

# METRO

## Fiscal Year 2015 Monthly Board Report

Revenue • Expense • Ridership • Performance

March 2015

(Second Quarter Fiscal Year-to-Date)



# **MONTHLY BOARD REPORT**

## **March 2015**

### **Table of Contents**

<b>Section A</b>	<b>Summary</b>
<b>Section B</b>	<b>Sales Tax Revenue</b>
<b>Section C</b>	<b>Fare Revenue</b>
<b>Section D</b>	<b>Grant and Interest &amp; Miscellaneous Revenue</b>
<b>Section E</b>	<b>Budget and Expense Summary</b>
<b>Section F</b>	<b>Operating Expenses</b> March 2015 Budget vs. Actual FY2015 YTD Budget vs. Actual FY2015 YTD Major Variance Items FY2015 YTD Operating Budget/Expenses by Department
<b>Section G</b>	<b>Capital, General Mobility &amp; Debt Service Expenditures</b>
<b>Section H</b>	<b>Ridership by Service Category</b>
<b>Section I</b>	<b>Performance Statistics</b> Performance Statistic Notes
<b>Section J</b>	<b>Balance Sheet</b>

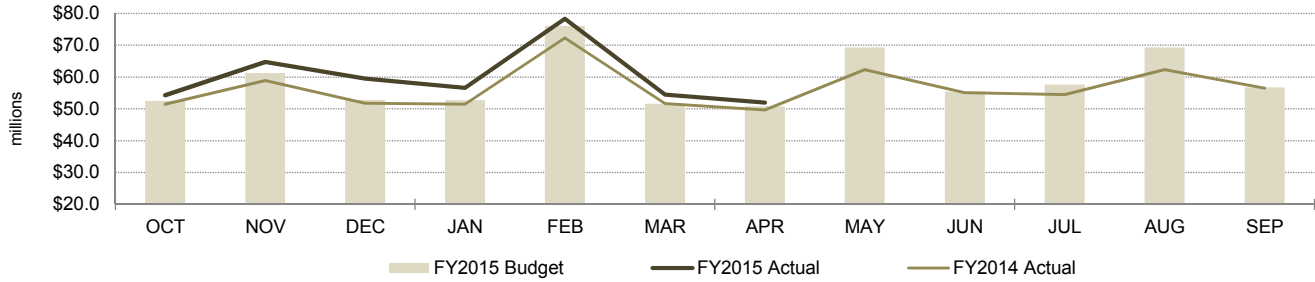
## MONTHLY BOARD REPORT

March 2015

### Summary

- FY2015 Sales Tax revenue through April 2015 is \$420.0 million and \$22.0 million or 5.5% over estimates. Sales Tax revenue for April 2015 is \$52.0 million, \$1.1 million or 2.3% over estimates.
- Fare revenue of \$34.1 million through March 2015 year-to-date is \$1.1 million or 3.2% under budget. March 2015 revenue of \$6.4 million is \$0.1 million or 1.2% under budget.
- Service Related Grant Revenue year-to-date of \$27.7 million through March 2015 is \$0.9 million or 3.0% under budget. March 2015 revenue of \$12.4 million is \$11.3 million or 995.7% over budget.
- Capital Grant revenue year-to-date of \$15.0 million through March 2015 is \$30.7 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$5.8 million through March 2015 is \$1.5 million or 34.0% over budget. March 2015 revenue of \$1.3 million is \$0.3 million or 34.8% over budget.
- Operating expenses year-to-date of \$230.4 million through March 2015 are \$18.0 million or 7.2% under budget. March 2015 expenses of \$39.7 million are \$2.7 million or 6.4% under budget.
- METRORail Expansion expenses year-to-date of \$39.5 million through March 2015 are \$52.3 million or 57.0% under budget. March 2015 expenses of \$2.8 million are \$11.8 million or 80.6% under budget.
- Other Capital Improvement Program expenses year-to-date of \$52.5 million through March 2015 are \$41.0 million or 43.8% under budget. March 2015 expenses of \$2.8 million are \$23.3 million or 89.3% under budget.
- General Mobility Program expenses year-to-date of \$68.0 million through March 2015 are \$16.3 million or 19.3% under budget. March 2015 expenses of \$25.8 million are \$12.3 million or 90.6% over budget.
- Debt Service expenses of \$47.9 million through March 2015 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 33.0 million through March 2015 is 525,000 or 1.6% under last year. March 2015 ridership of 5.5 million is 95,000 or 1.7% under compared to last year.
- METRORail ridership year-to-date of 7.1 million through March 2015 is 759,000 or 12.0% over last year. March 2015 ridership of 1.6 million is 76,000 or 5.0% 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 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 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 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 did not meet the minimum standard for the month but met the minimum standard for the year-to-date. MDBF for METROLift did not meet the minimum standard for the month but met the goal for the 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.

