

# **METRO**

Fiscal Year 2017 Monthly Performance Report

Revenue • Expense • Ridership • Performance

November 2016



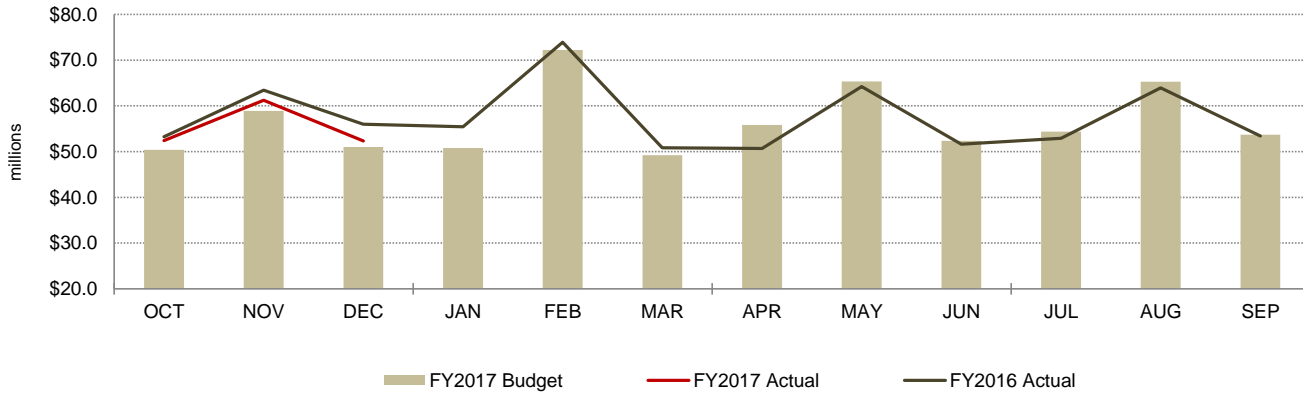
# **MONTHLY PERFORMANCE REPORT**

## **November 2016**

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**MONTHLY PERFORMANCE REPORT**  
**November 2016**  
**Sales Tax Revenue thru December 2016**



**Total FY2017 Sales Tax budget is \$679.4 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%
<b>December</b>	<b>51.0</b>	<b>52.3</b>	<b>1.3</b>	<b>2.6%</b>
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%
<b>FY 2017 YTD</b>	<b>\$ 160.3</b>	<b>\$ 166.0</b>	<b>\$ 5.7</b>	<b>3.6%</b>

**Prior Year vs. Current Year**

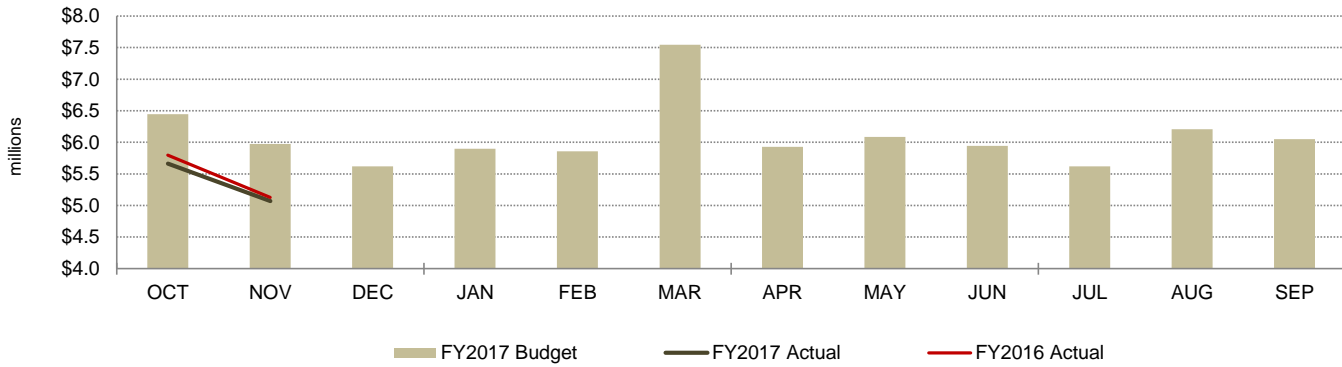
(\$ millions)

	Prior Year	Current Year	Variance	%
October	53.2	52.4	(0.8)	(1.5%)
November	63.5	61.2	(2.3)	(3.5%)
<b>December</b>	<b>56.0</b>	<b>52.3</b>	<b>(3.7)</b>	<b>(6.6%)</b>
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%
<b>FY 2017 YTD</b>	<b>\$ 172.7</b>	<b>\$ 166.0</b>	<b>\$ (6.7)</b>	<b>(3.9%)</b>

Year-to-date Sales Tax revenue of \$166.0 million through December 2016 is \$5.7 million or 3.6% over estimates.

Sales Tax revenue for the month of December 2016 is \$1.3 million or 2.6% over estimates.

**MONTHLY PERFORMANCE REPORT**  
**November 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%)
<b>November</b>	<b>6.0</b>	<b>5.1</b>	<b>(0.9)</b>	<b>(15.0%)</b>
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%
<b>FY 2017 YTD</b>	<b>\$ 12.4</b>	<b>\$ 10.7</b>	<b>\$ (1.7)</b>	<b>(13.7%)</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	5.8	5.7	(0.1)	(1.7%)
<b>November</b>	<b>5.1</b>	<b>5.1</b>	<b>(0.06)</b>	<b>(1.2%)</b>
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%
<b>FY 2017 YTD</b>	<b>\$ 10.9</b>	<b>\$ 10.7</b>	<b>\$ (0.2)</b>	<b>(1.8%)</b>

Fare revenue of \$10.7 million through November 2016 year-to-date is \$1.7 million or 13.7% under budget.

