

METRO

Fiscal Year 2016 Monthly Board Report

Revenue • Expense • Ridership • Performance

February 2016



MONTHLY BOARD REPORT

February 2016

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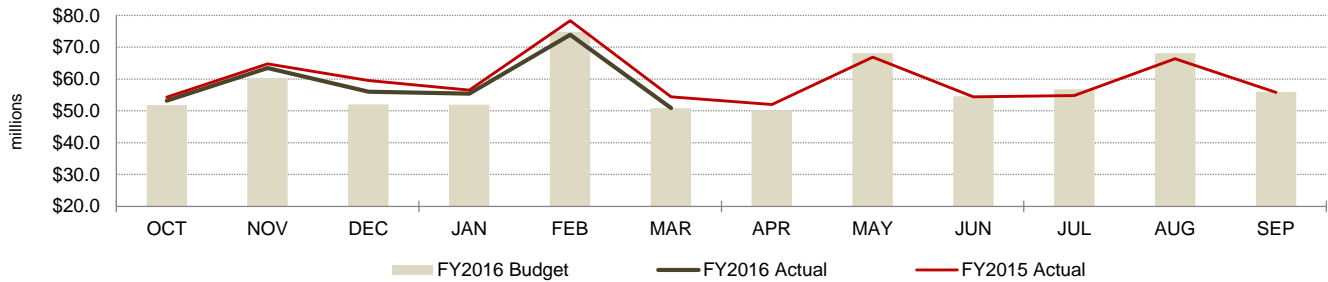
February 2016

Summary

- Sales Tax revenue of \$352.9 million through March 2016 year-to-date is \$11.2 million or 3.3% over estimates. Sales Tax revenue for March 2016 is \$50.9 million, \$100,000 or 0.1% over estimates.
- Fare revenue of \$26.5 million through February 2016 year-to-date is \$2.3 million or 8.1% under budget. February 2016 revenue of \$5.4 million is \$0.6 million or 10.1% under budget.
- Service related grant revenue for the year-to-date of \$1.6 million through February 2016 is \$21.2 million or 93.1% under budget. February 2016 revenue of -\$0.03 million is -\$21.13 million or 100.1% under budget.
- Capital Grant revenue year-to-date of \$7.2 million through February 2016 is \$5.2 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$5.6 million through February 2016 is \$1.9 million or 51.1% over budget. February 2016 revenue of \$1.1 million is \$0.3 million or 37.5% over budget.
- Operating expenses year-to-date of \$211.3 million through February 2016 are \$11.8 million or 5.3% under budget. February 2016 expenses of \$40.6 million are \$2.2 million or 5.1% under budget.
- METRORail Expansion expenses year-to-date of \$25.1 million through February 2016 are \$22.0 million or 46.7% under budget. February 2016 expenses of \$3.1 million are \$3.1 million or 49.7% under budget.
- Other Capital Improvement Program expenses year-to-date of \$11.7 million through February 2016 are \$24.9 million or 68.1% under budget. February 2016 expenses of \$2.6 million are \$8.2 million or 75.8% under budget.
- General Mobility Program expenses year-to-date of \$54.5 million through February 2016 are \$16.1 million or 22.8% under budget. February 2016 expenses of \$11.9 million are \$1.6 million or 11.6% under budget.
- Debt Service expenses of \$43.8 million through February 2016 year-to-date is on budget.
- Total fixed route ridership year-to-date of 35.8 million through February 2016 is 2.7 million or 8.0% over last year. February 2016 ridership of 7.2 million is 895,000 or 14.2% over last year.
- METRORail ridership year-to-date of 7.5 million through February 2016 is 2.0 million or 36.8% over last year. February 2016 ridership of 1.6 million is 442,000 or 39.6% 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 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 but missed the year-to-date goal. 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 minimum standards for the month and 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
February 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%
February	74.8	73.9	(0.9)	(1.1%)
March	50.8	50.9	0.1	0.1%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 341.7	\$ 352.9	\$ 11.2	3.3%

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%)
February	78.3	73.9	(4.4)	(5.6%)
March	54.4	50.9	(3.5)	(6.4%)
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 368.0	\$ 352.9	\$ (15.1)	(4.1%)

MONTHLY BOARD REPORT

February 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%
January	6.0	4.9	(1.1)	(17.5%)
February	6.0	5.4	(0.6)	(10.1%)
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 28.9	\$ 26.5	\$ (2.3)	(8.1%)

