

METRO

Fiscal Year 2016 Monthly Board Report

Revenue • Expense • Ridership • Performance

October 2015



MONTHLY BOARD REPORT

October 2015

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MONTHLY BOARD REPORT

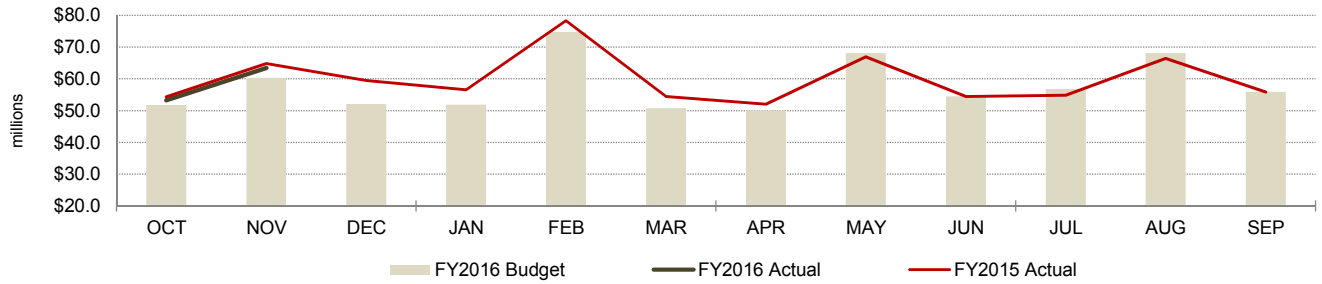
October 2015

Summary

- FY2016 Sales Tax revenue through November 2015 is \$116.7 million and \$4.5 million or 4.0% over estimates.
- Fare revenue of \$5.8 million through October 2015 year-to-date is \$0.6 million or 8.7% under budget.
- Service related grant revenue of \$0.4 million through October 2015 year-to-date is 0.4% over budget.
- No Capital Grant revenue was anticipated or collected for the period.
- Interest & Miscellaneous revenue year-to-date of \$2.0 million through October 2015 is \$1.1 million or 142.7% over budget.
- Operating expenses year-to-date of \$42.6 million through October 2015 are \$2.9 million or 6.4% under budget.
- METRORail Expansion expenses year-to-date of \$1.4 million through October 2015 are \$0.7 million or 110.0% over budget.
- Other Capital Improvement Program expenses year-to-date of \$1.6 million through October 2015 are \$2.2 million or 58.2% under budget.
- General Mobility Program expenses year-to-date of \$4.5 million through October 2015 are \$9.6 million or 68.2% under budget.
- Debt Service expenses of \$16.1 million through October 2015 year-to-date is on budget.
- Fixed route ridership year-to-date of 7.8 million through October 2015 is 117,000 or 1.5% over last year.
- METRORail ridership year-to-date of 1.7 million through October 2015 is 413,000 or 33.3% 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 benchmark for the month and for the year-to-date. Total Major Security Incidents met the benchmark for both the month and the year-to-date. 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 METROLift met the minimum performance goal 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. On-Time Performance for Rail (both the green and purple lines) met the benchmark for the month and for the 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 missed the minimum standards for the month and for the year-to-date. Mean Distance Between Service Interruptions for METRORail met minimum standards for the month and year-to-date.
 - Customer Service Complaint Contacts met the goal for the month and 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 met the goals for the month and for the year-to-date.

MONTHLY BOARD REPORT
October 2015
Sales Tax Revenue thru November 2015



Total FY2016 Sales Tax budget is \$695.4 million

Budget to Actual FY2016

	(\$ millions)			
	Budget	Actual	Variance	%
October	51.8	53.2	1.4	2.7%
November	60.3	63.5	3.1	5.2%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 112.2	\$ 116.7	\$ 4.5	4.0%

Prior Year vs. Current Year

	(\$ millions)			
	Prior Year	Current Year	Variance	%
October	54.3	53.2	(1.1)	(2.0%)
November	64.8	63.5	(1.3)	(2.1%)
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 119.1	\$ 116.7	\$ (2.4)	(2.0%)

