

METRO

Fiscal Year 2015 Monthly Board Report

Revenue • Expense • Ridership • Performance

January 2015



MONTHLY BOARD REPORT

January 2015

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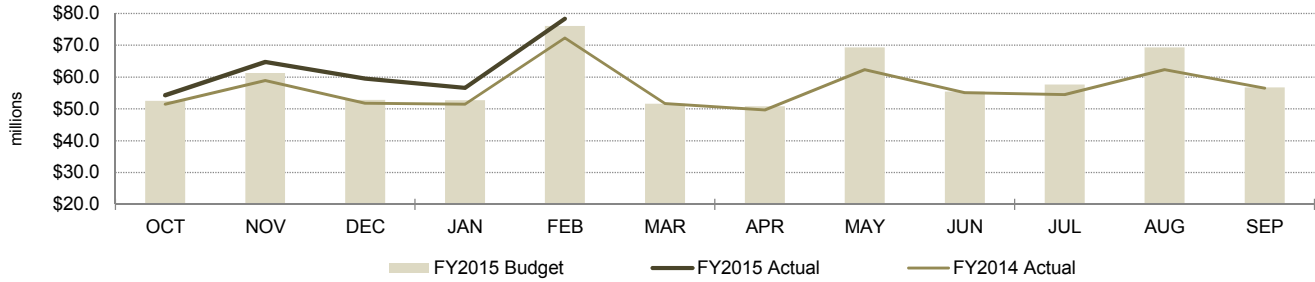
MONTHLY BOARD REPORT

January 2015

Summary

- FY2015 Sales Tax revenue through February 2015 is \$313.5 million and \$18.1 million or 6.1% over estimates. Sales Tax revenue for February 2015 is \$78.3 million, \$2.3 million or 3.0% over estimates.
- Fare revenue of \$22.4 million through January 2015 year-to-date is \$0.7 million or 2.8% under budget. January 2015 revenue of \$5.6 million is \$0.1 million or 1.6% under budget.
- Service Related Grant Revenue year-to-date of \$1.7 million through January 2015 is \$1.2 million or 42.1% under budget. January 2015 revenue of \$0.3 million is \$0.9 million or 77.7% under budget.
- Capital Grant revenue year-to-date of \$6.9 million through January 2015 is \$16.2 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$3.5 million through January 2015 is \$0.8 million or 31.0% over budget. January 2015 revenue of \$1.0 million is \$0.4 million or 66.6% over budget.
- Operating expenses year-to-date of \$154.3 million through January 2015 are \$13.2 million or 7.9% under budget. January 2015 expenses of \$40.7 million are \$0.8 million or 1.8% under budget.
- METRORail Expansion expenses year-to-date of \$25.2 million through January 2015 are \$29.9 million or 54.3% under budget. January 2015 expenses of -\$0.7 million are \$21.2 million or 103.2% under budget.
- Other Capital Improvement Program expenses year-to-date of \$32.3 million through January 2015 are \$30.8 million or 48.8% under budget. January 2015 expenses of \$12.4 million are \$27.3 million or 68.7% under budget.
- General Mobility Program expenses year-to-date of \$24.1 million through January 2015 are \$33.2 million or 58.0% under budget. January 2015 expenses of \$1.8 million are \$14.2 million or 88.5% under budget.
- Debt Service expenses of \$35.5 million through January 2015 year-to-date is on budget.
- METROBus ridership (fixed route) year-to-date of 22.4 million through January 2015 is 237,000 or 1.0% under last year. January 2015 ridership of 5.4 million is 64,000 or 1.2% under compared to last year.
- METRORail ridership year-to-date of 4.4 million through January 2015 is 617,000 or 16.4% over last year. January 2015 ridership of 1.1 million is 1,000 or 0.05% 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 met the 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 below the minimum standard for the month and but above the the minimum standard for the year-to-date. 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 and 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.