**MONTHLY BOARD REPORT**  
**March 2015**  
**Sales Tax Revenue thru April 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%
<b>April</b>	<b>50.8</b>	<b>52.0</b>	<b>1.1</b>	<b>2.3%</b>
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 397.9</b>	<b>\$ 420.0</b>	<b>\$ 22.0</b>	<b>5.5%</b>

**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%
<b>April</b>	<b>49.7</b>	<b>52.0</b>	<b>2.3</b>	<b>4.6%</b>
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 387.2</b>	<b>\$ 420.0</b>	<b>\$ 32.8</b>	<b>8.5%</b>

# MONTHLY BOARD REPORT

March 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	5.7	5.3	(0.4)	(6.8%)
<b>March</b>	<b>6.4</b>	<b>6.4</b>	<b>(0.1)</b>	<b>(1.2%)</b>
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 35.2</b>	<b>\$ 34.1</b>	<b>\$ (1.1)</b>	<b>(3.2%)</b>

### 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%)
<b>March</b>	<b>6.2</b>	<b>6.4</b>	<b>0.2</b>	<b>3.1%</b>
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 34.0</b>	<b>\$ 34.1</b>	<b>\$ 0.1</b>	<b>0.3%</b>

**MONTHLY BOARD REPORT**

**March 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	24.5	13.6	(10.9)	(44.6%)
<b>March</b>	<b>1.1</b>	<b>12.4</b>	<b>11.3</b>	<b>995.7%</b>
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 28.6</b>	<b>\$ 27.7</b>	<b>\$ (0.9)</b>	<b>(3.0%)</b>

**Capital Grant Revenue**

**Year-to-date Capital Grant revenue is \$15.0 million versus \$45.7 million budgeted**

**Interest & Miscellaneous Revenue**

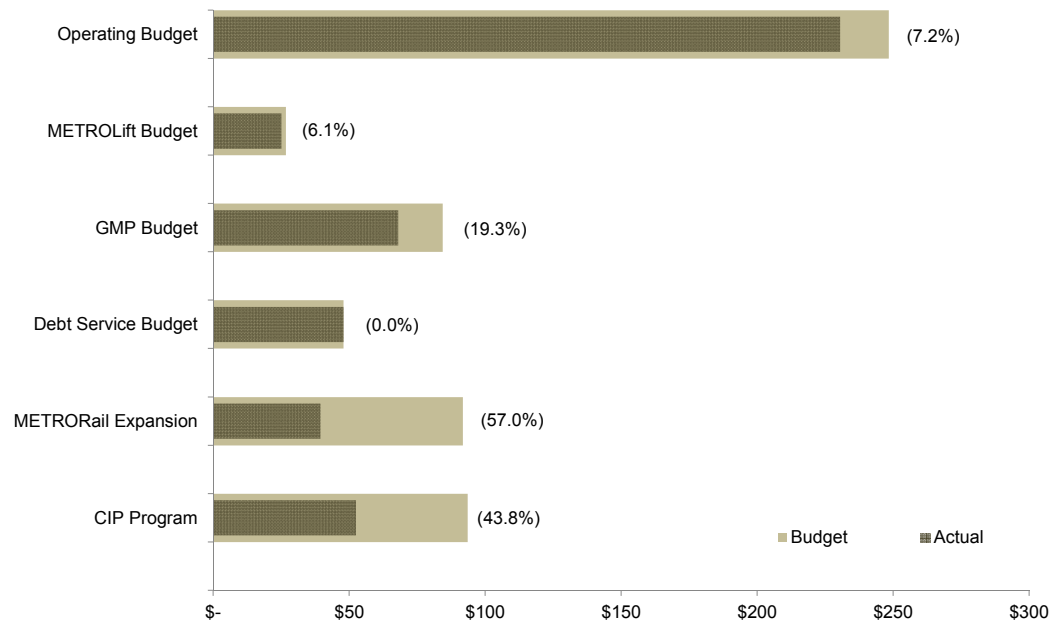
**Total FY2015 Interest & Miscellaneous Revenue budget is \$10.8 million**

**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%
<b>March</b>	<b>1.0</b>	<b>1.3</b>	<b>0.3</b>	<b>34.8%</b>
April	-	-	-	-
May	-	-	-	-
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 4.4</b>	<b>\$ 5.8</b>	<b>\$ 1.5</b>	<b>34.0%</b>

