

METRO

Fiscal Year 2016 Monthly Performance Report

Revenue • Expense • Ridership • Performance

April 2016



MONTHLY PERFORMANCE REPORT

April 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 April 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 PERFORMANCE REPORT

April 2016

Summary

- Sales Tax revenue of \$467.8 million through May 2016 year-to-date is \$7.9 million or 1.7% over estimates. May 2016 Sales Tax revenue of \$64.2 million is \$3.9 million or 5.7% under estimates.
- Fare revenue of \$38.0 million through April 2016 year-to-date is \$4.4 million or 10.4% under budget. April 2016 revenue of \$5.2 million is \$1.4 million or 22.2% under budget.
- Service related grant revenue for the year-to-date of \$2.7 million through April 2016 is \$45.8 million or 94.4% under budget. April 2016 revenue of \$522 thousand is \$9.8 thousand or 1.7% over budget.
- Capital Grant revenue year-to-date of \$9.3 million through April 2016 is \$11.3 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$9.0 million through April 2016 is \$2.5 million or 38.5% over budget. April 2016 revenue of \$2.1 million is \$0.4 million or 23.5% over budget.
- Operating expenses year-to-date of \$297.4 million through April 2016 is \$16.8 million or 5.4% under budget. April 2016 expenses of \$40.9 million is \$3.4 million or 7.8% under budget.
- METRORail Expansion expenses year-to-date of \$32.2 million through April 2016 are \$27.6 million or 46.1% under budget. April 2016 expenses of \$4.8 million are \$1.2 million or 20.0% under budget.
- Other Capital Improvement Program expenses year-to-date of \$21.9 million through April 2016 are \$36.3 million or 62.4% under budget. April 2016 expenses of \$4.2 million are \$6.5 million or 60.7% under budget.
- General Mobility Program expenses year-to-date of \$130.2 million through April 2016 are \$30.1 million or 30.1% over budget. April 2016 expenses of \$1.7 million are \$14.3 million or 89.4% under budget.
- Debt Service expenses of \$58.3 million through April 2016 year-to-date is on budget.
- Total fixed route ridership, excluding special events, for the year-to-date is 50.1 million through April 2016 which is 3.2 million or 6.9% over last year. April 2016 ridership of 6.7 million is 64,000 or 1.0% under compared to last year.
- METRORail ridership year-to-date of 11.1 million through April 2016 is 2.8 million or 33.7% over last year. April 2016 ridership of 1.5 million is 349,000 or 29.7% over last year.

- Performance Indicator Summary:

Safety & Security Bus Accidents met the benchmark for the month and for the year-to-date. Rail Accidents met the benchmark for the month and for the year-to-date. Total Major Security Incidents met the benchmark for both the month and the year-to-date. Major Security Incidents on METRO properties met the benchmark for both the month and the year-to-date.

Service Reliability On-Time Performance for Local Bus routes 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 minimum performance goals 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.

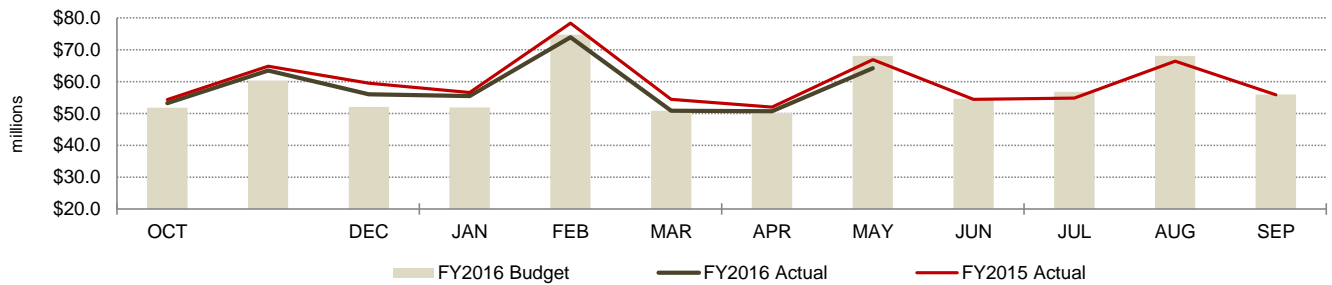
The Mean Distance Between Mechanical Failures (MDBF) for all buses met minimum standards for the month and year-to-date. MDBF for METROLift met minimum standards for the month and year-to-date. Mean Distance Between Service Interruptions for METRORail met minimum standards for the month and year-to-date.

