

METRO

Fiscal Year 2016 Monthly Performance Report

Revenue • Expense • Ridership • Performance

May 2016



MONTHLY PERFORMANCE REPORT

May 2016

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Summary

- Sales Tax revenue of \$519.4 million through June 2016 year-to-date is \$4.9 million or 1.0% over estimates. June 2016 Sales Tax revenue of \$51.6 million is \$2.9 million or 5.3% under estimates.
- Fare revenue of \$43.3 million through May 2016 year-to-date is \$5.3 million or 10.9% under budget. May 2016 revenue of \$5.3 million is \$1.0 million or 15.6% under budget.
- Service related grant revenue for the year-to-date of \$3.1 million through May 2016 is \$59.9 million or 95.1% under budget. May 2016 revenue of \$396 thousand is \$381.5 thousand or 2619.0% under budget.
- Capital Grant revenue year-to-date of \$9.6 million through May 2016 is \$14.9 million under budget.
- Interest & Miscellaneous revenue year-to-date of \$10.0 million through May 2016 is \$2.7 million or 37.0% over budget. May 2016 revenue of \$1.0 million is \$0.2 million or 25.0% over budget.
- Operating expenses year-to-date of \$341.3 million through May 2016 is \$18.9 million or 5.2% under budget. May 2016 expenses of \$43.9 million is \$2.1 million or 4.5% under budget.
- METRORail Expansion expenses year-to-date of \$36.0 million through May 2016 are \$28.3 million or 44.0% under budget. May 2016 expenses of \$3.8 million are \$0.7 million or 15.6% under budget.
- Other Capital Improvement Program expenses year-to-date of \$32.3 million through May 2016 are \$32.7 million or 50.4% under budget. May 2016 expenses of \$10.4 million are \$3.6 million or 52.9% over budget.
- General Mobility Program expenses year-to-date of \$151.5 million through May 2016 are \$37.9 million or 33.4% over budget. May 2016 expenses of \$21.3 million are \$7.8 million or 57.8% over budget.
- Debt Service expenses of \$65.2 million through May 2016 year-to-date is on budget.
- Total fixed route ridership, excluding special events, for the year-to-date is 57.1 million through May 2016 which is 4.0 million or 7.5% over last year. May 2016 ridership of 7.0 million is 709,000 or 11.3% over last year.
- METRORail ridership year-to-date of 12.5 million through May 2016 is 3.2 million or 33.6% over last year. May 2016 ridership of 1.5 million is 320,000 or 28.0% over last year.

Performance Indicator Summary:

Safety & Security

- Bus Accidents met the benchmark for the month and for the year-to-date.
- Rail Accidents did not meet the benchmark for the month or 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 did not meet the monthly goal, but did meet the year-to-date goal.

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.
- METROLift did not meet the on-time performance goal for the month, but did meet the year-to-date goal.
- Rail (red line) missed the benchmark for both the month and the 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 performance goals for the month and for the 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.

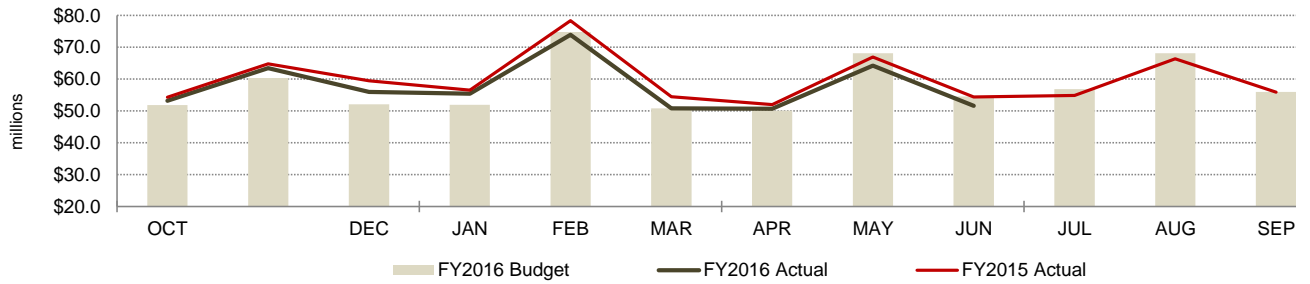
Customer Service

- 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.

