

METRO

Fiscal Year 2019

Monthly Performance Report

Revenue • Expense • Ridership • Performance

November 2018



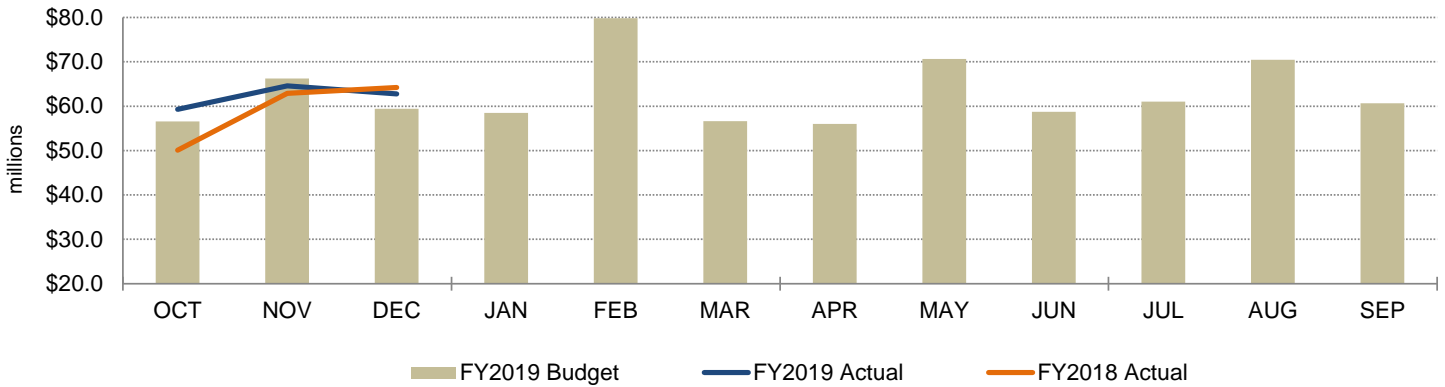
MONTHLY PERFORMANCE REPORT

November 2018

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MONTHLY PERFORMANCE REPORT
December 2018
Sales Tax Revenue



Total FY2019 Sales Tax budget is \$754.7 million

Budget to Actual FY2019

(\$ millions)

	Budget	Actual	Variance	%
October	56.6	59.3	2.7	4.8%
November	66.2	64.6	(1.6)	(2.5%)
December	59.4	62.8	3.3	5.6%
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%
FY2019 YTD	\$ 182.2	\$ 186.6	\$ 4.4	2.4%

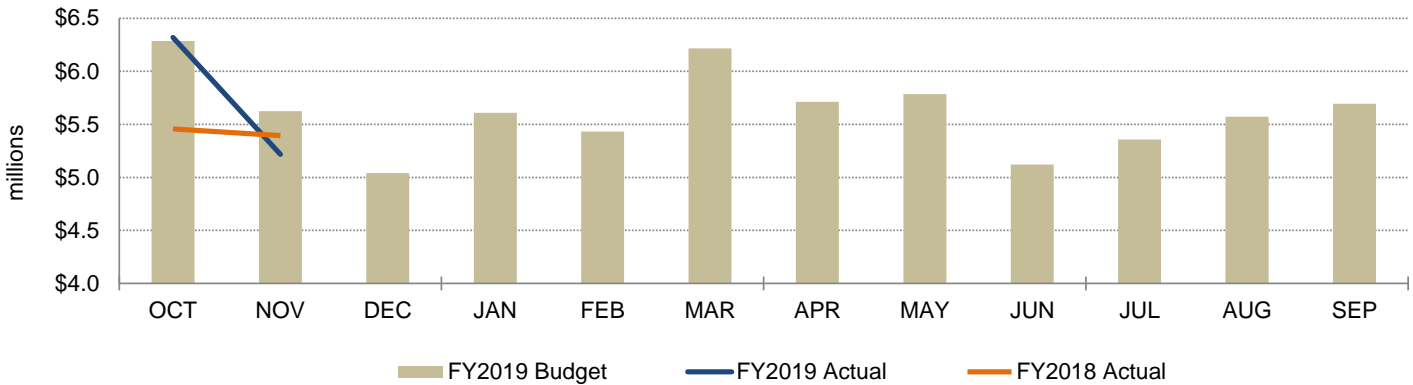
Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	50.1	59.3	9.2	18.4%
November	62.9	64.6	1.7	2.7%
December	64.2	62.8	(1.5)	(2.3%)
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%
FY2019 YTD	\$ 177.2	\$ 186.6	\$ 9.5	5.3%

Sales Tax revenue for the month of December 2018 is \$3.3 million or 5.6% over estimates.
 Sales Tax revenue for the year-to-date through December 2018 of \$186.6 million is \$4.4 million or 2.4% over estimates.

MONTHLY PERFORMANCE REPORT
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Fare Revenue



Total FY2019 Fare Revenue budget is \$67.5 million

Budget to Actual FY2019

(\$ millions)

	Budget	Actual	Variance	%
October	6.3	6.3	0.0	0.0%
November	5.6	5.2	(0.4)	(7.1%)
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%
FY2019 YTD	\$ 11.9	\$ 11.5	\$ (0.4)	(3.4%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	5.5	6.3	0.8	14.5%
November	5.4	5.2	(0.2)	(3.7%)
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%
FY2019 YTD	\$ 10.9	\$ 11.5	\$ 0.6	5.5%

Fare Revenue for the month of November 2018 of \$5.2 million is \$0.4 million or 7.1% under budget.

