

METRO

Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

April 2013

MONTHLY BOARD REPORT

April 2013

Table of Contents

Section A	Summary
Section B	Sales Tax Revenue
Section C	Fare Revenue
Section D	Grant and Interest & Miscellaneous Revenue
Section E	Budget and Expense Summary
Section F	Operating Expenses April 2013 Budget vs. Actual FY2013 YTD Budget vs. Actual FY2013 YTD Major Variance Items FY2013 YTD Operating Budget/Expenses by Department
Section G	Capital, General Mobility & Debt Service Expenditures
Section H	Ridership by Service Category
Section I	Performance Statistics Performance Statistic Notes
Section J	Balance Sheet

METRO

Fiscal Year 2013 Monthly Board Report

Revenue • Expense • Ridership • Performance

April 2013



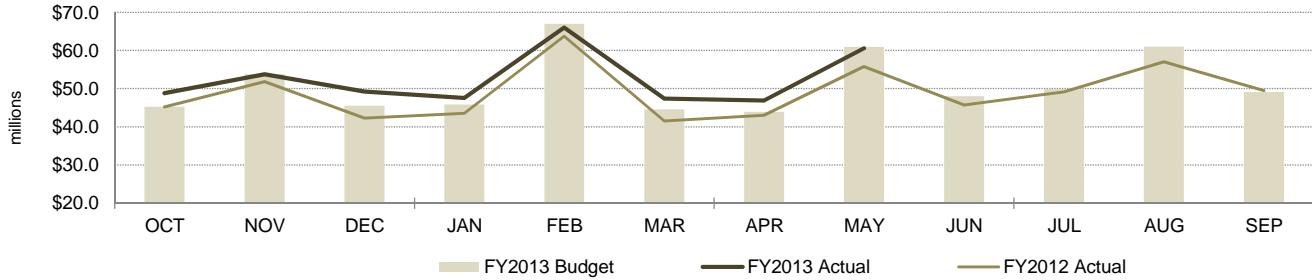
MONTHLY BOARD REPORT

April 2013

Summary

- Sales Tax revenue year-to-date of \$420.3 million through May 2013 is \$13.5 million or 3.3% over budget. May 2013 revenue of \$60.5 million is \$0.4 million or 0.7% under budget.
- Fare revenue of \$40.8 million through April 2013 year-to-date is \$3.5 million or 9.3% over budget. April 2013 revenue of \$6.1 million is \$0.7 million or 13.2% over budget.
- Operating Grant revenue year-to-date of \$28.1 million through April 2013 is \$20.6 million or 275.2% over budget. April 2013 revenue of \$0.3 million is 3.8% under budget.
- Capital Grant revenue year-to-date of \$105.4 million through April 2013 is \$19.5 million or 22.7% over budget.
- Interest & Miscellaneous revenue year-to-date of \$5.0 million through April 2013 is \$1.5 million or 45.2% over budget. April 2013 revenue of \$0.7 million is \$0.5 million or 44.7% under budget.
- Operating expenses year-to-date of \$244.3 million through April 2013 are \$10.2 million or 4.0% under budget. April 2013 expenses of \$34.3 million are \$1.2 million or 3.4% under budget.
- METRORail Expansion expenses year-to-date of \$209.5 million through April 2013 are \$75.4 million or 26.5% under budget. April 2013 expenses of \$44.2 million are \$3.9 million or 8.0% under budget.
- Other Capital Improvement Program expenses year-to-date of \$23.5 million through April 2013 are - \$33.1 million or 58.5% under budget. April 2013 expenses of \$3.4 million are \$14.2 million or 80.5% under budget.
- General Mobility Program expenses year-to-date of \$92.5 million through April 2013 are \$4.9 million or 5.0% under budget. April 2013 expenses of \$11.9 million are \$1.6 million or 12.2% under budget.
- Debt Service expenses year-to-date of \$49.9 million through April 2013 are on budget.
- METROBus ridership (fixed route) year-to-date of 40.0 million through April 2013 is 1,544,000 or 4.0% over last year. April 2013 ridership of 5.8 million is 365,000 or 6.7% over last year.
- METRORail ridership year-to-date of 6.8 million through April 2013 is 200,000 or 3.0% over last year. April 2013 ridership of 0.9 million is 3,000 or 0.4% over last year.
- Performance Indicator Summary:
 - Safety & Security Rail accidents are below the benchmark both for the month and for the year-to-date. Bus Accidents did not meet the benchmark for the month but were below the benchmark for the year-to-date. Total Major Security Incidents are below the benchmark for the month and year-to-date. Major Security Incidents on METRO properties are below the benchmark for the month and for the year-to-date.
 - Service Reliability On-Time Performance for Local Bus, Park & Ride Bus, and Rail is above the minimum performance standard for both the month and the year-to-date. The Mean Distance Between Mechanical Failures (MDBF) for all buses is above both the monthly and year-to-date minimum standard.
 - Customer Service Complaint Contacts met the goal for the month and year-to-date. The number of Commendations met the goal for the month and the year-to-date. The Average Call Center Answer Delay met the goal for the month and year-to-date periods.

