

METRO

Fiscal Year 2025

Monthly Performance Report

Revenue • Expense • Ridership • Performance

November 2024



MONTHLY PERFORMANCE REPORT

November 2024

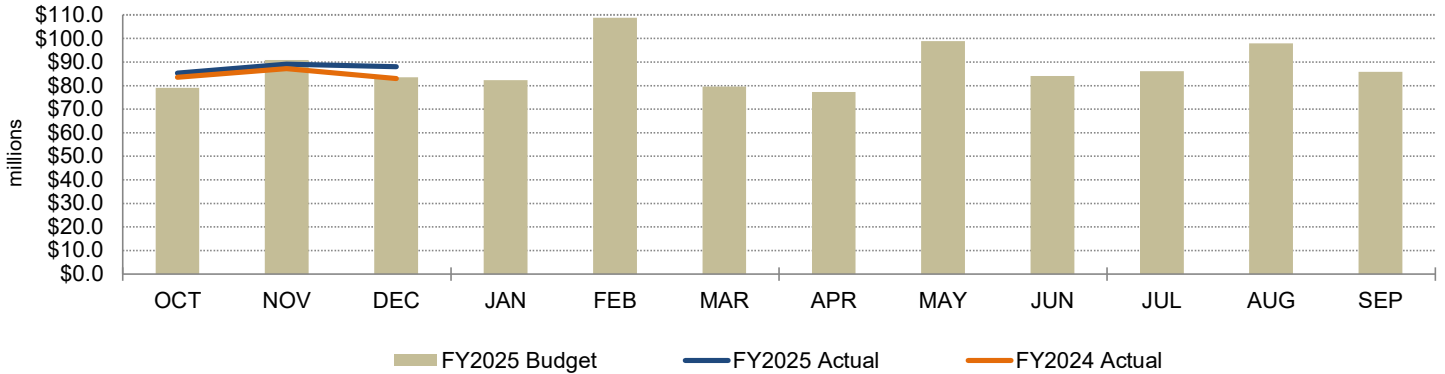
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Sales Tax Revenue



Total FY2025 Sales Tax budget is \$1,054 million

Budget to Actual FY2025

(\$ millions)

	Budget	Actual	Variance	%
October	79.1	85.3	6.2	7.9%
November	90.9	89.1	(1.8)	(2.0%)
December	83.4	88.0	4.5	5.4%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 253.4	\$ 262.3	\$ 8.9	3.5%

Prior Year vs. Current Year

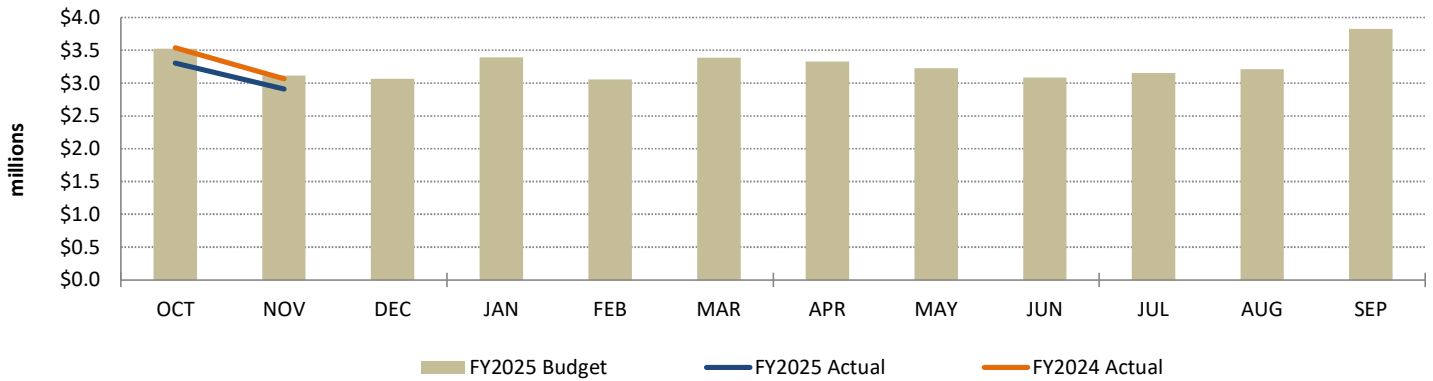
(\$ millions)

	Prior Year	Current Year	Variance	%
October	83.5	85.3	1.8	2.1%
November	87.2	89.1	1.9	2.2%
December	83.0	88.0	4.9	6.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 253.7	\$ 262.3	\$ 8.6	3.4%

Sales Tax Revenue for the month of December 2024 of \$88.0 million is \$4.5 million or 5.4% over estimates.

Sales Tax revenue for the year-to-date through December 2024 of \$262.3 million is \$8.9 million or 3.5% over estimates.

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Fare Revenue



Total FY2025 Fare Revenue budget is \$39.4 million

Budget to Actual FY2025

(\$ millions)

	Budget	Actual	Variance	%
October	3.5	3.3	(0.2)	(5.7%)
November	3.1	2.9	(0.2)	(6.5%)
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 6.6	\$ 6.2	\$ (0.4)	(6.1%)

Prior Year vs. Current Year

(\$ millions)

	Prior Year	Current Year	Variance	%
October	3.5	3.3	(0.2)	(5.7%)
November	3.1	2.9	(0.2)	(6.5%)
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 6.6	\$ 6.2	\$ (0.4)	(6.1%)

Fare Revenue for the month of November 2024 of \$2.9 million is \$0.2 million or 6.5% under budget.

Fare Revenue for the year-to-date through November 2024 of \$6.2 million is \$0.4 million or 6.1% under budget.

**MONTHLY PERFORMANCE REPORT
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**Service Related Grant Revenue
Total FY2025 Service Related Grant budget is \$112.8 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	0.2	0.4	0.2	100.0%
November	6.1	10.9	4.8	78.7%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 6.3	\$ 11.3	\$ 5.0	79.4%

Service Related Grant Revenue for the year-to-date through November 2024 of \$11.3 million is \$5.0 million or 79.4% over budget.

**Capital Grant Revenue
Total FY2025 Capital Grant budget is \$287.3 million**

	(\$ millions)			
	Budget	Actual	Variance	%
October	15.9	0.1	(15.8)	(99.4%)
November	15.9	0.3	(15.6)	(98.1%)
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 31.8	\$ 0.4	(31.4)	(98.7%)

Capital Grant Revenue for the year-to-date through November 2024 of \$0.4 million is \$31.4 million or 98.7% under budget.