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Sales Tax Revenue thru June 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	54.5	51.6	(2.9)	(5.3%)
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 514.5	\$ 519.4	\$ 4.9	1.0%

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	66.9	64.2	(2.7)	(4.0%)
June	54.4	51.6	(2.8)	(5.1%)
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 541.3	\$ 519.4	\$ (21.9)	(4.0%)

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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	6.3	5.3	(1.0)	(15.9%)
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 48.6	\$ 43.3	\$ (5.3)	(10.9%)

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	5.1	5.3	0.2	3.9%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 44.9	\$ 43.3	\$ (1.7)	(3.6%)

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Service Related Grant Revenue

Total FY2016 Service Related Grant budget is \$77.8 million

Budget to Actual FY2016

(\$ millions)

	Budget	Actual	Variance	%
October	0.4	0.4	0.00	0.4%
November	0.4	0.4	(0.02)	(6.0%)
December	0.4	0.2	(0.3)	(62.6%)
January	0.4	0.6	0.2	54.1%
February	21.1	(0.03)	(21.1)	(100.1%)
March	25.2	0.6	(24.6)	(97.6%)
April	0.5	0.5	(0.0)	(1.3%)
May	14.6	0.4	(14.2)	(97.3%)
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 63.1	\$ 3.1	\$ (59.9)	(95.1%)

Capital Grant Revenue

**Year-to date Capital Grant revenue is \$9.6 million
versus \$24.5 million budgeted**

Interest & Miscellaneous Revenue

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

Budget to Actual FY2016

(\$ millions)

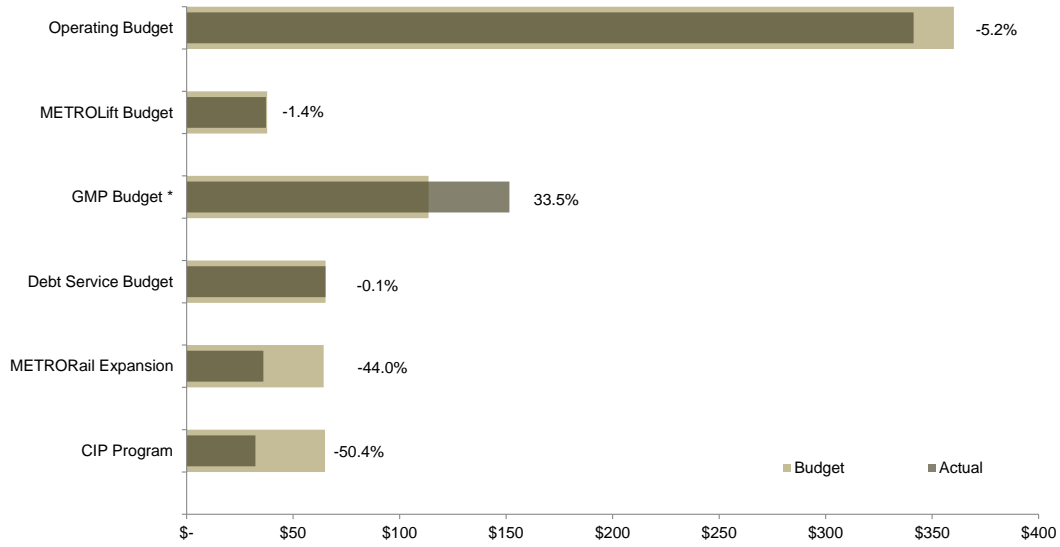
	Budget	Actual	Variance	%
October	0.8	2.0	1.1	142.7%
November	0.7	0.8	0.1	15.6%
December	0.6	0.8	0.1	21.6%
January	0.7	0.9	0.2	17.5%
February	0.8	1.1	0.3	37.5%
March	1.1	1.4	0.3	27.3%
April	1.7	2.1	0.4	23.5%
May	0.8	1.0	0.2	25.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 7.3	\$ 10.0	\$ 2.7	37.0%

MONTHLY PERFORMANCE REPORT

May 2016

Budget and Expense Summary

(in \$ millions)



* In March 2016, METRO made a payment of \$62.5 million to Harris County for prior-year 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

