

# METRO

## Fiscal Year 2016 Monthly Board Report

Revenue • Expense • Ridership • Performance

December 2015

(First Quarter Fiscal Year-to-Date)



# **MONTHLY BOARD REPORT**

## **December 2015**

### **Table of Contents**

<b>Section A</b>	<b>Summary</b>
<b>Section B</b>	<b>Sales Tax Revenue</b>
<b>Section C</b>	<b>Fare Revenue</b>
<b>Section D</b>	<b>Grant and Interest &amp; Miscellaneous Revenue</b>
<b>Section E</b>	<b>Budget and Expense Summary</b>
<b>Section F</b>	<b>Operating Expenses</b> December 2015 Budget vs. Actual FY2016 YTD Budget vs. Actual FY2016 YTD Major Variance Items FY2016 YTD Operating Budget/Expenses by Department
<b>Section G</b>	<b>Capital, General Mobility &amp; Debt Service Expenditures</b>
<b>Section H</b>	<b>Ridership by Service Category</b>
<b>Section I</b>	<b>Performance Statistics</b> Performance Statistic Notes
<b>Section J</b>	<b>Balance Sheet</b>

**MONTHLY BOARD REPORT**  
**December 2015**  
**Summary**

- Sales Tax revenue of \$228.1 million through January 2016 year-to-date is \$12.0 million or 5.6% over estimates. Sales Tax revenue for January 2016 (FY2016) is \$55.4 million, \$3.5 million or 6.8% over estimates.
- Fare revenue of \$16.2 million through December 2015 year-to-date is \$0.7 million or 4.1% under budget. December 2015 revenue of \$5.3 million is \$0.2 million or 4.0% over budget.
- Service related grant revenue for the year-to-date of \$1.0 million through December 2015 is \$0.3 million or 22.7% under budget. December 2015 revenue of \$0.2 million is \$0.3 million or 62.6% under budget.
- Capital Grant revenue year-to-date of \$0.7 million through December 2015 is \$ 81,000 under budget.
- Interest & Miscellaneous revenue year-to-date of \$3.6 million through December 2015 is \$1.4 million or 64.7% over budget. December 2015 revenue of \$0.8 million is \$0.1 million or 21.6% over budget.
- Operating expenses year-to-date of \$127.4 million through December 2015 are \$8.4 million or 6.2% under budget. December 2015 expenses of \$43.9 million are \$1.9 million or 4.2% under budget.
- METRORail Expansion expenses year-to-date of \$19.7 million through December 2015 are \$13.0 million or 39.9% under budget. December 2015 expenses of \$15.9 million are \$0.9 million or 5.3% under budget.
- Other Capital Improvement Program expenses year-to-date of \$6.2 million through December 2015 are \$10.4 million or 62.7% under budget. December 2015 expenses of \$3.5 million are \$3.2 million or 48.1% under budget.
- General Mobility Program expenses year-to-date of \$25.9 million through December 2015 are \$15.3 million or 37.1% under budget. December 2015 expenses of \$16.1 million are \$2.6 million or 19.4% over budget.
- Debt Service expenses of \$30 million through December 2015 year-to-date is on budget.
- Fixed route ridership year-to-date of 21.7 million through December 2015 is 1,323,000 or 6.5% over last year. December 2015 ridership of 6.9 million is 510,000 or 7.9% over last year.
- METRORail ridership year-to-date of 4.6 million through December 2015 is 1,244,000 or 37.5% over last year. December 2015 ridership of 1.4 million is 378,000 or 36.0% over last year.

- Performance Indicator Summary:

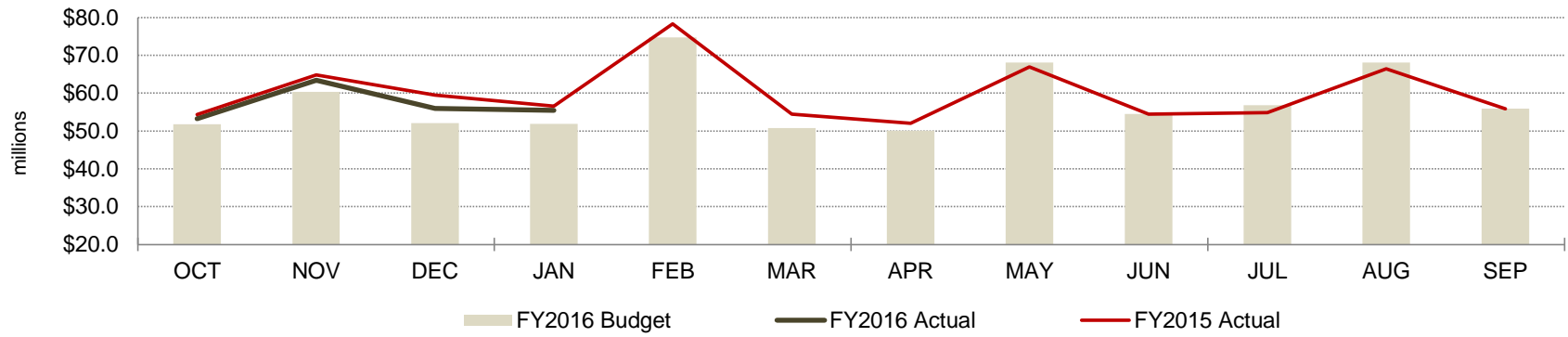
Safety & Security      Bus Accidents met the benchmark for the month and for the year-to-date. Rail Accidents met the benchmark for the month and for the year-to-date. Total Major Security Incidents met the benchmark for both the month and the year-to-date. Major Security Incidents on METRO properties 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 did not meet the minimum performance standards for the month but did meet the year-to-date goal. 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 minimum standards for the month and year-to-date. MDBF for METROLift met the minimum standards for the month but did not meet the minimum standards 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 exceeded 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**  
**December 2015**  
**Sales Tax Revenue thru January 2016**



