

METRO

Fiscal Year 2015 Monthly Board Report

Revenue • Expense • Ridership • Performance

May 2015



# **MONTHLY BOARD REPORT**

## **May 2015**

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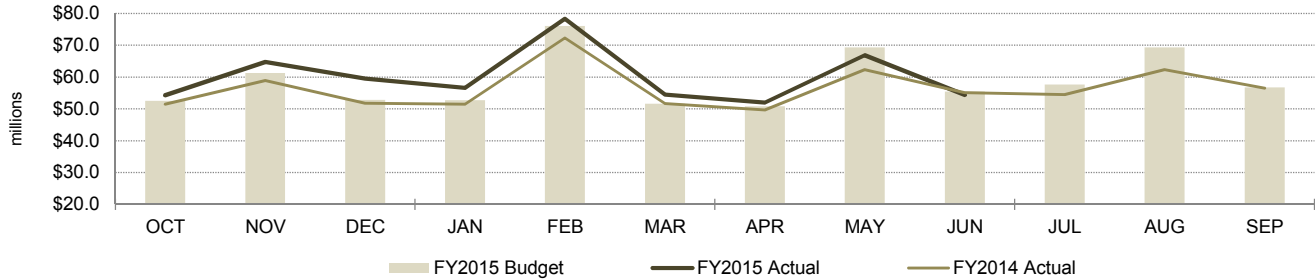
## MONTHLY BOARD REPORT

May 2015

Summary

- FY2015 Sales Tax revenue through June 2015 is \$541.3 million and \$18.7 million or 3.6% over estimates. Sales Tax revenue for June 2015 is \$54.4 million, \$1.0 million or 1.8% under estimates.
- Fare revenue of \$44.9 million through May 2015 year-to-date is \$2.3 million or 4.9% under budget. May 2015 revenue of \$5.1 million is \$0.8 million or 13.1% under budget.
- Service Related Grant Revenue year-to-date of \$34.9 million through May 2015 is \$3.6 million or 11.4% over budget. May 2015 revenue of \$6.8 million is \$5.4 million or 392.7% over budget.
- Capital Grant revenue year-to-date of \$19.1 million through May 2015 is \$42.5 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$7.6 million through May 2015 is \$0.7 million or 10.0% over budget. May 2015 revenue of \$1.0 million is \$0.2 million or 23.6% over budget.
- Operating expenses year-to-date of \$308.3 million through May 2015 are \$24.4 million or 7.3% under budget. May 2015 expenses of \$39.5 million are \$2.5 million or 5.9% under budget.
- METRORail Expansion expenses year-to-date of \$70.4 million through May 2015 are \$46.0 million or 39.5% under budget. May 2015 expenses of \$10.7 million are \$2.0 million or 15.9% under budget.
- Other Capital Improvement Program expenses year-to-date of \$81.5 million through May 2015 are \$28.0 million or 25.6% under budget. May 2015 expenses of \$16.0 million are \$7.2 million or 81.5% over budget.
- General Mobility Program expenses year-to-date of \$92.5 million through May 2015 are \$21.4 million or 18.8% under budget. May 2015 expenses of \$12.8 million are \$0.8 million or 5.6% under budget.
- Debt Service expenses of \$61.9 million through May 2015 year-to-date are on budget.
- METROBus ridership (fixed route) year-to-date of 43.7 million through May 2015 is 1,252,000 or 2.8% under last year. May 2015 ridership of 5.1 million is 536,000 or 9.4% under compared to last year.
- METRORail ridership year-to-date of 9.4 million through May 2015 is 1,054,000 or 12.6% over last year. May 2015 ridership of 1.1 million is 126,000 or 12.4% over compared to last year.
- Performance Indicator Summary:
  - Safety & Security Bus Accidents met the benchmark for the month and for the year-to-date. Rail Accidents met the benchmark for the month and the year-to-date. Total Major Security Incidents missed both the benchmark for the month and for the year-to-date. Major Security Incidents on METRO properties met the benchmark for the month and the goal for the year-to-date.
  - Service Reliability On-Time Performance for Local Bus did not meet the minimum performance standard for the month but met the goal for the year-to-date. On-Time Performance for Park & Ride Bus met the minimum performance standard for the month and the goal for the year-to-date. On-Time Performance for METROLift did not meet the minimum performance standard for both the month and for the year-to-date. On-Time Performance for Rail (red line) missed the benchmark for both the month and year to date. The Mean Distance Between Mechanical Failures (MDBF) for all buses met the minimum standard for the month and for the year-to-date. MDBF for METROLift met the minimum standard for the month and for the year-to-date.
  - Customer Service Complaint Contacts met the goal for the month and the goal for the year-to-date. The number of Commendations met the goal for the month and for the year-to-date. The Average Call Center Answer Delay did not meet both the goal for the month and for the year-to-date.

