



KEY PERFORMANCE INDICATORS (KPI) REPORT

For 1st Quarter through September 30, 2025

Finance, Budget & Audit Standing Committee

November 14, 2025

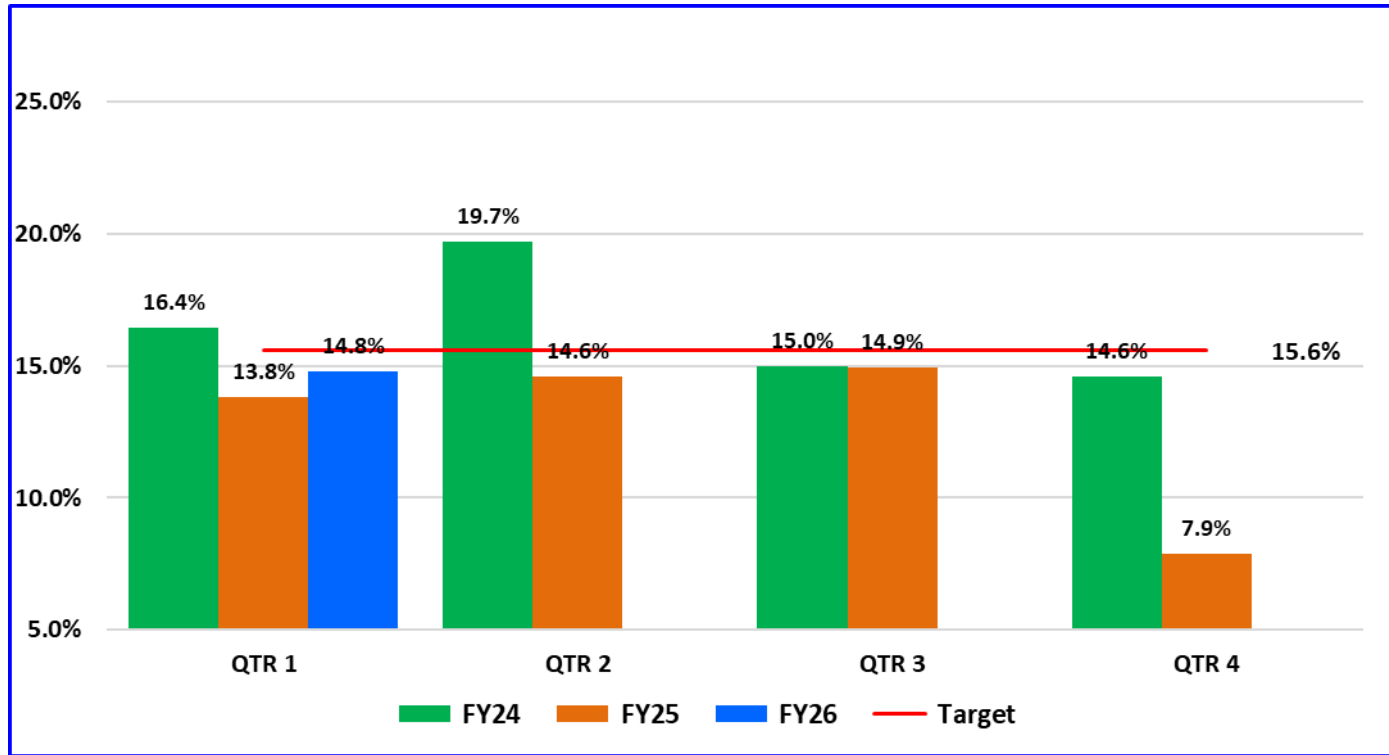
Chuck Farmer, Chief Financial Officer

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

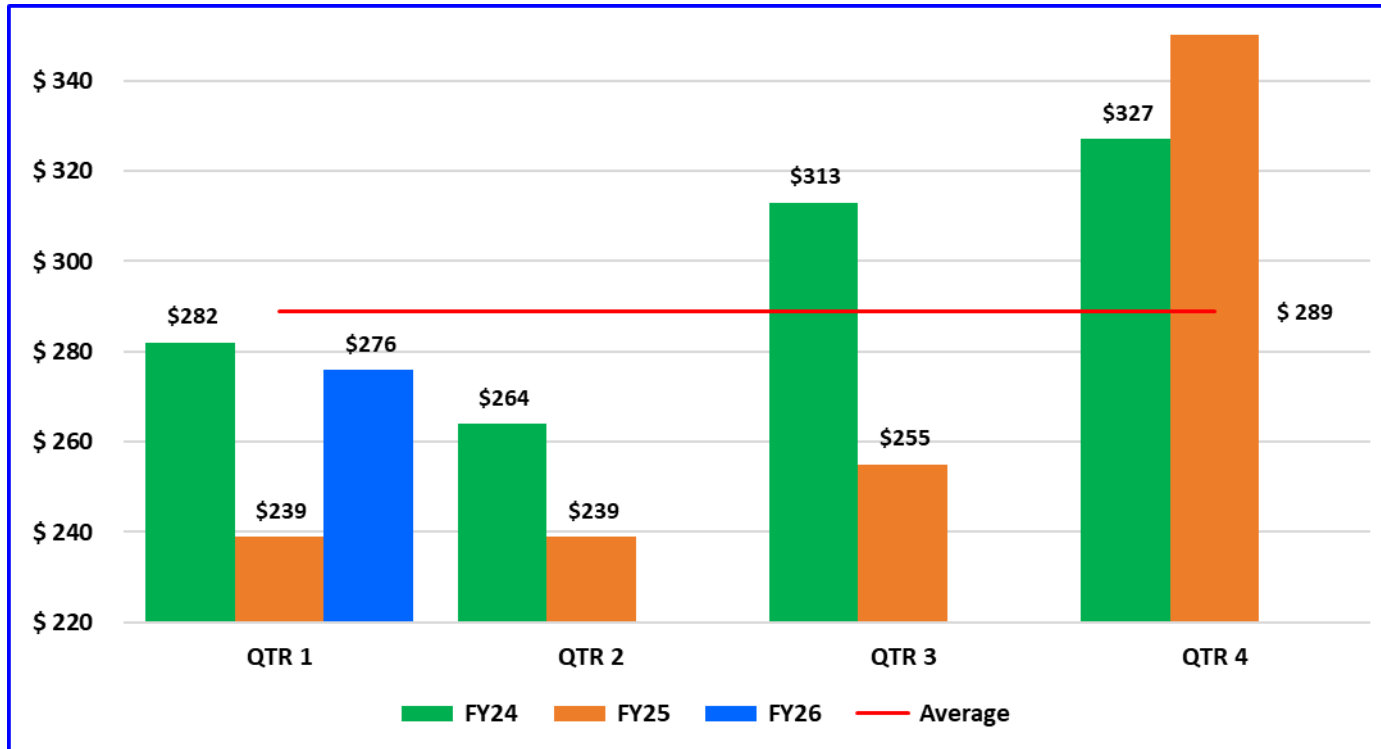
System Farebox/Contract Recovery:



- Q1 FY26 Farebox/Contract Recovery is 14.8%, a year-over-year slight increase of 1.0% when compared to Q1 FY25. Fares Revenue decreased by 4.5% year-over-year primarily due to ParaCruz and City/County of Santa Cruz fares.
- Operating Expenses also decreased by 7.9% driven by lower Labor costs; partially offset by higher non-personnel costs
- These cost decreases contributed to the increased Farebox/Contract Recovery Ratio in Q1 FY26

The Farebox/Contract Recovery Target of 15.6% is based on the average actuals from FY23, FY24 and FY25

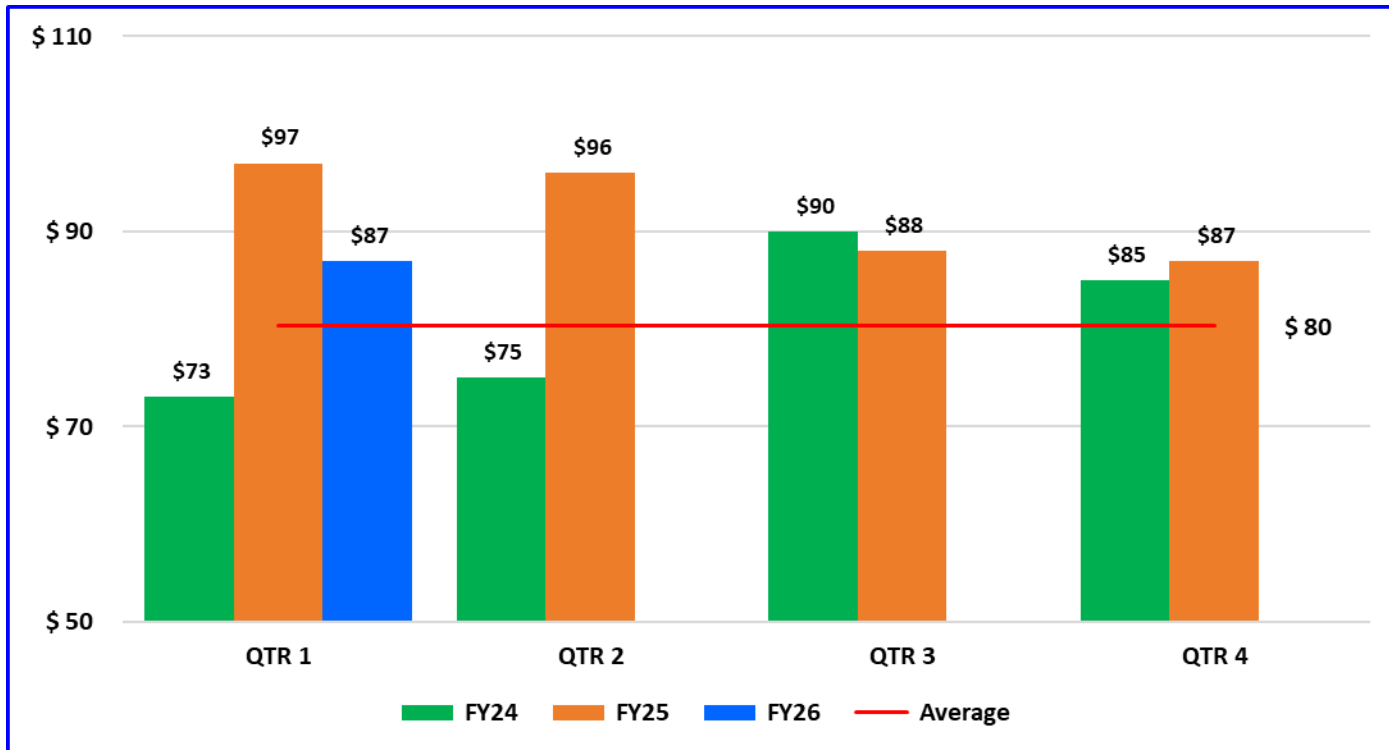
Fixed Route/Commuter Cost per RSH



- Q1 FY26 Cost per RSH is higher by \$37, over prior year Q1 FY25 due to a decrease in service hours of 12,460 or 20.5%; partially offset by a decrease in fixed route costs of 7.9%

The Fixed Route/Commuter cost per RSH average of \$289 is based on the average actuals from FY23, FY24 and FY25

ParaCruz Cost per Trip



- Q1 FY26 Cost per Trip decreased \$10 from the prior year due to increase in trips of 1,894 or 11.9%, while costs only increased by 0.4% when compared to the same period of FY25

