

"Printing the Truth about Houston Transit."

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STATE AUDITS METRO

What have they found? Find out inside...



METRO Administration Building, 1900 Main Street.

- Ridership.....*
- Operating Costs....*
- Efficiency.....*
- Reliability.....*
- Revenue.....*

“We were impressed with the turnaround that we’ve seen from the last performance audit.”

– Cyndy Pollan, State Audit Agent

Every four years, the State performs a mandated performance audit of METRO to look for areas needing improvement and where strides have been made since the previous review based on a variety of key indicators.






“There are at least 123 state legislative requirements that pertain directly to transit providers – by far, METRO was fully in compliance with those requirements.”

The State Audit revealed METRO’s management actions have led to more riders, increased cost effectiveness, improved operating performance and added revenue. The five performance indicators demonstrate the strides METRO has made over the past four years in its ongoing effort to offer the Houston region innovative public transit options.

“(METRO) is well-positioned to move forward in the next four years.”

We’re bringing the Houston region the superior transit agency it deserves – watch us succeed.

The Scorecard:

Ridership	THEN (2001-2004)	Decreased 5% system-wide	
	NOW (2005-2008)	Increased 3% system-wide, to 97.8 million riders	
Operating Costs	THEN (2001-2004)	Increased 29%, while the Consumer Price Index (CPI) grew 10%	
	NOW (2005-2008)	Increased 5% to \$325.7 million, well below the 13% growth in the CPI	
Operating Cost Per Passenger (Efficiency)	THEN (2001-2004)	Increased 36%, with only 10% growth in the CPI	
	NOW (2005-2008)	Increased only 3% to \$3.33, while the CPI grew 13%	
Maintenance Miles Between Mechanical Road Calls (Reliability)	THEN (2001-2004)	22% drop in miles between road calls	
	NOW (2005-2008)	3% improvement in the miles between road calls	
Revenue Farebox Recovery	THEN (2001-2004)	29% decrease in farebox recovery	
	NOW (2005-2008)	8% increase in farebox recovery, at 16.47%	



For additional findings view the
State Audit Executive Summary
at www.RideMETRO.org



For more information on the FY05-FY08 Performance Audit: Executive Summary click link below.

<http://www.ridemetro.org/AboutUs/Publications/Pdfs/Houston-performance-audit-executive-summary-042309.pdf>

For more information on the FY01-FY04 Performance Audit click link below.

<http://www.ridemetro.org/AboutUs/Publications/AuditPerformance.aspx>