**MONTHLY BOARD REPORT**  
**May 2015**  
**Sales Tax Revenue thru June 2015**



**Total FY2015 Sales Tax budget is \$706.2 million**

**Budget to Actual FY2015**

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 52.5	\$ 54.3	1.8	3.4%
November	61.3	64.8	3.5	5.7%
December	52.9	59.5	6.6	12.5%
January	52.7	56.6	3.9	7.3%
February	76.0	78.3	2.3	3.0%
March	51.6	54.4	2.8	5.5%
April	50.8	52.0	1.1	2.3%
May	69.3	66.9	(2.4)	(3.5%)
<b>June</b>	<b>55.4</b>	<b>54.4</b>	<b>(1.0)</b>	<b>(1.8%)</b>
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 522.6</b>	<b>\$ 541.3</b>	<b>\$ 18.7</b>	<b>3.6%</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 51.4	\$ 54.3	2.9	5.6%
November	58.9	64.8	5.9	10.1%
December	51.8	59.5	7.7	14.9%
January	51.4	56.6	5.1	10.0%
February	72.3	78.3	6.1	8.4%
March	51.7	54.4	2.8	5.4%
April	49.7	52.0	2.3	4.6%
May	62.3	66.9	4.6	7.4%
<b>June</b>	<b>55.1</b>	<b>54.4</b>	<b>(0.7)</b>	<b>(1.3%)</b>
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 504.6</b>	<b>\$ 541.3</b>	<b>\$ 36.7</b>	<b>7.3%</b>

# MONTHLY BOARD REPORT

May 2015

## Fare Revenue

**Total FY2015 Fare Revenue budget is \$72.2 million**

### Budget to Actual FY2015

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 6.6	\$ 6.4	\$ (0.2)	(2.9%)
November	5.5	5.1	(0.4)	(7.3%)
December	5.3	5.3	0.0	0.7%
January	5.6	5.6	(0.1)	(1.6%)
February	5.7	5.3	(0.4)	(6.8%)
March	6.4	6.4	(0.1)	(1.2%)
April	6.2	5.8	(0.4)	(6.9%)
<b>May</b>	<b>5.8</b>	<b>5.1</b>	<b>(0.8)</b>	<b>(13.1%)</b>
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 47.2</b>	<b>\$ 44.9</b>	<b>\$ (2.3)</b>	<b>(4.9%)</b>

### Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	\$ 6.5	\$ 6.4	\$ (0.1)	(1.1%)
November	5.3	5.1	(0.1)	(2.4%)
December	5.0	5.3	0.3	5.9%
January	5.5	5.6	0.1	1.1%
February	5.5	5.3	(0.2)	(4.3%)
March	6.2	6.4	0.2	3.1%
April	6.0	5.8	(0.2)	(4.0%)
<b>May</b>	<b>5.6</b>	<b>5.1</b>	<b>(0.6)</b>	<b>(9.8%)</b>
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 45.6</b>	<b>\$ 44.9</b>	<b>\$ (0.7)</b>	<b>(1.5%)</b>

**MONTHLY BOARD REPORT**

**May 2015**

**Service Related Grant Revenue**

**Total FY2015 Service Related Grant budget is \$75.8 million**

**Budget to Actual FY2015**

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.7	\$ 0.4	\$ (0.3)	(38.4%)
November	0.6	0.5	(0.1)	(21.6%)
December	0.5	0.6	0.0	5.8%
January	1.1	0.3	(0.9)	(77.7%)
February	24.5	13.6	(10.9)	(44.6%)
March	1.1	12.4	11.3	995.7%
April	1.3	0.4	(1.0)	(73.4%)
<b>May</b>	<b>1.4</b>	<b>6.8</b>	<b>5.4</b>	<b>392.7%</b>
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 31.3</b>	<b>\$ 34.9</b>	<b>\$ 3.6</b>	<b>11.4%</b>

**Capital Grant Revenue**

**Year-to-date Capital Grant revenue is \$23.4 million versus \$66.0 million budgeted**

**Interest & Miscellaneous Revenue**

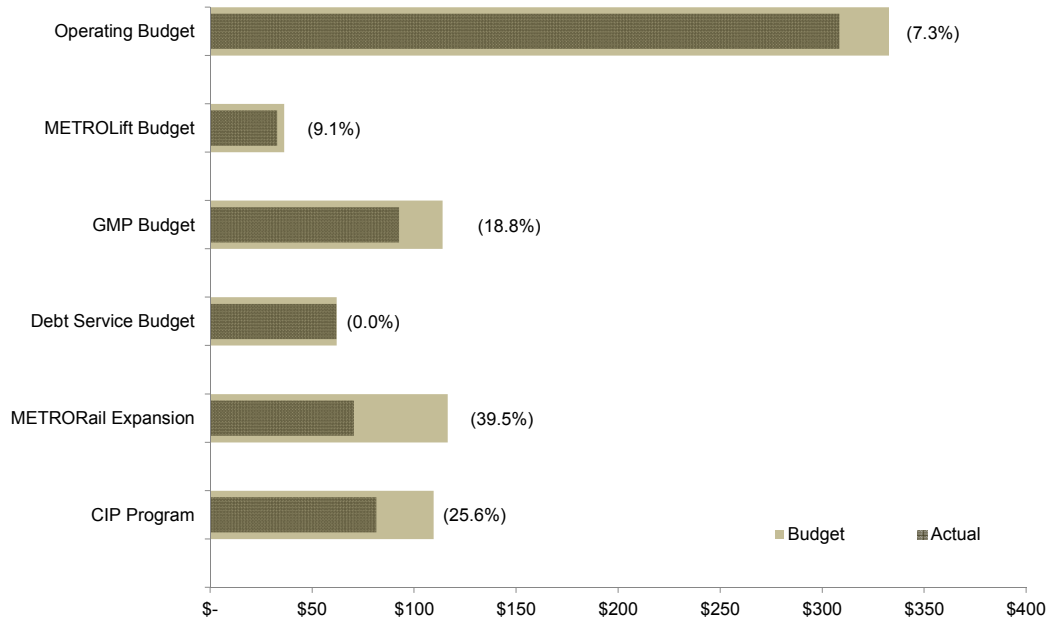
**Total FY2015 Interest & Miscellaneous Revenue budget is \$10.8 million**

