

METRO

Fiscal Year 2020

Monthly Performance Report

Revenue • Expense • Ridership • Performance

October 2019



MONTHLY PERFORMANCE REPORT

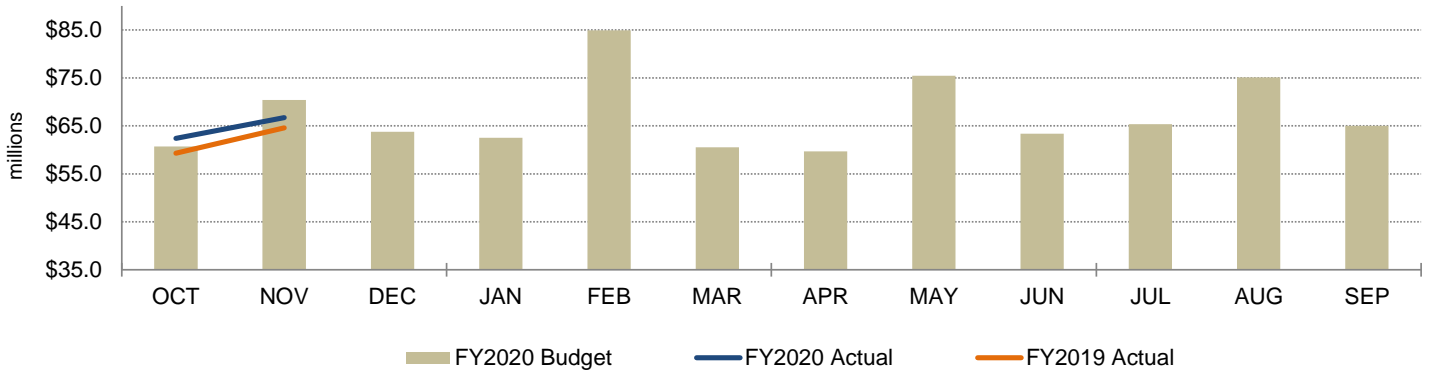
October 2019

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MONTHLY PERFORMANCE REPORT

November 2019 Sales Tax Revenue



Total FY2020 Sales Tax budget is \$806.8 million

Budget to Actual FY2020

(\$ millions)

	Budget	Actual	Variance	%
October	60.7	62.4	1.7	2.8%
November	70.4	66.7	(3.7)	(5.2%)
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%
FY2020 YTD	\$ 131.1	\$ 129.1	\$ (2.0)	(1.5%)

Prior Year vs. Current Year

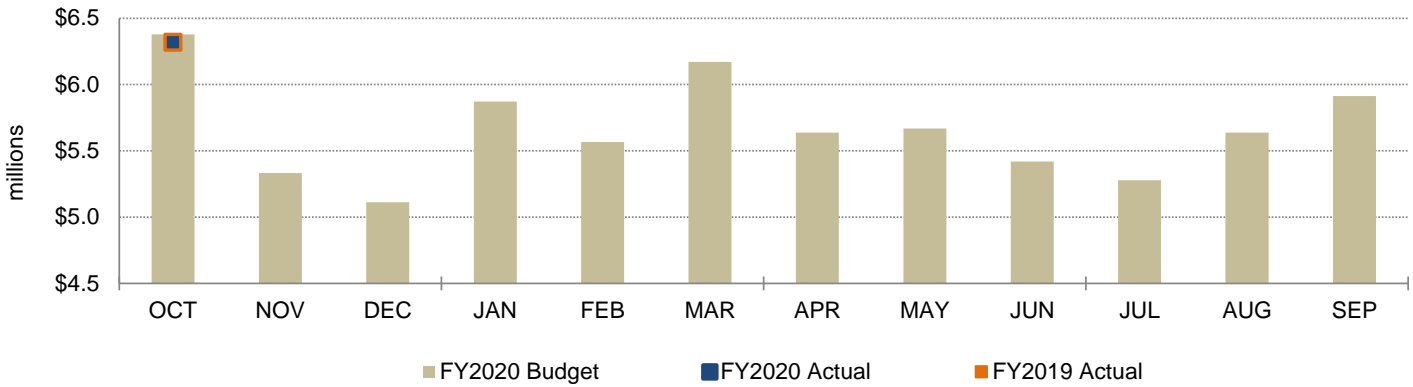
(\$ millions)

	Prior Year	Current Year	Variance	%
October	59.3	62.4	3.1	5.2%
November	64.6	66.7	2.1	3.3%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2020 YTD	\$ 123.9	\$ 129.1	\$ 5.2	4.2%

Sales Tax revenue for the month of November 2019 of \$66.7 million is \$3.7 million or 5.2% under estimates.

Sales Tax revenue for the year-to-date through November 2019 of \$129.1 million is \$2.0 million or 1.5% under estimates.

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October 2019
Fare Revenue



Total FY2020 Fare Revenue budget is \$68.0 million

Budget to Actual FY2020

(\$ millions)

	Budget	Actual	Variance	%
October	6.4	6.3	(0.1)	(1.6%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2020 YTD	\$ 6.4	\$ 6.3	\$ (0.1)	(1.6%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.3	6.3	0.0	0.0%
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2020 YTD	\$ 6.3	\$ 6.3	\$ 0.0	0.0%

Fare Revenue for the month of October 2019 of \$6.3 million is \$0.1 million or 1.6% under budget.

