

METRO

Fiscal Year 2018

Monthly Performance Report

Revenue • Expense • Ridership • Performance

November 2017



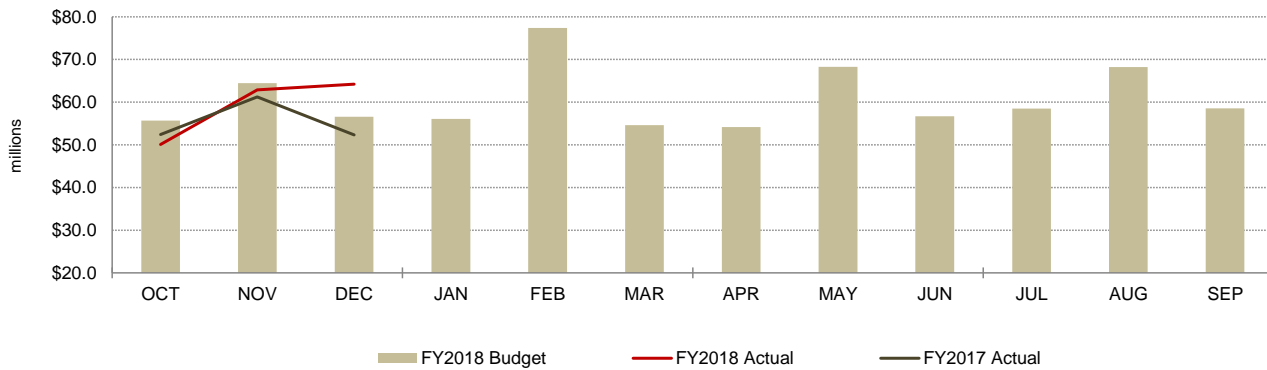
MONTHLY PERFORMANCE REPORT

November 2017

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MONTHLY PERFORMANCE REPORT
Sales Tax Revenue thru December 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%)
November	64.4	62.9	(1.6)	(2.4%)
December	56.6	64.2	7.7	13.6%
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%
FY2018 YTD	\$ 176.7	\$ 177.2	\$ 0.5	0.3%

Prior Year vs. Current Year

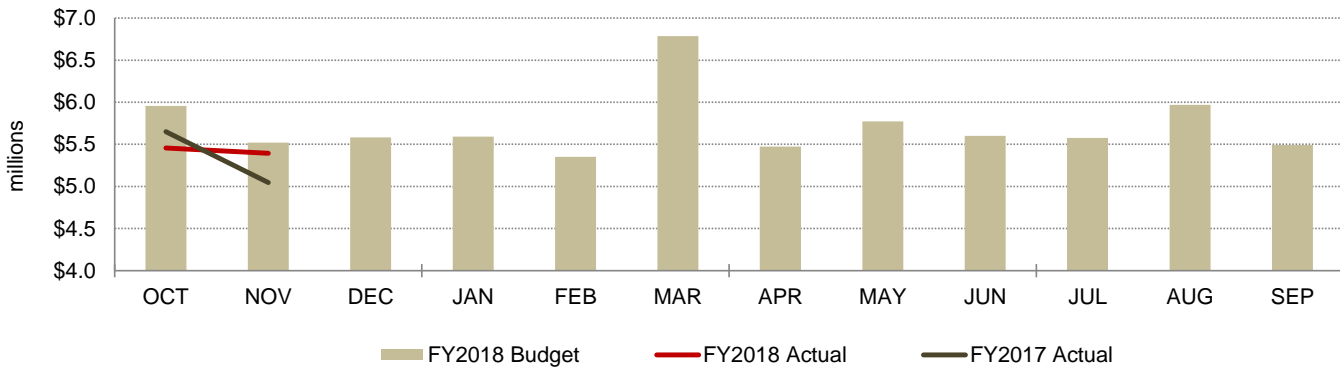
(\$ millions)

	Prior Year	Current Year	Variance	%
October	52.4	50.1	(2.3)	(4.4%)
November	61.2	62.9	1.6	2.7%
December	52.3	64.2	11.9	22.7%
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%
FY2018 YTD	\$ 166.0	\$ 177.2	\$ 11.2	6.7%

Sales Tax revenue for the month of December 2017 is \$7.7 million or 13.6% over estimates.

Year-to-date Sales Tax revenue of \$177.2 million through December 2017 is \$11.2 million or 6.7% over estimates.