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



**MONTHLY BOARD REPORT**

March 2015

**Operating Expenses**

**Comparison of Budget to Actual for the Month (March 2015)**

	FY15 Annual Budget	March Budget	March Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 301,590,090	\$ 25,630,954	\$ 25,030,057	\$ (600,897)	(2.3%)
Non-Labor	221,035,377	18,529,970	16,581,287	(1,948,683)	(10.5%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>522,625,467</b>	<b>44,160,924</b>	<b>41,611,345</b>	<b>(2,549,579)</b>	<b>(5.8%)</b>
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,748,253)	(1,933,224)	(184,971)	(10.6%)
<b>Total Operating Budget</b>	<b>\$ 514,991,700</b>	<b>\$ 42,412,671</b>	<b>\$ 39,678,120</b>	<b>\$ (2,734,551)</b>	<b>(6.4%)</b>

**Comparison of Budget to Actual Year-to-Date March 2015 (6 months)**

<u>Expense Category</u>	FY15 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 116,070,301	\$ 58,272,140	\$ 56,808,068	\$ (1,464,072)	(2.5%)
Union Fringe Benefits	\$ 60,485,951	29,305,439	27,548,476	(1,756,963)	(6.0%)
<b>Subtotal Union Labor</b>	<b>176,556,252</b>	<b>87,577,579</b>	<b>84,356,544</b>	<b>(3,221,035)</b>	<b>(3.7%)</b>
Salaries and Non-Union Wages	86,438,576	42,979,063	41,126,191	(1,852,872)	(4.3%)
Non-Union Fringe Benefits	38,595,262	19,131,297	17,703,619	(1,427,678)	(7.5%)
<b>Subtotal Non-Union Labor</b>	<b>125,033,838</b>	<b>62,110,360</b>	<b>58,829,810</b>	<b>(3,280,550)</b>	<b>(5.3%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>301,590,090</b>	<b>149,687,939</b>	<b>143,186,354</b>	<b>(6,501,585)</b>	<b>(4.3%)</b>
Services	41,330,481	20,246,746	14,430,914	(5,815,832)	(28.7%)
Materials and Supplies	21,657,314	10,429,371	9,938,271	(491,100)	(4.7%)
Fuel and Utilities	51,995,174	25,273,349	24,331,239	(942,110)	(3.7%)
Casualty and Liability	4,516,671	2,105,991	1,317,156	(788,835)	(37.5%)
Purchased Transportation	93,342,065	45,533,408	44,087,994	(1,445,414)	(3.2%)
Leases, Rentals and Misc.	8,193,672	4,720,902	3,681,770	(1,039,132)	(22.0%)
<b>Subtotal Non-Labor</b>	<b>221,035,377</b>	<b>108,309,767</b>	<b>97,787,344</b>	<b>(10,522,423)</b>	<b>(9.7%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>522,625,467</b>	<b>257,997,706</b>	<b>240,973,697</b>	<b>(17,024,009)</b>	<b>(6.6%)</b>
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(9,625,564)	(10,559,191)	(933,627)	(9.7%)
<b>Subtotal Contingency / Allocations</b>	<b>(7,633,767)</b>	<b>(9,625,564)</b>	<b>(10,559,191)</b>	<b>(933,627)</b>	<b>(9.7%)</b>
<b>Total Operating Budget</b>	<b>\$ 514,991,700</b>	<b>\$ 248,372,142</b>	<b>\$ 230,414,506</b>	<b>\$ (17,957,636)</b>	<b>(7.2%)</b>



