

METRO

Fiscal Year 2020

Monthly Performance Report

Revenue • Expense • Ridership • Performance

November 2019



MONTHLY PERFORMANCE REPORT

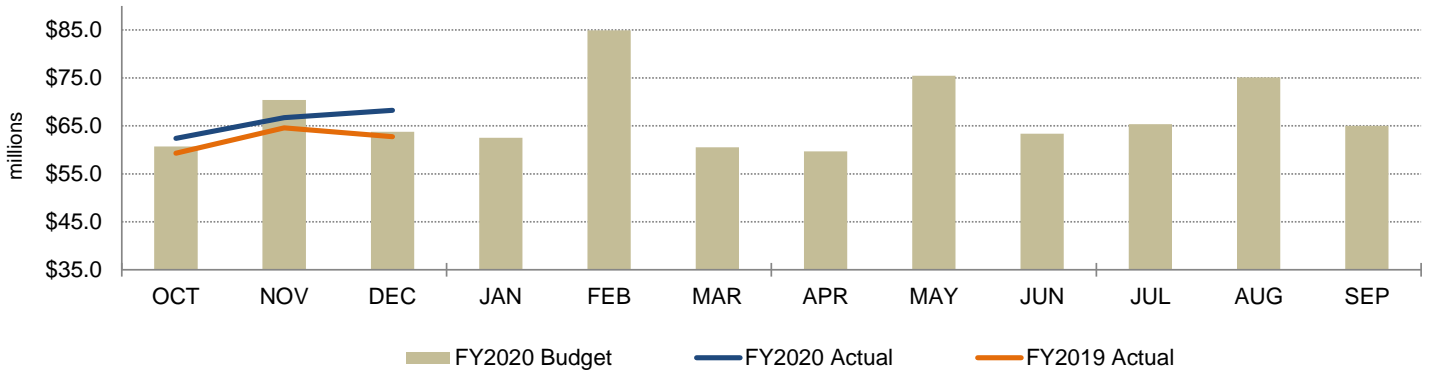
November 2019

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MONTHLY PERFORMANCE REPORT

December 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	63.8	68.2	4.5	7.0%
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	\$ 194.9	\$ 197.4	\$ 2.5	1.3%

Prior Year vs. Current Year

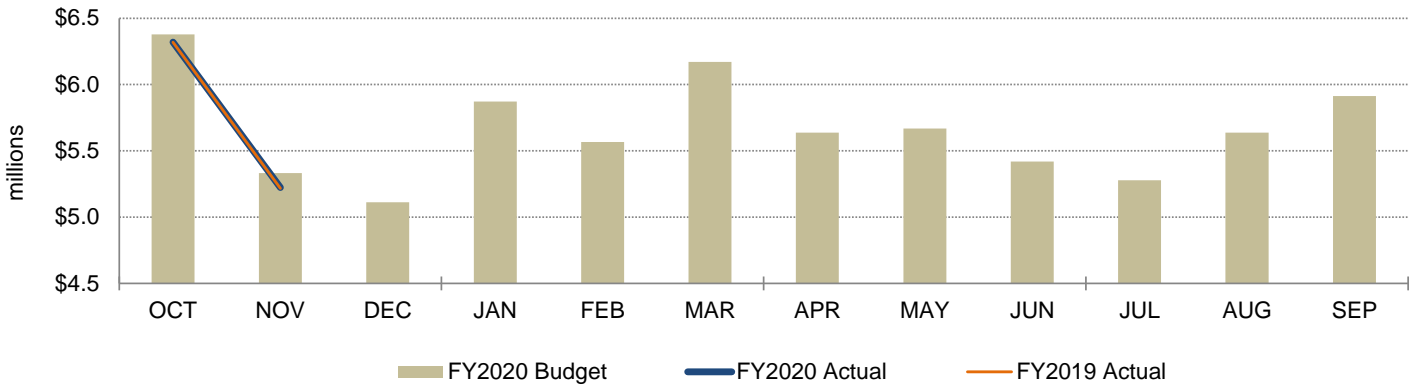
(\$ millions)

	Prior Year	Current Year	Variance	%
October	59.3	62.4	3.1	5.2%
November	64.6	66.7	2.1	3.3%
December	62.8	68.2	5.5	8.7%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2020 YTD	\$ 186.6	\$ 197.4	\$ 10.7	5.7%

Sales Tax revenue for the month of December 2019 of \$68.2 million is \$4.5 million or 7.0% over estimates.

Sales Tax revenue for the year-to-date through December 2019 of \$197.4 million is \$2.5 million or 1.3% over estimates.

MONTHLY PERFORMANCE REPORT
November 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	5.3	5.2	(0.1)	(1.9%)
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%
FY2020 YTD	\$ 11.7	\$ 11.5	\$ (0.2)	(1.7%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.3	6.3	0.0	0.0%
November	5.2	5.2	0.0	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	\$ 11.5	\$ 11.5	\$ 0.0	(0.0%)

Fare Revenue for the month of November 2019 of \$5.2 million is \$0.1 million or 1.9% under budget.

