

METRO

Fiscal Year 2018

Monthly Performance Report

Revenue • Expense • Ridership • Performance

January 2018



MONTHLY PERFORMANCE REPORT

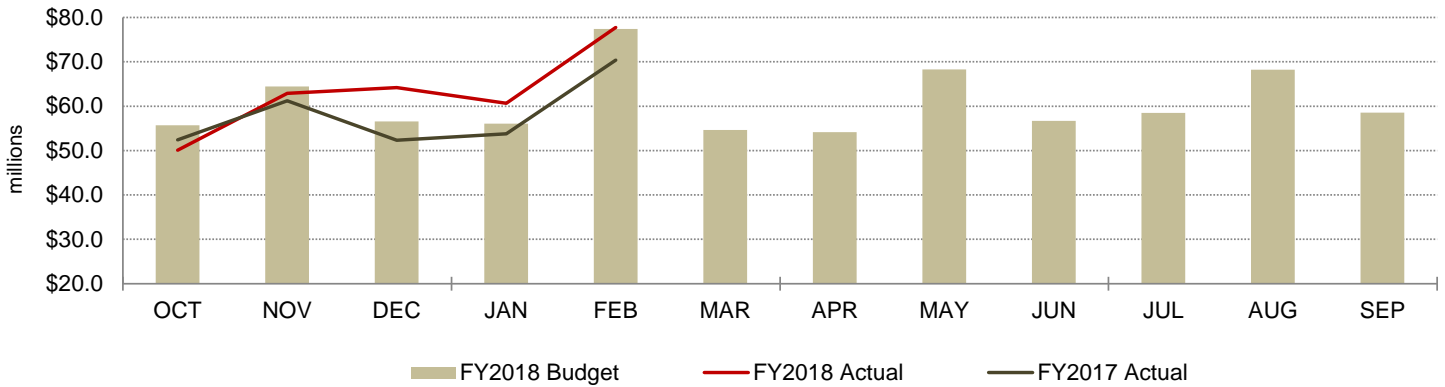
January 2018

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MONTHLY PERFORMANCE REPORT

February 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	77.4	77.7	0.4	0.5%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2018 YTD	\$ 310.2	\$ 315.6	\$ 5.4	1.8%

Prior Year vs. Current Year

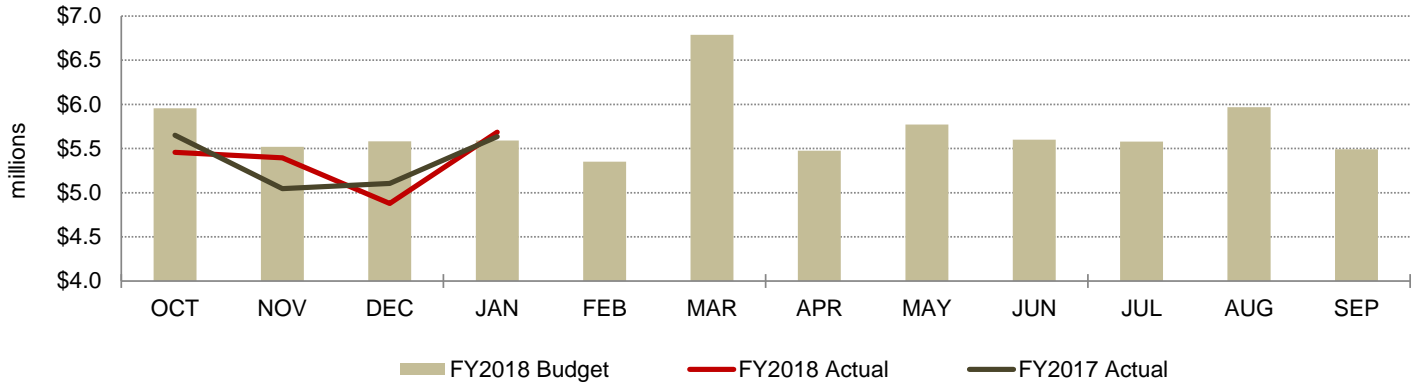
(\$ millions)

	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	70.4	77.7	7.4	10.5%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2018 YTD	\$ 290.1	\$ 315.6	\$ 25.4	8.8%

Sales Tax revenue for the month of February 2018 is \$0.4 million or 0.5% over estimates.

Sales Tax revenue for the year-to-date through February 2018 of \$315.6 million is \$5.4 million or 1.8% over estimates.

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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	5.6	5.7	0.1	1.8%
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	\$ 22.6	\$ 21.4	\$ (1.2)	(5.3%)

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	5.6	5.7	0.1	1.8%
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	\$ 21.4	\$ 21.4	\$ (0.0)	(0.0%)

Fare Revenue for the month of January 2018 of \$5.7 million is \$0.1 million or 1.8% over budget.

Fare Revenue for the year-to-date through January 2018 of \$21.4 million is \$1.2 million or 5.3% under budget.