**MONTHLY BOARD REPORT**

**March 2015**

**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>March 2015 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>87,577,579</b>	<b>\$ 84,356,544</b>	<b>\$ (3,221,035)</b>
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (6,387,000)
Benefit Trust Contribution - due to lower enrollment and vacancies			(1,156,000)
Overtime wages mostly due to vacancies in bus operator positions and additional hours related to shuttle services for the APTA Conference			4,233,711
<b>Non-Union Labor</b>	<b>62,110,360</b>	<b>58,829,810</b>	<b>(3,280,550)</b>
Salaries and fringes primarily related to vacancies			(3,523,000)
Lower than expected healthcare expenses resulting from vacancies and the effect of different employee healthcare election options than planned			(1,036,000)
<u>Offset by</u>			
Unbudgeted vacation buyback activity			392,000
Timing of employee use of time related to sick, vacation, and other paid absences			682,000
Overtime mostly associated with APTA related services and Rodelo (HLSR)			329,000
<b>Services</b>	<b>20,246,746</b>	<b>14,430,914</b>	<b>(5,815,832)</b>
<u>Timing delays in</u>			
Advertising fees resulting from a delay in the East End and Southeast rail launch events			(918,000)
Transit Oriented Development, Long Range Planning, Corridor Development, and Origin/Destination Survey			(845,000)
Planning's METRO's New Bus Network Project scheduling assistance and service planning activities			(761,000)
IT contract management services, software license payments, Harris County Project delay and savings realized in certain line items			(590,000)
Building operating facility costs, custodial services and building grounds and maintenance			(447,000)
Education and Training within Operations mostly within Quality Assurance			(223,000)
Contractual support services within Finance			(208,000)
Contractual Support services spread throughout Operations			(185,000)
Purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment			(162,000)
Advanced annual audit fee billing			156,000
Issuance/processing of Invoices for legislative coordination			(150,000)
Support services within Stakeholder Affairs resulting from a delay in the East End and Southeast rail launch events			(125,000)
Operations equipment repairs and maintenance			(98,000)
Issuance/processing of Invoices for legal services			(77,000)
<u>Underutilization in other areas throughout the Authority - mostly in:</u>			
- Support services			(230,000)
- Bus operating facility maintenance costs and custodial services			
- Education and training			(191,000)
- Building Ground and Maintenance			
- Equipment repairs and maintenance			(174,000)
- Incentive Programs - tied to Rodeo event delayed to October 2015			(104,000)
- Other miscellaneous services spread across the Authority			(484,000)
<b>Materials &amp; Supplies</b>	<b>10,429,371</b>	<b>9,938,271</b>	<b>(491,100)</b>
Warranty credits for rail signal communication maintenance			(164,000)
Underutilization in special office supplies and parts throughout the Authority			(119,000)
Generally lower than expected expenditures in parts, materials and other supplies throughout the Authority			(115,000)
Timing delays in Tech Equipment supplies for the METRO Police due to delay in Bus Rodeo event to Oct 2015			(93,000)
<b>Fuel &amp; Utilities</b>	<b>25,273,349</b>	<b>24,331,239</b>	<b>(942,110)</b>
Lower than expected gasoline cost			(520,000)
Savings in Diesel fuel due to lower than expected consumption and favorable price variances			(269,000)
Lower than planned consumption of natural gas			(229,000)
Lower than planned consumption of propulsion power			(174,000)
Savings in Diesel and gasoline taxes resulting mainly from lower than planned consumption.			(114,000)
Lower than expected usage in bulk fluids			(103,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon and higher than expected routine telephone related expenditures			536,000

CONTINUED

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>March 2015 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Casualty and Liability</b>	<b>2,105,991</b>	<b>1,317,156</b>	<b>(788,835)</b>
Subrogation recovery is higher than anticipated due to mediation settlement of FY10 rail car accident			(810,000)
Realized savings in Premiums			(201,000)
<u>Offset by</u> Higher than expected vehicle liability costs			221,000
<b>Purchased Transportation</b>	<b>45,533,408</b>	<b>44,087,994</b>	<b>(1,445,414)</b>
Northwest First Transit - over accrual of the performance bonus (-\$494,000) for First Transit, operated with less hours than expected (-\$140,000), liquidated damage savings (-\$60,000), discount (-\$51,000) and lower than expected utility costs (-\$71,000)			(815,000)
Processing of fare credits and timing of subcontractor transactions within Vanpool Operations			(349,000)
METROLift - An over accrual in performance bonuses for van and sedan (-\$393,000) offset by actual bus hours being higher than planned (\$146,000)			(247,000)
<b>Leases, Rentals and Miscellaneous</b>	<b>4,720,902</b>	<b>3,681,770</b>	<b>(1,039,132)</b>
<u>Offset by</u> Timing delays in the processing of SAP and other license Invoices			(685,000)
Timing delays in discretionary items (Travel, Memberships, Subscriptions, etc.)			(255,000)
<b>Allocation to Capital and GMP</b>	<b>(9,625,564)</b>	<b>(10,559,191)</b>	<b>(933,627)</b>
Due to heavy activity in rail operations mostly related to pre revenue testing and rail vehicle 'burn in'.			(1,071,000)
Due to higher than expected Planning and Engineering and Construction activity			(272,000)
Due to a delay in the execution of IT related capital projects			556,000

