

# **METRO**

Fiscal Year 2023

Monthly Performance Report

Revenue • Expense • Ridership • Performance

July 2023



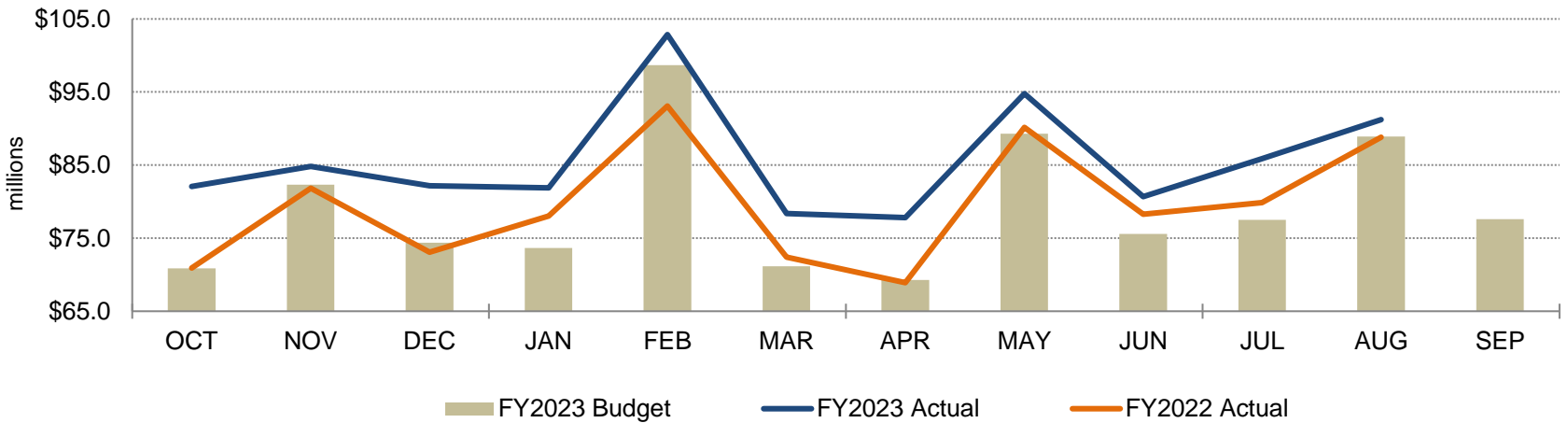
# **MONTHLY PERFORMANCE REPORT METRO**

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## MONTHLY PERFORMANCE REPORT

### METRO Sales Tax Revenue



**Total FY2023 Sales Tax budget is \$949.2 million**

#### Budget to Actual FY2023

(\$ millions)

	Budget	Actual	Variance	%
October	70.9	82.1	11.2	15.9%
November	82.3	84.8	2.5	3.0%
December	74.4	82.2	7.8	10.5%
January	73.7	81.9	8.2	11.2%
February	98.7	102.9	4.2	4.2%
March	71.2	78.4	7.2	10.1%
April	69.3	77.8	8.5	12.3%
May	89.3	94.8	5.5	6.2%
June	75.6	80.7	5.1	6.8%
July	77.5	85.9	8.4	10.8%
<b>August</b>	<b>88.9</b>	<b>91.2</b>	<b>2.3</b>	<b>2.6%</b>
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 871.7</b>	<b>\$ 942.6</b>	<b>\$ 70.9</b>	<b>8.1%</b>

#### Prior Year vs. Current Year

(\$ millions)

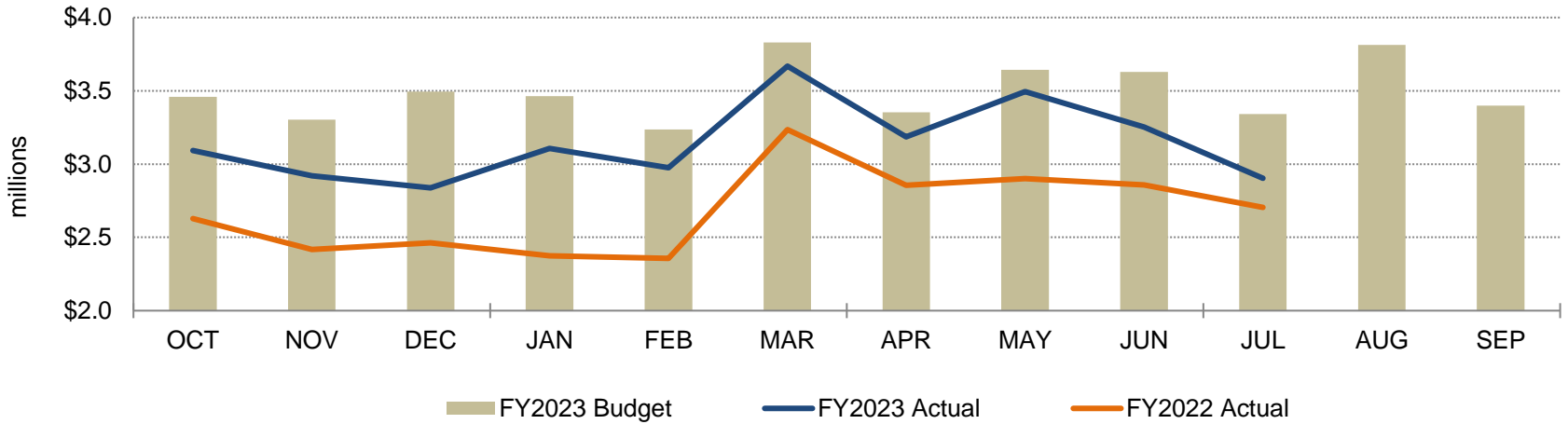
	Prior Year	Current Year	Variance	%
October	70.9	82.1	11.2	15.8%
November	81.8	84.8	3.0	3.6%
December	73.1	82.2	9.1	12.4%
January	78.1	81.9	3.8	4.9%
February	93.1	102.9	9.8	10.5%
March	72.4	78.4	5.9	8.2%
April	68.9	77.8	8.9	12.9%
May	90.2	94.8	4.6	5.1%
June	78.3	80.7	2.4	3.0%
July	79.8	85.9	6.0	7.5%
<b>August</b>	<b>88.8</b>	<b>91.2</b>	<b>2.4</b>	<b>2.7%</b>
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 875.4</b>	<b>\$ 942.6</b>	<b>\$ 67.1</b>	<b>7.7%</b>

Sales Tax revenue for the month of August 2023 of \$91.2 million is \$2.3 million or 2.6% over estimates.

Sales Tax revenue for the year-to-date through August 2023 of \$942.6 million is \$70.9 million or 8.1% over estimates.

## MONTHLY PERFORMANCE REPORT

### METRO Fare Revenue



**Total FY2023 Fare Revenue budget is \$42.0 million**

#### Budget to Actual FY2023

(\$ millions)

	Budget	Actual	Variance	%
October	3.5	3.1	(0.4)	(11.4%)
November	3.3	2.9	(0.4)	(12.1%)
December	3.5	2.8	(0.7)	(20.0%)
January	3.5	3.1	(0.4)	(11.4%)
February	3.2	3.0	(0.2)	(6.3%)
March	3.8	3.7	(0.1)	(2.6%)
April	3.4	3.2	(0.2)	(5.9%)
May	3.6	3.5	(0.1)	(2.8%)
June	3.6	3.3	(0.3)	(8.3%)
<b>July</b>	<b>3.3</b>	<b>2.9</b>	<b>(0.4)</b>	<b>(12.1%)</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 34.8</b>	<b>\$ 31.4</b>	<b>\$ (3.4)</b>	<b>(9.8%)</b>

#### Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	2.6	3.1	0.5	19.2%
November	2.4	2.9	0.5	20.8%
December	2.5	2.8	0.3	12.0%
January	2.4	3.1	0.7	29.2%
February	2.4	3.0	0.6	25.0%
March	3.2	3.7	0.5	15.6%
April	2.9	3.2	0.3	10.3%
May	2.9	3.5	0.6	20.7%
June	2.9	3.3	0.4	13.8%
<b>July</b>	<b>2.7</b>	<b>2.9</b>	<b>0.2</b>	<b>7.4%</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 26.8</b>	<b>\$ 31.4</b>	<b>\$ 4.6</b>	<b>17.2%</b>

Fare Revenue for the month of July 2023 of \$2.9 million is \$0.4 million or 12.1% under budget.