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 PERFORMANCE REPORT

April 2016

Sales Tax Revenue thru May 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	68.1	64.2	(3.9)	(5.7%)
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 459.9	\$ 467.8	\$ 7.9	1.7%

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	66.9	64.2	(2.7)	(4.0%)
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 486.9	\$ 467.8	\$ (19.1)	(3.9%)

MONTHLY PERFORMANCE REPORT

April 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	6.6	5.2	(1.4)	(21.2%)
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 42.4	\$ 38.0	\$ (4.4)	(10.4%)

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	5.8	5.2	(0.6)	(10.3%)
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 39.8	\$ 38.0	\$ (1.8)	(4.5%)

MONTHLY PERFORMANCE REPORT

April 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	0.53	0.52	(0.01)	(1.3%)	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
FY 2016 YTD	\$ 48.5	\$ 2.7	\$ (45.8)	(94.4%)	

Capital Grant Revenue

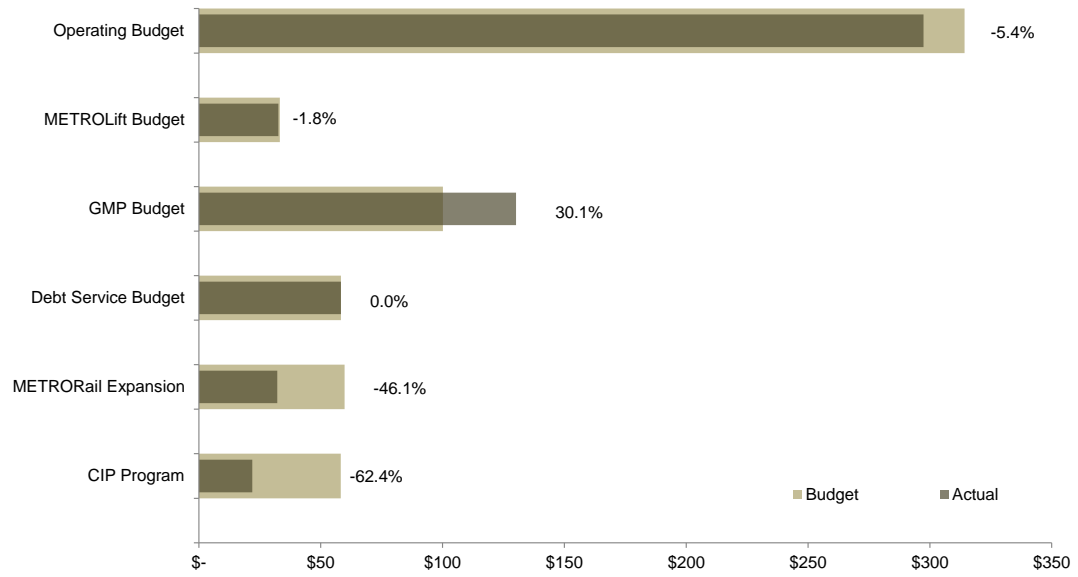
**Year-to date Capital Grant revenue is \$9.3 million
versus \$20.6 million budgeted**

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	1.7	2.1	0.4	23.5%	
May	-	-	-	0.0%	
June	-	-	-	0.0%	
July	-	-	-	0.0%	
August	-	-	-	0.0%	
September	-	-	-	0.0%	
FY 2016 YTD	\$ 6.5	\$ 9.0	\$ 2.5	38.5%	

MONTHLY PERFORMANCE REPORT
April 2016
Budget and Expense Summary
(in \$ millions)