MONTHLY PERFORMANCE REPORT
November 2017
Fare Revenue



Total FY2018 Fare Revenue budget is \$68.7 million

Budget to Actual FY2018

(\$ millions)

	Budget	Actual	Variance	%
October	6.0	5.5	(0.5)	(8.3%)
November	5.5	5.4	(0.1)	(1.8%)
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%
FY2018 YTD	\$ 11.5	\$ 10.9	\$ (0.6)	(5.2%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	5.7	5.5	(0.2)	(3.5%)
November	5.0	5.4	0.4	8.0%
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%
FY2018 YTD	\$ 10.7	\$ 10.9	\$ 0.2	1.9%

Fare Revenue for the month of November 2017 of \$5.4 million is \$0.1 million or 1.8% under budget.
 Fare Revenue of \$10.9 million through November 2017 year-to-date is \$0.6 million or 5.2% under budget.

**MONTHLY PERFORMANCE REPORT
November 2017**

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

	(\$ millions)			
	Budget	Actual	Variance	%
October	6.3	2.8	(3.5)	(55.6%)
November	6.3	0.8	(5.5)	(87.3%)
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%
FY2018 YTD	\$ 12.7	\$ 3.6	\$ (9.1)	(71.7%)

Service Related Grant Revenue for the month of November 2017 of \$0.8 million is \$5.5 million or 87.3% under budget.

Service Related Grant Revenue for the year-to-date of \$3.6 million through November 2017 is \$9.1 million or 71.7% under budget.

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

	(\$ millions)			
	Budget	Actual	Variance	%
October	3.4	0.2	(3.2)	(94.1%)
November	3.4	1.1	(2.3)	(67.6%)
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%
FY2018 YTD	\$ 6.8	\$ 1.4	\$ (5.4)	(79.4%)

Capital Grant Revenue for the year-to-date of \$1.4 million through November 2017 is \$5.4 million under budget.

**MONTHLY PERFORMANCE REPORT
November 2017**

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

(\$ millions)

	Budget	Actual	Variance	%
October	1.2	1.1	(0.1)	(8.3%)
November	1.1	1.4	0.3	27.3%
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%
FY2018 YTD	\$ 2.4	\$ 2.6	\$ 0.2	8.3%

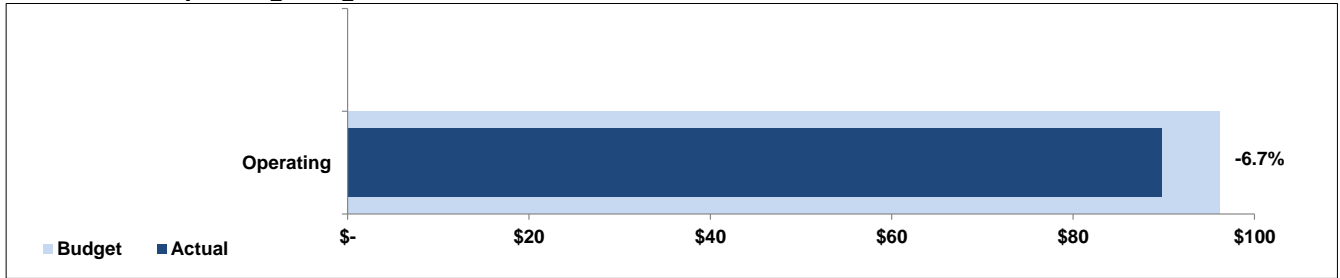
Composition of Interest & Miscellaneous Revenue

	<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	0.9	36.6%	0.5	36.3%
HOT Lanes Revenue	1.1	43.4%	0.7	49.5%
Inter Government Revenue	0.0	0.0%	0.0	0.0%
Other	0.5	20.0%	0.2	14.3%
Total	\$ 2.6	100.0%	\$ 1.4	100.0%

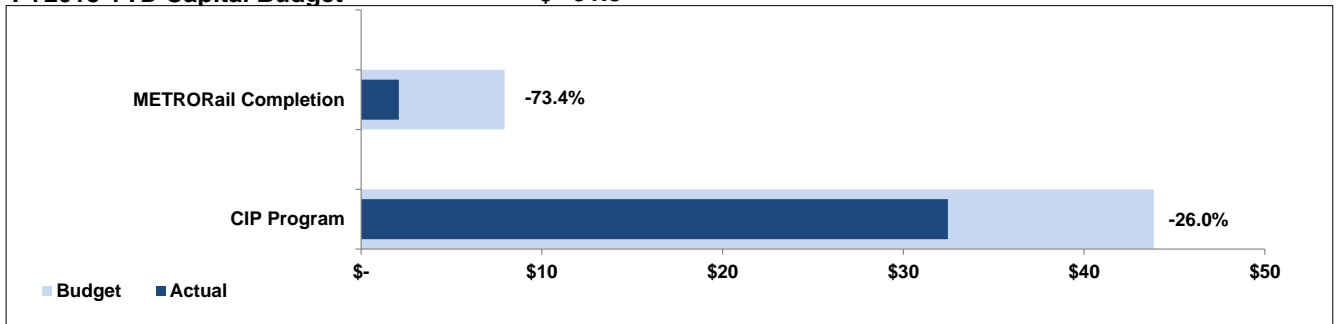
Interest & Misc. Revenue year-to-date of \$2.6 million through November 2017 is \$0.2 million or 8.3% over budget.