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Interest Income

Total FY2025 Interest Income budget is \$20.9 million

(\$ millions)

	Budget	Actual	Variance	%
October	1.7	4.4	2.7	158.8%
November	1.7	3.9	2.2	129.4%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 3.5	\$ 8.2	\$ 4.7	134.3%

Interest Income of \$8.2 million for the year-to-date through November 2024 is \$4.7 million or 134.3% over budget.

HOT Lanes Revenue

Total FY2025 HOT Lanes Revenue budget is \$6.6 million

(\$ millions)

	Budget	Actual	Variance	%
October	0.6	0.8	0.2	33.3%
November	0.5	0.5	-	0.0%
December	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 1.1	\$ 1.2	\$ 0.1	9.1%

HOT Lanes Income of \$1.2 million for the year-to-date through November 2024 is \$0.1 million or 9.1% over budget.

**MONTHLY PERFORMANCE REPORT
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**Other/Miscellaneous Income
Total FY2025 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	-	-	-	0.0%
January	-	-	-	0.0%
February	-	-	-	0.0%
March	-	-	-	0.0%
April	-	-	-	0.0%
May	-	-	-	0.0%
June	-	-	-	0.0%
July	-	-	-	0.0%
August	-	-	-	0.0%
September	-	-	-	0.0%
FY2025 YTD	\$ 0.4	\$ 0.3	\$ (0.1)	(25.0%)

Other/Miscellaneous Revenue of \$0.3 million for the year-to-date through November 2024 is \$0.1 million or 25.0% under budget.

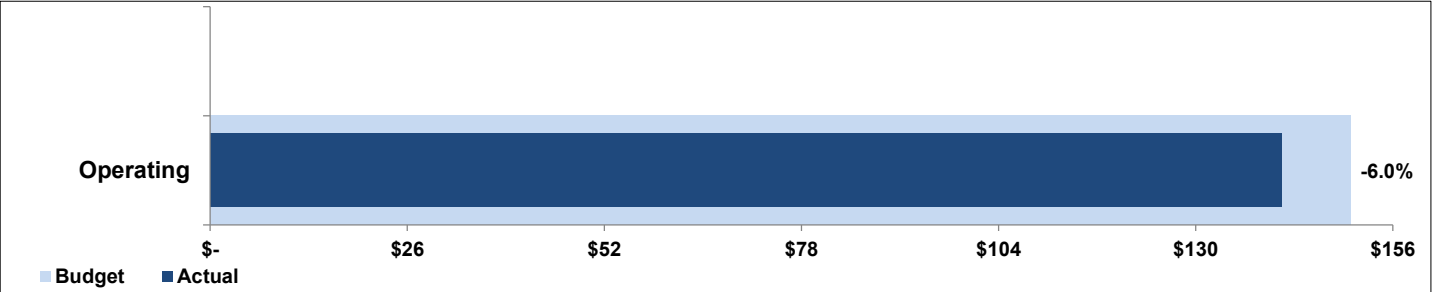
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Budget Summary (\$ millions)

