

METRO

Fiscal Year 2015 Monthly Board Report

Revenue • Expense • Ridership • Performance

November 2014



MONTHLY BOARD REPORT

November 2014

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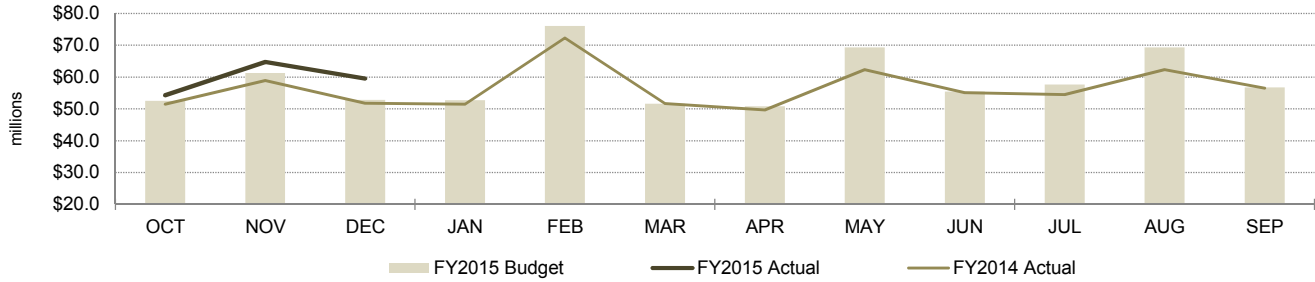
MONTHLY BOARD REPORT

November 2014

Summary

- FY2015 Sales Tax revenue through December 2014 is \$178.6 million and \$11.9 million or 7.1% over estimates. Sales Tax revenue for December 2014 (FY2015) is \$59.5 million, \$6.6 million or 12.5% over estimates.
- Fare revenue of \$11.5 million through November 2014 year-to-date is \$0.6 million or 4.9% under budget. November 2014 revenue of \$5.1 million is \$0.4 million or 7.3% under budget.
- Service Related Grant Revenue year-to-date of \$0.9 million through November 2014 is \$0.4 million or 30.6% under budget. November 2014 revenue of \$0.5 million is \$0.1 million or 21.6% under budget.
- Capital Grant revenue year-to-date of \$2.3 million through November 2014 is \$1.8 million over budget.
- Interest & Miscellaneous revenue year-to-date of \$1.7 million through November 2014 is \$0.3 million or 19.3% over budget. November 2014 revenue of \$0.8 million is \$0.1 million or 9.6% over budget.
- Operating expenses year-to-date of \$75.7 million through November 2014 are \$8.3 million or 9.9% under budget. November 2014 expenses of \$35.6 million are \$7.0 million or 16.5% under budget.
- METRORail Expansion expenses year-to-date of \$6.9 million through November 2014 are \$11.7 million or 63.0% under budget. November 2014 expenses of \$4.3 million are \$13.5 million or 75.7% under budget.
- Other Capital Improvement Program expenses year-to-date of \$15.9 million through November 2014 are \$4.1 million or 34.2% over budget. November 2014 expenses of \$13.1 million are \$2.8 million or 27.2% over budget.
- General Mobility Program expenses year-to-date of \$6.4 million through November 2014 are \$21.3 million or 77.0% under budget. November 2014 expenses of \$2.7 million are \$10.8 million or 79.9% under budget.
- Debt Service expenses of \$23.2 million through November 2014 year-to-date is on budget.
- METROBus ridership (fixed route) year-to-date of 11.7 million through November 2014 is 206,000 or 1.7% under last year. November 2014 ridership of 5.3 million is 198,000 or 3.6% under compared to last year.
- METRORail ridership year-to-date of 2.3 million through November 2014 is 425,000 or 23.1% over last year. November 2014 ridership of 1.0 million is 194,000 or 23.4% over compared to last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents met the benchmark for both the month and year-to-date. Rail Accidents met the benchmark for the month but not for the year-to-date. Total Major Security Incidents missed 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 missed it for the year-to-date. On-Time Performance for Rail missed the benchmark for the month and year to date. 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 met both the goal for the month and for the year-to-date. The number of Commendations missed the goal for the month and met it for the year-to-date. The Average Call Center Answer Delay met the goal for the month and year-to-date.

