

METRO

Fiscal Year 2015 Monthly Board Report

Revenue • Expense • Ridership • Performance

February 2015



MONTHLY BOARD REPORT

February 2015

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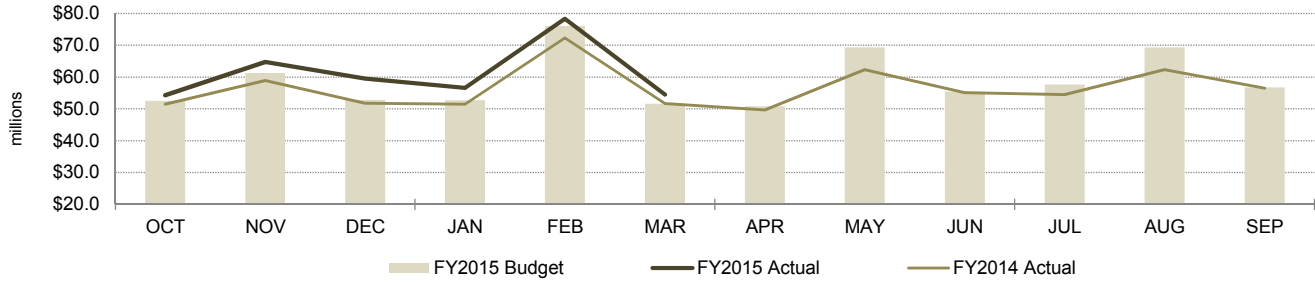
MONTHLY BOARD REPORT

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Summary

- FY2015 Sales Tax revenue through March 2015 is \$368.0 million and \$20.9 million or 6.0% over estimates. Sales Tax revenue for March 2015 is \$54.4 million, \$2.8 million or 5.5% over estimates.
- Fare revenue of \$27.7 million through February 2015 year-to-date is \$1.0 million or 3.6% under budget. February 2015 revenue of \$5.3 million is \$0.4 million or 6.8% under budget.
- Service Related Grant Revenue year-to-date of \$15.3 million through February 2015 is \$12.2 million or 44.3% under budget. February 2015 revenue of \$13.6 million is \$10.9 million or 44.6% under budget.
- Capital Grant revenue year-to-date of \$7.6 million through February 2015 is \$30.7 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$4.5 million through February 2015 is \$1.1 million or 33.8% over budget. February 2015 revenue of \$1.0 million is \$0.3 million or 44.5% over budget.
- Operating expenses year-to-date of \$190.7 million through February 2015 are \$15.2 million or 7.4% under budget. February 2015 expenses of \$36.4 million are \$3.5 million or 8.9% under budget.
- METRORail Expansion expenses year-to-date of \$36.6 million through February 2015 are \$40.5 million or 52.5% under budget. February 2015 expenses of \$11.5 million are \$8.8 million or 43.6% under budget.
- Other Capital Improvement Program expenses year-to-date of \$49.7 million through February 2015 are \$17.6 million or 26.2% under budget. February 2015 expenses of \$17.4 million are \$12.5 million or 253.1% over budget.
- General Mobility Program expenses year-to-date of \$42.2 million through February 2015 are \$28.5 million or 40.3% under budget. February 2015 expenses of \$18.2 million are \$4.6 million or 34.3% over budget.
- Debt Service expenses of \$41.8 million through February 2015 year-to-date is on budget.
- METROBus ridership (fixed route) year-to-date of 27.6 million through February 2015 is 430,000 or 1.5% under last year. February 2015 ridership of 5.2 million is 193,000 or 3.6% under compared to last year.
- METRORail ridership year-to-date of 5.5 million through February 2015 is 683,000 or 14.2% over last year. February 2015 ridership of 1.1 million is 66,000 or 6.3% over compared to last year.
- Performance Indicator Summary:
 - Safety & Security Bus Accidents missed the benchmark for the month and but met the goal for the 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 but missed it 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 the month and was above the minimum standard for the year-to-date. On-Time Performance for METROLift did not meet the minimum performance standard for the month but met the minimum performance standard 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 both the month and 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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Sales Tax Revenue thru March 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	51.6	54.4	2.8	5.5%
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 347.1	\$ 368.0	\$ 20.9	6.0%

