

METRO

Fiscal Year 2016 Monthly Board Report

Revenue • Expense • Ridership • Performance

March 2016

(Second Quarter Fiscal Year-to-Date)



MONTHLY BOARD REPORT

March 2016

Table of Contents

Section A	Summary
Section B	Sales Tax Revenue
Section C	Fare Revenue
Section D	Grant and Interest & Miscellaneous Revenue
Section E	Budget and Expense Summary
Section F	Operating Expenses March 2016 Budget vs. Actual FY2016 YTD Budget vs. Actual FY2016 YTD Major Variance Items FY2016 YTD Operating Budget/Expenses by Department
Section G	Capital, General Mobility & Debt Service Expenditures
Section H	Ridership by Service Category
Section I	Performance Statistics Performance Statistic Notes
Section J	Balance Sheet

MONTHLY BOARD REPORT

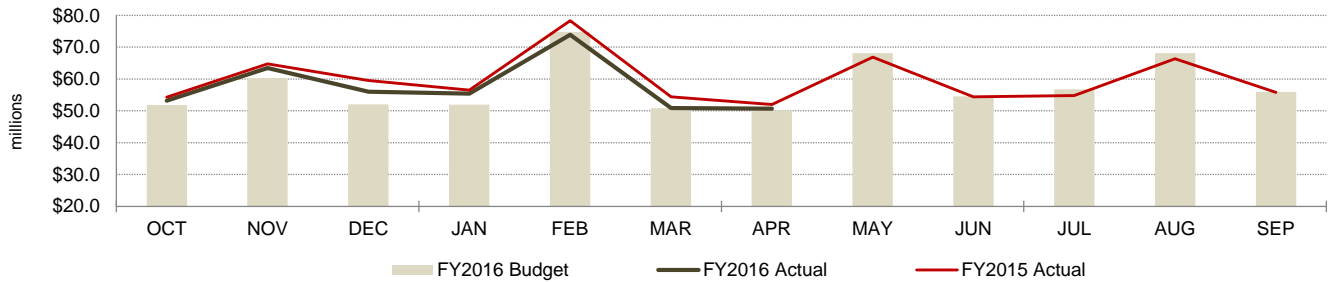
March 2016

Summary

- Sales Tax revenue of \$403.6 million through April 2016 year-to-date is \$11.8 million or 3.0% over estimates. Sales Tax revenue for April 2016 is \$50.7 million, \$570,000 or 1.2% over estimates.
- Fare revenue of \$32.8 million through March 2016 year-to-date is \$3.0 million or 8.4% under budget. March 2016 revenue of \$6.3 million is \$0.6 million or 8.7% under budget.
- Service related grant revenue for the year-to-date of \$2.2 million through March 2016 is \$45.8 million or 95.4% under budget. March 2016 revenue of \$586,000 is \$24.6 million or 97.6% under budget.
- Capital Grant revenue year-to-date of \$7.7 million through March 2016 is \$8.8 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$7.0 million through March 2016 is \$2.2 million or 45.8% over budget. March 2016 revenue of \$1.4 million is \$266,000 or 27.3% over budget.
- Operating expenses year-to-date of \$256.5 million through March 2016 are \$13.4 million or 5.0% under budget. March 2016 expenses of \$45.2 million are \$3.1 million or 6.3% under budget.
- METRORail Expansion expenses year-to-date of \$27.4 million through March 2016 are \$26.3 million or 49.0% under budget. March 2016 expenses of \$2.3 million are \$4.3 million or 65.2% under budget.
- Other Capital Improvement Program expenses year-to-date of \$17.7 million through March 2016 are \$29.8 million or 62.6% under budget. March 2016 expenses of \$6.1 million are \$4.8 million or 44.2% under budget.
- General Mobility Program expenses year-to-date of \$128.5 million through March 2016 are \$44.4 million or 52.8% over budget. March 2016 expenses of \$74.0 million are \$60.5 million or 448.1% over budget.
- Debt Service expenses of \$50.7 million through March 2016 year-to-date is on budget.
- Total fixed route ridership, excluding special events, for the year-to-date is 43.4 million through March 2016 which is 3.3 million or 8.1% over last year. March 2016 ridership of 7.6 million is 557,000 or 7.9% over last year.
- METRORail ridership year-to-date of 9.5 million through March 2016 is 2.4 million or 33.9% over last year. March 2016 ridership of 2.0 million is 378,000 or 23.9% 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 did not meet the minimum performance standards for the month, but did meet year-to-date goals. On-Time Performance for Park & Ride routes met the minimum performance standards for the month and for the year-to-date. On-Time Performance for METROLift met the minimum performance goal for the month and 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 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
March 2016
Sales Tax Revenue thru April 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	50.1	50.7	0.6	1.2%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 391.8	\$ 403.6	\$ 11.8	3.0%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	54.3	53.2	(1.1)	(2.0%)
November	64.8	63.5	(1.3)	(2.1%)
December	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	52.0	50.7	(1.3)	(2.5%)
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 420.0	\$ 403.6	\$ (16.4)	(3.9%)

