658)	(891,219)	(59.3%)
Total Operating Budget	\$ 514,991,700	\$ 41,422,184	\$ 40,124,582	\$ (1,297,602)	(3.1%)

Comparison of Budget to Actual Year-to-Date October 2014 (1 month)

<u>Expense Category</u>	FY15 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 116,070,301	\$ 9,608,351	\$ 9,953,590	\$ 345,239	3.6%
Union Fringe Benefits	\$ 60,485,951	4,886,860	4,891,804	4,944	0.1%
Subtotal Union Labor	176,556,252	14,495,211	14,845,394	350,183	2.4%
Salaries and Non-Union Wages	86,438,577	7,343,979	7,054,487	(289,492)	(3.9%)
Non-Union Fringe Benefits	38,595,261	3,164,497	3,017,845	(146,652)	(4.6%)
Subtotal Non-Union Labor	125,033,838	10,508,476	10,072,332	(436,144)	(4.2%)
Subtotal Labor and Fringe Benefits	301,590,090	25,003,687	24,917,726	(85,961)	(0.3%)
Services	41,330,171	2,829,355	1,776,314	(1,053,041)	(37.2%)
Materials and Supplies	21,652,539	1,740,075	1,789,436	49,361	2.8%
Fuel and Utilities	52,000,949	4,561,487	4,487,174	(74,313)	(1.6%)
Casualty and Liability	4,516,671	408,187	347,195	(60,992)	(14.9%)
Purchased Transportation	93,342,065	7,973,523	7,782,131	(191,392)	(2.4%)
Leases, Rentals and Misc.	8,192,982	409,309	1,419,265	1,009,956	246.7%
Subtotal Non-Labor	221,035,377	17,921,936	17,601,514	(320,422)	(1.8%)
Subtotal Labor and Non-Labor	522,625,467	42,925,623	42,519,241	(406,382)	(0.9%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,503,439)	(2,394,658)	(891,219)	(59.3%)
Subtotal Contingency / Allocations	(7,633,767)	(1,503,439)	(2,394,658)	(891,219)	(59.3%)
Total Operating Budget	\$ 514,991,700	\$ 41,422,184	\$ 40,124,582	\$ (1,297,602)	(3.1%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>October 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	14,495,211	\$ 14,845,394	\$ 350,183
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (664,299)
Benefits Trust Contribution - due to additional pay period in the current month			95,000
Overtime wages due to vacancies in bus operator positions and additional hours related to shuttle services for the APTA Conference			878,000
Non-Union Labor	10,508,476	10,072,332	(436,144)
Salaries and fringes primarily related to vacancies			(293,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(197,000)
Timing in the use of vacation and sick time			(139,000)
<u>Offset by</u>			
Processing delay in severance pay for certain personnel carried over from prior year			91,000
Overtime mostly associated with APTA related services			162,000
Services	2,829,355	1,776,314	(1,053,041)
Timing variance in Planning's System Reimagining projects			(250,000)
<u>Underutilization in other areas throughout the Authority - mostly in:</u>			
- Support services			(183,000)
- Facility maintenance for building, ground and bus operating facilities			(102,000)
- General legal fees			(94,000)
- Treasury equipment repairs and maintenance			(73,000)
- Building Ground and Maintenance			(73,000)
- Education and training			(67,000)
- Legislative Coordination			(61,000)
- Other miscellaneous services spread across the Authority			(197,000)
Materials & Supplies	1,740,075	1,789,436	49,361
<u>Overruns in Service Delivery and Capital Programs -</u>			
- Higher than planned expenditures in maintenance supplies, minor tools and parts			125,000
<u>Underutilization in</u>			
- General Office Supplies, tires & tubes			(65,000)
Fuel & Utilities	4,561,487	4,487,174	(74,313)
Lower than expected gasoline cost			(46,000)
Lower than expected expenses in routine phone services			(28,000)
Casualty and Liability	408,187	347,195	(60,992)
Subrogation recovery is higher than anticipated			(104,387)
<u>Offset by</u>			
Higher than expected vehicle liability costs			42,000
Purchased Transportation	7,973,523	7,782,131	(191,392)
One time CMAQ Vanpool credit relates to City of Houston payment of transit benefits for employee vanpool fares for a one year period			(118,000)
Actual scheduled hours for First Transit, hours for METROLift and Alternative services all lower than expected			(73,000)
Leases, Rentals and Miscellaneous	409,309	1,419,265	1,009,956
Early payment of the Microsoft agreement license			1,000,000
<u>Offset by</u>			
Timing delays in discretionary items (Travel, Memberships, Subscriptions, etc.)			(92,000)
Allocation to Capital and GMP	(1,503,439)	(2,394,658)	(891,219)
Rail Capitalization			(370,000)
Other Authority related Capital & GMP projects and related overhead			(521,000)