Fare Revenue for the year-to-date through November 2018 of \$11.5 million is \$0.4 million or 3.4% under budget.

**MONTHLY PERFORMANCE REPORT
November 2018**

**Service Related Grant Revenue
Total FY2019 Service Related Grant budget is \$75.1 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	0.3	0.3	(0.0)	0.0%
November	3.6	0.2	(3.4)	(94.4%)
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%
FY2019 YTD	\$ 4.0	\$ 0.5	\$ (3.5)	(87.5%)

Service Related Grant Revenue for the month of November 2018 of \$0.2 million is \$3.4 million or 94.4% under budget.

Service Related Grant Revenue for the year-to-date through November 2018 of \$0.5 million is \$3.5 million or 87.5% under budget.

**Capital Grant Revenue
Total FY2019 Capital Grant budget is \$88.4 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	4.8	2.1	(2.7)	(56.3%)
November	4.8	(1.1)	(5.9)	(122.9%)
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%
FY2019 YTD	\$ 9.6	\$ 1.0	\$ (8.6)	(89.6%)

Capital Grant Revenue for the year-to-date through November 2018 of \$1.0 million is \$8.6 million under budget.

**MONTHLY PERFORMANCE REPORT
November 2018**

**Interest & Miscellaneous Revenue
Total FY2019 Interest & Miscellaneous Revenue budget is \$17.5 million
(\$ millions)**

	Budget	Actual	Variance	%
October	1.3	2.1	0.8	61.5%
November	1.3	2.0	0.7	53.8%
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%
FY2019 YTD	\$ 2.6	\$ 4.0	\$ 1.4	53.8%

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	2.3	58.1%	1.2	61.5%
HOT Lanes Revenue	1.3	31.4%	0.6	28.2%
Inter Government Revenue	0.0	0.0%	0.0	0.0%
Other	0.4	10.5%	0.2	10.3%
Total	\$ 4.0	100.0%	\$ 2.0	100.0%

Interest & Misc. Revenue for the year-to-date of \$4.0 million through November 2018 is \$1.4 million or 53.8% over budget.

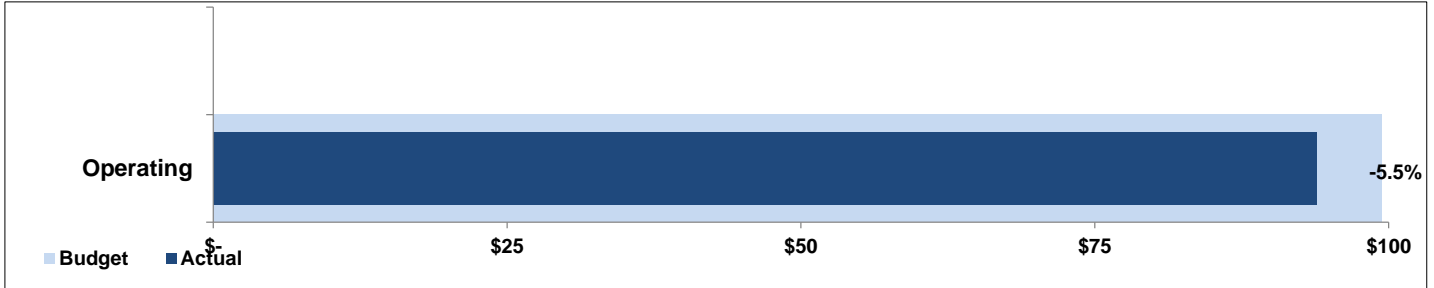
MONTHLY PERFORMANCE REPORT

November 2018

Budget Summary (\$ millions)

