

# **METRO**

Fiscal Year 2023

## Monthly Performance Report

Revenue • Expense • Ridership • Performance

September 2023

(Fiscal Year-End)

This report is based on a preliminary closing of the year-end financials for FY2023



# **MONTHLY PERFORMANCE REPORT**

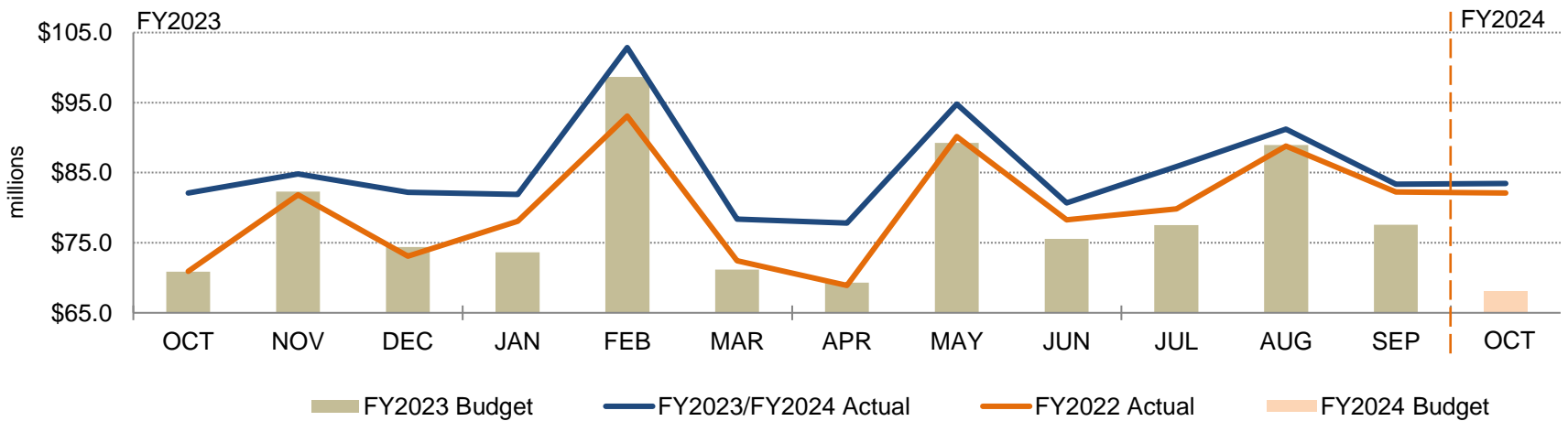
## **September 2023**

### **Table of Contents**

<b>Section A</b>	<b>Sales Tax Revenue</b>
<b>Section B</b>	<b>Fare Revenue</b>
<b>Section C</b>	<b>Grant and Interest &amp; Miscellaneous Revenue</b>
<b>Section D</b>	<b>Budget and Expense Summary</b>
<b>Section E</b>	<b>Operating Expenses</b> September 2023 Budget vs. Actual FY2023 Budget vs. Actual FY2023 Major Variance Items FY2023 Operating Budget/Expenses by Department
<b>Section F</b>	<b>Capital and Debt Service Expenditures</b> <b>General Mobility Transfers</b>
<b>Section G</b>	<b>Ridership by Service Category</b>
<b>Section H</b>	<b>Performance Statistics</b> Performance Statistics Notes
<b>Section I</b>	<b>Statement of Net Position</b>
<b>Section J</b>	<b>Quarterly Budget Change Requests</b>

## MONTHLY PERFORMANCE REPORT

### September 2023 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%
August	88.9	91.2	2.3	2.6%
September	77.6	83.4	5.8	7.4%
<b>FY2023</b>	<b>\$ 949.2</b>	<b>\$ 1,025.9</b>	<b>\$ 76.7</b>	<b>8.1%</b>

<b>October 2023 (FY2024)</b>	<b>68.1</b>	<b>83.5</b>	<b>15.4</b>	<b>22.6%</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%
August	88.8	91.2	2.4	2.7%
September	82.2	83.4	1.1	1.4%
<b>FY2023</b>	<b>\$ 957.7</b>	<b>\$ 1,025.9</b>	<b>\$ 68.3</b>	<b>7.1%</b>

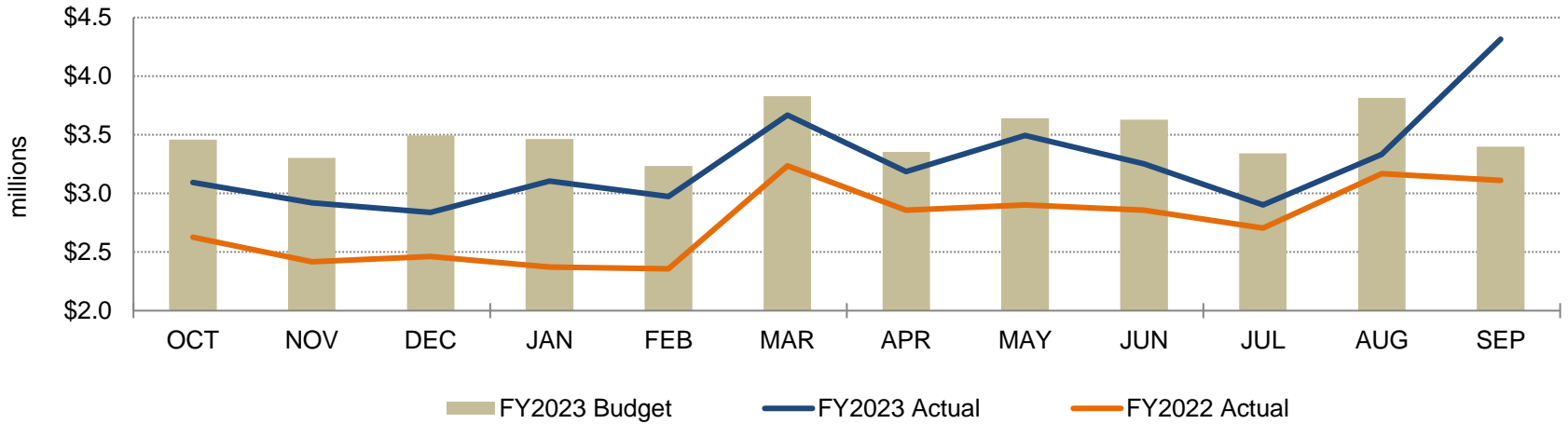
<b>October 2023 (FY2024)</b>	<b>82.1</b>	<b>83.5</b>	<b>1.4</b>	<b>1.7%</b>
------------------------------	-------------	-------------	------------	-------------

Sales Tax revenue for the month of October 2023 (FY2024) of \$83.5 million is \$15.4 million or 22.6% over estimates.

## MONTHLY PERFORMANCE REPORT

September 2023

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%)
July	3.3	2.9	(0.4)	(12.1%)
August	3.8	3.3	(0.5)	(13.2%)
<b>September</b>	<b>3.4</b>	<b>4.3</b>	<b>0.9</b>	<b>26.5%</b>
<b>FY2023</b>	<b>\$ 42.0</b>	<b>\$ 39.1</b>	<b>\$ (2.9)</b>	<b>(6.9%)</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%
July	2.7	2.9	0.2	7.4%
August	3.2	3.3	0.1	3.1%
<b>September</b>	<b>3.1</b>	<b>4.3</b>	<b>1.2</b>	<b>38.7%</b>
<b>FY2023</b>	<b>\$ 33.1</b>	<b>\$ 39.1</b>	<b>\$ 6.0</b>	<b>18.1%</b>

Fare Revenue for the month of September 2023 of \$4.3 million is \$0.9 million or 26.5% over budget.