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

<u>Authorized</u> <u>EOY</u> <u>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>
3,096	Operations, Public Safety and Customer Service	\$ 398,402,945	\$ 33,646,125	\$ 32,580,190	\$ (1,065,935)	\$ (1,065,935)
74	Customer Service	4,726,516	410,272	362,524	(47,748)	(47,748)
2,714	Operations	362,813,993	30,615,287	29,976,405	(638,882)	(638,882)
302	Public Safety	29,661,459	2,515,527	2,216,207	(299,320)	(299,320)
6	EVP Operations, Public Safety & Customer Service	1,200,977	105,039	25,054	(79,985)	(79,985)
298	Finance & Administration	55,448,453	4,059,496	4,686,632	627,136	627,136
76	Finance	9,641,396	819,575	589,136	(230,439)	(230,439)
39	Human Resources	18,714,491	1,599,773	1,193,833	(405,940)	(405,940)
67	Information Technology	17,312,099	820,929	2,138,768	1,317,839	1,317,839
114	Procurement & Materials	9,402,230	787,270	734,719	(52,551)	(52,551)
2	EVP Finance & Administration	378,237	31,949	30,176	(1,773)	(1,773)
260	Planning, Engineering and Construction	34,376,484	2,590,839	2,130,667	(460,172)	(460,172)
30	Engineering and Construction	119,188	141	(45,756)	(45,897)	(45,897)
188	Facility Maintenance	25,930,674	1,847,133	1,756,271	(90,862)	(90,862)
40	Planning	8,312,951	742,420	420,152	(322,268)	(322,268)
2	EVP Planning, Engineering & Construction	13,671	1,145	(0)	(1,145)	(1,145)
40	Gov't & Public Affairs	8,284,766	524,838	313,534	(211,304)	(211,304)
3	Government Affairs	571,049	64,644	47,261	(17,383)	(17,383)
24	Mktg & Corporate Communications	6,883,822	322,436	228,854	(93,582)	(93,582)
7	Public Engagement	704,187	85,272	50,916	(34,356)	(34,356)
6	Stakeholder Affairs	125,708	52,486	(13,497)	(65,983)	(65,983)
18	Legal	3,768,861	330,805	169,601	(161,204)	(161,204)
14	Legal	3,352,876	297,817	137,327	(160,490)	(160,490)
4	Records Management	415,985	32,988	32,274	(714)	(714)
11	Executive & Board	2,040,111	157,617	138,783	(18,834)	(18,834)
11	Audit	1,293,375	112,464	105,174	(7,290)	(7,290)
	Non-Departmental	1,376,705	-	-	-	-
	Contingency	10,000,000	-	-	-	-
3,734	TOTAL NET OPERATING	\$ 514,991,700	\$ 41,422,184	\$ 40,124,582	\$ (1,297,602)	\$ (1,297,602)

MONTHLY BOARD REPORT
October 2014
Total Net Operating Budget / Expenses by Department
as of the end of October FY2015 vs. October FY2014