MONTHLY BOARD REPORT

March 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	6.9	6.3	(0.6)	(8.7%)
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 35.8	\$ 32.8	\$ (3.0)	(8.4%)

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	6.4	6.3	(0.1)	(1.6%)
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 34.1	\$ 32.8	\$ (1.3)	(3.8%)

MONTHLY BOARD REPORT
March 2016
Service Related Grant Revenue

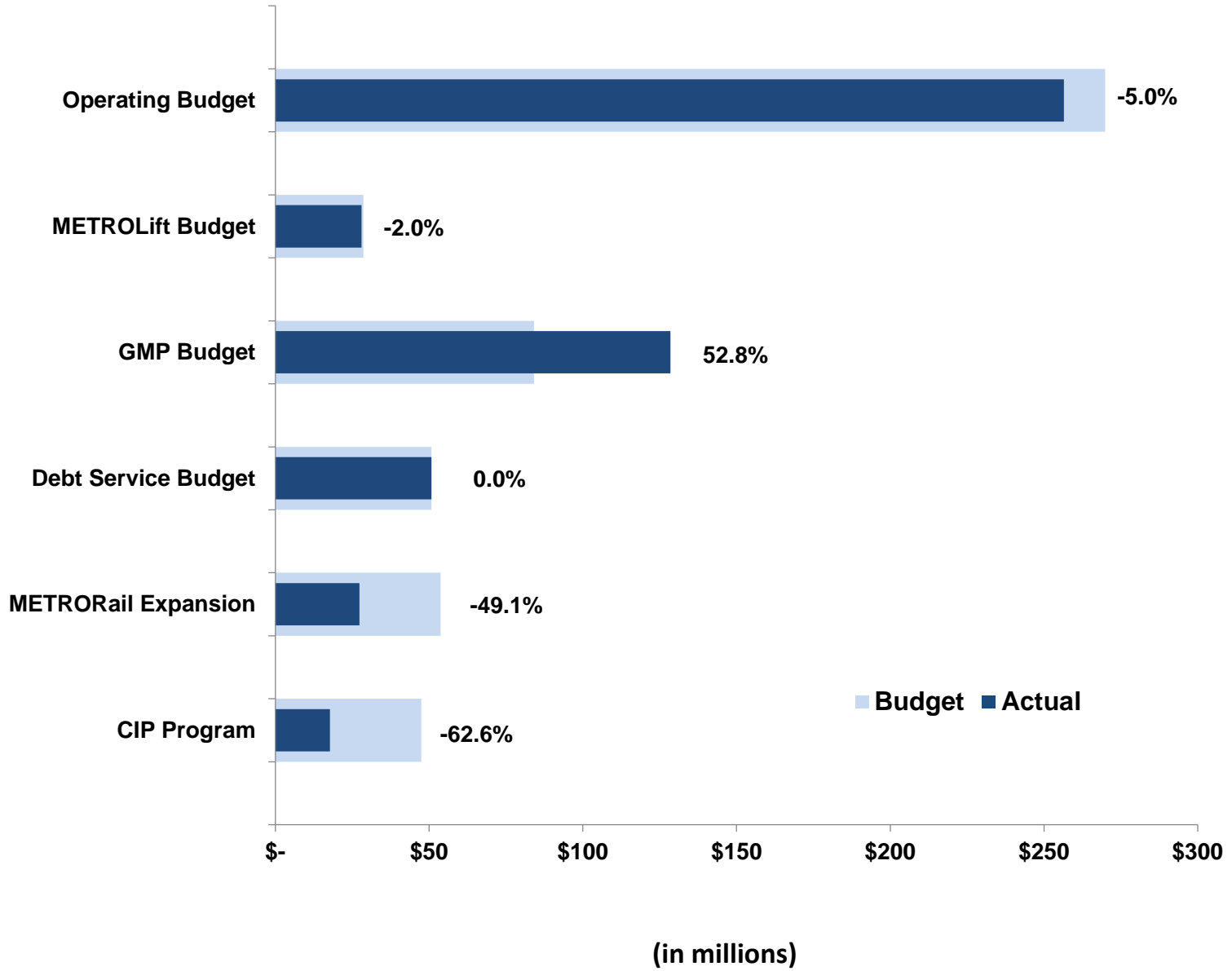
Total FY2016 Service Related Grant budget is \$77.8 million

