

METRO

Fiscal Year 2018

Monthly Performance Report

Revenue • Expense • Ridership • Performance

December 2017

(First Quarter Fiscal Year-to Date)



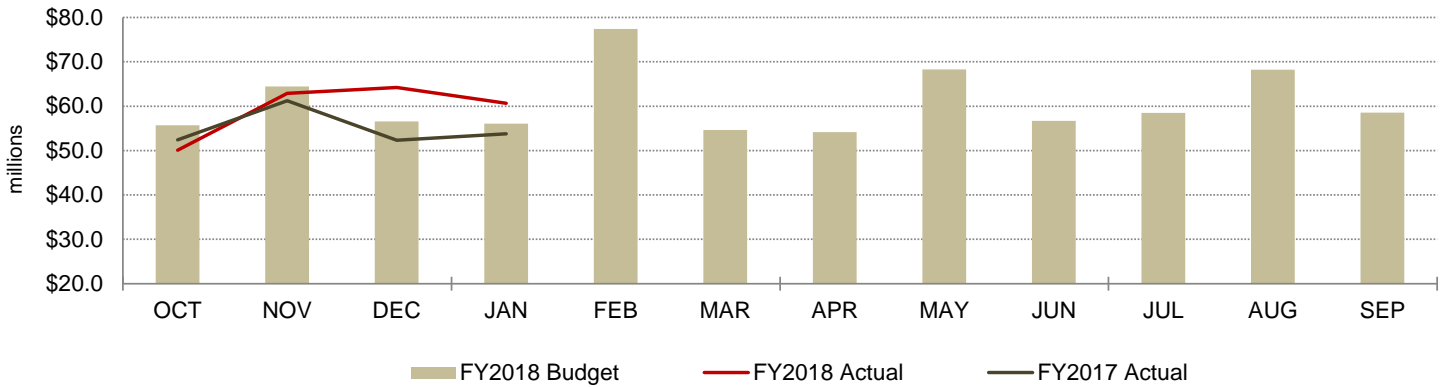
MONTHLY PERFORMANCE REPORT

December 2017

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MONTHLY PERFORMANCE REPORT
January 2018
Sales Tax Revenue



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	56.1	60.6	4.6	8.1%
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	\$ 232.8	\$ 237.8	\$ 5.1	2.2%

Prior Year vs. Current Year

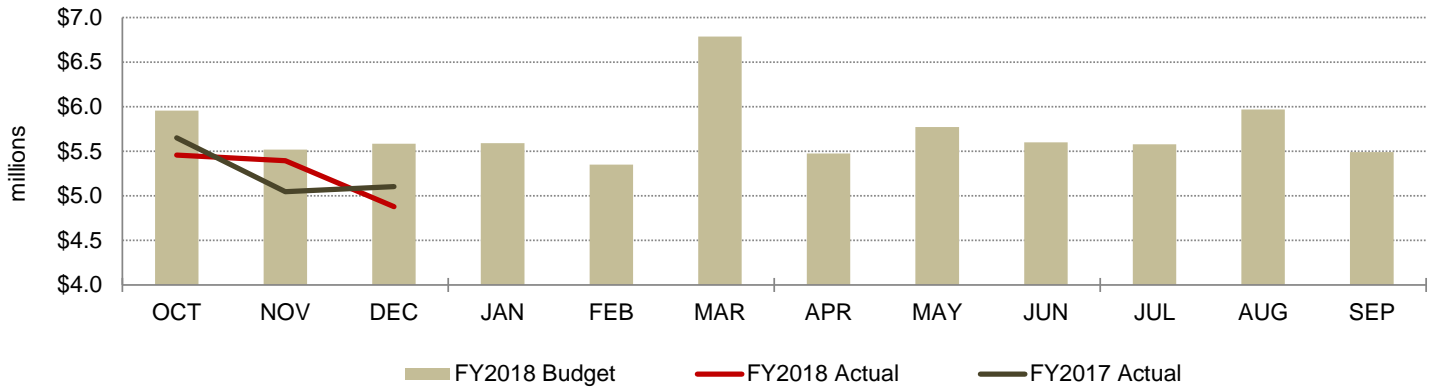
(\$ millions)

	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	53.8	60.6	6.9	12.8%
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	\$ 219.8	\$ 237.8	\$ 18.1	8.2%

Sales Tax revenue for the month of January 2018 is \$4.6 million or 8.1% over estimates.

Year-to-date Sales Tax revenue of \$237.8 million through January 2018 is \$5.1 million or 2.2% over estimates.

MONTHLY PERFORMANCE REPORT
December 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	5.6	4.9	(0.7)	(12.5%)
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	\$ 17.1	\$ 15.7	\$ (1.3)	(8.2%)

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	5.1	4.9	(0.2)	(3.9%)
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	\$ 15.8	\$ 15.7	\$ (0.1)	(0.6%)

Fare Revenue for the month of December 2017 of \$4.9 million is \$0.7 million or 12.5% under budget.

Fare Revenue of \$15.7 million through December 2017 year-to-date is \$1.3 million or 8.2% under budget.

MONTHLY PERFORMANCE REPORT
December 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	6.3	0.4	(5.9)	(93.7%)
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	\$ 19.0	\$ 4.0	\$ (15.0)	(78.9%)

Service Related Grant Revenue for the month of December 2017 of \$0.4 million is \$5.9 million or 93.7% under budget.

