METRO

Fiscal Year 2024

Monthly Performance Report

Revenue • Expense • Ridership • Performance

August 2024



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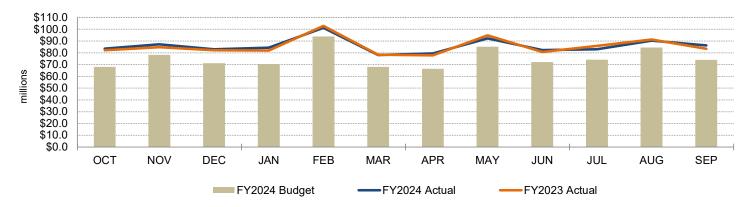
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MONTHLY PERFORMANCE REPORT August 2024 Sales Tax Revenue



Total FY2024 Sales Tax budget is \$906.3 million

Budget to Actual FY2024

FY2024	\$	906.3	\$	1,030.8	\$	124.5	13.7%
September		74.0		86.2		12.2	16.4%
August		84.5		90.3		5.8	6.9%
July		74.2		83.1		8.9	12.0%
June		72.1		82.4		10.3	14.3%
May		85.1		92.2		7.1	8.4%
April		66.4		79.4		13.0	19.6%
March		68.1		78.1		10.0	14.7%
February		93.9		101.2		7.3	7.7%
January		70.5		84.2		13.7	19.5%
December		71.2		83.0		11.9	16.7%
November		78.3		87.2		8.9	11.4%
October		68.1		83.5		15.4	22.6%
	В	udget		Actual	V	′ariance	%
		(\$ mill	ions)				
		J					

Prior Year vs. Current Year

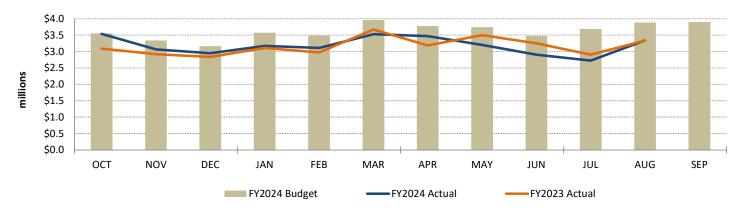
(\$ millions) % Prior Year **Current Year** Variance October 82.1 83.5 1.7% 1.4 November 84.8 87.2 2.4 2.8% December 82.2 83.0 0.8 1.0% 81.9 84.2 2.3 2.9% January February 102.9 101.2 (1.7)(1.6%)March 78.4 78.1 (0.3)(0.4%)April 77.8 79.4 1.6 2.0% May 94.8 92.2 (2.5)(2.7%)80.7 82.4 1.7 2.1% June 83.1 July 85.9 (2.8)(3.3%)90.3 August 91.2 (0.9)(1.0%)September 83.4 86.2 2.9 3.4% FY2024 1,025.9 1,030.8 4.9 0.5% \$ \$

Sales Tax Revenue for the month of September 2024 of \$86.2 million is \$12.2 million or 16.4% over estimates.

Sales Tax Revenue for FY2024 of \$1,030.8 million is \$124.5 million or 13.7% over estimates.

Section A Page 3

MONTHLY PERFORMANCE REPORT August 2024 Fare Revenue



Total FY2024 Fare Revenue budget is \$43.5 million

Budget to Actual FY2024

(\$ millions) Budget Variance % Actual 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 (11.4%)3.1 (0.4)March 4.0 3.5 (0.5)(12.5%)April 3.8 3.5 (7.9%)(0.3)May 3.7 3.2 (0.5)(13.5%)June 3.5 2.9 (0.6)(17.1%)July 3.7 2.7 (1.0)(27.0%)(15.4%)**August** 3.9 3.3 (0.6)September 0.0% **FY2024 YTD** \$ 39.6 \$ 35.0 \$ (11.6%)(4.6)

Prior Year vs. Current Year

		(\$ millior	ns)		
	Prior Ye	ar Cu	ırrent 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	;	3.5	3.2	(0.3)	(8.6%)
June	;	3.3	2.9	(0.4)	(12.1%)
July	:	2.9	2.7	(0.2)	(6.9%)
August	;	3.3	3.3	-	0.0%
September	-	-	-		0.0%
FY2024 YTD	\$ 3	4.8 \$	35.0	\$ 0.2	0.6%

Fare Revenue for the month of August 2024 of \$3.3 million is \$0.6 million or 15.4% under budget.

Fare Revenue for the year-to-date through August 2024 of \$35.0 million is \$4.6 million or 11.6% under budget.

Section B Page 4

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	60.7	1.3	(59.4)	(97.9%)
June	4.5	0.4	(4.1)	(91.1%)
July	4.6	0.3	(4.3)	(93.5%)
August	4.7	14.2	9.5	202.1%
September	-	-	-	0.0%
FY2024 YTD	\$ 140.4	\$ 103.8	\$ (36.6)	(26.1%)

Service Related Grant Revenue for the year-to-date through August 2024 of \$103.8 million is \$36.6 million or 26.1% under budget.

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

(\$ millions)

	Б. 1. (· ,		0/
	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.	8.3	3.5	72.9%
March	4.	8 3.5	(1.3)	(27.1%)
April	4.	8 1.4	(3.4)	(70.8%)
May	4.	8 4.3	(0.5)	(10.4%)
June	4.	8 25.5	20.7	431.3%
July	4.	8 0.2	(4.6)	(95.8%)
August	4.	8 0.6	(4.2)	(87.5%)
September	-	-	-	0.0%
FY2024 YTD	\$ 53.	2 \$ 54.7	\$ 1.5	2.8%

Capital Grant Revenue for the year-to-date through August 2024 of \$54.7 million is \$1.5 million or 2.8% over budget.