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	21.1	(0.03)	(21.1)	(100.1%)	
March	25.2	0.65	(24.6)	(97.6%)	
April	-	-	-	0.0%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
FY 2016 YTD	\$ 48.0	\$ 2.2	\$ (45.8)	(95.4%)	

Capital Grant Revenue
Year-to date Capital Grant revenue is \$7.7 million
versus \$16.5 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	1.1	1.4	0.3	27.3%	
April	-	-	-	0.0%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
FY 2016 YTD	\$ 4.8	\$ 7.0	\$ 2.2	45.8%	



MONTHLY BOARD REPORT

March 2016

Operating Expenses

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

	FY16 Annual Budget	March Budget	March Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor and Fringe Benefits	\$ 331,666,613	\$ 30,000,000	\$ 28,560,377	\$ (1,439,623)	(4.8%)
Non-Labor	230,648,987	19,546,901	17,925,621	(1,621,280)	(8.3%)
Subtotal Labor & Non-Labor	562,315,600	49,546,901	46,485,998	(3,060,903)	(6.2%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(1,314,726)	(1,308,742)	5,984	(0.5%)
Total Operating Budget	\$ 558,271,000	\$ 48,232,175	\$ 45,177,256	\$ (3,054,919)	(6.3%)

Comparison of Budget to Actual Year-to-Date March 2016 (6 months)

<u>Expense Category</u>	FY16 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 131,165,999	\$ 66,022,906	\$ 63,681,535	\$ (2,341,371)	(3.5%)
Union Fringe Benefits	70,129,124	34,063,257	34,167,371	104,114	0.3%
Subtotal Union Labor	201,295,123	100,086,163	97,848,906	(2,237,257)	(2.2%)
Salaries and Non-Union Wages	91,407,758	45,190,812	44,590,553	(600,259)	(1.3%)
Non-Union Fringe Benefits	38,963,732	19,393,851	19,250,253	(143,598)	(0.7%)
Subtotal Non-Union Labor	130,371,490	64,584,663	63,840,806	(743,857)	(1.2%)
Subtotal Labor and Fringe Benefits	331,666,613	164,670,826	161,689,712	(2,981,114)	(1.8%)
Services	42,779,211	21,324,532	15,162,574	(6,161,958)	(28.9%)
Materials and Supplies	24,871,902	12,264,973	11,459,742	(805,231)	(6.6%)
Fuel and Utilities	49,403,346	23,998,562	22,706,437	(1,292,125)	(5.4%)
Casualty and Liability	4,910,742	2,383,984	2,308,071	(75,913)	(3.2%)
Purchased Transportation	99,584,504	48,955,070	46,681,207	(2,273,863)	(4.6%)
Leases, Rentals and Misc.	9,099,282	3,668,987	4,061,443	392,456	10.7%
Subtotal Non-Labor	230,648,987	112,596,108	102,379,474	(10,216,634)	(9.1%)
Subtotal Labor and Non-Labor	562,315,600	277,266,934	264,069,186	(13,197,748)	(4.8%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(7,390,342)	(7,585,114)	(194,772)	(2.6%)
Subtotal Contingency / Allocations	(4,044,600)	(7,390,342)	(7,585,114)	(194,772)	(2.6%)
Total Operating Budget	\$ 558,271,000	269,876,592	256,484,072	(13,392,520)	(5.0%)