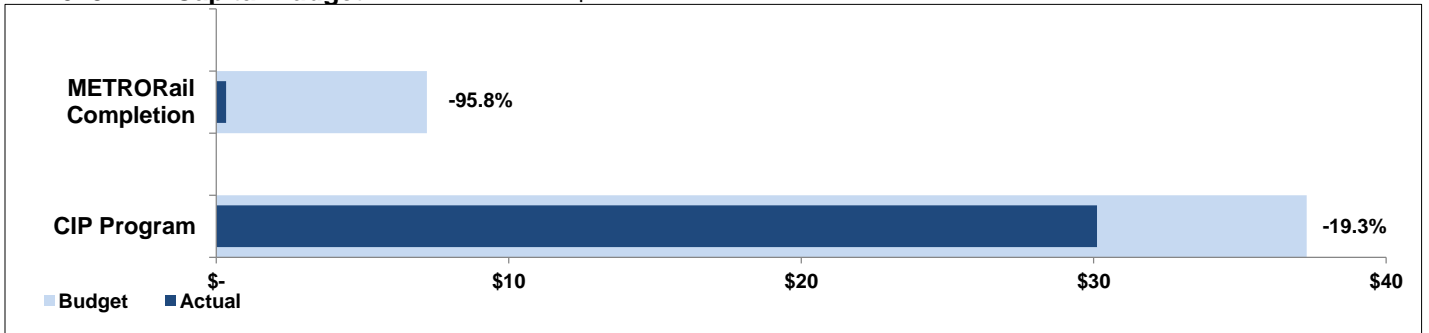
FY2019 Annual Operating Budget \$ 626.2

FY2019 YTD Operating Budget \$ 99.4



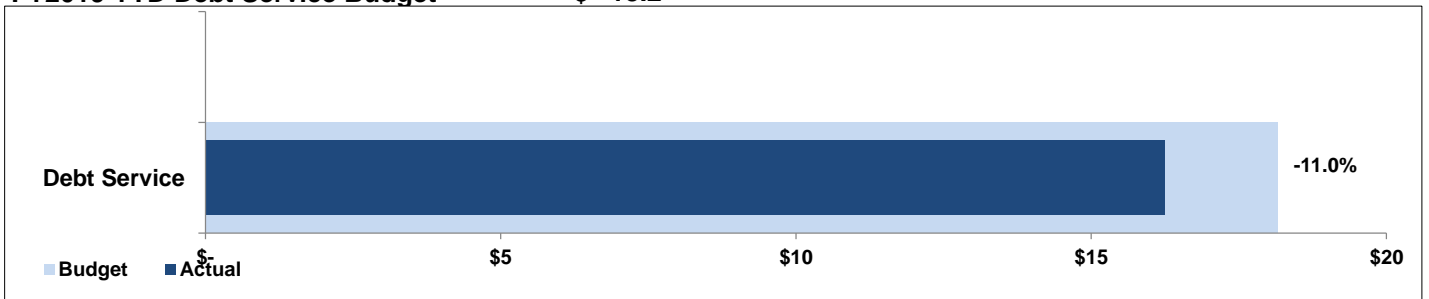
FY2019 Annual Capital Budget \$ 286.0

FY2019 YTD Capital Budget \$ 44.5



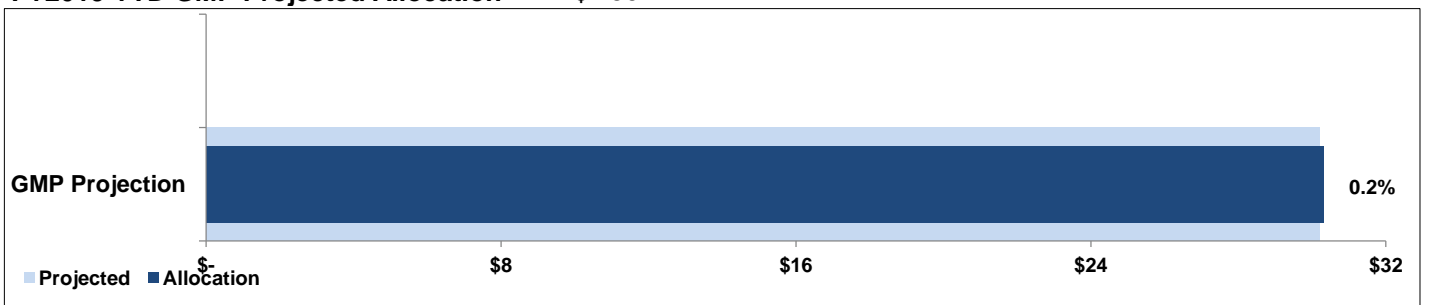
FY2019 Annual Debt Service Budget \$ 104.2

FY2019 YTD Debt Service Budget \$ 18.2



FY2019 Annual GMP Projected Allocation \$ 180.0

FY2019 YTD GMP Projected Allocation \$ 30.2



MONTHLY PERFORMANCE REPORT
November 2018
Operating Expenses

Comparison of Budget to Actual for the Month (November 2018)					
	FY19 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 369,097,640	\$ 30,603,423	\$ 29,356,501	\$ (1,246,923)	(4.1%)
Non-Labor	241,745,300	\$ 19,676,182	\$ 17,340,909	(2,335,273)	(11.9%)
Subtotal Labor & Non-Labor	610,842,939	50,279,606	46,697,410	(3,582,195)	(7.1%)
Contingency	15,367,061	-	-	-	0.0%
Total Operating Budget	\$ 626,210,000	\$ 50,279,606	\$ 46,697,410	\$ (3,582,195)	(7.1%)

