

# **METRO**

Fiscal Year 2018

Monthly Performance Report

Revenue • Expense • Ridership • Performance

October 2017



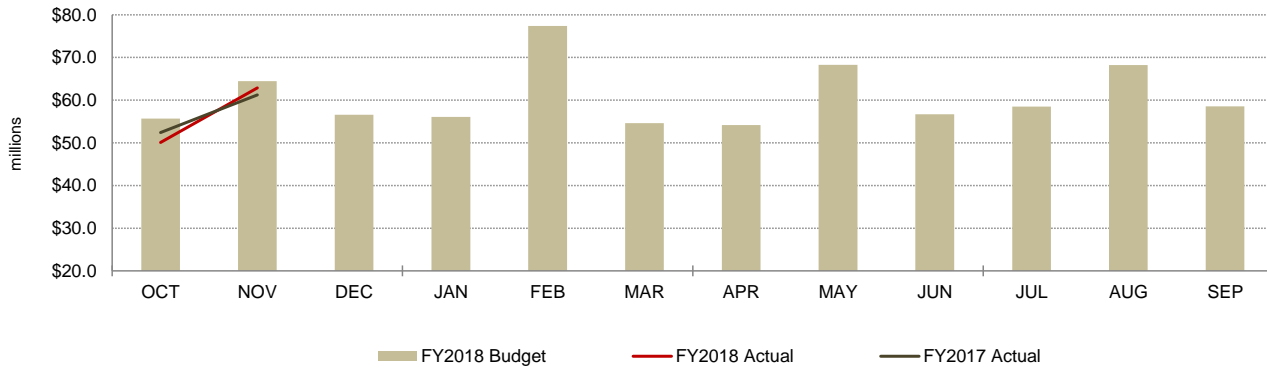
# **MONTHLY PERFORMANCE REPORT**

## **October 2017**

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**MONTHLY PERFORMANCE REPORT**  
**Sales Tax Revenue thru November 2017**



**Total FY2018 Sales Tax budget is \$729.2 million**

**Budget to Actual FY2018**

(\$ millions)

	Budget	Actual	Variance	%
October	55.7	50.1	(5.6)	(10.0%)
<b>November</b>	<b>64.4</b>	<b>62.9</b>	<b>(1.6)</b>	<b>(2.4%)</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>FY2018 YTD</b>	<b>\$ 120.1</b>	<b>\$ 113.0</b>	<b>\$ (7.2)</b>	<b>(6.0%)</b>

**Prior Year vs. Current Year**

(\$ millions)

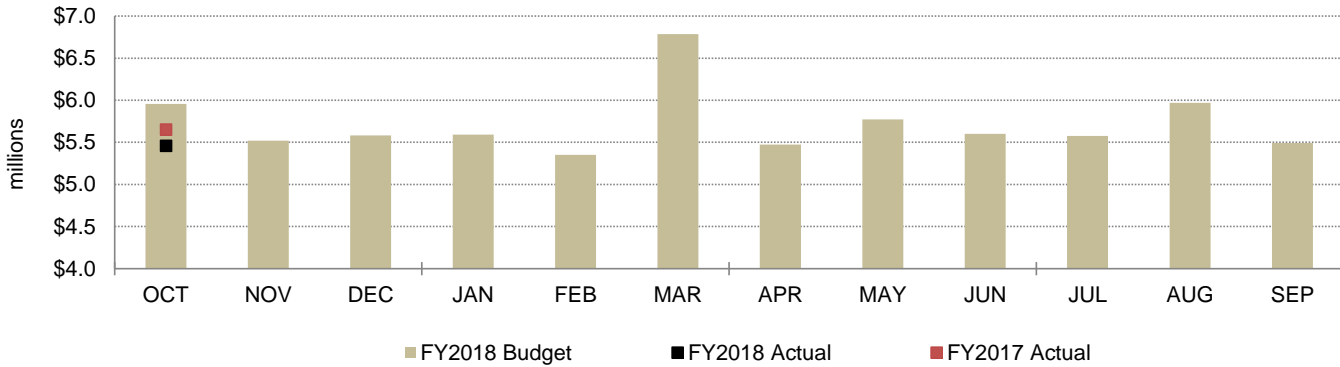
	Prior Year	Current Year	Variance	%
October	52.4	50.1	(2.3)	(4.4%)
<b>November</b>	<b>61.2</b>	<b>62.9</b>	<b>1.6</b>	<b>2.7%</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2018 YTD</b>	<b>\$ 113.6</b>	<b>\$ 113.0</b>	<b>\$ (0.7)</b>	<b>(0.6%)</b>

Sales Tax revenue for the month of November 2017 is \$1.6 million or 2.4% under estimates.

Year-to-date Sales Tax revenue of \$113.0 million through November 2017 is \$7.2 million or 6.0% under estimates.

November Sales Tax Revenue is from September Sales Activity. Hurricane Harvey negatively impacted September Sales Activity.

**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**Fare Revenue**



**Total FY2018 Fare Revenue budget is \$68.7 million**

**Budget to Actual FY2018**

(\$ millions)

	Budget	Actual	Variance	%
<b>October</b>	<b>6.0</b>	<b>5.5</b>	<b>(0.5)</b>	<b>(8.3%)</b>
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%
<b>FY2018 YTD</b>	<b>\$ 6.0</b>	<b>\$ 5.5</b>	<b>\$ (0.5)</b>	<b>(8.3%)</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
<b>October</b>	<b>5.7</b>	<b>5.5</b>	<b>(0.2)</b>	<b>(3.5%)</b>
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%
<b>FY2018 YTD</b>	<b>\$ 5.7</b>	<b>\$ 5.5</b>	<b>\$ (0.2)</b>	<b>(3.5%)</b>

Fare Revenue for the month of October 2017 of \$5.5 million is \$0.5 million or 8.3% under budget.