**Budget to Actual FY2015**

(\$ millions)

	Budget	Actual	Variance	%
October	\$ 0.8	\$ 1.0	\$ 0.2	28.0%
November	0.7	0.8	0.1	9.6%
December	0.6	0.8	0.2	24.0%
January	0.6	1.0	0.4	66.6%
February	0.7	1.0	0.3	44.5%
March	1.0	1.3	0.3	34.8%
April	1.8	0.8	(1.0)	(54.8%)
<b>May</b>	<b>0.8</b>	<b>1.0</b>	<b>0.2</b>	<b>23.6%</b>
June	-	-	-	-
July	-	-	-	-
August	-	-	-	-
September	-	-	-	-
<b>FY 2015 YTD</b>	<b>\$ 6.9</b>	<b>\$ 7.6</b>	<b>\$ 0.7</b>	<b>10.0%</b>

**MONTHLY BOARD REPORT**  
**May 2015**  
**Budget and Expense Summary**  
(in \$ millions)



**MONTHLY BOARD REPORT**

**May 2015**

**Operating Expenses**

**Comparison of Budget to Actual for the Month (May 2015)**

	<b>FY15 Annual Budget</b>	<b>May Budget</b>	<b>May Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
Labor and Fringe Benefits	\$ 301,590,090	\$ 24,770,419	\$ 25,580,927	\$ 810,508	3.3%
Non-Labor	221,035,377	18,492,892	16,432,452	(2,060,440)	(11.1%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>522,625,467</b>	<b>43,263,311</b>	<b>42,013,378</b>	<b>(1,249,933)</b>	<b>(2.9%)</b>
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(1,307,073)	(2,544,988)	(1,237,915)	(94.7%)
<b>Total Operating Budget</b>	<b>\$ 514,991,700</b>	<b>\$ 41,956,238</b>	<b>\$ 39,468,390</b>	<b>\$ (2,487,848)</b>	<b>(5.9%)</b>

**Comparison of Budget to Actual Year-to-Date May 2015 (8 months)**

<b><u>Expense Category</u></b>	<b>FY15 Annual Budget</b>	<b>Year-to-Date Budget</b>	<b>Year-to-Date Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
Wages	\$ 116,070,301	\$ 77,461,587	\$ 75,923,599	\$ (1,537,988)	(2.0%)
Union Fringe Benefits	\$ 60,485,951	39,197,132	37,068,621	(2,128,511)	(5.4%)
<b>Subtotal Union Labor</b>	<b>176,556,252</b>	<b>116,658,719</b>	<b>112,992,220</b>	<b>(3,666,499)</b>	<b>(3.1%)</b>
Salaries and Non-Union Wages	86,438,576	56,948,253	55,390,692	(1,557,561)	(2.7%)
Non-Union Fringe Benefits	38,595,262	25,567,982	23,759,885	(1,808,097)	(7.1%)
<b>Subtotal Non-Union Labor</b>	<b>125,033,838</b>	<b>82,516,235</b>	<b>79,150,577</b>	<b>(3,365,658)</b>	<b>(4.1%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>301,590,090</b>	<b>199,174,954</b>	<b>192,142,797</b>	<b>(7,032,157)</b>	<b>(3.5%)</b>
Services	41,299,291	27,473,710	20,000,174	(7,473,536)	(27.2%)
Materials and Supplies	21,657,314	14,686,719	13,734,847	(951,872)	(6.5%)
Fuel and Utilities	51,998,864	33,870,811	32,372,346	(1,498,465)	(4.4%)
Casualty and Liability	4,516,671	3,033,279	2,168,336	(864,943)	(28.5%)
Purchased Transportation	93,342,065	61,107,981	58,257,149	(2,850,832)	(4.7%)
Leases, Rentals and Misc.	8,221,172	5,776,296	4,654,202	(1,122,094)	(19.4%)
<b>Subtotal Non-Labor</b>	<b>221,035,377</b>	<b>145,948,796</b>	<b>131,187,054</b>	<b>(14,761,742)</b>	<b>(10.1%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>522,625,467</b>	<b>345,123,750</b>	<b>323,329,850</b>	<b>(21,793,900)</b>	<b>(6.3%)</b>
Contingency	10,000,000	-	-	-	0.0%
Allocation to Capital and GMP	(17,633,767)	(12,409,832)	(15,014,935)	(2,605,103)	(21.0%)
<b>Subtotal Contingency / Allocations</b>	<b>(7,633,767)</b>	<b>(12,409,832)</b>	<b>(15,014,935)</b>	<b>(2,605,103)</b>	<b>(21.0%)</b>
<b>Total Operating Budget</b>	<b>\$ 514,991,700</b>	<b>\$ 332,713,918</b>	<b>\$ 308,314,915</b>	<b>\$ (24,399,003)</b>	<b>(7.3%)</b>



