METRO

Fiscal Year 2012 Monthly Board Report

Revenue • Expense • Ridership • Performance

May 2012



MONTHLY BOARD REPORT May 2012

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

May 2012 Budget vs. Actual FY2012 YTD Budget vs. Actual FY2012 YTD Major Variance Items

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

MONTHLY BOARD REPORT May 2012 Summary

- Sales Tax revenue year-to-date of \$432.7 million through June 2012 is \$29.6 million or 7.3% over budget. June 2012 revenue of \$45.8 million is \$3.2 million or 7.6% over budget.
- Fare revenue of \$43.1 million through May 2012 year-to-date is on budget. May 2012 revenue of \$5.4 million is \$0.1 million or 2.1% over budget.
- Operating Grant revenue year-to-date of \$10.2 million through May 2012 is \$2.8 million or 38.1% over budget. May 2012 revenue of \$5.1 million is \$0.2 million or 4.0% over budget.
- Capital Grant revenue year-to-date of \$253.9 million through May 2012 is \$133.1 million or 90.8% over budget.
- Interest & Miscellaneous revenue year-to-date of \$2.3 million through May 2012 is \$0.0 million or 0.2% over budget. May 2012 revenue of -\$0.5 million is \$0.7 million or 309.9% under budget.
- Operating expenses year-to-date of \$268.2 million through May 2012 are \$11.4 million or 4.1% under budget. May 2012 expenses of \$34.6 million are \$0.4 million or 1.2% under budget.
- METRORail Expansion expenses year-to-date of \$205.5 million through May 2012 are \$20.2 million or 8.9% under budget. May 2012 expenses of \$31.9 million are \$0.8 million or 2.7% over budget.
- Other Capital Improvement Program expenses year-to-date of \$62.5 million through May 2012 are \$17.3 million or 21.7% under budget. May 2012 expenses of \$18.5 million are \$15.1 million or 452.0% over budget.
- General Mobility Program expenses year-to-date of \$104.7 million through May 2012 are \$8.9 million or 7.8% under budget. May 2012 expenses of \$46.8 million are \$33.0 million or 240.1% over budget.
- Debt Service expenses year-to-date of \$57.0 million through May 2012 are \$0.9 million or 1.6% under budget. May 2012 expenses of \$5.9 million are \$0.2 million or 2.6% over budget.
- METROBus ridership (fixed route) year-to-date of 44.1 million through May 2012 is 343,000 or 0.8% over last year. May 2012 ridership of 5.6 million is 60,000 or 1.1% under last year.
- METRORail ridership year-to-date of 7.6 million through May 2012 is 450,000 or 6.3% over last year.
 May 2012 ridership of 0.9 million is 60,000 or 7.0% over last year.
- Performance Indicator Summary:

Safety & Security

Bus accidents are below the benchmark for the month period as well as the

year-to-date period. Rail accidents are below the benchmark for both the month and year-to-date periods. Major Security Incidents on METRO properties are above the benchmark for the month but below for the year-to-date periods. Total Major Security Incidents are below the benchmarks for both the month and year to date periods.

both the month and year-to-date periods.

Service Reliability On-time performance for Local Bus, Park & Ride Bus, and Rail were above the

minimum performance standard for both the month and the year-to-date periods. The Mean Distance Between Mechanical Failures (Bus MDBF) for all buses were above both the monthly and year-to-date periods' minimum

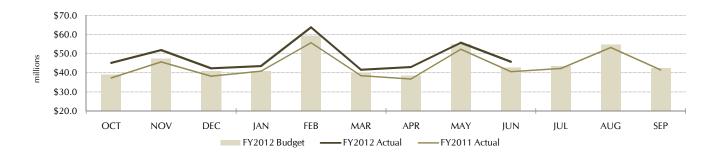
standard.

Customer Service The number of Complaint Contacts did not meet the goal for the period of the

month nor the year-to-date period. The number of Commendations met the goal for both its monthly and year-to-date periods. The Average Call Center Answer Delay met the goal for both the month and year-to-date periods.