**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	52.1	56.0	3.9	7.5%
<b>January</b>	<b>51.9</b>	<b>55.4</b>	<b>3.5</b>	<b>6.8%</b>
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2016 YTD</b>	<b>\$ 216.1</b>	<b>\$ 228.1</b>	<b>\$ 12.0</b>	<b>5.6%</b>

**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	59.5	56.0	(3.5)	(5.9%)
<b>January</b>	<b>56.6</b>	<b>55.4</b>	<b>(1.1)</b>	<b>(2.0%)</b>
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY 2016 YTD</b>	<b>\$ 235.2</b>	<b>\$ 228.1</b>	<b>\$ (7.1)</b>	<b>(3.0%)</b>

**MONTHLY BOARD REPORT**  
**December 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	5.5	5.1	(0.3)	(6.2%)
<b>December</b>	<b>5.1</b>	<b>5.3</b>	<b>0.2</b>	<b>4.0%</b>
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%
<b>FY 2016 YTD</b>	<b>\$ 16.9</b>	<b>\$ 16.2</b>	<b>\$ (0.7)</b>	<b>(4.1%)</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.4	5.8	(0.6)	(9.4%)
November	5.1	5.1	(0.0)	(0.3%)
<b>December</b>	<b>5.3</b>	<b>5.3</b>	<b>0.0</b>	<b>0.2%</b>
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%
<b>FY 2016 YTD</b>	<b>\$ 16.8</b>	<b>\$ 16.2</b>	<b>\$ (0.6)</b>	<b>(3.6%)</b>

**MONTHLY BOARD REPORT**  
**December 2015**  
**Service Related Grant Revenue**

**Total FY2016 Service Related Grant budget is \$77.8 million**

<b>Budget to Actual FY2016</b>					
(\$ millions)					
	Budget	Actual	Variance	%	
October	0.42	0.42	0.00	0.4%	
November	0.42	0.39	(0.02)	(6.0%)	
<b>December</b>	<b>0.42</b>	<b>0.16</b>	<b>(0.26)</b>	<b>(62.6%)</b>	
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%	
<b>FY 2016 YTD</b>	<b>\$ 1.25</b>	<b>\$ 0.97</b>	<b>\$ (0.28)</b>	<b>(22.7%)</b>	

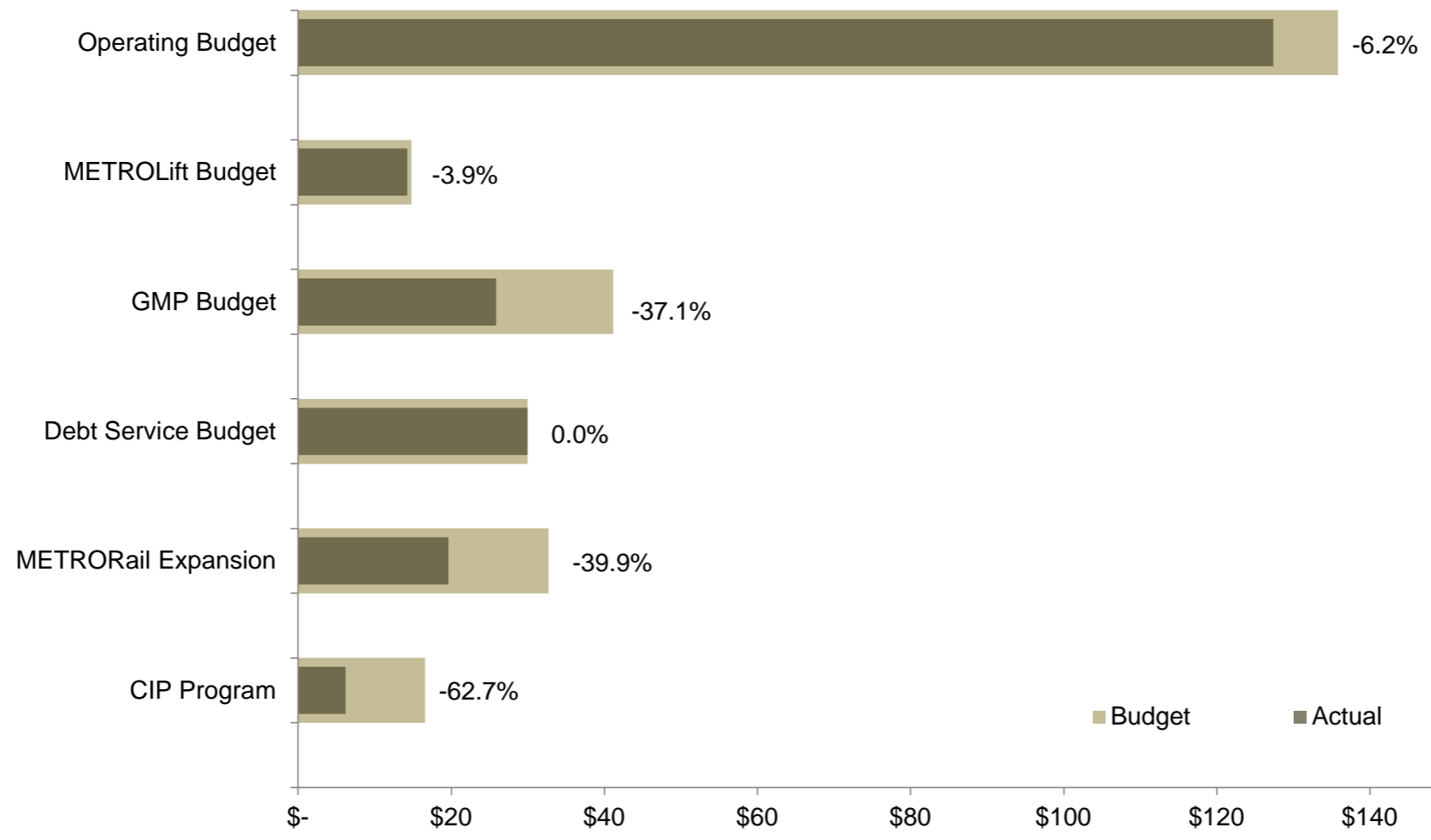
**Capital Grant Revenue**  
**Year-to date Capital Grant revenue is \$731,000**  
**versus \$812,000 budgeted**

