

# **METRO**

Fiscal Year 2024

## Monthly Performance Report

Revenue • Expense • Ridership • Performance

November 2023



# **MONTHLY PERFORMANCE REPORT**

## **November 2023**

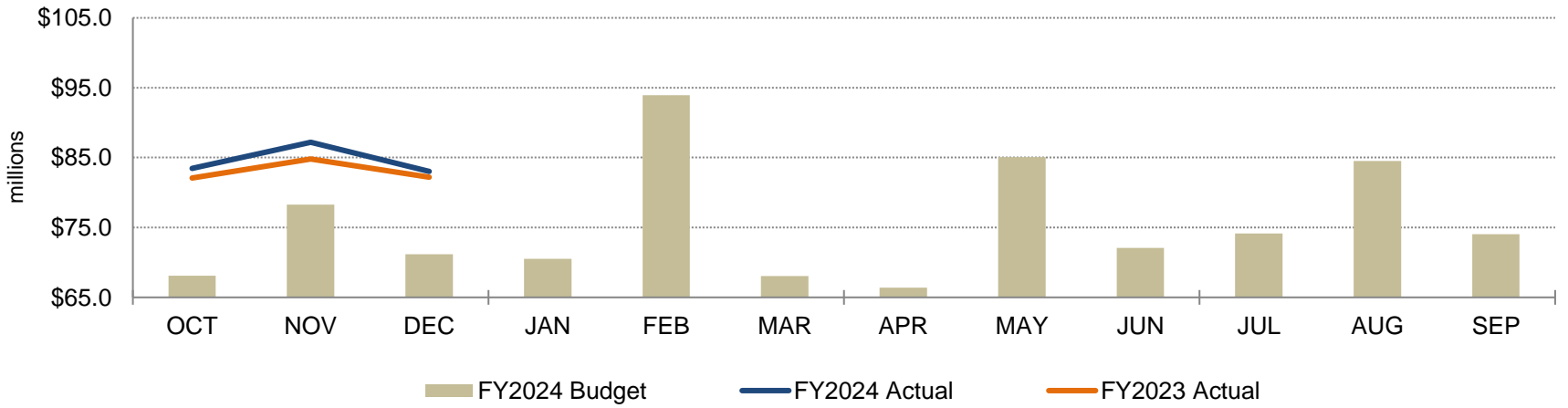
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## MONTHLY PERFORMANCE REPORT

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### Sales Tax Revenue



**Total FY2024 Sales Tax budget is \$906.3 million**

#### Budget to Actual FY2024

(\$ millions)

	Budget	Actual	Variance	%
October	68.1	83.5	15.4	22.6%
November	78.3	87.2	8.9	11.4%
<b>December</b>	<b>71.2</b>	<b>83.0</b>	<b>11.9</b>	<b>16.7%</b>
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 217.5</b>	<b>\$ 253.7</b>	<b>\$ 36.2</b>	<b>16.6%</b>

#### Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	82.1	83.5	1.4	1.7%
November	84.8	87.2	2.4	2.8%
<b>December</b>	<b>82.2</b>	<b>83.0</b>	<b>0.8</b>	<b>1.0%</b>
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 249.1</b>	<b>\$ 253.7</b>	<b>\$ 4.6</b>	<b>1.9%</b>

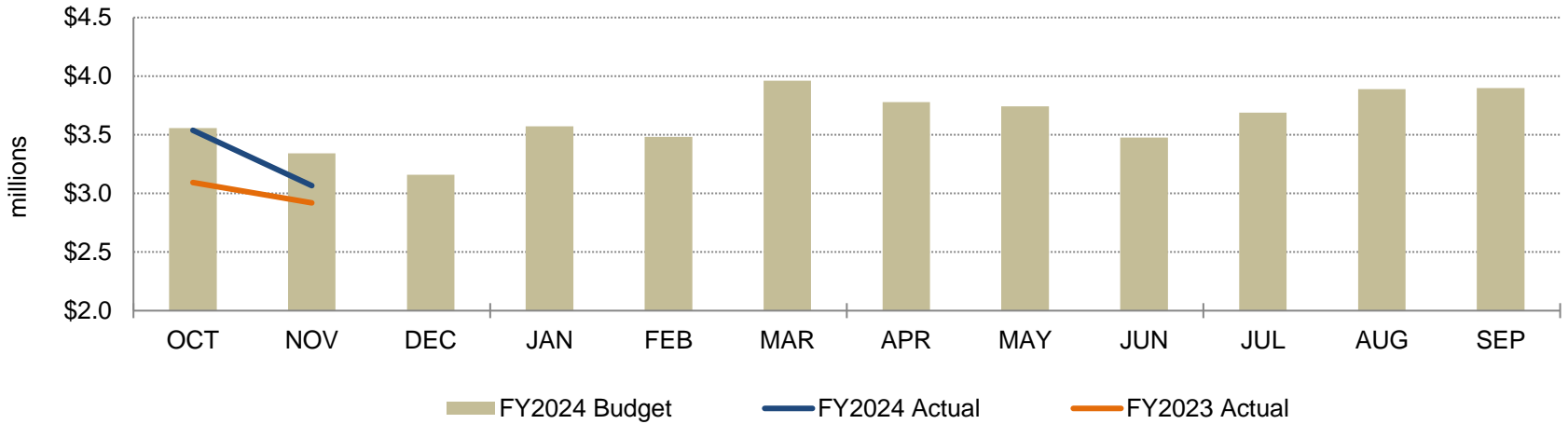
Sales Tax revenue for the month of December 2023 of \$83.0 million is \$11.9 million or 16.7% over estimates.

Sales Tax revenue for the year-to-date through December 2023 of \$253.7 million is \$36.2 million or 16.6% over estimates.

## MONTHLY PERFORMANCE REPORT

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Fare Revenue



**Total FY2024 Fare Revenue budget is \$43.5 million**

### Budget to Actual FY2024

(\$ millions)

	Budget	Actual	Variance	%
October	3.6	3.5	(0.1)	(2.8%)
<b>November</b>	<b>3.3</b>	<b>3.1</b>	<b>(0.2)</b>	<b>(6.1%)</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 6.9</b>	<b>\$ 6.6</b>	<b>\$ (0.3)</b>	<b>(4.3%)</b>

### Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	3.1	3.5	0.4	12.9%
<b>November</b>	<b>2.9</b>	<b>3.1</b>	<b>0.2</b>	<b>6.9%</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 6.0</b>	<b>\$ 6.6</b>	<b>\$ 0.6</b>	<b>10.0%</b>

Fare Revenue for the month of November 2023 of \$3.1 million is \$0.2 million or 6.1% under budget.

