METRO
Fiscal Year 2015 Monthly Board Report
Revenue • Expense • Ridership • Performance
September 2015
(Fourth Quarter Fiscal Year-to-Date)
This report is based on a preliminary closing of the year-end financials for FY2015
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FY2015 Sales Tax revenue through October 2015 is $53.2 million and $1.4 million or 2.7% over estimates.

Fare revenue of $67.0 million through September 2015 year-to-date is $5.2 million or 7.2% under budget. September 2015 revenue of $6.2 million is $0.7 million or 9.8% under budget.

Service Related Grant Revenue year-to-date of $42.3 million through September 2015 is $33.5 million or 44.2% under budget. September 2015 revenue of $1.0 million is $37.0 million or 97.4% under budget.

Capital Grant revenue year-to-date of $45.1 million through September 2015 is $75.5 million under budget.

Interest & Miscellaneous revenue year-to-date of $18.8 million through September 2015 is $8.1 million or 75.0% over budget. September 2015 revenue of $1.8 million is $0.1 million or 3.2% over budget.

Operating expenses year-to-date of $493.3 million through September 2015 are $21.7 million or 4.2% under budget. September 2015 expenses of $54.4 million are $0.2 million or 0.4% under budget.

METRORail Expansion expenses year-to-date of $121.2 million through September 2015 are $57.5 million or 32.2% under budget. September 2015 expenses of $29.1 million are $9.6 million or 24.9% under budget.

Other Capital Improvement Program expenses year-to-date of $115.6 million through September 2015 are $65.2 million or 36.1% under budget. September 2015 expenses of $12.5 million are $22.8 million or 64.6% under budget.

General Mobility Program expenses year-to-date of $149.4 million through September 2015 are $23.7 million or 13.7% under budget. September 2015 expenses of $25.8 million are $9.8 million or 61.1% over budget.

Debt Service expenses of $87.9 million through September 2015 year-to-date are slightly under budget.

METROBus ridership (fixed route) year-to-date of 66.3 million through September 2015 is 1,922,000 or 2.8% under last year. September 2015 ridership of 5.8 million is 233,000 or 3.9% under compared to last year.

METRORail ridership year-to-date of 15.3 million through September 2015 is 2,488,000 or 19.5% over last year. September 2015 ridership of 1.6 million is 456,000 or 39.0% over last year.

Performance Indicator Summary:

Safety & Security  
Bus Accidents met the benchmark for both the month and year-to-date. Rail Accidents missed the goal for the month, but met the year-to-date goal. Total Major Security Incidents met the goal for the month, but missed the year-to-date goal. Major Security Incidents on METRO properties met the benchmark for both the month and the year-to-date.

Service Reliability  
On-Time Performance for Local Bus routes met the minimum performance standards for the month and for the year-to-date. On-Time Performance for Park & Ride routes met the minimum performance standards for 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 standards for the month and for the year-to-date. MDBF for METROLift met the minimum standards for the month and for the year-to-date.

Customer Service  
Complaint Contacts missed the goal for the month, but met the year-to-date goal. 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 the goals for the month and for the year-to-date.
MONTHLY BOARD REPORT
September 2015
Sales Tax Revenue thru October 2015

Total FY2015 Sales Tax budget is $706.2 million

**Budget to Actual FY2015**

<table>
<thead>
<tr>
<th></th>
<th>Budget ($)</th>
<th>Actual ($)</th>
<th>Variance ($)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>52.5</td>
<td>54.3</td>
<td>1.8</td>
<td>3.4%</td>
</tr>
<tr>
<td>November</td>
<td>61.3</td>
<td>64.8</td>
<td>3.5</td>
<td>5.7%</td>
</tr>
<tr>
<td>December</td>
<td>52.9</td>
<td>59.5</td>
<td>6.6</td>
<td>12.5%</td>
</tr>
<tr>
<td>January</td>
<td>52.7</td>
<td>56.6</td>
<td>3.9</td>
<td>7.3%</td>
</tr>
<tr>
<td>February</td>
<td>76.0</td>
<td>78.3</td>
<td>2.3</td>
<td>3.0%</td>
</tr>
<tr>
<td>March</td>
<td>51.6</td>
<td>54.4</td>
<td>2.8</td>
<td>5.5%</td>
</tr>
<tr>
<td>April</td>
<td>50.8</td>
<td>52.0</td>
<td>1.1</td>
<td>2.3%</td>
</tr>
<tr>
<td>May</td>
<td>69.3</td>
<td>66.9</td>
<td>(2.4)</td>
<td>(3.5%)</td>
</tr>
<tr>
<td>June</td>
<td>55.4</td>
<td>54.4</td>
<td>(1.0)</td>
<td>(1.8%)</td>
</tr>
<tr>
<td>July</td>
<td>57.6</td>
<td>54.8</td>
<td>(2.8)</td>
<td>(4.8%)</td>
</tr>
<tr>
<td>August</td>
<td>69.3</td>
<td>66.4</td>
<td>(2.9)</td>
<td>(4.2%)</td>
</tr>
<tr>
<td>September</td>
<td>56.7</td>
<td>55.9</td>
<td>(0.9)</td>
<td>(1.5%)</td>
</tr>
<tr>
<td><strong>FY 2015 YTD</strong></td>
<td><strong>$ 706.2</strong></td>
<td><strong>$ 718.4</strong></td>
<td><strong>$ 12.1</strong></td>
<td><strong>1.7%</strong></td>
</tr>
</tbody>
</table>

**October 2015**

<table>
<thead>
<tr>
<th></th>
<th>Prior Year ($)</th>
<th>Current Year ($)</th>
<th>Variance ($)</th>
<th>%</th>
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<tbody>
<tr>
<td>October</td>
<td>51.4</td>
<td>54.3</td>
<td>2.9</td>
<td>5.6%</td>
</tr>
<tr>
<td>November</td>
<td>58.9</td>
<td>64.8</td>
<td>5.9</td>
<td>10.1%</td>
</tr>
<tr>
<td>December</td>
<td>51.8</td>
<td>59.5</td>
<td>7.7</td>
<td>14.9%</td>
</tr>
<tr>
<td>January</td>
<td>51.4</td>
<td>56.6</td>
<td>5.1</td>
<td>10.0%</td>
</tr>
<tr>
<td>February</td>
<td>72.3</td>
<td>78.3</td>
<td>6.1</td>
<td>8.4%</td>
</tr>
<tr>
<td>March</td>
<td>51.7</td>
<td>54.4</td>
<td>2.8</td>
<td>5.4%</td>
</tr>
<tr>
<td>April</td>
<td>49.7</td>
<td>52.0</td>
<td>2.3</td>
<td>4.6%</td>
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<tr>
<td>May</td>
<td>62.3</td>
<td>66.9</td>
<td>4.6</td>
<td>7.4%</td>
</tr>
<tr>
<td>June</td>
<td>55.1</td>
<td>54.4</td>
<td>(0.7)</td>
<td>(1.3%)</td>
</tr>
<tr>
<td>July</td>
<td>54.5</td>
<td>54.8</td>
<td>0.3</td>
<td>0.6%</td>
</tr>
<tr>
<td>August</td>
<td>62.3</td>
<td>66.4</td>
<td>4.1</td>
<td>6.6%</td>
</tr>
<tr>
<td>September</td>
<td>56.5</td>
<td>55.9</td>
<td>(0.6)</td>
<td>(1.1%)</td>
</tr>
<tr>
<td><strong>FY 2015 YTD</strong></td>
<td><strong>$ 677.9</strong></td>
<td><strong>$ 718.4</strong></td>
<td><strong>$ 40.5</strong></td>
<td><strong>6.0%</strong></td>
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**October 2015**