MONTHLY PERFORMANCE REPORT

April 2016

Operating Expenses

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

	FY16 Annual Budget	April Budget	April Actual	\$ Variance (favorable)/unfavorable	% Variance
Service related grant revenue for the year	\$ 331,666,613	\$ 26,756,731	\$ 26,001,328	\$ (755,403)	(2.8%)
Non-Labor	230,648,987	18,845,244	16,409,961	(2,435,283)	(12.9%)
Subtotal Labor & Non-Labor	562,315,600	45,601,975	42,411,289	(3,190,686)	(7.0%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(1,217,028)	(1,475,608)	(258,580)	21.2%
Total Operating Budget	\$ 558,271,000	\$ 44,384,947	\$ 40,935,681	\$ (3,449,266)	(7.8%)

Comparison of Budget to Actual Year-to-Date April 2016 (7 months)

<u>Expense Category</u>	FY16 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 131,165,999	\$ 76,642,744	\$ 73,862,331	\$ (2,780,413)	(3.6%)
Union Fringe Benefits	70,129,124	39,707,498	39,933,479	225,981	0.6%
Subtotal Union Labor	201,295,123	116,350,242	113,795,810	(2,554,432)	(2.2%)
Salaries and Non-Union Wages	91,407,758	52,464,317	51,785,371	(678,946)	(1.3%)
Non-Union Fringe Benefits	38,963,732	22,612,998	22,109,859	(503,139)	(2.2%)
Subtotal Non-Union Labor	130,371,490	75,077,315	73,895,230	(1,182,085)	(1.6%)
Subtotal Labor and Fringe Benefits	331,666,613	191,427,557	187,691,040	(3,736,517)	(2.0%)
Services	42,779,211	25,127,061	18,484,440	(6,642,621)	(26.4%)
Materials and Supplies	24,871,902	14,283,218	13,689,857	(593,361)	(4.2%)
Fuel and Utilities	49,403,346	28,044,951	25,560,708	(2,484,243)	(8.9%)
Casualty and Liability	4,910,742	2,866,842	2,607,688	(259,154)	(9.0%)
Purchased Transportation	99,584,504	57,113,883	54,270,250	(2,843,633)	(5.0%)
Leases, Rentals and Misc.	9,099,282	4,005,397	4,176,492	171,095	4.3%
Subtotal Non-Labor	230,648,987	131,441,352	118,789,435	(12,651,917)	(9.6%)
Subtotal Labor and Non-Labor	562,315,600	322,868,909	306,480,475	(16,388,434)	(5.1%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(8,607,370)	(9,060,722)	(453,352)	(5.3%)
Subtotal Contingency / Allocations	(4,044,600)	(8,607,370)	(9,060,722)	(453,352)	(5.3%)
Total Operating Budget	\$ 558,271,000	314,261,539	297,419,753	(16,841,786)	(5.4%)