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	51.7	54.4	2.8	5.4%
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 337.5	\$ 368.0	\$ 30.5	9.0%

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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	5.7	5.3	(0.4)	(6.8%)
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 28.7	\$ 27.7	\$ (1.0)	(3.6%)

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	5.5	5.3	(0.2)	(4.3%)
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 27.8	\$ 27.7	\$ (0.1)	(0.3%)

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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	24.5	13.6	(10.9)	(44.6%)
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 27.4	\$ 15.3	\$ (12.2)	(44.3%)

Capital Grant Revenue

Year-to-date Capital Grant revenue is \$7.6 million versus \$38.3 million budgeted

Interest & Miscellaneous Revenue

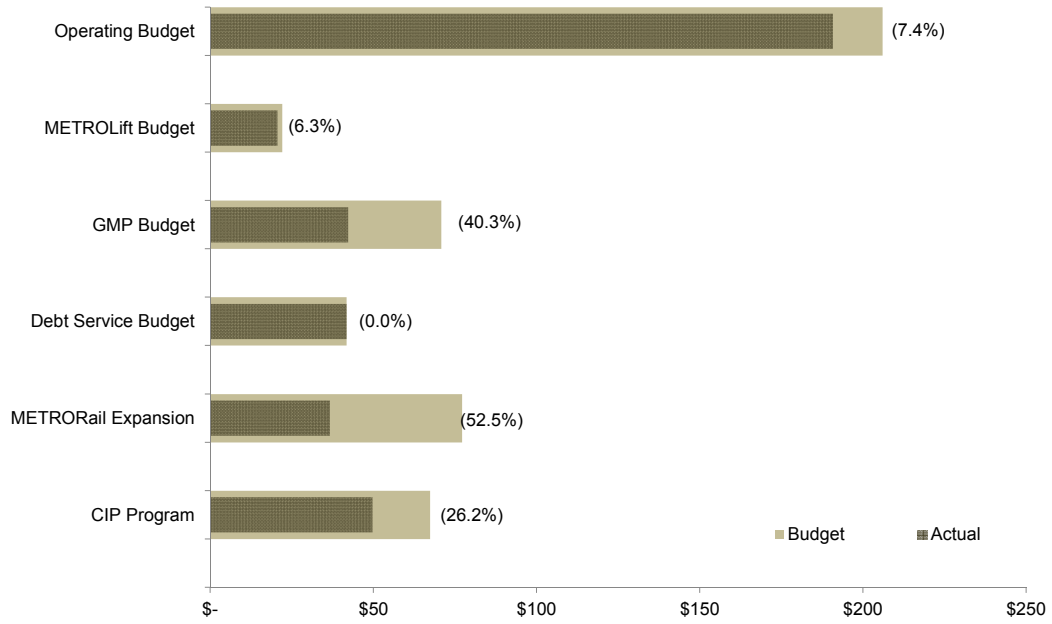
Total FY2015 Interest & Miscellaneous Revenue budget is \$10.8 million

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	0.7	1.0	0.3	44.5%
March	-	-	-	-
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
FY 2015 YTD	\$ 3.4	\$ 4.5	\$ 1.1	33.8%

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



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February 2015

Operating Expenses

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

	FY15 Annual Budget	February Budget	February Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 301,590,090	\$ 25,000,000	\$ 22,024,692	\$ (2,975,308)	(11.9%)
Non-Labor	221,035,377	16,464,921	15,522,936	(941,985)	(5.7%)
Subtotal Labor & Non-Labor	522,625,467	41,464,921	37,547,629	(3,917,292)	(9.4%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,521,831)	(1,145,115)	376,716	24.8%
Total Operating Budget	\$ 514,991,700	\$ 39,943,090	\$ 36,402,513	\$ (3,540,577)	(8.9%)

Comparison of Budget to Actual Year-to-Date February 2015 (5 months)