May 2016

Operating Expenses

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

	FY16 Annual Budget	May Budget	May Actual	\$ Variance (favorable)/unfavorable	% Variance
Service related grant revenue for the year	\$ 331,666,613	\$ 27,757,911	\$ 26,909,601	\$ (848,310)	(3.1%)
Non-Labor	230,648,987	19,496,600	18,384,635	(1,111,965)	(5.7%)
Subtotal Labor & Non-Labor	562,315,600	47,254,511	45,294,236	(1,960,275)	(4.1%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(1,274,823)	(1,380,245)	(105,422)	8.3%
Total Operating Budget	\$ 558,271,000	\$ 45,979,688	\$ 43,913,991	\$ (2,065,697)	(4.5%)

Comparison of Budget to Actual Year-to-Date May 2016 (8 months)

<u>Expense Category</u>	FY16 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Wages	\$ 131,210,740	\$ 87,778,034	\$ 84,444,510	\$ (3,333,524)	(3.8%)
Union Fringe Benefits	70,145,039	45,483,768	45,693,869	210,101	0.5%
Subtotal Union Labor	201,355,779	133,261,802	130,138,379	(3,123,423)	(2.3%)
Salaries and Non-Union Wages	91,363,017	60,060,778	59,287,696	(773,082)	(1.3%)
Non-Union Fringe Benefits	38,947,817	25,862,888	25,174,566	(688,322)	(2.7%)
Subtotal Non-Union Labor	130,310,834	85,923,666	84,462,262	(1,461,404)	(1.7%)
Subtotal Labor and Fringe Benefits	331,666,613	219,185,468	214,600,641	(4,584,827)	(2.1%)
Services	42,779,211	28,439,666	21,690,496	(6,749,170)	(23.7%)
Materials and Supplies	24,871,902	16,675,516	16,375,010	(300,506)	(1.8%)
Fuel and Utilities	49,403,346	32,197,802	29,214,116	(2,983,686)	(9.3%)
Casualty and Liability	4,910,742	3,350,622	2,933,133	(417,489)	(12.5%)
Purchased Transportation	99,584,504	65,259,215	62,014,688	(3,244,527)	(5.0%)
Leases, Rentals and Misc.	9,099,282	5,015,131	4,946,627	(68,504)	(1.4%)
Subtotal Non-Labor	230,648,987	150,937,952	137,174,070	(13,763,882)	(9.1%)
Subtotal Labor and Non-Labor	562,315,600	370,123,420	351,774,711	(18,348,709)	(5.0%)
Contingency	10,938,323	-	-	-	0.0%
Allocation to Capital and GMP	(14,982,923)	(9,882,193)	(10,440,967)	(558,774)	(5.7%)
Subtotal Contingency / Allocations	(4,044,600)	(9,882,193)	(10,440,967)	(558,774)	(5.7%)
Total Operating Budget	\$ 558,271,000	360,241,227	341,333,744	(18,907,483)	(5.2%)