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Service Related Grant Revenue
Total FY2020 Service Related Grant budget is \$90.0 million

	(\$ millions)			
	Budget	Actual	Variance	%
October	2.1	2.1	0.0	(0.0%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2020 YTD	\$ 2.1	\$ 2.1	\$ 0.0	1.5%

Service Related Grant Revenue for the month of October 2019 of \$2.1 million is on budget

Capital Grant Revenue
Total FY2020 Capital Grant budget is \$72.1 million

	(\$ millions)			
	Budget	Actual	Variance	%
October	2.9	(0.5)	(3.4)	(117.2%)
November	-	-	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2020 YTD	\$ 2.9	\$ (0.5)	\$ (3.4)	(117.2%)

Capital Grant Revenue for the year-to-date through October 2019 of -\$0.5 million is \$3.4 million under budget.

MONTHLY PERFORMANCE REPORT

October 2019

Interest & Miscellaneous Revenue

Total FY2020 Interest & Miscellaneous Revenue budget is \$13.8 million

(\$ millions)

	Budget	Actual	Variance	%
October	1.2	2.3	1.1	91.7%
November	-	-	0.0	0.0%
December	-	-	0.0	0.0%
January	-	-	0.0	0.0%
February	-	-	0.0	0.0%
March	-	-	0.0	0.0%
April	-	-	0.0	0.0%
May	-	-	0.0	0.0%
June	-	-	0.0	0.0%
July	-	-	0.0	0.0%
August	-	-	0.0	0.0%
September	-	-	0.0	0.0%
FY2020 YTD	\$ 1.2	\$ 2.3	\$ 1.1	91.7%

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	1.4	61.7%	1.4	61.7%
HOT Lanes Revenue	0.7	29.4%	0.7	29.4%
Inter Government Revenue	-	0.0%	-	0.0%
Other	0.2	8.9%	0.2	8.9%
Total	\$ 2.3	100.0%	\$ 2.3	100.0%

Interest & Misc. Revenue for the year-to-date of \$2.3 million through October 2019 is \$1.1 million or 91.7% over budget.

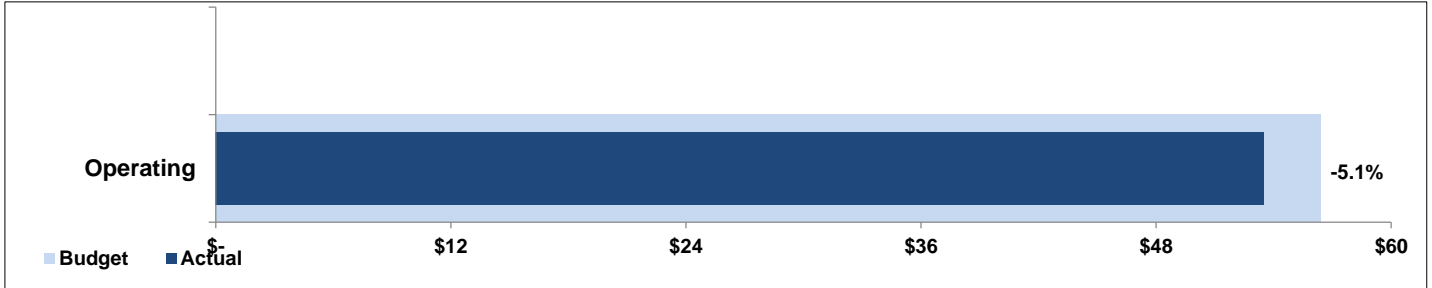
MONTHLY PERFORMANCE REPORT

October 2019

Budget Summary (\$ millions)