Fare Revenue for FY2023 of \$39.1 million is \$2.9 million or 6.9% under budget.

**MONTHLY PERFORMANCE REPORT**  
**September 2023**

**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%)
July	6.0	5.6	(0.4)	(6.7%)
August	6.0	5.8	(0.2)	(3.3%)
<b>September</b>	<b>7.4</b>	<b>5.5</b>	<b>(1.9)</b>	<b>(25.7%)</b>
<b>FY2023</b>	<b>\$ 83.8</b>	<b>\$ 85.2</b>	<b>\$ 1.4</b>	<b>1.7%</b>

Service Related Grant Revenue for the month of September 2023 of \$5.5 million is \$1.9 million or 25.7% under budget.

Service Related Grant Revenue for FY2023 of \$85.2 million is \$1.4 million or 1.7% 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%)
July	14.0	-	(14.0)	(100.0%)
August	14.0	-	(14.0)	(100.0%)
<b>September</b>	<b>14.0</b>	<b>-</b>	<b>(14.0)</b>	<b>(100.0%)</b>
<b>FY2023</b>	<b>\$ 137.4</b>	<b>\$ 137.4</b>	<b>\$ -</b>	<b>0.0%</b>

COVID Related Grant Revenue for FY2023 of \$137.4 million is equal to budget.

**MONTHLY PERFORMANCE REPORT**  
**September 2023**

**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%)	
July	5.7	0.2	(5.5)	(96.5%)	
August	6.0	2.2	(3.8)	(63.3%)	
<b>September</b>	<b>11.6</b>	<b>9.9</b>	<b>(1.7)</b>	<b>(14.7%)</b>	
<b>FY2023</b>	<b>\$ 100.5</b>	<b>\$ 26.7</b>	<b>\$ (73.8)</b>	<b>(73.4%)</b>	

Capital Grant Revenue for FY2023 of \$26.7 million is \$73.8 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%	
July	1.0	5.0	4.0	400.0%	
August	1.0	4.9	3.9	390.0%	
<b>September</b>	<b>1.0</b>	<b>5.1</b>	<b>4.1</b>	<b>410.0%</b>	
<b>FY2023</b>	<b>\$ 11.8</b>	<b>\$ 44.3</b>	<b>\$ 32.5</b>	<b>275.4%</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	35.2	79.5%	4.3	84.4%
HOT Lanes Revenue	6.2	14.0%	0.6	12.4%
Other	2.9	6.5%	0.2	3.2%
<b>Total \$</b>	<b>44.3</b>	<b>100.0%</b>	<b>\$ 5.1</b>	<b>100.0%</b>

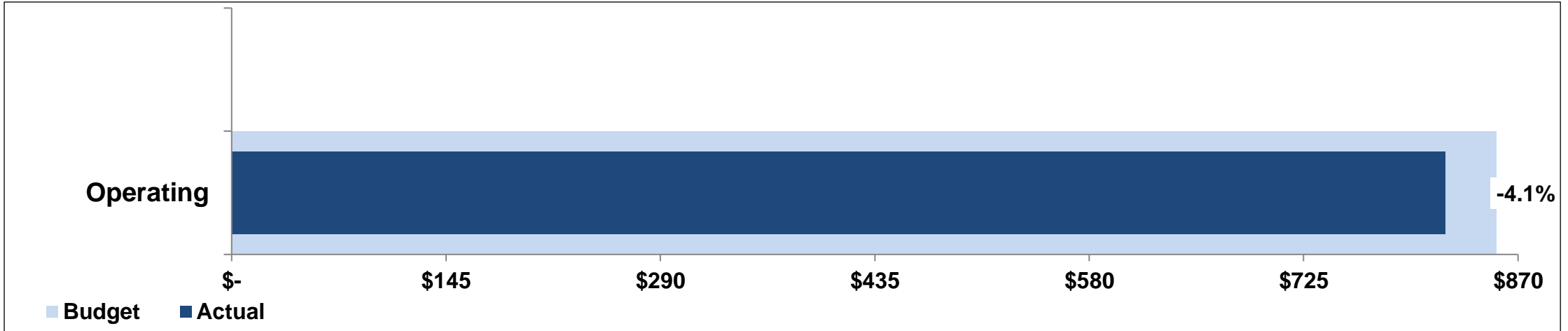
Interest & Miscellaneous Revenue for FY2023 of \$44.3 million is \$32.5 million or 275.4% over budget.

# MONTHLY PERFORMANCE REPORT

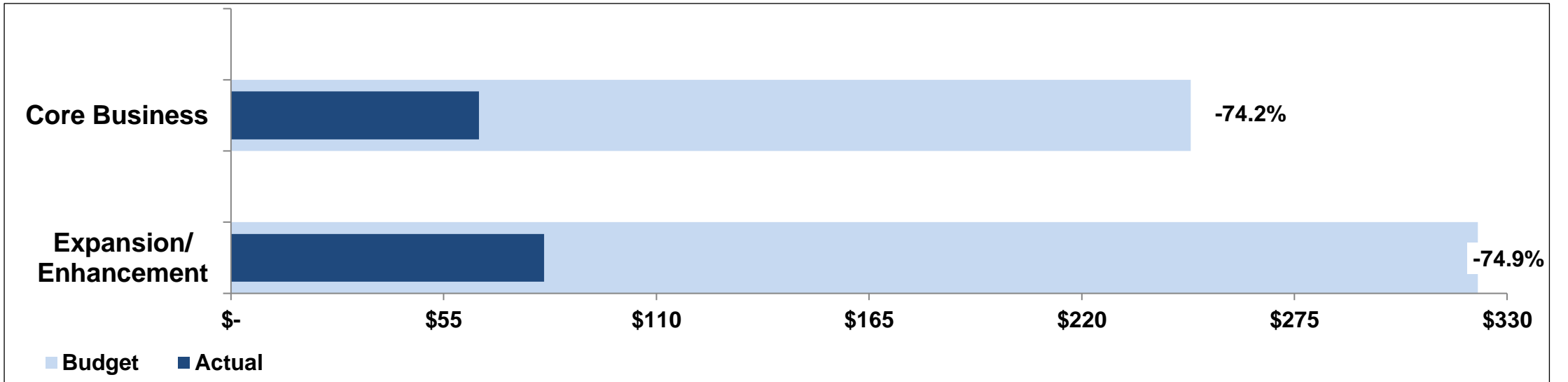
September 2023

## Budget Summary (\$ millions)

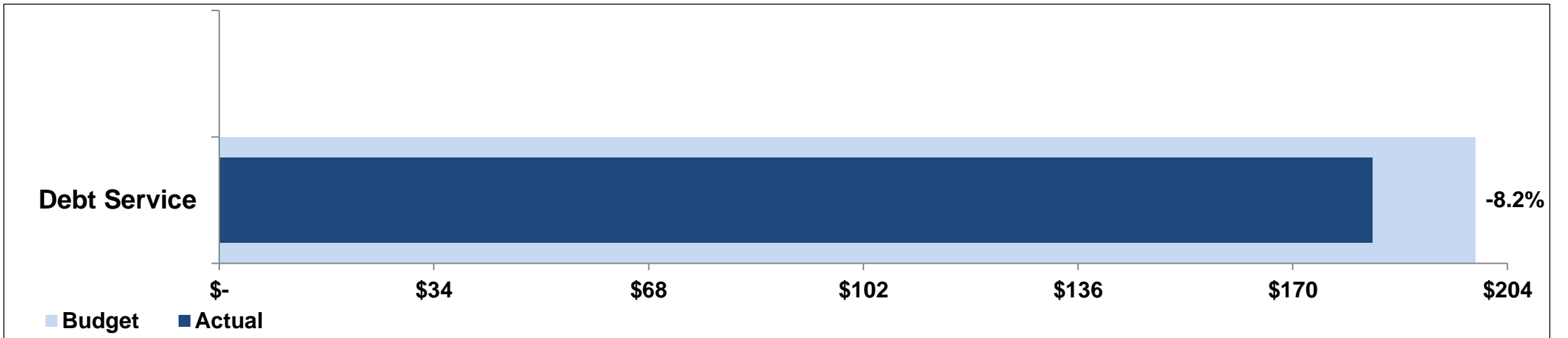
**FY2023 Annual Operating Budget \$ 855.2**