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>May 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Union Labor	133,261,802	\$ 130,138,379	\$ (3,123,423)
Wages & Fringe Benefits - bus operator vacancies			(8,534,000)
Wages & Fringe Benefits - primarily mechanic, technician, cleaners			(3,218,000)
Effect of the unbudgeted rate increase for Benefit Trust for Retirees			728,000
Worker's compensation			239,000
Overtime wages in rail operations			766,000
Overtime wages mostly due to vacancies in bus operator positions			6,991,000
Non-Union Labor	85,923,666	84,462,262	(1,461,404)
Savings in salaries and fringes primarily related to vacancies			(3,031,000)
Underruns noted in active employee health plan elections and vacancies			(354,000)
Timing of Retiree Health benefits			(186,000)
<u>Offset by</u>			
Authority overtime mostly within the Operations			483,000
More than expected use and timing of Vacation/401a/Sick/Other Paid Absences			1,633,000
Services	28,439,666	21,690,496	(6,749,170)
<u>Timing in</u>			
Change in direction in major advertising programs and related support services			(1,735,000)
Delayed start in both system planning and system development projects			(716,000)
Delayed Facility Maintenance BOF maintenance costs and custodial services			(618,000)
Legal fees - lower than expected case load requiring external legal services			(452,000)
Delays in the receipt and processing IT Equipment Maintenance invoices for VCE and WMWare			(425,000)
HOT lane invoicing activity			(375,000)
Delays in the contract services relating to ticket and fare collection equipment and the repair and maintenance of existing equipment			(335,000)
Education and training throughout the Authority excluding bus operations training			(327,000)
Delayed work in rail operations for rail grinding, track geometry and vegetation control; delayed billing for completed ultrasonic testing work			(241,000)
Delayed Facility Maintenance equipment repair and maintenance			(215,000)
Support services throughout the Authority excluding Marketing & Corporate Communications			(189,000)
Delays in other equipment repairs and maintenance mostly in the Print Shop and Support Vehicles			(169,000)
Less than anticipated Legislative coordination activity			(130,000)
Delayed bus operator training set to occur later in the year			(128,000)
Savings from unused financial advisors budget			(118,000)
Other services mostly in Operations			(117,000)
Contract employment services			(115,000)
Less than anticipated BAE warranty expense			(113,000)
Delayed Regional Fare study			(75,000)
Other miscellaneous services spread across the Authority			(156,000)
Materials & Supplies	16,675,516	16,375,010	(300,506)
Warranty credits for rail operations			(154,000)
<u>Underspending in</u>			
Bus Batteries - Central Shop market price differential			(256,000)
Bus brakes			(254,000)
Chassis - Central Shop market price differential			(184,000)
Bus engines			(141,000)
Rail A/C and heat parts			(229,000)
Timing delays in the procurement of IT EDP supplies			(106,000)
Underspending in several maintenance expense categories			(317,000)
<u>Offset by overruns in</u>			
Print shop supplies costs for NBN including vinyl graphics, trim/fold bus schedules, map guides etc.			95,000
Signal communications maintenance			99,000
Rail couplers			103,000
Rail Trucks			110,000
Cleaning materials within Operations			123,000
Exterior Body and Windows in both bus and rail due to accidents and vandalism			218,000
Propulsion			449,000
Several miscellaneous expense categories mostly in Operations			143,000

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>May 2016 Year-to-Date \$ Variance (favorable) / unfavorable</u>
Fuel & Utilities	32,197,802	29,214,116	(2,983,686)
Lower than expected diesel fuel expense and related taxes due to lower prices on unhedged gallons, usage variances, and variances on inventoried fuel expensed.			(730,000)
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			(490,000)
Timing delays in the recording of the Authority's routine telephone expenses and general underspending			(470,000)
Lower than planned consumption of power			(457,000)
Timing delay in propulsion power invoicing and lower than expected consumption in half of the year			(303,000)
Underutilization in bulk oils - fuel lubricants and ATF			(194,000)
Mostly resulting from first quarter savings realized from a delay in the service start date of 35/50 CNG buses rescheduled for December 2015			(183,000)
Lower than expected natural gas expenses resulting from lower than planned consumption			(150,000)
Casualty and Liability	3,350,622	2,933,133	(417,489)
Higher than expected subrogation recovery			(508,000)
Lower premiums			(108,000)
<u>Offset by</u>			
Higher than expected vehicle liability costs mainly due to increased reserves required for AON report			199,000
Purchased Transportation	65,259,215	62,014,688	(3,244,527)
Due to a 5-month delay in completing the master lease assumption for vanpool leases			(2,694,000)
Fewer vanpools in operation as a result of significant layoffs in the energy sector			(403,000)
Lower than expected service hours operated for First Transit			(348,000)
Slight overrun in METROLift largely due to operating more hours than anticipated in the budget			267,000
Leases, Rentals and Miscellaneous	5,015,131	4,946,627	(68,504)
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)			(342,000)
Delayed lease payments due to construction delay of Grand Parkway Park & Ride from Apr16 now rescheduled for Nov/Dec 2016 timeframe			(216,000)
Timing in the receipt and processing of software, equipment usage and licensing fee invoices			549,000
Allocation to Capital and GMP	(9,882,193)	(10,440,967)	(558,774)
Higher than expected capital related activity within Bus Maintenance			(501,000)
Higher than expected capital related activity within METRORail operations			(381,000)
Higher than expected capital related activity in Planning			(180,000)
Timing delays in METRO Police projects			283,000
Timing delays in IT related projects			278,000