Fare Revenue for the year-to-date through November 2023 of \$6.6 million is \$0.3 million or 4.3% under budget.

## MONTHLY PERFORMANCE REPORT

November 2023

### Service Related Grant Revenue

**Total FY2024 Service Related Grant budget is \$144.9 million**

(\$ millions)

	Budget	Actual	Variance	%
October	0.2	0.3	0.1	50.0%
<b>November</b>	<b>0.4</b>	<b>1.0</b>	<b>0.6</b>	<b>150.0%</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 0.6</b>	<b>\$ 1.3</b>	<b>\$ 0.7</b>	<b>116.7%</b>

Service Related Grant Revenue for the year-to-date through November 2023 of \$1.3 million is \$0.7 million or 116.7% over budget.

### Capital Grant Revenue

**Total FY2024 Capital Grant budget is \$58.1 million**

(\$ millions)

	Budget	Actual	Variance	%
October	4.8	0.2	(4.6)	(95.8%)
<b>November</b>	<b>4.8</b>	<b>3.1</b>	<b>(1.7)</b>	<b>(35.4%)</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 9.7</b>	<b>\$ 3.3</b>	<b>\$ (6.4)</b>	<b>(66.0%)</b>

Capital Grant Revenue for the year-to-date through November 2023 of \$3.3 million is \$6.4 million or 66.0% under budget.

# MONTHLY PERFORMANCE REPORT

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## Interest Income

**Total FY2024 Interest Income budget is \$13.9 million**

(\$ millions)

	Budget	Actual	Variance	%
October	1.2	4.5	3.3	275.0%
<b>November</b>	<b>1.2</b>	<b>3.9</b>	<b>2.7</b>	<b>225.0%</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 2.3</b>	<b>\$ 8.4</b>	<b>\$ 6.1</b>	<b>265.2%</b>

Interest Income of \$8.4 million for the year-to-date through November 2023 is \$6.1 million or 265.2% over budget.

## HOT Lanes Revenue

**Total FY2024 HOT Lanes Revenue budget is \$6.1 million**

(\$ millions)

	Budget	Actual	Variance	%
October	0.5	0.5	-	0.0%
<b>November</b>	<b>0.4</b>	<b>0.5</b>	<b>0.1</b>	<b>25.0%</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 0.9</b>	<b>\$ 1.1</b>	<b>\$ 0.2</b>	<b>22.2%</b>

Interest Income of \$1.1 million for the year-to-date through November 2023 is \$0.2 million or 22.2% over budget.

**MONTHLY PERFORMANCE REPORT**  
**November 2023**

**Other/Miscellaneous Income**

**Total FY2024 Other/Miscellaneous Income budget is \$2.4 million**

(\$ millions)

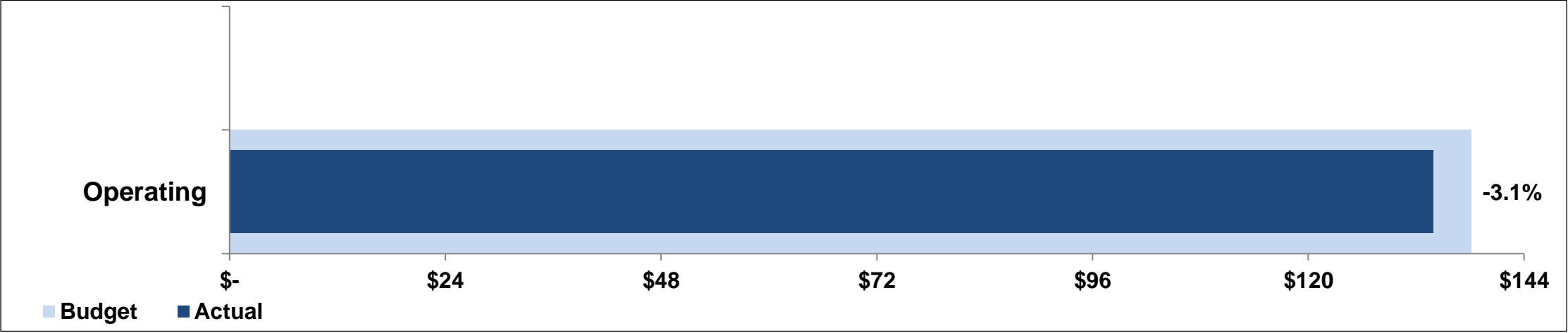
	Budget	Actual	Variance	%
October	0.2	0.1	(0.1)	(50.0%)
<b>November</b>	<b>0.2</b>	<b>0.2</b>	<b>-</b>	<b>0.0%</b>
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
<b>FY2024 YTD</b>	<b>\$ 0.4</b>	<b>\$ 0.3</b>	<b>\$ (0.1)</b>	<b>(25.0%)</b>

Other/Miscellaneous Revenue of \$0.3 million for the year-to-date through November 2023 is \$0.1 million or 25.0% under budget.
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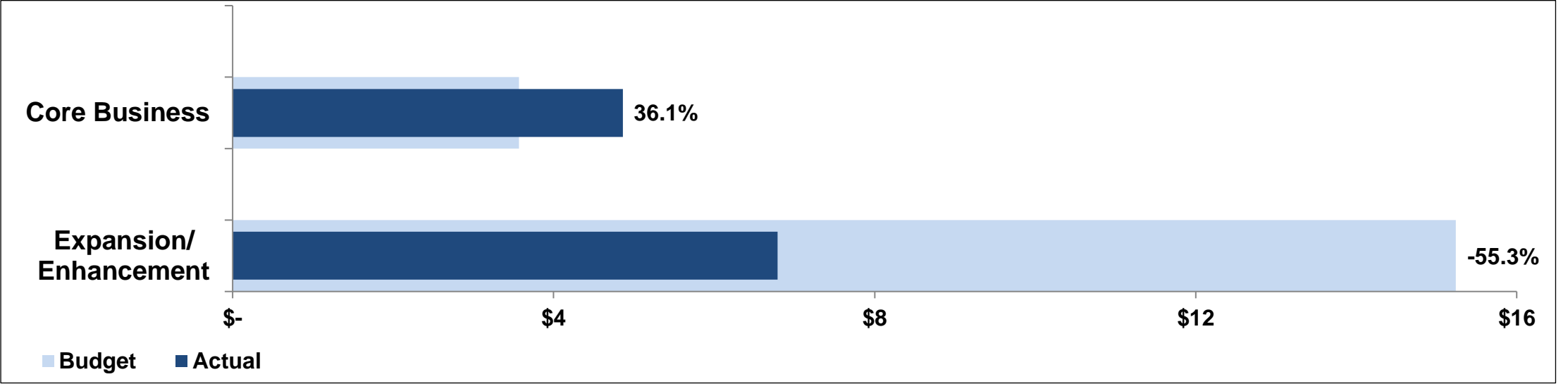
MONTHLY PERFORMANCE REPORT  
November 2023