Fare Revenue for the year-to-date through November 2019 of \$11.5 million is \$0.2 million or 1.7% under budget.

**MONTHLY PERFORMANCE REPORT
November 2019**

**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	0.3	5.7	5.4	1800.0%
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	\$ 2.3	\$ 7.8	\$ 5.4	236.5%

Service Related Grant Revenue for the month of November 2019 of \$5.7 million is \$5.4 million or 1800.0% over budget.

Service Related Grant Revenue for the year-to-date through November 2019 of \$7.8 million is \$5.4 million or 236.5% over 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	2.9	(0.6)	(3.5)	(120.7%)
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%
FY2020 YTD	\$ 5.9	\$ (1.1)	\$ (7.0)	(118.6%)

Capital Grant Revenue for the year-to-date through November 2019 of -\$1.1 million is \$7.0 million under budget.

**MONTHLY PERFORMANCE REPORT
November 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	1.1	1.4	0.3	27.3%
December	-	-	0.0	0.0%
January	-	-	0.0	0.0%
February	-	-	0.0	0.0%
March	-	-	0.0	0.0%
April	-	-	0.0	0.0%
May	-	-	0.0	0.0%
June	-	-	0.0	0.0%
July	-	-	0.0	0.0%
August	-	-	0.0	0.0%
September	-	-	0.0	0.0%
FY2020 YTD	\$ 2.3	\$ 3.7	\$ 1.4	60.9%

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	56.6%	0.7	48.0%
HOT Lanes Revenue	1.2	33.1%	0.5	39.3%
Inter Government Revenue	-	0.0%	-	0.0%
Other	0.4	10.3%	0.2	12.7%
Total	\$ 3.7	100.0%	\$ 1.4	100.0%

Interest & Misc. Revenue for the year-to-date of \$3.7 million through November 2019 is \$1.4 million or 60.9% over budget.

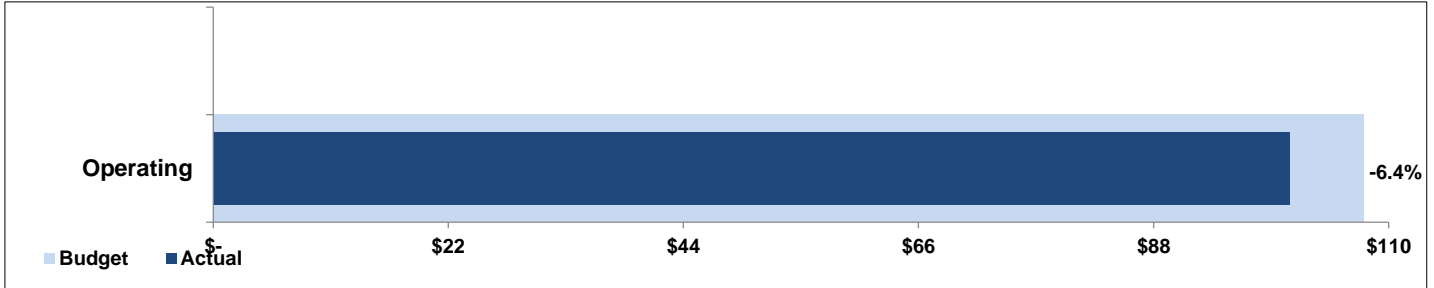
MONTHLY PERFORMANCE REPORT

November 2019

Budget Summary (\$ millions)