<u>Expense Category</u>	FY15 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 116,070,301	\$ 48,456,332	\$ 46,963,466	\$ (1,492,866)	(3.1%)
Union Fringe Benefits	\$ 60,485,951	24,358,967	22,939,980	(1,418,987)	(5.8%)
Subtotal Union Labor	176,556,252	72,815,299	69,903,446	(2,911,853)	(4.0%)
Salaries and Non-Union Wages	86,438,577	35,364,825	33,604,388	(1,760,437)	(5.0%)
Non-Union Fringe Benefits	38,595,261	15,876,851	14,648,463	(1,228,388)	(7.7%)
Subtotal Non-Union Labor	125,033,838	51,241,676	48,252,851	(2,988,825)	(5.8%)
Subtotal Labor and Fringe Benefits	301,590,090	124,056,975	118,156,297	(5,900,678)	(4.8%)
Services	41,330,171	16,762,486	11,957,394	(4,805,092)	(28.7%)
Materials and Supplies	21,657,314	8,675,092	8,152,647	(522,445)	(6.0%)
Fuel and Utilities	51,995,174	20,784,904	20,011,614	(773,290)	(3.7%)
Casualty and Liability	4,516,671	1,831,163	1,015,497	(815,666)	(44.5%)
Purchased Transportation	93,342,065	37,573,665	36,583,879	(989,786)	(2.6%)
Leases, Rentals and Misc.	8,193,982	4,152,487	3,485,026	(667,461)	(16.1%)
Subtotal Non-Labor	221,035,377	89,779,797	81,206,057	(8,573,740)	(9.5%)
Subtotal Labor and Non-Labor	522,625,467	213,836,772	199,362,353	(14,474,419)	(6.8%)
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(7,877,311)	(8,625,965)	(748,654)	(9.5%)
Subtotal Contingency / Allocations	(7,633,767)	(7,877,311)	(8,625,965)	(748,654)	(9.5%)
Total Operating Budget	\$ 514,991,700	\$ 205,959,461	\$ 190,736,387	\$ (15,223,074)	(7.4%)

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Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>February 2015 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	72,815,299	\$ 69,903,446	\$ (2,911,853)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (5,390,000)
Benefit Trust Contribution - due to lower enrollment and vacancies			(856,000)
Overtime wages mostly due to vacancies in bus operator positions and additional hours related to shuttle services for the APTA Conference			3,251,000
Non-Union Labor	51,241,676	48,252,851	(2,988,825)
Salaries and fringes primarily related to vacancies			(2,871,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(857,000)
<u>Offset by</u>			
Unbudgeted vacation buyback activity			311,000
Timing of employee use of time related to sick, vacation, and other paid absences			375,000
Overtime mostly associated with APTA related services			179,000
Services	16,762,486	11,957,394	(4,805,092)
<u>Timing delays in</u>			
Advertising fees resulting from a delay in the East End and Southeast rail launch events			(771,000)
Other identified savings within Planning			(695,000)
Transit Oriented Development, Long Range Planning, Corridor Development, and Origin/Destination Survey			(461,000)
IT contract management services			(332,000)
Planning's System Reimagining projects for scheduling assistance and service planning activities			(331,000)
Contractual support services within Finance			(225,000)
Contractual Support services spread throughout Operations			(175,000)
Issuance/processing of Invoices for legal services			(167,000)
Purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment			(143,000)
Support services within Stakeholder Affairs resulting from a delay in the East End and Southeast rail launch events			(121,000)
IT equipment repairs and maintenance			(118,000)
Education and Training within Operations mostly within Quality Assurance			(115,000)
Issuance/processing of Invoices for legislative coordination			(95,000)
<u>Underutilization in other areas throughout the Authority - mostly in:</u>			
- Support services			(186,000)
- Bus operating facility maintenance costs and custodial services			(172,000)
- Education and training			(178,000)
- Building Ground and Maintenance			(145,000)
- Equipment repairs and maintenance			(136,000)
- Incentive Programs			(103,000)
- Other miscellaneous services spread across the Authority			(123,000)
Materials & Supplies	8,675,092	8,152,647	(522,445)
Timing delays in parts, materials and other supplies			(284,000)
Warranty credits for rail signal communication maintenance			(125,000)
Underutilization in special office supplies and parts throughout the Authority			(113,000)
Fuel & Utilities	20,784,904	20,011,614	(773,290)
Lower than expected gasoline cost			(423,000)
Lower than planned consumption of natural gas			(200,000)
Lower than planned consumption of propulsion power			(129,000)
Savings in Diesel fuel due to lower than expected consumption and favorable price variances			(118,000)
Savings in Diesel and gasoline prices resulting mainly from lower than planned consumption.			(118,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon			198,000
Advanced billing of drainage fees			118,000
Casualty and Liability	1,831,163	1,015,497	(815,666)
Subrogation recovery is higher than anticipated due to mediation settlement of FY10 rail car accident			(849,000)
Other subrogation recovery in bus operations, facilities maintenance and HOT Lane operations			(201,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs			184,000
Purchased Transportation	37,573,665	36,583,879	(989,786)
Northwest First Transit bus hours are under budget (\$117,000). In addition there was an over accrual of the performance bonus in FY14 of (\$223,792) for First Transit that was reversed in December and lower than expected miscellaneous expenses			(447,000)
METROLift - Savings yield from discount, service mix and productivity in spite 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			(284,000)
Due to processing of fare credits and timing of subcontractor transactions within Vanpool Operations			(226,000)
Leases, Rentals and Miscellaneous	4,152,487	3,485,026	(667,461)
<u>Offset by</u>			
Timing delays in the processing of SAP and other license Invoices			(428,000)
Timing delays in discretionary items (Travel, Memberships, Subscriptions, etc.)			(176,000)
Allocation to Capital and GMP	(7,877,311)	(8,625,965)	(748,654)
Due to heavy activity in rail operations mostly related to pre revenue testing and rail vehicle 'burn in'.			(1,333,000)
Due to a delay in the execution of IT related capital and Engineering capital projects			619,000

