

# METRO

## Fiscal Year 2016 Monthly Board Report

Revenue • Expense • Ridership • Performance

January 2016



# **MONTHLY BOARD REPORT**

## **January 2016**

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## MONTHLY BOARD REPORT

January 2016

### Summary

- Sales Tax revenue of \$302 million through February 2016 year-to-date is \$11.1 million or 3.9% over estimates. Sales Tax revenue for February 2016 is \$73.9 million, \$0.9 million or 1.1% under estimates.
- Fare revenue of \$21.2 million through January 2016 year-to-date is \$1.7 million or 7.6% under budget. January 2016 revenue of \$4.9 million is \$1.1 million or 17.5% under budget.
- Service related grant revenue for the year-to-date of \$1.6 million through January 2016 is \$59,000 or 3.5% under budget. January 2016 revenue of \$0.6 million is \$0.2 million or 54.1% over budget.
- Capital Grant revenue year-to-date of \$6.6 million through January 2016 is \$134,000 over budget.
- Interest & Miscellaneous revenue year-to-date of \$4.4 million through January 2016 is \$1.5 million or 52.8% over budget. January 2016 revenue of \$0.9 million is \$0.2 million or 17.5% over budget.
- Operating expenses year-to-date of \$170.7 million through January 2016 are \$9.6 million or 5.3% under budget. January 2016 expenses of \$43.4 million are \$1.2 million or 2.7% under budget.
- METRORail Expansion expenses year-to-date of \$22.0 million through January 2016 are \$18.9 million or 46.2% under budget. January 2016 expenses of \$2.3 million are \$5.8 million or 71.3% under budget.
- Other Capital Improvement Program expenses year-to-date of \$9.2 million through January 2016 are \$16.6 million or 64.4% under budget. January 2016 expenses of \$2.9 million are \$6.2 million or 67.8% under budget.
- General Mobility Program expenses year-to-date of \$42.6 million through January 2016 are \$14.5 million or 25.4% under budget. January 2016 expenses of \$16.7 million are \$0.8 million or 4.7% over budget.
- Debt Service expenses of \$37 million through January 2016 year-to-date is on budget.
- Fixed route ridership year-to-date of 28.7 million through January 2016 is 1,882,000 or 6.9% over last year. January 2016 ridership of 7.0 million is 567,000 or 8.8% over last year.
- METRORail ridership year-to-date of 6.0 million through January 2016 is 1,658,000 or 37.8% over last year. January 2016 ridership of 1.5 million is 423,000 or 39.4% over last year.

- Performance Indicator Summary:

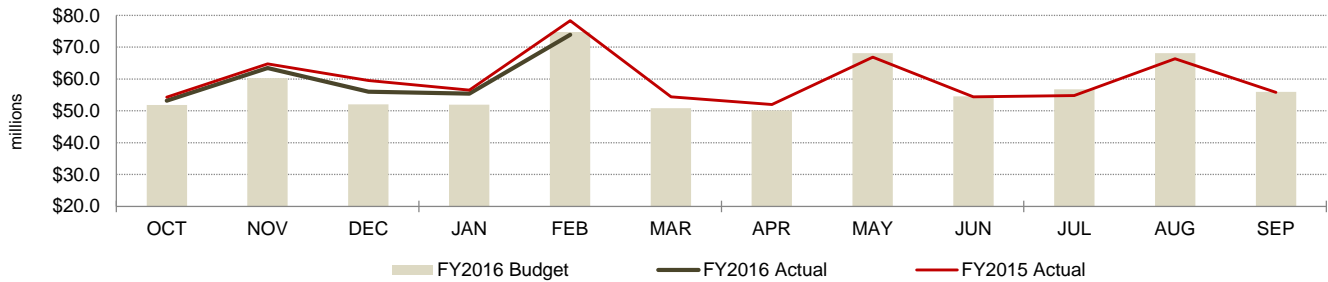
**Safety & Security** Bus Accidents did not meet the performance goal for the month, but did meet the year-to-date goal. Rail Accidents met the benchmark for the month and for the year-to-date. Total Major Security Incidents met the benchmark for both the month and the year-to-date. Major Security Incidents 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 did not meet the minimum standards for the month or 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**  
**January 2016**  
**Sales Tax Revenue thru February 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%
January	51.9	55.4	3.5	6.8%
<b>February</b>	<b>74.8</b>	<b>73.9</b>	<b>(0.9)</b>	<b>(1.1%)</b>
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>\$ 290.9</b>	<b>\$ 302.0</b>	<b>\$ 11.1</b>	<b>3.8%</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%)
January	56.6	55.4	(1.1)	(2.0%)
<b>February</b>	<b>78.3</b>	<b>73.9</b>	<b>(4.4)</b>	<b>(5.6%)</b>
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>\$ 313.5</b>	<b>\$ 302.0</b>	<b>\$ (11.5)</b>	<b>(3.7%)</b>