**Interest & Miscellaneous Revenue**

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

<b>Budget to Actual FY2016</b>					
(\$ millions)					
	Budget	Actual	Variance	%	
October	0.8	2.0	1.1	142.7%	
November	0.7	0.8	0.1	15.6%	
<b>December</b>	<b>0.6</b>	<b>0.8</b>	<b>0.1</b>	<b>21.6%</b>	
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%	
<b>FY 2016 YTD</b>	<b>\$ 2.2</b>	<b>\$ 3.6</b>	<b>\$ 1.4</b>	<b>64.7%</b>	

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



**MONTHLY BOARD REPORT**  
**December 2015**  
**Operating Expenses**

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

	FY16 Annual Budget	December Budget	December Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 331,666,613	\$ 27,349,955	\$ 26,808,249	\$ (541,706)	(2.0%)
Non-Labor	230,648,987	19,695,528	18,167,491	(1,528,037)	(7.8%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>562,315,600</b>	<b>47,045,483</b>	<b>44,975,740</b>	<b>(2,069,743)</b>	<b>(4.4%)</b>
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(1,259,853)	(1,104,850)	155,003	(12.3%)
<b>Total Operating Budget</b>	<b>\$ 558,271,000</b>	<b>\$ 45,785,630</b>	<b>\$ 43,870,890</b>	<b>\$ (1,914,740)</b>	<b>(4.2%)</b>

**Comparison of Budget to Actual Year-to-Date December 2015 (3 months)**

Expense Category	FY16 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 131,165,999	\$ 33,295,948	\$ 31,682,193	\$ (1,613,755)	(4.8%)
Union Fringe Benefits	70,129,124	16,916,308	16,887,660	(28,648)	(0.2%)
<b>Subtotal Union Labor</b>	<b>201,295,123</b>	<b>50,212,256</b>	<b>48,569,853</b>	<b>(1,642,403)</b>	<b>(3.3%)</b>
Salaries and Non-Union Wages	91,407,757	22,446,425	21,829,672	(616,753)	(2.7%)
Non-Union Fringe Benefits	38,963,733	9,669,399	9,341,212	(328,187)	(3.4%)
<b>Subtotal Non-Union Labor</b>	<b>130,371,490</b>	<b>32,115,824</b>	<b>31,170,884</b>	<b>(944,940)</b>	<b>(2.9%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>331,666,613</b>	<b>82,328,080</b>	<b>79,740,737</b>	<b>(2,587,343)</b>	<b>(3.1%)</b>
Services	42,779,211	10,871,860	6,979,670	(3,892,190)	(35.8%)
Materials and Supplies	24,871,902	5,945,375	5,539,373	(406,002)	(6.8%)
Fuel and Utilities	49,403,346	12,129,949	11,279,612	(850,337)	(7.0%)
Casualty and Liability	4,910,742	1,176,730	1,209,406	32,676	2.8%
Purchased Transportation	99,584,504	24,185,482	23,786,330	(399,152)	(1.7%)
Leases, Rentals and Misc.	9,099,282	2,776,499	2,792,372	15,873	0.6%
<b>Subtotal Non-Labor</b>	<b>230,648,987</b>	<b>57,085,895</b>	<b>51,586,762</b>	<b>(5,499,133)</b>	<b>(9.6%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>562,315,600</b>	<b>139,413,975</b>	<b>131,327,499</b>	<b>(8,086,476)</b>	<b>(5.8%)</b>
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(3,631,292)	(3,975,231)	(343,939)	(9.5%)
<b>Subtotal Contingency / Allocations</b>	<b>(4,044,600)</b>	<b>(3,631,292)</b>	<b>(3,975,231)</b>	<b>(343,939)</b>	<b>(9.5%)</b>
<b>Total Operating Budget</b>	<b>\$ 558,271,000</b>	<b>135,782,683</b>	<b>127,352,268</b>	<b>(8,430,415)</b>	<b>(6.2%)</b>