MONTHLY BOARD REPORT
April 2013
Sales Tax Revenue thru May 2013



Total FY2013 Sales Tax budget is \$614.8 million

Budget to Actual FY2013

	(\$ millions)			
	Budget	Actual	Variance	%
October	\$ 45.2	\$ 48.9	3.6	8.0%
November	53.8	53.8	(0.0)	(0.0%)
December	45.5	49.2	3.7	8.2%
January	45.8	47.6	1.7	3.8%
February	67.0	66.0	(1.0)	(1.4%)
March	44.6	47.4	2.8	6.3%
April	43.9	46.9	2.9	6.7%
May	60.9	60.5	(0.4)	(0.7%)
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2013	\$ 406.8	\$ 420.3	\$ 13.5	3.3%

Prior Year vs. Current Year

	(\$ millions)			
	Prior Year	Current Year	Variance	%
October	\$ 45.2	\$ 48.9	3.7	8.1%
November	51.8	53.8	2.0	3.8%
December	42.3	49.2	6.9	16.4%
January	43.5	47.6	4.0	9.3%
February	63.7	66.0	2.3	3.6%
March	41.6	47.4	5.9	14.1%
April	43.0	46.9	3.8	8.9%
May	55.8	60.5	4.8	8.6%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2013	\$ 386.9	\$ 420.3	\$ 33.4	8.6%

MONTHLY BOARD REPORT

April 2013

Fare Revenue

Total FY2013 Fare Revenue budget is \$65 million

Budget to Actual FY2013

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 5.7	\$ 6.6	\$ 0.9	16.5%
November	5.3	5.6	0.3	5.9%
December	4.9	5.1	0.2	3.9%
January	5.1	5.8	0.7	12.8%
February	5.0	5.6	0.6	13.0%
March	6.0	6.0	0.0	0.6%
April	5.4	6.1	0.7	13.2%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
April 2013 YTD	\$ 37.4	\$ 40.8	\$ 3.5	9.3%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 5.8	\$ 6.6	\$ 0.8	13.9%
November	5.7	5.6	(0.1)	(1.7%)
December	5.0	5.1	0.1	2.5%
January	5.1	5.8	0.7	12.9%
February	5.2	5.6	0.4	8.3%
March	5.8	6.0	0.2	4.1%
April	5.2	6.1	1.0	18.5%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
April 2013 YTD	\$ 37.7	\$ 40.8	\$ 3.1	8.3%

MONTHLY BOARD REPORT

April 2013

Operating Grant Revenue

Total FY2013 Operating Grant Revenue budget is \$71.1 million

Budget to Actual FY2013					
	(\$ millions)				
	Budget	Actual	Variance	%	
October	\$ 0.3	\$ 0.3	\$ 0.0	2.3%	
November	5.4	5.0	(0.3)	(6.1%)	
December	0.4	0.8	0.5	126.8%	
January	0.4	0.9	0.5	145.3%	
February	0.4	20.5	20.1	5568.4%	
March	0.4	0.2	(0.2)	(53.9%)	
April	0.4	0.3	(0.0)	(3.8%)	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
April 2013 YTD	\$ 7.5	\$ 28.1	\$ 20.6	275.2%	