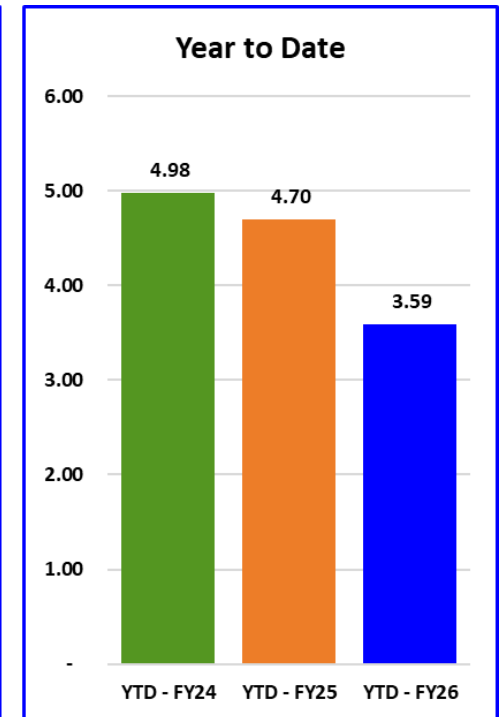
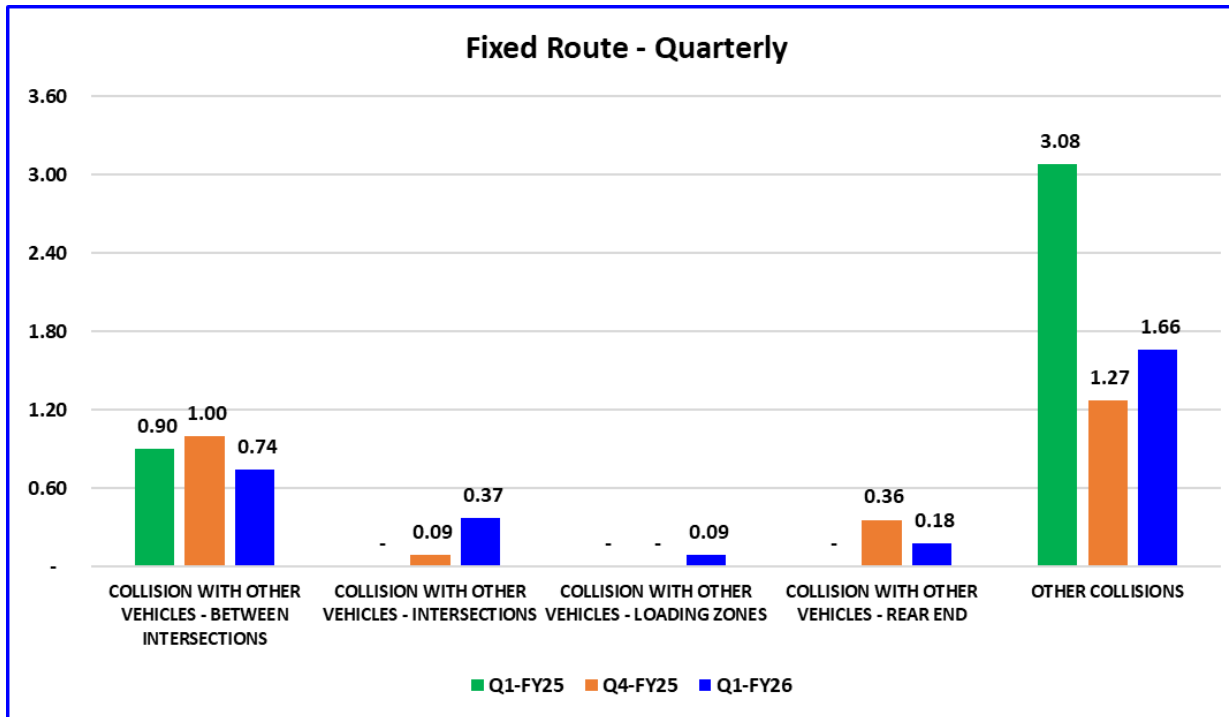
The ParaCruz Cost per Trip average of \$80 is based on the average actuals from FY23, FY24 and FY25

Productivity KPI's

Data not
available for Q1

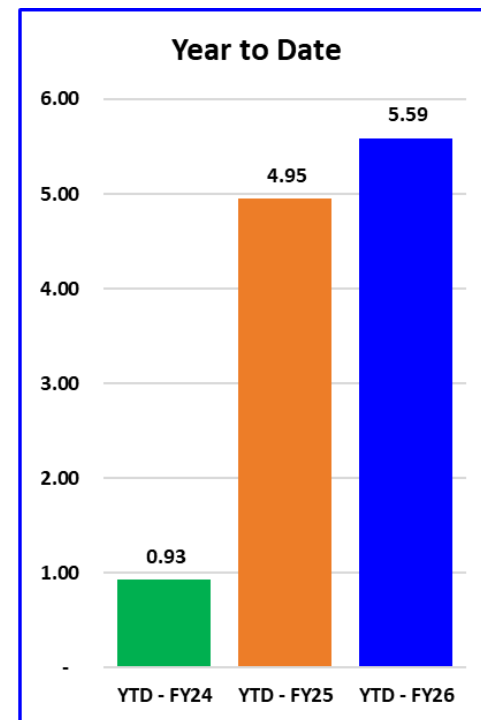
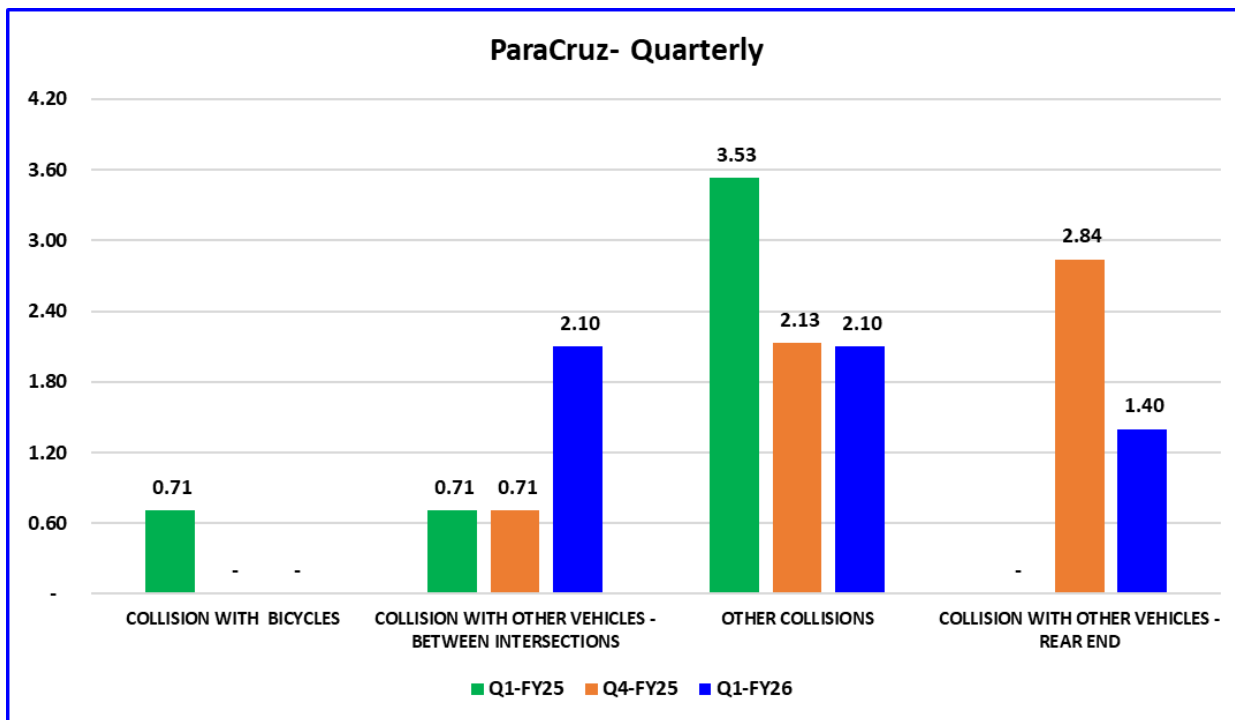
Risk Management & Safety KPI's