**MONTHLY BOARD REPORT
March 2016**

Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>March 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	100,086,163	\$ 97,848,906	\$ (2,237,257)
Wages & Fringe Benefits - primarily mechanic, technician, cleaner, and operator vacancies			\$ (8,914,000)
Effect of the unbudgeted rate increase for Benefit Trust for Retirees			534,000
Overtime wages in rail operations			566,000
Overtime wages mostly due to vacancies in bus operator positions			5,591,000
Non-Union Labor	64,584,663	63,840,806	(743,857)
Savings in salaries and fringes primarily related to vacancies			(2,314,000)
Underruns noted in active employee health plan elections			(208,000)
<u>Offset by</u>			
Timing of Retiree Advantage plan activity			272,000
Authority overtime mostly within the Operations			341,000
More than expected use and timing of Vacation/401a/Sick/Other Paid Absences			1,162,000
Services	21,324,532	15,162,574	(6,161,958)
<u>Timing in</u>			
Delayed start in both system planning and system development projects			(1,435,000)
Change in direction in major advertising programs and related support services			(975,000)
Delays in the receipt and processing IT Equipment Maintenance invoices for VCE and WMWare			(566,000)
Delayed Facility Maintenance BOF maintenance costs and custodial services			(424,000)
Legal fees - lower than expected case load requiring external legal services			(380,000)
Delays in the contract services relating to ticket and fare collection equipment and the repair and maintenance of existing equipment			(354,000)
Education and training throughout the Authority excluding bus operations training			(232,000)
HOT lane invoicing activity			(208,000)
Delayed Facility Maintenance equipment repair and maintenance			(197,000)
Delayed work in rail operations for rail grinding, track geometry and vegetation control; delayed billing for completed ultrasonic testing work			(176,000)
Less than anticipated Legislative coordination activity			(150,000)
Less than anticipated BAE warranty expense			(113,000)
Delayed bus operator training set to occur later in the year			(109,000)
Contract employment services			(103,000)
IT Contract management expense			(94,000)
Delayed radio maintenance			(89,000)
Other miscellaneous services spread across the Authority			(485,000)
Materials & Supplies	12,264,973	11,459,742	(805,231)
Credit caused by the return of CAF car parts on loan in the prior year to inventory in the current year			(240,000)
<u>Underspending in</u>			
Bus brakes			(266,000)
Bus engines			(176,000)
Timing delays in the procurement of IT EDP supplies			(157,000)
Underspending in general bus maintenance expense categories			(98,000)
<u>Offset by overruns in</u>			
Exterior Body and Windows in both bus and rail			162,000
Fuel & Utilities	23,998,562	22,706,437	(1,292,125)
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			(405,000)
Lower than planned consumption of power			(374,000)
Lower than expected diesel fuel expense and related taxes due to lower prices on unhedged gallons and fewer bus service hours run			(265,000)
Timing delay in propulsion power invoicing and lower than expected consumption in half of the year			(210,000)
General underspending in the Authority's routine telephone expenses			(175,000)
First quarter savings realized from a delay in the service start date of 35/50 CNG buses rescheduled for December 2015			(169,000)
Lower than expected natural gas expenses resulting from lower than planned consumption			(135,000)
<u>Offset by</u>			
Timing variance resulting from transition of services from AT&T to Verizon. Expected to continue late into the second Quarter			483,000