Fare revenue for the month of November 2016 of \$5.1 million is \$0.9 million or 15.0% under budget.

**MONTHLY PERFORMANCE REPORT  
November 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%)
<b>November</b>	<b>5.8</b>	<b>5.2</b>	<b>(0.6)</b>	<b>(10.3%)</b>
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%
<b>FY 2017 YTD</b>	<b>\$ 11.6</b>	<b>\$ 6.1</b>	<b>\$ (5.5)</b>	<b>(47.4%)</b>

Service related grant revenue for the year-to-date of \$6.1 million through November 2016 is \$5.5 million or 47.4% under budget.

Service related grant revenue for the month of November 2016 of \$5.2 million is \$0.6 million or 10.3% 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%)
<b>November</b>	<b>3.4</b>	<b>0.7</b>	<b>(2.7)</b>	<b>(79.4%)</b>
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%
<b>FY 2017 YTD</b>	<b>\$ 6.7</b>	<b>\$ 1.2</b>	<b>\$ (5.5)</b>	<b>(82.1%)</b>

Capital Grant revenue year-to-date of \$1.2 million through November 2016 is \$5.5 million under budget.

**MONTHLY PERFORMANCE REPORT  
November 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%)
<b>November</b>	<b>1.1</b>	<b>1.2</b>	<b>0.1</b>	<b>9.1%</b>
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%
<b>FY 2017 YTD</b>	<b>\$ 2.3</b>	<b>\$ 2.1</b>	<b>(0.2)</b>	<b>(8.7%)</b>

**Composition of Interest and Miscellaneous Revenue**

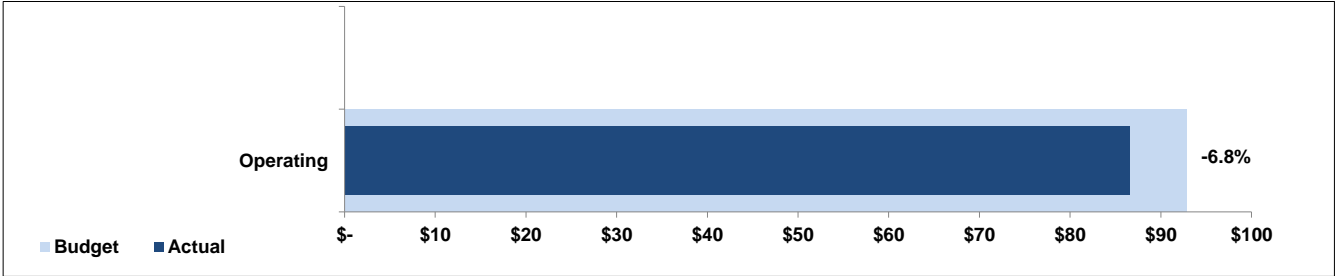
	<u>Year-to-date Actual</u>		<u>Current Month Actual</u>	
	<u>\$ millions</u>	<u>% of Total</u>	<u>\$ millions</u>	<u>% of Total</u>
Actual Interest Income	0.4	17.8%	0.2	16.8%
HOT Lanes Revenue	1.3	62.0%	0.7	62.6%
Inter Government Revenue	-	0.0%	-	0.0%
Other	0.4	20.1%	0.2	20.6%
<b>Total \$</b>	<b>2.1</b>	<b>100.0%</b>	<b>\$ 1.2</b>	<b>100.0%</b>

Interest & Misc. revenue year-to-date of \$2.1 million through November 2016 is \$0.2 million or 8.7% under budget.

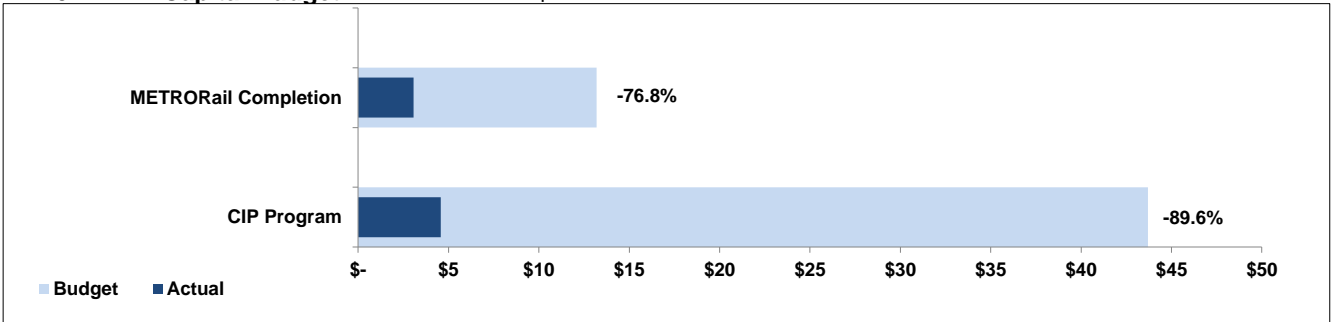
Interest & Misc. revenue for the month of November 2016 of \$1.2 million is \$0.1 million or 9.1% over budget.