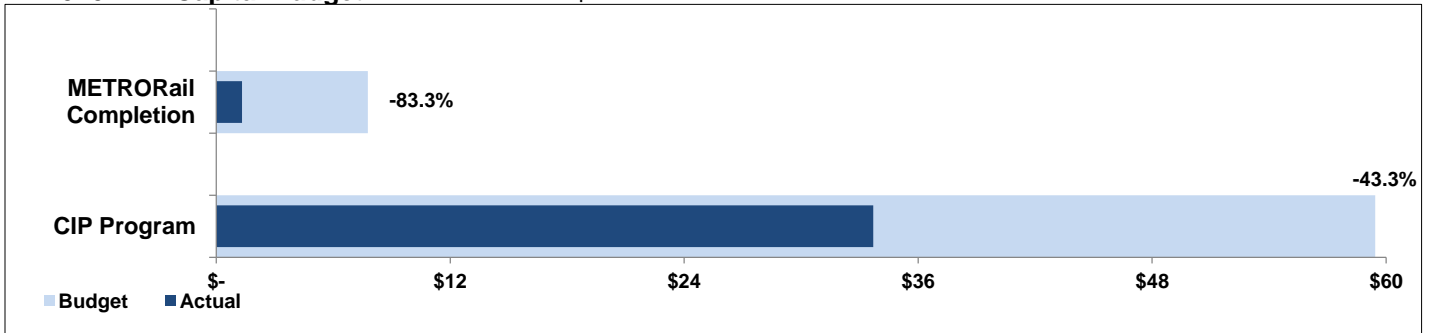
FY2020 Annual Operating Budget \$ 684.0

FY2020 YTD Operating Budget \$ 107.7



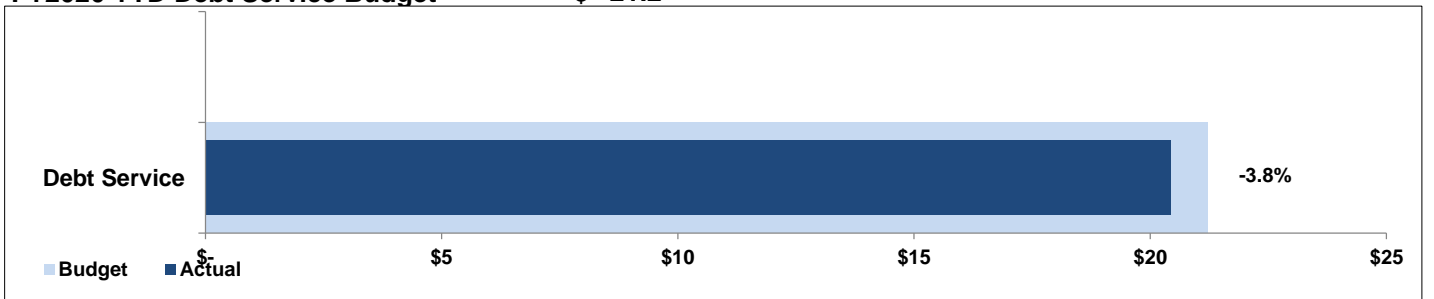
FY2020 Annual Capital Budget \$ 330.5

FY2020 YTD Capital Budget \$ 67.2



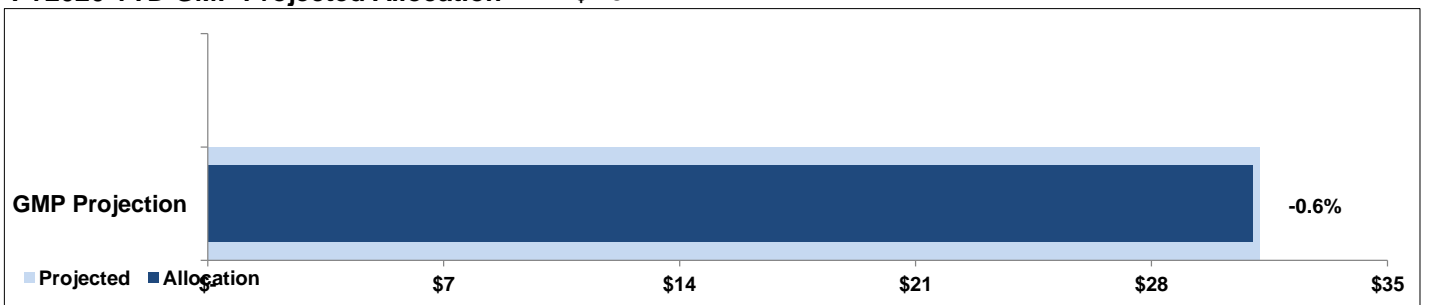
FY2020 Annual Debt Service Budget \$ 131.5

FY2020 YTD Debt Service Budget \$ 21.2



FY2020 Annual GMP Projected Allocation \$ 186.5

FY2020 YTD GMP Projected Allocation \$ 31.2



MONTHLY PERFORMANCE REPORT
November 2019
Operating Expenses

Comparison of Budget to Actual for the Month (November 2018)					
	FY20 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 407,272,656	\$ 31,600,668	\$ 30,780,203	\$ (820,464)	(2.6%)
Non-Labor	274,227,344	\$ 19,672,401	\$ 16,439,405	(3,232,996)	(16.4%)
Subtotal Labor & Non-Labor	681,500,000	51,273,069	47,219,609	(4,053,460)	(7.9%)
Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 684,000,000	\$ 51,273,069	\$ 47,219,609	\$ (4,053,460)	(7.9%)