Budget Summary  
(\$ millions)

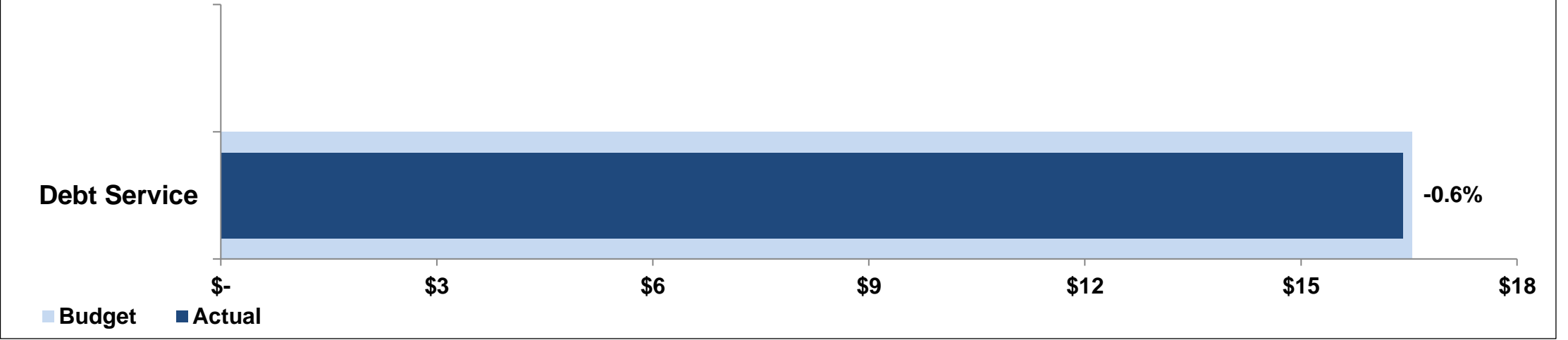
FY2024 Annual Operating Budget \$ 915.0  
FY2024 YTD Operating Budget \$ 138.1



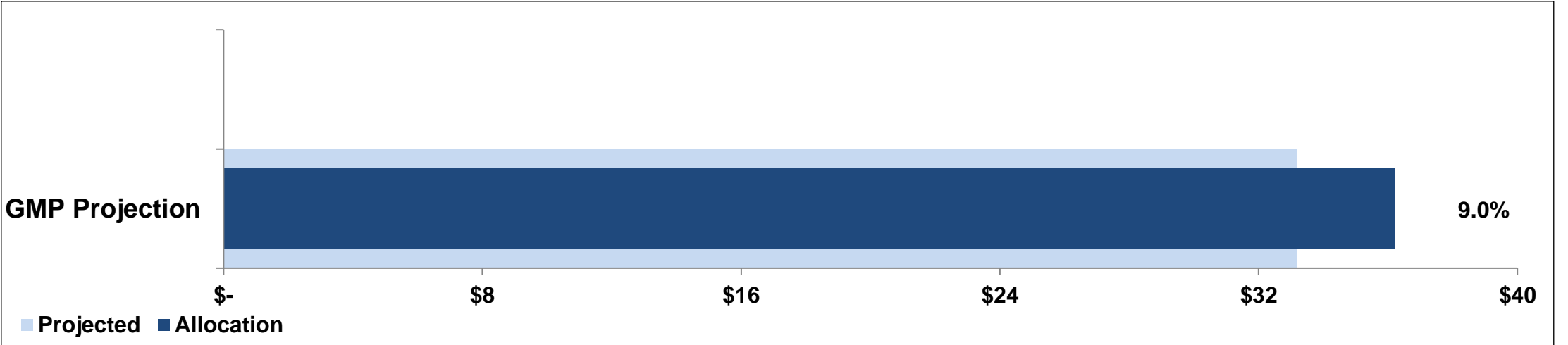
FY2024 Annual Capital Budget \$ 420.9  
FY2024 YTD Capital Budget \$ 18.8



FY2024 Annual Debt Service Budget \$ 101.9  
FY2024 YTD Debt Service Budget \$ 16.5



FY2024 Annual GMP Projected Allocation \$ 198.9  
FY2024 YTD GMP Projected Allocation \$ 33.2





# MONTHLY PERFORMANCE REPORT

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## Operating Expenses

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

	FY24 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 498,753,041	\$ 39,584,451	\$ 40,998,850	\$ 1,414,399	3.6%
Non-Labor	407,246,959	\$ 30,956,764	\$ 26,212,434	(4,744,330)	(15.3%)
<b>Subtotal Labor &amp; Non-Labor</b>	<b>906,000,000</b>	<b>70,541,215</b>	<b>67,211,284</b>	<b>(3,329,931)</b>	<b>(4.7%)</b>
Contingency	9,000,000	-	-	-	0.0%
<b>Total Operating Budget</b>	<b>\$ 915,000,000</b>	<b>\$ 70,541,215</b>	<b>\$ 67,211,284</b>	<b>\$ (3,329,931)</b>	<b>(4.7%)</b>