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January 2015
Sales Tax Revenue thru February 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	76.0	78.3	2.3	3.0%
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 295.5	\$ 313.5	\$ 18.1	6.1%

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	51.4	56.6	5.1	10.0%
February	72.3	78.3	6.1	8.4%
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 285.8	\$ 313.5	\$ 27.7	9.7%

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January 2015

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	5.6	5.6	(0.1)	(1.6%)
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 23.0	\$ 22.4	\$ (0.7)	(2.8%)

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	5.5	5.6	0.1	1.1%
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 22.2	\$ 22.4	\$ 0.2	0.7%

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January 2015

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	1.1	0.3	(0.9)	(77.7%)
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 2.9	\$ 1.7	\$ (1.2)	(42.1%)

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$6.9 million versus \$23.1 million budgeted

Interest & Miscellaneous Revenue

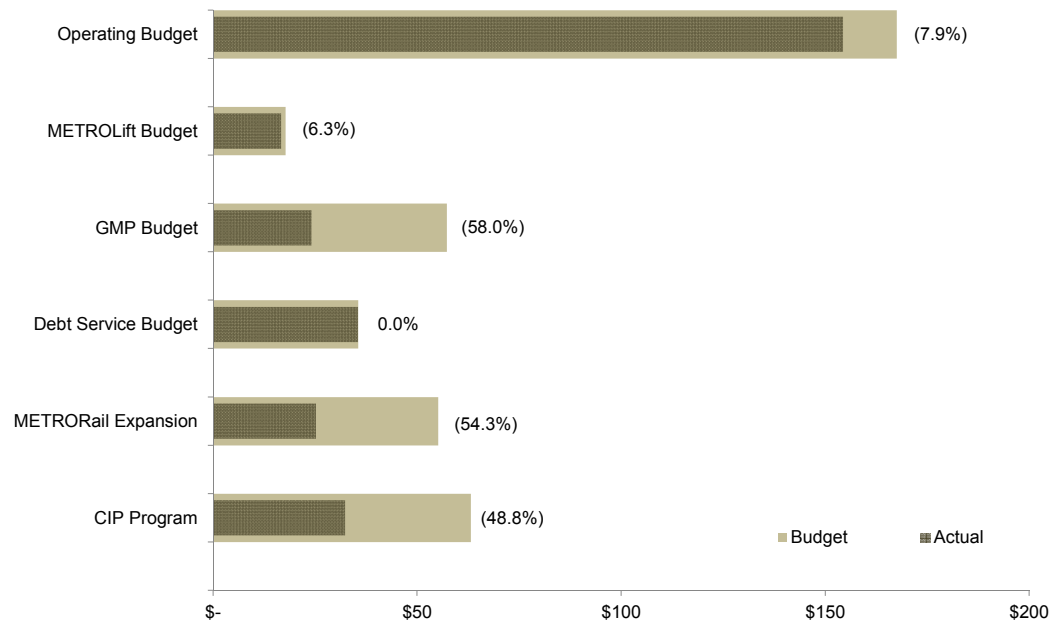
Total FY2015 Interest & Miscellaneous Revenue budget is \$10.8 million

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	0.6	1.0	0.4	66.6%
February	-	-	-	-
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 2.7	\$ 3.5	\$ 0.8	31.0%

MONTHLY BOARD REPORT
January 2015
Budget and Expense Summary
(in \$ millions)



MONTHLY BOARD REPORT

January 2015

Operating Expenses

Comparison of Budget to Actual for the Month (January 2015)

	FY15 Annual Budget	January Budget	January Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 301,590,090	\$ 25,680,987	\$ 24,436,654	\$ (1,244,333)	(4.8%)
Non-Labor	221,035,377	17,438,812	18,131,127	692,315	4.0%
Subtotal Labor & Non-Labor	522,625,467	43,119,799	42,567,782	(552,017)	(1.3%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,613,825)	(1,828,219)	(214,394)	(13.3%)
Total Operating Budget	\$ 514,991,700	\$ 41,505,974	\$ 40,739,562	\$ (766,412)	(1.8%)

Comparison of Budget to Actual Year-to-Date January 2015 (4 months)

