

METRO

Fiscal Year 2021

Monthly Performance Report

Revenue • Expense • Ridership • Performance

October 2020



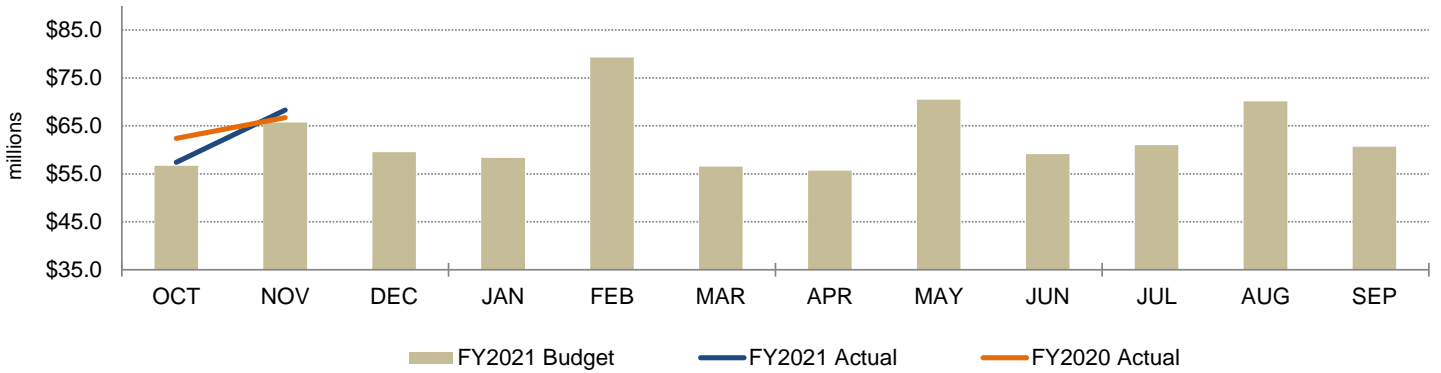
MONTHLY PERFORMANCE REPORT

October 2020

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MONTHLY PERFORMANCE REPORT
November 2020
Sales Tax Revenue



Total FY2021 Sales Tax budget is \$752.9 million

Budget to Actual FY2021

(\$ millions)

	Budget	Actual	Variance	%
October	56.7	57.4	0.7	1.3%
November	65.7	68.3	2.6	4.0%
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%
FY2021 YTD	\$ 122.4	\$ 125.7	\$ 3.4	2.7%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	62.4	57.4	(5.0)	(8.0%)
November	66.7	68.3	1.6	2.4%
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%
FY2021 YTD	\$ 129.1	\$ 125.7	\$ (3.4)	(2.6%)

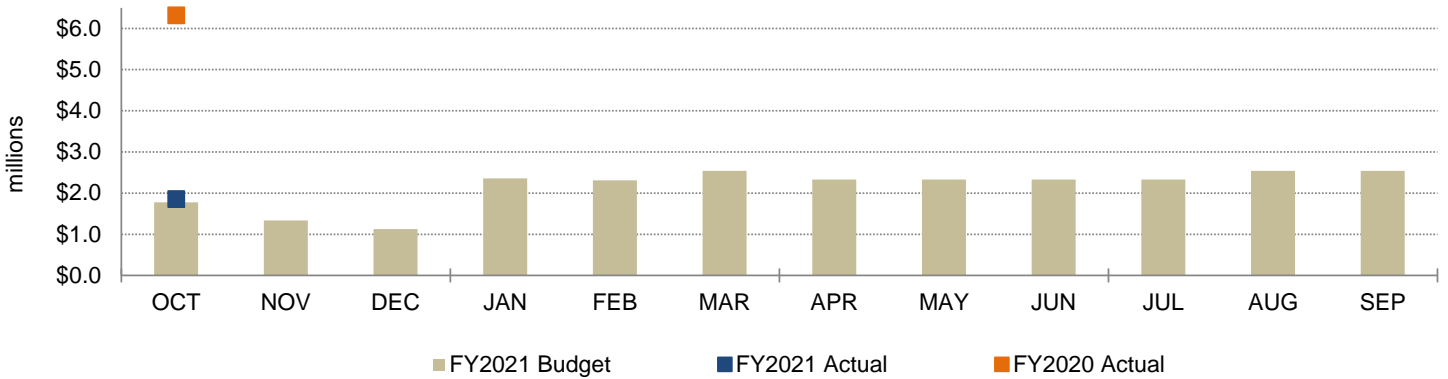
Sales Tax revenue for the month of November 2020 of \$68.3 million is \$2.6 million or 4.0% over estimates.

Sales Tax revenue for the year-to-date through November 2020 of \$125.7 million is \$3.4 million or 2.7% over estimates.

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Fare Revenue



Total FY2021 Fare Revenue budget is \$25.8 million

Budget to Actual FY2021

(\$ millions)

	Budget	Actual	Variance	%
October	1.8	1.9	0.1	5.6%
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%
FY2021 YTD	\$ 1.8	\$ 1.9	\$ 0.1	5.6%

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.3	1.9	(4.4)	(69.8%)
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%
FY2021 YTD	\$ 6.3	\$ 1.9	\$ (4.4)	(69.8%)

Fare Revenue for the month of October 2020 of \$1.9 million is \$0.1 million or 5.6% over budget.