Continued on next Page

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>March 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Casualty and Liability	2,383,984	2,308,071	(75,913)
Higher than expected subrogation recovery			(186,000)
Lower Premiums			(45,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs mainly due to increased reserves required for AON report			155,000
Purchased Transportation	48,955,070	46,681,207	(2,273,863)
Due to a 3-month delay in completing the master lease assumption for vanpool leases			(1,611,000)
Lower than expected service hours operated for Arboc Fixed Route Service and First Transit			(412,000)
Fewer vanpools in operation as a result of significant layoffs in the energy sector			(313,000)
Leases, Rentals and Miscellaneous	3,668,987	4,061,443	392,456
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)			(231,000)
Timing in the receipt and processing of software, equipment usage and licensing fee invoices			663,000
Allocation to Capital and GMP	(7,390,342)	(7,585,114)	(194,772)
Higher than expected capital related activity within METRORail operations			(338,000)
Higher than expected capital related activity within Bus Maintenance			(357,000)
Higher than expected capital related activity in Planning			(141,000)
Timing delays in Finance related projects			97,000
Timing delays in METRO Police projects			210,000
Timing delays in IT related projects			383,000

MONTHLY BOARD REPORT
March 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>
3,322	Operations, Public Safety and Customer Service	\$ 435,046,755	\$ 214,907,658	\$ 206,610,376	\$ (8,297,282)	\$ (894,005)
2,935	Operations	400,540,762	197,844,212	190,372,436	(7,471,776)	(865,103)
305	Public Safety	28,438,625	13,937,141	13,497,125	(440,016)	50,648
73	Customer Service	4,912,604	2,555,308	2,204,435	(350,873)	(78,296)
9	EVP Operations, Public Safety & Customer Service	1,154,764	570,997	536,380	(34,617)	(1,253)
310	Finance & Administration	58,923,637	28,968,530	28,971,912	3,382	(69,989)
69	Human Resources	19,420,342	9,688,358	10,168,867	480,509	302,503
41	Information Technology	19,304,620	9,356,804	9,736,061	379,257	(131,350)
117	Procurement & Materials	10,179,651	5,054,201	4,756,628	(297,573)	(14,892)
79	Finance	9,196,860	4,519,896	4,116,694	(403,202)	(208,250)
4	EVP Finance & Administration	822,164	349,271	193,663	(155,608)	(18,001)
250	Planning, Engineering and Construction	35,692,611	17,805,050	14,443,734	(3,361,316)	(591,726)
186	Facility Maintenance	29,441,293	14,784,669	12,746,019	(2,038,650)	(521,113)
32	Planning	6,570,940	3,292,888	1,678,999	(1,613,889)	(129,639)
2	EVP Planning, Engineering and Construction	(15,929)	(14,414)	(10,522)	3,892	6,036
30	Engineering and Construction	(303,693)	(258,093)	29,239	287,332	52,990
39	Gov't & Public Affairs	8,959,889	4,270,097	3,198,863	(1,071,234)	(61,351)
24	Mktg & Corporate Communications	7,161,248	3,358,009	2,482,139	(875,870)	(45,500)
4	Government Affairs	666,505	343,509	225,638	(117,871)	(12,768)
5	Public Engagement	682,036	342,908	316,354	(26,554)	2,702
6	Stakeholder Affairs	450,100	225,671	174,733	(50,938)	(5,785)
18	Legal	3,808,611	1,910,323	1,304,515	(605,808)	27,671
15	Legal	3,504,971	1,750,239	1,175,441	(574,798)	18,645
3	Records Management	303,640	160,084	129,074	(31,010)	9,026
16	Executive & Board	2,542,402	1,267,413	1,288,074	20,661	(2,144)
16	Executive Office	2,542,402	1,267,413	1,288,074	20,661	(2,144)
11	Audit	1,504,886	747,521	666,598	(80,923)	(3,297)
	Contingency	10,938,323	-	-	-	-
	Non Departmental	853,886	-	-	-	-
3,966	TOTAL NET OPERATING	\$ 558,271,000	\$ 269,876,592	\$ 256,484,074	\$ (13,392,518)	\$ (1,594,842)