Section C Page 5

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	1.2	4.8	3.6	300.0%
June	1.2	4.4	3.2	266.7%
July	1.2	4.6	3.4	283.3%
August	1.2	4.7	3.5	291.7%
September	-	-	-	0.0%
FY2024 YTD	\$ 12.8 \$	47.8 \$	35.0	273.4%

Interest Income of \$47.8 million for the year-to-date through August 2024 is \$35.0 million or 273.4% 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	0.5	0.5	-	0.0%
June	0.5	0.5	-	0.0%
July	0.5	0.5	-	0.0%
August	0.5	0.7	0.2	40.0%
September	-	-	-	0.0%
FY2024 YTD	\$ 5.6	\$ 6.1	\$ 0.5	8.9%

HOT Lanes Income of \$6.1 million for the year-to-date through August 2024 is \$0.5 million or 8.9% over budget.

Section C Page 6

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	0.1	0.0	(0.1)	(100.0%)
June	0.1	0.1	-	0.0%
July	0.1	0.2	0.1	100.0%
August	0.1	0.1	-	0.0%
September	-	-	-	0.0%
FY2024 YTD	\$ 2.2 \$	2.2 \$	-	0.0%

Other/Miscellaneous Revenue of \$2.2 million for the year-to-date through August 2024 is on budget.

Section C Page 7

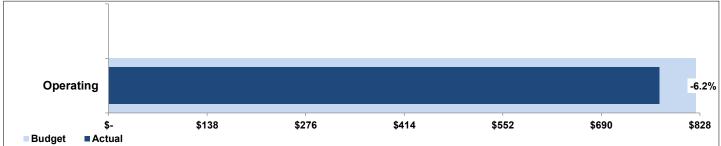
Budget Summary (\$ millions)

FY2024 Annual Operating Budget

\$ 915.0

FY2024 YTD Operating Budget

\$ 822.2

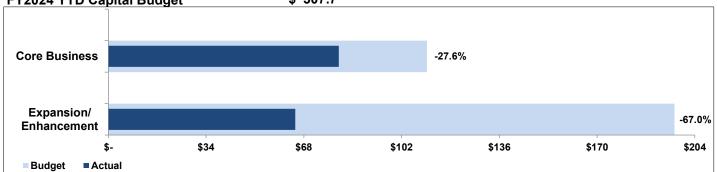


FY2024 Annual Capital Budget

\$ 420.9

FY2024 YTD Capital Budget

\$ 307.7

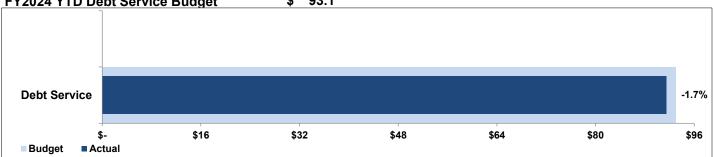


FY2024 Annual Debt Service Budget

\$ 101.9

FY2024 YTD Debt Service Budget

\$ 93.1

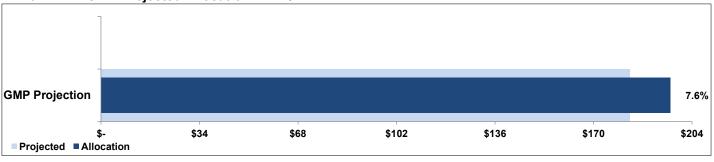


FY2024 Annual GMP Projected Allocation

\$ 198.9

FY2024 YTD GMP Projected Allocation

\$ 182.6



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MONTHLY PERFORMANCE REPORT August 2024 Operating Expenses

	FY24 Annual Budget	August Budget	August Actual	\$ Variance % (favorable)/u	
Labor & Fringe Benefits	\$ 506,526,392	\$ 43,310,492	\$ 38,884,208 \$	(4,426,283)	(10.2%)
Non-Labor	406,106,481	\$ 33,500,967	\$ 28,596,017	(4,904,951)	(14.6%)
Subtotal Labor & Non-Labor	912,632,873	76,811,459	67,480,225	(9,331,234)	(12.1%)
Contingency	2,367,127	-	-	-	0.0%
Total Operating Budget	\$ 915,000,000	\$ 76,811,459	\$ 67,480,225 \$	(9,331,234)	(12.1%)

Comparison of Budget to Actual FY202	4 (11 months)				
Payroll & Benefits	FY24 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	•	% Variance)/unfavorable
Wages	\$ 187,569,443	\$ 171,642,322	\$ 174,687,793	\$ 3,045,471	1.8%
Union Fringe Benefits	106,439,251	96,952,910	94,000,604	(2,952,307)	(3.0%)
Subtotal Union Labor	294,008,694	268,595,233	268,688,397	93,164	0.0%
Salaries and Non-Union Wages	160,089,363	145,622,204	139,569,795	(6,052,410)	(4.2%)
Non-Union Fringe Benefits	65,517,707	59,660,401	54,128,713	(5,531,688)	(9.3%)
Subtotal Non-Union Labor	225,607,070	205,282,605	193,698,508	(11,584,098)	(5.6%)
Allocation to Capital & GMP	(13,089,373)	(12,000,216)	(10,350,412)	1,649,804	(13.7%)
Subtotal Labor and Fringe Benefits	506,526,392	461,877,622	452,036,492	(9,841,130)	(2.1%)
Total Materials & Supplies					
Services	127,538,387	111,343,925	82,096,349	(29,247,576)	(26.3%)
Materials and Supplies	44,564,857	40,047,473	41,551,858	1,504,385	3.8%
Fuel and Utilities	57,002,444	51,974,420	46,636,785	(5,337,635)	(10.3%)
	229,105,687	203,365,818	170,284,992	(33,080,825)	(16.3%)
Administration					
Casualty and Liability	9,908,916	9,024,460	9,321,433	296,973	3.3%
Purchased Transportation	145,241,465	131,077,264	124,737,768	(6,339,496)	(4.8%)
Leases, Rentals and Misc.	22,760,636	17,734,795	15,743,149	(1,991,646)	(11.2%)
Allocation to Capital & GMP - Non-Labor	(910,223)	(851,584)	(826,129)	25,455	(3.0%)
	177,000,794	156,984,936	148,976,222	(8,008,714)	(5.1%)
Subtotal Non-Labor	406,106,481	360,350,753	319,261,214	(41,089,540)	(11.4%)
Subtotal Labor and Non-Labor	912,632,873	822,228,376	771,297,706	(50,930,669)	(6.2%)
Contingency	2,367,127	-	-	-	0.0%
Subtotal Contingency	2,367,127	-	-	-	0.0%
Total Operating Budget	\$ 915,000,000	\$ 822,228,376	\$ 771,297,706	\$ (50,930,669)	(6.2%)
Non-Budgeted Expense					
Gain/ Loss Disposal			(247,139)	(247,139)	0.0%
Grand Total	\$ 915,000,000	\$ 822,228,376	\$ 771,050,567	\$ (51,177,808)	(6.2%)
	, , , , , , , , , , , , , , , , , , , ,			, , , , , , , , , , , , ,	, -7

Operating Expenses for the month of August 2024 of \$67.5 million are \$9.3 million or 12.1% under budget.

