

METRO

Fiscal Year 2015 Monthly Board Report

Revenue • Expense • Ridership • Performance

December 2014

(First Quarter Fiscal Year-to-Date)



MONTHLY BOARD REPORT

December 2014

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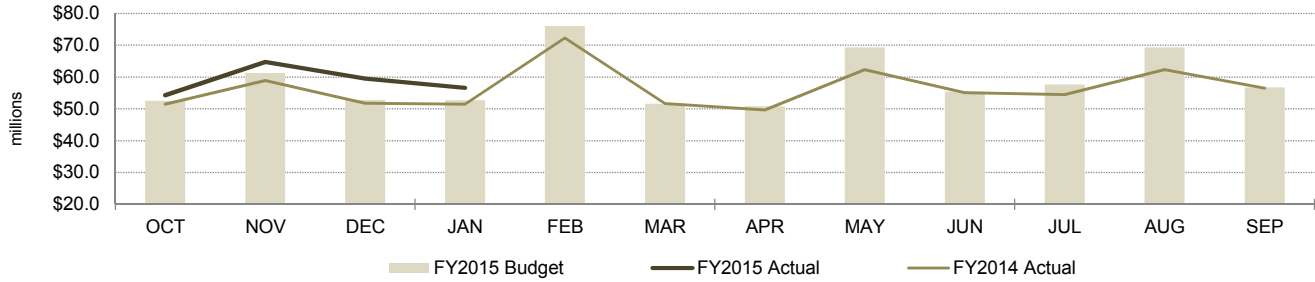
MONTHLY BOARD REPORT

December 2014

Summary

- FY2015 Sales Tax revenue through January 2015 is \$235.2 million and \$15.8 million or 7.2% over estimates. Sales Tax revenue for January FY2015 is \$56.6 million, \$3.9 million or 7.3% over estimates.
- Fare revenue of \$16.8 million through December 2014 year-to-date is \$0.6 million or 3.2% under budget. December 2014 revenue of \$5.3 million is \$0.0 million or 0.7% over budget.
- Service Related Grant Revenue year-to-date of \$1.4 million through December 2014 is \$0.3 million or 19.5% under budget. December 2014 revenue of \$0.6 million is \$0.0 million or 5.8% over budget.
- Capital Grant revenue year-to-date of \$3.6 million through December 2014 is \$4.4 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$2.5 million through December 2014 is \$0.4 million or 20.7% over budget. December 2014 revenue of \$0.8 million is \$0.2 million or 24.0% over budget.
- Operating expenses year-to-date of \$113.6 million through December 2014 are \$12.4 million or 9.8% under budget. December 2014 expenses of \$37.9 million are \$4.1 million or 9.8% under budget.
- METRORail Expansion expenses year-to-date of \$25.8 million through December 2014 are \$8.7 million or 25.3% under budget. December 2014 expenses of \$19.0 million are \$2.9 million or 18.2% over budget.
- Other Capital Improvement Program expenses year-to-date of \$19.9 million through December 2014 are \$3.5 million or 14.9% under budget. December 2014 expenses of \$4.0 million are \$7.5 million or 65.2% under budget.
- General Mobility Program expenses year-to-date of \$22.2 million through December 2014 are \$19.0 million or 46.1% under budget. December 2014 expenses of \$15.8 million are \$2.3 million or 17.1% over budget.
- Debt Service expenses of \$29.3 million through December 2014 year-to-date is on budget.
- METROBus ridership (fixed route) year-to-date of 17.0 million through December 2014 is 174,000 or 1.0% under last year. December 2014 ridership of 5.4 million is 52,000 or 1.0% over last year.
- METRORail ridership year-to-date of 3.3 million through December 2014 is 617,000 or 22.8% over last year. December 2014 ridership of 1.1 million is 191,000 or 22.2% 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 and the year-to-date. Total Major Security Incidents met 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 met the minimum performance standard for the month and 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 is above 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 the goal for the month but met the goal for the year-to-date. The number of Commendations met the goal for the month and for the year-to-date. The Average Call Center Answer Delay met the goal for the month and year-to-date.