## MONTHLY BOARD REPORT

January 2016

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%)
December	5.1	5.3	0.2	4.0%
<b>January</b>	<b>6.0</b>	<b>4.9</b>	<b>(1.1)</b>	<b>(17.5%)</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>\$ 22.9</b>	<b>\$ 21.2</b>	<b>\$ (1.7)</b>	<b>(7.6%)</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%)
December	5.3	5.3	0.0	0.2%
<b>January</b>	<b>5.6</b>	<b>4.9</b>	<b>(0.7)</b>	<b>(11.1%)</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>\$ 22.4</b>	<b>\$ 21.2</b>	<b>\$ (1.2)</b>	<b>(5.5%)</b>

**MONTHLY BOARD REPORT**  
**January 2016**  
**Service Related Grant Revenue**

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

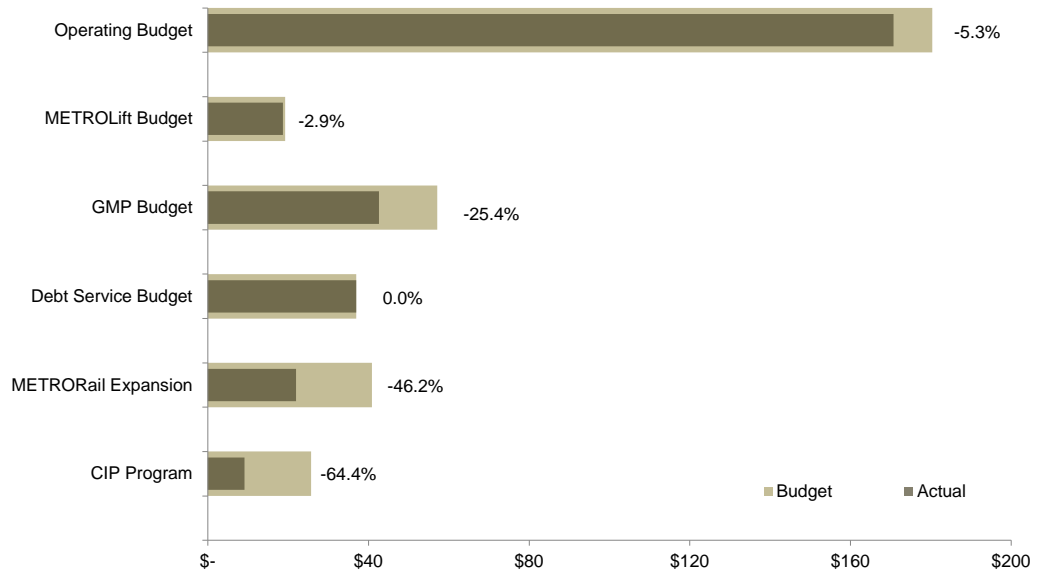
<b>Budget to Actual FY2016</b>					
(\$ millions)					
	Budget	Actual	Variance	%	
October	0.42	0.42	0.00	0.4%	
November	0.42	0.39	(0.02)	(6.0%)	
December	0.42	0.16	(0.26)	(62.6%)	
<b>January</b>	<b>0.42</b>	<b>0.64</b>	<b>0.22</b>	<b>54.1%</b>	
February	-	-	-	0.0%	
March	-	-	-	0.0%	
April	-	-	-	0.0%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
<b>FY 2016 YTD</b>	<b>\$ 1.67</b>	<b>\$ 1.61</b>	<b>\$ (0.06)</b>	<b>(3.5%)</b>	

**Capital Grant Revenue**  
**Year-to date Capital Grant revenue is \$6.6 million**  
**versus \$6.5 million 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%	
December	0.6	0.8	0.1	21.6%	
<b>January</b>	<b>0.7</b>	<b>0.9</b>	<b>0.2</b>	<b>17.5%</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>\$ 2.9</b>	<b>\$ 4.4</b>	<b>\$ 1.5</b>	<b>52.8%</b>	

