

METRO

Fiscal Year 2017 Monthly Performance Report

Revenue • Expense • Ridership • Performance

October 2016



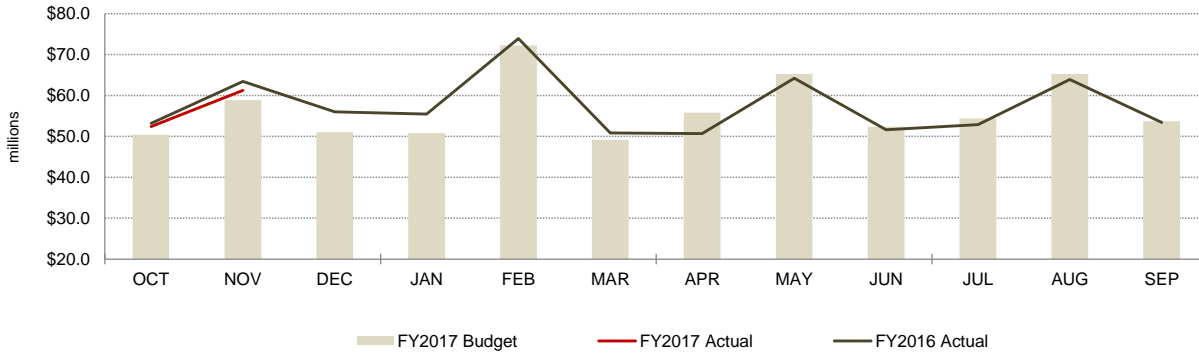
MONTHLY PERFORMANCE REPORT

October 2016

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MONTHLY PERFORMANCE REPORT
October 2016
Sales Tax Revenue thru September 2017



Total FY2017 Sales Tax budget is \$695.4 million
Budget to Actual FY2017

(\$ millions)

	Budget	Actual	Variance	%
October	50.4	52.4	2.0	4.0%
November	58.9	61.2	2.3	4.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2017 YTD	\$ 109.3	\$ 113.6	\$ 4.4	4.0%

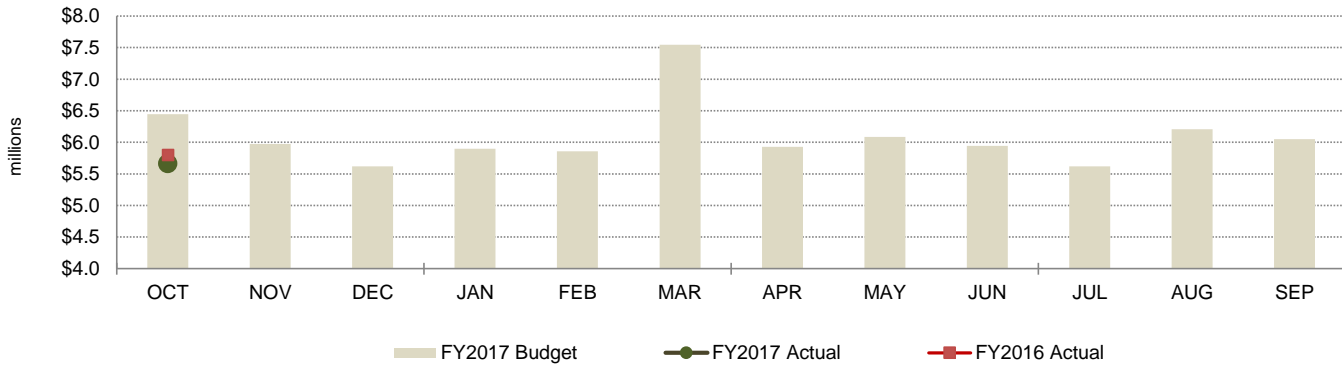
Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	53.2	52.4	(0.8)	(1.5%)
November	63.5	61.2	(2.3)	(3.5%)
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2017 YTD	\$ 116.7	\$ 113.6	\$ (3.0)	(2.6%)

Year-to-date Sales Tax revenue of \$113.6 million through November 2016 is \$4.4 million or 4.0% over estimates.
 Sales Tax revenue for the month of November 2016 is \$2.3 million or 4.0% over estimates.

MONTHLY PERFORMANCE REPORT
October 2016
Fare Revenue



Total FY2017 Fare Revenue budget is \$73.2 million

Budget to Actual FY2017

(\$ millions)

	Budget	Actual	Variance	%
October	6.4	5.7	(0.7)	(10.9%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2017 YTD	\$ 6.4	\$ 5.7	\$ (0.7)	(10.9%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	5.8	5.7	(0.1)	(1.7%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2017 YTD	\$ 5.8	\$ 5.7	\$ (0.1)	(1.7%)

Fare revenue of \$5.7 million through October 2016 year-to-date is \$0.7 million or 10.9% under budget.