**MONTHLY PERFORMANCE REPORT**  
**November 2016**  
**Budget Summary**  
(in millions)

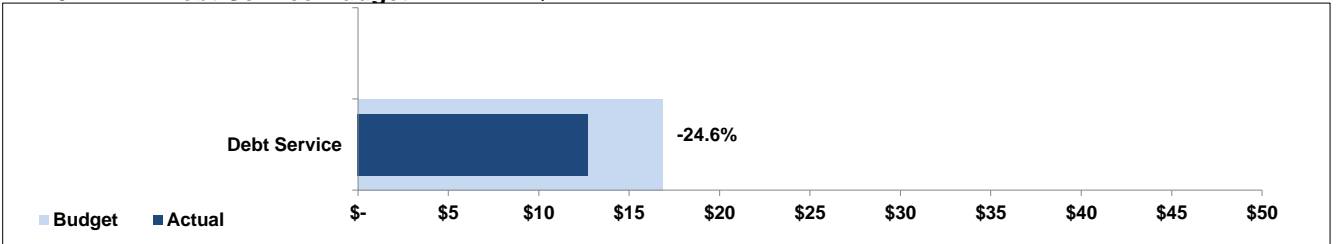
**FY2017 Annual Operating Budget**                 **\$ 568.1**  
**FY2017 YTD Operating Budget**                 **\$ 92.8**



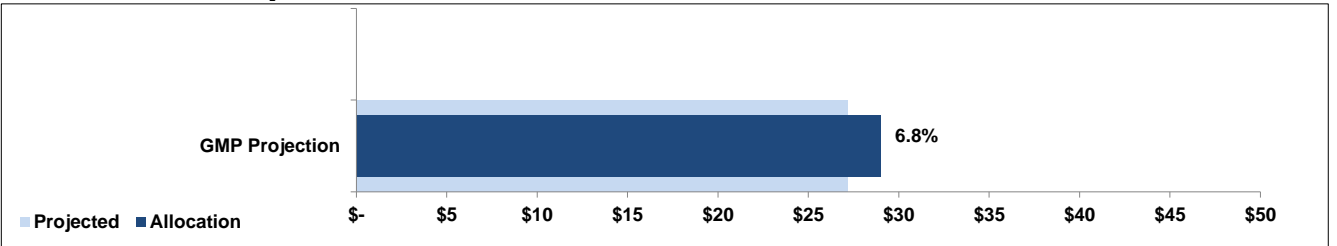
**FY2017 Annual Capital Budget**                 **\$ 178.2**  
**FY2017 YTD Capital Budget**                 **\$ 56.9**



**FY2017 Annual Debt Service Budget**                 **\$ 99.3**  
**FY2017 YTD Debt Service Budget**                 **\$ 16.9**



**FY2017 Annual GMP Projected Allocation**                 **\$ 169.8**  
**FY2017 YTD GMP Projected Allocation**                 **\$ 27.2**



**MONTHLY PERFORMANCE REPORT**  
**November 2016**  
**Operating Expenses**

<b>Comparison of Budget to Actual for the Month (November 2016)</b>					
	<b>FY17 Annual Budget</b>	<b>November Budget</b>	<b>November Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
Labor & Fringe Benefits	\$ 337,584,587	\$ 27,918,330	\$ 27,381,318	\$ (537,012)	(1.9%)
Non-Labor	227,986,413	\$ 17,820,439	\$ 15,756,585	(2,063,853)	(11.6%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>565,571,000</b>	<b>45,738,769</b>	<b>43,137,903</b>	<b>(2,600,866)</b>	<b>(5.7%)</b>
Contingency	2,500,000	\$ -	\$ -	-	0.0%
<b>Total Operating Budget</b>	<b>\$ 568,071,000</b>	<b>\$ 45,738,769</b>	<b>\$ 43,137,903</b>	<b>\$ (2,600,866)</b>	<b>(5.7%)</b>

<b>Comparison of Budget to Actual Year-to-Date November 2016 (2 months)</b>					
	<b>FY17 Annual Budget</b>	<b>Year-to-Date Budget</b>	<b>Year-to-Date Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
<b>Payroll &amp; Benefits</b>					
Wages	\$ 135,671,696	\$ 23,111,574	\$ 21,982,211	\$ (1,129,362)	(4.9%)
Union Fringe Benefits	75,397,198	12,278,485	12,008,967	(269,518)	(2.2%)
<b>Subtotal Union Labor</b>	<b>211,068,893</b>	<b>35,390,059</b>	<b>33,991,178</b>	<b>(1,398,881)</b>	<b>(4.0%)</b>
Salaries and Non-Union Wages	96,199,379	15,153,602	14,847,975	(305,628)	(2.0%)
Non-Union Fringe Benefits	41,458,593	6,771,871	7,305,534	533,663	7.9%
Capital & GMP	(11,142,278)	(1,830,721)	(1,252,220)	578,501	31.6%
<b>Subtotal Non-Union Labor</b>	<b>126,515,694</b>	<b>20,094,753</b>	<b>20,901,289</b>	<b>806,536</b>	<b>4.0%</b>
<b>Subtotal Labor and Fringe Benefits</b>	<b>337,584,587</b>	<b>55,484,812</b>	<b>54,892,467</b>	<b>(592,345)</b>	<b>(1.1%)</b>
<b>Materials &amp; Supplies</b>					
Services	45,233,079	6,766,305	3,591,014	(3,175,291)	(46.9%)
Materials and Supplies	26,321,540	4,279,598	5,162,710	883,111	20.6%
Fuel and Utilities	42,583,502	7,317,332	6,259,168	(1,058,164)	(14.5%)
Miscellaneous	-	-	(1,026,304)	(1,026,304)	0.0%
	<b>114,138,121</b>	<b>18,363,235</b>	<b>13,986,589</b>	<b>(4,376,646)</b>	<b>(23.8%)</b>
<b>Administration</b>					
Casualty and Liability	4,260,078	854,794	747,143	(107,651)	(12.6%)
Purchased Transportation	99,478,007	16,922,123	16,086,935	(835,188)	(4.9%)
Leases, Rentals and Misc.	10,176,992	1,219,918	766,963	(452,955)	(37.1%)
Capital & GMP	(66,785)	(9,248)	-	9,248	100.0%
Gain/ Loss Disposal	-	-	174,755	174,755	0.0%
Asset Disposal	-	-	(111,382)	(111,382)	0.0%
	<b>113,848,292</b>	<b>18,987,586</b>	<b>17,664,415</b>	<b>(1,323,172)</b>	<b>(7.0%)</b>
<b>Subtotal Non-Labor</b>	<b>227,986,413</b>	<b>37,350,822</b>	<b>31,651,004</b>	<b>(5,699,818)</b>	<b>(15.3%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>565,571,000</b>	<b>92,835,633</b>	<b>86,543,471</b>	<b>(6,292,163)</b>	<b>(6.8%)</b>
Contingency	2,500,000	-	-	-	0.0%
<b>Subtotal Contingency</b>	<b>2,500,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>
<b>Total Operating Budget</b>	<b>\$ 568,071,000</b>	<b>\$ 92,835,633</b>	<b>\$ 86,543,471</b>	<b>\$ (6,292,163)</b>	<b>(6.8%)</b>