Fixed Route - Traffic Accidents



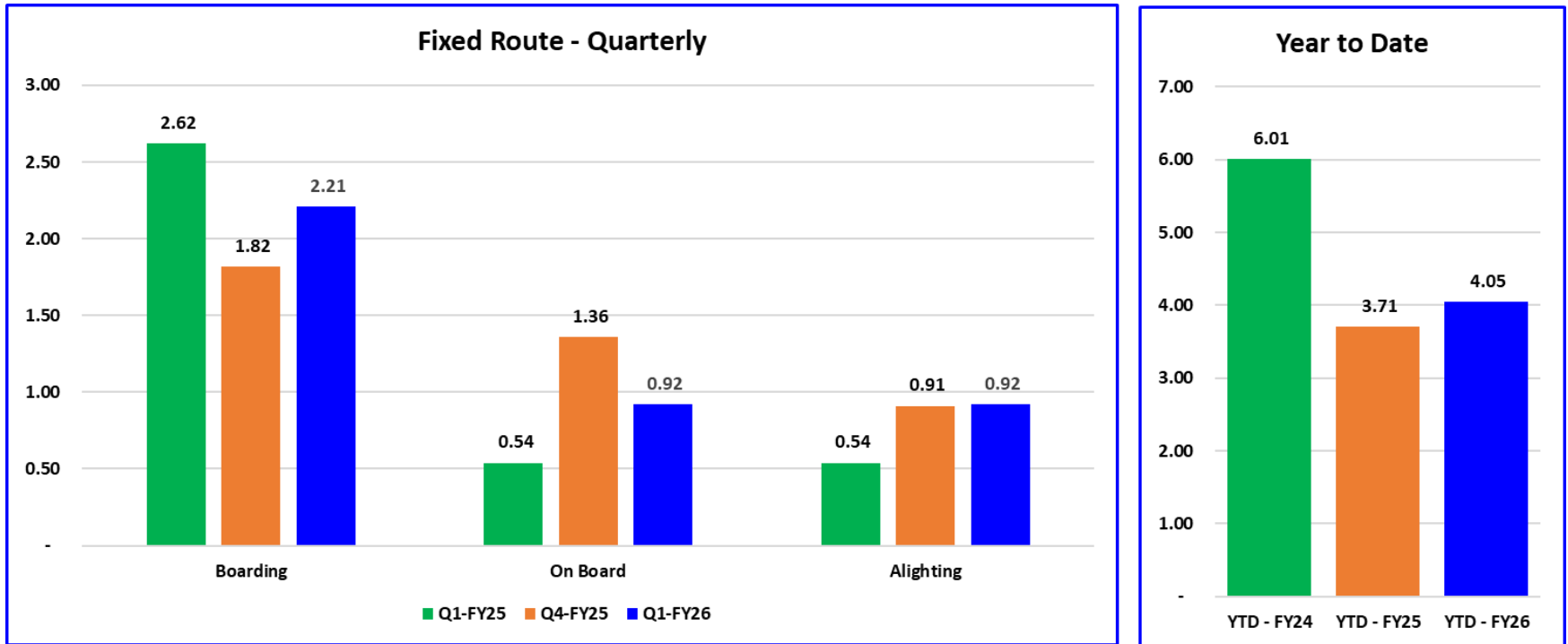
- Other Collisions, which are mainly fixed object type collisions, have increased compared to last quarter but have declined significantly over the same time frame in FY25
- Collision with Other Vehicles (between intersections) have decreased compared to last quarter and prior year
- Collision with Other Vehicles, both intersections and loading zones, have increased compared to last quarter and prior year
- Collision with Other Vehicles (rear end) have decreased compared to last quarter but have increased over the prior year
- 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)

ParaCruz - Traffic Accidents



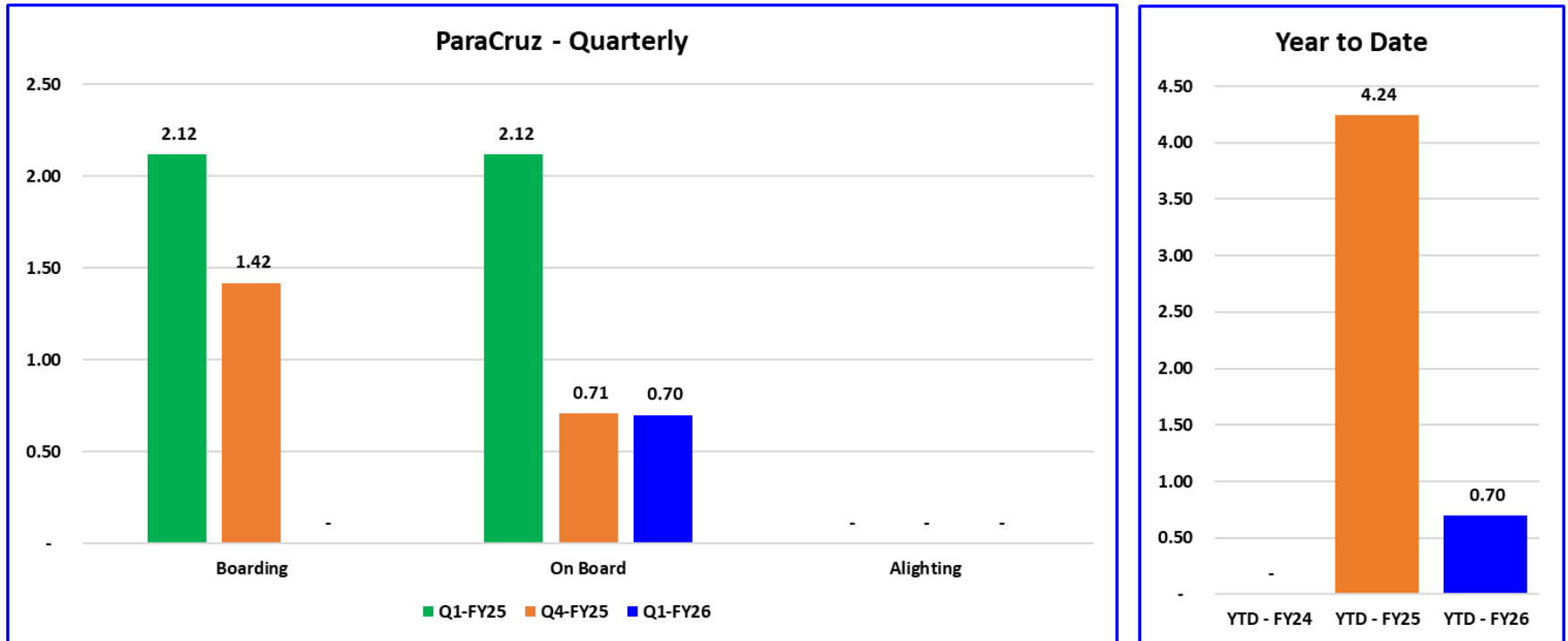
- Other Collisions, which are mainly fixed object type collisions, have decreased compared to last quarter and prior year
- Collision with Other Vehicles (between intersections) have increased compared to last quarter and prior year
- Collision with Other Vehicles (rear end) have decreased compared to last quarter but have increased over the prior year
- Collision with Bicycles are flat/zero compared to last quarter and decreased over the prior year
- 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)