### Comparison of Budget to Actual FY2024 (2 months)

	FY24 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
<b><u>Payroll &amp; Benefits</u></b>					
Wages	\$ 184,824,128	\$ 31,048,081	\$ 32,081,005	\$ 1,032,923	3.3%
Union Fringe Benefits	101,228,948	17,495,001	15,886,021	(1,608,980)	(9.2%)
<b>Subtotal Union Labor</b>	<b>286,053,077</b>	<b>48,543,082</b>	<b>47,967,026</b>	<b>(576,056)</b>	<b>(1.2%)</b>
Salaries and Non-Union Wages	160,315,374	23,399,186	24,292,747	893,562	3.8%
Non-Union Fringe Benefits	65,473,963	10,202,609	9,993,070	(209,539)	(2.1%)
<b>Subtotal Non-Union Labor</b>	<b>225,789,338</b>	<b>33,601,794</b>	<b>34,285,817</b>	<b>684,023</b>	<b>2.0%</b>
Allocation to Capital & GMP	(13,089,373)	(2,131,586)	(1,660,780)	470,806	(22.1%)
<b>Subtotal Labor and Fringe Benefits</b>	<b>498,753,041</b>	<b>80,013,290</b>	<b>80,592,063</b>	<b>578,773</b>	<b>0.7%</b>
<b><u>Total Materials &amp; Supplies</u></b>					
Services	126,787,952	16,596,539	13,431,098	(3,165,441)	(19.1%)
Materials and Supplies	43,905,674	6,586,967	6,633,328	46,361	0.7%
Fuel and Utilities	55,966,062	9,211,564	8,880,220	(331,344)	(3.6%)
	<b>226,659,688</b>	<b>32,395,070</b>	<b>28,944,647</b>	<b>(3,450,423)</b>	<b>(10.7%)</b>
<b><u>Administration</u></b>					
Casualty and Liability	10,213,914	1,622,136	1,745,864	123,727	7.6%
Purchased Transportation	145,157,400	23,236,683	22,035,436	(1,201,247)	(5.2%)
Leases, Rentals and Misc.	26,126,180	1,121,780	845,271	(276,509)	(24.6%)
Allocation to Capital & GMP - Non-Labor	(910,223)	(268,495)	(260,324)	8,171	(3.0%)
	<b>180,587,271</b>	<b>25,712,104</b>	<b>24,366,247</b>	<b>(1,345,858)</b>	<b>(5.2%)</b>
<b>Subtotal Non-Labor</b>	<b>407,246,959</b>	<b>58,107,175</b>	<b>53,310,894</b>	<b>(4,796,281)</b>	<b>(8.3%)</b>
<b>Subtotal Labor and Non-Labor</b>	<b>906,000,000</b>	<b>138,120,465</b>	<b>133,902,957</b>	<b>(4,217,508)</b>	<b>(3.1%)</b>
Contingency	9,000,000	-	-	-	0.0%
<b>Subtotal Contingency</b>	<b>9,000,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>
<b>Total Operating Budget</b>	<b>\$ 915,000,000</b>	<b>\$ 138,120,465</b>	<b>\$ 133,902,957</b>	<b>\$ (4,217,508)</b>	<b>(3.1%)</b>
<b><u>Non-Budgeted Expense</u></b>					
Gain/ Loss Disposal	-	-	(14,762)	(14,762)	0.0%
<b>Grand Total</b>	<b>\$ 915,000,000</b>	<b>\$ 138,120,465</b>	<b>\$ 133,888,195</b>	<b>\$ (4,232,270)</b>	<b>(3.1%)</b>

Operating Expenses for the month of November 2023 of \$67.2 million are \$3.3 million or 4.7% under budget.

Operating Expenses year-to-date through November 2023 of \$133.9 million are \$4.2 million or 3.1% under budget.

**MONTHLY PERFORMANCE REPORT**  
**November 2023**  
**Major Operating Budget Variance Items - Categories with major variances**

<u>Expense Type</u>	<u>FY2024 Budget</u>	<u>FY2024 Actual</u>	<u>Fiscal Year 2024 \$ Variance (under budget) / over budget</u>
<b><u>Payroll &amp; Benefits</u></b>	<b>\$ 80,013,290</b>	<b>\$ 80,592,063</b>	<b>\$ 578,773</b>
<b>Union Labor</b>			
Union Vacancies - Fringes - Uniform & Tool Allowance			(1,271,000)
Benefit Trust Contribution			(354,000)
Union Vacancies - Wages - Fleet Services			(327,000)
Union Vacancies - Wages - METRORail			(208,000)
Workers Comp			(160,000)
<u>Offset by</u>			
Union Vacancies - Wages - Bus Transportation			144,000
Union Vacancies - Fringes			159,000
Overtime in METRORail			220,000
Overtime in Bus Transportation			487,000
Overtime in Fleet Services			791,000
<b>Non-Union Labor</b>			
Retiree Health Benefits			(141,000)
<u>Offset by</u>			
Overtime			228,000
Base Salaries			563,000
<b><u>Total Materials &amp; Supplies</u></b>	<b>\$ 32,395,070</b>	<b>\$ 28,944,647</b>	<b>\$ (3,450,423)</b>
<b>Services</b>			
<u>Operations &amp; Customer Service</u> - due to underruns in Support and Other Services (-\$536,000), Contract and Contractual Support Services (-\$225,000) and Contracted Vehicle Repairs (-\$127,000)			(888,000)
<u>Safety</u> - due to underruns in Education & Training (-\$348,000) and Contract and Contractual Support Services (-\$172,000)			(519,000)
<u>Planning</u> - due to underrun in Contract and Contractual Support Services			(473,000)
<u>METRO Police</u> - due to underrun in Contract and Contractual Support Services			(246,000)
<u>Engineering</u> - due to overrun in Contract and Contractual Support Services			(157,000)
<u>Joint Development/TOD</u> - due to underrun in Contract and Contractual Support Services			(152,000)
<u>Legal</u> - due to underrun in Support and Other Services			(137,000)
<u>Finance</u> - due to underruns in Support & Other Services			(126,000)
<u>Office of Innovation</u> - due to overrun in Contract and Contractual Support Services			110,000
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Education and Training throughout the Authority			(101,000)

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

<b><u>Expense Type</u></b>	<b><u>FY2024 Budget</u></b>	<b><u>FY2024 Actual</u></b>	<b><u>Fiscal Year 2024 \$ Variance (under budget) / over budget</u></b>
<b>Materials and Supplies</b>			
<u>Underruns in -</u>			
Minor Tools			(141,000)
Special Office Supplies			(134,000)
Tires & Tubes			(104,000)
<u>Offset by miscellaneous overruns in -</u>			
Parts - Exterior Body & Windows			159,000
Bus Batteries			179,000
Other Parts			186,000
<b>Fuel and Utilities</b>			
<u>Underruns in -</u>			
Gasoline			(567,000)
Compressed Natural Gas			(322,000)
<u>Offset by miscellaneous overruns in -</u>			
Power			134,000
Drainage Fees			139,000
Diesel Fuel and related taxes			288,000
<b><u>Administration</u></b>	<b>\$ 25,712,104</b>	<b>\$ 24,366,247</b>	<b>\$ (1,345,858)</b>
<b>Casualty &amp; Liability</b>			
Higher than expected subrogation			(121,000)
Higher than expected vehicle liability			267,000
<b>Purchased Transportation</b>			
METROLift			(753,000)
Northwest Contract			(335,000)
Community Connector			(125,000)
<b>Leases, Rentals, &amp; Miscellaneous</b>			
Underspending in discretionary (travel, memberships, etc.) and other miscellaneous items			(277,000)