MONTHLY BOARD REPORT
November 2014
Sales Tax Revenue thru December 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	52.9	59.5	6.6	12.5%
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	\$ 166.7	\$ 178.6	\$ 11.9	7.1%

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	51.8	59.5	7.7	14.9%
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	\$ 162.1	\$ 178.6	\$ 16.6	10.2%

MONTHLY BOARD REPORT
November 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	5.5	5.1	(0.4)	(7.3%)
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	\$ 12.1	\$ 11.5	\$ (0.6)	(4.9%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 6.5	\$ 6.4	\$ (0.1)	(1.1%)
November	5.3	5.1	(0.1)	(2.4%)
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	\$ 11.7	\$ 11.5	\$ (0.2)	(1.7%)

MONTHLY BOARD REPORT
November 2014
Service Related Grant Revenue

Total FY2015 Service Related Grant budget is \$75.8 million

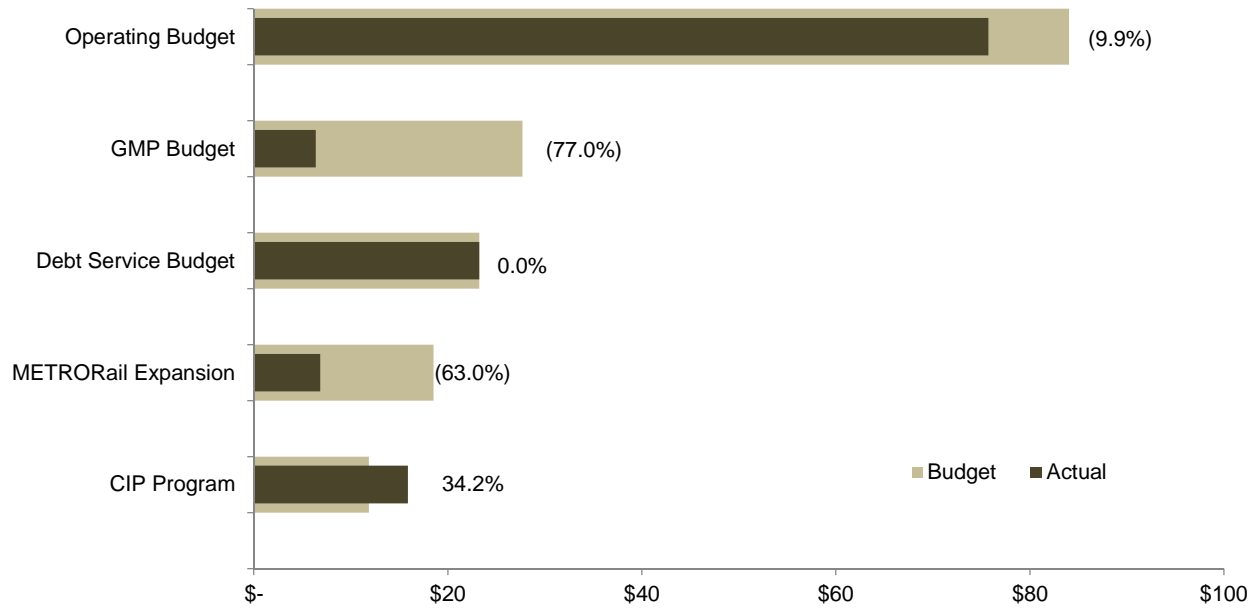
Budget to Actual FY2015						
(\$ millions)						
	Budget		Actual		Variance	%
October	\$ 0.7	\$	0.4	\$	(0.3)	(38.4%)
November	0.6		0.5		(0.1)	(0.2)
December	-		-		-	-
January	-		-		-	-
February	-		-		-	-
March	-		-		-	-
April	-		-		-	-
May	-		-		-	-
June	-		-		-	-
July	-		-		-	-
August	-		-		-	-
September	-		-		-	-
FY 2015 YTD	\$ 1.2	\$	0.9	\$	(0.4)	(30.6%)