Capital Grant Revenue

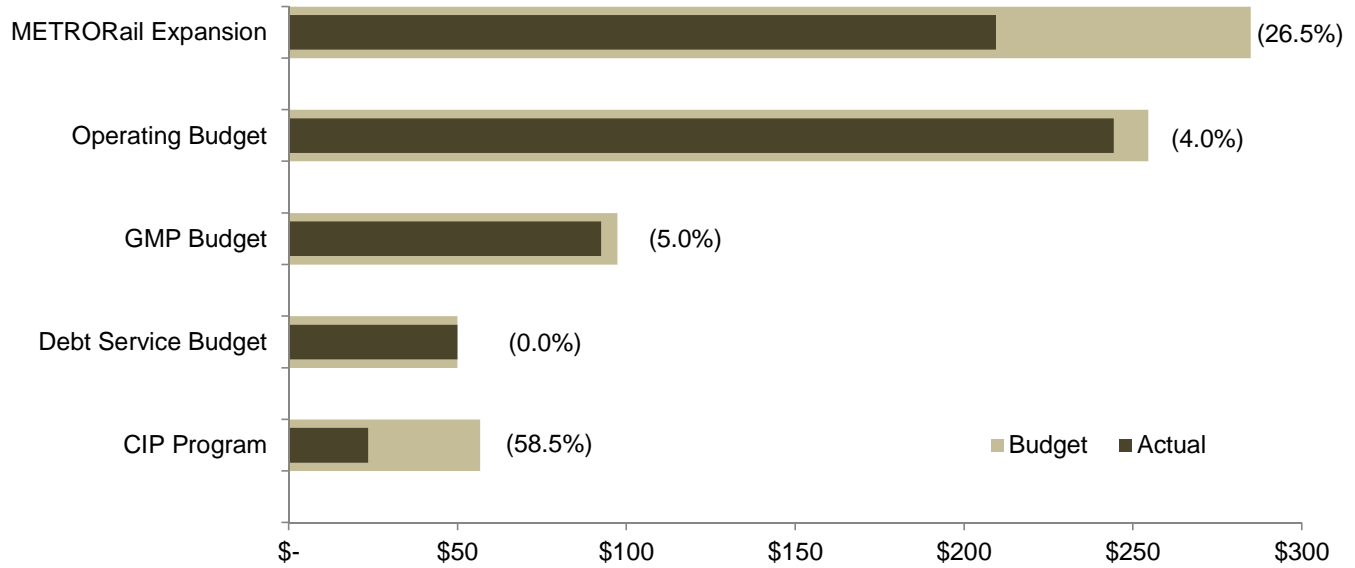
Year-to-date Capital Grant revenue is \$105.4 million versus \$85.9 million budgeted.

Interest & Miscellaneous Revenue

Total FY2013 Interest & Miscellaneous Revenue budget is \$5.3 million

Budget to Actual FY2013					
	(\$ millions)				
	Budget	Actual	Variance	%	
October	\$ 0.4	\$ 0.5	\$ 0.1	14.4%	
November	0.3	0.4	0.1	48.4%	
December	0.3	0.4	0.1	52.6%	
January	0.3	0.5	0.2	76.6%	
February	0.3	0.6	0.3	92.3%	
March	0.7	2.0	1.3	191.3%	
April	1.2	0.7	(0.5)	(44.7%)	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
April 2013 YTD	\$ 3.4	\$ 5.0	\$ 1.5	45.2%	

MONTHLY BOARD REPORT
April 2013
Budget and Expense Summary
(\$ millions)



MONTHLY BOARD REPORT

April 2013

Operating Expenses

Comparison of Budget to Actual for the Month (April 2013)

	FY13 Annual Budget	April Budget	April Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 265,699,042	\$ 21,926,887	\$ 20,702,053	\$ (1,224,834)	(5.6%)
Non-Labor	193,866,185	15,470,339	15,059,075	(411,264)	(2.7%)
Subtotal Labor & Non-Labor	459,565,227	37,397,226	35,761,128	(1,636,098)	(4.4%)
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(1,908,720)	(1,485,262)	423,458	22.2%
Total Operating Budget	\$ 445,000,000	\$ 35,488,506	\$ 34,275,866	\$ (1,212,640)	(3.4%)

Comparison of Budget to Actual Year-to-Date April 2013 (7 Months)