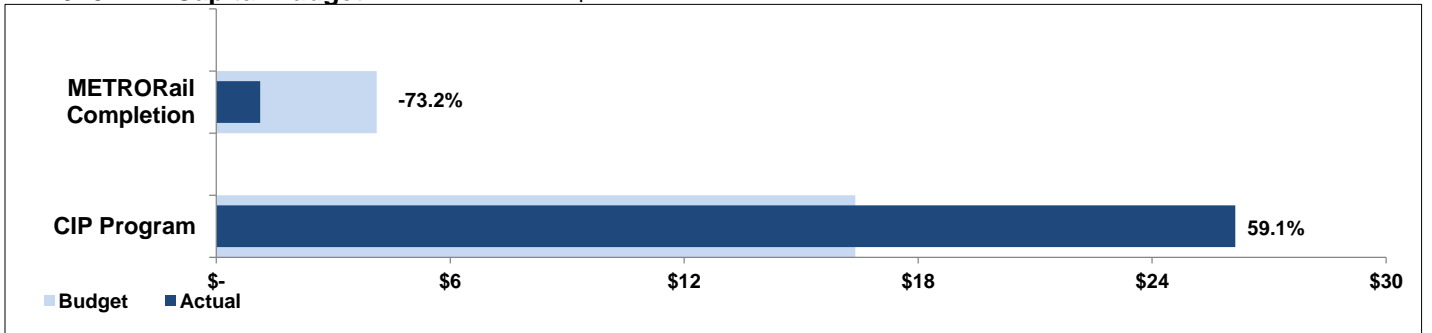
FY2020 Annual Operating Budget \$ 684.0

FY2020 YTD Operating Budget \$ 56.4



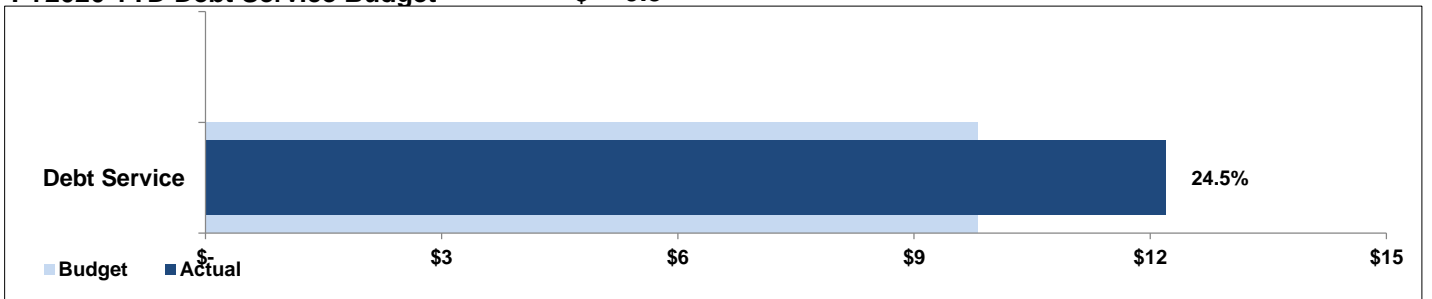
FY2020 Annual Capital Budget \$ 330.5

FY2020 YTD Capital Budget \$ 20.5



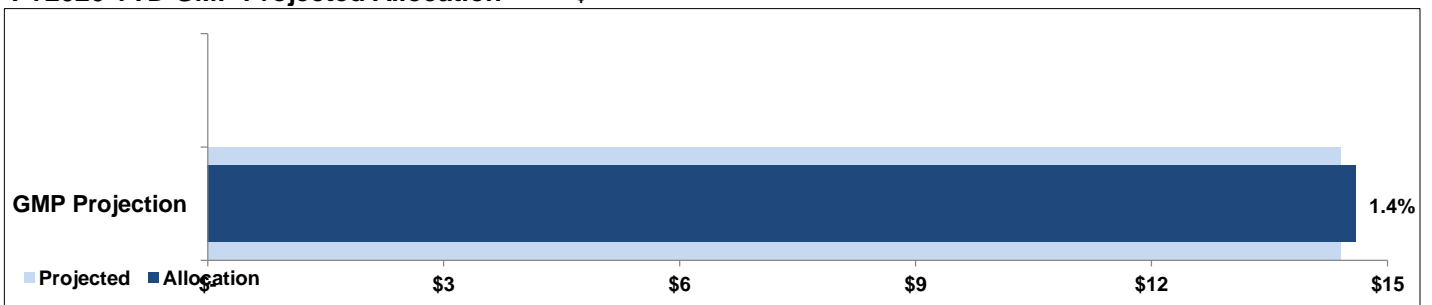
FY2020 Annual Debt Service Budget \$ 131.5

FY2020 YTD Debt Service Budget \$ 9.8



FY2020 Annual GMP Projected Allocation \$ 186.5

FY2020 YTD GMP Projected Allocation \$ 14.4



MONTHLY PERFORMANCE REPORT
October 2019
Operating Expenses

Comparison of Budget to Actual for the Month (October 2018)					
	FY20 Annual Budget	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 407,331,506	\$ 32,337,144	\$ 31,005,184	\$ (1,331,960)	(4.1%)
Non-Labor	274,168,494	\$ 24,050,822	\$ 22,512,355	(1,538,467)	(6.4%)
Subtotal Labor & Non-Labor	681,500,000	56,387,966	53,517,539	(2,870,427)	(5.1%)
Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 684,000,000	\$ 56,387,966	\$ 53,517,539	\$ (2,870,427)	(5.1%)