Capital Grant Revenue
Year-to-date Capital Grant revenue is \$2.3 million versus \$0.5 million budgeted

Interest & Miscellaneous Revenue
Total FY2015 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	0.7		0.8		0.1	9.6%
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	\$ 1.5	\$	1.7	\$	0.3	19.3%

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



MONTHLY BOARD REPORT

November 2014

Operating Expenses

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

	FY15 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 301,590,090	\$ 24,456,327	\$ 22,580,334	\$ (1,875,993)	(7.7%)
Non-Labor	221,035,377	19,487,964	14,681,975	(4,805,989)	(24.7%)
Subtotal Labor & Non-Labor	522,625,467	43,944,291	37,262,310	(6,681,981)	(15.2%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,341,301)	(1,671,299)	(329,998)	(24.6%)
Total Operating Budget	\$ 514,991,700	\$ 42,602,990	\$ 35,591,010	\$ (7,011,980)	(16.5%)

Comparison of Budget to Actual Year-to-Date November 2014 (2 months)

<u>Expense Category</u>	FY15 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 116,070,301	\$ 19,723,229	\$ 18,801,406	\$ (921,823)	(4.7%)
Union Fringe Benefits	\$ 60,485,951	9,653,866	9,145,083	(508,783)	(5.3%)
Subtotal Union Labor	176,556,252	29,377,095	27,946,489	(1,430,606)	(4.9%)
Salaries and Non-Union Wages	86,438,577	13,837,911	13,663,409	(174,502)	(1.3%)
Non-Union Fringe Benefits	38,595,261	6,245,008	5,888,163	(356,845)	(5.7%)
Subtotal Non-Union Labor	125,033,838	20,082,919	19,551,572	(531,347)	(2.6%)
Subtotal Labor and Fringe Benefits	301,590,090	49,460,014	47,498,061	(1,961,953)	(4.0%)
Services	41,330,171	7,270,363	3,553,356	(3,717,007)	(51.1%)
Materials and Supplies	21,657,314	3,389,531	3,177,780	(211,751)	(6.2%)
Fuel and Utilities	51,995,174	8,462,223	8,142,897	(319,326)	(3.8%)
Casualty and Liability	4,516,671	816,374	654,743	(161,631)	(19.8%)
Purchased Transportation	93,342,065	15,255,723	14,973,915	(281,808)	(1.8%)
Leases, Rentals and Misc.	8,193,982	2,215,686	1,780,799	(434,887)	(19.6%)
Subtotal Non-Labor	221,035,377	37,409,900	32,283,489	(5,126,411)	(13.7%)
Subtotal Labor and Non-Labor	522,625,467	86,869,914	79,781,550	(7,088,365)	(8.2%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(2,844,740)	(4,065,958)	(1,221,218)	(42.9%)
Subtotal Contingency / Allocations	(7,633,767)	(2,844,740)	(4,065,958)	(1,221,218)	(42.9%)
Total Operating Budget	\$ 514,991,700	\$ 84,025,174	\$ 75,715,592	\$ (8,309,582)	(9.9%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>November 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	29,377,095	\$ 27,946,489	\$ (1,430,606)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (2,701,649)
Benefits Trust Contribution - due to additional pay period in the current month			(175,000)
Overtime wages due to vacancies in bus operator positions and additional hours related to shuttle services for the APTA Conference			1,397,655
Non-Union Labor	20,082,919	19,551,572	(531,347)
Salaries and fringes primarily related to vacancies			(476,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(324,000)
<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			208,000
Services	7,270,363	3,553,356	(3,717,007)
Timing delay in the processing of Smartnet maintenance invoices			(1,100,000)
General delays in other system development and system planning projects			(402,000)
Underrun in advertising fees resulting from a delay in the East End and Southeast rail launch events			(536,000)
Timing variance in Planning's System Reimagining projects			(282,000)
Under accrual of System planning invoices to be corrected in the upcoming month			(250,000)
Timing in the issuance/processing of Invoices for legal services			(129,000)
Timing in the issuance/processing of Invoices for legislative coordination			(108,000)
Underrun in Stakeholder Affairs support services resulting from a delay in the East End and Southeast rail launch events			(108,000)
<u>Underutilization in other areas throughout the Authority - mostly in:</u>			
- Support services			(213,000)
- Treasury equipment repairs and maintenance			(93,000)
- Education and training			(117,000)
- Other miscellaneous services spread across the Authority			(379,000)
Materials & Supplies	3,389,531	3,177,780	(211,751)
<u>Underutilization in</u>			
- General Office Supplies and parts			(211,000)
Fuel & Utilities	8,462,223	8,142,897	(319,326)
Lower than expected gasoline cost			(119,000)
Savings in propulsion power due to a delay in the procurement of rail cars			(75,000)
Lower than planned consumption of power and natural gas			(54,000)
Casualty and Liability	816,374	654,743	(161,631)
Subrogation recovery is higher than anticipated			(246,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs			82,000
Purchased Transportation	15,255,723	14,973,915	(281,808)
One time CMAQ Vanpool credit relates to City of Houston payment of transit benefits for employee vanpool fares for a one year period			(113,000)
Actual scheduled hours for METROLift lower than expected			(106,000)
Actual scheduled hours for First Transit lower than expected			(53,000)
Leases, Rentals and Miscellaneous	2,215,686	1,780,799	(434,887)
<u>Offset by</u>			
Timing delays in the processing of SAP and other license Invoices			(309,000)
Timing delays in discretionary items (Travel, Memberships, Subscriptions, etc.)			(90,000)
Allocation to Capital and GMP	(2,844,740)	(4,065,958)	(1,221,218)
Rail Capitalization			(1,100,000)
Other Authority related Capital & GMP projects and related overhead			(121,000)