Fare Revenue of \$5.5 million through October 2017 year-to-date is \$0.5 million or 8.3% under budget.

**MONTHLY PERFORMANCE REPORT**  
**October 2017**

**Service Related Grant Revenue**  
**Total FY2018 Service Related Grant budget is \$76.1 million**

	(\$ millions)			
	Budget	Actual	Variance	%
<b>October</b>	<b>6.3</b>	<b>2.8</b>	<b>(3.5)</b>	<b>(55.6%)</b>
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%
<b>FY2018 YTD</b>	<b>\$ 6.3</b>	<b>\$ 2.8</b>	<b>\$ (3.5)</b>	<b>(55.5%)</b>

Service Related Grant Revenue for the month of October 2017 of \$2.8 million is \$3.5 million or 55.6% under budget.

Service Related Grant Revenue for the year-to-date of \$2.8 million through October 2017 is \$3.5 million or 55.5% under budget.

**Capital Grant Revenue**  
**Total FY2018 Capital Grant budget is \$52.2 million**

	(\$ millions)			
	Budget	Actual	Variance	%
<b>October</b>	<b>3.4</b>	<b>0.2</b>	<b>(3.2)</b>	<b>(94.1%)</b>
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%
<b>FY2018 YTD</b>	<b>\$ 3.4</b>	<b>\$ 0.2</b>	<b>\$ (3.2)</b>	<b>(94.1%)</b>

Capital Grant Revenue for the year-to-date of \$0.2 million through October 2017 is \$3.2 million under budget.

## MONTHLY PERFORMANCE REPORT

October 2017

### Interest & Miscellaneous Revenue

**Total FY2018 Interest & Miscellaneous Revenue budget is \$19.2 million**

(\$ millions)

	Budget	Actual	Variance	%
<b>October</b>	<b>1.2</b>	<b>1.1</b>	<b>(0.1)</b>	<b>(8.3%)</b>
November	-	-	0.0	0.0%
December	-	-	0.0	0.0%
January	-	-	0.0	0.0%
February	-	-	0.0	0.0%
March	-	-	0.0	0.0%
April	-	-	0.0	0.0%
May	-	-	0.0	0.0%
June	-	-	0.0	0.0%
July	-	-	0.0	0.0%
August	-	-	0.0	0.0%
September	-	-	0.0	0.0%
<b>FY2018 YTD</b>	<b>\$ 1.2</b>	<b>\$ 1.1</b>	<b>\$ (0.1)</b>	<b>(8.3%)</b>

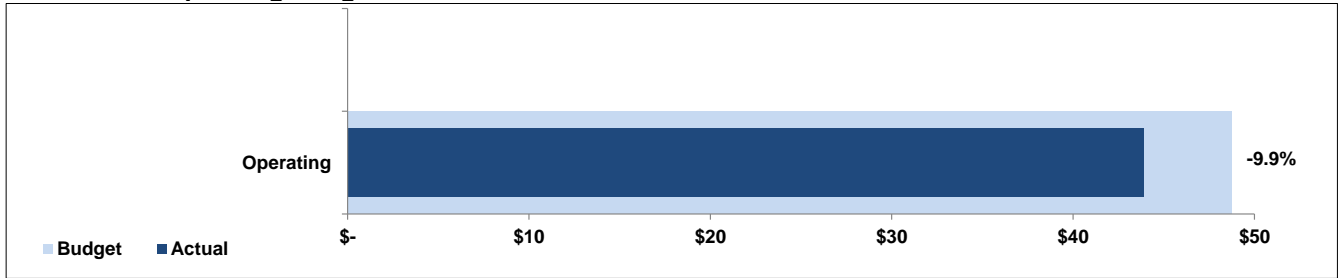
### Composition of Interest & Miscellaneous Revenue

	<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>
Interest Income	0.4	36.9%	0.4	36.9%
HOT Lanes Revenue	0.4	35.8%	0.4	35.8%
Inter Government Revenue	0.0	0.0%	0.0	0.0%
Other	0.3	27.2%	0.3	27.2%
<b>Total</b>	<b>\$ 1.1</b>	<b>100.0%</b>	<b>\$ 1.1</b>	<b>100.0%</b>

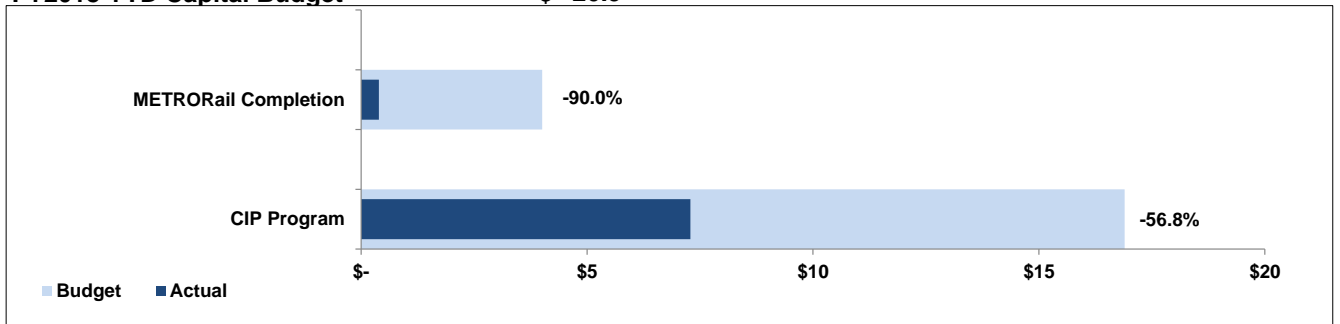
Interest & Misc. Revenue year-to-date of \$1.1 million through October 2017 is \$0.1 million or 8.3% under budget.