Operating Expenses year-to-date through August 2024 of \$771.3 million are \$50.9 million or 6.2% under budget.

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Major Operating Budget Variance Items - Categories with major variances

Major Operating Budget	. varia	ance items - Ca	tegories with major vari	ance	s Fiscal Yea	2024
					\$ Variar	
Expense Type	<u> </u>	Y2024 Budget	FY2024 Actual	<u>(L</u>	ınder budget) /	over budget
Payroll & Benefits	\$	461,877,622	\$ 452,036,492	\$	(9,841,130)	
Union Labor					(4.040.000)	
Wages - Fleet Services Benefit Trust Contribution					(1,848,000) (1,656,000)	
Wages - METRORail					(1,069,000)	
Fringes - Uniform & Tool Allowance					(965,000)	
Wages - Facilities Maintenance					(584,000)	
Overtime - Bus Transportation					(559,000)	
Workers' Comp					(463,000)	
Pension Union - Defined Contribution					(360,000)	
Wages - Operations Training					(218,000)	
Offset by						100.000
Childcare Subsidy						100,000
Vacation Buyback Overtime - Facilities Maintenance						333,000 353,000
Fringe Benefits						392,000
Overtime - METRORail						1,098,000
Wages - Bus Transportation						1,348,000
Overtime - Fleet Services						4,061,000
Non-Union Labor						, ,
Base Salaries					(7,988,000)	
Healthcare					(4,366,000)	
Pension Non-Union - Defined Contribution					(1,169,000)	
Post-65 Retiree Health Benefits					(151,000)	
Offset by						4 000 000
Overtime						1,992,000
Total Materials & Supplies	\$	203,365,818	\$ 170,284,992	\$	(33,080,825)	
Services	at and	d Controctual Cur	anart Carviaca		(0.070.000)	
<u>Project Delivery & Controls</u> - due to underrun in Contra <u>Customer Experience & Operations</u> - due to underruns					(6,079,000)	
Services (-\$3.0 million), Support and Other Services (-\$					(5,114,000)	
Repairs (-\$271,000), and Education & Training (-\$113,		illinori), Goria dote	A VOINGIO		(0,111,000)	
Marketing & Communication Services - due to underrui		Advertising (-\$2.7	' million) and Contract and		(0.040.000)	
Contractual Support Services (-\$156,000)		- '	,		(2,846,000)	
Safety - due to underruns in Contract and Contractual S		ort Services (-\$1.	7 million), Education &		(2,363,000)	
Training (-\$497,000) and Incentive Training (-\$130,000					, , , , ,	
Planning - due to underrun in Contract and Contractual			Duildings and Crounds		(2,231,000)	
<u>Facilities Maintenance</u> - due to underruns in BOF Maintenance (-\$636,000), Custodial Services (-\$626,000)					(2,034,000)	
Support Services (+\$492,000) and Support and Other S			milaci and Contractual		(2,034,000)	
Engineering - due to underrun in Contract and Contract					(1,766,000)	
Finance - due to underruns in Contract and Contractua			705,000) and Support and		, , , , ,	
Other Services (-\$270,000)					(974,000)	
Information Technology - due to underruns in Equipme	nt Re	pairs & Maintena	nce (-\$577,000) and		(775,000)	
Joint Development/TOD - due to underrun in Contract a					(723,000)	
Legal - due to underruns in Support and Other Services					(613,000)	
<u>Human Resources</u> - due to underruns in Contract Emp Contractual Support Services (-\$134,000)	loyme	ent Services (-\$39	98,000) and Contract and		(531,000)	
Office of Innovation - due to underrun in Contract and 0	Contra	actual Support Se	arvices		(521,000)	
EVP, Infrastructure Improvements - due to underrun in					(325,000)	
Partnership Promotions - due to underrun in Promotion		act and contract	adi Gupport Gorvioso		(292,000)	
Grant Strategy - due to underrun in Contract and Contr		I Support Service	es .		(150,000)	
Ridership Development - due to underrun in Contract a	and Co	ontractual Suppor	t Services		(127,000)	
METRO Police - due to underrun Support and Other Se	ervice	S			(118,000)	
Audit - due to underrun in Support and Other Services			(I (100 4 000)		(101,000)	
Revenue Services - due to overrun in Contract and Con		uai Support Servi	ces (+\$204,000) and an			72,000
underrun in Equipment Repairs & Maintenance (-\$132, Government Affairs - due to overrun in Legislative Cool		ion				107,000
aaa to ovorrain in Logiciative ooo						107,000