Comparison of Budget to Actual Year-to-Date November 2019 (2 months)					
	FY20 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 161,542,389	\$ 25,497,746	\$ 25,059,572	\$ (438,174)	(1.7%)
Union Fringe Benefits	87,654,869	14,521,561	13,682,026	(839,535)	(5.8%)
Subtotal Union Labor	249,197,258	40,019,307	38,741,598	(1,277,709)	(3.2%)
Salaries and Non-Union Wages	119,305,732	17,814,667	17,827,436	12,770	0.1%
Non-Union Fringe Benefits	50,609,461	7,993,361	6,923,572	(1,069,790)	(13.4%)
Subtotal Non-Union Labor	169,915,193	25,808,028	24,751,008	(1,057,020)	(4.1%)
Allocation to Capital & GMP	(11,839,795)	(1,889,524)	(1,707,218)	182,306	9.6%
Subtotal Labor and Fringe Benefits	407,272,656	63,937,811	61,785,387	(2,152,424)	(3.4%)
Total Materials & Supplies					
Services	64,376,729	11,724,854	8,296,803	(3,428,051)	(29.2%)
Materials and Supplies	32,939,488	4,991,029	4,875,338	(115,692)	(2.3%)
Fuel and Utilities	41,657,135	6,626,154	6,342,922	(283,232)	(4.3%)
	138,973,352	23,342,037	19,515,063	(3,826,975)	(16.4%)
Administration					
Casualty and Liability	5,812,894	972,628	702,991	(269,637)	(27.7%)
Purchased Transportation	107,554,303	18,057,890	18,035,994	(21,896)	(0.1%)
Leases, Rentals and Misc.	22,927,789	1,363,778	697,712	(666,066)	(48.8%)
Allocation to Capital & GMP - Non-Labor	(1,040,994)	(13,110)	-	13,110	(100.0%)
	135,253,992	20,381,186	19,436,698	(944,488)	(4.6%)
Subtotal Non-Labor	274,227,344	43,723,223	38,951,760	(4,771,463)	(10.9%)
Subtotal Labor and Non-Labor	681,500,000	107,661,034	100,737,147	(6,923,887)	(6.4%)
Contingency	2,500,000	-	-	-	0.0%
Subtotal Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 684,000,000	\$ 107,661,034	\$ 100,737,147	\$ (6,923,887)	(6.4%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	(1,046,054)	(1,046,054)	0.0%
Grand Total	\$ 684,000,000	\$ 107,661,034	\$ 99,691,093	\$ (7,969,941)	(7.4%)

Operating Expenses for the month of November 2019 of \$47.2 million are \$4.1 million or 7.9% under budget.

Operating Expenses year-to-date through November 2019 of \$100.7 million are \$6.9 million or 6.4% under budget.

**MONTHLY PERFORMANCE REPORT
November 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	40,019,307	38,741,598	\$ (1,277,709)
Union Vacancies - Wages - Bus Operator vacancies			(1,345,000)
Union Vacancies - Wages - Primarily Mechanic, Technician, Cleaners vacancies			(871,000)
Union Vacancies - Fringes - Uniform & Tool Allowance			(400,000)
Benefit Trust Contribution			(399,000)
Sick Leave Cash Out			(114,000)
<u>Offset by</u>			
Overtime primarily in METRORail & Bus Maintenance			469,000
Overtime in Bus Transportation to cover routine vacancies			1,345,000
Non-Union Labor	25,808,028	24,751,008	\$ (1,057,020)
Savings in healthcare due to vacancies			(736,000)
Savings in base salaries due to vacancies			(571,000)
Savings in retiree health benefits			(119,000)
<u>Offset by</u>			
Salaried overtime driven by vacancies			366,000
<u>Total Materials & Supplies</u>	23,342,037	19,515,063	\$ (3,826,975)
Services			
<u>Communications</u> - due to underrun in Advertising			(788,000)
<u>Information Technology</u> - due to underrun in Contract Management (-\$316,000) and an overrun in Equipment Repairs and Maintenance (\$310,000)			(626,000)
<u>Operations</u> - due to underrun in Support and Other Services (-\$373,000) and Contract Management (-\$207,000)			(493,000)
<u>Legal</u> - due to underrun in Legal Fees			(234,000)
<u>Facilities Maintenance</u> - due to underrun in Custodial Services			(194,000)
<u>Safety</u> - due to underrun in Contract Management			(133,000)
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Contract Management throughout the Authority			(280,000)
Underspending in Education and Training throughout the Authority			(180,000)
Underrun in Support & Other Services throughout the Authority			(167,000)

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MONTHLY PERFORMANCE REPORT
November 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			(660,000)
Minor Tools			(130,000)
<u>Offset by miscellaneous overruns in -</u>			
Parts			230,000
Bus Engines - mostly in Unit Overhaul			426,000
Fuel and Utilities			
Underrun in Compressed Natural Gas			(176,000)
<u>Administration</u>	20,381,186	19,436,698	\$ (944,488)
Casualty & Liability			
Lower than expected vehicle liability			(159,000)
Purchased Transportation			
Northwest Contract			(130,000)
Leases, Rentals, & Miscellaneous			
Lower than expected Information Technology Rent Software Payments			(460,000)
Underspending in discretionary (travel, memberships, etc.) and other miscellaneous items			(169,000)