MONTHLY PERFORMANCE REPORT
January 2018

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	6.3	0.4	(5.9)	(93.7%)	
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	\$ 25.4	\$ 4.5	\$ (20.9)	(82.3%)	

Service Related Grant Revenue for the month of January 2018 of \$0.4 million is \$5.9 million or 93.7% under budget.

Service Related Grant Revenue for the year-to-date through January 2018 of \$4.5 million is \$20.9 million or 82.3% 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	3.4	0.3	(3.1)	(91.2%)	
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	\$ 13.7	\$ 2.6	\$ (11.1)	(81.0%)	

Capital Grant Revenue for the year-to-date through January 2018 of \$2.6 million is \$11.1 million under budget.

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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	1.1	1.0	(0.1)	(9.1%)
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	\$ 4.5	\$ 5.2	\$ 0.7	15.6%

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	2.1	39.6%	0.5	53.3%
HOT Lanes Revenue	2.1	40.2%	0.4	35.9%
Inter Government Revenue	0.0	0.0%	0.0	0.0%
Other	1.1	20.2%	0.1	10.8%
Total	\$ 5.2	100.0%	\$ 1.0	100.0%

Interest & Misc. Revenue for the year-to-date of \$5.2 million through January 2018 is \$0.7 million or 15.6% over budget.

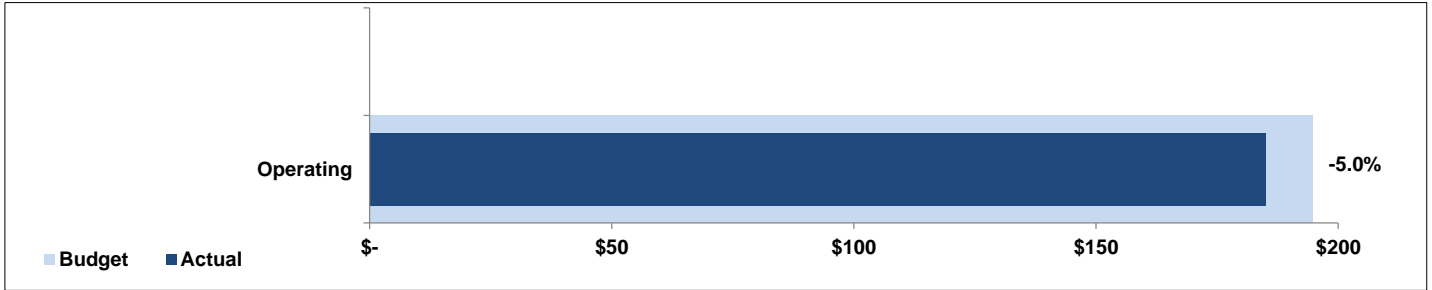
MONTHLY PERFORMANCE REPORT

January 2018

Budget Summary (\$ millions)

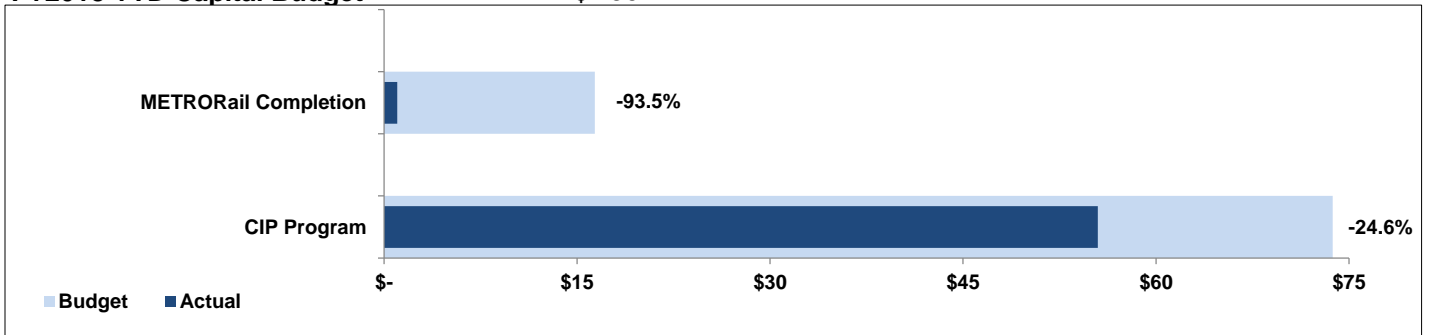
FY2018 Annual Operating Budget **\$ 620.1**

