

METRO

Fiscal Year 2024

Monthly Performance Report

Revenue • Expense • Ridership • Performance

April 2024



MONTHLY PERFORMANCE REPORT

April 2024

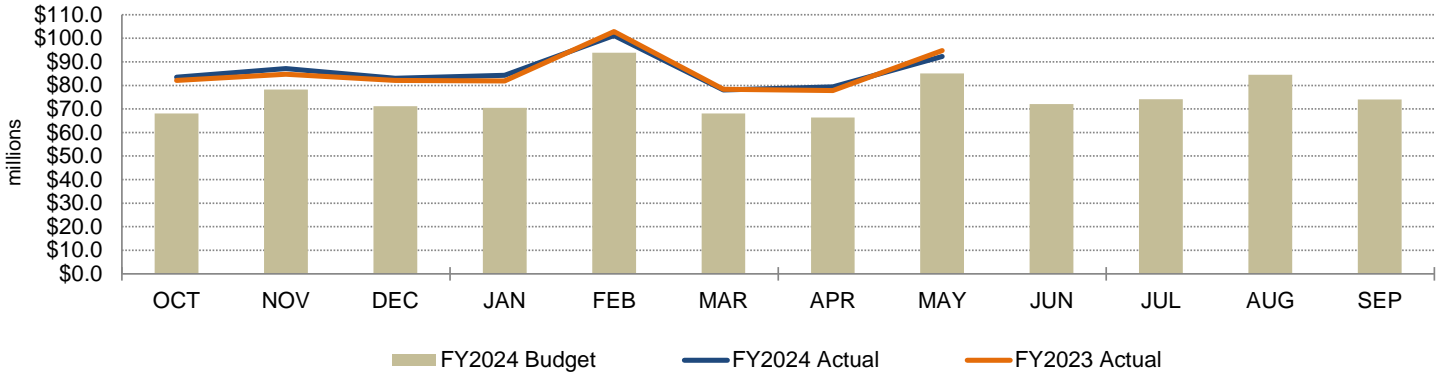
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Sales Tax Revenue



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% |
| December | 71.2 | 83.0 | 11.9 | 16.7% |
| January | 70.5 | 84.2 | 13.7 | 19.5% |
| February | 93.9 | 101.2 | 7.3 | 7.7% |
| March | 68.1 | 78.1 | 10.0 | 14.7% |
| April | 66.4 | 79.4 | 13.0 | 19.6% |
| May | 85.1 | 92.2 | 7.1 | 8.4% |
| June | - | - | - | 0.0% |
| July | - | - | - | 0.0% |
| August | - | - | - | 0.0% |
| September | - | - | - | 0.0% |
| FY2024 YTD | \$ 601.5 | \$ 688.8 | \$ 87.3 | 14.5% |

Prior Year vs. Current Year

(\$ millions)

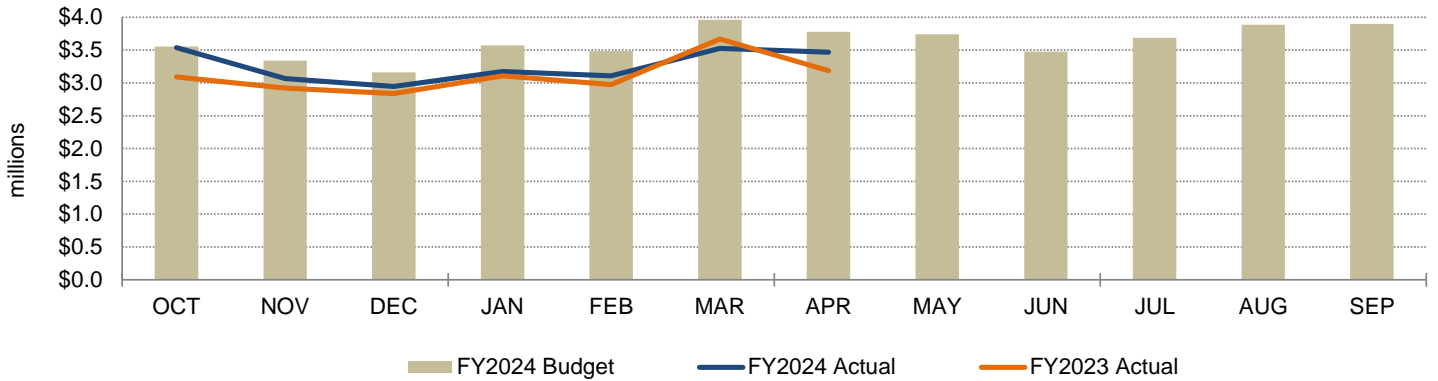
| | Prior Year | Current Year | Variance | % |
|-------------------|-----------------|-----------------|---------------|---------------|
| October | 82.1 | 83.5 | 1.4 | 1.7% |
| November | 84.8 | 87.2 | 2.4 | 2.8% |
| December | 82.2 | 83.0 | 0.8 | 1.0% |
| January | 81.9 | 84.2 | 2.3 | 2.9% |
| February | 102.9 | 101.2 | (1.7) | (1.6%) |
| March | 78.4 | 78.1 | (0.3) | (0.4%) |
| April | 77.8 | 79.4 | 1.6 | 2.0% |
| May | 94.8 | 92.2 | (2.5) | (2.7%) |
| June | - | - | - | 0.0% |
| July | - | - | - | 0.0% |
| August | - | - | - | 0.0% |
| September | - | - | - | 0.0% |
| FY2024 YTD | \$ 684.8 | \$ 688.8 | \$ 4.0 | 0.6% |

Sales Tax revenue for the month of May 2024 of \$92.2 million is \$7.1 million or 8.4% over estimates.

Sales Tax revenue for the year-to-date through May 2024 of \$688.8 million is \$87.3 million or 14.5% over estimates.

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April 2024
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%) |
| November | 3.3 | 3.1 | (0.2) | (6.1%) |
| December | 3.2 | 2.9 | (0.3) | (9.4%) |
| January | 3.6 | 3.2 | (0.4) | (11.1%) |
| February | 3.5 | 3.1 | (0.4) | (11.4%) |
| March | 4.0 | 3.5 | (0.5) | (12.5%) |
| April | 3.8 | 3.5 | (0.3) | (7.9%) |
| May | - | - | - | 0.0% |
| June | - | - | - | 0.0% |
| July | - | - | - | 0.0% |
| August | - | - | - | 0.0% |
| September | - | - | - | 0.0% |
| FY2024 YTD | \$ 24.9 | \$ 22.8 | \$ (2.1) | (8.4%) |

Prior Year vs. Current Year

(\$ millions)

| | Prior Year | Current Year | Variance | % |
|-------------------|----------------|----------------|---------------|-------------|
| October | 3.1 | 3.5 | 0.4 | 12.9% |
| November | 2.9 | 3.1 | 0.2 | 6.9% |
| December | 2.8 | 2.9 | 0.1 | 3.6% |
| January | 3.1 | 3.2 | 0.1 | 3.2% |
| February | 3.0 | 3.1 | 0.1 | 3.3% |
| March | 3.7 | 3.5 | (0.2) | (5.4%) |
| April | 3.2 | 3.5 | 0.3 | 9.4% |
| May | - | - | - | 0.0% |
| June | - | - | - | 0.0% |
| July | - | - | - | 0.0% |
| August | - | - | - | 0.0% |
| September | - | - | - | 0.0% |
| FY2024 YTD | \$ 21.8 | \$ 22.8 | \$ 1.0 | 4.6% |

Fare Revenue for the month of April 2024 of \$3.5 million is \$0.3 million or 7.9% under budget.