MONTHLY BOARD REPORT
November 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	\$ 65,607,785	\$ 61,821,724	\$ (3,786,061)	\$ (2,720,126)
74	Customer Service	4,726,516	755,453	693,818	(61,635)	(13,887)
2,714	Operations	362,813,993	59,904,213	56,667,005	(3,237,208)	(2,598,326)
302	Public Safety	29,661,459	4,749,212	4,259,263	(489,949)	(190,629)
6	EVP Operations, Public Safety & Customer Service	1,200,977	198,907	201,638	2,731	82,716
298	Finance & Administration	55,448,453	10,628,141	8,629,712	(1,998,429)	(2,625,564)
76	Finance	9,641,396	1,435,295	1,185,286	(250,009)	(19,502)
39	Human Resources	18,714,491	3,061,388	2,501,356	(560,032)	(154,092)
67	Information Technology	17,312,099	4,454,921	3,492,732	(962,189)	(2,280,028)
114	Procurement & Materials	9,402,230	1,612,022	1,460,680	(151,342)	(98,791)
2	EVP Finance & Administration	378,237	64,515	(10,341)	(74,856)	(73,151)
260	Planning, Engineering and Construction	34,376,484	5,176,004	3,724,331	(1,451,673)	(991,501)
36	Engineering and Construction	117,988	(245)	25,050	25,295	71,192
184	Facility Maintenance	25,930,674	3,740,944	3,325,740	(415,204)	(324,343)
38	Planning	8,312,951	1,433,030	373,542	(1,059,488)	(737,220)
2	EVP Planning, Engineering & Construction	14,871	2,275	0	(2,275)	(1,130)
40	Gov't & Public Affairs	8,284,766	1,461,391	624,518	(836,873)	(625,570)
3	Government Affairs	571,049	108,783	116,052	7,269	24,652
24	Mktg & Corporate Communications	6,883,822	1,110,107	418,514	(691,593)	(598,011)
7	Public Engagement	704,187	138,487	98,092	(40,395)	(6,039)
6	Stakeholder Affairs	125,708	104,014	(8,140)	(112,154)	(46,172)
18	Legal	3,768,861	631,458	354,793	(276,665)	(115,461)
14	Legal	3,352,876	568,196	296,391	(271,805)	(111,315)
4	Records Management	415,985	63,262	58,402	(4,860)	(4,145)
11	Executive & Board	2,040,111	306,305	356,854	50,549	69,382
11	Audit	1,293,375	214,090	203,659	(10,431)	(3,141)
	Non-Departmental	1,376,705	-	-	-	-
	Contingency	10,000,000	-	-	-	-
3,734	TOTAL NET OPERATING	\$ 514,991,700	\$ 84,025,174	\$ 75,715,592	\$ (8,309,582)	\$ (7,011,980)