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

<u>Department</u>	March FY2016 -----Year-to-Date-----			March FY2015 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations, Public Safety and Customer Service	\$ 214,907,658	\$ 206,610,376	\$ (8,297,282)	\$ 195,843,198	\$ 185,319,736	\$ (10,523,462)
Operations	197,844,212	190,372,436	(7,471,776)	178,192,967	169,786,219	(8,406,748)
Public Safety	13,937,141	13,497,125	(440,016)	14,679,941	12,840,251	(1,839,690)
Customer Service	2,555,308	2,204,435	(350,873)	2,353,696	2,116,829	(236,867)
EVP Operations, Public Safety & Customer Service	570,997	536,380	(34,617)	616,594	576,437	(40,157)
Finance & Administration	28,968,530	28,971,912	3,382	28,503,350	26,482,312	(2,021,038)
Information Technology	9,356,804	9,736,061	379,257	9,923,885	9,924,185	300
Human Resources	9,688,358	10,168,867	480,509	9,295,055	8,167,161	(1,127,894)
Procurement & Materials	5,054,201	4,756,628	(297,573)	4,728,837	4,467,471	(261,366)
Finance	4,519,896	4,116,694	(403,202)	4,367,024	3,812,289	(554,735)
EVP Finance & Administration	349,271	193,663	(155,608)	188,549	111,206	(77,343)
Planning, Engineering and Construction	17,805,050	14,443,734	(3,361,316)	17,049,198	13,411,983	(3,637,215)
Facility Maintenance	14,784,669	12,746,019	(2,038,650)	12,653,746	11,090,758	(1,562,988)
Planning	3,292,888	1,678,999	(1,613,889)	4,354,287	2,314,117	(2,040,170)
EVP Planning, Engineering and Construction	(14,414)	(10,522)	3,892	7,231	-	(7,231)
Engineering and Construction	(258,093)	29,239	287,332	33,934	7,108	(26,826)
Gov't & Public Affairs	4,270,097	3,198,863	(1,071,234)	3,401,165	2,086,639	(1,314,526)
Mktg & Corporate Communications	3,358,009	2,482,139	(875,870)	2,621,523	1,455,363	(1,166,160)
Government Affairs	343,509	225,638	(117,871)	294,573	322,367	27,794
Public Engagement	342,908	316,354	(26,554)	369,227	293,215	(76,012)
Stakeholder Affairs	225,671	174,733	(50,938)	115,842	15,694	(100,148)
Legal	1,910,323	1,304,515	(605,808)	1,879,683	1,589,144	(290,539)
Legal	1,750,239	1,175,441	(574,798)	1,697,708	1,403,838	(293,870)
Records Management	160,084	129,074	(31,010)	181,975	185,306	3,331
Executive & Board	1,267,413	1,288,074	20,661	1,042,990	891,708	(151,282)
Audit	747,521	666,598	(80,923)	652,558	632,984	(19,574)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 269,876,592	\$ 256,484,074	\$ (13,392,518)	\$ 248,372,142	\$ 230,414,506	\$ (17,957,636)

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

	FY2016 Annual Budget	Month of March 2016				Fiscal YTD March 2016			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRO Rail Expansion	\$ 83.2	\$ 6.6	\$ 2.3	\$ (4.3)	(65.2%)	\$ 53.7	\$ 27.4	\$ (26.3)	(49.0%)
Capital Improvement Program	\$ 177.0	\$ 10.9	\$ 6.1	\$ (4.8)	(44.2%)	\$ 47.5	\$ 17.7	\$ (29.8)	(62.6%)
Total Capital	\$ 260.2	\$ 17.5	\$ 8.3	\$ (9.2)	(53.3%)	\$ 101.2	\$ 45.1	\$ (56.1)	(55.4%)
General Mobility*	\$ 172.6	\$ 13.5	\$ 74.0	\$ 60.5	448.1%	\$ 84.1	\$ 128.5	\$ 44.4	52.8%
Debt Service	\$ 96.9	\$ 6.9	\$ 6.9	0.0	0.0%	\$ 50.7	\$ 50.7	(0.0)	(0.0%)

