



KEY PERFORMANCE INDICATORS (KPI) REPORT

FOR 4th Quarter through June 30, 2025

Board of Directors

September 26, 2025

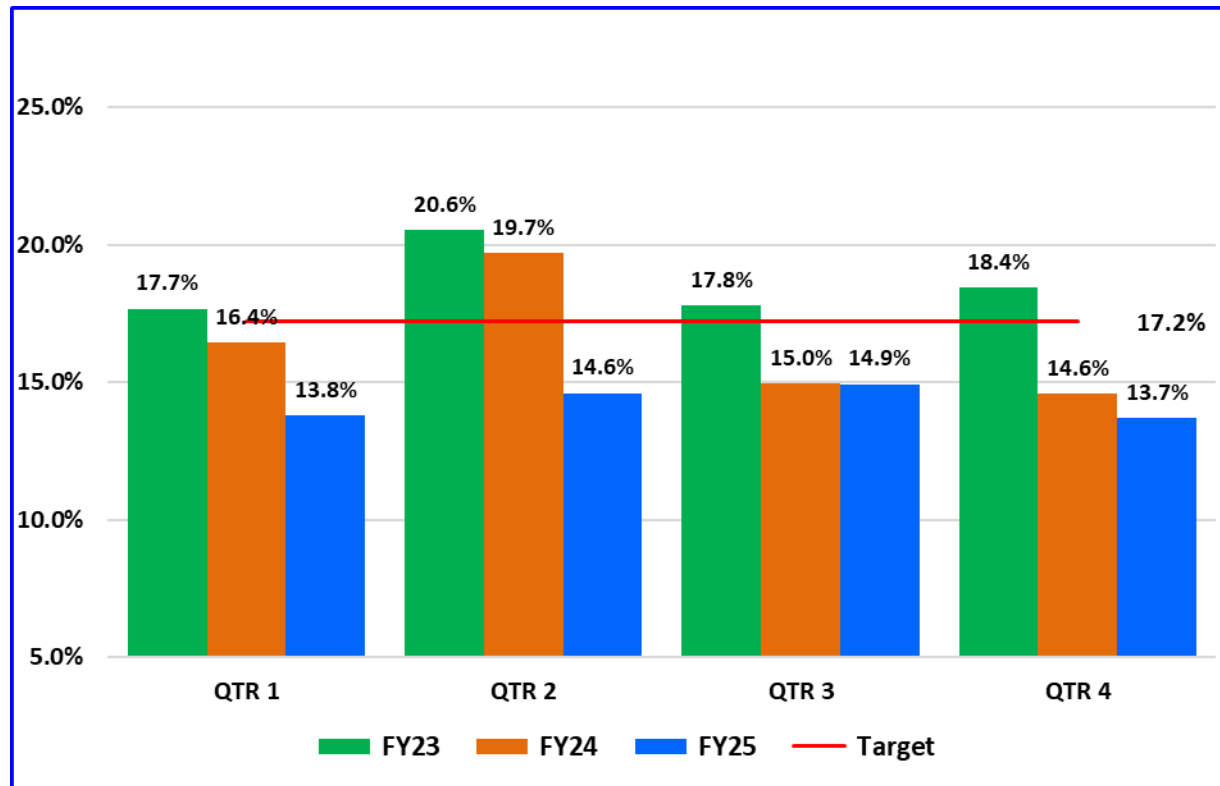
Chuck Farmer, Chief Financial Officer

Overview of Today's Presentation:

KPI Category	Criteria / Metric
Financial Performance	<ul style="list-style-type: none">✓ System Farebox/Contract Recovery Ratio✓ Fixed Route & Commuter Cost / RSH✓ ParaCruz Cost / Trip
Productivity	<ul style="list-style-type: none">✓ Total Ridership and Total Ridership / Hour✓ UCSC, Cabrillo, Highway 17, & Local Ridership✓ Passengers / RSH by Route
Risk Management & Safety	<ul style="list-style-type: none">✓ Traffic Accidents✓ Passenger Incidents
Reliability	<ul style="list-style-type: none">✓ Miles between Chargeable Road Calls for Fixed Route, Highway 17, & ParaCruz
Dependability	<ul style="list-style-type: none">✓ Cancelled Trips by Cause & Region✓ Pass-Ups for Fixed Route, UCSC, & Routes

Financial Performance KPI's

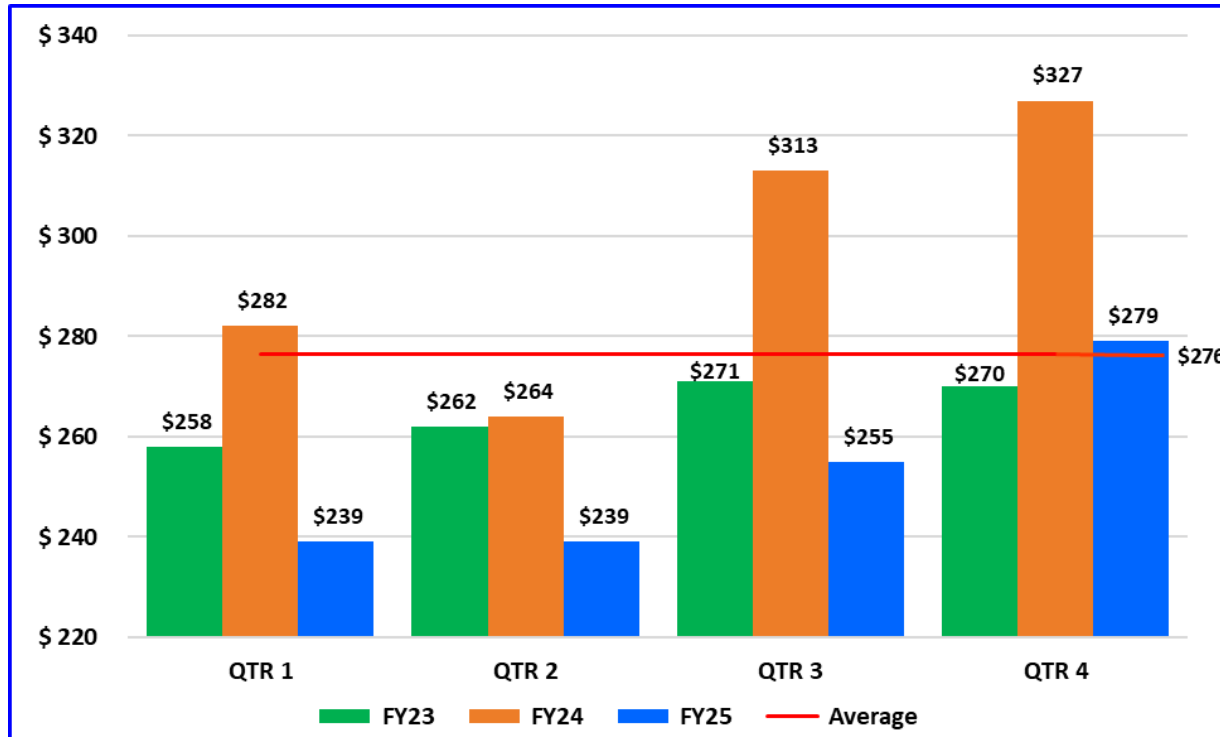
System Farebox/Contract Recovery:



- Q4 FY25 Farebox/Contract Recovery is 13.7%, a year-over-year slight decline of 0.9% when compared to Q4 FY24. Fares Revenue decreased by 4% year-over-year primarily due to fixed route fares. While Operating Expenses increased by 11% driven by higher salaries and wages from added FTEs, and growth in fringe benefits. The revenue decline combined with these cost increases contributed to the declining Farebox/Contract Recovery Ratio in Q4 FY25

The Farebox/Contract Recovery Target of 17.2% is based on the average actuals from FY22, FY23 and FY24

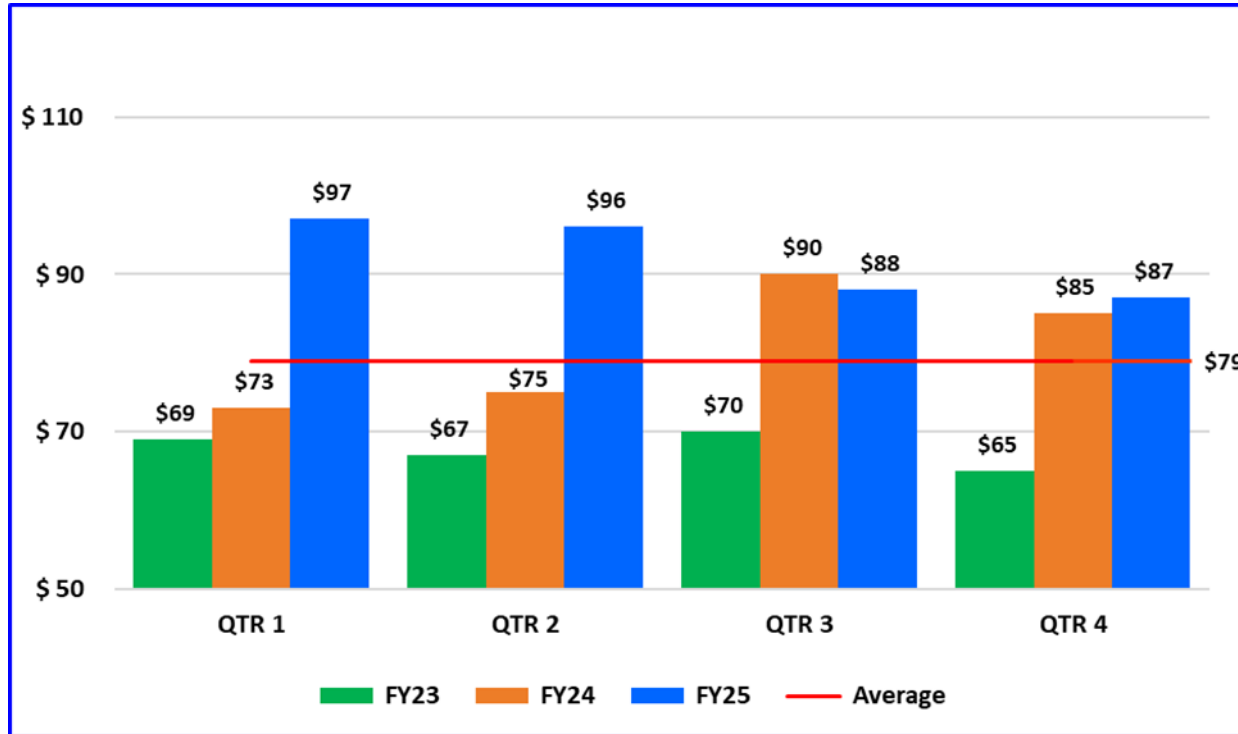
Fixed Route/Commuter Cost per RSH



- Q4 FY25 Cost per RSH is lower by \$48, over prior year Q4 FY24 due to an increase in service hours of 8,699 or 19.9%, along with an increase in costs of 2.3%