Section A Page 1

MONTHLY BOARD REPORT May 2012 Sales Tax Revenue



Total FY2012 Sales Tax budget is \$543.3 million

Budget to Actual FY2012

	J	(\$	millions)		
	Budget		Actual	Variance	%
October	\$ 39.1	\$	45.2	6.1	15.6%
November	47.4		51.8	4.4	9.3%
December	40.7		42.3	1.6	3.9%
January	40.7		43.5	2.8	6.9%
February	59.3		63.7	4.4	7.5%
March	39.9		41.6	1.6	4.0%
April	38.3		43.0	4.7	12.2%
May	55.0		55.8	0.7	1.3%
June	42.5		45.8	3.2	7.6%
July	-		-	-	-
August	-		-	-	-
September			-	-	-
June 2012 YTD	\$ 403.0	\$	432.7	\$ 29.6	7.3%

Prior Year vs. Current Year

	(\$ millions)									
	Pri	or Year	Cu	rrent Year	Variance	%				
October	\$	37.3	\$	45.2	7.9	21.1%				
November		45.6		51.8	6.2	13.6%				
December		38.2		42.3	4.1	10.8%				
January		40.8		43.5	2.7	6.7%				
February		55.7		63.7	8.0	14.4%				
March		38.4		41.6	3.1	8.2%				
April		36.7		43.0	6.3	17.2%				
May		52.3		55.8	3.5	6.7%				
June		40.6		45.8	5.2	12.8%				
July		-		-	-	-				
August		-		-	-	-				
September		-		-	-	_				
June 2012 YTD	\$	385.5	\$	432.7	\$ 47.1	12.2%				

Section B Page 2

MONTHLY BOARD REPORT May 2012 Fare Revenue

Total FY2012 Fare Revenue budget is \$64.8 million

Budget to Actual FY2012

		(\$ mil	lion	s)			
	I	Budget		Actual	\	/ariance	%
October	\$	5.9	\$	5.8	\$	(0.1)	(2.2%)
November		5.2		5.7		0.5	8.9%
December		4.8		5.0		0.2	3.7%
January		5.1		5.1		(0.0)	(0.3%)
February		5.0		5.2		0.2	3.4%
March		6.0		5.8		(0.2)	(3.8%)
April		5.8		5.2		(0.6)	(10.4%)
May		5.3		5.4		0.1	2.1%
June		-		-		-	0.0%
July		-		-		-	0.0%
August		-		-		-	0.0%
September		-		-		-	0.0%
May 2012 YTD	\$	43.1	\$	43.1	\$	(0.0)	(0.1%)

Prior Year vs. Current Year

		(\$ mil	ilions	5)			
	Prid	or Year	Cu	rrent Year	V	'ariance	%
October	\$	5.6	\$	5.8	\$	0.2	3.2%
November		4.8		5.7		0.9	19.3%
December		4.8		5.0		0.2	4.9%
January		5.0		5.1		0.1	2.0%
February		4.7		5.2		0.5	11.4%
March		6.0		5.8		(0.3)	(4.5%)
April		5.5		5.2		(0.4)	(6.6%)
May		5.3		5.4		0.1	2.3%
June		-		-		-	0.0%
July		-		-		-	0.0%
August		-		-		-	0.0%
September		-				-	0.0%
May 2012 YTD	\$	41.6	\$	43.1	\$	1.5	3.5%

<u>Note:</u> In METRO's FY2012 Business Plan & Budget, the budget for fare revenue is \$62.6 million. The current budget (above) reflects the reclassification of \$2.2 million of other revenue items to the fare revenue category.

Section C Page 3

MONTHLY BOARD REPORT May 2012 Operating Grant Revenue

Total FY2012 Operating Grant Revenue budget is \$57.7 million

Budget to Actual FY2012

			(\$ 1	millions)		
	Bu	dget		Actual	Variance	%
October	\$	0.4	\$	0.3	\$ (0.1)	(16.0%)
November		0.4		2.4	2.1	588.5%
December		0.4		0.4	0.1	20.3%
January		0.4		1.1	0.7	199.4%
February		0.4		0.3	(0.0)	(11.6%)
March		0.4		0.6	0.2	57.5%
April		0.4		0.0	(0.4)	(98.7%)
May		4.9		5.1	0.2	4.0%
June		-		-	-	0.0%
July		-		-	-	0.0%
August		-		-	-	0.0%
September		-		-	-	0.0%
May 2012 YTD	\$	7.4	\$	10.2	\$ 2.8	38.1%

Capital Grant Revenue Year-to-date Capital Grant revenue is \$253.9 million versus \$133.1 million budgeted.