Comparison of Budget to Actual Year-to-Date October 2019 (1 months)					
	FY20 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 161,542,389	\$ 12,795,055	\$ 12,373,273	\$ (421,783)	(3.3%)
Union Fringe Benefits	87,683,719	7,479,621	6,742,076	(737,545)	(9.9%)
Subtotal Union Labor	249,226,108	20,274,676	19,115,348	(1,159,328)	(5.7%)
Salaries and Non-Union Wages	119,305,732	8,987,172	8,853,485	(133,687)	(1.5%)
Non-Union Fringe Benefits	50,639,461	4,030,268	3,905,469	(124,799)	(3.1%)
Subtotal Non-Union Labor	169,945,193	13,017,440	12,758,954	(258,486)	(2.0%)
Allocation to Capital & GMP	(11,839,795)	(954,973)	(869,118)	85,855	9.0%
Subtotal Labor and Fringe Benefits	407,331,506	32,337,144	31,005,184	(1,331,960)	(4.1%)
Total Materials & Supplies					
Services	64,323,175	7,209,056	6,596,055	(613,001)	(8.5%)
Materials and Supplies	32,885,488	2,518,866	2,640,940	122,074	4.8%
Fuel and Utilities	41,705,839	3,516,272	3,333,811	(182,461)	(5.2%)
	138,914,502	13,244,194	12,570,806	(673,388)	(5.1%)
Administration					
Casualty and Liability	5,812,894	486,314	362,156	(124,158)	(25.5%)
Purchased Transportation	107,554,303	9,412,975	9,362,168	(50,807)	(0.5%)
Leases, Rentals and Misc.	22,927,789	913,894	217,225	(696,669)	(76.2%)
Allocation to Capital & GMP - Non-Labor	(1,040,994)	(6,555)	-	6,555	(100.0%)
	135,253,992	10,806,628	9,941,549	(865,079)	(8.0%)
Subtotal Non-Labor	274,168,494	24,050,822	22,512,355	(1,538,467)	(6.4%)
Subtotal Labor and Non-Labor	681,500,000	56,387,966	53,517,539	(2,870,427)	(5.1%)
Contingency	2,500,000	-	-	-	0.0%
Subtotal Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 684,000,000	\$ 56,387,966	\$ 53,517,539	\$ (2,870,427)	(5.1%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	(858,464)	(858,464)	0.0%
Grand Total	\$ 684,000,000	\$ 56,387,966	\$ 52,659,075	\$ (3,728,890)	(6.6%)

Operating Expenses for the month of October 2019 of \$53.5 million are \$2.9 million or 5.1% under budget.

Operating Expenses year-to-date through October 2019 of \$53.5 million are \$2.9 million or 5.1% under budget.

**MONTHLY PERFORMANCE REPORT
October 2019**

Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>FY2020 Budget</u>	<u>FY2020 Actual</u>	<u>Fiscal Year 2020 \$ Variance (under budget) / over budget</u>
<u>Payroll & Benefits</u>			
Union Labor	20,274,676	19,115,348	\$ (1,159,328)
Union Vacancies - Wages - Bus Operator vacancies			(537,000)
Underrun in Sick Leave Cash Out			(355,000)
Union Vacancies - Wages - Primarily Mechanic, Technician, Cleaners vacancies			(333,000)
Union Vacancies - Fringes - Uniform & Tool Allowance			(249,000)
Benefit Trust Contribution			(206,000)
Workers Comp			(157,000)
Union Vacancies - Fringes - Savings driven by vacancies			(108,000)
 <u>Offset by</u>			
Overtime primarily in METRORail, Bus Maintenance & Public Facilities			183,000
Overtime in Bus Transportation to cover routine vacancies			603,000
Non-Union Labor	13,017,440	12,758,954	\$ (258,486)
Savings in base salaries due to vacancies			(373,000)
 <u>Offset by</u>			
Salaried overtime driven by vacancies			148,000
<u>Total Materials & Supplies</u>	13,244,194	12,570,806	\$ (673,388)
Services			
<u>Operations</u> - due to underrun in Contract Management (-\$225,000) and Support and Other Services (-\$170,000)			(395,000)
<u>Facilities Maintenance</u> - due to underrun in Custodial Services			(222,000)
<u>Legal</u> - due to underrun in Legal Fees			(168,000)
<u>Information Technology</u> - due to underrun in Contract Management (-\$151,000) and an overrun in Equipment Repairs and Maintenance (\$788,000)			636,000
 <u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Contract Management throughout the Authority			(163,000)
Underrun in Support & Other Services			(124,000)
Underspending in Education and Training throughout the Authority			(97,000)

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October 2019
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>FY2020 Budget</u>	<u>FY2020 Actual</u>	<u>Fiscal Year 2020 \$ 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			(325,000)
<u>Offset by miscellaneous overruns in -</u>			
Parts			206,000
Bus Engines - mostly in Unit Overhaul			267,000
Fuel and Utilities			
Underrun in Compressed Natural Gas			(111,000)
 <u>Administration</u>	 10,806,628	 9,941,549	 \$ (865,079)
Casualty & Liability			
Purchased Transportation			
Leases, Rentals, & Miscellaneous			
Lower than expected Information Technology Rent Software Payments			(580,000)

MONTHLY PERFORMANCE REPORT
October 2019
Total Net Operating Budget / Expenses by Department