Expense Category	FY13 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 103,135,921	\$ 60,526,080	\$ 59,262,819	\$ (1,263,261)	(2.1%)
Union Fringe Benefits	\$ 56,574,323	31,628,366	30,003,800	(1,624,566)	(5.1%)
Subtotal Union Labor	159,710,244	92,154,446	89,266,619	(2,887,827)	(3.1%)
Salaries and Non-Union Wages	73,813,459	42,370,380	41,394,366	(976,014)	(2.3%)
Non-Union Fringe Benefits	32,175,339	18,323,784	17,729,917	(593,867)	(3.2%)
Subtotal Non-Union Labor	105,988,798	60,694,164	59,124,283	(1,569,881)	(2.6%)
Subtotal Labor and Fringe Benefits	265,699,042	152,848,610	148,390,902	(4,457,708)	(2.9%)
Services	33,543,738	20,053,209	14,358,341	(5,694,868)	(28.4%)
Materials and Supplies	19,508,690	11,703,550	10,633,960	(1,069,590)	(9.1%)
Fuel & Utilities	50,104,164	28,776,968	27,965,165	(811,803)	(2.8%)
Casualty and Liability	3,256,864	2,017,409	1,687,199	(330,210)	(16.4%)
Purchased Transportation	79,695,333	46,206,183	47,061,473	855,290	1.9%
Leases, Rentals and Misc.	7,757,396	4,587,784	3,839,687	(748,097)	(16.3%)
Subtotal Non-Labor	193,866,185	113,345,103	105,545,823	(7,799,281)	(6.9%)
Subtotal Labor and Non-Labor	459,565,227	266,193,713	253,936,725	(12,256,988)	(4.6%)
Contingency	7,158,993	-	-	-	0.0%
Allocation to Capital and GMP	(21,724,220)	(11,681,286)	(9,650,297)	2,030,989	17.4%
Subtotal Contingency / Allocations	(14,565,227)	(11,681,286)	(9,650,297)	2,030,989	17.4%
Total Operating Budget	\$ 445,000,000	\$ 254,512,427	\$ 244,286,428	\$ (10,225,999)	(4.0%)

MONTHLY BOARD REPORT
April 2013
Major Operating Budget Variance Items - Categories with major variances

			April 2013 Year-to-Date \$ Variance
<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>(favorable) / unfavorable</u>
Union Labor	\$ 92,154,446	\$ 89,266,619	\$ (2,887,827)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			(4,200,000)
Overtime Wages			2,200,000
Benefits Trust Contribution - less than anticipated participation in the union health plan			(1,000,000)
Non-Union Labor	60,694,164	59,124,283	(1,569,881)
Salaries and fringes primarily related to vacancies			(2,400,000)
Timing in the use of vacation and sick time			705,000
Overtime related to the Rodeo			179,000
Services	20,053,209	14,358,341	(5,694,868)
Delay in the 290 HOT Lane start-up and timing of invoices from the HOT Lane contractor			(2,200,000)
Timing of contract services for buildings and grounds, general outside maintenance costs and related support services, offset by overruns in outside maintenance labor and waste removal			(771,000)
Timing of financial services expenses and savings resulting from contract modifications			(654,000)
Delayed spending on advertising, promotion, and planned marketing campaigns			(638,000)
Timing of planning contracts			(185,000)
Timing of expenses in Service Delivery, e.g. support services, education and training, etc.			(160,000)
Timing of invoices for IT contractual support services and equipment repairs and maintenance			(142,000)
<u>Timing delays in other areas throughout the Authority - mostly in:</u>			(656,000)
- Support services		(187,000)	
- Legislative coordination		(177,000)	
- Equipment repairs and maintenance		(154,000)	
- Education and training		(138,000)	
Materials & Supplies	11,703,550	10,633,960	(1,069,590)
Timing in the purchasing of special supplies pertaining to ticket and fare collection			(626,000)
Timing in bus maintenance: use of bus parts, supplies, tools, and equipment			(213,000)
Timing in other material expenditures spread throughout the Authority			(207,000)
Fuel & Utilities	28,776,968	27,965,165	(811,803)
Timing variances in Telephone billing			(531,000)
Lower Gas expense due to early summer temperatures experienced in the second quarter			(197,000)
Timing variances in Power			(229,000)
Unbudgeted fuel transportation costs			222,000
Casualty and Liability	2,017,409	1,687,199	(330,210)
Timing variance in physical damage premiums			(178,000)
More than expected recovery of subrogation			(147,000)
Purchased Transportation	46,206,183	47,061,473	855,290
METROLift - due to unbudgeted demand, service mix, and contractor rate variance			668,000
Prior year vanpool costs expensed in current year: van wrapping and advertising			100,000
Leases, Rentals and Miscellaneous	4,587,784	3,839,687	(748,097)
Delayed spending and savings in discretionary items (Travel, Memberships, Subscriptions, etc.)			(365,000)
Timing of software rentals			(655,000)
Overrun in fees associated with the Referendum			206,000
Allocation to Capital and GMP	(11,681,286)	(9,650,297)	2,030,989
Vacancies in Capital Programs plus slower than anticipated execution of projects			1,473,000