Fare Revenue for the year-to-date through April 2024 of \$22.8 million is \$2.1 million or 8.4% under budget.

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Service Related Grant Revenue

Total FY2024 Service Related Grant budget is \$144.9 million

| | (\$ millions) | | | | |
|-------------------|----------------|----------------|----------------|----------------|--|
| | Budget | Actual | Variance | % | |
| October | 0.2 | 0.2 | - | 0.0% | |
| November | 0.4 | 0.7 | 0.3 | 75.0% | |
| December | 0.4 | 0.3 | (0.1) | (25.0%) | |
| January | 16.3 | 0.2 | (16.1) | (98.8%) | |
| February | 16.2 | 76.9 | 60.7 | 374.7% | |
| March | 16.2 | 4.9 | (11.3) | (69.8%) | |
| April | 16.2 | 4.3 | (11.9) | (73.5%) | |
| May | - | - | - | 0.0% | |
| June | - | - | - | 0.0% | |
| July | - | - | - | 0.0% | |
| August | - | - | - | 0.0% | |
| September | - | - | - | 0.0% | |
| FY2024 YTD | \$ 65.9 | \$ 87.5 | \$ 21.6 | 32.8% | |

Service Related Grant Revenue for the year-to-date through April 2024 of \$87.5 million is \$21.6 million or 32.8% 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%) | |
| November | 4.8 | 3.1 | (1.7) | (35.4%) | |
| December | 4.8 | 0.9 | (3.9) | (81.3%) | |
| January | 4.8 | 6.6 | 1.8 | 37.5% | |
| February | 4.8 | 8.3 | 3.5 | 72.9% | |
| March | 4.8 | 3.5 | (1.3) | (27.1%) | |
| April | 4.8 | 1.4 | (3.4) | (70.8%) | |
| May | - | - | - | 0.0% | |
| June | - | - | - | 0.0% | |
| July | - | - | - | 0.0% | |
| August | - | - | - | 0.0% | |
| September | - | - | - | 0.0% | |
| FY2024 YTD | \$ 33.9 | \$ 24.0 | \$ (9.9) | (29.2%) | |

Capital Grant Revenue for the year-to-date through April 2024 of \$24.0 million is \$9.9 million or 29.2% under budget.

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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% |
| November | 1.2 | 3.9 | 2.7 | 225.0% |
| December | 1.2 | 4.0 | 2.8 | 233.3% |
| January | 1.2 | 4.2 | 3.0 | 250.0% |
| February | 1.2 | 4.0 | 2.8 | 233.3% |
| March | 1.2 | 4.5 | 3.3 | 275.0% |
| April | 1.2 | 4.0 | 2.8 | 233.3% |
| May | - | - | - | 0.0% |
| June | - | - | - | 0.0% |
| July | - | - | - | 0.0% |
| August | - | - | - | 0.0% |
| September | - | - | - | 0.0% |
| FY2024 YTD | \$ 8.1 | \$ 29.3 | \$ 21.2 | 261.7% |

Interest Income of \$29.3 million for the year-to-date through April 2024 is \$21.2 million or 261.7% 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% |
| November | 0.4 | 0.5 | 0.1 | 25.0% |
| December | 0.4 | 0.5 | 0.1 | 25.0% |
| January | 0.5 | 0.5 | - | 0.0% |
| February | 0.5 | 0.6 | 0.1 | 20.0% |
| March | 0.6 | 0.6 | - | 0.0% |
| April | 0.6 | 0.5 | (0.1) | (16.7%) |
| May | - | - | - | 0.0% |
| June | - | - | - | 0.0% |
| July | - | - | - | 0.0% |
| August | - | - | - | 0.0% |
| September | - | - | - | 0.0% |
| FY2024 YTD | \$ 3.5 | \$ 3.8 | \$ 0.3 | 8.6% |

Interest Income of \$3.8 million for the year-to-date through April 2024 is \$0.3 million or 8.6% over budget.

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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%) |
| November | 0.2 | 0.2 | - | 0.0% |
| December | 0.1 | 0.2 | 0.1 | 100.0% |
| January | 0.1 | 0.2 | 0.1 | 100.0% |
| February | 0.2 | 0.3 | 0.1 | 50.0% |
| March | 0.7 | 0.6 | (0.1) | (14.3%) |
| April | 0.2 | 0.1 | (0.1) | (50.0%) |
| May | - | - | - | 0.0% |
| June | - | - | - | 0.0% |
| July | - | - | - | 0.0% |
| August | - | - | - | 0.0% |
| September | - | - | - | 0.0% |
| FY2024 YTD | \$ 1.7 | \$ 1.8 | \$ 0.1 | 5.9% |

| |
|--|
| Other/Miscellaneous Revenue of \$1.8 million for the year-to-date through April 2024 is \$0.1 million or 5.9% over budget. |
|--|

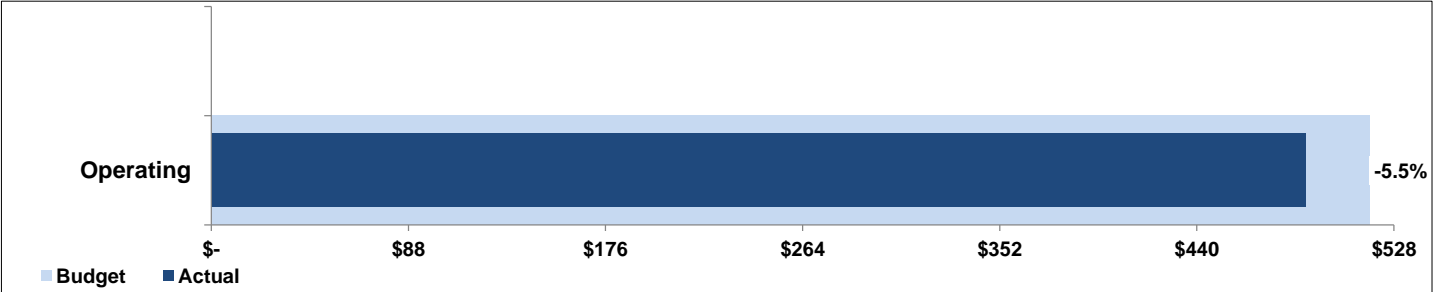
MONTHLY PERFORMANCE REPORT

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Budget Summary (\$ millions)