<u>Authorized</u> <u>EOY</u> <u>Headcount</u>	<u>Department</u>	<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
			-----Year-to-Date-----		--Current Month--	
3,818	Oper, Public Safety, & Cust Service	504,863,751	42,284,621	40,673,339	(1,611,281)	(1,611,281)
9	EVP Oper Pub Safety & Cust Service	1,304,968	110,917	102,186	(8,731)	(8,731)
3,262	Operations	454,834,080	38,641,752	37,250,030	(1,391,722)	(1,391,722)
427	METRO Police	32,781,718	2,338,764	2,268,690	(70,074)	(70,074)
46	Safety	10,667,861	817,228	684,585	(132,643)	(132,643)
74	Customer Services	5,275,124	375,960	367,848	(8,112)	(8,112)
255	Administration	62,206,115	4,671,935	4,251,505	(420,430)	(420,430)
2	EVP, Administration	493,537	40,359	30,582	(9,776)	(9,776)
74	IT	24,642,682	1,991,402	1,756,172	(235,230)	(235,230)
54	Human Resources	24,127,076	1,520,525	1,471,786	(48,739)	(48,739)
120	Procurement & Materials	12,165,733	1,061,751	948,431	(113,320)	(113,320)
5	State of Good Repair	777,087	57,898	44,533	(13,365)	(13,365)
251	Planning, Engineer, & Construction	46,449,346	2,960,591	2,702,076	(258,515)	(258,515)
2	EVP PE&C	121,077	8,320	6,332	(1,989)	(1,989)
185	Facilities Maint	37,331,682	2,625,367	2,405,395	(219,972)	(219,972)
21	Service Planning & Scheduling	2,583,842	158,587	170,696	12,108	12,108
16	Capital & Environmental Planning	4,627,008	103,862	87,030	(16,833)	(16,833)
19	Engineering & Capital Project	1,549,378	45,987	36,806	(9,181)	(9,181)
8	Construction	236,359	18,467	(4,181)	(22,649)	(22,649)
80	Finance	11,300,988	875,121	767,714	(107,408)	(107,408)
4	CFO	952,300	41,273	46,276	5,003	5,003
76	Finance	10,348,689	833,848	721,438	(112,410)	(112,410)
22	Govt & Public Affairs	4,721,162	377,010	347,562	(29,448)	(29,448)
2	Deputy CEO	554,510	45,954	45,272	(682)	(682)
10	Public Engagement	1,673,273	149,910	111,023	(38,887)	(38,887)
6	Ridership & Client Services	911,977	73,269	106,649	33,380	33,380
3	Gov't Affairs	1,078,485	97,889	75,752	(22,137)	(22,137)
1	Urban Design	502,917	9,987	8,866	(1,122)	(1,122)
19	Legal	4,771,865	399,906	200,555	(199,351)	(199,351)
40	Communications	18,681,805	4,473,667	4,325,291	(148,376)	(148,376)
3	EVP, Communications	487,798	41,562	40,679	(883)	(883)
7	Press Office	738,291	57,361	50,584	(6,777)	(6,777)
29	Marketing & Corporate Communication	16,986,034	4,353,572	4,214,700	(138,873)	(138,873)
1	Partnership Promotions	469,681	21,171	19,328	(1,843)	(1,843)
9	Executive and Board	2,317,766	173,598	149,987	(23,611)	(23,611)
11	Audit	1,527,846	91,564	61,434	(30,130)	(30,130)
5	Office of Innovation	1,076,099	79,952	37,659	(42,293)	(42,293)
	Non Departmental	23,583,256	-	-	-	-
	President & CEO Contingency	2,500,000	-	-	-	-
	Other (MTA Revenue/Expense)	-	-	417	417	417
4,510	Total Operating Budget	684,000,000	56,387,966	53,517,539	(2,870,427)	(2,870,427)

MONTHLY PERFORMANCE REPORT
October 2019
Total Net Operating Budget / Expenses by Department
as of the end of October 2019 vs. October 2018

<u>Department</u>	<u>October 2019</u>			<u>October 2018</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	42,284,621	40,673,339	(1,611,281)	39,486,371	38,297,986	(1,188,385)
EVP Oper Pub Safety & Cust Serv	110,917	102,186	(8,731)	100,785	99,443	(1,342)
Operations	38,641,752	37,250,030	(1,391,722)	36,119,083	35,350,199	(768,884)
METRO Police	2,338,764	2,268,690	(70,074)	2,205,494	1,900,027	(305,467)
Safety	817,228	684,585	(132,643)	707,837	637,073	(70,764)
Customer Service	375,960	367,848	(8,112)	353,173	311,244	(41,928)
Administration	4,671,935	4,251,505	(420,430)	4,195,524	3,968,302	(227,222)
EVP, Administration	40,359	30,582	(9,776)	37,412	36,690	(722)
IT	1,991,402	1,756,172	(235,230)	1,797,852	1,758,446	(39,406)
Human Resources	1,520,525	1,471,786	(48,739)	1,368,501	1,161,438	(207,063)
Procurement & Materials	1,061,751	948,431	(113,320)	950,126	969,682	19,556
State of Good Repair	57,898	44,533	(13,365)	41,633	42,046	413
Planning, Engineering and Construction	2,960,591	2,702,076	(258,515)	2,696,866	2,980,484	283,618
EVP PE&C	8,320	6,332	(1,989)	5,741	(2,867)	(8,608)
Facilities Maint	2,625,367	2,405,395	(219,972)	2,356,786	2,381,322	24,536
Service Planning & Scheduling	158,587	170,696	12,108	170,161	183,894	13,733
Capital & Environmental Planning	103,862	87,030	(16,833)	119,987	399,083	279,096
Engineering & Capital Project	45,987	36,806	(9,181)	31,891	23,838	(8,053)
Construction	18,467	(4,181)	(22,649)	12,298	(4,787)	(17,085)
Finance	875,121	767,714	(107,408)	829,394	777,284	(52,110)
CFO	41,273	46,276	5,003	46,902	46,408	(493)
Finance	833,848	721,438	(112,410)	782,493	730,876	(51,617)
Gov't & Public Affairs	377,010	347,562	(29,448)	367,994	238,775	(129,220)
Deputy CEO	45,954	45,272	(682)	40,571	91	(40,480)
Public Engagement	149,910	111,023	(38,887)	123,747	120,724	(3,023)
Ridership & Client Services	73,269	106,649	33,380	82,117	83,922	1,805
Gov't Affairs	97,889	75,752	(22,137)	110,123	32,532	(77,590)
Urban Design	9,987	8,866	(1,122)	11,436	1,505	(9,931)
Legal	399,906	200,555	(199,351)	299,280	181,752	(117,528)
Communications	4,473,667	4,325,291	(148,376)	924,824	396,045	(528,779)
EVP, Communications	41,562	40,679	(883)	24,537	30,171	5,635
Press Office	57,361	50,584	(6,777)	59,310	59,127	(183)
Marketing & Corporate Communication	4,353,572	4,214,700	(138,873)	822,706	306,746	(515,960)
Partnership Promotions	21,171	19,328	(1,843)	18,271	-	(18,271)
Executive & Board	173,598	149,987	(23,611)	157,218	201,475	44,257
Audit	91,564	61,434	(30,130)	113,218	118,597	5,379
Office of Innovation	79,952	37,659	(42,293)	43,334	41,931	(1,403)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
Other MTA Revenue / Expense	-	417	417	-	43	43
TOTAL OPERATING BUDGET	\$ 56,387,966	\$ 53,517,539	\$ (2,870,427)	\$ 49,114,022	\$ 47,202,673	\$ (1,911,349)