**MONTHLY PERFORMANCE REPORT
October 2016**

**Service Related Grant Revenue
Total FY2017 Service Related Grant budget is \$69.5 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	5.8	0.9	(4.9)	(84.5%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 5.8	\$ 0.9	\$ (4.9)	(84.5%)

Service related grant revenue for the year-to-date of \$0.9 million through October 2016 is \$4.9 million or 84.5% under budget.

**Capital Grant Revenue
Total FY2017 Capital Grant budget is \$55.8 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	3.4	0.4	(3.0)	(90.2%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 3.4	\$ 0.4	\$ (3.0)	(90.2%)

Capital Grant revenue year-to-date of \$0.4 million through October 2016 is \$3.0 million under budget.

MONTHLY PERFORMANCE REPORT

October 2016

Interest & Miscellaneous Revenue

Total FY2017 Interest & Miscellaneous Revenue budget is \$15.9 million

(\$ millions)

	Budget	Actual	Variance	%
October	1.2	0.9	(0.3)	(25.0%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY 2016 YTD	\$ 1.2	\$ 0.9	\$ (0.3)	(25.0%)

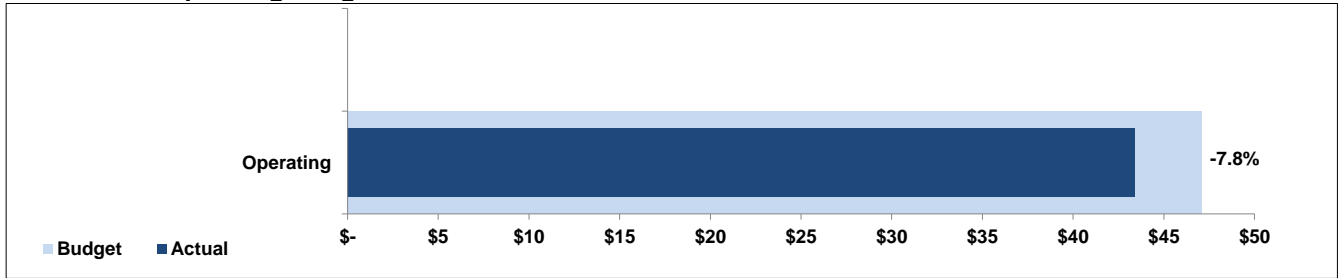
Composition of Interest and Miscellaneous Revenue

	<u>Year-to-date Actual</u>		<u>Current Month Actual</u>	
	<u>\$ millions</u>	<u>% of Total</u>	<u>\$ millions</u>	<u>% of Total</u>
Actual Interest Income	0.2	19.2%	0.2	19.2%
HOT Lanes Revenue	0.6	61.3%	0.6	61.3%
Inter Government Revenue	-	0.0%	-	0.0%
Other	0.2	19.4%	0.2	19.4%
Total \$	0.9	100.0%	\$ 0.9	100.0%

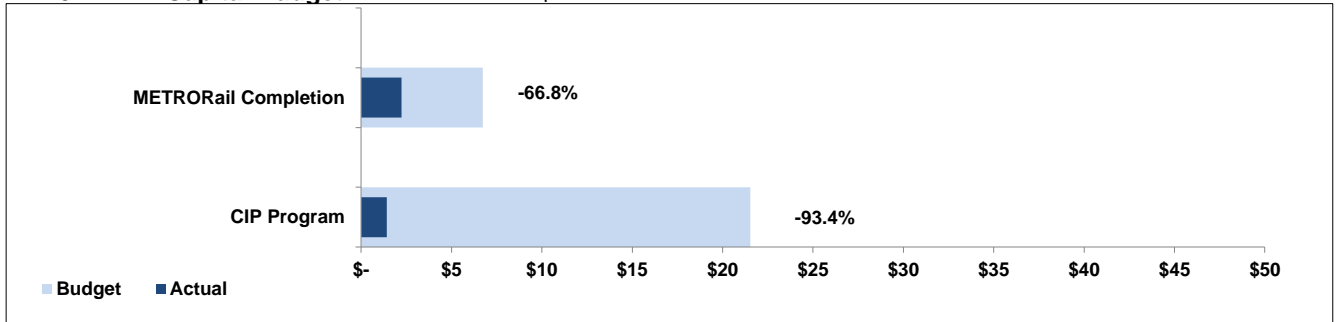
Interest & Miscellaneous revenue year-to-date of \$0.9 million through October 2016 is \$0.3 million or 25.0% under budget.