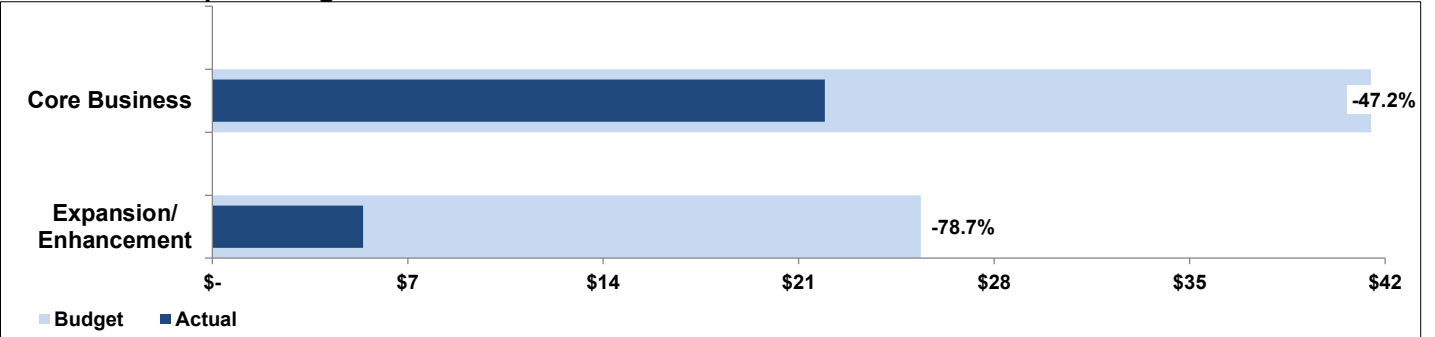
FY2025 Annual Operating Budget \$ 980.0

FY2025 YTD Operating Budget \$ 150.4



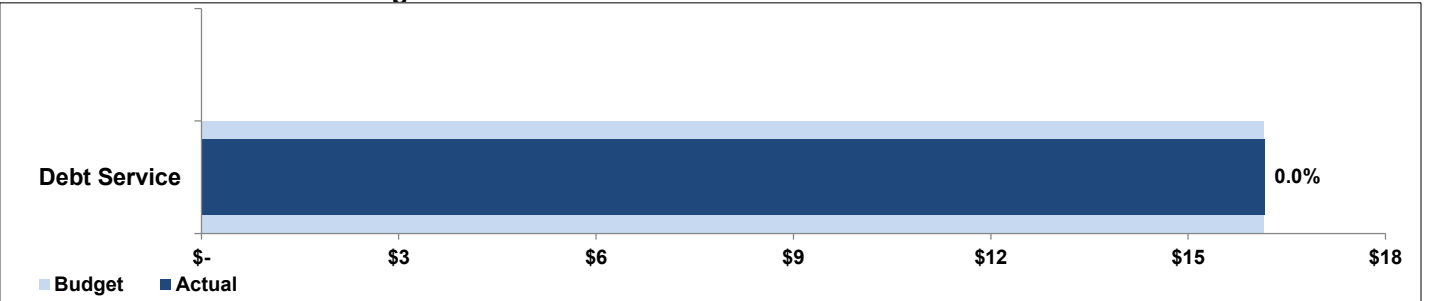
FY2025 Annual Capital Budget \$ 598.4

FY2025 YTD Capital Budget \$ 66.9



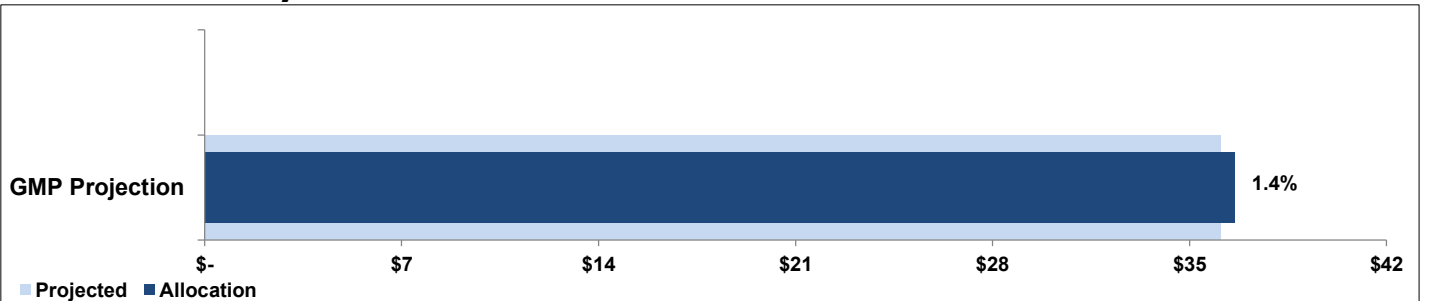
FY2025 Annual Debt Service Budget \$ 96.3

FY2025 YTD Debt Service Budget \$ 16.2



FY2025 Annual GMP Projected Allocation \$ 217.5

FY2025 YTD GMP Projected Allocation \$ 36.1



MONTHLY PERFORMANCE REPORT
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Operating Expenses

Comparison of Budget to Actual for the Month (November 2024)					
	FY2025 Annual Budget	November Budget	November Actual	\$ Variance (favorable)/unfavorable	% Variance
Labor & Fringe Benefits	\$ 561,878,158	\$ 45,873,636	\$ 46,365,736	\$ 492,100	1.1%
Non-Labor	415,621,842	\$ 29,613,925	\$ 24,788,810	(4,825,115)	(16.3%)
Subtotal Labor & Non-Labor	977,500,000	75,487,562	71,154,546	(4,333,015)	(5.7%)
Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 980,000,000	\$ 75,487,562	\$ 71,154,546	\$ (4,333,015)	(5.7%)

Comparison of Budget to Actual FY2025 (2 months)					
	FY2025 Annual Budget	Year-to-Date Budget	Year-to-Date Actual	\$ Variance (favorable)/unfavorable	% Variance
Payroll & Benefits					
Wages	\$ 212,414,319	\$ 35,460,487	\$ 33,684,025	\$ (1,776,462)	(5.0%)
Union Fringe Benefits	115,501,237	19,362,476	18,500,673	(861,803)	(4.5%)
Subtotal Union Labor	327,915,556	54,822,963	52,184,698	(2,638,265)	(4.8%)
Salaries and Non-Union Wages	175,518,576	26,312,060	26,876,429	564,369	2.1%
Non-Union Fringe Benefits	72,215,765	11,502,031	12,385,980	883,949	7.7%
Subtotal Non-Union Labor	247,734,341	37,814,090	39,262,409	1,448,318	3.8%
Allocation to Capital & GMP	(13,771,739)	(2,292,843)	(1,932,148)	360,695	(15.7%)
Subtotal Labor and Fringe Benefits	561,878,158	90,344,210	89,514,959	(829,252)	(0.9%)
Total Materials & Supplies					
Services	117,373,165	15,414,139	9,026,601	(6,387,538)	(41.4%)
Materials and Supplies	51,412,203	8,087,354	7,736,896	(350,458)	(4.3%)
Fuel and Utilities	57,551,115	9,388,168	8,423,397	(964,772)	(10.3%)
	226,336,483	32,889,662	25,186,894	(7,702,768)	(23.4%)
Administration					
Casualty and Liability	10,564,169	1,589,530	1,733,134	143,604	9.0%
Purchased Transportation	157,258,353	24,369,491	23,653,660	(715,831)	(2.9%)
Leases, Rentals and Misc.	22,712,132	1,222,961	1,280,390	57,429	4.7%
Allocation to Capital & GMP - Non-Labor	(1,249,295)	(31,155)	(14,584)	16,572	(53.2%)
	189,285,358	27,150,827	26,652,600	(498,226)	(1.8%)
Subtotal Non-Labor	415,621,842	60,040,488	51,839,494	(8,200,994)	(13.7%)
Subtotal Labor and Non-Labor	977,500,000	150,384,699	141,354,453	(9,030,245)	(6.0%)
Contingency	2,500,000	-	-	-	0.0%
Subtotal Contingency	2,500,000	-	-	-	0.0%
Total Operating Budget	\$ 980,000,000	\$ 150,384,699	\$ 141,354,453	\$ (9,030,245)	(6.0%)
Non-Budgeted Expense					
Gain/ Loss Disposal	-	-	(199,151)	(199,151)	0.0%
Grand Total	\$ 980,000,000	\$ 150,384,699	\$ 141,155,302	\$ (9,229,397)	(6.1%)

Operating Expenses for the month of November 2024 of \$71.2 million are \$4.3 million or 5.7% under budget.
Operating Expenses year-to-date through November 2024 of \$141.4 million are \$9.0 million or 6.0% under budget.