MONTHLY PERFORMANCE REPORT
May 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>3,322</u>		<u>\$ 435,046,755</u>	<u>Budget</u>	<u>Expense</u>	<u>\$ 3</u>	<u>\$ 63</u>
	Operations, Public Safety and Customer Service	\$ 435,046,755	\$ 287,075,570	\$ 275,572,647	\$ (11,502,923)	\$ (1,404,074)
2,935	Operations	400,540,762	264,240,888	253,880,155	(10,360,733)	(1,198,396)
305	Public Safety	28,438,625	18,735,006	18,034,516	(700,490)	(172,299)
73	Customer Service	4,912,604	3,335,480	2,927,715	(407,765)	(30,484)
9	EVP Operations, Public Safety & Customer Service	1,154,764	764,196	730,260	(33,936)	(2,895)
310	Finance & Administration	58,923,637	38,096,597	36,552,072	(1,544,525)	(305,045)
69	Human Resources	19,420,342	12,913,128	12,943,677	30,549	(28,893)
41	Information Technology	19,304,620	11,719,083	11,403,296	(315,787)	(38,237)
117	Procurement & Materials	10,179,651	6,725,591	6,324,210	(401,381)	(64,488)
79	Finance	9,196,860	6,233,076	5,603,559	(629,517)	(158,191)
4	EVP Finance & Administration	822,164	505,719	277,330	(228,389)	(15,236)
250	Planning, Engineering and Construction	35,692,611	23,857,712	20,787,138	(3,070,574)	159,677
186	Facility Maintenance	29,441,293	19,599,342	17,167,050	(2,432,292)	(303,232)
32	Planning	6,570,940	4,483,686	3,519,682	(964,004)	444,465
2	EVP Planning, Engineering and Construction	(15,929)	(18,500)	(10,481)	8,019	(713)
30	Engineering and Construction	(303,693)	(206,816)	110,886	317,702	19,157
39	Gov't & Public Affairs	8,959,889	6,021,566	4,064,041	(1,957,525)	(419,411)
24	Mktg & Corporate Communications	7,161,248	4,812,708	3,093,880	(1,718,828)	(381,611)
4	Government Affairs	666,505	455,676	339,930	(115,746)	(16,679)
5	Public Engagement	682,036	453,396	399,961	(53,435)	(13,718)
6	Stakeholder Affairs	450,100	299,786	230,270	(69,516)	(7,404)
18	Legal	3,808,611	2,541,658	1,854,736	(686,922)	(13,820)
15	Legal	3,504,971	2,334,115	1,693,748	(640,367)	(6,537)
3	Records Management	303,640	207,543	160,988	(46,555)	(7,283)
16	Executive & Board	2,542,402	1,650,869	1,699,397	48,528	18,266
16	Executive Office	2,542,402	1,650,869	1,699,397	48,528	18,266
11	Audit	1,504,886	997,255	803,715	(193,540)	(101,290)
	Audit	1,504,886	997,255	803,715	(193,540)	(101,290)
	Contingency	10,938,323	-	-	-	-
	Contingency - President & CEO	10,938,323	-	-	-	-
	Non Departmental	853,886	-	-	-	-
3,966	TOTAL NET OPERATING	\$ 558,271,000	\$ 360,241,227	\$ 341,333,745	\$ (18,907,482)	\$ (2,065,697)

Per Board authorization, Year End Authorized headcount increased 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
May 2016
Total Net Operating Budget / Expenses by Department
as of the end of May FY2016 vs. May FY2015