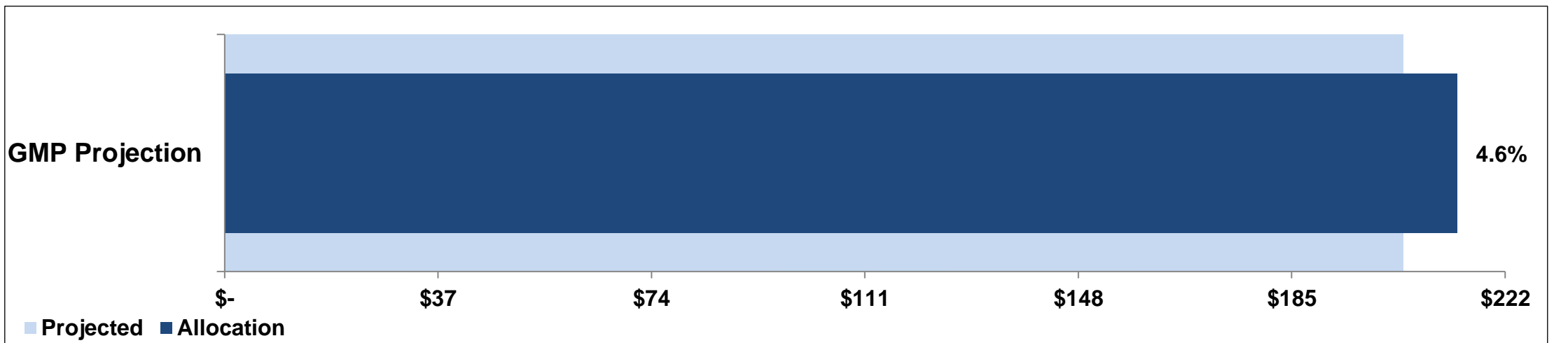
**FY2023 Annual Capital Budget \$ 570.7**



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



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



## MONTHLY PERFORMANCE REPORT

September 2023

### Operating Expenses

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

	FY23 Annual Budget	September Budget	September Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 464,424,039	\$ 39,559,270	\$ 40,660,156	\$ 1,100,886	2.8%
Non-Labor	387,806,619	\$ 37,003,924	\$ 38,476,299	1,472,375	4.0%
<b>Subtotal Labor &amp; Non-Labor</b>	<b>852,230,658</b>	<b>76,563,194</b>	<b>79,136,455</b>	<b>2,573,261</b>	<b>3.4%</b>
Contingency	2,952,342	2,952,342	-	(2,952,342)	(100.0%)
<b>Total Operating Budget</b>	<b>\$ 855,183,000</b>	<b>\$ 79,515,537</b>	<b>\$ 79,136,455</b>	<b>\$ (379,082)</b>	<b>(0.5%)</b>

#### Comparison of Budget to Actual FY2023 (12 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	\$ 179,057,835	\$ 176,421,114	\$ (2,636,721)	(1.5%)
Union Fringe Benefits	94,433,359	94,433,359	90,880,649	(3,552,710)	(3.8%)
<b>Subtotal Union Labor</b>	<b>273,491,194</b>	<b>273,491,194</b>	<b>267,301,764</b>	<b>(6,189,431)</b>	<b>(2.3%)</b>
Salaries and Non-Union Wages	148,698,800	148,698,800	144,189,397	(4,509,403)	(3.0%)
Non-Union Fringe Benefits	57,128,166	57,128,166	59,113,836	1,985,669	3.5%
<b>Subtotal Non-Union Labor</b>	<b>205,826,966</b>	<b>205,826,966</b>	<b>203,303,232</b>	<b>(2,523,734)</b>	<b>(1.2%)</b>
Allocation to Capital & GMP	(14,894,121)	(14,894,121)	(10,629,973)	4,264,149	(28.6%)
<b>Subtotal Labor and Fringe Benefits</b>	<b>464,424,039</b>	<b>464,424,039</b>	<b>459,975,023</b>	<b>(4,449,016)</b>	<b>(1.0%)</b>
<b>Total Materials &amp; Supplies</b>					
Services	139,249,440	139,249,440	115,698,663	(23,550,776)	(16.9%)
Materials and Supplies	37,767,285	37,767,285	38,215,010	447,726	1.2%
Fuel and Utilities	57,094,113	57,094,113	57,487,721	393,608	0.7%
	<b>234,110,838</b>	<b>234,110,838</b>	<b>211,401,395</b>	<b>(22,709,443)</b>	<b>(9.7%)</b>
<b>Administration</b>					
Casualty and Liability	8,672,790	8,672,790	7,779,017	(893,773)	(10.3%)
Purchased Transportation	125,824,916	125,824,916	127,111,888	1,286,973	1.0%
Leases, Rentals and Misc.	20,124,307	20,124,307	14,933,902	(5,190,405)	(25.8%)
Allocation to Capital & GMP - Non-Labor	(926,231)	(926,231)	(675,651)	250,580	(27.1%)
	<b>153,695,781</b>	<b>153,695,781</b>	<b>149,149,156</b>	<b>(4,546,626)</b>	<b>(3.0%)</b>
<b>Subtotal Non-Labor</b>	<b>387,806,619</b>	<b>387,806,619</b>	<b>360,550,551</b>	<b>(27,256,068)</b>	<b>(7.0%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>852,230,658</b>	<b>852,230,658</b>	<b>820,525,574</b>	<b>(31,705,084)</b>	<b>(3.7%)</b>
Contingency	2,952,342	2,952,342	-	(2,952,342)	(100.0%)
<b>Subtotal Contingency</b>	<b>2,952,342</b>	<b>2,952,342</b>	<b>-</b>	<b>(2,952,342)</b>	<b>0.0%</b>
<b>Total Operating Budget</b>	<b>\$ 855,183,000</b>	<b>\$ 855,183,000</b>	<b>\$ 820,525,574</b>	<b>\$ (34,657,427)</b>	<b>(4.1%)</b>
<b>Non-Budgeted Expense</b>					
Gain/ Loss Disposal	-	-	(1,028,713)	(1,028,713)	0.0%
<b>Grand Total</b>	<b>\$ 855,183,000</b>	<b>\$ 855,183,000</b>	<b>\$ 819,496,861</b>	<b>\$ (35,686,139)</b>	<b>(4.2%)</b>

Operating Expenses for the month of September 2023 of \$79.1 million are \$0.4 million or 0.5% under budget.

Operating Expenses for FY2023 of \$820.5 million are \$34.7 million or 4.1% under budget.