MONTHLY PERFORMANCE REPORT
November 2017
Budget Summary
(in millions)

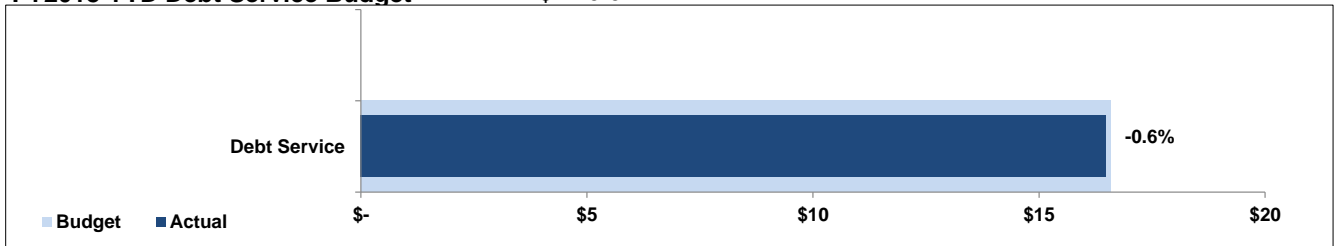
FY2018 Annual Operating Budget **\$ 620.1**
FY2018 YTD Operating Budget **\$ 96.2**



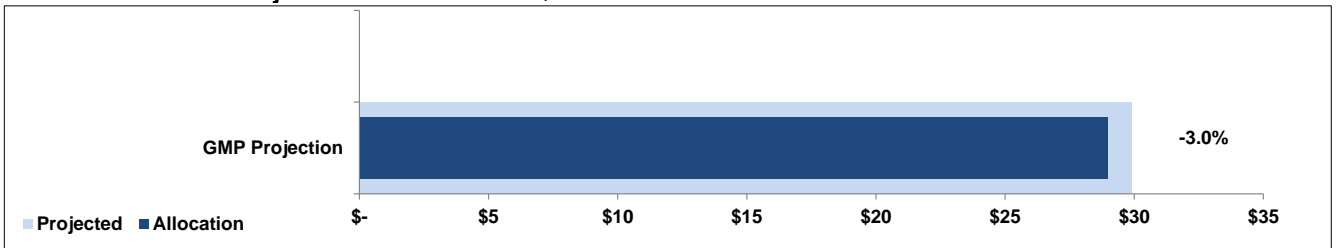
FY2018 Annual Capital Budget **\$ 217.7**
FY2018 YTD Capital Budget **\$ 51.8**



FY2018 Annual Debt Service Budget **\$ 97.0**
FY2018 YTD Debt Service Budget **\$ 16.6**



FY2018 Annual GMP Projected Allocation **\$ 176.8**
FY2018 YTD GMP Projected Allocation **\$ 29.9**



MONTHLY PERFORMANCE REPORT
November 2017
Operating Expenses

Comparison of Budget to Actual for the Month (November 2017)					
	FY18 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 359,408,185	\$ 29,649,459	\$ 28,356,995	\$ (1,292,464)	(4.4%)
Non-Labor	248,154,815	\$ 17,806,983	\$ 17,506,956	(300,028)	(1.7%)
Subtotal Labor & Non-Labor	607,563,000	47,456,443	45,863,951	(1,592,491)	(3.4%)
Contingency	12,500,000	\$ -	\$ -	-	0.0%
Total Operating Budget	\$ 620,063,000	\$ 47,456,443	\$ 45,863,951	\$ (1,592,491)	(3.4%)