Interest & Miscellaneous Revenue

Total FY2012 Interest & Miscellaneous Revenue budget is \$4.2 million Budget to Actual FY2012

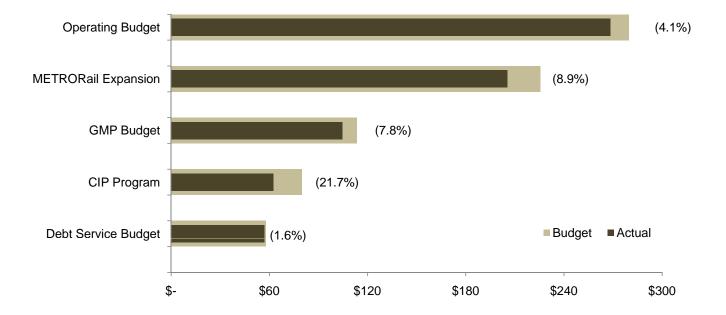
(\$ millions)											
	Bu	dget		Actual		Variance	%				
October	\$	0.3	\$	0.1	\$	(0.2)	(69.5%)				
November		0.1		1.0		0.9	965.5%				
December		0.1		0.3		0.2	165.8%				
January		0.1		0.4		0.3	306.5%				
February		0.2		0.3		0.1	60.8%				
March		0.2		0.6		0.4	209.0%				
April		1.2		0.2		(1.0)	(85.9%)				
May		0.2		(0.5)		(0.7)	(309.9%)				
June		-		-		-	0.0%				
July		-		-		-	0.0%				
August		-		-		-	0.0%				
September		-		-		-	0.0%				
May 2012 YTD	\$	2.3	\$	2.3	\$	0.0	0.2%				

<u>Note:</u> In METRO's FY2012 Business Plan & Budget, the budget for Interest & Miscellaneous revenue was \$4.0 million. The current budget (above) reflects the reclassification of \$0.2 million of other revenue items to the Interest & Miscellaneous category. HOT Lanes revenue is captured in this budget.

Section D Page 4

MONTHLY BOARD REPORT May 2012 Budget and Expense Summary

(\$ millions)



Section E Page 5

MONTHLY BOARD REPORT May 2012 Operating Expenses

Comparison of Budget to Actual for the Month (May 2012)

	FY12 Annual Budget	May Budget	May Actual	•	% Variance /unfavorable
Labor & Fringe Benefits	\$ 256,153,314	\$ 21,813,239	\$ 20,037,405	\$ (1,775,834)	(8.1%)
Non-Labor	179,439,570	14,398,336	15,658,353	1,260,017	8.8%
Subtotal Labor & Non-Labor	435,592,884	36,211,575	35,695,758	(515,817)	(1.4%)
Contingency	8,285,247	-	-	-	0.0%
Allocation to Capital and GMP	(13,478,131)	(1,152,582)	(1,070,528)	82,054	7.1%
Total Operating Budget	\$ 430,400,000	\$ 35,058,993	\$ 34,625,230	\$ (433,763)	(1.2%)

Comparison of Budget to Actual Year-to-Date May 2012 (8 Months)

Expense Category	FY12 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance % (favorable)/un	
Wages	\$ 99,642,102	\$ 67,089,731	\$ 66,258,256	,	(1.2%)
Union Fringe Benefits	52,738,297	34,440,530	32,668,857	(1,771,673)	(5.1%)
Subtotal Union Labor	152,380,399	101,530,261	98,927,113	(2,603,148)	(2.6%)
Salaries and Non-Union Wages	69,257,084	46,122,501	43,651,906	(2,470,595)	(5.4%)
Non-Union Fringe Benefits	34,515,831	23,005,794	20,678,520	(2,327,274)	(10.1%)
Subtotal Non-Union Labor	103,772,915	69,128,295	64,330,426	(4,797,869)	(6.9%)
Subtotal Labor and Fringe	256,153,314	170,658,556	163,257,539	(7,401,017)	(4.3%)
Benefits	. ,	, ,	, ,		
Services	25,089,515	14,699,658	11,816,324	(2,883,334)	(19.6%)
Materials and Supplies	18,888,134	12,693,428	12,321,837	(371,591)	(2.9%)
Fuel & Utilities	49,567,176	32,589,538	32,232,994	(356,544)	(1.1%)
Casualty and Liability	2,758,945	1,807,817	1,823,282	15,465	0.9%
Purchased Transportation	77,296,968	51,415,325	51,922,321	506,996	1.0%
Leases, Rentals and Misc.	5,838,832	4,726,200	3,667,761	(1,058,439)	(22.4%)
Subtotal Non-Labor	179,439,570	117,931,966	113,784,519	(4,147,447)	(3.5%)
Subtotal Labor and Non-Labor	435,592,884	288,590,522	277,042,058	(11,548,464)	(4.0%)
Contingency	8,285,247	-	-	-	0.0%
Allocation to Capital and GMP	(13,478,131)	(8,923,405)	(8,812,549)	110,856	1.2%
Subtotal Contingency / Allocations	(5,192,884)	(8,923,405)	(8,812,549)	110,856	1.2%
Total Operating Budget	\$ 430,400,000	\$ 279,667,117	\$ 268,229,509	\$ (11,437,608)	(4.1%)