<u>Department</u>	October FY2015 -----Year-to-Date-----			October FY2014 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations, Public Safety and Customer Service	\$ 33,646,125	\$ 32,580,190	\$ (1,065,935)	\$ 31,778,819	\$ 29,772,626	\$ (2,006,193)
EVP Operations, Public Safety and Customer Service	105,039	25,054	(79,985)	N/A	N/A	N/A
Customer Service	410,272	362,524	(47,748)	368,852	359,757	(9,095)
Operations	30,615,287	29,976,405	(638,882)	28,914,861	27,288,892	(1,625,969)
Public Safety	2,515,527	2,216,207	(299,320)	2,495,106	2,123,977	(371,129)
Finance & Administration	4,059,496	4,686,632	627,136	4,017,564	3,164,103	(853,461)
EVP Finance & Administration	31,949	30,176	(1,773)	N/A	N/A	N/A
Finance	819,575	589,136	(230,439)	1,023,609	585,390	(438,219)
Human Resources	1,599,773	1,193,833	(405,940)	1,471,544	1,271,499	(200,045)
Information Technology	820,929	2,138,768	1,317,839	770,147	578,730	(191,417)
Procurement & Materials	787,270	734,719	(52,551)	752,264	728,484	(23,780)
Planning, Engineering and Construction	2,590,839	2,130,667	(460,172)	2,653,395	1,913,764	(739,631)
EVP Planning, Engineering & Construction	1,145	-	(1,145)	N/A	N/A	N/A
Engineering and Construction	141	(45,756)	(45,897)	29,384	38,060	8,676
Facility Maintenance	1,847,133	1,756,271	(90,862)	2,036,601	1,577,803	(458,798)
Planning	742,420	420,152	(322,268)	587,410	297,901	(289,509)
Gov't & Public Affairs	524,838	313,534	(211,304)	655,740	325,847	(329,893)
Government Affairs	64,644	47,261	(17,383)	47,572	48,731	1,159
Mktg & Corporate Communications	322,436	228,854	(93,582)	536,991	215,658	(321,333)
Public Engagement	85,272	50,916	(34,356)	70,073	61,458	(8,615)
Stakeholder Affairs	52,486	(13,497)	(65,983)	1,104	-	(1,104)
Legal	330,805	169,601	(161,204)	258,281	261,582	3,301
Legal	297,817	137,327	(160,490)	258,281	261,582	3,301
Records Management	32,988	32,274	(714)	-	-	-
Executive & Board	157,617	138,783	(18,834)	138,711	119,134	(19,577)
Audit	112,464	105,174	(7,290)	114,333	105,113	(9,220)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 41,422,184	\$ 40,124,581	\$ (1,297,603)	\$ 39,616,843	\$ 35,662,171	\$ (3,954,672)

