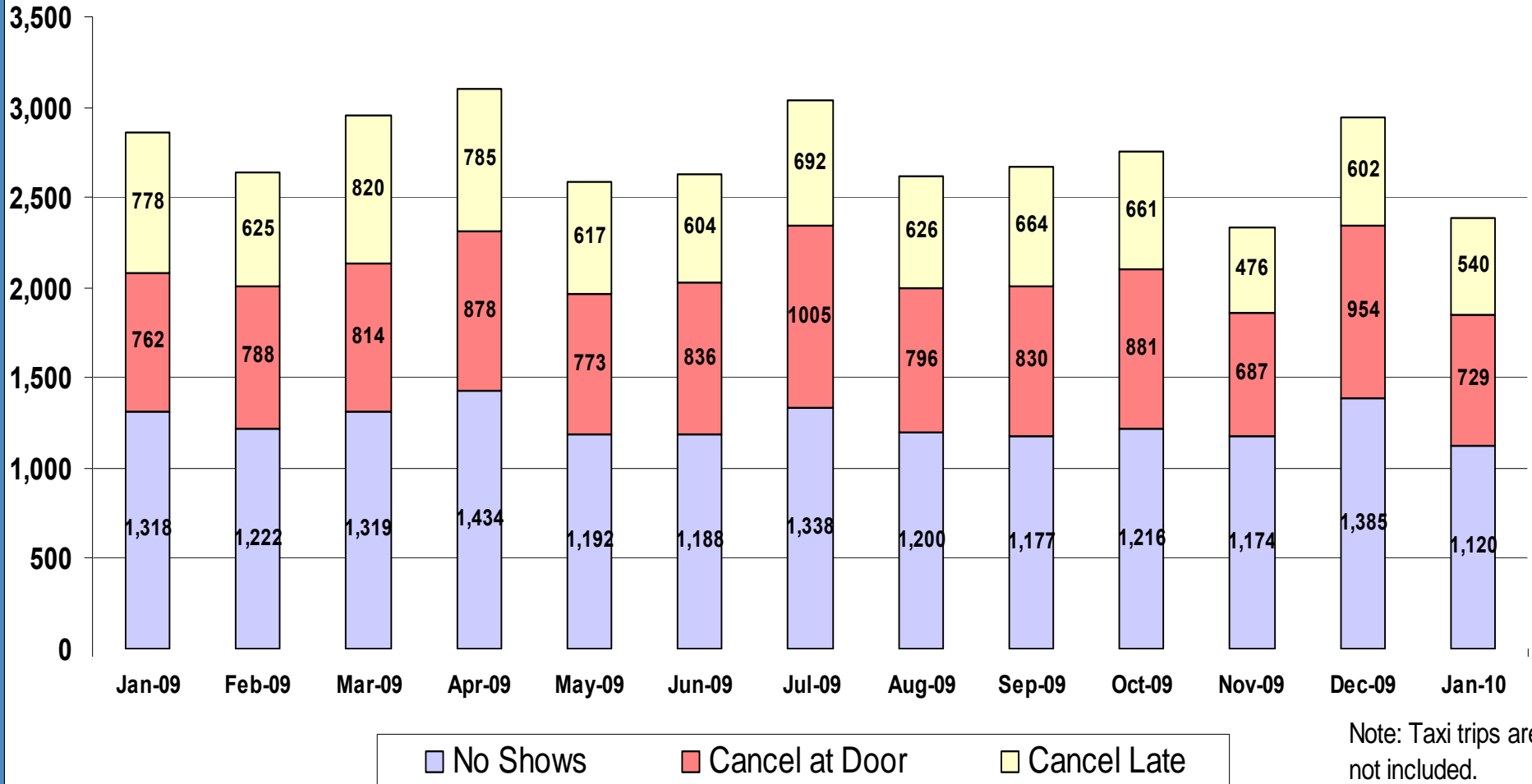


Capital Metro
President/CEO Report
February 22, 2010

MetroAccess - January 2010

MetroAccess No Shows and Cancellations



Customer Focus – Thru January 2010

Measure	Jan-09	Jan-10	Goal	Status
System-Wide Ridership	2,380,297	2,286,734	2,244,637	On Target
System-Wide On Time Performance	90.3%	89.0%	90.0%	On Target
Customer Contact Center Response Time Within 60 Seconds	87.4%	75.5%	≥ 80%	Requires Attention
Customer Service Abandoned Call Rate	4.2%	6.7%	≤ 5%	Needs Improvement
System-Wide Bus Miles Between Road Calls	7,629	5,517	6,000	Requires Attention
System-Wide Passenger Accidents/100,000 Passengers	0.26	0.23	0.31	On Target
System-Wide Vehicle Accidents/100,000 Miles	2.71	2.20		On Target