Fare Revenue for the year-to-date through July 2023 of \$31.4 million is \$3.4 million or 9.8% under budget.

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**Service Related Grant Revenue  
Total FY2023 Service Related Grant budget is \$83.8 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	0.1	0.1	-	0.0%
November	0.3	0.3	-	0.0%
December	8.7	8.7	-	0.0%
January	21.0	21.3	0.3	1.4%
February	7.0	12.3	5.3	75.7%
March	7.0	6.4	(0.6)	(8.6%)
April	7.0	6.4	(0.6)	(8.6%)
May	7.4	7.1	(0.3)	(4.1%)
June	6.0	5.5	(0.5)	(8.3%)
<b>July</b>	<b>6.0</b>	<b>5.6</b>	<b>(0.4)</b>	<b>(6.7%)</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 70.4</b>	<b>\$ 73.8</b>	<b>\$ 3.4</b>	<b>4.8%</b>

Service Related Grant Revenue for the month of July 2023 of \$5.6 million is \$0.4 million or 6.7% under budget.

Service Related Grant Revenue for the year-to-date through July 2023 of \$73.8 million is \$3.4 million or 4.8% over budget.

**COVID Related Grant Revenue  
Total FY2023 COVID Related Grant Revenue budget is \$137.4 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	-	-	-	0.0%
November	12.5	12.5	-	0.0%
December	12.5	12.5	-	0.0%
January	-	-	-	0.0%
February	14.0	9.0	(5.0)	(35.7%)
March	14.0	14.8	0.8	5.7%
April	14.0	14.8	0.8	5.7%
May	14.0	73.9	59.9	427.9%
June	14.0	-	(14.0)	(100.0%)
<b>July</b>	<b>14.0</b>	<b>-</b>	<b>(14.0)</b>	<b>(100.0%)</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 109.3</b>	<b>\$ 137.4</b>	<b>\$ 28.1</b>	<b>25.7%</b>

COVID Related Grant Revenue for the year-to-date through July 2023 of \$137.4 million is \$28.1 million or 25.7% over budget.

**MONTHLY PERFORMANCE REPORT  
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**Capital Grant Revenue  
Total FY2023 Capital Grant budget is \$100.5 million**

(\$ millions)

	Budget	Actual	Variance	%
October	4.8	0.2	(4.6)	(95.8%)
November	7.5	0.6	(6.9)	(92.0%)
December	8.0	0.2	(7.8)	(97.5%)
January	10.5	0.3	(10.2)	(97.1%)
February	9.2	0.1	(9.1)	(98.9%)
March	9.6	0.9	(8.7)	(90.6%)
April	9.1	0.5	(8.6)	(94.5%)
May	9.2	2.6	(6.6)	(71.7%)
June	9.3	9.0	(0.3)	(3.2%)
<b>July</b>	<b>5.7</b>	<b>0.2</b>	<b>(5.5)</b>	<b>(96.5%)</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 83.0</b>	<b>\$ 14.6</b>	<b>\$ (68.4)</b>	<b>(82.4%)</b>

Capital Grant Revenue for the year-to-date through July 2023 of \$14.6 million is \$68.4 million under budget.

**Interest & Miscellaneous Revenue  
Total FY2023 Interest & Miscellaneous Revenue budget is \$11.8 million**

(\$ millions)

	Budget	Actual	Variance	%
October	1.0	2.4	1.4	140.0%
November	1.0	2.6	1.6	160.0%
December	0.9	2.7	1.8	200.0%
January	0.8	2.7	1.9	237.5%
February	1.0	3.1	2.1	210.0%
March	1.0	4.2	3.2	320.0%
April	1.1	3.7	2.6	236.4%
May	1.0	4.1	3.1	310.0%
June	1.0	3.9	2.9	290.0%
<b>July</b>	<b>1.0</b>	<b>5.0</b>	<b>4.0</b>	<b>400.0%</b>
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2023 YTD</b>	<b>\$ 9.8</b>	<b>\$ 34.3</b>	<b>\$ 24.5</b>	<b>250.0%</b>

**Composition of Interest & Miscellaneous Revenue**

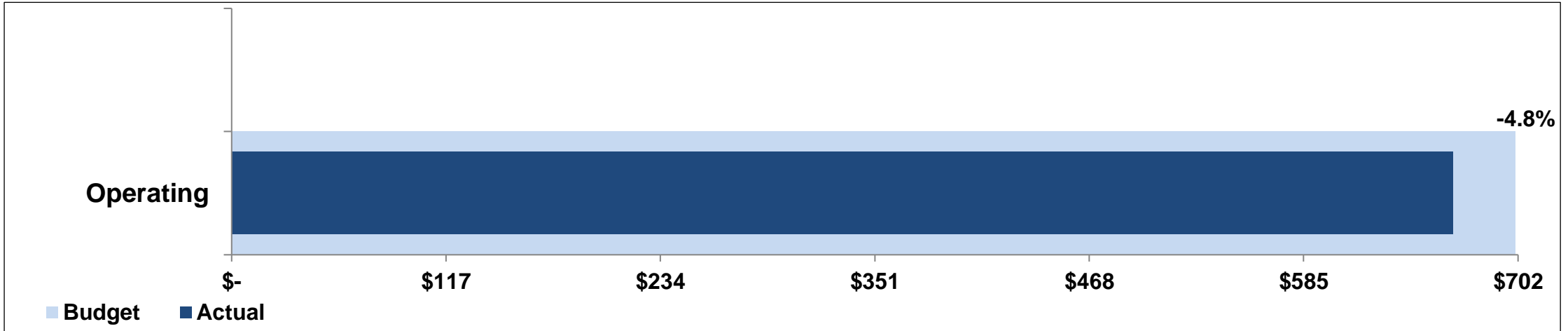
	Year-to-Date Actual		Current Month Actual	
	\$ millions	% of Total	\$ millions	% of Total
Interest Income	26.6	77.5%	3.8	76.3%
HOT Lanes Revenue	5.1	15.0%	1.0	19.9%
Other	2.6	7.5%	0.2	3.8%
<b>Total</b>	<b>\$ 34.3</b>	<b>100.0%</b>	<b>\$ 5.0</b>	<b>100.0%</b>

Interest & Miscellaneous Revenue for the year-to-date of \$34.3 million through July 2023 is \$24.5 million or 250.0% over budget.

