

# **METRO**

Fiscal Year 2021

Monthly Performance Report

Revenue • Expense • Ridership • Performance

November 2020



# **MONTHLY PERFORMANCE REPORT**

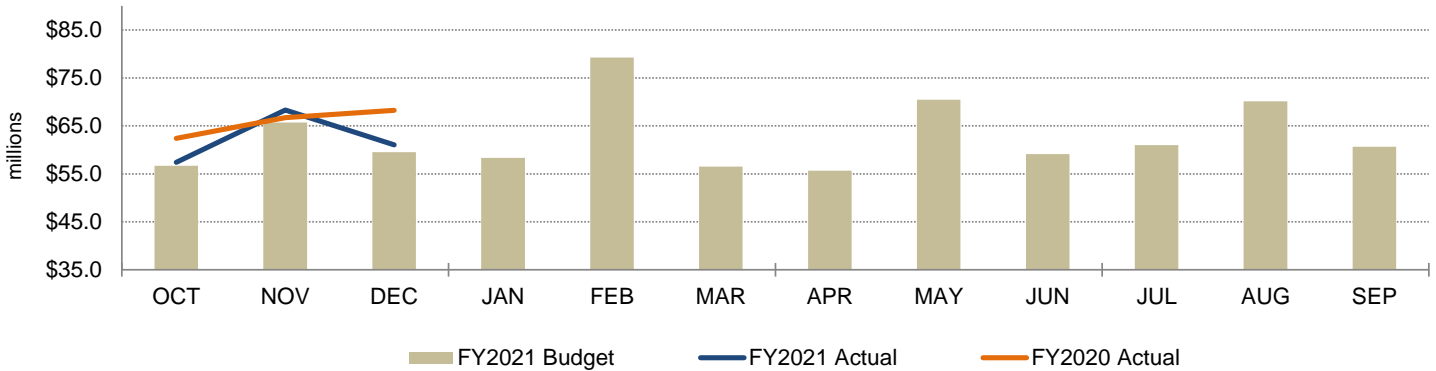
## **November 2020**

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## MONTHLY PERFORMANCE REPORT

### December 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%
<b>December</b>	<b>59.5</b>	<b>61.1</b>	<b>1.5</b>	<b>2.6%</b>
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%
<b>FY2021 YTD</b>	<b>\$ 181.9</b>	<b>\$ 186.8</b>	<b>\$ 4.9</b>	<b>2.7%</b>

#### Prior Year vs. Current Year

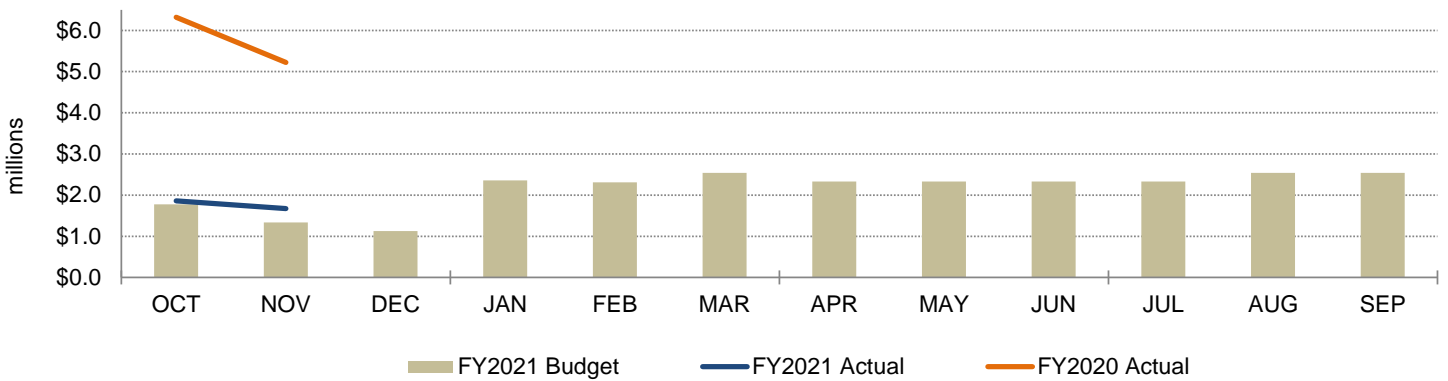
(\$ millions)

	Prior Year	Current Year	Variance	%
October	62.4	57.4	(5.0)	(8.0%)
November	66.7	68.3	1.6	2.4%
<b>December</b>	<b>68.2</b>	<b>61.1</b>	<b>(7.2)</b>	<b>(10.5%)</b>
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%
<b>FY2021 YTD</b>	<b>\$ 197.4</b>	<b>\$ 186.8</b>	<b>\$ (10.6)</b>	<b>(5.4%)</b>

Sales Tax revenue for the month of December 2020 of \$61.1 million is \$1.5 million or 2.6% over estimates.

Sales Tax revenue for the year-to-date through December 2020 of \$186.8 million is \$4.9 million or 2.7% over estimates.

**MONTHLY PERFORMANCE REPORT**  
**November 2020**  
**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%
<b>November</b>	<b>1.3</b>	<b>1.7</b>	<b>0.4</b>	<b>30.8%</b>
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%
<b>FY2021 YTD</b>	<b>\$ 3.1</b>	<b>\$ 3.5</b>	<b>\$ 0.4</b>	<b>12.9%</b>

**Prior Year vs. Current Year**

(\$ millions)

	Prior Year	Current Year	Variance	%
October	6.3	1.9	(4.4)	(69.8%)
<b>November</b>	<b>5.2</b>	<b>1.7</b>	<b>(3.5)</b>	<b>(67.3%)</b>
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%
<b>FY2021 YTD</b>	<b>\$ 11.5</b>	<b>\$ 3.5</b>	<b>\$ (8.0)</b>	<b>(69.6%)</b>

<p>Fare Revenue for the month of November 2020 of \$1.7 million is \$0.4 million or 30.8% over budget.  Fare Revenue for the year-to-date through November 2020 of \$3.5 million is \$0.4 million or 12.9% over budget.</p>
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**MONTHLY PERFORMANCE REPORT**  
**November 2020**

**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%
<b>November</b>	<b>0.4</b>	<b>4.9</b>	<b>4.5</b>	<b>1125.0%</b>
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%
<b>FY2021 YTD</b>	<b>\$ 0.8</b>	<b>\$ 9.5</b>	<b>\$ 8.7</b>	<b>1087.5%</b>

Service Related Grant Revenue for the month of November 2020 of \$4.9 million is \$4.5 million or 1125.0% over budget.