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%
January	5.6	4.9	(0.7)	(11.1%)
February	5.3	5.4	0.1	1.9%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 27.7	\$ 26.5	\$ (1.2)	(4.2%)

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February 2016
Service Related Grant Revenue

Total FY2016 Service Related Grant budget is \$77.8 million

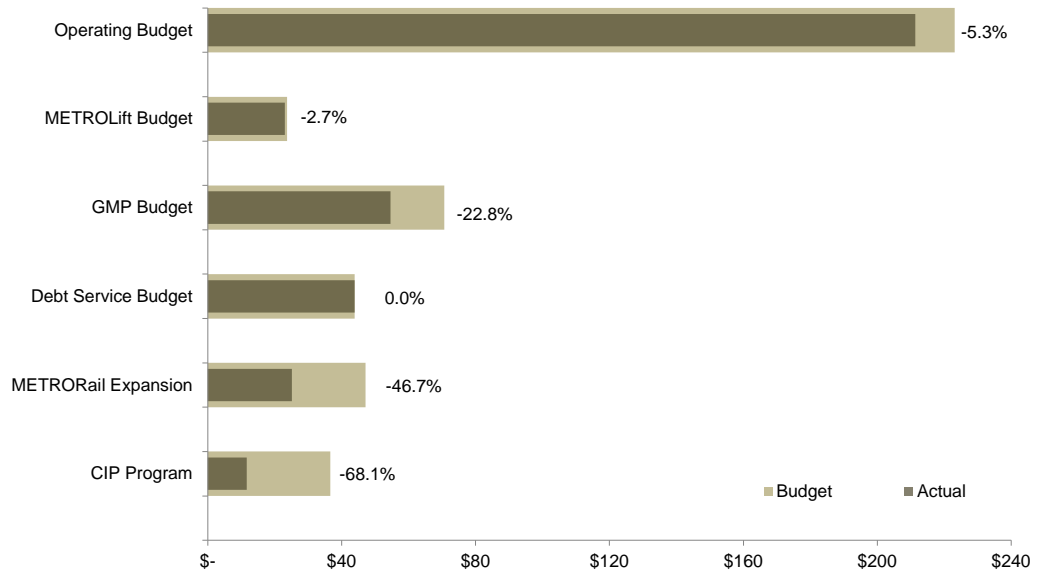
Budget to Actual FY2016					
(\$ millions)					
	Budget	Actual	Variance	%	
October	0.42	0.42	0.00	0.4%	
November	0.42	0.39	(0.02)	(6.0%)	
December	0.42	0.16	(0.26)	(62.6%)	
January	0.42	0.64	0.22	54.1%	
February	21.10	(0.03)	(21.13)	(100.1%)	
March	-	-	-	0.0%	
April	-	-	-	0.0%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
FY 2016 YTD	\$ 22.77	\$ 1.58	\$ (21.19)	(93.1%)	

Capital Grant Revenue
Year-to date Capital Grant revenue is \$7.2 million
versus \$12.4 million budgeted

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	0.7	0.8	0.1	15.6%	
December	0.6	0.8	0.1	21.6%	
January	0.7	0.9	0.2	17.5%	
February	0.8	1.1	0.3	37.5%	
March	-	-	-	0.0%	
April	-	-	-	0.0%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
FY 2016 YTD	\$ 3.7	\$ 5.6	\$ 1.9	51.1%	

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



MONTHLY BOARD REPORT
February 2016
Operating Expenses

Comparison of Budget to Actual for the Month (February 2016)

	FY16 Annual Budget	February Budget	February Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 331,666,613	\$ 26,204,079	\$ 25,943,783	\$ (260,296)	(1.0%)
Non-Labor	230,648,987	17,797,815	15,919,482	(1,878,333)	(10.6%)
Subtotal Labor & Non-Labor	562,315,600	44,001,894	41,863,265	(2,138,629)	(4.9%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(1,214,452)	(1,261,195)	(46,743)	3.8%
Total Operating Budget	\$ 558,271,000	\$ 42,787,442	\$ 40,602,070	\$ (2,185,372)	(5.1%)

Comparison of Budget to Actual Year-to-Date February 2016 (5 months)