MONTHLY PERFORMANCE REPORT
October 2016
Budget Summary
(in millions)

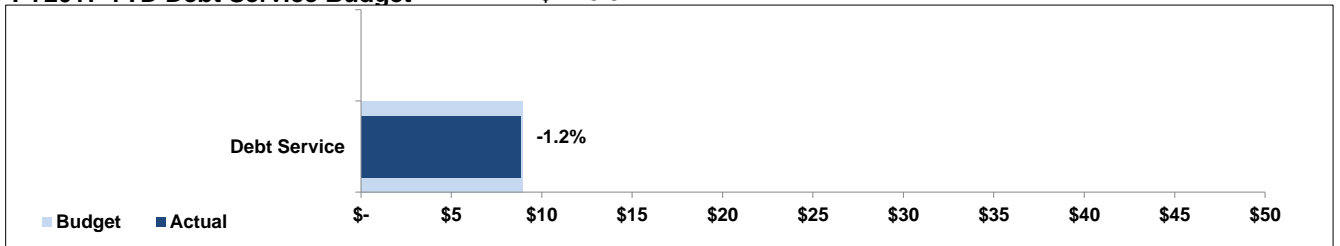
FY2017 Annual Operating Budget \$ 568.1
FY2017 YTD Operating Budget \$ 47.1



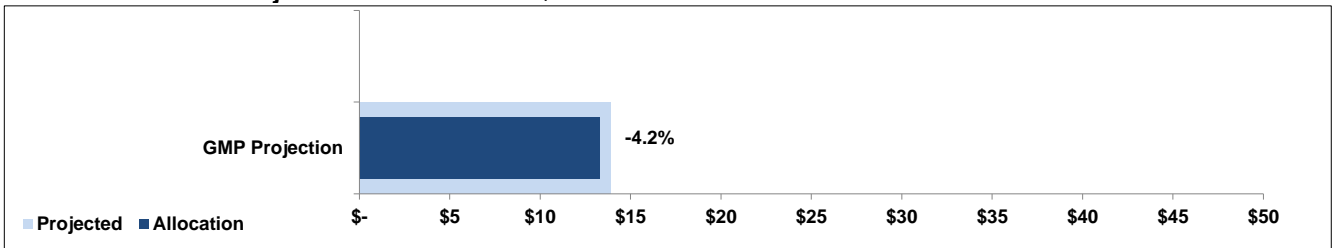
FY2017 Annual Capital Budget \$ 178.2
FY2017 YTD Capital Budget \$ 28.3



FY2017 Annual Debt Service Budget \$ 99.3
FY2017 YTD Debt Service Budget \$ 8.9



FY2017 Annual GMP Projected Allocation \$ 169.8
FY2017 YTD GMP Projected Allocation \$ 13.9



MONTHLY PERFORMANCE REPORT

October 2016

Operating Expenses

Comparison of Budget to Actual for the Month (October 2016)					
	FY17 Annual Budget	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 342,463,288	\$ 27,976,030	\$ 27,771,348	\$ (204,683)	(0.7%)
Non-Labor	223,107,712	19,120,834	15,634,217	(3,486,617)	(18.2%)
Subtotal Labor & Non-Labor	565,571,000	47,096,864	43,405,565	(3,691,299)	(7.8%)
Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 568,071,000	\$ 47,096,864	\$ 43,405,565	\$ (3,691,299)	(7.8%)

Comparison of Budget to Actual Year-to-Date October 2016 (1 month)					
	FY17 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 135,671,696	\$ 11,200,458	\$ 10,649,961	\$ (550,497)	(4.9%)
Union Fringe Benefits	75,397,198	6,119,494	6,082,978	(36,516)	(0.6%)
Subtotal Union Labor	211,068,893	17,319,952	16,732,939	(587,013)	(3.4%)
Salaries and Non-Union Wages	96,199,379	7,751,188	7,449,640	(301,548)	(3.9%)
Non-Union Fringe Benefits	41,458,593	3,430,695	3,978,748	548,053	16.0%
Capital & GMP	(6,263,577)	(525,804)	(389,979)	135,825	25.8%
Subtotal Non-Union Labor	131,394,395	10,656,078	11,038,409	382,331	3.6%
Subtotal Labor and Fringe Benefits	342,463,288	27,976,030	27,771,348	(204,683)	(0.7%)
Materials & Supplies					
Services	45,233,079	3,661,989	1,784,195	(1,877,795)	(51.3%)
Materials and Supplies	26,321,540	2,151,930	2,824,521	672,592	31.3%
Fuel and Utilities	42,583,502	3,955,485	3,238,414	(717,071)	(18.1%)
Miscellaneous	-	-	(701,499)	(701,499)	0.0%
	114,138,121	9,769,404	7,145,631	(2,623,773)	(26.9%)
Administration					
Casualty and Liability	4,260,078	427,397	319,058	(108,339)	(25.3%)
Purchased Transportation	99,478,007	8,736,518	8,133,854	(602,664)	(6.9%)
Leases, Rentals and Misc.	10,176,992	602,111	153,745	(448,366)	(74.5%)
Capital & GMP	(4,945,486)	(414,597)	(260,199)	154,398	37.2%
Gain/ Loss Disposal	-	-	168,526	168,526	0.0%
Asset Disposal	-	-	(26,398)	(26,398)	0.0%
	108,969,591	9,351,429	8,488,586	(862,843)	(9.2%)
Subtotal Non-Labor	223,107,712	19,120,834	15,634,217	(3,486,617)	(18.2%)
Subtotal Labor and Non-Labor	565,571,000	47,096,864	43,405,565	(3,691,299)	(7.8%)
Contingency	2,500,000	-	-	-	0.0%
Subtotal Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 568,071,000	\$ 47,096,864	\$ 43,405,565	\$ (3,691,299)	(7.8%)