Section F Page 6

MONTHLY BOARD REPORT May 2012

Major Operating Budget Variance - Categories with major variances

Expense Type	YTD Budget	YTD Actual	May 2012 Year-to-Date \$ Variance (favorable) / unfavorable			
Union Labor	\$ 101,530,261 \$	98,927,113		\$ (2,603,148)		
Wages & Fringe Benefits - primarily mechanic, of	cleaner, and operator va	acancies	(4,154,000)			
Overtime Wages - related to the current level of	service being higher th	an budgeted	1,717,000			
Non-Union Labor	69,128,295	64,330,426		(4,797,869)		
Salaries - related to vacancies			(2,471,000)			
Non-Union Fringe Benefits - related to vacancie			(1,403,000)			
Fewer retirees than budgeted in healthcare plan		44.040.004	(924,000)	(0.000.00.4)		
Services	14,699,658	11,816,324		(2,883,334)		
Delayed start of contracts for bus shelter cleaning	=	-	(839,000)			
Delayed start of HOT Lanes revenue operations	s as well as delayed inv	oicing from the contractor	(389,000)			
Reversal of prior period accrual			(326,000)			
Delayed spending on major advertising and pro-	, ,		(303,000)			
Less equipment repairs & maintenance expense	es made on an as-need	ed basis	(196,000)			
Conservative education & training spending			(183,000)			
IT savings and timing in contractual support ser	vices		(184,000)			
Marketing & Corporate Communications activities	es: mainly timing of the	asset monetization study	(120,000)			
Other variances due to timing, slow starts, and o	conservative spending		(300,000)			
Materials & Supplies	12,693,428	12,321,837		(371,591)		
Timing variances in bus and non-revenue vehic Timing variances in miscellaneous tools, equipn Savings in Print Shop reflecting METRO's Cultu	nent, and supplies		(197,000) (90,000) (87,000)			
Fuel & Utilities	32,589,538	32,232,994		(356,544)		
Increased diesel usage due to the reduced serv	ice elimination and flee	t efficiency	781,000			
Primariy Timing variances in Power, Gas, and T	elephone		(641,000)			
Reversal of prior period accrual			(519,000)			
Purchased Transportation	51,415,325	51,922,321		506,996		
Increased contract bus service due to the reduc			504,000			
Higher than expected METROLift service due to	a mild winter		194,000			
Vanpool program cost - reduced ridership			(195,000)			
Leases, Rentals and Miscellaneous	4,726,200	3,667,761		(1,058,439)		
Timing delay in budgeted software renewals	, , -	, ,	(558,000)	• • • • •		
Savings in discretionary items (membership due	es, travel, etc.)		(252,000)			

Section F Page 7

MONTHLY BOARD REPORT

May 2012

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

	FY2012 Annual				Mo	Month of May 2012 Variance					<u>Fiscal YTD May 2012</u> Variance				
		udget	<u>B</u> ı	udget	<u>A</u>	ctual		<u>\$</u>	<u>%</u>	<u>Budget</u>	<u> </u>	<u>Actual</u>		<u>\$</u>	<u>%</u>
METRORail Expansion	\$	419.2	\$	31.1	\$	31.9	\$	0.8	2.7%	\$ 225.7	\$	205.5	\$	(20.2)	(8.9%)
Capital Improvement Program *		140.6		3.3		18.5		15.1	452.0%	79.8		62.5		(17.3)	(21.7%)
Total Capital Budget	\$	559.8		34.4		50.4		16.0	46.4%	305.4		267.9		(37.5)	(12.3%)
General Mobility	\$	169.3		13.7		46.8		33.0	240.1%	113.6		104.7		(8.9)	(7.8%)
Debt Service	\$	81.1	\$	5.7	\$	5.9	\$	0.2	2.6%	\$ 57.9	\$	57.0	\$	(0.9)	(1.6%)

^{*}Includes the \$3.2 million budget increase approved by the METRO Board in January 2012.