Comparison of Budget to Actual Year-to-Date November 2017 (2 months)					
	FY18 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 139,516,147	\$ 23,542,009	\$ 22,978,824	\$ (563,185)	(2.4%)
Union Fringe Benefits	81,745,941	12,604,657	12,455,464	(149,193)	(1.2%)
Subtotal Union Labor	221,262,088	36,146,666	35,434,289	(712,378)	(2.0%)
Salaries and Non-Union Wages	103,932,927	16,640,566	15,391,328	(1,249,238)	(7.5%)
Non-Union Fringe Benefits	44,841,840	7,334,210	6,875,309	(458,902)	(6.3%)
Subtotal Non-Union Labor	148,774,767	23,974,777	22,266,637	(1,708,140)	(7.1%)
Allocation to Capital & GMP	(10,628,670)	(1,796,069)	(1,283,832)	512,237	28.5%
Subtotal Labor and Fringe Benefits	359,408,185	58,325,375	56,417,094	(1,908,281)	(3.3%)
Materials & Supplies					
Services	61,764,537	8,280,461	5,384,324	(2,896,136)	(35.0%)
Materials and Supplies	30,949,678	4,732,277	4,587,572	(144,705)	(3.1%)
Fuel and Utilities	35,105,872	5,391,514	4,881,950	(509,564)	(9.5%)
	127,820,087	18,404,251	14,853,846	(3,550,405)	(19.3%)
Administration					
Casualty and Liability	4,412,343	821,631	811,650	(9,980)	(1.2%)
Purchased Transportation	102,232,281	17,676,517	16,543,145	(1,133,371)	(6.4%)
Leases, Rentals and Misc.	14,320,188	1,131,020	1,151,660	20,640	1.8%
Allocation to Capital & GMP - Non-Labor	(630,084)	(157,521)	-	157,521	(100.0%)
	120,334,728	19,471,646	18,506,456	(965,191)	(5.0%)
Subtotal Non-Labor	248,154,815	37,875,898	33,360,302	(4,515,596)	(11.9%)
Subtotal Labor and Non-Labor	607,563,000	96,201,272	89,777,396	(6,423,876)	(6.7%)
Contingency	12,500,000	-	-	-	0.0%
Subtotal Contingency	12,500,000	-	-	-	0.0%
Total Operating Budget	\$ 620,063,000	\$ 96,201,272	\$ 89,777,396	\$ (6,423,876)	(6.7%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	58,760	58,760	0.0%
Grand Total	\$ 620,063,000	\$ 96,201,272	\$ 89,836,156	\$ (6,365,117)	(6.6%)

Operating Expenses for the month of November 2017 of \$45.9 million are \$1.6 million or 3.4% under budget.

Operating Expenses year-to-date of \$89.8 million through November 2017 are \$6.4 million or 6.7% under budget.

MONTHLY PERFORMANCE REPORT
November 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>
<u>Payroll & Benefits</u>			
Union Labor	36,146,666	35,434,289	\$ (712,378)
Wages & Fringe Benefits - savings from bus operator vacancies offset with workers comp			(1,219,000)
Wages & Fringe Benefits - savings from primarily mechanic, technician, cleaners			(713,000)
Underrun in health benefit due to lower than expected health care expense & longevity pay			(123,000)
<u>Offset by</u>			
Overtime primarily in METRO rail, bus maintenance & public facilities			485,000
Overtime in bus transportation to cover routine vacancies			844,000
 Non-Union Labor	 23,974,777	 22,266,637	 \$ (1,708,140)
Savings in base salaries			(1,499,000)
Savings in healthcare			(256,000)
 <u>Materials & Supplies</u>			
	18,404,251	14,853,846	\$ (3,550,405)
<u>Services</u>			
<u>Information Technology</u> due to underrun in equipment repairs & maintenance (-\$181,000), and in contract management (-\$219,000).			(400,000)
<u>Operations</u> mainly due to underrun in contract management (-\$268,000) and in building & grounds maintenance (-\$119,000)			(387,000)
<u>Government & Public Affairs</u> mainly due to underrun in contract marketing services			(363,000)
<u>Legal</u> mainly due to lower than expected legal fees			(330,000)
<u>Engineering and Capital Projects</u> mostly due to underruns in engineering support services			(182,000)
<u>Planning</u> underrun in contract management			(179,000)
<u>Finance</u> due to underspending in several categories mostly in contract management			(158,000)
<u>METRO Police</u> underrun in contract management			(157,000)
<u>Facility Maintenance</u> due to underspending in several categories			(105,000)
 <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			(324,000)
Support services in various other areas			(193,000)
Underspending in education and training throughout the Authority (<i>excludes bus operator and other Operations staff related training</i>)			(119,000)

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MONTHLY PERFORMANCE REPORT
November 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>
Materials and Supplies			
<u>Underruns in -</u>			
Material prices variances on Production/refurbished orders and inventory revaluations mostly for unit			(795,000)
Special office and other office supplies			(173,000)
Parts - Auxiliary Power Supply			(141,000)
Minor Tools			(100,000)
<u>Offset by miscellaneous overruns in -</u>			
Propulsion			131,000
Parts - Exterior Body and Windows			142,000
Bus engines - Unit overhaul			249,000
Bus batteries - mostly in Unit overhaul			507,000
Fuel and Utilities			
Less than expected Fuel & Lubricant taxes			(165,000)
Lower than expected charges for routine telephone services			(158,000)
Underrun in Diesel Fuel (including taxes) mainly due to lower prices per gallon on fuel			(113,000)
<u>Administration</u>	19,471,646	18,506,456	\$ (965,191)
<u>Purchased Transportation</u>			
METROLIFT - overbudgeted in October; variance should normalize by end of first quarter			(391,000)
Vanpool leases underrun due to fuel card transition delay and Harvey impacts			(250,000)
Regional vanpool overrun			110,000
Northwest Contract - overbudgeted in October; variance should normalize by end of first quarter			(602,000)