<table>
<thead>
<tr>
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<th>Prior Year ($)</th>
<th>Current Year ($)</th>
<th>Variance ($)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>54.3</td>
<td>53.2</td>
<td>(1.1)</td>
<td>-2.0%</td>
</tr>
</tbody>
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MONTHLY BOARD REPORT  
September 2015  
Fare Revenue  

Total FY2015 Fare Revenue budget is $72.2 million

### Budget to Actual FY2015

<table>
<thead>
<tr>
<th></th>
<th>Budget ($ millions)</th>
<th>Actual ($ millions)</th>
<th>Variance ($ millions)</th>
<th>Variance %</th>
</tr>
</thead>
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<tr>
<td>October</td>
<td>6.6</td>
<td>6.4</td>
<td>(0.2)</td>
<td>(2.9%)</td>
</tr>
<tr>
<td>November</td>
<td>5.5</td>
<td>5.1</td>
<td>(0.4)</td>
<td>(7.3%)</td>
</tr>
<tr>
<td>December</td>
<td>5.3</td>
<td>5.3</td>
<td>0.0</td>
<td>0.7%</td>
</tr>
<tr>
<td>January</td>
<td>5.6</td>
<td>5.6</td>
<td>(0.1)</td>
<td>(1.6%)</td>
</tr>
<tr>
<td>February</td>
<td>5.7</td>
<td>5.3</td>
<td>(0.4)</td>
<td>(6.8%)</td>
</tr>
<tr>
<td>March</td>
<td>6.4</td>
<td>6.4</td>
<td>(0.1)</td>
<td>(1.2%)</td>
</tr>
<tr>
<td>April</td>
<td>6.2</td>
<td>5.8</td>
<td>(0.4)</td>
<td>(6.9%)</td>
</tr>
<tr>
<td>May</td>
<td>5.8</td>
<td>5.1</td>
<td>(0.8)</td>
<td>(13.1%)</td>
</tr>
<tr>
<td>June</td>
<td>6.0</td>
<td>5.2</td>
<td>(0.8)</td>
<td>(13.0%)</td>
</tr>
<tr>
<td>July</td>
<td>6.0</td>
<td>5.8</td>
<td>(0.2)</td>
<td>(3.1%)</td>
</tr>
<tr>
<td>August</td>
<td>6.0</td>
<td>4.8</td>
<td>(1.3)</td>
<td>(21.0%)</td>
</tr>
<tr>
<td>September</td>
<td>6.9</td>
<td>6.2</td>
<td>(0.7)</td>
<td>(9.8%)</td>
</tr>
</tbody>
</table>

**FY 2015 YTD**  
$72.2 $  
$67.0 $  
$(5.2) $  
(7.2%) 

### Prior Year vs. Current Year

<table>
<thead>
<tr>
<th></th>
<th>Prior Year ($ millions)</th>
<th>Current Year ($ millions)</th>
<th>Variance ($ millions)</th>
<th>Variance %</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>6.5</td>
<td>6.4</td>
<td>(0.1)</td>
<td>(1.1%)</td>
</tr>
<tr>
<td>November</td>
<td>5.3</td>
<td>5.1</td>
<td>(0.1)</td>
<td>(2.4%)</td>
</tr>
<tr>
<td>December</td>
<td>5.0</td>
<td>5.3</td>
<td>0.3</td>
<td>5.9%</td>
</tr>
<tr>
<td>January</td>
<td>5.5</td>
<td>5.6</td>
<td>0.1</td>
<td>1.1%</td>
</tr>
<tr>
<td>February</td>
<td>5.5</td>
<td>5.3</td>
<td>(0.2)</td>
<td>(4.3%)</td>
</tr>
<tr>
<td>March</td>
<td>6.2</td>
<td>6.4</td>
<td>0.2</td>
<td>3.1%</td>
</tr>
<tr>
<td>April</td>
<td>6.0</td>
<td>5.8</td>
<td>(0.2)</td>
<td>(4.0%)</td>
</tr>
<tr>
<td>May</td>
<td>5.6</td>
<td>5.1</td>
<td>(0.6)</td>
<td>(9.8%)</td>
</tr>
<tr>
<td>June</td>
<td>5.8</td>
<td>5.2</td>
<td>(0.6)</td>
<td>(9.8%)</td>
</tr>
<tr>
<td>July</td>
<td>5.7</td>
<td>5.8</td>
<td>0.0</td>
<td>0.5%</td>
</tr>
<tr>
<td>August</td>
<td>5.8</td>
<td>4.8</td>
<td>(1.0)</td>
<td>(18.0%)</td>
</tr>
<tr>
<td>September</td>
<td>6.7</td>
<td>6.2</td>
<td>(0.4)</td>
<td>(6.4%)</td>
</tr>
</tbody>
</table>

**FY 2015 YTD**  
$69.7 $  
$67.0 $  
$(2.7) $  
(3.9%) 

Section C  
Page 3
MONTHLY BOARD REPORT
September 2015
Service Related Grant Revenue

Total FY2015 Service Related Grant budget is $75.8 million

<table>
<thead>
<tr>
<th></th>
<th>Budget ($ millions)</th>
<th>Actual ($ millions)</th>
<th>Variance ($ millions)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>$ 0.7</td>
<td>$ 0.4</td>
<td>$(0.3)</td>
<td>(38.4%)</td>
</tr>
<tr>
<td>November</td>
<td>0.6</td>
<td>0.5</td>
<td>$(0.1)</td>
<td>(21.6%)</td>
</tr>
<tr>
<td>December</td>
<td>0.5</td>
<td>0.6</td>
<td>0.0</td>
<td>5.8%</td>
</tr>
<tr>
<td>January</td>
<td>1.1</td>
<td>0.3</td>
<td>$(0.9)</td>
<td>(77.7%)</td>
</tr>
<tr>
<td>February</td>
<td>24.5</td>
<td>13.6</td>
<td>$(10.9)</td>
<td>(44.6%)</td>
</tr>
<tr>
<td>March</td>
<td>1.1</td>
<td>12.4</td>
<td>11.3</td>
<td>995.7%</td>
</tr>
<tr>
<td>April</td>
<td>1.3</td>
<td>0.4</td>
<td>$(1.0)</td>
<td>(73.4%)</td>
</tr>
<tr>
<td>May</td>
<td>1.4</td>
<td>6.8</td>
<td>5.4</td>
<td>392.7%</td>
</tr>
<tr>
<td>June</td>
<td>1.3</td>
<td>4.3</td>
<td>3.0</td>
<td>241.5%</td>
</tr>
<tr>
<td>July</td>
<td>1.3</td>
<td>2.0</td>
<td>0.7</td>
<td>54.3%</td>
</tr>
<tr>
<td>August</td>
<td>3.9</td>
<td>0.2</td>
<td>$(3.7)</td>
<td>(96.1%)</td>
</tr>
<tr>
<td>September</td>
<td>38.1</td>
<td>1.0</td>
<td>$(37.0)</td>
<td>(97.4%)</td>
</tr>
<tr>
<td>FY 2015 YTD</td>
<td>$ 75.8</td>
<td>$ 42.3</td>
<td>$(33.5)</td>
<td>(44.2%)</td>
</tr>
</tbody>
</table>