Fixed Route - Passenger Incidents



- Most boarding/on board incidents occur when the passengers are not paying attention to their surroundings
- Boarding incidents have seen an increase from prior quarter, as well as year over year
- On Board incidents have decreased from last quarter but increased year over year
- Alighting incidents have seen an increase from prior quarter, and a decline from prior year
- YTD Ridership numbers are 682,352, 1,105,300, and 1,086,901 respectively for FY24, FY25, and FY26

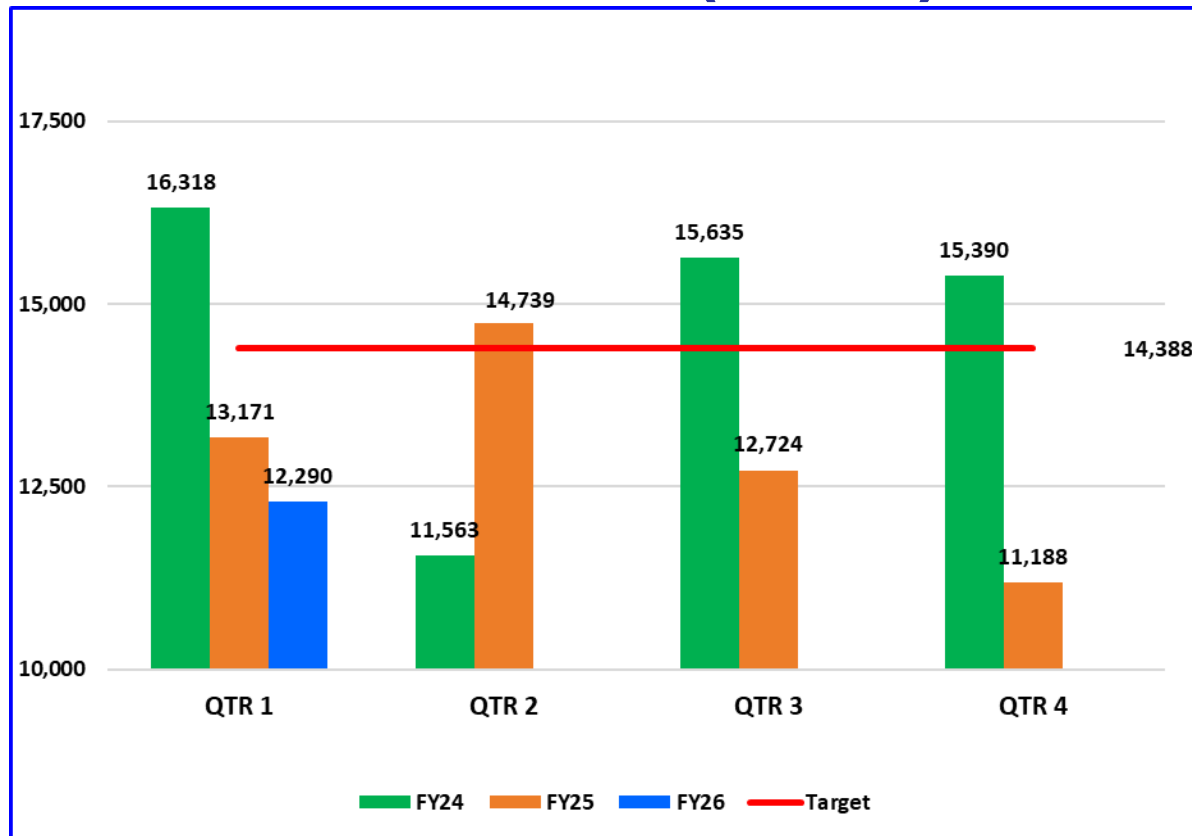
ParaCruz - Passenger Incidents



- Most boarding/on board incidents occur when the passengers are not paying attention to their surroundings
- Boarding incidents have seen a significant decrease to zero when compared to prior quarter and year over year
- On Board incidents have decreased slightly from last quarter, and significantly year over year
- Alighting incidents are holding steady at zero in all reporting periods
- YTD ParaCruz Trips provided are 17,818, 15,924, and 18,866, respectively for FY24, FY25, and FY26