MONTHLY BOARD REPORT

October 2015

Fare Revenue

Total FY2016 Fare Revenue budget is \$75.1 million

Budget to Actual FY2016

(\$ millions)

	Budget	Actual	Variance	%
October	6.4	5.8	(0.6)	(8.7%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 6.4	\$ 5.8	\$ (0.6)	(8.7%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.4	5.8	(0.6)	(9.4%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 6.4	\$ 5.8	\$ (0.6)	(9.4%)

MONTHLY BOARD REPORT

October 2015

Service Related Grant Revenue

Total FY2016 Service Related Grant budget is \$77.8 million

Budget to Actual FY2016

(\$ millions)

	Budget	Actual	Variance	%
October	0.4	0.4	0.0	0.4%
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 0.4	\$ 0.4	\$ 0.0	0.4%

Capital Grant Revenue

**No Capital Grant Revenue collections were anticipated or collected
in the current reporting period**

Interest & Miscellaneous Revenue

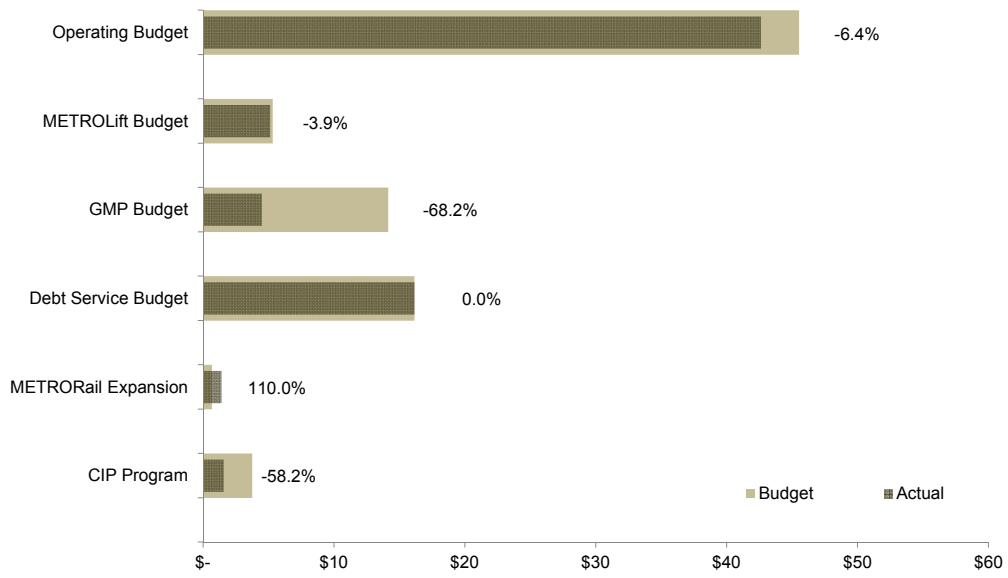
Total FY2016 Interest & Miscellaneous Revenue budget is \$11.2 million

Budget to Actual FY2016

(\$ millions)

	Budget	Actual	Variance	%
October	0.8	2.0	1.1	142.7%
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 0.8	\$ 2.0	\$ 1.1	142.7%

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



MONTHLY BOARD REPORT

October 2015

Operating Expenses

Comparison of Budget to Actual for the Month (October 2015)

	FY16 Annual Budget	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 330,025,204	\$ 27,099,098	\$ 26,827,423	\$ (271,675)	(1.0%)
Non-Labor	233,228,719	19,624,521	17,534,314	(2,090,207)	(10.7%)
Subtotal Labor & Non-Labor	563,253,923	46,723,619	44,361,737	(2,361,882)	(5.1%)
Contingency	10,000,000	-	-	-	0.0%
Cost Reimbursement (Cost Recovery)	-	-	-	(38,796)	N/A
Allocation to Capital and GMP	(14,982,923)	(1,207,032)	(1,758,213)	(551,181)	(45.7%)
Total Operating Budget	\$ 558,271,000	\$ 45,516,587	\$ 42,603,524	\$ (2,913,063)	(6.4%)