<u>Expense Category</u>	FY15 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 116,070,301	\$ 39,553,585	\$ 38,312,301	\$ (1,241,284)	(3.1%)
Union Fringe Benefits	\$ 60,485,951	19,645,002	18,498,865	(1,146,137)	(5.8%)
Subtotal Union Labor	176,556,252	59,198,587	56,811,166	(2,387,421)	(4.0%)
Salaries and Non-Union Wages	86,438,577	28,655,210	27,589,832	(1,065,378)	(3.7%)
Non-Union Fringe Benefits	38,595,261	12,694,674	11,730,607	(964,067)	(7.6%)
Subtotal Non-Union Labor	125,033,838	41,349,884	39,320,439	(2,029,445)	(4.9%)
Subtotal Labor and Fringe Benefits	301,590,090	100,548,471	96,131,605	(4,416,866)	(4.4%)
Services	41,330,171	13,693,884	9,591,291	(4,102,593)	(30.0%)
Materials and Supplies	21,657,314	6,988,529	6,541,863	(446,666)	(6.4%)
Fuel and Utilities	51,995,174	16,863,529	16,619,410	(244,119)	(1.4%)
Casualty and Liability	4,516,671	1,434,078	517,370	(916,708)	(63.9%)
Purchased Transportation	93,342,065	30,396,205	29,569,898	(826,307)	(2.7%)
Leases, Rentals and Misc.	8,193,982	3,938,651	2,843,289	(1,095,362)	(27.8%)
Subtotal Non-Labor	221,035,377	73,314,876	65,683,121	(7,631,755)	(10.4%)
Subtotal Labor and Non-Labor	522,625,467	173,863,347	161,814,725	(12,048,622)	(6.9%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(6,355,480)	(7,480,848)	(1,125,368)	(17.7%)
Subtotal Contingency / Allocations	(7,633,767)	(6,355,480)	(7,480,848)	(1,125,368)	(17.7%)
Total Operating Budget	\$ 514,991,700	\$ 167,507,867	\$ 154,333,877	\$ (13,173,990)	(7.9%)

MONTHLY BOARD REPORT
January 2015
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>January 2015 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	59,198,587	\$ 56,811,166	\$ (2,387,421)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (4,685,000)
Benefit Trust Contribution - due to lower enrollment and vacancies			(526,000)
Overtime wages mostly due to vacancies in bus operator positions and additional hours related to shuttle services for the APTA Conference			2,751,000
Non-Union Labor	41,349,884	39,320,439	(2,029,445)
Salaries and fringes primarily related to vacancies			(1,948,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(678,421)
<u>Offset by</u>			
Mostly year end vacation buyback activity and the timing of employee use of time related to sick, vacation, and other paid absences			450,000
Overtime mostly associated with APTA related services			238,000
Services	13,693,884	9,591,291	(4,102,593)
<u>Timing delays in</u>			
Advertising fees resulting from a delay in the East End and Southeast rail launch events			(632,000)
Transit Oriented Development, Long Range Planning, Corridor Development, and Origin/Destination Survey			(461,000)
Planning's System Reimagining projects for scheduling assistance and service planning activities			(331,000)
Other identified savings within Planning			(308,000)
IT equipment repairs and maintenance			(248,000)
IT contract management services			(219,000)
Contractual support services within Finance			(198,000)
Education and Training within Operations mostly within Quality Assurance and METROLift			(251,000)
Security Services and savings resulting from some current year work being billed at the old contract rate			(192,000)
Issuance/processing of Invoices for legal services			(182,000)
Purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment			(140,000)
Issuance/processing of Invoices for legislative coordination			(117,000)
Support services within Stakeholder Affairs resulting from a delay in the East End and Southeast rail launch events			(117,000)
<u>Underutilization in other areas throughout the Authority - mostly in:</u>			
- Support services			(194,000)
- Bus operating facility maintenance costs and custodial services			(178,000)
- Education and training			(96,000)
- Other miscellaneous services spread across the Authority			(239,000)
Materials & Supplies	6,988,529	6,541,863	(446,666)
Timing of technical equipment supplies within Public Safety and Operations			(136,000)
Warranty credits for rail signal communication maintenance			(129,000)
Underutilization in special office supplies and parts throughout the Authority			(120,000)
Fuel & Utilities	16,863,529	16,619,410	(244,119)
Lower than expected gasoline cost			(314,000)
Lower than planned consumption of propulsion power and natural gas			(264,000)
General timing variances in other utilities including, fuel lubricants, antifreeze, CNG and exhaust fluids			(80,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon			153,000
Mostly due to higher than expected diesel costs and related taxes due to running more METRO bus miles than budgeted and possible timing variances			143,000
Advanced billing of drainage fees			118,000
Casualty and Liability	1,434,078	517,370	(916,708)
Subrogation recovery is higher than anticipated due to mediation settlement of FY10 rail car accident			(849,000)
Purchased Transportation	30,396,205	29,569,898	(826,307)
METROLift - Savings yield from discount, service mix and productivity inspite of more passengers and revenue hours, and an over accrual in FY14 of performance bonuses for van and sedan (\$324,195) that was reversed in December			(309,000)
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			(339,000)
Due to processing of fare credits and timing of subcontractor transactions			(152,000)
Leases, Rentals and Miscellaneous	3,938,651	2,843,289	(1,095,362)
<u>Offset by</u>			
Timing delays in the processing of SAP and other license Invoices			(877,000)
Timing delays in discretionary items (Travel, Memberships, Subscriptions, etc.)			(123,000)
Allocation to Capital and GMP	(6,355,480)	(7,480,848)	(1,125,368)
Due to heavy activity in rail operations mostly related to pre revenue testing and rail vehicle 'burn in'.			(889,000)
Due to increased IT related capital activity			(402,000)