FY2018 YTD Operating Budget **\$ 194.7**



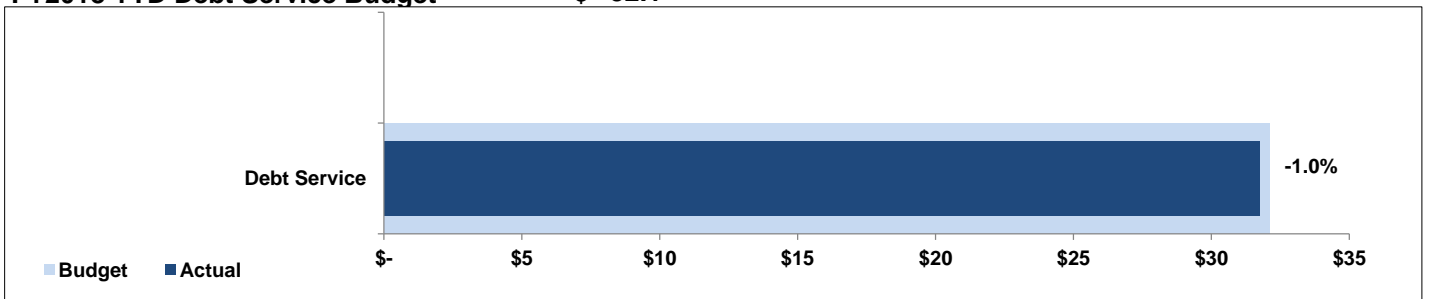
FY2018 Annual Capital Budget **\$ 217.7**

FY2018 YTD Capital Budget **\$ 90.1**



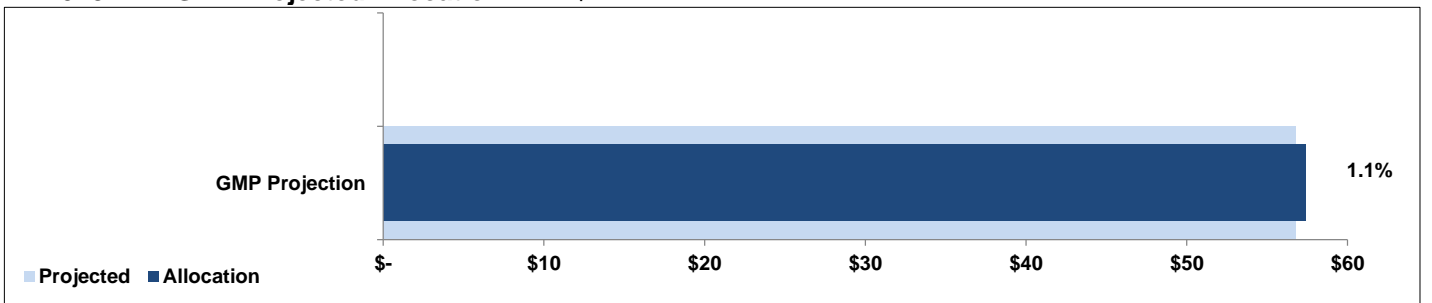
FY2018 Annual Debt Service Budget **\$ 97.0**

FY2018 YTD Debt Service Budget **\$ 32.1**



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

FY2018 YTD GMP Projected Allocation **\$ 56.8**



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Operating Expenses

Comparison of Budget to Actual for the Month (January 2017)					
	FY18 Annual Budget	January Budget	January Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 359,408,185	\$ 29,902,985	\$ 29,536,460	\$ (366,525)	(1.2%)
Non-Labor	248,154,816	\$ 18,041,593	\$ 17,690,627	(350,966)	(1.9%)
Subtotal Labor & Non-Labor	607,563,000	47,944,579	47,227,087	(717,491)	(1.5%)
Contingency	12,500,000	-	-	-	0.0%
Total Operating Budget	\$ 620,063,000	\$ 47,944,579	\$ 47,227,087	\$ (717,491)	(1.5%)

Comparison of Budget to Actual Year-to-Date January 2018 (4 months)					
	FY18 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 139,516,147	\$ 46,918,297	\$ 46,581,754	\$ (336,543)	(0.7%)
Union Fringe Benefits	81,745,941	25,302,203	24,872,531	(429,671)	(1.7%)
Subtotal Union Labor	221,262,088	72,220,500	71,454,286	(766,214)	(1.1%)
Salaries and Non-Union Wages	103,932,927	34,092,310	31,560,789	(2,531,522)	(7.4%)
Non-Union Fringe Benefits	44,841,840	14,776,269	13,166,845	(1,609,424)	(10.9%)
Subtotal Non-Union Labor	148,774,767	48,868,579	44,727,633	(4,140,946)	(8.5%)
Allocation to Capital & GMP	(10,628,670)	(3,593,109)	(2,120,925)	1,472,184	41.0%
Subtotal Labor and Fringe Benefits	359,408,185	117,495,970	114,060,994	(3,434,976)	(2.9%)
Materials & Supplies					
Services	61,794,537	16,610,752	13,304,988	(3,305,764)	(19.9%)
Materials and Supplies	30,959,679	9,792,823	9,106,122	(686,701)	(7.0%)
Fuel and Utilities	35,065,872	10,743,390	9,952,316	(791,074)	(7.4%)
	127,820,087	37,146,965	32,363,426	(4,783,539)	(12.9%)
Administration					
Casualty and Liability	4,412,343	1,468,767	1,542,972	74,205	5.1%
Purchased Transportation	102,232,281	33,686,987	32,579,070	(1,107,917)	(3.3%)
Leases, Rentals and Misc.	14,320,188	5,068,919	4,494,035	(574,884)	(11.3%)
Allocation to Capital & GMP - Non-Labor	(630,084)	(157,521)	-	157,521	(100.0%)
	120,334,728	40,067,151	38,616,077	(1,451,075)	(3.6%)
Subtotal Non-Labor	248,154,816	77,214,117	70,979,503	(6,234,614)	(8.1%)
Subtotal Labor and Non-Labor	607,563,000	194,710,087	185,040,496	(9,669,590)	(5.0%)
Contingency	12,500,000	-	-	-	0.0%
Subtotal Contingency	12,500,000	-	-	-	0.0%
Total Operating Budget	\$ 620,063,000	\$ 194,710,087	\$ 185,040,496	\$ (9,669,590)	(5.0%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	67,233	67,233	0.0%
Grand Total	\$ 620,063,000	\$ 194,710,087	\$ 185,107,730	\$ (9,602,357)	(4.9%)