Service Related Grant Revenue for the year-to-date through November 2020 of \$9.5 million is \$8.7 million or 1087.5% 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%)
<b>November</b>	<b>3.4</b>	<b>(0.0)</b>	<b>(3.4)</b>	<b>(100.0%)</b>
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%
<b>FY2021 YTD</b>	<b>\$ 6.8</b>	<b>\$ 1.3</b>	<b>\$ (5.5)</b>	<b>(80.9%)</b>

Capital Grant Revenue for the year-to-date through November 2020 of \$1.3 million is \$5.5 million under budget.

**MONTHLY PERFORMANCE REPORT  
November 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%)
<b>November</b>	<b>0.9</b>	<b>0.4</b>	<b>(0.5)</b>	<b>(55.6%)</b>
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%
<b>FY2021 YTD</b>	<b>\$ 1.9</b>	<b>\$ 1.0</b>	<b>\$ (0.9)</b>	<b>(47.4%)</b>

**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	0.4	41.1%	0.2	41.3%
HOT Lanes Revenue	0.4	40.4%	0.2	47.3%
Inter Government Revenue	-	0.0%	-	0.0%
Other	0.2	18.5%	0.0	11.4%
<b>Total</b>	<b>\$ 1.0</b>	<b>100.0%</b>	<b>\$ 0.4</b>	<b>100.0%</b>

Interest & Misc. Revenue for the year-to-date of \$1.0 million through November 2020 is \$0.9 million or 47.4% under budget.

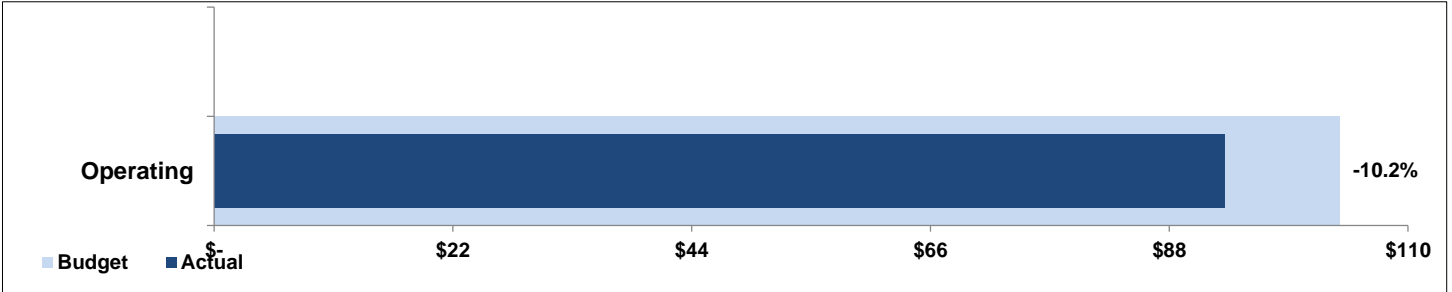
# MONTHLY PERFORMANCE REPORT

November 2020

## Budget Summary (\$ millions)

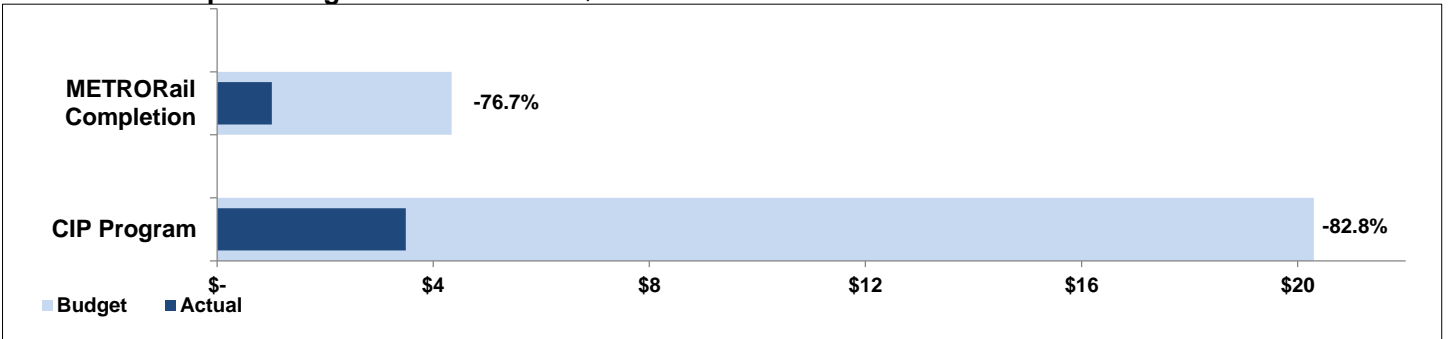
**FY2021 Annual Operating Budget**                      \$ 676.3