MONTHLY PERFORMANCE REPORT
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Service Related Grant Revenue
Total FY2021 Service Related Grant budget is \$83.0 million

	(\$ millions)			
	Budget	Actual	Variance	%
October	0.4	4.7	4.3	1075.0%
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%
FY2021 YTD	\$ 0.4	\$ 4.7	\$ 4.3	1075.0%

Service Related Grant Revenue for the month of October 2020 of \$4.7 million is \$4.3 million or 1075.0% over budget.

Capital Grant Revenue
Total FY2021 Capital Grant budget is \$62.0 million

	(\$ millions)			
	Budget	Actual	Variance	%
October	3.4	1.4	(2.0)	(58.8%)
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%
FY2021 YTD	\$ 3.4	\$ 1.4	\$ (2.0)	(58.8%)

Capital Grant Revenue for the year-to-date through October 2020 of \$1.4 million is \$2.0 million under budget.

**MONTHLY PERFORMANCE REPORT
October 2020**

**Interest & Miscellaneous Revenue
Total FY2021 Interest & Miscellaneous Revenue budget is \$16.7 million
(\$ millions)**

	Budget	Actual	Variance	%
October	1.0	0.6	(0.4)	(40.0%)
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%
FY2021 YTD	\$ 1.0	\$ 0.6	\$ (0.4)	(40.0%)

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	0.2	41.0%	0.2	41.0%
HOT Lanes Revenue	0.2	35.8%	0.2	35.8%
Inter Government Revenue	-	0.0%	-	0.0%
Other	0.1	23.3%	0.1	23.3%
Total	\$ 0.6	100.0%	\$ 0.6	100.0%

Interest & Misc. Revenue for the year-to-date of \$0.6 million through October 2020 is \$0.4 million or 40.0% under budget.

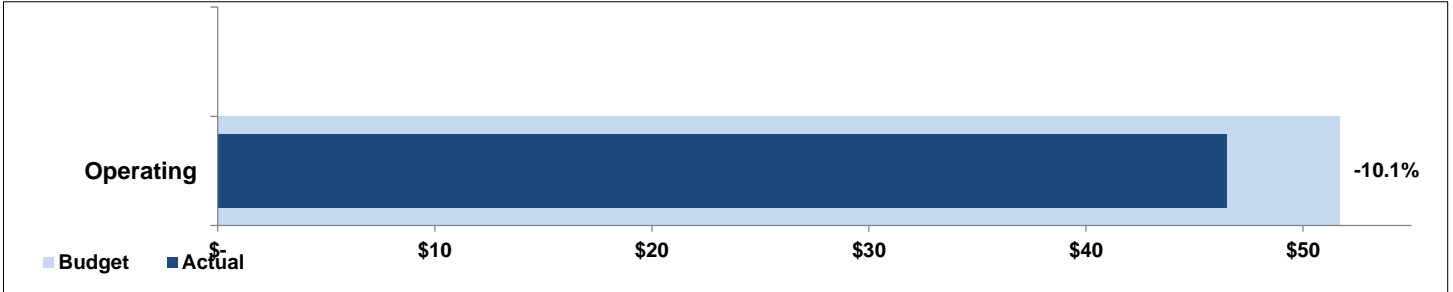
MONTHLY PERFORMANCE REPORT

October 2020

Budget Summary (\$ millions)