Comparison of Budget to Actual Year-to-Date November 2018 (2 months)					
	FY19 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 144,937,162	\$ 24,331,233	\$ 24,080,153	\$ (251,081)	(1.0%)
Union Fringe Benefits	80,864,651	14,121,918	12,829,356	(1,292,562)	(9.2%)
Subtotal Union Labor	225,801,813	38,453,151	36,909,509	(1,543,642)	(4.0%)
Salaries and Non-Union Wages	107,994,814	16,575,892	17,005,493	429,601	2.6%
Non-Union Fringe Benefits	45,569,420	7,314,344	6,633,389	(680,955)	(9.3%)
Subtotal Non-Union Labor	153,564,234	23,890,236	23,638,882	(251,354)	(1.1%)
Allocation to Capital & GMP	(10,268,408)	(1,583,487)	(1,168,381)	415,105	26.2%
Subtotal Labor and Fringe Benefits	369,097,640	60,759,901	59,380,009	(1,379,891)	(2.3%)
Total Materials & Supplies					
Services	51,187,032	8,348,415	4,635,814	(3,712,602)	(44.5%)
Materials and Supplies	31,691,192	4,985,463	4,512,217	(473,245)	(9.5%)
Fuel and Utilities	38,608,594	6,326,361	6,080,631	(245,730)	(3.9%)
	121,486,818	19,660,239	15,228,662	(4,431,577)	(22.5%)
Administration					
Casualty and Liability	5,359,774	917,547	719,468	(198,078)	(21.6%)
Purchased Transportation	102,433,917	17,172,745	16,945,649	(227,096)	(1.3%)
Leases, Rentals and Misc.	13,331,910	961,996	1,626,295	664,299	69.1%
Allocation to Capital & GMP - Non-Labor	(867,119)	(78,799)	-	78,799	(100.0%)
	120,258,482	18,973,488	19,291,412	317,923	1.7%
Subtotal Non-Labor	241,745,300	38,633,727	34,520,073	(4,113,654)	(10.6%)
Subtotal Labor and Non-Labor	610,842,939	99,393,627	93,900,083	(5,493,545)	(5.5%)
Contingency	15,367,061	-	-	-	0.0%
Subtotal Contingency	15,367,061	-	-	-	0.0%
Total Operating Budget	\$ 626,210,000	\$ 99,393,627	\$ 93,900,083	\$ (5,493,545)	(5.5%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	(168,901)	(168,901)	0.0%
Grand Total	\$ 626,210,000	\$ 99,393,627	\$ 93,731,181	\$ (5,662,446)	(5.7%)

Operating Expenses for the month of November 2018 of \$46.7 million are \$3.6 million or 7.1% under budget.

Operating Expenses year-to-date through November 2018 of \$93.9 million are \$5.5 million or 5.5% under budget.

MONTHLY PERFORMANCE REPORT
November 2018
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>FY2019 Budget</u>	<u>FY2019 Actual</u>	<u>Fiscal Year 2019 \$ Variance (under budget) / over budget</u>
<u>Payroll & Benefits</u>			
Union Labor	38,453,151	36,909,509	\$ (1,543,642)
Union Vacancies - Fringes driven by underrun in uniform & tool allowance			(1,083,000)
Wages & Fringe Benefits - savings from bus operator vacancies offset with workers comp			(920,000)
Wages & Fringe Benefits - savings from primarily mechanic, technician, cleaners			(808,000)
Underrun in health benefit due to lower than expected health care expense			(279,000)
Less than expected sick leave cash out			(237,000)
<u>Offset by</u>			
Overtime primarily in METRO rail, bus maintenance & public facilities			718,000
Overtime in bus transportation to cover routine vacancies			979,000
 Non-Union Labor	 23,890,236	 23,638,882	 \$ (251,354)
Salaried overtime mainly driven by vacancies			247,000
Underrun in healthcare due to less than expected fringe benefits salaries			(530,000)
 <u>Total Materials & Supplies</u>	 19,660,239	 15,228,662	 \$ (4,431,577)
<u>Services</u>			
<u>Communications</u> due to underrun in advertising.			(826,000)
<u>Information Technology</u> mainly due to underrun in equipment repairs and maintenance driven by timing of projects.			(339,000)
<u>Operations</u> mainly due to underrun in building & grounds maintenance.			(242,000)
<u>Legal</u> mainly due to underrun in legal fees.			(199,000)
<u>Government & Public Affairs</u> mainly due to underrun in legislative coordination.			(133,000)
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Contract Management throughout the Authority (excluding Planning).			(1,297,000)
Other miscellaneous services type expenses mostly contractual and required on an as needed basis.			(355,000)
Underrun in support services.			(221,000)
Underspending in education and training throughout the Authority (<i>excludes bus operator and other Operations staff related training</i>).			(107,000)

MONTHLY PERFORMANCE REPORT
November 2018
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>FY2019 Budget</u>	<u>FY2019 Actual</u>	<u>Fiscal Year 2019 \$ 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 overhauls			(740,000)
Parts - Exterior Body and Windows			(185,000)
Tires & Tubes			(175,000)
<u>Offset by miscellaneous overruns in -</u>			
Parts			111,000
Bus Batteries - mostly in Unit Overhaul			133,000
Bus Engines - mostly in Unit Overhaul			484,000
Fuel and Utilities			
Lower than expected charges for routine Telephone Services			(152,000)
Underrun in Diesel Fuel (including taxes) mainly due to lower prices per gallon on fuel			(78,000)
 <u>Administration</u>	 18,973,488	 19,291,412	 \$ 317,923
Casualty & Liability			
Higher than expected subrogation			(125,000)
Lower than expected vehicle liability and premiums			(73,000)
Purchased Transportation			
Northwest Contract			(159,000)
Leases, Rentals, & Miscellaneous			
Higher than expected IT Rent Software Payments			750,000