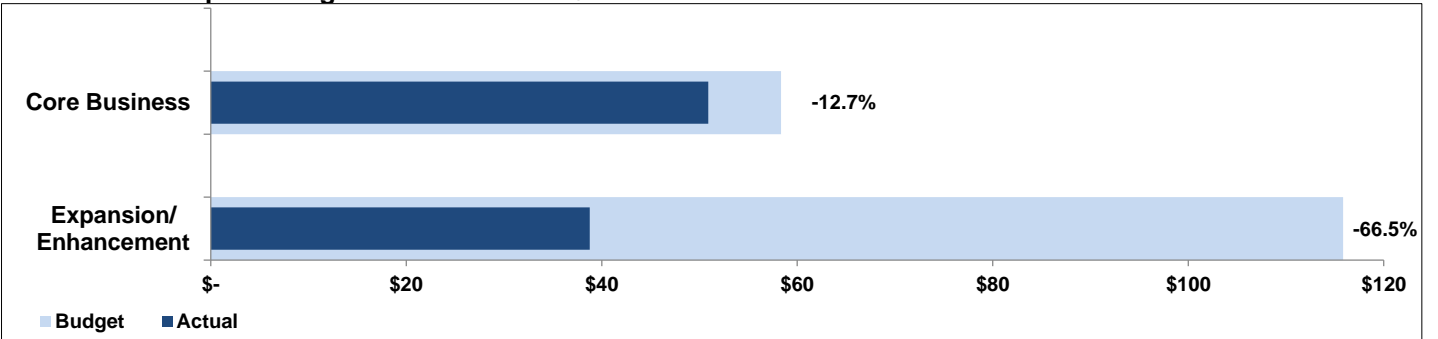
FY2024 Annual Operating Budget \$ 915.0

FY2024 YTD Operating Budget \$ 517.3



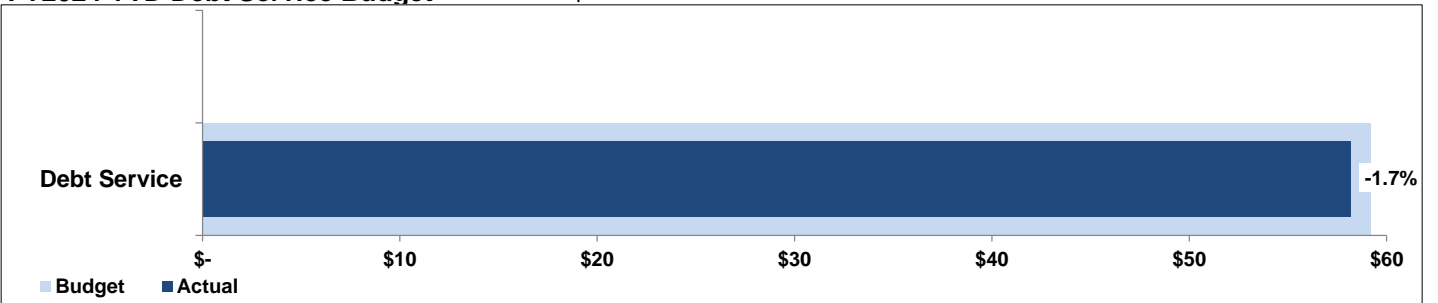
FY2024 Annual Capital Budget \$ 420.9

FY2024 YTD Capital Budget \$ 174.2



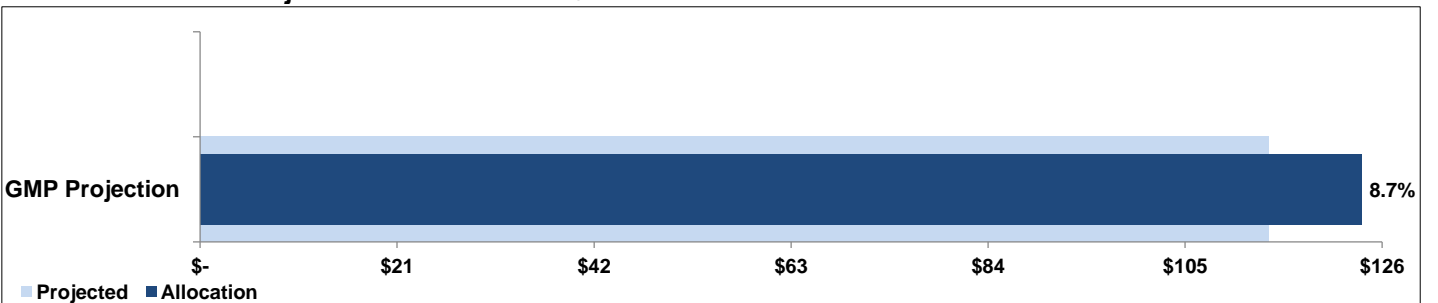
FY2024 Annual Debt Service Budget \$ 101.9

FY2024 YTD Debt Service Budget \$ 59.2



FY2024 Annual GMP Projected Allocation \$ 198.9

FY2024 YTD GMP Projected Allocation \$ 113.9



MONTHLY PERFORMANCE REPORT

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Operating Expenses

| Comparison of Budget to Actual for the Month (April 2024) | | | | | |
|--|-------------------------------|-------------------------|-------------------------|--|-------------------|
| | FY24 Annual Budget | April Budget | April Actual | \$ Variance (favorable)/unfavorable | % Variance |
| Labor & Fringe Benefits | \$ 504,800,687 | \$ 42,256,655 | \$ 40,050,335 | \$ (2,206,321) | (5.2%) |
| Non-Labor | 406,294,186 | \$ 33,362,826 | \$ 31,059,941 | (2,302,885) | (6.9%) |
| Subtotal Labor & Non-Labor | 911,094,873 | 75,619,481 | 71,110,275 | (4,509,206) | (6.0%) |
| Contingency | 3,905,127 | - | - | - | 0.0% |
| Total Operating Budget | \$ 915,000,000 | \$ 75,619,481 | \$ 71,110,275 | \$ (4,509,206) | (6.0%) |

| Comparison of Budget to Actual FY2024 (7 months) | | | | | |
|---|-------------------------------|--------------------------------|--------------------------------|--|-------------------|
| | FY24 Annual Budget | Year-to-Date Budget | Year-to-Date Actual | \$ Variance (favorable)/unfavorable | % Variance |
| Payroll & Benefits | | | | | |
| Wages | \$ 185,966,373 | \$ 108,085,453 | \$ 110,035,296 | \$ 1,949,843 | 1.8% |
| Union Fringe Benefits | 106,316,617 | 61,784,140 | 60,059,575 | (1,724,564) | (2.8%) |
| Subtotal Union Labor | 292,282,990 | 169,869,593 | 170,094,871 | 225,278 | 0.1% |
| Salaries and Non-Union Wages | 160,089,363 | 89,775,961 | 87,991,434 | (1,784,527) | (2.0%) |
| Non-Union Fringe Benefits | 65,517,707 | 37,169,277 | 34,475,369 | (2,693,908) | (7.2%) |
| Subtotal Non-Union Labor | 225,607,070 | 126,945,238 | 122,466,803 | (4,478,435) | (3.5%) |
| Allocation to Capital & GMP | (13,089,373) | (7,546,992) | (6,306,347) | 1,240,645 | (16.4%) |
| Subtotal Labor and Fringe Benefits | 504,800,687 | 289,267,839 | 286,255,327 | (3,012,512) | (1.0%) |
| Total Materials & Supplies | | | | | |
| Services | 127,143,389 | 69,619,907 | 53,401,755 | (16,218,152) | (23.3%) |
| Materials and Supplies | 44,457,326 | 25,369,235 | 25,028,408 | (340,827) | (1.3%) |
| Fuel and Utilities | 56,507,365 | 32,293,453 | 29,361,416 | (2,932,038) | (9.1%) |
| | 228,108,079 | 127,282,595 | 107,791,578 | (19,491,017) | (15.3%) |
| Administration | | | | | |
| Casualty and Liability | 10,213,914 | 5,797,656 | 6,389,213 | 591,557 | 10.2% |
| Purchased Transportation | 145,175,295 | 81,846,776 | 77,682,614 | (4,164,162) | (5.1%) |
| Leases, Rentals and Misc. | 23,707,120 | 13,630,157 | 11,473,591 | (2,156,565) | (15.8%) |
| Allocation to Capital & GMP - Non-Labor | (910,223) | (573,040) | (797,526) | (224,487) | 39.2% |
| | 178,186,107 | 100,701,549 | 94,747,891 | (5,953,658) | (5.9%) |
| Subtotal Non-Labor | 406,294,186 | 227,984,144 | 202,539,469 | (25,444,675) | (11.2%) |
| Subtotal Labor and Non-Labor | 911,094,873 | 517,251,984 | 488,794,797 | (28,457,187) | (5.5%) |
| Contingency | 3,905,127 | - | - | - | 0.0% |
| Subtotal Contingency | 3,905,127 | - | - | - | 0.0% |
| Total Operating Budget | \$ 915,000,000 | \$ 517,251,984 | \$ 488,794,797 | \$ (28,457,187) | (5.5%) |
| Non-Budgeted Expense | | | | | |
| Gain/ Loss Disposal | - | - | (92,240) | (92,240) | 0.0% |
| Grand Total | \$ 915,000,000 | \$ 517,251,984 | \$ 488,702,557 | \$ (28,549,427) | (5.5%) |

Operating Expenses for the month of April 2024 of \$71.1 million are \$4.5 million or 6.0% under budget.