MONTHLY BOARD REPORT
January 2015
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	\$ 131,392,164	\$ 124,210,542	\$ (7,181,622)	\$ (1,409,151)
74	Customer Service	4,782,931	1,541,011	1,415,101	(125,910)	(18,271)
2,714	Operations	363,255,318	119,601,465	113,802,921	(5,798,544)	(919,967)
298	Public Safety	29,673,329	9,835,664	8,608,480	(1,227,184)	(476,228)
10	EVP Operations, Public Safety & Customer Service	1,267,340	414,024	384,040	(29,984)	5,315
297	Finance & Administration	55,667,490	20,360,661	18,014,394	(2,346,268)	1,298,119
75	Finance	9,666,886	2,925,414	2,283,722	(641,692)	(234,575)
39	Human Resources	18,747,135	6,175,343	5,362,918	(812,425)	(108,805)
67	Information Technology	17,408,855	7,911,104	7,323,889	(587,215)	1,653,035
114	Procurement & Materials	9,466,377	3,220,098	2,995,986	(224,112)	(9,873)
2	EVP Finance & Administration	378,237	128,702	47,879	(80,823)	(1,663)
261	Planning, Engineering and Construction	34,587,599	10,990,411	8,826,375	(2,164,036)	(343,933)
36	Engineering and Construction	174,321	19,279	8,437	(10,842)	(33,421)
184	Facility Maintenance	25,983,489	8,057,425	7,312,495	(744,930)	(71,106)
39	Planning	8,414,918	2,908,747	1,505,442	(1,403,305)	(237,867)
2	EVP Planning, Engineering and Construction	14,871	4,960	-	(4,960)	(1,540)
40	Gov't & Public Affairs	8,322,105	2,376,976	1,358,361	(1,018,615)	(175,266)
3	Government Affairs	572,113	203,789	219,468	15,679	2,018
24	Mktg & Corporate Communications	6,904,216	1,805,866	946,435	(859,431)	(165,111)
7	Public Engagement	712,733	257,030	189,330	(67,700)	(14,023)
6	Stakeholder Affairs	133,043	110,291	3,128	(107,163)	1,849
18	Legal	3,792,243	1,277,586	893,780	(383,806)	(79,266)
14	Legal	3,372,096	1,138,389	780,683	(357,706)	(67,172)
4	Records Management	420,147	139,197	113,097	(26,100)	(12,094)
11	Executive & Board	2,052,819	671,696	616,931	(54,765)	(50,045)
11	Audit	1,309,692	438,373	413,494	(24,879)	(6,869)
	Contingency	10,000,000	-	-	-	-
	Non Departmental	280,834	-	-	-	-
3,734	TOTAL NET OPERATING	\$ 514,991,700	\$ 167,507,867	\$ 154,333,877	\$ (13,173,990)	\$ (766,412)