MONTHLY PERFORMANCE REPORT
November 2018
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>
3,599	Oper, Public Safety, & Cust Service	469,629,194	79,039,407	75,693,501	(3,345,906)	(2,157,521)
3,139	Operations	427,252,886	72,298,363	69,518,717	(2,779,646)	(2,010,762)
335	METRO Police	26,510,838	4,344,350	3,985,932	(358,419)	(52,951)
46	Safety	9,859,436	1,491,701	1,351,236	(140,465)	(69,700)
70	Customer Services	4,782,739	704,058	638,770	(65,288)	(23,360)
9	EVP Oper Pub Safety & Cust Service	1,223,294	200,934	198,845	(2,088)	(747)
246	Administration	58,812,673	9,217,368	9,084,919	(132,449)	94,773
74	IT	22,365,575	3,632,222	3,547,913	(84,309)	(44,903)
45	Human Resources	23,731,284	3,562,442	3,515,026	(47,417)	159,646
120	Procurement & Materials	11,522,782	1,866,821	1,839,386	(27,434)	(46,990)
2	EVP, Administration	458,600	73,707	71,388	(2,319)	(1,597)
5	State of Good Repair	734,433	82,176	111,206	29,030	28,617
245	Planning, Engineer, & Construction	41,054,257	5,631,060	5,407,922	(223,138)	(506,756)
179	Facilities Maint	33,213,446	4,753,714	4,564,418	(189,296)	(213,832)
37	Planning	6,966,144	777,556	773,992	(3,563)	(296,392)
27	Engineering & Cap Project	795,498	88,252	71,050	(17,201)	7,937
2	EVP PE&C	79,169	11,539	(1,539)	(13,077)	(4,469)
80	Finance	11,002,000	1,635,672	1,454,269	(181,403)	(129,293)
76	Finance	10,026,140	1,543,629	1,361,767	(181,862)	(130,245)
4	CFO	975,860	92,043	92,502	459	952
22	Govt & Public Affairs	4,460,516	716,682	623,221	(93,461)	35,758
2	Deputy CEO	500,886	80,834	186,978	106,144	146,624
10	Public Engagement	1,431,677	240,001	222,833	(17,167)	(14,144)
6	Ridership & Client Services	1,001,451	153,297	129,000	(24,297)	(26,102)
3	Gov't Affairs	1,334,892	221,908	63,146	(158,762)	(81,172)
1	Urban Design	191,610	20,643	21,264	621	10,552
19	Legal	3,916,730	620,757	412,782	(207,975)	(90,447)
40	Communications	11,676,912	1,830,687	752,868	(1,077,820)	(549,041)
3	EVP, Communications	435,136	48,080	71,455	23,375	17,740
7	Press Office	712,950	117,657	111,228	(6,429)	(6,247)
29	Marketing & Corporate Communication	10,101,613	1,629,570	570,136	(1,059,434)	(543,474)
1	Partnership Promotions	427,214	35,380	48	(35,332)	(17,061)
9	Executive and Board	2,135,119	315,283	172,269	(143,014)	(187,271)
11	Audit	1,523,076	223,614	213,454	(10,160)	(15,539)
4	Office of Innovation	901,651	163,099	85,237	(77,862)	(76,458)
	Non Departmental	5,730,812	-	-	-	-
	President & CEO Contingency	15,367,061	-	-	-	-
	Other (MTA Revenue/Expense)	-	-	43	43	-
4,275	Total Operating Budget	626,210,000	99,393,627	93,900,483	(5,493,145)	(3,581,795)

MONTHLY PERFORMANCE REPORT
November 2018
Total Net Operating Budget / Expenses by Department
as of the end of November 2018 vs. October 2017

<u>Department</u>	<u>November 2018</u>			<u>November 2017</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	79,039,407	75,693,501	(3,345,906)	75,873,094	72,439,512	(3,433,582)
Operations	72,298,363	69,518,717	(2,779,646)	69,473,727	66,708,905	(2,764,822)
EVP Oper Pub Safety & Cust Serv	200,934	198,845	(2,088)	205,769	175,495	(30,275)
METRO Police	4,344,350	3,985,932	(358,419)	4,079,734	3,539,824	(539,910)
Safety	1,491,701	1,351,236	(140,465)	1,353,309	1,353,958	649
Customer Service	704,058	638,770	(65,288)	760,555	661,331	(99,224)
Administration	9,217,368	9,084,919	(132,449)	9,054,267	8,383,505	(670,762)
EVP, Administration	73,707	71,388	(2,319)	124,610	117,051	(7,559)
IT	3,632,222	3,547,913	(84,309)	3,692,166	3,332,512	(359,654)
Human Resources	3,562,442	3,515,026	(47,417)	3,424,991	3,182,194	(242,797)
Procurement & Materials	1,866,821	1,839,386	(27,434)	1,812,500	1,751,749	(60,751)
State of Good Repair	82,176	111,206	29,030	N/A	N/A	N/A
Planning, Engineering and Construction	5,631,060	5,407,922	(223,138)	5,796,362	5,221,620	(574,742)
EVP PE&C	11,539	(1,539)	(13,077)	20,971	(100)	(21,071)
Engineering & Cap Project	88,252	71,050	(17,201)	256,897	83,179	(173,718)
Planning	777,556	773,992	(3,563)	1,219,998	1,043,977	(176,021)
Facilities Maintenance	4,753,714	4,564,418	(189,296)	4,298,496	4,094,564	(203,932)
Finance	1,635,672	1,454,269	(181,403)	1,684,302	1,390,681	(293,621)
Finance	1,543,629	1,361,767	(181,862)	1,578,850	1,290,030	(288,820)
CFO	92,043	92,502	459	105,452	100,652	(4,801)
Gov't & Public Affairs	716,682	623,221	(93,461)	565,115	364,364	(200,751)
Deputy CEO	80,834	186,978	106,144	N/A	N/A	N/A
Public Engagement	240,001	222,833	(17,167)	271,592	207,495	(64,097)
Ridership & Client Services	153,297	129,000	(24,297)	205,890	94,087	(111,803)
Gov't Affairs	221,908	63,146	(158,762)	87,633	62,782	(24,851)
Urban Design	20,643	21,264	621	N/A	N/A	N/A
Legal	620,757	412,782	(207,975)	922,433	487,258	(435,175)
Communications	1,830,687	752,868	(1,077,820)	1,368,105	699,655	(668,450)
EVP, Communications	48,080	71,455	23,375	N/A	N/A	N/A
Press Office	117,657	111,228	(6,429)	N/A	N/A	N/A
Marketing & Corporate Communication	1,629,570	570,136	(1,059,434)	1,368,105	699,655	(668,450)
Partnership Promotions	35,380	48	(35,332)	N/A	N/A	N/A
Executive & Board	315,283	172,269	(143,014)	566,892	527,594	(39,298)
Audit	223,614	213,454	(10,160)	234,211	224,963	(9,248)
Office of Innovation	163,099	85,237	(77,862)	142,055	38,119	(103,936)
Contingency	-	-	-	-	-	-
Non-Departmental	-	-	-	(5,563)	-	5,563
Other MTA Revenue / Expense	-	43	43	-	126	126
TOTAL OPERATING BUDGET	\$ 99,393,627	\$ 93,900,483	\$ (5,493,145)	\$ 96,201,272	\$ 89,777,396	\$ (6,423,876)