**FY2021 YTD Operating Budget**                      \$ 103.7



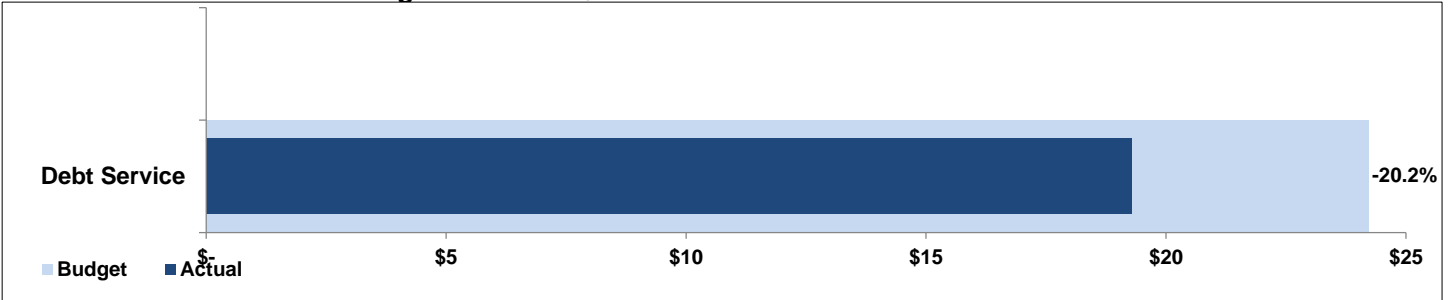
**FY2021 Annual Capital Budget**                      \$ 172.1

**FY2021 YTD Capital Budget**                      \$ 24.6



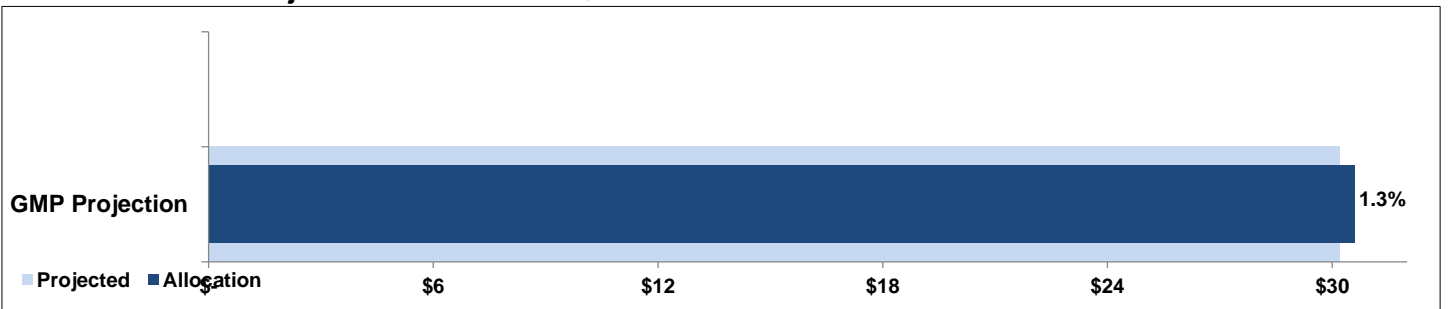
**FY2021 Annual Debt Service Budget**                      \$ 119.0

**FY2021 YTD Debt Service Budget**                      \$ 24.2



**FY2021 Annual GMP Projected Allocation**                      \$ 179.8

**FY2021 YTD GMP Projected Allocation**                      \$ 30.2



**MONTHLY PERFORMANCE REPORT**  
**November 2020**  
**Operating Expenses**

**Comparison of Budget to Actual for the Month (November 2020)**

	FY21 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 389,550,744	\$ 32,157,894	\$ 31,175,365	\$ (982,530)	(3.1%)
Non-Labor	279,134,180	\$ 19,791,365	\$ 15,432,428	(4,358,937)	(22.0%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>668,684,924</b>	<b>51,949,259</b>	<b>46,607,793</b>	<b>(5,341,466)</b>	<b>(10.3%)</b>
Contingency	7,635,076	-	-	-	0.0%
<b>Total Operating Budget</b>	<b>\$ 676,320,000</b>	<b>\$ 51,949,259</b>	<b>\$ 46,607,793</b>	<b>\$ (5,341,466)</b>	<b>(10.3%)</b>

**Comparison of Budget to Actual Year-to-Date November 2020 (2 months)**

	FY21 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
<b>Payroll &amp; Benefits</b>					
Wages	\$ 145,943,967	\$ 24,753,570	\$ 23,289,472	\$ (1,464,098)	(5.9%)
Union Fringe Benefits	86,039,462	14,104,530	14,290,341	185,811	1.3%
<b>Subtotal Union Labor</b>	<b>231,983,430</b>	<b>38,858,100</b>	<b>37,579,813</b>	<b>(1,278,287)</b>	<b>(3.3%)</b>
Salaries and Non-Union Wages	114,655,226	18,138,103	18,179,716	41,613	0.2%
Non-Union Fringe Benefits	53,789,148	8,723,074	7,477,386	(1,245,688)	(14.3%)
<b>Subtotal Non-Union Labor</b>	<b>168,444,374</b>	<b>26,861,177</b>	<b>25,657,102</b>	<b>(1,204,075)</b>	<b>(4.5%)</b>
Allocation to Capital & GMP	(10,877,060)	(1,764,038)	(1,412,869)	351,169	(19.9%)
<b>Subtotal Labor and Fringe Benefits</b>	<b>389,550,744</b>	<b>63,955,238</b>	<b>61,824,045</b>	<b>(2,131,192)</b>	<b>(3.3%)</b>
<b>Total Materials &amp; Supplies</b>					
Services	86,705,772	9,969,464	5,680,025	(4,289,439)	(43.0%)
Materials and Supplies	32,518,045	4,868,171	3,923,386	(944,785)	(19.4%)
Fuel and Utilities	38,193,770	5,981,844	5,173,000	(808,843)	(13.5%)
	<b>157,417,586</b>	<b>20,819,479</b>	<b>14,776,411</b>	<b>(6,043,067)</b>	<b>(29.0%)</b>
<b>Administration</b>					
Casualty and Liability	7,021,253	1,070,438	868,758	(201,680)	(18.8%)
Purchased Transportation	101,368,050	16,652,552	14,954,362	(1,698,189)	(10.2%)
Leases, Rentals and Misc.	14,383,333	1,415,357	846,929	(568,428)	(40.2%)
Allocation to Capital & GMP - Non-Labor	(1,056,042)	(251,963)	(173,467)	78,496	(31.2%)
	<b>121,716,594</b>	<b>18,886,384</b>	<b>16,496,582</b>	<b>(2,389,801)</b>	<b>(12.7%)</b>
<b>Subtotal Non-Labor</b>	<b>279,134,180</b>	<b>39,705,862</b>	<b>31,272,994</b>	<b>(8,432,869)</b>	<b>(21.2%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>668,684,924</b>	<b>103,661,100</b>	<b>93,097,039</b>	<b>(10,564,061)</b>	<b>(10.2%)</b>
Contingency	7,635,076	-	-	-	0.0%
<b>Subtotal Contingency</b>	<b>7,635,076</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>
<b>Total Operating Budget</b>	<b>\$ 676,320,000</b>	<b>\$ 103,661,100</b>	<b>\$ 93,097,039</b>	<b>\$ (10,564,061)</b>	<b>(10.2%)</b>
<b>Non-Budgeted Expense</b>					
Gain/ Loss Disposal	-	-	(119,799)	(119,799)	0.0%
<b>Grand Total</b>	<b>\$ 676,320,000</b>	<b>\$ 103,661,100</b>	<b>\$ 92,977,240</b>	<b>\$ (10,683,860)</b>	<b>(10.3%)</b>