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

<u>Expense Type</u>	<u>FY2025 Budget</u>	<u>FY2025 Actual</u>	<u>Fiscal Year 2025 \$ Variance (under budget) / over budget</u>
<u>Payroll & Benefits</u>	\$ 90,344,210	\$ 89,514,959	\$ (829,252)
Union Labor			
Wages - Bus Transportation			(2,127,000)
Uniform & Tool Allowance			(714,000)
Overtime - Bus Transportation			(300,000)
Wages - Fleet Services			(272,000)
Workers' Comp			(254,000)
Wages - METRORail			(228,000)
Wages - Facilities Maintenance			(198,000)
<u>Offset by</u>			
Pension Union - Defined Contribution			179,000
Overtime - METRORail			266,000
Overtime - Fleet Services			989,000
Non-Union Labor			
Post-65 Retiree Health Benefits			(150,000)
<u>Offset by</u>			
Fringe Benefits			100,000
Pension Non-Union - Defined Contribution			108,000
Vacation Buyback			173,000
Overtime			195,000
Base Salaries			196,000
Healthcare			826,000
<u>Total Materials & Supplies</u>	\$ 32,889,662	\$ 25,186,894	\$ (7,702,768)
Services			
<u>Project Delivery & Controls</u> - due to underrun in Contract and Contractual Support Services			(2,909,000)
<u>Safety</u> - due to underruns in Contract and Contractual Support Services (-\$348,000), Education & Training (-\$158,000) and Security Services (-\$102,000)			(608,000)
<u>METRORail</u> - due to underruns in Support and Other Services (-\$356,000) and Contract and Contractual Support Services (-\$140,000)			(496,000)
<u>Planning</u> - due to underrun in Contract and Contractual Support Services			(436,000)
<u>Fleet Services</u> - due to underruns in Building & Grounds Maintenance (-\$343,000), Contracted Vehicle Repairs (-\$113,000), Support and Other Services (-\$108,000) and Contract and an overrun in Contractual Support Services (+\$230,000)			(334,000)
<u>Operations Management Support</u> - due to underrun in Contract and Contractual Support Services			(303,000)
<u>Marketing & Communication Services</u> - due to underrun in Advertising			(252,000)
<u>Engineering</u> - due to underrun in Contract and Contractual Support Services			(166,000)
<u>Government Affairs</u> - due to underrun in Legislative Coordination			(165,000)
<u>Facilities Maintenance</u> - due to underruns in Custodial Services (-\$342,000) and BOF Maintenance (-\$241,000) and overruns in Contract and Contractual Support Services (+\$259,000), Support and Other Services (+\$188,000) and Building & Grounds Maintenance (+137,000)			-
<u>General underspending in other areas Authority wide not mentioned above</u>			
Underspending in Support & Other Services throughout the Authority			(232,000)
Underspending in Contract Employment Services throughout the Authority			(129,000)
Underspending in Education and Training throughout the Authority			(123,000)

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Major Operating Budget Variance Items - Categories with major variances

<u>Expense Type</u>	<u>FY2025 Budget</u>	<u>FY2025 Actual</u>	<u>Fiscal Year 2025</u> <u>\$ Variance</u> <u>(under budget) / over budget</u>
Materials and Supplies			
<u>Underruns in -</u>			
Tech Equipment			(214,000)
General & Special Office Supplies			(183,000)
Other Parts			(128,000)
<u>Offset by miscellaneous overruns in -</u>			
Bus Brakes			103,000
Maintenance Supplies			270,000
Fuel and Utilities			
<u>Underruns in -</u>			
Gasoline			(487,000)
Compressed Natural Gas			(213,000)
Electric Vehicle Power			(115,000)
<u>Administration</u>	\$ 27,150,827	\$ 26,652,600	
Casualty & Liability			
Higher than expected subrogation			(128,000)
Higher than expected vehicle liability			275,000
Purchased Transportation			
Northwest Contract			(525,000)
Regional Vanpool			(247,000)
Leases, Rentals, & Miscellaneous			
Underspending in discretionary (travel, memberships, etc.) and other miscellaneous items			(303,000)
Higher than expected Information Technology Rent Software Payments			361,000

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Total Operating Budget / Expenses by Department

<u>Authorized</u> <u>End Of Year</u> <u>Workforce</u>		-- Annual --	----- Year-to-Date -----	-----	-- Current Month --
	<u>Department</u>	<u>Budget</u>	<u>Budget</u>	<u>Expense</u>	<u>Variance</u>
3,447	Customer Experience and Operations	616,520,458	102,825,564	98,586,033	(4,239,531)
1	Deputy CEO	353,726	58,907	(51,262)	(110,169)
3	EVP, Customer Experience and Operations	1,348,035	222,247	174,678	(47,569)
152	Contract & Paratransit Service	176,212,626	28,939,401	27,916,879	(1,022,522)
432	METRORail	62,554,123	10,284,983	9,632,078	(652,906)
36	Operations Management Support	12,616,298	2,083,987	1,725,663	(358,324)
2,044	Bus Transportation	210,798,665	35,448,598	33,164,847	(2,283,751)
779	Fleet Services	152,636,984	25,787,440	26,023,150	235,710
85	Infrastructure Improvements	33,451,518	5,379,522	2,139,310	(3,240,212)
4	EVP, Infrastructure Improvements	809,793	90,352	193,469	103,117
24	Project Delivery & Controls	19,107,476	3,506,512	615,845	(2,890,667)
7	Transit Asset Management	1,326,491	192,962	199,813	6,851
20	Planning	8,576,307	1,179,671	936,981	(242,690)
30	Engineering	3,631,452	410,025	193,203	(216,823)
152	Administration	19,970,932	3,152,622	3,098,589	(54,033)
2	EVP, Administration	656,816	110,147	94,001	(16,146)
136	Procurement & Materials	16,173,942	2,601,247	2,709,390	108,142
14	Mail and Print Services	3,140,174	441,227	295,198	(146,029)
31	Government & Public Affairs	10,033,067	1,336,697	1,108,725	(227,972)
3	Government Affairs	2,463,237	388,866	266,255	(122,611)
6	Grant Strategy	1,448,497	208,902	177,981	(30,921)
14	Public Engagement	2,535,864	324,833	311,693	(13,140)
5	Office of Innovation	2,465,901	258,759	259,164	405
3	Joint Development/TOD	1,119,568	155,337	93,632	(61,705)
11	Audit	1,999,224	315,686	314,496	(1,190)
24	Legal	5,873,840	895,567	777,366	(118,200)
55	Finance	11,973,387	1,862,267	1,605,690	(256,577)
2	Chief Financial Officer	762,431	74,385	70,887	(3,498)
8	Deputy CFO	1,694,762	307,841	226,026	(81,815)
28	Office of the Controller	6,038,730	970,512	893,585	(76,927)
13	Office of Management & Budget	2,699,369	441,971	415,192	(26,780)
4	GMP and Performance Analysis	778,096	67,557	-	(67,557)
10	Communications	1,664,138	251,257	196,865	(54,392)
21	Marketing	9,841,524	955,640	568,963	(386,677)
2	EVP, Marketing	440,331	69,813	71,724	1,911
14	Marketing & Communication Services	8,367,782	699,094	351,642	(347,452)
-	Partnership Promotions	-	-	-	-
5	Internal Communications	1,033,412	186,733	145,597	(41,135)
755	Safety & Security	146,570,010	20,310,908	19,800,371	(510,537)
4	Chief Safety Officer	1,003,484	170,124	144,850	(25,275)
399	METRO Police	44,685,520	7,027,577	7,288,301	260,724
107	Safety	35,732,322	4,747,027	4,130,047	(616,980)
235	Facilities Maintenance	63,727,254	8,125,655	7,986,821	(138,834)
10	Budget and Contracts	1,421,430	240,525	250,353	9,828
63	Human Resources	37,211,638	5,953,688	5,508,751	(444,938)
16	EVP, Human Resources	3,325,031	396,495	476,351	79,856
23	Staffing	3,454,142	534,040	455,423	(78,617)
4	Labor Relations	655,755	104,525	92,475	(12,050)
11	Benefits and Wellness	28,024,597	4,728,590	4,277,345	(451,246)
5	HRIS & Personnel Services	652,287	105,361	114,758	9,397
4	Organizational Development	1,099,826	84,676	92,398	7,722
257	Business Development	58,483,536	6,722,943	6,990,660	267,717
3	EVP, Business Development	722,646	117,785	317,860	200,076
111	Customer Service	9,562,261	1,334,310	1,101,076	(233,234)
5	Customer Information	1,347,928	142,899	229,824	86,926
84	Information Technology	33,499,394	2,882,910	3,698,694	815,784
28	Ridership Development	9,649,345	1,660,717	1,141,536	(519,182)
26	Revenue Services	3,701,964	584,323	501,670	(82,653)
4	Authority Compliance	915,599	134,182	134,555	373
4	Chief of Staff and Board	1,012,476	137,893	403,630	265,736
2	Executive	1,405,512	150,262	120,449	(29,813)
8	Non Departmental	6,269,332	-	-	-
-	President & CEO Contingency	16,803,808	-	-	-
4,929	TOTAL OPERATING BUDGET	\$ 980,000,000	\$ 150,384,699	\$ 141,354,453	\$ (9,030,245)