Service Related Grant Revenue for the year-to-date of \$4.0 million through December 2017 is \$15.0 million or 78.9% 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	3.4	0.9	(2.5)	(73.5%)
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	\$ 10.2	\$ 2.2	\$ (8.0)	(78.4%)

Capital Grant Revenue for the year-to-date of \$2.2 million through December 2017 is \$8.0 million under budget.

MONTHLY PERFORMANCE REPORT
December 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	1.0	1.6	0.6	60.0%
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	\$ 3.4	\$ 4.2	\$ 0.8	23.5%

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	1.5	36.4%	0.6	36.1%
HOT Lanes Revenue	1.7	41.2%	0.6	37.7%
Inter Government Revenue	0.0	0.0%	0.0	0.0%
Other	0.9	22.4%	0.4	26.2%
Total	\$ 4.2	100.0%	\$ 1.6	100.0%

Interest & Misc. Revenue year-to-date of \$4.2 million through December 2017 is \$0.8 million or 23.5% over budget.

MONTHLY PERFORMANCE REPORT

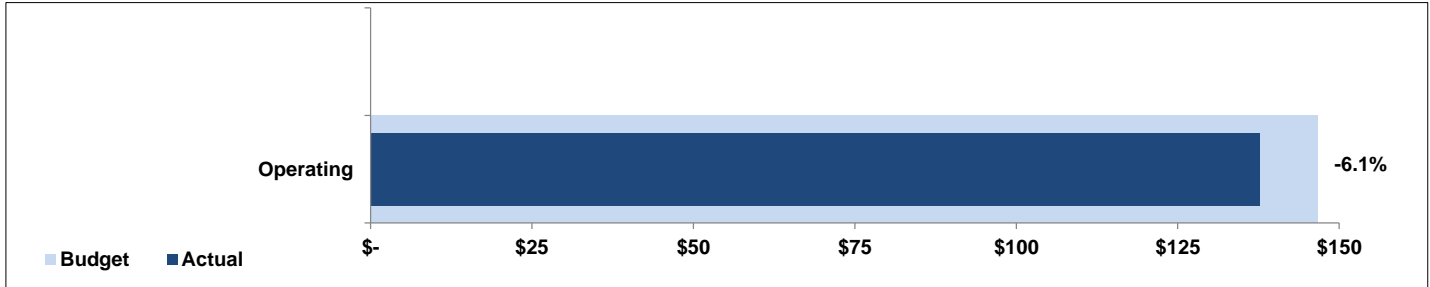
December 2017

Budget Summary

(\$ millions)