**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**Budget Summary**  
(in millions)

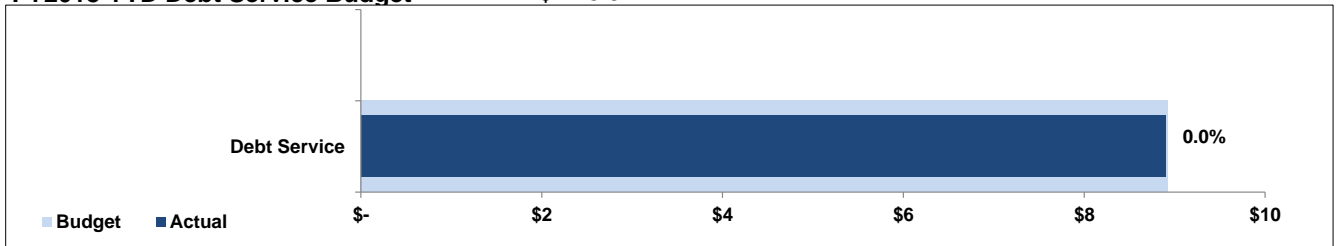
**FY2018 Annual Operating Budget**                 **\$ 620.1**  
**FY2018 YTD Operating Budget**                 **\$ 48.7**



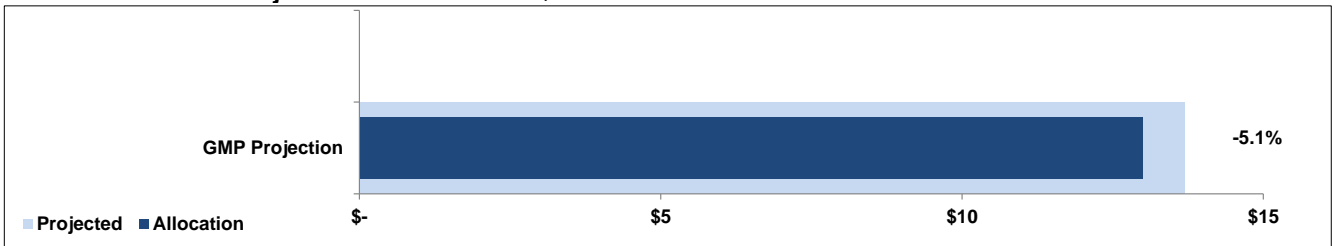
**FY2018 Annual Capital Budget**                 **\$ 217.7**  
**FY2018 YTD Capital Budget**                 **\$ 20.9**



**FY2018 Annual Debt Service Budget**                 **\$ 97.0**  
**FY2018 YTD Debt Service Budget**                 **\$ 8.9**



**FY2018 Annual GMP Projected Allocation**                 **\$ 176.8**  
**FY2018 YTD GMP Projected Allocation**                 **\$ 13.7**



**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**Operating Expenses**

<b>Comparison of Budget to Actual for the Month (October 2017)</b>					
	<b>FY18 Annual Budget</b>	<b>October Budget</b>	<b>October Actual</b>	<b>\$ Variance (favorable)/unfavorable</b>	<b>% Variance</b>
Labor & Fringe Benefits	\$ 359,408,185	\$ 28,675,915	\$ 28,060,098	\$ (615,817)	(2.1%)
Non-Labor	248,154,815	\$ 20,068,914	\$ 15,853,346	(4,215,568)	(21.0%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>607,563,000</b>	<b>48,744,830</b>	<b>43,913,445</b>	<b>(4,831,385)</b>	<b>(9.9%)</b>
Contingency	12,500,000	\$ -	\$ -	-	0.0%
<b>Total Operating Budget</b>	<b>\$ 620,063,000</b>	<b>\$ 48,744,830</b>	<b>\$ 43,913,445</b>	<b>\$ (4,831,385)</b>	<b>(9.9%)</b>

<b>Comparison of Budget to Actual Year-to-Date October 2017 (1 months)</b>					
	<b>FY18 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	\$ 139,516,147	\$ 11,334,291	\$ 11,326,451	\$ (7,840)	(0.1%)
Union Fringe Benefits	81,745,941	6,279,465	6,177,299	(102,166)	(1.6%)
<b>Subtotal Union Labor</b>	<b>221,262,088</b>	<b>17,613,756</b>	<b>17,503,749</b>	<b>(110,006)</b>	<b>(0.6%)</b>
Salaries and Non-Union Wages	103,932,927	8,297,056	7,750,361	(546,695)	(6.6%)
Non-Union Fringe Benefits	44,841,840	3,663,138	3,438,750	(224,388)	(6.1%)
<b>Subtotal Non-Union Labor</b>	<b>148,774,767</b>	<b>11,960,194</b>	<b>11,189,111</b>	<b>(771,083)</b>	<b>(6.4%)</b>
Allocation to Capital & GMP	(10,628,670)	(898,034)	(632,762)	265,272	29.5%
<b>Subtotal Labor and Fringe Benefits</b>	<b>359,408,185</b>	<b>28,675,915</b>	<b>28,060,098</b>	<b>(615,817)</b>	<b>(2.1%)</b>
<b>Materials &amp; Supplies</b>					
Services	61,755,032	4,352,536	1,927,071	(2,425,465)	(55.7%)
Materials and Supplies	30,949,678	2,352,227	2,456,705	104,478	4.4%
Fuel and Utilities	35,115,377	2,772,659	2,536,609	(236,050)	(8.5%)
	<b>127,820,087</b>	<b>9,477,423</b>	<b>6,920,386</b>	<b>(2,557,037)</b>	<b>(27.0%)</b>
<b>Administration</b>					
Casualty and Liability	4,412,343	410,815	367,969	(42,847)	(10.4%)
Purchased Transportation	102,232,281	9,442,523	8,204,200	(1,238,324)	(13.1%)
Leases, Rentals and Misc.	14,320,188	738,153	360,792	(377,361)	(51.1%)
Allocation to Capital & GMP - Non-Labor	(630,084)	-	-	-	0.0%
	<b>120,334,728</b>	<b>10,591,492</b>	<b>8,932,961</b>	<b>(1,658,531)</b>	<b>(15.7%)</b>
<b>Subtotal Non-Labor</b>	<b>248,154,815</b>	<b>20,068,914</b>	<b>15,853,346</b>	<b>(4,215,568)</b>	<b>(21.0%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>607,563,000</b>	<b>48,744,830</b>	<b>43,913,445</b>	<b>(4,831,385)</b>	<b>(9.9%)</b>
Contingency	12,500,000	-	-	-	0.0%
<b>Subtotal Contingency</b>	<b>12,500,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>
<b>Total Operating Budget</b>	<b>\$ 620,063,000</b>	<b>\$ 48,744,830</b>	<b>\$ 43,913,445</b>	<b>\$ (4,831,385)</b>	<b>(9.9%)</b>
<b>Non-Budgeted Expense</b>					
Gain/ Loss Disposal	-	-	(9,485)	(9,485)	0.0%
<b>Grand Total</b>	<b>\$ 620,063,000</b>	<b>\$ 48,744,830</b>	<b>\$ 43,903,959</b>	<b>\$ (4,840,870)</b>	<b>(9.9%)</b>