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November 2024

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

Department	November 2024 ----- Year-to-Date -----			November 2023 ----- Year-to-Date -----		
	Budget	Expense	Variance	Budget	Expense	Variance
Customer Experience and Operations	102,825,564	98,586,033	(4,239,531)	94,383,265	92,445,210	(1,938,055)
Deputy CEO	58,907	(51,262)	(110,169)	116,764	112,178	(4,586)
EVP, Customer Experience and Operation	222,247	174,678	(47,569)	211,311	178,124	(33,187)
Contract & Paratransit Service	28,939,401	27,916,879	(1,022,522)	27,544,039	26,006,850	(1,537,189)
METRORail	10,284,983	9,632,078	(652,906)	9,388,963	8,978,907	(410,055)
Operations Management Support	2,083,987	1,725,663	(358,324)	2,145,737	2,034,117	(111,620)
Bus Transportation	35,448,598	33,164,847	(2,283,751)	30,670,132	31,744,054	1,073,922
Fleet Services	25,787,440	26,023,150	235,710	24,306,320	23,390,979	(915,341)
Infrastructure Improvements	5,379,522	2,139,310	(3,240,212)	7,051,675	6,816,400	(235,276)
EVP, Infrastructure Improvements	90,352	193,469	103,117	85,438	91,610	6,172
Project Delivery & Controls	3,506,512	615,845	(2,890,667)	5,741,521	5,765,734	24,213
Transit Asset Management	192,962	199,813	6,851	434,067	352,875	(81,193)
Planning	1,179,671	936,981	(242,690)	630,377	359,253	(271,124)
Engineering	410,025	193,203	(216,823)	160,272	246,927	86,655
Administration	3,152,622	3,098,589	(54,033)	3,067,204	2,712,657	(354,547)
EVP, Administration	110,147	94,001	(16,146)	103,631	91,095	(12,535)
Procurement & Materials	2,601,247	2,709,390	108,142	2,518,443	2,346,137	(172,306)
Mail and Print Services	441,227	295,198	(146,029)	445,131	275,425	(169,706)
Government & Public Affairs	1,336,697	1,108,725	(227,972)	1,240,769	1,217,244	(23,524)
Government Affairs	388,866	266,255	(122,611)	191,520	263,982	72,462
Grant Strategy	208,902	177,981	(30,921)	307,219	264,115	(43,105)
Public Engagement	324,833	311,693	(13,140)	235,044	341,173	106,128
Office of Innovation	258,759	259,164	405	232,889	207,475	(25,414)
Joint Development/TOD	155,337	93,632	(61,705)	274,096	140,499	(133,597)
Audit	315,686	314,496	(1,190)	237,055	182,266	(54,790)
Legal	895,567	777,366	(118,200)	831,176	633,811	(197,365)
Finance	1,862,267	1,605,690	(256,577)	1,686,442	1,449,507	(236,935)
Chief Financial Officer	74,385	70,887	(3,498)	68,687	64,530	(4,157)
Deputy CFO	307,841	226,026	(81,815)	240,562	255,150	14,588
Office of the Controller	970,512	893,585	(76,927)	923,500	759,412	(164,088)
Office of Management & Budget	441,971	415,192	(26,780)	453,692	370,415	(83,277)
GMP and Performance Analysis	67,557	-	(67,557)	-	-	-
Communications	251,257	196,865	(54,392)	153,674	148,852	(4,822)
Marketing	955,640	568,963	(386,677)	1,223,623	1,273,345	49,722
EVP, Marketing	69,813	71,724	1,911	106,405	100,704	(5,701)
Marketing & Communication Services	699,094	351,642	(347,452)	884,549	962,523	77,974
Partnership Promotions	-	-	-	74,854	74,561	(292)
Internal Communications	186,733	145,597	(41,135)	157,816	135,557	(22,259)
Safety & Security	20,310,908	19,800,371	(510,537)	17,560,076	16,962,729	(597,347)
Chief Safety Officer	170,124	144,850	(25,275)	116,623	97,097	(19,525)
METRO Police	7,027,577	7,288,301	260,724	6,285,866	5,914,399	(371,467)
Safety	4,747,027	4,130,047	(616,980)	4,408,352	3,786,643	(621,710)
Facilities Maintenance	8,125,655	7,986,821	(138,834)	6,676,494	7,097,777	421,283
Budget and Contracts	240,525	250,353	9,828	72,741	66,814	(5,928)
Human Resources	5,953,688	5,508,751	(444,938)	4,842,420	4,412,726	(429,694)
EVP, Human Resources	396,495	476,351	79,856	372,463	379,162	6,699
Staffing	534,040	455,423	(78,617)	538,168	426,310	(111,858)
Labor Relations	104,525	92,475	(12,050)	96,953	98,794	1,841
Benefits and Wellness	4,728,590	4,277,345	(451,246)	3,613,114	3,221,278	(391,836)
HRIS & Personnel Services	105,361	114,758	9,397	92,269	177,922	85,653
Organizational Development	84,676	92,398	7,722	129,454	109,262	(20,192)
Business Development	6,722,943	6,990,660	267,717	5,409,994	5,160,160	(249,834)
EVP, Business Development	117,785	317,860	200,076	-	-	-
Customer Service	1,334,310	1,101,076	(233,234)	1,006,617	962,820	(43,798)
Customer Information	142,899	229,824	86,926	-	-	-
Information Technology	2,882,910	3,698,694	815,784	2,504,721	2,689,648	184,927
Ridership Development	1,660,717	1,141,536	(519,182)	1,390,351	1,100,353	(289,998)
Revenue Services	584,323	501,670	(82,653)	508,305	407,340	(100,965)
Authority Compliance	134,182	134,555	373	161,590	169,279	7,689
Chief of Staff and Board	137,893	403,630	265,736	11,614	55,197	43,583
Executive	150,262	120,449	(29,813)	259,886	263,573	3,687
Non Departmental	-	-	-	-	-	-
President & CEO Contingency	-	-	-	-	-	-
TOTAL OPERATING BUDGET	\$ 150,384,699	\$ 141,354,453	\$ (9,030,245)	\$ 138,120,465	\$ 133,902,957	\$ (4,217,508)