Operating Expenses for the month of November 2020 of \$46.6 million are \$5.3 million or 10.3% under budget.

Operating Expenses year-to-date through November 2020 of \$93.1 million are \$10.6 million or 10.2% under budget.



**MONTHLY PERFORMANCE REPORT  
November 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>
<b><u>Payroll &amp; Benefits</u></b>			
<b>Union Labor</b>	<b>38,858,100</b>	<b>37,579,813</b>	<b>\$ (1,278,287)</b>
Union Vacancies - Wages - Bus Operator vacancies			(1,464,000)
Union Vacancies - Fringes - Uniform & Tool Allowance			(336,000)
Union Vacancies - Wages - Bus Maintenance vacancies			(149,000)
Union Vacancies - Wages - Facilities Maintenance			(122,000)
<u>Offset by</u>			
Union - Fringes			106,000
Overtime in Bus Maintenance			114,000
Overtime in other areas not listed individually			166,000
Benefit Trust Contribution			306,000
<b>Non-Union Labor</b>			
Savings in healthcare due to vacancies			(917,000)
Savings in base salaries due to vacancies			(145,000)
Savings in retiree health benefits			(120,000)
<b><u>Total Materials &amp; Supplies</u></b>			
<b>Services</b>	<b>20,819,479</b>	<b>14,776,411</b>	<b>\$ (6,043,067)</b>
<u>Operations</u> - due to underruns in Contract Management (-\$1.1 million), Support and Other Services (-\$379,000) and BOF Maintenance (-\$108,000)			(1,568,000)
<u>Information Technology</u> - due to underruns in Equipment, Repairs & Maintenance (-\$806,000) and Contract Management (-\$269,000)			(1,075,000)
<u>Engineering &amp; Capital Project</u> - due to underrun in Contract Management			(338,000)
<u>Government Affairs</u> - due to underrun in Legislative Coordination			(201,000)
<u>Safety</u> - due to underrun in Contract Management			(138,000)
<u>Finance</u> - due to underrun in Contract Management			(123,000)
<u>EVP PE&amp;C</u> - due to overruns in Contract Management			154,000
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Contract Employment Services throughout the Authority			(159,000)
Underspending in Education and Training throughout the Authority			(135,000)
Underspending in Support & Other Services throughout the Authority			(114,000)
Underspending in Legal Fees throughout the Authority			(114,000)
Underspending in Contract Management throughout the Authority			(113,000)
Underspending in Promotion throughout the Authority			(109,000)

***Continued on Next Page***

**MONTHLY PERFORMANCE REPORT**  
**November 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>
<b>Materials and Supplies</b>			
<u>Underruns in -</u>			
Material prices variances on Production/refurbished orders and inventory revaluations and disposals			(908,000)
Minor Tools			(383,000)
<u>Offset by miscellaneous overruns in -</u>			
Bus Engines - mostly in Unit Overhaul			323,000
<b>Fuel and Utilities</b>			
<u>Underruns in -</u>			
Diesel Fuel and related taxes			(589,000)
Compressed Natural Gas			(183,000)
Telephone			(165,000)
Propulsion Power			190,000
<b><u>Administration</u></b>	<b>18,886,384</b>	<b>16,496,582</b>	<b>\$ (2,389,801)</b>
<b>Casualty &amp; Liability</b>			
Higher than expected subrogation			(284,000)
Higher than expected vehicle liability			123,000
<b>Purchased Transportation</b>			
METROLift			(1,054,000)
Regional Vanpool			(375,000)
Northwest Contract			(213,000)
<b>Leases, Rentals, &amp; Miscellaneous</b>			
Lower than expected Information Technology Rent Software Payments			(491,000)