MONTHLY BOARD REPORT
April 2013
Total Net Operating Budget / Expenses by Department

<u>Department</u>	<u>-----Year-to-Date-----</u>				<u>--Current Month--</u>
	<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
Service Delivery	\$ 313,745,265	\$ 181,745,891	\$ 181,010,373	\$ (735,518)	\$ 153,668
Executive Vice President	47,614,755	27,826,226	24,088,267	(3,737,959)	(477,012)
Business Services	44,427,041	26,053,254	22,736,908	(3,316,346)	(453,496)
Human Resources	15,150,590	8,725,473	8,217,728	(507,745)	(70,707)
Information Technology	14,190,968	7,938,666	6,614,689	(1,323,977)	(198,232)
Procurement & Materials	7,314,931	4,193,442	4,156,168	(37,274)	(19,008)
Marketing & Corporate Communications	5,182,390	3,650,644	2,725,038	(925,606)	(113,353)
Small Business	978,764	608,357	462,698	(145,659)	(7,444)
Real Estate & Property Management	728,856	422,389	200,592	(221,797)	(29,650)
Diversity & Compliance	629,320	371,945	305,725	(66,220)	958
VP of Business Services	251,222	142,338	54,269	(88,069)	(16,061)
Performance Improvement	1,248,002	727,534	646,469	(81,065)	8,354
Compl, EEO, ER, OD, Drug & Alcohol	1,193,434	689,107	538,128	(150,979)	(480)
Office of Executive VP	746,278	356,331	166,762	(189,569)	(31,390)
Capital Programs	30,185,331	17,389,513	13,725,069	(3,664,444)	(739,053)
Facilities Maintenance	23,022,437	13,216,258	11,705,415	(1,510,843)	(371,752)
Capital Projects	7,162,894	4,173,255	2,019,654	(2,153,601)	(367,301)
METRO Police	17,345,646	10,056,533	9,702,162	(354,371)	(125,771)
Finance	10,257,255	6,269,921	5,057,328	(1,212,593)	(165,517)
Contingency	7,158,993	-	-	-	-
Service Design & Development	5,782,408	3,227,053	2,781,236	(445,817)	85,142
Safety	5,725,726	3,392,129	3,068,987	(323,142)	1,767
Law	3,986,858	2,828,804	3,036,489	207,685	48,123
Executive	1,818,566	1,065,444	1,201,268	135,824	20,589
Audit	1,229,197	710,913	615,250	(95,663)	(14,578)
Small Capital Expenses	150,000	-	-	-	-
TOTAL NET OPERATING	445,000,000	254,512,427	244,286,428	(10,225,999)	(1,212,641)

MONTHLY BOARD REPORT
April 2013
Total Net Operating Budget / Expenses by Department
as of the end of April FY2013 vs. April FY2012