MONTHLY BOARD REPORT
February 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	\$ 398,960,918	\$ 162,362,295	\$ 153,443,317	\$ (8,918,978)	\$ (1,737,356)
74	Customer Service	4,782,931	1,916,954	1,753,087	(163,867)	(37,957)
2,714	Operations	363,255,318	147,833,620	140,516,991	(7,316,629)	(1,518,085)
298	Public Safety	29,655,329	12,100,847	10,700,189	(1,400,659)	(173,475)
10	EVP Operations, Public Safety & Customer Service	1,267,340	510,874	473,050	(37,824)	(7,839)
297	Finance & Administration	55,685,490	23,994,500	22,131,667	(1,862,833)	483,434
75	Finance	9,666,886	3,589,483	2,986,057	(603,426)	38,266
39	Human Resources	18,765,135	7,654,708	6,716,837	(937,871)	(125,446)
67	Information Technology	17,408,855	8,659,720	8,633,298	(26,422)	560,793
114	Procurement & Materials	9,466,377	3,933,449	3,716,840	(216,609)	7,503
2	EVP Finance & Administration	378,237	157,140	78,635	(78,505)	2,319
261	Planning, Engineering and Construction	34,587,599	13,791,220	10,953,158	(2,838,062)	(674,026)
36	Engineering and Construction	174,321	23,283	7,912	(15,371)	(4,529)
184	Facility Maintenance	25,983,489	10,154,304	9,183,499	(970,805)	(225,875)
39	Planning	8,414,918	3,607,543	1,761,747	(1,845,796)	(442,491)
2	EVP Planning, Engineering and Construction	14,871	6,090	(0)	(6,090)	(1,130)
40	Gov't & Public Affairs	8,322,105	2,868,887	1,685,191	(1,183,696)	(165,082)
3	Government Affairs	572,113	246,775	263,146	16,371	692
24	Mktg & Corporate Communications	6,904,216	2,198,605	1,171,267	(1,027,338)	(167,907)
7	Public Engagement	712,733	311,022	240,987	(70,035)	(2,335)
6	Stakeholder Affairs	133,043	112,485	9,790	(102,695)	4,469
18	Legal	3,792,243	1,579,539	1,252,091	(327,448)	56,358
14	Legal	3,372,096	1,409,647	1,087,599	(322,048)	35,658
4	Records Management	420,147	169,892	164,492	(5,400)	20,700
11	Executive & Board	2,052,819	821,538	748,538	(73,000)	(18,235)
11	Audit	1,309,692	541,482	522,426	(19,057)	5,823
	Contingency	10,000,000	-	-	-	-
	Non Departmental	280,834	-	-	-	-
3,734	TOTAL NET OPERATING	\$ 514,991,700	\$ 205,959,461	\$ 190,736,387	\$ (15,223,074)	\$ (2,049,083)