Capital Grant Revenue
Year-to-date Capital Grant revenue is $45.1 million versus $120.6 million budgeted

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

<table>
<thead>
<tr>
<th></th>
<th>Budget ($ millions)</th>
<th>Actual ($ millions)</th>
<th>Variance ($ millions)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>$ 0.8</td>
<td>$ 1.0</td>
<td>0.2</td>
<td>28.0%</td>
</tr>
<tr>
<td>November</td>
<td>0.7</td>
<td>0.8</td>
<td>0.1</td>
<td>9.6%</td>
</tr>
<tr>
<td>December</td>
<td>0.6</td>
<td>0.8</td>
<td>0.2</td>
<td>24.0%</td>
</tr>
<tr>
<td>January</td>
<td>0.6</td>
<td>1.0</td>
<td>0.4</td>
<td>66.6%</td>
</tr>
<tr>
<td>February</td>
<td>0.7</td>
<td>1.0</td>
<td>0.3</td>
<td>44.5%</td>
</tr>
<tr>
<td>March</td>
<td>1.0</td>
<td>1.3</td>
<td>0.3</td>
<td>34.8%</td>
</tr>
<tr>
<td>April</td>
<td>1.8</td>
<td>1.7</td>
<td>$(0.1)</td>
<td>(3.1%)</td>
</tr>
<tr>
<td>May</td>
<td>0.8</td>
<td>1.0</td>
<td>0.2</td>
<td>23.6%</td>
</tr>
<tr>
<td>June</td>
<td>0.7</td>
<td>0.7</td>
<td>$(0.0)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>July</td>
<td>0.7</td>
<td>1.0</td>
<td>0.4</td>
<td>54.4%</td>
</tr>
<tr>
<td>August</td>
<td>0.7</td>
<td>6.8</td>
<td>6.0</td>
<td>810.8%</td>
</tr>
<tr>
<td>September</td>
<td>1.7</td>
<td>1.8</td>
<td>0.1</td>
<td>3.2%</td>
</tr>
<tr>
<td>FY 2015 YTD</td>
<td>$ 10.8</td>
<td>$ 18.8</td>
<td>$ 8.1</td>
<td>75.0%</td>
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## Comparison of Budget to Actual for the Month (September 2015)

<table>
<thead>
<tr>
<th></th>
<th>FY15 Annual Budget</th>
<th>September Budget</th>
<th>September Actual</th>
<th>$ Variance</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor and Fringe Benefits</td>
<td>$301,590,090</td>
<td>$26,043,935</td>
<td>$29,269,724</td>
<td>$3,225,789</td>
<td>12.4%</td>
</tr>
<tr>
<td>Non-Labor</td>
<td>221,035,377</td>
<td>19,442,603</td>
<td>26,825,260</td>
<td>7,382,657</td>
<td>38.0%</td>
</tr>
<tr>
<td><strong>Subtotal Labor &amp; Non-Labor</strong></td>
<td><strong>522,625,467</strong></td>
<td><strong>45,486,538</strong></td>
<td><strong>56,094,984</strong></td>
<td><strong>10,608,446</strong></td>
<td><strong>23.3%</strong></td>
</tr>
<tr>
<td>Contingency</td>
<td>10,000,000</td>
<td>10,000,000</td>
<td>-</td>
<td>(10,000,000)</td>
<td>(100.0%)</td>
</tr>
<tr>
<td>Cost Reimbursement (Cost Recovery)</td>
<td>-</td>
<td>-</td>
<td>(38,796)</td>
<td>(38,796)</td>
<td>N/A</td>
</tr>
<tr>
<td>Allocation to Capital and GMP</td>
<td>(17,633,767)</td>
<td>(1,300,502)</td>
<td>(1,641,887)</td>
<td>(341,385)</td>
<td>(26.3%)</td>
</tr>
<tr>
<td><strong>Total Operating Budget</strong></td>
<td>$514,991,700</td>
<td>$54,186,036</td>
<td>$54,414,301</td>
<td>$228,265</td>
<td>0.4%</td>
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## Comparison of Budget to Actual Year-to-Date September 2015 (12 months)

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>FY15 Annual Budget</th>
<th>Year-to-Date Budget</th>
<th>Year-to-Date Actual</th>
<th>$ Variance</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages</td>
<td>$116,070,301</td>
<td>$116,070,301</td>
<td>$118,184,425</td>
<td>$2,114,124</td>
<td>1.8%</td>
</tr>
<tr>
<td>Union Fringe Benefits</td>
<td>$60,485,951</td>
<td>60,485,951</td>
<td>62,900,687</td>
<td>2,414,736</td>
<td>4.0%</td>
</tr>
<tr>
<td><strong>Subtotal Union Labor</strong></td>
<td>176,556,252</td>
<td>176,556,252</td>
<td>181,085,112</td>
<td>4,528,860</td>
<td>2.6%</td>
</tr>
<tr>
<td>Salaries and Non-Union Wages</td>
<td>86,438,576</td>
<td>86,372,586</td>
<td>84,329,873</td>
<td>(2,042,713)</td>
<td>(2.4%)</td>
</tr>
<tr>
<td>Non-Union Fringe Benefits</td>
<td>38,595,262</td>
<td>38,616,252</td>
<td>36,100,265</td>
<td>(2,515,987)</td>
<td>(6.5%)</td>
</tr>
<tr>
<td><strong>Subtotal Non-Union Labor</strong></td>
<td>125,033,838</td>
<td>124,988,838</td>
<td>120,430,138</td>
<td>(4,558,700)</td>
<td>(3.6%)</td>
</tr>
<tr>
<td><strong>Subtotal Labor and Union Labor</strong></td>
<td>301,590,090</td>
<td>301,545,090</td>
<td>301,515,250</td>
<td>(29,840)</td>
<td>(0.0%)</td>
</tr>
<tr>
<td>Services</td>
<td>41,306,291</td>
<td>41,331,291</td>
<td>36,985,285</td>
<td>(4,345,999)</td>
<td>(10.5%)</td>
</tr>
<tr>
<td>Materials and Supplies</td>
<td>21,657,314</td>
<td>21,667,314</td>
<td>24,149,529</td>
<td>2,482,215</td>
<td>11.5%</td>
</tr>
<tr>
<td>Fuel and Utilities</td>
<td>51,998,864</td>
<td>51,998,864</td>
<td>50,130,030</td>
<td>(1,868,834)</td>
<td>(3.6%)</td>
</tr>
<tr>
<td>Casualty and Liability</td>
<td>4,516,671</td>
<td>4,516,671</td>
<td>4,604,524</td>
<td>87,853</td>
<td>1.9%</td>
</tr>
<tr>
<td>Purchased Transportation</td>
<td>93,342,065</td>
<td>93,342,065</td>
<td>90,538,726</td>
<td>(2,803,339)</td>
<td>(3.0%)</td>
</tr>
<tr>
<td>Leases, Rentals and Misc.</td>
<td>8,214,172</td>
<td>8,224,172</td>
<td>7,050,129</td>
<td>(1,174,043)</td>
<td>(14.3%)</td>
</tr>
<tr>
<td><strong>Subtotal Non-Labor</strong></td>
<td>221,035,377</td>
<td>221,080,377</td>
<td>213,458,231</td>
<td>(7,622,146)</td>
<td>(3.4%)</td>
</tr>
<tr>
<td><strong>Subtotal Labor and Non-Labor</strong></td>
<td>522,625,467</td>
<td>522,625,467</td>
<td>514,973,481</td>
<td>(7,651,986)</td>
<td>(1.5%)</td>
</tr>
<tr>
<td>Contingency</td>
<td>10,000,000</td>
<td>10,000,000</td>
<td>-</td>
<td>(10,000,000)</td>
<td>(100.0%)</td>
</tr>
<tr>
<td>Cost Reimbursement (Cost Recovery)</td>
<td>-</td>
<td>-</td>
<td>(38,796)</td>
<td>(38,796)</td>
<td>N/A</td>
</tr>
<tr>
<td>Allocation to Capital and GMP</td>
<td>(17,633,767)</td>
<td>(17,633,767)</td>
<td>(21,638,020)</td>
<td>(4,004,253)</td>
<td>(184.0%)</td>
</tr>
<tr>
<td><strong>Subtotal Contingency / Allocations</strong></td>
<td>(7,633,767)</td>
<td>(7,633,767)</td>
<td>(21,676,816)</td>
<td>(14,043,049)</td>
<td>(184.0%)</td>
</tr>
<tr>
<td><strong>Total Operating Budget</strong></td>
<td>$514,991,700</td>
<td>$514,991,700</td>
<td>$493,296,665</td>
<td>(21,695,034)</td>
<td>(4.2%)</td>
</tr>
</tbody>
</table>
### Monthly Board Report
#### September 2015
##### Major Operating Budget Variance Items - Categories with major variances