MONTHLY BOARD REPORT
January 2015
Total Net Operating Budget / Expenses by Department
as of the end of January FY2015 vs. January FY2014

<u>Department</u>	January FY2015 -----Year-to-Date-----			January 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	\$ 131,392,164	\$ 124,210,542	\$ (7,181,622)	\$ 125,799,025	\$ 119,539,376	\$ (6,259,649)
EVP Operations, Public Safety and Customer Service	414,024	384,040	(29,984)	N/A	N/A	N/A
Customer Service	1,541,011	1,415,101	(125,910)	1,482,635	1,437,669	(44,966)
Operations	119,601,465	113,802,921	(5,798,544)	115,443,474	109,896,420	(5,547,054)
Public Safety	9,835,664	8,608,480	(1,227,184)	8,872,916	8,205,287	(667,629)
Finance & Administration	20,360,661	18,014,394	(2,346,267)	19,265,474	15,594,541	(3,670,933)
EVP Finance & Administration	128,702	47,879	(80,823)	N/A	N/A	N/A
Finance	2,925,414	2,283,722	(641,692)	3,881,756	2,529,112	(1,352,644)
Human Resources	6,175,343	5,362,918	(812,425)	5,610,797	5,093,676	(517,121)
Information Technology	7,911,104	7,323,889	(587,215)	6,758,503	4,996,703	(1,761,800)
Procurement & Materials	3,220,098	2,995,986	(224,112)	3,014,418	2,975,050	(39,368)
Planning, Engineering and Construction	10,990,411	8,826,374	(2,164,037)	11,084,127	7,632,825	(3,451,302)
EVP Planning, Engineering & Construction	4,960	-	(4,960)	N/A	N/A	N/A
Engineering and Construction	19,279	8,437	(10,842)	143,300	(16,331)	(159,631)
Facility Maintenance	8,057,425	7,312,495	(744,930)	8,568,198	6,050,760	(2,517,438)
Planning	2,908,747	1,505,442	(1,403,305)	2,372,629	1,598,396	(774,233)
Gov't & Public Affairs	2,376,976	1,358,361	(1,018,615)	2,685,455	1,428,862	(1,256,593)
Government Affairs	203,789	219,468	15,679	185,825	137,387	(48,438)
Mktg & Corporate Communications	1,805,866	946,435	(859,431)	2,241,675	1,096,242	(1,145,433)
Public Engagement	257,030	189,330	(67,700)	258,328	195,233	(63,095)
Stakeholder Affairs	110,291	3,128	(107,163)	(373)	-	373
Legal	1,277,586	893,780	(383,806)	1,124,605	815,960	(308,645)
Legal	1,138,389	780,683	(357,706)	980,423	706,371	(274,052)
Records Management	139,197	113,097	(26,100)	144,182	109,589	(34,593)
Executive & Board	671,696	616,931	(54,765)	647,752	527,893	(119,859)
Audit	438,373	413,494	(24,879)	444,392	411,729	(32,663)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 167,507,867	\$ 154,333,877	\$ (13,173,990)	\$ 161,050,830	\$ 145,951,186	\$ (15,099,644)

MONTHLY BOARD REPORT
January 2015
Capital, General Mobility and Debt Service Expenses
Budget vs. Actual - Month and Fiscal Year-to-Date
(\$ millions)