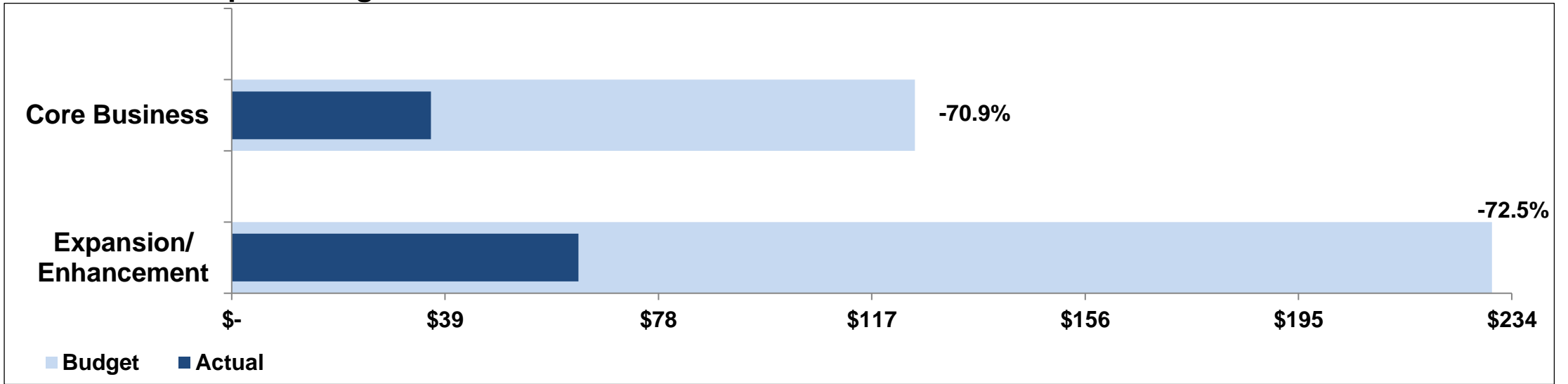
# MONTHLY PERFORMANCE REPORT METRO

## Budget Summary (\$ millions)

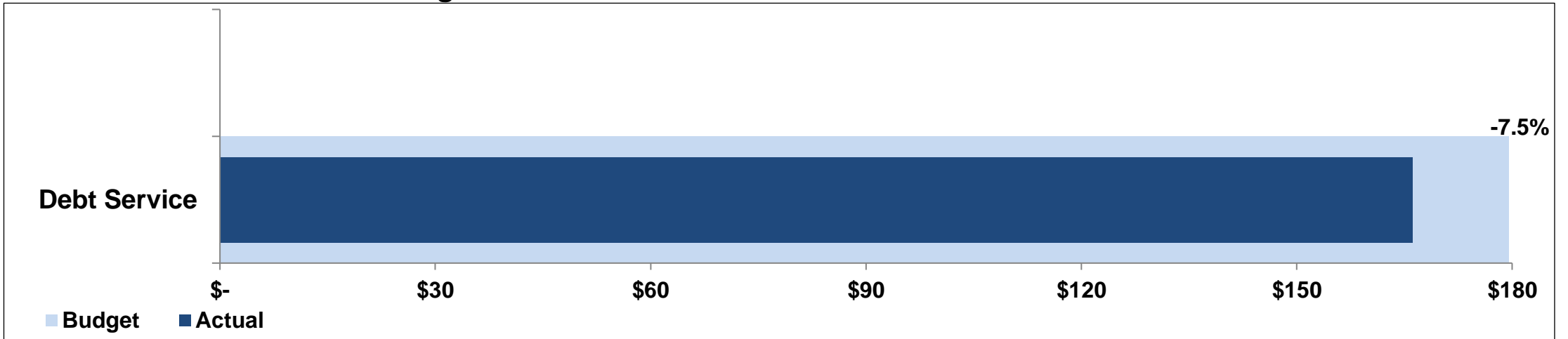
**FY2023 Annual Operating Budget**            \$ 855.2  
**FY2023 YTD Operating Budget**            \$ 700.4



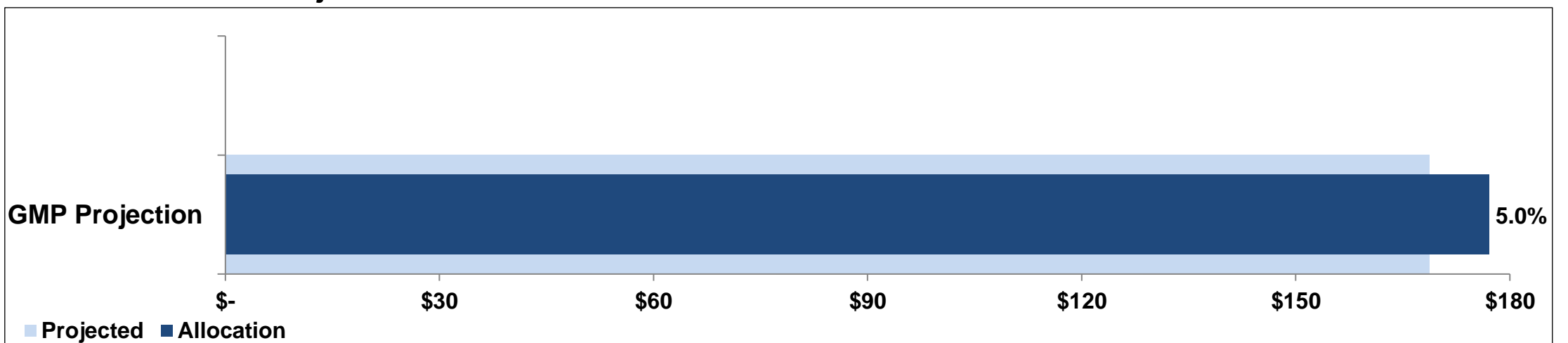
**FY2023 Annual Capital Budget**            \$ 570.7  
**FY2023 YTD Capital Budget**            \$ 355.2



**FY2023 Annual Debt Service Budget**        \$ 198.9  
**FY2023 YTD Debt Service Budget**        \$ 179.5



**FY2023 Annual GMP Projected Allocation**    \$ 204.3  
**FY2023 YTD GMP Projected Allocation**    \$ 168.7



## MONTHLY PERFORMANCE REPORT

July 2023

### Operating Expenses

#### Comparison of Budget to Actual for the Month (July 2023)

	FY23 Annual Budget	July Budget	July Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 464,424,039	\$ 38,272,677	\$ 42,048,168	\$ 3,775,491	9.9%
Non-Labor	387,806,619	\$ 31,858,339	\$ 28,762,724	(3,095,615)	(9.7%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>852,230,658</b>	<b>70,131,016</b>	<b>70,810,892</b>	<b>679,876</b>	<b>1.0%</b>
Contingency	2,952,342	-	-	-	0.0%
<b>Total Operating Budget</b>	<b>\$ 855,183,000</b>	<b>\$ 70,131,016</b>	<b>\$ 70,810,892</b>	<b>\$ 679,876</b>	<b>1.0%</b>

#### Comparison of Budget to Actual Year-to-Date METRO (10 months)

	FY23 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
<b>Payroll &amp; Benefits</b>					
Wages	\$ 179,057,835	\$ 146,782,841	\$ 143,929,426	\$ (2,853,415)	(1.9%)
Union Fringe Benefits	94,433,359	78,100,145	74,671,532	(3,428,614)	(4.4%)
<b>Subtotal Union Labor</b>	<b>273,491,194</b>	<b>224,882,986</b>	<b>218,600,958</b>	<b>(6,282,029)</b>	<b>(2.8%)</b>
Salaries and Non-Union Wages	148,698,800	120,830,696	120,692,852	(137,844)	(0.1%)
Non-Union Fringe Benefits	57,128,166	46,994,392	48,303,051	1,308,659	2.8%
<b>Subtotal Non-Union Labor</b>	<b>205,826,966</b>	<b>167,825,088</b>	<b>168,995,903</b>	<b>1,170,815</b>	<b>0.7%</b>
Allocation to Capital & GMP	(14,894,121)	(12,323,388)	(9,273,947)	3,049,441	(24.7%)
<b>Subtotal Labor and Fringe Benefits</b>	<b>464,424,039</b>	<b>380,384,687</b>	<b>378,322,914</b>	<b>(2,061,773)</b>	<b>(0.5%)</b>
<b>Total Materials &amp; Supplies</b>					
Services	139,464,440	117,167,237	88,255,678	(28,911,559)	(24.7%)
Materials and Supplies	37,567,285	30,895,295	29,897,354	(997,941)	(3.2%)
Fuel and Utilities	56,979,113	47,155,041	47,193,497	38,456	0.1%
	<b>234,010,838</b>	<b>195,217,573</b>	<b>165,346,529</b>	<b>(29,871,044)</b>	<b>(15.3%)</b>
<b>Administration</b>					
Casualty and Liability	8,672,790	7,157,079	6,261,042	(896,037)	(12.5%)
Purchased Transportation	125,824,916	104,482,680	104,987,694	505,015	0.5%
Leases, Rentals and Misc.	20,224,307	13,850,502	12,453,321	(1,397,181)	(10.1%)
Allocation to Capital & GMP - Non-Labor	(926,231)	(709,515)	(828,851)	(119,336)	16.8%
	<b>153,795,781</b>	<b>124,780,746</b>	<b>122,873,206</b>	<b>(1,907,540)</b>	<b>(1.5%)</b>
<b>Subtotal Non-Labor</b>	<b>387,806,619</b>	<b>319,998,319</b>	<b>288,219,735</b>	<b>(31,778,584)</b>	<b>(9.9%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>852,230,658</b>	<b>700,383,006</b>	<b>666,542,649</b>	<b>(33,840,357)</b>	<b>(4.8%)</b>
Contingency	2,952,342	-	-	-	0.0%
<b>Subtotal Contingency</b>	<b>2,952,342</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>
<b>Total Operating Budget</b>	<b>\$ 855,183,000</b>	<b>\$ 700,383,006</b>	<b>\$ 666,542,649</b>	<b>\$ (33,840,357)</b>	<b>(4.8%)</b>
<b>Non-Budgeted Expense</b>					
Gain/ Loss Disposal	-	-	(1,005,093)	(1,005,093)	0.0%
<b>Grand Total</b>	<b>\$ 855,183,000</b>	<b>\$ 700,383,006</b>	<b>\$ 665,537,557</b>	<b>\$ (34,845,449)</b>	<b>(5.0%)</b>