MONTHLY BOARD REPORT
December 2014
Sales Tax Revenue thru January 2015



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	52.7	56.6	3.9	7.3%
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 219.4	\$ 235.2	\$ 15.8	7.2%

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	51.4	56.6	5.1	10.0%
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 213.5	\$ 235.2	\$ 21.7	10.2%

MONTHLY BOARD REPORT

December 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	5.3	5.3	0.0	0.7%
January	-	-	-	-
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 17.4	\$ 16.8	\$ (0.6)	(3.2%)

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	5.0	5.3	0.3	5.9%
January	-	-	-	-
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 16.8	\$ 16.8	\$ 0.1	0.6%

MONTHLY BOARD REPORT
December 2014
Service Related Grant Revenue

Total FY2015 Service Related Grant budget is \$75.8 million

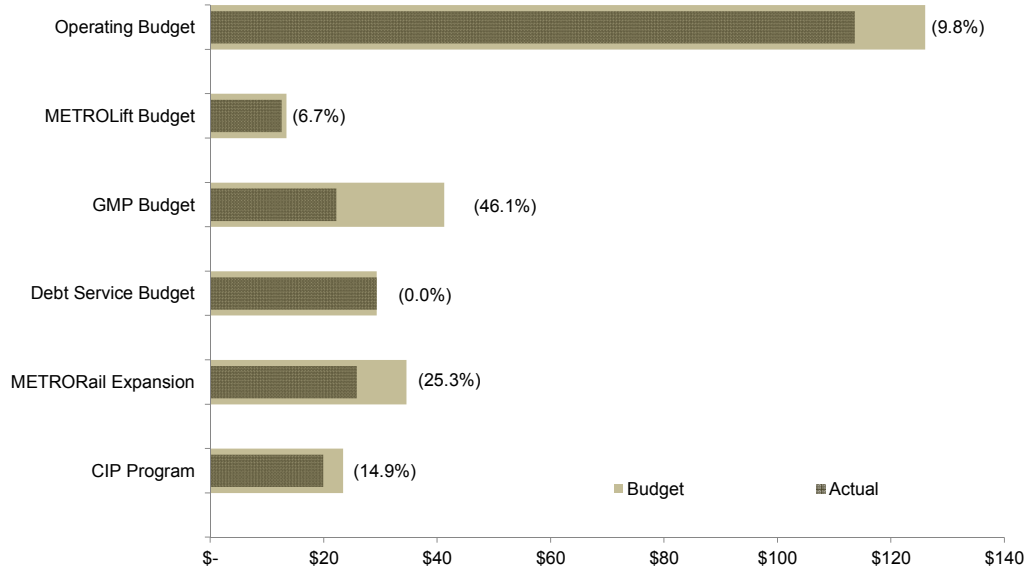
Budget to Actual FY2015						
(\$ millions)						
	Budget		Actual		Variance	%
October	\$ 0.7	\$	0.4	\$	(0.3)	(38.4%)
November	0.6		0.5		(0.1)	(21.6%)
December	0.5		0.6		0.0	5.8%
January	-		-		-	-
February	-		-		-	-
March	-		-		-	-
April	-		-		-	-
May	-		-		-	-
June	-		-		-	-
July	-		-		-	-
August	-		-		-	-
September	-		-		-	-
FY 2015 YTD	\$ 1.8	\$	1.4	\$	(0.3)	(19.5%)

Capital Grant Revenue
Year-to-date Capital Grant revenue is \$3.6 million versus \$8.0 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	0.6		0.8		0.2	24.0%
January	-		-		-	-
February	-		-		-	-
March	-		-		-	-
April	-		-		-	-
May	-		-		-	-
June	-		-		-	-
July	-		-		-	-
August	-		-		-	-
September	-		-		-	-
FY 2015 YTD	\$ 2.1	\$	2.5	\$	0.4	20.7%

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



MONTHLY BOARD REPORT

December 2014

Operating Expenses

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

	FY15 Annual Budget	December Budget	December Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 301,590,090	\$ 25,407,470	\$ 24,196,890	\$ (1,210,580)	(4.8%)
Non-Labor	221,035,377	18,466,164	15,268,502	(3,197,662)	(17.3%)
Subtotal Labor & Non-Labor	522,625,467	43,873,634	39,465,393	(4,408,241)	(10.0%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,896,915)	(1,586,667)	310,248	16.4%
Total Operating Budget	\$ 514,991,700	\$ 41,976,719	\$ 37,878,725	\$ (4,097,994)	(9.8%)