MONTHLY PERFORMANCE REPORT
April 2016
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>April 2016 Year-to-Date</u> <u>\$ Variance</u> <u>(favorable) / unfavorable</u>	
Union Labor	116,350,242	\$ 113,795,810	\$ (2,554,432)	\$ 3
Wages & Fringe Benefits - bus operator vacancies			(7,126,000)	
Wages & Fringe Benefits - primarily mechanic, technician, cleaners			(3,051,000)	
Effect of the unbudgeted rate increase for Benefit Trust for Retirees				624,000
Overtime wages in rail operations				705,000
Overtime wages mostly due to vacancies in bus operator positions				6,261,000
Non-Union Labor	75,077,315	73,895,230	(1,182,085)	
Savings in salaries and fringes primarily related to vacancies			(2,347,000)	
Underruns noted in active employee health plan elections			(261,000)	
Timing of Retiree Advantage plan activity			(139,000)	
<u>Offset by</u>				
Authority overtime mostly within the Operations				407,000
More than expected use and timing of Vacation/401a/Sick/Other Paid Absences				1,159,000
Services	25,127,061	18,484,440	(6,642,621)	
<u>Timing in</u>				
Change in direction in major advertising programs and related support services			(1,419,000)	
Delayed start in both system planning and system development projects			(1,192,000)	
Delayed Facility Maintenance BOF maintenance costs and custodial services			(533,000)	
Delays in the receipt and processing IT Equipment Maintenance invoices for VCE and WMWare			(436,000)	
Legal fees - lower than expected case load requiring external legal services			(417,000)	
Delays in the contract services relating to ticket and fare collection equipment and the repair and maintenance of existing equipment			(289,000)	
Education and training throughout the Authority excluding bus operations training			(285,000)	
HOT lane invoicing activity			(269,000)	
Delayed Facility Maintenance equipment repair and maintenance			(210,000)	
Delayed work in rail operations for rail grinding, track geometry and vegetation control; delayed billing for completed ultrasonic testing work			(211,000)	
Less than anticipated Legislative coordination activity			(159,000)	
Delays in other equipment repairs and maintenance mostly in the Print Shop and Support Vehicles			(132,000)	
Delayed bus operator training set to occur later in the year			(119,000)	
Contract employment services			(119,000)	
IT Contractual services expense			(118,000)	
Less than anticipated BAE warranty expense			(113,000)	
Other services mostly in Operations			(105,000)	
Delayed Regional Fare study			(75,000)	
Other miscellaneous services spread across the Authority			(352,000)	
Materials & Supplies	14,283,218	13,689,857	(593,361)	
Warranty credits for rail operations			(174,000)	
<u>Underspending in</u>				
Bus Batteries - Central Shop market price differential			(227,000)	
Bus brakes			(253,000)	
Bus engines			(159,000)	
Chassis - Central Shop market price differential			(159,000)	
Timing delays in the procurement of IT EDP supplies			(131,000)	
Underspending in several maintenance expense categories			(93,000)	
<u>Offset by overruns in</u>				
Print shop supplies costs for NBN including vinyl graphics, trim/fold bus schedules, map guides etc.				98,000
Cleaning materials within Operations				99,000
Exterior Body and Windows in both bus and rail				193,000
Advance ordering of Fare Media supplies				200,000

Continued on next Page

MONTHLY PERFORMANCE REPORT
April 2016
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>April 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Fuel & Utilities	28,044,951	25,560,708	(2,484,243)
Favorable gasoline market prices and quantity usage savings due to a switch to using diesel vehicles on certain routes originally planned for Arboc vehicle use			(456,000)
Timing delays in the recording of the Authority's routine telephone expenses and general underspending			(437,000)
Lower than expected diesel fuel expense and related taxes due to lower prices on unhedged gallons and fewer bus service hours run. Note: Researching West BOF mileage activity			(436,000)
Lower than planned consumption of power			(375,000)
Timing delay in propulsion power invoicing and lower than expected consumption in half of the year			(259,000)
First quarter savings realized from a delay in the service start date of 35/50 CNG buses rescheduled for December 2015			(194,000)
Underutilization in bulk oils - fuel lubricants and ATF			(183,000)
Lower than expected natural gas expenses resulting from lower than planned consumption			(156,000)
Casualty and Liability	2,866,842	2,607,688	(259,154)
Higher than expected subrogation recovery			(370,000)
Lower premiums			(71,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs mainly due to increased reserves required for AON report			182,000
Purchased Transportation	57,113,883	54,270,250	(2,843,633)
Due to a 4-month delay in completing the master lease assumption for vanpool leases			(2,152,000)
Lower than expected service hours operated for First Transit, Arboc and Community Connector Fixed Route Service			(420,000)
Fewer vanpools in operation as a result of significant layoffs in the energy sector			(364,000)
Slight overrun in METROLift largely due to operating more hours than anticipated in the budget			93,000
Leases, Rentals and Miscellaneous	4,005,397	4,176,492	171,095
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)			(294,000)
Delayed lease payments due to construction delay of Grand Parkway Park & Ride from Apr16 now rescheduled for Nov/Dec 2016 timeframe			(115,000)
Timing in the receipt and processing of software, equipment usage and licensing fee invoices			619,000
Allocation to Capital and GMP	(8,607,370)	(9,060,722)	(453,352)
Higher than expected capital related activity within Bus Maintenance			(435,000)
Higher than expected capital related activity within METRORail operations			(359,000)
Higher than expected capital related activity in Planning			(162,000)
Timing delays in METRO Police projects			243,000
Timing delays in IT related projects			330,000