**MONTHLY PERFORMANCE REPORT**  
**November 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>
<b>3,248</b>	<b>Operations &amp; Customer Service</b>	<b>480,137,963</b>	<b>78,946,003</b>	<b>72,724,124</b>	<b>(6,221,879)</b>	<b>(3,499,981)</b>
	EVP Operations & Customer Service	-	-	691	691	200
3,248	Operations	480,137,963	78,946,003	72,723,433	(6,222,570)	(3,500,181)
<b>262</b>	<b>Administration</b>	<b>63,548,240</b>	<b>10,375,568</b>	<b>8,446,850</b>	<b>(1,928,718)</b>	<b>(1,177,737)</b>
2	EVP, Administration	494,709	81,803	77,094	(4,709)	(184)
76	Information Technology	23,291,531	3,781,667	2,391,930	(1,389,737)	(861,706)
54	Human Resources	26,398,379	4,263,088	3,885,310	(377,778)	(263,966)
123	Procurement & Materials	12,453,565	2,118,169	1,965,537	(152,632)	(54,835)
7	State of Good Repair	910,056	130,841	126,979	(3,862)	2,953
<b>46</b>	<b>Planning, Engineer, &amp; Construction</b>	<b>26,135,935</b>	<b>888,321</b>	<b>890,903</b>	<b>2,581</b>	<b>211,024</b>
2	EVP PE&C	20,718,762	8,346	205,530	197,184	180,383
17	Capital & Environmental Planning	4,365,529	406,531	518,389	111,858	195,811
19	Engineering & Capital Project	985,646	465,007	162,294	(302,713)	(167,974)
8	Construction	65,998	8,436	4,689	(3,747)	2,804
<b>79</b>	<b>Finance</b>	<b>11,900,476</b>	<b>1,950,332</b>	<b>1,757,332</b>	<b>(193,000)</b>	<b>(13,307)</b>
4	CFO	1,487,518	283,702	319,594	35,892	61,896
75	Finance	10,412,959	1,666,630	1,437,738	(228,892)	(75,203)
<b>46</b>	<b>Govt &amp; Public Affairs</b>	<b>13,574,591</b>	<b>2,075,457</b>	<b>1,245,285</b>	<b>(830,172)</b>	<b>(376,123)</b>
2	Deputy CEO	574,793	95,721	87,536	(8,185)	(323)
10	Public Engagement	1,614,905	260,771	247,744	(13,027)	12,809
30	Client & Vanpool Ridership Services	9,090,008	1,343,478	802,343	(541,136)	(275,975)
3	Gov't Affairs	1,986,538	332,995	104,184	(228,811)	(91,915)
1	Urban Design	308,348	42,491	3,478	(39,013)	(20,719)
<b>19</b>	<b>Legal</b>	<b>3,916,348</b>	<b>541,143</b>	<b>382,816</b>	<b>(158,328)</b>	<b>(106,103)</b>
<b>39</b>	<b>Communications</b>	<b>14,248,474</b>	<b>1,073,214</b>	<b>745,346</b>	<b>(327,868)</b>	<b>(165,595)</b>
3	EVP, Communications	500,689	83,183	80,446	(2,737)	(451)
7	Press Office	772,679	127,843	119,685	(8,159)	(1,873)
28	Marketing & Corporate Communication	12,508,220	721,775	501,713	(220,063)	(104,767)
1	Partnership Promotions	466,886	140,412	43,503	(96,909)	(58,503)
<b>9</b>	<b>Audit</b>	<b>1,316,646</b>	<b>211,659</b>	<b>173,402</b>	<b>(38,257)</b>	<b>(13,608)</b>
<b>5</b>	<b>Office of Innovation</b>	<b>733,948</b>	<b>109,389</b>	<b>108,145</b>	<b>(1,244)</b>	<b>(2,720)</b>
<b>405</b>	<b>METRO Police</b>	<b>34,534,521</b>	<b>5,175,546</b>	<b>4,578,162</b>	<b>(597,383)</b>	<b>(211,481)</b>
<b>50</b>	<b>Safety</b>	<b>12,271,649</b>	<b>1,847,468</b>	<b>1,506,275</b>	<b>(341,193)</b>	<b>(116,854)</b>
<b>14</b>	<b>Executive and Board</b>	<b>3,099,067</b>	<b>467,000</b>	<b>529,259</b>	<b>62,259</b>	<b>96,875</b>
	<b>Non Departmental</b>	<b>3,267,064</b>	<b>-</b>	<b>8,735</b>	<b>8,735</b>	<b>33,735</b>
	<b>President &amp; CEO Contingency</b>	<b>7,635,076</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>Other (MTA Revenue/Expense)</b>	<b>-</b>	<b>-</b>	<b>406</b>	<b>406</b>	<b>409</b>
<b>4,222</b>	<b>Total Operating Budget</b>	<b>676,320,000</b>	<b>103,661,100</b>	<b>93,097,039</b>	<b>(10,564,061)</b>	<b>(5,341,466)</b>