Operating expenses year-to-date of \$86.5 million through November 2016 is \$6.3 million or 6.8% under budget.

Operating expenses for the month of November 2016 of \$43.1 million is \$2.6 million or 5.7% under budget.



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

<u>Expense Type</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>November 2016 Year-to-Date \$ Variance (underbudget) / overbudget</u>
<b><u>Payroll &amp; Benefits</u></b>			
<b>Union Labor</b>	<b>35,390,059</b>	<b>33,991,178</b>	<b>\$ (1,398,881)</b>
Wages & Fringe Benefits - bus operator vacancies			(992,000)
Wages & Fringe Benefits - primarily mechanic, technician, cleaners			(523,000)
Lower than expected sick leave cash out payment			(104,000)
<u>Offset by</u>			
Overtime wages in Bus maintenance			205,000
<b>Non-Union Labor</b>	<b>20,094,752</b>	<b>20,901,289</b>	<b>806,537</b>
Savings in salaries and fringes (other than healthcare) related to vacancies			(387,000)
Timing of Retiree Health benefits			(95,000)
Authority-wide salaried overtime mostly in Operations and METRO Police			287,000
A higher than expected overhead expenses resulting from lower than anticipated capital program activity authoritywide mostly in the Engineering and Capital Project Department			140,000
A higher than expected overhead expenses in METRO Police HOT/HOV operations			162,000
Timing of employee healthcare deductions - 3 payroll periods processed in Oct16 and actual employee healthcare elections varying from budget assumptions, largely offset by year to date savings from salaried vacancies and the timing of vacation/sick/Other paid absences and vacation buyback activity			710,000
<b><u>Materials &amp; Supplies</u></b>			
<b>Services</b>	<b>18,363,235</b>	<b>13,986,588</b>	<b>(4,376,647)</b>
<u>Human Resources</u> largely due to a pending budget reallocation transfer of the Union benefits plan consulting contract inadvertently budgeted in its entirety in October (-\$100,000), and timing delays in both contract services including contract employment, advertising and contracted HR services spread across various areas within the division			(241,000)
<u>Planning</u> largely due to timing delays in both system development and planning activity (-\$352,000)			(287,000)
<u>Information Technology</u> Timing of IT equipment maintenance and contract services (-\$316,000) and other contract management expenses (-90,000)			(406,000)
<u>Facility Maintenance</u> due to underspending and timing in building grounds and maintenance expense (-\$187,000) and BOF maintenance costs (-\$154,000)			(341,000)
<u>Marketing &amp; Corporate Communications</u> due to timing in the recording of advertising fees and related support services			(416,000)
Timing delay in education and training throughout the Authority			(167,000)
<u>Legal</u> due to less than expected legislation coordination activity year to date			(131,000)
<u>Operations</u> due to underspending in several areas including building and grounds maintenance specifically radio maintenance (-\$161,000) and less than anticipated warranty expenses (-\$140,000)			(301,000)
<u>General underspending in other areas Authoritywide not mentioned above</u>			
Support Services mostly in Audit and the Office of Innovation areas			(116,000)
Equipment repair and maintenance including ticket and fare collection and the print shop which are required on an as-needed basis			(138,000)
Contract and other miscellaneous services			(631,000)

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

**Materials and Supplies**

Timing delays in

Maintenance supplies	(218,000)
Special office supplies	(137,000)
Minor tools	(116,000)

Offset by overruns in

Bus engines - Unit overhaul	321,000
Bus batteries - mostly in Unit overhaul	485,000
Rail parts mostly in auxilliary power	280,000
Miscellaneous overruns in bus and rail	268,000
Material prices variances on Production/refurbished orders and inventory revaluations mostly for bus batteries and bus engines	(1,194,000)

**Fuel and Utilities**

Underrun in Diesel Fuel (including taxes) mainly due to lower prices.	(716,000)
Invoice processing delays of the Authority routing telephone charges	(274,000)
Slight underrun in Gasoline due to lower than expected consumption	(162,000)

**Miscellaneous**

Sales tax collection commision expense inadvertently booked to expense. This item will be charged against revenue in the upcoming month	167,000
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<b><u>Administration</u></b>	<b>18,987,586</b>	<b>17,664,415</b>	<b>\$ (1,323,171)</b>
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**Casualty & Liability**

Higher than expected subrogation for physical damages	(131,000)
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**Purchased Transportation**

METROLift - actual ridership is lower than budget	(436,000)
Northwest - First Transit under budget is due to an over accrued performance bonus.	(277,000)
Delay in implementing fuel program plus some lower vanpool leases than projected in the service plan	(122,000)

**Leases, Rentals, & Miscellaneous**

Timing of IT Rent Software Payments	(207,000)
Underspending in discretionary items (Travel, Memberships, Subscriptions, etc.)	(246,000)

