

ORCA REGIONAL BUDGET - VARIANCE REPORT Q4 2011

OPERATING BUDGET

	YTD Actual	YTD Budget	YTD %	2011 Budget	2011 %
NON-FARE REVENUE					
1 Interest Earnings	\$24,204.34	\$36,000.00	67%	\$36,000.00	67%
2 Card Fees	\$147,104.86	\$216,000.00	68%	\$216,000.00	68%
TOTAL ORCA NON-FARE OPERATING REVENUES	\$171,309.20	\$252,000.00	68%	\$252,000.00	68%

OPERATING EXPENDITURES

1 **REGIONAL SERVICES MANAGED BY SOUND TRANSIT**

1.1 **Regional Program Coordination**

Wages and Benefits					
Regional Program Administrator (1 FTE) #					
Regional Program Specialist (1 FTE) #					
E-Mail Response (1.25 FTE) #					
IT Sr. Business Service Analyst (0.5 FTE)					
Knowledge Base Administrator (1 FTE)					
Subtotal	\$138,399.41	\$139,219.00	99%	\$139,219.00	99%
Services:					
Legal Services	\$0.00	\$200,000.00	0%	\$200,000.00	0%
Regional Marketing Services	\$55,312.70	\$100,000.00	55%	\$100,000.00	55%
Non-English Accessible Formats	\$2,500.00	\$2,500.00	100%	\$2,500.00	100%
PCI and Agency System Security Audits	\$750.00	\$20,000.00	4%	\$20,000.00	4%
Public Disclosure	\$325.00	\$3,780.00	9%	\$3,780.00	9%
Misc. Expenses & Consulting	\$0.00	\$1,000.00	0%	\$1,000.00	0%
Subtotal - Regional Program Administration Costs	\$197,287.11	\$466,499.00	42%	\$466,499.00	42%

1.2 **Fiscal Agent and Financial Services**

Wages and Benefits					
Fiscal Agent (1 FTE)					
Sr. Financial Analyst (1 FTE)					
Cash Accountant (0.3 FTE)					
Subtotal	\$292,333.86	\$294,063.00	99%	\$294,063.00	99%
Services:					
Annual Audit	\$48,419.00	\$49,000.00	99%	\$49,000.00	99%
A/P and A/R Support	\$6,300.00	\$6,300.00	100%	\$6,300.00	100%
Supplies and Misc. Expenses	\$1,673.16	\$5,250.00	32%	\$5,250.00	32%
Banking Fees	\$8,113.09	\$9,245.00	88%	\$9,245.00	88%
Subtotal - Fiscal Agent Costs	\$356,839.11	\$363,858.00	98%	\$363,858.00	98%

1.3 **Call Routing**

Wages and Benefits - Call Center Specialist					
Qwest Connectivity	\$8,874.96	\$9,000.00	99%	\$9,000.00	99%
AT&T Toll-Free Incoming	\$34,262.42	\$45,000.00	76%	\$45,000.00	76%
Maintenance	\$14,914.31	\$10,259.00	145%	\$10,259.00	145%
Scan Codes (WA DIS)	\$10,672.06	\$9,765.00	109%	\$9,765.00	109%
Subtotal - Call Routing	\$68,723.75	\$74,024.00	93%	\$74,024.00	93%

Total Costs- ST managed regional services	\$622,849.97	\$904,381.00	69%	\$904,381.00	69%
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2 **REGIONAL SERVICES PROVIDED BY KING COUNTY METRO**

2.1 **ORCA Operations**

Wages and Benefits					
Operations Manager (1 FTE)					
Functional Analyst (2 FTE)					
Subtotal	\$305,855.24	\$329,607.00	93%	\$329,607.00	93%
Technical Consulting	\$1,700.50	\$52,500.00	3%	\$52,500.00	3%
Iron Mountain	\$1,700.00	\$2,200.00	77%	\$2,200.00	77%
Subtotal - ORCA Operations	\$309,255.74	\$384,307.00	80%	\$384,307.00	80%