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>YTD Budget</th>
<th>YTD Actual</th>
<th>September 2015 Year-to-Date Variance $(favorable) / unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Union Labor</td>
<td>$176,556,252</td>
<td>$181,085,112</td>
<td>$4,528,860 $(6,815,917) / 1,600,000</td>
</tr>
<tr>
<td>Non-Union Labor</td>
<td>$124,988,838</td>
<td>$120,430,138</td>
<td>$(4,558,700) / $(4,954,000) / $(2,139,000) / $(272,000) / $772,000</td>
</tr>
<tr>
<td>Services</td>
<td>$41,331,291</td>
<td>$36,985,292</td>
<td>$(4,345,999) / $78,000</td>
</tr>
</tbody>
</table>

### Offset by
- Timing of employee use of time related to sick, vacation, and other paid absences $772,000
- Unbudgeted vacation buyback activity $623,000
- Rail related overtime mostly in the control center, signal communications maintenance, inspections and track maintenance $442,000
- Overtime in Bus Maintenance $358,000
- Overtime in Bus Dispatch and Street Supervision $278,000
- Overtime in METROLift operations $233,000
- Customer Care PSA costs budgeted in Other Services $184,000
- Unbudgeted severance payments $180,000
- Overtime in other areas of the Authority including Facility Maintenance and Marketing $78,000

### Over/under spending in
- Savings largely due to delay of system planning project starts and delay in accessing contract resources for New Bus Network. Includes unrelated identified savings of $695,000 in contract service cost $(1,603,000)
- Savings and unused budgets IT contract management services, software license payments resulting from services being ordered on as needed basis, projects completed at lower costs, projects cancellations and offsite storage options hence no need to incur costs to destroy data $(587,000)
- Advertising fees resulting from a delay in the East End and Southeast rail launch events $(490,000)
- IT equipment repairs and maintenance $(469,000)
- Contractual support services within Finance-mostly Advisory services $(345,000)
- Facility Maintenance building operating facility costs and custodial services $(334,000)
- Purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment $(332,000)
- Customer services PSA costs budgeted in Other services $(231,000)
- Support services mostly within Operations, Stakeholder affairs and Marketing $(221,000)
- Contractual services within METROLift - mostly eligibility contract which had a delayed start - June 2015 $(205,000)
- Education and Training within Operations mostly within Quality Assurance and Bus Transportation $(167,000)
- Operations equipment repairs and maintenance in support vehicles $(163,000)
- Real estate broker fees $(158,000)
- Facility maintenance - rail equipment repairs and maintenance $(130,000)
- Operations building and grounds maintenance specifically radio, track and electronic maintenance $(121,000)
- Other services within Operations including METROLift in-house maintenance $(71,000)

### Underutilization in other areas throughout the Authority - mostly in:
- Education and training $(278,000)
- Other miscellaneous services spread across the Authority $(61,000)

### Categorization
- Customer Call Center budget for PSA services booked under Services while the actual expenses offset of $(2,246,000) is booked to Non Union Labor. Actual year to date PSA costs is $184,000 $(231,000)

### Offset by
- Legal fees related to unanticipated internal matters $945,000
- Increase in contractual services within HOT Lane Operations due to the extended hours and weekend in 90 day test (August and September) and costs incurred to clean up lanes from storm $424,000
- Facility Maintenance overruns in Building & Grounds maintenance $356,000
- Contracted HR services $138,000

*Continued on next page*
## MONTHLY BOARD REPORT
September 2015
Major Operating Budget Variance Items - Categories with major variances

### September 2015 Year-to-Date

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>YTD Budget</th>
<th>YTD Actual</th>
<th>$ Variance</th>
<th>(favorable) / unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Materials &amp; Supplies</strong></td>
<td>21,667,314</td>
<td>24,149,529</td>
<td>2,482,215</td>
<td></td>
</tr>
<tr>
<td>Rail parts mainly in Inspections and S &amp; I rail inspections and signal communications due to some of the vehicles no longer being under warranty</td>
<td>1,573,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounting reporting change of bus engine tune-up costs</td>
<td>857,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus parts for exterior body and windows due to increased vandalism rate</td>
<td>247,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minor tools in bus maintenance</td>
<td>187,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus exhaust system parts</td>
<td>185,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overruns in maintenance supplies mostly in Facility Maintenance</td>
<td>132,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning materials within bus maintenance</td>
<td>94,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print shop supplies costs for NBN including vinyl graphics, trim/fold bus schedules, map guides etc</td>
<td>124,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other print shop supplies for NBN and Railfest - mainly graphics for buses</td>
<td>107,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Higher than anticipated spending in rail parts for exterior body and windows due to collisions</td>
<td>74,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fuel &amp; Utilities</strong></td>
<td>51,998,864</td>
<td>50,130,030</td>
<td>(1,868,834)</td>
<td>(1,152,000) / 779,000</td>
</tr>
<tr>
<td>Savings in diesel fuel due to lower than expected consumption and favorable price variances</td>
<td>(779,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower than planned consumption of natural gas</td>
<td>(163,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower than planned consumption of propulsion power due to delay in rail lines opening</td>
<td>(247,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Timing delay in the recording of the telephone expense for METROLift operations</td>
<td>(113,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Savings in diesel and gasoline taxes resulting mainly from lower than planned consumption</td>
<td>(111,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Savings in Compressed Natural Gas due to a delay of CNG buses in service</td>
<td>(363,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower facility maintenance Water and Sewerage expense</td>
<td>(110,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower than anticipated expenses in drainage fees, Lubricants and bulk fluids</td>
<td>(178,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Casualty and Liability</strong></td>
<td>4,516,671</td>
<td>4,604,524</td>
<td>87,853</td>
<td>(1,115,000) / 779,000</td>
</tr>
<tr>
<td>Subrogation recovery is higher than anticipated largely due to mediation settlement of FY10 rail car accident (-$810,000)</td>
<td>(1,115,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Realized savings in premiums</td>
<td>(213,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Purchased Transportation</strong></td>
<td>93,342,065</td>
<td>90,538,726</td>
<td>(2,803,339)</td>
<td>(1,152,000) / 779,000</td>
</tr>
<tr>
<td>METROlift - An over accrual in performance bonuses for van and sedan (-$393,000) and lower ridership than budgeted (-$402,000) offset by a discount, service mix productivity variance ($47,000).</td>
<td>(748,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northwest First Transit - over accrual of the performance bonus (-$756,000) for First Transit, operated with less hours than expected (-$363,000), under budget Rodeo (-$145,000), discount savings in March invoice (-$50,000) and lower than expected utility costs (-$71,000), liquidated damage savings (-$57,000) offset by unbudgeted NBN driver training cost ($14,000).</td>
<td>(1,428,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Largely due to the processing of fare credits and timing of subcontractor transactions within Vanpool Operations</td>
<td>(543,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reduction of ARBOC hours with the New Bus Network starting in August offset by Community Connector route started in March 2015 billed at a higher rate than anticipated</td>
<td>(84,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Leases, Rentals and Miscellaneous</strong></td>
<td>8,224,172</td>
<td>7,050,129</td>
<td>(1,174,043)</td>
<td>(1,152,000) / 779,000</td>
</tr>
<tr>
<td>Savings resulting from favorable negotiated contract positions, non renewal of certain contracts, and project cancellations</td>
<td>(805,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)</td>
<td>(218,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Underspending in other miscellaneous expenses within IT</td>
<td>(105,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Allocation to Capital and GMP</strong></td>
<td>(7,633,767)</td>
<td>(21,676,816)</td>
<td>(4,004,253)</td>
<td>(1,152,000) / 779,000</td>
</tr>
<tr>
<td>Heavy activity in rail operations mostly related to pre revenue testing and rail vehicle 'burn in'</td>
<td>(3,663,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Higher than expected capital related activity within Bus Maintenance</td>
<td>(659,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced capital activity within Engineering and Construction</td>
<td>(367,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delay in the execution of IT related capital projects</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delay in the execution of Facility Maintenance related capital projects</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# MONTHLY BOARD REPORT