Operating Expenses for the month of July 2023 of \$70.8 million are \$0.7 million or 1.0% over budget.

Operating Expenses year-to-date through July 2023 of \$666.5 million are \$33.8 million or 4.8% under budget.



**MONTHLY PERFORMANCE REPORT  
July 2023**

**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>FY2023 Budget</u>	<u>FY2023 Actual</u>	<u>Fiscal Year 2023 \$ Variance (under budget) / over budget</u>
<b>Payroll &amp; Benefits</b>	<b>\$ 380,384,687</b>	<b>\$ 378,322,914</b>	<b>\$ (2,061,773)</b>
<b>Union Labor</b>			
Benefit Trust Contribution			(2,536,000)
Overtime in Bus Transportation			(1,754,000)
Union Vacancies - Wages - Fleet Services			(1,705,000)
Union Vacancies - Wages - METRORail			(1,382,000)
Workers Comp			(1,334,000)
Union Vacancies - Wages - Facilities Maintenance			(814,000)
Union Vacancies - Wages - Bus Transportation			(569,000)
Union Vacancies - Fringes - Uniform & Tool Allowance			(545,000)
Union Vacancies - Wages - Other areas not listed individually			(111,000)
<u>Offset by</u>			
Overtime in Facilities Maintenance			129,000
Union Vacancies - Vacation Buyback			150,000
Overtime in METRORail			1,004,000
Pension Union-Defined Contribution			1,085,000
Overtime in Fleet Services			2,176,000
<b>Non-Union Labor</b>			
Base Salaries			(2,205,000)
Retiree Health Benefits			(159,000)
<u>Offset by</u>			
Healthcare			1,182,000
Overtime			2,474,000
<b>Total Materials &amp; Supplies</b>	<b>\$ 195,217,573</b>	<b>\$ 165,346,529</b>	<b>\$ (29,871,044)</b>
<b>Services</b>			
<u>Project Delivery &amp; Controls</u> - due to underrun in Contract and Contractual Support Services			(10,231,000)
<u>Operations &amp; Customer Service</u> - due to underruns in Custodial Services (-\$1.9 million), Contract and Contractual Support Services (-\$1.8 million), Support and Other Services (-\$1.6 million), BOF Maintenance (-\$1.1 million), Building & Grounds Maintenance (-\$547,000), Equipment Repairs & Maintenance (-\$330,000), Education & Training (-\$2,000) and Contracted Vehicle Repairs (-\$132,000)			(7,622,000)
<u>Marketing &amp; Communication Services</u> - due to underruns in Advertising (-\$2.1 million) and Contract and Contractual Support Services (-\$175,000)			(2,287,000)
<u>Planning</u> - due to underrun in Contract and Contractual Support Services			(1,597,000)
<u>Safety</u> - due to underruns in Contract and Contractual Support Services (-\$905,000) and Education & Training (-\$330,000)			(1,235,000)
<u>Legal</u> - due to underruns in Legal Fees (-\$512,000) and Support and Other Services (-\$234,000)			(746,000)
<u>Information Technology</u> - due to underruns in Contract and Contractual Support Services (-\$410,000) and Equipment Repairs & Maintenance (-\$297,000)			(707,000)
<u>Human Resources</u> - due to underruns in Contract and Contractual Support Services (-\$580,000) and Education & Training (-\$106,000)			(686,000)
<u>EVP Office - PEC</u> - due to underrun in Contract and Contractual Support Services			(681,000)
<u>Office of Innovation</u> - due to overrun in Contract and Contractual Support Services			(621,000)
<u>Joint Development/TOD</u> - due to underrun in Contract and Contractual Support Services			(512,000)
<u>Government Affairs</u> - due to underrun in Legislative Coordination			(467,000)
<u>Engineering</u> - due to underrun in Contract and Contractual Support Services			(282,000)
<u>Finance</u> - due to underrun in Support & Other Services			(222,000)
<u>EVP, Administration</u> - due to underrun in Equipment Repairs & Maintenance			(142,000)
<u>Client &amp; Vanpool Ridership Services</u> - due to underrun in Contract and Contractual Support Services			(106,000)
<u>Executive Office</u> - due to overrun in Support and Other Services			267,000
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Support & Other Services throughout the Authority			(355,000)
Underspending in Education and Training throughout the Authority			(214,000)
Underspending in Incentive Program throughout the Authority			(142,000)
Underspending in Equipment Repairs & Maintenance throughout the Authority			(135,000)
Underspending in Advertising throughout the Authority			(119,000)

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**MONTHLY PERFORMANCE REPORT**

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**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>FY2023 Budget</u>	<u>FY2023 Actual</u>	<u>Fiscal Year 2023 \$ Variance (under budget) / over budget</u>
<b>Materials and Supplies</b>			
<u>Underruns in -</u>			
Material price variances on production/refurbished orders and inventory revaluations and disposals			(4,552,000)
Tires & Tubes			(666,000)
Tech Equipment			(545,000)
Minor Tools			(524,000)
Propulsion			(289,000)
Special Office Supplies			(224,000)
Supplies - EDP			(191,000)
<u>Offset by miscellaneous overruns in -</u>			
Interior Body & Floor			105,000
Freon			110,000
Engine Cooling System			149,000
Maintenance Supplies			156,000
Chassis			243,000
Bus Batteries			486,000
Transmission			508,000
Other Parts			513,000
Parts - Exterior Body & Windows			513,000
Bus Parts - Brakes			698,000
Bus Engines - mostly in Unit Overhaul			2,654,000
<b>Fuel and Utilities</b>			
<u>Underruns in -</u>			
Gasoline			(915,000)
Compressed Natural Gas			(590,000)
Propulsion Power			(186,000)
Electric Power			(150,000)
<u>Offset by miscellaneous overruns in -</u>			
Water and Sewerage			162,000
Power			324,000
Diesel Fuel and related taxes			1,506,000
<b><u>Administration</u></b>	<b>\$ 124,780,746</b>	<b>\$ 122,873,206</b>	<b>\$ (1,907,540)</b>
<b>Casualty &amp; Liability</b>			
Higher than expected subrogation			(759,000)
Lower than expected vehicle liability			(179,000)
<b>Purchased Transportation</b>			
Regional Vanpool			(1,287,000)
Community Connector			(645,000)
Northwest Contract			734,000
METROLift			1,621,000
<b>Leases, Rentals, &amp; Miscellaneous</b>			
Lower than expected Information Technology Rent Software Payments			(764,000)
Underspending in discretionary (travel, memberships, etc.) and other miscellaneous items			(471,000)
Underspending in Rent-NRV			(162,000)