The Fixed Route/Commuter cost per RSH average of \$276 is based on the average actuals from FY22, FY23, and FY24

ParaCruz Cost per Trip

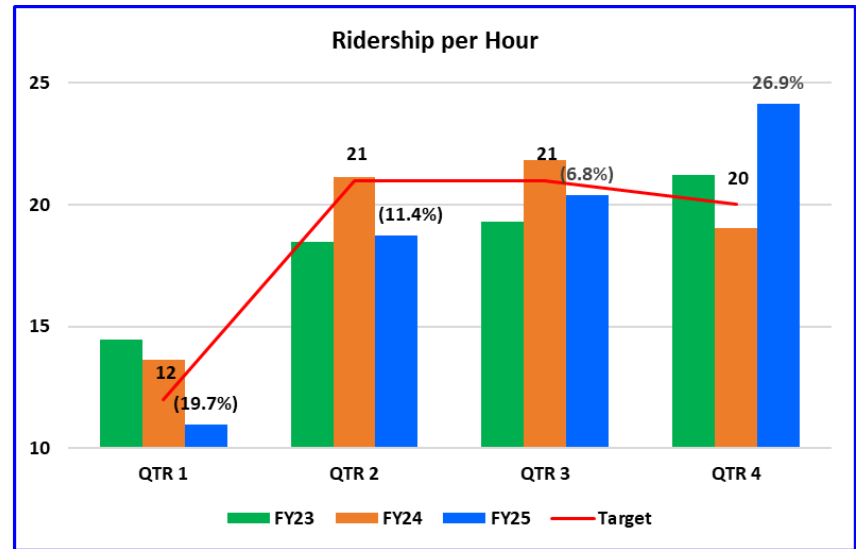
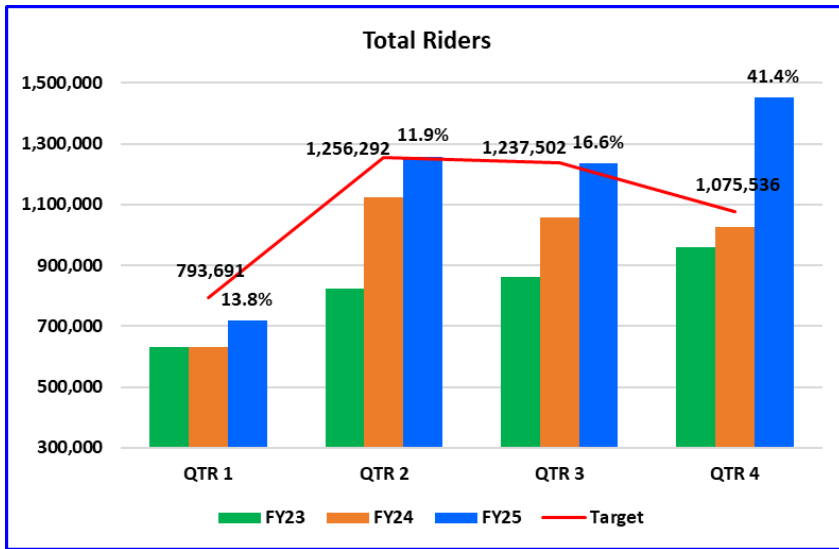


- Q4 FY25 Cost per Trip increased \$2 from the prior year due to increase in trips of 539 or 3.1%, and ParaCruz Costs increased by 5.5% when compared to the same period of FY24.

The ParaCruz Cost per Trip average of \$79 is based on the average actuals from FY22, FY23, and FY24

Productivity KPI's

Total Ridership / Ridership per Hour (RPH)

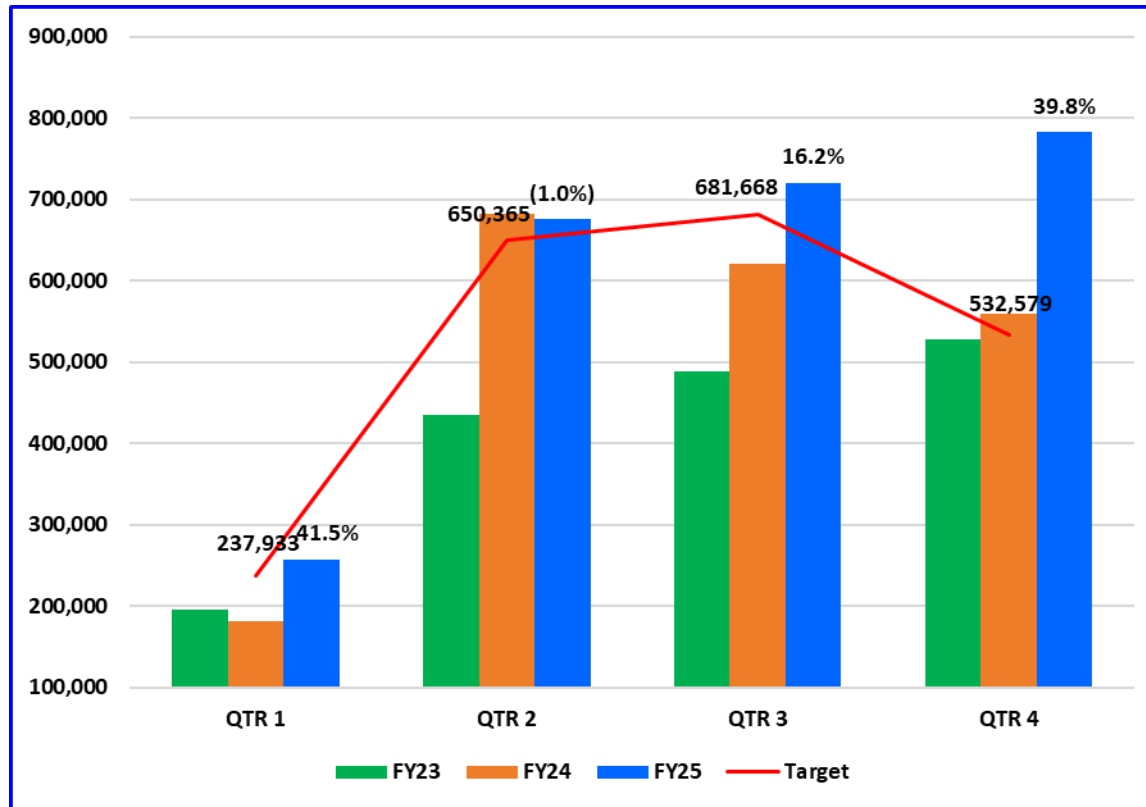


Ridership	QTR 4			
	FY25	FY24	Variance	YoY Change
Local/Non-Student	470,161	304,081	166,080	54.6%
Student (UCSC, Cabrillo, K-12)	923,034	687,643	235,391	34.2%
Highway 17	59,403	35,474	23,929	67.5%

Ridership	QTR 4			
	FY25	FY24	Variance	YoY Change
UCSC	782,963	559,970	222,993	39.8%
Cabrillo	53,010	44,807	8,203	18.3%
Youth	87,061	82,866	4,195	5.1%

The Quarterly Ridership/RPH Targets calculation is equal to 50% of the YOY quarterly service increase multiplied by the quarterly ridership from the previous year

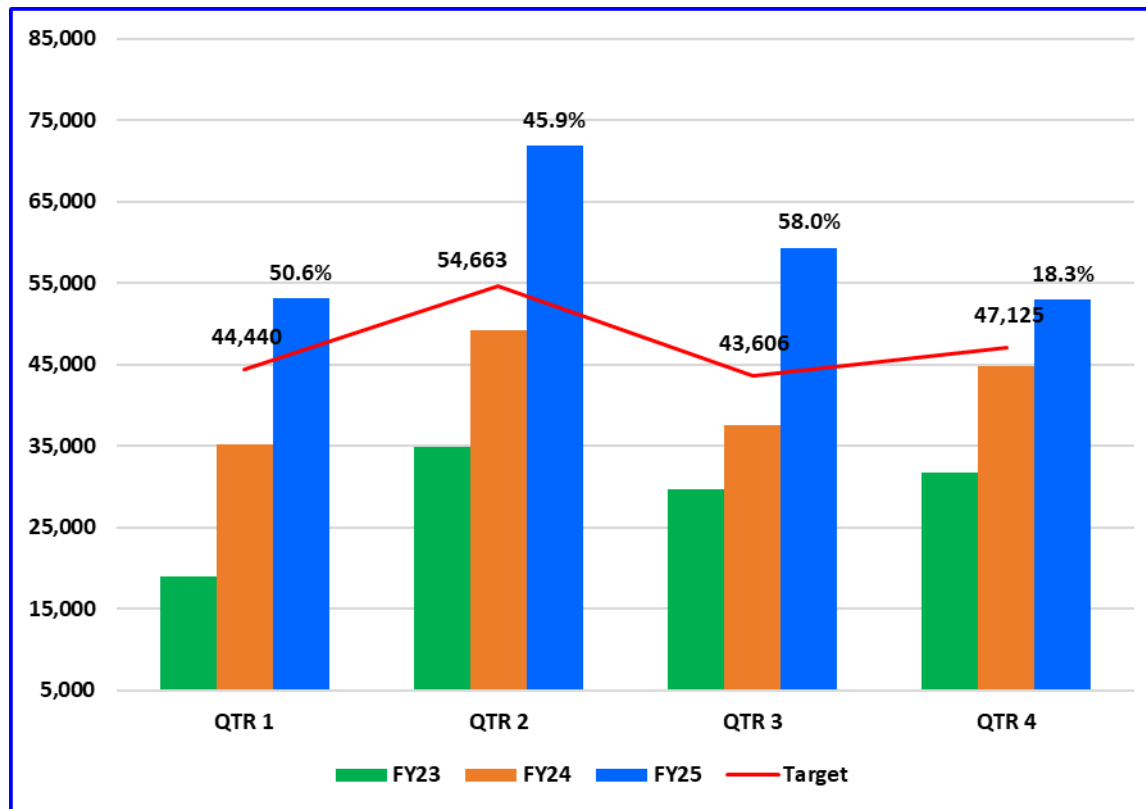
UCSC Ridership



- Q4 Ridership increased 222,993, or 39.8% when compared to Q4 FY24. In Q4 FY24, UCSC ridership was reduced due to a month-long labor strike combined with student protests.