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

<u>Department</u>	February FY2015 -----Year-to-Date-----			February 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	\$ 162,362,295	\$ 153,443,317	\$ (8,918,978)	\$ 154,936,562	\$ 148,161,963	\$ (6,774,599)
EVP Operations, Public Safety and Customer Service	510,874	473,050	(37,824)	N/A	N/A	N/A
Customer Service	1,916,954	1,753,087	(163,867)	1,828,296	1,756,355	(71,941)
Operations	147,833,620	140,516,991	(7,316,629)	142,179,751	136,144,706	(6,035,045)
Public Safety	12,100,847	10,700,189	(1,400,659)	10,928,515	10,260,902	(667,613)
Finance & Administration	23,994,500	22,131,667	(1,862,833)	22,734,530	19,773,692	(2,960,838)
EVP Finance & Administration	157,140	78,635	(78,505)	N/A	N/A	N/A
Finance	3,589,483	2,986,057	(603,426)	4,642,229	3,187,569	(1,454,660)
Human Resources	7,654,708	6,716,837	(937,871)	7,022,400	6,254,851	(767,549)
Information Technology	8,659,720	8,633,298	(26,422)	7,356,307	6,671,323	(684,984)
Procurement & Materials	3,933,449	3,716,840	(216,609)	3,713,594	3,659,949	(53,645)
Planning, Engineering and Construction	13,791,220	10,953,158	(2,838,062)	13,771,244	9,674,967	(4,096,277)
EVP Planning, Engineering & Construction	6,090	(0)	(6,090)	N/A	N/A	N/A
Engineering and Construction	23,283	7,912	(15,371)	177,437	(12,406)	(189,843)
Facility Maintenance	10,154,304	9,183,499	(970,805)	10,666,377	7,593,551	(3,072,826)
Planning	3,607,543	1,761,747	(1,845,796)	2,927,430	2,093,822	(833,608)
Gov't & Public Affairs	2,868,887	1,685,191	(1,183,696)	3,303,418	1,781,133	(1,522,285)
Government Affairs	246,775	263,146	16,371	228,730	160,887	(67,843)
Mktg & Corporate Communications	2,198,605	1,171,267	(1,027,338)	2,767,704	1,384,171	(1,383,533)
Public Engagement	311,022	240,987	(70,035)	307,277	186,748	(120,529)
Stakeholder Affairs	112,485	9,790	(102,695)	(293)	49,327	49,620
Legal	1,579,539	1,252,091	(327,448)	1,388,173	1,002,966	(385,207)
Legal	1,409,647	1,087,599	(322,048)	1,210,219	875,294	(334,925)
Records Management	169,892	164,492	(5,400)	177,954	127,672	(50,282)
Executive & Board	821,538	748,538	(73,000)	801,364	646,844	(154,520)
Audit	541,482	522,426	(19,057)	547,354	507,666	(39,688)
Non-Departmental	-	-	-	-	896	896
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 205,959,461	\$ 190,736,388	\$ (15,223,074)	\$ 197,482,645	\$ 181,550,127	\$ (15,932,518)