**MONTHLY BOARD REPORT**  
**March 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>
<b>3,096</b>	<b>Operations, Public Safety and Customer Service</b>	<b>\$ 398,965,401</b>	<b>\$ 195,843,198</b>	<b>\$ 185,319,736</b>	<b>\$ (10,523,462)</b>	<b>\$ (1,604,484)</b>
74	Customer Service	4,782,931	2,353,696	2,116,829	(236,867)	(73,000)
2,714	Operations	363,255,318	178,192,967	169,786,219	(8,406,748)	(1,090,119)
298	Public Safety	29,655,329	14,679,941	12,840,251	(1,839,690)	(439,032)
10	EVP Operations, Public Safety & Customer Service	1,271,823	616,594	576,437	(40,157)	(2,333)
<b>297</b>	<b>Finance &amp; Administration</b>	<b>55,681,007</b>	<b>28,503,350</b>	<b>26,482,312</b>	<b>(2,021,038)</b>	<b>(158,205)</b>
75	Finance	9,666,886	4,367,024	3,812,289	(554,735)	48,692
39	Human Resources	18,765,135	9,295,055	8,167,161	(1,127,894)	(190,023)
67	Information Technology	17,408,855	9,923,885	9,924,185	300	26,722
114	Procurement & Materials	9,466,377	4,728,837	4,467,471	(261,366)	(44,758)
2	EVP Finance & Administration	373,754	188,549	111,206	(77,343)	1,162
<b>261</b>	<b>Planning, Engineering and Construction</b>	<b>34,587,599</b>	<b>17,049,198</b>	<b>13,411,984</b>	<b>(3,637,215)</b>	<b>(799,152)</b>
36	Engineering and Construction	174,321	33,934	7,108	(26,826)	(11,455)
184	Facility Maintenance	25,983,489	12,653,746	11,090,758	(1,562,988)	(592,183)
39	Planning	8,414,918	4,354,287	2,314,117	(2,040,170)	(194,373)
2	EVP Planning, Engineering and Construction	14,871	7,231	(0)	(7,231)	(1,141)
<b>40</b>	<b>Gov't &amp; Public Affairs</b>	<b>8,322,105</b>	<b>3,401,165</b>	<b>2,086,639</b>	<b>(1,314,526)</b>	<b>(130,830)</b>
3	Government Affairs	572,113	294,573	322,367	27,794	11,423
24	Mktg & Corporate Communications	6,904,216	2,621,523	1,455,363	(1,166,160)	(138,822)
7	Public Engagement	712,733	369,227	293,215	(76,012)	(5,977)
6	Stakeholder Affairs	133,043	115,842	15,694	(100,148)	2,546
<b>17</b>	<b>Legal</b>	<b>3,705,237</b>	<b>1,879,683</b>	<b>1,589,144</b>	<b>(290,539)</b>	<b>36,909</b>
14	Legal	3,372,096	1,697,708	1,403,838	(293,870)	28,178
3	Records Management	333,141	181,975	185,306	3,331	8,731
<b>12</b>	<b>Executive &amp; Board</b>	<b>2,139,825</b>	<b>1,042,990</b>	<b>891,708</b>	<b>(151,282)</b>	<b>(78,272)</b>
<b>11</b>	<b>Audit</b>	<b>1,309,692</b>	<b>652,558</b>	<b>632,984</b>	<b>(19,574)</b>	<b>(518)</b>
	Contingency	10,000,000	-	-	-	-
	Non Departmental	280,834	-	-	-	-
<b>3,734</b>	<b>TOTAL NET OPERATING</b>	<b>\$ 514,991,700</b>	<b>\$ 248,372,142</b>	<b>\$ 230,414,506</b>	<b>\$ (17,957,636)</b>	<b>\$ (2,734,552)</b>