Operating Expenses for the month of October 2017 of \$43.9 million are \$4.8 million or 9.9% under budget.

Operating Expenses year-to-date of \$43.9 million through October 2017 are \$4.8 million or 9.9% under budget.



**MONTHLY PERFORMANCE REPORT  
October 2017**

**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>FY2018 Budget</u>	<u>FY2018 Actual</u>	<u>Fiscal Year 2018 \$ Variance (under budget) / over budget</u>
<b><u>Payroll &amp; Benefits</u></b>			
<b>Union Labor</b>	<b>17,613,756</b>	<b>17,503,749</b>	<b>\$ (110,006)</b>
Wages & Fringe Benefits - savings from primarily mechanic, technician, cleaners			(448,000)
Wages & Fringe Benefits - savings from bus operator vacancies offset with workers comp			(287,000)
Underrun in health benefit due to lower than expected health care expense & longevity pay			
Lower than expected sick leave cash out payment			
<u>Offset by</u>			
Overtime primarily in METRO rail, bus maintenance & public facilities			194,000
Overtime in bus transportation to cover routine vacancies			421,000
<b>Non-Union Labor</b>	<b>11,960,194</b>	<b>11,189,111</b>	<b>\$ (771,083)</b>
Savings in base salaries			(663,000)
Savings in healthcare			(158,000)
<b><u>Materials &amp; Supplies</u></b>			
	<b>9,477,423</b>	<b>6,920,386</b>	<b>\$ (2,557,037)</b>
<b><u>Services</u></b>			
<u>Information Technology</u> due to underrun in equipment repairs & maintenance (-\$687,000), and in contract management (-\$157,000).			(844,000)
<u>Operations</u> mainly due to underrun in contract management (-\$188,000) and in building & grounds maintenance (-\$114,000)			(302,000)
<u>Government &amp; Public Affairs</u> mainly due to underrun in contract marketing services			(282,000)
<u>Legal</u> due to lower than expected legal fees (-\$134,000) and legislative coordination (-\$71,000)			(205,000)
<u>Planning</u> underrun in contract management			(151,000)
<u>Facility Maintenance</u> due to underspending in several categories			(110,000)
<u>METRO Police</u> unused budget due to annual transtar charges transferred to GMP			
<u>Finance</u> due to underspending in several categories mostly in Revenue Services			(104,000)
<u>Human Resources</u> due to less than expected in contract services mostly in Benefits and Pension and Wellness Programs divisions (-\$143,000) and contracts related to employment services (-\$169,000)			
<u>Engineering and Capital Projects</u> mostly due to underruns in engineering support services			(93,000)
<u>General underspending in other areas Authority wide not mentioned above</u>			
Other miscellaneous services type expenses mostly contractual and required on an as needed basis			(334,000)

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**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>FY2018 Budget</u>	<u>FY2018 Actual</u>	<u>Fiscal Year 2018</u> <u>\$ Variance</u> <u>(under budget) / over budget</u>
<b>Materials and Supplies</b>			
Bus engines - Unit overhaul			134,000
Bus batteries - mostly in Unit overhaul			344,000
Material prices variances on Production/refurbished orders and inventory revaluations mostly for unit overhauls			(299,000)
<b>Fuel and Utilities</b>			
Overrun in Fuels & Lubricants			(171,000)
<b>Administration</b>	<b>10,591,492</b>	<b>8,932,961</b>	<b>\$ (1,658,531)</b>
<b>Purchased Transportation</b>			
METROLIFT - overbudgeted in October; variance should normalize by end of first quarter			(415,000)
Vanpool leases underrun due to fuel card transition delay and Harvey impacts			(238,000)
Regional vanpool overrun			168,000
Northwest Contract - overbudgeted in October; variance should normalize by end of first quarter			(754,000)
<b>Leases, Rentals, &amp; Miscellaneous</b>			
Lower than expected IT Rent Software Payments			(248,000)
Underspending in discretionary items (Travel, Memberships, etc.) and other miscellaneous items			(104,000)