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

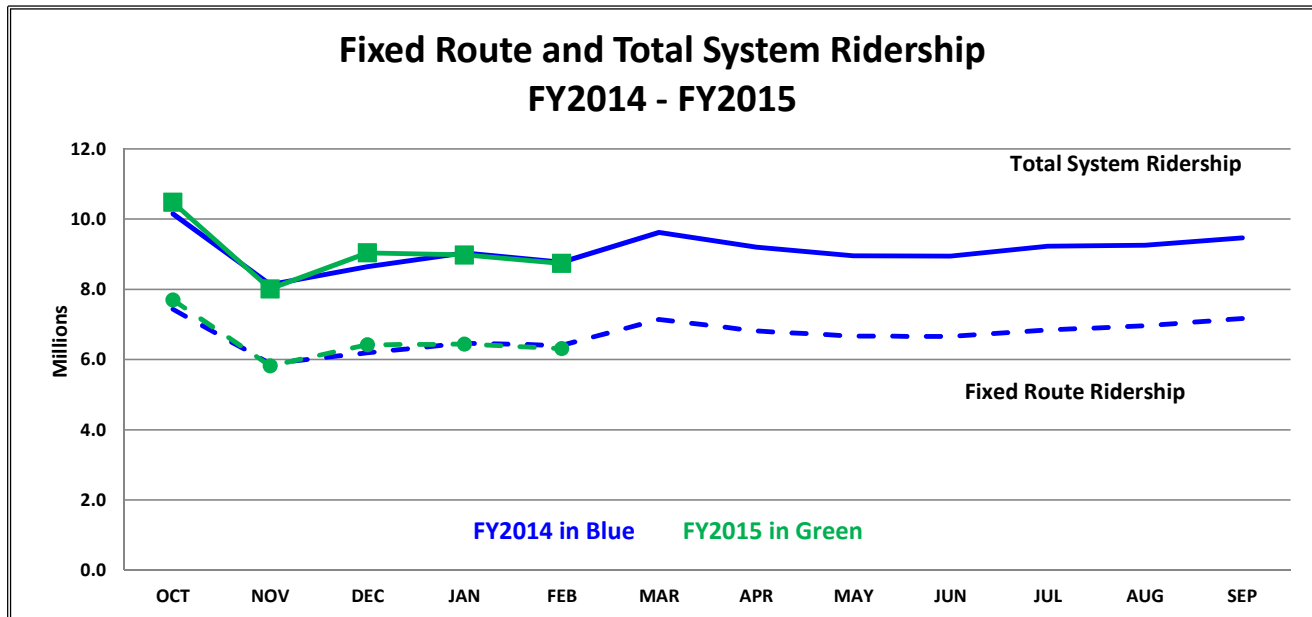
	FY2015 Annual Budget	<u>Month of February 2015</u>				<u>Fiscal YTD February 2015</u>			
		<u>Budget</u>	<u>Actual</u>	Variance		<u>Budget</u>	<u>Actual</u>	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 172.7	\$ 20.3	\$ 11.5	\$ (8.8)	(43.6%)	\$ 77.1	\$ 36.6	\$ (40.5)	(52.5%)
Capital Improvement Program	186.8	4.9	17.4	12.5	253.1%	67.4	49.7	(17.6)	(26.2%)
Total Capital Budget	\$ 359.5	25.2	28.9	3.6	14.4%	144.5	86.4	(58.1)	(40.2%)
General Mobility	\$ 173.0	13.5	18.2	4.6	34.3%	70.8	42.2	(28.5)	(40.3%)
Debt Service	\$ 91.5	\$ 6.3	\$ 6.3	\$ (0.0)	0.0%	\$ 41.8	\$ 41.8	\$ 0.0	(0.0%)

MONTHLY BOARD REPORT
February 2015
Ridership by Service Category

Service Category	Feb-14 Boardings	Feb-15 Boardings	Feb-15 vs. Feb-14	Feb-14 YTD Boardings	Feb-15 YTD Boardings	YTD % Change
						Feb-15 vs. Feb-14
Fixed Route Bus						
Local	4,688,670	4,510,923	(3.8%)	24,770,093	24,238,352	(2.1%)
Park & Ride	681,443	666,408	(2.2%)	3,253,593	3,355,097	3.1%
Subtotal Fixed Route Bus	5,370,113	5,177,331	(3.6%)	28,023,686	27,593,449	(1.5%)
METRO Rail	1,050,666	1,116,742	6.3%	4,824,748	5,508,005	14.2%
Subtotal Fixed Route	6,420,779	6,294,073	(2.0%)	32,848,434	33,101,454	0.8%
Special Events *	8,174	19,489	138.4%	8,174	38,734	N.A.
Total Fixed Route	6,428,953	6,313,562	(1.8%)	32,856,608	33,140,188	0.9%
Customized Bus Services						
METROLift	144,125	148,245	2.9%	734,564	781,271	6.4%
METRO STAR Vanpool	198,091	210,920	6.5%	1,003,497	1,025,722	2.2%
Internal Service	0	0	100.0%	136	6	(95.6%)
Subtotal Customized Bus	342,216	359,165	5.0%	1,738,197	1,806,999	4.0%
Subtotal Bus and Rail	6,771,169	6,672,727	(1.5%)	34,594,805	34,947,187	1.0%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,020,940	2,064,800	2.2%	10,620,708	10,736,960	1.1%
Total System	8,792,109	8,737,527	(0.6%)	45,215,513	45,684,147	1.0%