Comparison of Budget to Actual Year-to-Date October 2015 (1 month)

<u>Expense Category</u>	FY16 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 130,280,053	\$ 10,776,305	\$ 10,366,522	\$ (409,783)	(3.8%)
Union Fringe Benefits	\$ 69,643,358	5,620,428	5,936,386	315,958	5.6%
Subtotal Union Labor	199,923,411	16,396,733	16,302,908	(93,825)	(0.6%)
Salaries and Non-Union Wages	91,205,793	7,480,020	7,314,298	(165,722)	(2.2%)
Non-Union Fringe Benefits	38,896,000	3,222,345	3,210,217	(12,128)	(0.4%)
Subtotal Non-Union Labor	130,101,793	10,702,365	10,524,515	(177,850)	(1.7%)
Subtotal Labor and Fringe Benefits	330,025,204	27,099,098	26,827,423	(271,675)	(1.0%)
Services	42,692,109	4,195,752	2,496,117	(1,699,635)	(40.5%)
Materials and Supplies	24,746,145	1,967,384	1,634,894	(332,490)	(16.9%)
Fuel and Utilities	49,536,647	4,264,275	4,203,521	(60,754)	(1.4%)
Casualty and Liability	4,910,742	454,060	270,096	(183,964)	(40.5%)
Purchased Transportation	102,245,638	8,563,264	8,302,813	(260,451)	(3.0%)
Leases, Rentals and Misc.	9,097,438	179,786	626,873	447,087	248.7%
Subtotal Non-Labor	233,228,719	19,624,521	17,534,315	(2,090,206)	(10.7%)
Subtotal Labor and Non-Labor	563,253,923	46,723,619	44,361,738	(2,361,881)	(5.1%)
Contingency	10,000,000	-	-	-	0.0%
Cost Reimbursement (Cost Recovery)	-	-	-	-	N/A
Allocation to Capital and GMP	(14,982,923)	(1,207,032)	(1,758,213)	(551,181)	(45.7%)
Subtotal Contingency / Allocations	(4,982,923)	(1,207,032)	(1,758,213)	(551,181)	(45.7%)
Total Operating Budget	\$ 558,271,000	45,516,587	42,603,525	(2,913,061)	(6.4%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>October 2015 Year-to-Date</u> <u>\$ Variance</u> <u>(favorable) / unfavorable</u>
Union Labor	16,396,733	\$ 16,302,908	\$ (93,825)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (1,356,000)
Timing variance in Benefit Trust mainly due to an extra payroll period being reported in the current month			352,000
Overtime wages mostly due to vacancies in bus operator positions			906,000
Non-Union Labor	10,702,365	10,524,515	(177,850)
Savings Salaries and fringes primarily related to vacancies offset by an extra payroll period reported in the current month			(339,000)
<u>Offset by</u>			
Unbudgeted vacation buyback activity			146,000
Services	4,195,752	2,496,117	(1,699,635)
<u>Timing in</u>			
IT equipment repairs and maintenance			(536,000)
Delayed start in planning projects			(285,000)
Delayed start in Advertising programs			(216,000)
Facility Maintenance building operating facility costs and custodial services			(153,000)
Support services throughout the Authority mostly within Marketing and Operations			(128,000)
Underspending in legal fees within the Legal and Finance Departments			(123,000)
Prior period accrual reversal for security contract services to be corrected in the upcoming month			(112,000)
Other miscellaneous services spread across the Authority			(249,000)
<u>Offset by</u>			
Increase in contractual services within HOT Lane Operations due to the extended hours and weekend program			102,000
Materials & Supplies	1,967,384	1,634,894	(332,490)
Underspending in bus parts most in bus engines			(212,000)
Underspending in rail parts mostly in rail inspections and receipt of unanticipated warranty credits			(97,000)
Fuel & Utilities	4,264,275	4,203,521	(60,754)
Due to an omitted re-accrual of a prior period power expense. This will be corrected in the upcoming month			(161,000)
Lower than expected gasoline cost			(111,000)
Savings in Compressed Natural Gas largely due to a delayed start of 35/50 CNG buses going into service			(102,000)
<u>Offset by</u>			
Timing in the recording of a drainage fee credit			133,000
Timing variance resulting from transition of services from AT&T to Verizon and higher than expected routine telephone related expenditures. Should continue to late Quarter 1/early Quarter 2			179,000
Casualty and Liability	454,060	270,096	(183,964)
Subrogation recovery is higher than anticipated			(151,000)
Purchased Transportation	8,563,264	8,302,813	(260,451)
METROLift - Hours operated under budget and an accrual variance has been reported in the current month			(105,000)
Reduction of ARBOC hours			(100,000)
Timing variance in Vanpool Operations			(49,000)
Leases, Rentals and Miscellaneous	179,786	626,873	447,087
Early invoicing of multiple software rental arrangements			523,000
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.) and several other misc. expenses throughout the Authority			(76,000)
Allocation to Capital and GMP	(1,207,032)	(1,758,213)	(551,181)
Higher than expected capital related activity within METRORail operations			(195,000)
Advanced capital activity within Engineering and Construction			(102,000)
Higher than expected capital related activity within Bus Maintenance			(64,000)
Higher than expected capital related activity within other areas including Planning, Government & Public Affairs, Facility Maintenance, Public Safety and Finance			(190,000)