MONTHLY PERFORMANCE REPORT
April 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>Budget</u>	<u>Expense</u>	<u>\$</u>	<u>3</u>	<u>\$</u>
<u>3,322</u>	Operations, Public Safety and Customer Service	\$ 435,046,755	\$ 250,545,410	\$ 240,446,560	\$	(1,801,568)
2,935	Operations	400,540,762	230,634,970	221,472,634	(9,162,336)	(1,690,561)
305	Public Safety	28,438,625	16,304,024	15,775,833	(528,191)	(88,175)
73	Customer Service	4,912,604	2,942,299	2,565,018	(377,281)	(26,408)
9	EVP Operations, Public Safety & Customer Service	1,154,764	664,117	633,076	(31,041)	3,576
310	Finance & Administration	58,923,637	33,060,626	31,821,146	(1,239,480)	(1,242,863)
69	Human Resources	19,420,342	11,300,903	11,360,345	59,442	(421,067)
41	Information Technology	19,304,620	10,156,747	9,879,198	(277,549)	(656,806)
117	Procurement & Materials	10,179,651	5,879,241	5,542,347	(336,894)	(39,321)
79	Finance	9,196,860	5,267,739	4,796,412	(471,327)	(68,125)
4		822,164	455,996	242,843	(213,153)	(57,544)
250	Planning, Engineering and Construction	35,692,611	20,851,408	17,621,157	(3,230,251)	131,065
186	Facility Maintenance	29,441,293	17,244,747	15,115,688	(2,129,059)	(90,409)
32	Planning	6,570,940	3,842,342	2,433,873	(1,408,469)	205,420
2	EVP Planning, Engineering and Construction	(15,929)	(16,478)	(7,746)	8,732	4,840
30	Engineering and Construction	(303,693)	(219,203)	79,343	298,546	11,214
39	Gov't & Public Affairs	8,959,889	5,254,929	3,716,815	(1,538,114)	(466,880)
24	Mktg & Corporate Communications	7,161,248	4,194,944	2,857,728	(1,337,216)	(461,346)
4	Government Affairs	666,505	400,097	301,029	(99,068)	18,804
5	Public Engagement	682,036	397,295	357,578	(39,717)	(13,164)
6	Stakeholder Affairs	450,100	262,593	200,481	(62,112)	(11,174)
18	Legal	3,808,611	2,223,063	1,549,960	(673,103)	(67,294)
15	Legal	3,504,971	2,039,489	1,405,659	(633,830)	(59,032)
3	Records Management	303,640	183,574	144,301	(39,273)	(8,263)
16	Executive & Board	2,542,402	1,455,729	1,485,991	30,262	9,600
11	Audit	1,504,886	870,374	778,124	(92,250)	(11,327)
	Contingency	10,938,323	-	-	-	-
	Non Departmental	853,886	-	-	-	-
3,966	TOTAL NET OPERATING	\$ 558,271,000	\$ 314,261,539	\$ 297,419,754	\$ (16,841,785)	\$ (3,449,267)