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

<u>Authorized</u>			-----Year-to-Date-----			--Current Month--
<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>
3,818	Oper, Public Safety, & Cust Service	504,863,751	82,961,857	80,072,169	(2,889,687)	(1,278,406)
9	EVP Oper Pub Safety & Cust Service	1,304,968	216,873	198,358	(18,515)	(9,785)
3,262	Operations	454,834,080	75,686,497	73,346,366	(2,340,131)	(948,409)
427	METRO Police	32,781,718	4,658,557	4,484,390	(174,167)	(104,093)
46	Safety	10,667,861	1,613,750	1,360,441	(253,309)	(120,666)
74	Customer Services	5,275,124	786,179	682,614	(103,566)	(95,454)
255	Administration	62,221,755	9,978,784	8,110,602	(1,868,182)	(1,447,752)
2	EVP, Administration	493,537	79,507	60,231	(19,275)	(9,499)
74	IT	24,142,716	3,722,293	2,518,867	(1,203,426)	(1,154,687)
54	Human Resources	24,642,682	3,995,122	3,560,209	(434,913)	(199,683)
120	Procurement & Materials	12,165,733	2,067,672	1,886,766	(180,905)	(67,585)
5	State of Good Repair	777,087	114,190	84,528	(29,662)	(16,297)
251	Planning, Engineer, & Construction	46,449,346	5,753,215	5,397,674	(355,541)	(97,026)
2	EVP PE&C	121,077	16,612	(2,321)	(18,933)	(16,945)
185	Facilities Maint	37,331,682	5,085,930	4,861,634	(224,296)	(4,325)
21	Service Planning & Scheduling	2,583,842	315,738	329,907	14,169	2,061
16	Capital & Environmental Planning	4,627,008	205,082	185,531	(19,551)	(2,718)
19	Engineering & Capital Project	1,549,378	90,850	38,728	(52,122)	(42,940)
8	Construction	236,359	39,003	(15,805)	(54,808)	(32,159)
80	Finance	11,300,988	1,726,009	1,515,738	(210,271)	(102,863)
4	CFO	952,300	80,903	87,816	6,913	1,911
76	Finance	10,348,689	1,645,106	1,427,922	(217,184)	(104,774)
22	Govt & Public Affairs	4,730,767	707,953	602,806	(105,147)	(75,700)
2	Deputy CEO	554,510	90,631	86,860	(3,772)	(3,090)
10	Public Engagement	1,673,273	254,702	225,218	(29,485)	9,402
6	Ridership & Client Services	911,977	147,478	116,206	(31,272)	(64,652)
3	Gov't Affairs	1,078,485	182,232	152,998	(29,234)	(7,097)
1	Urban Design	512,522	32,910	21,524	(11,385)	(10,264)
19	Legal	4,771,865	793,460	501,700	(291,759)	(92,408)
40	Communications	18,681,805	5,038,701	4,014,063	(1,024,638)	(876,262)
3	EVP, Communications	469,681	103,131	52,527	(50,604)	(48,761)
7	Press Office	738,291	112,877	94,849	(18,027)	(11,250)
29	Marketing & Corporate Communication	16,986,034	4,741,321	3,787,344	(953,977)	(815,105)
1	Partnership Promotions	487,798	81,372	79,343	(2,029)	(1,146)
9	Executive and Board	2,317,766	348,101	299,799	(48,303)	(24,691)
11	Audit	1,527,846	195,063	135,737	(59,326)	(29,196)
5	Office of Innovation	1,076,099	157,892	86,442	(71,450)	(29,156)
	Non Departmental	23,558,011	-	-	-	-
	President & CEO Contingency	2,500,000	-	-	-	-
	Other (MTA Revenue/Expense)	-	-	417	417	-
4,510	Total Operating Budget	684,000,000	107,661,034	100,737,147	(6,923,887)	(4,053,460)