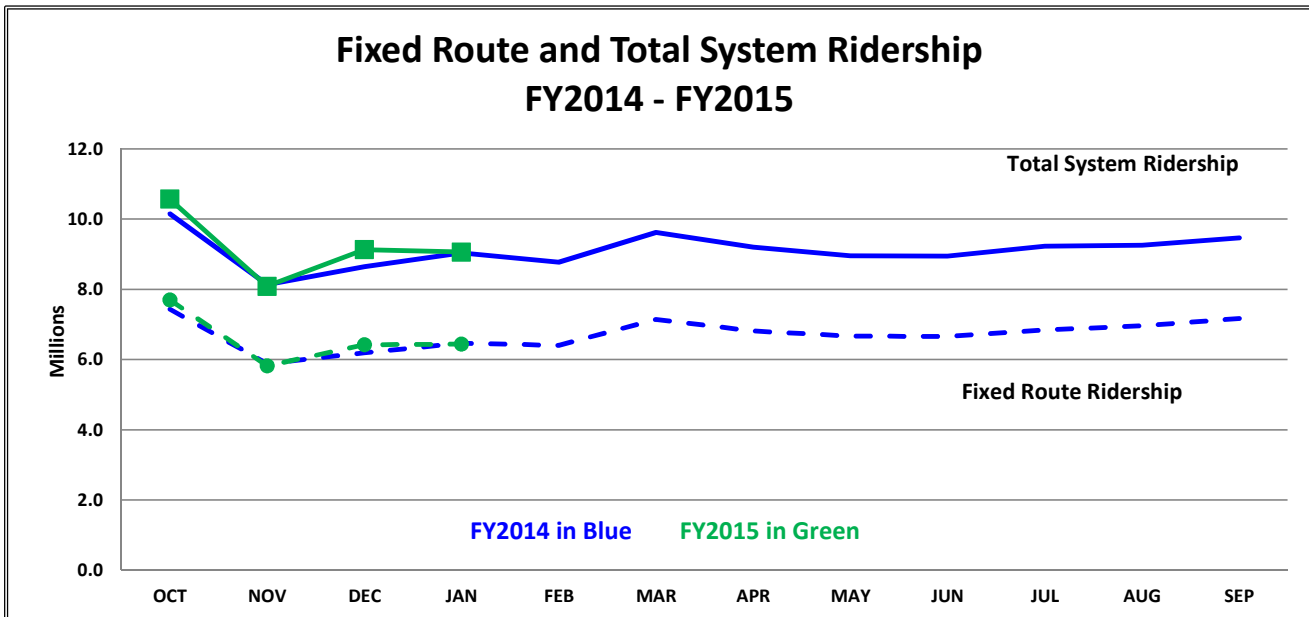
	FY2015 Annual Budget	Month of January 2015				Fiscal YTD January 2015			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 172.7	\$ 20.5	\$ (0.7)	\$ (21.2)	(103.2%)	\$ 55.1	\$ 25.2	\$ (29.9)	(54.3%)
Capital Improvement Program	186.8	39.7	12.4	(27.3)	(68.7%)	63.1	32.3	(30.8)	(48.8%)
Total Capital Budget	\$ 359.5	60.2	11.8	(48.5)	(80.5%)	118.2	57.5	(60.7)	(51.4%)
General Mobility	\$ 173.0	16.0	1.8	(14.2)	(88.5%)	57.3	24.1	(33.2)	(58.0%)
Debt Service	\$ 91.5	\$ 6.2	\$ 6.2	\$ (0.0)	(0.0%)	\$ 35.5	\$ 35.5	\$ (0.0)	0.0%

MONTHLY BOARD REPORT
January 2015
Ridership by Service Category

Service Category	Jan-14 Boardings	Jan-15 Boardings	Jan-15 vs. Jan-14	Jan-14 YTD Boardings	Jan-15 YTD Boardings	YTD % Change
						Jan-15 vs. Jan-14
Fixed Route Bus						
Local	4,777,002	4,694,862	(1.7%)	20,081,423	19,727,429	(1.8%)
Park & Ride	655,413	673,910	2.8%	2,572,150	2,688,689	4.5%
Subtotal Fixed Route Bus	5,432,415	5,368,772	(1.2%)	22,653,573	22,416,118	(1.0%)
METRO Rail	1,073,820	1,074,336	0.0%	3,774,082	4,391,263	16.4%
Subtotal Fixed Route	6,506,235	6,443,108	(1.0%)	26,427,655	26,807,381	1.4%
Special Events *	12	0	(100.0%)	12	19,245	N.A.
Total Fixed Route	6,506,247	6,443,108	(1.0%)	26,427,667	26,826,626	1.5%
Customized Bus Services						
METROLift	140,860	152,232	8.1%	590,439	633,117	7.2%
METRO STAR Vanpool	212,527	212,983	0.2%	805,406	814,611	1.1%
Internal Service	0	0	100.0%	136	6	(95.6%)
Subtotal Customized Bus	353,387	365,215	3.3%	1,395,981	1,447,734	3.7%
Subtotal Bus and Rail	6,859,634	6,808,323	(0.7%)	27,823,648	28,274,360	1.6%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,223,034	2,252,208	1.3%	8,599,768	9,008,832	4.8%
Total System	9,082,668	9,060,531	(0.2%)	36,423,416	37,283,192	2.4%