The Quarterly Ridership Target calculation is equal to 50% of the YOY quarterly service increase multiplied by the quarterly ridership from the previous year

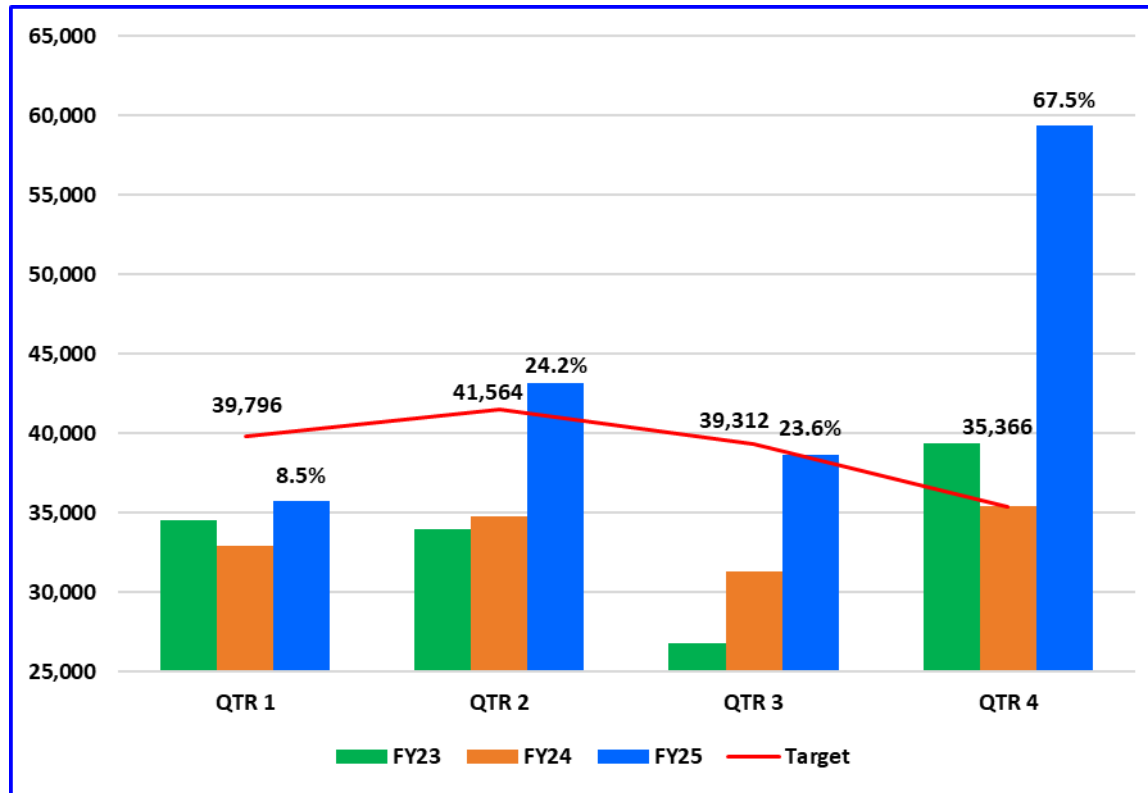
Cabrillo College Ridership



- Q4 Ridership increased 8,203, or 18.3% compared to Q4 FY24. In FY25, Cabrillo College voted to renew their student ridership contract with Santa Cruz METRO.

The Quarterly Ridership Target calculation is equal to 50% of the YOY quarterly service increase multiplied by the quarterly ridership from the previous year

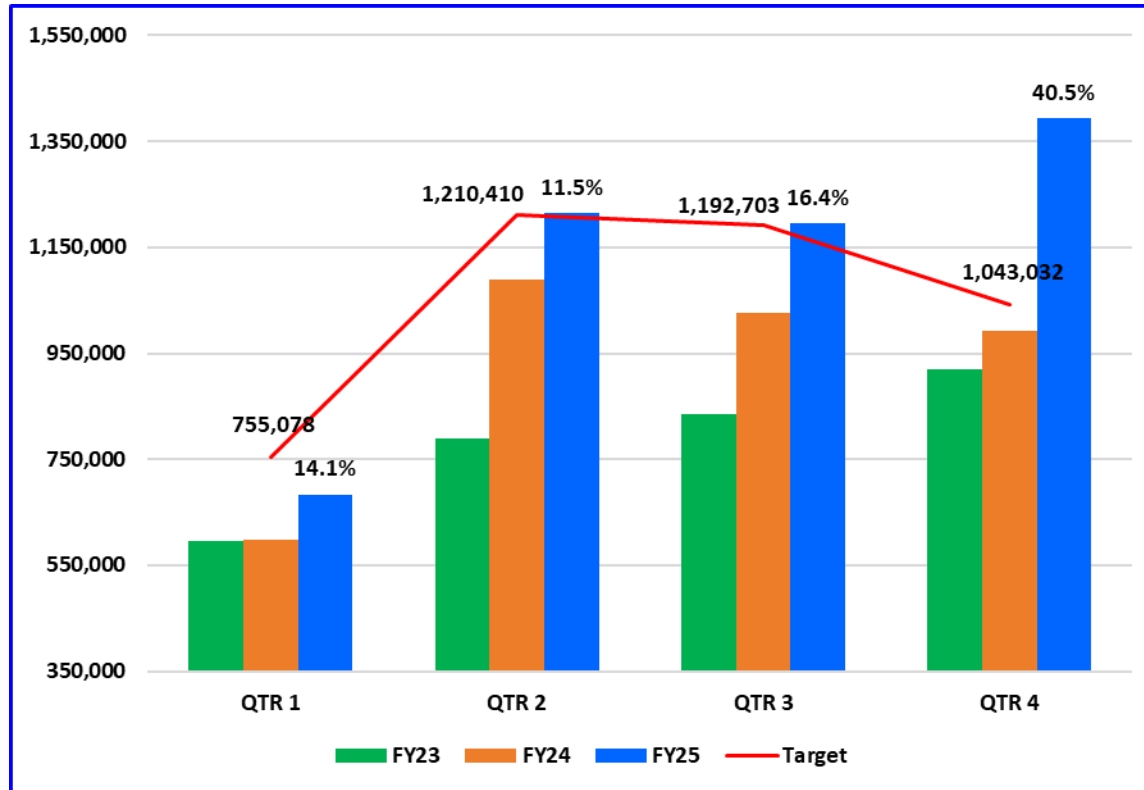
Highway 17 Ridership



- Q4 Ridership increased 23,929, or 67.5% compared to Q4 FY24. In Q4 FY25, ridership increased to 19,802, 18,522, and 21,079 in April, May and June, respectively.

The Quarterly Ridership Target calculation is equal to 50% of the YOY quarterly service increase multiplied by the quarterly ridership from the previous year

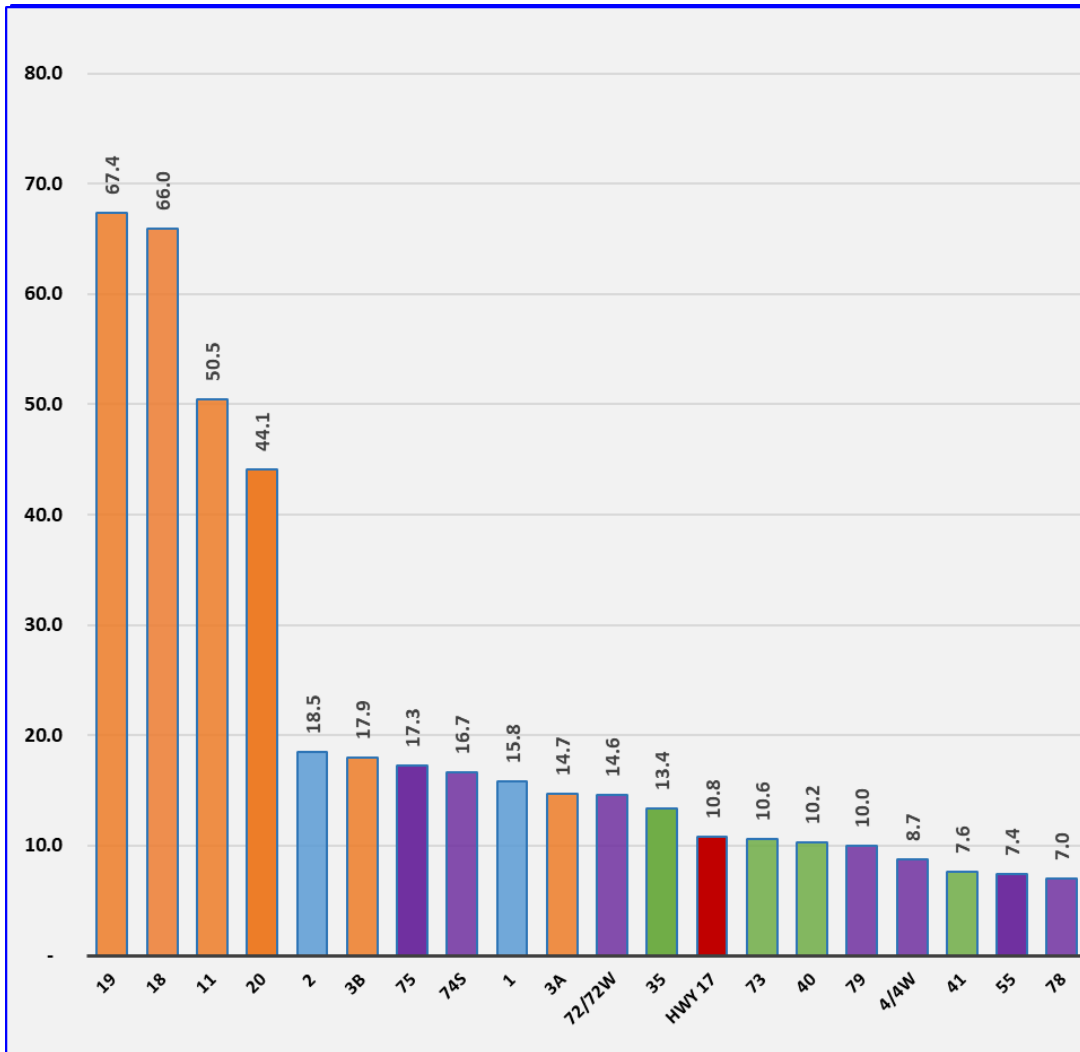
Local Ridership



- Q4 Ridership increased 401,471, or 40.5% over prior year Q4. Metro operated 10.4% more service on all local routes. Service increases on Route 1 and 2 combined create 10-minute headways on the overlapping portions of their routes.
- Student ridership is comprised of:
 - UCSC – 39.8% increase
 - Cabrillo – 18.3% increase
 - K-12 – 5.1% increase