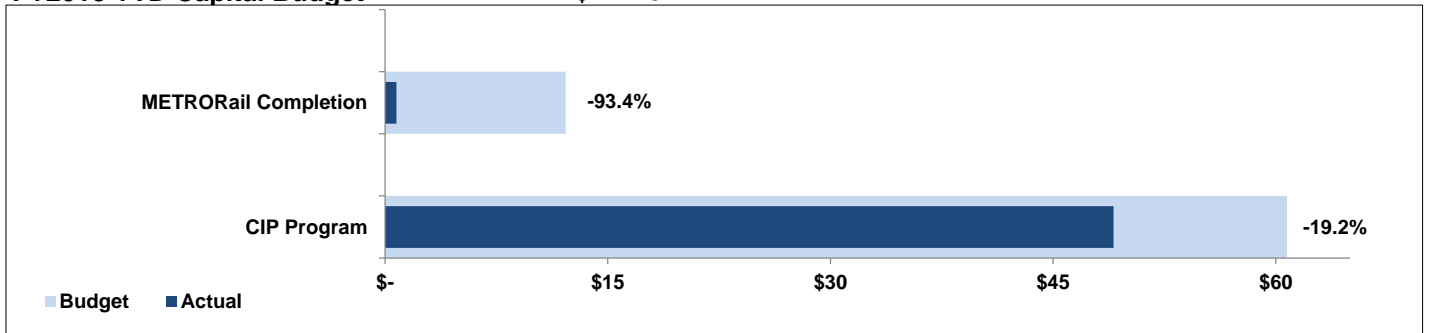
FY2018 Annual Operating Budget \$ 620.1

FY2018 YTD Operating Budget \$ 146.8



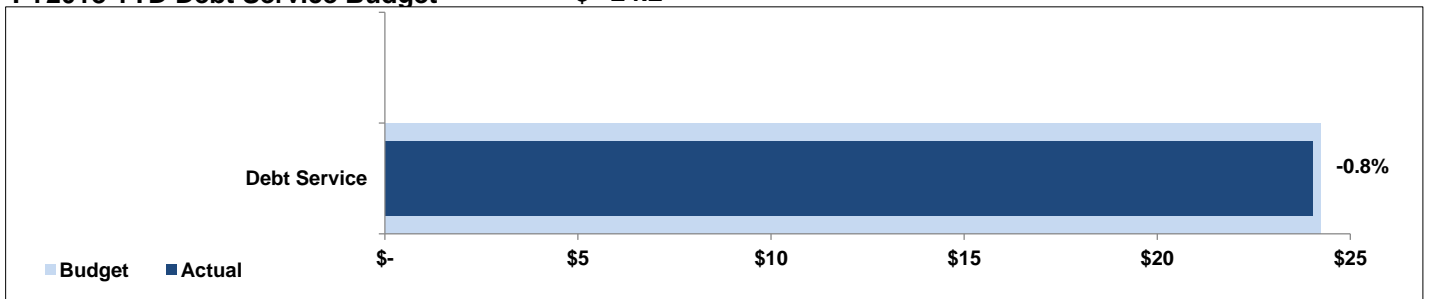
FY2018 Annual Capital Budget \$ 217.7

FY2018 YTD Capital Budget \$ 72.9



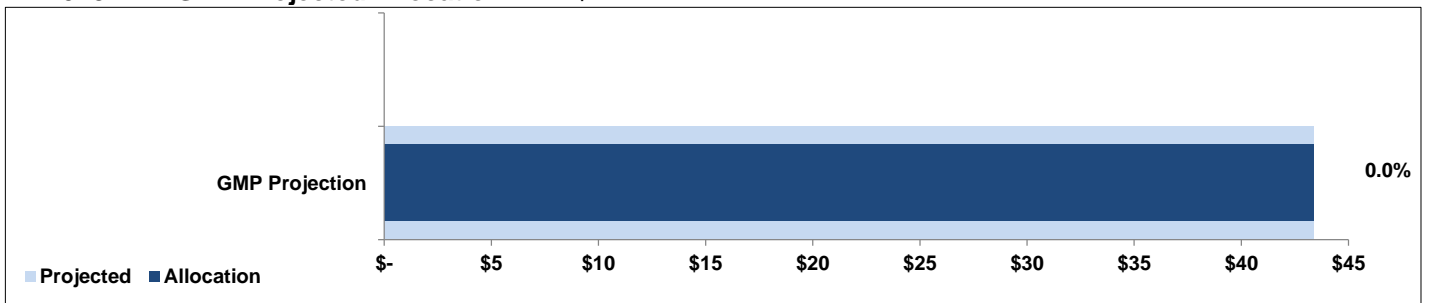
FY2018 Annual Debt Service Budget \$ 97.0

FY2018 YTD Debt Service Budget \$ 24.2



FY2018 Annual GMP Projected Allocation \$ 176.8

FY2018 YTD GMP Projected Allocation \$ 43.4



MONTHLY PERFORMANCE REPORT
December 2017
Operating Expenses

Comparison of Budget to Actual for the Month (December 2017)					
	FY18 Annual Budget	December Budget	December Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 359,408,185	\$ 29,267,610	\$ 28,107,439	\$ (1,160,170)	(4.0%)
Non-Labor	248,154,816	\$ 21,296,626	\$ 19,904,220	(1,392,405)	(6.5%)
Subtotal Labor & Non-Labor	607,563,000	50,564,235	48,011,660	(2,552,575)	(5.0%)
Contingency	12,500,000	\$ -	\$ -	-	0.0%
Total Operating Budget	\$ 620,063,000	\$ 50,564,235	\$ 48,011,660	\$ (2,552,575)	(5.0%)

Comparison of Budget to Actual Year-to-Date December 2017 (3 months)					
	FY18 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 139,516,147	\$ 35,224,116	\$ 34,470,424	\$ (753,692)	(2.1%)
Union Fringe Benefits	81,745,941	18,930,342	18,693,961	(236,380)	(1.2%)
Subtotal Union Labor	221,262,088	54,154,457	53,164,385	(990,072)	(1.8%)
Salaries and Non-Union Wages	103,932,927	25,119,007	23,472,017	(1,646,990)	(6.6%)
Non-Union Fringe Benefits	44,841,840	10,976,687	9,522,632	(1,454,055)	(13.2%)
Subtotal Non-Union Labor	148,774,767	36,095,694	32,994,649	(3,101,045)	(8.6%)
Allocation to Capital & GMP	(10,628,670)	(2,657,168)	(1,634,501)	1,022,667	38.5%
Subtotal Labor and Fringe Benefits	359,408,185	87,592,984	84,524,533	(3,068,451)	(3.5%)
Materials & Supplies					
Services	61,754,537	12,730,115	9,375,829	(3,354,285)	(26.3%)
Materials and Supplies	30,959,679	7,377,778	6,711,308	(666,470)	(9.0%)
Fuel and Utilities	35,105,872	8,104,858	7,579,121	(525,737)	(6.5%)
	127,820,087	28,212,751	23,666,258	(4,546,493)	(16.1%)
Administration					
Casualty and Liability	4,412,343	1,057,699	1,210,625	152,926	14.5%
Purchased Transportation	102,232,281	25,530,111	24,730,850	(799,261)	(3.1%)
Leases, Rentals and Misc.	14,320,188	4,529,484	3,668,636	(860,848)	(19.0%)
Allocation to Capital & GMP - Non-Labor	(630,084)	(157,521)	-	157,521	(100.0%)
	120,334,728	30,959,773	29,610,111	(1,349,661)	(4.4%)
Subtotal Non-Labor	248,154,816	59,172,523	53,276,369	(5,896,154)	(10.0%)
Subtotal Labor and Non-Labor	607,563,000	146,765,508	137,800,902	(8,964,605)	(6.1%)
Contingency	12,500,000	-	-	-	0.0%
Subtotal Contingency	12,500,000	-	-	-	0.0%
Total Operating Budget	\$ 620,063,000	\$ 146,765,508	\$ 137,800,902	\$ (8,964,605)	(6.1%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	51,020	51,020	0.0%
Grand Total	\$ 620,063,000	\$ 146,765,508	\$ 137,851,922	\$ (8,913,586)	(6.1%)

Operating Expenses for the month of December 2017 of \$48.0 million are \$2.6 million or 5.0% under budget.

Operating Expenses year-to-date of \$137.8 million through December 2017 are \$9.0 million or 6.1% under budget.