Operating Expenses year-to-date through April 2024 of \$488.8 million are \$28.5 million or 5.5% under budget.

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April 2024

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> |
|---|-----------------------|-----------------------|--|
| <u>Payroll & Benefits</u> | \$ 289,267,839 | \$ 286,255,327 | \$ (3,012,512) |
| <u>Union Labor</u> | | | |
| Wages - Fleet Services | | | (1,134,000) |
| Benefit Trust Contribution | | | (1,070,000) |
| Wages - METRORail | | | (734,000) |
| Fringes - Uniform & Tool Allowance | | | (551,000) |
| Workers' Comp | | | (210,000) |
| Pension Union - Defined Contribution | | | (193,000) |
| Wages - Facilities Maintenance | | | (192,000) |
| Wages - Operations Training Division | | | (173,000) |
| <u>Offset by</u> | | | |
| Vacation Buyback | | | 159,000 |
| Fringes | | | 230,000 |
| Overtime - Facilities Maintenance | | | 276,000 |
| Overtime - METRORail | | | 750,000 |
| Wages - Bus Transportation | | | 879,000 |
| Overtime - Fleet Services | | | 2,250,000 |
| <u>Non-Union Labor</u> | | | |
| Healthcare | | | (2,668,246) |
| Base Salaries | | | (2,481,000) |
| Pension Non-Union - Defined Contribution | | | (106,000) |
| <u>Offset by</u> | | | |
| Overtime | | | 797,000 |
| <u>Total Materials & Supplies</u> | \$ 127,282,595 | \$ 107,791,578 | \$ (19,491,017) |
| <u>Services</u> | | | |
| <u>Operations & Customer Service</u> - due to underruns in Contract and Contractual Support Services (-\$2.0 million), Support and Other Services (-\$1.4 million), BOF Maintenance (-\$986,000), Building and Grounds Maintenance (-\$665,900), Custodial Services (-\$478,000), Contracted Vehicle Repairs (-\$124,000) and Education & Training (-\$121,000) | | | (5,787,000) |
| <u>Project Delivery & Controls</u> - due to underrun in Contract and Contractual Support Services | | | (2,386,000) |
| <u>Safety</u> - due to underruns in Contract and Contractual Support Services (-\$1.1 million), Education & Training (-\$572,000) and Incentive Program (-\$102,000) | | | (1,814,000) |
| <u>Planning</u> - due to underrun in Contract and Contractual Support Services | | | (1,352,000) |
| <u>Engineering</u> - due to underrun in Contract and Contractual Support Services | | | (1,291,000) |
| <u>Joint Development/TOD</u> - due to underrun in Contract and Contractual Support Services | | | (517,000) |
| <u>Finance</u> - due to underruns in Contract and Contractual Support Services (-\$292,000) and Support and Other Services (-\$180,000) | | | (472,000) |
| <u>Legal</u> - due to underruns in Support and Other Services (-\$297,000) and Legal Fees (-\$165,000) | | | (462,000) |
| <u>Information Technology</u> - due to underruns in Equipment Repairs & Maintenance (-\$324,000) and Contract and Contractual Support Services (-\$136,000) | | | (460,000) |
| <u>Human Resources</u> - due to underruns in Contract Employment Services | | | (263,000) |
| <u>EVP Office - PEC</u> - due to underrun in Contract and Contractual Support Services | | | (245,000) |
| <u>METRO Police</u> - due to underrun in Support and Other Services | | | (104,000) |
| <u>Government Affairs</u> - due to overrun in Legislative Coordination | | | 124,000 |
| <u>Marketing & Communication Services</u> - due to overrun in Advertising | | | 154,000 |
| <u>General underspending in other areas Authority wide not mentioned above</u> | | | |
| Underspending in Contract and Contractual Support Services throughout the Authority | | | (450,000) |
| Underspending in Education and Training throughout the Authority | | | (272,000) |
| Underspending in Equipment Repairs & Maintenance throughout the Authority | | | (228,000) |
| Underspending in Advertising throughout the Authority | | | (146,000) |
| Underspending in Promotion throughout the Authority | | | (112,000) |

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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> |
|--|-----------------------|----------------------|--|
| Materials and Supplies | | | |
| <u>Underruns in -</u> | | | |
| Tech Equipment | | | (662,000) |
| General & Special Office Supplies | | | (536,000) |
| Minor Tools | | | (424,000) |
| Bus Engines | | | (398,000) |
| Tires & Tubes | | | (209,000) |
| Propulsion | | | (137,000) |
| Maintenance Supplies | | | (118,000) |
| Engine Cooling System | | | (116,000) |
| Exhaust System Parts | | | (100,000) |
| <u>Offset by miscellaneous overruns in -</u> | | | |
| Supplies - EDP | | | 187,000 |
| Other Parts | | | 299,000 |
| Bus Batteries | | | 386,000 |
| Material price variances on production/refurbished orders and inventory revaluations and disposals | | | 420,000 |
| Parts - Exterior Body & Windows | | | 421,000 |
| Bus Parts - Brakes | | | 665,000 |
| Fuel and Utilities | | | |
| <u>Underruns in -</u> | | | |
| Gasoline | | | (2,097,000) |
| Compressed Natural Gas | | | (845,000) |
| Power | | | (254,000) |
| Electric Vehicle Power | | | (187,000) |
| <u>Offset by miscellaneous overruns in -</u> | | | |
| Diesel Fuel and related taxes | | | 337,000 |
| <u>Administration</u> | \$ 100,701,549 | \$ 94,747,891 | \$ (5,953,658) |
| Casualty & Liability | | | |
| Higher than expected subrogation | | | (421,000) |
| Lower than expected premiums | | | (260,000) |
| Higher than expected vehicle liability | | | 1,273,000 |
| Purchased Transportation | | | |
| METROLift | | | (1,817,000) |
| Northwest Contract | | | (1,074,000) |
| curb2curb | | | (902,000) |
| Regional Vanpool | | | (371,000) |
| Leases, Rentals, & Miscellaneous | | | |
| Underspending in discretionary (travel, memberships, etc.) and other miscellaneous items | | | (1,159,000) |
| Lower than expected Information Technology Rent Software Payments | | | (861,000) |
| Underspending in Relocation Expenses | | | (137,000) |