Comparison of Budget to Actual Year-to-Date December 2014 (3 months)

<u>Expense Category</u>	FY15 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 116,070,301	\$ 29,532,160	\$ 28,555,327	\$ (976,833)	(3.3%)
Union Fringe Benefits	\$ 60,485,951	14,531,456	13,616,870	(914,586)	(6.3%)
Subtotal Union Labor	176,556,252	44,063,616	42,172,197	(1,891,419)	(4.3%)
Salaries and Non-Union Wages	86,438,577	21,365,365	20,660,263	(705,102)	(3.3%)
Non-Union Fringe Benefits	38,595,261	9,438,503	8,862,491	(576,012)	(6.1%)
Subtotal Non-Union Labor	125,033,838	30,803,868	29,522,754	(1,281,114)	(4.2%)
Subtotal Labor and Fringe Benefits	301,590,090	74,867,484	71,694,951	(3,172,533)	(4.2%)
Services	41,330,171	10,392,420	5,970,012	(4,422,408)	(42.6%)
Materials and Supplies	21,657,314	5,128,133	4,864,868	(263,265)	(5.1%)
Fuel and Utilities	51,995,174	12,779,350	12,573,411	(205,939)	(1.6%)
Casualty and Liability	4,516,671	1,036,993	202,186	(834,807)	(80.5%)
Purchased Transportation	93,342,065	22,809,212	21,966,426	(842,786)	(3.7%)
Leases, Rentals and Misc.	8,193,982	3,729,956	1,975,089	(1,754,867)	(47.0%)
Subtotal Non-Labor	221,035,377	55,876,064	47,551,992	(8,324,072)	(14.9%)
Subtotal Labor and Non-Labor	522,625,467	130,743,548	119,246,943	(11,496,606)	(8.8%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(4,741,655)	(5,652,628)	(910,973)	(19.2%)
Subtotal Contingency / Allocations	(7,633,767)	(4,741,655)	(5,652,628)	(910,973)	(19.2%)
Total Operating Budget	\$ 514,991,700	\$ 126,001,893	\$ 113,594,315	\$ (12,407,579)	(9.8%)