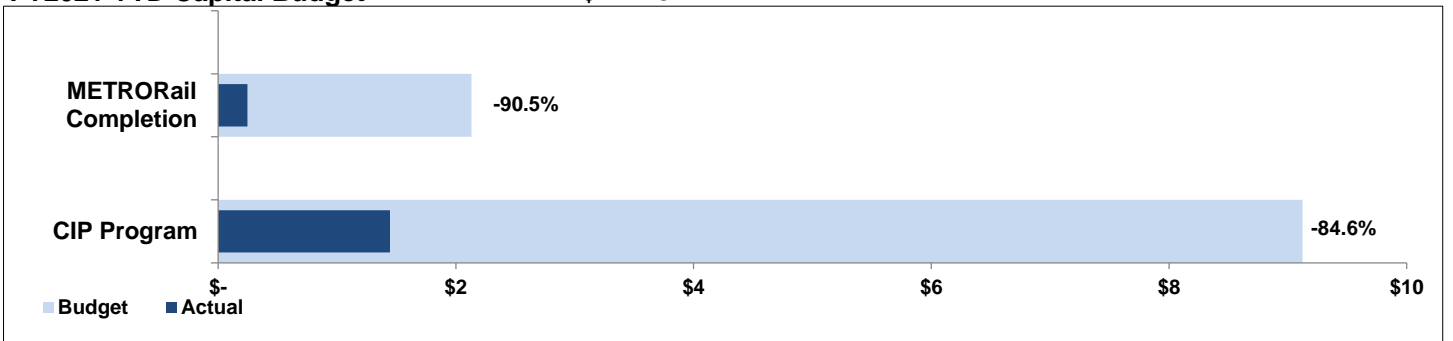
FY2021 Annual Operating Budget \$ 676.3

FY2021 YTD Operating Budget \$ 51.7



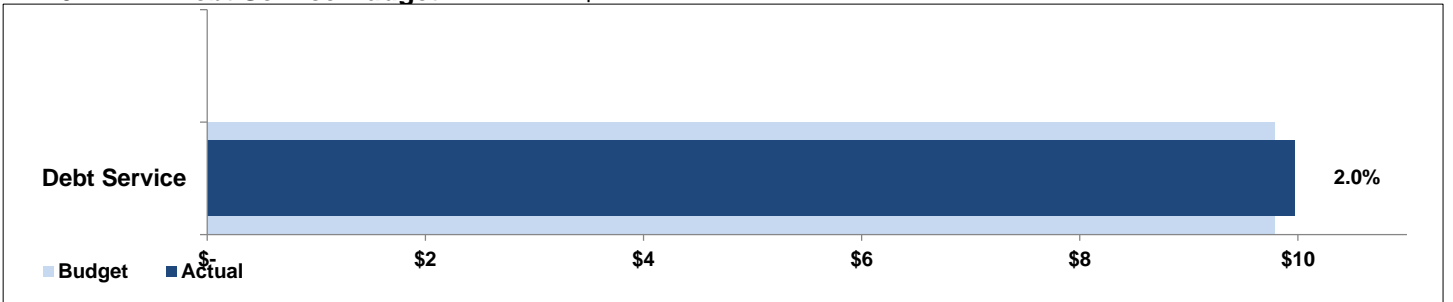
FY2021 Annual Capital Budget \$ 172.1

FY2021 YTD Capital Budget \$ 11.3



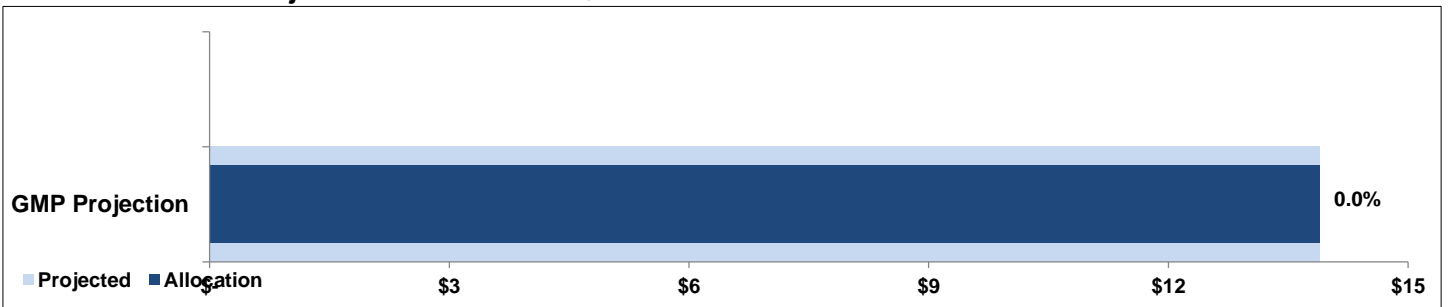
FY2021 Annual Debt Service Budget \$ 119.0

FY2021 YTD Debt Service Budget \$ 9.8



FY2021 Annual GMP Projected Allocation \$ 179.8

FY2021 YTD GMP Projected Allocation \$ 13.9



MONTHLY PERFORMANCE REPORT
October 2020
Operating Expenses

Comparison of Budget to Actual for the Month (October 2020)					
	FY21 Annual Budget	October Budget	October Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 389,538,261	\$ 31,797,344	\$ 30,648,681	\$ (1,148,663)	(3.6%)
Non-Labor	279,146,663	\$ 19,914,498	\$ 15,838,333	(4,076,165)	(20.5%)
Subtotal Labor & Non-Labor	668,684,924	51,711,841	46,487,014	(5,224,827)	(10.1%)
Contingency	7,635,076	-	-	-	0.0%
Total Operating Budget	\$ 676,320,000	\$ 51,711,841	\$ 46,487,014	\$ (5,224,827)	(10.1%)