**September 2015**

**Total Net Operating Budget / Expenses by Department**

<table>
<thead>
<tr>
<th>Authorized EOV</th>
<th>Department</th>
<th>Annual Budget</th>
<th>Budget</th>
<th>Expense</th>
<th>Variance</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,096</td>
<td>Operations, Public Safety and Customer Service</td>
<td>$398,965,401</td>
<td>$398,965,401</td>
<td>$394,821,271</td>
<td>$(4,144,130)</td>
<td>$7,028,512</td>
</tr>
<tr>
<td>74</td>
<td>Customer Service</td>
<td>4,782,931</td>
<td>4,782,931</td>
<td>4,443,921</td>
<td>(339,010)</td>
<td>19,284</td>
</tr>
<tr>
<td>2,714</td>
<td>Operations</td>
<td>363,255,318</td>
<td>363,255,318</td>
<td>361,874,131</td>
<td>(1,381,187)</td>
<td>6,093,509</td>
</tr>
<tr>
<td>298</td>
<td>Public Safety</td>
<td>29,655,329</td>
<td>29,655,329</td>
<td>27,346,540</td>
<td>(2,308,789)</td>
<td>936,106</td>
</tr>
<tr>
<td>10</td>
<td>EVP Operations, Public Safety &amp; Customer Service</td>
<td>1,271,823</td>
<td>1,271,823</td>
<td>1,156,678</td>
<td>(115,145)</td>
<td>(20,388)</td>
</tr>
<tr>
<td>297</td>
<td>Finance &amp; Administration</td>
<td>55,713,901</td>
<td>55,713,901</td>
<td>51,697,743</td>
<td>(4,016,158)</td>
<td>(501,690)</td>
</tr>
<tr>
<td>75</td>
<td>Finance</td>
<td>9,666,886</td>
<td>9,666,886</td>
<td>7,698,072</td>
<td>(1,968,814)</td>
<td>(23,854)</td>
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<tr>
<td>38</td>
<td>Human Resources</td>
<td>18,683,324</td>
<td>18,683,324</td>
<td>17,134,777</td>
<td>(1,548,547)</td>
<td>229,366</td>
</tr>
<tr>
<td>68</td>
<td>Information Technology</td>
<td>17,523,560</td>
<td>17,523,560</td>
<td>17,446,694</td>
<td>(76,866)</td>
<td>(748,580)</td>
</tr>
<tr>
<td>114</td>
<td>Procurement &amp; Materials</td>
<td>9,466,377</td>
<td>9,466,377</td>
<td>9,131,293</td>
<td>(335,084)</td>
<td>41,476</td>
</tr>
<tr>
<td>2</td>
<td>EVP Finance &amp; Administration</td>
<td>373,754</td>
<td>373,754</td>
<td>286,907</td>
<td>(86,847)</td>
<td>(98)</td>
</tr>
<tr>
<td>260</td>
<td>Planning, Engineering and Construction</td>
<td>34,587,599</td>
<td>34,587,599</td>
<td>30,942,573</td>
<td>(3,645,026)</td>
<td>1,434,395</td>
</tr>
<tr>
<td>35</td>
<td>Engineering and Construction</td>
<td>174,321</td>
<td>174,321</td>
<td>47,394</td>
<td>(126,927)</td>
<td>68,584</td>
</tr>
<tr>
<td>184</td>
<td>Facility Maintenance</td>
<td>25,983,489</td>
<td>25,983,489</td>
<td>24,976,876</td>
<td>(1,006,613)</td>
<td>795,808</td>
</tr>
<tr>
<td>39</td>
<td>Planning</td>
<td>8,414,918</td>
<td>8,414,918</td>
<td>5,918,302</td>
<td>(2,496,616)</td>
<td>571,149</td>
</tr>
<tr>
<td>2</td>
<td>EVP Planning, Engineering and Construction</td>
<td>14,871</td>
<td>14,871</td>
<td>0</td>
<td>(14,871)</td>
<td>(1,146)</td>
</tr>
<tr>
<td>40</td>
<td>Gov't &amp; Public Affairs</td>
<td>8,322,105</td>
<td>8,322,105</td>
<td>7,667,406</td>
<td>(654,699)</td>
<td>1,946,509</td>
</tr>
<tr>
<td>3</td>
<td>Government Affairs</td>
<td>572,113</td>
<td>572,113</td>
<td>503,604</td>
<td>(68,509)</td>
<td>(5,998)</td>
</tr>
<tr>
<td>24</td>
<td>Mktd &amp; Corporate Communications</td>
<td>6,904,216</td>
<td>6,904,216</td>
<td>6,453,653</td>
<td>(450,563)</td>
<td>1,934,320</td>
</tr>
<tr>
<td>7</td>
<td>Public Engagement</td>
<td>712,733</td>
<td>712,733</td>
<td>604,255</td>
<td>(108,478)</td>
<td>15,116</td>
</tr>
<tr>
<td>6</td>
<td>Stakeholder Affairs</td>
<td>133,043</td>
<td>133,043</td>
<td>105,895</td>
<td>(27,148)</td>
<td>3,070</td>
</tr>
<tr>
<td>17</td>
<td>Legal</td>
<td>3,705,237</td>
<td>3,705,237</td>
<td>4,679,986</td>
<td>974,749</td>
<td>588,650</td>
</tr>
<tr>
<td>3</td>
<td>Records Management</td>
<td>333,141</td>
<td>333,141</td>
<td>320,019</td>
<td>(13,122)</td>
<td>7,045</td>
</tr>
<tr>
<td>13</td>
<td>Executive &amp; Board</td>
<td>2,266,636</td>
<td>2,266,636</td>
<td>2,180,652</td>
<td>(85,984)</td>
<td>(149,132)</td>
</tr>
<tr>
<td>11</td>
<td>Audit</td>
<td>1,309,692</td>
<td>1,309,692</td>
<td>1,307,035</td>
<td>(2,657)</td>
<td>2,152</td>
</tr>
<tr>
<td></td>
<td>Contingency</td>
<td>10,000,000</td>
<td>10,000,000</td>
<td>-</td>
<td>(10,000,000)</td>
<td>(10,000,000)</td>
</tr>
<tr>
<td></td>
<td>Non Departmental</td>
<td>121,129.00</td>
<td>121,129.00</td>
<td>-</td>
<td>(121,129.00)</td>
<td>(121,129.00)</td>
</tr>
<tr>
<td>3,734</td>
<td>TOTAL NET OPERATING</td>
<td>$514,991,700</td>
<td>$514,991,700</td>
<td>$493,296,666</td>
<td>$(21,695,034)</td>
<td>$228,266</td>
</tr>
</tbody>
</table>