**MONTHLY BOARD REPORT**  
**May 2015**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>May 2015 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>116,658,719</b>	<b>\$ 112,992,220</b>	<b>\$ (3,666,499)</b>
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (8,025,071)
Benefit Trust Contribution - due to lower enrollment and vacancies			(1,357,000)
Overtime wages mostly due to vacancies in bus operator positions and additional hours related to 'burn-in' and pre revenue testing of rail cars			5,633,000
<b>Non-Union Labor</b>	<b>82,516,235</b>	<b>79,150,577</b>	<b>(3,365,658)</b>
Salaries and fringes primarily related to vacancies			(3,201,000)
Lower than expected healthcare expenses resulting from vacancies and the effect			(1,457,000)
Field Operations and Rail Operations Patrol			(285,000)
<u>Offset by</u>			
Timing of employee use of time related to sick, vacation, and other paid absences			621,000
Unbudgeted vacation buyback activity			469,000
Rail related overtime			298,000
Overtime in METROLift operations			129,000
Overtime in other areas mostly associated with APTA related services and Rodeo (HLSR)			244,000
<b>Services</b>	<b>27,473,710</b>	<b>20,000,174</b>	<b>(7,473,536)</b>
<u>Timing delays in</u>			
Advertising fees resulting from a delay in the East End and Southeast rail launch events			(1,573,000)
Planning's METRO's New Bus Network Project scheduling assistance and service planning activities			(1,067,000)
Transit Oriented Development, Long Range Planning, Corridor Development, and Origin/Destination Survey			(1,039,000)
Facility Maintenance building operating facility costs, custodial services and building grounds and maintenance			(533,000)
IT contract management services, software license payments, Harris County Project delay and savings realized in certain line items			(474,000)
Education and Training within Operations mostly within Quality Assurance			(311,000)
Purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment			(250,000)
Contractual support services within Finance			(247,000)
Support services within Operations			(221,000)
Operations building and grounds maintenance specifically radio, track and electronic maintenance			(168,000)
Operations equipment repairs and maintenance			(129,000)
Contractual services within METROLift			(200,000)
IT equipment repairs and maintenance			(156,000)
Contractual services within HOT Lane Operations			(117,000)
Support services within the Customer Call Center			(107,000)
Support services within Stakeholder Affairs resulting from a delay in the East End and Southeast rail launch events			(92,000)
<u>Underutilization in other areas throughout the Authority - mostly in:</u>			
- Support services			(186,000)
- Equipment repairs and maintenance			(126,000)
- Education and training			(191,000)
- Contract Employment and Contracted HR Services			(102,000)
- Incentive Programs - tied to Rodeo event delayed to October 2015			(86,000)
- Other miscellaneous services spread across the Authority			(326,000)
<u>Offset by</u>			
Timing in the billing of legal fees			144,000
Timing in the Issuance/processing of Invoices for legislative coordination			83,000

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**MONTHLY BOARD REPORT**  
**May 2015**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>May 2015 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Materials &amp; Supplies</b>	<b>14,686,719</b>	<b>13,734,847</b>	<b>(951,872)</b>
Timing delay in Fare media supply orders			(706,000)
Warranty credits for rail signal communication maintenance			(193,000)
Timing delays in bus batteries			(103,000)
Timing delays in bus engines			(96,000)
Timing delays in Tech Equipment supplies for the METRO Police due to delay in Bus Rodeo event to Oct 2015			(102,000)
General underutilization in materials and supplies throughout the Authority			(322,000)
<u>Offset by overruns in</u>			
Rail Inspections and Signal/Comm. Maintenance parts offset by delays in several bus parts line items			335,000
Bus parts for exterior body and windows			138,000
Print Shop supplies			97,000
<b>Fuel &amp; Utilities</b>	<b>33,870,811</b>	<b>32,372,346</b>	<b>(1,498,465)</b>
Lower than expected gasoline cost			(743,000)
Savings in Diesel fuel due to lower than expected consumption and favorable price variances			(661,000)
Lower than planned consumption of propulsion power			(193,000)
Lower than planned consumption of natural gas			(166,000)
Savings in Diesel and gasoline taxes resulting mainly from lower than planned consumption			(112,000)
Timing delay in the recording of the telephone expense for METROLift operations			(130,000)
Timing delays in facility maintenance Water and Sewerage billing			(97,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon and higher than expected routine telephone related expenditures			764,000
<b>Casualty and Liability</b>	<b>3,033,279</b>	<b>2,168,336</b>	<b>(864,943)</b>
Primarily lower than expected premiums			
Subrogation recovery is higher than anticipated largely due to mediation settlement of FY10 rail car accident (-\$810,000) for the rail car accident)			(907,000)
Realized savings in premiums			(257,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs			299,000
<b>Purchased Transportation</b>	<b>61,107,981</b>	<b>58,257,149</b>	<b>(2,850,832)</b>
METROLift - An over accrual in performance bonuses for van and sedan (-\$393,000) offset savings yield from discount, service mix and productivity inspite of 12,872 more passengers and 19,840 revenue hours (-\$52,000) and a MV Discount/refund check (-\$957,000)			(1,401,000)
Northwest First Transit - over accrual of the performance bonus (-\$494,000) for First Transit, operated with less hours than expected (-\$260,000), liquidated damage savings (-\$95,000), under budget Rodeo ( -\$145,000), discount savings (-\$50,000) and lower than expected utility costs (-\$71,000)			(1,116,000)
Processing of fare credits and timing of subcontractor transactions within Vanpool Operations			(389,000)
<b>Leases, Rentals and Miscellaneous</b>	<b>5,776,296</b>	<b>4,654,202</b>	<b>(1,122,094)</b>
Timing delays in the processing of SAP and other license Invoices			(772,000)
Timing delays in discretionary items (Travel, Memberships, Subscriptions, etc.)			(279,000)
<b>Allocation to Capital and GMP</b>	<b>(12,409,832)</b>	<b>(15,014,935)</b>	<b>(2,605,103)</b>
Due to heavy activity in rail operations mostly related to pre revenue testing and rail vehicle 'burn in'			(2,654,000)
Due to higher than expected capital related activity within Bus Maintenance			(477,000)
Due to a delay in the execution of IT related capital projects			928,000