The Quarterly Ridership Target calculation is equal to 50% of the YOY quarterly service increase multiplied by the quarterly ridership from the previous year

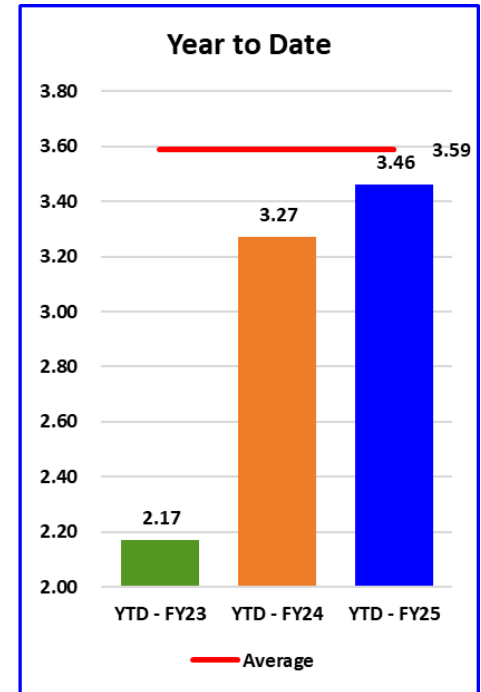
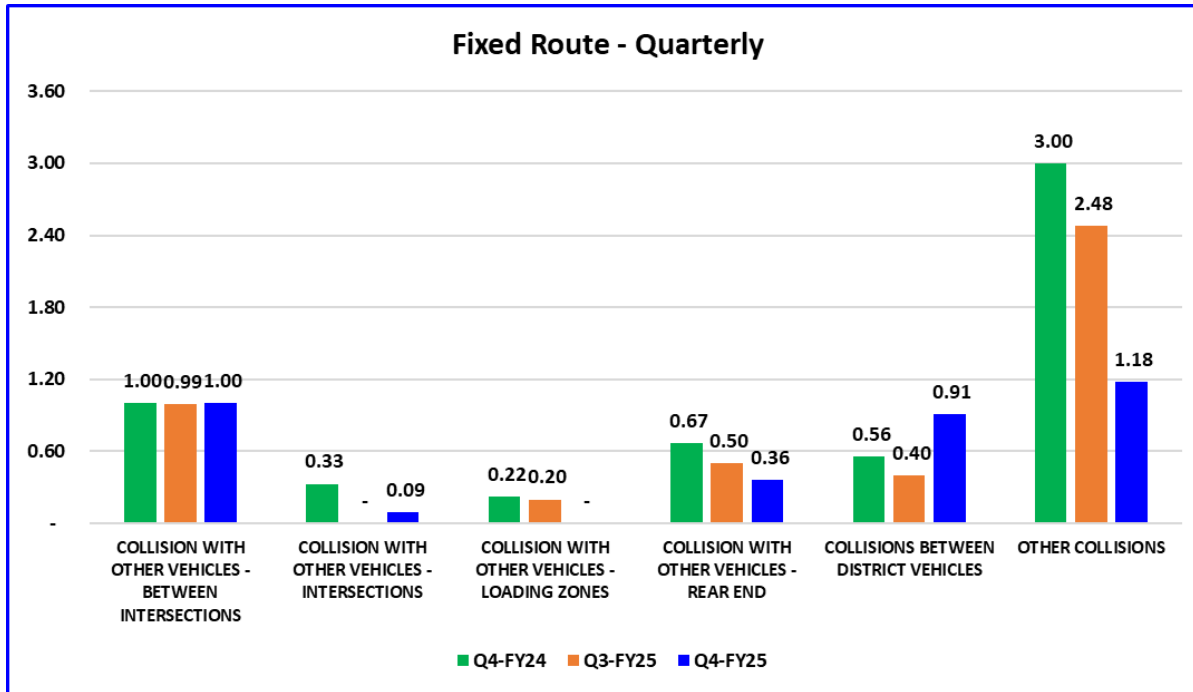
YTD FY25 Passengers/Service Hours by Route



- Total Passengers/Service Hours were 24.3
- Combined UCSC Passengers/Service Hours were 51.9
- Combined Intercity Passengers/Service Hours were 16.8
- Combined Rural Passengers/Service Hours were 12.0
- Combined Local Passengers/Service Hours were 11.2
- Highway 17 Passengers/Service Hours were 10.8

Risk Management & Safety KPI's

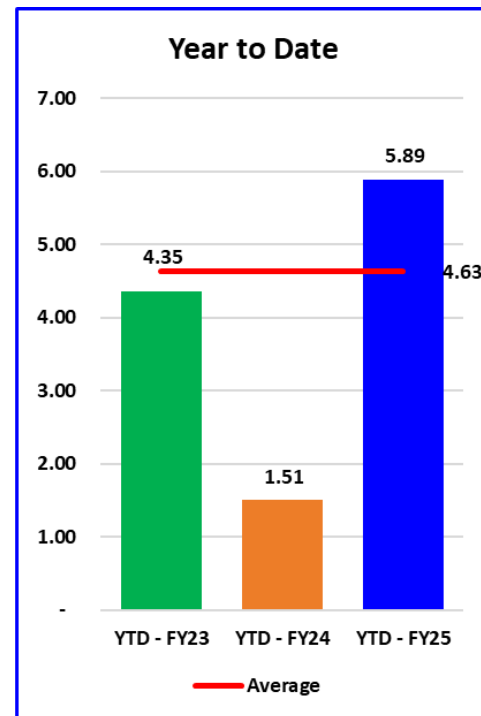
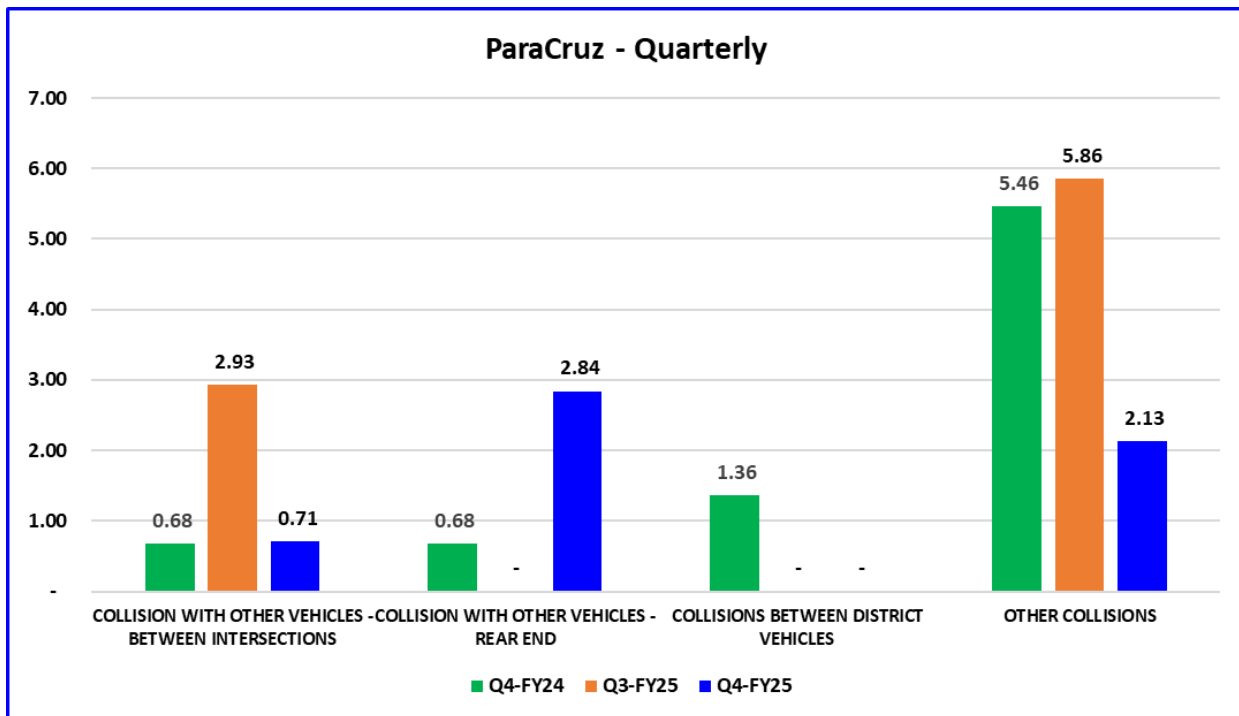
Fixed Route - Traffic Accidents



The YTD total is incident rate per 100,000 miles for *all* incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)

- The numbers shown above are the Accident rate for each listed quarter based upon Total number of incidents in each category per 100,000 miles; which is the industry standard for reporting accidents. This number helps us to better compare previous quarters with each other especially when miles and passenger increases have occurred in the transit system such as Reimagine METRO
- Other Collisions which are mainly fixed object type collisions have gone down significantly compared to last quarter and last years Q4. This data is all accidents/incidents combined whether they are chargeable (the fault of the operator) or not
- Metro average of 3.59 is based on 3-year average of Total incidents per 100,000 miles (FY22, FY23, FY24); All Quarterly categories with events are shown. Overall we are averaging below the total incident average of 3.59 in Q4