MONTHLY BOARD REPORT

December 2014

Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>December 2014 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	44,063,616	\$ 42,172,197	\$ (1,891,419)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (3,618,000)
Benefit Trust Contribution - due to lower enrollment and vacancies			(504,412)
Overtime wages mostly due to vacancies in bus operator positions and additional hours related to shuttle services for the APTA Conference			2,172,000
Non-Union Labor	30,803,868	29,522,754	(1,281,114)
Salaries and fringes primarily related to vacancies			(1,503,775)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(391,787)
<u>Offset by</u>			
Processing delay in severance pay for certain personnel carried over from prior year			56,000
Overtime mostly associated with APTA related services			270,000
Mostly year end vacation buyback activity			270,000
Services	10,392,420	5,970,012	(4,422,408)
<u>Timing delays in</u>			
The processing of Smartnet maintenance invoices			(1,107,000)
Advertising fees resulting from a delay in the East End and Southeast rail launch events			(534,000)
Planning's System Reimagining projects for scheduling assistance and service planning activities			(418,000)
Transit Oriented Development, Long Range Planning, Corridor Development, and Origin/Destination Survey			(386,000)
IT contract management services			(267,000)
Contractual support services within Operations			(143,000)
Issuance/processing of Invoices for legislative coordination			(126,000)
Under accrual of System planning invoices to be corrected in the upcoming month			
Issuance/processing of Invoices for legal services			(117,000)
Bus operating facility maintenance costs			(91,000)
Contractual support services in Finance			(77,000)
Contracted HR services contract employment services and temporary help			(76,000)
Underrun in Stakeholder Affairs support services resulting from a delay in the East			
Savings in contractual costs			(386,000)
<u>Underutilization in other areas throughout the Authority - mostly in:</u>			
- Support services			(379,000)
- Education and training			(182,000)
- Treasury equipment repairs and maintenance			(114,000)
- Other miscellaneous services spread across the Authority			(226,000)
Materials & Supplies	5,128,133	4,864,868	(263,265)
<u>Underutilization in</u>			
- Special office supplies and parts			(263,000)
Fuel & Utilities	12,779,350	12,573,411	(205,939)
Lower than expected gasoline cost			(215,000)
Lower than planned consumption of power and natural gas			(127,000)
General timing variances in other utilities including, fuel lubricants, antifreeze, CNG and exhaust fluids and propulsion power			(93,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon			104,000
Mostly due to higher than expected diesel costs and related taxes due to running more METRO bus miles than budgeted and possible timing variances			125,000
Casualty and Liability	1,036,993	202,186	(834,807)
Subrogation recovery is higher than anticipated due to mediation settlement of FY10 rail car accident			(849,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs			82,000
Purchased Transportation	22,809,212	21,966,426	(842,786)
ML carried 4,870 more passengers than budgeted but favorable variance is due to service mix, higher productivity and an over accrual in FY14 performance bonuses for van and sedan (\$324,195) that was reversed in December			(395,000)
Northwest First Transit bus hours are under budget. In addition there was an over accrual of the performance bonus in FY14 of (\$223,792) for First Transit that was reversed in December			(308,000)
Lower than expected vanpool activity			(122,000)
Leases, Rentals and Miscellaneous	3,729,956	1,975,089	(1,754,867)
<u>Offset by</u>			
Timing delays in the processing of SAP and other license Invoices			(1,576,000)
Timing delays in discretionary items (Travel, Memberships, Subscriptions, etc.)			(96,000)
Allocation to Capital and GMP	(4,741,655)	(5,652,628)	(910,973)
Due to heavy activity in rail operations mostly related to pre revenue testing and rail vehicle 'burn in'.			(1,100,000)
Due to a delay in implementation of Capital Improvement projects			189,000

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

<u>Authorized</u> <u>EOY</u> <u>Headcount</u>	<u>Department</u>	<u>Annual Budget</u>	-----Year-to-Date-----			<u>--Current Month--</u>
		<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
3,096	Operations, Public Safety and Customer Service	\$ 398,978,918	\$ 98,007,576	\$ 92,235,105	\$ (5,772,471)	\$ (1,986,410)
74	Customer Service	4,782,931	1,156,619	1,048,980	(107,639)	(46,004)
2,714	Operations	363,255,318	89,384,223	84,505,646	(4,878,577)	(1,641,369)
298	Public Safety	29,673,329	7,158,357	6,407,401	(750,956)	(261,007)
10	EVP Operations, Public Safety & Customer Service	1,267,340	308,377	273,078	(35,299)	(38,030)
298	Finance & Administration	55,667,490	16,119,463	12,475,077	(3,644,386)	(1,645,958)
76	Finance	9,666,886	2,158,398	1,751,281	(407,117)	(157,107)
39	Human Resources	18,747,135	4,622,392	3,918,772	(703,620)	(143,588)
67	Information Technology	17,408,855	6,803,133	4,562,883	(2,240,250)	(1,278,061)
114	Procurement & Materials	9,466,377	2,439,409	2,225,170	(214,239)	(62,897)
2	EVP Finance & Administration	378,237	96,131	16,970	(79,161)	(4,305)
260	Planning, Engineering and Construction	34,587,599	8,212,892	6,392,789	(1,820,103)	(368,430)
36	Engineering and Construction	174,321	14,974	37,553	22,579	(2,716)
184	Facility Maintenance	25,983,489	6,013,983	5,340,159	(673,824)	(258,619)
38	Planning	8,414,918	2,180,515	1,015,076	(1,165,439)	(105,950)
2	EVP Planning, Engineering and Construction	14,871	3,420	(0)	(3,420)	(1,145)
40	Gov't & Public Affairs	8,322,105	1,871,222	1,027,873	(843,349)	(6,475)
3	Government Affairs	572,113	157,039	170,700	13,661	6,392
24	Mktg & Corporate Communications	6,904,216	1,407,576	713,256	(694,320)	(2,727)
7	Public Engagement	712,733	199,215	145,538	(53,677)	(13,282)
6	Stakeholder Affairs	133,043	107,392	(1,621)	(109,013)	3,142
18	Legal	3,792,243	951,530	646,990	(304,540)	(27,876)
14	Legal	3,372,096	854,101	563,567	(290,534)	(18,729)
4	Records Management	420,147	97,429	83,423	(14,006)	(9,146)
11	Executive & Board	2,052,819	511,172	506,452	(4,720)	(55,268)
11	Audit	1,309,692	328,038	310,028	(18,010)	(7,580)
	Contingency	10,000,000	-	-	-	-
	Non Departmental	280,834	-	-	-	-
3,734	TOTAL NET OPERATING	\$ 514,991,700	\$ 126,001,893	\$ 113,594,314	\$ (12,407,579)	\$ (4,097,997)