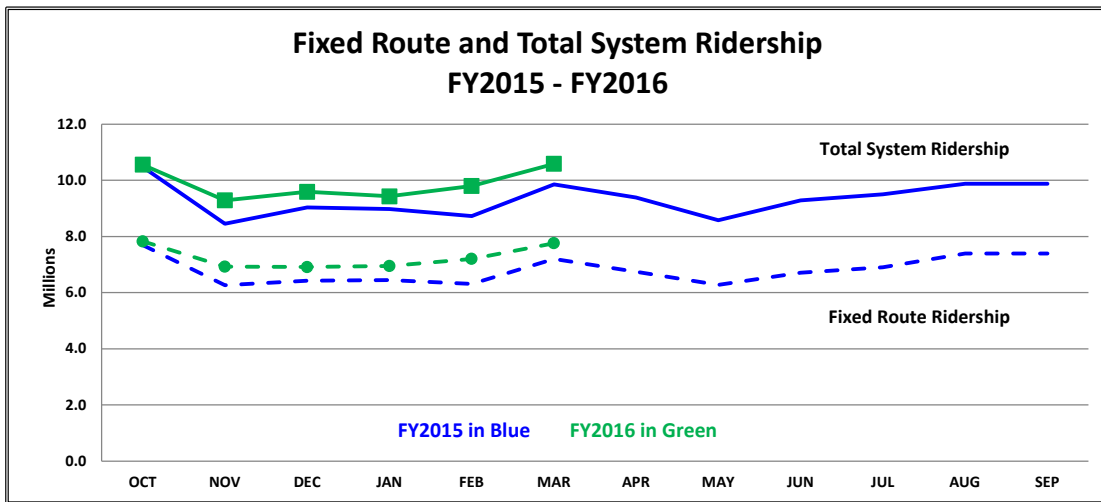
* In March METRO made a payment of \$62.5 million to Harris County for General Mobility projects. Funds for this payment were budgeted in previous periods and the payment was made from the General Mobility Escrow account.

MONTHLY BOARD REPORT
March 2016
Ridership by Service Category

Service Category	Mar-15 Boardings	Mar-16 Boardings	Mar-16 vs. Mar-15	Mar-15 YTD Boardings	Mar-16 YTD Boardings	YTD % Change Mar-16 vs. Mar-15
Fixed Route Services						
Local Network						
Local Bus	4,735,151	4,910,995	3.7%	28,973,503	29,756,939	2.7%
METRORail						
Red Line	1,584,590	1,781,176	12.4%	7,070,953	8,422,722	19.1%
Green Line (East)	0	73,904	N/A	0	434,371	n/a
Purple Line (Southeast)	0	107,646	N/A	0	634,093	n/a
METRORail (all lines)	1,584,590	1,962,726	23.9%	7,070,953	9,491,186	34.2%
METRORail-Bus Bridge	0	0	N/A	21,642	4,912	(77.3%)
METRORail	1,584,590	1,962,726	23.9%	7,092,595	9,496,098	33.9%
Subtotal Local Network	6,319,741	6,873,721	8.8%	36,066,098	39,253,037	8.8%
Commuter						
Park & Ride	717,040	720,071	0.4%	4,072,138	4,136,255	1.6%
Subtotal Fixed Route Service	7,036,781	7,593,792	7.9%	40,138,236	43,389,292	8.1%
Special Events *	163,774	171,676	0.0%	202,508	193,345	(4.5%)
Total Fixed Route	7,200,555	7,765,468	7.8%	40,340,744	43,582,637	8.0%
Customized Bus Services						
METROLift	162,507	167,185	2.9%	940,512	966,236	2.7%
METRO STAR Vanpool	218,897	200,548	(8.4%)	1,235,325	1,151,820	(6.8%)
Internal Service	0	0	0.0%	6	0	0.0%
Subtotal Customized Bus	381,404	367,733	(3.6%)	2,175,843	2,118,056	(2.7%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,271,280	2,457,918	8.2%	13,008,240	13,571,982	4.3%
Total System	9,853,239	10,591,119	7.5%	55,524,827	59,272,675	6.7%