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

<u>Department</u>	<u>November 2020</u>			<u>November 2019</u>		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
<b>Operations &amp; Customer Service</b>	<b>78,946,003</b>	<b>72,724,124</b>	<b>(6,221,879)</b>	<b>80,060,962</b>	<b>77,509,429</b>	<b>(2,551,533)</b>
EVP Operations & Customer Service	-	691	691	-	-	-
Operations	78,946,003	72,723,433	(6,222,570)	80,060,962	77,509,429	(2,551,533)
<b>Administration</b>	<b>10,375,568</b>	<b>8,446,850</b>	<b>(1,928,718)</b>	<b>9,978,784</b>	<b>8,110,602</b>	<b>(1,868,182)</b>
EVP, Administration	81,803	77,094	(4,709)	79,507	60,231	(19,275)
Information Technology	3,781,667	2,391,930	(1,389,737)	3,722,293	2,518,867	(1,203,426)
Human Resources	4,263,088	3,885,310	(377,778)	3,995,122	3,560,209	(434,913)
Procurement & Materials	2,118,169	1,965,537	(152,632)	2,067,672	1,886,766	(180,905)
State of Good Repair	130,841	126,979	(3,862)	114,190	84,528	(29,662)
<b>Planning, Engineering and Construction</b>	<b>888,321</b>	<b>890,903</b>	<b>2,581</b>	<b>351,547</b>	<b>206,133</b>	<b>(145,414)</b>
EVP PE&C	8,346	205,530	197,184	16,612	(2,321)	(18,933)
Capital & Environmental Planning	406,531	518,389	111,858	205,082	185,531	(19,551)
Engineering & Capital Project	465,007	162,294	(302,713)	90,850	38,728	(52,122)
Construction	8,436	4,689	(3,747)	39,003	(15,805)	(54,808)
<b>Finance</b>	<b>1,950,332</b>	<b>1,757,332</b>	<b>(193,000)</b>	<b>1,726,009</b>	<b>1,515,738</b>	<b>(210,271)</b>
CFO	283,702	319,594	35,892	80,903	87,816	6,913
Finance	1,666,630	1,437,738	(228,892)	1,645,106	1,427,922	(217,184)
<b>Gov't &amp; Public Affairs</b>	<b>2,075,457</b>	<b>1,245,285</b>	<b>(830,172)</b>	<b>2,521,336</b>	<b>2,317,278</b>	<b>(204,057)</b>
Deputy CEO	95,721	87,536	(8,185)	90,631	86,860	(3,772)
Public Engagement	260,771	247,744	(13,027)	254,702	225,218	(29,485)
Client & Vanpool Ridership Services	1,343,478	802,343	(541,136)	1,995,615	1,867,471	(128,144)
Gov't Affairs	332,995	104,184	(228,811)	147,478	116,206	(31,272)
Urban Design	42,491	3,478	(39,013)	32,910	21,524	(11,385)
<b>Legal</b>	<b>541,143</b>	<b>382,816</b>	<b>(158,328)</b>	<b>793,460</b>	<b>501,700</b>	<b>(291,759)</b>
<b>Communications</b>	<b>1,073,214</b>	<b>745,346</b>	<b>(327,868)</b>	<b>5,038,701</b>	<b>4,014,063</b>	<b>(1,024,638)</b>
EVP, Communications	83,183	80,446	(2,737)	81,372	79,343	(2,029)
Press Office	127,843	119,685	(8,159)	112,877	94,849	(18,027)
Marketing & Corporate Communication	721,775	501,713	(220,063)	4,741,321	3,787,344	(953,977)
Partnership Promotions	140,412	43,503	(96,909)	103,131	52,527	(50,604)
<b>Audit</b>	<b>211,659</b>	<b>173,402</b>	<b>(38,257)</b>	<b>195,063</b>	<b>135,737</b>	<b>(59,326)</b>
<b>Office of Innovation</b>	<b>109,389</b>	<b>108,145</b>	<b>(1,244)</b>	<b>157,892</b>	<b>86,442</b>	<b>(71,450)</b>
<b>METRO Police</b>	<b>5,175,546</b>	<b>4,578,162</b>	<b>(597,383)</b>	<b>4,658,557</b>	<b>4,484,390</b>	<b>(174,167)</b>
<b>Safety</b>	<b>1,847,468</b>	<b>1,506,275</b>	<b>(341,193)</b>	<b>1,681,211</b>	<b>1,424,277</b>	<b>(256,934)</b>
<b>Executive &amp; Board</b>	<b>467,000</b>	<b>529,259</b>	<b>62,259</b>	<b>497,514</b>	<b>434,320</b>	<b>(63,194)</b>
<b>Non-Departmental</b>	-	<b>8,735</b>	<b>8,735</b>	-	-	-
<b>Contingency</b>	-	-	-	-	-	-
<b>Other MTA Revenue / Expense</b>	-	<b>406</b>	<b>406</b>	-	<b>(1,049,017)</b>	<b>(1,049,017)</b>
<b>TOTAL OPERATING BUDGET</b>	<b>\$ 103,661,100</b>	<b>\$ 93,097,039</b>	<b>\$ (10,564,061)</b>	<b>\$ 107,661,034</b>	<b>\$ 99,691,093</b>	<b>\$ (7,969,941)</b>

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

**Capital Budget**

	FY2021		<u>Month of November 2020</u>				<u>Fiscal Year to Date</u>				
	Annual		Budget		Actual		Variance		Budget	Actual	Variance
	Budget		Budget	Actual	\$	%	Budget	Actual	\$	%	
METRO Rail Completion	\$ 36.4	\$	2.2	\$ 0.8	\$ (1.4)	(63.6%)	\$ 4.3	\$ 1.0	\$ (3.3)	(76.7%)	
Capital Improvement Program	\$ 135.7	\$	11.2	\$ 2.0	\$ (9.2)	(82.1%)	\$ 20.3	\$ 3.5	\$ (16.8)	(82.8%)	
<b>Total Capital</b>	<b>\$ 172.1</b>	<b>\$</b>	<b>13.3</b>	<b>\$ 2.8</b>	<b>\$ (10.5)</b>	<b>(78.9%)</b>	<b>\$ 24.6</b>	<b>\$ 4.5</b>	<b>\$ (20.1)</b>	<b>(81.7%)</b>	

METRO Rail Completion expenses for the year-to-date through November 2020 of \$1.0 million are \$3.3 million or 76.7% under budget.

Other Capital Improvement Program expenses for the year-to-date through November 2020 of \$3.5 million are \$16.8 million or 82.8% under budget.

**Debt Service Budget**

	FY2021		<u>Month of November 2020</u>				<u>Fiscal Year to Date</u>				
	Annual		Budget		Actual		Variance		Budget	Actual	Variance
	Budget		Budget	Actual	\$	%	Budget	Actual	\$	%	
<b>Debt Service</b>	<b>\$ 119.0</b>	<b>\$</b>	<b>14.4</b>	<b>\$ 9.3</b>	<b>\$ (5.1)</b>	<b>(35.4%)</b>	<b>\$ 24.2</b>	<b>\$ 19.3</b>	<b>\$ (4.9)</b>	<b>(20.2%)</b>	

Debt Service expenses for the year-to-date through November 2020 of \$19.3 million are \$4.9 million under budget.