MONTHLY PERFORMANCE REPORT
November 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-----			<u>--Current Month--</u>
			<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
3,570	Oper, Public Safety, & Cust Service	454,445,046	75,873,094	72,439,512	(3,433,582)	(1,244,731)
3,121	Operations	413,851,301	69,473,727	66,708,905	(2,764,822)	(1,053,562)
328	METRO Police	26,240,235	4,079,734	3,539,824	(539,910)	(224,778)
42	Safety	8,609,589	1,353,309	1,353,958	649	102,875
70	Customer Services	4,527,646	760,555	661,331	(99,224)	(55,758)
9	EVP Oper Pub Safety & Cust Service	1,216,276	205,769	175,495	(30,275)	(13,508)
238	Administration	56,474,113	9,054,267	8,383,505	(670,762)	485,891
72	IT	23,136,079	3,692,166	3,332,512	(359,654)	724,701
42	Human Resources	21,444,211	3,424,991	3,182,194	(242,797)	(144,165)
119	Procurement & Materials	10,973,440	1,812,500	1,751,749	(60,751)	(79,900)
5	EVP, Administration	920,383	124,610	117,051	(7,559)	(14,744)
245	Planning, Engineer, & Construction	41,913,920	5,796,362	5,221,620	(574,742)	(124,710)
179	Facilities Maint	32,542,356	4,298,496	4,094,564	(203,932)	(9,041)
37	Planning	8,059,691	1,219,998	1,043,977	(176,021)	(32,332)
27	Engineering & Cap Project	1,178,656	256,897	83,179	(173,718)	(72,265)
2	EVP PE&C	133,217	20,971	(100)	(21,071)	(11,073)
80	Finance	10,673,637	1,684,302	1,390,681	(293,621)	(134,569)
76	Finance	9,726,543	1,578,850	1,290,030	(288,820)	(127,961)
4	CFO	947,094	105,452	100,652	(4,801)	(6,609)
43	Govt & Public Affairs	20,885,137	1,933,220	1,064,018	(869,202)	(314,732)
25	Marketing	17,722,424	1,368,105	699,655	(668,450)	(260,023)
10	Public Engagement	1,706,825	271,592	207,495	(64,097)	(21,803)
5	Ridership & Client Services	998,506	205,890	94,087	(111,803)	(27,108)
3	Gov't Affairs	457,382	87,633	62,782	(24,851)	(5,798)
18	Legal	5,508,247	922,433	487,258	(435,175)	(212,974)
21	Executive and Board	3,662,929	566,892	527,594	(39,298)	(36,138)
11	Audit	1,544,742	234,211	224,963	(9,248)	(9,972)
3	Office of Innovation	603,649	142,055	38,119	(103,936)	(3,338)
	Non Departmental	11,851,580	(5,563)	-	5,563	2,782
	President & CEO Contingency	12,500,000	-	-	-	-
	Other (MTA Revenue/Expense)	-	-	126	126	-
4,229	Grand Total	620,063,000	96,201,272	89,777,396	(6,423,876)	(1,592,491)