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

<u>Department</u>	<u>November FY2015</u>			<u>November FY2014</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations, Public Safety and Customer Service	\$ 65,607,785	\$ 61,821,724	\$ (3,786,061)	\$ 62,469,654	\$ 58,569,135	\$ (3,900,519)
EVP Operations, Public Safety and Customer Service	198,907	201,638	2,731	N/A	N/A	N/A
Customer Service	755,453	693,818	(61,635)	725,127	685,845	(39,282)
Operations	59,904,213	56,667,005	(3,237,208)	57,283,191	54,022,939	(3,260,252)
Public Safety	4,749,212	4,259,263	(489,949)	4,461,336	3,860,351	(600,985)
Finance & Administration	10,628,141	8,629,712	(1,998,429)	8,656,179	7,452,117	(1,204,062)
EVP Finance & Administration	64,515	(10,341)	(74,856)	N/A	N/A	N/A
Finance	1,435,295	1,185,286	(250,009)	1,817,706	1,187,295	(630,411)
Human Resources	3,061,388	2,501,356	(560,032)	2,829,557	2,582,906	(246,651)
Information Technology	4,454,921	3,492,732	(962,189)	2,487,221	2,284,492	(202,729)
Procurement & Materials	1,612,022	1,460,680	(151,342)	1,521,695	1,397,424	(124,271)
Planning, Engineering and Construction	5,176,004	3,724,331	(1,451,673)	5,123,656	3,890,437	(1,233,219)
EVP Planning, Engineering & Construction	2,275	0	(2,275)	N/A	N/A	N/A
Engineering and Construction	(245)	25,050	25,295	56,552	91,189	34,637
Facility Maintenance	3,740,944	3,325,740	(415,204)	4,068,248	3,107,205	(961,043)
Planning	1,433,030	373,542	(1,059,488)	998,856	692,043	(306,813)
Gov't & Public Affairs	1,461,391	624,518	(836,873)	1,216,642	620,188	(596,454)
Government Affairs	108,783	116,052	7,269	91,567	70,595	(20,972)
Mktg & Corporate Communications	1,110,107	418,514	(691,593)	999,790	468,440	(531,350)
Public Engagement	138,487	98,092	(40,395)	123,761	81,153	(42,608)
Stakeholder Affairs	104,014	(8,140)	(112,154)	1,524	-	(1,524)
Legal	631,458	354,793	(276,665)	632,688	387,061	(245,627)
Legal	568,196	296,391	(271,805)	493,539	324,814	(168,725)
Records Management	63,262	58,402	(4,860)	139,149	62,247	(76,902)
Executive & Board	306,305	356,854	50,549	266,681	238,031	(28,650)
Audit	214,090	203,659	(10,431)	221,088	200,793	(20,295)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 84,025,174	\$ 75,715,592	\$ (8,309,582)	\$ 78,586,588	\$ 71,357,764	\$ (7,228,824)