**MONTHLY BOARD REPORT**  
**January 2016**  
**Budget and Expense Summary**  
(in \$ millions)



**MONTHLY BOARD REPORT**

January 2016

**Operating Expenses**

**Comparison of Budget to Actual for the Month (January 2016)**

	FY16 Annual Budget	January Budget	January Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 331,666,613	\$ 27,598,745	\$ 27,444,815	\$ (153,930)	(0.6%)
Non-Labor	230,648,987	18,165,497	16,947,608	(1,217,889)	(6.7%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>562,315,600</b>	<b>45,764,242</b>	<b>44,392,423</b>	<b>(1,371,819)</b>	<b>(3.0%)</b>
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(1,229,872)	(1,039,946)	189,926	(15.4%)
<b>Total Operating Budget</b>	<b>\$ 558,271,000</b>	<b>\$ 44,534,370</b>	<b>\$ 43,352,477</b>	<b>\$ (1,181,893)</b>	<b>(2.7%)</b>

**Comparison of Budget to Actual Year-to-Date January 2016 (4 months)**

<u>Expense Category</u>	FY16 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 131,165,999	\$ 44,572,227	\$ 42,741,669	\$ (1,830,558)	(4.1%)
Union Fringe Benefits	70,129,124	22,741,132	22,663,672	(77,460)	(0.3%)
<b>Subtotal Union Labor</b>	<b>201,295,123</b>	<b>67,313,359</b>	<b>65,405,341</b>	<b>(1,908,018)</b>	<b>(2.8%)</b>
Salaries and Non-Union Wages	91,407,758	29,719,721	29,260,124	(459,597)	(1.5%)
Non-Union Fringe Benefits	38,963,732	12,893,745	12,520,087	(373,658)	(2.9%)
<b>Subtotal Non-Union Labor</b>	<b>130,371,490</b>	<b>42,613,466</b>	<b>41,780,211</b>	<b>(833,255)</b>	<b>(2.0%)</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>331,666,613</b>	<b>109,926,825</b>	<b>107,185,552</b>	<b>(2,741,273)</b>	<b>(2.5%)</b>
Services	42,779,211	14,217,508	9,735,147	(4,482,361)	(31.5%)
Materials and Supplies	24,871,902	8,106,822	7,231,418	(875,404)	(10.8%)
Fuel and Utilities	49,403,346	15,902,815	15,036,736	(866,079)	(5.4%)
Casualty and Liability	4,910,742	1,632,840	1,481,918	(150,922)	(9.2%)
Purchased Transportation	99,584,504	32,373,404	31,626,201	(747,203)	(2.3%)
Leases, Rentals and Misc.	9,099,282	3,018,003	3,422,951	404,948	13.4%
<b>Subtotal Non-Labor</b>	<b>230,648,987</b>	<b>75,251,392</b>	<b>68,534,371</b>	<b>(6,717,021)</b>	<b>(8.9%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>562,315,600</b>	<b>185,178,217</b>	<b>175,719,923</b>	<b>(9,458,294)</b>	<b>(5.1%)</b>
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(4,861,164)	(5,015,177)	(154,013)	(3.2%)
<b>Subtotal Contingency / Allocations</b>	<b>(4,044,600)</b>	<b>(4,861,164)</b>	<b>(5,015,177)</b>	<b>(154,013)</b>	<b>(3.2%)</b>
<b>Total Operating Budget</b>	<b>\$ 558,271,000</b>	<b>180,317,053</b>	<b>170,704,746</b>	<b>(9,612,307)</b>	<b>(5.3%)</b>