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

Capital Budget

	FY2019 Annual Budget	Month of November 2018				Fiscal Year to Date			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
METRO Rail Completion	\$ 92.2	\$ 3.6	\$ 0.2	\$ (3.4)	(94.4%)	\$ 7.2	\$ 0.3	\$ (6.9)	(95.8%)
Capital Improvement Program	\$ 193.7	\$ 6.7	\$ 6.2	\$ (0.5)	(7.5%)	\$ 37.3	\$ 30.1	\$ (7.2)	(19.3%)
Total Capital	\$ 286.0	\$ 10.3	\$ 6.4	\$ (3.9)	(37.9%)	\$ 44.5	\$ 30.4	\$ (14.1)	(31.7%)

METRO Rail Completion expenses for the year-to-date through November 2018 of \$0.3 million are \$6.9 million or 95.8% under budget.

Other Capital Improvement Program expenses for the year-to-date through November 2018 of \$30.1 million are \$7.2 million or 19.3% under budget.

Debt Service Budget

	FY2019 Annual Budget	Month of November 2018				Fiscal Year to Date			
		Budget	Actual	Variance		Budget	Actual	Variance	
				\$	%			\$	%
Debt Service	\$ 104.2	\$ 8.4	\$ 7.7	\$ (0.7)	(8.3%)	\$ 18.2	\$ 16.2	\$ (2.0)	(11.0%)

Debt Service expenses for the year-to-date through November 2018 of \$16.2 million are \$2.0 million under budget.

General Mobility Transfers

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

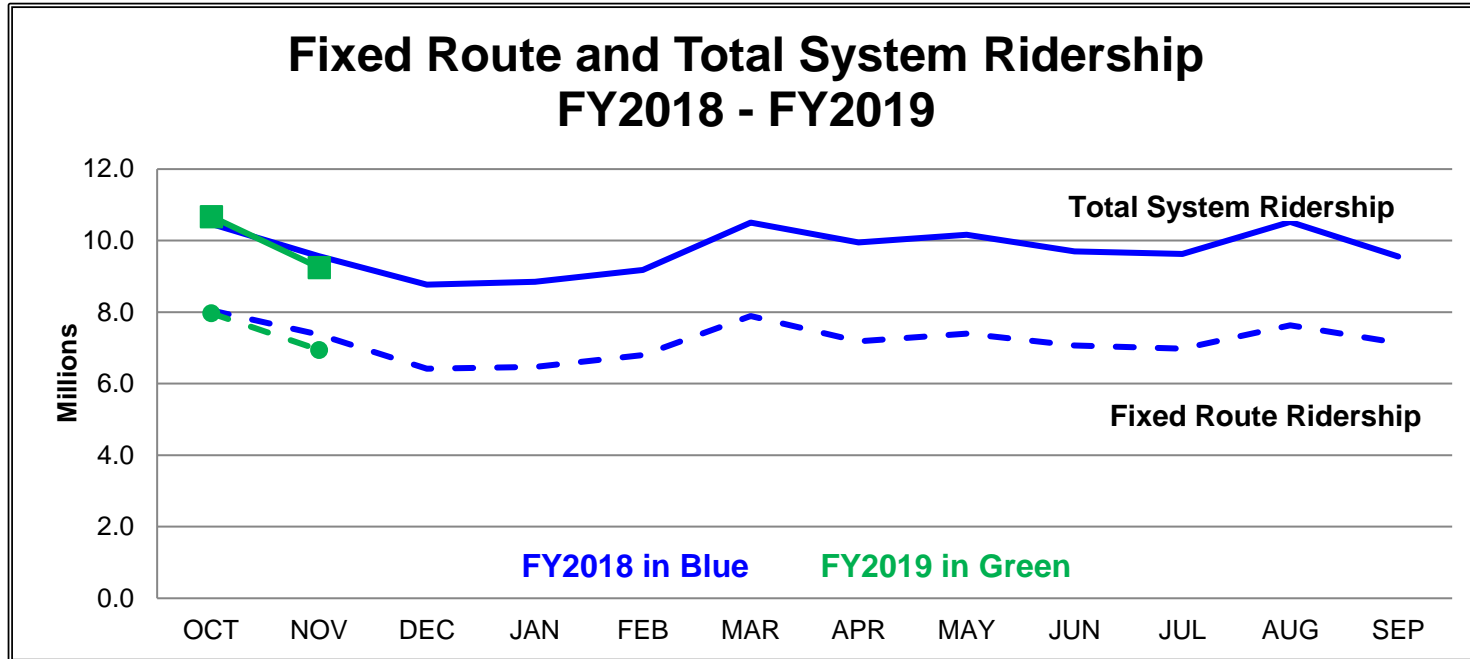
	FY2019 Annual Projection	Month of November 2018				Fiscal Year to Date			
		Projection	Allocation	Variance		Projection	Allocation	Variance	
				\$	%			\$	%
General Mobility	\$ 180.0	\$ 16.4	\$ 16.1	\$ (0.3)	(2.1%)	\$ 30.2	\$ 30.3	\$ 0.1	0.2%