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

<u>Authorized EOY Workforce</u>	<u>Department</u>	<u>Annual Budget</u>	<u>-----Year-to-Date-----</u>		<u>--Current Month--</u>	
			<u>Budget</u>	<u>Expense</u>	<u>Variance</u>	<u>Variance</u>
<b>3,713</b>	<b>Operations, Customer Service &amp; Human Resources</b>	<b>660,389,842</b>	<b>106,947,702</b>	<b>104,960,280</b>	<b>(1,987,423)</b>	<b>(89,219)</b>
2	Deputy CEO	698,430	116,764	112,178	(4,586)	2,595
3,649	Operations & Customer Service	629,019,421	101,988,518	100,435,375	(1,553,143)	49,717
62	Human Resources	30,671,990	4,842,420	4,412,726	(429,694)	(141,532)
<b>83</b>	<b>Planning, Engineer, &amp; Construction</b>	<b>48,376,757</b>	<b>6,897,382</b>	<b>6,628,247</b>	<b>(269,135)</b>	<b>(3,072,719)</b>
5	EVP Office	1,231,467	85,438	91,610	6,172	(32,992)
24	Project Delivery & Controls	36,297,332	5,741,521	5,765,734	24,213	(2,857,626)
21	Planning	6,445,647	876,407	582,809	(293,598)	(102,287)
33	Engineering	4,402,311	194,016	188,093	(5,923)	(79,813)
<b>255</b>	<b>Administration</b>	<b>57,339,650</b>	<b>6,671,438</b>	<b>6,415,386</b>	<b>(256,053)</b>	<b>(20,840)</b>
2	EVP, Administration	603,506	103,631	91,095	(12,535)	(582)
84	Information Technology	30,521,164	2,504,721	2,689,648	184,927	80,370
134	Procurement & Materials	15,288,519	2,518,443	2,346,137	(172,306)	(13,322)
7	Transit Asset Management	1,136,958	154,293	188,153	33,859	12,765
28	Client & Vanpool Ridership Services	9,789,503	1,390,351	1,100,353	(289,998)	(100,071)
<b>11</b>	<b>Audit</b>	<b>1,786,179</b>	<b>237,055</b>	<b>182,266</b>	<b>(54,790)</b>	<b>(25,447)</b>
<b>23</b>	<b>Legal</b>	<b>4,973,196</b>	<b>831,176</b>	<b>633,811</b>	<b>(197,365)</b>	<b>(28,112)</b>
<b>81</b>	<b>Finance</b>	<b>14,471,365</b>	<b>2,194,747</b>	<b>1,856,847</b>	<b>(337,900)</b>	<b>(156,968)</b>
2	CFO	715,622	68,687	64,530	(4,157)	(869)
79	Finance	13,755,742	2,126,060	1,792,317	(333,743)	(156,098)
<b>5</b>	<b>Office of Innovation</b>	<b>2,049,284</b>	<b>130,232</b>	<b>259,877</b>	<b>129,645</b>	<b>125,281</b>
<b>60</b>	<b>Communications</b>	<b>20,193,656</b>	<b>2,095,188</b>	<b>1,945,221</b>	<b>(149,967)</b>	<b>(18,288)</b>
3	EVP, Communications	610,507	106,405	100,704	(5,701)	(592)
11	Press Office	1,534,859	246,549	243,237	(3,312)	(109)
30	Marketing & Communication Services	14,959,640	1,329,679	1,237,947	(91,732)	11,816
2	Partnership Promotions	819,050	74,854	74,561	(292)	373
14	Public Engagement	2,269,601	337,701	288,771	(48,930)	(29,777)
<b>399</b>	<b>METRO Police</b>	<b>40,895,551</b>	<b>6,285,866</b>	<b>5,914,399</b>	<b>(371,467)</b>	<b>(159,492)</b>
<b>110</b>	<b>Safety</b>	<b>28,394,177</b>	<b>4,623,752</b>	<b>3,949,979</b>	<b>(673,773)</b>	<b>7,360</b>
<b>22</b>	<b>Executive and Board</b>	<b>7,900,085</b>	<b>1,205,925</b>	<b>1,156,645</b>	<b>(49,280)</b>	<b>108,514</b>
<b>10</b>	<b>Non Departmental</b>	<b>4,978,354</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>President &amp; CEO Contingency</b>	<b>23,251,904</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>4,772</b>	<b>Total Operating Budget</b>	<b>915,000,000</b>	<b>138,120,465</b>	<b>133,902,957</b>	<b>(4,217,508)</b>	<b>(3,329,931)</b>

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

<u>Department</u>	<u>November 2023</u>			<u>November 2022</u>		
	<u>-----Year-to-Date-----</u>			<u>-----Year-to-Date-----</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>106,947,702</b>	<b>104,960,280</b>	<b>(1,987,423)</b>	<b>96,829,054</b>	<b>92,920,067</b>	<b>(3,908,987)</b>
Deputy CEO	116,764	112,178	(4,586)	101,372	97,391	(3,981)
Operations & Customer Service	101,988,518	100,435,375	(1,553,143)	92,084,463	88,988,134	(3,096,330)
Human Resources	4,842,420	4,412,726	(429,694)	4,643,219	3,834,542	(808,677)
<b>Planning, Engineering and Construction</b>	<b>6,897,382</b>	<b>6,628,247</b>	<b>(269,135)</b>	<b>10,107,082</b>	<b>6,986,590</b>	<b>(3,120,491)</b>
EVP Office	85,438	91,610	6,172	57,237	14,703	(42,534)
Project Delivery & Controls	5,741,521	5,765,734	24,213	776,917	6,435,049	5,658,133
Planning	876,407	582,809	(293,598)	106,015	373,440	267,425
Engineering	194,016	188,093	(5,923)	9,166,913	163,399	(9,003,514)
<b>Administration</b>	<b>6,671,438</b>	<b>6,415,386</b>	<b>(256,053)</b>	<b>7,402,095</b>	<b>5,960,738</b>	<b>(1,441,357)</b>
EVP, Administration	103,631	91,095	(12,535)	184,575	83,488	(101,087)
Information Technology	2,504,721	2,689,648	184,927	3,627,509	2,603,052	(1,024,457)
Procurement & Materials	2,518,443	2,346,137	(172,306)	2,342,658	2,134,199	(208,459)
Transit Asset Management	154,293	188,153	33,859	133,282	143,381	10,100
Client & Vanpool Rideship Services	1,390,351	1,100,353	(289,998)	1,114,072	996,618	(117,454)
<b>Audit</b>	<b>237,055</b>	<b>182,266</b>	<b>(54,790)</b>	<b>208,490</b>	<b>207,643</b>	<b>(847)</b>
<b>Legal</b>	<b>831,176</b>	<b>633,811</b>	<b>(197,365)</b>	<b>750,317</b>	<b>497,425</b>	<b>(252,892)</b>
<b>Finance</b>	<b>2,194,747</b>	<b>1,856,847</b>	<b>(337,900)</b>	<b>1,654,848</b>	<b>1,477,401</b>	<b>(177,447)</b>
CFO	68,687	64,530	(4,157)	1,898	51,839	49,941
Finance	2,126,060	1,792,317	(333,743)	1,652,950	1,425,562	(227,388)
<b>Office of Innovation</b>	<b>130,232</b>	<b>259,877</b>	<b>129,645</b>	<b>113,677</b>	<b>361,399</b>	<b>247,722</b>
<b>Communications</b>	<b>2,095,188</b>	<b>1,945,221</b>	<b>(149,967)</b>	<b>1,522,130</b>	<b>1,522,042</b>	<b>(88)</b>
EVP, Communications	106,405	100,704	(5,701)	90,223	90,025	(198)
Press Office	246,549	243,237	(3,312)	196,735	183,983	(12,752)
Marketing & Communication Services	1,329,679	1,237,947	(91,732)	855,489	870,148	14,659
Partnership Promotions	74,854	74,561	(292)	65,286	144,440	79,153
Public Engagement	337,701	288,771	(48,930)	314,397	233,446	(80,950)
<b>METRO Police</b>	<b>6,285,866</b>	<b>5,914,399</b>	<b>(371,467)</b>	<b>5,551,962</b>	<b>5,432,442</b>	<b>(119,521)</b>
<b>Safety</b>	<b>4,623,752</b>	<b>3,949,979</b>	<b>(673,773)</b>	<b>3,236,721</b>	<b>2,513,527</b>	<b>(723,194)</b>
<b>Executive &amp; Board</b>	<b>1,205,925</b>	<b>1,156,645</b>	<b>(49,280)</b>	<b>897,029</b>	<b>745,477</b>	<b>(151,552)</b>
<b>Non-Departmental</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>6,689</b>	<b>6,689</b>
<b>President &amp; CEO Contingency</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL OPERATING BUDGET</b>	<b>\$ 138,120,465</b>	<b>\$ 133,902,957</b>	<b>\$ (4,217,508)</b>	<b>\$ 128,273,405</b>	<b>\$ 118,631,439</b>	<b>\$ (9,641,966)</b>