Comparison of Budget to Actual Year-to-Date October 2020 (1 months)					
	FY21 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 145,943,967	\$ 12,116,069	\$ 11,558,624	\$ (557,445)	(4.6%)
Union Fringe Benefits	86,026,979	6,965,491	7,281,490	315,999	4.5%
Subtotal Union Labor	231,970,947	19,081,560	18,840,114	(241,446)	(1.3%)
Salaries and Non-Union Wages	114,655,226	9,212,293	9,111,567	(100,726)	(1.1%)
Non-Union Fringe Benefits	53,789,148	4,398,269	3,399,651	(998,618)	(22.7%)
Subtotal Non-Union Labor	168,444,374	13,610,562	12,511,218	(1,099,344)	(8.1%)
Allocation to Capital & GMP	(10,877,060)	(894,778)	(702,651)	192,127	(21.5%)
Subtotal Labor and Fringe Benefits	389,538,261	31,797,344	30,648,681	(1,148,663)	(3.6%)
Total Materials & Supplies					
Services	86,820,500	4,366,587	2,159,714	(2,206,873)	(50.5%)
Materials and Supplies	32,518,045	2,433,803	2,140,133	(293,670)	(12.1%)
Fuel and Utilities	38,193,770	3,131,898	2,523,535	(608,363)	(19.4%)
	157,532,314	9,932,288	6,823,382	(3,108,906)	(31.3%)
Administration					
Casualty and Liability	7,021,253	535,220	634,392	99,172	18.5%
Purchased Transportation	101,368,050	8,557,619	7,988,074	(569,545)	(6.7%)
Leases, Rentals and Misc.	14,281,088	895,926	392,485	(503,441)	(56.2%)
Allocation to Capital & GMP - Non-Labor	(1,056,042)	(6,555)	-	6,555	(100.0%)
	121,614,349	9,982,210	9,014,951	(967,258)	(9.7%)
Subtotal Non-Labor	279,146,663	19,914,498	15,838,333	(4,076,165)	(20.5%)
Subtotal Labor and Non-Labor	668,684,924	51,711,841	46,487,014	(5,224,827)	(10.1%)
Contingency	7,635,076	-	-	-	0.0%
Subtotal Contingency	7,635,076	-	-	-	0.0%
Total Operating Budget	\$ 676,320,000	\$ 51,711,841	\$ 46,487,014	\$ (5,224,827)	(10.1%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	(29,748)	(29,748)	0.0%
Grand Total	\$ 676,320,000	\$ 51,711,841	\$ 46,457,266	\$ (5,254,575)	(10.2%)

Operating Expenses for the month of October 2020 of \$46.5 million are \$5.2 million or 10.1% under budget.

**MONTHLY PERFORMANCE REPORT
October 2020**

Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>FY2021 Budget</u>	<u>FY2021 Actual</u>	<u>Fiscal Year 2021 \$ Variance (under budget) / over budget</u>
<u>Payroll & Benefits</u>			
Union Labor	19,081,560	18,840,114	\$ (241,446)
Union Vacancies - Wages - Bus Operator vacancies			(551,000)
<u>Offset by</u>			
Benefit Trust Contribution			165,000
Non-Union Labor			
Savings in healthcare due to vacancies			(753,000)
Savings in base salaries due to vacancies			(259,000)
<u>Total Materials & Supplies</u>			
Services	9,932,288	6,823,382	\$ (3,108,906)
<u>Operations</u> - due to underruns in Contract Management (-\$447,000) and Support and Other			(656,000)
<u>Finance</u> - due to underrun in Contract Management			(155,000)
<u>Engineering & Capital Project</u> - due to underrun in Contract Management			(149,000)
<u>Information Technology</u> - due to underrun in Contract Management			(137,000)
<u>Government Affairs</u> - due to underrun in Legislative Coordination			(121,000)
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Contract Management throughout the Authority			(361,000)
Underspending in Contract Employment Services throughout the Authority			(117,000)

MONTHLY PERFORMANCE REPORT
October 2020
Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>FY2021 Budget</u>	<u>FY2021 Actual</u>	<u>Fiscal Year 2021</u> <u>\$ Variance</u> <u>(under budget) / over budget</u>
Materials and Supplies			
<u>Underruns in -</u>			
Material prices variances on Production/refurbished orders and inventory revaluations and disposals			(447,000)
Minor Tools			(189,000)
 <u>Offset by miscellaneous overruns in -</u>			
Propulsion			99,000
Bus Engines - mostly in Unit Overhaul			223,000
Fuel and Utilities			
<u>Underruns in -</u>			
Diesel Fuel and related taxes			(316,000)
Telephone			(164,000)
Compressed Natural Gas			(110,000)
 <u>Administration</u>	 9,982,210	 9,014,951	 \$ (967,258)
Casualty & Liability			
Higher than expected vehicle liability			132,000
Purchased Transportation			
METROLift			(401,000)
Regional Vanpool			(171,000)
Leases, Rentals, & Miscellaneous			
Lower than expected Information Technology Rent Software Payments			(415,000)