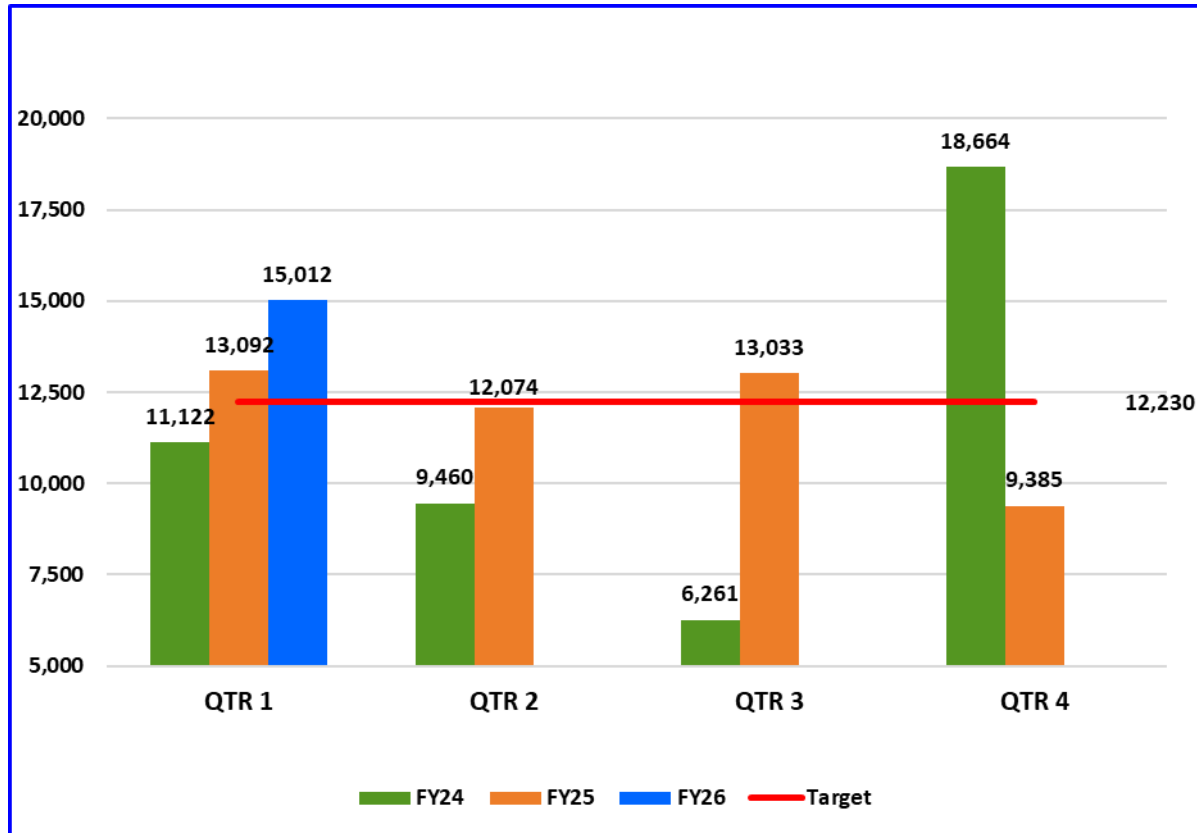
Reliability KPI's

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



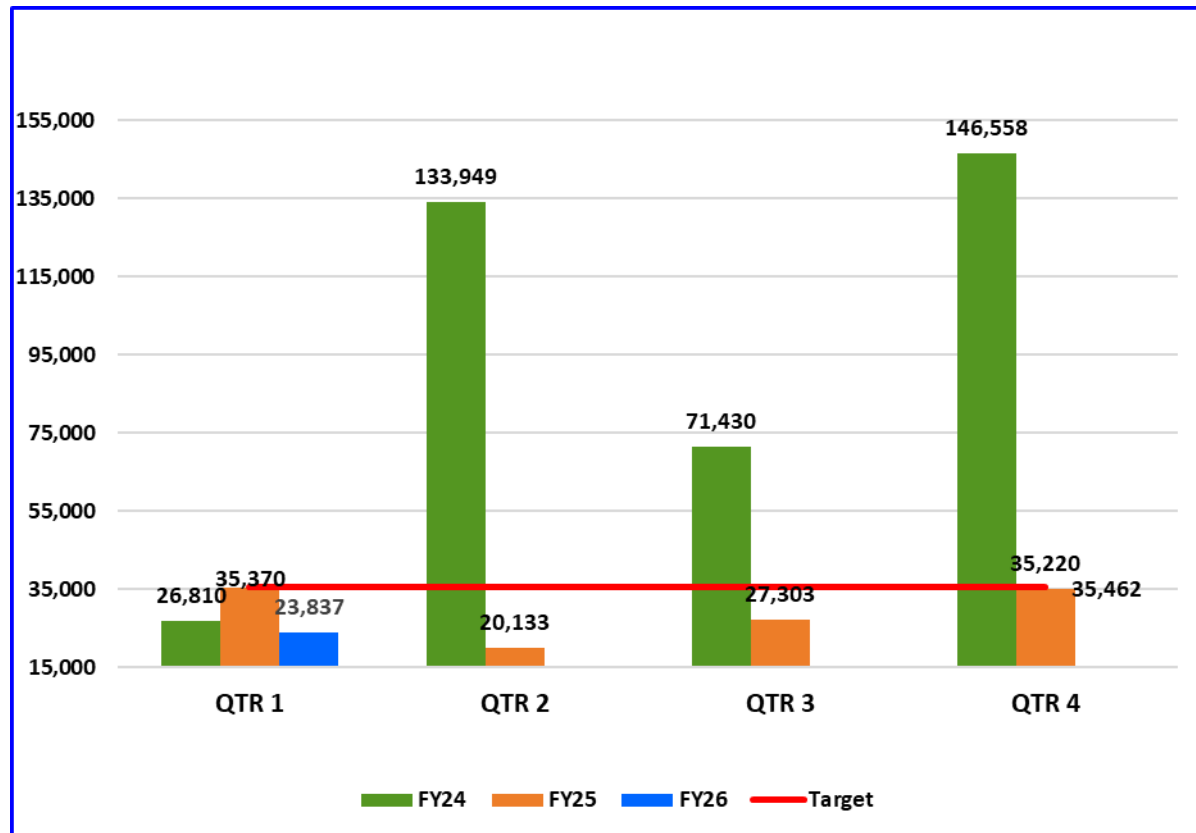
- Q1 FY26 saw total miles decreasing by 13,343 while road calls increased by 4, resulting in an over all decrease in average miles (881) between calls when compared to the same time period in FY25
- Chargeable road calls in Q1 FY26 were 27 in July along with 24 each in August and September
- The current target of 14,388 is based off a 3-year average (FY23, FY24, FY25)

Mean Miles Between Chargeable Road Calls – Highway 17



- Q1 FY26 saw total miles decreasing by 5,056 along with road calls decreasing by 43 resulting in an over all increase in average miles (1,920) between calls when compared to the same time period in FY25
- Chargeable road calls in Q1 FY26 were 2 in July, 4 in August, and 5 in September
- The current target of 12,230 is based off a 3-year average (FY23, FY24, FY25)