MONTHLY PERFORMANCE REPORT
October 2019
Capital, and Debt Service Expenses
Budget vs. Actual - Month and Fiscal Year-to-Date
(\$ millions)

Capital Budget

	FY2020		Month of October 2019				Fiscal Year to Date							
	Annual		Budget		Actual		Variance		Budget		Actual		Variance	
	Budget		Budget	Actual	\$	%	Budget	Actual	\$	%	Budget	Actual	\$	%
METRORail Completion	\$ 44.2	\$	4.1	\$ 1.1	\$ (3.0)	(73.2%)	\$ 4.1	\$ 1.1	\$ (3.0)	(73.2%)				
Capital Improvement Program	\$ 286.3	\$	16.4	\$ 26.1	\$ 9.7	59.1%	\$ 16.4	\$ 26.1	\$ 9.7	59.1%				
Total Capital	\$ 330.5	\$	20.5	\$ 27.3	\$ 6.8	33.2%	\$ 20.5	\$ 27.3	\$ 6.8	33.2%				

METRORail Completion expenses for the year-to-date through October 2019 of \$1.1 million are \$3.0 million or 73.2% under budget.

Other Capital Improvement Program expenses for the year-to-date through October 2019 of \$26.1 million are \$9.7 million or 59.1% over budget.

Debt Service Budget

	FY2020		Month of October 2019				Fiscal Year to Date							
	Annual		Budget		Actual		Variance		Budget		Actual		Variance	
	Budget		Budget	Actual	\$	%	Budget	Actual	\$	%	Budget	Actual	\$	%
Debt Service	\$ 131.5	\$	9.8	\$ 12.2	\$ 2.4	24.5%	\$ 9.8	\$ 12.2	\$ 2.4	24.5%				

Debt Service expenses for the year-to-date through October 2019 of \$12.2 million are \$2.4 million over budget.

General Mobility Transfers

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

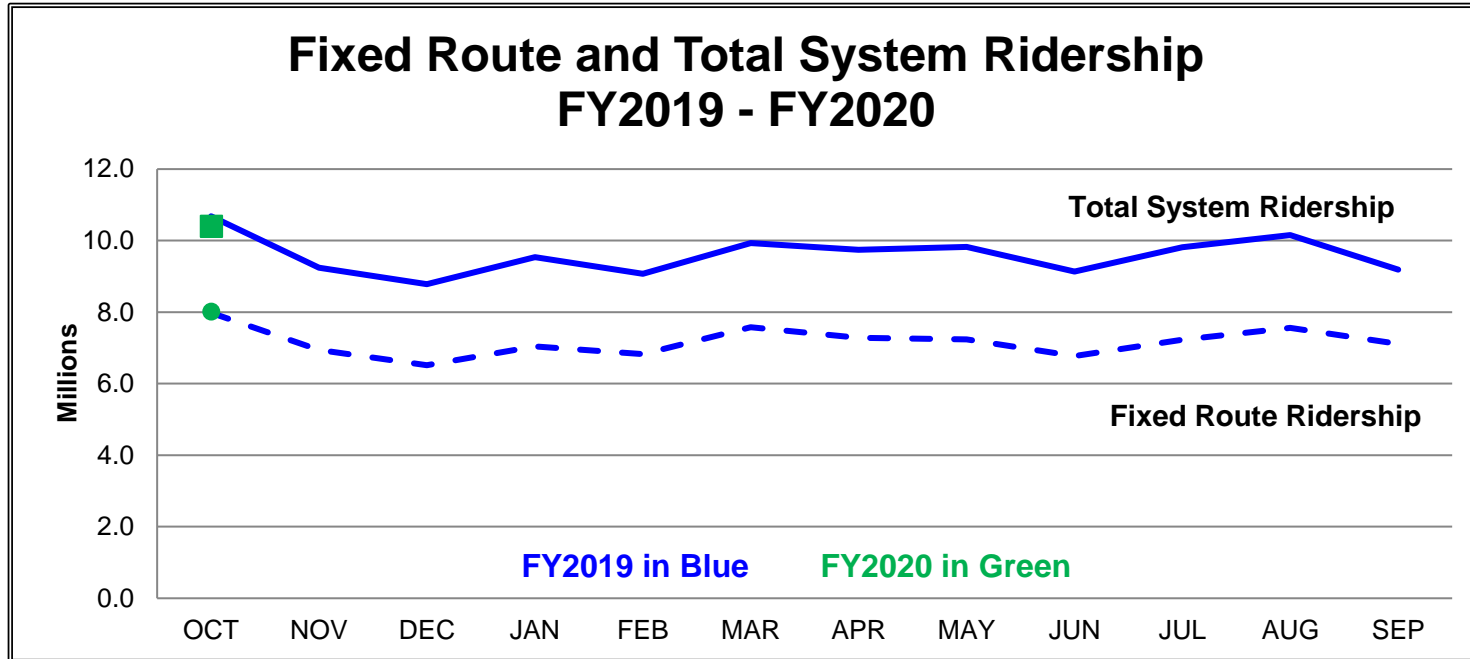
	FY2020		Month of October 2019				Fiscal Year to Date							
	Annual		Projection		Allocation		Variance		Projection		Allocation		Variance	
	Projection		Projection	Allocation	\$	%	Projection	Allocation	\$	%	Projection	Allocation	\$	%
General Mobility	\$ 186.5	\$	14.4	\$ 14.6	\$ 0.2	1.4%	\$ 14.4	\$ 14.6	\$ 0.2	1.4%				