MONTHLY PERFORMANCE REPORT
October 2020
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>
3,523	Oper, Public Safety, & Cust Service	488,356,722	40,229,397	37,205,727	(3,023,670)	(3,023,670)
	9 EVP Oper Pub Safety & Cust Service	1,248,784	98,804	90,521	(8,283)	(8,283)
2,998	Operations	435,924,023	36,255,319	33,912,282	(2,343,037)	(2,343,037)
405	METRO Police	34,534,521	2,607,235	2,221,333	(385,902)	(385,902)
46	Safety	11,837,493	890,508	672,475	(218,033)	(218,033)
65	Customer Service	4,811,901	377,531	309,116	(68,416)	(68,416)
262	Administration	63,548,240	4,900,418	4,144,573	(755,845)	(755,845)
	2 EVP, Administration	494,709	41,524	36,999	(4,525)	(4,525)
	76 Information Technology	23,291,531	1,586,502	1,058,471	(528,031)	(528,031)
	54 Human Resources	26,398,379	2,128,940	2,015,128	(113,813)	(113,813)
	123 Procurement & Materials	12,453,565	1,077,176	979,379	(97,797)	(97,797)
	7 State of Good Repair	910,056	66,276	54,597	(11,679)	(11,679)
231	Planning, Engineer, & Construction	65,448,004	3,388,433	2,869,053	(519,379)	(519,379)
	2 EVP PE&C	23,155,894	193,719	78,184	(115,534)	(115,534)
	185 Facilities Maintenance	36,874,937	2,755,707	2,577,105	(178,601)	(178,601)
	17 Capital & Environmental Planning	4,365,529	202,228	118,275	(83,953)	(83,953)
	19 Engineering & Capital Project	985,646	233,094	98,354	(134,739)	(134,739)
	8 Construction	65,998	3,686	(2,866)	(6,552)	(6,552)
79	Finance	11,900,476	1,067,691	887,997	(179,693)	(179,693)
	4 CFO	1,487,518	224,881	198,877	(26,004)	(26,004)
	75 Finance	10,412,959	842,810	689,121	(153,689)	(153,689)
46	Govt & Public Affairs	13,574,591	1,033,837	579,788	(454,049)	(454,049)
	2 Deputy CEO	574,793	48,664	40,802	(7,862)	(7,862)
	10 Public Engagement	1,614,905	130,378	104,541	(25,836)	(25,836)
	30 Client & Vanpool Ridership Services	9,090,008	666,845	401,684	(265,161)	(265,161)
	3 Gov't Affairs	1,986,538	166,293	29,396	(136,897)	(136,897)
	1 Urban Design	308,348	21,658	3,364	(18,294)	(18,294)
19	Legal	3,916,348	229,514	177,290	(52,224)	(52,224)
39	Communications	14,248,474	533,572	373,930	(159,641)	(159,641)
	3 EVP, Communications	500,689	42,273	39,986	(2,286)	(2,286)
	7 Press Office	772,679	65,465	59,179	(6,285)	(6,285)
	28 Marketing & Corporate Communication	12,508,220	366,054	253,390	(112,664)	(112,664)
	1 Partnership Promotions	466,886	59,781	21,375	(38,406)	(38,406)
9	Audit	1,316,646	107,108	82,459	(24,650)	(24,650)
5	Office of Innovation	733,948	46,754	48,230	1,476	1,476
9	Executive and Board	2,374,409	175,117	142,969	(32,148)	(32,148)
	Non Departmental	3,267,064	-	(25,000)	(25,000)	(25,000)
	President & CEO Contingency	7,635,076	-	-	-	-
	Other (MTA Revenue/Expense)	-	-	(3)	(3)	(3)
4,222	Total Operating Budget	676,320,000	51,711,841	46,487,014	(5,224,827)	(5,224,827)

MONTHLY PERFORMANCE REPORT
October 2020
Total Net Operating Budget / Expenses by Department
as of the end of October 2020 vs. October 2019

<u>Department</u>	<u>October 2020</u>			<u>October 2019</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	40,229,397	37,205,727	(3,023,670)	41,534,969	39,974,361	(1,560,608)
EVP Oper Pub Safety & Cust Serv	98,804	90,521	(8,283)	110,917	102,186	(8,731)
Operations	36,255,319	33,912,282	(2,343,037)	37,892,100	36,551,052	(1,341,048)
METRO Police	2,607,235	2,221,333	(385,902)	2,338,764	2,268,690	(70,074)
Safety	890,508	672,475	(218,033)	817,228	684,585	(132,643)
Customer Service	377,531	309,116	(68,416)	375,960	367,848	(8,112)
Administration	4,900,418	4,144,573	(755,845)	4,671,935	4,251,505	(420,430)
EVP, Administration	41,524	36,999	(4,525)	40,359	30,582	(9,776)
Information Technology	1,586,502	1,058,471	(528,031)	1,520,525	1,471,786	(48,739)
Human Resources	2,128,940	2,015,128	(113,813)	1,991,402	1,756,172	(235,230)
Procurement & Materials	1,077,176	979,379	(97,797)	1,061,751	948,431	(113,320)
State of Good Repair	66,276	54,597	(11,679)	57,898	44,533	(13,365)
Planning, Engineering and Construction	3,388,433	2,869,053	(519,379)	2,802,004	2,531,381	(270,623)
EVP PE&C	193,719	78,184	(115,534)	8,320	6,332	(1,989)
Facilities Maintenance	2,755,707	2,577,105	(178,601)	2,625,367	2,405,395	(219,972)
Capital & Environmental Planning	202,228	118,275	(83,953)	103,862	87,030	(16,833)
Engineering & Capital Project	233,094	98,354	(134,739)	45,987	36,806	(9,181)
Construction	3,686	(2,866)	(6,552)	18,467	(4,181)	(22,649)
Finance	1,067,691	887,997	(179,693)	875,121	767,714	(107,408)
CFO	224,881	198,877	(26,004)	41,273	46,276	5,003
Finance	842,810	689,121	(153,689)	833,848	721,438	(112,410)
Gov't & Public Affairs	1,033,837	579,788	(454,049)	1,285,249	1,217,667	(67,582)
Deputy CEO	48,664	40,802	(7,862)	45,954	45,272	(682)
Public Engagement	130,378	104,541	(25,836)	149,910	111,023	(38,887)
Client & Vanpool Ridership Services	666,845	401,684	(265,161)	1,006,128	945,857	(60,271)
Gov't Affairs	166,293	29,396	(136,897)	73,269	106,649	33,380
Urban Design	21,658	3,364	(18,294)	9,987	8,866	(1,122)
Legal	229,514	177,290	(52,224)	399,906	200,555	(199,351)
Communications	533,572	373,930	(159,641)	4,473,667	4,325,291	(148,376)
EVP, Communications	42,273	39,986	(2,286)	41,562	40,679	(883)
Press Office	65,465	59,179	(6,285)	57,361	50,584	(6,777)
Marketing & Corporate Communication	366,054	253,390	(112,664)	4,353,572	4,214,700	(138,873)
Partnership Promotions	59,781	21,375	(38,406)	21,171	19,328	(1,843)
Audit	107,108	82,459	(24,650)	91,564	61,434	(30,130)
Office of Innovation	46,754	48,230	1,476	79,952	37,659	(42,293)
Executive & Board	175,117	142,969	(32,148)	173,598	149,987	(23,611)
Non-Departmental	-	(25,000)	(25,000)	-	-	-
Contingency	-	-	-	-	-	-
Other MTA Revenue / Expense	-	(3)	(3)	-	(858,478)	(858,478)
TOTAL OPERATING BUDGET	\$ 51,711,841	\$ 46,487,014	\$ (5,224,827)	\$ 56,387,966	\$ 52,659,075	\$ (3,728,890)