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

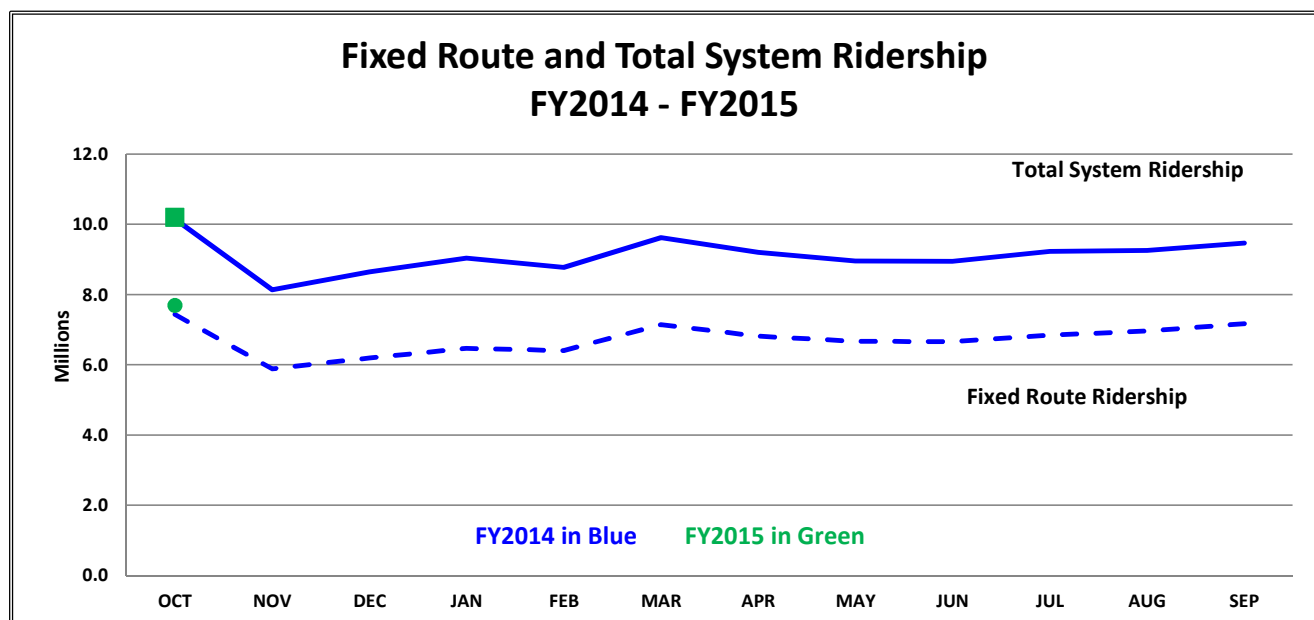
	FY2015 Annual Budget	<u>Month of October 2014</u>				<u>Fiscal YTD October 2014</u>			
		<u>Budget</u>	<u>Actual</u>	Variance		<u>Budget</u>	<u>Actual</u>	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 172.7	\$ 0.6	\$ 2.5	\$ 1.9	303.6%	\$ 0.6	\$ 2.5	\$ 1.9	303.6%
Capital Improvement Program	186.8	1.5	2.8	1.2	81.4%	1.5	2.8	1.2	81.4%
Total Capital Budget	\$ 359.5	2.2	5.3	3.1	145.3%	2.2	5.3	3.1	145.3%
General Mobility	\$ 173.0	14.2	3.7	(10.5)	(74.2%)	14.2	3.7	(10.5)	(74.2%)
Debt Service	\$ 91.5	\$ 15.0	\$ 15.0	\$ 0.0	0.0%	\$ 15.0	\$ 15.0	\$ 0.0	0.0%

MONTHLY BOARD REPORT
October 2014
Ridership by Service Category

Service Category	Oct-13 Boardings	Oct-14 Boardings	Oct-14 vs. Oct-13	Oct-13 YTD Boardings	Oct-14 YTD Boardings	YTD % Change
						Oct-14 vs. Oct-13
Fixed Route Bus						
Local	5,666,051	5,625,319	(0.7%)	5,666,051	5,625,319	(0.7%)
Park & Ride	778,475	810,952	4.2%	778,475	810,952	4.2%
Subtotal Fixed Route Bus	6,444,526	6,436,271	(0.1%)	6,444,526	6,436,271	(0.1%)
METRO Rail	1,009,689	1,240,783	22.9%	1,009,684	1,240,783	22.9%
Subtotal Fixed Route	7,454,215	7,677,054	3.0%	7,454,210	7,677,054	3.0%
Special Events *	298	14,660	4819.5%	298	14,660	N.A.
Total Fixed Route	7,454,513	7,691,714	3.2%	7,454,508	7,691,714	3.2%
Customized Bus Services						
METROLift	163,625	176,142	7.6%	163,625	176,142	7.6%
METRO STAR Vanpool	229,889	224,466	(2.4%)	229,889	224,466	(2.4%)
Internal Service	72	0	100.0%	72	0	(100.0%)
Subtotal Customized Bus	393,586	400,608	1.8%	393,586	400,608	1.8%
Subtotal Bus and Rail	7,848,099	8,092,322	3.1%	7,848,094	8,092,322	3.1%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,328,014	2,103,465	(9.6%)	2,328,014	2,103,465	(9.6%)
Total System	10,176,113	10,195,787	0.2%	10,176,108	10,195,787	0.2%