Funds allocated to the General Mobility Fund totaling \$30.3 million for the year-to-date through November 2018 are \$0.1 million or 0.2% more than the amount projected.

MONTHLY PERFORMANCE REPORT
November 2018
Ridership by Service Category

Service Category	YTD % Change					
	Nov-17 Boardings	Nov-18 Boardings	Nov-18 vs. Nov-17	Nov-17 YTD Boardings	Nov-18 YTD Boardings	Nov-18 vs. Nov-17
Fixed Route Services						
<u>Local Network</u>						
Local Bus	5,095,966	4,891,587	(4.0%)	10,643,328	10,405,953	(2.2%)
<u>METRORail</u>						
Red (North) Line	1,336,205	1,197,410	(10.4%)	2,766,388	2,573,844	(7.0%)
Green (East) Line	137,001	121,869	(11.0%)	284,957	266,398	(6.5%)
Purple (Southeast) Line	177,462	163,941	(7.6%)	374,293	371,718	(0.7%)
METRORail (all lines)	1,650,668	1,483,220	(10.1%)	3,425,638	3,211,960	(6.2%)
METRORail-Bus Bridge	0	4,471	0.0%	0	13,864	0.0%
METRORail total	1,650,668	1,487,691	(9.9%)	3,425,638	3,225,824	(5.8%)
Subtotal Local Network	6,746,634	6,379,278	(5.4%)	14,068,966	13,631,777	(3.1%)
<u>Commuter</u>						
Park & Ride	623,808	567,559	(9.0%)	1,347,150	1,281,622	(4.9%)
Subtotal Fixed Route Service	7,370,442	6,946,837	(5.7%)	15,416,116	14,913,399	(3.3%)
Special Events	1,417	337	(76.2%)	5,992	3,860	(35.6%)
Total Fixed Route	7,371,859	6,947,174	(5.8%)	15,422,108	14,917,259	(3.3%)
Customized Bus Services						
METROLift	159,976	172,324	7.7%	331,310	367,719	11.0%
METRO STAR Vanpool	152,863	148,973	(2.5%)	324,939	328,091	1.0%
Internal Service	24	54	0.0%	24	156	0.0%
Subtotal Customized Bus	312,863	321,351	2.7%	656,273	695,966	6.0%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,883,120	1,980,700	5.2%	3,954,552	4,312,946	9.1%
Total System	9,567,842	9,249,225	(3.3%)	20,032,933	19,926,171	(0.5%)

MONTHLY PERFORMANCE REPORT
November 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 November 2018 of 6.9 million is 0.4 million or 5.8% less than last year.

Total fixed route ridership, excluding special events, for the year-to-date through November 2018 of 14.9 million is 0.5 million or 3.3% less than last year.

METRORail ridership for the month of November 2018 of 1.5 million is 9.9% less than last year.

METRORail ridership year-to-date through November 2018 of 3.2 million is 5.8% less than last year.

MONTHLY PERFORMANCE REPORT
November 2018
Performance Statistics

Benchmark Met
Benchmark Missed

Fiscal Year 2019

SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2019 YTD Actual	FY2019 YTD GOAL
	Bus Accidents (Includes METROLift)	48	45											≤ 48	93
Bus Accidents per 100,000 vehicle miles	0.74	0.75											≤ 1.11	0.74	≤ 1.11
Rail Accidents	3	6											≤ 9	9	≤ 18
Rail Accidents per 100,000 vehicle miles	0.97	1.90											≤ 2.75	1.44	≤ 2.75
Major Security Incidents - total	26	31											≤ 70	57	≤ 140
Major Security Incidents per 100,000 boardings	0.244	0.335											≤ 0.98	0.286	≤ 0.98
Major Security Incidents - METRO properties	13	22											≤ 35	35	≤ 70
Major Security Incidents per 100,000 boardings	0.122	0.238											≤ 0.40	0.176	≤ 0.40
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2019 YTD Actual	FY2019 YTD GOAL
Complaint Contacts per 100,000 Boardings	18.18	17.05											< 19.00	17.66	< 19.00
Commendations	440	333											≥ 250	773	≥ 500
Average Call Center Answer Delay (Sec.)	119	72											< 105	96	< 105

Safety & Security

- The number of bus accidents met the safety goal for both the month and the year-to-date.
- The number of rail accidents met the safety goal for both the month and the year-to-date.
- Total major security incidents met the benchmark for both the month and the year-to-date.
- Major security incidents on METRO properties met the benchmark for both the month and the year-to-date.