Operating expenses year-to-date of \$43.4 million through October 2016 is \$3.7 million or 7.8% under budget.

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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>October 2016 Year-to-Date \$ Variance (underbudget) / overbudget</u>
<u>Payroll & Benefits</u>			
Union Labor	17,319,952	16,732,939	\$ (587,013)
Wages & Fringe Benefits - bus operator vacancies offset by higher than expected participation in benefit trust contributions			(299,000)
Wages & Fringe Benefits - primarily mechanic, technician, cleaners offset by higher than expected participation in benefit trust contributions			(268,000)
Non-Union Labor	10,656,078	11,038,409	382,331
Timing of employee healthcare deductions - 3 payroll periods processed in current month offset by salaried vacancies			382,000
<u>Materials & Supplies</u>	9,769,404	7,145,631	(2,623,773)
Services			
<u>Timing delays</u>			
Delays in studio productions for 'This Is My METRO' campaign and limited election period advertising			(160,000)
Contractual Support Services including invoices processing delays in mostly in System Planning, HOT Lanes and IT			(236,000)
Delay in the recording of the Transtar facility contract invoice			(157,000)
Benefits and Pension consulting services overbudgeted in October to be reallocated to later months			(182,000)
Contract services in other areas of the authority			(150,000)
Outside Maintenance Labor - Radio Maintenance - funds have been encumbered though there is some delay in the recognition of the expenses			(161,000)
Smart Net invoice processing delay			(157,000)
Support services mostly in Warranty and Marketing			(156,000)
Other general underruns in Service type expenses throughout the Authority			(519,000)
Materials and Supplies			
Small overruns in other areas mostly in Parts -Auxiliary Power supply			163,000
Fuel and Utilities			
Underrun in Diesel Fuel (including taxes) due to lower prices.			(466,000)
Slight underrun in Gasoline due to lower than expected consumption			(83,000)
Invoice processing delays of the Authority routing telephone charges			(210,000)
Miscellaneous			
Material prices variances on Production/refurbished orders and inventory revaluations mostly for bus batteries and bus engines			(192,000)
<u>Administration</u>	9,351,429	8,488,586	\$ (862,843)
Casualty & Liability			
Higher than expected subrogation for physical damages and lower than expected premiums for physical damage and vehicle liability			(108,000)
Purchased Transportation			
METROLift - actual ridership is 4% lower than budget			(325,000)
Northwest - First Transit - Actual paid out of performance Bonus is lower than accrued amount.			(262,000)
Leases, Rentals, & Miscellaneous			
Timing of IT Rent Software Payments			(268,000)
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)			(180,000)
Capital & GMP			
Undercapitalization of Non-Labor Expenses			154,000