<u>Expense Category</u>	FY16 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 131,165,999	\$ 54,782,895	\$ 52,741,976	\$ (2,040,919)	(3.7%)
Union Fringe Benefits	70,129,124	28,275,809	28,341,081	65,272	0.2%
Subtotal Union Labor	201,295,123	83,058,704	81,083,057	(1,975,647)	(2.4%)
Salaries and Non-Union Wages	91,407,758	36,967,386	36,344,112	(623,274)	(1.7%)
Non-Union Fringe Benefits	38,963,732	16,104,814	15,702,166	(402,648)	(2.5%)
Subtotal Non-Union Labor	130,371,490	53,072,200	52,046,278	(1,025,922)	(1.9%)
Subtotal Labor and Fringe Benefits	331,666,613	136,130,904	133,129,335	(3,001,569)	(2.2%)
Services	42,779,211	17,647,952	12,249,827	(5,398,125)	(30.6%)
Materials and Supplies	24,871,902	10,090,910	9,178,849	(912,061)	(9.0%)
Fuel and Utilities	49,403,346	19,695,859	18,665,978	(1,029,881)	(5.2%)
Casualty and Liability	4,910,742	2,088,950	1,908,065	(180,885)	(8.7%)
Purchased Transportation	99,584,504	40,292,871	38,727,620	(1,565,251)	(3.9%)
Leases, Rentals and Misc.	9,099,282	3,232,665	3,723,514	490,849	15.2%
Subtotal Non-Labor	230,648,987	93,049,207	84,453,853	(8,595,354)	(9.2%)
Subtotal Labor and Non-Labor	562,315,600	229,180,111	217,583,188	(11,596,923)	(5.1%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(6,075,616)	(6,276,372)	(200,756)	(3.3%)
Subtotal Contingency / Allocations	(4,044,600)	(6,075,616)	(6,276,372)	(200,756)	(3.3%)
Total Operating Budget	\$ 558,271,000	223,104,495	211,306,816	(11,797,679)	(5.3%)

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Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>February 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	83,058,704	\$ 81,083,057	\$ (1,975,647)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (7,279,000)
Underruns noted in active employee health plan elections			(80,000)
Overtime wages mostly due to vacancies in bus operator positions			4,526,000
Overtime wages in rail operations			442,000
Effect of the unbudgeted rate increase for Benefit Trust for Retirees			439,000
Non-Union Labor	53,072,200	52,046,278	(1,025,922)
Savings in salaries and fringes primarily related to vacancies			(1,684,000)
Underruns noted in active employee health plan elections			(239,000)
<u>Offset by</u>			
Authority overtime mostly within the Operations			188,000
More than expected use and timing of Vacation/401a/Sick/Other Paid Absences			618,000
Services	17,647,952	12,249,827	(5,398,125)
<u>Timing in</u>			
Delayed start in both system planning and system development projects			(1,349,000)
Change in direction in major advertising programs and related support services			(901,000)
Delays in the receipt and processing IT Equipment Maintenance invoices for VCE and WMWare			(485,000)
Legal fees - lower than expected case load requiring external legal services			(412,000)
Delayed Facility Maintenance BOF maintenance costs and custodial services			(277,000)
Delayed contract related projects in Finance			(214,000)
Delayed radio maintenance			(162,000)
Delays in the purchasing of ticket and fare collection equipment and the repair and maintenance of existing equipment			(142,000)
Delayed work in rail operations for rail grinding, track geometry and vegetation control; delayed billing for completed ultrasonic testing work			(141,000)
Support services throughout the Authority excluding Marketing & Corporate Communications			(138,000)
Education and training throughout the Authority excluding bus operations training			(136,000)
Less than anticipated Legislative coordination activity			(128,000)
HOT lane invoicing activity			(113,000)
Less than anticipated BAE warranty expense			(113,000)
Delayed bus operator training set to occur later in the year			(104,000)
Contract employment services			(95,000)
Other miscellaneous services spread across the Authority			(537,000)
Materials & Supplies	10,090,910	9,178,849	(912,061)
Credit caused by the return of CAF car parts on loan in the prior year to inventory in the current year			(237,000)
<u>Underspending in</u>			
Bus engines			(202,000)
Bus brakes			(246,000)
Rail parts			(110,000)
Minor tools			(109,000)
Timing delays in the procurement of IT EDP supplies			(161,000)
Underspending in general bus maintenance parts offset by minor overruns in other expense areas			(263,000)
<u>Offset by overruns in</u>			
Exterior Body and Windows in both bus and rail			124,000
Due to unbudgeted passbooks for drivers in Ticket and Fare collection equipment and supplies			183,000
Fuel & Utilities	19,695,859	18,665,978	(1,029,881)
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			(373,000)
Lower than planned consumption of power			(357,000)
General underspending in the Authority's routine telephone expenses			(245,000)
First quarter savings realized from a delay in the service start date of 35/50 CNG buses rescheduled for December 2015			(191,000)
Timing delay in propulsion power invoicing and lower than expected consumption in first five months of the year			(143,000)
Lower than expected natural gas expenses resulting from lower than planned consumption			(128,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon. Expected to continue late into the second Quarter			413,000