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

<u>Department</u>	<u>November 2019</u>			<u>November 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	82,961,857	80,072,169	(2,889,687)	79,039,407	75,693,501	(3,345,906)
EVP Oper Pub Safety & Cust Serv	216,873	198,358	(18,515)	200,934	198,845	(2,088)
Operations	75,686,497	73,346,366	(2,340,131)	72,298,363	69,518,717	(2,779,646)
METRO Police	4,658,557	4,484,390	(174,167)	4,344,350	3,985,932	(358,419)
Safety	1,613,750	1,360,441	(253,309)	1,491,701	1,351,236	(140,465)
Customer Service	786,179	682,614	(103,566)	704,058	638,770	(65,288)
Administration	9,978,784	8,110,602	(1,868,182)	9,217,368	9,084,919	(132,449)
EVP, Administration	79,507	60,231	(19,275)	73,707	71,388	(2,319)
IT	3,722,293	2,518,867	(1,203,426)	3,632,222	3,547,913	(84,309)
Human Resources	3,995,122	3,560,209	(434,913)	3,562,442	3,515,026	(47,417)
Procurement & Materials	2,067,672	1,886,766	(180,905)	1,866,821	1,839,386	(27,434)
State of Good Repair	114,190	84,528	(29,662)	82,176	111,206	29,030
Planning, Engineering and Construction	5,753,215	5,397,674	(355,541)	5,631,060	5,407,922	(223,138)
EVP PE&C	16,612	(2,321)	(18,933)	11,539	(1,539)	(13,077)
Facilities Maint	5,085,930	4,861,634	(224,296)	4,753,714	4,564,418	(189,296)
Service Planning & Scheduling	315,738	329,907	14,169	338,163	354,738	16,575
Capital & Environmental Planning	205,082	185,531	(19,551)	439,393	419,255	(20,138)
Engineering & Capital Project	90,850	38,728	(52,122)	63,790	59,806	(3,984)
Construction	39,003	(15,805)	(54,808)	24,462	11,244	(13,218)
Finance	1,726,009	1,515,738	(210,271)	1,635,672	1,454,269	(181,403)
CFO	80,903	87,816	6,913	92,043	92,502	459
Finance	1,645,106	1,427,922	(217,184)	1,543,629	1,361,767	(181,862)
Gov't & Public Affairs	707,953	602,806	(105,147)	716,682	623,221	(93,461)
Deputy CEO	90,631	86,860	(3,772)	80,834	186,978	106,144
Public Engagement	254,702	225,218	(29,485)	240,001	222,833	(17,167)
Ridership & Client Services	147,478	116,206	(31,272)	153,297	129,000	(24,297)
Gov't Affairs	182,232	152,998	(29,234)	221,908	63,146	(158,762)
Urban Design	32,910	21,524	(11,385)	20,643	21,264	621
Legal	793,460	501,700	(291,759)	620,757	412,782	(207,975)
Communications	5,038,701	4,014,063	(1,024,638)	1,830,687	752,868	(1,077,820)
EVP, Communications	103,131	52,527	(50,604)	48,080	71,455	23,375
Press Office	112,877	94,849	(18,027)	117,657	111,228	(6,429)
Marketing & Corporate Communication	4,741,321	3,787,344	(953,977)	1,629,570	570,136	(1,059,434)
Partnership Promotions	81,372	79,343	(2,029)	35,380	48	(35,332)
Executive & Board	348,101	299,799	(48,303)	315,283	172,269	(143,014)
Audit	195,063	135,737	(59,326)	223,614	213,454	(10,160)
Office of Innovation	157,892	86,442	(71,450)	163,099	85,237	(77,862)
Non-Departmental	-	-	-	-	-	-
Contingency	-	-	-	-	-	-
Other MTA Revenue / Expense	-	417	417	-	43	43
TOTAL OPERATING BUDGET	\$ 107,661,034	\$ 100,737,147	\$ (6,923,887)	\$ 99,393,627	\$ 93,900,483	\$ (5,493,145)

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

Capital Budget

	FY2020		<u>Month of November 2019</u>				<u>Fiscal Year to Date</u>				
	Annual		Budget		Actual		Variance		Budget	Actual	Variance
	Budget		Budget	Actual	\$	%	Budget	Actual	\$	%	
METRO Rail Completion	\$ 44.2	\$ 3.7	\$ 0.2	\$ (3.5)	(94.6%)	\$ 7.8	\$ 1.3	\$ (6.5)	(83.3%)		
Capital Improvement Program	\$ 286.3	\$ 43.1	\$ 7.6	\$ (35.5)	(82.4%)	\$ 59.4	\$ 33.7	\$ (25.7)	(43.3%)		
Total Capital	\$ 330.5	\$ 46.8	\$ 7.8	\$ (39.0)	(83.3%)	\$ 67.2	\$ 35.0	\$ (32.2)	(47.9%)		

METRO Rail Completion expenses for the year-to-date through November 2019 of \$1.3 million are \$6.5 million or 83.3% under budget.

Other Capital Improvement Program expenses for the year-to-date through November 2019 of \$33.7 million are \$25.7 million or 43.3% under budget.

Debt Service Budget

	FY2020		<u>Month of November 2019</u>				<u>Fiscal Year to Date</u>				
	Annual		Budget		Actual		Variance		Budget	Actual	Variance
	Budget		Budget	Actual	\$	%	Budget	Actual	\$	%	
Debt Service	\$ 131.5	\$ 11.4	\$ 8.2	\$ (3.2)	(28.1%)	\$ 21.2	\$ 20.4	\$ (0.8)	(3.8%)		

Debt Service expenses for the year-to-date through November 2019 of \$20.4 million are \$0.8 million under budget.