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

<u>Authorized</u>			-----Year-to-Date-----			--Current Month--	
<u>EOY</u>							
<u>Headcount</u>	<u>Department</u>	<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>	
3,264	Operations, Public Safety and Customer Service	\$ 435,285,199	\$ 36,356,873	\$ 34,597,712	\$ (1,759,161)	\$ (1,759,161)	
2,874	Operations	400,950,730	33,386,627	32,027,473	(1,359,154)	(1,359,154)	
305	Public Safety	28,331,256	2,378,575	2,127,922	(250,653)	(250,653)	
76	Customer Service	4,863,137	495,456	351,419	(144,037)	(144,037)	
9	EVP Operations, Public Safety & Customer Service	1,140,076	96,215	90,897	(5,318)	(5,318)	
309	Finance & Administration	58,577,075	5,082,723	4,847,047	(235,676)	(235,676)	
69	Information Technology	19,210,307	1,894,433	1,999,418	104,985	104,985	
40	Human Resources	19,263,614	1,610,571	1,476,768	(133,803)	(133,803)	
117	Procurement & Materials	10,107,751	828,904	762,824	(66,080)	(66,080)	
79	Finance	9,178,986	701,659	575,233	(126,426)	(126,426)	
4	EVP Finance & Administration	816,417	47,156	32,805	(14,351)	(14,351)	
250	Planning, Engineering and Construction	35,511,151	2,657,940	2,286,831	(371,109)	(371,109)	
186	Facility Maintenance	29,370,578	2,301,456	2,074,449	(227,007)	(227,007)	
32	Planning	6,521,357	412,221	221,826	(190,395)	(190,395)	
2	EVP Planning, Engineering and Construction	(21,656)	(3,197)	(14,881)	(11,684)	(11,684)	
30	Engineering and Construction	(359,128)	(52,540)	5,437	57,977	57,977	
40	Gov't & Public Affairs	8,905,653	785,464	383,742	(401,722)	(401,722)	
24	Mktg & Corporate Communications	7,132,765	620,241	290,342	(329,899)	(329,899)	
4	Government Affairs	656,776	70,988	35,296	(35,692)	(35,692)	
6	Public Engagement	674,437	55,388	46,942	(8,446)	(8,446)	
6	Stakeholder Affairs	441,675	38,847	11,162	(27,685)	(27,685)	
18	Legal	3,734,209	314,966	178,664	(136,302)	(136,302)	
15	Legal	3,432,218	284,686	164,780	(119,906)	(119,906)	
3	Records Management	301,991	30,280	13,885	(16,395)	(16,395)	
13	Executive & Board	2,516,437	195,531	202,079	6,548	6,548	
11	Audit	1,469,085	123,090	107,449	(15,641)	(15,641)	
	Contingency	10,000,000	-	-	-	-	
	Non Departmental	2,272,191	-	-	-	-	
3,905	TOTAL NET OPERATING	\$ 558,271,000	\$ 45,516,587	\$ 42,603,524	\$ (2,913,063)	\$ (2,913,063)	