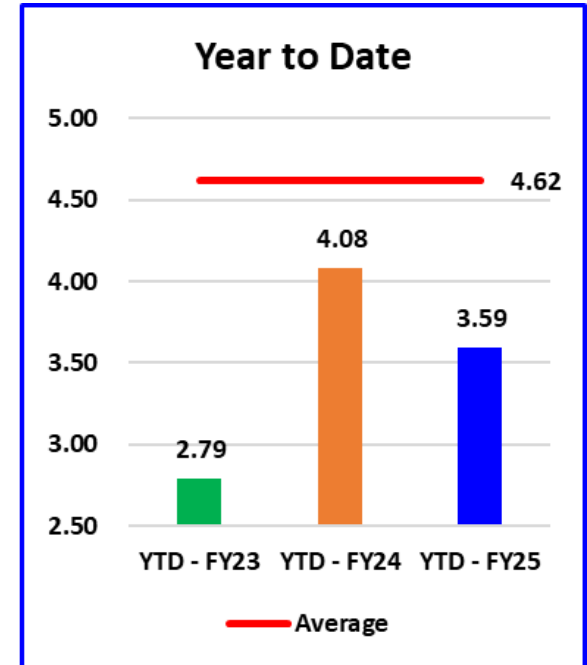
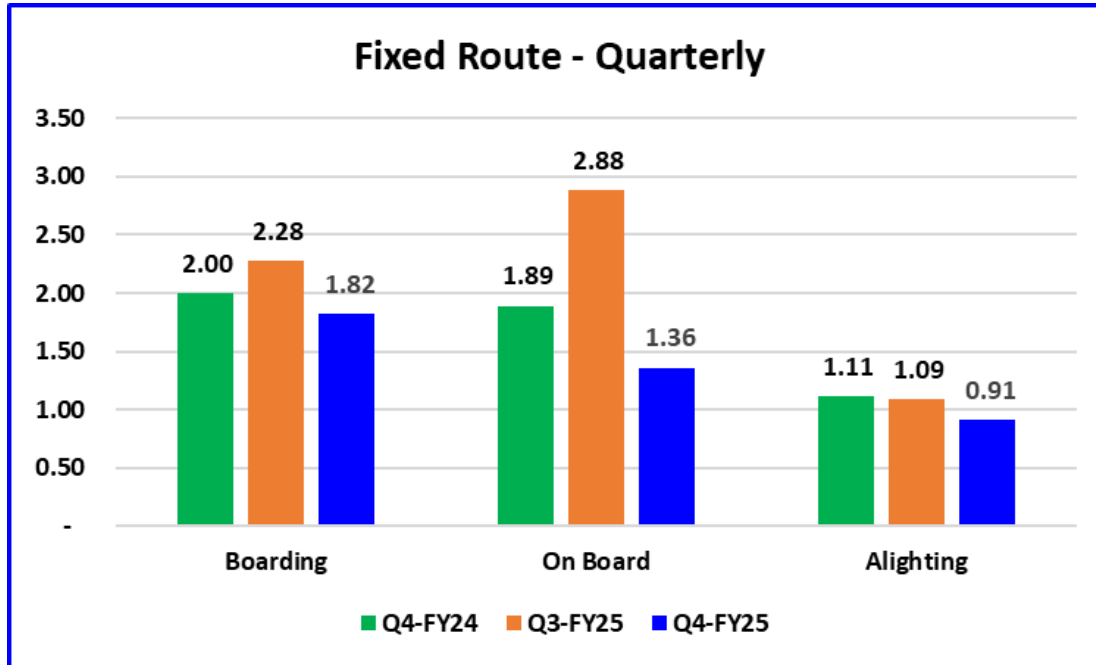
ParaCruz - Traffic Accidents



The YTD total is incident rate per 100,000 miles for *all* incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)

- Other Collisions and Collisions between District Vehicles has declined when compared to the same period last year
- ParaCruz Accidents with other vehicles between intersection have decreased since Q3 FY25 and is virtually flat to the same period last year.
- Metro average of 4.63 is based on 3-year average of Total incidents per 100,000 miles (FY22, FY23, FY24); All Quarterly categories with events are shown

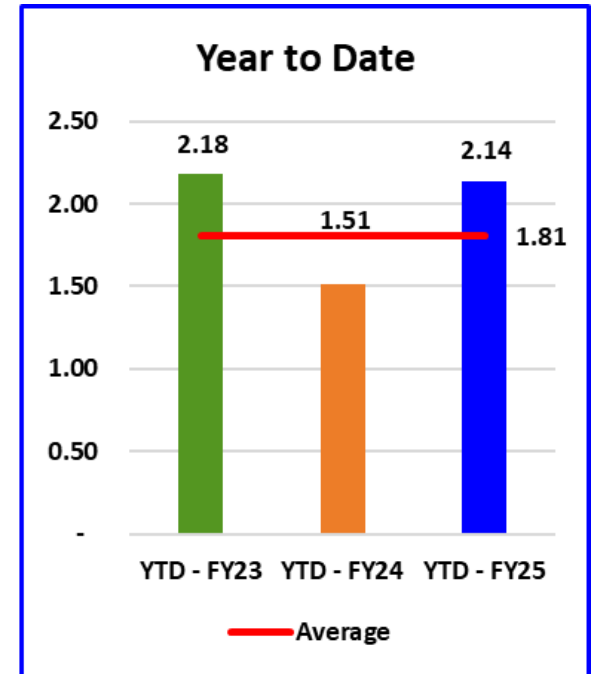
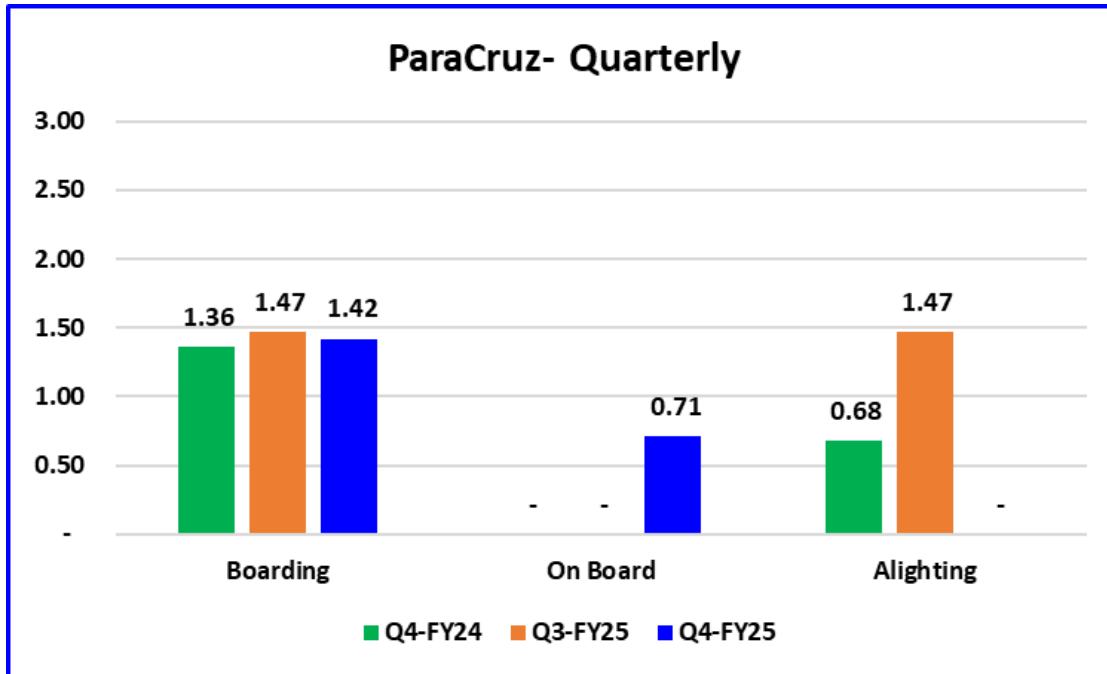
Fixed Route - Passenger Incidents



Incidents per 100,000 miles

- The numbers shown above are the incident rate for each listed quarter based upon Total number of passenger incidents in each category per 100,000 miles which is the industry standard for reporting accidents. This number helps us to better compare previous quarters with each other, especially when miles and passenger increases have occurred in the transit system such as Reimagine METRO
- Most boarding/on board incidents occur when the passengers are not paying attention to their surroundings.
- All categories have seen a decrease from prior quarter, as well as year over year
- YTD Ridership numbers are 3,275,802, 3,841,429, and 4,655,001 respectively for FY23, FY24, and FY25
- Metro Average of 4.63 is based on 3-year average total incident rate per 100,000 miles (FY22, FY23, FY24)