**MONTHLY PERFORMANCE REPORT**  
**September 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>	\$ 464,424,039	\$ 459,975,023	\$ (4,449,016)
<b>Union Labor</b>			
Benefit Trust Contribution			(2,577,000)
Union Vacancies - Wages - Fleet Services			(2,079,000)
Overtime in Bus Transportation			(1,954,000)
Union Vacancies - Wages - METRORail			(1,649,000)
Workers Comp			(1,418,000)
Union Vacancies - Wages - Facilities Maintenance			(878,000)
Union Vacancies - Wages - Bus Transportation			(491,000)
Union Vacancies - Fringes - Uniform & Tool Allowance			(438,000)
Union Vacancies - Fringes			(453,000)
<u>Offset by</u>			
Overtime in Facilities Maintenance			163,000
Union Vacancies - Vacation Buyback			174,000
Overtime in METRORail			1,190,000
Pension Union-Defined Contribution			1,444,000
Overtime in Fleet Services			2,913,000
<b>Non-Union Labor</b>			
Base Salaries			(6,262,000)
Education Assistance			(165,000)
<u>Offset by</u>			
Retiree Health Benefits			178,000
Healthcare			641,000
Overtime			3,134,000
<b>Total Materials &amp; Supplies</b>	\$ 234,110,838	\$ 211,401,395	\$ (22,709,443)
<b>Services</b>			
<u>Project Delivery &amp; Controls</u> - due to underrun in Contract and Contractual Support Services			(7,651,000)
<u>Operations &amp; Customer Service</u> - due to underruns in Custodial Services (-\$2.0 million), BOF Maintenance (-\$1.2 million), Contract and Contractual Support Services (-\$1.1 million), Support and Other Services (-\$921,000), Building & Grounds Maintenance (-\$393,000), Equipment Repairs & Maintenance (-\$334,000), Education & Training (-\$252,000) and an overrun in Security Services (+\$136,000)			(5,992,000)
<u>Marketing &amp; Communication Services</u> - due to underruns in Advertising (-\$1.2 million) and Contract and Contractual Support Services (-\$285,000)			(1,531,000)
<u>Planning</u> - due to underrun in Contract and Contractual Support Services			(1,388,000)
<u>Non-Departmental</u> - due to underrun in Contract and Contractual Support Services			(1,250,000)
<u>Safety</u> - due to underruns in Contract and Contractual Support Services (-\$814,000) and Education & Training (-\$322,000)			(1,136,000)
<u>EVP Office - PEC</u> - due to underrun in Contract and Contractual Support Services			(979,000)
<u>Office of Innovation</u> - due to underrun in Contract and Contractual Support Services			(677,000)
<u>Joint Development/TOD</u> - due to underrun in Contract and Contractual Support Services			(584,000)
<u>Human Resources</u> - due to underruns in Contract and Contractual Support Services			(552,000)
<u>Government Affairs</u> - due to underrun in Legislative Coordination			(472,000)
<u>Finance</u> - due to underruns in Support & Other Services (-\$267,000) and Equipment Repairs & Maintenance (-\$101,000)			(367,000)
<u>Information Technology</u> - due to underrun in Equipment Repairs & Maintenance			(362,000)
<u>Client &amp; Vanpool Ridership Services</u> - due to underrun in Contract and Contractual Support Services			(153,000)
<u>EVP, Administration</u> - due to underrun in Equipment Repairs & Maintenance			(142,000)
<u>Legal</u> - due to underrun in Support and Other Services (-\$238,000) and overrun in Legal Fees (+\$158,000)			(80,000)
<u>Executive Office</u> - due to underrun in (-\$446,000) and overrun in Support and Other Services (+\$681,000)			235,000
<u>Engineering</u> - due to overrun in Contract and Contractual Support Services			816,000
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Support & Other Services throughout the Authority			(374,000)
Underspending in Education and Training throughout the Authority			(294,000)
Underspending in Contract Employment Services throughout the Authority			(171,000)
Underspending in Advertising throughout the Authority			(114,000)
Underspending in Incentive Program throughout the Authority			(105,000)

Continued on Next Page

**MONTHLY PERFORMANCE REPORT**  
**September 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</u> <u>\$ Variance</u> <u>(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			(5,733,000)
Tires & Tubes			(780,000)
Tech Equipment			(450,000)
Minor Tools			(437,000)
Propulsion			(340,000)
Special Office Supplies			(303,000)
Postage			(116,000)
<u>Offset by miscellaneous overruns in -</u>			
Interior Body & Floor			155,000
Freon			155,000
Engine Cooling System			235,000
Maintenance Supplies			259,000
Chassis			396,000
Transmission			625,000
Bus Parts - Brakes			763,000
Parts - Exterior Body & Windows			844,000
Bus Batteries			851,000
Other Parts			1,095,000
Bus Engines - mostly in Unit Overhaul			3,154,000
<b>Fuel and Utilities</b>			
<u>Underruns in -</u>			
Compressed Natural Gas			(720,000)
Gasoline			(713,000)
Propulsion Power			(259,000)
Electric Power			(225,000)
<u>Offset by miscellaneous overruns in -</u>			
Water and Sewerage			102,000
Power			330,000
Diesel Fuel and related taxes			1,931,000
<b><u>Administration</u></b>	<b>\$ 153,695,781</b>	<b>\$ 149,149,156</b>	<b>\$ (4,546,626)</b>
<b>Casualty &amp; Liability</b>			
Higher than expected subrogation			(1,002,000)
<b>Purchased Transportation</b>			
Regional Vanpool			(1,705,000)
Park & Ride			(1,212,000)
Community Connector			(709,000)
Northwest Contract			1,142,000
METROLift			3,770,000
<b>Leases, Rentals, &amp; Miscellaneous</b>			
Underspending in discretionary (travel, memberships, etc.) and other miscellaneous items			(5,094,000)
Underspending in Rent-NRV			(196,000)
Overspending in Lease-Parking for Park & Ride Service			100,000