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**Contingency**

<table>
<thead>
<tr>
<th>Authorized EOV</th>
<th>Department</th>
<th>Annual Budget</th>
<th>Budget</th>
<th>Expense</th>
<th>Variance</th>
<th>Variance</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>$10,000,000</td>
<td>$10,000,000</td>
<td>-</td>
<td>(10,000,000)</td>
<td>(10,000,000)</td>
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<tr>
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**Section F Page 9**
<table>
<thead>
<tr>
<th>Department</th>
<th>September FY2015</th>
<th>September FY2014</th>
<th>Variance</th>
<th>September FY2015</th>
<th>September FY2014</th>
<th>Variance</th>
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<tr>
<td>Operations, Public Safety and Customer Service</td>
<td>$398,965,401</td>
<td>$349,821,271</td>
<td>$(4,144,130)</td>
<td>$375,177,198</td>
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<tr>
<td>EVP Operations, Public Safety and Customer Service</td>
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<td>Operations</td>
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<td>Public Safety</td>
<td>29,655,329</td>
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<td>51,697,743</td>
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<td>17,523,560</td>
<td>17,446,694</td>
<td>$(76,866)</td>
<td>16,445,735</td>
<td>15,846,417</td>
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<td>9,131,293</td>
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<td>N/A</td>
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<td>Engineering and Construction</td>
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<td>47,394</td>
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<td>22,056,532</td>
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<td>Facility Maintenance</td>
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<td>24,976,876</td>
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<td>5,509,993</td>
<td>$(1,893,313)</td>
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<td>Gov't &amp; Public Affairs</td>
<td>8,322,105</td>
<td>7,667,406</td>
<td>$(654,699)</td>
<td>8,099,726</td>
<td>4,316,447</td>
<td>$(3,783,279)</td>
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<tr>
<td>Government Affairs</td>
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<td>503,604</td>
<td>$(68,509)</td>
<td>550,131</td>
<td>395,549</td>
<td>$(154,582)</td>
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<td>Mktg &amp; Corporate Communications</td>
<td>6,904,216</td>
<td>6,453,653</td>
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<td>$(3,442,055)</td>
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<td>604,255</td>
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<td>750,053</td>
<td>549,214</td>
<td>$(200,839)</td>
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<td>Stakeholder Affairs</td>
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<td>105,895</td>
<td>$(27,148)</td>
<td>2,035</td>
<td>16,232</td>
<td>$14,197</td>
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<td>Legal</td>
<td>3,705,237</td>
<td>4,679,986</td>
<td>$974,749</td>
<td>3,311,441</td>
<td>2,865,776</td>
<td>$(445,665)</td>
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<td>Executive &amp; Board</td>
<td>333,141</td>
<td>320,019</td>
<td>$(13,122)</td>
<td>427,894</td>
<td>377,518</td>
<td>$(50,376)</td>
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<tr>
<td>Executive &amp; Board</td>
<td>2,266,636</td>
<td>2,180,652</td>
<td>$(85,984)</td>
<td>2,012,043</td>
<td>1,592,617</td>
<td>$(419,426)</td>
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<td>1,309,692</td>
<td>1,307,035</td>
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<td>1,312,114</td>
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<td>Non-Departmental</td>
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<td>150,000</td>
<td>1,572</td>
<td>$(148,428)</td>
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<td>Contingency</td>
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<td>$(10,000,000)</td>
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<td>-</td>
<td>$(10,000,000)</td>
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<tr>
<td>TOTAL NET OPERATING</td>
<td>$514,991,700</td>
<td>$493,296,666</td>
<td>$(21,695,034)</td>
<td>$487,393,187</td>
<td>$448,836,058</td>
<td>$(38,557,129)</td>
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</tbody>
</table>
## MONTHLY BOARD REPORT

### September 2015

**Capital, General Mobility and Debt Service Expenses**

**Budget vs. Actual - Month and Fiscal Year-to-Date**

($ millions)

<table>
<thead>
<tr>
<th></th>
<th>FY2015 Annual Budget</th>
<th>Month of September 2015 Variance</th>
<th>Fiscal YTD September 2015 Variance</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Budget</td>
<td>Budget</td>
<td>Actual</td>
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<tr>
<td>METRORail Expansion</td>
<td>$172.7</td>
<td>$38.7</td>
<td>$29.1</td>
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<tr>
<td>Capital Improvement Program</td>
<td>186.8</td>
<td>35.3</td>
<td>12.5</td>
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<tr>
<td><strong>Total Capital</strong></td>
<td><strong>$359.5</strong></td>
<td><strong>74.0</strong></td>
<td><strong>41.5</strong></td>
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<tr>
<td>General Mobility</td>
<td>$173.0</td>
<td>16.0</td>
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<tr>
<td>Debt Service</td>
<td>$91.5</td>
<td>$10.5</td>
<td>$7.0</td>
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</table>
# Ridership by Service Category