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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>December 2015 Year-to-Date</u> <u>\$ Variance</u> <u>(favorable) / unfavorable</u>	
<b>Union Labor</b>	<b>50,212,256</b>	<b>\$ 48,569,853</b>	<b>\$ (1,642,403)</b>	
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (4,721,000)	
Overtime wages mostly due to vacancies in bus operator positions				2,967,000
Effect of the unbudgeted rate increase for Benefit Trust for Retirees				125,000
<b>Non-Union Labor</b>	<b>32,115,824</b>	<b>31,170,884</b>	<b>(944,940)</b>	
Savings in salaries and fringes primarily related to vacancies			(1,282,000)	
<u>Offset by</u>				
Authority overtime mostly within the Operations				121,000
More than expected use of Vacation/401a/Sick/Other Paid Absences				138,000
Unbudgeted vacation buyback activity				222,000
<b>Services</b>	<b>10,871,860</b>	<b>6,979,670</b>	<b>(3,892,190)</b>	
<u>Timing in</u>				
Delays in the receipt and processing IT Equipment Maintenance invoices including CIP Warranty (-\$108K), SmartNet Invoice (-\$435K), VCE (-\$340K) and WMWare (-\$372K)			(1,263,000)	
Delayed start in both system planning and system development projects			(460,000)	
Change in direction in major advertising programs			(291,000)	
Support services throughout the Authority mostly within Operations (in Warranty)			(248,000)	
Delayed Facility Maintenance elevator and system repairs, an over accrual of FY2015 expenses and timing delays in the reporting of a few current month activities			(236,000)	
Education and Training within Operations throughout the Authority			(197,000)	
Legal fees - lower than expected case load requiring external legal services in the 1st Qtr			(197,000)	
Equipment repair and maintenance spread in areas other than IT and Facility Maintenance e.g. ticket and fare collections			(151,000)	
Delayed contract related projects in Finance			(129,000)	
Facility Maintenance Rail Equipment Repair and Maintenance			(118,000)	
Delayed work in rail operations for rail grinding, track geometry and vegetation control; delayed billing for completed ultrasonic testing work			(110,000)	
Delays in the purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment			(108,000)	
Other miscellaneous services spread across the Authority mostly in legislative coordination, contracted HR services, custodial services and contracted employment services			(401,000)	
<u>Offset by</u>				
Early invoicing of the annual financial audit fee				75,000
<b>Materials &amp; Supplies</b>	<b>5,945,375</b>	<b>5,539,373</b>	<b>(406,002)</b>	
Underspending in general bus maintenance parts offset by minor overruns in other expense areas			(310,000)	
Underspending in bus parts mostly for bus engines			(206,000)	
<u>Offset by overruns in</u>				
Replacement of defective rail couplers sent out for repair				112,000
<b>Fuel &amp; Utilities</b>	<b>12,129,949</b>	<b>11,279,612</b>	<b>(850,337)</b>	
Lower than expected gasoline cost			(257,000)	
Savings in Compressed Natural Gas largely due to a delayed start of 35/50 CNG buses going into service			(235,000)	
Omitted re-accrual of a prior period power expense. This will be corrected in the upcoming month			(139,000)	
Underspending in the Authority's routine telephone expenses and in METROLift Operations			(118,000)	
Lower than expected natural gas expense due to less than planned consumption			(100,000)	
<u>Offset by</u>				
Higher than expected diesel costs and related taxes resulting from running more METRO bus miles on diesel buses than budgeted as CNG buses not fully operational; and pricing variances related to use of product inventoried at a higher cost				132,000
<b>Casualty and Liability</b>	<b>1,176,730</b>	<b>1,209,406</b>	<b>32,676</b>	
Vehicle liability offset by higher than expected subrogation recovery				33,000
<b>Purchased Transportation</b>	<b>24,185,482</b>	<b>23,786,330</b>	<b>(399,152)</b>	
METROLift - Hours operated under budget due to lower than expected ridership			(241,000)	
Fewer vanpools in operation as a result of significant layoffs in the energy sector			(87,000)	
<b>Leases, Rentals and Miscellaneous</b>	<b>2,776,499</b>	<b>2,792,372</b>	<b>15,873</b>	
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)			(180,000)	
Timing in the receipt and processing of software, equipment usage and licensing fee invoices				219,000
<b>Allocation to Capital and GMP</b>	<b>(3,631,292)</b>	<b>(3,975,231)</b>	<b>(343,939)</b>	
Higher than expected capital related activity within METRORail operations			(281,000)	
Higher than expected capital related activity within Bus Maintenance			(167,000)	
General delays in capital program activities in Procurement, Planning and other areas			(108,000)	
Timing delays in IT related projects				211,000