MONTHLY BOARD REPORT

December 2014

**Total Net Operating Budget / Expenses by Department
as of the end of December FY2015 vs. December FY2014**

<u>Department</u>	<u>December FY2015</u>			<u>December 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	\$ 98,007,576	\$ 92,235,105	\$ (5,772,471)	\$ 93,081,774	\$ 88,318,325	\$ (4,763,449)
EVP Operations, Public Safety and Customer Service	308,377	273,078	(35,299)	N/A	N/A	N/A
Customer Service	1,156,619	1,048,980	(107,639)	1,090,747	1,056,456	(34,291)
Operations	89,384,223	84,505,646	(4,878,577)	85,445,571	81,447,939	(3,997,632)
Public Safety	7,158,357	6,407,401	(750,956)	6,545,456	5,813,930	(731,526)
Finance & Administration	16,119,463	12,475,077	(3,644,386)	13,979,416	11,525,332	(2,454,084)
EVP Finance & Administration	96,131	16,970	(79,161)	N/A	N/A	N/A
Finance	2,158,398	1,751,281	(407,117)	2,581,199	1,804,722	(776,477)
Human Resources	4,622,392	3,918,772	(703,620)	4,110,774	3,703,633	(407,141)
Information Technology	6,803,133	4,562,883	(2,240,250)	5,051,809	3,826,856	(1,224,953)
Procurement & Materials	2,439,409	2,225,170	(214,239)	2,235,634	2,190,121	(45,513)
Planning, Engineering and Construction	8,212,892	6,392,789	(1,820,103)	8,147,931	5,896,207	(2,251,724)
EVP Planning, Engineering & Construction	3,420	(0)	(3,420)	N/A	N/A	N/A
Engineering and Construction	14,974	37,553	22,579	117,121	149,308	32,187
Facility Maintenance	6,013,983	5,340,159	(673,824)	6,281,336	4,567,698	(1,713,638)
Planning	2,180,515	1,015,076	(1,165,439)	1,749,474	1,179,201	(570,273)
Gov't & Public Affairs	1,871,222	1,027,873	(843,349)	2,017,272	1,006,986	(1,010,286)
Government Affairs	157,039	170,700	13,661	138,602	104,890	(33,712)
Mktg & Corporate Communications	1,407,576	713,256	(694,320)	1,683,941	764,382	(919,559)
Public Engagement	199,215	145,538	(53,677)	196,206	137,714	(58,492)
Stakeholder Affairs	107,392	(1,621)	(109,013)	(1,477)	-	1,477
Legal	951,530	646,990	(304,540)	835,013	634,414	(200,599)
Legal	854,101	563,567	(290,534)	727,388	551,678	(175,710)
Records Management	97,429	83,423	(14,006)	107,625	82,736	(24,889)
Executive & Board	511,172	506,452	(4,720)	477,777	401,867	(75,910)
Audit	328,038	310,028	(18,010)	330,059	305,615	(24,444)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 126,001,893	\$ 113,594,314	\$ (12,407,579)	\$ 118,869,242	\$ 108,088,743	\$ (10,780,499)