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Total Operating Budget / Expenses by Department

| <u>Authorized</u> <u>EOY</u> <u>Workforce</u> | <u>Department</u> | <u>Annual Budget</u> | -----Year-to-Date----- | | | --Current Month-- |
|---|---|----------------------|------------------------|--------------------|---------------------|--------------------|
| | | | <u>Budget</u> | <u>Expense</u> | <u>Variance</u> | <u>Variance</u> |
| 3,788 | Operations, Customer Service & Human Resources | 671,355,880 | 385,051,399 | 373,036,725 | (12,014,674) | (1,977,810) |
| | 2 Deputy CEO | 727,425 | 424,699 | 147,093 | (277,607) | (33,168) |
| 3,723 | Operations & Customer Service | 634,570,896 | 363,824,373 | 353,859,636 | (9,964,737) | (1,681,088) |
| | 63 Human Resources | 36,057,560 | 20,802,327 | 19,029,996 | (1,772,330) | (263,554) |
| 85 | Planning, Engineer, & Construction | 48,824,641 | 26,759,023 | 21,939,049 | (4,819,975) | (157,971) |
| | 6 EVP Office | 1,269,701 | 548,932 | 342,979 | (205,954) | (106,211) |
| | 25 Project Delivery & Controls | 36,428,926 | 20,502,447 | 18,061,634 | (2,440,814) | 482,991 |
| | 22 Planning | 6,585,521 | 3,233,031 | 2,526,219 | (706,812) | (230,715) |
| | 32 Engineering | 4,540,493 | 2,474,613 | 1,008,217 | (1,466,395) | (304,036) |
| 257 | Administration | 58,456,535 | 36,110,848 | 34,187,762 | (1,923,086) | (231,267) |
| | 2 EVP, Administration | 626,987 | 368,003 | 370,657 | 2,654 | 10,101 |
| | 85 Information Technology | 31,084,747 | 20,699,595 | 20,307,392 | (392,204) | 100,559 |
| | 135 Procurement & Materials | 15,652,580 | 9,058,513 | 8,717,499 | (341,014) | (76,443) |
| | 7 Transit Asset Management | 1,188,403 | 663,432 | 688,590 | 25,158 | 14,850 |
| | 28 Client & Vanpool Ridership Services | 9,903,818 | 5,321,304 | 4,103,624 | (1,217,681) | (280,335) |
| 12 | Audit | 1,867,982 | 984,332 | 779,554 | (204,778) | (44,472) |
| 24 | Legal | 5,106,240 | 2,989,399 | 2,368,476 | (620,923) | (103,595) |
| 81 | Finance | 14,891,021 | 8,505,023 | 7,119,687 | (1,385,337) | (293,184) |
| | 2 CFO | 734,880 | 401,196 | 254,260 | (146,936) | (76,765) |
| | 79 Finance | 14,156,141 | 8,103,827 | 6,865,427 | (1,238,401) | (216,419) |
| 5 | Office of Innovation | 2,084,017 | 845,176 | 801,340 | (43,836) | 35,418 |
| 61 | Communications | 20,615,277 | 11,089,825 | 10,410,006 | (679,819) | (411,546) |
| | 3 EVP, Communications | 637,579 | 383,747 | 360,354 | (23,393) | 3,496 |
| | 11 Press Office | 1,593,459 | 940,660 | 937,835 | (2,825) | 50,173 |
| | 30 Marketing & Communication Services | 15,094,691 | 8,001,938 | 7,605,064 | (396,874) | (366,105) |
| | 3 Partnership Promotions | 835,384 | 430,321 | 326,323 | (103,997) | (91,823) |
| | 14 Public Engagement | 2,454,164 | 1,333,160 | 1,180,430 | (152,730) | (7,287) |
| 399 | METRO Police | 41,712,746 | 23,545,235 | 21,911,962 | (1,633,273) | (807,939) |
| 112 | Safety | 28,805,707 | 16,662,865 | 13,749,831 | (2,913,035) | (413,645) |
| 22 | Executive and Board | 8,135,832 | 4,708,860 | 4,284,982 | (423,877) | (103,195) |
| | Non Departmental | 4,562,989 | - | (1,794,576) | (1,794,576) | - |
| | President & CEO Contingency | 8,581,134 | - | - | - | - |
| 4,846 | Total Operating Budget | 915,000,000 | 517,251,984 | 488,794,797 | (28,457,187) | (4,509,206) |

MONTHLY PERFORMANCE REPORT

April 2024

Total Operating Budget / Expenses by Department as of the end of April 2024 vs. April 2023

| <u>Department</u> | April 2024 Year-to-Date | | | April 2023 Year-to-Date | | |
|---|----------------------------|-----------------------|------------------------|----------------------------|-----------------------|------------------------|
| | <u>Budget</u> | <u>Expense</u> | <u>Variance</u> | <u>Budget</u> | <u>Expense</u> | <u>Variance</u> |
| Operations, Customer Service & Human Resources | 385,051,399 | 373,036,725 | (12,014,674) | 356,469,192 | 344,304,284 | (12,164,908) |
| Deputy CEO | 424,699 | 147,093 | (277,607) | 372,391 | 363,775 | (8,616) |
| Operations & Customer Service | 363,824,373 | 353,859,636 | (9,964,737) | 338,897,984 | 328,519,187 | (10,378,797) |
| Human Resources | 20,802,327 | 19,029,996 | (1,772,330) | 17,198,817 | 15,421,322 | (1,777,494) |
| Planning, Engineering and Construction | 26,759,023 | 21,939,049 | (4,819,975) | 39,774,093 | 34,610,500 | (5,163,593) |
| EVP Office | 548,932 | 342,979 | (205,954) | 413,408 | 375,522 | (37,885) |
| Project Delivery & Controls | 20,502,447 | 18,061,634 | (2,440,814) | 3,001,657 | 29,813,799 | 26,812,142 |
| Planning | 3,233,031 | 2,526,219 | (706,812) | 1,472,914 | 2,914,373 | 1,441,458 |
| Engineering | 2,474,613 | 1,008,217 | (1,466,395) | 34,886,113 | 1,506,805 | (33,379,308) |
| Administration | 36,110,848 | 34,187,762 | (1,923,086) | 32,726,977 | 31,331,336 | (1,395,641) |
| EVP, Administration | 368,003 | 370,657 | 2,654 | 707,413 | 576,917 | (130,496) |
| Information Technology | 20,699,595 | 20,307,392 | (392,204) | 18,144,692 | 18,088,528 | (56,165) |
| Procurement & Materials | 9,058,513 | 8,717,499 | (341,014) | 8,678,960 | 8,360,986 | (317,973) |
| Transit Asset Management | 663,432 | 688,590 | 25,158 | 582,819 | 560,926 | (21,892) |
| Client & Vanpool Rideship Services | 5,321,304 | 4,103,624 | (1,217,681) | 4,613,093 | 3,743,978 | (869,115) |
| Audit | 984,332 | 779,554 | (204,778) | 826,705 | 798,228 | (28,477) |
| Legal | 2,989,399 | 2,368,476 | (620,923) | 2,706,136 | 1,938,281 | (767,854) |
| Finance | 8,505,023 | 7,119,687 | (1,385,337) | 6,817,294 | 6,308,904 | (508,391) |
| CFO | 401,196 | 254,260 | (146,936) | 232,476 | 228,200 | (4,276) |
| Finance | 8,103,827 | 6,865,427 | (1,238,401) | 6,584,818 | 6,080,704 | (504,115) |
| Office of Innovation | 845,176 | 801,340 | (43,836) | 1,027,434 | 671,259 | (356,175) |
| Communications | 11,089,825 | 10,410,006 | (679,819) | 10,600,566 | 7,749,023 | (2,851,543) |
| EVP, Communications | 383,747 | 360,354 | (23,393) | 331,916 | 349,557 | 17,641 |
| Press Office | 940,660 | 937,835 | (2,825) | 763,813 | 804,271 | 40,459 |
| Marketing & Communication Services | 8,001,938 | 7,605,064 | (396,874) | 8,002,841 | 5,234,670 | (2,768,171) |
| Partnership Promotions | 430,321 | 326,323 | (103,997) | 323,701 | 382,576 | 58,875 |
| Public Engagement | 1,333,160 | 1,180,430 | (152,730) | 1,178,296 | 977,949 | (200,347) |
| METRO Police | 23,545,235 | 21,911,962 | (1,633,273) | 21,157,870 | 21,167,370 | 9,501 |
| Safety | 16,662,865 | 13,749,831 | (2,913,035) | 11,495,784 | 9,698,667 | (1,797,117) |
| Executive & Board | 4,708,860 | 4,284,982 | (423,877) | 3,499,621 | 3,181,880 | (317,742) |
| Non-Departmental | - | (1,794,576) | (1,794,576) | - | (574,919) | (574,919) |
| President & CEO Contingency | - | - | - | - | - | - |
| TOTAL OPERATING BUDGET | \$ 517,251,984 | \$ 488,794,797 | \$ (28,457,187) | \$ 487,101,673 | \$ 461,184,813 | \$ (25,916,860) |