<u>Department</u>	<u>April FY2013</u>			<u>April FY2012</u>		
	<u>-----Year-to-Date-----</u>			<u>-----Year-to-Date-----</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Service Delivery	\$ 181,745,891	\$ 181,010,373	\$ (735,518)	\$ 178,521,159	\$ 176,897,529	\$ (1,623,630)
Executive VP/CAO	27,826,226	24,088,267	(3,737,959)	52,159,157	45,617,068	(6,542,089)
Business Services	26,053,254	22,736,908	(3,316,346)	36,628,790	31,460,515	(5,168,275)
Human Resources	8,725,473	8,217,728	(507,745)	8,940,919	7,310,839	(1,630,080)
Facilities Maintenance*	N/A	N/A	N/A	12,373,714	10,816,871	(1,556,843)
Information Technology	7,938,666	6,614,689	(1,323,977)	7,011,246	6,001,962	(1,009,284)
Procurement & Materials	4,193,442	4,156,168	(37,274)	4,280,955	4,160,003	(120,952)
Marketing & Corporate Communications	3,650,644	2,725,038	(925,606)	2,549,369	2,009,438	(539,931)
Small Business	608,357	462,698	(145,659)	590,895	551,162	(39,733)
Real Estate & Property Management	422,389	200,592	(221,797)	471,938	265,364	(206,574)
Diversity & Compliance	371,945	305,725	(66,220)	254,193	193,902	(60,291)
VP of Business Services	142,338	54,269	(88,069)	155,561	150,973	(4,588)
Performance Improvement	727,534	646,469	(81,065)	718,305	664,932	(53,373)
Compl, EEO, ER, OD, Drug & Alcohol	689,107	538,128	(150,979)	535,712	467,989	(67,723)
METRO Police**	N/A	N/A	N/A	10,727,443	9,731,915	(995,528)
Safety***	N/A	N/A	N/A	3,234,857	2,975,860	(258,997)
Office of Executive VP	356,331	166,762	(189,569)	314,050	315,856	1,806
Capital	17,389,513	13,725,069	(3,664,444)	1,236,905	404,958	(831,947)
Facilities Maintenance*	13,216,258	11,705,415	(1,510,843)	N/A	N/A	N/A
Capital Projects	4,173,255	2,019,654	(2,153,601)	1,236,905	404,958	(831,947)
METRO Police**	10,056,533	9,702,162	(354,371)	N/A	N/A	N/A
Finance	6,269,921	5,057,328	(1,212,593)	6,074,070	5,130,899	(943,171)
Contingency	-	-	-	-	-	-
Service Design & Development	3,227,053	2,781,236	(445,817)	3,352,414	2,593,958	(758,456)
Safety***	3,392,129	3,068,987	(323,142)	N/A	N/A	N/A
Law	2,828,804	3,036,489	207,685	1,360,979	1,413,017	52,038
Executive (w/ Board)	1,065,444	1,201,268	135,824	1,116,023	990,153	(125,870)
Audit	710,913	615,250	(95,663)	712,417	553,413	(159,004)
Small Capital Expenses	-	-	-	75,000	3,282	(71,718)
TOTAL NET OPERATING	\$ 254,512,427	\$ 244,286,428	\$ (10,225,999)	\$ 244,608,124	\$ 233,604,277	\$ (11,003,847)

* Facilities Maintenance moved from Business Services to Capital Programs between FY2012 and FY2013.

** METRO Police moved outside of Executive VP between FY2012 and FY2013.

*** Safety moved outside of Executive VP between FY2012 and FY2013.

MONTHLY BOARD REPORT
April 2013
Capital, General Mobility and Debt Service Expenses
Budget vs. Actual - Month and Fiscal Year-to-Date
(\$ millions)