**MONTHLY PERFORMANCE REPORT**  
**September 2023**  
**Total Operating Budget / Expenses by Department**

<u>Authorized EOY Workforce</u>	<u>Department</u>	<u>Annual Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
			-----Fiscal Year 2023-----		--Current Month--	
<b>3,533</b>	<b>Operations, Customer Service &amp; Human Resources</b>	<b>620,319,505</b>	<b>620,319,505</b>	<b>614,696,195</b>	<b>(5,623,311)</b>	<b>3,982,350</b>
2	Deputy CEO	655,626	655,626	639,142	(16,484)	9,743
3,469	Operations & Customer Service	589,708,806	589,708,806	586,231,907	(3,476,899)	3,628,187
62	Human Resources	29,955,073	29,955,073	27,825,146	(2,129,927)	344,419
<b>81</b>	<b>Planning, Engineer, &amp; Construction</b>	<b>64,752,099</b>	<b>64,752,099</b>	<b>57,077,246</b>	<b>(7,674,853)</b>	<b>3,161,609</b>
4	EVP Office	933,380	933,380	584,846	(348,534)	(78,319)
20	Project Delivery & Controls	55,030,439	55,030,439	47,241,848	(7,788,591)	1,608,728
20	Planning	5,559,572	5,559,572	5,350,231	(209,341)	389,529
37	Engineering	3,228,707	3,228,707	3,900,321	671,614	1,241,671
<b>250</b>	<b>Administration</b>	<b>55,086,522</b>	<b>55,086,522</b>	<b>51,570,384</b>	<b>(3,516,138)</b>	<b>(467,805)</b>
2	EVP, Administration	1,061,901	1,061,901	808,484	(253,417)	(18,563)
81	Information Technology	28,534,931	28,534,931	28,528,125	(6,806)	562,616
132	Procurement & Materials	15,024,651	15,024,651	14,499,293	(525,358)	(17,444)
7	Transit Asset Management	1,058,221	1,058,221	1,022,234	(35,987)	(13,308)
28	Client & Vanpool Ridership Services	9,406,818	9,406,818	6,712,248	(2,694,570)	(981,106)
<b>9</b>	<b>Audit</b>	<b>1,477,596</b>	<b>1,477,596</b>	<b>1,495,338</b>	<b>17,742</b>	<b>34,104</b>
<b>23</b>	<b>Legal</b>	<b>4,731,191</b>	<b>4,731,191</b>	<b>4,233,224</b>	<b>(497,967)</b>	<b>656,189</b>
<b>71</b>	<b>Finance</b>	<b>12,093,149</b>	<b>12,093,149</b>	<b>11,281,261</b>	<b>(811,888)</b>	<b>(15,191)</b>
2	CFO	541,980	541,980	404,239	(137,741)	(68,740)
69	Finance	11,551,169	11,551,169	10,877,022	(674,146)	53,549
<b>5</b>	<b>Office of Innovation</b>	<b>1,939,756</b>	<b>1,939,756</b>	<b>1,206,189</b>	<b>(733,567)</b>	<b>(3,909)</b>
<b>56</b>	<b>Communications</b>	<b>20,105,360</b>	<b>20,105,360</b>	<b>17,713,319</b>	<b>(2,392,040)</b>	<b>1,028,525</b>
3	EVP, Communications	573,518	573,518	591,905	18,387	1,738
10	Press Office	1,395,122	1,395,122	1,396,572	1,450	(43,607)
29	Marketing & Communication Services	15,304,204	15,304,204	13,077,229	(2,226,975)	1,047,956
2	Partnership Promotions	791,171	791,171	819,818	28,648	22,350
12	Public Engagement	2,041,345	2,041,345	1,827,795	(213,550)	89
<b>389</b>	<b>METRO Police</b>	<b>37,548,703</b>	<b>37,548,703</b>	<b>37,099,782</b>	<b>(448,921)</b>	<b>196,904</b>
<b>95</b>	<b>Safety</b>	<b>20,236,345</b>	<b>20,236,345</b>	<b>18,540,370</b>	<b>(1,695,975)</b>	<b>288,658</b>
<b>22</b>	<b>Executive and Board</b>	<b>8,113,898</b>	<b>8,113,898</b>	<b>7,017,114</b>	<b>(1,096,784)</b>	<b>(461,391)</b>
	<b>Non Departmental</b>	<b>3,549,602</b>	<b>3,549,602</b>	<b>(1,404,848)</b>	<b>(4,954,450)</b>	<b>(3,549,845)</b>
<b>5</b>	<b>President &amp; CEO Contingency</b>	<b>5,229,275</b>	<b>5,229,275</b>	<b>-</b>	<b>(5,229,275)</b>	<b>(5,229,275)</b>
<b>4,539</b>	<b>Total Operating Budget</b>	<b>855,183,000</b>	<b>855,183,000</b>	<b>820,525,574</b>	<b>(34,657,427)</b>	<b>(379,076)</b>

**MONTHLY PERFORMANCE REPORT**  
**September 2023**  
**Total Operating Budget / Expenses by Department**  
**as of the end of September 2023 vs. September 2022**

<u>Department</u>	<u>-----Fiscal Year 2023-----</u>			<u>-----Fiscal Year 2022-----</u>		
	<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>620,319,505</b>	<b>614,696,195</b>	<b>(5,623,311)</b>	<b>527,012,733</b>	<b>522,673,770</b>	<b>(4,338,963)</b>
Deputy CEO	655,626	639,142	(16,484)	624,117	596,246	(27,871)
Operations & Customer Service	589,708,806	586,231,907	(3,476,899)	499,271,419	496,478,600	(2,792,820)
Human Resources	29,955,073	27,825,146	(2,129,927)	27,117,196	25,598,924	(1,518,272)
<b>Planning, Engineering and Construction</b>	<b>64,752,099</b>	<b>57,077,246</b>	<b>(7,674,853)</b>	<b>43,138,298</b>	<b>39,035,907</b>	<b>(4,102,390)</b>
EVP Office	933,380	584,846	(348,534)	555,280	1,289,951	734,672
Project Delivery & Controls	55,030,439	47,241,848	(7,788,591)	4,680,875	32,086,301	27,405,426
Planning	5,559,572	5,350,231	(209,341)	2,667,047	3,968,939	1,301,892
Engineering	3,228,707	3,900,321	671,614	35,235,096	1,690,716	(33,544,380)
<b>Administration</b>	<b>55,086,522</b>	<b>51,570,384</b>	<b>(3,516,138)</b>	<b>51,980,900</b>	<b>48,782,938</b>	<b>(3,197,962)</b>
EVP, Administration	1,061,901	808,484	(253,417)	3,077,718	2,256,851	(820,866)
Information Technology	28,534,931	28,528,125	(6,806)	26,527,889	27,048,834	520,945
Procurement & Materials	15,024,651	14,499,293	(525,358)	13,287,545	12,961,604	(325,941)
Transit Asset Management	1,058,221	1,022,234	(35,987)	956,491	834,862	(121,629)
Client & Vanpool Rideship Services	9,406,818	6,712,248	(2,694,570)	8,131,257	5,680,786	(2,450,470)
<b>Audit</b>	<b>1,477,596</b>	<b>1,495,338</b>	<b>17,742</b>	<b>1,437,663</b>	<b>1,183,312</b>	<b>(254,352)</b>
<b>Legal</b>	<b>4,731,191</b>	<b>4,233,224</b>	<b>(497,967)</b>	<b>4,531,140</b>	<b>4,391,250</b>	<b>(139,889)</b>
<b>Finance</b>	<b>12,093,149</b>	<b>11,281,261</b>	<b>(811,888)</b>	<b>11,034,934</b>	<b>10,267,685</b>	<b>(767,249)</b>
CFO	541,980	404,239	(137,741)	699,030	504,433	(194,597)
Finance	11,551,169	10,877,022	(674,146)	10,335,905	9,763,252	(572,653)
<b>Office of Innovation</b>	<b>1,939,756</b>	<b>1,206,189</b>	<b>(733,567)</b>	<b>1,783,986</b>	<b>888,062</b>	<b>(895,924)</b>
<b>Communications</b>	<b>20,105,360</b>	<b>17,713,319</b>	<b>(2,392,040)</b>	<b>18,744,865</b>	<b>9,219,333</b>	<b>(9,525,533)</b>
EVP, Communications	573,518	591,905	18,387	583,466	527,791	(55,675)
Press Office	1,395,122	1,396,572	1,450	1,234,076	1,092,908	(141,167)
Marketing & Communication Services	15,304,204	13,077,229	(2,226,975)	14,709,543	5,456,824	(9,252,719)
Partnership Promotions	791,171	819,818	28,648	494,616	567,084	72,468
Public Engagement	2,041,345	1,827,795	(213,550)	1,723,164	1,574,725	(148,439)
<b>METRO Police</b>	<b>37,548,703</b>	<b>37,099,782</b>	<b>(448,921)</b>	<b>34,845,206</b>	<b>31,240,911</b>	<b>(3,604,295)</b>
<b>Safety</b>	<b>20,236,345</b>	<b>18,540,370</b>	<b>(1,695,975)</b>	<b>17,798,896</b>	<b>16,199,696</b>	<b>(1,599,200)</b>
<b>Executive &amp; Board</b>	<b>8,113,898</b>	<b>7,017,114</b>	<b>(1,096,784)</b>	<b>5,204,034</b>	<b>3,990,789</b>	<b>(1,213,245)</b>
<b>Non-Departmental</b>	<b>3,549,602</b>	<b>(1,404,848)</b>	<b>(4,954,450)</b>	<b>1,941,602</b>	<b>4,324,272</b>	<b>2,382,670</b>
<b>President &amp; CEO Contingency</b>	<b>5,229,275</b>	<b>-</b>	<b>(5,229,275)</b>	<b>21,090,743</b>	<b>-</b>	<b>(21,090,743)</b>
<b>TOTAL OPERATING BUDGET</b>	<b>\$ 855,183,000</b>	<b>\$ 820,525,574</b>	<b>\$ (34,657,427)</b>	<b>\$ 740,545,000</b>	<b>\$ 692,197,925</b>	<b>\$ (48,347,075)</b>