**MONTHLY BOARD REPORT**  
**January 2016**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>January 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Union Labor</b>	<b>67,313,359</b>	<b>\$ 65,405,341</b>	<b>\$ (1,908,018)</b>
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (6,160,000)
Underruns noted in active employee health plan elections			(111,000)
Overtime wages mostly due to vacancies in bus operator positions			3,734,000
Overtime wages in rail operations			354,000
Effect of the unbudgeted rate increase for Benefit Trust for Retirees			340,000
<b>Non-Union Labor</b>	<b>42,613,466</b>	<b>41,780,211</b>	<b>(833,255)</b>
Savings in salaries and fringes primarily related to vacancies			(935,000)
Underruns noted in active employee health plan elections			(135,000)
<u>Offset by</u>			
Authority overtime mostly within the Operations			136,000
More than expected use of Vacation/401a/Sick/Other Paid Absences			147,000
<b>Services</b>	<b>14,217,508</b>	<b>9,735,147</b>	<b>(4,482,361)</b>
<u>Timing in</u>			
Delays in the receipt and processing IT Equipment Maintenance invoices for VCE and WMWare			(1,015,000)
Delayed start in both system planning and system development projects			(817,000)
Change in direction in major advertising programs			(581,000)
Support services throughout the Authority mostly within Operations			(429,000)
Delayed Facility Maintenance BOF maintenance costs and custodial services			(303,000)
Education and Training within Operations			(271,000)
Legal fees - lower than expected case load requiring external legal services			(280,000)
Legislative coordination activity			(112,000)
Delayed contract related projects in Finance			(166,000)
Delayed work in rail operations for rail grinding, track geometry and vegetation control; delayed billing for completed ultrasonic testing work			(146,000)
Facility Maintenance Rail Equipment Repair and Maintenance			(85,000)
Delays in the purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment			(114,000)
Contract related type expenses spread throughout the rest of the Authority (Excludes Planning and Finance areas noted above)			(115,000)
Other miscellaneous services spread across the Authority including contracted HR services, contract employment services, other services etc.			(290,000)
<u>Offset by</u>			
Early invoicing of the annual financial audit fee			107,000
Timing in general Facility Maintenance building and grounds activity			102,000
<b>Materials &amp; Supplies</b>	<b>8,106,822</b>	<b>7,231,418</b>	<b>(875,404)</b>
Underspending in bus parts mostly for bus engines			(406,000)
Timing delays in the procurement of IT EDP supplies			(197,000)
Underspending in general bus maintenance parts offset by minor overruns in other expense areas			(272,000)
<b>Fuel &amp; Utilities</b>	<b>15,902,815</b>	<b>15,036,736</b>	<b>(866,079)</b>
Lower than planned consumption of power			(328,000)
Favorable gasoline market prices and quantity usage savings due to a switch to using diesel vehicles on certain routes original planned for Arboc vehicle use			(311,000)
First quarter savings realized from a delay in the service start date of 35/50 CNG buses rescheduled for December 2015			(228,000)
General underspending in the Authority's routine telephone expenses			(135,000)
Lower than expected natural gas expenses resulting from lower than planned consumption			(115,000)
Timing delay in propulsion power invoicing			(100,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon Should continue to latearly Quarter 2			318,000
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 related variances resulting from the use of diesel inventoried at a higher cost			104,000

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**MONTHLY BOARD REPORT**  
**January 2016**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>January 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
<b>Casualty and Liability</b>	<b>1,632,840</b>	<b>1,481,918</b>	<b>(150,922)</b>
Higher than expected subrogation recovery			(229,000)
Realized savings in premiums			
<u>Offset by</u>			
Higher than expected vehicle liability costs mainly due to increased reserves required for AON report			87,000
<b>Purchased Transportation</b>	<b>32,373,404</b>	<b>31,626,201</b>	<b>(747,203)</b>
Due to delay in completing the master lease assumption for vanpool leases			(535,000)
Lower than expected service hours operated for Arboc Fixed Route Service, METROLift and First Transit			(163,000)
Fewer vanpools in operation as a result of significant layoffs in the energy sector			(48,000)
<b>Leases, Rentals and Miscellaneous</b>	<b>3,018,003</b>	<b>3,422,951</b>	<b>404,948</b>
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)			(152,000)
Timing in the receipt and processing of software, equipment usage and licensing fee invoices			586,000
<b>Allocation to Capital and GMP</b>	<b>(4,861,164)</b>	<b>(5,015,177)</b>	<b>(154,013)</b>
Higher than expected capital related activity within METRORail operations			(293,000)
Higher than expected capital related activity within Bus Maintenance			(214,000)
Timing delays in IT related projects			309,000