Customer Service

- Complaint contacts per 100,000 boardings met the goal for both the month and the year-to-date.
- The number of commendations met the goal for both the month and the year-to-date.
- The average call center answer delay met the goal for both the month and the year-to-date.

MONTHLY PERFORMANCE REPORT
November 2018
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2019													Current Month Target	FY2019 YTD Actual	FY2019 YTD GOAL
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP			
On-Time Performance															
Bus - Local	74.8%	74.6%											≥ 75%	74.7%	≥ 75%
Bus - Park & Ride	77.6%	76.9%											≥ 76%	77.3%	≥ 76%
Bus - Weighted Average	75.9%	75.6%											≥ 75%	75.8%	≥ 75%
METROLift	89.0%	90.8%											≥ 90%	89.9%	≥ 90%
Rail - Red Line	91.9%	93.3%											≥ 93%	92.5%	≥ 93.0%
Rail - South East Purple Line	98.4%	98.3%											≥ 95%	98.3%	≥ 95.0%
Rail - East End Green Line	98.7%	98.7%											≥ 95%	98.7%	≥ 95.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	10,186	11,246											≥ 10,000	10,671	≥ 8,875
MDBF (Mean Distance Between Mechanical Failures) - METROLift	25,324	23,838											≥ 20,000	24,603	≥ 20,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	17,119	18,610											≥ 15,000	17,843	≥ 15,000
Average Peak HOT Lanes Speed (miles per hour)															
I-45 North HOV	52	53											≥ 45	53	≥ 45
I-45 South HOV	52	52											≥ 45	52	≥ 45
US-290 HOV	57	57											≥ 45	57	≥ 45
US-59 North HOV	61	61											≥ 45	61	≥ 45
US-59 South HOV	51	51											≥ 45	51	≥ 45

On-Time Performance

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

METRORail On-Time Performance

- Rail (Red Line) met the benchmark for the month but not 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 both the month and the year-to-date.
- The Mean Distance Between Mechanical Failures (MDBF) for METROLift met the minimum performance standard for both the month and the year-to-date.
- The 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 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, (aggravated) sexual assault, (aggravated) robbery, aggravated assault, burglary, larceny/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 as 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 105 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 2018
Balance Sheet

	November 30, 2017 (\$)	November 30, 2018 (\$)	Change (\$)
Assets			
Cash	(3,851,191)	2,913,813	6,765,004
Receivables	124,459,503	152,158,881	27,699,378
Inventory	36,632,005	35,402,943	(1,229,061)
Investments	444,102,571	410,542,772	(33,559,799)
Other Assets	4,807,214	2,642,586	(2,164,628)
Land & Improvements	365,208,816	363,411,416	(1,797,401)
Capital Assets, Net of Depreciation	2,569,121,753	2,469,190,216	(99,931,537)
Total Assets	3,540,480,671	3,436,262,628	(104,218,043)
Deferred Outflow of Resources ¹	93,639,765	78,484,176 ²	(15,155,589)
	3,634,120,436	3,514,746,804	(119,373,632)
Liabilities			
Trade Payables	87,070,006	64,199,856	(22,870,149)
Accrued Payroll	32,222,281	31,378,835	(843,446)
Debt Payable	1,266,392,617	1,214,017,657	(52,374,959)
Debt Interest Payable	442,205	364,760	(77,446)
Pension and OPEB Liabilities	534,867,678	809,052,119	274,184,441 ³
Other Liabilities	47,831,675	71,498,117	23,666,442
Total Liabilities	1,968,826,462	2,190,511,345	221,684,883
Net Assets - Retained Earnings	1,665,293,974	1,324,235,459	(341,058,515)
Total Liabilities and Net Assets	3,634,120,436	3,514,746,804	(119,373,632)

Notes:

- 1 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."
- 2 The deferred outflow for FY2019 includes [1] Mark-to-Market (MTM) values of outstanding diesel fuel SWAP agreements at the fiscal year end (\$7,344,809), [2] Non Union Pension Plan (\$17,733,648), [3] Union Pension Plan (\$20,456,681), [4] Bonds (\$10,284,073), [5] Non Union OPEB (3,118,608) and [6] Union OPEB (\$19,546,357). These items will be recognized as expenses in future periods to which they relate.
- 3 As part of the FY2018 year end adjustments, METRO will implement GASB 75 Accounting for Other Post-Employment Benefits (OPEB) cost which will reduce METRO's beginning FY2018 net asset position by approximately \$271 million with an increase in the OPEB liability of \$282 million and deferred outflows of \$11 million. Net assets will change from \$1,673 million to \$1,402 million.