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

<u>Department</u>	<u>November 2017</u>			<u>November 2016</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	75,873,094	72,439,512	(3,433,582)	74,423,090	71,561,805	(2,861,286)
Operations	69,473,727	66,708,905	(2,764,822)	68,502,099	65,588,109	(2,913,990)
EVP Oper Pub Safety & Cust Serv	205,769	175,495	(30,275)	189,633	178,332	(11,301)
METRO Police	4,079,734	3,539,824	(539,910)	3,634,874	3,860,653	225,779
Safety	1,353,309	1,353,958	649	1,316,297	1,198,661	(117,636)
Customer Service	760,555	661,331	(99,224)	780,187	736,049	(44,138)
Administration	9,054,267	8,383,505	(670,762)	8,466,037	7,002,056	(1,463,981)
EVP, Administration	124,610	117,051	(7,559)	102,993	94,400	(8,593)
IT	3,692,166	3,332,512	(359,654)	2,884,568	2,208,219	(676,350)
Human Resources	3,424,991	3,182,194	(242,797)	3,735,187	3,022,269	(712,919)
Procurement & Materials	1,812,500	1,751,749	(60,751)	1,743,289	1,677,169	(66,120)
Planning, Engineering and Construction	5,796,362	5,221,620	(574,742)	5,410,497	4,468,041	(942,455)
EVP PE&C	20,971	(100)	(21,071)	5,913	11,423	5,510
Engineering & Cap Project	256,897	83,179	(173,718)	(17,297)	91,327	108,624
Planning	1,219,998	1,043,977	(176,021)	778,682	374,909	(403,773)
Facilities Maintenance	4,298,496	4,094,564	(203,932)	4,643,200	3,990,383	(652,817)
Finance	1,684,302	1,390,681	(293,621)	1,579,977	1,571,815	(8,162)
Finance	1,578,850	1,290,030	(288,820)	1,579,977	1,571,815	(8,162)
CFO	105,452	100,652	(4,801)	-	-	-
Gov't & Public Affairs	1,933,220	1,064,018	(869,202)	1,406,591	688,965	(717,626)
Marketing	1,368,105	699,655	(668,450)	1,082,925	457,308	(625,617)
Public Engagement	271,592	207,495	(64,097)	235,890	167,319	(68,571)
Ridership & Client Services	205,890	94,087	(111,803)	N/A	N/A	N/A
Gov't Affairs	87,633	62,782	(24,851)	87,776	64,337	(23,438)
Legal	922,433	487,258	(435,175)	691,280	498,447	(192,833)
Executive & Board	566,892	527,594	(39,298)	459,494	422,236	(37,258)
Audit	234,211	224,963	(9,248)	251,735	202,866	(48,870)
Office of Innovation	142,055	38,119	(103,936)	126,139	82,335	(43,804)
Contingency	-	-	-	-	-	-
Non-Departmental	(5,563)	-	5,563	20,793	-	(20,793)
Other MTA Revenue / Expense	-	126	126	-	44,905	44,905
TOTAL NET OPERATING	\$ 96,201,272	\$ 89,777,396	\$ (6,423,876)	\$ 92,835,633	\$ 86,543,471	\$ (6,292,162)

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

Capital Budget

	FY2018 Annual Budget	Month of November 2017					Fiscal Year to Date				
		Budget	Actual	Variance		Budget	Actual	Variance			
				\$	%			\$	%		
METRORail Completion	\$ 51.5	\$ 3.9	\$ 1.7	\$ (2.2)	(56.4%)	\$ 7.9	\$ 2.1	\$ (5.8)	(73.4%)		
Capital Improvement Program	\$ 166.2	\$ 27.0	\$ 25.2	\$ (1.8)	(6.7%)	\$ 43.9	\$ 32.5	\$ (11.4)	(26.0%)		
Total Capital	\$ 217.7	\$ 30.9	\$ 26.9	\$ (4.0)	(12.9%)	\$ 51.8	\$ 34.5	\$ (17.3)	(33.4%)		

METRORail Completion expenses year-to-date of \$2.1 million through November 2017 are \$5.8 million or 73.4% under budget.

Other Capital Improvement Program expenses year-to-date of \$32.5 million through November 2017 are \$11.4 million or 26.0% under budget.

Debt Service Budget

	FY2018 Annual Budget	Month of November 2017					Fiscal Year to Date				
		Budget	Actual	Variance		Budget	Actual	Variance			
				\$	%			\$	%		
Debt Service	\$ 97.0	\$ 7.7	\$ 7.6	\$ (0.1)	(1.3%)	\$ 16.6	\$ 16.5	\$ (0.1)	(0.6%)		

Debt Service expenses of \$16.5 million through November 2017 year-to-date is \$0.1 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	Month of November 2017					Fiscal Year to Date				
		Projection	Allocation	Variance		Projection	Allocation	Variance			
				\$	%			\$	%		
General Mobility	\$ 176.8	\$ 16.1	\$ 15.9	\$ (0.2)	(1.2%)	\$ 29.9	\$ 29.0	\$ (0.9)	(3.0%)		

Funds allocated to the General Mobility Fund totaled \$29.0 million for the year-to-date through November 2017 are \$0.9 million or 3.0% less than the amount projected.