**MONTHLY PERFORMANCE REPORT
November 2024**

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

Capital Budget

	FY2025		Month of November 2024				Fiscal Year-to-Date			
	Annual	Budget	Actual	Variance		Budget	Actual	Variance		
	Budget			\$	%			\$	%	
Core Business Items Necessary to Maintain Service	\$ 355.7	\$ 20.6	\$ 18.4	\$ (2.2)	(10.7%)	\$ 41.5	\$ 21.9	\$ (19.6)	(47.2%)	
CORE 1 - Vehicle Maintenance Costs	30.7	2.5	1.4	(1.1)	(44.0%)	5.1	2.8	(2.3)	(45.1%)	
CORE 2 - Maintaining Operational Facilities (Buildings & Rail)	108.0	7.3	3.2	(4.1)	(56.2%)	14.8	3.8	(11.0)	(74.3%)	
CORE 3 - IT Projects	8.0	0.6	0.5	(0.1)	(16.7%)	1.3	0.5	(0.8)	(61.5%)	
CORE 4 - Vehicle Acquisition Costs	209.1	10.1	13.4	3.3	32.7%	20.3	14.8	(5.5)	(27.1%)	
Expansion/Enhancement Capital Costs	\$ 242.7	\$ 11.3	\$ 4.4	\$ (6.9)	(61.1%)	\$ 25.4	\$ 5.4	\$ (20.0)	(78.7%)	
EXP 1 - Vehicle Acquisition Costs	-	-	-	-	0.0%	-	-	-	0.0%	
EXP 2 - Safety Projects	5.0	0.2	0.0	(0.2)	(100.0%)	0.3	0.1	(0.2)	(66.7%)	
EXP 3 - IT Projects	56.1	4.6	(0.6)	(5.2)	(113.0%)	9.3	(0.3)	(9.6)	(103.2%)	
EXP 4 - FFGA Commitments	11.7	-	0.1	0.1	0.0%	-	0.2	0.2	0.0%	
EXP 5 - METRONext	124.9	4.8	4.8	-	0.0%	12.2	5.3	(6.9)	(56.6%)	
EXP 6 - Legacy Projects (New and/or Enhanced)	40.0	1.7	0.1	(1.6)	(94.1%)	3.5	0.2	(3.3)	(94.3%)	
EXP 7 - Allowances	5.0	-	-	-	0.0%	-	0.0	-	0.0%	
Total Capital	\$ 598.4	\$ 31.9	\$ 22.9	\$ (9.0)	(28.2%)	\$ 66.9	\$ 27.3	\$ (39.6)	(59.2%)	

Core Business Items Necessary to Maintain Service expenses for the year-to-date through November 2024 of \$21.9 million are \$19.6 million or 47.2% under budget.

Expansion/Enhancement Capital Costs expenses for the year-to-date through November 2024 of \$5.4 million are \$20.0 million or 78.7% under budget.

Debt Service Budget

	FY2025		Month of November 2024				Fiscal Year-to-Date			
	Annual	Budget	Actual	Variance		Budget	Actual	Variance		
	Budget			\$	%			\$	%	
Debt Service	\$ 96.3	\$ 7.7	\$ 7.7	\$ -	0.0%	\$ 16.2	\$ 16.2	\$ -	0.0%	

Debt Service expenses of \$16.2 million for the year-to-date through November 2024 are equal to budget.