<u>Department</u>	<u>May FY2016</u>			<u>May FY2015</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	\$ 287,075,570	\$ 275,572,647	\$ (11,502,923)	\$ 262,355,766	\$ 247,814,114	\$ (14,541,652)
Operations	264,240,888	253,880,155	(10,360,733)	238,646,174	226,693,257	(11,952,917)
Public Safety	18,735,006	18,034,516	(700,490)	19,712,709	17,527,587	(2,185,122)
Customer Service	3,335,480	2,927,715	(407,765)	3,154,001	2,809,737	(344,264)
EVP Operations, Public Safety & Customer Service	764,196	730,260	(33,936)	842,882	783,532	(59,350)
Finance & Administration	38,096,597	36,552,072	(1,544,525)	37,504,239	33,897,771	(3,606,468)
Information Technology	11,719,083	11,403,296	(315,787)	11,973,047	12,006,982	33,935
Human Resources	12,913,128	12,943,677	30,549	12,340,557	10,758,709	(1,581,848)
Procurement & Materials	6,725,591	6,324,210	(401,381)	6,256,560	5,968,779	(287,781)
Finance	6,233,076	5,603,559	(629,517)	6,685,365	4,991,302	(1,694,063)
EVP Finance & Administration	505,719	277,330	(228,389)	248,710	171,998	(76,712)
Planning, Engineering and Construction	23,857,712	20,787,138	(3,070,574)	22,968,213	18,396,885	(4,571,328)
Facility Maintenance	19,599,342	17,167,050	(2,432,292)	16,870,379	15,040,907	(1,829,472)
Planning	4,483,686	3,519,682	(964,004)	6,018,090	3,351,074	(2,667,017)
EVP Planning, Engineering and Construction	(18,500)	(10,481)	8,019	9,903	0	(9,903)
Engineering and Construction	(206,816)	110,886	317,702	69,841	4,904	(64,937)
Gov't & Public Affairs	6,021,566	4,064,041	(1,957,525)	5,159,310	3,272,353	(1,886,957)
Mktg & Corporate Communications	4,812,708	3,093,880	(1,718,828)	4,173,035	2,465,757	(1,707,278)
Government Affairs	455,676	339,930	(115,746)	384,307	357,000	(27,307)
Public Engagement	453,396	399,961	(53,435)	481,036	392,629	(88,407)
Stakeholder Affairs	299,786	230,270	(69,516)	120,932	56,967	(63,965)
Legal	2,541,658	1,854,736	(686,922)	2,485,715	2,679,627	193,912
Legal	2,334,115	1,693,748	(640,367)	2,251,094	2,459,551	208,457
Records Management	207,543	160,988	(46,555)	234,621	220,076	(14,545)
Executive & Board	1,650,869	1,699,397	48,528	1,374,694	1,356,394	(18,300)
Audit	997,255	803,715	(193,540)	865,981	897,770	31,789
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
TOTAL NET OPERATING	\$ 360,241,227	\$ 341,333,745	\$ (18,907,482)	\$ 332,713,918	\$ 308,314,915	\$ (24,399,003)

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

	FY2016 Annual Budget	Month of May 2016				#	Fiscal YTD May 2016			
		Budget	Actual	Variance			Budget	Actual	Variance	
				\$	%			\$	%	
METRO Rail Expansion	\$ 83.2	\$ 4.5	\$ 3.8	\$ (0.7)	(15.6%)	\$ 64.3	\$ 36.0	\$ (28.3)	(44.0%)	
Capital Improvement Program	\$ 177.0	\$ 6.8	\$ 10.4	\$ 3.6	52.9%	\$ 65.0	\$ 32.3	\$ (32.7)	(50.4%)	
Total Capital	\$ 260.2	\$ 11.3	\$ 14.2	\$ 2.9	25.7%	\$ 129.3	\$ 68.3	\$ (61.0)	(47.2%)	
General Mobility*	\$ 172.6	\$ 13.5	\$ 21.3	\$ 7.8	57.8%	\$ 113.6	\$ 151.5	\$ 37.9	33.4%	
Debt Service	\$ 96.9	\$ 6.9	\$ 6.9	(0.0)	(0.5%)	\$ 65.2	\$ 65.2	(0.0)	(0.1%)	