**General Mobility Transfers**

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

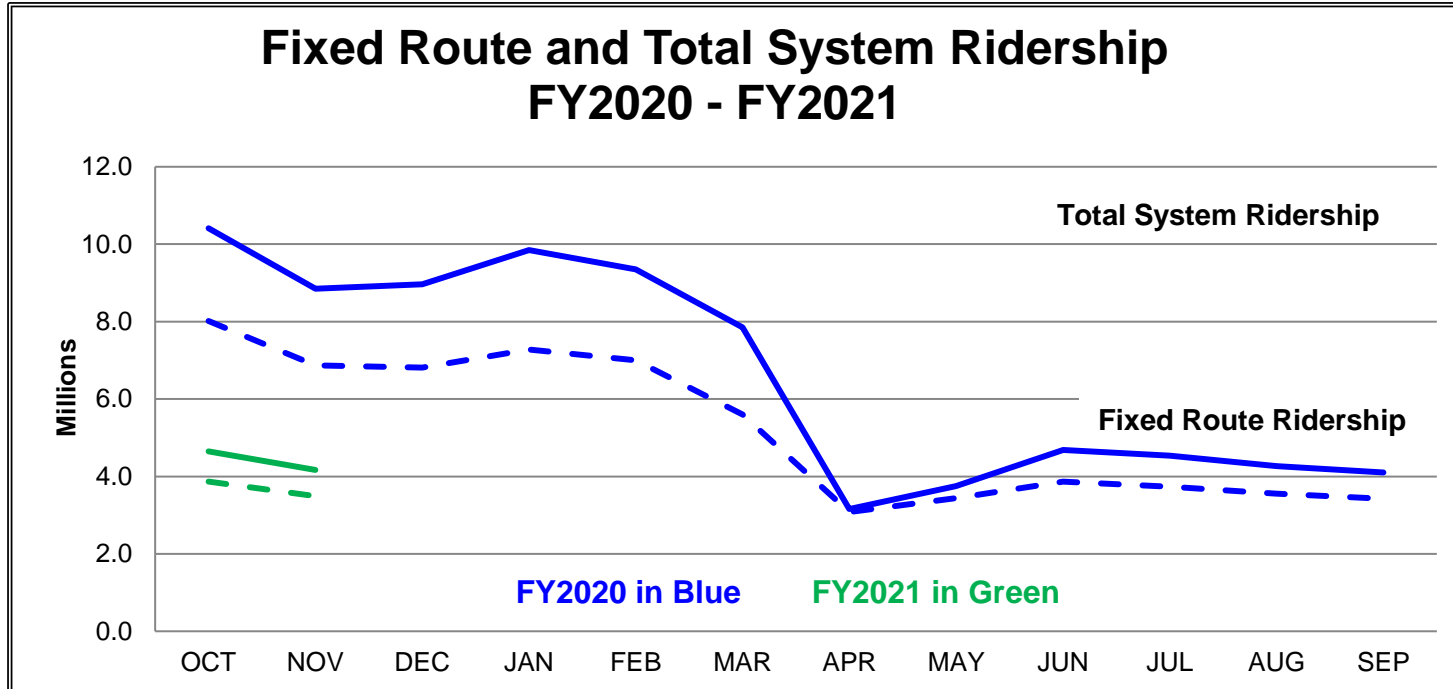
	FY2021		<u>Month of November 2020</u>				<u>Fiscal Year to Date</u>				
	Annual		Projection		Allocation		Variance		Projection	Allocation	Variance
	Projection		Projection	Allocation	\$	%	Projection	Allocation	\$	%	
<b>General Mobility</b>	<b>\$ 179.8</b>	<b>\$</b>	<b>16.3</b>	<b>\$ 16.6</b>	<b>\$ 0.3</b>	<b>1.8%</b>	<b>\$ 30.2</b>	<b>\$ 30.6</b>	<b>\$ 0.4</b>	<b>1.3%</b>	

Funds allocated to the General Mobility Fund totaling \$30.6 million for the year-to-date through November 2020 are \$0.4 million or 1.3% more than the amount projected.

**MONTHLY PERFORMANCE REPORT**  
**November 2020**  
**Ridership by Service Category**

Service Category					YTD % Change	
	Nov-19 Boardings	Nov-20 Boardings	Nov-20 vs. Nov-19	Nov-19 YTD Boardings	Nov-20 YTD Boardings	Nov-20 vs. Nov-19
<b>Fixed Route Services</b>						
<b><u>Local Network</u></b>						
Local Bus	4,883,132	2,690,578	(44.9%)	10,412,357	5,635,054	(45.9%)
METRORapid Silver Line	0	20,611	0.0%	0	40,388	0.0%
<b><u>METRORail</u></b>						
Red (North) Line	1,049,113	567,795	(45.9%)	2,365,562	1,235,646	(47.8%)
Green (East) Line	126,053	73,637	(41.6%)	285,499	155,066	(45.7%)
Purple (Southeast) Line	166,396	61,759	(62.9%)	380,036	128,876	(66.1%)
METRORail (all lines)	1,341,562	703,191	(47.6%)	3,031,097	1,519,588	(49.9%)
METRORail-Bus Bridge	47,008	12,206	0.0%	47,008	17,450	0.0%
<b>METRORail total</b>	<b>1,388,570</b>	<b>715,397</b>	<b>(48.5%)</b>	<b>3,078,105</b>	<b>1,537,038</b>	<b>(50.1%)</b>
<b>Subtotal Local Network</b>	<b>6,271,702</b>	<b>3,426,586</b>	<b>(45.4%)</b>	<b>13,490,462</b>	<b>7,212,480</b>	<b>(46.5%)</b>
<b><u>Commuter</u></b>						
Park & Ride	599,030	85,425	(85.7%)	1,394,475	186,200	(86.6%)
<b>Subtotal Fixed Route Service</b>	<b>6,870,732</b>	<b>3,512,011</b>	<b>(48.9%)</b>	<b>14,884,937</b>	<b>7,398,680</b>	<b>(50.3%)</b>
Special Events	720	250	(65.3%)	2,363	558	(76.4%)
<b>Total Fixed Route</b>	<b>6,871,452</b>	<b>3,512,261</b>	<b>(48.9%)</b>	<b>14,887,300</b>	<b>7,399,238</b>	<b>(50.3%)</b>
<b>Customized Bus Services</b>						
METROLift	169,304	89,224	(47.3%)	364,996	194,148	(46.8%)
METRO STAR Vanpool	128,744	21,147	(83.6%)	292,912	41,015	(86.0%)
Internal Service	39	0	0.0%	74	0	(100.0%)
<b>Subtotal Customized Bus</b>	<b>298,087</b>	<b>110,371</b>	<b>(63.0%)</b>	<b>657,982</b>	<b>235,163</b>	<b>(64.3%)</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,681,633	566,010	(66.3%)	3,717,294	1,221,390	(67.1%)
<b>Total System</b>	<b>8,851,172</b>	<b>4,188,642</b>	<b>(52.7%)</b>	<b>19,262,576</b>	<b>8,855,791</b>	<b>(54.0%)</b>

**MONTHLY PERFORMANCE REPORT**  
**November 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 November 2020 of 3.5 million is 3.4 million or 48.9% less than last year.

Total fixed route ridership, excluding special events, for the year-to-date through November 2020 of 7.4 million is 7.5 million or 50.3% less than last year.