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

<u>Department</u>	<u>April FY2016</u>			<u>April FY2015</u>		
	<u>-----Year-to-Date-----</u>			<u>2.748815</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations, Public Safety and Customer Service	\$ 250,545,410	\$ 240,446,560	\$ (10,098,850)	\$ 229,007,778	\$ 216,549,258	\$ (12,458,520)
Operations	230,634,970	221,472,634	(9,162,336)	208,334,334	198,170,178	(10,164,156)
Public Safety	16,304,024	15,775,833	(528,191)	17,172,980	15,261,289	(1,911,691)
Customer Service	2,942,299	2,565,018	(377,281)	2,767,875	2,439,906	(327,969)
EVP Operations, Public Safety & Customer Service	664,117	633,076	(31,041)	732,589	677,885	(54,704)
Finance & Administration	33,060,626	31,821,146	(1,239,480)	33,183,148	29,924,161	(3,258,987)
Information Technology	10,156,747	9,879,198	(277,549)	10,620,079	10,717,116	97,037
Human Resources	11,300,903	11,360,345	59,442	10,845,731	9,427,054	(1,418,677)
Procurement & Materials	5,879,241	5,542,347	(336,894)	5,490,788	5,196,075	(294,713)
Finance	5,267,739	4,796,412	(471,327)	6,008,521	4,442,498	(1,566,023)
EVP Finance & Administration	455,996	242,843	(213,153)	218,029	141,418	(76,611)
Planning, Engineering and Construction	20,851,408	17,621,157	(3,230,251)	20,261,544	15,899,108	(4,362,436)
Facility Maintenance	17,244,747	15,115,688	(2,129,059)	14,814,205	12,994,158	(1,820,047)
Planning	3,842,342	2,433,873	(1,408,469)	5,372,734	2,898,037	(2,474,697)
EVP Planning, Engineering and Construction	(16,478)	(7,746)	8,732	8,767	-	(8,767)
Engineering and Construction	(219,203)	79,343	298,546	65,838	6,913	(58,925)
Gov't & Public Affairs	5,254,929	3,716,815	(1,538,114)	4,157,138	2,438,782	(1,718,356)
Mktg & Corporate Communications	4,194,944	2,857,728	(1,337,216)	3,274,054	1,770,249	(1,503,805)
Government Affairs	400,097	301,029	(99,068)	339,565	312,292	(27,273)
Public Engagement	397,295	357,578	(39,717)	425,132	339,760	(85,372)
Stakeholder Affairs	262,593	200,481	(62,112)	118,387	16,481	(101,906)
Legal	2,223,063	1,549,960	(673,103)	2,179,970	2,175,074	(4,896)
Legal	2,039,489	1,405,659	(633,830)	1,974,780	1,969,337	(5,443)
Records Management	183,574	144,301	(39,273)	205,190	205,738	548
Executive & Board	1,455,729	1,485,991	30,262	1,208,842	1,119,462	(89,380)
Audit	870,374	778,124	(92,250)	759,260	740,679	(18,581)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 314,261,539	\$ 297,419,754	\$ (16,841,785)	\$ 290,757,680	\$ 268,846,525	\$ (21,911,155)

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

	FY2016 Annual Budget	Month of April 2016				#	Fiscal YTD April 2016			
		Budget	Actual	Variance			Budget	Actual	Variance	
				\$	%			\$	%	
METRO Rail Expansion	\$ 83.2	\$ 6.0	\$ 4.8	\$ (1.2)	(20.0%)	\$ 59.8	\$ 32.2	\$ (27.6)	(46.1%)	
Capital Improvement Program	\$ 177.0	\$ 10.7	\$ 4.2	\$ (6.5)	(60.7%)	\$ 58.2	\$ 21.9	\$ (36.3)	(62.4%)	
Total Capital	\$ 260.2	\$ 16.8	\$ 9.0	\$ (7.7)	(47.1%)	\$ 118.0	\$ 54.1	\$ (63.9)	(54.2%)	
General Mobility*	\$ 172.6	\$ 16.0	\$ 1.7	\$ (14.3)	(89.4%)	\$ 100.1	\$ 130.2	\$ 30.1	30.1%	
Debt Service	\$ 96.9	\$ 7.6	\$ 7.6	0.0	0.0%	\$ 58.3	\$ 58.3	(0.0)	(0.0%)	