General Mobility Transfers

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

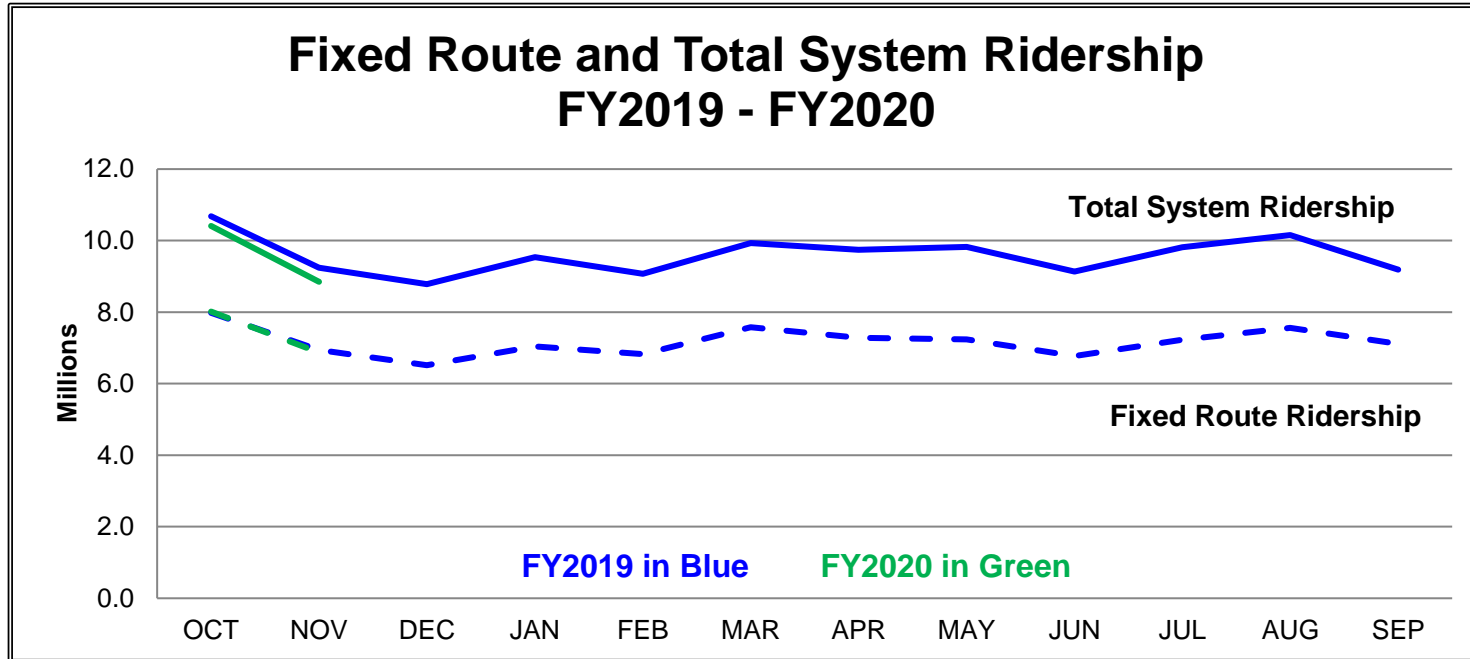
	FY2020		<u>Month of November 2019</u>				<u>Fiscal Year to Date</u>				
	Annual		Projection		Allocation		Variance		Projection	Allocation	Variance
	Projection		Projection	Allocation	\$	%	Projection	Allocation	\$	%	
General Mobility	\$ 186.5	\$ 16.9	\$ 16.4	\$ (0.5)	(3.0%)	\$ 31.2	\$ 31.0	\$ (0.2)	(0.6%)		

Funds allocated to the General Mobility Fund totaling \$31.0 million for the year-to-date through November 2019 are \$0.2 million or 0.6% less than the amount projected.

MONTHLY PERFORMANCE REPORT
November 2019
Ridership by Service Category

Service Category			YTD % Change			
	Nov-18 Boardings	Nov-19 Boardings	Nov-19 vs. Nov-18	Nov-18 YTD Boardings	Nov-19 YTD Boardings	Nov-19 vs. Nov-18
Fixed Route Services						
<u>Local Network</u>						
Local Bus	4,891,587	4,883,132	(0.2%)	10,405,953	10,412,357	0.1%
<u>METRORail</u>						
Red (North) Line	1,197,410	1,049,113	(12.4%)	2,573,844	2,365,562	(8.1%)
Green (East) Line	121,869	126,053	3.4%	266,398	285,499	7.2%
Purple (Southeast) Line	163,941	166,396	1.5%	371,718	380,036	2.2%
METRORail (all lines)	1,483,220	1,341,562	(9.6%)	3,211,960	3,031,097	(5.6%)
METRORail-Bus Bridge	4,471	47,008	951.4%	13,864	47,008	239.1%
METRORail total	1,487,691	1,388,570	(6.7%)	3,225,824	3,078,105	(4.6%)
Subtotal Local Network	6,379,278	6,271,702	(1.7%)	13,631,777	13,490,462	(1.0%)
<u>Commuter</u>						
Park & Ride	567,559	599,030	5.5%	1,292,660	1,394,475	7.9%
Subtotal Fixed Route Service	6,946,837	6,870,732	(1.1%)	14,924,437	14,884,937	(0.3%)
Special Events	337	720	113.6%	3,860	2,363	(38.8%)
Total Fixed Route	6,947,174	6,871,452	(1.1%)	14,928,297	14,887,300	(0.3%)
Customized Bus Services						
METROLift	166,528	168,460	1.2%	355,156	362,917	2.2%
METRO STAR Vanpool	150,108	127,579	(15.0%)	329,226	291,747	(11.4%)
Internal Service	54	39	(27.8%)	156	74	(52.6%)
Subtotal Customized Bus	316,690	296,078	(6.5%)	684,538	654,738	(4.4%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,980,700	1,681,633	(15.1%)	4,312,946	3,717,294	(13.8%)
Total System	9,244,564	8,849,163	(4.3%)	19,925,781	19,259,332	(3.3%)

MONTHLY PERFORMANCE REPORT
November 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 November 2019 of 6.9 million is 0.1 million or 1.1% less than last year.