MONTHLY BOARD REPORT
October 2015
Total Net Operating Budget / Expenses by Department
as of the end of October FY2016 vs. October FY2015

<u>Department</u>	October FY2016 -----Year-to-Date-----			October FY2015 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations, Public Safety and Customer Service	\$ 36,356,873	\$ 34,597,712	\$ (1,759,161)	\$ 33,646,125	\$ 32,580,190	\$ (1,065,935)
EVP Operations, Public Safety and Customer Service	96,215	90,897	(5,318)	105,039	25,054	(79,985)
Customer Service	495,456	351,419	(144,037)	410,272	362,524	(47,748)
Operations	33,386,627	32,027,473	(1,359,154)	30,615,287	29,976,405	(638,882)
Public Safety	2,378,575	2,127,922	(250,653)	2,515,527	2,216,207	(299,320)
Finance & Administration	5,082,723	4,847,047	(235,676)	4,059,496	4,686,632	627,136
EVP Finance & Administration	47,156	32,805	(14,351)	31,949	30,176	(1,773)
Finance	701,659	575,233	(126,426)	819,575	589,136	(230,439)
Human Resources	1,610,571	1,476,768	(133,803)	1,599,773	1,193,833	(405,940)
Information Technology	1,894,433	1,999,418	104,985	820,929	2,138,768	1,317,839
Procurement & Materials	828,904	762,824	(66,080)	787,270	734,719	(52,551)
Planning, Engineering and Construction	2,657,940	2,286,831	(371,109)	2,590,839	2,130,667	(460,172)
EVP Planning, Engineering & Construction	(3,197)	(14,881)	(11,684)	1,145	-	1,145
Engineering and Construction	(52,540)	5,437	57,977	141	(45,756)	(45,897)
Facility Maintenance	2,301,456	2,074,449	(227,007)	1,847,133	1,756,271	(90,862)
Planning	412,221	221,826	(190,395)	742,420	420,152	(322,268)
Gov't & Public Affairs	785,464	383,742	(401,722)	524,838	313,534	(211,304)
Government Affairs	70,988	35,296	(35,692)	64,644	47,261	(17,383)
Mktg & Corporate Communications	620,241	290,342	(329,899)	322,436	228,854	(93,582)
Public Engagement	55,388	46,942	(8,446)	85,272	50,916	(34,356)
Stakeholder Affairs	38,847	11,162	(27,685)	52,486	(13,497)	(65,983)
Legal	314,966	178,664	(136,302)	330,805	169,601	(161,204)
Legal	284,686	164,780	(119,906)	297,817	137,327	(160,490)
Records Management	30,280	13,885	(16,395)	32,988	32,274	(714)
Executive & Board	195,531	202,079	6,548	157,617	138,783	(18,834)
Audit	123,090	107,449	(15,641)	112,464	105,174	(7,290)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 45,516,587	\$ 42,603,524	\$ (2,913,063)	\$ 41,422,184	\$ 40,124,582	\$ (1,297,602)