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
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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	33									≤ 46	≤ 184	143
Bus Accidents per 100,000 vehicle miles	0.71	0.77	0.65	0.59									≤ 0.72	≤ 0.72	0.68	6.1%
Rail Accidents	7	3	4	4									≤ 11	≤ 31	18	41.9%
Rail Accidents per 100,000 vehicle miles	4.24	1.93	2.52	2.51									≤ 6.58	≤ 6.58	2.82	57.1%
Major Security Incidents - total	45	46	43	50									≤ 45	≤ 180	184	2.2%
Major Security Incidents per 100,000 boardings	0.426	0.539	0.471	0.552									≤ 0.640	≤ 0.640	0.494	22.9%
Major Security Incidents - METRO properties	12	10	18	17									≤ 28	≤ 112	57	49.1%
Major Security Incidents per 100,000 boardings	0.114	0.117	0.197	0.188									≤ 0.397	≤ 0.397	0.153	61.5%
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%	70.4%									≥ 69%	≥ 69%	69.1%	0.1%
Park & Ride Bus OTP	77.0%	76.5%	75.9%	75.0%									≥ 75%	≥ 75%	76.1%	1.5%
Weighted Average Bus OTP	70.7%	70.5%	70.7%	71.6%									≥ 71%	≥ 71%	71%	0.2%
METROLift OTP	85.8%	87.6%	88.1%	89.4%									≥ 88%	≥ 87%	87.7%	0.5%
Rail On-Time Performance	85.7%	92.3%	91.5%	75.2%									≥ 95%	≥ 95%	85.5%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	11,027	11,033	10,905	9,601									≥ 10,000	≥ 9,438	10,603	12.4%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	17,924	12,949	14,582	14,603									≥ 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	20.44									≤ 23.50	≤ 22.5	20.30	9.8%
Commendations	320	240	328	325									≥ 250	≥ 1000	1,213	21.3%
Average Call Center Answer Delay (Sec.)	128	90	104	112									≤ 120	≤ 120	109	9.6%

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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

	January 31, 2014 (\$)	January 31, 2015 (\$)	Change (\$)
Cash	\$ 3,610,586	\$ 2,639,513	\$ (971,073)
Receivables	134,786,528	152,498,326	17,711,798
Inventory	22,637,434	29,904,810	7,267,376
Investments	287,520,407	395,027,364	107,506,957
Other Assets	88,414,970	41,178,136	(47,236,834)
Property Net of Depreciation	2,631,367,809	2,692,761,080	61,393,271
Land & Improvements	395,146,206	388,891,586	(6,254,620)
Deferred Outflow of Resources	0	1,899,588	1,899,588
Total Assets and Other	3,563,483,940	3,704,800,403	141,316,463
Liabilities			
Trade Payables	54,586,524	58,159,964	3,573,440
Accrued Payroll	27,429,681	27,145,855	(283,826)
Commercial Paper	183,400,000	181,300,000	(2,100,000)
Long-Term Liabilities	1,068,015,041	1,229,735,865	161,720,824
Other Liabilities	73,150,630	29,316,353	(43,834,277)
Total Liabilities	1,406,581,876	1,525,658,037	119,076,161
Deferred Inflow of Resources	1,348,147	-	(1,348,147)
Net Assets - Retained	2,155,553,917	2,179,142,366	23,588,449
Total Liabilities and Net Assets	\$ 3,563,483,940	\$ 3,704,800,403	\$ 141,316,463