MONTHLY PERFORMANCE REPORT

April 2024

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

Capital Budget

| | FY2024 | | Month of April 2024 | | | | Fiscal Year-to-Date | | | |
|--|------------------|----------------|---------------------|------------------|----------------|-----------------|---------------------|------------------|----------------|--|
| | Annual Budget | Budget | Actual | Variance | | Budget | Actual | Variance | | |
| | | | | \$ | % | | | \$ | % | |
| Core Business Items Necessary to Maintain Service | \$ 156.3 | \$ 16.2 | \$ 7.5 | \$ (8.7) | (53.7%) | \$ 58.3 | \$ 50.9 | \$ (7.4) | (12.7%) | |
| CORE 1 - Vehicle Maintenance Costs | 24.8 | 2.5 | 1.9 | (0.6) | (24.0%) | 13.3 | 11.6 | (1.7) | (12.8%) | |
| CORE 2 - Maintaining Operational Facilities (Buildings & Rail) | 60.9 | 13.0 | 3.7 | (9.3) | (71.5%) | 26.1 | 19.1 | (7.0) | (26.8%) | |
| CORE 3 - IT Projects | 9.0 | 0.6 | 0.6 | - | 0.0% | 3.4 | 3.5 | 0.1 | 2.9% | |
| CORE 4 - Vehicle Acquisition Costs | 61.5 | 0.1 | 1.3 | 1.2 | 1200.0% | 15.7 | 16.6 | 0.9 | 5.7% | |
| Expansion/Enhancement Capital Costs | \$ 264.6 | \$ 21.1 | \$ 4.0 | \$ (17.1) | (81.0%) | \$ 115.8 | \$ 38.8 | \$ (77.0) | (66.5%) | |
| EXP 1 - Vehicle Acquisition Costs | - | - | - | - | 0.0% | - | - | - | 0.0% | |
| EXP 2 - Safety Projects | 5.7 | 0.5 | 0.0 | (0.5) | (100.0%) | 3.6 | 1.2 | (2.4) | (66.7%) | |
| EXP 3 - IT Projects | 35.8 | 2.7 | 1.3 | (1.4) | (51.9%) | 16.4 | 16.6 | 0.2 | 1.2% | |
| EXP 4 - FFGA Commitments | 10.4 | 0.8 | 0.0 | (0.8) | (100.0%) | 3.7 | 0.7 | (3.0) | (81.1%) | |
| EXP 5 - METRONext | 151.9 | 14.1 | 1.6 | (12.5) | (88.7%) | 71.6 | 14.2 | (57.4) | (80.2%) | |
| EXP 6 - Legacy Projects (New and/or Enhanced) | 56.3 | 3.0 | 1.0 | (2.0) | (66.7%) | 20.5 | 6.0 | (14.5) | (70.7%) | |
| EXP 7 - Allowances | 4.5 | - | - | - | 0.0% | - | (0.0) | - | 0.0% | |
| Total Capital | \$ 420.9 | \$ 37.2 | \$ 11.4 | \$ (25.8) | (69.4%) | \$ 174.2 | \$ 89.7 | \$ (84.5) | (48.5%) | |

Core Business Items Necessary to Maintain Service expenses for the year-to-date through April 2024 of \$50.9 million are \$7.4 million or 12.7% under budget.

Expansion/Enhancement Capital Costs expenses for the year-to-date through April 2024 of \$38.8 million are \$77.0 million or 66.5% under budget.

Debt Service Budget

| | FY2024 | | Month of April 2024 | | | | Fiscal Year-to-Date | | | |
|---------------------|------------------|---------------|---------------------|-------------|-------------|----------------|---------------------|-----------------|---------------|--|
| | Annual Budget | Budget | Actual | Variance | | Budget | Actual | Variance | | |
| | | | | \$ | % | | | \$ | % | |
| Debt Service | \$ 101.9 | \$ 8.3 | \$ 8.3 | \$ - | 0.0% | \$ 59.2 | \$ 58.2 | \$ (1.0) | (1.7%) | |

Debt Service expenses for the year-to-date through April 2024 of \$58.2 million are \$1.0 million or 1.7% under budget.

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

General Mobility Transfers

| | FY2024 | | Month of April 2024 | | | | Fiscal Year-to-Date | | | |
|-------------------------|-----------------|----------------|---------------------|---------------|--------------|-----------------|---------------------|---------------|-------------|--|
| | Projection | Projection | Allocation | Variance | | Projection | Allocation | Variance | | |
| | | | | \$ | % | | | \$ | % | |
| General Mobility | \$ 198.9 | \$ 14.5 | \$ 16.1 | \$ 1.6 | 11.0% | \$ 113.9 | \$ 123.8 | \$ 9.9 | 8.7% | |

Funds allocated to the General Mobility Fund totaling \$123.8 million for the year-to-date through April 2024 are \$9.9 million or 8.7% more than the amount projected.