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February 2016
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>February 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Casualty and Liability	2,088,950	1,908,065	(180,885)
Higher than expected subrogation recovery			(286,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs mainly due to increased reserves required for AON report			117,000
Purchased Transportation	40,292,871	38,727,620	(1,565,251)
Due to a 2-month delay in completing the master lease assumption for vanpool leases			(1,072,000)
Lower than expected service hours operated for Arboc Fixed Route Service and First Transit			(298,000)
Fewer vanpools in operation as a result of significant layoffs in the energy sector			(211,000)
Leases, Rentals and Miscellaneous	3,232,665	3,723,514	490,849
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)			(167,000)
Timing in the receipt and processing of software, equipment usage and licensing fee invoices			664,000
Allocation to Capital and GMP	(6,075,616)	(6,276,372)	(200,756)
Higher than expected capital related activity within METRORail operations			(318,000)
Higher than expected capital related activity within Bus Maintenance			(298,000)
Timing delays in IT related projects			353,000

MONTHLY BOARD REPORT
February 2016
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>	
3,325	Operations, Public Safety and Customer Service	\$ 435,046,755	\$ 177,674,273	\$ 170,270,996	\$ (7,403,277)	\$ (2,114,869)	
2,935	Operations	400,540,762	163,703,645	157,096,973	(6,606,672)	(1,928,964)	
305	Public Safety	28,438,625	11,425,411	10,934,747	(490,664)	(159,530)	
76	Customer Service	4,912,604	2,073,039	1,800,462	(272,577)	(22,152)	
9	EVP Operations, Public Safety & Customer Service	1,154,764	472,178	438,814	(33,364)	(4,223)	
309	Finance & Administration	58,923,637	24,188,534	24,261,905	73,371	876,567	
69	Information Technology	19,304,620	8,106,058	8,616,665	510,607	736,963	
41	Human Resources	19,420,342	8,060,189	8,238,195	178,006	193,535	
117	Procurement & Materials	10,179,651	4,187,299	3,904,618	(282,681)	(37,593)	
78	Finance	9,196,860	3,537,970	3,343,018	(194,952)	(3,593)	
4	EVP Finance & Administration	822,164	297,018	159,410	(137,608)	(12,745)	
250	Planning, Engineering and Construction	35,692,611	14,522,542	11,752,953	(2,769,589)	(601,826)	
186	Facility Maintenance	29,441,293	12,006,943	10,489,406	(1,517,537)	(98,420)	
32	Planning	6,570,940	2,733,445	1,249,195	(1,484,250)	(550,200)	
2	EVP Planning, Engineering and Construction	(15,929)	(11,876)	(14,020)	(2,144)	1,651	
30	Engineering and Construction	(303,693)	(205,970)	28,372	234,342	45,144	
39	Gov't & Public Affairs	8,959,889	3,490,811	2,480,928	(1,009,883)	(192,465)	
24	Mktg & Corporate Communications	7,161,248	2,734,420	1,904,050	(830,370)	(168,294)	
4	Government Affairs	666,505	286,439	181,335	(105,104)	(18,028)	
5	Public Engagement	682,036	282,714	253,458	(29,256)	(1,756)	
6	Stakeholder Affairs	450,100	187,238	142,085	(45,153)	(4,387)	
18	Legal	3,808,611	1,588,921	955,442	(633,479)	(146,422)	
15	Legal	3,504,971	1,453,372	859,929	(593,443)	(133,214)	
3	Records Management	303,640	135,549	95,513	(40,036)	(13,208)	
14	Executive & Board	2,542,402	1,022,702	1,045,507	22,805	(303)	
11	Audit	1,504,886	616,712	539,087	(77,625)	(6,053)	
	Contingency	10,938,323	-	-	-	-	
	Non Departmental	853,886	-	-	-	-	
3,966	TOTAL NET OPERATING	\$ 558,271,000	\$ 223,104,495	\$ 211,306,818	\$ (11,797,677)	\$ (2,185,371)	