**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**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>3,570</b>	<b>Oper, Public Safety, &amp; Cust Service</b>	<b>455,443,552</b>	<b>38,318,010</b>	<b>36,066,621</b>	<b>(2,251,389)</b>	<b>(2,251,389)</b>
3,121	Operations	413,775,091	34,998,716	33,329,489	(1,669,228)	(1,669,228)
328	METRO Police	26,240,235	2,025,518	1,692,494	(333,025)	(333,025)
42	Safety	8,609,589	673,349	570,718	(102,631)	(102,631)
70	Customer Services	5,602,362	516,796	388,277	(128,519)	(128,519)
9	EVP Oper Pub Safety & Cust Service	1,216,276	103,630	85,643	(17,987)	(17,987)
<b>238</b>	<b>Administration</b>	<b>56,474,113</b>	<b>4,718,795</b>	<b>3,559,620</b>	<b>(1,159,174)</b>	<b>(1,159,174)</b>
72	IT	23,136,079	2,068,802	983,678	(1,085,124)	(1,085,124)
42	Human Resources	21,444,211	1,704,847	1,605,874	(98,972)	(98,972)
119	Procurement & Materials	10,973,440	887,259	905,656	18,397	18,397
5	EVP, Administration	920,383	57,888	64,412	6,524	6,524
<b>245</b>	<b>Planning, Engineer, &amp; Construction</b>	<b>41,913,920</b>	<b>2,813,724</b>	<b>2,345,472</b>	<b>(468,252)</b>	<b>(468,252)</b>
179	Facilities Maint	32,542,356	2,156,231	1,945,131	(211,100)	(211,100)
37	Planning	8,059,691	520,129	374,733	(145,396)	(145,396)
27	Engineering & Cap Project	1,178,656	126,879	25,159	(101,720)	(101,720)
2	EVP PE&C	133,217	10,485	449	(10,036)	(10,036)
<b>80</b>	<b>Finance</b>	<b>10,673,637</b>	<b>845,932</b>	<b>686,265</b>	<b>(159,667)</b>	<b>(159,667)</b>
76	Finance	9,726,543	793,130	631,705	(161,425)	(161,425)
4	CFO	947,094	52,801	54,560	1,758	1,758
<b>43</b>	<b>Govt &amp; Public Affairs</b>	<b>19,886,632</b>	<b>1,088,188</b>	<b>618,134</b>	<b>(470,054)</b>	<b>(470,054)</b>
25	Marketing	17,722,424	884,913	476,319	(408,593)	(408,593)
10	Community Outreach	1,706,825	152,291	109,912	(42,379)	(42,379)
5	Ridership & Client Services					
3	Gov't Affairs	457,382	50,985	31,903	(19,082)	(19,082)
<b>18</b>	<b>Legal</b>	<b>5,508,247</b>	<b>461,388</b>	<b>239,011</b>	<b>(222,377)</b>	<b>(222,377)</b>
<b>21</b>	<b>Executive and Board</b>	<b>3,662,929</b>	<b>281,521</b>	<b>278,160</b>	<b>(3,361)</b>	<b>(3,361)</b>
<b>11</b>	<b>Audit</b>	<b>1,544,742</b>	<b>117,105</b>	<b>117,727</b>	<b>621</b>	<b>621</b>
<b>3</b>	<b>Office of Innovation</b>	<b>603,649</b>	<b>102,949</b>	<b>2,310</b>	<b>(100,639)</b>	<b>(100,639)</b>
	<b>Non Departmental</b>	<b>11,851,580</b>	<b>(2,781)</b>	<b>-</b>	<b>2,781</b>	<b>2,781</b>
	<b>President &amp; CEO Contingency</b>	<b>12,500,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>Other (MTA Revenue/Expense)</b>	<b>-</b>	<b>-</b>	<b>126</b>	<b>126</b>	<b>126</b>
<b>4,229</b>	<b>Grand Total</b>	<b>620,063,000</b>	<b>48,744,830</b>	<b>43,913,445</b>	<b>(4,831,385)</b>	<b>(4,831,385)</b>

**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**Total Net Operating Budget / Expenses by Department**  
**as of the end of October 2017 vs. October 2016**

<u>Department</u>	<u>October 2017</u>			<u>October 2016</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>38,318,010</b>	<b>36,066,621</b>	<b>(2,251,389)</b>	<b>37,725,995</b>	<b>36,107,273</b>	<b>(1,618,722)</b>
Operations	34,998,716	33,329,489	(1,669,228)	34,623,540	33,045,545	(1,577,995)
EVP Oper Pub Safety & Cust Serv	103,630	85,643	(17,987)	96,263	92,264	(3,999)
METRO Police	2,025,518	1,692,494	(333,025)	1,932,153	1,982,597	50,444
Safety	673,349	570,718	(102,631)	666,350	586,045	(80,305)
Customer Service	516,796	388,277	(128,519)	407,688	400,821	(6,867)
<b>Administration</b>	<b>4,718,795</b>	<b>3,559,620</b>	<b>(1,159,174)</b>	<b>4,317,848</b>	<b>3,231,125</b>	<b>(1,086,723)</b>
EVP, Administration	57,888	64,412	6,524	51,153	36,909	(14,244)
IT	2,068,802	983,678	(1,085,124)	1,396,498	784,430	(612,068)
Human Resources	1,704,847	1,605,874	(98,972)	2,005,940	1,538,601	(467,339)
Procurement & Materials	887,259	905,656	18,397	864,257	871,185	6,928
<b>Planning, Engineering and Construction</b>	<b>2,813,724</b>	<b>2,345,472</b>	<b>(468,252)</b>	<b>2,561,146</b>	<b>2,155,269</b>	<b>(405,877)</b>
EVP PE&C	10,485	449	(10,036)	2,586	(13)	(2,598)
Engineering & Cap Project	126,879	25,159	(101,720)	(9,249)	19,824	29,072
Planning	520,129	374,733	(145,396)	283,683	111,121	(172,561)
Facilities Maintenance	2,156,231	1,945,131	(211,100)	2,284,126	2,024,337	(259,789)
<b>Finance</b>	<b>845,932</b>	<b>686,265</b>	<b>(159,667)</b>	<b>802,678</b>	<b>666,813</b>	<b>(135,865)</b>
Finance	793,130	631,705	(161,425)	760,659	633,208	(127,450)
CFO	52,801	54,560	1,758	42,019	33,605	(8,415)
<b>Gov't &amp; Public Affairs</b>	<b>1,088,188</b>	<b>618,134</b>	<b>(470,054)</b>	<b>878,826</b>	<b>429,133</b>	<b>(449,693)</b>
Marketing	884,913	476,319	(408,593)	694,607	321,442	(373,165)
Public Engagement	152,291	109,912	(42,379)	124,627	74,625	(50,002)
Ridership & Client Services	-	-	-	N/A	N/A	N/A
Gov't Affairs	50,985	31,903	(19,082)	59,591	33,066	(26,526)
<b>Legal</b>	<b>461,388</b>	<b>239,011</b>	<b>(222,377)</b>	<b>349,120</b>	<b>325,641</b>	<b>(23,479)</b>
Legal	461,388	239,011	(222,377)	349,120	325,641	(23,479)
Records Management	N/A	N/A	N/A	-	-	-
<b>Executive &amp; Board</b>	<b>281,521</b>	<b>278,160</b>	<b>(3,361)</b>	<b>235,772</b>	<b>219,524</b>	<b>(16,249)</b>
<b>Audit</b>	<b>117,105</b>	<b>117,727</b>	<b>621</b>	<b>128,081</b>	<b>103,483</b>	<b>(24,599)</b>
<b>Office of Innovation</b>	<b>102,949</b>	<b>2,310</b>	<b>(100,639)</b>	<b>87,001</b>	<b>42,888</b>	<b>(44,113)</b>
<b>Contingency</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Non-Departmental</b>	<b>(2,781)</b>	<b>-</b>	<b>2,781</b>	<b>10,397</b>	<b>-</b>	<b>(10,397)</b>
<b>Other MTA Revenue / Expense</b>	<b>-</b>	<b>126</b>	<b>126</b>	<b>-</b>	<b>124,417</b>	<b>124,417</b>
<b>TOTAL NET OPERATING</b>	<b>\$ 48,744,830</b>	<b>\$ 43,913,445</b>	<b>\$ (4,831,385)</b>	<b>\$ 47,096,864</b>	<b>\$ 43,405,565</b>	<b>\$ (3,691,299)</b>