MONTHLY PERFORMANCE REPORT
October 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>
3,442	Operations, Public Safety and Customer Service	\$ 443,339,004	\$ 37,725,995	\$ 36,107,273	\$ (1,618,722)	\$ (1,618,722)
3,047	Operations	406,700,118	34,623,540	33,045,545	(1,577,995)	(1,577,995)
313	Public Safety	30,758,799	2,598,503	2,568,642	(29,861)	(29,861)
73	Customer Service	4,737,111	407,688	400,821	(6,867)	(6,867)
9	EVP Operations, Public Safety & Customer Service	1,142,975	96,263	92,264	(3,999)	(3,999)
233	Administration	54,194,779	4,317,848	3,231,125	(1,086,723)	(1,086,723)
41	Human Resources	21,473,726	2,005,940	1,538,601	(467,339)	(467,339)
70	Information Technology	21,515,538	1,396,498	784,430	(612,068)	(612,068)
119	Procurement & Materials	10,581,069	864,257	871,185	6,928	6,928
3	EVP Administration	624,447	51,153	36,909	(14,244)	(14,244)
242	Planning, Engineering and Construction	36,103,555	2,561,146	2,155,269	(405,877)	(405,877)
178	Facility Maintenance	28,959,804	2,284,126	2,024,337	(259,789)	(259,789)
32	Planning	6,680,996	283,683	111,121	(172,561)	(172,561)
2	EVP Planning, Engineering and Construction	42,086	2,586	(13)	(2,598)	(2,598)
30	Engineering and Capital Projects	420,669	(9,249)	19,824	29,072	29,072
80	Finance	10,293,483	802,678	666,813	(135,865)	(135,865)
77	Finance	9,574,567	760,659	633,208	(127,450)	(127,450)
3	CFO	718,916	42,019	33,605	(8,415)	(8,415)
37	Gov't & Public Affairs	9,704,515	878,826	429,133	(449,693)	(449,693)
24	Mktg & Corporate Communications	7,922,652	694,607	321,442	(373,165)	(373,165)
5	Public Engagement	866,624	79,781	107,326	27,546	27,546
2	Government Affairs	380,831	59,591	33,066	(26,526)	(26,526)
6	Stakeholder Affairs	534,409	44,846	(32,702)	(77,548)	(77,548)
17	Legal	4,186,019	349,120	325,641	(23,479)	(23,479)
17	Executive & Board	2,983,318	235,772	219,524	(16,249)	(16,249)
11	Audit	1,534,340	128,081	103,483	(24,599)	(24,599)
3	Office of Innovation	631,181	87,001	42,888	(44,113)	(44,113)
	Contingency	2,500,000	-	-	-	-
	Non Departmental	2,600,806	10,396.50	-	(10,396.50)	(10,396.50)
	MTA Revenue / Expense	-	-	124,417	124,417	124,417
4,082	TOTAL NET OPERATING	\$ 568,071,000	\$ 47,096,864	\$ 43,405,565	\$ (3,691,299)	\$ (3,691,299)

MONTHLY PERFORMANCE REPORT
October 2016
Total Net Operating Budget / Expenses by Department
as of the end of October 2016 vs. October 2015

<u>Department</u>	<u>October 2016</u>			<u>October 2015</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	\$ 37,725,995	\$ 36,107,273	\$ (1,618,722)	\$ 36,356,873	\$ 34,597,712	\$ (1,759,161)
Operations	34,623,540	33,045,545	(1,577,995)	33,386,627	32,027,473	(1,359,154)
Public Safety	2,598,503	2,568,642	(29,861)	2,378,575	2,127,922	(250,653)
Customer Service	407,688	400,821	(6,867)	495,456	351,419	(144,037)
EVP Operations, Public Safety & Customer Service	96,263	92,264	(3,999)	96,215	90,897	(5,318)
Administration	4,317,848	3,231,125	(1,086,723)	4,381,064	4,271,814	(109,250)
Human Resources	2,005,940	1,538,601	(467,339)	1,610,571	1,476,768	(133,803)
Information Technology	1,396,498	784,430	(612,068)	1,894,433	1,999,418	104,985
Procurement & Materials	864,257	871,185	6,928	828,904	762,824	(66,080)
EVP Administration	51,153	36,909	(14,244)	47,156	32,805	(14,351)
Planning, Engineering and Construction	2,561,146	2,155,269	(405,877)	2,657,940	2,286,831	(371,109)
Facility Maintenance	2,284,126	2,024,337	(259,789)	2,301,456	2,074,449	(227,007)
Planning	283,683	111,121	(172,561)	412,221	221,826	(190,395)
EVP Planning, Engineering and Construction	2,586	(13)	(2,598)	(3,197)	(14,881)	(11,684)
Engineering and Construction	(9,249)	19,824	29,072	(52,540)	5,437	57,977
Finance	802,678	666,813	(135,865)	701,659	575,233	(126,426)
Finance	760,659	633,208	(127,450)	701,659	575,233	(126,426)
CFO	42,019	33,605	(8,415)	N/A	N/A	N/A
Gov't & Public Affairs	878,826	429,133	(449,693)	785,464	383,742	(401,722)
Mktg & Corporate Communications	694,607	321,442	(373,165)	620,241	290,342	(329,899)
Public Engagement	79,781	107,326	27,546	55,388	46,942	(8,446)
Government Affairs	59,591	33,066	(26,526)	70,988	35,296	(35,692)
Stakeholder Affairs	44,846	(32,702)	(77,548)	38,847	11,162	(27,685)
Legal	349,120	325,641	(23,479)	314,966	178,664	(136,302)
Legal	349,120	325,641	(23,479)	284,686	164,780	(119,906)
Records Management	-	-	-	30,280	13,885	(16,395)
Executive & Board	235,772	219,524	(16,249)	195,531	202,079	6,548
Audit	128,081	103,483	(24,599)	123,090	107,449	(15,641)
Office of Innovation	87,001	42,888	(44,113)	N/A	N/A	N/A
Contingency	-	-	-	-	-	-
Non-Departmental	10,397	-	(10,397)	-	-	-
MTA Revenue / Expense	-	124,417	124,417	N/A	N/A	N/A
TOTAL NET OPERATING	\$ 47,096,864	\$ 43,405,565	\$ (3,691,299)	\$ 45,516,587	\$ 42,603,524	\$ (2,913,063)