Major Operating Budget Variance Items - Categories with major variances

Fiscal Year 2024 \$ Variance

			\$ Variance		
Expense Type	FY2024 Budget	FY2024 Actual	(under budget) / c		
Services (cont.)					
General underspending in other areas Authority wind Underspending in Education and Training through Underspending in Equipment Repairs & Maintena Underspending in Support & Other Services through Underspending in Advertising throughout the Auth Underspending in Contract and Contractual Suppunderspending in Incentive Program throughout	hout the Authority ance throughout the Authority ughout the Authority hority port Services throughout the Au	uthority	(507,000) (254,000) (210,000) (203,000) (119,000) (106,000)		
Materials and Supplies					
Underruns in - General & Special Office Supplies Bus Engines Tech Equipment Tires & Tubes Minor Tools Maintenance Supplies Propulsion			(738,000) (644,000) (496,000) (396,000) (363,000) (312,000) (179,000)		
Offset by miscellaneous overruns in -			(, ,		
Chassis Bus Batteries				119,000 523,000	
Material price variances on production/refurbishe	d orders and inventory revalua	ations		756,000	
and disposals Exterior Body & Windows Parts Other Parts Bus Brakes				769,000 1,184,000 1,193,000	
Fuel and Utilities				1,100,000	
Underruns in - Gasoline Compressed Natural Gas Power Electric Vehicle Power Telephone Offset by miscellaneous overruns in -			(3,167,000) (1,579,000) (794,000) (155,000) (108,000)	140,000	
Water and Sewerage Diesel Fuel and related taxes				140,000 250,000	
Administration Casualty & Liability	\$ 156,984,936	\$ 148,976,222	\$ (8,008,714)	200,000	
Higher than expected subrogation Lower than expected premiums Higher than expected vehicle liability			(1,102,000) (399,000)	1,798,000	
Purchased Transportation				,,0	
METROLift curb2curb Northwest Contract Regional Vanpool Leases, Rentals, & Miscellaneous			(2,023,000) (1,934,000) (1,497,000) (886,000)		
Underspending in discretionary (travel, members	hins etc.) and other miscelland	eous items	(1,877,000)		
Underspending in Relocation Expenses	inpo, oto., and other misochan	COGO ILOTTIO	(234,000)		
Higher than expected Information Technology Re	ent Software Payments		(20.,000)	119,000	

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MONTHLY PERFORMANCE REPORT August 2024 Total Operating Budget / Expenses by Department

Monkforce Communication Budget Budget Expense Variance Variance	Authorized End Of Year		Annual		Year-to-Date-		-Current Month-
Deputy CEO		<u>Department</u>	<u>Budget</u>	Budget	Expense	<u>Variance</u>	<u>Variance</u>
Deputy CEO	3,421	Customer Experience and Operations	574,462,018	525,466,159	515,779,332	(9,686,828)	(1,806,500)
Sample							
Second S	3,419	· •		524,798,172	515,526,565		
5 EVP, Infrastructure Improvements 1,289,701 1,050,541 7,0339 (346,901) (74,738) 24 Project Delivery & Controls 36,289,896 31,949,181 25,554,266 (6,394,895) (32,134,616) 7 Transit Asset Management 1,188,403 1,064,504 1,105,805 41,301 39,227 21 Planning 6,585,521 6,017,833 4,801,677 (1,215,956) (256,269) 151 Administration 19,289,111 17,989,788 16,341,529 (1,346,259) (237,509) 15 Procurement & Malerials 15,671,336 14,307,340 13,721,764 (38,575) (238,233) 31 Procurement & Malerials 9,467,173 4,459,340 13,721,7689 (638,575) (238,233) 41 Government & Public Affairs 9,497,417 8,468,876 6,489,918 (1,375,958) (305,124) 45 Government Affairs 1,333,719 1,224,269 1,240,100 1,521 (23,780) 4 Guis Engagement 2,454,164 2,199,320			50,013,044				
24 Project Delivery & Controls 36,428,926 31,949,181 25,554,286 (6,394,895) (3,213,489) 7 Transit Asset Management 1,188,403 1,064,504 1,105,805 41,301 39,227 21 Planning 6,585,521 6,017,633 4,801,677 (1,215,956) (256,269) 151 Administration 19,289,111 17,995,788 15,541,529 (1,3545) (237,809) 155 Procurement & Materials 15,671,836 14,357,40 13,721,764 (635,575) (238,233) 14 Mail and Print Services 2,970,289 2,762,246 2,077,689 (684,557) 14,288 3 Government & Public Affairs 1,353,719 1,224,269 1,240,190 15,921 (23,798) 4 Public Engagement 2,454,164 2,190,320 1,734,524 (455,797) (68,398) 5 Office of Innovation 2,146,170 1,979,548 1,282,159 (697,330) (119,379) 11 Audit 1,657,382 1,633,771 1,314,505	5						
Transit Asset Management 1,188,403 1,064,504 1,105,805 241,301 39,227	24					,	
21 Planning		· · · · · · · · · · · · · · · · · · ·					
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	-			-	(5,555,510)	-	- (.,
	4,879				\$ 771,297,706	\$ (50,930,669)	\$ (9,331,234)