**MONTHLY BOARD REPORT**  
**May 2015**  
**Total Net Operating Budget / Expenses by Department**

<u>Authorized</u> <u>EOY</u> <u>Headcount</u>	<u>Department</u>	<u>Annual Budget</u>	-----Year-to-Date-----		--Current Month--	
		<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
<b>3,096</b>	<b>Operations, Public Safety and Customer Service</b>	<b>\$ 398,965,401</b>	<b>\$ 262,355,766</b>	<b>\$ 247,814,114</b>	<b>\$ (14,541,652)</b>	<b>\$ (2,083,132)</b>
	74 Customer Service	4,782,931	3,154,001	2,809,737	(344,264)	(16,295)
	2,714 Operations	363,255,318	238,646,174	226,693,257	(11,952,917)	(1,788,760)
	298 Public Safety	29,655,329	19,712,709	17,527,587	(2,185,122)	(273,431)
	10 EVP Operations, Public Safety & Customer Service	1,271,823	842,882	783,532	(59,350)	(4,645)
<b>297</b>	<b>Finance &amp; Administration</b>	<b>55,681,007</b>	<b>37,504,239</b>	<b>33,897,771</b>	<b>(3,606,468)</b>	<b>(347,482)</b>
	75 Finance	9,666,886	6,685,365	4,991,302	(1,694,063)	(128,040)
	39 Human Resources	18,765,135	12,340,557	10,758,709	(1,581,848)	(163,171)
	67 Information Technology	17,408,855	11,973,047	12,006,982	33,935	(63,102)
	114 Procurement & Materials	9,466,377	6,256,560	5,968,779	(287,781)	6,932
	2 EVP Finance & Administration	373,754	248,710	171,998	(76,712)	(101)
<b>261</b>	<b>Planning, Engineering and Construction</b>	<b>34,587,599</b>	<b>22,968,213</b>	<b>18,396,885</b>	<b>(4,571,328)</b>	<b>(208,892)</b>
	36 Engineering and Construction	174,321	69,841	4,904	(64,937)	(6,012)
	184 Facility Maintenance	25,983,489	16,870,379	15,040,907	(1,829,472)	(9,425)
	39 Planning	8,414,918	6,018,090	3,351,074	(2,667,017)	(192,320)
	2 EVP Planning, Engineering and Construction	14,871	9,903	0	(9,903)	(1,136)
<b>40</b>	<b>Gov't &amp; Public Affairs</b>	<b>8,322,105</b>	<b>5,159,310</b>	<b>3,272,353</b>	<b>(1,886,957)</b>	<b>(168,601)</b>
	3 Government Affairs	572,113	384,307	357,000	(27,307)	(34)
	24 Mktg & Corporate Communications	6,904,216	4,173,035	2,465,757	(1,707,278)	(203,473)
	7 Public Engagement	712,733	481,036	392,629	(88,407)	(3,034)
	6 Stakeholder Affairs	133,043	120,932	56,967	(63,965)	37,941
<b>17</b>	<b>Legal</b>	<b>3,705,237</b>	<b>2,485,715</b>	<b>2,679,628</b>	<b>193,913</b>	<b>198,808</b>
	14 Legal	3,372,096	2,251,094	2,459,551	208,457	213,900
	3 Records Management	333,141	234,621	220,076	(14,545)	(15,092)
<b>12</b>	<b>Executive &amp; Board</b>	<b>2,139,825</b>	<b>1,374,694</b>	<b>1,356,394</b>	<b>(18,300)</b>	<b>71,080</b>
<b>11</b>	<b>Audit</b>	<b>1,309,692</b>	<b>865,981</b>	<b>897,770</b>	<b>31,789</b>	<b>50,370</b>
	<b>Contingency</b>	<b>10,000,000</b>	-	-	-	-
	<b>Non Departmental</b>	<b>280,834</b>	-	-	-	-
<b>3,734</b>	<b>TOTAL NET OPERATING</b>	<b>\$ 514,991,700</b>	<b>\$ 332,713,918</b>	<b>\$ 308,314,915</b>	<b>\$ (24,399,003)</b>	<b>\$ (2,487,848)</b>