**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**Capital, and Debt Service Expenses**  
**Budget vs. Actual - Month and Fiscal Year-to-Date**  
(\$ millions)

**Capital Budget**

	FY2018 Annual Budget	<u>Month of October 2017</u>					<u>Fiscal Year to Date</u>				
		Budget	Actual	Variance		Budget	Actual	Variance			
			\$	%		\$	%	\$	%		
METRORail Completion	\$ 51.5	\$ 4.0	\$ 0.4	\$ (3.6)	(90.0%)	\$ 4.0	\$ 0.4	\$ (3.6)	(90.0%)		
Capital Improvement Program	\$ 166.2	\$ 16.9	\$ 7.3	\$ (9.6)	(56.8%)	\$ 16.9	\$ 7.3	\$ (9.6)	(56.8%)		
<b>Total Capital</b>	<b>\$ 217.7</b>	<b>\$ 20.9</b>	<b>\$ 7.7</b>	<b>\$ (13.2)</b>	<b>(63.2%)</b>	<b>\$ 20.9</b>	<b>\$ 7.7</b>	<b>\$ (13.2)</b>	<b>(63.2%)</b>		

METRORail Completion expenses year-to-date of \$0.4 million through October 2017 are \$3.6 million or 90.0% under budget.

Other Capital Improvement Program expenses year-to-date of \$7.3 million through October 2017 are \$9.6 million or 56.8% under budget.

**Debt Service Budget**

	FY2018 Annual Budget	<u>Month of October 2017</u>				<u>Fiscal Year to Date</u>			
		Budget	Actual	Variance		Budget	Actual	Variance	
			\$	%		\$	%		
<b>Debt Service</b>	<b>\$ 97.0</b>	<b>\$ 8.9</b>	<b>\$ 8.9</b>	<b>\$ (0.0)</b>	<b>(0.0%)</b>	<b>\$ 8.9</b>	<b>\$ 8.9</b>	<b>\$ (0.0)</b>	<b>(0.0%)</b>

Debt Service expenses of \$8.9 million through October 2017 year-to-date is \$0.0 million under budget.

**General Mobility Transfers**

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

	FY2018 Annual Projection	<u>Month of October 2017</u>				<u>Fiscal Year to Date</u>			
		Projection	Allocation	Variance		Projection	Allocation	Variance	
			\$	%		\$	%		
<b>General Mobility</b>	<b>\$ 176.8</b>	<b>\$ 13.7</b>	<b>\$ 13.0</b>	<b>\$ (0.7)</b>	<b>(5.1%)</b>	<b>\$ 13.7</b>	<b>\$ 13.0</b>	<b>\$ (0.7)</b>	<b>(5.1%)</b>

Funds allocated to the General Mobility Fund totaled \$13.0 million for the year-to-date through October 2017 are \$0.7 million or 5.1% less than the amount projected.