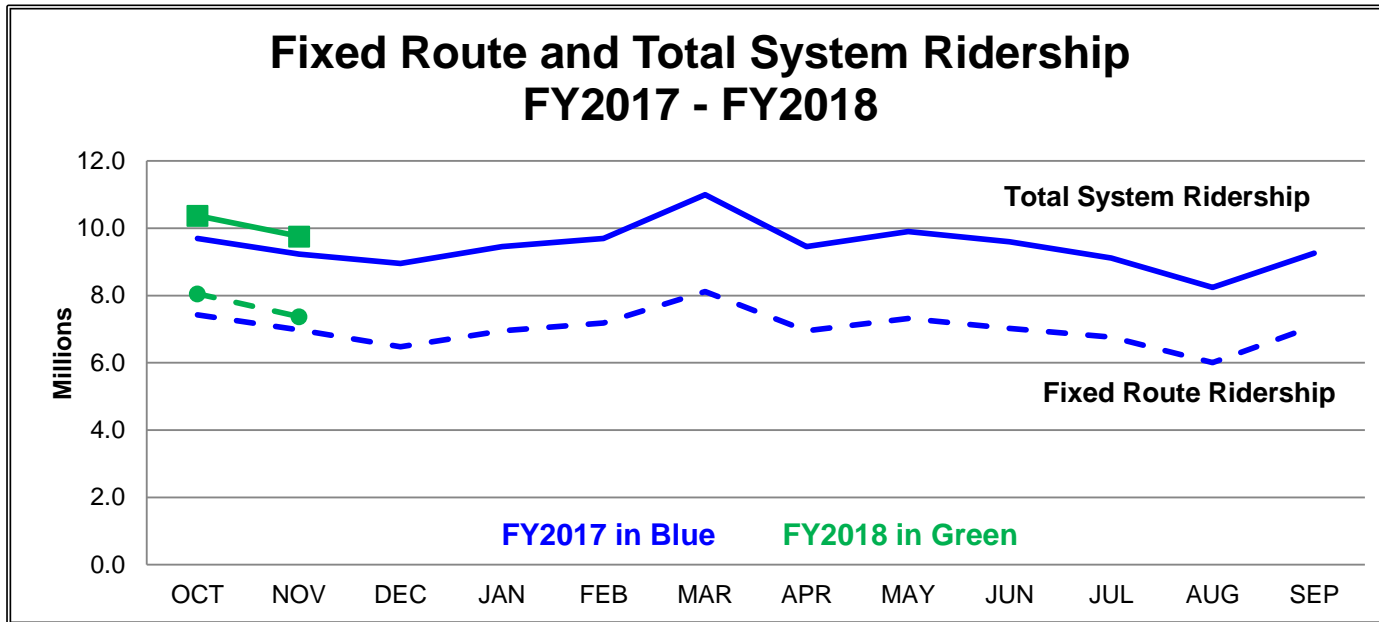
MONTHLY PERFORMANCE REPORT

November 2017

Ridership by Service Category

Service Category	YTD % Change					
	Nov-16 Boardings	Nov-17 Boardings	Nov-17 vs. Nov-16	Nov-16 YTD Boardings	Nov-17 YTD Boardings	Nov-17 vs. Nov-16
Fixed Route Services						
<u>Local Network</u>						
Local Bus	4,907,794	5,095,966	3.8%	10,093,202	10,643,328	5.5%
<u>METRORail</u>						
Red (North) Line	1,228,247	1,336,205	8.8%	2,558,236	2,766,388	8.1%
Green (East) Line	53,358	137,001	156.8%	127,895	284,957	122.8%
Purple (Southeast) Line	130,940	177,462	35.5%	267,357	374,293	40.0%
METRORail (all lines)	1,412,545	1,650,668	16.9%	2,953,488	3,425,638	16.0%
METRORail-Bus Bridge	24,590	0	0.0%	26,586	0	(100.0%)
METRORail total	1,437,135	1,650,668	14.9%	2,980,074	3,425,638	15.0%
Subtotal Local Network	6,344,929	6,746,634	6.3%	13,073,276	14,068,966	7.6%
<u>Commuter</u>						
Park & Ride	634,064	623,808	(1.6%)	1,325,705	1,347,150	1.6%
Subtotal Fixed Route Service	6,978,993	7,370,442	5.6%	14,398,981	15,416,116	7.1%
Special Events	419	1,417	238.2%	1,938	5,992	209.2%
Total Fixed Route	6,979,412	7,371,859	5.6%	14,400,919	15,422,108	7.1%
Customized Bus Services						
METROLift	157,015	162,135	3.3%	323,721	333,469	3.0%
METRO STAR Vanpool	166,616	154,793	(7.1%)	343,410	326,869	(4.8%)
Internal Service	7	24	0.0%	91	24	0.0%
Subtotal Customized Bus	323,638	316,952	(2.1%)	667,222	660,362	(1.0%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,927,107	2,071,432	7.5%	3,854,214	4,048,708	5.0%
Total System	9,230,157	9,760,243	5.7%	18,922,355	20,131,178	6.4%

**MONTHLY PERFORMANCE REPORT
November 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 November 2017 of 7.4 million is 391,000 or 5.6% greater than last year.

Total fixed route ridership, excluding special events, for the year-to-date is 15.4 million through November 2017 which is 1.0 million or 7.1% greater than last year.

METRORail ridership for the month of November 2017 of 1.7 million is 14.9% greater than last year.

METRORail ridership year-to-date of 3.4 million through November 2017 is 15.0% greater than last year.