2.27

Color Code Key	Needs Improvement	Requires Attention	On Target
	<90%	90%-98%	≥99%

Revenues – Thru January 2010

Revenue (\$ in 000's)	FY 09 Actual	FY10 Actual	FY10 Budget	Variance Act FY09	Variance Budget
Sales Tax	\$ 49,766	\$ 46,592	\$ 46,568	-6.4%	0.1%
Passenger & Contract Fares	5,383	5,007	5,023	-7.0%	-0.3%
Freight Rail	4,368	4,236	3,563	-3.0%	18.9%
Investment Income	683	8	65	-98.8%	-87.7%
Grants	1,338	9,715	1,845	100.0%	426.6%
Other	334	306	438	-8.4%	-30.1%
Total Revenue	\$ 61,872	\$ 65,864	\$ 57,502	6.5%	14.5%

Total Non-Grant Revenue	\$ 61,538	\$ 56,149	\$ 55,657	-8.8%	0.9%
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Color Code Key	Needs Improvement	Track	On Target
Except Sales Tax and Total	-10% or less	-1% to -10%	-1% or more

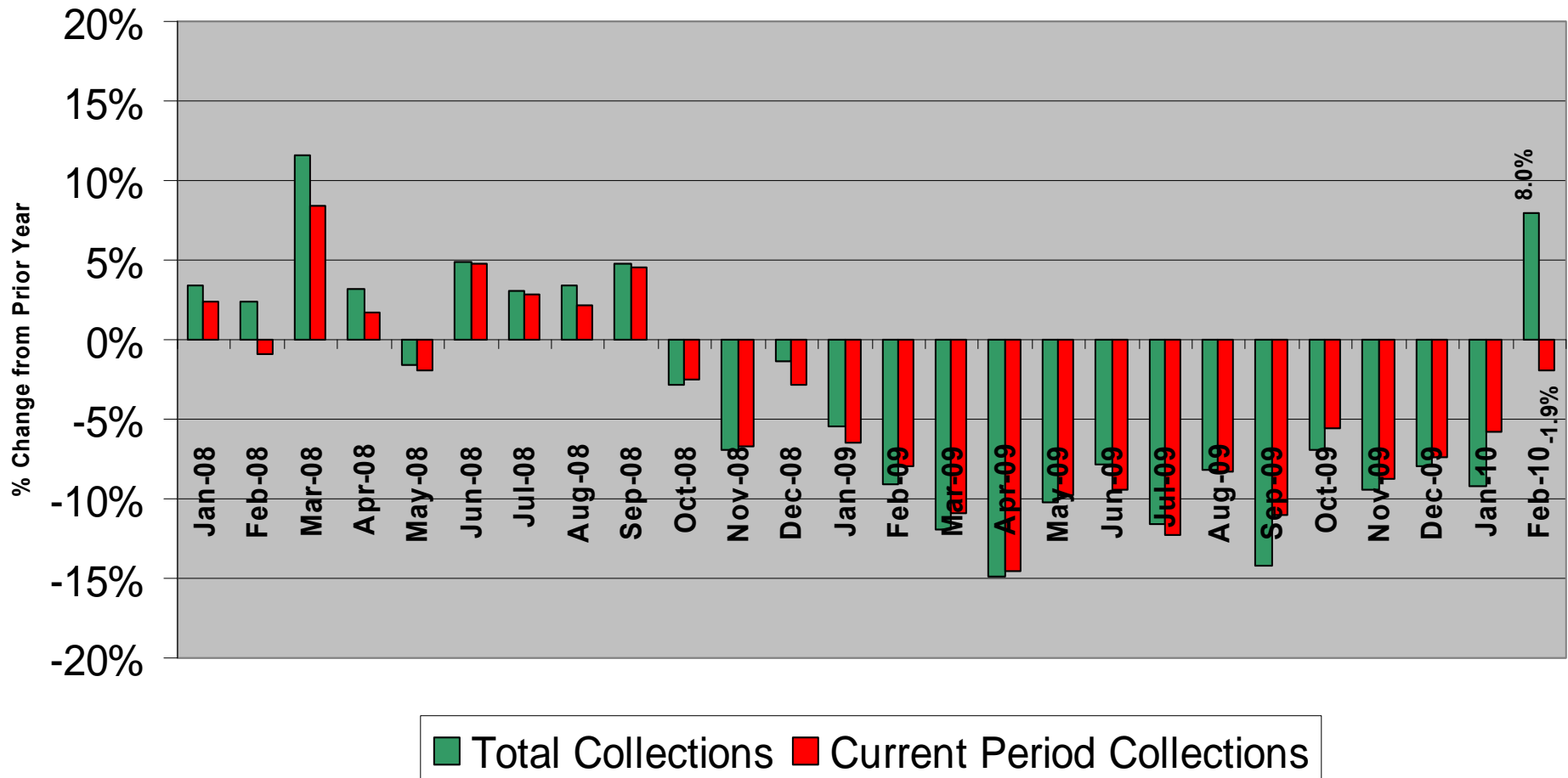
Expenses – Thru January 2010

Expense (\$ in 000's)	FY 09 Actual	FY10 Actual	FY10 Budget	Variance Act FY09	Variance Budget
Labor and Benefits	\$ 31,453	\$ 29,561	\$ 30,110	-6.0%	-1.8%
Professional Services	6,530	6,572	6,212	0.6%	5.8%
Materials & Supplies	2,934	2,949	2,589	0.5%	13.9%
Fuel	3,918	3,686	4,132	-5.9%	-10.8%
Purchased Transp	7,381	7,752	7,748	5.0%	0.1%
Freight Contractor	1,986	3,115	2,981	56.8%	4.5%
Other	2,068	1,852	2,184	-10.4%	-15.2%
Lease & Interest	727	492	620	-32.3%	-20.6%
Total Expenses	\$ 56,997	\$ 55,979	\$ 56,576	-1.8%	-1.1%
Income for Capital Investment	\$ 4,875	\$ 9,885	\$ 926	102.8%	967.5%
Income for Capital & Reserves less Grants	\$ 3,537	\$ 170	\$ (919)	-95.2%	>100.0%

Color Code Key	Needs Improvement	Track	On Target
Except Total	≥ +10%	+1% to +10%	0% or less