* 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

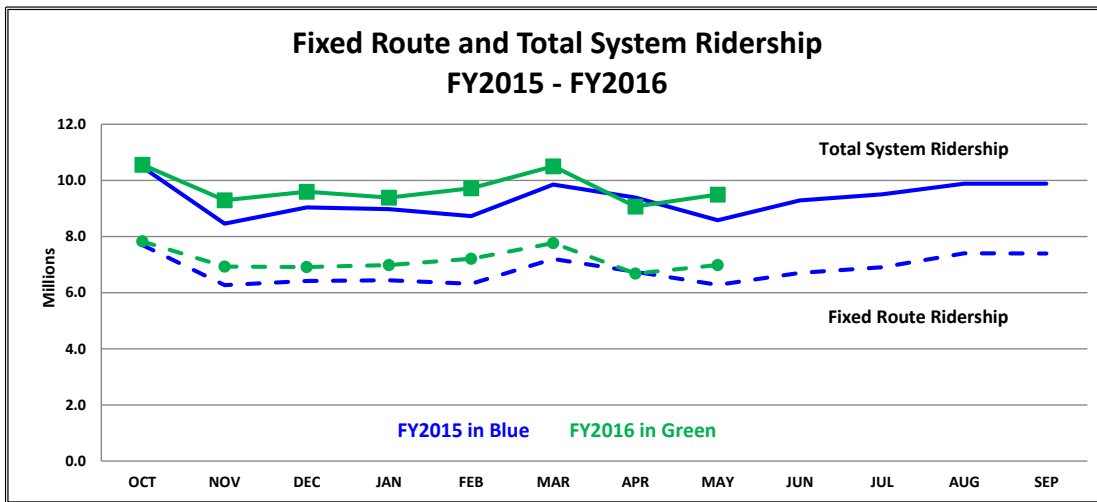
May 2016

Ridership by Service Category

Service Category	May-15 Boardings	May-16 Boardings	May-16 vs. May-15	May-15 YTD Boardings	May-16 YTD Boardings	YTD % Change May-16 vs. May-15
Fixed Route Services						
Local Network						
Local Bus	4,497,228	4,832,062	7.4%	38,290,365	39,111,975	2.1%
METRORail						
Red Line	1,099,994	1,286,864	17.0%	9,343,511	11,077,299	18.6%
Green Line (East)	6,393	77,009	N/A	0	589,003	N/A
Purple Line (Southeast)	9,848	97,752	N/A	9,848	844,165	N/A
METRORail (all lines)	1,141,570	1,461,625	28.0%	9,343,511	12,510,467	33.9%
METRORail-Bus Bridge	390	309	N/A	22,032	5,221	(76.3%)
METRORail	1,141,960	1,461,934	28.0%	9,365,543	12,515,688	33.6%
Subtotal Local Network	5,639,188	6,293,996	11.6%	47,655,908	51,627,663	8.3%
Commuter						
Park & Ride	636,987	690,964	8.5%	5,455,300	5,457,006	0.0%
Subtotal Fixed Route Service	6,276,175	6,984,960	11.3%	53,111,208	57,084,669	7.5%
Special Events *	1,990	0	0.0%	206,460	198,890	(3.7%)
Total Fixed Route	6,278,165	6,984,960	11.3%	53,317,668	57,283,559	7.4%
Customized Bus Services						
METROLift	149,015	158,998	6.7%	1,250,163	1,277,004	2.1%
METRO STAR Vanpool	192,063	185,468	(3.4%)	1,644,321	1,516,568	(7.8%)
Internal Service	0	0	0.0%	6	62	0.0%
Subtotal Customized Bus	341,078	344,466	1.0%	2,894,490	2,793,634	(3.5%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,961,560	2,161,446	10.2%	17,241,080	17,539,788	1.7%
Total System	8,580,803	9,490,872	10.6%	73,453,238	77,616,981	5.7%

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 PERFORMANCE REPORT
May 2016
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2016