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

<u>Department</u>	March FY2015 -----Year-to-Date-----			March FY2014 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
<b>Operations, Public Safety and Customer Service</b>	<b>\$ 195,843,198</b>	<b>\$ 185,319,736</b>	<b>\$ (10,523,462)</b>	<b>\$ 186,078,205</b>	<b>\$ 178,837,012</b>	<b>\$ (7,241,193)</b>
EVP Operations, Public Safety and Customer Service	616,594	576,437	(40,157)	N/A	N/A	N/A
Customer Service	2,353,696	2,116,829	(236,867)	2,241,096	2,116,473	(124,623)
Operations	178,192,967	169,786,219	(8,406,748)	170,694,452	164,347,087	(6,347,365)
Public Safety	14,679,941	12,840,251	(1,839,690)	13,142,657	12,373,452	(769,205)
<b>Finance &amp; Administration</b>	<b>28,503,350</b>	<b>26,482,312</b>	<b>(2,021,038)</b>	<b>26,648,084</b>	<b>24,420,285</b>	<b>(2,227,799)</b>
EVP Finance & Administration	188,549	111,206	(77,343)	N/A	N/A	N/A
Finance	4,367,024	3,812,289	(554,735)	5,434,503	4,025,540	(1,408,963)
Human Resources	9,295,055	8,167,161	(1,127,894)	8,489,359	7,557,417	(931,942)
Information Technology	9,923,885	9,924,185	300	8,262,376	8,441,294	178,918
Procurement & Materials	4,728,837	4,467,471	(261,366)	4,461,846	4,396,034	(65,812)
<b>Planning, Engineering and Construction</b>	<b>17,049,198</b>	<b>13,411,984</b>	<b>(3,637,215)</b>	<b>16,459,081</b>	<b>12,234,046</b>	<b>(4,225,035)</b>
EVP Planning, Engineering & Construction	7,231	(0)	(7,231)	N/A	N/A	N/A
Engineering and Construction	33,934	7,108	(26,826)	208,927	(12,745)	(221,672)
Facility Maintenance	12,653,746	11,090,758	(1,562,988)	12,673,320	9,864,854	(2,808,466)
Planning	4,354,287	2,314,117	(2,040,170)	3,576,834	2,381,937	(1,194,897)
<b>Gov't &amp; Public Affairs</b>	<b>3,401,165</b>	<b>2,086,639</b>	<b>(1,314,526)</b>	<b>3,970,128</b>	<b>2,097,743</b>	<b>(1,872,385)</b>
Government Affairs	294,573	322,367	27,794	274,324	193,702	(80,622)
Mktg & Corporate Communications	2,621,523	1,455,363	(1,166,160)	3,311,746	1,634,350	(1,677,396)
Public Engagement	369,227	293,215	(76,012)	382,896	231,197	(151,699)
Stakeholder Affairs	115,842	15,694	(100,148)	1,162	38,494	37,332
<b>Legal</b>	<b>1,879,683</b>	<b>1,589,144</b>	<b>(290,539)</b>	<b>1,666,727</b>	<b>1,209,497</b>	<b>(457,230)</b>
Legal	1,697,708	1,403,838	(293,870)	1,452,178	1,064,117	(388,061)
Records Management	181,975	185,306	3,331	214,549	145,380	(69,169)
<b>Executive &amp; Board</b>	<b>1,042,990</b>	<b>891,708</b>	<b>(151,282)</b>	<b>968,679</b>	<b>806,607</b>	<b>(162,072)</b>
<b>Audit</b>	<b>652,558</b>	<b>632,984</b>	<b>(19,574)</b>	<b>654,108</b>	<b>602,070</b>	<b>(52,038)</b>
<b>Non-Departmental</b>	-	-	-	-	896	896
<b>Contingency</b>	-	-	-	-	-	-
<b>TOTAL NET OPERATING</b>	<b>\$ 248,372,142</b>	<b>\$ 230,414,507</b>	<b>\$ (17,957,636)</b>	<b>\$ 236,445,012</b>	<b>\$ 220,208,155</b>	<b>\$ (16,236,857)</b>