**MONTHLY BOARD REPORT**  
**January 2016**  
**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>\$ 143,075,159</b>	<b>\$ 137,786,751</b>	<b>\$ (5,288,408)</b>	<b>\$ (1,174,041)</b>
2,935	Operations	400,540,762	131,733,480	127,055,772	(4,677,708)	(1,140,663)
305	Public Safety	28,438,625	9,264,083	8,932,949	(331,134)	11,808
76	Customer Service	4,912,604	1,696,405	1,445,981	(250,424)	(45,895)
9	EVP Operations, Public Safety & Customer Service	1,154,764	381,191	352,050	(29,141)	708
<b>309</b>	<b>Finance &amp; Administration</b>	<b>58,923,637</b>	<b>20,307,916</b>	<b>19,504,721</b>	<b>(803,195)</b>	<b>988,336</b>
69	Information Technology	19,304,620	7,403,485	7,177,129	(226,356)	938,437
41	Human Resources	19,420,342	6,460,878	6,445,349	(15,529)	191,514
117	Procurement & Materials	10,179,651	3,399,297	3,154,208	(245,089)	(23,010)
78	Finance	9,196,860	2,792,763	2,601,404	(191,359)	(41,256)
4	EVP Finance & Administration	822,164	251,493	126,630	(124,863)	(77,349)
<b>250</b>	<b>Planning, Engineering and Construction</b>	<b>35,684,192</b>	<b>11,630,156</b>	<b>9,462,392</b>	<b>(2,167,764)</b>	<b>(620,646)</b>
186	Facility Maintenance	29,432,874	9,693,929	8,274,812	(1,419,117)	(267,189)
32	Planning	6,570,940	2,115,450	1,181,401	(934,049)	(398,829)
2	EVP Planning, Engineering and Construction	(15,929)	(9,812)	(13,607)	(3,795)	4,358
30	Engineering and Construction	(303,693)	(169,411)	19,786	189,197	41,013
<b>40</b>	<b>Gov't &amp; Public Affairs</b>	<b>8,959,889</b>	<b>2,705,633</b>	<b>1,888,215</b>	<b>(817,418)</b>	<b>(251,572)</b>
24	Mktg & Corporate Communications	7,161,248	2,092,039	1,429,963	(662,076)	(219,567)
4	Government Affairs	666,505	233,751	146,675	(87,076)	(21,285)
6	Public Engagement	682,036	228,527	201,027	(27,500)	(3,235)
6	Stakeholder Affairs	450,100	151,316	110,550	(40,766)	(7,486)
<b>18</b>	<b>Legal</b>	<b>3,808,611</b>	<b>1,269,944</b>	<b>782,886</b>	<b>(487,058)</b>	<b>(147,286)</b>
15	Legal	3,504,971	1,168,410	708,181	(460,229)	(147,954)
3	Records Management	303,640	101,534	74,706	(26,828)	669
<b>13</b>	<b>Executive &amp; Board</b>	<b>2,542,402</b>	<b>834,386</b>	<b>857,494</b>	<b>23,108</b>	<b>48,283</b>
13	Executive Office	2,542,402	834,386	857,494	23,108	48,283
<b>11</b>	<b>Audit</b>	<b>1,504,886</b>	<b>493,859</b>	<b>422,287</b>	<b>(71,572)</b>	<b>(24,966)</b>
	Audit	1,504,886	493,859	422,287	(71,572)	(24,966)
	<b>Contingency</b>	<b>10,938,323</b>	-	-	-	-
	Contingency - President & CEO	10,938,323	-	-	-	-
	<b>Non Departmental</b>	<b>862,305</b>	-	-	-	-
	Non Departmental	862,305	-	-	-	-
<b>3,966</b>	<b>TOTAL NET OPERATING</b>	<b>\$ 558,271,000</b>	<b>\$ 180,317,053</b>	<b>\$ 170,704,746</b>	<b>\$ (9,612,306)</b>	<b>\$ (1,181,893)</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**  
**January 2016**  
**Total Net Operating Budget / Expenses by Department**  
**as of the end of January FY2016 vs. January FY2015**