ParaCruz - Passenger Incidents

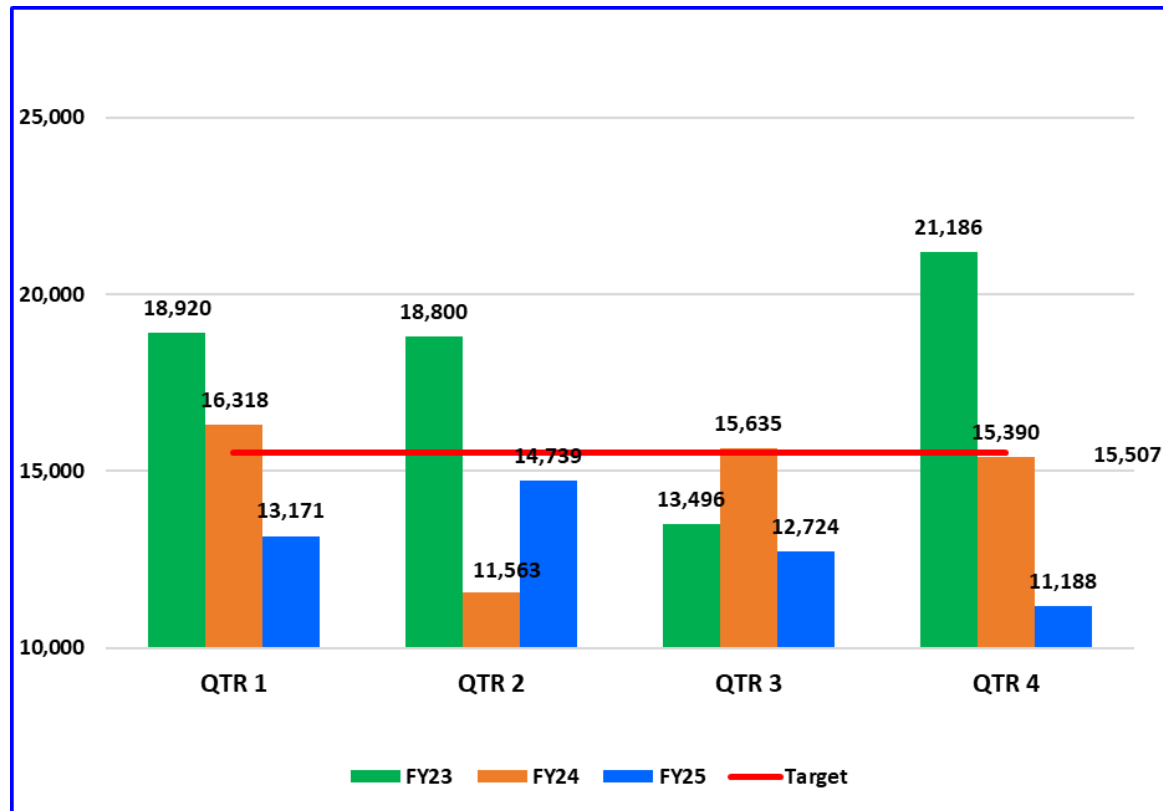


Incidents per 100,000 miles

- Overall passenger incidents have gone slightly down since FY23 and are up from FY24
- Most boarding/on board incidents occur when the passengers are not paying attention to their surroundings.
- YTD PC trips are 76,715, 72,752, and 65,925 respectively for FY23, FY24, and FY25
- Metro Average of 1.81 is based on 3-year average per 100,000 miles (FY22, FY23, FY24)

Reliability KPI's

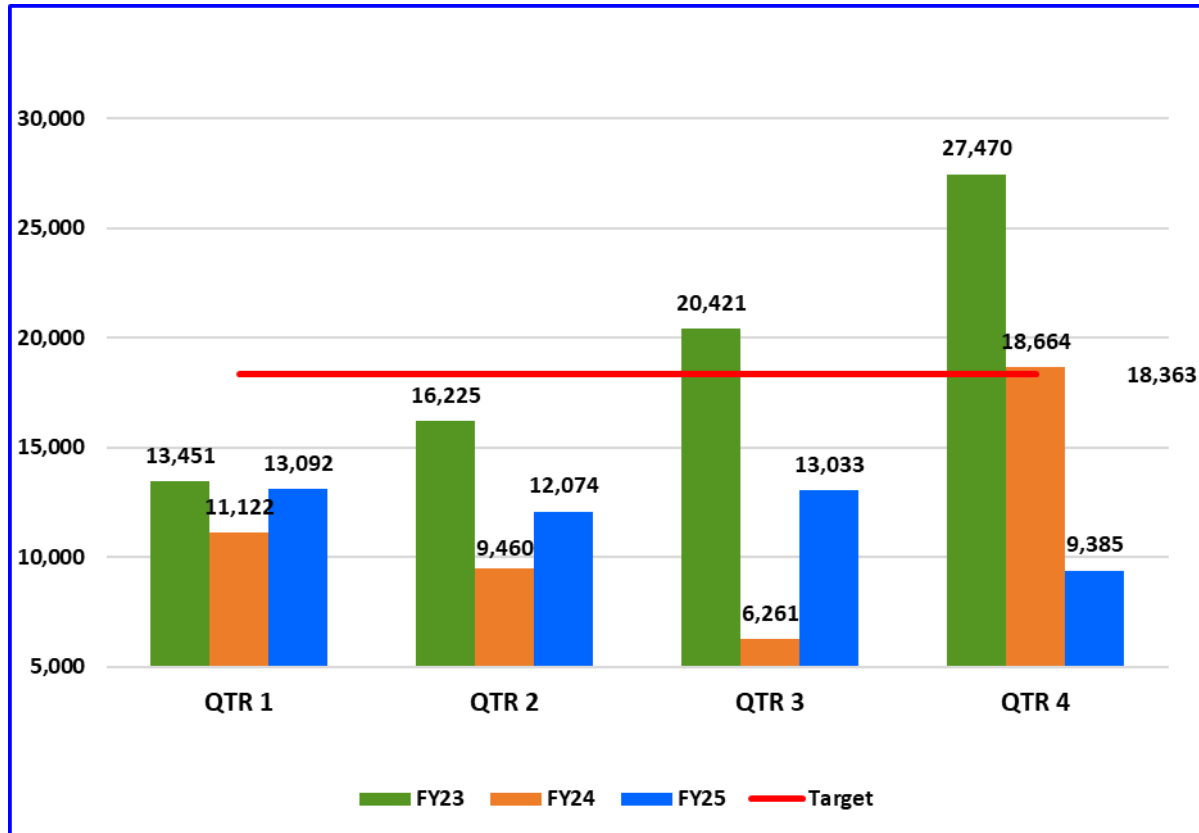
Mean Miles Between Chargeable Road Calls – Fixed Route (Local)



- Q4 FY25 average mileage between calls decreased by 4,202, while total miles increased by 181,443, and road calls increased by 35 when compared to the same time period in FY24, resulting in a lower mileage between calls.
- Chargeable road calls in Q4 FY25 were 28 in April, 32 in May, and 25 in June

The current target of 15,507 is based off a 3-year average (FY21, FY22, FY23)

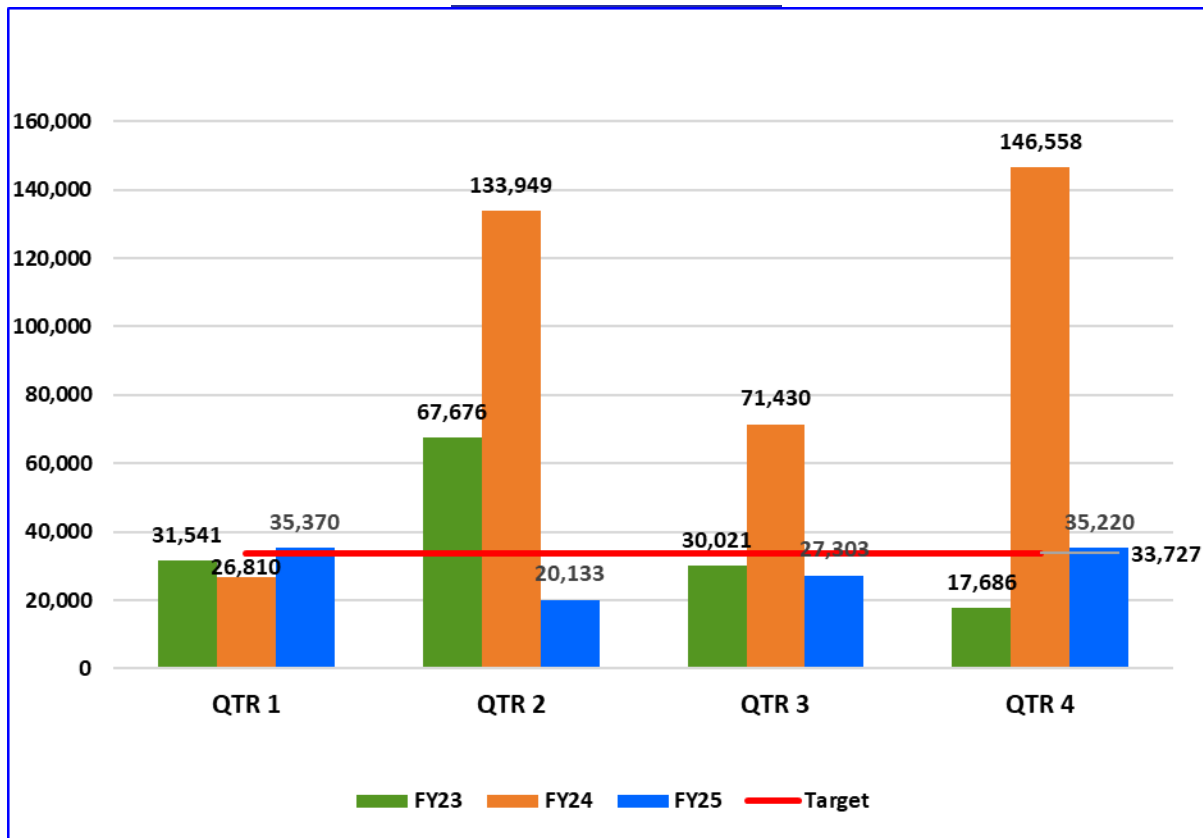
Mean Miles Between Chargeable Road Calls – Highway 17



- Q4 FY25 average mileage between calls decreased by 9,279 in correlation with total miles increasing by 19,512 and road calls increasing by 9 when compared to the same time period in FY24
- Chargeable road calls in Q4 FY25 were 6 in April, 3 in May, and 7 in June

The current target of 18,363 is based off a 3-year average (FY21, FY22, FY23)