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

General Mobility Transfers

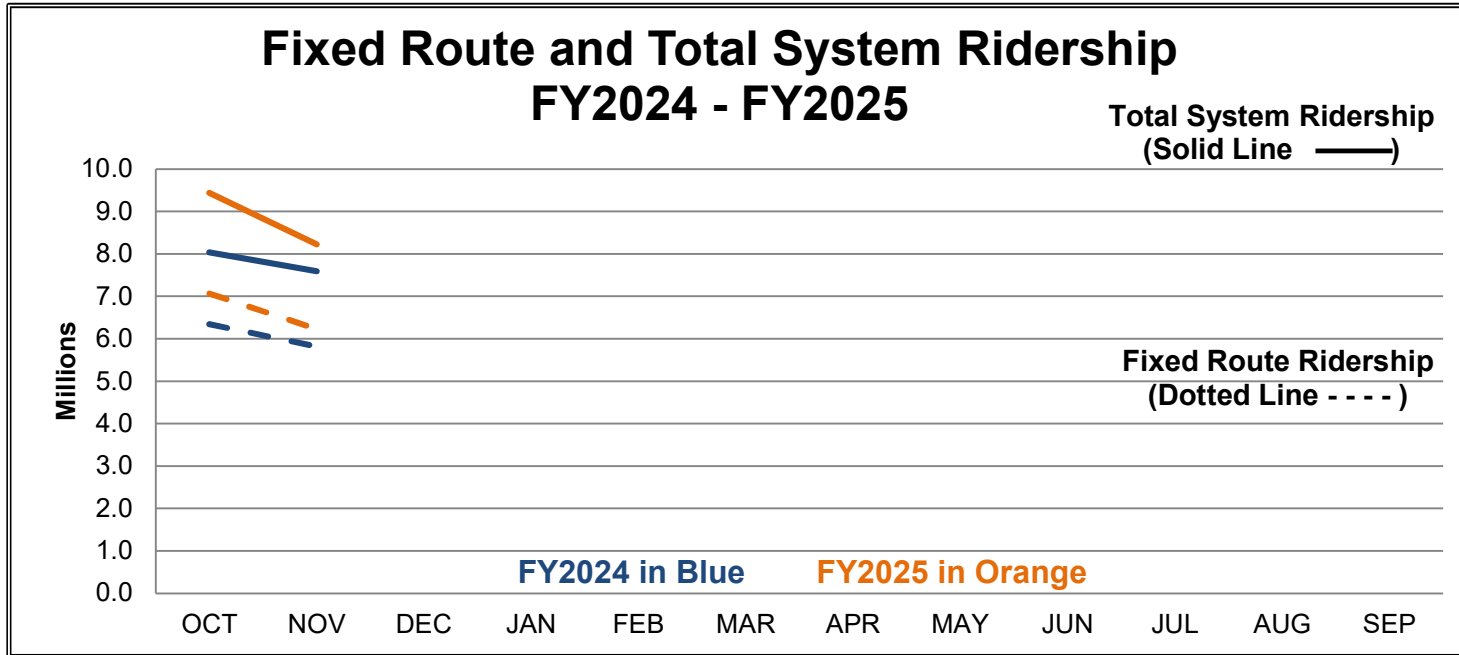
	FY2025		Month of November 2024				Fiscal Year-to-Date			
	Annual	Projection	Allocation	Variance		Projection	Allocation	Variance		
	Projection			\$	%			\$	%	
General Mobility	\$ 217.5	\$ 19.4	\$ 19.2	\$ (0.2)	(1.0%)	\$ 36.1	\$ 36.6	\$ 0.5	1.4%	

Funds allocated to the General Mobility Fund totaling \$36.6 million for the year-to-date through November 2024 are \$0.5 million or 1.4% more than the amount projected.

MONTHLY PERFORMANCE REPORT
November 2024
Ridership by Service Category

Service Category	Nov-23 Boardings	Nov-24 Boardings	Nov-24 vs. Nov-23	Nov-23 YTD Boardings	Nov-24 YTD Boardings	YTD % Change
						Nov-24 vs. Nov-23
Fixed Route Services						
<u>Local Network</u>						
Local Bus	4,354,862	4,856,001	11.5%	9,089,757	10,274,658	13.0%
METRO curb2curb	26,435	25,471	(3.6%)	55,174	54,433	(1.3%)
METRORapid Silver Line	28,264	0	(100.0%)	55,799	0	(100.0%)
<u>METRORail</u>						
Red (North) Line	898,474	845,679	(5.9%)	1,853,787	1,820,030	(1.8%)
Green (East) Line	111,400	112,085	0.6%	230,556	239,583	3.9%
Purple (Southeast) Line	134,601	141,827	5.4%	289,775	311,849	7.6%
METRORail (all lines)	1,144,475	1,099,591	(3.9%)	2,374,118	2,371,462	(0.1%)
METRORail-Bus Bridge	0	0	0.0%	5,067	0	(100.0%)
METRORail Total	1,144,475	1,099,591	(3.9%)	2,379,185	2,371,462	(0.3%)
Subtotal Local Network	5,554,036	5,981,063	7.7%	11,579,915	12,700,553	9.7%
<u>Commuter</u>						
Park & Ride	292,957	276,734	(5.5%)	640,075	655,606	2.4%
Subtotal Fixed Route Service	5,846,993	6,257,797	7.0%	12,219,990	13,356,159	9.3%
Disaster Events	0	0	0.0%	0	0	0.0%
Special Events	829	1,254	51.3%	1,453	2,173	49.6%
Bus Bridge Events	0	0	0.0%	1,003	0	0.0%
Total Fixed Route	5,847,822	6,259,051	7.0%	12,222,446	13,358,332	9.3%
Customized Bus Services						
METROLift	144,269	154,929	7.4%	300,133	330,152	10.0%
METRO STAR Vanpool	39,711	47,859	20.5%	85,179	98,189	15.3%
Internal Service	0	0	0.0%	4	0	(100.0%)
Subtotal Customized Bus	183,980	202,788	10.2%	385,316	428,341	11.2%
HOV/HOT Carpools, Vanpools, and Non-METRO Buses	1,566,033	1,768,620	12.9%	3,030,121	3,890,964	28.4%
Total System	7,597,835	8,230,459	8.3%	15,637,883	17,677,637	13.0%

MONTHLY PERFORMANCE REPORT
November 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 November 2024 of 6.3 million is 0.4 million or 7.0% greater than last year.

Total fixed route ridership, excluding disaster and special events, for the year-to-date through November 2024 of 13.4 million is 1.1 million or 9.3% greater than last year.

METRORail ridership for the month of November 2024 of 1.1 million is 3.9% less than last year.

METRORail ridership year-to-date through November 2024 of 2.4 million is 0.3% less than last year.