**Gain /Loss Disposal**

174,756

**Asset Disposal**

(111,382)

**MONTHLY PERFORMANCE REPORT**  
**November 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>Variance</u>	<u>Variance</u>
<b>3,442</b>	<b>Oper, Public Safety, &amp; Cust Service</b>	<b>443,339,004</b>	<b>74,423,090</b>	<b>71,561,805</b>	<b>(2,861,286)</b>	<b>(1,242,565)</b>
3,047	Operations	406,700,118	68,502,099	65,588,109	(2,913,990)	(1,335,996)
9	EVP Oper Pub Safety & Cust Serv	1,142,975	189,633	178,332	(11,301)	(7,302)
270	METRO Police	22,494,908	3,634,874	3,860,653	225,779	175,335
43	Safety	8,263,891	1,316,297	1,198,661	(117,636)	(37,331)
73	Customer & Ridership SVCs	4,737,111	780,187	736,049	(44,138)	(37,272)
<b>233</b>	<b>Administration</b>	<b>54,194,779</b>	<b>8,466,037</b>	<b>7,002,056</b>	<b>(1,463,981)</b>	<b>(377,259)</b>
3	EVP, Administration	624,447	102,993	94,400	(8,593)	5,651
70	IT	21,515,538	2,884,568	2,208,219	(676,350)	(64,282)
41	Human Resources	21,473,726	3,735,187	3,022,269	(712,919)	(245,580)
119	Procurement & Materials	10,581,069	1,743,289	1,677,169	(66,120)	(73,048)
<b>242</b>	<b>2020 - Planning, Engineer, &amp; Construct</b>	<b>36,103,555</b>	<b>5,410,497</b>	<b>4,468,041</b>	<b>(942,455)</b>	<b>(536,578)</b>
2	EVP PE&C	42,086	5,913	11,423	5,510	8,109
30	Enginer & Cap Project	420,669	(17,297)	91,327	108,624	79,552
32	Planning	6,680,996	778,682	374,909	(403,773)	(231,212)
178	Facilities Maint	28,959,804	4,643,200	3,990,383	(652,817)	(393,028)
<b>80</b>	<b>Finance</b>	<b>10,293,483</b>	<b>1,579,977</b>	<b>1,571,815</b>	<b>(8,162)</b>	<b>127,703</b>
<b>37</b>	<b>Govt &amp; Public Affairs</b>	<b>9,704,515</b>	<b>1,406,591</b>	<b>688,965</b>	<b>(717,626)</b>	<b>(267,933)</b>
24	Public Engagement	866,624	148,037	200,021	51,984	24,438
5	Stakeholder Affairs	534,409	87,853	(32,702)	(120,555)	(43,007)
2	MKTG & Corporate Commun	7,922,652	1,082,925	457,308	(625,617)	(252,452)
6	Government Affairs	380,831	87,776	64,337	(23,438)	3,087
<b>17</b>	<b>Legal</b>	<b>4,186,019</b>	<b>691,280</b>	<b>498,447</b>	<b>(192,833)</b>	<b>(169,354)</b>
<b>17</b>	<b>Executive and Board</b>	<b>2,983,318</b>	<b>459,494</b>	<b>422,236</b>	<b>(37,258)</b>	<b>(21,009)</b>
<b>11</b>	<b>Audit</b>	<b>1,534,340</b>	<b>251,735</b>	<b>202,866</b>	<b>(48,870)</b>	<b>(24,271)</b>
<b>3</b>	<b>Office of Innovation</b>	<b>631,181</b>	<b>126,139</b>	<b>82,335</b>	<b>(43,804)</b>	<b>309</b>
	<b>Non Departmental</b>	<b>2,600,806</b>	<b>20,793</b>	<b>-</b>	<b>(20,793)</b>	<b>(10,397)</b>
	<b>President &amp; CEO Contingency</b>	<b>2,500,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>Other (MTA Revenue/Expense)</b>	<b>-</b>	<b>-</b>	<b>44,905</b>	<b>44,905</b>	<b>(79,512)</b>
<b>4,082</b>	<b>Grand Total</b>	<b>568,071,000</b>	<b>92,835,633</b>	<b>86,543,471</b>	<b>(6,292,162)</b>	<b>(2,600,866)</b>