Total fixed route ridership, excluding special events, for the year-to-date through November 2019 of 14.9 million is 0.04 million or 0.3% less than last year.

METRORail ridership for the month of November 2019 of 1.4 million is 6.7% less than last year.

METRORail ridership year-to-date through November 2019 of 3.1 million is 4.6% less than last year.

MONTHLY PERFORMANCE REPORT
November 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	47 0.77											≤ 48 ≤ 1.11	92 0.72
Rail Accidents Rail Accidents per 100,000 vehicle miles	10 3.33	7 2.62											≤ 9 ≤ 2.75	17 2.99	≤ 18 ≤ 2.75
Major Security Incidents - total Major Security Incidents per 100,000 boardings	56 0.538	44 0.497											≤ 68 ≤ 0.98	100 0.519	≤ 137 ≤ 0.98
Major Security Incidents - METRO properties Major Security Incidents per 100,000 boardings	34 0.327	27 0.305											≤ 35 ≤ 0.40	61 0.317	≤ 70 ≤ 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	17.61											< 18.50	18.28	< 18.50
Commendations	294	308											≥ 300	602	≥ 600
Average Call Center Answer Delay (Sec.)	98	55											< 105	77	< 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.
- Total 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 2019
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2020													Current Month Target	FY2020 YTD Actual	FY2020 YTD GOAL	
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP				
On-Time Performance																
Bus - Local	75.3%	74.3%											≥ 75%	74.8%	≥ 75%	
Bus - Park & Ride	76.2%	76.1%											≥ 76%	76.2%	≥ 76%	
Bus - Weighted Average	75.7%	75.0%											≥ 75%	75.5%	≥ 75%	
METROLift	89.0%	90.5%											≥ 90%	89.7%	≥ 90%	
Rail - Red Line	93.6%	95.2%											≥ 93%	94.4%	≥ 93.0%	
Rail - South East Purple Line	95.7%	95.4%											≥ 95%	95.6%	≥ 95.0%	
Rail - East End Green Line	98.7%	97.3%											≥ 95%	97.8%	≥ 95.0%	
MDBF (Mean Distance Between Mechanical Failures) - All Buses	9,049	10,415											≥ 10,000	9,657	≥ 8,875	
MDBF (Mean Distance Between Mechanical Failures) - METROLift	25,731	22,204											≥ 20,000	23,955	≥ 20,000	
MDBSI (Mean Distance Between Service Interruptions) - METRORail	15,032	16,687											≥ 15,000	15,768	≥ 15,000	
Average Peak HOT Lanes Speed (miles per hour)																
I-45 North HOV	52	53											≥ 45	53	≥ 45	
I-45 South HOV	52	53											≥ 45	53	≥ 45	
US-290 HOV	57	60											≥ 45	59	≥ 45	
US-59 North HOV	57	59											≥ 45	58	≥ 45	
US-59 South HOV	48	49											≥ 45	49	≥ 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 did not for the year-to-date.

METRORail On-Time Performance

- Rail (Red Line) met the benchmark for both the month and 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 standard 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 goals and year-to-date goals.

MONTHLY PERFORMANCE REPORT
November 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
November 2019
Balance Sheet

	November 30, 2018 (\$)	November 30, 2019 (\$)	Change (\$)
Assets			
Cash	2,913,813	2,661,576	(252,237)
Receivables	152,158,881	141,636,462	(10,522,419)
Inventory	35,401,709	37,366,334	1,964,625
Investments	410,542,772	462,064,548	51,521,776
Other Assets	2,642,586	4,876,364	2,233,778
Land & Improvements	363,411,416	365,513,582	2,102,166
Capital Assets, Net of Depreciation	2,469,190,216	2,456,239,632	(12,950,584)
Total Assets	3,436,261,394	3,470,358,498	34,097,105
Deferred Outflow of Resources ¹	68,050,683	104,564,462 ²	36,513,779
	3,504,312,077	3,574,922,960	70,610,884
Liabilities			
Trade Payables	64,199,856	88,452,624	24,252,767
Accrued Payroll	31,378,835	27,423,084	(3,955,751)
Debt Payable	1,214,017,657	1,298,581,217	84,563,559
Debt Interest Payable	364,760	246,588	(118,172)
Pension and OPEB Liabilities	804,029,222	852,841,152	48,811,930
Other Liabilities	71,813,835	118,312,619	46,498,784
Total Liabilities	2,185,804,166	2,385,857,284	200,053,118
Net Assets - Retained Earnings	1,318,507,911	1,189,065,677	(129,442,234)
Total Liabilities and Net Assets	3,504,312,077	3,574,922,960	70,610,884

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.