**MONTHLY BOARD REPORT**  
**December 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>3,325</b>	<b>Operations, Public Safety and Customer Service</b>	<b>\$ 435,046,755</b>	<b>\$ 107,090,205</b>	<b>\$ 102,975,838</b>	<b>\$ (4,114,367)</b>	<b>\$ (464,826)</b>
2,935	Operations	400,540,762	98,615,643	95,078,598	(3,537,045)	(264,055)
305	Public Safety	28,438,625	6,900,269	6,557,326	(342,943)	(135,039)
76	Customer Service	4,912,604	1,284,139	1,079,609	(204,530)	(53,709)
9	EVP Operations, Public Safety & Customer Service	1,154,764	290,154	260,305	(29,849)	(12,023)
<b>309</b>	<b>Finance &amp; Administration</b>	<b>58,923,637</b>	<b>16,073,002</b>	<b>14,281,472</b>	<b>(1,791,530)</b>	<b>(703,561)</b>
69	Information Technology	19,304,620	6,382,260	5,217,467	(1,164,793)	(401,608)
40	Human Resources	19,315,143	4,826,546	4,645,415	(181,131)	(67,600)
117	Procurement & Materials	10,179,651	2,556,732	2,334,654	(222,078)	(69,455)
79	Finance	9,302,059	2,162,246	1,986,232	(176,014)	(149,743)
4	EVP Finance & Administration	822,164	145,218	97,704	(47,514)	(15,155)
<b>250</b>	<b>Planning, Engineering and Construction</b>	<b>35,684,192</b>	<b>8,739,717</b>	<b>7,192,599</b>	<b>(1,547,118)</b>	<b>(590,438)</b>
186	Facility Maintenance	29,432,874	7,324,587	6,172,659	(1,151,928)	(487,676)
32	Planning	6,570,940	1,554,705	1,019,484	(535,221)	(130,449)
2	EVP Planning, Engineering and Construction	(15,929)	(8,348)	(16,502)	(8,154)	(338)
30	Engineering and Construction	(303,693)	(131,227)	16,957	148,184	28,025
<b>40</b>	<b>Gov't &amp; Public Affairs</b>	<b>8,959,889</b>	<b>1,922,603</b>	<b>1,356,757</b>	<b>(565,846)</b>	<b>(82,792)</b>
24	Mktg & Corporate Communications	7,161,248	1,459,006	1,016,497	(442,509)	(64,336)
4	Government Affairs	666,505	177,163	111,372	(65,791)	(16,200)
6	Public Engagement	682,036	174,040	149,775	(24,265)	(4,510)
6	Stakeholder Affairs	450,100	112,394	79,114	(33,280)	2,254
<b>18</b>	<b>Legal</b>	<b>3,808,611</b>	<b>940,080</b>	<b>600,308</b>	<b>(339,772)</b>	<b>(21,120)</b>
15	Legal	3,504,971	862,035	549,760	(312,275)	(12,868)
3	Records Management	303,640	78,045	50,548	(27,497)	(8,252)
<b>13</b>	<b>Executive &amp; Board</b>	<b>2,542,402</b>	<b>646,069</b>	<b>620,894</b>	<b>(25,175)</b>	<b>(37,468)</b>
13	Executive Office	2,542,402	646,069	620,894	(25,175)	(37,468)
<b>11</b>	<b>Audit</b>	<b>1,486,585</b>	<b>371,006</b>	<b>324,400</b>	<b>(46,606)</b>	<b>(14,535)</b>
	Audit	1,486,585	371,006	324,400	(46,606)	(14,535)
	<b>Contingency</b>	<b>10,938,323</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	Contingency - President & CEO	10,938,323	-	-	-	-
	<b>Non Departmental</b>	<b>880,606</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	Non Departmental	880,606	-	-	-	-
<b>3,966</b>	<b>TOTAL NET OPERATING</b>	<b>\$ 558,271,000</b>	<b>\$ 135,782,682</b>	<b>\$ 127,352,269</b>	<b>\$ (8,430,413)</b>	<b>\$ (1,914,739)</b>

Per Board authorization, Year End Authorized headcount will increase by 61 in Jan 2016 from 3,905 to 3,966 i.e. 40 for the Alternative Service and Community Connector, and 21 for the Jan 2016 service change.