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

Fiscal Year 2018
\$ Variance

<u>Expense Type</u>	<u>FY2018 Budget</u>	<u>FY2018 Actual</u>	<u>(under budget) / over budget</u>
<u>Payroll & Benefits</u>			
Union Labor	54,154,457	53,164,385	\$ (990,072)
Wages & Fringe Benefits - savings from bus operator vacancies offset with workers comp			(1,657,000)
Wages & Fringe Benefits - savings from primarily mechanic, technician, cleaners			(950,000)
Underrun in health benefit due to lower than expected health care expense & longevity pay			(208,000)
Union Vacancies - Fringes driven by underrun in FICA wages			(182,000)
 <u>Offset by</u>			
Pension Union - DC			129,000
Overtime primarily in METRO rail, bus maintenance & public facilities			661,000
Overtime in bus transportation to cover routine vacancies			1,151,000
 Non-Union Labor	 36,095,694	 32,994,649	 \$ (3,101,045)
Savings in base salaries			(2,064,000)
Savings in healthcare			(1,103,000)
 <u>Offset by</u>			
Salaried overtime mainly driven by vacancies			134,000
 <u>Materials & Supplies</u>	 28,212,751	 23,666,258	 \$ (4,546,493)
<u>Services</u>			
<u>Operations</u> mainly due to underrun in contract management (-\$348,000) and in building & grounds maintenance (-\$171,000)			(519,000)
<u>Information Technology</u> due to underrun in equipment repairs & maintenance (-\$225,000), and in contract management (-\$166,000).			(391,000)
<u>Government & Public Affairs</u> mainly due to underrun in contract marketing services			(355,000)
<u>Facility Maintenance</u> mainly due to underspending in building & grounds maintenance (-\$208,000) and BOF maintenance costs (-\$145,000)			(353,000)
<u>Finance</u> due to underspending in several categories mostly in contract management			(260,000)
<u>Engineering and Capital Projects</u> mostly due to underruns in engineering support services			(246,000)
<u>Legal</u> mainly due to lower than expected legal fees			(210,000)
<u>METRO Police</u> underrun in contract management			(157,000)
<u>Human Resources</u> due to underrun in contract management			(122,000)
 <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			(485,000)
Underspending in education and training throughout the Authority (<i>excludes bus operator and other Operations staff related training</i>)			(155,000)
Support services in various other areas			(101,000)

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

Fiscal Year 2018
\$ Variance

<u>Expense Type</u>	<u>FY2018 Budget</u>	<u>FY2018 Actual</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			(1,319,000)
Special office and other office supplies			(290,000)
Warranty Credits			(199,000)
Supplies - EDP in IT			(177,000)
Minor Tools			(156,000)
<u>Offset by miscellaneous overruns in -</u>			
Propulsion			279,000
Bus engines - Unit overhaul			361,000
Bus batteries - mostly in Unit overhaul			762,000
Fuel and Utilities			
Underrun in Natural Gas			(104,000)
Less than expected Fuel & Lubricant expenses & taxes			(110,000)
Underrun in Diesel Fuel (including taxes) mainly due to lower prices per gallon on fuel			(160,000)
Lower than expected charges for routine telephone services			(165,000)
<u>Administration</u>	30,959,773	29,610,111	\$ (1,349,661)
Casualty & Liability			
Higher than expected subrogation recovery and lower than expected premiums; offset by higher than expected vehicle expense			153,000
Purchased Transportation			
METROLIFT - overbudgeted in October; variance should normalize by end of first quarter			(166,000)
Vanpool leases underrun due to fuel card transition delay and Harvey impacts			(351,000)
Northwest Contract - overbudgeted in October; variance should normalize by end of first quarter			(353,000)
Leases, Rentals, & Miscellaneous			
Lower than expected IT Rent Software Payments			(645,000)
Underspending in discretionary items (Travel, Memberships, etc.) and other miscellaneous items			(210,000)
Other Misc expenses lower than expected			(122,000)
Lease - Parking for P&R Service			124,000

MONTHLY PERFORMANCE REPORT
December 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>
3,570	Oper, Public Safety, & Cust Service	455,818,074	112,385,388	108,508,736	(3,876,651)	(452,722)
3,121	Operations	414,844,931	102,772,293	100,100,837	(2,671,456)	83,714
328	METRO Police	26,355,579	6,126,949	5,157,714	(969,235)	(429,324)
42	Safety	8,697,303	2,040,825	1,986,925	(53,900)	(54,549)
70	Customer Services	4,679,935	1,137,299	986,147	(151,152)	(51,928)
9	EVP Oper Pub Safety & Cust Service	1,240,327	308,023	277,114	(30,909)	(634)
238	Administration	56,886,345	16,941,875	14,904,786	(2,037,089)	(1,367,955)
72	IT	23,325,978	8,614,512	7,296,978	(1,317,534)	(959,508)
42	Human Resources	21,530,876	5,309,497	4,806,306	(503,190)	(260,393)
119	Procurement & Materials	11,093,276	2,803,472	2,611,372	(192,099)	(131,348)
5	EVP, Administration	936,215	214,395	190,129	(24,265)	(16,706)
245	Planning, Engineer, & Construction	42,151,654	9,442,266	8,445,337	(996,928)	(422,721)
179	Facilities Maint	32,628,675	7,090,301	6,359,566	(730,735)	(527,337)
37	Planning	8,144,872	1,914,197	1,896,060	(18,137)	157,884
27	Engineering & Cap Project	1,236,377	404,816	178,431	(226,385)	(52,667)
2	EVP PE&C	141,730	32,952	11,281	(21,672)	(601)
80	Finance	10,833,063	2,552,420	2,071,994	(480,426)	(186,806)
76	Finance	9,872,858	2,389,120	1,920,579	(468,541)	(179,721)
4	CFO	960,205	163,300	151,414	(11,885)	(7,085)
43	Govt & Public Affairs	20,971,586	2,590,173	1,560,660	(1,029,513)	(160,343)
25	Marketing	17,767,322	1,788,151	1,012,880	(775,272)	(106,853)
10	Public Engagement	1,728,451	390,900	313,309	(77,592)	(13,495)
5	Ridership & Client Services	1,010,884	283,996	139,740	(144,255)	(32,452)
3	Gov't Affairs	464,929	127,126	94,731	(32,394)	(7,543)
18	Legal	5,547,379	1,384,807	1,098,803	(286,004)	149,171
21	Executive and Board	3,724,582	915,998	804,616	(111,381)	(72,083)
11	Audit	1,573,529	355,199	341,577	(13,623)	(4,374)
3	Office of Innovation	604,208	181,082	64,268	(116,814)	(12,878)
	Non Departmental	9,452,580	16,300	-	(16,300)	(21,864)
	President & CEO Contingency	12,500,000	-	-	-	-
	Other (MTA Revenue/Expense)	-	-	126	126	-
4,229	Grand Total	620,063,000	146,765,508	137,800,902	(8,964,605)	(2,552,575)