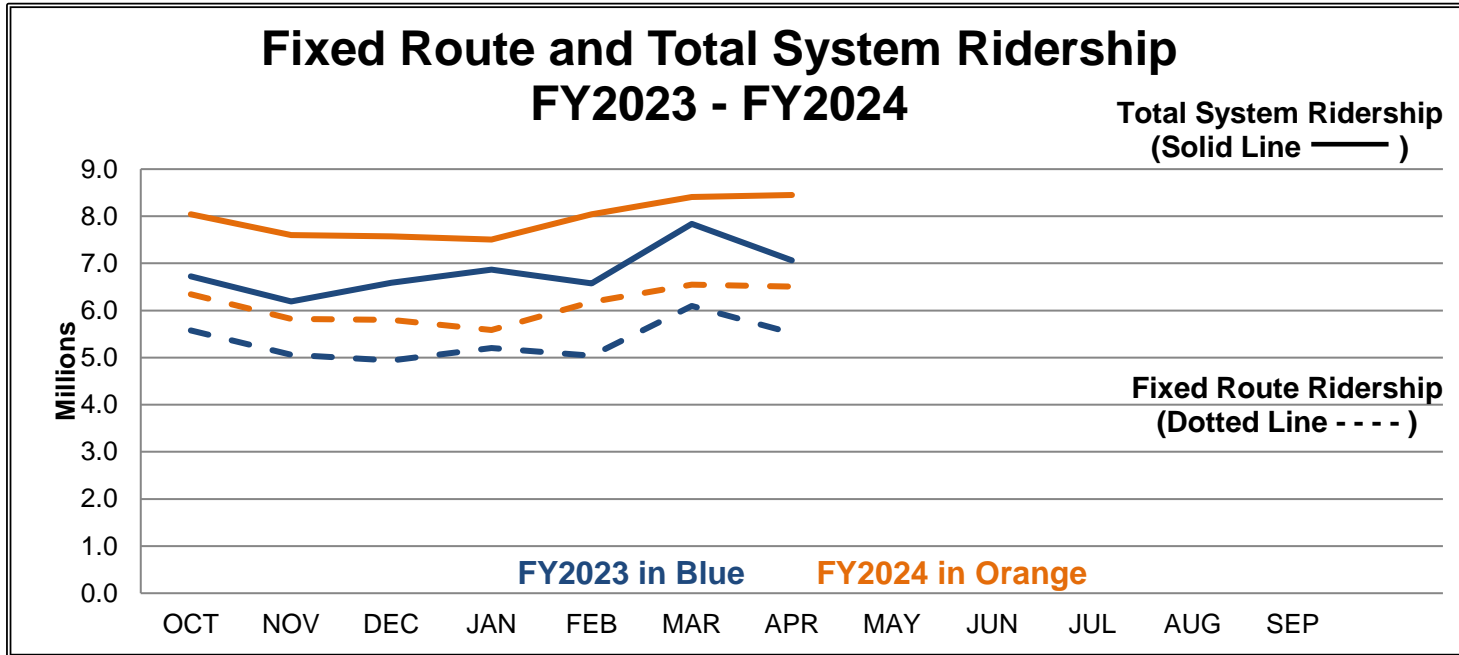
MONTHLY PERFORMANCE REPORT

April 2024

Ridership by Service Category

| Service Category | | | | | YTD % Change | |
|---|------------------|------------------|-------------------|----------------------|----------------------|-------------------|
| | Apr-23 Boardings | Apr-24 Boardings | Apr-24 vs. Apr-23 | Apr-23 YTD Boardings | Apr-24 YTD Boardings | Apr-24 vs. Apr-23 |
| Fixed Route Services | | | | | | |
| <u>Local Network</u> | | | | | | |
| Local Bus | 4,052,135 | 4,889,806 | 20.7% | 27,486,660 | 31,957,490 | 16.3% |
| METRO curb2curb | 20,438 | 25,705 | 25.8% | 133,284 | 178,086 | 33.6% |
| METRORapid Silver Line | 24,075 | 29,220 | 21.4% | 169,627 | 198,865 | 17.2% |
| <u>METRORail</u> | | | | | | |
| Red (North) Line | 934,357 | 966,012 | 3.4% | 6,419,752 | 6,665,575 | 3.8% |
| Green (East) Line | 115,457 | 121,348 | 5.1% | 732,378 | 798,510 | 9.0% |
| Purple (Southeast) Line | 129,914 | 134,165 | 3.3% | 804,520 | 913,490 | 13.5% |
| METRORail (all lines) | 1,179,728 | 1,221,525 | 3.5% | 7,956,650 | 8,377,575 | 5.3% |
| METRORail-Bus Bridge | 0 | 1,292 | 0.0% | 10,449 | 8,989 | (14.0%) |
| METRORail Total | 1,179,728 | 1,222,817 | 3.7% | 7,967,099 | 8,386,564 | 5.3% |
| Subtotal Local Network | 5,276,376 | 6,167,548 | 16.9% | 35,756,670 | 40,721,005 | 13.9% |
| <u>Commuter</u> | | | | | | |
| Park & Ride | 266,810 | 359,096 | 34.6% | 1,790,961 | 2,205,817 | 23.2% |
| Subtotal Fixed Route Service | 5,543,186 | 6,526,644 | 17.7% | 37,547,631 | 42,926,822 | 14.3% |
| Disaster Events | 0 | 0 | 0.0% | 145 | 0 | 0.0% |
| Special Events | 2,607 | 911 | (65.1%) | 31,889 | 35,917 | 12.6% |
| Bus Bridge Events | 0 | 1,968 | 0.0% | 0 | 4,875 | 0.0% |
| Total Fixed Route | 5,545,793 | 6,529,523 | 17.7% | 37,579,665 | 42,967,614 | 14.3% |
| Customized Bus Services | | | | | | |
| METROLift | 140,723 | 160,720 | 14.2% | 961,390 | 1,052,752 | 9.5% |
| METRO STAR Vanpool | 38,613 | 45,467 | 17.8% | 277,969 | 292,508 | 5.2% |
| Internal Service | 0 | 18 | 0.0% | 3,699 | 131 | (96.5%) |
| Subtotal Customized Bus | 179,336 | 206,205 | 15.0% | 1,243,058 | 1,345,391 | 8.2% |
| HOV/HOT Carpools, Vanpools, and Non-METRO Buses | 1,336,776 | 1,715,179 | 28.3% | 9,017,776 | 11,307,724 | 25.4% |
| Total System | 7,061,905 | 8,450,907 | 19.7% | 47,840,499 | 55,620,729 | 16.3% |

MONTHLY PERFORMANCE REPORT
April 2024
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 April 2024 of 6.5 million is 1.0 million or 17.7% greater than last year.

Total fixed route ridership, excluding disaster and special events, for the year-to-date through April 2024 of 42.9 million is 5.4 million or 14.3% greater than last year.

METRORail ridership for the month of April 2024 of 1.2 million is 3.7% greater than last year.

METRORail ridership year-to-date through April 2024 of 8.4 million is 5.3% greater than last year.

MONTHLY PERFORMANCE REPORT
April 2024
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) | 44 | 41 | 47 | 35 | 42 | 54 | 57 | | | | | | ≤ 48 | 320 | ≤ 313 |
| Bus Accidents per 100,000 vehicle miles | 0.72 | 0.71 | 0.80 | 0.59 | 0.72 | 0.88 | 0.93 | | | | | | ≤ 0.75 | 0.76 | ≤ 0.75 |
| BRT Accidents | 0 | 1 | 0 | 1 | 0 | 0 | 0 | | | | | | ≤ 0 | 2 | ≤ 2 |
| BRT Accidents per 100,000 vehicle miles | 0.00 | 3.13 | 0.00 | 3.13 | 0.00 | 0.00 | 0.00 | | | | | | ≤ 1.06 | 0.88 | ≤ 1.06 |
| Rail Accidents | 11 | 10 | 10 | 9 | 9 | 5 | 8 | | | | | | ≤ 9 | 62 | ≤ 65 |
| Rail Accidents per 100,000 vehicle miles | 3.76 | 3.58 | 3.40 | 3.05 | 3.13 | 1.63 | 2.78 | | | | | | ≤ 5.19 | 3.03 | ≤ 5.19 |
| Group A Criminal Offenses | 114 | 119 | 133 | 104 | 143 | 135 | 161 | | | | | | ≤ 132 | 909 | ≤ 924 |
| Group A Criminal Offenses per 100,000 boardings | 1.42 | 1.57 | 1.76 | 1.39 | 1.78 | 1.60 | 1.91 | | | | | | ≤ 2.07 | 1.63 | ≤ 2.07 |
| Criminal Incidents - METRO Properties | 98 | 93 | 107 | 102 | 111 | 125 | 145 | | | | | | ≤ 170 | 781 | ≤ 1,190 |
| CUSTOMER SERVICE | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | | FY2024 YTD Actual | FY2024 YTD GOAL |
| Complaint Contacts per 100,000 Boardings | 20.56 | 18.86 | 17.52 | 18.01 | 20.20 | 17.38 | 18.67 | | | | | | < 22.00 | 18.75 | < 22.00 |
| Commendations | 331 | 235 | 217 | 229 | 252 | 269 | 374 | | | | | | ≥ 200 | 1,907 | ≥ 1,400 |
| Average Call Center Answer Delay (Sec.) | 60 | 72 | 52 | 38 | 21 | 27 | 18 | | | | | | < 35 | 40 | < 35 |