Mean Miles Between Chargeable Road Calls – ParaCruz



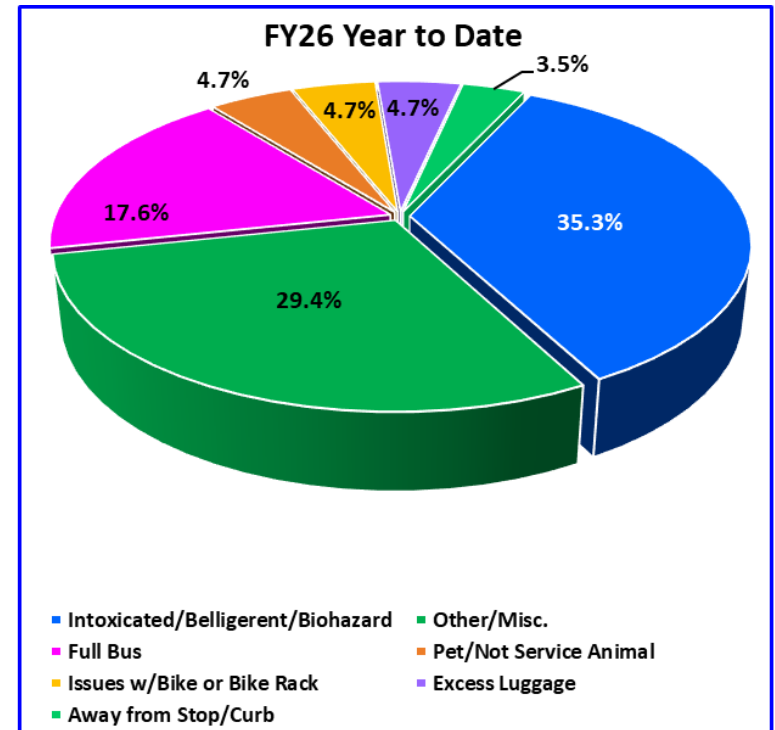
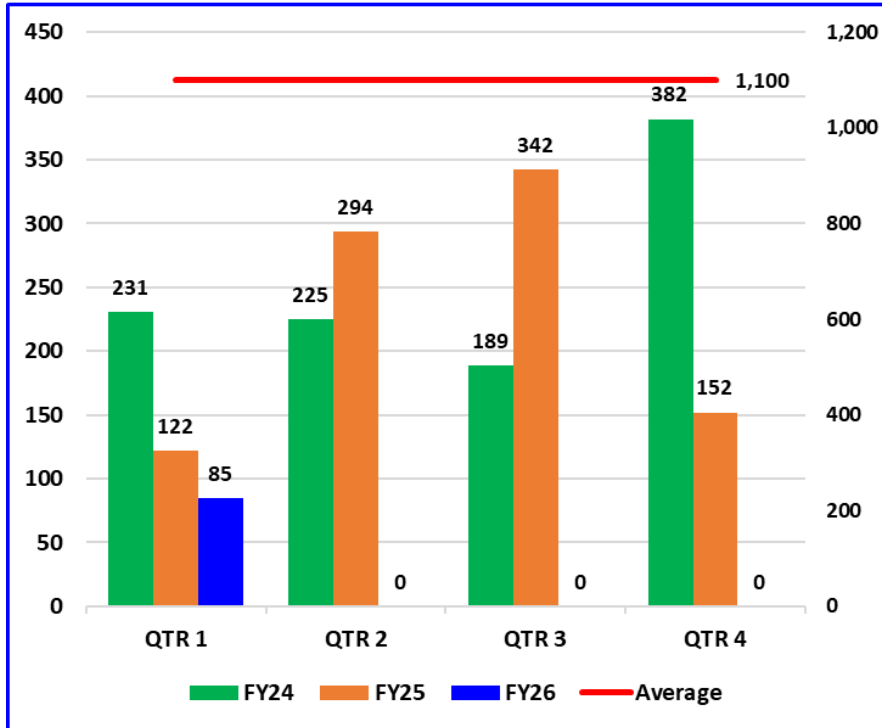
- Q1 FY26 saw total miles increasing by 1,542 while road calls increased by 2, resulting in an over all decrease in average miles (11,533) between calls when compared to the same time period in FY25
- Chargeable road calls in Q1 FY26 were 3 in July, 1 in August, and 2 in September
- The current target of 35,462 is based off a 3-year average (FY23, FY24, FY25)

Dependability KPI's

Cancelled Trips by Cause & Region

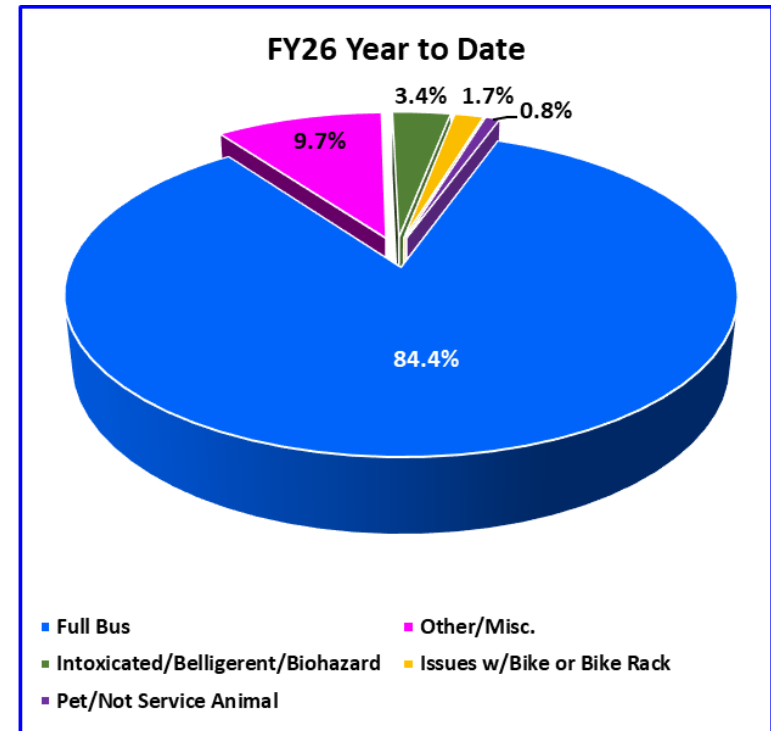
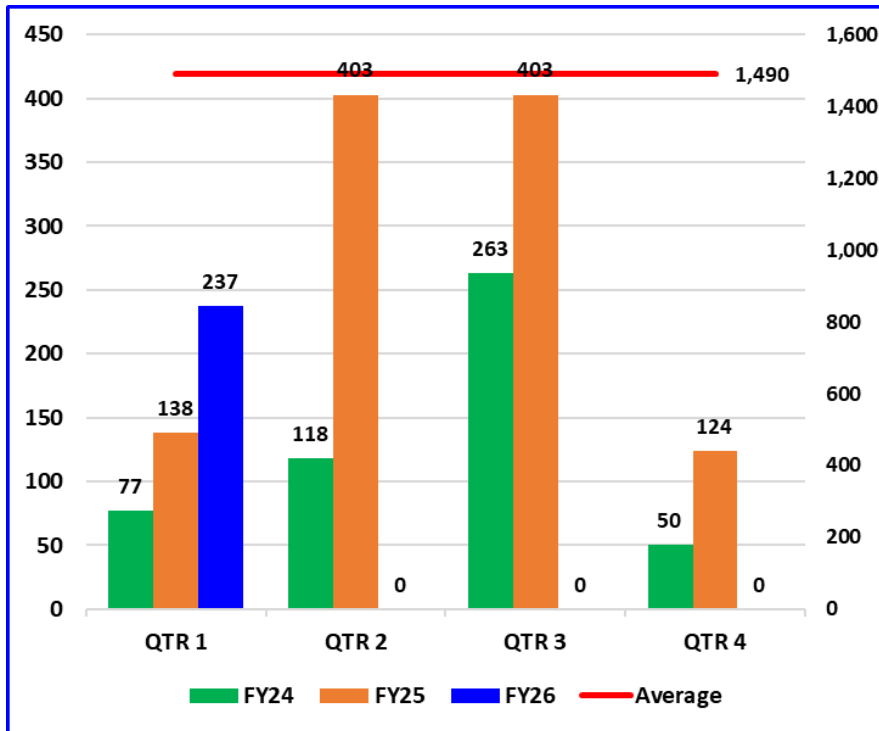
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Q1