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

Capital Budget

	FY2017		Month of October 2016				Fiscal YTD October 2016			
	Annual		Budget		Actual		Budget		Actual	
	Budget				\$	%			\$	%
METRO Rail Completion	\$ 47.2	\$ 6.7	\$ 2.2	\$ (4.5)	(66.8%)	\$ 6.7	\$ 2.2	\$ (4.5)	(66.8%)	
Capital Improvement Program	\$ 131.0	\$ 21.5	\$ 1.4	\$ (20.1)	(93.4%)	\$ 21.5	\$ 1.4	\$ (20.1)	(93.4%)	
Total Capital	\$ 178.2	\$ 28.3	\$ 3.7	\$ (24.6)	(87.1%)	\$ 28.3	\$ 3.7	\$ (24.6)	(87.1%)	

METRO Rail Completion expenses year-to-date of \$2.2 million through October 2016 are \$4.5 million or 66.8% under budget.
Other Capital Improvement Program expenses year-to-date of \$1.4 million through October 2016 are \$20.1 million or 93.4% under budget.

Debt Service Budget

	FY2017		Month of October 2016				Fiscal YTD October 2016			
	Annual		Budget		Actual		Budget		Actual	
	Budget				\$	%			\$	%
Debt Service	\$ 99.3	\$ 8.9	\$ 8.8	\$ (0.1)	(1.2%)	\$ 8.9	\$ 8.8	\$ (0.1)	(1.2%)	

Debt Service expenses of \$8.8 million through October 2016 year-to-date are \$0.11 million is on budget.

General Mobility Program

General Mobility Program Projections
Projected Funding vs. Actual Allocation - Month and Fiscal Year-to-Date
(\$ millions)

	FY2017		Month of October 2016				Fiscal YTD October 2016			
	Annual		Projection		Allocation		Projection		Allocation	
	Projection				\$	%			\$	%
General Mobility	\$ 169.8	\$ 13.9	\$ 13.3	\$ (0.6)	(4.2%)	\$ 13.9	\$ 13.3	\$ (0.6)	(4.2%)	

The General Mobility escrow projection for the year-to-date is \$13.9 million through October 2016, \$0.6 million or 4.2% less than projected.