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

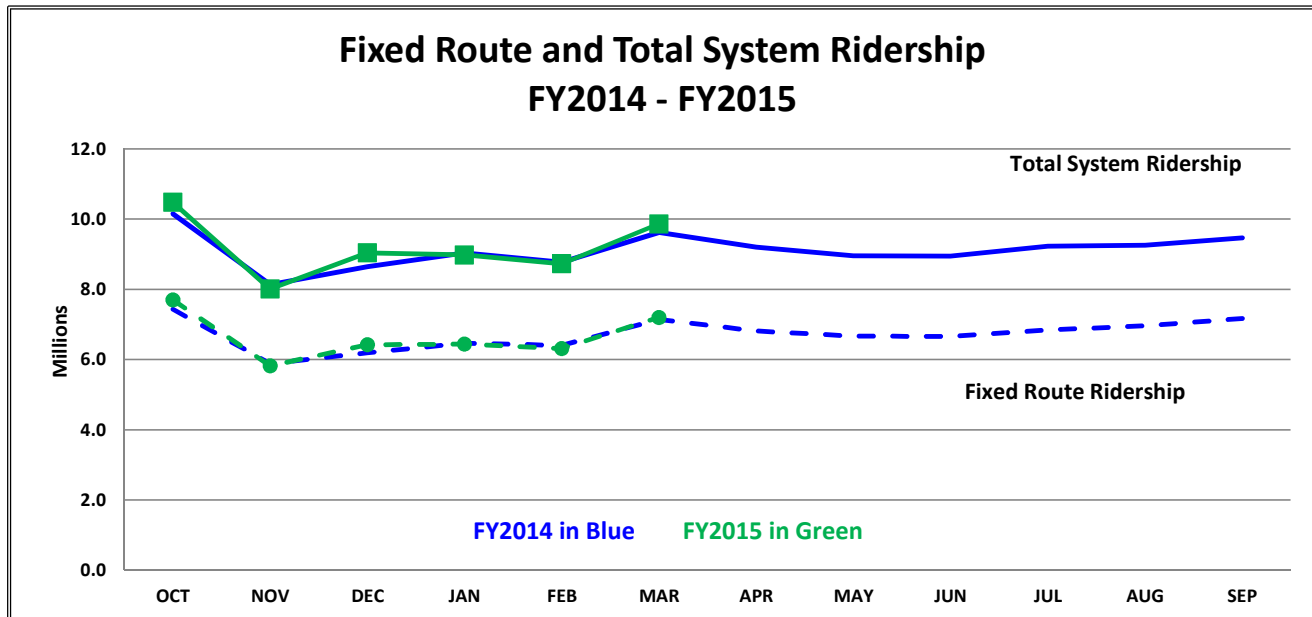
	FY2015 Annual Budget	Month of March 2015				Fiscal YTD March 2015			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 172.7	\$ 14.6	\$ 2.8	\$ (11.8)	(80.6%)	\$ 91.7	\$ 39.5	\$ (52.3)	(57.0%)
Capital Improvement Program	186.8	26.1	2.8	(23.3)	(89.3%)	93.5	52.5	(41.0)	(43.8%)
<b>Total Capital Budget</b>	<b>\$ 359.5</b>	<b>40.7</b>	<b>5.6</b>	<b>(35.1)</b>	<b>(86.2%)</b>	<b>185.3</b>	<b>92.0</b>	<b>(93.3)</b>	<b>(50.3%)</b>
<b>General Mobility</b>	<b>\$ 173.0</b>	<b>13.5</b>	<b>25.8</b>	<b>12.3</b>	<b>90.6%</b>	<b>84.3</b>	<b>68.0</b>	<b>(16.3)</b>	<b>(19.3%)</b>
<b>Debt Service</b>	<b>\$ 91.5</b>	<b>\$ 6.1</b>	<b>\$ 6.1</b>	<b>\$ (0.0)</b>	<b>0.1%</b>	<b>\$ 47.9</b>	<b>\$ 47.9</b>	<b>\$ 0.0</b>	<b>(0.0%)</b>

**MONTHLY BOARD REPORT**  
**March 2015**  
**Ridership by Service Category**

Service Category	Mar-14 Boardings	Mar-15 Boardings	Mar-15 vs. Mar-14	Mar-14 YTD Boardings	Mar-15 YTD Boardings	YTD % Change
						Mar-15 vs. Mar-14
<b>Fixed Route Bus</b>						
Local	4,864,584	4,735,135	(2.7%)	29,634,677	28,973,487	(2.2%)
Park & Ride	682,188	717,040	5.1%	3,935,781	4,072,137	3.5%
<b>Subtotal Fixed Route Bus</b>	<b>5,546,772</b>	<b>5,452,175</b>	<b>(1.7%)</b>	<b>33,570,458</b>	<b>33,045,624</b>	<b>(1.6%)</b>
METRO Rail	1,509,051	1,584,590	5.0%	6,333,799	7,092,595	12.0%
<b>Subtotal Fixed Route</b>	<b>7,055,823</b>	<b>7,036,765</b>	<b>(0.3%)</b>	<b>39,904,257</b>	<b>40,138,219</b>	<b>0.6%</b>
Special Events *	82,425	163,774	98.7%	82,425	202,508	N.A.
<b>Total Fixed Route</b>	<b>7,138,248</b>	<b>7,200,539</b>	<b>0.9%</b>	<b>39,986,682</b>	<b>40,340,727</b>	<b>0.9%</b>
<b>Customized Bus Services</b>						
METROLift	154,022	162,262	5.3%	888,586	942,760	6.1%
METRO STAR Vanpool	203,110	228,361	12.4%	1,206,607	1,244,789	3.2%
Internal Service	0	0	100.0%	136	6	(95.6%)
<b>Subtotal Customized Bus</b>	<b>357,132</b>	<b>390,623</b>	<b>9.4%</b>	<b>2,095,329</b>	<b>2,187,555</b>	<b>4.4%</b>
<b>Subtotal Bus and Rail</b>	<b>7,495,380</b>	<b>7,591,162</b>	<b>1.3%</b>	<b>42,082,011</b>	<b>42,528,282</b>	<b>1.1%</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,121,987	2,271,280	7.0%	12,742,695	13,008,240	2.1%
<b>Total System</b>	<b>9,617,367</b>	<b>9,862,442</b>	<b>2.5%</b>	<b>54,824,706</b>	<b>55,536,522</b>	<b>1.3%</b>