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

<u>Department</u>	December 2017 -----Year-to-Date-----			December 2016 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
Operations, Public Safety and Customer Service	112,385,388	108,508,736	(3,876,651)	111,253,807	106,540,255	(4,713,551)
Operations	102,772,293	100,100,837	(2,671,456)	102,233,323	97,959,120	(4,274,203)
EVP Oper Pub Safety & Cust Serv	308,023	277,114	(30,909)	289,242	277,160	(12,082)
METRO Police	6,126,949	5,157,714	(969,235)	5,526,838	5,475,021	(51,817)
Safety	2,040,825	1,986,925	(53,900)	2,012,696	1,769,550	(243,146)
Customer Service	1,137,299	986,147	(151,152)	1,191,708	1,059,405	(132,303)
Administration	16,941,875	14,904,786	(2,037,089)	13,344,087	10,638,428	(2,705,659)
EVP, Administration	214,395	190,129	(24,265)	156,067	125,732	(30,334)
IT	8,614,512	7,296,978	(1,317,534)	5,002,615	3,424,832	(1,577,783)
Human Resources	5,309,497	4,806,306	(503,190)	5,511,327	4,586,638	(924,689)
Procurement & Materials	2,803,472	2,611,372	(192,099)	2,674,078	2,501,225	(172,853)
Planning, Engineering and Construction	9,442,266	8,445,337	(996,928)	8,547,915	7,064,773	(1,483,143)
EVP PE&C	32,952	11,281	(21,672)	9,186	24,688	15,502
Engineering & Cap Project	404,816	178,431	(226,385)	(12,274)	110,980	123,254
Planning	1,914,197	1,896,060	(18,137)	1,290,980	598,645	(692,335)
Facilities Maintenance	7,090,301	6,359,566	(730,735)	7,260,023	6,330,459	(929,564)
Finance	2,552,420	2,071,994	(480,426)	2,490,770	2,226,472	(264,298)
Finance	2,389,120	1,920,579	(468,541)	2,364,169	2,124,171	(239,998)
CFO	163,300	151,414	(11,885)	126,601	102,301	(24,300)
Gov't & Public Affairs	2,590,173	1,560,660	(1,029,513)	2,029,904	1,180,400	(849,504)
Marketing	1,788,151	1,012,880	(775,272)	1,553,946	828,773	(725,173)
Public Engagement	390,900	313,309	(77,592)	337,468	256,594	(80,875)
Ridership & Client Services	283,996	139,740	(144,255)	N/A	N/A	N/A
Gov't Affairs	127,126	94,731	(32,394)	138,490	95,033	(43,457)
Legal	1,384,807	1,098,803	(286,004)	1,047,869	957,597	(90,272)
Executive & Board	915,998	804,616	(111,381)	750,445	635,319	(115,127)
Audit	355,199	341,577	(13,623)	387,442	355,560	(31,882)
Office of Innovation	181,082	64,268	(116,814)	170,900	126,056	(44,844)
Contingency	-	-	-	-	-	-
Non-Departmental	16,300	-	(16,300)	31,191	-	(31,191)
Other MTA Revenue / Expense	-	126	126	-	43,076	43,076
TOTAL NET OPERATING	\$ 146,765,508	\$ 137,800,902	\$ (8,964,605)	\$ 140,054,331	\$ 129,767,936	\$ (10,286,395)

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

Capital Budget

	FY2018 Annual Budget	Month of December 2017				Fiscal Year to Date			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRORail Completion	\$ 51.5	\$ 4.2	\$ (1.3)	\$ (5.5)	(131.0%)	\$ 12.2	\$ 0.8	\$ (11.4)	(93.4%)
Capital Improvement Program	\$ 166.2	\$ 16.9	\$ 16.6	\$ (0.3)	(1.8%)	\$ 60.8	\$ 49.1	\$ (11.7)	(19.2%)
Total Capital	\$ 217.7	\$ 21.1	\$ 15.3	\$ (5.8)	(27.5%)	\$ 72.9	\$ 49.8	\$ (23.1)	(31.7%)

METRORail Completion expenses year-to-date of \$0.8 million through December 2017 are \$11.4 million or 93.4% under budget.

Other Capital Improvement Program expenses year-to-date of \$49.1 million through December 2017 are \$11.7 million or 19.2% under budget.