**MONTHLY BOARD REPORT**

**May 2015**

**Total Net Operating Budget / Expenses by Department  
as of the end of May FY2015 vs. May FY2014**

<u>Department</u>	<u>May FY2015</u>			<u>May FY2014</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
<b>Operations, Public Safety and Customer Service</b>	<b>\$ 262,355,766</b>	<b>\$ 247,814,114</b>	<b>\$ (14,541,652)</b>	<b>\$ 248,607,350</b>	<b>\$ 238,994,458</b>	<b>\$ (9,612,892)</b>
EVP Operations, Public Safety and Customer Service	842,882	783,532	(59,350)	N/A	N/A	N/A
Customer Service	3,154,001	2,809,737	(344,264)	2,973,528	2,788,933	(184,595)
Operations	238,646,174	226,693,257	(11,952,917)	227,936,416	219,881,198	(8,055,218)
Public Safety	19,712,709	17,527,587	(2,185,122)	17,697,406	16,324,327	(1,373,079)
<b>Finance &amp; Administration</b>	<b>37,504,239</b>	<b>33,897,771</b>	<b>(3,606,468)</b>	<b>35,836,908</b>	<b>31,606,612</b>	<b>(4,230,296)</b>
EVP Finance & Administration	248,710	171,998	(76,712)	N/A	N/A	N/A
Finance	6,685,365	4,991,302	(1,694,063)	7,204,426	5,436,569	(1,767,857)
Human Resources	12,340,557	10,758,709	(1,581,848)	11,423,764	10,230,063	(1,193,701)
Information Technology	11,973,047	12,006,982	33,935	11,250,292	10,075,133	(1,175,159)
Procurement & Materials	6,256,560	5,968,779	(287,781)	5,958,426	5,864,847	(93,579)
<b>Planning, Engineering and Construction</b>	<b>22,968,213</b>	<b>18,396,885</b>	<b>(4,571,328)</b>	<b>22,145,446</b>	<b>16,524,149</b>	<b>(5,621,297)</b>
EVP Planning, Engineering & Construction	9,903	0	(9,903)	N/A	N/A	N/A
Engineering and Construction	69,841	4,904	(64,937)	258,654	(8,455)	(267,109)
Facility Maintenance	16,870,379	15,040,907	(1,829,472)	16,833,461	13,352,408	(3,481,053)
Planning	6,018,090	3,351,074	(2,667,017)	5,053,331	3,180,196	(1,873,135)
<b>Gov't &amp; Public Affairs</b>	<b>5,159,310</b>	<b>3,272,353</b>	<b>(1,886,957)</b>	<b>5,049,734</b>	<b>2,817,520</b>	<b>(2,232,214)</b>
Government Affairs	384,307	357,000	(27,307)	365,894	269,006	(96,888)
Mktg & Corporate Communications	4,173,035	2,465,757	(1,707,278)	4,199,305	2,195,884	(2,003,421)
Public Engagement	481,036	392,629	(88,407)	486,487	326,171	(160,316)
Stakeholder Affairs	120,932	56,967	(63,965)	(1,952)	26,459	28,411
<b>Legal</b>	<b>2,485,715</b>	<b>2,679,628</b>	<b>193,913</b>	<b>2,215,949</b>	<b>1,644,360</b>	<b>(571,589)</b>
Legal	2,251,094	2,459,551	208,457	1,928,147	1,439,111	(489,036)
Records Management	234,621	220,076	(14,545)	287,802	205,249	(82,553)
<b>Executive &amp; Board</b>	<b>1,374,694</b>	<b>1,356,394</b>	<b>(18,300)</b>	<b>1,285,997</b>	<b>1,031,389</b>	<b>(254,608)</b>
<b>Audit</b>	<b>865,981</b>	<b>897,770</b>	<b>31,789</b>	<b>873,623</b>	<b>807,674</b>	<b>(65,949)</b>
<b>Non-Departmental</b>	-	-	-	-	896	896
<b>Contingency</b>	-	-	-	-	-	-
<b>TOTAL NET OPERATING</b>	<b>\$ 332,713,918</b>	<b>\$ 308,314,915</b>	<b>\$ (24,399,003)</b>	<b>\$ 316,015,007</b>	<b>\$ 293,427,056</b>	<b>\$ (22,587,951)</b>

**MONTHLY BOARD REPORT**  
**May 2015**  
**Capital, General Mobility and Debt Service Expenses**  
**Budget vs. Actual - Month and Fiscal Year-to-Date**  
(\$ millions)