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
February 2016
Total Net Operating Budget / Expenses by Department
as of the end of February FY2016 vs. February FY2015

Department	February FY2016 -----Year-to-Date-----			February FY2015 -----Year-to-Date-----		
	Budget	Expense	Variance	Budget	Expense	Variance
Operations, Public Safety and Customer Service	\$ 177,674,273	\$ 170,270,996	\$ (7,403,277)	\$ 162,362,295	\$ 153,443,317	\$ (8,918,979)
Operations	163,703,645	157,096,973	(6,606,672)	147,833,620	140,516,991	(7,316,629)
Public Safety	11,425,411	10,934,747	(490,664)	12,100,847	10,700,189	(1,400,659)
Customer Service	2,073,039	1,800,462	(272,577)	1,916,954	1,753,087	(163,867)
EVP Operations, Public Safety & Customer Service	472,178	438,814	(33,364)	510,874	473,050	(37,824)
Finance & Administration	24,188,534	24,261,905	73,371	23,994,500	22,131,667	(1,862,833)
Information Technology	8,106,058	8,616,665	510,607	8,659,720	8,633,298	(26,422)
Human Resources	8,060,189	8,238,195	178,006	7,654,708	6,716,837	(937,871)
Procurement & Materials	4,187,299	3,904,618	(282,681)	3,933,449	3,716,840	(216,609)
Finance	3,537,970	3,343,018	(194,952)	3,589,483	2,986,057	(603,426)
EVP Finance & Administration	297,018	159,410	(137,608)	157,140	78,635	(78,505)
Planning, Engineering and Construction	14,522,542	11,752,953	(2,769,589)	13,791,220	10,953,158	(2,838,062)
Facility Maintenance	12,006,943	10,489,406	(1,517,537)	10,154,304	9,183,499	(970,805)
Planning	2,733,445	1,249,195	(1,484,250)	3,607,543	1,761,747	(1,845,796)
EVP Planning, Engineering and Construction	(11,876)	(14,020)	(2,144)	6,090	-	(6,090)
Engineering and Construction	(205,970)	28,372	234,342	23,283	7,912	(15,371)
Gov't & Public Affairs	3,490,811	2,480,928	(1,009,883)	2,868,887	1,685,190	(1,183,697)
Mktg & Corporate Communications	2,734,420	1,904,050	(830,370)	2,198,605	1,171,267	(1,027,338)
Government Affairs	286,439	181,335	(105,104)	246,775	263,146	16,371
Public Engagement	282,714	253,458	(29,256)	311,022	240,987	(70,035)
Stakeholder Affairs	187,238	142,085	(45,153)	112,485	9,790	(102,695)
Legal	1,588,921	955,442	(633,479)	1,579,539	1,252,091	(327,448)
Legal	1,453,372	859,929	(593,443)	1,409,647	1,087,599	(322,048)
Records Management	135,549	95,513	(40,036)	169,892	164,492	(5,400)
Executive & Board	1,022,702	1,045,507	22,805	821,538	748,538	(73,000)
Audit	616,712	539,087	(77,625)	541,482	522,426	(19,057)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 223,104,495	\$ 211,306,818	\$ (11,797,677)	\$ 205,959,461	\$ 190,736,387	\$ (15,223,074)