Debt Service Budget

	FY2018 Annual Budget	Month of December 2017				Fiscal Year to Date			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
Debt Service	\$ 97.0	\$ 7.7	\$ 7.5	\$ (0.2)	(2.6%)	\$ 24.2	\$ 24.0	\$ (0.2)	(0.8%)

Debt Service expenses of \$24.0 million through December 2017 year-to-date is \$0.2 million under budget.

General Mobility Transfers

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

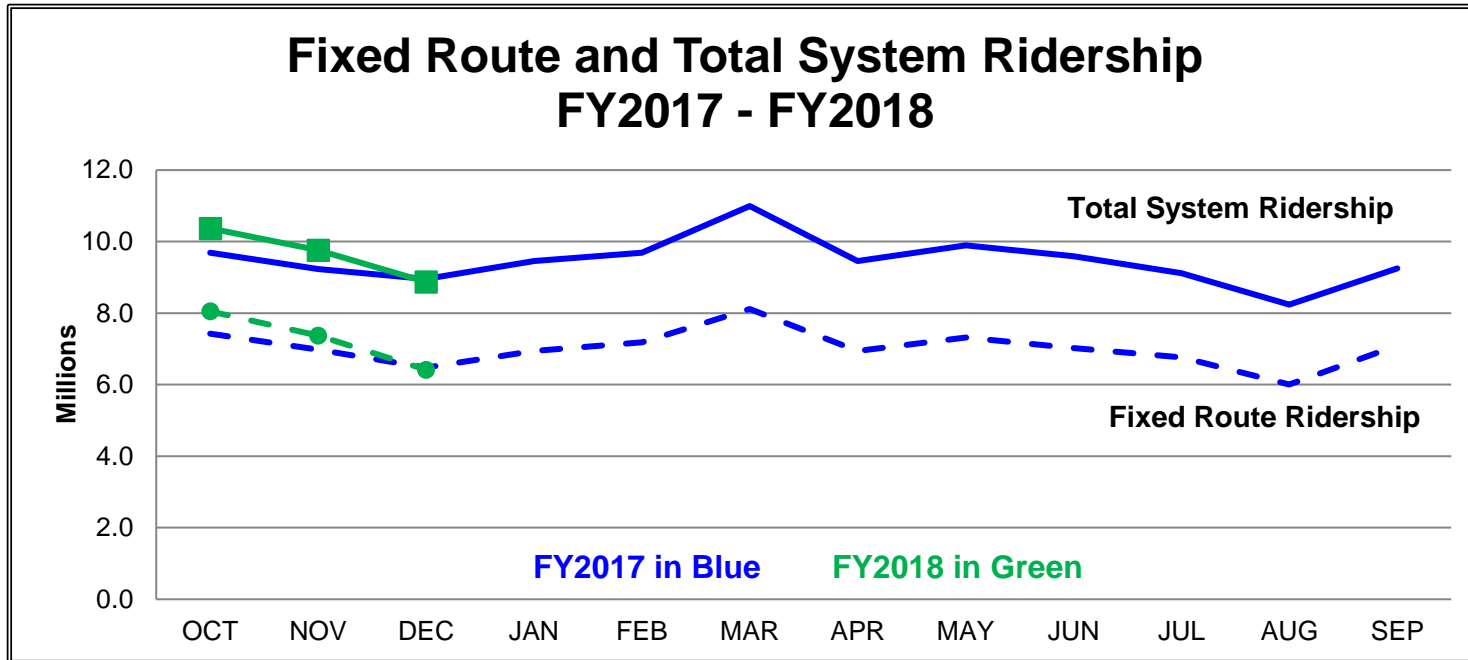
	FY2018 Annual Projection	Month of December 2017				Fiscal Year to Date			
		Projection	Allocation	Variance		Projection	Allocation	Variance	
				\$	%			\$	%
General Mobility	\$ 176.8	\$ 13.5	\$ 14.5	\$ 1.0	7.4%	\$ 43.4	\$ 43.4	\$ 0.0	0.0%

Funds allocated to the General Mobility Fund totaled \$43.4 million for the year-to-date through December 2017 are \$0.03 million or 0.0% less than the amount projected.

MONTHLY PERFORMANCE REPORT
December 2017
Ridership by Service Category

Service Category	YTD % Change					
	Dec-16 Boardings	Dec-17 Boardings	Dec-17 vs. Dec-16	Dec-16 YTD Boardings	Dec-17 YTD Boardings	Dec-17 vs. Dec-16
Fixed Route Services						
<u>Local Network</u>						
Local Bus	4,650,782	4,613,832	(0.8%)	14,743,984	15,257,160	3.5%
<u>METRORail</u>						
Red (North) Line	1,145,793	1,070,133	(6.6%)	3,704,029	3,836,521	3.6%
Green (East) Line	72,278	111,546	54.3%	200,173	396,503	98.1%
Purple (Southeast) Line	62,615	115,523	84.5%	329,972	489,816	48.4%
METRORail (all lines)	1,280,686	1,297,202	1.3%	4,234,174	4,722,840	11.5%
METRORail-Bus Bridge	18,990	11,852	0.0%	45,576	11,852	(74.0%)
METRORail total	1,299,676	1,309,054	0.7%	4,279,750	4,734,692	10.6%
Subtotal Local Network	5,950,458	5,922,886	(0.5%)	19,023,734	19,991,852	5.1%
<u>Commuter</u>						
Park & Ride	527,353	489,719	(7.1%)	1,853,058	1,836,869	(0.9%)
Subtotal Fixed Route Service	6,477,811	6,412,605	(1.0%)	20,876,792	21,828,721	4.6%
Special Events	0	6,544	#DIV/0!	1,938	12,536	546.9%
Total Fixed Route	6,477,811	6,419,149	(0.9%)	20,878,730	21,841,257	4.6%
Customized Bus Services						
METROLift	153,676	154,476	0.5%	477,397	487,945	2.2%
METRO STAR Vanpool	145,656	130,289	(10.6%)	489,066	455,228	(6.9%)
Internal Service	44	0	0.0%	135	24	0.0%
Subtotal Customized Bus	299,376	284,765	(4.9%)	966,598	943,197	(2.4%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,177,658	2,169,741	(0.4%)	6,031,872	6,218,449	3.1%
Total System	8,954,845	8,873,655	(0.9%)	27,877,200	29,002,903	4.0%