Section G Page 8

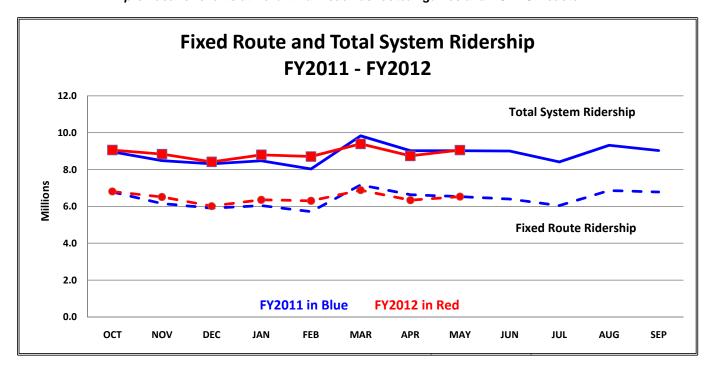
MONTHLY BOARD REPORT May 2012 Ridership by Service Category

			% Change May-12	May-11	May-12	YTD % Change May-12
Service Category	May-11	May-12	VS.	YTD	YTD	VS.
	Boardings	Boardings	May-11	Boardings	Boardings	May-11
Fixed Route Bus						
Local	5,025,311	4,956,583	(1.4%)	38,895,795	39,181,707	0.7%
Park & Ride	646,317	654,681	1.3%	4,852,437	4,909,471	1.2%
Subtotal Fixed Route Bus	5,671,628	5,611,264	(1.1%)	43,748,232	44,091,178	0.8%
METRORail	859,605	919,508	7.0%	7,114,842	7,564,711	6.3%
Subtotal Fixed Route	6,531,233	6,530,772	(0.0%)	50,863,074	51,655,889	1.6%
Special Events *	0	269		68,682	102,137	48.7%
Total Fixed Route	6,531,233	6,531,041	(0.0%)	50,931,756	51,758,026	1.6%
Customized Bus Services						
METROLift	139,732	144,063	3.1%	1,086,926	1,100,715	1.3%
METRO STAR Vanpool	206,086	227,746	10.5%	1,587,749	1,651,395	4.0%
Internal Service	397	0	(100.0%)	2,415	1,405	(41.8%)
Subtotal Customized Bus	346,215	371,809	7.4%	2,677,090	2,753,515	2.9%
Subtotal Bus and Rail	6,877,448	6,902,850	0.4%	53,608,846	54,511,541	1.7%
HOV Carpools, Vanpools, and Non-METRO Buses	2,139,270	2,155,538	0.8%	16,446,683	16,516,314	0.4%
Total System	9,016,718	9,058,388	0.5%	70,055,529	71,027,855	1.4%

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.