Mean Miles Between Chargeable Road Calls – ParaCruz

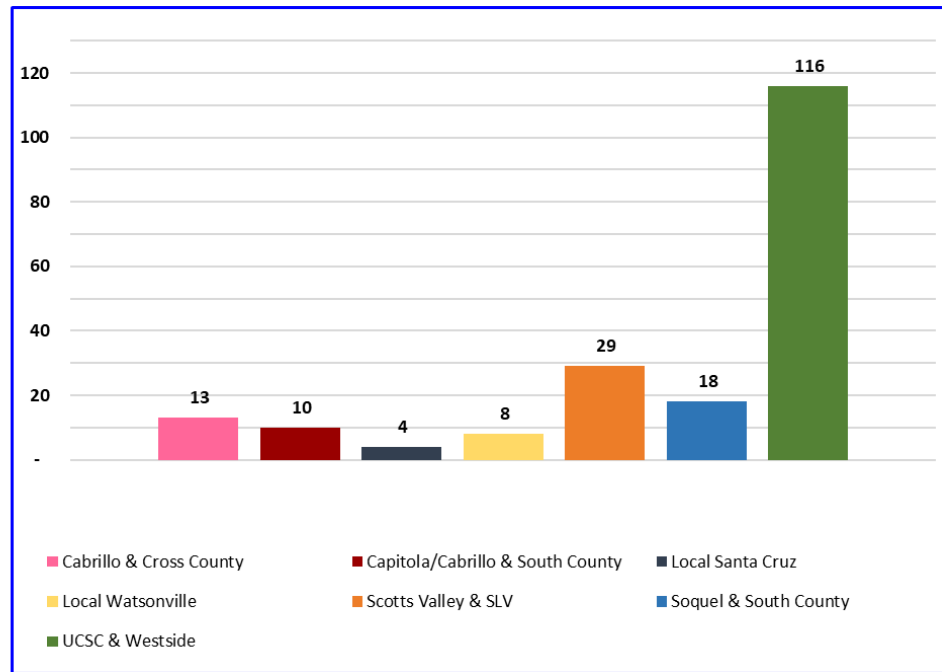
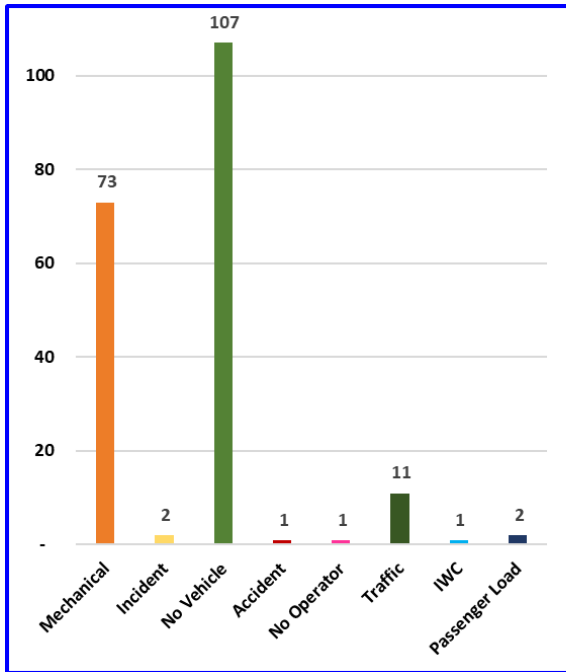


- Q4 FY25 average mileage between calls decreased by 111,338 while road calls increased by 3. Average mileage is derived by total miles divided by road calls and only 1 road call in Q4 FY24, resulted in a high variance compared to current Q4
- Chargeable road calls in Q4 FY25 were 2 in April, and 1 each in May and June

The current target of 33,727 is based off a 3-year average (FY21, FY22, FY23)

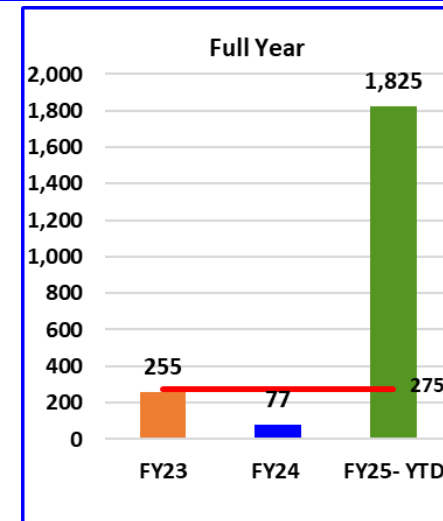
Dependability KPI's

Cancelled Trips by Cause & Region

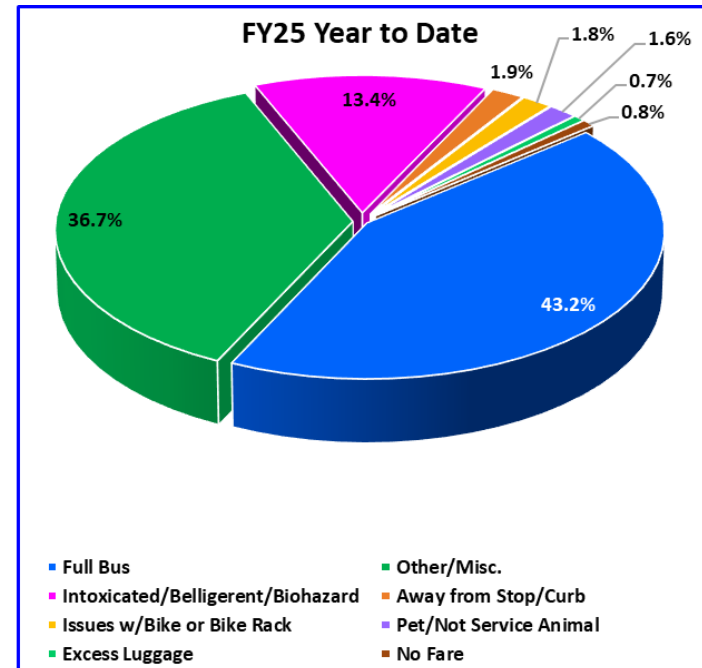
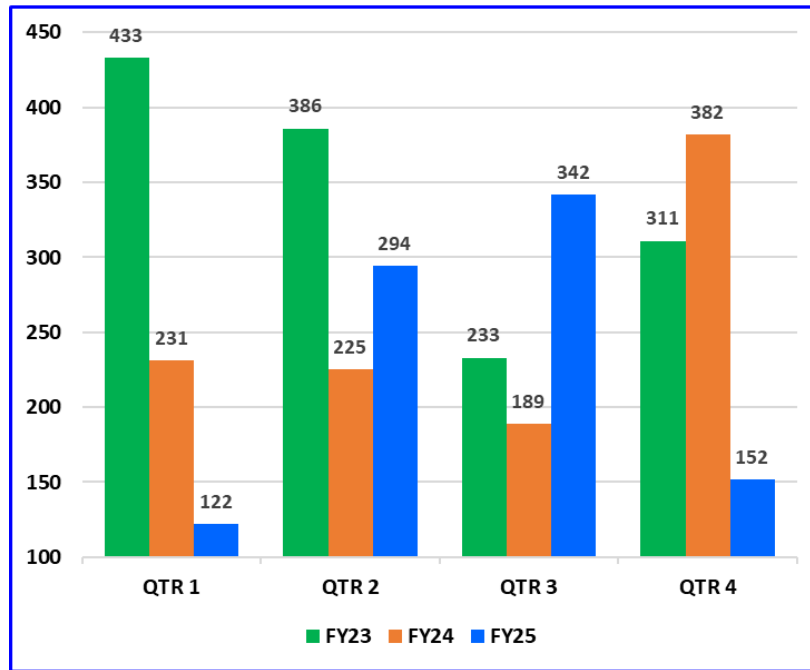


- There were 198 cancelled trips in Q4 FY25 – 9 in April, 33 in May and 156 in June primarily due to mechanical and no vehicle issues
- Seven regions were impacted – Cabrillo & Cross County, Capitola/Cabrillo & South County, Local Santa Cruz, Local Watsonville, Scotts Valley & SLV, Soquel & South County, and UCSC & Westside

Full year average of 275 is based 3-year average (FY22, FY23, FY24)

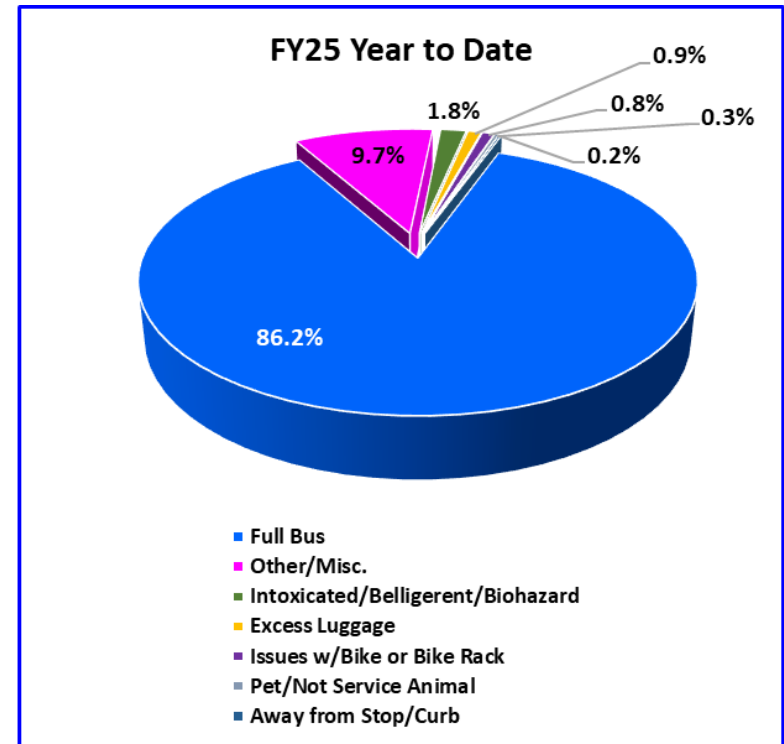
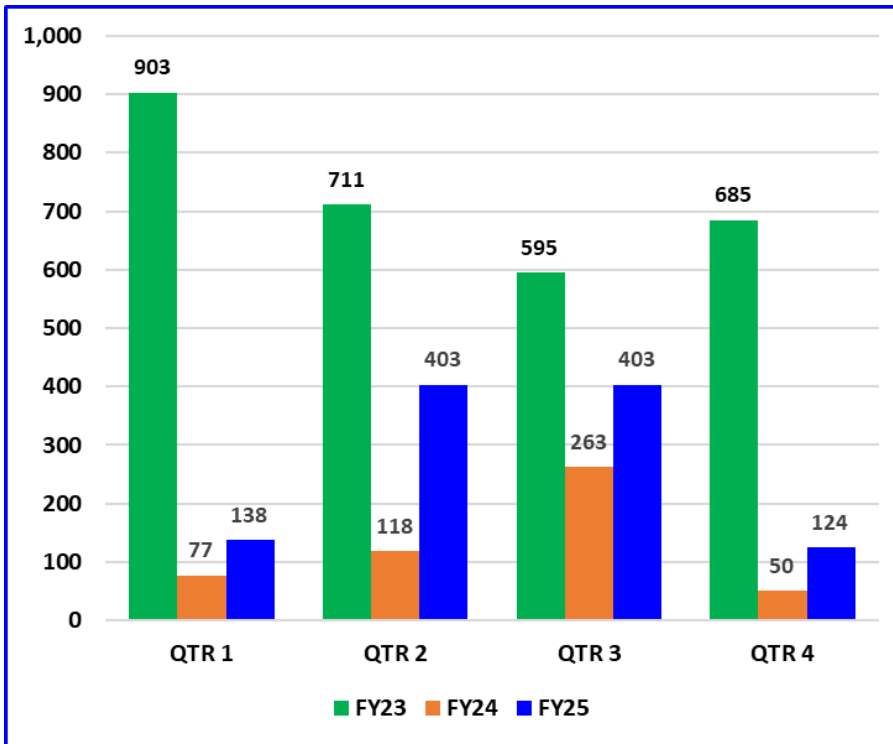