SAFETY & SECURITY	Fiscal Year 2016											Monthly Target	FY2016 YTD GOAL	FY2016 YTD	YTD % Change	
	OCT	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
Bus Accidents (Includes METROLift)	53	36	41	57	60	60	50	50					≤ 53	≤ 430	407	5.3%
Bus Accidents per 100,000 vehicle miles	0.88	0.64	0.69	0.99	1.05	0.97	0.90	0.85					≤ 0.72	≤ 0.89	0.87	2.2%
Rail Accidents	10	7	9	8	9	8	9	16					≤ 9	≤ 74	76	2.7%
Rail Accidents per 100,000 vehicle miles	3.27	2.51	3.02	2.71	3.19	2.54	3.11	5.45					≤ 6.58	≤ 6.58	3.22	51.0%
Major Security Incidents - total	50	45	44	49	44	42	43	50					≤ 70	≤ 560	367	34.5%
Major Security Incidents per 100,000 boardings	0.474	0.484	0.459	0.522	0.453	0.400	0.474	0.527					≤ 0.920	≤ 0.920	0.473	48.6%
Major Security Incidents - METRO properties	20	19	19	22	23	21	21	33					≤ 30	≤ 240	178	25.8%
Major Security Incidents per 100,000 boardings	0.189	0.204	0.198	1.044	0.237	0.200	0.232	0.348					≤ 0.400	≤ 0.400	0.229	42.7%
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%	73.0%	72.9%					≥ 80%	≥ 72%	73.0%	1.3%
Park & Ride Bus OTP	76.9%	75.4%	74.8%	74.8%	74.9%	76.0%	78.4%	77.9%					≥ 75%	≥ 75%	76.1%	1.5%
Weighted Average Bus OTP	73.9%	75.9%	74.8%	71.7%	72.8%	73.7%	75.0%	75.0%					≥ 79%	≥ 73%	74.1%	2.2%
METROLift OTP	90.0%	90.2%	90.0%	90.1%	89.3%	90.6%	90.2%	89.9%					≥ 90%	≥ 90%	90.0%	0.0%
Rail - Red Line OTP	93.4%	94.3%	92.0%	90.5%	86.7%	78.5%	80.9%	85.2%					≥ 95%	≥ 95.0%	87.8%	7.5%
Rail - East End Green Line OTP	93.2%	94.5%	91.5%	95.9%	92.4%	92.9%	92.6%	94.8%					≥ 85%	≥ 85.0%	93.3%	9.8%
Rail - South East Purple Line OTP	95.4%	94.4%	92.1%	92.8%	86.1%	88.5%	87.1%	89.6%					≥ 85%	≥ 85.0%	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	9,654					≥ 7,750	≥ 9,063	10,349	14.2%
MDBF (Mean Distance Between Mechanical Failures) - METROLift	13,657	20,551	21,347	17,216	29,800	20,846	21,168	21,513					≥ 19,000	≥ 19,000	19,812	4.3%
MDBSI (Mean Distance Between Service Interruptions) - METRORail	25,502	34,799	22,948	18,426	35,315	26,291	24,115	20,954					≥ 12,000	≥ 12,000	24,824	
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	23.29	19.26	18.88	16.75	19.30	15.45	16.01	15.06					≤ 22.78	≤ 24.34	18.05	25.8%
Commendations	391	318	406	396	357	374	423	377					≥ 250	≥ 2000	3,042	52.1%
Average Call Center Answer Delay (Sec.)	85.82	60.08	60.43	41.35	49.95	80.07	60.01	63.13					≤ 135	≤ 135	62.61	53.6%

MONTHLY PERFORMANCE REPORT
May 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
May 2016
Balance Sheet

	May 31, 2015 (\$)	May 31, 2016 (\$)	Change (\$)
Cash	\$ 790,449	\$ 5,608,780	\$ 4,818,331
Receivables	129,007,573	119,909,026	(9,098,547)
Inventory	30,564,580	31,867,199	1,302,619
Investments	398,451,606	377,964,988	(20,486,618)
Other Assets	41,795,183	12,764,461	(29,030,722)
Property Net of Depreciation	2,743,364,499	2,689,275,369	(54,089,130)
Land & Improvements	386,162,228	377,475,380	(8,686,848)
Deferred Outflow of Resources	1,899,588	47,425,703	45,526,115
Total Assets and Other	3,732,035,706	3,662,290,906	(69,744,800)
Liabilities			
Trade Payables	63,671,060	99,984,452	36,313,392
Accrued Payroll	28,833,357	29,783,667	950,310
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	31,304,997	65,365,088	34,060,091
Total Liabilities	1,531,783,889	1,818,710,638	286,926,749
Deferred Inflow of Resources	-	-	-
Net Assets - Retained	2,200,251,817	1,843,580,268	(356,671,549)
Total Liabilities and Net Assets	\$ 3,732,035,706	\$ 3,662,290,906	\$ (69,744,800)