Section E Page 12

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

		August 2024 Year-to-Date-			August 2023 Year-to-Date	
<u>Department</u>	Budget	Expense	<u>Variance</u>	Budget	Expense	<u>Variance</u>
Customer Experience and Operations	525,466,159	515,779,332	(9,686,828)	487,986,684	485,036,820	(2,949,864)
Deputy CEO	667,988	252,767	(415,221)	602,766	576,539	(26,228)
Customer Experience and Operations	524,798,172	515,526,565	(9,271,607)	487,383,917	484,460,282	(2,923,636)
Infrastructure Improvements	44,106,926	33,673,814	(10,433,112)	61,672,014	50,812,873	(10,859,141)
EVP, Infrastructure Improvements	1,050,541	703,639	(346,901)	815,383	545,168	(270,215)
Project Delivery & Controls	31,949,181	25,554,286	(6,394,895)	51,963,227	42,565,908	(9,397,319)
Transit Asset Management	1,064,504	1,105,805	41,301	952,044	929,365	(22,679)
Planning	6,017,633	4,801,677	(1,215,956)	5,173,463	4,574,593	(598,870)
Engineering	4,025,068	1,508,408	(2,516,660)	2,767,897	2,197,840	(570,057)
Administration	17,695,788	16,341,529	(1,354,259)	17,351,435	15,994,360	(1,357,076)
EVP, Administration	576,202	542,076	(34,126)	990,219	755,365	(234,854)
Procurement & Materials	14,357,340	13,721,764	(635,575)	13,790,626	13,282,712	(507,914)
Mail and Print Services	2,762,246	2,077,689	(684,557)	2,570,591	1,956,283	(614,308)
Government & Public Affairs	8,465,876	6,489,918	(1,975,958)	7,867,699	5,650,488	(2,217,211)
Government Affairs	1,224,269	1,240,190	15,921	2,031,209 989,639	1,469,979	(561,230)
Grant Strategy	1,299,159	1,024,283 1,734,524	(274,875)		1,023,160	33,520 (213,639)
Public Engagement Office of Innovation	2,190,320		(455,797) (563,818)	1,876,527	1,662,888	•
_	1,772,580	1,208,762	, ,	1,713,150	983,491	(729,658)
Joint Development/TOD	1,979,548	1,282,159	(697,390)	1,257,175	510,970	(746,204)
Audit	1,693,771	1,314,905	(378,865)	1,351,643	1,335,281	(16,362)
Legal	4,688,594	3,695,075	(993,519)	4,335,882	3,181,725	(1,154,156)
Finance	10,102,928	8,923,595	(1,179,333)	8,451,680	7,708,331	(743,349)
Chief Financial Officer	625,553	392,055	(233,498)	439,712	370,710	(69,001)
Finance	9,477,375	8,531,540	(945,835)	8,011,969	7,337,621	(674,348)
Communications	944,058	885,739	(58,318)	772,916	839,259	66,343
Marketing	13,115,619	9,767,480	(3,348,139)	12,940,404	10,313,871	(2,626,533)
EVP, Marketing	587,643	640,447	52,804	526,657	543,305	16,649
Marketing & Communication Services	10,835,984	7,868,307	(2,967,677)	10,885,100	8,224,478	(2,660,622)
Partnership Promotions	894,973	830,340	(64,633)	756,891	763,189	6,298
Internal Communications	797,019	428,386	(368,633)	771,756	782,899	11,143
Safety & Security	111,877,288	101,250,596	(10,626,692)	100,264,533	93,727,359	(6,537,174)
Chief Safety Officer	702,509	591,548	(110,961)	628,279	589,309	(38,969)
METRO Police	37,930,274	35,120,150	(2,810,124)	34,439,251	33,793,426	(645,825)
Safety	25,041,963	21,384,382	(3,657,581)	17,424,012	15,469,242	(1,954,770)
Facilities Maintenance	47,787,279	43,450,455	(4,336,824)	47,410,379	43,510,876	(3,899,502)
Budget and Contracts	415,263	704,062	288,799	362,613	364,506	1,892
Human Resources	32,846,969	29,958,473	(2,888,496)	27,322,026	24,847,679	(2,474,347)
Business Development	48,319,524	43,586,966	(4,732,557)	42,783,719	40,140,434	(2,643,285)
Customer Service	7,441,242	6,069,814	(1,371,428)	5,776,382	5,469,331	(307,051)
Information Technology	28,750,767	28,636,101	(114,667)	26,722,074	26,152,652	(569,422)
Client & Vanpool Ridership Services	8,751,312	6,397,938	(2,353,374)	7,791,123	6,077,659	(1,713,464)
Revenue Services	3,376,202	2,483,113	(893,088)	2,494,141	2,440,793	(53,348)
Authority Compliance	941,341	972,005	30,664	876,169	1,542,119	665,950
Chief of Staff	100,454	175,965	75,511	95,977	115,608	19,631
Executive	1,863,082	1,783,126	(79,956)	1,594,682	1,547,622	(47,060)
Non Departmental	-	(3,300,813)	(3,300,813)	-	(1,404,606)	(1,404,606)
President & CEO Contingency	-			-		
TOTAL OPERATING BUDGET	\$822,228,376	\$771,297,706	\$ (50,930,669)	\$775,667,464	\$741,389,224	\$ (34,278,240)
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Capital, and Debt Service Expenses Budget vs. Actual - Month and Fiscal Year-to-Date (\$ millions)

Capital Budget

	FY2024			<u>N</u>	Month of A	ugus	st 2024				Fiscal Year	r-to-D	<u>ate</u>	
	Annual						Varian	ce					Varian	ce
	Budget	E	Budget		Actual		\$	%	Е	Budget	Actual		\$	%
Core Business Items Necessary to Maintain Service	\$ 162.5	\$	18.4	\$	4.5	\$	(13.9)	(75.5%)	\$	110.8	\$ 80.2	\$	(30.6)	(27.6%)
CORE 1 - Vehicle Maintenance Costs	24.8		2.0		1.6		(0.4)	(20.0%)		22.8	16.5		(6.3)	(27.6%)
CORE 2 - Maintaining Operational Facilities (Buildings & Rail)	67.2		8.2		1.7		(6.5)	(79.3%)		55.3	28.1		(27.2)	(49.2%)
CORE 3 - IT Projects	9.0		1.1		0.3		(8.0)	(72.7%)		7.9	4.8		(3.1)	(39.2%)
CORE 4 - Vehicle Acquisition Costs	61.5		7.1		0.9		(6.2)	(87.3%)		24.9	30.8		5.9	23.7%
Expansion/Enhancement Capital Costs	\$ 258.3	\$	22.7	\$	15.0	\$	(7.7)	(33.9%)	\$	196.9	\$ 65.0	\$	(131.9)	(67.0%)
EXP 1 - Vehicle Acquisition Costs	-		-		-		-	0.0%		-	-		-	0.0%
EXP 2 - Safety Projects	5.7		0.1		0.0		(0.1)	(100.0%)		4.3	1.4		(2.9)	(67.4%)
EXP 3 - IT Projects	35.8		2.2		7.2		5.0	227.3%		25.3	28.3		3.0	11.9%
EXP 4 - FFGA Commitments	10.4		1.4		0.1		(1.3)	(92.9%)		8.5	0.3		(8.2)	(96.5%)
EXP 5 - METRONext	145.7		15.1		3.0		(12.1)	(80.1%)		124.0	22.5		(101.5)	(81.9%)
EXP 6 - Legacy Projects (New and/or Enhanced)	56.3		3.9		4.7		0.8	20.5%		34.8	12.6		(22.2)	(63.8%)
EXP 7 - Allowances	4.5		-		-		-	0.0%		-	(0.0)		-	0.0%
Total Capital	\$ 420.9	\$	41.1	\$	19.6	\$	(21.5)	(52.3%)	\$	307.7	\$ 145.2	\$	(162.5)	(52.8%)

Core Business Items Necessary to Maintain Service expenses for the year-to-date through August 2024 of \$80.2 million are \$30.6 million or 27.6% under budget.