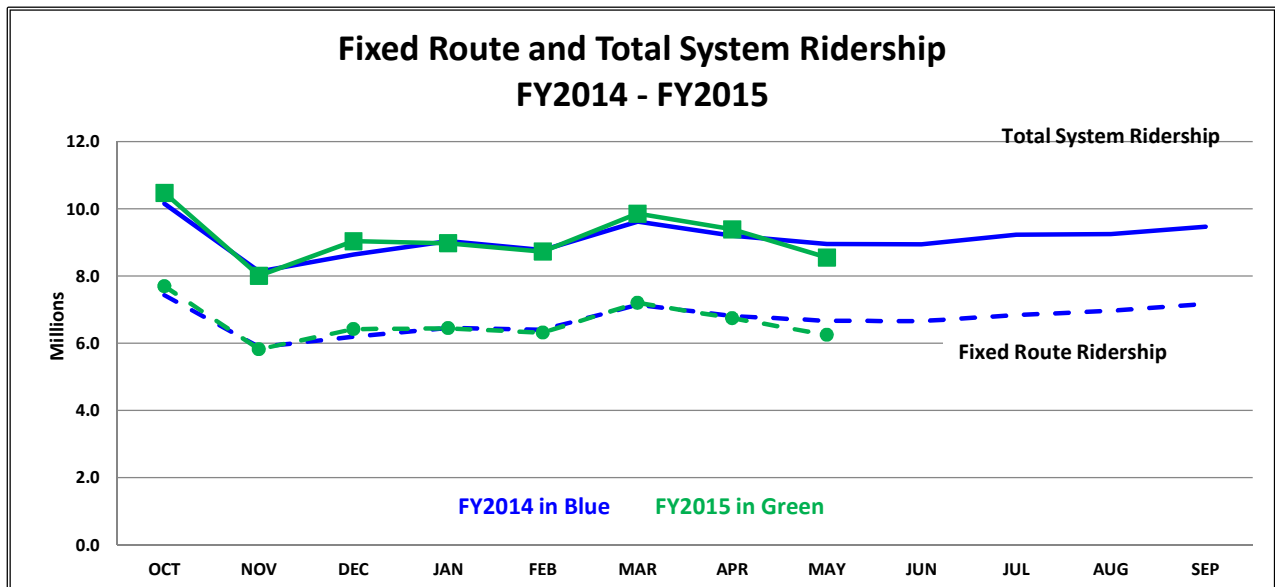
	FY2015 Annual Budget	Month of May 2015				Fiscal YTD May 2015			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 172.7	\$ 12.8	\$ 10.7	\$ (2.0)	(15.9%)	\$ 116.4	\$ 70.4	\$ (46.0)	(39.5%)
Capital Improvement Program	186.8	8.8	16.0	7.2	81.5%	109.5	81.5	(28.0)	(25.6%)
<b>Total Capital</b>	<b>\$ 359.5</b>	<b>21.6</b>	<b>26.8</b>	<b>5.2</b>	<b>24.0%</b>	<b>225.9</b>	<b>151.9</b>	<b>(74.0)</b>	<b>(32.8%)</b>
<b>General Mobility</b>	<b>\$ 173.0</b>	<b>13.5</b>	<b>12.8</b>	<b>(0.8)</b>	<b>(5.6%)</b>	<b>113.9</b>	<b>92.5</b>	<b>(21.4)</b>	<b>(18.8%)</b>
<b>Debt Service</b>	<b>\$ 91.5</b>	<b>\$ 6.2</b>	<b>\$ 6.2</b>	<b>\$ (0.0)</b>	<b>0.4%</b>	<b>\$ 61.9</b>	<b>\$ 61.9</b>	<b>\$ 0.0</b>	<b>(0.0%)</b>

**MONTHLY BOARD REPORT**  
**May 2015**  
**Ridership by Service Category**

Service Category	May-14 Boardings	May-15 Boardings	May-15 vs. May-14	May-14 YTD Boardings	May-15 YTD Boardings	YTD % Change May-15 vs. May-14
<b>Fixed Route Bus</b>						
Local	4,968,383	4,498,177	(9.5%)	39,615,560	38,291,872	(3.3%)
Park & Ride	702,601	636,987	(9.3%)	5,383,383	5,455,299	1.3%
<b>Subtotal Fixed Route Bus</b>	<b>5,670,984</b>	<b>5,135,164</b>	<b>(9.4%)</b>	<b>44,998,943</b>	<b>43,747,171</b>	<b>(2.8%)</b>
Red Line	983,360	1,085,030	10.3%	8,300,726	9,328,547	12.4%
Green/Purple Trunk	0	28,234	n/a	0	28,234	n/a
Green Line (East)	0	8,415	n/a	0	8,415	n/a
Purple Line (Southeast)	0	16,895	n/a	0	16,895	n/a
METRORail <i>(all lines)</i>	983,360	1,138,574	15.8%	8,300,726	9,382,091	13.0%
METRORail-Bus Bridge	29,880	392	(98.7%)	48,978	22,034	N/A
METRORail	1,013,240	1,138,966	12.4%	8,349,704	9,404,125	12.6%
<b>Subtotal Fixed Route</b>	<b>6,684,224</b>	<b>6,274,130</b>	<b>(6.1%)</b>	<b>53,348,647</b>	<b>53,151,296</b>	<b>(0.4%)</b>
Special Events *	718	1,990	177.2%	93,147	206,460	121.6%
<b>Total Fixed Route</b>	<b>6,684,942</b>	<b>6,276,120</b>	<b>(6.1%)</b>	<b>53,441,794</b>	<b>53,357,756</b>	<b>(0.2%)</b>
<b>Customized Bus Services</b>						
METROLift	159,331	149,015	(6.5%)	1,210,057	1,252,606	3.5%
METRO STAR Vanpool	205,040	191,745	(6.5%)	1,626,034	1,644,003	1.1%
Internal Service	0	0	100.0%	166	6	(96.4%)
<b>Subtotal Customized Bus</b>	<b>364,371</b>	<b>340,760</b>	<b>(6.5%)</b>	<b>2,836,257</b>	<b>2,896,615</b>	<b>2.1%</b>
<b>Subtotal Bus and Rail</b>	<b>7,049,313</b>	<b>6,616,880</b>	<b>(6.1%)</b>	<b>56,278,051</b>	<b>56,254,371</b>	<b>(0.0%)</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,920,555	1,961,560	2.1%	16,675,260	17,241,080	3.4%
<b>Total System</b>	<b>8,969,868</b>	<b>8,578,440</b>	<b>(4.4%)</b>	<b>72,953,311</b>	<b>73,495,451</b>	<b>0.7%</b>