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

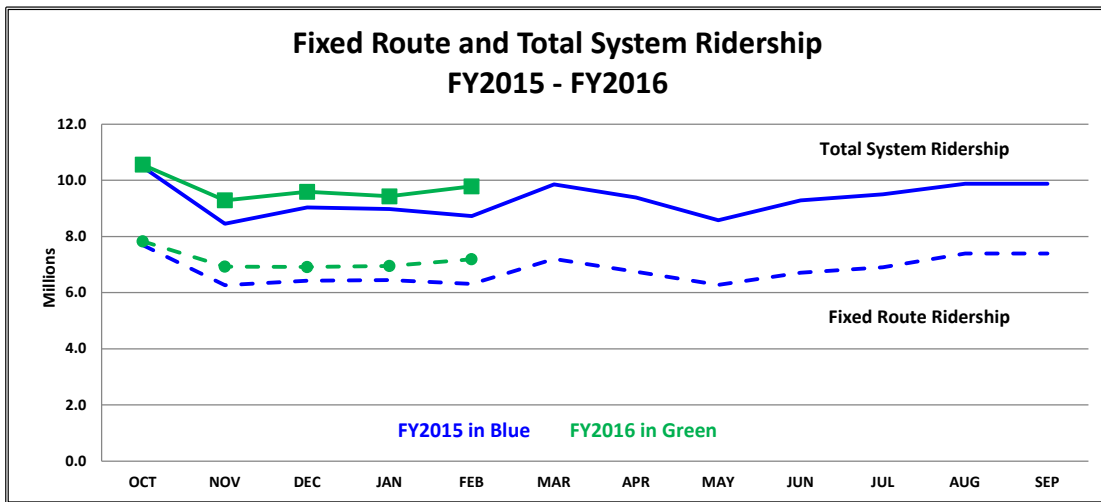
	FY2016 Annual Budget	Month of February 2016				Fiscal YTD February 2016			
		Budget	Actual	Variance \$	Variance %	Budget	Actual	Variance \$	Variance %
METRORail Expansion	\$ 83.2	\$ 6.2	\$ 3.1	\$ (3.1)	(49.7%)	\$ 47.1	\$ 25.1	\$ (22.0)	(46.7%)
Capital Improvement Program	\$ 177.0	\$ 10.8	\$ 2.6	\$ (8.2)	(75.8%)	\$ 36.6	\$ 11.7	\$ (24.9)	(68.1%)
Total Capital	\$ 260.2	\$ 17.1	\$ 5.8	\$ (11.3)	(66.3%)	\$ 83.7	\$ 36.8	\$ (46.9)	(56.0%)
General Mobility	\$ 172.6	\$ 13.5	\$ 11.9	\$ (1.6)	(11.6%)	\$ 70.6	\$ 54.5	\$ (16.1)	(22.8%)
Debt Service	\$ 96.9	\$ 6.9	\$ 6.9	0.0	0.0%	\$ 43.8	\$ 43.8	(0.0)	(0.0%)

MONTHLY BOARD REPORT
February 2016
Ridership by Service Category

Service Category	Feb-15 Boardings	Feb-16 Boardings	Feb-16 vs. Feb-15	Feb-15 YTD Boardings	Feb-16 YTD Boardings	YTD % Change Feb-16 vs. Feb-15
Fixed Route Services						
Local Network						
Local Bus	4,510,923	4,911,907	8.9%	24,238,352	24,849,734	2.5%
METRORail						
Red Line	1,116,742	1,381,586	23.7%	5,486,363	6,641,569	21.1%
Green Line (East)	0	68,363	N/A	0	360,567	n/a
Purple Line (Southeast)	0	107,063	N/A	0	526,447	n/a
METRORail (all lines)	1,116,742	1,557,012	39.4%	5,486,363	7,528,583	37.2%
METRORail-Bus Bridge	0	1,806	N/A	21,642	4,912	(77.3%)
METRORail	1,116,742	1,558,818	39.6%	5,508,005	7,533,495	36.8%
Subtotal Local Network	5,627,665	6,470,725	15.0%	29,746,357	32,383,229	8.9%
Commuter						
Park & Ride	666,408	718,725	7.9%	3,355,098	3,416,245	1.8%
Subtotal Fixed Route Service	6,294,073	7,189,450	14.2%	33,101,455	35,799,474	8.2%
Special Events *	19,489	0	0.0%	38,734	981	(97.5%)
Total Fixed Route	6,313,562	7,189,450	13.9%	33,140,189	35,800,455	8.0%
Customized Bus Services						
METROLift	147,582	158,501	7.4%	778,005	799,128	2.7%
METRO STAR Vanpool	201,626	195,186	(3.2%)	1,016,428	950,577	(6.5%)
Internal Service	0	0	0.0%	6	0	0.0%
Subtotal Customized Bus	349,208	353,687	1.3%	1,794,439	1,749,705	(2.5%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,064,800	2,244,186	8.7%	10,736,960	11,114,064	3.5%
Total System	8,727,570	9,787,323	12.1%	45,671,588	48,664,224	6.6%