Operating Expenses for the month of January 2018 of \$47.2 million are \$0.7 million or 1.5% under budget.

Operating Expenses year-to-date of \$185.0 million through January 2018 are \$9.7 million or 5.0% under budget.

MONTHLY PERFORMANCE REPORT
January 2018
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>
<u>Payroll & Benefits</u>			
Union Labor	72,220,500	71,454,286	\$ (766,214)
Wages & Fringe Benefits - savings from bus operator vacancies offset with workers comp			(1,761,000)
Wages & Fringe Benefits - savings from primarily mechanic, technician, cleaners			(1,139,000)
Underrun in health benefit due to lower than expected health care expense & longevity pay			(327,000)
Union Vacancies - Fringes driven by underrun in FICA wages			(223,000)
<u>Offset by</u>			
Pension Union - DC			160,000
Overtime primarily in METRO rail, bus maintenance & public facilities			1,022,000
Overtime in bus transportation to cover routine vacancies			1,458,000
Non-Union Labor	48,868,579	44,727,633	\$ (4,140,946)
Savings in base salaries			(3,131,000)
Savings in healthcare			(1,197,000)
<u>Offset by</u>			
Salaried overtime mainly driven by vacancies			177,000
<u>Materials & Supplies</u>	37,146,965	32,363,426	\$ (4,783,539)
<u>Services</u>			
<u>Facility Maintenance</u> mainly due to underspending in BOF maintenance costs (-\$292,000), building & grounds maintenance (-\$205,000), and Security Services (-\$120,000)			(617,000)
<u>Operations</u> mainly due to underrun in contract management (-\$364,000) and in building & grounds maintenance (-\$122,000)			(486,000)
<u>Government & Public Affairs</u> mainly due to underrun in contract marketing services			(437,000)
<u>Engineering and Capital Projects</u> mostly due to underruns in contract management			(371,000)
<u>Legal</u> mainly due to lower than expected legislative coordination (-\$154,000) and legal fees (-\$79,000)			(233,000)
<u>Information Technology</u> due to underrun in equipment repairs & maintenance			(213,000)
<u>Finance</u> due to underspending in several categories mostly in contract management			(154,000)
<u>Human Resources</u> due to underrun in contract management			(145,000)
<u>Safety</u> overrun in contract management			174,000
<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			(540,000)
Support services and other services			(504,000)
Underspending in education and training throughout the Authority (<i>excludes bus operator and other Operations staff related training</i>)			(263,000)

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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>
Materials and Supplies			
<u>Underruns in -</u>			
Material prices variances on Production/refurbished orders and inventory revaluations mostly for unit			(1,848,000)
Special office and other office supplies			(266,000)
Minor Tools			(232,000)
Warranty Credits			(194,000)
Supplies - EDP in IT			(171,000)
<u>Offset by miscellaneous overruns in -</u>			
Parts - Exterior Body and Windows			104,000
Other parts			111,000
Propulsion			260,000
Bus engines - Unit overhaul			478,000
Bus batteries - mostly in Unit overhaul			1,033,000
Fuel and Utilities			
Underrun in Diesel Fuel (including taxes) mainly due to lower prices per gallon on fuel			(357,000)
Lower than expected charges for routine telephone services			(268,000)
Underrun in Natural Gas			(158,000)
<u>Administration</u>	40,067,151	38,616,077	\$ (1,451,075)
Casualty & Liability			
Higher than expected subrogation recovery and vehicle liability which is offset by lower than expected premiums;			74,000
Purchased Transportation			
Northwest Contract - overbudgeted in October; variance should normalize by end of first quarter			(449,000)
Vanpool leases underrun due to fuel card transition delay and Harvey impacts			(441,000)
METROLIFT - overbudgeted in October; variance should normalize by end of first quarter			(237,000)
Leases, Rentals, & Miscellaneous			
Lower than expected IT Rent Software Payments			(371,000)
Underspending in discretionary items (Travel, Memberships, etc.) and other miscellaneous items			(249,000)
Other Misc expenses lower than expected			(138,000)
Lease - Parking for P&R Service			124,000