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

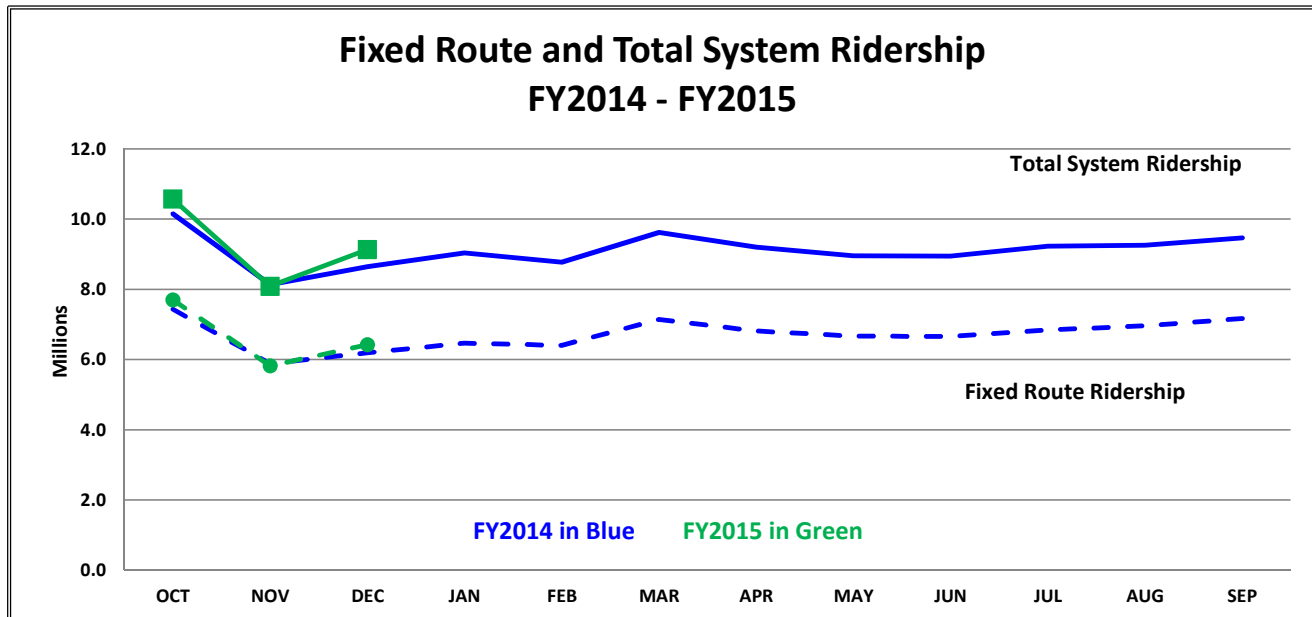
	FY2015 Annual Budget	Month of December 2014				Fiscal YTD December 2014			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 172.7	\$ 16.1	\$ 19.0	\$ 2.9	18.2%	\$ 34.6	\$ 25.8	\$ (8.7)	(25.3%)
Capital Improvement Program	186.8	11.6	4.0	(7.5)	(65.2%)	23.4	19.9	(3.5)	(14.9%)
Total Capital Budget	\$ 359.5	27.6	23.0	(4.6)	(16.7%)	58.0	45.8	(12.2)	(21.1%)
General Mobility	\$ 173.0	13.5	15.8	2.3	17.1%	41.2	22.2	(19.0)	(46.1%)
Debt Service	\$ 91.5	\$ 6.1	\$ 6.1	\$ (0.0)	(0.2%)	\$ 29.3	\$ 29.3	\$ (0.0)	(0.0%)