MONTHLY PERFORMANCE REPORT
October 2020
Capital, and Debt Service Expenses
Budget vs. Actual - Month and Fiscal Year-to-Date
(\$ millions)

Capital Budget

	FY2021		<u>Month of October 2020</u>				<u>Fiscal Year to Date</u>							
	Annual		Budget		Actual		Variance		Budget		Actual		Variance	
	Budget		Budget		Actual	\$	%	Budget		Actual	\$	%	Budget	
METRO Rail Completion	\$ 36.4	\$	2.1	\$	0.2	\$ (1.9)	(90.5%)	\$ 2.1	\$	0.2	\$ (1.9)	(90.5%)	\$ 2.1	\$
Capital Improvement Program	\$ 135.7	\$	9.1	\$	1.4	\$ (7.7)	(84.6%)	\$ 9.1	\$	1.4	\$ (7.7)	(84.6%)	\$ 9.1	\$
Total Capital	\$ 172.1	\$	11.3	\$	1.7	\$ (9.6)	(85.0%)	\$ 11.3	\$	1.7	\$ (9.6)	(85.0%)	\$ 11.3	\$

METRO Rail Completion expenses for the year-to-date through October 2020 of \$0.2 million are \$1.9 million or 90.5% under budget.

Other Capital Improvement Program expenses for the year-to-date through October 2020 of \$1.4 million are \$7.7 million or 84.6% under budget.

Debt Service Budget

	FY2021		<u>Month of October 2020</u>				<u>Fiscal Year to Date</u>							
	Annual		Budget		Actual		Variance		Budget		Actual		Variance	
	Budget		Budget		Actual	\$	%	Budget		Actual	\$	%	Budget	
Debt Service	\$ 119.0	\$	9.8	\$	10.0	\$ 0.2	2.0%	\$ 9.8	\$	10.0	\$ 0.2	2.0%	\$ 9.8	\$

Debt Service expenses for the year-to-date through October 2020 of \$10.0 million are \$0.2 million over budget.

General Mobility Transfers

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

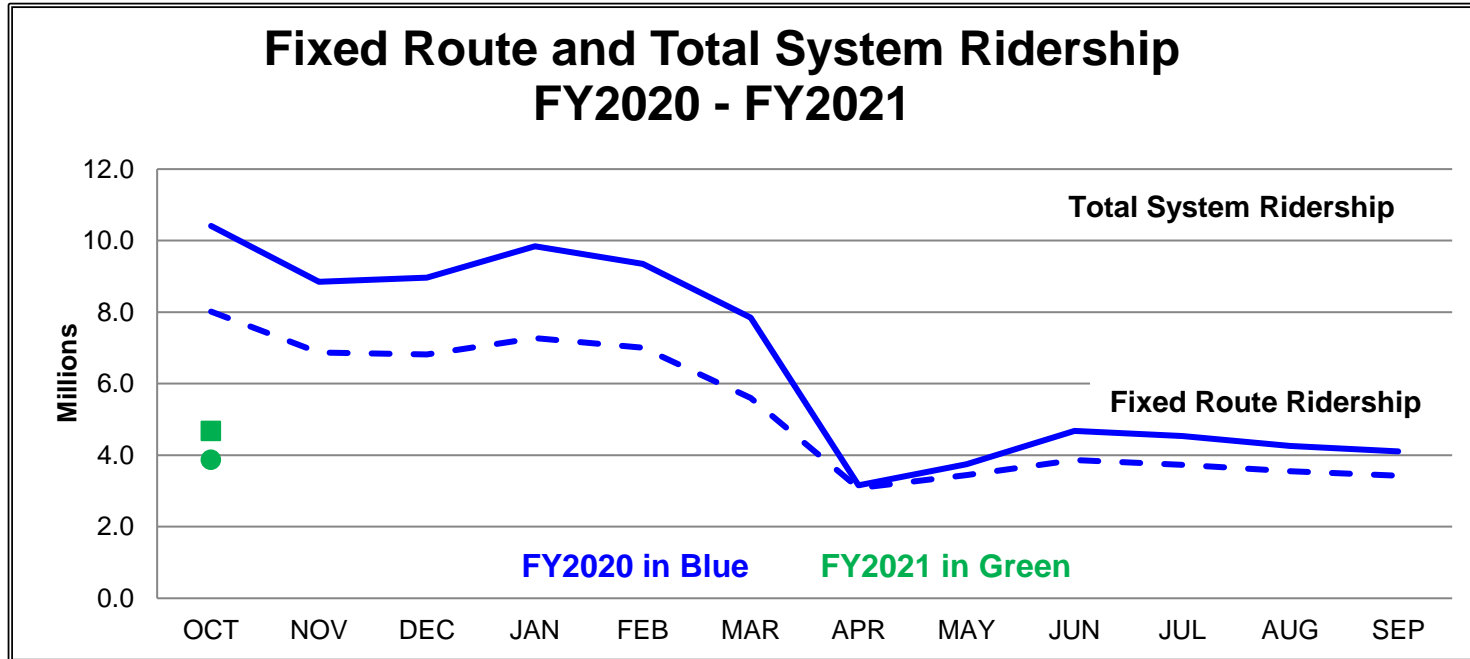
	FY2021		<u>Month of October 2020</u>				<u>Fiscal Year to Date</u>							
	Annual		Projection		Allocation		Variance		Projection		Allocation		Variance	
	Projection		Projection		Allocation	\$	%	Projection		Allocation	\$	%	Projection	
General Mobility	\$ 179.8	\$	13.9	\$	13.9	\$ (0.0)	(0.0%)	\$ 13.9	\$	13.9	\$ (0.0)	(0.0%)	\$ 13.9	\$