Section H Page 9

MONTHLY BOARD REPORT May 2012 Performance Statistics

						e Statist							Benchma	ark Met	Benchmarl	k Missed
					Fiscal Y	ear 2012										
														FY2012		YTD
SAFETY & SECURITY													Monthly	YTD	FY2012	%
B. A. Charle	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Target	GOAL	YTD	Change
Bus Accidents Bus Accidents per 100,000 vehicle miles	39 0.67	32 0.57	40 0.70	38 0.66	45 0.81	49 0.86	48 0.87	42 0.73					44 0.80	352 0.80	333 0.73	5.4% 8.5%
bus Accidents per 100,000 venicle innes	0.07	0.57	0.70	0.00	0.01	0.00	0.07	0.75					0.00	0.00	0.75	0.5 /
Rail Accidents	4	0	1	4	4	3	3	2					4	29	21	27.6%
Rail Accidents per 100,000 vehicle miles	5.24	0.00	1.30	5.23	5.40	3.91	4.17	2.56					5.54	5.54	3.48	37.1%
Major Security Incidents - total	45	25	25	39	43	59	31	49					45	360	316	12.2%
Major Security Incidents per 100,000 boardings	0.628	0.365	0.395	0.582	0.647	0.815		0.710					0.670	0.670		13.5%
Major Security Incidents - METRO properties	17 0.237	4 0.058	7 0.111	15 0.224	18 0.271	32 0.442	15 0.224	26 0.377					28 0.417	224 0.417	134 0.246	40.2%
Major Security Incidents per 100,000 boardings	0.237	0.058	0.111	0.224	0.271	0.442	0.224	0.377					0.417	FY2012	0.246	41.1% YTD
SERVICE & RELIABILITY													Monthly	YTD	FY2012	%
	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Target	GOAL	YTD	Change
Bus On-Time Performance	=00/	=40/	=40/	=40/	=00/	=40/	=40/	=00 /					•=•	/	-0.0 0/	
Local Bus OTP Park & Ride Bus OTP	70% 79%	71% 78%	71% 77%	71% 79%	70% 76%	71% 78%	71% 78%	72% 79%					67% 75%	67% 75%		5.8% 4.0%
Weighted Average Bus OTP	73%	73%		73%	72%	73%	70 % 72%	73%					69%	69%		5.4%
g. = =																
Rail On-Time Performance	98.6%	98.9%	96.5%	96.1%	97.8%	97.8%	98.0%	98.2%					95%	95%	97.8%	2.9%
MDBF (Mean Distance Between Mechanical Failures) -																I
All Buses	8,722	8,902	11,546	11,203	12,169	8,704	10,518	9,360					7,000	7,000	9,974	42.5%
CUSTOMER SERVICE													Monthly	FY2012 YTD	FY2012	YTD %
CUSTOMER SERVICE	ост	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	GOAL	YTD	% Change
Complaint Contacts	2,277	1,737	1,604	1,639	1,924	2,110	1,824	1,885					1,667	13,334	15,000	12.5%
Complaint Contacts as a % of boardings	0.0319		0.0255		0.0292	0.0293		0.0274							0.0275	11.0%
Commendations	243	184	168	203	283	252	261	261					208	1666	1,855	11.3%
Average Call Center Answer Delay (Sec.)	132	115	81	98	110	91	107	115					120	120	106	11.6%

Section I Page 10

MONTHLY BOARD REPORT May 2012 Performance Statistic Definitions

<u>Bus and Rail Accidents</u> - 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.

<u>Major Security Incidents</u> - 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.

<u>Major Security Incidents - METRO Properties</u> - 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.

<u>Mean Distance Between Bus Mechanical Failure (MDBF)</u> - 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.

<u>Complaint Contacts</u> - 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 both in terms of the absolute number of contacts received and the number of contacts as a percentage of total boardings.

<u>Commendations</u> - 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.

<u>Average Call Center Answer Delay</u> - 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.

Section I Page 11

MONTHLY BOARD REPORT May 2012 Balance Sheet

	May 2011 (\$)	May 2012 (\$)	Change (\$)
Cash	\$ 1,850,01	4 \$	1,937,879	\$ 87,865
Receivables	120,913,29	5	100,394,342	(20,518,953)
Inventory	20,906,88	1	16,957,025	(3,949,856)
Investments	140,394,32	1	529,863,332	389,469,011
Other Assets	250,477,21	7	225,471,133	(25,006,084)
Debt Issuance Costs	5,616,01	3	8,524,091	2,908,078
Property Net of Depreciation	1,616,701,74	3	1,986,627,036	369,925,293
Land & Improvements	482,468,46	5	483,649,247	1,180,782
Total Assets and Other	2,639,327,95	0	3,353,424,085	714,096,135
Liabilities				
Trade Payables	86,379,91	2	58,908,209	(27,471,703)
Accrued Payroll	23,344,88	8	21,897,151	(1,447,737)
Commercial Paper	230,000,00	0	189,000,000	(41,000,000)
Long-Term Liabilities	486,290,42	7	1,009,022,647	522,732,220
Other Liabilities	251,580,91	5	278,094,290	26,513,375
Total Liabilities	1,077,596,14	2	1,556,922,297	479,326,155
Net Assets - Retained	1,561,731,80	8	1,796,501,788	234,769,980
Total Liabilities and Net Assets	\$ 2,639,327,95	0 \$	3,353,424,085	\$ 714,096,135

Section J Page 12