**MONTHLY BOARD REPORT**

**December 2015**

**Total Net Operating Budget / Expenses by Department  
as of the end of December FY2016 vs. December FY2015**

<u>Department</u>	<u>December FY2016</u>			<u>December FY2015</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>\$ 107,090,205</b>	<b>\$ 102,975,838</b>	<b>\$ (4,114,367)</b>	<b>\$ 98,007,576</b>	<b>\$ 92,235,105</b>	<b>\$ (5,772,471)</b>
Operations	98,615,643	95,078,598	(3,537,045)	89,384,223	84,505,646	(4,878,577)
Public Safety	6,900,269	6,557,326	(342,943)	7,158,357	6,407,401	(750,956)
Customer Service	1,284,139	1,079,609	(204,530)	1,156,619	1,048,980	(107,639)
EVP Operations, Public Safety & Customer Service	290,154	260,305	(29,849)	308,377	273,078	(35,299)
<b>Finance &amp; Administration</b>	<b>16,073,002</b>	<b>14,281,472</b>	<b>(1,791,530)</b>	<b>16,119,463</b>	<b>12,475,077</b>	<b>(3,644,386)</b>
Information Technology	6,382,260	5,217,467	(1,164,793)	6,803,133	4,562,883	(2,240,250)
Human Resources	4,826,546	4,645,415	(181,131)	4,622,392	3,918,772	(703,620)
Procurement & Materials	2,556,732	2,334,654	(222,078)	2,439,409	2,225,170	(214,239)
Finance	2,162,246	1,986,232	(176,014)	2,158,398	1,751,281	(407,117)
EVP Finance & Administration	145,218	97,704	(47,514)	96,131	16,970	(79,161)
<b>Planning, Engineering and Construction</b>	<b>8,739,717</b>	<b>7,192,599</b>	<b>(1,547,118)</b>	<b>8,212,892</b>	<b>6,392,789</b>	<b>(1,820,103)</b>
Facility Maintenance	7,324,587	6,172,659	(1,151,928)	6,013,983	5,340,159	(673,824)
Planning	1,554,705	1,019,484	(535,221)	2,180,515	1,015,076	(1,165,439)
EVP Planning, Engineering and Construction	(8,348)	(16,502)	(8,154)	3,420	-	(3,420)
Engineering and Construction	(131,227)	16,957	148,184	14,974	37,553	22,579
<b>Gov't &amp; Public Affairs</b>	<b>1,922,603</b>	<b>1,356,757</b>	<b>(565,846)</b>	<b>1,871,222</b>	<b>1,027,873</b>	<b>(843,349)</b>
Mktg & Corporate Communications	1,459,006	1,016,497	(442,509)	1,407,576	713,256	(694,320)
Government Affairs	177,163	111,372	(65,791)	157,039	170,700	13,661
Public Engagement	174,040	149,775	(24,265)	199,215	145,538	(53,677)
Stakeholder Affairs	112,394	79,114	(33,280)	107,392	(1,621)	(109,013)
<b>Legal</b>	<b>940,080</b>	<b>600,308</b>	<b>(339,772)</b>	<b>951,530</b>	<b>646,990</b>	<b>(304,540)</b>
Legal	862,035	549,760	(312,275)	854,101	563,567	(290,534)
Records Management	78,045	50,548	(27,497)	97,429	83,423	(14,006)
<b>Executive &amp; Board</b>	<b>646,069</b>	<b>620,894</b>	<b>(25,175)</b>	<b>511,172</b>	<b>506,452</b>	<b>(4,720)</b>
<b>Audit</b>	<b>371,006</b>	<b>324,400</b>	<b>(46,606)</b>	<b>328,038</b>	<b>310,028</b>	<b>(18,010)</b>
<b>Non-Departmental</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Contingency</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL NET OPERATING</b>	<b>\$ 135,782,682</b>	<b>\$ 127,352,269</b>	<b>\$ (8,430,413)</b>	<b>\$ 126,001,893</b>	<b>\$ 113,594,314</b>	<b>\$ (12,407,579)</b>