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

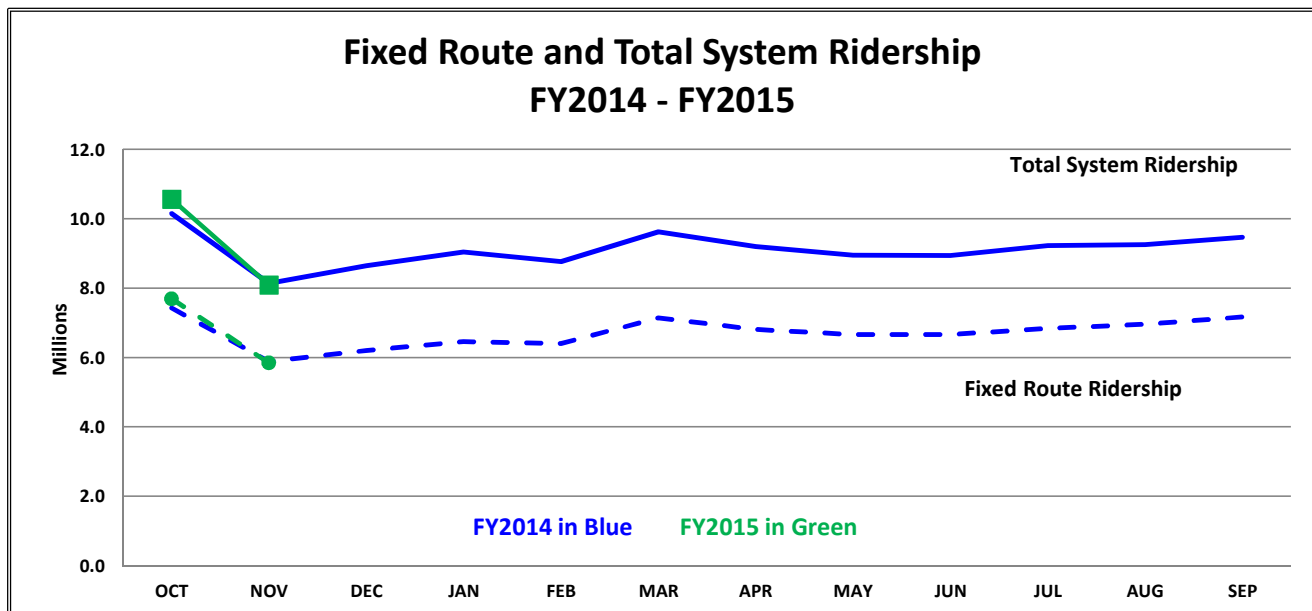
	FY2015 Annual Budget	Month of November 2014				Fiscal YTD November 2014			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 172.7	\$ 17.9	\$ 4.3	\$ (13.5)	(75.7%)	\$ 18.5	\$ 6.9	\$ (11.7)	(63.0%)
Capital Improvement Program	186.8	10.3	13.1	2.8	27.2%	11.8	15.9	4.1	34.2%
Total Capital Budget	\$ 359.5	28.2	17.5	(10.7)	(38.1%)	30.4	22.7	(7.6)	(25.1%)
General Mobility	\$ 173.0	13.5	2.7	(10.8)	(79.9%)	27.7	6.4	(21.3)	(77.0%)
Debt Service	\$ 91.5	\$ 8.3	\$ 8.3	\$ 0.0	0.1%	\$ 23.2	\$ 23.2	\$ 0.0	0.0%

MONTHLY BOARD REPORT
November 2014
Ridership by Service Category

Service Category	Nov-13 Boardings	Nov-14 Boardings	Nov-14 vs. Nov-13	Nov-13 YTD Boardings	Nov-14 YTD Boardings	YTD % Change Nov-14 vs. Nov-13
Fixed Route Bus						
Local	4,867,171	4,667,559	(4.1%)	10,533,222	10,292,878	(2.3%)
Park & Ride	592,952	594,707	0.3%	1,371,427	1,405,659	2.5%
Subtotal Fixed Route Bus	5,460,123	5,262,266	(3.6%)	11,904,649	11,698,537	(1.7%)
METRORail	829,843	1,024,080	23.4%	1,839,532	2,247,715	22.2%
METRORail-Bus Bridge	0	0	N/A	0	17,148	N/A
METRORail	829,843	1,024,080	23.4%	1,839,527	2,264,863	23.1%
Subtotal Fixed Route	6,289,966	6,286,346	(0.1%)	13,744,176	13,963,400	1.6%
Special Events *	40	0	(100.0%)	40	14,660	N.A.
Total Fixed Route	6,290,006	6,286,346	(0.1%)	13,744,216	13,978,060	1.7%
Customized Bus Services						
METROLift	143,471	147,762	3.0%	307,096	323,904	5.5%
METRO STAR Vanpool	185,824	176,666	(4.9%)	415,713	404,857	(2.6%)
Internal Service	64	0	100.0%	136	0	(100.0%)
Subtotal Customized Bus	329,359	324,428	(1.5%)	722,945	728,761	0.8%
Subtotal Bus and Rail	6,619,365	6,610,774	(0.1%)	14,467,161	14,706,821	1.7%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,923,142	1,930,464	0.4%	4,251,156	4,397,168	3.4%
Total System	8,542,507	8,541,238	(0.0%)	18,718,317	19,103,989	2.1%