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
March 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	61							≤ 53 ≤ 324	324	308
Bus Accidents per 100,000 vehicle miles	0.88	0.64	0.69	0.99	1.05	0.98							≤ 0.72 ≤ 0.89	0.89	0.87	1.8%
Rail Accidents	10	7	9	8	9	8							≤ 10 ≤ 56	56	51	8.9%
Rail Accidents per 100,000 vehicle miles	3.27	2.51	3.02	2.71	3.19	2.54							≤ 6.58 ≤ 6.58	6.58	2.87	56.3%
Major Security Incidents - total	50	45	44	49	44	42							≤ 70 ≤ 420	420	274	34.8%
Major Security Incidents per 100,000 boardings	0.474	0.484	0.459	0.520	0.449	0.397							≤ 0.920 ≤ 0.920	0.920	0.462	49.8%
Major Security Incidents - METRO properties	20	19	19	22	23	21							≤ 30 ≤ 180	180	124	31.1%
Major Security Incidents per 100,000 boardings	0.189	0.204	0.198	0.233	0.235	0.198							≤ 0.400 ≤ 0.400	0.400	0.209	47.7%
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%	71.7%	72.3%							≥ 75% ≥ 70%	70%	73.0%	4.5%
Park & Ride Bus OTP	76.9%	75.4%	74.8%	74.8%	74.9%	76.0%							≥ 75% ≥ 75%	75%	75.5%	0.6%
Weighted Average Bus OTP	73.9%	75.9%	74.8%	71.7%	72.8%	73.7%							≥ 75% ≥ 71%	71%	73.8%	4.2%
METROLift OTP	90.0%	90.2%	90.0%	90.1%	89.3%	90.6%							≥ 90% ≥ 90%	90%	90.0%	0.0%
Rail - Red Line OTP	93.4%	94.3%	92.0%	90.5%	86.7%	78.5%							≥ 95% ≥ 95.0%	95.0%	89.2%	6.1%
Rail - East End Green Line OTP	93.2%	94.5%	91.5%	95.9%	92.4%	92.9%							≥ 85% ≥ 85.0%	85.0%	93.4%	9.9%
Rail - South East Purple Line OTP	95.4%	94.4%	92.1%	92.8%	86.1%	88.5%							≥ 85% ≥ 85.0%	85.0%	91.5%	7.7%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	8,960	9,454	10,652	11,776	12,032	11,456							≥ 9,500 ≥ 9,208	9,208	10,599	15.1%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,674	20,606	21,271	17,221	29,637	20,889							≥ 19,000 ≥ 19,000	19,000	19,353	1.9%
MDBSI (Mean Distance Between Service Interruptions) - METRORail	25,502	34,799	22,948	18,426	35,315	26,291							≥ 12,000 ≥ 12,000	12,000	25,733	
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	18.61	15.14							≤ 24.52 ≤ 24.71	24.71	18.51	25.1%
Commendations	392	314	400	322	297	322							≥ 250 ≥ 1500	1500	2,047	36.5%
Average Call Center Answer Delay (Sec.)	85.82	60.08	60.43	41.35	49.95	80.07							≤ 135 ≤ 135	135	62.95	53.4%

MONTHLY BOARD REPORT
March 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
March 2016
Balance Sheet

	March 31, 2015 (\$)	March 31, 2016 (\$)	Change (\$)
Cash	\$ 4,644,178	\$ 10,578,387	\$ 5,934,209
Receivables	135,874,878	129,572,925	(6,301,953)
Inventory	30,598,539	31,975,049	1,376,510
Investments	399,054,038	361,032,520	(38,021,518)
Other Assets	40,752,819	13,703,877	(27,048,942)
Property Net of Depreciation	2,695,927,634	2,702,323,154	6,395,520
Land & Improvements	387,526,698	378,946,180	(8,580,518)
Deferred Outflow of Resources	1,899,588	47,425,703	45,526,115
Total Assets and Other	3,696,278,372	3,675,557,795	(20,720,577)
Liabilities			
Trade Payables	32,824,547	70,318,594	37,494,047
Accrued Payroll	27,582,834	28,518,435	935,601
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	31,452,061	64,547,549	33,095,488
Total Liabilities	1,499,833,917	1,786,962,009	287,128,092
Deferred Inflow of Resources	-	-	-
Net Assets - Retained	2,196,444,455	1,888,595,786	(307,848,669)
Total Liabilities and Net Assets	\$ 3,696,278,372	\$ 3,675,557,795	\$ (20,720,577)