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

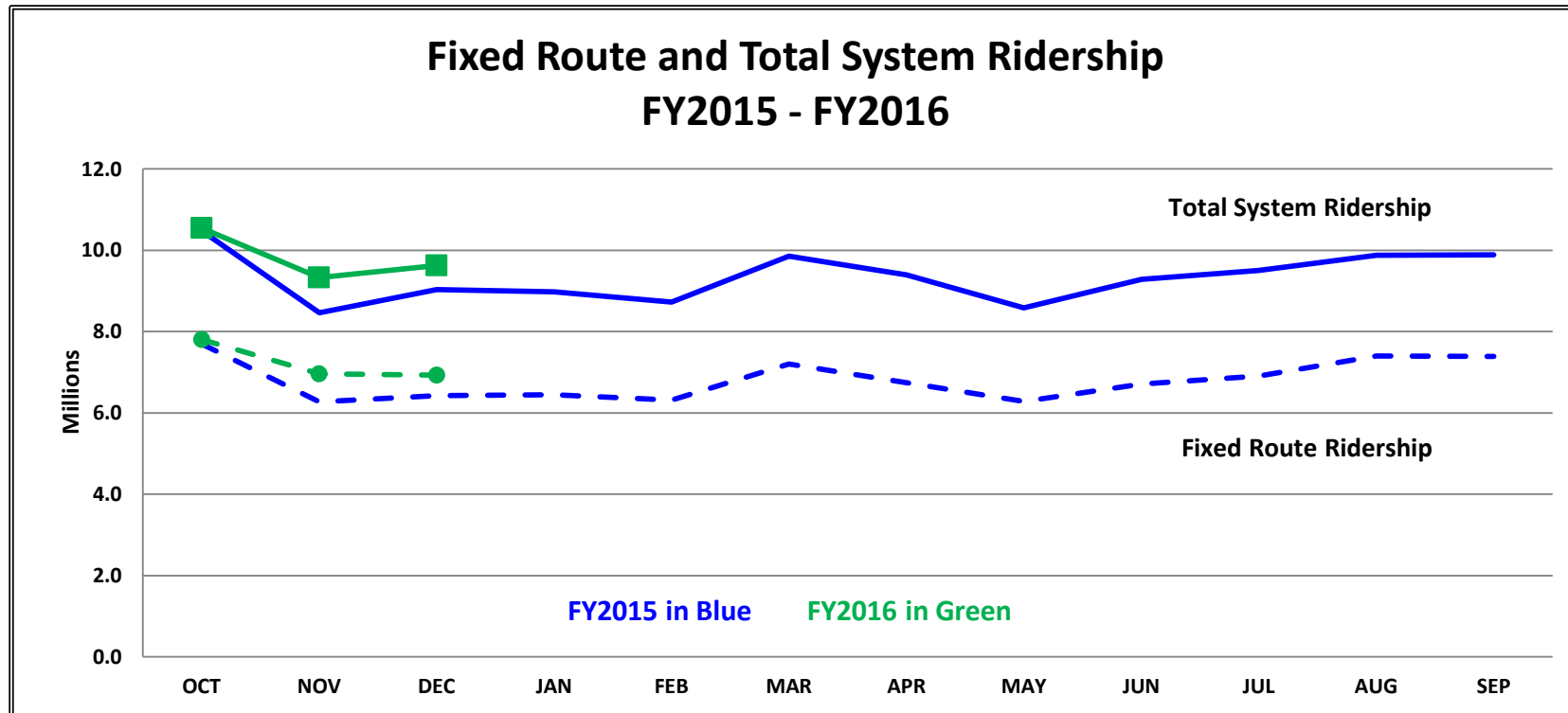
	FY2016 Annual <u>Budget</u>	<u>Month of December 2015</u>				<u>Fiscal YTD December 2015</u>			
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>	
				\$	%			\$	%
METRORail Expansion	\$ 83.2	\$ 16.8	\$ 15.9	\$ (0.9)	(5.3%)	\$ 32.7	\$ 19.7	\$ (13.0)	(39.9%)
Capital Improvement Program	\$ 177.0	\$ 6.7	\$ 3.5	\$ (3.2)	(48.1%)	\$ 16.6	\$ 6.2	\$ (10.4)	(62.7%)
<b>Total Capital</b>	<b>\$ 260.2</b>	<b>\$ 23.5</b>	<b>\$ 19.4</b>	<b>\$ (4.1)</b>	<b>(17.5%)</b>	<b>\$ 49.3</b>	<b>\$ 25.8</b>	<b>\$ (23.4)</b>	<b>(47.6%)</b>
<b>General Mobility</b>	<b>\$ 172.6</b>	<b>\$ 13.5</b>	<b>\$ 16.1</b>	<b>\$ 2.6</b>	<b>19.4%</b>	<b>\$ 41.1</b>	<b>\$ 25.9</b>	<b>\$ (15.3)</b>	<b>(37.1%)</b>
<b>Debt Service</b>	<b>\$ 96.9</b>	<b>\$ 6.9</b>	<b>\$ 6.9</b>	<b>0.0</b>	<b>0.0%</b>	<b>\$ 30.0</b>	<b>\$ 30.0</b>	<b>0.0</b>	<b>0.0%</b>

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

Service Category	Dec-14 Boardings	Dec-15 Boardings	Dec-15 vs. Dec-14	Dec-14 YTD Boardings	Dec-15 YTD Boardings	YTD % Change
						Dec-15 vs. Dec-14
<b>Fixed Route Services</b>						
<b>Local Network</b>						
<b>Local Bus</b>	<b>4,759,239</b>	<b>4,889,208</b>	<b>2.7%</b>	<b>15,032,567</b>	<b>15,102,668</b>	<b>0.5%</b>
<b>METRORail</b>						
Red Line	1,052,064	1,259,750	19.7%	3,299,779	4,002,261	21.3%
Green Line (East)	0	74,798	N/A	0	222,106	n/a
Purple Line (Southeast)	0	95,649	N/A	0	333,017	n/a
METRORail (all lines)	1,052,064	1,430,197	35.9%	3,299,779	4,557,384	38.1%
METRORail-Bus Bridge	0	355	N/A	17,148	3,106	(81.9%)
<b>METRORail</b>	<b>1,052,064</b>	<b>1,430,552</b>	<b>36.0%</b>	<b>3,316,927</b>	<b>4,560,490</b>	<b>37.5%</b>
<b>Subtotal Local Network</b>	<b>5,811,303</b>	<b>6,319,760</b>	<b>8.7%</b>	<b>18,349,494</b>	<b>19,663,158</b>	<b>7.2%</b>
<b>Commuter</b>						
Park & Ride	609,120	610,221	0.2%	2,014,780	2,024,346	0.5%
<b>Subtotal Fixed Route Service</b>	<b>6,420,423</b>	<b>6,929,981</b>	<b>7.9%</b>	<b>20,364,274</b>	<b>21,687,504</b>	<b>6.5%</b>
Special Events *	102	164	60.8%	19,245	926	(95.2%)
<b>Total Fixed Route</b>	<b>6,420,525</b>	<b>6,930,145</b>	<b>7.9%</b>	<b>20,383,519</b>	<b>21,688,430</b>	<b>6.4%</b>
<b>Customized Bus Services</b>						
METROLift	155,932	161,305	3.4%	478,972	487,324	1.7%
METRO STAR Vanpool	187,776	173,372	(7.7%)	601,628	566,594	(5.8%)
Internal Service	6	0	0.0%	6	0	0.0%
<b>Subtotal Customized Bus</b>	<b>343,714</b>	<b>334,677</b>	<b>(2.6%)</b>	<b>1,080,606</b>	<b>1,053,918</b>	<b>(2.5%)</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,271,280	2,358,246	3.8%	6,504,120	6,753,159	3.8%
<b>Total System</b>	<b>9,035,519</b>	<b>9,623,068</b>	<b>6.5%</b>	<b>27,968,245</b>	<b>29,495,507</b>	<b>5.5%</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**  
**December 2015**  
**Performance Statistics**