MONTHLY PERFORMANCE REPORT
December 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 December 2017 of 6.4 million is 65,000 or 1.0% less than last year.

Total fixed route ridership, excluding special events, for the year-to-date is 21.8 million through December 2017 which is 1.0 million or 4.6% greater than last year.

METRORail ridership for the month of December 2017 of 1.3 million is 0.7% greater than last year.

METRORail ridership year-to-date of 4.7 million through December 2017 is 10.6% greater than last year.

MONTHLY PERFORMANCE REPORT

December 2017

Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2018

Fiscal Year 2018													Current Month Target	FY2018 YTD Actual	FY2018 YTD GOAL
SAFETY & SECURITY															
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP			
Bus Accidents (Includes METROLift)	48	30	49										≤ 50	127	≤ 150
Bus Accidents per 100,000 vehicle miles	0.78	0.52	0.85										≤ 1.20	0.72	≤ 1.20
Rail Accidents	9	15	8										≤ 9	32	≤ 27
Rail Accidents per 100,000 vehicle miles	2.92	4.86	2.60										≤ 2.80	3.46	≤ 2.80
Major Security Incidents - total	76	44	36										≤ 70	156	≤ 210
Major Security Incidents per 100,000 boardings	0.733	0.451	0.406										≤ 0.98	0.538	≤ 0.98
Major Security Incidents - METRO properties	51	14	25										≤ 28	90	≤ 83
Major Security Incidents per 100,000 boardings	0.492	0.143	0.282										≤ 0.40	0.310	≤ 0.40
CUSTOMER SERVICE															
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP			
Complaint Contacts per 100,000 Boardings	17.43	15.15	18.20										< 20.00	16.90	< 20.00
Commendations	375	281	274										≥ 308	930	≥ 924
Average Call Center Answer Delay (Sec.)	108	140	73										< 105	107	< 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 but not 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 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 met the goal for the month but not the year-to-date.

MONTHLY PERFORMANCE REPORT
December 2017
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2018															
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2018 YTD Actual	FY2018 YTD GOAL
On-Time Performance															
Local Bus	73.7%	73.7%	74.1%										≥ 75%	73.8%	≥ 75%
Park & Ride	76.9%	76.4%	75.4%										≥ 75%	76.2%	≥ 75%
Weighted Average Bus	75.0%	74.8%	74.6%										≥ 75%	74.8%	≥ 75%
METROLift	88.8%	90.9%	91.7%										≥ 90%	90.5%	≥ 90%
Rail - Red Line OTP	78.8%	79.0%	74.6%										≥ 90%	77.6%	≥ 90.0%
Rail - South East Purple Line OTP	96.6%	98.0%	98.8%										≥ 95%	97.7%	≥ 95.0%
Rail - East End Green Line OTP	96.3%	97.8%	98.2%										≥ 95%	97.3%	≥ 95.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,065	12,490	13,045										≥ 9,700	11,684	≥ 9,050
MDBF (Mean Distance Between Mechanical Failures) - METROLift	20,881	25,931	29,930										≥ 20,000	24,781	≥ 20,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	38,547	22,053	18,075										≥ 15,000	23,702	≥ 15,000
Average Peak HOT Lanes Speed (mile per hour)															
I-45 North HOV	53	54	54										≥ 45	54	≥ 45
I-45 South HOV	63	52	53										≥ 45	56	≥ 45
US-290 HOV	56	56	55										≥ 45	56	≥ 45
US-59 North HOV	60	62	61										≥ 45	61	≥ 45
US-59 South HOV	49	50	53										≥ 45	51	≥ 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 and 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
December 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
December 2017
Balance Sheet

	December 31, 2016 (\$)	December 31, 2017 (\$)	Change (\$)
Assets			
Cash	9,828,991	(7,304,507)	(17,133,498)
Receivables	150,913,150	146,289,361	(4,623,790)
Inventory	33,682,747	36,539,450	2,856,703
Investments	366,301,267	433,544,136	67,242,868
Other Assets	12,785,340	7,607,931	(5,177,409)
Land & Improvements	357,302,258	364,464,594	7,162,336
Capital Assets, Net of Depreciation	2,671,368,977	2,569,025,914	(102,343,063)
Total Assets	3,602,182,731	3,550,166,879	(52,015,852)
Deferred Outflow of Resources	110,710,438	95,981,407	(14,729,031)
	3,712,893,169	3,646,148,286	(66,744,882)
Liabilities			
Trade Payables	72,392,288	61,641,962	(10,750,326)
Accrued Payroll	26,273,743	31,772,069	5,498,325
Commercial Paper	-	-	-
Debt Payable	1,249,325,925	1,266,392,617	17,066,692
Debt Interest Payable	396,145	442,205	46,061
Pension and OPEB Liabilities	512,821,185	534,867,678	22,046,494
Other Liabilities	34,223,286	50,431,323	16,208,037
Total Liabilities	1,895,432,572	1,945,547,854	50,115,282
Deferred Inflow of Resources	-	-	-
Net Assets - Retained Earnings	1,817,460,596	1,700,600,432	(116,860,164)
Total Liabilities and Net Assets	3,712,893,169	3,646,148,286	(66,744,882)

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.