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2.2 Mail Center					
Wages and Benefits (3 FTE)					
Customer Assistance Representative					
Sr. Customer Assistance Representative					
Administrative Assistant					
Subtotal	\$195,848.71	\$179,945.00	109%	\$179,945.00	109%
Autoload Management	\$32,828.00	\$32,828.00	100%	\$32,828.00	100%
Supplies	\$15,743.41	\$27,950.00	56%	\$27,950.00	56%
Autoload Unrecoverable Debt	\$179,977.65	\$190,000.00	95%	\$190,000.00	95%
Bank Card Fees	\$434,122.69	\$416,846.00	104%	\$416,846.00	104%
<i>Subtotal - Mail Center</i>	<i>\$858,520.46</i>	<i>\$847,569.00</i>	<i>101%</i>	<i>\$847,569.00</i>	<i>101%</i>
2.3 Regional Distribution and Inventory Center (RDIC)					
Wages and Benefits (.08 FTE)					
Revenue Processor					
Marketing and Sales Specialist					
Subtotal	\$6,355.94	\$7,475.00	85%	\$7,475.00	85%
Supplies	\$140.46	\$270.00	52%	\$270.00	52%
Orca Card Costs					
Ongoing card order	\$1,178,552.44	\$1,182,860.00	100%	\$1,182,860.00	100%
<i>Subtotal - RDIC</i>	<i>\$1,185,048.84</i>	<i>\$1,190,605.00</i>	<i>100%</i>	<i>\$1,190,605.00</i>	<i>100%</i>
Total Costs - KCM provided regional services	\$2,352,825.04	\$2,422,481.00	97%	\$2,422,481.00	97%
3 ERG COSTS					
3.1 Maintenance					
Depot Maintenance	\$0.00	\$0.00	0%	\$0.00	0%
On-Call Maintenance	\$4,946.95	\$0.00	0%	\$0.00	0%
Technical Support	\$7,258.19	\$0.00	0%	\$0.00	0%
Software Maintenance	\$31,885.00	\$127,540.00	25%	\$127,540.00	25%
<i>Subtotal - Maintenance</i>	<i>\$44,090.14</i>	<i>\$127,540.00</i>	<i>35%</i>	<i>\$127,540.00</i>	<i>35%</i>
3.2 Services					
Customer Service	\$233,268.00	\$239,100.00	98%	\$239,100.00	98%
Institutional Programs	\$165,336.00	\$169,464.00	98%	\$169,464.00	98%
Card Procurement and Distribution	\$134,004.00	\$137,352.00	98%	\$137,352.00	98%
Fare Card Management	\$75,980.66	\$77,796.00	98%	\$77,796.00	98%
Clearinghouse Services	\$660,796.49	\$1,141,756.00	58%	\$1,141,756.00	58%
Financial Management	\$138,672.00	\$142,128.00	98%	\$142,128.00	98%
Network Management	\$163,044.00	\$167,124.00	98%	\$167,124.00	98%
Revalue Network Support	\$127,579.20	\$129,828.00	98%	\$129,828.00	98%
<i>Subtotal - Services</i>	<i>\$1,698,680.35</i>	<i>\$2,204,548.00</i>	<i>77%</i>	<i>\$2,204,548.00</i>	<i>77%</i>
3.3 Performance Security Obligation - LC	\$0.00	\$10,000.00	0%	\$10,000.00	0%
Total ERG Costs	\$1,742,770.49	\$2,342,088.00	74%	\$2,342,088.00	74%
4 REGIONAL SERVICES MANAGED BY AGENCIES					
4.1 Retailer Lead Agencies					
TRU Dedicated Phone Line	\$0.00	\$0.00	0%	\$0.00	0%
Phone Line Set Up	\$0.00	\$0.00	0%	\$0.00	0%
TRU Thermal Tape	\$0.00	\$1,500.00	0%	\$1,500.00	0%
Commissions - 2% of sales	\$107,978.01	\$215,586.00	50%	\$215,586.00	50%
<i>Subtotal - Retailer Lead Agencies</i>	<i>\$107,978.01</i>	<i>\$217,086.00</i>	<i>50%</i>	<i>\$217,086.00</i>	<i>50%</i>
Total Regional Services Managed By Agencies	\$107,978.01	\$217,086.00	50%	\$217,086.00	50%
SUBTOTAL ORCA OPERATING COSTS	\$4,826,423.51	\$5,886,036.00	82%	\$5,886,036.00	82%
CONTINGENCY - TOTAL ORCA OPERATING COSTS	\$0.00	\$107,338.00	0%	\$107,338.00	0%
TOTAL ORCA OPERATING COSTS	\$4,826,423.51	\$5,993,374.00	81%	\$5,993,374.00	81%
TOTAL ORCA NON-FARE OPERATING REVENUES	\$171,309.20	\$252,000.00	68%	\$252,000.00	68%

* Denotes Budget Reallocation