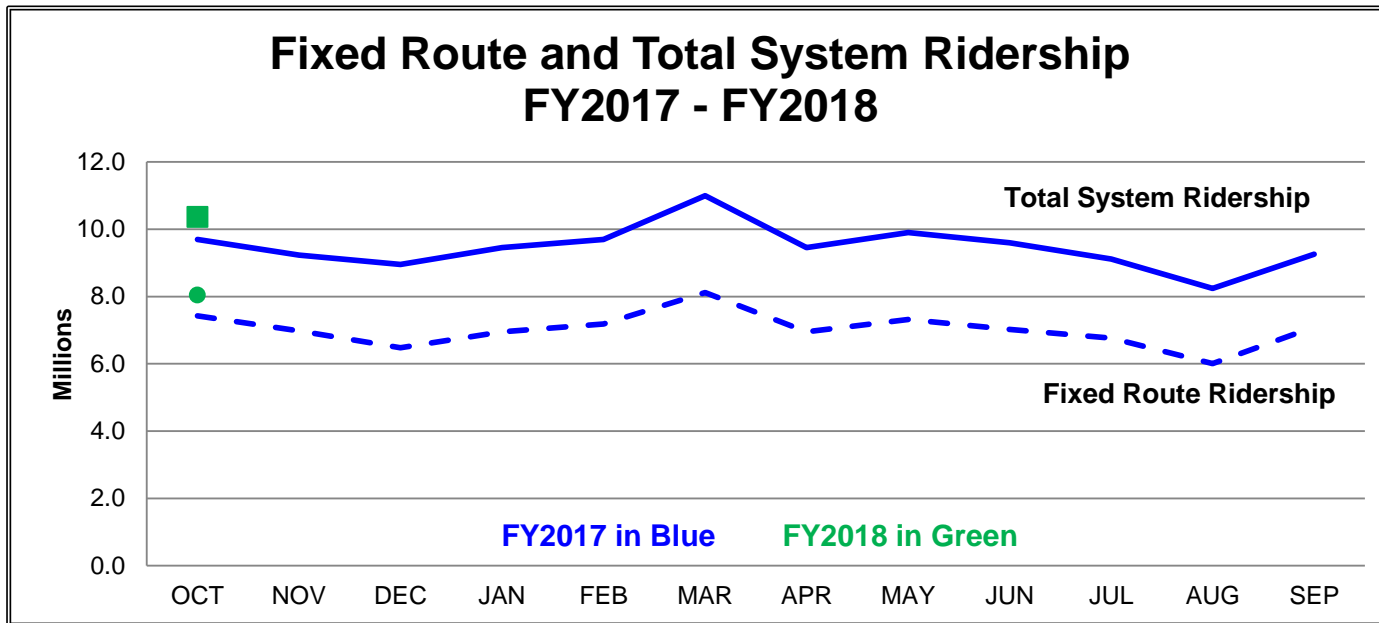
# MONTHLY PERFORMANCE REPORT

October 2017

## Ridership by Service Category

Service Category	YTD % Change					
	Oct-16 Boardings	Oct-17 Boardings	Oct-17 vs. Oct-16	Oct-16 YTD Boardings	Oct-17 YTD Boardings	Oct-17 vs. Oct-16
<b>Fixed Route Services</b>						
<b><u>Local Network</u></b>						
<b>Local Bus</b>	<b>5,185,408</b>	<b>5,547,362</b>	<b>7.0%</b>	<b>5,185,408</b>	<b>5,547,362</b>	<b>7.0%</b>
<b><u>METRORail</u></b>						
Red (North) Line	1,329,989	1,430,183	7.5%	1,329,989	1,430,183	7.5%
Green (East) Line	74,537	147,956	98.5%	74,537	147,956	98.5%
Purple (Southeast) Line	136,418	196,831	44.3%	136,418	196,831	44.3%
METRORail (all lines)	1,540,944	1,774,970	15.2%	1,540,944	1,774,970	15.2%
METRORail-Bus Bridge	1,996	0	0.0%	1,996	0	(100.0%)
<b>METRORail total</b>	<b>1,542,940</b>	<b>1,774,970</b>	<b>15.0%</b>	<b>1,542,940</b>	<b>1,774,970</b>	<b>15.0%</b>
<b>Subtotal Local Network</b>	<b>6,728,348</b>	<b>7,322,332</b>	<b>8.8%</b>	<b>6,728,348</b>	<b>7,322,332</b>	<b>8.8%</b>
<b><u>Commuter</u></b>						
Park & Ride	692,150	723,342	4.5%	692,150	723,342	4.5%
<b>Subtotal Fixed Route Service</b>	<b>7,420,498</b>	<b>8,045,674</b>	<b>8.4%</b>	<b>7,420,498</b>	<b>8,045,674</b>	<b>8.4%</b>
Special Events	1,519	4,575	201.2%	1,519	4,575	201.2%
<b>Total Fixed Route</b>	<b>7,422,017</b>	<b>8,050,249</b>	<b>8.5%</b>	<b>7,422,017</b>	<b>8,050,249</b>	<b>8.5%</b>
<b>Customized Bus Services</b>						
METROLift	166,706	173,611	4.1%	166,706	173,611	4.1%
METRO STAR Vanpool	176,794	168,352	(4.8%)	176,794	168,352	(4.8%)
Internal Service	84	0	0.0%	84	0	0.0%
<b>Subtotal Customized Bus</b>	<b>343,584</b>	<b>341,963</b>	<b>(0.5%)</b>	<b>343,584</b>	<b>341,963</b>	<b>(0.5%)</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,927,107	1,977,276	2.6%	1,927,107	1,977,276	2.6%
<b>Total System</b>	<b>9,692,708</b>	<b>10,369,488</b>	<b>7.0%</b>	<b>9,692,708</b>	<b>10,369,488</b>	<b>7.0%</b>

**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**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 month of October 2017 of 8.0 million is 625,000 or 8.4% greater than last year.

Total fixed route ridership, excluding special events, for the year-to-date is 8.0 million through October 2017 which is 0.6 million or 8.4% greater than last year.

METRORail ridership for the month of October 2017 of 1.8 million is 15.0% greater than last year.

METRORail ridership year-to-date of 1.8 million through October 2017 is 15.0% greater than last year.