MONTHLY PERFORMANCE REPORT
Budget Change Request Report
Operating Budget - \$620.1 million
First Quarter - Fiscal Year 2018

Date	Type	Description	Amount
October-17	Technical / Administrative	Respreads Purchased Transportation funds for additional services to offset delays caused by construction on 290 further delayed by TxDot	123,641
October-17	Technical / Administrative	Reallocation of Rail Vehicle Maintenance funds to support Safety Enhancement at East End Bar Signal and Facilities Maintenance Rail for Dish Cable	25,000
October-17	Technical / Administrative	Reallocation of Facilities Maintenance funds for SW Equipment and Fort Bend Services	13,000
October-17	Technical / Administrative	Reallocation of Operating Facilities funds for necessary yard striping and painting for bus visibility and location	8,198
October-17	Technical / Administrative	Respreads Public Facilities Education and Training funds to align budget with expected expenses	2,475
November-17	Technical / Administrative	Transfer of Executive Assistant headcount and associated budget from Customer Service to Operations Management Support	76,210
November-17	Technical / Administrative	Reallocation of Facilities Maintenance funds for the replacement of canopy glass at the Downtown Transit Center and the repair and leveling of 1900 Main sidewalk	83,000
November-17	Technical / Administrative	Reallocation of Facilities Maintenance funds to cover an unexpected repair to a secondary chiller unit that has gone down after chiller one has gone down	8,000
November-17	Technical / Administrative	Reallocation of Bus Facilities funds to cover Schindler contract #7217000419 for Elevators	10,840
November-17	Technical / Administrative	Reallocation of METRORail funds to align budget savings in Propulsion Power to the Other Services account	9,505
November-17	Technical / Administrative	Respreads Northwest Bus Operating Facility's Purchased Transportation funds to align budget with expected expenses	400,000
November-17	Technical / Administrative	Reallocation of Planning funds to the correct General Ledger (G/L) accounts as funds were incorrectly budgeted under Support Services rather than Contractual Support Services	42,500
December-17	Technical / Administrative	Reallocation of Facilities Maintenance funds for immediate furniture needs and cubicle restructuring	15,000
December-17	Technical / Administrative	Reallocation of Facilities Maintenance & Admin savings from the negotiation of the FM Systems for furniture purposes	10,000
December-17	Technical / Administrative	Reallocation of Facilities Maintenance funds for VFD Chiller Project at Kashmere BOF	47,000
December-17	Technical / Administrative	Respreads Facilities Maintenance Buffalo Bayou - Security Services funds to a future period to re-evaluate the use of funds due to site changes	1,000
December-17	Technical / Administrative	Respreads Facilities Maintenance Buffalo Bayou - Janitorial Services funds to a future period due to Hurricane Harvey delaying the cleaning routing because of repairs	7,000
December-17	Technical / Administrative	Respreads Facilities Maintenance Field SC/C funds to future periods because no emergency/major projects have been necessary	13,500
December-17	Technical / Administrative	Respreads Marketing and Corporate Communications funds for METRONext to a future date to align with the new start date for the second round of project meetings and expenses	553,666
December-17	Technical / Administrative	Allocation of FY2018 Salaried Employees Cost of Living Adjustment (COLA) allowance to departmental budgets	1,952,290
December-17	Technical / Administrative	Allocation of FY2018 Salaried Employees Cost of Living Adjustment (COLA) Accrued Vacation Balance to departmental budgets	259,570
December-17	Technical / Administrative	Reallocation of Facilities Maintenance funds for Buffalo Bayou Furniture as METRO Police will not be moving to Buffalo Bayou this fiscal year	510,000
December-17	Technical / Administrative	Funds reclassification of Customer Service Representatives to Dispatchers	106,287
December-17	Technical / Administrative	Funds reclassification of positions in the Customer Service Department	80,853
December-17	Technical / Administrative	Respreads Information Technology Rent Software budget to better align with expected expenses.	670,000
First Quarter Total			\$ 5,028,535

Notes:

Tech/Admin changes are changes within the original scope of the budgets and do not represent a change in the Authority's work plan or priorities.

MONTHLY PERFORMANCE REPORT
Budget Change Request Report
Capital Budget - \$217.7 million
First Quarter - Fiscal Year 2018

Date	Type	Description	Amount
November-17	Budget	Burnett Bridge Insulator	91,800
November-17	Budget	Non Revenue Vehicles	800,000
November-17	Budget	METRONet Fiber and Mobile Ticketing	770,000
December-17	Budget	East End Down Town Railing Project (fencing)	54,000
December-17	Budget	The Moody Park Driveway Modifications Project	476,000
December-17	Budget	Down Town Light Rail Stations providing a safe barrier to eliminate a trip hazard	252,000
December-17	Budget	Various Operations Rail projects	882,000
December-17	Budget	Forklift Battery Purchase	8,000
December-17	Budget	Various Operations Rail Projects	1,320,000
December-17	Budget	Pavement Rehab at various Transit Centers (TC) and Park and Ride (P&R) locations	704,000
First Quarter Total			\$ 5,357,800

Notes:

Tech/Admin changes are changes within the original scope of the budgets and do not represent a change in the Authority's work plan or priorities.