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Sep-14 Boardings</th>
<th>Sep-15 Boardings</th>
<th>Sep-15 vs. Sep-14</th>
<th>Sep-14 YTD Boardings</th>
<th>Sep-15 YTD Boardings</th>
<th>YTD % Change Sep-15 vs. Sep-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route Bus</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local</td>
<td>5,230,384</td>
<td>5,024,940</td>
<td>(3.9%)</td>
<td>59,842,456</td>
<td>57,872,142</td>
<td>(3.3%)</td>
</tr>
<tr>
<td>Park &amp; Ride</td>
<td>768,033</td>
<td>740,475</td>
<td>(3.6%)</td>
<td>8,347,835</td>
<td>8,395,814</td>
<td>0.6%</td>
</tr>
<tr>
<td>Subtotal Fixed Route Bus</td>
<td>5,998,417</td>
<td>5,765,415</td>
<td>(3.9%)</td>
<td>68,190,291</td>
<td>66,267,956</td>
<td>(2.8%)</td>
</tr>
<tr>
<td>Red Line</td>
<td>1,159,620</td>
<td>1,430,784</td>
<td>23.4%</td>
<td>12,701,039</td>
<td>14,633,109</td>
<td>15.2%</td>
</tr>
<tr>
<td>Green/Purple Trunk</td>
<td>0</td>
<td>100,109</td>
<td>n/a</td>
<td>0</td>
<td>335,243</td>
<td>n/a</td>
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<td>Green Line (East)</td>
<td>0</td>
<td>31,118</td>
<td>n/a</td>
<td>0</td>
<td>95,534</td>
<td>n/a</td>
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<tr>
<td>Purple Line (Southeast)</td>
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<td>62,644</td>
<td>n/a</td>
<td>0</td>
<td>187,526</td>
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<tr>
<td>METRORail (all lines)</td>
<td>1,159,620</td>
<td>1,624,655</td>
<td>40.1%</td>
<td>12,701,039</td>
<td>15,251,412</td>
<td>20.1%</td>
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<tr>
<td>METRORail-Bus Bridge</td>
<td>9,530</td>
<td>632</td>
<td>n/a</td>
<td>91,114</td>
<td>28,899</td>
<td>N/A</td>
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<tr>
<td>METRORail</td>
<td>1,169,150</td>
<td>1,625,287</td>
<td>39.0%</td>
<td>12,792,153</td>
<td>15,280,311</td>
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<tr>
<td>Subtotal Fixed Route</td>
<td>7,167,567</td>
<td>7,390,702</td>
<td>3.1%</td>
<td>80,982,444</td>
<td>81,548,267</td>
<td>0.7%</td>
</tr>
<tr>
<td>Special Events *</td>
<td>2,229</td>
<td>2,552</td>
<td>n/a</td>
<td>98,593</td>
<td>212,265</td>
<td>115.3%</td>
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<tr>
<td>Total Fixed Route</td>
<td>7,169,796</td>
<td>7,393,254</td>
<td>3.1%</td>
<td>81,081,037</td>
<td>81,760,532</td>
<td>0.8%</td>
</tr>
<tr>
<td>Customized Bus Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>METROLift</td>
<td>163,971</td>
<td>164,947</td>
<td>0.6%</td>
<td>1,865,187</td>
<td>1,901,731</td>
<td>2.0%</td>
</tr>
<tr>
<td>METRO STAR Vanpool</td>
<td>214,214</td>
<td>209,864</td>
<td>(2.0%)</td>
<td>2,458,030</td>
<td>2,479,392</td>
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<tr>
<td>Internal Service</td>
<td>0</td>
<td>0</td>
<td>100.0%</td>
<td>246</td>
<td>829</td>
<td>237.0%</td>
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<tr>
<td>Subtotal Customized Bus</td>
<td>378,185</td>
<td>374,811</td>
<td>(0.9%)</td>
<td>4,323,463</td>
<td>4,381,952</td>
<td>1.4%</td>
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<tr>
<td>Subtotal Bus and Rail</td>
<td>7,547,981</td>
<td>7,768,065</td>
<td>2.9%</td>
<td>85,404,500</td>
<td>86,142,484</td>
<td>0.9%</td>
</tr>
<tr>
<td>HOV/HOT Carpools, Vanpools, and Non-METRO Buses</td>
<td>2,466,704</td>
<td>2,115,288</td>
<td>(14.2%)</td>
<td>24,448,935</td>
<td>25,903,688</td>
<td>6.0%</td>
</tr>
<tr>
<td>Total System</td>
<td>10,014,685</td>
<td>9,883,353</td>
<td>(1.3%)</td>
<td>109,853,435</td>
<td>112,046,172</td>
<td>2.0%</td>
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</tbody>
</table>

*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.*

---

**Fixed Route and Total System Ridership**

**FY2014 - FY2015**

![Graph showing fixed route and total system ridership](image)
## SAFETY & SECURITY

<table>
<thead>
<tr>
<th></th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>FY2015</th>
<th>FY2015</th>
<th>FY2015</th>
<th>%</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus Accidents</strong> (Includes METROLift)</td>
<td>32</td>
<td>40</td>
<td>38</td>
<td>33</td>
<td>33</td>
<td>48</td>
<td>53</td>
<td>43</td>
<td>41</td>
<td>61</td>
<td>44</td>
<td>48</td>
<td>45</td>
<td>48</td>
<td>560</td>
<td>516</td>
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<td>Bus Accidents per 100,000 vehicle miles</td>
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<td>0.77</td>
<td>0.65</td>
<td>0.59</td>
<td>0.90</td>
<td>0.89</td>
<td>0.74</td>
<td>0.76</td>
<td>0.88</td>
<td>0.74</td>
<td>0.82</td>
<td>0.78</td>
<td>0.72</td>
<td>0.72</td>
<td>0.75</td>
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<tr>
<td><strong>Rail Accidents</strong></td>
<td>7</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>6</td>
<td>4</td>
<td>6</td>
<td>17</td>
<td>9</td>
<td>11</td>
<td>5</td>
<td>11</td>
<td>11</td>
<td>7</td>
<td>9.4%</td>
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<tr>
<td>Rail Accidents per 100,000 vehicle miles</td>
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<td>1.93</td>
<td>2.52</td>
<td>2.51</td>
<td>4.97</td>
<td>2.98</td>
<td>2.10</td>
<td>2.43</td>
<td>6.32</td>
<td>3.16</td>
<td>3.80</td>
<td>2.75</td>
<td>11</td>
<td>11</td>
<td>6.58</td>
<td>3.38</td>
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<tr>
<td><strong>Major Security Incidents - total</strong></td>
<td>45</td>
<td>46</td>
<td>43</td>
<td>50</td>
<td>50</td>
<td>51</td>
<td>60</td>
<td>50</td>
<td>65</td>
<td>69</td>
<td>47</td>
<td>28</td>
<td>45</td>
<td>540</td>
<td>596</td>
<td>14.2%</td>
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<tr>
<td>Major Security Incidents per 100,000 boardings</td>
<td>0.439</td>
<td>0.544</td>
<td>0.476</td>
<td>0.557</td>
<td>0.481</td>
<td>0.507</td>
<td>0.650</td>
<td>0.583</td>
<td>0.700</td>
<td>0.726</td>
<td>0.476</td>
<td>0.283</td>
<td>0.62</td>
<td>0.62</td>
<td>0.592</td>
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</tr>
<tr>
<td><strong>Major Security Incidents - METRO properties</strong></td>
<td>12</td>
<td>10</td>
<td>18</td>
<td>17</td>
<td>15</td>
<td>21</td>
<td>29</td>
<td>19</td>
<td>25</td>
<td>19</td>
<td>11</td>
<td>20</td>
<td>12</td>
<td>30</td>
<td>216</td>
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<tr>
<td>Major Security Incidents per 100,000 boardings</td>
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<td>0.118</td>
<td>0.199</td>
<td>0.189</td>
<td>0.172</td>
<td>0.213</td>
<td>0.309</td>
<td>0.221</td>
<td>0.269</td>
<td>0.200</td>
<td>0.111</td>
<td>0.202</td>
<td>0.115</td>
<td>0.410</td>
<td>0.193</td>
<td>53.0%</td>
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</table>