**MONTHLY PERFORMANCE REPORT  
September 2023**

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

**Capital Budget**

	FY2023		Month of September 2023				Fiscal Year 2023			
	Annual		Variance				Variance			
	Budget	Budget	Actual	\$	%	Budget	Actual	\$	%	
<b>Core Business Items Necessary to Maintain Service</b>	<b>\$ 248.2</b>	<b>\$ 78.6</b>	<b>\$ 18.2</b>	<b>\$ (60.4)</b>	<b>(76.8%)</b>	<b>\$ 248.2</b>	<b>\$ 64.1</b>	<b>\$ (184.1)</b>	<b>(74.2%)</b>	
CORE 1 - Vehicle Maintenance Costs	30.1	3.8	1.7	(2.1)	(55.3%)	30.1	16.9	(13.2)	(43.9%)	
CORE 2 - Maintaining Operational Facilities (Buildings & Rail)	73.6	28.2	9.9	(18.3)	(64.9%)	73.6	29.1	(44.5)	(60.5%)	
CORE 3 - IT Projects	6.9	0.6	0.4	(0.2)	(33.3%)	6.9	5.2	(1.7)	(24.6%)	
CORE 4 - Vehicle Acquisition Costs	137.6	46.0	6.1	(39.9)	(86.7%)	137.6	12.9	(124.7)	(90.6%)	
<b>Expansion/Enhancement Capital Costs</b>	<b>\$ 322.5</b>	<b>\$ 66.7</b>	<b>\$ 10.1</b>	<b>\$ (56.6)</b>	<b>(84.9%)</b>	<b>\$ 322.5</b>	<b>\$ 80.9</b>	<b>\$ (241.6)</b>	<b>(74.9%)</b>	
EXP 1 - Vehicle Acquisition Costs	-	-	-	-	0.0%	-	-	-	0.0%	
EXP 2 - Safety Projects	7.8	2.1	0.9	(1.2)	(57.1%)	7.8	1.7	(6.1)	(78.2%)	
EXP 3 - IT Projects	57.7	4.1	0.6	(3.5)	(85.4%)	57.7	15.8	(41.9)	(72.6%)	
EXP 4 - FFGA Commitments	16.8	7.0	2.2	(4.8)	(68.6%)	16.8	5.7	(11.1)	(66.1%)	
EXP 5 - METRONext	105.5	34.2	4.2	(30.0)	(87.7%)	105.5	24.4	(81.1)	(76.9%)	
EXP 6 - Legacy Projects (New and/or Enhanced)	130.2	14.8	1.9	(12.9)	(87.2%)	130.2	32.7	(97.5)	(74.9%)	
EXP 7 - Allowances	4.5	4.5	0.2	(4.3)	0.0%	4.5	0.6	(3.9)	0.0%	
<b>Total Capital</b>	<b>\$ 570.7</b>	<b>\$ 145.3</b>	<b>\$ 28.2</b>	<b>\$ (117.1)</b>	<b>(80.6%)</b>	<b>\$ 570.7</b>	<b>\$ 145.0</b>	<b>\$ (425.7)</b>	<b>(74.6%)</b>	

Core Business Items Necessary to Maintain Service expenses for FY2023 of \$64.1 million are \$184.1 million or 74.2% under budget.

Expansion/Enhancement Capital Costs expenses for FY2023 of \$80.9 million are \$241.6 million or 74.9% under budget.

**Debt Service Budget**

	FY2023		Month of September 2023				Fiscal Year 2023			
	Annual		Variance				Variance			
	Budget	Budget	Actual	\$	%	Budget	Actual	\$	%	
<b>Debt Service</b>	<b>\$ 198.9</b>	<b>\$ 9.8</b>	<b>\$ 8.3</b>	<b>\$ (1.5)</b>	<b>(15.3%)</b>	<b>\$ 198.9</b>	<b>\$ 182.5</b>	<b>\$ (16.4)</b>	<b>(8.2%)</b>	

Debt Service expenses for FY2023 of \$182.5 million are \$16.4 million under budget.

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

**General Mobility Transfers**

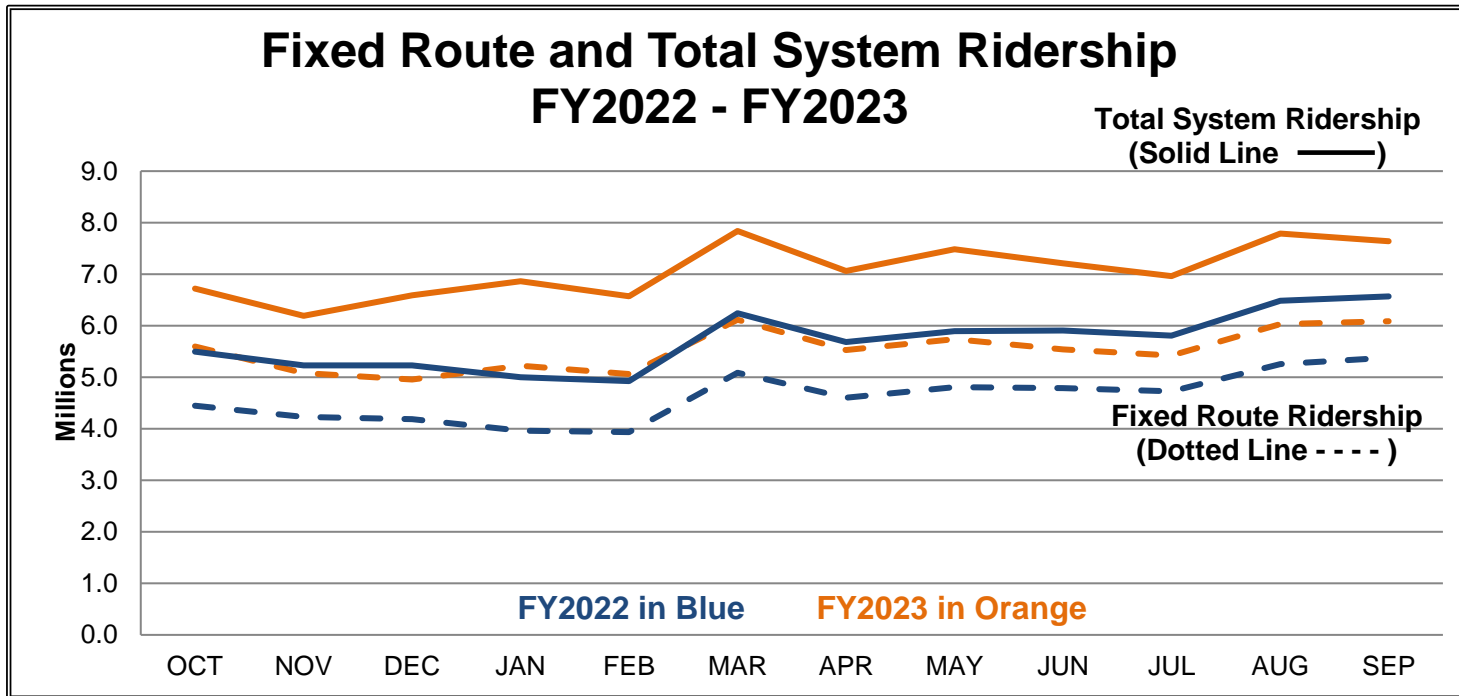
	FY2023		Month of September 2023				Fiscal Year 2023			
	Annual		Variance				Variance			
	Projection	Projection	Allocation	\$	%	Projection	Allocation	\$	%	
<b>General Mobility</b>	<b>\$ 204.3</b>	<b>\$ 16.7</b>	<b>\$ 17.4</b>	<b>\$ 0.7</b>	<b>4.2%</b>	<b>\$ 204.3</b>	<b>\$ 213.6</b>	<b>\$ 9.3</b>	<b>4.6%</b>	

Funds allocated to the General Mobility Fund totaling \$213.6 million for FY2023 are \$9.3 million or 4.6% more than the amount projected.