**MONTHLY PERFORMANCE REPORT**  
**METRO**  
**Total Operating Budget / Expenses by Department**

<u>Authorized EOY Workforce</u>	<u>Department</u>	<u>Annual Budget</u>	-----Year-to-Date-----		<u>Variance</u>	--Current Month--	<u>Variance</u>
			<u>Budget</u>	<u>Expense</u>			
<b>3,533</b>	<b>Operations, Customer Service &amp; Human Resources</b>	<b>619,300,598</b>	<b>512,109,439</b>	<b>502,347,528</b>	<b>(9,761,910)</b>		<b>2,752,257</b>
2	Deputy CEO	652,397	545,043	525,565	(19,478)		3,613
3,469	Operations & Customer Service	588,767,407	486,867,953	479,241,578	(7,626,375)		2,676,289
62	Human Resources	29,880,795	24,696,443	22,580,386	(2,116,058)		72,355
<b>81</b>	<b>Planning, Engineer, &amp; Construction</b>	<b>64,687,509</b>	<b>56,465,544</b>	<b>44,934,304</b>	<b>(11,531,240)</b>		<b>(2,607,081)</b>
4	EVP Office	930,151	663,169	509,721	(153,449)		(1,278)
20	Project Delivery & Controls	55,014,292	48,838,699	38,500,187	(10,338,512)		(2,181,307)
20	Planning	5,536,965	4,567,005	3,911,156	(655,849)		(232,871)
37	Engineering	3,206,101	2,396,671	2,013,240	(383,431)		(191,625)
<b>250</b>	<b>Administration</b>	<b>54,855,613</b>	<b>45,800,410</b>	<b>42,747,815</b>	<b>(3,052,595)</b>		<b>(252,279)</b>
2	EVP, Administration	1,058,671	939,657	710,374	(229,283)		(50,876)
81	Information Technology	28,434,817	24,680,420	23,577,497	(1,102,923)		(274,841)
132	Procurement & Materials	14,939,069	12,342,772	12,061,985	(280,786)		63,378
7	Transit Asset Management	1,048,532	857,884	824,094	(33,791)		10,897
28	Client & Vanpool Ridership Services	9,374,523	6,979,676	5,573,865	(1,405,812)		(838)
<b>9</b>	<b>Audit</b>	<b>1,467,907</b>	<b>1,212,397</b>	<b>1,220,747</b>	<b>8,350</b>		<b>30,381</b>
<b>23</b>	<b>Legal</b>	<b>4,706,970</b>	<b>3,909,007</b>	<b>2,875,330</b>	<b>(1,033,678)</b>		<b>(61,353)</b>
<b>71</b>	<b>Finance</b>	<b>11,993,034</b>	<b>9,854,789</b>	<b>9,233,954</b>	<b>(620,835)</b>		<b>11,708</b>
2	CFO	538,751	404,214	337,540	(66,674)		(59,585)
69	Finance	11,454,284	9,450,575	8,896,413	(554,161)		71,293
<b>5</b>	<b>Office of Innovation</b>	<b>1,933,297</b>	<b>1,523,727</b>	<b>891,927</b>	<b>(631,800)</b>		<b>(74,386)</b>
<b>56</b>	<b>Communications</b>	<b>20,035,926</b>	<b>16,064,413</b>	<b>13,228,967</b>	<b>(2,835,446)</b>		<b>120,851</b>
3	EVP, Communications	568,674	474,025	500,514	26,489		11,639
10	Press Office	1,383,819	1,115,735	1,171,075	55,340		6,616
29	Marketing & Communication Services	15,268,680	12,060,469	9,339,575	(2,720,894)		30,883
2	Partnership Promotions	787,941	718,444	730,083	11,639		73,288
12	Public Engagement	2,026,812	1,695,740	1,487,720	(208,020)		(1,576)
<b>389</b>	<b>METRO Police</b>	<b>37,128,061</b>	<b>30,705,389</b>	<b>30,583,945</b>	<b>(121,444)</b>		<b>395,623</b>
<b>95</b>	<b>Safety</b>	<b>20,124,927</b>	<b>16,707,386</b>	<b>14,699,739</b>	<b>(2,007,646)</b>		<b>324,655</b>
<b>22</b>	<b>Executive and Board</b>	<b>8,091,291</b>	<b>6,030,505</b>	<b>5,182,995</b>	<b>(847,511)</b>		<b>38,228</b>
	<b>Non Departmental</b>	<b>3,549,602</b>	<b>-</b>	<b>(1,404,606)</b>	<b>(1,404,606)</b>		<b>1,277</b>
<b>5</b>	<b>President &amp; CEO Contingency</b>	<b>7,308,266</b>	<b>-</b>	<b>-</b>	<b>-</b>		<b>-</b>
<b>4,539</b>	<b>Total Operating Budget</b>	<b>855,183,000</b>	<b>700,383,006</b>	<b>666,542,645</b>	<b>(33,840,361)</b>		<b>679,881</b>