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

<u>Department</u>	<u>November 2016</u>			<u>November 2015</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
<b>Operations, Public Safety and Customer Service</b>	<b>74,423,090</b>	<b>71,561,805</b>	<b>(2,861,286)</b>	<b>72,084,131</b>	<b>68,434,589</b>	<b>(3,649,542)</b>
Operations	68,502,099	65,588,109	(2,913,990)	66,486,153	63,213,162	(3,272,991)
Public Safety	4,951,171	5,059,314	108,143	4,537,908	4,330,004	(207,904)
Customer Service	780,187	736,049	(44,138)	869,103	718,283	(150,820)
EVP Operations, Public Safety & Customer Service	189,633	178,332	(11,301)	190,967	173,140	(17,827)
<b>Administration</b>	<b>8,466,037</b>	<b>7,002,056</b>	<b>(1,463,981)</b>	<b>8,479,973</b>	<b>7,418,275</b>	<b>(1,061,698)</b>
Human Resources	3,735,187	3,022,269	(712,919)	3,198,387	3,084,856	(113,531)
Information Technology	2,884,568	2,208,219	(676,350)	3,493,579	2,730,394	(763,185)
Procurement & Materials	1,743,289	1,677,169	(66,120)	1,691,749	1,539,126	(152,623)
EVP Administration	102,993	94,400	(8,593)	96,258	63,899	(32,359)
<b>Planning, Engineering and Construction</b>	<b>5,410,497</b>	<b>4,468,041</b>	<b>(942,455)</b>	<b>5,492,575</b>	<b>4,535,896</b>	<b>(956,679)</b>
Facility Maintenance	4,643,200	3,990,383	(652,817)	4,629,527	3,965,275	(664,252)
Planning	778,682	374,909	(403,773)	962,649	557,878	(404,771)
EVP Planning, Engineering and Construction	5,913	11,423	5,510	(5,210)	(13,025)	(7,815)
Engineering and Construction	(17,297)	91,327	108,624	(94,391)	25,768	120,159
<b>Finance</b>	<b>1,579,977</b>	<b>1,571,815</b>	<b>(8,162)</b>	<b>1,349,254</b>	<b>1,322,983</b>	<b>(26,271)</b>
Finance (Including CFO)	1,579,977	1,571,815	(8,162)	1,349,254	1,322,983	(26,271)
<b>Gov't &amp; Public Affairs</b>	<b>1,406,591</b>	<b>688,965</b>	<b>(717,626)</b>	<b>1,346,997</b>	<b>863,943</b>	<b>(483,054)</b>
Mktg & Corporate Communications	1,082,925	457,308	(625,617)	1,038,497	660,324	(378,173)
Public Engagement	148,037	200,021	51,984	115,196	95,441	(19,755)
Government Affairs	87,776	64,337	(23,438)	119,343	69,752	(49,591)
Stakeholder Affairs	87,853	(32,702)	(120,555)	73,961	38,426	(35,535)
<b>Legal</b>	<b>691,280</b>	<b>498,447</b>	<b>(192,833)</b>	<b>620,534</b>	<b>301,883</b>	<b>(318,651)</b>
Legal	691,280	498,447	(192,833)	567,023	267,616	(299,407)
Records Management	N/A	N/A	N/A	53,511	34,267	(19,244)
<b>Executive &amp; Board</b>	<b>459,494</b>	<b>422,236</b>	<b>(37,258)</b>	<b>381,358</b>	<b>393,651</b>	<b>12,293</b>
<b>Audit</b>	<b>251,735</b>	<b>202,866</b>	<b>(48,870)</b>	<b>242,231</b>	<b>210,160</b>	<b>(32,071)</b>
<b>Office of Innovation</b>	<b>126,139</b>	<b>82,335</b>	<b>(43,804)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Contingency</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Non-Departmental</b>	<b>20,793</b>	<b>-</b>	<b>(20,793)</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>MTA Revenue / Expense</b>	<b>-</b>	<b>44,905</b>	<b>44,905</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>TOTAL NET OPERATING</b>	<b>\$ 92,835,633</b>	<b>\$ 86,543,471</b>	<b>\$ (6,292,162)</b>	<b>\$ 89,997,053</b>	<b>\$ 83,481,380</b>	<b>\$ (6,515,673)</b>

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

**Capital Budget**

	FY2017		Month of November 2016				Fiscal Year to Date				
	Annual		Budget		Actual		Budget		Actual		
	Budget										
METRORail Completion	\$ 47.2	\$ 6.5	\$ 0.8	\$ (5.7)	(87.3%)	\$ 13.2	\$ 3.1	\$ (10.1)	(76.8%)		
Capital Improvement Program	\$ 131.0	\$ 22.2	\$ 3.1	\$ (19.0)	(85.8%)	\$ 43.7	\$ 4.6	\$ (39.1)	(89.6%)		
<b>Total Capital</b>	<b>\$ 178.2</b>	<b>\$ 28.7</b>	<b>\$ 4.0</b>	<b>\$ (24.7)</b>	<b>(86.1%)</b>	<b>\$ 56.9</b>	<b>\$ 7.6</b>	<b>\$ (24.6)</b>	<b>(43.2%)</b>		

METRORail Completion expenses year-to-date of \$3.1 million through November 2016 are \$10.1 million or 76.8% under budget.

Other Capital Improvement Program expenses year-to-date of \$4.6 million through November 2016 are \$39.1 million or 89.6% under budget.

**Debt Service Budget**

	FY2017		Month of November 2016				Fiscal Year to Date				
	Annual		Budget		Actual		Budget		Actual		
	Budget										
<b>Debt Service</b>	<b>\$ 99.3</b>	<b>\$ 7.9</b>	<b>\$ 3.9</b>	<b>\$ (4.0)</b>	<b>(50.8%)</b>	<b>\$ 16.9</b>	<b>\$ 12.7</b>	<b>\$ (4.1)</b>	<b>(24.6%)</b>		

Debt Service expenses of \$12.7 million through November 2016 year-to-date is under budget by \$4.1 million

**General Mobility Transfers**

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

	FY2017		Month of November 2016				Fiscal Year to Date				
	Annual		Projection		Allocation		Projection		Allocation		
	Projection										
<b>General Mobility</b>	<b>\$ 169.8</b>	<b>\$ 13.3</b>	<b>\$ 15.7</b>	<b>\$ 2.4</b>	<b>18.4%</b>	<b>\$ 27.2</b>	<b>\$ 29.0</b>	<b>\$ 1.9</b>	<b>6.8%</b>		

The General Mobility escrow projection for the year-to-date is \$27.2 million through November 2016, \$1.9 million or 6.8% greater than the amount allocated.