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

Service Category	Sep-22 Boardings	Sep-23 Boardings	Sep-23 vs. Sep-22	FY2022 Boardings	FY2023 Boardings	% Change FY2023 vs. FY2022
<b>Fixed Route Services</b>						
<b><u>Local Network</u></b>						
Local Bus	3,987,892	4,505,599	13.0%	40,891,172	49,074,617	20.0%
METRO curb2curb	18,340	26,233	0.0%	82,208	125,161	0.0%
METRO Rapid Silver Line	22,594	24,314	7.6%	254,999	298,749	17.2%
<b><u>METRO Rail</u></b>						
Red (North) Line	878,015	968,523	10.3%	9,353,829	10,987,116	17.5%
Green (East) Line	105,947	116,177	9.7%	1,113,971	1,297,250	16.5%
Purple (Southeast) Line	124,527	151,274	21.5%	1,115,375	1,386,242	24.3%
METRO Rail (all lines)	1,108,489	1,235,974	11.5%	11,583,175	13,670,608	18.0%
METRO Rail-Bus Bridge	10,764	6,313	0.0%	47,454	30,262	(36.2%)
<b>METRO Rail Total</b>	<b>1,119,253</b>	<b>1,242,287</b>	<b>11.0%</b>	<b>11,630,629</b>	<b>13,700,870</b>	<b>17.8%</b>
<b>Subtotal Local Network</b>	<b>5,148,079</b>	<b>5,798,433</b>	<b>12.6%</b>	<b>52,859,008</b>	<b>63,199,396</b>	<b>19.6%</b>
<b><u>Commuter</u></b>						
Park & Ride	250,396	309,073	23.4%	2,606,015	3,264,422	25.3%
<b>Subtotal Fixed Route Service</b>	<b>5,398,475</b>	<b>6,107,506</b>	<b>13.1%</b>	<b>55,465,023</b>	<b>66,463,819</b>	<b>19.8%</b>
Disaster Events	0	0	0.0%	0	145	0.0%
Special Events	25	1,429	5616.0%	25,870	36,523	41.2%
Bus Bridge Events	0	2,118	0.0%	0	3,272	0.0%
<b>Total Fixed Route</b>	<b>5,398,500</b>	<b>6,111,053</b>	<b>13.2%</b>	<b>55,490,893</b>	<b>66,503,759</b>	<b>19.8%</b>
<b>Customized Bus Services</b>						
METRO Lift	139,621	147,971	6.0%	1,468,865	1,713,906	16.7%
METRO STAR Vanpool	41,327	43,169	4.5%	429,169	487,031	13.5%
Internal Service	2,132	0	0.0%	3,969	3,835	(3.4%)
<b>Subtotal Customized Bus</b>	<b>183,080</b>	<b>191,140</b>	<b>4.4%</b>	<b>1,902,003</b>	<b>2,204,772</b>	<b>15.9%</b>
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	987,068	1,336,776	35.4%	11,072,328	16,210,904	46.4%
<b>Total System</b>	<b>6,568,648</b>	<b>7,638,969</b>	<b>16.3%</b>	<b>68,465,224</b>	<b>84,919,435</b>	<b>24.0%</b>

**MONTHLY PERFORMANCE REPORT**  
**September 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 September 2023 of 6.1 million is 0.7 million or 13.0% greater than last year.

Total fixed route ridership, excluding disaster and special events, for FY2023 of 66.3 million is 10.9 million or 19.8% greater than last year.

METRORail ridership for the month of September 2023 of 1.2 million is 11.0% greater than last year.

METRORail ridership for FY2023 of 13.7 million is 17.8% greater than last year.

**MONTHLY PERFORMANCE REPORT**  
**September 2023**  
**Performance Statistics**

Benchmark Met

Benchmark Missed

Fiscal Year 2023													Current Month Target	FY2023 Actual	FY2023 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	51 0.84	45 0.77	≤ 47 ≤ 0.85	516 0.79	≤ 550 ≤ 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 0.00	0 0.00	≤ 1 ≤ 1.06	4 1.00	≤ 4 ≤ 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	6 2.02	12 4.15	≤ 9 ≤ 5.22	126 3.78	≤ 110 ≤ 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	152 1.95	130 1.70	≤ 132 ≤ 2.46	1,399 1.65	≤ 1,584 ≤ 2.46
<b>Criminal Incidents - METRO Properties</b>	87	85	80	88	80	86	72	90	118	81	121	108	≤ 170	1096	≤ 2,040
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2023 Actual	FY2023 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	20.08	22.83	22.28	< 22.00	19.86	< 22.00
<b>Commendations</b>	253	208	231	228	234	322	324	401	362	376	356	284	≥ 150	3,579	≥ 1,800
<b>Average Call Center Answer Delay (Sec.)</b>	47	31	31	25	43	44	27	28	51	53	69	53	< 30	42	< 30

**Safety & Security**

- The number of Bus Accidents met the safety goal for both the month and the fiscal year.
- The number of BRT Accidents met the safety goal for the month but not the fiscal year.
- The number of Rail Accidents did not meet the safety goal for both the month and the fiscal year.
- Group A Criminal Offenses met the benchmark for both the month and the fiscal year.
- Criminal Incidents on METRO Properties met the benchmark for both the month and the fiscal year.

**Customer Service**

- Complaint Contacts per 100,000 Boardings did not meet the goal for the month but did for the fiscal year.
- The number of Commendations met the goal for both the month and the fiscal year.
- The Average Call Center Answer Delay did not meet the goal for both the month and the fiscal year.



**MONTHLY PERFORMANCE REPORT**  
**September 2023**  
**Performance Statistics**

Benchmark Met

Benchmark Missed

Fiscal Year 2023														Current Month Target	FY2023 Actual	FY2023 GOAL
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP				
<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%	76.7%	75.0%	≥	72%	73.4%	≥ 71%
Bus - Park & Ride	81.8%	81.6%	81.4%	81.6%	83.1%	82.5%	83.2%	82.6%	82.6%	88.3%	87.6%	85.1%	≥	79%	83.5%	≥ 79%
Bus - Weighted Average	71.0%	71.2%	71.2%	71.8%	77.5%	77.5%	77.7%	77.5%	79.2%	80.9%	80.8%	78.9%	≥	76%	76.3%	≥ 75%
<b>METROLift</b>	88.3%	89.5%	89.3%	89.2%	86.1%	85.3%	85.9%	88.8%	90.1%	92.7%	90.2%	86.2%	≥	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%	94.9%	94.4%	≥	90%	94.7%	90%
<b>Rail - Red Line</b>	92.9%	94.9%	94.6%	94.3%	95.6%	94.3%	94.2%	94.1%	93.5%	93.2%	93.5%	93.5%	≥	93%	94.1%	≥ 93%
<b>Rail - East End Green Line</b>	96.3%	97.4%	95.8%	97.1%	97.8%	96.2%	96.0%	95.6%	95.6%	95.2%	95.2%	95.4%	≥	95%	96.2%	≥ 95%
<b>Rail - South East Purple Line</b>	94.7%	95.5%	94.5%	94.1%	96.4%	95.8%	95.4%	95.6%	95.1%	95.3%	95.5%	94.6%	≥	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	4,516	5,081	≥	6,000	5,474	≥ 6,750
<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	26,260	28,230	≥	21,000	27,211	≥ 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	6,807	3,577	≥	4,000	3,777	≥ 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	21,226	20,638	≥	15,000	18,731	≥ 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	62	60	≥	45	61	≥ 45
I-45 South HOV	60	59	60	60	60	60	60	60	61	62	61	60	≥	45	60	≥ 45
US-290 HOV	65	66	66	67	66	67	66	66	67	68	66	65	≥	45	66	≥ 45
US-59 North HOV	65	63	64	64	63	63	62	63	64	66	64	63	≥	45	64	≥ 45
US-59 South HOV	58	58	58	58	59	58	59	59	59	60	57	56	≥	45	58	≥ 45

**Bus On-Time Performance**

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

**METRORapid On-Time Performance**

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

**METRORail On-Time Performance**

- Rail (Red Line) met the benchmark for both the month and fiscal year.
- Rail (Green Line) met the benchmark for both the month and fiscal year.
- Rail (Purple Line) did not meet the benchmark for the month but did for the fiscal year.