## MONTHLY PERFORMANCE REPORT

July 2023

### Total Operating Budget / Expenses by Department as of the end of July 2023 vs. July 2022

<u>Department</u>	July 2023 -----Year-to-Date-----			July 2022 -----Year-to-Date-----		
	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
<b>Operations, Customer Service &amp; Human Resources</b>	<b>512,109,439</b>	<b>502,347,528</b>	<b>(9,761,910)</b>	<b>436,300,737</b>	<b>423,743,200</b>	<b>(12,557,537)</b>
Deputy CEO	545,043	525,565	(19,478)	521,709	497,668	(24,040)
Operations & Customer Service	486,867,953	479,241,578	(7,626,375)	413,405,986	402,119,277	(11,286,709)
Human Resources	24,696,443	22,580,386	(2,116,057)	22,373,043	21,126,255	(1,246,788)
<b>Planning, Engineering and Construction</b>	<b>56,465,544</b>	<b>44,934,304</b>	<b>(11,531,240)</b>	<b>35,881,832</b>	<b>21,913,046</b>	<b>(13,968,786)</b>
EVP Office	663,169	509,721	(153,449)	472,507	1,033,822	561,315
Project Delivery & Controls	48,838,699	38,500,187	(10,338,512)	3,902,092	17,138,550	13,236,458
Planning	4,567,005	3,911,156	(655,849)	2,104,288	2,546,211	441,923
Engineering	2,396,671	2,013,240	(383,431)	29,402,945	1,194,462	(28,208,482)
<b>Administration</b>	<b>45,800,410</b>	<b>42,747,815</b>	<b>(3,052,595)</b>	<b>42,134,421</b>	<b>41,301,968</b>	<b>(832,453)</b>
EVP, Administration	939,657	710,374	(229,283)	2,799,255	2,049,390	(749,865)
Information Technology	24,680,420	23,577,497	(1,102,923)	21,988,779	23,455,317	1,466,537
Procurement & Materials	12,342,772	12,061,985	(280,786)	10,652,556	10,615,061	(37,496)
Transit Asset Management	857,884	824,094	(33,791)	770,381	663,975	(106,406)
Client & Vanpool Rideship Services	6,979,676	5,573,865	(1,405,812)	5,923,449	4,518,225	(1,405,224)
<b>Audit</b>	<b>1,212,397</b>	<b>1,220,747</b>	<b>8,350</b>	<b>1,160,333</b>	<b>925,563</b>	<b>(234,769)</b>
<b>Legal</b>	<b>3,909,007</b>	<b>2,875,330</b>	<b>(1,033,678)</b>	<b>3,904,327</b>	<b>3,602,979</b>	<b>(301,348)</b>
<b>Finance</b>	<b>9,854,789</b>	<b>9,233,954</b>	<b>(620,835)</b>	<b>9,682,848</b>	<b>8,492,113</b>	<b>(1,190,734)</b>
CFO	404,214	337,540	(66,674)	636,583	422,013	(214,570)
Finance	9,450,575	8,896,413	(554,161)	9,046,264	8,070,100	(976,165)
<b>Office of Innovation</b>	<b>1,523,727</b>	<b>891,927</b>	<b>(631,800)</b>	<b>1,492,901</b>	<b>806,202</b>	<b>(686,698)</b>
<b>Communications</b>	<b>16,064,413</b>	<b>13,228,967</b>	<b>(2,835,446)</b>	<b>13,287,925</b>	<b>6,661,854</b>	<b>(6,626,071)</b>
EVP, Communications	474,025	500,514	26,489	473,767	434,227	(39,540)
Press Office	1,115,735	1,171,075	55,340	1,001,310	910,019	(91,291)
Marketing & Communication Services	12,060,469	9,339,575	(2,720,894)	9,999,575	3,845,693	(6,153,882)
Partnership Promotions	718,444	730,083	11,639	446,922	256,124	(190,799)
Public Engagement	1,695,740	1,487,220	(208,020)	1,366,351	1,215,791	(150,560)
<b>METRO Police</b>	<b>30,705,389</b>	<b>30,583,945</b>	<b>(121,444)</b>	<b>28,740,725</b>	<b>24,862,665</b>	<b>(3,878,060)</b>
<b>Safety</b>	<b>16,707,386</b>	<b>14,699,739</b>	<b>(2,007,646)</b>	<b>14,782,543</b>	<b>12,774,238</b>	<b>(2,008,305)</b>
<b>Executive &amp; Board</b>	<b>6,030,505</b>	<b>5,182,995</b>	<b>(847,511)</b>	<b>3,276,284</b>	<b>3,169,386</b>	<b>(106,899)</b>
<b>Non-Departmental</b>	-	<b>(1,404,606)</b>	<b>(1,404,606)</b>	-	<b>4,508,630</b>	<b>4,508,630</b>
<b>President &amp; CEO Contingency</b>	-	-	-	<b>795,963</b>	-	<b>(795,963)</b>
<b>TOTAL OPERATING BUDGET</b>	<b>\$ 700,383,006</b>	<b>\$ 666,542,645</b>	<b>\$ (33,840,361)</b>	<b>\$ 591,440,839</b>	<b>\$ 552,761,846</b>	<b>\$ (38,678,993)</b>

**MONTHLY PERFORMANCE REPORT**

July 2023

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

**Capital Budget**

	FY2023		Month of July 2023				Fiscal Year to Date			
	Annual Budget	Budget	Actual	Variance \$	Variance %	Budget	Actual	Variance \$	Variance %	
<b>Core Business Items Necessary to Maintain Service</b>	<b>\$ 248.1</b>	<b>\$ 37.5</b>	<b>\$ 2.9</b>	<b>\$ (34.6)</b>	<b>(92.3%)</b>	<b>\$ 124.9</b>	<b>\$ 36.4</b>	<b>\$ (88.5)</b>	<b>(70.9%)</b>	
CORE 1 - Vehicle Maintenance Costs	29.6	3.0	1.6	(1.4)	(46.7%)	22.7	13.8	(8.9)	(39.2%)	
CORE 2 - Maintaining Operational Facilities (Buildings & Rail)	73.7	4.0	0.8	(3.2)	(80.0%)	34.3	11.7	(22.6)	(65.9%)	
CORE 3 - IT Projects	7.2	0.6	0.4	(0.2)	(33.3%)	6.1	4.1	(2.0)	(32.8%)	
CORE 4 - Vehicle Acquisition Costs	137.6	29.9	0.0	(29.9)	(100.0%)	61.8	6.7	(55.1)	(89.2%)	
<b>Expansion/Enhancement Capital Costs</b>	<b>\$ 322.7</b>	<b>\$ 29.2</b>	<b>\$ 5.2</b>	<b>\$ (24.0)</b>	<b>(82.2%)</b>	<b>\$ 230.4</b>	<b>\$ 63.4</b>	<b>\$ (167.0)</b>	<b>(72.5%)</b>	
EXP 1 - Vehicle Acquisition Costs	-	-	-	-	0.0%	-	-	-	0.0%	
EXP 2 - Safety Projects	8.0	0.8	0.1	(0.7)	(87.5%)	5.5	0.7	(4.8)	(87.3%)	
EXP 3 - IT Projects	57.4	8.9	1.1	(7.8)	(87.6%)	49.8	11.3	(38.5)	(77.3%)	
EXP 4 - FFGA Commitments	16.8	1.1	0.2	(0.9)	(81.8%)	8.6	3.3	(5.3)	(61.6%)	
EXP 5 - METRONext	105.5	6.6	3.4	(3.2)	(48.5%)	64.3	18.4	(45.9)	(71.4%)	
EXP 6 - Legacy Projects (New and/or Enhanced)	130.4	11.9	0.3	(11.6)	(97.5%)	102.3	29.4	(72.9)	(71.3%)	
EXP 7 - Allowances	4.5	-	0.0	-	0.0%	-	0.3	0.3	0.0%	
<b>Total Capital</b>	<b>\$ 570.7</b>	<b>\$ 66.7</b>	<b>\$ 8.0</b>	<b>\$ (58.7)</b>	<b>(88.0%)</b>	<b>\$ 355.2</b>	<b>\$ 99.8</b>	<b>\$ (255.4)</b>	<b>(71.9%)</b>	

Core Business Items Necessary to Maintain Service expenses for the year-to-date through July 2023 of \$36.4 million are \$88.5 million or 70.9% under budget.

Expansion/Enhancement Capital Costs expenses for the year-to-date through July 2023 of \$63.4 million are \$167.0 million or 72.5% under budget.

**Debt Service Budget**

	FY2023		Month of July 2023				Fiscal Year to Date			
	Annual Budget	Budget	Actual	Variance \$	Variance %	Budget	Actual	Variance \$	Variance %	
<b>Debt Service</b>	<b>\$ 198.9</b>	<b>\$ 9.8</b>	<b>\$ 8.2</b>	<b>\$ (1.6)</b>	<b>(16.3%)</b>	<b>\$ 179.5</b>	<b>\$ 166.1</b>	<b>\$ (13.4)</b>	<b>(7.5%)</b>	

Debt Service expenses for the year-to-date through July 2023 of \$166.1 million are \$13.4 million under budget.