<b>Department</b>	January FY2016 -----Year-to-Date-----			January FY2015 -----Year-to-Date-----		
	<b>Budget</b>	<b>Expense</b>	<b>Variance</b>	<b>Budget</b>	<b>Expense</b>	<b>Variance</b>
<b>Operations, Public Safety and Customer Service</b>	<b>\$ 143,075,159</b>	<b>\$ 137,786,751</b>	<b>\$ (5,288,408)</b>	<b>\$ 131,392,164</b>	<b>\$ 124,210,542</b>	<b>\$ (7,181,622)</b>
Operations	131,733,480	127,055,772	(4,677,708)	119,601,465	113,802,921	(5,798,544)
Public Safety	9,264,083	8,932,949	(331,134)	9,835,664	8,608,480	(1,227,184)
Customer Service	1,696,405	1,445,981	(250,424)	1,541,011	1,415,101	(125,910)
EVP Operations, Public Safety & Customer Service	381,191	352,050	(29,141)	414,024	384,040	(29,984)
<b>Finance &amp; Administration</b>	<b>20,307,916</b>	<b>19,504,721</b>	<b>(803,195)</b>	<b>20,360,661</b>	<b>18,014,394</b>	<b>(2,346,267)</b>
Information Technology	7,403,485	7,177,129	(226,356)	7,911,104	7,323,889	(587,215)
Human Resources	6,460,878	6,445,349	(15,529)	6,175,343	5,362,918	(812,425)
Procurement & Materials	3,399,297	3,154,208	(245,089)	3,220,098	2,995,986	(224,112)
Finance	2,792,763	2,601,404	(191,359)	2,925,414	2,283,722	(641,692)
EVP Finance & Administration	251,493	126,630	(124,863)	128,702	47,879	(80,823)
<b>Planning, Engineering and Construction</b>	<b>11,630,156</b>	<b>9,462,392</b>	<b>(2,167,764)</b>	<b>10,990,411</b>	<b>8,826,374</b>	<b>(2,164,037)</b>
Facility Maintenance	9,693,929	8,274,812	(1,419,117)	8,057,425	7,312,495	(744,930)
Planning	2,115,450	1,181,401	(934,049)	2,908,747	1,505,442	(1,403,305)
EVP Planning, Engineering and Construction	(9,812)	(13,607)	(3,795)	4,960	-	(4,960)
Engineering and Construction	(169,411)	19,786	189,197	19,279	8,437	(10,842)
<b>Gov't &amp; Public Affairs</b>	<b>2,705,633</b>	<b>1,888,215</b>	<b>(817,418)</b>	<b>2,376,976</b>	<b>1,358,361</b>	<b>(1,018,615)</b>
Mktg & Corporate Communications	2,092,039	1,429,963	(662,076)	1,805,866	946,435	(859,431)
Government Affairs	233,751	146,675	(87,076)	203,789	219,468	15,679
Public Engagement	228,527	201,027	(27,500)	257,030	189,330	(67,700)
Stakeholder Affairs	151,316	110,550	(40,766)	110,291	3,128	(107,163)
<b>Legal</b>	<b>1,269,944</b>	<b>782,886</b>	<b>(487,058)</b>	<b>1,277,586</b>	<b>893,780</b>	<b>(383,806)</b>
Legal	1,168,410	708,181	(460,229)	1,138,389	780,683	(357,706)
Records Management	101,534	74,706	(26,828)	139,197	113,097	(26,100)
<b>Executive &amp; Board</b>	<b>834,386</b>	<b>857,494</b>	<b>23,108</b>	<b>671,696</b>	<b>616,931</b>	<b>(54,765)</b>
<b>Audit</b>	<b>493,859</b>	<b>422,287</b>	<b>(71,572)</b>	<b>438,373</b>	<b>413,494</b>	<b>(24,879)</b>
<b>Non-Departmental</b>	-	-	-	-	-	-
<b>Contingency</b>	-	-	-	-	-	-
<b>TOTAL NET OPERATING</b>	<b>\$ 180,317,053</b>	<b>\$ 170,704,747</b>	<b>\$ (9,612,306)</b>	<b>\$ 167,507,867</b>	<b>\$ 154,333,877</b>	<b>\$ (13,173,990)</b>

**MONTHLY BOARD REPORT**  
**January 2016**  
**Capital, General Mobility and Debt Service Expenses**  
**Budget vs. Actual - Month and Fiscal Year-to-Date**  
(\$ millions)