**Service Reliability**

- The Mean Distance Between Mechanical Failures (MDBF) for Buses did not meet the minimum performance standard for both the month and the fiscal year.
- The Mean Distance Between Mechanical Failures (MDBF) for METROLift met the minimum performance standard for both the month and fiscal year.
- The Mean Distance Between Mechanical Failures (MDBF) for METRORapid did not meet the minimum performance standard for both the month and the fiscal year.
- The Mean Distance Between Service Interruptions (MDBSI) for METRORail met the minimum performance standard for both the month and fiscal year.

**HOT Lane Average Speed**

- The average peak speed for all HOT Lanes met both the monthly and fiscal year goals.

## MONTHLY PERFORMANCE REPORT

September 2023

### 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 METRO Rail, 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

September 2023

### Statement of Net Position

	September 30, 2022 (\$)	September 30, 2023 (\$)	Change (\$)
<b><u>Assets</u></b>			
Current Assets	1,162,164,676	1,199,172,883	37,008,207
Cash	7,986,105	9,719,803	1,733,698
Investments	819,365,335	857,911,838	38,546,503
Investments - Restricted	96,651,206	93,235,578	(3,415,628)
Receivables	184,927,307	187,365,712	2,438,405
Sales Tax	172,220,416	173,720,217	1,499,800
Federal Government - FTA	7,405,095	3,741,968	(3,663,127)
Bus Passes and Other Reveivables	5,301,795	9,903,527	4,601,732
Material and Supplies Inventory	53,234,724	50,939,952	(2,294,771)
Noncurrent Assets	2,602,454,778	2,596,358,221	(6,096,557)
Capital Assets, Net of Depreciation	2,598,652,222	2,592,670,057	(5,982,164)
Other noncurrent assets	3,802,556	3,688,164	(114,393)
Prepaid rental payments	-	-	-
<b>Total Assets</b>	<b>3,764,619,455</b>	<b>3,795,531,104</b>	<b>30,911,650</b>
<b>Deferred Outflow of Resources<sup>1</sup></b>	<b>182,244,368</b>	<b>168,209,825<sup>2</sup></b>	<b>(14,034,543)</b>
<b><u>Liabilities</u></b>			
Current Liabilities	1,141,292,747	1,117,391,799	(23,900,948)
Trade Payables	65,828,799	72,751,860	6,923,061
Accrued Compensation and Benefits	32,890,185	39,332,987	6,442,802
Liability for Injuries and Damages	18,357,054	18,722,176	365,122
Other Current Liabilities	9,869,329	9,572,585	(296,744)
Capital Lease Obligations	-	38,750,307	38,750,307
Debts Payable	992,516,881	923,278,177	(69,238,704)
Debt Interest Payable	14,702,551	13,605,658	(1,096,893)
Derivative Instrument - Diesel Fuel Swaps	7,127,948	1,378,049	(5,749,899)
Noncurrent Liabilities	1,049,690,436	965,110,569	(84,579,867)
Commercial Paper	83,550,000	-	(83,550,000)
Deferred Rental Payments	-	2,073,931	2,073,931
Other Postemployment Benefits	752,121,047	777,593,878	25,472,831
Defined Benefit Pension Plans	214,019,389	185,442,760	(28,576,629)
<b>Total Liabilities</b>	<b>2,190,983,183</b>	<b>2,082,502,369</b>	<b>(108,480,815)</b>
<b>Deferred Inflow of Resources</b>	<b>105,107,503</b>	<b>126,161,953</b>	<b>21,054,450</b>
<b><u>Net Position</u></b>			
Unrestricted assets	1,708,323,819	1,620,938,746	(87,385,073)
P&L Accounts	(57,550,683)	134,137,861	191,688,544
<b>Total Net Position</b>	<b>1,650,773,136</b>	<b>1,755,076,607</b>	<b>104,303,471</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.

**MONTHLY PERFORMANCE REPORT**  
**September 2023**  
**Operating Budget - \$855.2 million**  
**Fourth Quarter - Fiscal Year 2023**

<b>Date</b>	<b>Type</b>	<b>Description</b>	<b>Amount</b>
July	Technical/ Administrative	Reallocation of Office of Innovation funds to cover memberships and promotion items to benefit the Authority	15,000
July	Technical/ Administrative	Reallocation of Finance funds to cover office furniture for the Deputy Chief Financial Officer	1,848
July	Technical/ Administrative	Reallocation of Operations and Customer funds to convert one (1) Project Manager in Operations Management Support to one (1) Senior Project Manager in Facilities Maintenance	26,585
July	Technical/ Administrative	Reallocation of Preventative Maintenance funds to cover exhaust systems, bus batteries and brakes to support January and June Services Changes	375,653
August	Technical/ Administrative	Reallocation of Revenue Services funds to cover contract services	6,300
August	Technical/ Administrative	Reallocation of Office of Innovation funds to cover promotional items	13,400
August	Technical/ Administrative	Reallocation of Office to Innovation funds to cover out-of-town travel where staff represents METRO as panelists and participants at various conferences/meetings	5,500
August	Technical/ Administrative	Allocation of Incentive payments for FY2023 allowance to departmental budgets	2,078,991
August	Technical/ Administrative	Reallocation of Information Technology funds to cover additional telephone expenses	115,000
August	Technical/ Administrative	Reallocation of Communication funds to cover website content management upgrade and digital communications application expenses	35,000
August	Technical/ Administrative	Reallocation of Facilities Maintenance funds to cover additional furniture and moving expenses	300,000
August	Technical/ Administrative	Reallocation of VP Human Resources funds to cover additional pre-employment physicals expenses	161,090
September	Technical/ Administrative	Reallocation of Human Resources funds to cover service awards	12,500
<b>Fourth Quarter Total</b>			<b>\$ 3,146,866</b>

**Notes:**

Tech/Admin changes are changes within the original scope of the budgets and do not represent a change in the Authority's work plan or priorities.

**MONTHLY PERFORMANCE REPORT**  
**September 2023**  
**Capital Budget - \$570.7 million**  
**Fourth Quarter - Fiscal Year 2023**

<b>Date</b>	<b>Type</b>	<b>Description</b>	<b>Amount</b>
July	Budget	CBR#9 TMC TC Elevator & Escalator Rehab	200,000
July	Budget	CBR#9 Addicks P&R Fencing	95,000
July	Budget	CBR#9 Bellaire TC Fencing	50,000
July	Budget	CBR#9 Finance 5th Floor Conference Room	30,000
August	Budget	CBR#9 MPD Patrol Vehicle Laptop Replacement	548,000
August	Budget	CBR#9 Rail CCTV Engr/Design Integration Hazard Analysis	50,000
<b>Fourth Quarter Total</b>			<b>\$ 973,000</b>

**Notes:**

Tech/Admin changes are changes within the original scope of the budgets and do not represent a change in the Authority's work plan or priorities.