MONTHLY BOARD REPORT
December 2014
Ridership by Service Category

Service Category	Dec-13 Boardings	Dec-14 Boardings	Dec-14 vs. Dec-13	Dec-13 YTD Boardings	Dec-14 YTD Boardings	YTD % Change
						Dec-14 vs. Dec-13
Fixed Route Bus						
Local	4,771,199	4,759,042	(0.3%)	15,304,421	15,032,370	(1.8%)
Park & Ride	545,310	609,120	11.7%	1,916,737	2,014,779	5.1%
Subtotal Fixed Route Bus	5,316,509	5,368,162	1.0%	17,221,158	17,047,149	(1.0%)
METRO Rail	860,735	1,052,064	22.2%	2,700,262	3,316,927	22.8%
Subtotal Fixed Route	6,177,244	6,420,226	3.9%	19,921,420	20,364,076	2.2%
Special Events *	173	102	(41.0%)	173	18,899	N.A.
Total Fixed Route	6,177,417	6,420,328	3.9%	19,921,593	20,382,975	2.3%
Customized Bus Services						
METROLift	142,483	156,981	10.2%	449,579	480,885	7.0%
METRO STAR Vanpool	177,166	188,329	6.3%	592,879	602,181	1.6%
Internal Service	0	6	100.0%	136	6	(95.6%)
Subtotal Customized Bus	319,649	345,316	8.0%	1,042,594	1,083,072	3.9%
Subtotal Bus and Rail	6,497,066	6,765,644	4.1%	20,964,187	21,466,047	2.4%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,125,578	2,359,456	11.0%	6,376,734	6,756,624	6.0%
Total System	8,622,644	9,125,100	5.8%	27,340,921	28,222,671	3.2%

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
December 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	38										≤ 46	≤ 138	110
Bus Accidents per 100,000 vehicle miles	0.52	0.77	0.65										≤ 0.72	≤ 0.72	0.64	10.8%
Rail Accidents	7	3	4										≤ 11	≤ 20	14	30.0%
Rail Accidents per 100,000 vehicle miles	4.24	1.93	2.52										≤ 6.58	≤ 6.58	2.92	55.6%
Major Security Incidents - total	45	46	43										≤ 45	≤ 135	134	0.7%
Major Security Incidents per 100,000 boardings	0.426	0.539	0.471										≤ 0.640	≤ 0.640	0.475	25.8%
Major Security Incidents - METRO properties	12	10	18										≤ 28	≤ 84	40	52.4%
Major Security Incidents per 100,000 boardings	0.114	0.117	0.197										≤ 0.397	≤ 0.397	0.142	64.3%
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%	68.8%										≥ 69%	≥ 69%	68.6%	0.5%
Park & Ride Bus OTP	77.0%	75.3%	75.9%										≥ 75%	≥ 75%	76.1%	1.4%
Weighted Average Bus OTP	70.7%	70.5%	70.7%										≥ 71%	≥ 71%	70.6%	0.5%
METROLift OTP	85.8%	87.6%	88.1%										≥ 87%	≥ 87%	87.2%	0.2%
Rail On-Time Performance	85.7%	92.3%	91.5%										≥ 95%	≥ 95%	89.7%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	11,027	11,033	10,905										≥ 10,000	≥ 9,250	10,987	18.8%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	17,920	12,938	13,599										≥ 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	21.03	20.07	19.54										≤ 19.50	≤ 22.2	20.26	8.6%
Commendations	320	240	328										≥ 250	≥ 750	888	18.4%
Average Call Center Answer Delay (Sec.)	128	90	104										≤ 120	≤ 120	107	10.6%

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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
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Balance Sheet

	December 31, 2013 (\$)	December 31, 2014 (\$)	Change (\$)
Cash	\$ 3,012,409	\$ 3,552,019	\$ 539,610
Receivables	138,594,527	154,063,167	15,468,640
Inventory	22,388,586	24,951,836	2,563,250
Investments	292,049,972	385,452,388	93,402,416
Other Assets	86,199,582	41,181,581	(45,018,001)
Property Net of Depreciation	2,606,723,864	2,784,612,394	177,888,530
Land & Improvements	395,852,767	396,064,238	211,471
Total Assets and Other	3,544,821,707	3,789,877,623	245,055,916
Liabilities			
Trade Payables	40,517,859	58,257,325	17,739,466
Accrued Payroll	29,488,188	28,753,366	(734,822)
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	73,135,315	29,683,070	(43,452,245)
Total Liabilities	1,394,066,412	1,527,729,626	133,663,214
Net Assets - Retained	2,150,755,295	2,262,147,997	111,392,702
Total Liabilities and Net Assets	\$ 3,544,821,707	\$ 3,789,877,623	\$ 245,055,916