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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	149,947,248	145,699,250	(4,247,998)	(383,853)
3,121	Operations	414,844,931	136,897,752	133,793,535	(3,104,217)	(430,268)
328	METRO Police	26,355,579	8,364,785	7,478,830	(885,955)	83,279
42	Safety	8,697,303	2,737,981	2,710,004	(27,977)	10,923
70	Customer Services	4,679,935	1,532,207	1,342,126	(190,082)	(38,930)
9	EVP Oper Pub Safety & Cust Service	1,240,327	414,523	374,756	(39,767)	(8,858)
238	Administration	56,892,545	21,147,028	19,340,771	(1,806,257)	230,832
72	IT	23,325,978	10,044,548	8,979,884	(1,064,664)	252,870
42	Human Resources	21,530,876	7,094,912	6,607,224	(487,688)	15,502
119	Procurement & Materials	11,093,276	3,716,024	3,487,079	(228,944)	(36,845)
5	EVP, Administration	942,415	291,545	266,584	(24,961)	(696)
245	Planning, Engineer, & Construction	42,151,654	12,955,745	11,916,431	(1,039,314)	(42,386)
179	Facilities Maint	32,628,675	9,699,503	8,752,371	(947,131)	(216,397)
37	Planning	8,144,872	2,644,130	2,880,568	236,438	254,574
27	Engineering & Cap Project	1,236,377	567,534	268,263	(299,271)	(72,886)
2	EVP PE&C	141,730	44,578	15,229	(29,350)	(7,678)
80	Finance	10,833,063	3,534,341	2,900,734	(633,606)	(153,180)
76	Finance	9,872,858	3,237,638	2,702,191	(535,446)	(66,905)
4	CFO	960,205	296,703	198,543	(98,160)	(86,274)
18	Govt & Public Affairs	3,204,264	1,091,641	720,233	(371,408)	(117,166)
10	Public Engagement	1,728,451	526,202	407,682	(118,519)	(40,928)
5	Ridership & Client Services	1,010,884	389,788	190,817	(198,971)	(54,715)
3	Gov't Affairs	464,929	175,652	121,734	(53,917)	(21,523)
18	Legal	5,547,379	1,857,676	1,487,431	(370,245)	(84,241)
46	Executive and Board	21,497,614	3,437,588	2,429,609	(1,007,979)	(121,327)
21	Executive and Board	3,724,582	1,225,582	1,074,580	(151,003)	(39,621)
25	Marketing	17,773,033	2,212,006	1,355,029	(856,977)	(81,705)
11	Audit	1,573,529	479,576	455,882	(23,694)	(10,071)
3	Office of Innovation	604,208	245,725	90,155	(155,571)	(38,756)
	Non Departmental	9,440,670	13,518	-	(13,518)	2,782
	President & CEO Contingency	12,500,000	-	-	-	-
	Other (MTA Revenue/Expense)	-	-	-	-	(126)
4,229	Grand Total	620,063,000	194,710,087	185,040,496	(9,669,590)	(717,491)

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Total Net Operating Budget / Expenses by Department as of the end of January 2018 vs. January 2017

<u>Department</u>	January 2018 -----Year-to-Date-----			January 2017 -----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	149,947,248	145,699,250	(4,247,998)	147,894,296	143,297,748	(4,596,548)
Operations	136,897,752	133,793,535	(3,104,217)	135,726,402	131,405,642	(4,320,760)
EVP Oper Pub Safety & Cust Serv	414,523	374,756	(39,767)	381,089	378,587	(2,502)
METRO Police	8,364,785	7,478,830	(885,955)	7,520,139	7,667,960	147,821
Safety	2,737,981	2,710,004	(27,977)	2,667,762	2,422,141	(245,621)
Customer Service	1,532,207	1,342,126	(190,082)	1,598,904	1,423,418	(175,486)
Administration	21,147,028	19,340,771	(1,806,257)	17,948,835	14,963,658	(2,985,177)
EVP, Administration	291,545	266,584	(24,961)	211,103	162,772	(48,331)
IT	10,044,548	8,979,884	(1,064,664)	6,917,364	5,371,990	(1,545,374)
Human Resources	7,094,912	6,607,224	(487,688)	7,301,344	6,068,537	(1,232,807)
Procurement & Materials	3,716,024	3,487,079	(228,944)	3,519,024	3,360,359	(158,665)
Planning, Engineering and Construction	12,955,745	11,916,431	(1,039,314)	11,633,934	9,651,734	(1,982,200)
EVP PE&C	44,578	15,229	(29,350)	13,267	38,851	25,584
Engineering & Cap Project	567,534	268,263	(299,271)	(10,923)	200,123	211,046
Planning	2,644,130	2,880,568	236,438	1,902,338	961,821	(940,517)
Facilities Maintenance	9,699,503	8,752,371	(947,131)	9,729,252	8,450,939	(1,278,313)
Finance	3,534,341	2,900,734	(633,606)	3,341,517	2,786,699	(554,818)
Finance	3,237,638	2,702,191	(535,446)	3,121,611	2,651,448	(470,163)
CFO	296,703	198,543	(98,160)	219,906	135,251	(84,655)
Gov't & Public Affairs	1,091,641	720,233	(371,408)	635,668	479,173	(156,495)
Public Engagement	526,202	407,682	(118,519)	453,779	353,445	(100,334)
Ridership & Client Services	389,788	190,817	(198,971)	N/A	N/A	N/A
Gov't Affairs	175,652	121,734	(53,917)	181,889	125,728	(56,161)
Legal	1,857,676	1,487,431	(370,245)	1,399,589	1,205,503	(194,086)
Executive & Board	3,437,588	2,429,609	(1,007,979)	3,143,016	2,049,187	(1,093,829)
Executive & Board	1,225,582	1,074,580	(151,003)	978,032	852,578	(125,454)
Marketing	2,212,006	1,355,029	(856,977)	2,164,984	1,196,609	(968,375)
Audit	479,576	455,882	(23,694)	513,205	458,441	(54,764)
Office of Innovation	245,725	90,155	(155,571)	241,194	173,147	(68,047)
Contingency	-	-	-	-	-	-
Non-Departmental	13,518	-	(13,518)	-	-	-
Other MTA Revenue / Expense	-	-	-	-	223,383	223,383
TOTAL NET OPERATING	\$ 194,710,087	\$ 185,040,496	\$ (9,669,590)	\$ 186,751,254	\$ 175,288,673	\$ (11,462,581)