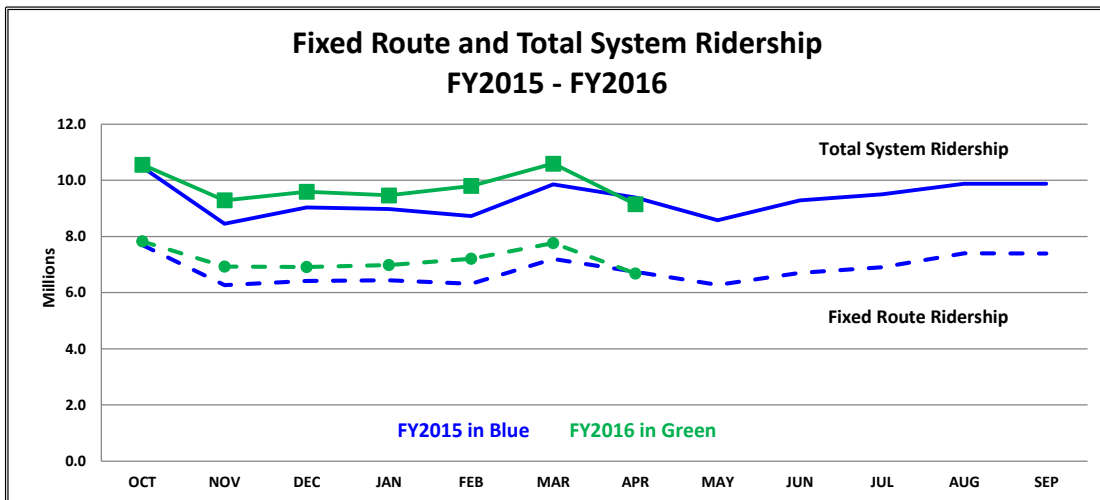
* In March METRO made a payment of \$62.5 million to Harris County for General Mobility projects. Funds for this payment were budgeted in previous periods and the payment was made from the General Mobility Escrow account.

MONTHLY PERFORMANCE REPORT
April 2016
Ridership by Service Category

Service Category	Apr-15 Boardings	Apr-16 Boardings	Apr-16 vs. Apr-15	Apr-15 YTD Boardings	Apr-16 YTD Boardings	YTD % Change Apr-16 vs. Apr-15
Fixed Route Services						
Local Network						
Local Bus	4,819,650	4,522,974	(6.2%)	33,793,137	34,279,913	1.4%
METRORail						
Red Line	1,172,564	1,331,266	13.5%	8,243,517	9,790,435	18.8%
Green Line (East)	0	77,623	N/A	0	511,994	N/A
Purple Line (Southeast)	0	112,320	N/A	0	746,413	N/A
METRORail (all lines)	1,172,564	1,521,209	29.7%	8,243,517	11,048,842	34.0%
METRORail-Bus Bridge	0	0	N/A	21,642	4,912	(77.3%)
METRORail	1,172,564	1,521,209	29.7%	8,265,159	11,053,754	33.7%
Subtotal Local Network	5,992,214	6,044,183	0.9%	42,058,296	45,333,667	7.8%
Commuter						
Park & Ride	746,175	629,787	(15.6%)	4,818,313	4,766,042	(1.1%)
Subtotal Fixed Route Service	6,738,389	6,673,970	(1.0%)	46,876,609	50,099,709	6.9%
Special Events *	1,962	7,635	0.0%	204,470	200,980	(1.7%)
Total Fixed Route	6,740,351	6,681,605	(0.9%)	47,081,079	50,300,689	6.8%
Customized Bus Services						
METROLift	160,636	152,299	(5.2%)	1,101,148	1,118,006	1.5%
METRO STAR Vanpool	216,933	179,720	(17.2%)	1,452,258	1,332,522	(8.2%)
Internal Service	0	0	0.0%	6	0	0.0%
Subtotal Customized Bus	377,569	332,019	(12.1%)	2,553,412	2,450,528	(4.0%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,271,280	2,137,320	(5.9%)	15,279,520	15,709,302	2.8%
Total System	9,389,200	9,150,944	(2.5%)	64,914,011	68,460,519	5.5%