*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  
May 2015  
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2015

SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
	<b>Bus Accidents</b> (Includes METROLift)	32	40	38	33	48	53	43	42					≤ 46	≤ 368	329
Bus Accidents per 100,000 vehicle miles	0.53	0.77	0.66	0.59	0.90	0.89	0.73	0.78					≤ 0.72	≤ 0.72	0.73	1.0%
<b>Rail Accidents</b>	7	3	4	4	8	6	4	6					≤ 9	≤ 66	42	36.4%
Rail Accidents per 100,000 vehicle miles	4.24	1.93	2.52	2.51	4.97	2.98	2.10	2.43					≤ 6.58	≤ 6.58	2.92	55.6%
<b>Major Security Incidents - total</b>	45	46	43	50	42	50	61	50					≤ 45	≤ 360	387	7.5%
Major Security Incidents per 100,000 boardings	0.430	0.544	0.476	0.557	0.481	0.507	0.650	0.583					≤ 0.640	≤ 0.640	0.527	17.7%
<b>Major Security Incidents - METRO properties</b>	12	10	18	17	15	21	29	19					≤ 28	≤ 224	141	37.1%
Major Security Incidents per 100,000 boardings	0.115	0.118	0.199	0.189	0.172	0.213	0.309	0.221					≤ 0.397	≤ 0.397	0.192	51.7%
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
Local Bus OTP	68.5%	68.6%	68.8%	70.4%	70.1%	69.3%	68.9%	68.1%					≥ 70%	≥ 69%	69.1%	0.1%
Park & Ride Bus OTP	77.0%	76.5%	75.9%	75.0%	73.7%	75.7%	73.9%	81.2%					≥ 75%	≥ 75%	76.1%	1.5%
Weighted Average Bus OTP	70.7%	70.5%	70.7%	71.6%	71.0%	70.9%	70.2%	71.4%					≥ 71.5%	≥ 71%	70.9%	0.3%
METROLift OTP	85.8%	87.6%	88.1%	89.4%	87.3%	87.3%	88.2%	87.4%					≥ 89%	≥ 88%	87.6%	0.1%
<b>Rail On-Time Performance-Red Line</b>	85.7%	92.3%	91.5%	75.2%	75.2%	79.2%	81.6%	84.3%					≥ 95%	≥ 95%	83.1%	
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	11,027	11,033	10,905	9,601	11,187	9,350	10,050	8,852					≥ 7,750	≥ 9,679	10,174	5.1%
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	20,891	23,500	22,205	28,564	31,559	22,285	23,260	17,119					≥ 13,000	≥ 13,000	15,093	16.1%
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2015 YTD GOAL	FY2015 YTD	YTD % Change
*Complaint Contacts per 100,000 boardings	21.20	20.24	19.73	20.64	23.88	21.31	21.50	19.72					≤ 25.50	≤ 23.31	21.04	9.7%
Commendations	320	240	328	326	328	365	393	316					≥ 250	≥ 2000	2,616	30.8%
Average Call Center Answer Delay (Sec.)	128	90	104	112	115	109	120	190					≤ 120	≤ 120	121	0.8%

**MONTHLY BOARD REPORT**  
**May 2015**  
**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 & 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 & Ride bus is considered on-time if it does not depart early (except in the morning when a bus can leave from a Park & 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. For METROLift, a trip is considered on-time if the vehicle arrives within 30 minutes of the scheduled pick-up time and no later than the appointment time.

**Mean Distance Between Mechanical Failures (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.

**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.

**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**  
**May 2015**  
**Balance Sheet**

	<b>May 31, 2014 (\$)</b>	<b>May 31, 2015 (\$)</b>	<b>Change (\$)</b>
Cash	\$ 3,709,780	\$ 790,449	\$ (2,919,331)
Receivables	125,780,995	129,007,573	3,226,578
Inventory	23,257,163	30,564,580	7,307,417
Investments	437,865,668	398,451,606	(39,414,062)
Other Assets	87,641,336	41,795,183	(45,846,153)
Property Net of Depreciation	2,682,457,534	2,743,364,499	60,906,965
Land & Improvements	397,310,640	386,162,228	(11,148,412)
Deferred Outflow of Resources	0	1,899,588	1,899,588
<b>Total Assets and Other</b>	<b>3,758,023,116</b>	<b>3,732,035,706</b>	<b>(25,987,410)</b>
<b>Liabilities</b>			
Trade Payables	48,499,930	63,671,060	15,171,130
Accrued Payroll	26,260,983	28,833,357	2,572,374
Commercial Paper	183,400,000	181,300,000	(2,100,000)
Long-Term Liabilities	1,220,756,401	1,226,674,475	5,918,074
Other Liabilities	74,241,219	31,304,997	(42,936,222)
<b>Total Liabilities</b>	<b>1,553,158,533</b>	<b>1,531,783,889</b>	<b>(21,374,644)</b>
Deferred Inflow of Resources	1,348,147	-	(1,348,147)
Net Assets - Retained	2,203,516,436	2,200,251,817	(3,264,619)
<b>Total Liabilities and Net Assets</b>	<b>\$ 3,758,023,116</b>	<b>\$ 3,732,035,706</b>	<b>\$ (25,987,410)</b>