**MONTHLY PERFORMANCE REPORT**  
**November 2023**

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

**Capital Budget**

	FY2024		Month of November 2023				Fiscal Year-to-Date			
	Annual		Variance				Variance			
	Budget	Budget	Actual	\$	%		Budget	Actual	\$	%
<b>Core Business Items Necessary to Maintain Service</b>	<b>\$ 155.8</b>	<b>\$ 2.0</b>	<b>\$ 2.9</b>	<b>\$ 0.9</b>	<b>45.0%</b>		<b>\$ 3.6</b>	<b>\$ 4.9</b>	<b>\$ 1.3</b>	<b>36.1%</b>
CORE 1 - Vehicle Maintenance Costs	24.8	1.3	1.4	0.1	7.7%		2.6	2.8	0.2	7.7%
CORE 2 - Maintaining Operational Facilities (Buildings & Rail)	60.9	0.6	1.2	0.6	100.0%		1.0	1.0	-	0.0%
CORE 3 - IT Projects	8.5	-	0.0	-	0.0%		-	0.5	0.5	0.0%
CORE 4 - Vehicle Acquisition Costs	61.5	0.0	0.3	0.3	0.0%		0.0	0.6	0.6	0.0%
<b>Expansion/Enhancement Capital Costs</b>	<b>\$ 265.1</b>	<b>\$ 8.2</b>	<b>\$ 4.3</b>	<b>\$ (3.9)</b>	<b>(47.6%)</b>		<b>\$ 15.2</b>	<b>\$ 6.8</b>	<b>\$ (8.4)</b>	<b>(55.3%)</b>
EXP 1 - Vehicle Acquisition Costs	-	-	-	-	0.0%		-	-	-	0.0%
EXP 2 - Safety Projects	5.7	0.2	1.2	1.0	500.0%		1.5	1.2	(0.3)	(20.0%)
EXP 3 - IT Projects	35.8	2.1	0.5	(1.6)	(76.2%)		3.8	2.2	(1.6)	(42.1%)
EXP 4 - FFGA Commitments	10.4	0.7	0.0	(0.7)	(100.0%)		0.8	0.1	(0.7)	(87.5%)
EXP 5 - METRONext	151.9	2.0	1.5	(0.5)	(25.0%)		4.0	2.0	(2.0)	(50.0%)
EXP 6 - Legacy Projects (New and/or Enhanced)	56.3	3.2	0.8	(2.4)	(75.0%)		5.2	0.9	(4.3)	(82.7%)
EXP 7 - Allowances	5.0	-	0.4	0.4	0.0%		-	0.4	0.4	0.0%
<b>Total Capital</b>	<b>\$ 420.9</b>	<b>\$ 10.2</b>	<b>\$ 7.3</b>	<b>\$ (2.9)</b>	<b>(28.4%)</b>		<b>\$ 18.8</b>	<b>\$ 11.6</b>	<b>\$ (7.2)</b>	<b>(38.3%)</b>

Core Business Items Necessary to Maintain Service expenses for the month of November 2023 of \$4.9 million are \$1.3 million or 36.1% over budget.

Expansion/Enhancement Capital Costs expenses for the year-to-date through November 2023 of \$6.8 million are \$8.4 million or 55.3% under budget.

**Debt Service Budget**

	FY2024		Month of November 2023				Fiscal Year-to-Date			
	Annual		Variance				Variance			
	Budget	Budget	Actual	\$	%		Budget	Actual	\$	%
<b>Debt Service</b>	<b>\$ 101.9</b>	<b>\$ 8.3</b>	<b>\$ 8.3</b>	<b>\$ -</b>	<b>0.0%</b>		<b>\$ 16.5</b>	<b>\$ 16.4</b>	<b>\$ (0.1)</b>	<b>(0.6%)</b>

Debt Service expenses for the year-to-date through November 2023 of \$16.4 million are \$0.1 million or 0.6% under budget.