Expansion/Enhancement Capital Costs expenses for the year-to-date through August 2024 of \$65.0 million are \$131.9 million or 67.0% under budget.

Debt Service Budget

•	FY2024				N	Month of August 2024							Fiscal Year-to-Date				
	Anı	nual						Variance						Var	iance		
	Bud	dget	E	Budget	- 1	Actual		\$	%	В	udget		Actual	\$	%		
Debt Service	\$	101.9	\$	8.3	\$	8.3	\$	-	0.0%	\$	93.1	\$	91.5 \$	(1.6)) (1.7%)		

Debt Service expenses for the year-to-date through August 2024 of \$91.5 million are \$1.6 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

	F	Y2024	Month of Augus					t 2024			Fiscal Year-to-Date					
															Varianc	е
	Pro	jection	Pro	jection	Allo	cation		\$	%	Pro	ojection	Alloc	cation		\$	%
General Mobility	\$	198.9	\$	18.3	\$	19.0	\$	0.7	3.8%	\$	182.6	\$	196.5	\$	13.9	7.6%

Funds allocated to the General Mobility Fund totaling \$196.5 million for the year-to-date through August 2024 are \$13.9 million or 7.6% more than the amount projected.

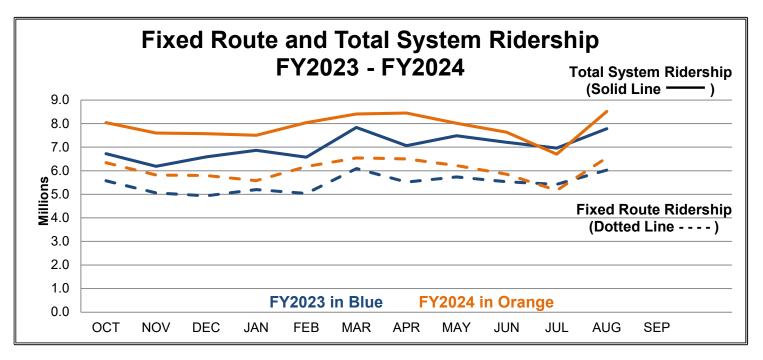
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MONTHLY PERFORMANCE REPORT August 2024 Ridership by Service Category

Name	YTD % Chug-24 Aug-2 YTD vs. Ardings Aug-2 ,434,934 13.4% 264,316 24.8%	24 23
Fixed Route Services Local Network Local Bus 4,458,543 5,053,722 13.3% 44,456,172 50, 50, 50, 50, 50, 50, 50, 50, 50, 50,	,434,934 13.4%	
Local Network Local Bus 4,458,543 5,053,722 13.3% 44,456,172 50,050,722 50,053,722 13.3% 44,456,172 50,050,722 50,053,722 13.3% 44,456,172 50,050,722 50,050,722 13.3% 44,456,172 50,050,722 50,050,722 10.1% 211,774 <td>, ,</td> <td></td>	, ,	
Local Bus 4,458,543 5,053,722 13.3% 44,456,172 50, METRO curb2curb METRO Rapid Silver Line 22,163 24,400 10.1% 211,774 METRORapid Silver Line 28,187 19,383 (31.2%) 274,435 METRORail 897,082 (7.4%) 10,018,593 9, Green (East) Line 115,310 121,579 5.4% 1,181,073 1, Purple (Southeast) Line 123,815 133,056 7.5% 1,234,968 1, METRORail (all lines) 1,208,191 1,151,717 (4.7%) 12,434,634 12, METRORail-Bus Bridge 0 1,671 0.0% 23,949 METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3	, ,	
METRO curb2curb 22,163 24,400 10.1% 211,774 METRORapid Silver Line 28,187 19,383 (31.2%) 274,435 METRORail Red (North) Line 969,066 897,082 (7.4%) 10,018,593 9, Green (East) Line 115,310 121,579 5.4% 1,181,073 1, Purple (Southeast) Line 123,815 133,056 7.5% 1,234,968 1, METRORail (all lines) 1,208,191 1,151,717 (4.7%) 12,434,634 12, METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	264,316 24.89	%
METRORail Red (North) Line 969,066 897,082 (7.4%) 10,018,593 9, Green (East) Line 115,310 121,579 5.4% 1,181,073 1, Purple (Southeast) Line 123,815 133,056 7.5% 1,234,968 1, METRORail (all lines) 1,208,191 1,151,717 (4.7%) 12,434,634 12, METRORail-Bus Bridge 0 1,671 0.0% 23,949 METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3, 2,95		%
Red (North) Line 969,066 897,082 (7.4%) 10,018,593 9, Green (East) Line 115,310 121,579 5.4% 1,181,073 1, Purple (Southeast) Line 123,815 133,056 7.5% 1,234,968 1, METRORail (all lines) 1,208,191 1,151,717 (4.7%) 12,434,634 12, METRORail-Bus Bridge 0 1,671 0.0% 23,949 METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	291,971 6.4%	6
Green (East) Line 115,310 121,579 5.4% 1,181,073 1, Purple (Southeast) Line 123,815 133,056 7.5% 1,234,968 1, METRORail (all lines) 1,208,191 1,151,717 (4.7%) 12,434,634 12, METRORail-Bus Bridge 0 1,671 0.0% 23,949 METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3		
Purple (Southeast) Line 123,815 133,056 7.5% 1,234,968 1, METRORail (all lines) 1,208,191 1,151,717 (4.7%) 12,434,634 12, METRORail-Bus Bridge 0 1,671 0.0% 23,949 METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	,868,077 (1.5%	•
METRORail (all lines) 1,208,191 1,151,717 (4.7%) 12,434,634 12, METRORail-Bus Bridge 0 1,671 0.0% 23,949 METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	,243,974 5.3%	
METRORail-Bus Bridge 0 1,671 0.0% 23,949 METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	,350,794 9.4%	
METRORail Total 1,208,191 1,153,388 (4.5%) 12,458,583 12, Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	,462,845 0.2%	6
Subtotal Local Network 5,717,084 6,250,893 9.3% 57,400,963 63, Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	32,168 34.39	%
Commuter Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	,495,013 0.3%	6
Park & Ride 336,038 331,642 (1.3%) 2,955,349 3,	,486,234 10.6%	%
Subtotal Fixed Route Service 6.053.122 6.582.535 8.7% 60.356.313 66.	,290,404 11.39	%
-,,	,776,638 10.6%	%
Disaster Events 0 0 0.0% 145	11,743 7998.6	6 %
Special Events 414 402 (2.9%) 35,094	40,296 14.89	%
Bus Bridge Events 1,154 406 0.0% 1,154	27,751 0.0%	<u>6</u>
Total Fixed Route 6,054,690 6,583,343 8.7% 60,392,706 66,	,856,428 10.7%	<u>%</u>
Customized Bus Services		
METROLift 159,278 169,759 6.6% 1,565,935 1,	,663,563 6.2%	6
METRO STAR Vanpool 45,129 54,258 20.2% 443,862	475,950 7.2%	6
Internal Service 0 92 0.0% 3,835	776 (79.8%	%)
Subtotal Customized Bus 204,407 224,109 9.6% 2,013,632 2,	,140,289 6.3%	6
HOV/HOT Carpools, Vanpools, and Non-METRO Buses 1,527,744 1,715,179 12.3% 14,874,128 17,	,497,283 17.6%	%
Total System 7,786,841 8,522,631 9.4% 77,280,466 86,4		%