Funds allocated to the General Mobility Fund totaling \$14.6 million for the year-to-date through October 2019 are \$0.2 million or 1.4% more than the amount projected.

MONTHLY PERFORMANCE REPORT
October 2019
Ridership by Service Category

Service Category	YTD % Change					
	Oct-18 Boardings	Oct-19 Boardings	Oct-19 vs. Oct-18	Oct-18 YTD Boardings	Oct-19 YTD Boardings	Oct-19 vs. Oct-18
Fixed Route Services						
<u>Local Network</u>						
Local Bus	5,514,366	5,529,225	0.3%	5,514,366	5,529,225	0.3%
<u>METRORail</u>						
Red (North) Line	1,376,434	1,316,449	(4.4%)	1,376,434	1,316,449	(4.4%)
Green (East) Line	144,529	159,446	10.3%	144,529	159,446	10.3%
Purple (Southeast) Line	207,777	213,640	2.8%	207,777	213,640	2.8%
METRORail (all lines)	1,728,740	1,689,535	(2.3%)	1,728,740	1,689,535	(2.3%)
METRORail-Bus Bridge	9,393	0	(100.0%)	9,393	0	(100.0%)
METRORail total	1,738,133	1,689,535	(2.8%)	1,738,133	1,689,535	(2.8%)
Subtotal Local Network	7,252,499	7,218,760	(0.5%)	7,252,499	7,218,760	(0.5%)
<u>Commuter</u>						
Park & Ride	725,101	795,445	9.7%	725,101	795,445	9.7%
Subtotal Fixed Route Service	7,977,600	8,014,205	0.5%	7,977,600	8,014,205	0.5%
Special Events	3,523	1,643	(53.4%)	3,523	1,643	(53.4%)
Total Fixed Route	7,981,123	8,015,848	0.4%	7,981,123	8,015,848	0.4%
Customized Bus Services						
METROLift	188,628	194,457	3.1%	188,628	194,457	3.1%
METRO STAR Vanpool	179,118	163,912	(8.5%)	179,118	163,912	(8.5%)
Internal Service	102	35	0.0%	102	35	0.0%
Subtotal Customized Bus	367,848	358,404	(2.6%)	367,848	358,404	(2.6%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,332,246	2,035,661	(12.7%)	2,332,246	2,035,661	(12.7%)
Total System	10,681,217	10,409,913	(2.5%)	10,681,217	10,409,913	(2.5%)

MONTHLY PERFORMANCE REPORT
October 2019
Ridership by Service Category



Fixed Route ridership is reported on the same basis as in the National Transit Database

The Special Events category of ridership reflects customer service oriented short-term additional motor bus service provided for events at Reliant Park such as football games and RODEO Houston.

Total fixed route ridership, excluding special events, for the month of October 2019 of 8.0 million is 0.04 million or 0.5% greater than last year.

METRORail ridership for the month of October 2019 of 1.7 million is 2.8% less than last year.