Funds allocated to the General Mobility Fund totaling \$13.9 million for the year-to-date through October 2020 is on target with the amount projected.

MONTHLY PERFORMANCE REPORT
October 2020
Ridership by Service Category

Service Category					YTD % Change	
	Oct-19 Boardings	Oct-20 Boardings	Oct-20 vs. Oct-19	Oct-19 YTD Boardings	Oct-20 YTD Boardings	Oct-20 vs. Oct-19
Fixed Route Services						
<u>Local Network</u>						
Local Bus	5,529,225	2,944,476	(46.7%)	5,529,225	2,944,476	(46.7%)
METRORapid Silver Line	0	19,777	0.0%	0	19,777	0.0%
<u>METRORail</u>						
Red (North) Line	1,316,449	667,851	(49.3%)	1,316,449	667,851	(49.3%)
Green (East) Line	159,446	81,429	(48.9%)	159,446	81,429	(48.9%)
Purple (Southeast) Line	213,640	67,117	(68.6%)	213,640	67,117	(68.6%)
METRORail (all lines)	1,689,535	816,397	(51.7%)	1,689,535	816,397	(51.7%)
METRORail-Bus Bridge	0	5,244	0.0%	0	5,244	0.0%
METRORail total	1,689,535	821,641	(51.4%)	1,689,535	821,641	(51.4%)
Subtotal Local Network	7,218,760	3,785,894	(47.6%)	7,218,760	3,785,894	(47.6%)
<u>Commuter</u>						
Park & Ride	795,445	100,775	(87.3%)	795,445	100,775	(87.3%)
Subtotal Fixed Route Service	8,014,205	3,886,669	(51.5%)	8,014,205	3,886,669	(51.5%)
Special Events	1,643	308	(81.3%)	1,643	308	(81.3%)
Total Fixed Route	8,015,848	3,886,977	(51.5%)	8,015,848	3,886,977	(51.5%)
Customized Bus Services						
METROLift	195,692	104,515	(46.6%)	195,692	104,515	(46.6%)
METRO STAR Vanpool	164,168	21,419	(87.0%)	164,168	21,419	(87.0%)
Internal Service	35	0	0.0%	35	0	(100.0%)
Subtotal Customized Bus	359,895	125,934	(65.0%)	359,895	125,934	(65.0%)
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	2,035,661	685,170	(66.3%)	2,035,661	685,170	(66.3%)
Total System	10,411,404	4,698,081	(54.9%)	10,411,404	4,698,081	(54.9%)

MONTHLY PERFORMANCE REPORT
October 2020
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 2020 of 3.9 million is 4.1 million or 51.7% less than last year.

METRORail ridership for the month of October 2020 of 0.8 million is 51.4% less than last year.

MONTHLY PERFORMANCE REPORT
October 2020
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2021

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2021 YTD Actual	FY2021 YTD GOAL
SAFETY & SECURITY															
Bus Accidents (Includes METROLift)	54												≤ 49	54	≤ 49
Bus Accidents per 100,000 vehicle miles	1.09												≤ 1.11	1.09	≤ 1.11
Rail Accidents	5												≤ 9	5	≤ 9
Rail Accidents per 100,000 vehicle miles	1.73												≤ 2.75	1.73	≤ 2.75
Group A Criminal Offenses	115												≤ 132	115	132
Group A Criminal Offenses per 100,000 boardings	2.46												≤ 2.10	2.46	2.10
Criminal Incidents - METRO properties	98												≤ 170	98	170
CUSTOMER SERVICE															
Complaint Contacts per 100,000 Boardings	18.90												< 21.00	18.90	< 21.00
Commendations	192												≥ 150	192	≥ 150
Average Call Center Answer Delay (Sec.)	8												< 105	8	< 105

Safety & Security

- The number of bus accidents did not meet the safety goal for the month.
- The number of rail accidents met the safety goal for the month.