MONTHLY PERFORMANCE REPORT
January 2018
Capital, and Debt Service Expenses
Budget vs. Actual - Month and Fiscal Year-to-Date
(\$ millions)

Capital Budget

	FY2018		Month of January 2018				Fiscal Year to Date			
	Annual Budget	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
					\$	%			\$	%
METRORail Completion	\$ 51.5	\$ 4.2	\$ 0.3	\$ (3.9)	(92.9%)		\$ 16.4	\$ 1.0	\$ (15.4)	(93.5%)
Capital Improvement Program	\$ 166.2	\$ 13.0	\$ 6.4	\$ (6.6)	(50.8%)		\$ 73.7	\$ 55.5	\$ (18.2)	(24.6%)
Total Capital	\$ 217.7	\$ 17.2	\$ 6.7	\$ (10.5)	(61.0%)		\$ 90.1	\$ 56.5	\$ (33.6)	(37.3%)

METRORail Completion expenses for the year-to-date through January 2018 of \$1.0 million are \$15.4 million or 93.5% under budget.

Other Capital Improvement Program expenses for the year-to-date through January 2018 of \$55.5 million are \$18.2 million or 24.6% under budget.

Debt Service Budget

	FY2018		Month of January 2018				Fiscal Year to Date			
	Annual Budget	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
					\$	%			\$	%
Debt Service	\$ 97.0	\$ 7.9	\$ 7.7	\$ (0.2)	(2.5%)		\$ 32.1	\$ 31.8	\$ (0.3)	(1.0%)

Debt Service expenses for the year-to-date through January 2018 of \$31.8 million is \$0.3 million under budget.

General Mobility Transfers

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

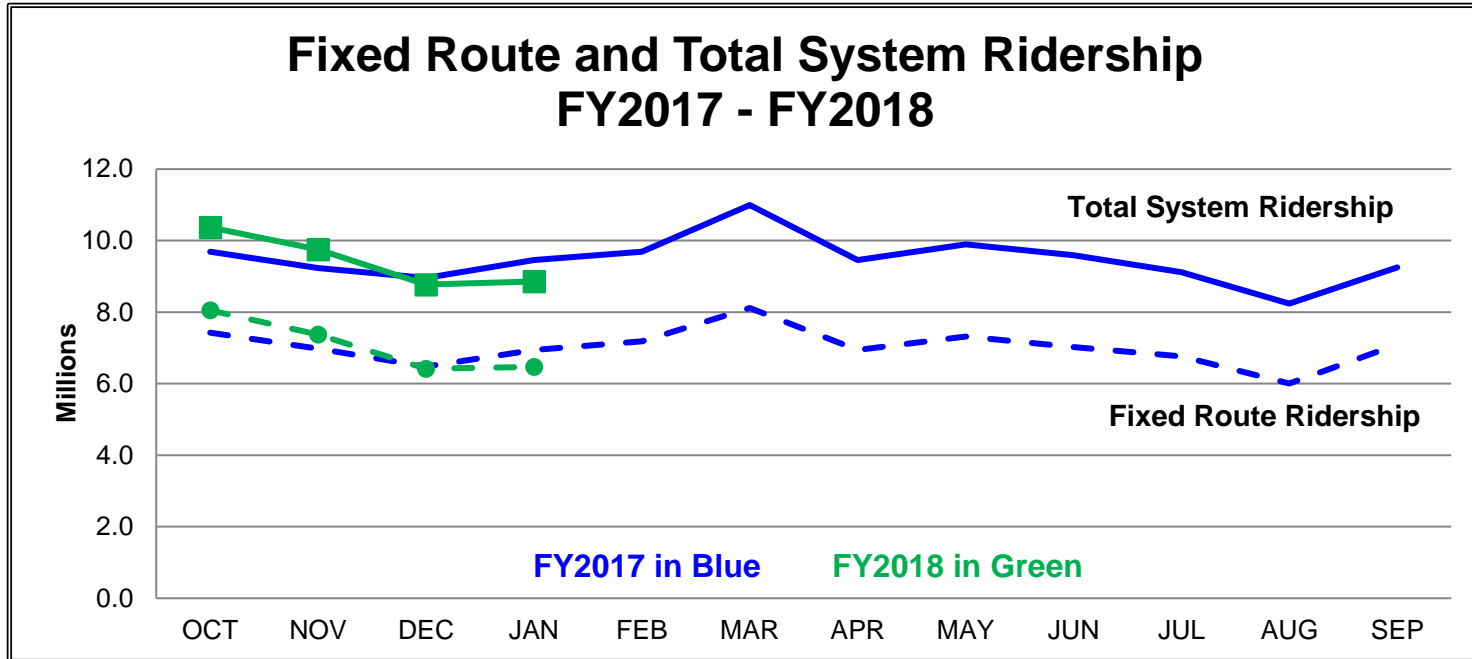
	FY2018		Month of January 2018				Fiscal Year to Date			
	Annual Projection	Projection	Allocation		Variance		Projection	Allocation	Variance	
					\$	%			\$	%
General Mobility	\$ 176.8	\$ 13.4	\$ 14.0	\$ 0.6	4.5%		\$ 56.8	\$ 57.4	\$ 0.6	1.1%