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.*



MONTHLY BOARD REPORT
October 2014
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2015																
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
	Bus Accidents (Includes METROLift)	31												≤ 46	≤ 46	31
Bus Accidents per 100,000 vehicle miles	0.51												≤ 0.72	≤ 0.72	0.51	29.5%
Rail Accidents	7												≤ 5	≤ 5	7	40.0%
Rail Accidents per 100,000 vehicle miles	4.24												≤ 6.58	≤ 6.58	4.24	35.5%
Major Security Incidents - total	45												≤ 45	≤ 45	45	0.0%
Major Security Incidents per 100,000 boardings	0.556												≤ 0.640	≤ 0.640	0.556	13.1%
Major Security Incidents - METRO properties	12												≤ 28	≤ 28	12	57.1%
Major Security Incidents per 100,000 boardings	0.148												≤ 0.397	≤ 0.397	0.148	62.6%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
Local Bus OTP	68.5%												≥ 69%	≥ 69%	68.5%	0.7%
Park & Ride Bus OTP	77.0%												≥ 75%	≥ 75%	77.0%	2.7%
Weighted Average Bus OTP	70.7%												≥ 71%	≥ 71%	70.7%	0.4%
METROLift OTP	85.8%												≥ 87%	≥ 87%	85.8%	1.3%
Rail On-Time Performance	N/A												≥ 90%	≥ 90%	NA*	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	11,027												≥ 7,750	≥ 7,750	11,027	42.3%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	14,978												≥ 13,000	≥ 13,000	14,978	15.2%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
*Complaint Contacts per 100,000 boardings	27.46												≤ 25.50	≤ 25.5	27.46	7.7%
Commendations	316												≥ 250	≥ 250	316	26.4%
Average Call Center Answer Delay (Sec.)	128												≤ 120	≤ 120	128	6.7%

* Note: Rail OTP is not yet available

MONTHLY BOARD REPORT
October 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 & 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 & Ride bus is considered on-time if it does not depart early (except in the morning when a bus can leave from a Park & 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 Failures (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
October 2014
Balance Sheet

	October 31, 2013 (\$)	October 31, 2014 (\$)	Change (\$)
Cash	\$ 3,402,635	\$ 7,151,691	\$ 3,749,056
Receivables	143,567,883	138,434,276	(5,133,607)
Inventory	21,568,741	25,053,041	3,484,300
Investments	330,401,247	375,595,262	45,194,015
Other Assets	87,001,994	37,250,329	(49,751,665)
Property Net of Depreciation	2,582,663,092	2,771,666,988	189,003,896
Land & Improvements	389,935,850	397,439,605	7,503,755
Total Assets and Other	3,558,541,442	3,752,591,192	194,049,750
Liabilities			
Trade Payables	87,923,530	65,342,052	(22,581,478)
Accrued Payroll	28,915,297	27,898,428	(1,016,869)
Commercial Paper	183,400,000	183,400,000	-
Long-Term Liabilities	1,067,525,050	1,229,735,865	162,210,815
Other Liabilities	73,439,715	24,533,297	(48,906,418)
Total Liabilities	1,441,203,592	1,530,909,642	89,706,050
Net Assets - Retained	2,117,337,850	2,221,681,550	104,343,700
Total Liabilities and Net Assets	\$ 3,558,541,442	\$ 3,752,591,192	\$ 194,049,750