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

**General Mobility Transfers**

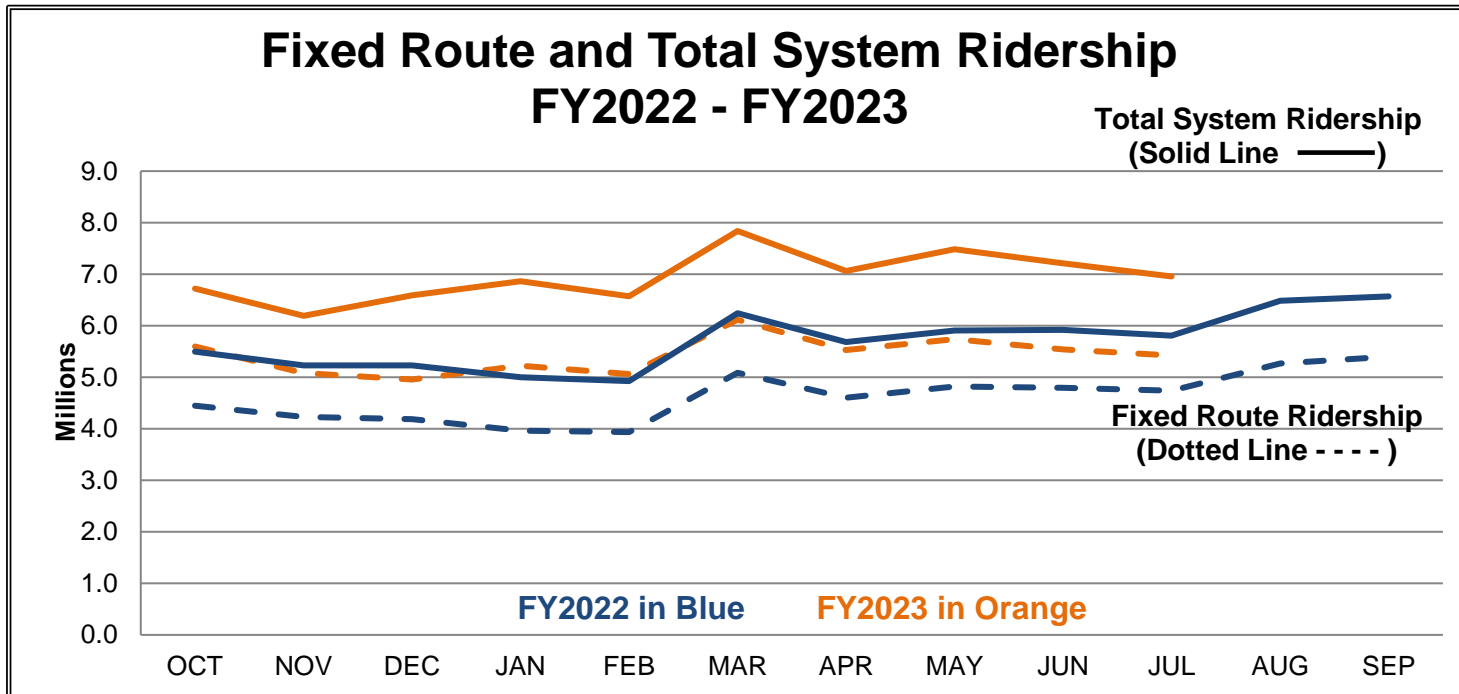
	FY2023		Month of July 2023				Fiscal Year to Date			
	Annual Projection	Projection	Allocation	Variance \$	Variance %	Projection	Allocation	Variance \$	Variance %	
<b>General Mobility</b>	<b>\$ 204.3</b>	<b>\$ 16.5</b>	<b>\$ 17.5</b>	<b>\$ 1.0</b>	<b>6.1%</b>	<b>\$ 168.7</b>	<b>\$ 177.1</b>	<b>\$ 8.4</b>	<b>5.0%</b>	

Funds allocated to the General Mobility Fund totaling \$177.1 million for the year-to-date through July 2023 are \$8.4 million or 5.0% more than the amount projected.

**MONTHLY PERFORMANCE REPORT**  
**July 2023**  
**Ridership by Service Category**

Service Category	Jul-22 Boardings	Jul-23 Boardings	Jul-23 vs. Jul-22	Jul-22 YTD Boardings	Jul-23 YTD Boardings	YTD % Change
						Jul-23 vs. Jul-22
<b>Fixed Route Services</b>						
<b><u>Local Network</u></b>						
Local Bus	3,524,798	4,091,343	16.1%	33,088,261	40,110,475	21.2%
METRO curb2curb	0	17,400	0.0%	40,208	76,765	0.0%
METRORapid Silver Line	22,162	26,475	19.5%	208,379	246,248	18.2%
<b><u>METRORail</u></b>						
Red (North) Line	780,060	831,500	6.6%	7,572,138	9,049,527	19.5%
Green (East) Line	101,184	105,870	4.6%	904,369	1,065,763	17.8%
Purple (Southeast) Line	87,456	98,405	12.5%	888,319	1,111,153	25.1%
METRORail (all lines)	968,700	1,035,775	6.9%	9,364,826	11,226,443	19.9%
METRORail-Bus Bridge	3,710	13,500	0.0%	36,690	23,949	(34.7%)
<b>METRORail Total</b>	<b>972,410</b>	<b>1,049,275</b>	<b>7.9%</b>	<b>9,401,516</b>	<b>11,250,392</b>	<b>19.7%</b>
<b>Subtotal Local Network</b>	<b>4,519,370</b>	<b>5,184,493</b>	<b>14.7%</b>	<b>42,738,364</b>	<b>51,683,879</b>	<b>20.9%</b>
<b><u>Commuter</u></b>						
Park & Ride	217,368	255,770	17.7%	2,088,259	2,619,311	25.4%
<b>Subtotal Fixed Route Service</b>	<b>4,736,738</b>	<b>5,440,263</b>	<b>14.9%</b>	<b>44,826,623</b>	<b>54,303,191</b>	<b>21.1%</b>
Disaster Events	0	0	0.0%	0	145	0.0%
Special Events	619	1,737	180.6%	25,781	34,680	34.5%
<b>Total Fixed Route</b>	<b>4,737,357</b>	<b>5,442,000</b>	<b>14.9%</b>	<b>44,852,404</b>	<b>54,338,016</b>	<b>21.1%</b>
<b>Customized Bus Services</b>						
METROLift	129,257	145,296	12.4%	1,187,717	1,406,657	18.4%
METRO STAR Vanpool	38,168	34,606	(9.3%)	343,122	396,339	15.5%
Internal Service	1,730	70	0.0%	1,837	3,835	108.8%
<b>Subtotal Customized Bus</b>	<b>169,155</b>	<b>179,972</b>	<b>6.4%</b>	<b>1,532,676</b>	<b>1,806,831</b>	<b>17.9%</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	901,236	1,336,776	48.3%	9,055,276	13,346,384	47.4%
<b>Total System</b>	<b>5,807,748</b>	<b>6,958,748</b>	<b>19.8%</b>	<b>55,440,356</b>	<b>69,491,231</b>	<b>25.3%</b>

**MONTHLY PERFORMANCE REPORT**  
**July 2023**  
**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 disaster and special events, for the month of July 2023 of 5.4 million is 0.7 million or 14.5% greater than last year.

Total fixed route ridership, excluding disaster and special events, for the year-to-date through July 2023 of 54.2 million is 9.4 million or 21.1% greater than last year.

METRORail ridership for the month of July 2023 of 1.0 million is 7.9% greater than last year.

METRORail ridership year-to-date through July 2023 of 11.3 million is 19.7% greater than last year.

**MONTHLY PERFORMANCE REPORT  
METRO  
Performance Statistics**

Benchmark Met

Benchmark Missed

Fiscal Year 2023													Current Month Target	FY2023 YTD Actual	FY2023 YTD GOAL
SAFETY & SECURITY															
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP			
<b>Bus Accidents</b> (Includes METROLift) Bus Accidents per 100,000 vehicle miles	35 0.65	32 0.65	39 0.76	40 0.76	42 0.85	57 1.01	43 0.80	44 0.78	43 0.76	45 0.79			≤ 47 ≤ 0.85	420 0.78	≤ 456 ≤ 0.85
<b>BRT Accidents</b> BRT Accidents per 100,000 vehicle miles	0 0.00	1 3.04	0 0.00	1 2.89	0 0.00	0 0.00	1 3.10	1 2.91	0 0.00	0 0.00			≤ 0 ≤ 1.06	4 1.20	≤ 3 ≤ 1.06
<b>Rail Accidents</b> Rail Accidents per 100,000 vehicle miles	14 5.35	12 4.78	16 6.65	11 4.24	10 3.86	7 2.23	9 3.00	8 2.73	11 3.81	10 3.58			≤ 9 ≤ 5.22	108 3.93	≤ 92 ≤ 5.22
<b>Group A Criminal Offenses</b> Group A Criminal Offenses per 100,000 boardings	104 1.55	96 1.55	85 1.29	122 1.78	120 1.83	129 1.65	92 1.30	123 1.64	127 1.76	119 1.71			≤ 132 ≤ 2.46	1117 1.61	≤ 1,320 ≤ 2.46
<b>Criminal Incidents - METRO Properties</b>	87	85	80	88	80	86	72	90	118	81			≤ 170	867	≤ 1,700
CUSTOMER SERVICE													Current Month Target	FY2023 YTD Actual	FY2023 YTD GOAL
<b>Complaint Contacts per 100,000 Boardings</b>	20.99	20.17	17.63	18.53	18.80	18.21	17.79	19.94	20.63	20.09			< 22.00	19.27	< 22.00
<b>Commendations</b>	253	208	231	228	234	322	324	401	362	376			≥ 150	2,939	≥ 1,500
<b>Average Call Center Answer Delay (Sec.)</b>	47	31	31	25	43	44	27	28	51	53			< 30	38	< 30

**Safety & Security**

- The number of Bus Accidents met the safety goal for both the month and the year-to-date.
- The number of BRT Accidents met the safety goal for the month but not the year-to-date.
- The number of Rail Accidents did not meet 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 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 did not meet the goal for both the month and the year-to-date.