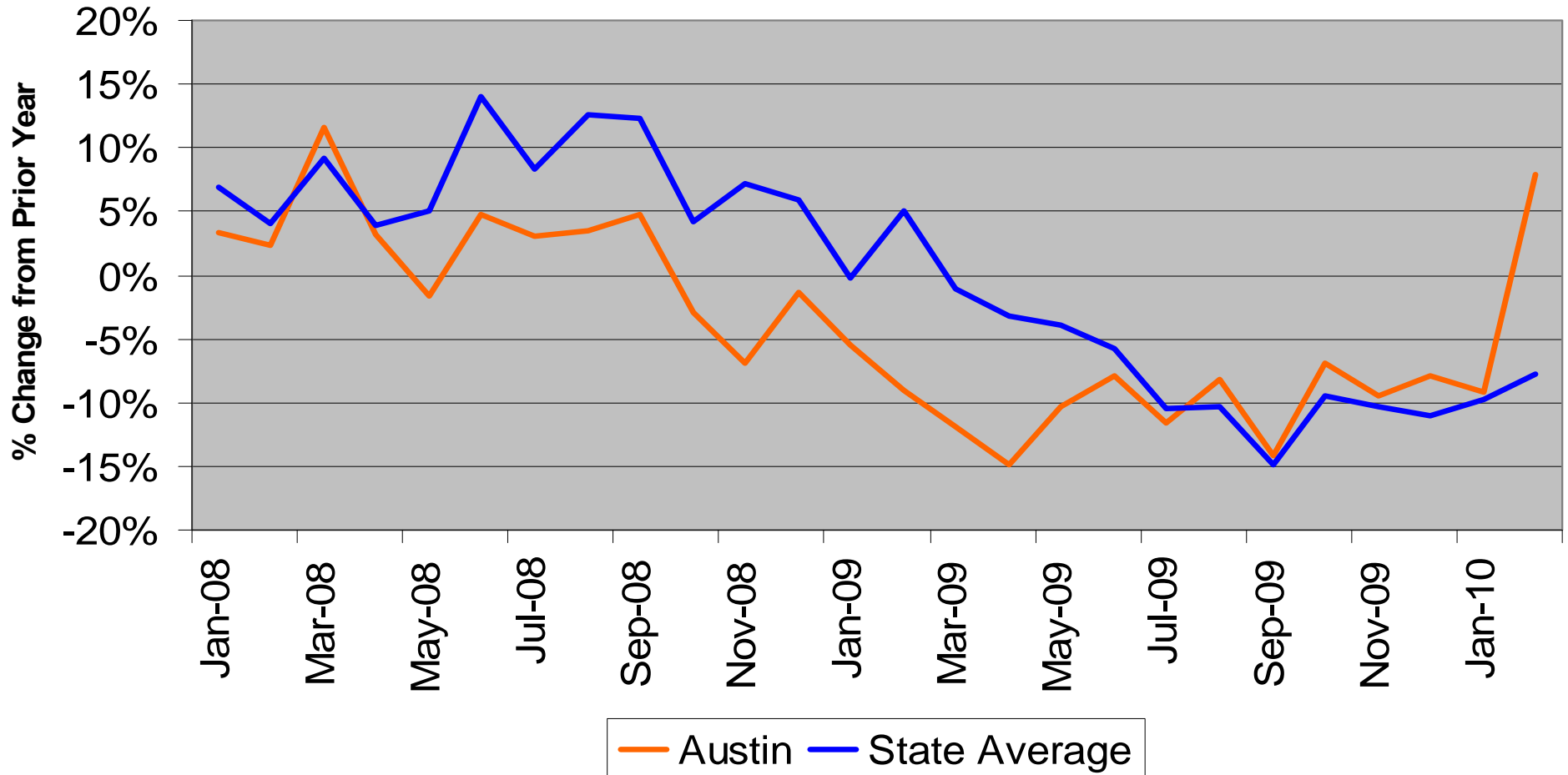
Sales Tax Revenue Trend

Capital Metro Sales Tax



Sales Tax Revenue Trend

Sales Tax Trend Comparison of TX MTAs



Performance Measures

Cost per Hour

		Budget		Actual
MetroBus	\$	94.09	\$	95.55
UT Shuttle	\$	90.38	\$	86.96
MetroAccess	\$	106.55	\$	106.18
MetroRideshare	\$	20.33	\$	17.69

Performance Measures

Cost per Passenger

		Budget		Actual
MetroBus	\$	3.72	\$	3.96
UT Shuttle	\$	2.37	\$	2.35
MetroAccess	\$	42.80	\$	42.51
MetroRideshare	\$	3.12	\$	3.55

Performance Measures

Subsidy per Passenger

		Budget		Actual
MetroBus	\$	3.40	\$	3.66
UT Shuttle	\$	1.25	\$	1.20
MetroAccess	\$	42.12	\$	41.49
MetroRideshare	\$	1.31	\$	1.27

FY 2011 Budget Schedule

- Nov-Feb – Update *All Systems Go!* and Long Range Financial Plans
- March - Present preliminary budget assumptions and forecasts
- April – Public presentation of *All Systems Go!* and Long Range (20 year) Financial Plans
 - Combined presentation that shows the public what services are planned for the community and how we may pay for them
 - Solicit public feedback at town hall meetings and through surveys
- Apr-May – Provide feedback to Board of Directors and make recommendations for budget priorities
- May-Jun – Present preliminary Capital project recommendations
- May-Aug - Formulate the Operating Budget and final Capital program
- September - Public Hearings and adopt FY 2011 Budget

Sales Tax Revenue Trend

Sales Tax Trend Comparison of TX MTAs