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

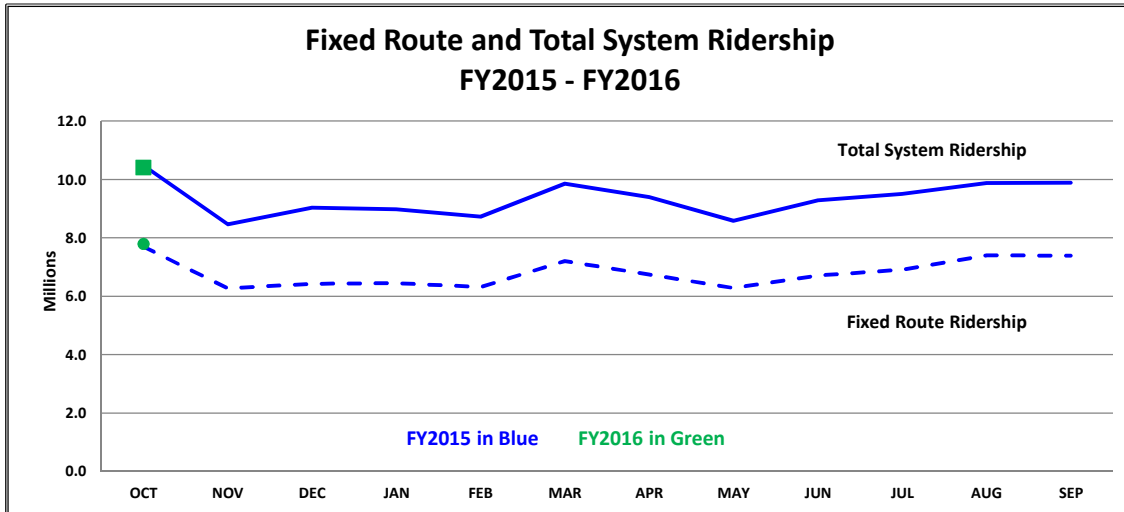
	FY2016 Annual Budget	Month of October 2015				Fiscal YTD October 2015			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 83.2	\$ 0.7	\$ 1.4	\$ 0.7	110.0%	\$ 0.7	\$ 1.4	\$ 0.7	110.0%
Capital Improvement Program	177.0	3.7	1.6	(2.2)	(58.2%)	3.7	1.6	(2.2)	(58.2%)
Total Capital	\$ 260.2	4.4	3.0	(1.4)	(32.9%)	4.4	3.0	(1.4)	(32.9%)
General Mobility	\$ 172.6	14.1	4.5	(9.6)	(68.2%)	14.1	4.5	(9.6)	(68.2%)
Debt Service	\$ 96.9	\$ 16.1	\$ 16.1	0.0	0.0%	\$ 16.1	\$ 16.1	0.0	0.0%

MONTHLY BOARD REPORT
October 2015
Ridership by Service Category

Service Category	Oct-14 Boardings	Oct-15 Boardings	Oct-15 vs. Oct-14	Oct-14 YTD Boardings	Oct-15 YTD Boardings	YTD % Change
						Oct-15 vs. Oct-14
Fixed Route Services						
Local Network						
Local Bus	5,625,319	5,359,707	(4.7%)	5,625,319	5,359,707	(4.7%)
METRORail						
Red Line	1,223,635	1,453,501	18.8%	1,223,635	1,453,501	18.8%
Green Line (East)	0	76,646	n/a	0	76,646	n/a
Purple Line (Southeast)	0	122,737	n/a	0	122,737	n/a
METRORail (all lines)	1,223,635	1,652,884	35.1%	1,223,635	1,652,884	35.1%
METRORail-Bus Bridge	17,148	832	(95.1%)	17,148	832	(95.1%)
METRORail	1,240,783	1,653,716	33.3%	1,240,783	1,653,716	33.3%
Subtotal Local Network	6,866,102	7,013,423	2.1%	6,866,102	7,013,423	2.1%
Commuter						
Park & Ride	810,952	780,175	(3.8%)	810,952	780,175	(3.8%)
Subtotal Fixed Route Service	7,677,054	7,793,598	1.5%	7,677,054	7,793,598	1.5%
Special Events *	19,044	695	(96.4%)	19,044	695	(96.4%)
Total Fixed Route	7,696,098	7,794,293	1.3%	7,696,098	7,794,293	1.3%
Customized Bus Services						
METROLift	176,051	172,050	(2.3%)	176,051	172,050	(2.3%)
METRO STAR Vanpool	228,191	212,464	(6.9%)	228,191	212,464	(6.9%)
Internal Service	0	0	0.0%	0	0	0.0%
Subtotal Customized Bus	404,242	384,514	(4.9%)	404,242	384,514	(4.9%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,374,520	2,216,016	(6.7%)	2,374,520	2,216,016	(6.7%)
Total System	10,474,860	10,394,823	(0.8%)	10,474,860	10,394,823	(0.8%)