**MONTHLY PERFORMANCE REPORT  
METRO  
Performance Statistics**

Benchmark Met

Benchmark Missed

Fiscal Year 2023															
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2023 YTD Actual	FY2023 YTD GOAL
<b>On-Time Performance</b>															
Bus - Local	66.9%	67.3%	67.4%	68.1%	75.6%	75.8%	75.7%	75.8%	77.9%	78.3%			≥ 72%	72.9%	≥ 71%
Bus - Park & Ride	81.8%	81.6%	81.4%	81.6%	83.1%	82.5%	83.2%	82.6%	82.6%	88.3%			≥ 79%	82.9%	≥ 79%
Bus - Weighted Average	71.0%	71.2%	71.2%	71.8%	77.5%	77.5%	77.7%	77.5%	79.2%	80.9%			≥ 76%	75.6%	≥ 75%
<b>METROLift</b>	88.3%	89.5%	89.3%	89.2%	86.1%	85.3%	85.9%	88.8%	90.1%	92.7%			≥ 90%	88.5%	≥ 90%
<b>BRT - METRORapid Silver Line</b>	95.0%	94.7%	93.3%	94.5%	95.3%	95.5%	95.6%	94.0%	95.0%	94.4%			≥ 90%	94.7%	90%
Rail - Red Line	92.9%	94.9%	94.6%	94.3%	95.6%	94.3%	94.2%	94.1%	93.5%	93.2%			≥ 93%	94.2%	≥ 93%
Rail - East End Green Line	96.3%	97.4%	95.8%	97.1%	97.8%	96.2%	96.0%	95.6%	95.6%	95.2%			≥ 95%	96.3%	≥ 95%
Rail - South East Purple Line	94.7%	95.5%	94.5%	94.1%	96.4%	95.8%	95.4%	95.6%	95.1%	95.3%			≥ 95%	95.2%	≥ 95%
<b>MDBF (Mean Distance Between Mechanical Failures) - Buses</b>	5,642	5,762	5,966	5,936	5,933	5,845	5,990	6,488	4,661	4,933			≥ 6,000	5,655	≥ 6,900
<b>MDBF (Mean Distance Between Mechanical Failures) - METROLift</b>	25,903	28,454	31,226	32,338	27,974	23,185	26,303	25,578	27,215	27,672			≥ 21,000	27,220	≥ 21,000
<b>MDBF (Mean Distance Between Mechanical Failures) - METRORapid</b>	4,760	6,569	3,336	2,886	3,117	2,045	4,615	5,731	2,563	6,810			≥ 4,000	3,632	≥ 4,000
<b>MDBSI (Mean Distance Between Service Interruptions) - METRORail</b>	17,451	16,747	24,048	14,429	17,267	19,637	21,423	22,578	16,031	17,476			≥ 15,000	18,320	≥ 15,000
<b>Average Peak HOT Lanes Speed (miles per hour)</b>															
I-45 North HOV	61	60	61	61	61	61	61	61	62	62			≥ 45	61	≥ 45
I-45 South HOV	60	59	60	60	60	60	60	60	61	62			≥ 45	60	≥ 45
US-290 HOV	65	66	66	67	66	67	66	66	67	68			≥ 45	66	≥ 45
US-59 North HOV	65	63	64	64	63	63	62	63	64	66			≥ 45	64	≥ 45
US-59 South HOV	58	58	58	58	59	58	59	59	59	60			≥ 45	59	≥ 45

**Bus On-Time Performance**

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

**METRORapid On-Time Performance**

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

**METRORail On-Time Performance**

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

**Service Reliability**

- The Mean Distance Between Mechanical Failures (MDBF) for Buses did not meet 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 year-to-date.
- The Mean Distance Between Mechanical Failures (MDBF) for METRORapid met the minimum performance standard for the month but not 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 both the monthly and year-to-date goals.

**MONTHLY PERFORMANCE REPORT**  
**METRO**  
**Performance Statistic Definitions**

**Bus and Rail Accidents** - An accident is a transit incident with passenger injuries that requires 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. A rail accident is defined as any physical contact between a rail vehicle and another vehicle (including another rail vehicle, car, truck, or motorcycle), a pedestrian, or bicyclist along the main rail line.

**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 on-time if it does not leave early and is within a five (5) minute window after the scheduled departure time; October-January data. \*Modification to OTP parameters in February which allows fifty-nine (59) seconds before a scheduled departure - instead of zero, based on Board Member concurrence during the January Committee meeting. 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 Integrated Vehicle Operation Management System (IVOMS) 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**  
**METRO**  
**Balance Sheet**

	July 31, 2022 (\$)	July 31, 2023 (\$)	Change (\$)
<b>Assets</b>			
Cash	(1,684,046)	1,635,951	3,319,996
Receivables	248,249,045	195,769,362	(52,479,684)
Inventory	46,047,519	49,347,641	3,300,122
Investments	882,798,606	983,840,450	101,041,844
Other Assets	5,196,552	5,038,784	(157,768)
Land & Improvements	376,414,163	369,113,738	(7,300,425)
Capital Assets, Net of Depreciation	2,219,786,159	2,218,937,389	(848,770)
<b>Total Assets</b>	<b>3,776,807,998</b>	<b>3,823,683,314</b>	<b>46,875,316</b>
Deferred Outflow of Resources <sup>1</sup>	189,372,315	168,209,825 <sup>2</sup>	(21,162,490)
	<b>3,966,180,313</b>	<b>3,991,893,139</b>	<b>25,712,825</b>
<b>Liabilities</b>			
Trade Payables	28,554,393	54,616,817	26,062,424
Accrued Payroll	30,833,175	38,940,066	8,106,892
Debt Payable	1,076,066,881	923,278,177	(152,788,704)
Debt Interest Payable	-	-	-
Pension and OPEB Liabilities	966,140,436	963,036,638	(3,103,798)
Other Liabilities	140,127,492	196,307,097	56,179,605
<b>Total Liabilities</b>	<b>2,241,722,376</b>	<b>2,176,178,795</b>	<b>(65,543,581)</b>
Net Assets - Retained Earnings	1,724,457,937	1,815,714,344	91,256,407
<b>Total Liabilities and Net Assets</b>	<b>3,966,180,313</b>	<b>3,991,893,139</b>	<b>25,712,825</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 FY2023 includes [1] Mark-to-Market (MTM) values of outstanding diesel fuel SWAP agreements at the fiscal year end (\$1,378,049), [2] Non Union Pension Plan (\$15,843,401), [3] Union Pension Plan (\$12,444,369), [4] Bonds (\$3,140,878), [5] Non Union OPEB (\$14,022,819) and [6] Union OPEB (\$121,380,309). These items will be recognized as expenses in future periods to which they relate.*