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

**General Mobility Transfers**

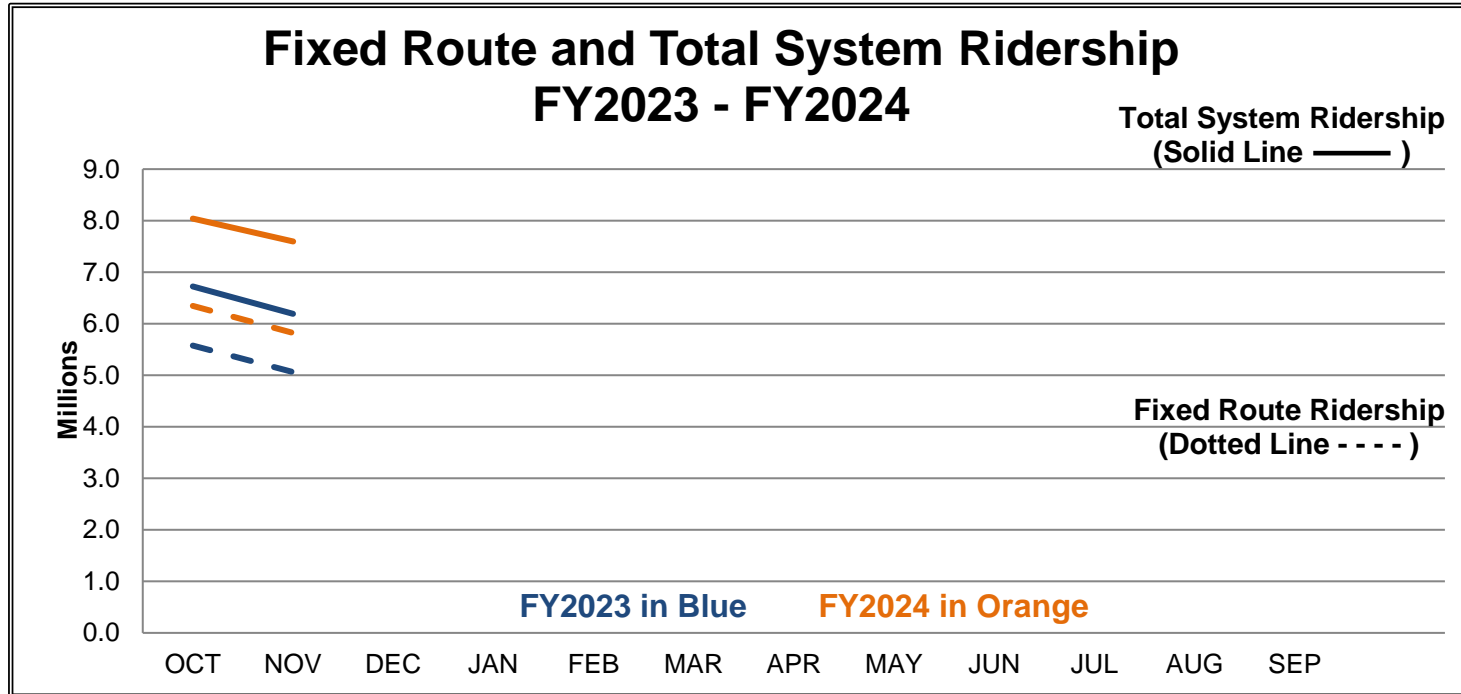
	FY2024		Month of November 2023				Fiscal Year-to-Date			
	Projection	Projection	Allocation	\$	%		Projection	Allocation	\$	%
<b>General Mobility</b>	<b>\$ 198.9</b>	<b>\$ 17.9</b>	<b>\$ 19.0</b>	<b>\$ 1.1</b>	<b>6.1%</b>		<b>\$ 33.2</b>	<b>\$ 36.2</b>	<b>\$ 3.0</b>	<b>9.0%</b>

Funds allocated to the General Mobility Fund totaling \$36.2 million for the year-to-date through November 2023 are \$3.0 million or 9.0% more than the amount projected.

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

Service Category	Nov-22 Boardings	Nov-23 Boardings	Nov-23 vs. Nov-22	Nov-22 YTD Boardings	Nov-23 YTD Boardings	YTD % Change
						Nov-23 vs. Nov-22
Fixed Route Services						
Local Network						
Local Bus	3,696,923	4,354,862	17.8%	7,817,135	9,089,757	16.3%
METRO curb2curb	17,060	26,435	55.0%	36,197	55,174	52.4%
METRORapid Silver Line	23,905	28,264	18.2%	49,318	55,799	13.1%
METRORail						
Red (North) Line	881,827	898,474	1.9%	1,806,269	1,853,787	2.6%
Green (East) Line	101,902	111,400	9.3%	214,391	230,556	7.5%
Purple (Southeast) Line	117,824	134,601	14.2%	246,335	289,775	17.6%
METRORail (all lines)	1,101,553	1,144,475	3.9%	2,266,995	2,374,118	4.7%
METRORail-Bus Bridge	0	0	0.0%	0	5,067	0.0%
METRORail Total	1,101,553	1,144,475	3.9%	2,266,995	2,379,185	4.9%
Subtotal Local Network	4,839,441	5,554,036	14.8%	10,169,645	11,579,915	13.9%
Commuter						
Park & Ride	238,641	292,957	22.8%	503,074	640,075	27.2%
Subtotal Fixed Route Service	5,078,082	5,846,993	15.1%	10,672,719	12,219,990	14.5%
Disaster Events	0	0	0.0%	0	0	0.0%
Special Events	647	829	28.1%	940	1,453	54.6%
Bus Bridge Events	0	0	0.0%	0	1,003	0.0%
Total Fixed Route	5,078,729	5,847,822	15.1%	10,673,659	12,222,446	14.5%
Customized Bus Services						
METROLift	130,477	144,269	10.6%	273,708	300,133	9.7%
METRO STAR Vanpool	38,551	39,629	2.8%	79,118	85,096	7.6%
Internal Service	6	0	0.0%	6	4	0.0%
Subtotal Customized Bus	169,034	183,898	8.8%	352,832	385,233	9.2%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	944,152	1,566,033	65.9%	1,888,304	3,030,121	60.5%
Total System	6,191,915	7,597,753	22.7%	12,914,795	15,637,800	21.1%

**MONTHLY PERFORMANCE REPORT**  
**November 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 November 2023 of 5.8 million is 0.8 million or 15.1% greater than last year.

Total fixed route ridership, excluding disaster and special events, for the year-to-date through November 2023 of 12.2 million is 1.5 million or 14.5% greater than last year.

METRORail ridership for the month of November 2023 of 1.1 million is 3.9% greater than last year.

METRORail ridership year-to-date through November 2023 of 2.4 million is 4.9% greater than last year.