Pass-Ups by Quarter/Reason – Fixed Route



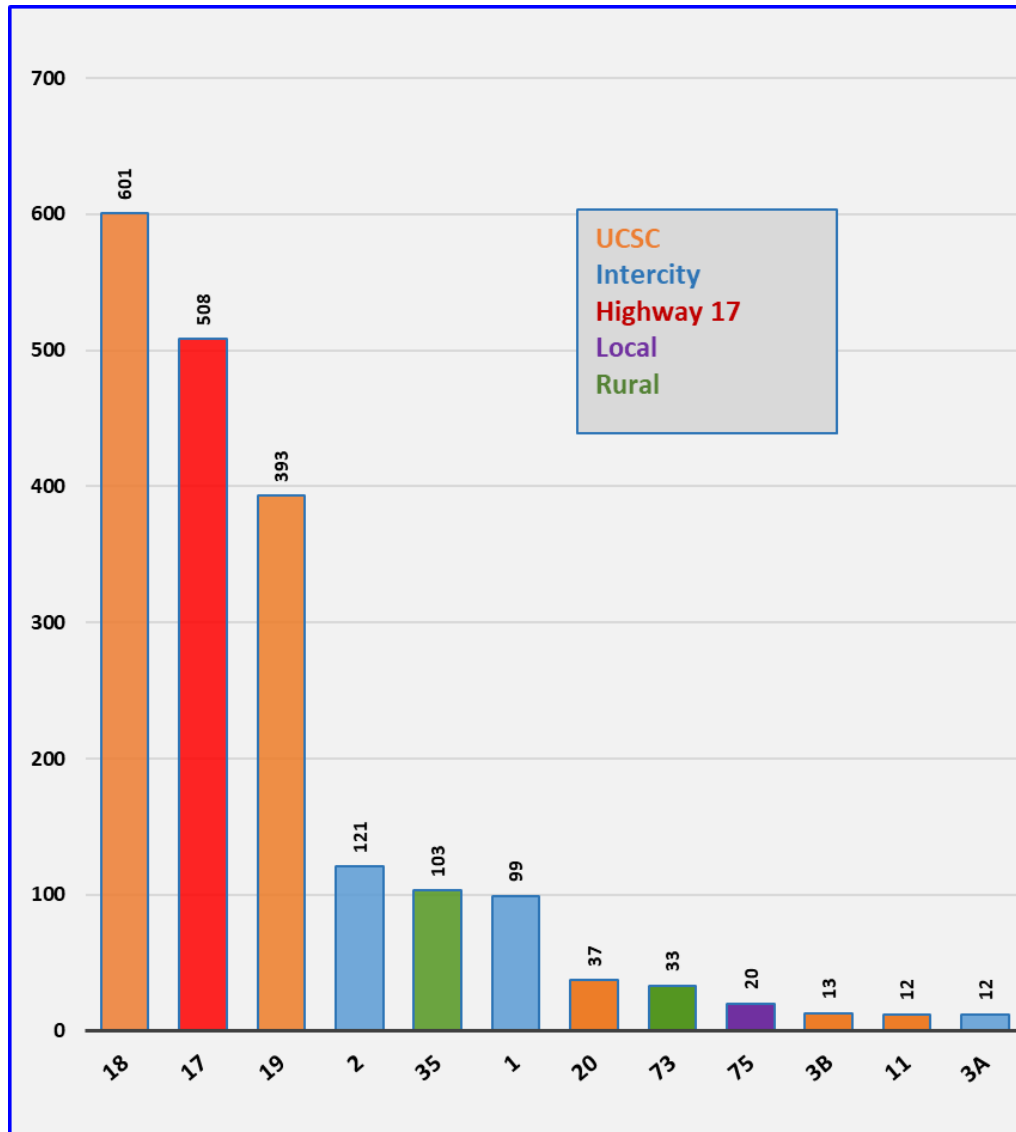
- In Q4 FY25, total pass-ups were 152, which is 230 (60.2%) lower when compared to Q4 FY24
- There were decreases across all months - April by 71 pass-ups (55.5%), May by 146 (76.4%), and June by 13 (20.6%) when compared to the same time period as FY24
- 43.2% of Year-to-Date total pass-ups are caused by full bus capacity, followed by 36.7% Other/Misc, which covers a wide range of issues (such as Surfboards, No Shoes, Smoking/Vaping, and Hygiene to name a few), and 13.4% due to Intoxicated/Belligerent/Biohazard, all other categories are 1.9% or less

Pass-Ups by Quarter/Reason - UCSC



- In Q4 FY25, total pass-ups were 124, which is 74 (148.0%) higher when compared to Q4 FY24
- There were increases in April by 57 pass-ups (154.1%), and May by 18 (300%), whereas there was decline in June by 1 (14.3%) when compared to the same time period as FY24
- 86.2% of Year-to-Date total pass-ups are caused by full bus capacity, followed by 9.7% caused by Other/Misc., all other categories are 1.8% or less

YTD FY25 Pass-Ups by Route*



- YTD Pass-ups total 1,978
- UCSC Routes comprised 1068 (54.0%), of which 86.2% were due to full bus capacity
- Highway 17 Routes comprised 508 (25.7%), of which 62.8% were due to full bus capacity
- Intercity Routes comprised 228 (11.5%), of which 43.4% were due to Other/Misc.
- Rural Routes comprised 137 (6.9%), of which 46.7% were due full bus capacity
- Local Routes comprised 37 (1.9%), 64.9% were due to Other/Misc.

*Only Routes with greater than 10 pass-ups are shown in the graph

Questions ?

KPI Metric Descriptions & Importance

Metric	Description & Importance
<p>Financial Performance</p>	<p>The Farebox/Contract Recovery Ratio represents the passenger fares (Fixed Route and Commuter) coverage of Metro's agency costs; this provides insight to the amount of non-passenger revenue (subsidy) needed to cover costs. Additionally, it allows the agency to compare cost-effectiveness within its own service.</p> <p>Fixed Route and Commuter Cost per Revenue Service Hour (RSH) along with the ParaCruz Cost per Trip depict the cost per hour of service/trip. By effectively tracking and minimizing costs, this measurement ensures efficient delivery of transit services.</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>
<p>Productivity</p>	<p>Total Ridership and Ridership per hour are measures of productivity. The metrics depict seasonal fluctuations in ridership related to holidays, school terms, and other changes.</p> <p>Student ridership, historically a large portion of METRO's total ridership, shows changes in student enrollment and seasonal trends can be seen year over year.</p> <p>Highway 17 demonstrates METRO's commuter ridership, connecting Santa Cruz to San Jose.</p> <p>Local Ridership excludes student and commuter routes and reflects all other routes within the county.</p> <p>Passengers per Revenue Service Hour (RSH) depicts the productivity of each route. This ratio brings the true productivity of each route to scale and can stimulate discussions about frequency of service in urban and semi-urban areas of the of the county versus geographic coverage.</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>

KPI Metric Descriptions & Importance, con't

Metric	Description & Importance
Risk Management & Safety	<p>Traffic Accidents are broken down into different categories: Collisions between intersections, at the intersection, with fixed objects, with other district vehicles</p> <p>Passenger Incidents, such as passenger falls, happen with METRO passengers either while boarding a bus, on board a bus, or alighting (descending) a bus.</p> <p>Data presented is by Quarter, for the current quarter, previous quarter, and the current quarter for the last fiscal year.</p> <p>The metric is calculated using the accident rate based on a formula that shows how many incidents of each category occur per 100,000 revenue miles driven. This helps to compare safety performance for each quarter even as overall revenue miles change.</p> <p>The YTD total is <u>all</u> incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)</p>
Reliability	<p>Any mechanical failure that impedes the vehicle from starting or completing a scheduled revenue trip because actual movement is limited, or there are safety concerns, are used to calculate the Mean Miles Between Chargeable Road Call.</p> <p>The metric is calculated using the number of miles for the month divided by the number of chargeable road calls for each service type (Fixed Route, Commuter, and ParaCruz).</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>

KPI Metric Descriptions & Importance, con't

Metric	Description & Importance
Dependability	<p>Cancelled Trips are presented by Region and Cause for the current quarter only and YTD for the current year, and full year for the previous two fiscal years.</p> <p>Pass-Ups occur when a bus operator must leave behind a passenger for a variety of reasons: No Fare, Exceeds Capacity Load (Full Bus), Intoxicated/Belligerent/Biohazard, and All Other.</p> <p>Pass-Ups data are presented by Quarter, for the current and past two fiscal years for both Fixed Route and UCSC along with a YTD presentation of Routes with 10 or more Pass-Ups</p>

Historical Metrics

Metric	FY20	FY21	FY22	FY23	FY24	YTD FY25
Farebox Recovery	24.1%	11.2%	16.7%	18.6%	16.2%	14.3%
Fixed Route/Commuter Cost/RSH	211	298	267	265	297	252
ParaCruz Cost/Trip	72	181	88	68	81	92
Monthly Mean Miles Between Chargeable Road Calls - Fixed Route	13,216	13,695	15,401	17,602	14,494	12,822
Monthly Mean Miles Between Chargeable Road Calls - Highway 17	24,126	18,016	18,699	18,341	9,959	11,717
Monthly Mean Miles Between Chargeable Road Calls - ParaCruz	44,329	53,393	29,626	29,729	66,326	27,990
Annual Road Miles - Fixed Route	2,443,157	1,999,474	2,325,531	2,358,618	2,594,510	3,679,845
Annual Road Miles - Highway 17	562,616	324,281	373,984	403,492	468,091	632,742
Annual Road Miles - ParaCruz	623,119	373,748	503,650	505,399	530,608	559,805