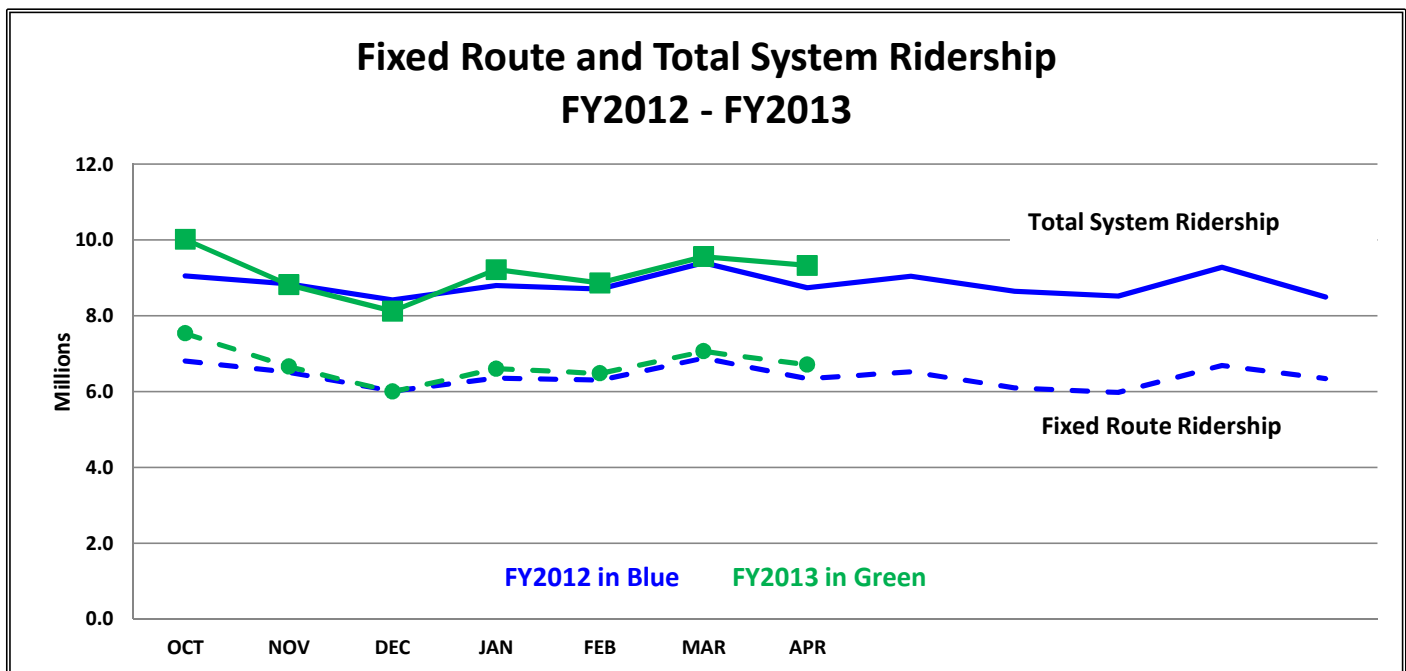
	FY2013	<u>Month of April 2013</u>					<u>Fiscal YTD April 2013</u>			
	Annual			Variance					Variance	
	<u>Budget</u>	<u>Budget</u>	<u>Actual</u>	<u>\$</u>	<u>%</u>		<u>Budget</u>	<u>Actual</u>	<u>\$</u>	<u>%</u>
METRORail Expansion	\$ 559.4	\$ 48.1	\$ 44.2	\$ (3.9)	(8.0%)		\$ 284.9	\$ 209.5	\$ (75.4)	(26.5%)
Capital Improvement Program	159.8	17.6	3.4	(14.2)	(80.5%)		56.7	23.5	(33.1)	(58.5%)
Total Capital Budget	\$ 719.2	65.7	47.6	(18.0)	(27.5%)		341.5	233.0	(108.5)	(31.8%)
General Mobility	\$ 164.8	13.5	11.9	(1.6)	(12.2%)		97.3	92.5	(4.9)	(5.0%)
Debt Service	\$ 78.3	\$ 7.2	\$ 7.2	\$ -	0.0%		\$ 49.9	\$ 49.9	\$ (0.0)	(0.0%)