MONTHLY PERFORMANCE REPORT
November 2024
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2025

SAFETY & SECURITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2025 YTD Actual	FY2025 YTD GOAL
	Bus Accidents (Includes METROLift)	47	60											≤ 47	107
Bus Accidents per 100,000 vehicle miles	0.72	1.01											≤ 0.75	0.86	≤ 0.75
Rail Accidents	5	10											≤ 10	15	≤ 19
Rail Accidents per 100,000 vehicle miles	1.65	3.57											≤ 5.20	2.57	≤ 5.20
Group A Criminal Offenses	181	160											≤ 132	341	≤ 264
Group A Criminal Offenses per 100,000 boardings	1.92	1.94											≤ 1.95	1.93	≤ 1.95
Criminal Incidents - METRO Properties	147	152											≤ 170	299	≤ 340
CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Current Month Target	FY2025 YTD Actual	FY2025 YTD GOAL
Complaint Contacts per 100,000 Boardings	22.00	20.59											< 22.00	21.34	< 22.00
Commendations	342	312											≥ 200	654	≥ 400
Average Call Center Answer Delay (Sec.)	10	13											< 35	12	< 35

Safety & Security

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

Customer Service

- Complaint Contacts per 100,000 Boardings met the goal for the month and year-to-date.
- The number of Commendations met the goal for the month and year-to-date.
- The Average Call Center Answer Delay met the goal for the month and year-to-date.

MONTHLY PERFORMANCE REPORT
November 2024
Performance Statistics

Benchmark Met

Benchmark Missed

Fiscal Year 2025														Current Month Target	FY2025 YTD Actual	FY2025 YTD GOAL
SERVICE & RELIABILITY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP				
On-Time Performance																
Bus - Local	77.3%	77.4%												≥ 75%	77.4%	≥ 75%
Bus - Park & Ride	83.4%	81.5%												≥ 83%	82.5%	≥ 83%
Bus - Weighted Average	79.7%	78.9%												≥ 75%	79.3%	≥ 75%
Rail - Red Line	93.9%	93.7%												≥ 93%	93.8%	≥ 93%
Rail - East End Green Line	96.8%	95.9%												≥ 95%	96.4%	≥ 95%
Rail - South East Purple Line	95.6%	95.6%												≥ 95%	95.6%	≥ 95%
METROLift	87.8%	89.7%												≥ 90%	88.8%	≥ 90%
MDBF (Mean Distance Between Mechanical Failures) - Buses	4,929	4,905												≥ 6,000	4,917	≥ 5,500
MDBSI (Mean Distance Between Service Interruptions) - METRORail	18,932	17,517												≥ 15,000	18,224	≥ 15,000
MDBF (Mean Distance Between Mechanical Failures) - METROLift	30,399	36,015												≥ 23,000	32,806	≥ 23,000
Average Peak HOT Lanes Speed (miles per hour)																
I-45 North HOV	57	58												≥ 45	58	≥ 45
I-45 South HOV	60	60												≥ 45	60	≥ 45
US-290 HOV	64	63												≥ 45	64	≥ 45
US-59 North HOV	60	62												≥ 45	61	≥ 45
US-59 South HOV	56	54												≥ 45	55	≥ 45

On-Time Performance

- Local Bus routes met the minimum performance standard for the month and year-to-date.
- Park & Ride routes did not meet the minimum performance standard for the month and year-to-date.

- Rail (Red Line) met the minimum performance standard for the month and year-to-date.
- Rail (Green Line) met the minimum performance standard for the month and year-to-date.
- Rail (Purple Line) met the minimum performance standard for the month and year-to-date.
- METROLift did not meet the minimum performance standard for the month and year-to-date.

Service Reliability

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

HOT Lane Average Speed

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

MONTHLY PERFORMANCE REPORT
November 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

November 2024

Statement of Net Position

	November 30, 2023 (\$)	November 30, 2024 (\$)	Change (\$)
<u>Assets</u>			
Current Assets	1,147,192,733	1,087,112,945	(60,079,788)
Cash	37,997,072	8,436,189	(29,560,884)
Investments	840,218,778	800,202,045	(40,016,733)
Investments - Restricted	28,117,996	27,106,631	(1,011,365)
Receivables	182,725,095	195,942,380	13,217,284
Sales Tax	167,307,501	175,863,984	8,556,483
Federal Government - FTA	6,341,825	15,196,913	8,855,088
Bus Passes and Other Receivables	9,075,770	4,881,483	(4,194,287)
Material and Supplies Inventory	58,133,791	55,425,701	(2,708,090)
Noncurrent Assets	2,585,052,249	2,615,886,395	30,834,147
Capital Assets, Net of Depreciation	2,578,660,153	2,609,844,146	31,183,993
Other noncurrent assets	6,382,096	6,032,249	(349,847)
Prepaid rental payments	10,000	10,000	-
Total Assets	3,732,244,981	3,702,999,340	(29,245,641)
Deferred Outflow of Resources¹	197,685,324	191,020,587²	(6,664,737)
<u>Liabilities</u>			
Current Liabilities	201,865,960	239,012,482	37,146,522
Trade Payables	62,604,457	45,348,282	(17,256,175)
Accrued Compensation and Benefits	50,170,376	46,404,633	(3,765,743)
Liability for Injuries and Damages	21,933,153	22,554,771	621,618
Other Current Liabilities	9,448,464	8,629,973	(818,491)
Capital Lease Obligations	38,961,618	43,691,516	4,729,898
Debts Payable	-	70,045,000	70,045,000
Debt Interest Payable	13,605,658	2,188,150	(11,417,509)
Derivative Instrument - Diesel Fuel Swaps	5,142,234	150,157	(4,992,077)
Noncurrent Liabilities	1,529,140,167	1,420,380,946	(108,759,221)
Commercial Paper	-	-	-
Deferred Rental Payments	1,633,325	1,690,033	56,708
Debts Payable	848,219,472	698,425,768	(149,793,704)
Other Postemployment Benefits	381,352,846	431,362,524	50,009,678
Defined Benefit Pension Plans	297,934,523	288,902,620	(9,031,903)
Total Liabilities	1,731,006,127	1,659,393,428	(71,612,699)
Deferred Inflow of Resources	444,994,861	364,791,591	(80,203,270)
<u>Net Position</u>			
Total Net Position	1,753,929,318	1,869,834,908	115,905,591

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 FY2025 includes [1] Non Union Pension Plan (\$36,340,820), [2] Union Pension Plan (\$37,308,713), [3] Bonds (\$2,454,901), [4] Non Union OPEB (\$12,733,249), [5] Union OPEB (\$102,032,747) and [6] Diesel Fuel SWAP (\$150,157). These items will be recognized as expenses in future periods to which they relate.