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
October 2015
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2016

SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2016 YTD GOAL	FY2016 YTD	YTD % Change
	Bus Accidents (Includes METROLift)	53												≤ 55	≤ 55	53
Bus Accidents per 100,000 vehicle miles	0.88												≤ 0.72	≤ 0.89	0.88	1.6%
Rail Accidents	10												≤ 9	≤ 9	10	11.1%
Rail Accidents per 100,000 vehicle miles	3.27												≤ 6.58	≤ 6.58	3.27	50.3%
Major Security Incidents - total	50												≤ 70	≤ 70	50	28.6%
Major Security Incidents per 100,000 boardings	0.481												≤ 0.920	≤ 0.920	0.481	47.7%
Major Security Incidents - METRO properties	20												≤ 30	≤ 30	20	33.3%
Major Security Incidents per 100,000 boardings	0.192												≤ 0.400	≤ 0.400	0.192	51.9%
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	72.9%												≥ 70%	≥ 70%	72.9%	4.1%
Park & Ride Bus OTP	76.9%												≥ 75%	≥ 75%	76.9%	2.5%
Weighted Average Bus OTP	73.9%												≥ 71%	≥ 71%	73.9%	4.1%
METROLift OTP	90.0%												≥ 90%	≥ 90%	90.0%	0.0%
Rail - Red Line OTP	93.4%												≥ 95%	≥ 95.0%	93.4%	1.7%
Rail - East End OTP	93.2%												≥ 85%	≥ 85.0%	93.2%	9.6%
Rail - South East OTP	95.4%												≥ 85%	≥ 85.0%	95.4%	12.2%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	8,960												≥ 7,750	≥ 7,750	8,960	15.6%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,893												≥ 19,000	≥ 19,000	13,893	26.9%
MDBSI (Mean Distance Between Service Interruptions) - METRORail	25,502												≥ 12,000	≥ 12,000	25,502	
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	23.89												≤ 25.22	≤ 25.22	23.89	5.3%
Commendations	390												≥ 250	≥ 250	390	56.0%
Average Call Center Answer Delay (Sec.)	85.82												≤ 135	≤ 135	85.82	36.4%

MONTHLY BOARD REPORT
October 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.

Mean Distance Between Service Interruptions (MDBSI) - measures total revenue service miles traveled by Light Rail Vehicles (LRVs) between service interruptions that delay LRVs for one minute or more due to mechanical failures.

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.

MONTHLY BOARD REPORT
October 2015
Balance Sheet

	Oct. 31, 2014 (\$)	Oct. 31, 2015 (\$)	Change (\$)
Cash	\$ 7,151,691	\$ 5,786,749	\$ (1,364,942)
Receivables	141,933,915	144,758,586	2,824,671
Inventory	25,053,041	29,187,296	4,134,255
Investments	375,595,262	477,154,420	101,559,158
Other Assets	39,279,309	45,292,047	6,012,738
Property Net of Depreciation	2,684,781,786	2,767,377,258	82,595,472
Land & Improvements	390,954,543	372,183,974	(18,770,569)
Deferred Outflow of Resources	1,899,588	1,899,588	0
Total Assets and Other	3,666,649,135	3,843,639,918	176,990,783
Liabilities			
Trade Payables	65,804,400	133,693,395	67,888,995
Accrued Payroll	27,898,428	29,197,143	1,298,715
Commercial Paper	183,400,000	121,300,000	(62,100,000)
Long-Term Liabilities	1,226,674,475	1,328,215,612	101,541,137
Other Liabilities	31,867,939	76,714,847	44,846,908
Total Liabilities	1,535,645,242	1,689,120,997	153,475,755
Deferred Inflow of Resources	0	0	0
Net Assets - Retained	2,131,003,893	2,154,518,921	23,515,028
Total Liabilities and Net Assets	\$ 3,666,649,135	\$ 3,843,639,918	\$ 176,990,783