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
February 2015
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	48								≤ 46	≤ 230	191
Bus Accidents per 100,000 vehicle miles	0.53	0.77	0.65	0.59	0.90								≤ 0.72	≤ 0.72	0.68	5.3%
Rail Accidents	7	3	4	4	8								≤ 11	≤ 42	26	38.1%
Rail Accidents per 100,000 vehicle miles	4.24	1.93	2.52	2.51	4.97								≤ 6.58	≤ 6.58	3.25	50.6%
Major Security Incidents - total	45	46	43	50	42								≤ 45	≤ 225	226	0.4%
Major Security Incidents per 100,000 boardings	0.430	0.544	0.476	0.557	0.481								≤ 0.640	≤ 0.640	0.495	22.7%
Major Security Incidents - METRO properties	12	10	18	17	15								≤ 28	≤ 140	72	48.6%
Major Security Incidents per 100,000 boardings	0.115	0.118	0.199	0.189	0.172								≤ 0.397	≤ 0.397	0.158	60.3%
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%	70.4%	70.1%								≥ 69%	≥ 69%	69.3%	0.4%
Park & Ride Bus OTP	77.0%	76.5%	75.9%	75.0%	73.7%								≥ 75%	≥ 75%	75.6%	0.8%
Weighted Average Bus OTP	70.7%	70.5%	70.7%	71.6%	71.0%								≥ 71%	≥ 71%	71%	0.1%
METROLift OTP	85.8%	87.6%	88.1%	89.4%	87.3%								≥ 88%	≥ 87%	87.6%	0.2%
Rail On-Time Performance	85.7%	92.3%	91.5%	75.2%	75.2%								≥ 95%	≥ 95%	85.5%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	11,027	11,033	10,905	9,601	11,187								≥ 10,000	≥ 9,550	10,709	12.1%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	16,940	12,944	14,570	14,601	15,487								≥ 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	21.21	20.24	19.73	20.65	23.84								≤ 25.00	≤ 23.0	21.13	8.1%
Commendations	320	240	328	326	328								≥ 250	≥ 1250	1,542	23.4%
Average Call Center Answer Delay (Sec.)	128	90	104	112	115								≤ 120	≤ 120	110	8.5%

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
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Balance Sheet

	February 28, 2014 (\$)	February 28, 2015 (\$)	Change (\$)
Cash	\$ 3,922,327	\$ 4,329,679	\$ 407,352
Receivables	114,816,864	127,470,156	12,653,292
Inventory	22,754,375	30,201,790	7,447,415
Investments	311,511,282	401,212,435	89,701,153
Other Assets	88,318,530	40,743,017	(47,575,513)
Property Net of Depreciation	2,634,363,978	2,708,553,941	74,189,963
Land & Improvements	399,403,896	388,209,125	(11,194,771)
Deferred Outflow of Resources	0	1,899,588	1,899,588
Total Assets and Other	3,575,091,252	3,702,619,731	127,528,479
Liabilities			
Trade Payables	42,441,300	50,889,284	8,447,984
Accrued Payroll	25,600,605	27,234,305	1,633,700
Commercial Paper	183,400,000	181,300,000	(2,100,000)
Long-Term Liabilities	1,067,035,050	1,229,735,865	162,700,815
Other Liabilities	73,548,168	28,320,693	(45,227,475)
Total Liabilities	1,392,025,123	1,517,480,147	125,455,024
Deferred Inflow of Resources	1,348,147	-	(1,348,147)
Net Assets - Retained	2,181,717,982	2,185,139,584	3,421,602
Total Liabilities and Net Assets	\$ 3,575,091,252	\$ 3,702,619,731	\$ 127,528,479