Customer Service

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

MONTHLY PERFORMANCE REPORT
October 2020
Performance Statistics

Benchmark Met Benchmark Missed

Fiscal Year 2021

SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2021 YTD Actual	FY2021 YTD GOAL
	On-Time Performance														
Bus - Local	N/A												75%	N/A	75%
Bus - Park & Ride	N/A												76%	N/A	76%
Bus - Weighted Average	N/A												75%	N/A	75%
METROLift	95.0%												90%	95.0%	90%
Rail - Red Line	95.2%												93%	95.2%	93.0%
Rail - South East Purple Line	96.1%												95%	96.1%	95.0%
Rail - East End Green Line	98.7%												95%	98.7%	95.0%
MDBF (Mean Distance Between Mechanical Failures) - All Buses	7,811												6,000	7,811	6,000
MDBF (Mean Distance Between Mechanical Failures) - METROLift	30,901												21,000	30,901	21,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	24,150												15,000	24,150	15,000
Average Peak HOT Lanes Speed (miles per hour)															
I-45 North HOV	63												45	#DIV/0!	45
I-45 South HOV	61												45	#DIV/0!	45
US-290 HOV	68												45	#DIV/0!	45
US-59 North HOV	67												45	#DIV/0!	45
US-59 South HOV	59												45	#DIV/0!	45

Bus On-Time Performance

- Note: Due to service adjustments made early March in response to COVID-19, there will be no report of Bus on-time-performance until regular service is restored.
- On-time performance for METROLift met 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 and year-to-date goals.

MONTHLY PERFORMANCE REPORT
October 2020
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 METRO Rail and other vehicles, pedestrians, or bicyclists. This definition has been revised beginning in FY2011 to include pedestrian accidents.

Group A Criminal Incidents Offenses - The Group A Offenses are based on the National Incident-Based Report System (NIBRS). Group A offenses consist of twenty-four (24) offense categories which address fifty-two (52) specific crimes. Group A offenses are more serious in nature and tend to be against persons or property and included: animal cruelty, arson, assault offenses, bribery, burglary/breaking & entering, counterfeiting/forgery, destruction/damage/vandalism of property, drug/narcotic offenses, embezzlement, extortion/blackmail, fraud offenses, gambling offenses, homicide offenses, human trafficking, kidnapping/ abduction, larceny/theft offenses, motor vehicle theft, pornography /obscene material, prostitution offenses, robbery, run aways/persons under 18, sex offenses, stolen property offenses and weapon law violations. This metric is reported both in terms of the absolute number of incidents and the number of incidents per 100,000 boarding's.

Criminal Incidents - METRO Properties - The total Criminal Incidents - METRO Properties is the number of incidents that occur on METRO property: Park & Ride, Transit Centers, On-board Buses and On-board Light Rail Vehicles (LRVs) and on LRV Platforms. This metric is reported in terms of the absolute number of incidents.

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 boarding's.

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 2020
Balance Sheet

	October 31, 2019 (\$)	October 31, 2020 (\$)	Change (\$)
Assets			
Cash	(1,335,917)	3,362,416	4,698,333
Receivables	144,213,974	144,893,160	679,186
Inventory	37,336,433	41,891,912	4,555,479
Investments	497,070,325	605,776,545	108,706,220
Other Assets	5,422,963	5,750,473	327,510
Land & Improvements	366,277,942	358,948,162	(7,329,779)
Capital Assets, Net of Depreciation	2,463,815,871	2,395,698,883	(68,116,988)
Total Assets	3,512,801,591	3,556,321,551	43,519,961
Deferred Outflow of Resources ¹	104,564,462	135,108,120 ²	30,543,658
	3,617,366,053	3,691,429,671	74,063,618
Liabilities			
Trade Payables	97,950,503	67,712,594	(30,237,909)
Accrued Payroll	29,432,791	31,750,712	2,317,921
Debt Payable	1,313,341,217	1,240,799,981	(72,541,236)
Debt Interest Payable	18,992,454	17,401,984	(1,590,470)
Pension and OPEB Liabilities	852,841,152	889,874,775	37,033,623
Other Liabilities	118,022,032	147,283,198	29,261,166
Total Liabilities	2,430,580,150	2,394,823,245	(35,756,905)
Net Assets - Retained Earnings	1,186,785,903	1,296,606,426	109,820,523
Total Liabilities and Net Assets	3,617,366,053	3,691,429,671	74,063,618

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 FY2021 includes [1] Mark-to-Market (MTM) values of outstanding diesel fuel SWAP agreements at the fiscal year end (\$8,255,586), [2] Non Union Pension Plan (\$25,985,424), [3] Union Pension Plan (\$22,181,080), [4] Bonds (\$5,934,840), [5] Non Union OPEB (\$4,745,738) and [6] Union OPEB (\$68,005,452). These items will be recognized as expenses in future periods to which they relate.