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MONTHLY PERFORMANCE REPORT August 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 August 2024 of 6.6 million is 0.5 million or 8.7% greater than last year.

Total fixed route ridership, excluding disaster and special events, for the year-to-date through August 2024 of 66.8 million is 6.4 million or 10.6% greater than last year.

METRORail ridership for the month of August 2024 of 1.2 million is 4.5% less than last year.

METRORail ridership year-to-date through August 2024 of 12.5 million is 0.3% greater than last year.

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Performance Statistics

Fiscal Year 2024															
													Current	FY2024	FY2024
													Month	YTD	YTD
SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Target	Actual	GOAL
Bus Accidents (Includes METROLift)	44	41	47	35	42	54	57	44	57	50	60		≤ 47	531	≤ 503
Bus Accidents per 100,000 vehicle miles	0.72	0.71	0.80	0.59	0.72	0.88	0.93	0.74	0.96	0.88	0.94		≤ 0.75	0.81	≤ 0.75
DDT A call to the										24/4	N/A				
BRT Accidents	0	1	0	1	0	0	0	0	0	N/A	N/A		≤ 0	2	
BRT Accidents per 100,000 vehicle miles	0.00	3.13	0.00	3.13	0.00	0.00	0.00	0.00	0.00	N/A	N/A		≤ 1.06	0.66	≤ 1.06
Rail Accidents	11	10	10	9	9	5	8	3	9	7	17		≤ 9	98	≤ 101
Rail Accidents per 100,000 vehicle miles	3.76	3.58	3.40	3.05	3.13	1.63	2.78	1.09	3.19	3.33	5.64		≤ 5.19	3.15	
Group A Criminal Offenses	114	119	133	104	143	135	161	157	178	180	170		≤ 132		≤ 1,452
Group A Criminal Offenses per 100,000 boardings	1.42	1.57	1.76	1.39	1.78	1.60	1.90	1.96	2.33	2.68	1.99		≤ 2.07	1.84	≤ 2.07
Criminal Incidents - METRO Properties	98	93	107	102	111	125	145	151	187	117	188		≤ 170	1 424	≤ 1,870
Orinina incidents - incitto i repetites		00	107	102		120	1-10	.01	101		100		Current	FY2024	FY2024
													Month	YTD	YTD
CUSTOMER SERVICE	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Target	Actual	GOAL
Complaint Contacts per 100,000 Boardings	20.56	18.86	17.52	18.01	20.20	17.38	18.67	18.66	19.89	21.79	23.47		< 22.00	19.54	< 22.00
Commendations	331	235	217	229	252	269	374	398	297	249	304		≥ 200	3,155	≥ 2,200
Average Call Center Answer Delay (Sec.)	60	72	52	38	21	27	18	29	26	22	23		< 35	34	< 35

Safety & Security

- The number of Bus Accidents did not meet the safety goal for both the month and year-to-date.
- Note: As of 16 June 2024, the METRORapid Silver Line has an adjusted frequency to operate every 20 minutes and is no longer considered BRT service.
- The number of Rail Accidents did not meet the safety goal for the month but did for the year-to-date.
- Group A Criminal Offenses did not meet the benchmark for both the month and year-to-date.
- Criminal Incidents on METRO Properties did not meet the benchmark for the month but did for the year-to-date.