MONTHLY PERFORMANCE REPORT
October 2019
Performance Statistics

Benchmark Met
Benchmark Missed

Fiscal Year 2020

SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2020 YTD Actual	FY2020 YTD GOAL
	Bus Accidents (Includes METROLift) Bus Accidents per 100,000 vehicle miles	45 0.68												≤ 49 ≤ 1.11	45 ≤ 49 0.68 ≤ 1.11
Rail Accidents Rail Accidents per 100,000 vehicle miles	10 3.33												≤ 9 ≤ 2.75	10 ≤ 9 3.33 ≤ 2.75	
Major Security Incidents - total Major Security Incidents per 100,000 boardings	56 0.538												≤ 68 ≤ 0.98	56 ≤ 68 0.538 ≤ 0.98	
Major Security Incidents - METRO properties Major Security Incidents per 100,000 boardings	34 0.327												≤ 35 ≤ 0.40	34 ≤ 35 0.327 ≤ 0.40	
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2020 YTD Actual	FY2020 YTD GOAL
Complaint Contacts per 100,000 Boardings	18.86												< 18.50	18.86 < 18.50	
Commendations	294												≥ 300	294 ≥ 300	
Average Call Center Answer Delay (Sec.)	98												< 105	98 < 105	

Safety & Security

- The number of bus accidents met the safety goal for both the month.
- The number of rail accidents did not meet the safety goal for the month.
- Total major security incidents met the benchmark for both the month.
- Total major security incidents on METRO properties met the benchmark for the month.

Customer Service

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

MONTHLY PERFORMANCE REPORT
October 2019
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2020															
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2020 YTD Actual	FY2020 YTD GOAL
On-Time Performance															
Bus - Local	75.3%												≥ 75%	75.3%	≥ 75%
Bus - Park & Ride	76.2%												≥ 76%	76.2%	≥ 76%
Bus - Weighted Average	75.7%												≥ 75%	75.8%	≥ 75%
METROLift	89.0%												≥ 90%	89.0%	≥ 90%
Rail - Red Line	93.6%												≥ 93%	93.6%	≥ 93.0%
Rail - South East Purple Line	95.7%												≥ 95%	95.7%	≥ 95.0%
Rail - East End Green Line	98.7%												≥ 95%	98.7%	≥ 95.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,049												≥ 7,750	9,049	≥ 7,750
MDBF (Mean Distance Between Mechanical Failures) - METROLift	25,731												≥ 20,000	25,731	≥ 20,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	15,032												≥ 15,000	15,032	≥ 15,000
Average Peak HOT Lanes Speed (miles per hour)															
I-45 North HOV	52												≥ 45	52	≥ 45
I-45 South HOV	52												≥ 45	52	≥ 45
US-290 HOV	57												≥ 45	57	≥ 45
US-59 North HOV	57												≥ 45	57	≥ 45
US-59 South HOV	48												≥ 45	48	≥ 45

On-Time Performance

- On-time performance for Local Bus routes met the minimum performance standard for the month.
- On-time performance for Park & Ride routes met the minimum performance standard for the month.
- On-time performance for METROLift did not meet the minimum performance standard for the month.

METRORail On-Time Performance

- Rail (Red Line) met the benchmark for the month.
- Rail (Purple Line) met the benchmark for the month.
- Rail (Green Line) met the benchmark for the month.

Service Reliability

- The Mean Distance Between Mechanical Failures (MDBF) for All Buses met the minimum performance standard for the month.
- The Mean Distance Between Mechanical Failures (MDBF) for METROLift met the minimum performance standard for the month.
- The Mean Distance Between Service Interruptions (MDBSI) for METRORail met the minimum performance standard for the month.

HOT Lane Average Speed

- The average peak speed for all HOT Lanes met the monthly goals.

MONTHLY PERFORMANCE REPORT

October 2019

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
October 2019
Balance Sheet

	October 31, 2018 (\$)	October 31, 2019 (\$)	Change (\$)
Assets			
Cash	(70,607)	(1,335,917)	(1,265,310)
Receivables	160,721,492	144,213,974	(16,507,518)
Inventory	35,519,837	37,336,433	1,816,596
Investments	442,804,001	497,070,325	54,266,323
Other Assets	3,004,583	5,422,963	2,418,380
Land & Improvements	364,173,800	366,277,942	2,104,142
Capital Assets, Net of Depreciation	2,482,967,721	2,463,815,871	(19,151,849)
Total Assets	3,489,120,826	3,512,801,591	23,680,764
Deferred Outflow of Resources ¹	68,050,683	104,564,462 ²	36,513,779
	3,557,171,509	3,617,366,053	60,194,543
Liabilities			
Trade Payables	73,909,027	99,180,188	25,271,161
Accrued Payroll	32,173,905	29,432,791	(2,741,114)
Debt Payable	1,236,332,657	1,313,341,217	77,008,559
Debt Interest Payable	20,095,912	18,992,454	(1,103,457)
Pension and OPEB Liabilities	804,029,222	841,093,721	37,064,499
Other Liabilities	71,603,978	126,300,949	54,696,971
Total Liabilities	2,238,144,701	2,428,341,321	190,196,620
Net Assets - Retained Earnings	1,319,026,808	1,189,024,732	(130,002,076)
Total Liabilities and Net Assets	3,557,171,509	3,617,366,053	60,194,543

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 FY2020 includes [1] Mark-to-Market (MTM) values of outstanding diesel fuel SWAP agreements at the fiscal year end (\$908,128), [2] Non Union Pension Plan (\$32,426,362), [3] Union Pension Plan (\$51,041,671), [4] Bonds (\$8,637,643), [5] Non Union OPEB (\$2,189,277) and [6] Union OPEB (\$9,361,382). These items will be recognized as expenses in future periods to which they relate.