Benchmark Met Benchmark Missed

Fiscal Year 2016

SAFETY & SECURITY	Fiscal Year 2016												Monthly Target	FY2016		YTD % Change
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		YTD GOAL	FY2016 YTD	
<b>Bus Accidents</b> (Includes METROLift)	53	36	41										≤ 55 ≤	165	130	21.2%
Bus Accidents per 100,000 vehicle miles	0.88	0.64	0.67										≤ 0.72 ≤	0.89	0.73	17.8%
<b>Rail Accidents</b>	10	7	9										≤ 9 ≤	27	26	3.7%
Rail Accidents per 100,000 vehicle miles	3.27	2.51	3.02										≤ 6.58 ≤	6.58	2.95	55.2%
<b>Major Security Incidents - total</b>	50	45	44										≤ 70 ≤	210	139	33.8%
Major Security Incidents per 100,000 boardings	0.474	0.482	0.457										≤ 0.920 ≤	0.920	0.471	48.8%
<b>Major Security Incidents - METRO properties</b>	20	19	19										≤ 30 ≤	90	58	35.6%
Major Security Incidents per 100,000 boardings	0.190	0.204	0.197										≤ 0.400 ≤	0.400	0.197	50.8%
<b>SERVICE &amp; RELIABILITY</b>																
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2016 YTD GOAL	FY2016 YTD	YTD % Change
Local Bus OTP	72.9%	76.0%	74.8%										≥ 65% ≥	68%	74.6%	10.5%
Park & Ride Bus OTP	76.9%	75.4%	74.8%										≥ 75% ≥	75%	75.7%	0.9%
Weighted Average Bus OTP	73.9%	75.9%	74.8%										≥ 67% ≥	69%	74.9%	8.5%
METROLift OTP	90.0%	90.2%	90.0%										≥ 90% ≥	90%	90.1%	0.1%
Rail - Red Line OTP	93.4%	94.3%	92.0%										≥ 95% ≥	95.0%	93.2%	1.9%
Rail - East End Green Line OTP	93.2%	94.5%	91.5%										≥ 85% ≥	85.0%	93.1%	9.5%
Rail - South East Purple Line OTP	95.4%	94.4%	92.1%										≥ 85% ≥	85.0%	94.0%	10.5%
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	8,960	9,454	10,652										≥ 9,500 ≥	8,917	9,643	8.1%
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	13,860	20,644	23,787										≥ 19,000 ≥	19,000	18,423	3.0%
<b>MDBSI (Mean Distance Between Service Interruptions) - METRORail</b>	25,502	34,799	22,948										≥ 12,000 ≥	12,000	26,750	
<b>CUSTOMER SERVICE</b>																
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Monthly Target	FY2016 YTD GOAL	FY2016 YTD	YTD % Change
*Complaint Contacts per 100,000 boardings	23.23	19.09	18.54										≤ 23.45 ≤	24.25	20.39	15.9%
Commendations	391	314	399										≥ 250 ≥	750	1,104	47.2%
Average Call Center Answer Delay (Sec.)	85.82	60.08	60.43										≤ 135 ≤	135	68.78	49.1%

**MONTHLY BOARD REPORT**  
**December 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**  
**December 2015**  
**Balance Sheet**

	Dec. 31, 2014 (\$)	Dec. 31, 2015 (\$)	Change (\$)
Cash	\$ 3,552,019	\$ 5,715,153	\$ 2,163,134
Receivables	154,063,167	147,977,708	(6,085,459)
Inventory	24,951,836	30,467,183	5,515,347
Investments	385,452,388	416,571,843	31,119,455
Other Assets	41,181,581	12,935,505	(28,246,076)
Property Net of Depreciation	2,695,113,431	2,735,120,863	40,007,432
Land & Improvements	389,579,175	378,775,083	(10,804,092)
Deferred Outflow of Resources	1,899,588	47,425,703	45,526,115
<b>Total Assets and Other</b>	<b>3,695,793,185</b>	<b>3,774,989,041</b>	<b>79,195,856</b>
<b>Liabilities</b>			
Trade Payables	58,257,325	73,410,362	15,153,037
Accrued Payroll	28,753,366	26,614,666	(2,138,700)
Commercial Paper	181,300,000	117,400,000	(63,900,000)
Long-Term Liabilities	1,226,674,475	1,506,177,431	279,502,956
Other Liabilities	32,744,460	69,099,730	36,355,270
<b>Total Liabilities</b>	<b>1,527,729,626</b>	<b>1,792,702,189</b>	<b>264,972,563</b>
Deferred Inflow of Resources	0	0	0
Net Assets - Retained	2,168,063,559	1,982,286,852	(185,776,707)
<b>Total Liabilities and Net Assets</b>	<b>\$ 3,695,793,185</b>	<b>\$ 3,774,989,041</b>	<b>\$ 79,195,856</b>