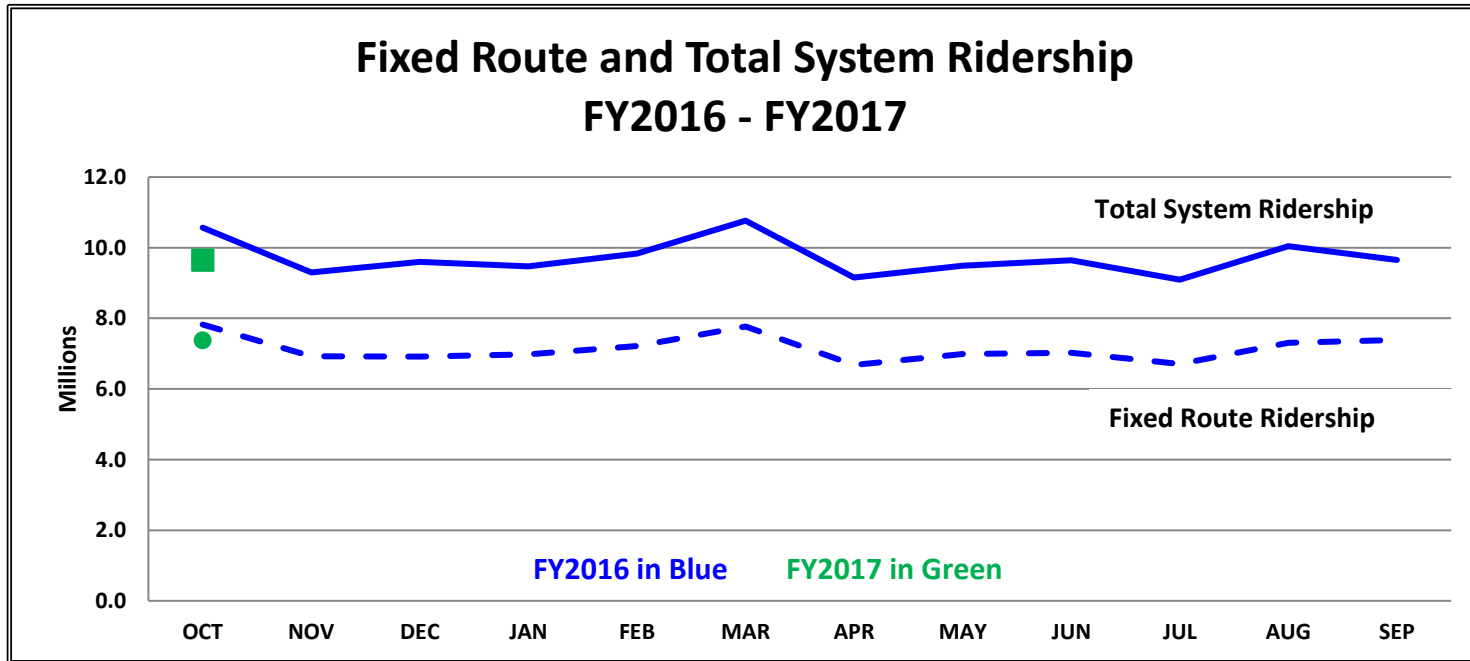
MONTHLY PERFORMANCE REPORT

October 2016

Ridership by Service Category

Service Category					YTD % Change	
	Oct-15 Boardings	Oct-16 Boardings	Oct-16 vs. Oct-15	Oct-15 YTD Boardings	Oct-16 YTD Boardings	Oct-16 vs. Oct-15
Fixed Route Services						
<u>Local Network</u>						
Local Bus	5,400,853	5,185,408	(4.0%)	5,400,853	5,185,408	(4.0%)
<u>METRORail</u>						
Red (North) Line	1,453,465	1,329,989	(8.5%)	1,453,465	1,329,989	(8.5%)
Green (East) Line	73,968	74,537	0.8%	73,968	74,537	0.8%
Purple (Southeast) Line	114,303	136,418	19.3%	114,303	136,418	19.3%
METRORail (all lines)	1,641,736	1,540,944	(6.1%)	1,641,736	1,540,944	(6.1%)
METRORail-Bus Bridge	832	1,996	139.9%	832	1,996	139.9%
METRORail total	1,642,568	1,542,940	(6.1%)	1,642,568	1,542,940	(6.1%)
Subtotal Local Network	7,043,421	6,728,348	(4.5%)	7,043,421	6,728,348	(4.5%)
<u>Commuter</u>						
Park & Ride	780,215	650,066	(16.7%)	780,215	650,066	(16.7%)
Subtotal Fixed Route Service	7,823,636	7,378,414	(5.7%)	7,823,636	7,378,414	(5.7%)
Special Events *	695	297	0.0%	695	297	(57.3%)
Total Fixed Route	7,824,331	7,378,711	(5.7%)	7,824,331	7,378,711	(5.7%)
Customized Bus Services						
METROLift	171,025	168,323	(1.6%)	171,025	168,323	(1.6%)
METRO STAR Vanpool	212,118	178,092	(16.0%)	212,118	178,092	(16.0%)
Internal Service	695	84	(87.9%)	695	84	(87.9%)
Subtotal Customized Bus	383,838	346,499	(9.7%)	383,838	346,499	(9.7%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,358,246	1,927,107	(18.3%)	2,358,246	1,927,107	(18.3%)
Total System	10,566,415	9,652,317	(8.7%)	10,566,415	9,652,317	(8.7%)

MONTHLY PERFORMANCE REPORT
October 2016
Ridership by Service Category



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.*

Total fixed route ridership, excluding special events, for the year-to-date is 7.4 million through October 2016 which is 0.4 million or 5.7% less than last year.

METRORail ridership year-to-date of 1.5 million through October 2016 is 0.1 million or 6.1% less than last year.

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October 2016

Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2016															
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2016 YTD Actual	FY2016 YTD GOAL
	Bus Accidents (Includes METROLift)	52												≤ 53	52
Bus Accidents per 100,000 vehicle miles	0.86												≤ 0.72	0.86	≤ 0.89
Rail Accidents	11												≤ 9	11	≤ 9
Rail Accidents per 100,000 vehicle miles	3.64												≤ 6.58	3.64	≤ 6.58
Major Security Incidents - total	37												≤ 70	37	≤ 70
Major Security Incidents per 100,000 boardings	0.383												≤ 0.920	0.383	≤ 0.920
Major Security Incidents - METRO properties	25												≤ 30	25	≤ 30
Major Security Incidents per 100,000 boardings	0.259												≤ 0.400	0.259	≤ 0.400
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2016 YTD Actual	FY2016 YTD GOAL
Complaint Contacts per 100,000 Boardings	16.33												≤ 23.50	16.33	≤ 23.50
Commendations	347												≥ 300	347	≥ 300
Average Call Center Answer Delay (Sec.)	74												≤ 135	74	≤ 135

Safety & Security

- The number of bus accidents met the safety goal for the month and for the year-to-date.
- The number of rail accidents exceeded 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.