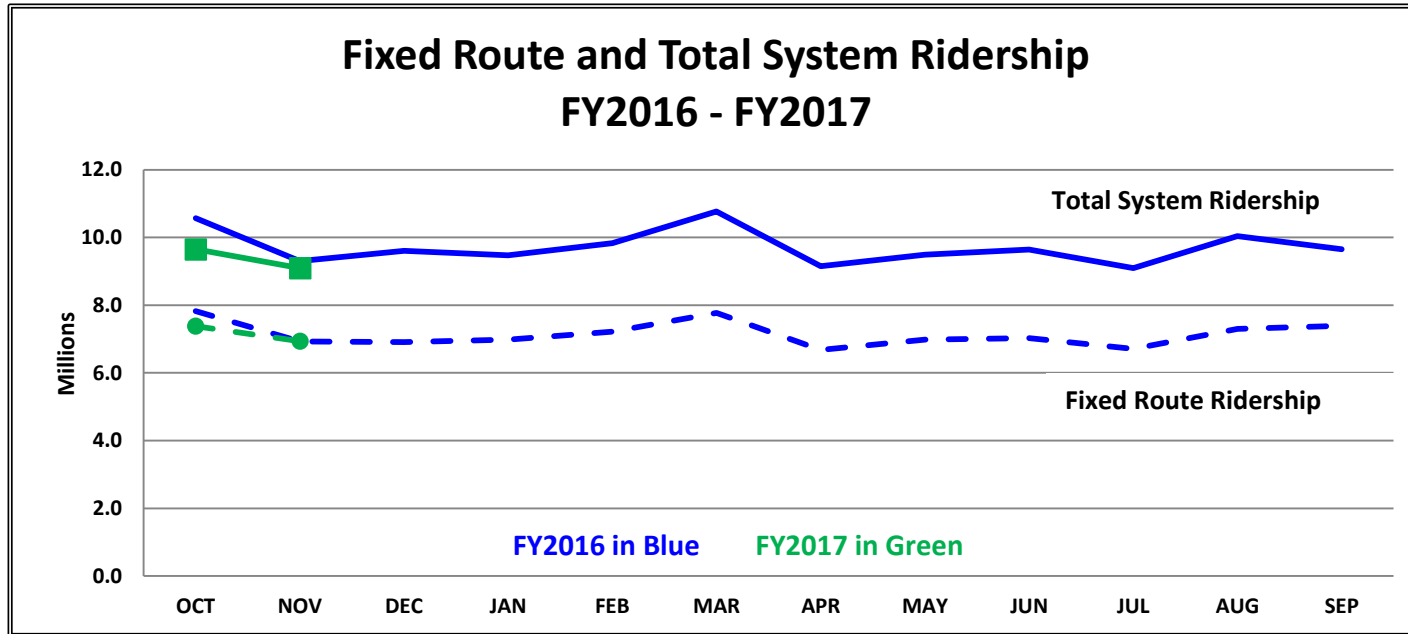
# MONTHLY PERFORMANCE REPORT

November 2016

## Ridership by Service Category

Service Category					YTD % Change	
	Nov-15 Boardings	Nov-16 Boardings	Nov-16 vs. Nov-15	Nov-15 YTD Boardings	Nov-16 YTD Boardings	Nov-16 vs. Nov-15
<b>Fixed Route Services</b>						
<b><u>Local Network</u></b>						
<b>Local Bus</b>	<b>4,823,337</b>	<b>4,907,794</b>	<b>1.8%</b>	<b>10,224,190</b>	<b>10,093,202</b>	<b>(1.3%)</b>
<b><u>METRORail</u></b>						
Red (North) Line	1,287,805	1,228,247	(4.6%)	2,741,270	2,558,236	(6.7%)
Green (East) Line	70,040	53,358	(23.8%)	144,008	127,895	(11.2%)
Purple (Southeast) Line	108,507	130,940	20.7%	222,810	267,357	20.0%
METRORail (all lines)	1,466,352	1,412,545	(3.7%)	3,108,088	2,953,488	(5.0%)
METRORail-Bus Bridge	1,919	24,590	1181.4%	2,751	26,586	866.4%
<b>METRORail total</b>	<b>1,468,271</b>	<b>1,437,135</b>	<b>(2.1%)</b>	<b>3,110,839</b>	<b>2,980,074</b>	<b>(4.2%)</b>
<b>Subtotal Local Network</b>	<b>6,291,608</b>	<b>6,344,929</b>	<b>0.8%</b>	<b>13,335,029</b>	<b>13,073,276</b>	<b>(2.0%)</b>
<b><u>Commuter</u></b>						
Park & Ride	636,258	590,363	(7.2%)	1,416,473	1,240,429	(12.4%)
<b>Subtotal Fixed Route Service</b>	<b>6,927,866</b>	<b>6,935,292</b>	<b>0.1%</b>	<b>14,751,502</b>	<b>14,313,705</b>	<b>(3.0%)</b>
Special Events *	67	419	0.0%	762	716	(6.0%)
<b>Total Fixed Route</b>	<b>6,927,933</b>	<b>6,935,711</b>	<b>0.1%</b>	<b>14,752,264</b>	<b>14,314,421</b>	<b>(3.0%)</b>
<b>Customized Bus Services</b>						
METROLift	152,958	158,694	3.8%	323,983	327,017	0.9%
METRO STAR Vanpool	181,104	166,293	(8.2%)	393,222	343,087	(12.7%)
Internal Service	67	433	546.3%	762	898	17.8%
<b>Subtotal Customized Bus</b>	<b>334,129</b>	<b>325,420</b>	<b>(2.6%)</b>	<b>717,967</b>	<b>671,002</b>	<b>(6.5%)</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,036,667	1,835,340	(9.9%)	4,394,913	3,762,447	(14.4%)
<b>Total System</b>	<b>9,298,729</b>	<b>9,096,471</b>	<b>(2.2%)</b>	<b>19,865,144</b>	<b>18,747,870</b>	<b>(5.6%)</b>

**MONTHLY PERFORMANCE REPORT**  
**November 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 14.3 million through November 2016 which is 0.4 million or 3.0% less than last year.