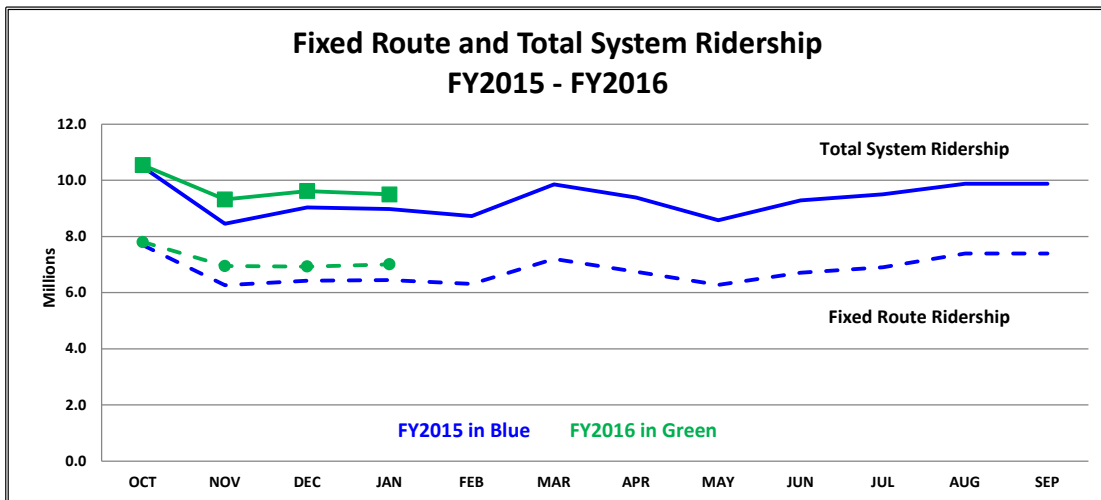
	FY2016 Annual Budget	Month of January 2016				Fiscal YTD January 2016			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Expansion	\$ 83.2	\$ 8.2	\$ 2.3	\$ (5.8)	(71.3%)	\$ 40.9	\$ 22.0	\$ (18.9)	(46.2%)
Capital Improvement Program	\$ 177.0	\$ 9.1	\$ 2.9	\$ (6.2)	(67.8%)	\$ 25.7	\$ 9.2	\$ (16.6)	(64.4%)
<b>Total Capital</b>	<b>\$ 260.2</b>	<b>\$ 17.3</b>	<b>\$ 5.3</b>	<b>\$ (12.0)</b>	<b>(69.4%)</b>	<b>\$ 66.6</b>	<b>\$ 31.1</b>	<b>\$ (35.4)</b>	<b>(53.2%)</b>
<b>General Mobility</b>	<b>\$ 172.6</b>	<b>\$ 16.0</b>	<b>\$ 16.7</b>	<b>\$ 0.8</b>	<b>4.7%</b>	<b>\$ 57.1</b>	<b>\$ 42.6</b>	<b>\$ (14.5)</b>	<b>(25.4%)</b>
<b>Debt Service</b>	<b>\$ 96.9</b>	<b>\$ 7.0</b>	<b>\$ 7.0</b>	<b>0.0</b>	<b>0.0%</b>	<b>\$ 37.0</b>	<b>\$ 37.0</b>	<b>0.0</b>	<b>0.0%</b>