Safety & Security

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

MONTHLY PERFORMANCE REPORT

April 2024

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% | 74.8% | 75.8% | 74.7% | 75.0% | 74.7% | | | | | | ≥ 74% | 74.8% | ≥ 74% |
| Bus - Park & Ride | 85.0% | 83.4% | 83.7% | 85.6% | 86.9% | 86.8% | 87.6% | | | | | | ≥ 82% | 85.6% | ≥ 82% |
| Bus - Weighted Average | 78.2% | 77.7% | 78.3% | 79.4% | 79.1% | 79.3% | 79.4% | | | | | | ≥ 75% | 78.8% | ≥ 75% |
| BRT - METRORapid Silver Line | 94.7% | 92.5% | 92.7% | 90.2% | 90.6% | 90.9% | 90.5% | | | | | | ≥ 93% | 91.7% | ≥ 93% |
| Rail - Red Line | 93.7% | 93.3% | 94.1% | 91.5% | 93.5% | 93.1% | 95.3% | | | | | | ≥ 93% | 93.5% | ≥ 93% |
| Rail - East End Green Line | 96.2% | 95.4% | 96.5% | 93.9% | 96.3% | 95.7% | 95.7% | | | | | | ≥ 95% | 95.7% | ≥ 95% |
| Rail - South East Purple Line | 95.5% | 96.0% | 96.4% | 93.6% | 96.1% | 95.1% | 95.5% | | | | | | ≥ 95% | 95.5% | ≥ 95% |
| METROLift | 88.9% | 89.1% | 90.9% | 92.5% | 88.1% | 88.4% | 89.5% | | | | | | ≥ 90% | 89.6% | ≥ 90% |
| MDBF (Mean Distance Between Mechanical Failures) - Buses | 5,191 | 5,363 | 5,763 | 5,434 | 6,021 | 5,699 | 5,560 | | | | | | ≥ 7,000 | 5,562 | ≥ 6,857 |
| MDBF (Mean Distance Between Mechanical Failures) - METRORapid | 11,203 | 3,998 | 11,213 | 2,664 | 6,327 | 11,038 | 16,071 | | | | | | ≥ 4,000 | 6,336 | ≥ 4,000 |
| MDBSI (Mean Distance Between Service Interruptions) - METRORail | 18,272 | 17,454 | 18,405 | 18,445 | 20,533 | 18,063 | 17,999 | | | | | | ≥ 15,000 | 18,412 | ≥ 15,000 |
| MDBF (Mean Distance Between Mechanical Failures) - METROLift | 33,774 | 32,724 | 34,093 | 30,248 | 29,212 | 22,239 | 29,228 | | | | | | ≥ 22,000 | 29,572 | ≥ 22,000 |
| Average Peak HOT Lanes Speed (miles per hour) | | | | | | | | | | | | | | | |
| I-45 North HOV | 60 | 59 | 61 | 59 | 59 | 60 | 59 | | | | | | ≥ 45 | 60 | ≥ 45 |
| I-45 South HOV | 60 | 59 | 71 | 59 | 60 | 61 | 61 | | | | | | ≥ 45 | 62 | ≥ 45 |
| US-290 HOV | 62 | 63 | 62 | 63 | 64 | 66 | 66 | | | | | | ≥ 45 | 64 | ≥ 45 |
| US-59 North HOV | 63 | 61 | 64 | 62 | 62 | 64 | 63 | | | | | | ≥ 45 | 63 | ≥ 45 |
| US-59 South HOV | 58 | 56 | 58 | 56 | 56 | 58 | 58 | | | | | | ≥ 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 both the month and 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 met the minimum performance standard for both the month and the year-to-date.
- The Mean Distance Between Service Interruptions (MDBSI) for METRORail met the minimum performance standard for both the month and 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

April 2024

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

April 2024

Statement of Net Position

| | April 30, 2023 (\$) | April 30, 2024 (\$) | Change (\$) |
|--|----------------------|--------------------------------|----------------------|
| <u>Assets</u> | | | |
| Current Assets | 1,164,157,258 | 1,239,886,174 | 75,728,916 |
| Cash | 9,243,190 | 8,050,751 | (1,192,439) |
| Investments | 827,776,135 | 914,128,995 | 86,352,860 |
| Investments - Restricted | 68,474,682 | 69,416,725 | 942,043 |
| Receivables | 212,645,980 | 188,171,322 | (24,474,658) |
| Sales Tax | 183,924,350 | 175,466,576 | (8,457,774) |
| Federal Government - FTA | 22,122,475 | 5,635,603 | (16,486,873) |
| Bus Passes and Other Receivables | 6,599,155 | 7,069,144 | 469,989 |
| Material and Supplies Inventory | 46,017,271 | 60,118,380 | 14,101,109 |
| Noncurrent Assets | 2,593,141,167 | 2,598,654,054 | 5,512,887 |
| Capital Assets, Net of Depreciation | 2,585,857,803 | 2,589,417,406 | 3,559,603 |
| Other noncurrent assets | 7,283,364 | 9,226,647 | 1,943,283 |
| Prepaid rental payments | - | 10,000 | 10,000 |
| Total Assets | 3,757,298,425 | 3,838,540,228 | 81,241,802 |
| Deferred Outflow of Resources¹ | 168,209,825 | 197,685,324² | 29,475,499 |
| <u>Liabilities</u> | | | |
| Current Liabilities | 1,096,752,192 | 1,029,058,708 | (67,693,484) |
| Trade Payables | 65,483,791 | 56,382,285 | (9,101,506) |
| Accrued Compensation and Benefits | 39,914,755 | 47,697,454 | 7,782,700 |
| Liability for Injuries and Damages | 18,739,498 | 21,962,670 | 3,223,171 |
| Other Current Liabilities | 9,369,007 | 10,692,974 | 1,323,967 |
| Capital Lease Obligations | 38,588,915 | 38,961,618 | 372,703 |
| Debts Payable | 923,278,177 | 848,219,472 | (75,058,704) |
| Debt Interest Payable | - | - | - |
| Derivative Instrument - Diesel Fuel Swaps | 1,378,049 | 5,142,234 | 3,764,185 |
| Noncurrent Liabilities | 965,110,569 | 680,920,694 | (284,189,875) |
| Commercial Paper | - | - | - |
| Deferred Rental Payments | 2,073,931 | 1,633,325 | (440,606) |
| Other Postemployment Benefits | 777,593,878 | 381,352,846 | (396,241,032) |
| Defined Benefit Pension Plans | 185,442,760 | 297,934,523 | 112,491,763 |
| Total Liabilities | 2,061,862,762 | 1,709,979,402 | (351,883,359) |
| Deferred Inflow of Resources | 126,161,953 | 444,994,861 | 318,832,908 |
| <u>Net Position</u> | | | |
| Unrestricted assets | 1,620,938,746 | 1,769,466,435 | 148,527,689 |
| P&L Accounts | 116,544,789 | 111,784,853 | (4,759,936) |
| Total Net Position | 1,737,483,535 | 1,881,251,288 | 143,767,753 |

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 FY2024 includes [1] Non Union Pension Plan (\$39,191,600), [2] Union Pension Plan (\$45,705,496), [3] Bonds (\$2,795,923), [4] Non Union OPEB (\$12,636,151) and [5] Union OPEB (\$97,356,154). These items will be recognized as expenses in future periods to which they relate.