Funds allocated to the General Mobility Fund totaling \$57.4 million for the year-to-date through January 2018 are \$0.6 million or 1.1% more than the amount projected.

MONTHLY PERFORMANCE REPORT
January 2018
Ridership by Service Category

Service Category	Jan-17 Boardings	Jan-18 Boardings	Jan-18 vs. Jan-17	Jan-17 YTD Boardings	Jan-18 YTD Boardings	YTD % Change
						Jan-18 vs. Jan-17
Fixed Route Services						
<u>Local Network</u>						
Local Bus	4,857,201	4,502,891	(7.3%)	19,601,185	19,760,051	0.8%
<u>METRORail</u>						
Red (North) Line	1,164,704	1,136,500	(2.4%)	4,868,733	4,973,021	2.1%
Green (East) Line	103,965	102,736	(1.2%)	304,138	499,239	64.1%
Purple (Southeast) Line	122,676	126,722	3.3%	452,648	616,538	36.2%
METRORail (all lines)	1,391,345	1,365,958	(1.8%)	5,625,519	6,088,798	8.2%
METRORail-Bus Bridge	29,329	3,609	(87.7%)	74,905	15,461	(79.4%)
METRORail total	1,420,674	1,369,567	(3.6%)	5,700,424	6,104,259	7.1%
Subtotal Local Network	6,277,875	5,872,458	(6.5%)	25,301,609	25,864,310	2.2%
<u>Commuter</u>						
Park & Ride	662,523	598,411	(9.7%)	2,516,090	2,435,280	(3.2%)
Subtotal Fixed Route Service	6,940,398	6,470,869	(6.8%)	27,817,699	28,299,590	1.7%
Special Events	5,290	479	(90.9%)	7,228	13,015	80.1%
Total Fixed Route	6,945,688	6,471,348	(6.8%)	27,824,927	28,312,605	1.8%
Customized Bus Services						
METROLift	152,594	148,247	(2.8%)	629,991	634,033	0.6%
METRO STAR Vanpool	179,926	168,542	(6.3%)	668,992	624,923	(6.6%)
Internal Service	0	0	0.0%	135	24	0.0%
Subtotal Customized Bus	332,520	316,789	(4.7%)	1,299,118	1,258,980	(3.1%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,177,658	2,066,420	(5.1%)	8,209,530	8,181,548	(0.3%)
Total System	9,455,866	8,854,557	(6.4%)	37,333,575	37,753,133	1.1%

MONTHLY PERFORMANCE REPORT
January 2018
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 January 2018 of 6.5 million is 0.5 million or 6.8% less than last year.

Total fixed route ridership, excluding special events, for the year-to-date through January 2018 of 28.3 million is 0.5 million or 1.7% greater than last year.

METRORail ridership for the month of January 2018 of 1.4 million is 3.6% less than last year.

METRORail ridership year-to-date through January 2018 of 6.1 million is 7.1% greater than last year.