**MONTHLY BOARD REPORT**  
**January 2016**  
**Ridership by Service Category**

Service Category	Jan-15 Boardings	Jan-16 Boardings	Jan-16 vs. Jan-15	Jan-15 YTD Boardings	Jan-16 YTD Boardings	YTD %
						Change Jan-16 vs. Jan-15
<b>Fixed Route Services</b>						
<b>Local Network</b>						
<b>Local Bus</b>	4,694,862	4,841,965	3.1%	19,727,429	19,945,313	1.1%
<b>METRORail</b>						
Red Line	1,069,842	1,321,085	23.5%	4,369,621	5,321,373	21.8%
Green Line (East)	0	74,154	N/A	0	295,638	n/a
Purple Line (Southeast)	0	102,145	N/A	0	429,038	n/a
METRORail (all lines)	1,069,842	1,497,384	40.0%	4,369,621	6,046,049	38.4%
METRORail-Bus Bridge	4,494	0	N/A	21,642	3,106	(85.6%)
<b>METRORail</b>	<b>1,074,336</b>	<b>1,497,384</b>	<b>39.4%</b>	<b>4,391,263</b>	<b>6,049,155</b>	<b>37.8%</b>
<b>Subtotal Local Network</b>	<b>5,769,198</b>	<b>6,339,349</b>	<b>9.9%</b>	<b>24,118,692</b>	<b>25,994,468</b>	<b>7.8%</b>
<b>Commuter</b>						
Park & Ride	673,910	670,685	(0.5%)	2,688,690	2,695,096	0.2%
<b>Subtotal Fixed Route Service</b>	<b>6,443,108</b>	<b>7,010,034</b>	<b>8.8%</b>	<b>26,807,382</b>	<b>28,689,564</b>	<b>7.0%</b>
Special Events *	0	0	0.0%	19,245	926	(95.2%)
<b>Total Fixed Route</b>	<b>6,443,108</b>	<b>7,010,034</b>	<b>8.8%</b>	<b>26,826,627</b>	<b>28,690,490</b>	<b>6.9%</b>
<b>Customized Bus Services</b>						
METROLift	151,451	155,894	2.9%	630,423	640,627	1.6%
METRO STAR Vanpool	213,174	189,015	(11.3%)	814,802	753,749	(7.5%)
Internal Service	0	0	0.0%	6	0	0.0%
<b>Subtotal Customized Bus</b>	<b>364,625</b>	<b>344,909</b>	<b>(5.4%)</b>	<b>1,445,231</b>	<b>1,394,376</b>	<b>(3.5%)</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,168,040	2,143,860	(1.1%)	8,672,160	8,897,019	2.6%
<b>Total System</b>	<b>8,975,773</b>	<b>9,498,803</b>	<b>5.8%</b>	<b>36,944,018</b>	<b>38,981,885</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**  
**January 2016**  
**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
	<b>Bus Accidents</b> (Includes METROLift)	53	36	41	56									≤ 53 ≤ 218	186	14.7%
Bus Accidents per 100,000 vehicle miles	0.88	0.64	0.69	0.97									≤ 0.72 ≤ 0.89	0.80	10.4%	
<b>Rail Accidents</b>	10	7	9	8									≤ 10 ≤ 37	34	8.1%	
Rail Accidents per 100,000 vehicle miles	3.27	2.51	3.02	2.71									≤ 6.58 ≤ 6.58	2.89	56.1%	
<b>Major Security Incidents - total</b>	50	45	44	49									≤ 70 ≤ 280	188	32.9%	
Major Security Incidents per 100,000 boardings	0.474	0.483	0.457	0.516									≤ 0.920 ≤ 0.920	0.482	47.6%	
<b>Major Security Incidents - METRO properties</b>	20	19	19	22									≤ 30 ≤ 120	80	33.3%	
Major Security Incidents per 100,000 boardings	0.190	0.204	0.197	0.232									≤ 0.400 ≤ 0.400	0.205	48.7%	
SERVICE & RELIABILITY	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%	70.0%									≥ 70% ≥ 69%	73.4%	7.2%	
Park & Ride Bus OTP	76.9%	75.4%	74.8%	74.8%									≥ 75% ≥ 75%	75.5%	0.6%	
Weighted Average Bus OTP	73.9%	75.9%	74.8%	71.1%									≥ 71% ≥ 70%	73.9%	6.0%	
METROLift OTP	90.0%	90.2%	90.0%	90.1%									≥ 90% ≥ 90%	90.1%	0.1%	
Rail - Red Line OTP	93.4%	94.3%	92.0%	90.5%									≥ 95% ≥ 95.0%	92.6%	2.6%	
Rail - East End Green Line OTP	93.2%	94.5%	91.5%	95.9%									≥ 85% ≥ 85.0%	93.8%	10.3%	
Rail - South East Purple Line OTP	95.4%	94.4%	92.1%	92.8%									≥ 85% ≥ 85.0%	93.7%	10.2%	
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	8,960	9,454	10,652	11,776									≥ 9,500 ≥ 9,063	10,100	11.4%	
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	13,674	20,606	21,271	17,184									≥ 19,000 ≥ 19,000	17,535	7.7%	
<b>MDBSI (Mean Distance Between Service Interruptions) - METRORail</b>	25,502	34,799	22,948	18,426									≥ 12,000 ≥ 12,000	24,032		
CUSTOMER SERVICE	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	23.24	19.12	18.55	16.01									≤ 23.52 ≤ 24.07	19.34	19.7%	
Commendations	392	314	400	323									≥ 250 ≥ 1000	1,429	42.9%	
Average Call Center Answer Delay (Sec.)	85.82	60.08	60.43	41.35									≤ 135 ≤ 135	61.92	54.1%	

**MONTHLY BOARD REPORT**  
**January 2016**  
**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**  
**January 2016**  
**Balance Sheet**

	Jan. 31, 2015 (\$)		Jan. 31, 2016 (\$)		Change (\$)
Cash	\$ 2,639,513	\$	5,888,933	\$	3,249,420
Receivables	152,498,326		144,362,378		(8,135,948)
Inventory	29,904,810		30,242,860		338,050
Investments	395,027,364		416,799,261		21,771,897
Other Assets	41,178,136		12,409,153		(28,768,983)
Property Net of Depreciation	2,692,761,080		2,723,234,543		30,473,463
Land & Improvements	388,891,586		378,051,370		(10,840,216)
Deferred Outflow of Resources	1,899,588		47,425,703		45,526,115
<b>Total Assets and Other</b>	<b>3,704,800,403</b>		<b>3,758,414,201</b>		<b>53,613,798</b>
<b>Liabilities</b>					
Trade Payables	58,159,964		71,664,481		13,504,517
Accrued Payroll	27,145,855		28,695,262		1,549,407
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	32,377,743		65,007,464		32,629,721
<b>Total Liabilities</b>	<b>1,525,658,037</b>		<b>1,788,944,638</b>		<b>263,286,601</b>
Deferred Inflow of Resources	-		-		-
Net Assets - Retained	2,179,142,366		1,969,469,563		(209,672,803)
<b>Total Liabilities and Net Assets</b>	<b>\$ 3,704,800,403</b>	<b>\$</b>	<b>3,758,414,201</b>	<b>\$</b>	<b>53,613,798</b>