MONTHLY PERFORMANCE REPORT  
November 2023  
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2024															
													Current Month Target	FY2024 YTD Actual	FY2024 YTD GOAL
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP			
Bus Accidents (Includes METROLift) Bus Accidents per 100,000 vehicle miles	44	41											≤ 42	85	≤ 84
	0.72	0.71											≤ 0.75	0.71	≤ 0.75
BRT Accidents BRT Accidents per 100,000 vehicle miles	0	1											≤ 0	1	≤ 0
	0.00	3.13											≤ 0.00	1.52	≤ 1.06
Rail Accidents Rail Accidents per 100,000 vehicle miles	11	10											≤ 10	21	≤ 19
	3.76	3.58											≤ 5.19	3.67	≤ 5.19
Group A Criminal Offenses Group A Criminal Offenses per 100,000 boardings	113	119											≤ 132	232	≤ 264
	1.41	1.57											≤ 2.07	1.48	≤ 2.07
Criminal Incidents - METRO Properties	99	96											≤ 170	195	≤ 340
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2024 YTD Actual	FY2024 YTD GOAL
Complaint Contacts per 100,000 Boardings	20.56	18.86											< 22.00	19.73	< 22.00
Commendations	331	235											≥ 200	566	≥ 400
Average Call Center Answer Delay (Sec.)	60	72											< 35	66	< 35

Safety & Security

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

Customer Service

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

MONTHLY PERFORMANCE REPORT  
November 2023  
Performance Statistics

Benchmark Met      Benchmark Missed

Fiscal Year 2024															
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2024 YTD Actual	FY2024 YTD GOAL
On-Time Performance															
Bus - Local	74.3%	74.4%											≥ 74%	74.4%	≥ 74%
Bus - Park & Ride	85.0%	83.4%											≥ 82%	84.2%	≥ 82%
Bus - Weighted Average	78.2%	77.7%											≥ 74%	78.0%	≥ 74%
BRT - METRORapid Silver Line	94.7%	92.5%											≥ 93%	93.6%	93%
Rail - Red Line	93.7%	93.3%											≥ 93%	93.5%	≥ 93%
Rail - East End Green Line	96.2%	95.4%											≥ 95%	95.8%	≥ 95%
Rail - South East Purple Line	95.5%	96.0%											≥ 95%	95.8%	≥ 95%
METROLift	88.9%	89.1%											≥ 90%	89.0%	≥ 90%
MDBF (Mean Distance Between Mechanical Failures) - Buses	5,191	5,363											≥ 7,000	5,273	≥ 6,500
MDBF (Mean Distance Between Mechanical Failures) - METRORapid	11,203	3,998											≥ 4,000	5,963	≥ 4,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	18,272	17,454											≥ 15,000	17,863	≥ 15,000
MDBF (Mean Distance Between Mechanical Failures) - METROLift	33,774	32,724											≥ 22,000	33,259	≥ 22,000
Average Peak HOT Lanes Speed (miles per hour)															
I-45 North HOV	60	59											≥ 45	60	≥ 45
I-45 South HOV	60	59											≥ 45	60	≥ 45
US-290 HOV	62	63											≥ 45	63	≥ 45
US-59 North HOV	63	61											≥ 45	62	≥ 45
US-59 South HOV	58	56											≥ 45	57	≥ 45

On-Time Performance

- Local Bus routes met the minimum performance standard for both the month and the year-to-date.
- Park & Ride routes met the minimum performance standard for both the month and the year-to-date.
- BRT (Silver Line) did not meet the minimum performance standard for the month but did for the year-to-date.
- Rail (Red Line) met the minimum performance standard for both the month and the year-to-date.
- Rail (Green Line) met the minimum performance standard for both the month and the year-to-date.
- Rail (Purple Line) met the minimum performance standard for both the month and the year-to-date.
- METROLift did not meet the minimum performance standard for both the month and the year-to-date.

Service Reliability

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

HOT Lane Average Speed

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

## MONTHLY PERFORMANCE REPORT

November 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 35 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 with an allowance to leave fifty-nine (59) seconds before a scheduled departure. 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

November 2023

## Statement of Net Position

	November 30, 2022 (\$)	November 30, 2023 (\$)	Change (\$)
<b><u>Assets</u></b>			
Current Assets	1,139,707,961	1,148,788,344	9,080,382
Cash	11,031,659	37,997,072	26,965,414
Investments	856,603,202	840,218,778	(16,384,424)
Investments - Restricted	35,463,608	28,117,996	(7,345,613)
Receivables	189,577,341	184,320,660	(5,256,682)
Sales Tax	169,988,099	167,307,501	(2,680,598)
Federal Government - FTA	13,357,668	7,517,809	(5,839,859)
Bus Passes and Other Reveivables	6,231,574	9,495,350	3,263,775
Material and Supplies Inventory	47,032,151	58,133,838	11,101,686
Noncurrent Assets	2,615,146,954	2,584,042,851	(31,104,103)
Capital Assets, Net of Depreciation	2,612,539,560	2,578,660,153	(33,879,408)
Other noncurrent assets	2,607,394	5,372,698	2,765,305
Prepaid rental payments	-	10,000	10,000
<b>Total Assets</b>	<b>3,754,854,915</b>	<b>3,732,831,195</b>	<b>(22,023,721)</b>
<b>Deferred Outflow of Resources <sup>1</sup></b>	<b>168,209,825</b>	<b>203,685,324<sup>2</sup></b>	<b>35,475,499</b>
<b><u>Liabilities</u></b>			
Current Liabilities	1,090,310,683	1,050,085,432	(40,225,251)
Trade Payables	58,411,017	62,604,457	4,193,440
Accrued Compensation and Benefits	39,762,712	50,170,376	10,407,664
Liability for Injuries and Damages	18,736,340	21,933,153	3,196,813
Other Current Liabilities	9,994,081	9,448,464	(545,617)
Capital Lease Obligations	38,750,307	38,961,618	211,310
Debts Payable	923,278,177	848,219,472	(75,058,704)
Debt Interest Payable	-	13,605,658	13,605,658
Derivative Instrument - Diesel Fuel Swaps	1,378,049	5,142,234	3,764,185
Noncurrent Liabilities	1,048,660,569	924,042,215	(124,618,354)
Commercial Paper	83,550,000	-	(83,550,000)
Deferred Rental Payments	2,073,931	1,633,325	(440,606)
Other Postemployment Benefits	777,593,878	624,474,367	(153,119,511)
Defined Benefit Pension Plans	185,442,760	297,934,523	112,491,763
<b>Total Liabilities</b>	<b>2,138,971,253</b>	<b>1,974,127,648</b>	<b>(164,843,605)</b>
<b>Deferred Inflow of Resources</b>	<b>126,161,953</b>	<b>234,289,543</b>	<b>108,127,590</b>
<b><u>Net Position</u></b>			
Unrestricted assets	1,620,938,746	1,743,636,446	122,697,699
P&L Accounts	36,992,788	(15,537,118)	(52,529,906)
<b>Total Net Position</b>	<b>1,657,931,535</b>	<b>1,728,099,328</b>	<b>70,167,793</b>

### Notes:

- 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.”*
- The deferred outflow for FY2024 includes [1] Non Union Pension Plan (\$15,843,401), [2] Union Pension Plan (\$12,444,369), [3] Bonds (\$2,795,923), [4] Non Union OPEB (\$14,022,819) and [5] Union OPEB (\$121,380,309). These items will be recognized as expenses in future periods to which they relate.*