*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  
 March 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	53							≤ 46	≤ 276	244
Bus Accidents per 100,000 vehicle miles	0.53	0.77	0.65	0.59	0.90	0.89							≤ 0.72	≤ 0.72	0.72	0.3%
Rail Accidents	7	3	4	4	8	6							≤ 7	≤ 49	32	34.7%
Rail Accidents per 100,000 vehicle miles	4.24	1.93	2.52	2.51	4.97	2.98							≤ 6.58	≤ 6.58	3.20	51.4%
Major Security Incidents - total	45	46	43	50	42	50							≤ 45	≤ 270	276	2.2%
Major Security Incidents per 100,000 boardings	0.430	0.544	0.476	0.557	0.481	0.507							≤ 0.640	≤ 0.640	0.497	22.3%
Major Security Incidents - METRO properties	12	10	18	17	15	21							≤ 28	≤ 168	93	44.6%
Major Security Incidents per 100,000 boardings	0.115	0.118	0.199	0.189	0.172	0.213							≤ 0.397	≤ 0.397	0.167	57.8%
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%	69.3%							≥ 69%	≥ 69%	69.3%	0.4%
Park & Ride Bus OTP	77.0%	76.5%	75.9%	75.0%	73.7%	75.7%							≥ 75%	≥ 75%	75.6%	0.8%
Weighted Average Bus OTP	70.7%	70.5%	70.7%	71.6%	71.0%	70.9%							≥ 71%	≥ 71%	71%	0.1%
METROLift OTP	85.8%	87.6%	88.1%	89.4%	87.3%	87.3%							≥ 88%	≥ 87%	87.6%	0.2%
Rail On-Time Performance	85.7%	92.3%	91.5%	75.2%	75.2%	79.2%							≥ 95%	≥ 95%	83.2%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	11,027	11,033	10,905	9,601	11,187	9,350							≥ 10,000	≥ 9,625	10,442	8.5%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	16,945	12,880	14,580	14,598	15,487	12,041							≥ 13,000	≥ 13,000	14,250	9.6%
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	23.89	21.29							≤ 21.50	≤ 23.0	21.17	8.0%
Commendations	320	240	328	326	328	365							≥ 250	≥ 1500	1,907	27.1%
Average Call Center Answer Delay (Sec.)	128	90	104	112	115	109							≤ 120	≤ 120	110	8.6%

**MONTHLY BOARD REPORT**  
**March 2015**  
**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**  
**March 2015**  
**Balance Sheet**

	March 31, 2014 (\$)	March 31, 2015 (\$)	Change (\$)
Cash	\$ 3,998,101	\$ 4,644,178	\$ 646,077
Receivables	129,417,442	135,874,878	6,457,436
Inventory	22,634,567	30,598,539	7,963,972
Investments	307,533,754	399,054,038	91,520,284
Other Assets	88,321,615	40,752,819	(47,568,796)
Property Net of Depreciation	2,646,984,222	2,695,927,634	48,943,412
Land & Improvements	398,703,861	387,526,698	(11,177,163)
Deferred Outflow of Resources	0	1,899,588	1,899,588
<b>Total Assets and Other</b>	<b>3,597,593,562</b>	<b>3,696,278,372</b>	<b>98,684,810</b>
<b>Liabilities</b>			
Trade Payables	33,920,879	32,824,547	(1,096,332)
Accrued Payroll	26,009,121	27,581,222	1,572,101
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	73,137,343	28,390,671	(44,746,672)
<b>Total Liabilities</b>	<b>1,383,992,393</b>	<b>1,499,832,305</b>	<b>115,839,912</b>
Deferred Inflow of Resources	1,348,147	-	(1,348,147)
Net Assets - Retained	2,212,253,022	2,196,446,067	(15,806,955)
<b>Total Liabilities and Net Assets</b>	<b>\$ 3,597,593,562</b>	<b>\$ 3,696,278,372</b>	<b>\$ 98,684,810</b>