MONTHLY BOARD REPORT
April 2013
Ridership by Service Category

Service Category	Apr-12 Boardings	Apr-13 Boardings	Apr-13 vs. Apr-12	Apr-12 YTD Boardings	Apr-13 YTD Boardings	YTD % Change Apr-13 vs. Apr-12
Fixed Route Bus						
Local	4,787,757	5,062,265	5.7%	34,225,124	35,453,530	3.6%
Park & Ride	627,283	718,136	14.5%	4,254,790	4,570,392	7.4%
Subtotal Fixed Route Bus	5,415,040	5,780,401	6.7%	38,479,914	40,023,922	4.0%
METRO Rail	923,834	927,277	0.4%	6,645,203	6,844,709	3.0%
Subtotal Fixed Route	6,338,874	6,707,678	5.8%	45,125,117	46,868,631	3.9%
Special Events *	1,223	1,033	(15.5%)	101,868	173,675	70.5%
Total Fixed Route	6,340,097	6,708,711	5.8%	45,226,985	47,042,306	4.0%
Customized Bus Services						
METROLift	137,452	147,438	7.3%	956,544	994,094	3.9%
METRO STAR Vanpool	208,630	222,126	6.5%	1,423,649	1,445,258	1.5%
Internal Service	0	0	-	1,405	213	(84.8%)
Subtotal Customized Bus	346,082	369,564	6.8%	2,381,598	2,439,565	2.4%
Subtotal Bus and Rail	6,686,179	7,078,275	5.9%	47,608,583	49,481,871	3.9%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,057,559	2,250,776	9.4%	14,360,776	14,445,434	0.6%
Total System	8,743,738	9,329,051	6.7%	61,969,359	63,927,305	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
April 2013
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2013																		
SAFETY & SECURITY													Monthly	FY2013		YTD	YTD	
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Target	GOAL	YTD	% Change		
Bus Accidents	40	27	47	30	34	40	48						≤	44	308	266	13.6%	
Bus Accidents per 100,000 vehicle miles	0.69	0.51	0.89	0.54	0.65	0.71	0.86						≤	0.79	0.79	0.69	12.5%	
Rail Accidents	2	2	4	4	2	2	2						≤	4	23	18	21.7%	
Rail Accidents per 100,000 vehicle miles	2.46	2.60	5.24	5.22	2.63	2.07	2.42						≤	5.56	5.56	3.18	42.8%	
Major Security Incidents - total	47	35	35	24	18	30	35						≤	45	315	224	28.9%	
Major Security Incidents per 100,000 boardings	0.612	0.515	0.571	0.356	0.274	0.424	0.511						≤	0.670	0.670	0.468	30.1%	
Major Security Incidents - METRO properties	16	18	10	17	16	32	18						≤	28	196	127	35.2%	
Major Security Incidents per 100,000 boardings	0.307	0.356	0.212	0.352	0.339	0.653	0.376						≤	0.417	0.417	0.266	36.3%	
SERVICE & RELIABILITY													Monthly	FY2013		YTD	YTD	
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Target	GOAL	YTD	% Change		
Bus On-Time Performance													≥	67%	≥	67%	71%	6.7%
Local Bus OTP	71%	71%	72%	73%	71%	71%	72%						≥	75%	≥	75%	78%	4.2%
Park & Ride Bus OTP	79%	78%	77%	80%	78%	78%	78%						≥	69%	≥	69%	73%	6.1%
Weighted Average Bus OTP	73%	73%	73%	74%	73%	73%	73%											
Rail On-Time Performance	98%	97%	98%	99%	97%	98%	98%						≥	95%	≥	95%	98%	3.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,664	10,539	11,233	10,463	11,540	10,660	10,479						≥	7,000	≥	7,000	10,608	51.5%
CUSTOMER SERVICE													Monthly	FY2013		YTD	YTD	
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Target	GOAL	YTD	% Change		
*Complaint Contacts per 100,000 boardings	24.97	23.62	26.97	22.96	27.74	22.81	25.44						≤	27.00	≤	27.00	24.88	7.9%
Commendations	240	208	258	290	210	293	391						≥	208	≥	1457	1,890	29.7%
Average Call Center Answer Delay (Sec.)	93	93	93	115	113	90	81						≤	120	≤	120	97	19.3%

* Note: Starting in FY13 the reporting of Complaint Contacts per 100,000 boardings is modified to be consistent with Service Delivery's internal FY13 Scorecard reporting.

MONTHLY BOARD REPORT
April 2013
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 and 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 and Ride bus is considered on-time if it does not depart early (except in the morning when a bus can leave from a Park and 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.

Mean Distance Between Bus Mechanical Failure (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. This indicator is for the bus system but excludes METROLift.

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. This reporting of Complaint Contacts was modified starting in FY2013 to be consistent with Service Delivery's internal FY13 Scorecard.

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

April 2013

Balance Sheet

	Apr 30, 2012 (\$)	Apr 30, 2013 (\$)	Change (\$)
Cash	\$ 7,483,826	\$ 2,381,917	\$ (5,101,909)
Receivables	111,862,479	121,279,234	9,416,755
Inventory	16,668,408	20,237,376	3,568,968
Investments	544,739,880	380,022,300	(164,717,580)
Other Assets	225,584,085	100,232,182	(125,351,903)
Debt Issuance Costs	8,524,091	8,100,333	(423,758)
Property Net of Depreciation	1,946,283,001	2,331,357,236	385,074,235
Land & Improvements	484,471,322	412,185,755	(72,285,567)
Total Assets and Other	3,345,617,091	3,375,796,333	30,179,242
Liabilities			
Trade Payables	23,470,013	36,936,757	13,466,744
Accrued Payroll	21,770,954	26,020,804	4,249,850
Commercial Paper	189,000,000	189,000,000	-
Long-Term Liabilities	1,063,096,455	991,381,956	(71,714,499)
Other Liabilities	222,821,395	160,899,553	(61,921,842)
Total Liabilities	1,520,158,816	1,404,239,070	(115,919,746)
Net Assets - Retained	1,825,458,275	1,971,557,263	146,098,988
Total Liabilities and Net Assets	\$ 3,345,617,091	\$ 3,375,796,333	\$ 30,179,242