## SERVICE & RELIABILITY

<table>
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<tr>
<th></th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>FY2015</th>
<th>FY2015</th>
<th>FY2015</th>
<th>%</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Bus OTP</strong></td>
<td>68.5%</td>
<td>68.6%</td>
<td>68.9%</td>
<td>70.4%</td>
<td>70.1%</td>
<td>69.3%</td>
<td>68.9%</td>
<td>68.1%</td>
<td>68.5%</td>
<td>68.9%</td>
<td>73.1%</td>
<td>73.1%</td>
<td>68.7%</td>
<td>68.7%</td>
<td>70%</td>
<td>0.3%</td>
<td></td>
</tr>
<tr>
<td><strong>Park &amp; Ride Bus OTP</strong></td>
<td>77.0%</td>
<td>76.5%</td>
<td>75.9%</td>
<td>76.0%</td>
<td>73.7%</td>
<td>76.7%</td>
<td>73.9%</td>
<td>81.2%</td>
<td>77.2%</td>
<td>74.9%</td>
<td>76.3%</td>
<td>76.3%</td>
<td>76.3%</td>
<td>76.3%</td>
<td>76.3%</td>
<td>1.6%</td>
<td></td>
</tr>
<tr>
<td><strong>Weighted Average Bus OTP</strong></td>
<td>70.7%</td>
<td>70.5%</td>
<td>70.7%</td>
<td>71.6%</td>
<td>71.0%</td>
<td>70.9%</td>
<td>70.2%</td>
<td>71.4%</td>
<td>70.7%</td>
<td>70.4%</td>
<td>73.9%</td>
<td>74.0%</td>
<td>70.4%</td>
<td>74.0%</td>
<td>72%</td>
<td>0.1%</td>
<td></td>
</tr>
<tr>
<td><strong>METROLift OTP</strong></td>
<td>85.8%</td>
<td>87.6%</td>
<td>88.1%</td>
<td>89.4%</td>
<td>87.3%</td>
<td>83.7%</td>
<td>88.2%</td>
<td>87.4%</td>
<td>90.4%</td>
<td>91.8%</td>
<td>90.5%</td>
<td>90.5%</td>
<td>89.4%</td>
<td>89.4%</td>
<td>90%</td>
<td>0.1%</td>
<td></td>
</tr>
<tr>
<td><strong>Rail On-Time Performance-Red Line</strong></td>
<td>85.7%</td>
<td>92.3%</td>
<td>91.5%</td>
<td>75.2%</td>
<td>75.2%</td>
<td>79.2%</td>
<td>81.6%</td>
<td>84.3%</td>
<td>85.4%</td>
<td>83.6%</td>
<td>91.6%</td>
<td>88.9%</td>
<td>85.4%</td>
<td>85.4%</td>
<td>95%</td>
<td>10.7%</td>
<td></td>
</tr>
<tr>
<td><strong>MDBG (Mean Distance Between Mechanical Failures) - All Buses</strong></td>
<td>11,027</td>
<td>11,033</td>
<td>10,905</td>
<td>9,601</td>
<td>11,187</td>
<td>9,350</td>
<td>10,050</td>
<td>8,852</td>
<td>8,386</td>
<td>8,612</td>
<td>8,026</td>
<td>9,389</td>
<td>7.8%</td>
<td>7.8%</td>
<td>7.8%</td>
<td>7.8%</td>
<td></td>
</tr>
<tr>
<td><strong>MDBG (Mean Distance Between Mechanical Failures) - METROLift</strong></td>
<td>29,327</td>
<td>32,918</td>
<td>27,761</td>
<td>27,981</td>
<td>37,481</td>
<td>35,140</td>
<td>37,073</td>
<td>37,981</td>
<td>35,140</td>
<td>37,073</td>
<td>40,963</td>
<td>43,517</td>
<td>76.1%</td>
<td>76.1%</td>
<td>76.1%</td>
<td>76.1%</td>
<td></td>
</tr>
</tbody>
</table>

## CUSTOMER SERVICE

<table>
<thead>
<tr>
<th></th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>FY2015</th>
<th>FY2015</th>
<th>FY2015</th>
<th>%</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commendations</td>
<td>420</td>
<td>280</td>
<td>320</td>
<td>328</td>
<td>388</td>
<td>388</td>
<td>393</td>
<td>316</td>
<td>497</td>
<td>497</td>
<td>463</td>
<td>436</td>
<td>250</td>
<td>300</td>
<td>4.45</td>
<td>48.5%</td>
<td></td>
</tr>
<tr>
<td>Average Call Center Answer Delay (Sec.)</td>
<td>128</td>
<td>50</td>
<td>104</td>
<td>112</td>
<td>115</td>
<td>109</td>
<td>120</td>
<td>106</td>
<td>197</td>
<td>127</td>
<td>233</td>
<td>152</td>
<td>120</td>
<td>120</td>
<td>15.8%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**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 Operations. 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.
### Balance Sheet

<table>
<thead>
<tr>
<th></th>
<th>Sept. 31, 2014 ($)</th>
<th>Sept. 31, 2015 ($)</th>
<th>Change ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$ 3,671,108</td>
<td>$ 5,532,765</td>
<td>$ 1,861,657</td>
</tr>
<tr>
<td>Receivables</td>
<td>155,479,851</td>
<td>136,928,395</td>
<td>(18,551,456)</td>
</tr>
<tr>
<td>Inventory</td>
<td>24,749,710</td>
<td>29,029,249</td>
<td>4,279,539</td>
</tr>
<tr>
<td>Investments</td>
<td>415,020,565</td>
<td>506,532,512</td>
<td>91,511,947</td>
</tr>
<tr>
<td>Other Assets</td>
<td>39,676,687</td>
<td>45,794,060</td>
<td>6,117,373</td>
</tr>
<tr>
<td>Property Net of Depreciation</td>
<td>2,689,744,296</td>
<td>2,779,602,710</td>
<td>89,858,414</td>
</tr>
<tr>
<td>Land &amp; Improvements</td>
<td>391,642,269</td>
<td>372,609,587</td>
<td>(19,032,682)</td>
</tr>
<tr>
<td>Deferred Outflow of Resources</td>
<td>1,899,588</td>
<td>1,899,588</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Assets and Other</strong></td>
<td>3,721,884,074</td>
<td>3,877,928,866</td>
<td>156,044,792</td>
</tr>
</tbody>
</table>

### Liabilities

<table>
<thead>
<tr>
<th></th>
<th>Sept. 31, 2014 ($)</th>
<th>Sept. 31, 2015 ($)</th>
<th>Change ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Payables</td>
<td>83,276,299</td>
<td>113,990,409</td>
<td>30,714,110</td>
</tr>
<tr>
<td>Accrued Payroll</td>
<td>26,922,386</td>
<td>30,140,189</td>
<td>3,217,803</td>
</tr>
<tr>
<td>Commercial Paper</td>
<td>183,400,000</td>
<td>121,300,000</td>
<td>(62,100,000)</td>
</tr>
<tr>
<td>Long-Term Liabilities</td>
<td>1,249,064,475</td>
<td>1,337,056,477</td>
<td>87,992,002</td>
</tr>
<tr>
<td>Other Liabilities</td>
<td>52,250,283</td>
<td>78,487,691</td>
<td>26,237,408</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>1,594,913,443</td>
<td>1,680,974,766</td>
<td>86,061,323</td>
</tr>
</tbody>
</table>

Deferred Inflow of Resources | 0                   | -                   | 0            |

Net Assets - Retained      | 2,126,970,631      | 2,196,954,100       | 69,983,469   |

**Total Liabilities and Net Assets**  

<table>
<thead>
<tr>
<th></th>
<th>Sept. 31, 2014 ($)</th>
<th>Sept. 31, 2015 ($)</th>
<th>Change ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 3,721,884,074</td>
<td>$ 3,877,928,866</td>
<td>$ 156,044,792</td>
</tr>
</tbody>
</table>