MONTHLY PERFORMANCE REPORT

October 2017

Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2018															
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2018 YTD Actual	FY2018 YTD GOAL
	<b>Bus Accidents</b> (Includes METROLift)	48												≤ 51	48
Bus Accidents per 100,000 vehicle miles	0.78												≤ 1.20	0.78	≤ 1.20
<b>Rail Accidents</b>	9												≤ 9	9	≤ 9
Rail Accidents per 100,000 vehicle miles	2.92												≤ 2.80	2.92	≤ 2.80
<b>Major Security Incidents - total</b>	76												≤ 70	76	≤ 70
Major Security Incidents per 100,000 boardings	0.733												≤ 0.98	0.733	≤ 0.98
<b>Major Security Incidents - METRO properties</b>	51												≤ 28	51	≤ 28
Major Security Incidents per 100,000 boardings	0.492												≤ 0.40	0.492	≤ 0.40
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2018 YTD Actual	FY2018 YTD GOAL
<b>Complaint Contacts per 100,000 Boardings</b>	17.50												< 20.00	17.50	< 20.00
<b>Commendations</b>	375												≥ 308	375	≥ 308
<b>Average Call Center Answer Delay (Sec.)</b>	108												< 105	108	< 105

**Safety & Security**

- The number of bus accidents met the safety goal for the month and the year-to-date.
- The number of rail accidents met the safety goal for the month and the year-to-date.
- Total major security incidents did not meet the benchmark for the month or the year-to-date.
- Major security incidents on METRO properties did not meet the benchmark for the month or the year-to-date.

**Customer Service**

- Complaint contacts per 100,000 boardings met the goal for the month and the year-to-date.
- The number of commendations exceeded the goal for the month and the year-to-date.
- The average call center answer delay did not meet the goal for the month and the year-to-date.



**MONTHLY PERFORMANCE REPORT**  
**October 2017**  
**Performance Statistics**

Benchmark Met
Benchmark Missed

<b>Fiscal Year 2018</b>															
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2018 YTD Actual	FY2018 YTD GOAL
<b>On-Time Performance</b>															
Local Bus	73.7%												≥ 75%	73.7%	≥ 75%
Park & Ride	76.9%												≥ 75%	76.9%	≥ 75%
Weighted Average Bus	75.0%												≥ 75%	75.0%	≥ 75%
METROLift	88.8%												≥ 90%	88.8%	≥ 90%
<b>Rail - Red Line OTP</b>	<b>78.8%</b>												≥ 90%	<b>78.8%</b>	≥ 90.0%
<b>Rail - South East Purple Line OTP</b>	<b>96.6%</b>												≥ 95%	<b>96.6%</b>	≥ 95.0%
<b>Rail - East End Green Line OTP</b>	<b>96.3%</b>												≥ 95%	<b>96.3%</b>	≥ 95.0%
<b>MDBF (Mean Distance Between Mechanical Failures) - All Buses</b>	<b>10,087</b>												≥ 7,750	<b>10,087</b>	≥ 7,750
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	<b>20,743</b>												≥ 20,000	<b>20,743</b>	≥ 20,000
<b>MDBSI (Mean Distance Between Service Interruptions) - METRORail</b>	<b>38,547</b>												≥ 15,000	<b>38,547</b>	≥ 15,000
<b>Average Peak HOT Lanes Speed (mile per hour)</b>															
I-45 North HOV	53												≥ 45	53	≥ 45
I-45 South HOV	63												≥ 45	63	≥ 45
US-290 HOV	56												≥ 45	56	≥ 45
US-59 North HOV	60												≥ 45	60	≥ 45
US-59 South HOV	49												≥ 45	49	≥ 45

**On-Time Performance**

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

**METRORail On-Time Performance**

- Rail (red line) did not meet the on-time performance goals for the month or the year-to-date.
- Rail (purple line) met the benchmark for both the month and the year-to-date.
- Rail (green line) met the benchmark for both the month and 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 performance standard for the month and for the year-to-date.
- Mean Distance Between Service Interruptions (MDBSI) for METRORail met the minimum performance standard for both 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 2017**  
**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**  
**October 2017**  
**Balance Sheet**

	October 31, 2016 (\$)	October 31, 2017 (\$)	Change (\$)
<b>Assets</b>			
Cash	8,724,231	(6,549,943)	(15,274,174)
Receivables	137,872,688	132,038,565	(5,834,123)
Inventory	32,151,267	34,647,714	2,496,448
Investments	429,808,553	425,473,030	(4,335,523)
Other Assets	8,497,051	5,231,084	(3,265,966)
Land & Improvements	358,741,915	365,928,523	7,186,608
Capital Assets, Net of Depreciation	2,667,508,647	2,557,735,355	(109,773,291)
<b>Total Assets</b>	<b>3,643,304,350</b>	<b>3,514,504,328</b>	<b>(128,800,023)</b>
Deferred Outflow of Resources	110,710,438	88,369,805	(22,340,633)
	<b>3,754,014,788</b>	<b>3,602,874,132</b>	<b>(151,140,655)</b>
<b>Liabilities</b>			
Trade Payables	112,127,624	63,628,525	(48,499,098)
Accrued Payroll	28,064,705	30,986,378	2,921,673
Commercial Paper	-	-	-
Debt Payable	1,238,210,925	1,235,326,499	(2,884,426)
Debt Interest Payable	19,579,295	19,883,931	304,636
Pension and OPEB Liabilities	512,821,185	534,867,678	22,046,494
Other Liabilities	34,249,989	41,555,683	7,305,694
<b>Total Liabilities</b>	<b>1,945,053,722</b>	<b>1,926,248,694</b>	<b>(18,805,028)</b>
Deferred Inflow of Resources	-	-	-
Net Assets - Retained Earnings	1,808,961,066	1,676,625,438	(132,335,628)
<b>Total Liabilities and Net Assets</b>	<b>3,754,014,788</b>	<b>3,602,874,132</b>	<b>(151,140,655)</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 FY2018 includes [1] Mark-to-Market (MTM) values of outstanding diesel fuel SWAP agreements at the fiscal year end (-\$3,805,801), [2] Non Union Pension Plan (\$37,683,048), [3] Union Pension Plan (\$42,213,515), and [4] Bonds (\$12,279,043). These items will be recognized as expenses in future periods to which they relate.