MONTHLY PERFORMANCE REPORT
January 2018
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	43									≤ 51	170	≤ 201
Bus Accidents per 100,000 vehicle miles	0.76	0.51	0.83	0.73									≤ 1.20	0.71	≤ 1.20
Rail Accidents	9	15	8	11									≤ 8	43	≤ 35
Rail Accidents per 100,000 vehicle miles	2.92	4.86	2.60	3.72									≤ 2.80	3.52	≤ 2.80
Major Security Incidents - total	76	44	36	34									≤ 70	190	≤ 280
Major Security Incidents per 100,000 boardings	0.733	0.451	0.410	0.384									≤ 0.98	0.503	≤ 0.98
Major Security Incidents - METRO properties	51	14	25	26									≤ 28	116	≤ 110
Major Security Incidents per 100,000 boardings	0.492	0.143	0.285	0.294									≤ 0.40	0.307	≤ 0.40
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		FY2018 YTD Actual	FY2018 YTD GOAL
Complaint Contacts per 100,000 Boardings	17.39	14.96	14.50	15.81									< 20.00	15.72	< 20.00
Commendations	374	278	246	279									≥ 308	1,177	≥ 1232
Average Call Center Answer Delay (Sec.)	108	140	73	103									< 105	106	< 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 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 meet the goal for the month or 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
January 2018
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%	74.1%	75.1%									≥ 75%	74.2%	≥ 75%
Park & Ride	76.9%	76.4%	75.4%	76.4%									≥ 75%	76.3%	≥ 75%
Weighted Average Bus	75.0%	74.8%	74.6%	75.6%									≥ 75%	75.0%	≥ 75%
METROLift	88.8%	90.9%	91.7%	92.6%									≥ 90%	91.0%	≥ 90%
Rail - Red Line OTP	78.8%	79.0%	74.6%	87.1%									≥ 90%	80.3%	≥ 90.0%
Rail - South East Purple Line OTP	96.6%	98.0%	98.8%	96.9%									≥ 95%	97.5%	≥ 95.0%
Rail - East End Green Line OTP	96.3%	97.8%	98.2%	98.4%									≥ 95%	97.6%	≥ 95.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,065	12,490	13,045	12,968									≥ 9,700	11,979	≥ 9,213
MDBF (Mean Distance Between Mechanical Failures) - METROLift	22,705	28,567	33,457	15,597									≥ 20,000	23,219	≥ 20,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	38,547	22,053	18,075	15,575									≥ 15,000	21,040	≥ 15,000
Average Peak HOT Lanes Speed (mile per hour)															
I-45 North HOV	53	54	54	54									≥ 45	54	≥ 45
I-45 South HOV	63	52	53	53									≥ 45	55	≥ 45
US-290 HOV	56	56	55	55									≥ 45	56	≥ 45
US-59 North HOV	60	62	61	62									≥ 45	61	≥ 45
US-59 South HOV	49	50	53	51									≥ 45	51	≥ 45

On-Time Performance

- On-time performance for Local Bus routes met the minimum performance standard for the month but not the year-to-date.
- On-time performance for Park & Ride routes met the minimum performance standard for the month and the year-to-date.
- On-time performance for 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 benchmark 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 minimum performance standards for the month and the year-to-date.
- The Mean Distance Between Mechanical Failures (MDBF) for METROLift did not meet the minimum performance standard for the month but did for the year-to-date.
- The Mean Distance Between Service Interruptions (MDBSI) for METRORail met the minimum performance standard for the month and the year-to-date.

HOT Lane Average Speed

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

MONTHLY PERFORMANCE REPORT
January 2018
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
January 2018
Balance Sheet

	January 31, 2017 (\$)	January 31, 2018 (\$)	Change (\$)
Assets			
Cash	16,299,911	(1,663,815)	(17,963,726)
Receivables	137,168,042	149,322,950	12,154,909
Inventory	33,136,438	36,389,909	3,253,471
Investments	355,576,454	385,581,358	30,004,904
Other Assets	15,255,700	7,062,908	(8,192,793)
Land & Improvements	356,582,429	363,720,371	7,137,942
Capital Assets, Net of Depreciation	2,668,043,334	2,560,493,694	(107,549,640)
Total Assets	3,582,062,308	3,500,907,375	(81,154,933)
Deferred Outflow of Resources	110,710,438	94,282,269	(16,428,168)
	3,692,772,746	3,595,189,645	(97,583,101)
Liabilities			
Trade Payables	62,962,790	63,710,401	747,611
Accrued Payroll	28,546,155	33,271,672	4,725,517
Commercial Paper	-	-	-
Debt Payable	1,249,325,925	1,267,110,920	17,784,995
Debt Interest Payable	396,145	442,205	46,061
Pension and OPEB Liabilities	512,821,185	534,867,678	22,046,494
Other Liabilities	32,119,262	46,188,008	14,068,745
Total Liabilities	1,886,171,462	1,945,590,885	59,419,422
Deferred Inflow of Resources	-	-	-
Net Assets - Retained Earnings	1,806,601,283	1,649,598,760	(157,002,523)
Total Liabilities and Net Assets	3,692,772,746	3,595,189,645	(97,583,101)

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 (\$37,419,380), [3] Union Pension Plan (\$40,135,541), and [4] Bonds (\$12,921,547). These items will be recognized as expenses in future periods to which they relate.