MONTHLY PERFORMANCE REPORT

November 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
	Bus Accidents (Includes METROLift)	48	30											≤ 49	78
Bus Accidents per 100,000 vehicle miles	0.78	0.52											≤ 1.20	0.66	≤ 1.20
Rail Accidents	9	15											≤ 9	24	≤ 18
Rail Accidents per 100,000 vehicle miles	2.92	4.86											≤ 2.80	3.89	≤ 2.80
Major Security Incidents - total	76	44											≤ 70	120	≤ 140
Major Security Incidents per 100,000 boardings	0.733	0.451											≤ 0.98	0.596	≤ 0.98
Major Security Incidents - METRO properties	51	14											≤ 28	65	≤ 55
Major Security Incidents per 100,000 boardings	0.492	0.143											≤ 0.40	0.323	≤ 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
Complaint Contacts per 100,000 Boardings	17.43	15.14											< 20.00	16.32	< 20.00
Commendations	375	281											≥ 308	656	≥ 616
Average Call Center Answer Delay (Sec.)	108	140											< 105	124	< 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 did not meet the safety goal for the month or the year-to-date.
- Total major security incidents met the benchmark for the month and the year-to-date.
- Major security incidents on METRO properties met the benchmark for the month but did not 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 did not exceed the goal for the month but did for the year-to-date.
- The average call center answer delay did not meet the goal for the month or the year-to-date.

MONTHLY PERFORMANCE REPORT
November 2017
Performance Statistics

Benchmark Met
Benchmark Missed

Fiscal Year 2018													Current Month Target	FY2018 YTD Actual	FY2018 YTD GOAL
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP			
On-Time Performance															
Local Bus	73.7%	73.7%											≧ 75%	73.7%	≧ 75%
Park & Ride	76.9%	76.4%											≧ 75%	76.7%	≧ 75%
Weighted Average Bus	75.0%	74.8%											≧ 75%	74.9%	≧ 75%
METROLift	88.8%	90.9%											≧ 90%	89.9%	≧ 90%
Rail - Red Line OTP	78.8%	79.0%											≧ 90%	78.9%	≧ 90.0%
Rail - South East Purple Line OTP	96.6%	98.0%											≧ 95%	97.2%	≧ 95.0%
Rail - East End Green Line OTP	96.3%	97.8%											≧ 95%	97.0%	≧ 95.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,065	12,490											≧ 9,700	11,112	≧ 8,725
MDBF (Mean Distance Between Mechanical Failures) - METROLift	20,650	25,897											≧ 20,000	22,863	≧ 20,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	38,547	22,053											≧ 15,000	28,051	≧ 15,000
Average Peak HOT Lanes Speed (mile per hour)															
I-45 North HOV	53	54											≧ 45	54	≧ 45
I-45 South HOV	63	52											≧ 45	58	≧ 45
US-290 HOV	56	56											≧ 45	56	≧ 45
US-59 North HOV	60	62											≧ 45	61	≧ 45
US-59 South HOV	49	50											≧ 45	50	≧ 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 met the on-time performance goal for the month but not 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
November 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
November 2017
Balance Sheet

	November 30, 2016 (\$)	November 30, 2017 (\$)	Change (\$)
Assets			
Cash	10,149,583	(3,850,877)	(14,000,460)
Receivables	128,269,656	124,459,503	(3,810,153)
Inventory	32,344,523	36,632,005	4,287,482
Investments	385,092,133	443,824,046	58,731,913
Other Assets	12,011,889	4,807,214	(7,204,675)
Land & Improvements	358,022,086	365,208,816	7,186,730
Capital Assets, Net of Depreciation	2,655,687,694	2,569,112,720	(86,574,974)
Total Assets	3,581,577,564	3,540,193,428	(41,384,137)
Deferred Outflow of Resources	110,710,438	95,981,407	(14,729,031)
	3,692,288,002	3,636,174,834	(56,113,168)
Liabilities			
Trade Payables	104,052,705	81,404,691	(22,648,015)
Accrued Payroll	29,198,250	32,222,595	3,024,345
Commercial Paper	-	-	-
Debt Payable	1,204,880,925	1,266,392,617	61,511,692
Debt Interest Payable	451,922	442,205	(9,716)
Pension and OPEB Liabilities	512,821,185	534,867,678	22,046,494
Other Liabilities	33,290,733	50,173,317	16,882,584
Total Liabilities	1,884,695,720	1,965,503,103	80,807,383
Deferred Inflow of Resources	-	-	-
Net Assets - Retained Earnings	1,807,592,282	1,670,671,732	(136,920,550)
Total Liabilities and Net Assets	3,692,288,002	3,636,174,834	(56,113,168)

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.