Total fixed route ridership for the month of November 2016 of 6.9 million is 8,000 or 0.1% greater than last year.

METRORail ridership year-to-date of 3.0 million through November 2016 is 0.1 million or 4.2% less than last year.

METRORail ridership for the month of November 2016 of 1.4 million is 31,000 or 2.1% less than last year.

MONTHLY PERFORMANCE REPORT

November 2016

Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2017														Current Month Target	FY2017 YTD Actual	FY2017 YTD GOAL
SAFETY & SECURITY																
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP				
<b>Bus Accidents</b> (Includes METROLift)	53	61											≤ 50	114	≤ 103	
Bus Accidents per 100,000 vehicle miles	0.88	1.05											≤ 0.72	0.97	≤ 0.89	
<b>Rail Accidents</b>	11	8											≤ 9	19	≤ 18	
Rail Accidents per 100,000 vehicle miles	3.64	2.88											≤ 6.58	3.28	≤ 6.58	
<b>Major Security Incidents - total</b>	37	27											≤ 70	64	≤ 140	
Major Security Incidents per 100,000 boardings	0.383	0.297											≤ 0.920	0.341	≤ 0.920	
<b>Major Security Incidents - METRO properties</b>	25	15											≤ 30	40	≤ 60	
Major Security Incidents per 100,000 boardings	0.259	0.165											≤ 0.400	0.213	≤ 0.400	
CUSTOMER SERVICE														Current Month Target	FY2016 YTD Actual	FY2016 YTD GOAL
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP				
<b>Complaint Contacts per 100,000 Boardings</b>	16.34	15.40											≤ 22.00	15.88	≤ 22.75	
<b>Commendations</b>	347	359											≥ 300	706	≥ 600	
<b>Average Call Center Answer Delay (Sec.)</b>	74	69											≤ 135	72	≤ 135	

**Safety & Security**

- The number of bus accidents did not meet the safety goal for the month or for the year-to-date.
- The number of rail accidents met the benchmark for the month but not 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**  
**November 2016**  
**Performance Statistics**

Benchmark Met      Benchmark Missed

Fiscal Year 2017														Current Month Target	FY2017 YTD Actual	FY2017 YTD GOAL	
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP					
<b>On-Time Performance</b>																	
Local Bus	74.6%	74.6%												IV	75%	74.6%	75%
Park & Ride	77.7%	84.0%												IV	75%	80.8%	75%
Weighted Average Bus	75.8%	78.3%												IV	75%	77.1%	75%
METROLift	91.3%	92.0%												IV	90%	91.7%	90%
<b>Rail - Red Line OTP</b>	80.2%	85.3%												IV	90%	82.8%	90.0%
<b>Rail - South East Purple Line OTP</b>	90.0%	86.9%												IV	90%	88.5%	90.0%
<b>Rail - East End Green Line OTP</b>	91.7%	94.9%												IV	90%	93.1%	90.0%
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	9,765	11,479												IV	9,500	10,525	8,625
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	20,378	18,980												IV	19,000	19,675	19,000
<b>MDBSI (Mean Distance Between Service Interruptions) - METRORail</b>	30,228	39,664												IV	12,000	34,113	12,000
<b>Average Peak HOT Lanes Speed (mile per hour)</b>																	
I-45 North HOV	53	52												IV	45	53	45
I-45 South HOV	50	50												IV	45	50	45
US-290 HOV	56	55												IV	45	56	45
US-59 North HOV	61	61												IV	45	61	45
US-59 South HOV	48	49												IV	45	49	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.
- Rail (purple line) missed the benchmark for both the month and the year-to-date.
- Rail (green line) 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 did not meet the minimum performance standards for the month but did meet the year-to-date goal.
- 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**  
**November 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.

**MONTHLY PERFORMANCE REPORT**  
**November 2016**  
**Balance Sheet**

	November 30, 2015 (\$)	November 30, 2016 (\$)	Change (\$)
<b>Assets</b>			
Cash	\$ 4,977,044	\$ 9,848,691	\$ 4,871,647
Receivables	140,880,863	133,353,618	(7,527,245)
Inventory	30,864,016	32,344,523	1,480,507
Investments	442,041,903	385,092,133	(56,949,770)
Other Assets	13,133,280	14,832,438	1,699,158
Land & Improvements	379,499,097	388,442,324	8,943,227
Capital Assets, Net of Depreciation	2,750,060,967	2,633,402,768	(116,658,199)
<b>Total Assets</b>	<b>3,761,457,170</b>	<b>3,597,316,495</b>	<b>(96,053,343)</b>
Deferred Outflow of Resources	47,425,703	115,513,035	68,087,332
	<b>3,808,882,873</b>	<b>3,712,829,530</b>	<b>(27,966,011)</b>
<b>Liabilities</b>			
Trade Payables	\$ 77,206,645	\$ 112,182,488	\$ 34,975,843
Accrued Payroll	30,022,027	28,898,014	(1,124,013)
Commercial Paper	121,300,000	116,400,000	(4,900,000)
Debt Payable	1,116,369,428	1,089,819,274	(26,550,154)
Debt Interest Payable	20,429,616	451,922	(19,977,694)
Pension and OPEB Liabilities	408,196,766	484,783,690	76,586,924
Other Liabilities	205,991,635	36,111,282	(169,880,353)
<b>Total Liabilities</b>	<b>1,979,516,117</b>	<b>1,868,646,671</b>	<b>(110,869,446)</b>
Deferred Inflow of Resources	-	-	-
Net Assets - Retained Earnings	1,829,366,756	1,844,182,859	82,903,435
<b>Total Liabilities and Net Assets</b>	<b>3,808,882,873</b>	<b>3,712,829,530</b>	<b>(96,053,343)</b>

*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.