Pass-Ups by Quarter/Reason – Fixed Route



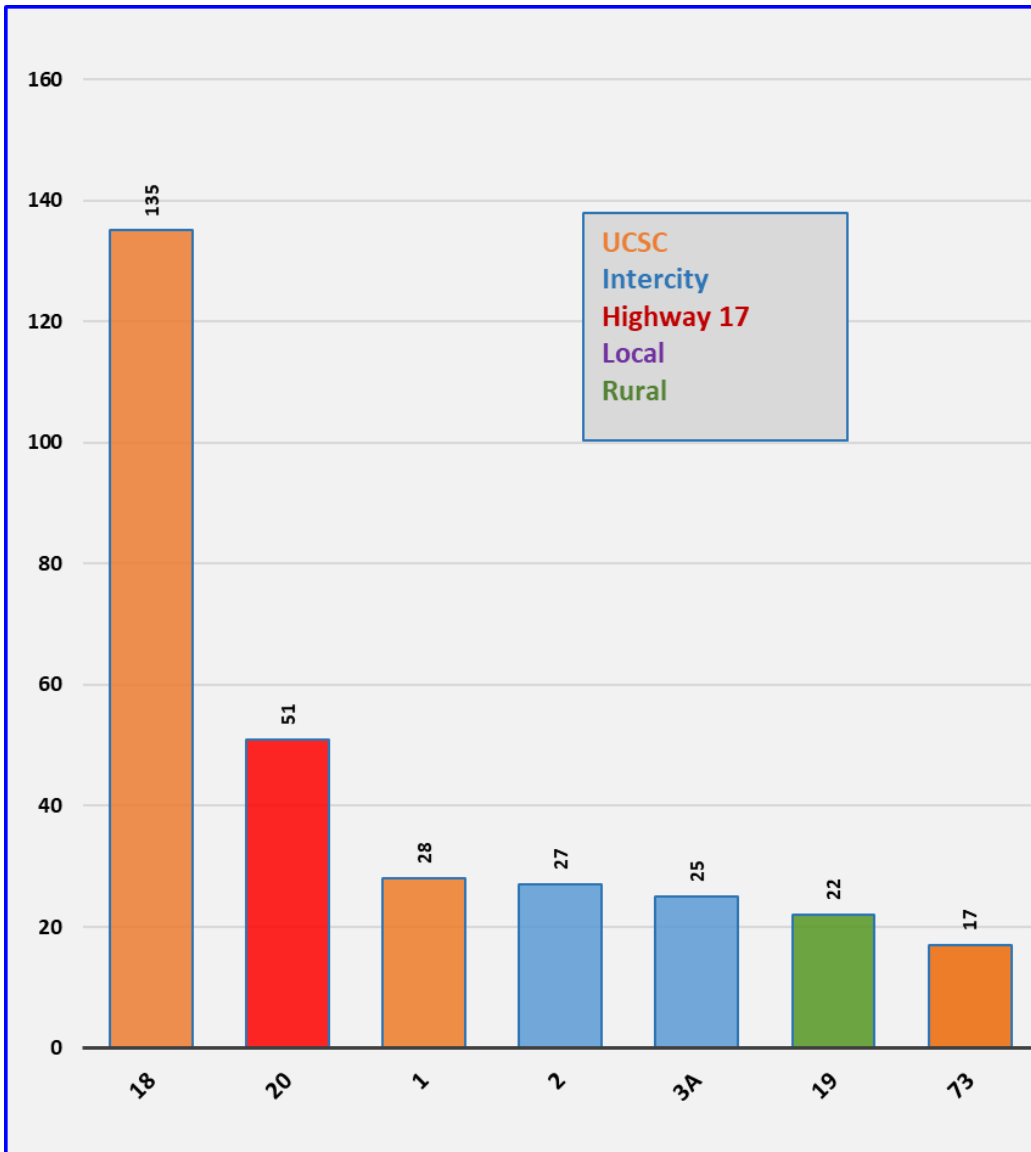
- In Q1 FY26, total pass-ups were 85, which is 37 (30.3%) lower when compared to Q1 FY25
- There were decreases in July (27 or 46.6%) and September (16 or 44.4%) with an increase in August (6 or 21.4%) when compared to the same time period in FY25
- 35.3% of Year-to-Date total pass-ups are caused by riders that were Intoxicated/Belligerent/Biohazard, followed by 29.4% Other/Misc, which covers a wide range of issues (such as Surfboards, No Shoes, Smoking/Vaping, and Hygiene to name a few), 17.6% due to a full bus, and all other categories that are 4.7% or less

Pass-Ups by Quarter/Reason - UCSC



- In Q1 FY26, total pass-ups were 237, which is 99 (71.7%) higher when compared to Q1 FY25
- There were no changes to the pass up count in July and August, with an increase in September (99 or 71.7%) when compared to the same time period in FY25
- 84.4% 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 3.4% or less

YTD FY26 Pass-Ups by Route*



- YTD Pass-ups total 322
- UCSC Routes comprised 237 (7.36%), of which 86.2% were due to full bus capacity
- Highway 17 Routes comprised 5 (1.6%), of which 62.8% were due to full bus capacity
- Intercity Routes comprised 55 (17.1%), of which 43.4% were due to Other/Misc.
- Rural Routes comprised 23 (7.1%), of which 46.7% were due full bus capacity
- Local Routes comprised 2 (0.6%), 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 accident metric is calculated using the accident rate based on a formula that shows how many accidents of each category occur per 100,000 revenue miles driven. The incident metric is calculated using the total number of passenger incidents in each category per 100,000 revenue miles driven. This helps to compare safety performance for each quarter even as overall revenue miles change. This data is all accidents/incidents combined whether they are chargeable (the fault of the operator) or not.</p> <p>The YTD total is <i>all</i> 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