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
February 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
	Bus Accidents (Includes METROLift)	53	36	41	57	60								≤ 53 ≤ 271	247	8.9%
Bus Accidents per 100,000 vehicle miles	0.88	0.64	0.69	0.99	1.05								≤ 0.72 ≤ 0.89	0.85	4.4%	
Rail Accidents	10	7	9	8	9								≤ 9 ≤ 46	43	6.5%	
Rail Accidents per 100,000 vehicle miles	3.27	2.51	3.02	2.71	3.19								≤ 6.58 ≤ 6.58	2.95	55.2%	
Major Security Incidents - total	50	45	44	49	44								≤ 70 ≤ 350	232	33.7%	
Major Security Incidents per 100,000 boardings	0.474	0.484	0.459	0.520	0.450								≤ 0.920 ≤ 0.920	0.477	48.2%	
Major Security Incidents - METRO properties	20	19	19	22	23								≤ 30 ≤ 150	103	31.3%	
Major Security Incidents per 100,000 boardings	0.189	0.204	0.198	0.233	0.235								≤ 0.400 ≤ 0.400	0.212	47.1%	
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%	78.7%								≥ 70% ≥ 69%	74.5%	8.3%	
Park & Ride Bus OTP	76.9%	75.4%	74.8%	74.8%	77.5%								≥ 75% ≥ 75%	75.9%	1.2%	
Weighted Average Bus OTP	73.9%	75.9%	74.8%	71.1%	78.3%								≥ 71% ≥ 70%	74.8%	6.9%	
METROLift OTP	90.0%	90.2%	90.0%	90.1%	89.3%								≥ 90% ≥ 90%	89.9%	0.1%	
Rail - Red Line OTP	93.4%	94.3%	92.0%	90.5%	86.7%								≥ 95% ≥ 95.0%	91.4%	3.8%	
Rail - East End Green Line OTP	93.2%	94.5%	91.5%	95.9%	92.4%								≥ 85% ≥ 85.0%	93.5%	10.0%	
Rail - South East Purple Line OTP	95.4%	94.4%	92.1%	92.8%	86.1%								≥ 85% ≥ 85.0%	92.1%	8.4%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	8,960	9,454	10,652	11,776	12,032								≥ 9,500 ≥ 9,150	10,430	14.0%	
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,674	20,606	21,271	17,184	29,574								≥ 19,000 ≥ 19,000	19,048	0.3%	
MDBSI (Mean Distance Between Service Interruptions) - METRORail	25,502	34,799	22,948	18,426	35,315								≥ 12,000 ≥ 12,000	25,615		
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	23.21	19.19	18.60	16.15	18.70								≤ 27.46 ≤ 24.75	19.26	22.2%	
Commendations	392	314	400	322	297								≥ 250 ≥ 1250	1,725	38.0%	
Average Call Center Answer Delay (Sec.)	85.82	60.08	60.43	41.35	49.95								≤ 135 ≤ 135	59.53	55.9%	

MONTHLY BOARD REPORT
February 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 METRO Rail 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 METRO Rail, 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
February 2016
Balance Sheet

	Feb. 28, 2015 (\$)	Feb. 29, 2016 (\$)	Change (\$)
Cash	\$ 4,329,679	\$ 5,331,363	\$ 1,001,684
Receivables	127,470,156	118,331,772	(9,138,384)
Inventory	30,201,790	30,442,586	240,796
Investments	401,212,435	442,750,513	41,538,078
Other Assets	40,743,017	11,883,463	(28,859,554)
Property Net of Depreciation	2,708,553,941	2,722,458,916	13,904,975
Land & Improvements	388,209,125	369,936,233	(18,272,892)
Deferred Outflow of Resources	1,899,588	47,425,703	45,526,115
Total Assets and Other	3,702,619,731	3,748,560,549	45,940,818
Liabilities			
Trade Payables	50,889,284	75,978,559	25,089,275
Accrued Payroll	27,234,305	28,147,620	913,315
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	31,382,083	65,113,275	33,731,192
Total Liabilities	1,517,480,147	1,792,816,885	275,336,738
Deferred Inflow of Resources	-	-	-
Net Assets - Retained	2,185,139,584	1,955,743,664	(229,395,920)
Total Liabilities and Net Assets	\$ 3,702,619,731	\$ 3,748,560,549	\$ 45,940,818