Customer Service

- Complaint contacts per 100,000 boardings 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
October 2016
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2016															
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2016 YTD Actual	FY2016 YTD GOAL
On-Time Performance															
Local Bus	74.6%												≥ 75%	74.6%	≥ 75%
Park & Ride	77.7%												≥ 75%	77.7%	≥ 75%
Weighted Average Bus	75.8%												≥ 75%	75.8%	≥ 75%
METROLift	91.3%												≥ 90%	91.3%	≥ 90%
Rail - Red Line OTP	80.2%												≥ 90%	80.2%	≥ 90.0%
Rail - East End Green Line OTP	91.7%												≥ 90%	91.7%	≥ 90.0%
Rail - South East Purple Line OTP	90.0%												≥ 90%	90.0%	≥ 90.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,744												≥ 7,750	9,744	≥ 7,750
MDBF (Mean Distance Between Mechanical Failures) - METROLift	20,378												≥ 19,000	20,378	≥ 19,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	30,228												≥ 12,000	30,228	≥ 12,000
Average Peak HOT Lanes Speed (mile per hour)															
I-45 North HOV	53												≥ 45	53	≥ 45
I-45 South HOV	50												≥ 45	50	≥ 45
US-290 HOV	56												≥ 45	56	≥ 45
US-59 North HOV	61												≥ 45	61	≥ 45
US-59 South HOV	48												≥ 45	48	≥ 45

On-Time Performance

- On-time performance for Local Bus routes did not meet the minimum performance standards for the month or the year-to-date.
- On-time performance for Park & Ride routes met the minimum performance standards for the month and for the year-to-date.
- METROLift met the on-time performance goals for the month and the year-to-date goal.

METRORail On-Time Performance

- 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.

Service Reliability

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

HOT Lane Average Speed

- The average peak speed for all HOT Lanes met the monthly and year-to-date goals.

MONTHLY PERFORMANCE REPORT
October 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.

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.

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.

Average Peak HOT Lane Speed - HOT Lane speed is based on an average of measurements conducted during the AM and PM high-volume commuter periods. METRO's 45 mph benchmark is based on Federal statute 23 USC 166: HOV facilities, which sets 45 mph as a minimal acceptable rate of speed.

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Balance Sheet

	October 31, 2015 (\$)	October 31, 2016 (\$)	Change (\$)
Assets			
Cash	\$ 5,678,087	\$ 8,423,339	\$ 2,745,252
Receivables	144,767,496	142,956,650	(1,810,846)
Inventory	29,187,296	32,151,267	2,963,971
Investments	477,154,420	429,808,553	(47,345,867)
Other Assets	10,390,694	11,317,600	926,906
Property Net of Depreciation	2,783,328,170	2,645,661,180	(137,666,990)
Land & Improvements	359,273,769	388,724,694	29,450,925
Total Assets	3,809,779,932	3,659,043,281	(82,649,319)
Deferred Outflow of Resources	47,425,703	115,513,035	68,087,332
	3,857,205,635	3,774,556,316	(14,561,988)
Liabilities			
Trade Payables	133,592,016	120,257,407	(13,334,609)
Accrued Payroll	29,197,143	27,764,469	(1,432,674)
Commercial Paper	121,300,000	116,400,000	(4,900,000)
Long-Term Liabilities	1,467,029,381	1,627,512,259	160,482,878
Other Liabilities	128,645,696	37,070,538	(91,575,158)
Total Liabilities	1,879,764,236	1,929,004,672	49,240,436
Deferred Inflow of Resources	-	-	-
Net Assets - Retained Earnings	1,977,441,399	1,845,551,643	(63,802,424)
Total Liabilities and Net Assets	3,857,205,635	3,774,556,316	(82,649,319)

Note:

* A deferred outflow of resources is defined by the Governmental Accountability Standards Board as "a consumption of net assets by the government that is applicable to a future reporting period," and a deferred inflow of resources is defined as "an acquisition of net assets by the government that is applicable to a future reporting period."

The deferred outflow for FY2017 includes [1] Mark-to-Market (MTM) values of outstanding diesel fuel SWAP agreements at the fiscal year end (\$1,394,262), [2] defined benefit pension plan contributions made between January and September (\$57,467,835), [3] the net difference between the defeased liabilities, related investment issuance costs and new liabilities (\$21,794,232), and [4] Union Pension Plan (\$34,856,706). These items will be recognized as expenses in future periods to which they relate.