Customer Service

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

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Benchmark Met

Benchmark Missed

MONTHLY PERFORMANCE REPORT

August 2024 Performance Statistics

												Benchn	ark Met		Benchmark	Missed
Fiscal Year 2024																
													Current			FY2024
SERVICE & RELIABILITY	ост	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Month Target		YTD Actual	YTD GOAL
On-Time Performance														1		
Bus - Local	74.3%	74.4%	74.8%	75.8%	74.7%	75.0%	74.7%	74.3%	75.6%	76.8%	74.4%		≥ 75%		75.0% ≥	74%
Bus - Park & Ride	85.0%	83.4%	83.7%	85.6%	86.9%	86.8%	87.6%	89.7%	83.7%	82.3%	81.8%		≥ 82%		85.1% ≥	82%
Bus - Weighted Average	78.2%	77.7%	78.3%	79.4%	79.1%	79.3%	79.4%	79.9%	78.8%	79.0%	77.3%		≥ 75%		78.8% ≥	75%
BRT	94.7%	92.5%	92.7%	90.2%	90.6%	90.9%	90.5%	90.0%	86.5%	N/A	N/A		≥ 93%		90.9% ≥	93%
Rail - Red Line	93.7%	93.3%	94.1%	91.5%	93.5%	93.1%	95.3%	93.7%	93.1%	93.1%	93.3%		≥ 93%		93.4% ≥	93%
Rail - East End Green Line	96.2%	95.4%	96.5%	93.9%	96.3%	95.7%	95.7%	95.1%	95.7%	95.1%	96.0%		≥ 95%		95.6% ≥	95%
Rail - South East Purple Line	95.5%	96.0%	96.4%	93.6%	96.1%	95.1%	95.5%	95.5%	95.3%	95.2%	95.3%		≥ 95%		95.4% ≥	95%
METROLift	88.9%	89.1%	90.9%	92.5%	88.1%	88.4%	89.5%	90.4%	91.7%	92.2%	87.4%		≥ 90%		89.9% ≥	90%
MDBF (Mean Distance Between Mechanical Failures) - Buses	5,191	5,363	5,763	5,434	6,021	5,699	5,560	3,937	4,328	4,364	4,082		≥ 6,000		4,960 ≥	6,545
MDBF (Mean Distance Between Mechanical Failures) - BRT	11,203	3,998	11,213	2,664	6,327	11,038	16,071	4,849	3,905	N/A	N/A		≥ 4,000		5,681 ≥	4,000
MDBSI (Mean Distance Between Service Interruptions) - METRORail	18,272	17,454	18,405	18,445	20,533	18,063	17,999	17,229	16,587	15,029	16,756		≥ 15,000		17,690 ≥	15,000
MDBF (Mean Distance Between Mechanical Failures) - METROLift	33,774	32,724	34,093	30,248	29,212	22,239	29,228	25,478	26,001	24,264	28,420		≥ 22,000		28,178 ≥	22,000
Average Peak HOT Lanes Speed (miles per	r hour)															
I-45 North HOV	60	59	61	59	59	60	59	59	61	60	59		≥ 45		60 ≥	45
I-45 South HOV	60	59	71	59	60	61	61	60	61	61	61		≥ 45		61 ≥	45
US-290 HOV	62	63	62	63	64	66	66	65	66	66	66		≥ 45		64 ≥	45
US-59 North HOV	63	61	64	62	62	64	63	58	64	64	62		≥ 45		62 ≥	45
US-59 South HOV	58	56	58	56	56	58	58	57	59	58	58		≥ 45		57 ≥	45

On-Time Performance

- Local Bus routes did not meet the minimum performance standard for the month but did for the year-to-date.
- Park & Ride routes did not meet the minimum performance standard for the month but did for the year-to-date.
- Note: As of 16 June 2024, the METRORapid Silver Line has an adjusted frequency to operate every 20 minutes and is no longer considered BRT service.
- 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.
- · Note: As of 16 June 2024, the METRORapid Silver Line has an adjusted frequency to operate every 20 minutes and is no longer considered BRT service.
- 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.

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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.

<u>Criminal Incidents - METRO Properties</u> - 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.

<u>Complaint</u> <u>Contacts</u> - 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.

<u>Commendations</u> - 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.

<u>Average Call Center Answer Delay</u> - 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.

<u>Mean Distance Between Mechanical Failures (MDBF)</u> - 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.

<u>Mean Distance Between Service Interruptions</u> (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.

<u>Average Peak HOT Lane Speed</u> - 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.

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MONTHLY PERFORMANCE REPORT August 2024 Statement of Net Position

	August 31, 2023 (\$)	August 31, 2024 (\$)	Change (\$)
<u>Assets</u>			
Current Assets	1,250,627,139	1,231,997,776	(18,629,364)
Cash	12,760,762	7,151,415	(5,609,347)
Investments	918,653,255	906,556,660	(12,096,594)
Investments - Restricted	84,931,253	87,723,124	2,791,871
Receivables	183,677,531	170,170,139	(13,507,391)
Sales Tax	172,223,471	165,025,922	(7,197,549)
Federal Government - FTA	2,563,742	562,003	(2,001,738)
Bus Passes and Other Reveivables	8,890,318	4,582,214	(4,308,104)
Material and Supplies Inventory	50,604,338	60,396,437	9,792,099
Noncurrent Assets	2,587,395,350	2,593,306,803	5,911,453
Capital Assets, Net of Depreciation	2,583,004,726	2,586,910,455	3,905,729
Other noncurrent assets	4,390,624	6,386,348	1,995,724
Prepaid rental payments	-	10,000	10,000
Total Assets	3,838,022,490	3,825,304,579	(12,717,911)
Deferred Outflow of Resources ¹	168,209,825	197,685,324 ²	29,475,499
Liabilities			
Current Liabilities	171,997,669	238,830,006	66,832,338
Trade Payables	56,833,915	37,232,943	(19,600,972)
Accrued Compensation and Benefits	45,830,005	43,021,840	(2,808,165)
Liability for Injuries and Damages	18,716,738	21,950,999	3,234,261
Other Current Liabilities	10,488,654	12,518,362	2,029,708
Capital Lease Obligations	38,750,307	38,961,618	211,310
Debts Payable	-	70,045,000	70,045,000
Debt Interest Payable	-	9,957,010	9,957,010
Derivative Instrument - Diesel Fuel Swaps	1,378,049	5,142,234	3,764,185
Noncurrent Liabilities	1,888,388,746	1,459,095,167	(429,293,579)
Commercial Paper	-	-	-
Deferred Rental Payments	2,073,931	1,633,325	(440,606)
Debts Payable	923,278,177	778,174,472	(145,103,704)
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	2,060,386,415	1,697,925,173	(362,461,241)
Deferred Inflow of Resources	126,161,953	444,994,861	318,832,908
Net Position			
Total Net Position	1,819,683,947	1,880,069,868	60,385,922

Notes:

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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.