METRORail ridership for the month of November 2020 of 0.7 million is 48.5% less than last year.

METRORail ridership year-to-date through November 2020 of 1.5 million is 50.1% less than last year.

MONTHLY PERFORMANCE REPORT  
November 2020  
Performance Statistics

Benchmark Met

Benchmark Missed

**Fiscal Year 2021**

SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2021 YTD Actual	FY2021 YTD GOAL
<b>Bus Accidents (Includes METROLift)</b>	54	28											≤ 48	82	≤ 97
Bus Accidents per 100,000 vehicle miles	1.10	0.63											≤ 1.11	0.88	≤ 1.11
<b>Rail Accidents</b>	5	6											≤ 9	11	≤ 18
Rail Accidents per 100,000 vehicle miles	1.73	2.26											≤ 2.75	1.98	≤ 2.75
<b>BRT Accidents</b>	0	0												0	
<b>Group A Criminal Offenses</b>	115	77											≤ 132	192	264
Group A Criminal Offenses per 100,000 boardings	2.46	1.84											≤ 2.10	2.17	2.10
<b>Criminal Incidents - METRO properties</b>	98	74											≤ 170	172	340
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2021 YTD Actual	FY2021 YTD GOAL
<b>Complaint Contacts per 100,000 Boardings</b>	18.94	21.13											< 21.00	19.98	< 21.00
<b>Commendations</b>	192	170											≥ 150	362	≥ 300
<b>Average Call Center Answer Delay (Sec.)</b>	8	10											< 105	9	< 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.
- Group A criminal offenses met the benchmark for both the month and the year-to-date.
- Criminal incidents on METRO properties met the benchmark for both the month and the year-to-date.

**Customer Service**

- Complaint contacts per 100,000 boardings did not meet the goal for the month but did for 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 2020**  
 Performance Statistics

Benchmark Met Benchmark Missed

<b>Fiscal Year 2021</b>														Current Month Target	FY2021 YTD Actual	FY2021 YTD GOAL
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP				
<b>On-Time Performance</b>																
Bus - Local	N/A	N/A											≧ 75%	N/A	≧ 75%	
Bus - Park & Ride	N/A	N/A											≧ 76%	N/A	≧ 76%	
Bus - Weighted Average	N/A	N/A											≧ 75%	N/A	≧ 75%	
<b>METROLift</b>	95.0%	95.5%											≧ 90%	95.2%	≧ 90%	
<b>Rail - Red Line</b>	95.2%	93.3%											≧ 93%	94.3%	≧ 93.0%	
<b>Rail - South East Purple Line</b>	96.1%	97.5%											≧ 95%	96.8%	≧ 95.0%	
<b>Rail - East End Green Line</b>	98.7%	98.5%											≧ 95%	98.6%	≧ 95.0%	
<b>BRT - METRORapid Silver Line</b>	92.2%	90.3%											≧ 90%	91.3%	≧ 90.0%	
<b>MDBF (Mean Distance Between Mechanical Failures) - Buses</b>	7,852	7,207											≧ 7,500	7,533	≧ 6,750	
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	30,592	27,268											≧ 21,000	28,906	≧ 21,000	
<b>MDBF (Mean Distance Between Mechanical Failures) - METRORapid</b>	5,307	5,156											≧ 7,500	5,232	≧ 6,750	
<b>MDBSI (Mean Distance Between Service Interruptions) - METRORail</b>	24,150	20,410											≧ 15,000	22,205	≧ 15,000	
<b>Average Peak HOT Lanes Speed (miles per hour)</b>																
I-45 North HOV	63	63											≧ 45	126	≧ 45	
I-45 South HOV	61	61											≧ 45	122	≧ 45	
US-290 HOV	68	68											≧ 45	136	≧ 45	
US-59 North HOV	67	67											≧ 45	134	≧ 45	
US-59 South HOV	59	59											≧ 45	118	≧ 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 both the month and 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.

**METRORapid On-Time Performance**

- BRT (Silver Line) met the benchmark for both the month and the year-to-date.

**Service Reliability**

- The Mean Distance Between Mechanical Failures (MDBF) for Buses did not meet the minimum performance standard for the month but did for 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 Mechanical Failures (MDBF) for METRORapid did not meet 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 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 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**  
**November 2020**  
**Balance Sheet**

	November 30, 2019 (\$)	November 30, 2020 (\$)	Change (\$)
<b>Assets</b>			
Cash	2,661,576	1,905,630	(755,946)
Receivables	141,636,462	133,355,450	(8,281,012)
Inventory	37,366,334	42,170,032	4,803,697
Investments	462,064,548	552,103,627	90,039,079
Other Assets	4,876,364	4,962,767	86,403
Land & Improvements	365,513,582	358,127,832	(7,385,750)
Capital Assets, Net of Depreciation	2,456,239,632	2,384,301,942	(71,937,689)
<b>Total Assets</b>	<b>3,470,358,498</b>	<b>3,476,927,280</b>	<b>6,568,782</b>
Deferred Outflow of Resources <sup>1</sup>	104,564,462	135,108,120 <sup>2</sup>	30,543,658
	<b>3,574,922,960</b>	<b>3,612,035,400</b>	<b>37,112,440</b>
<b>Liabilities</b>			
Trade Payables	88,452,624	55,070,669	(33,381,954)
Accrued Payroll	27,423,084	31,889,838	4,466,754
Debt Payable	1,298,581,217	1,194,009,981	(104,571,236)
Debt Interest Payable	246,588	33,427	(213,160)
Pension and OPEB Liabilities	852,841,152	889,874,775	37,033,623
Other Liabilities	118,312,619	145,886,724	27,574,104
<b>Total Liabilities</b>	<b>2,385,857,284</b>	<b>2,316,765,415</b>	<b>(69,091,869)</b>
Net Assets - Retained Earnings	1,189,065,677	1,295,269,985	106,204,309
<b>Total Liabilities and Net Assets</b>	<b>3,574,922,960</b>	<b>3,612,035,400</b>	<b>37,112,440</b>

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.