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
November 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)	32	40											≤ 46	≤ 92	72
Bus Accidents per 100,000 vehicle miles	0.52	0.77											≤ 0.72	≤ 0.72	0.64	11.7%
Rail Accidents	7	3											≤ 4	≤ 9	10	11.1%
Rail Accidents per 100,000 vehicle miles	4.24	1.93											≤ 6.58	≤ 6.58	3.12	52.6%
Major Security Incidents - total	45	46											≤ 45	≤ 90	91	1.1%
Major Security Incidents per 100,000 boardings	0.426	0.539											≤ 0.640	≤ 0.640	0.476	25.6%
Major Security Incidents - METRO properties	12	10											≤ 28	≤ 56	22	60.7%
Major Security Incidents per 100,000 boardings	0.114	0.117											≤ 0.397	≤ 0.397	0.115	71.0%
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%	68.6%											≥ 69%	≥ 69%	68.6%	0.7%
Park & Ride Bus OTP	77.0%	75.3%											≥ 75%	≥ 75%	76.2%	1.5%
Weighted Average Bus OTP	70.7%	70.5%											≥ 71%	≥ 71%	70.6%	0.6%
METROLift OTP	85.8%	87.6%											≥ 87%	≥ 87%	86.7%	0.4%
Rail On-Time Performance	86.7%	92.0%											≥ 95%	≥ 95%	89.0%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	11,027	11,529											≥ 10,000	≥ 8,875	11,254	26.8%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	17,936	13,063											≥ 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	21.04	19.95											≤ 25.50	≤ 23.5	20.55	12.6%
Commendations	317	234											≥ 250	≥ 500	551	10.2%
Average Call Center Answer Delay (Sec.)	128	90											≤ 120	≤ 120	109	9.2%

MONTHLY BOARD REPORT
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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 & 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
November 2014
Balance Sheet

	November 30, 2013 (\$)	November 30, 2014 (\$)	Change (\$)
Cash	\$ 3,953,146	\$ 3,222,388	\$ (730,758)
Receivables	122,692,213	132,322,516	9,630,303
Inventory	21,636,352	25,133,903	3,497,551
Investments	318,530,748	386,792,847	68,262,099
Other Assets	86,545,814	36,897,115	(49,648,699)
Property Net of Depreciation	2,597,208,181	2,778,820,092	181,611,911
Land & Improvements	389,226,659	396,751,902	7,525,243
Total Assets and Other	3,539,793,113	3,759,940,763	220,147,650
Liabilities			
Trade Payables	60,697,612	54,570,540	(6,127,072)
Accrued Payroll	28,308,402	28,080,254	(228,148)
Commercial Paper	183,400,000	181,300,000	(2,100,000)
Long-Term Liabilities	1,067,525,050	1,229,735,865	162,210,815
Other Liabilities	74,174,582	26,894,370	(47,280,212)
Total Liabilities	1,414,105,646	1,520,581,029	106,475,383
Net Assets - Retained	2,125,687,467	2,239,359,734	113,672,267
Total Liabilities and Net Assets	\$ 3,539,793,113	\$ 3,759,940,763	\$ 220,147,650