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 PERFORMANCE REPORT
April 2016
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2016																
SAFETY & SECURITY	OCT	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	60	50					≤ 53 ≤ 377	357	357	5.3%
Bus Accidents per 100,000 vehicle miles	0.88	0.64	0.69	0.99	1.05	0.97	0.90					≤ 0.72 ≤ 0.89	0.87	0.87	1.8%	
Rail Accidents	10	7	9	8	9	8	9					≤ 9 ≤ 65	60	60	7.7%	
Rail Accidents per 100,000 vehicle miles	3.27	2.51	3.02	2.71	3.19	2.54	3.11					≤ 6.58 ≤ 6.58	2.91	2.91	55.8%	
Major Security Incidents - total	50	45	44	49	44	42	43					≤ 70 ≤ 490	317	317	35.3%	
Major Security Incidents per 100,000 boardings	0.474	0.484	0.459	0.518	0.449	0.396	0.470					≤ 0.920 ≤ 0.920	0.463	0.463	49.7%	
Major Security Incidents - METRO properties	20	19	19	22	23	21	21					≤ 30 ≤ 210	145	145	31.0%	
Major Security Incidents per 100,000 boardings	0.189	0.204	0.198	1.044	0.235	0.198	0.229					≤ 0.400 ≤ 0.400	0.212	0.212	47.0%	
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%	73.0%						≥ 77% ≥ 71%	73.0%	73.0%	3.0%
Park & Ride Bus OTP	76.9%	75.4%	74.8%	74.8%	74.9%	76.0%	78.4%						≥ 75% ≥ 75%	75.9%	75.9%	1.2%
Weighted Average Bus OTP	73.9%	75.9%	74.8%	71.7%	72.8%	73.7%	75.0%						≥ 76% ≥ 72%	74.0%	74.0%	3.4%
METROLift OTP	90.0%	90.2%	90.0%	90.1%	89.3%	90.6%	90.2%						≥ 90% ≥ 90%	90.0%	90.0%	0.1%
Rail - Red Line OTP	93.4%	94.3%	92.0%	90.5%	86.7%	78.5%	80.9%						≥ 95% ≥ 95.0%	87.8%	87.8%	7.5%
Rail - East End Green Line OTP	93.2%	94.5%	91.5%	95.9%	92.4%	92.9%	92.6%						≥ 85% ≥ 85.0%	93.3%	93.3%	9.8%
Rail - South East Purple Line OTP	95.4%	94.4%	92.1%	92.8%	86.1%	88.5%	87.1%						≥ 85% ≥ 85.0%	90.8%	90.8%	6.8%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	8,960	9,454	10,652	11,776	12,032	11,456	9,647						≥ 9,500 ≥ 9,250	10,458	10,458	13.1%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,674	20,614	21,347	17,221	29,665	20,927	21,262						≥ 19,000 ≥ 19,000	19,612	19,612	3.2%
MDBSI (Mean Distance Between Service Interruptions) - METRORail	25,502	34,799	22,948	18,426	35,315		24,115						≥ 12,000 ≥ 12,000	25,493	25,493	
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	23.25	19.19	18.61	16.10	18.66	15.05	15.50						≤ 23.65 ≤ 24.56	18.10	18.10	26.3%
Commendations	392	314	400	322	297	322	366						≥ 250 ≥ 1750	2,413	2,413	37.9%
Average Call Center Answer Delay (Sec.)	85.82	60.08	60.43	41.35	49.95	80.07	60.01						≤ 135 ≤ 135	62.53	62.53	53.7%

MONTHLY PERFORMANCE REPORT
April 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 PERFORMANCE REPORT
April 2016
Balance Sheet

	April 30, 2015 (\$)	April 30, 2016 (\$)	Change (\$)
Cash	\$ 10,844,285	\$ 21,125,679	\$ 10,281,394
Receivables	137,639,388	131,386,096	(6,253,292)
Inventory	30,573,473	31,626,248	1,052,775
Investments	376,224,160	355,047,396	(21,176,764)
Other Assets	42,127,889	13,280,291	(28,847,598)
Property Net of Depreciation	2,732,342,745	2,691,290,395	(41,052,350)
Land & Improvements	386,844,412	378,210,182	(8,634,230)
Deferred Outflow of Resources	1,899,588	47,425,703	45,526,115
Total Assets and Other	3,718,495,940	3,669,391,990	(49,103,950)
Liabilities			
Trade Payables	59,492,798	67,689,017	8,196,219
Accrued Payroll	27,505,817	28,395,716	889,899
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	31,274,401	64,907,818	33,633,417
Total Liabilities	1,526,247,491	1,784,569,982	258,322,491
Deferred Inflow of Resources	-	-	-
Net Assets - Retained	2,192,248,449	1,884,822,008	(307,426,441)
Total Liabilities and Net Assets	\$ 3,718,495,940	\$ 3,669,391,990	\$ (49,103,950)