



# **KEY PERFORMANCE INDICATORS (KPIs) REPORT**

**For Fiscal 2nd Quarter Ending December 31, 2025**

Board of Directors

*February 27, 2026*

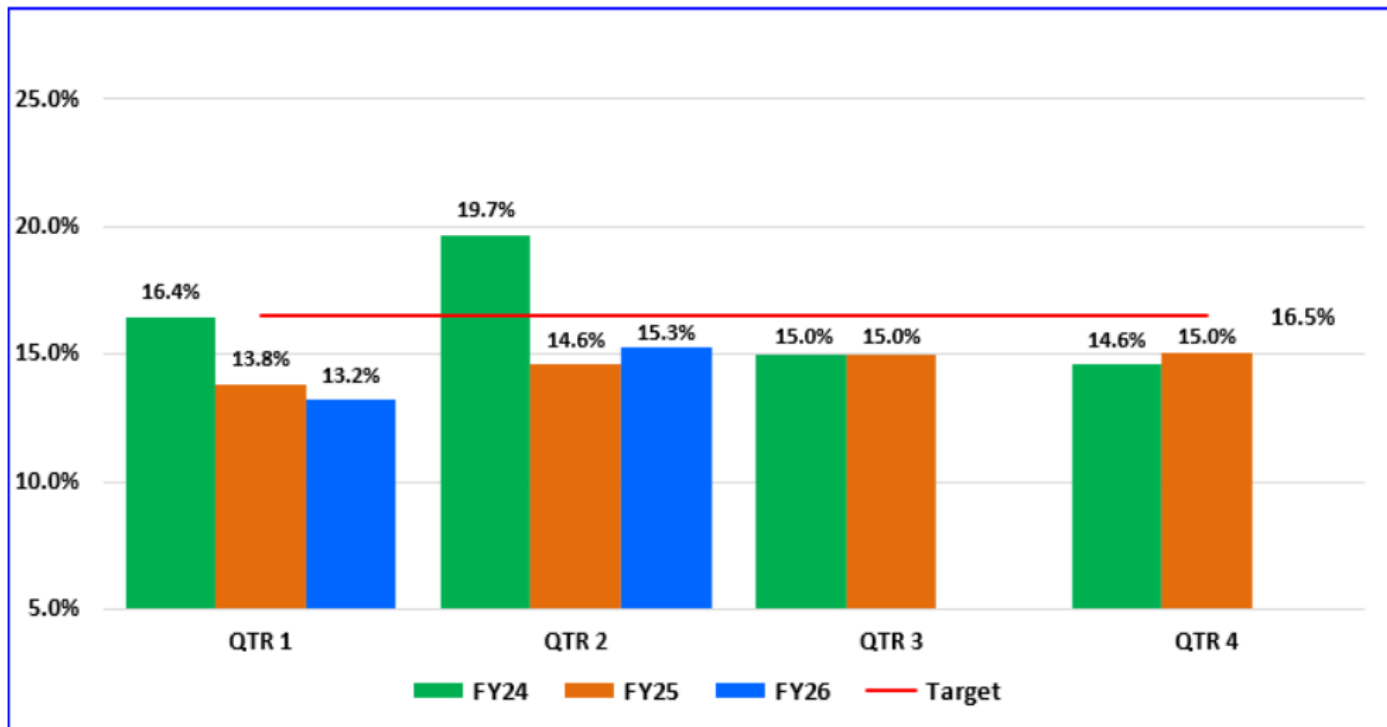
Chuck Farmer, Chief Financial Officer

# Overview of Today's Presentation:

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

# **Financial Performance KPI's**

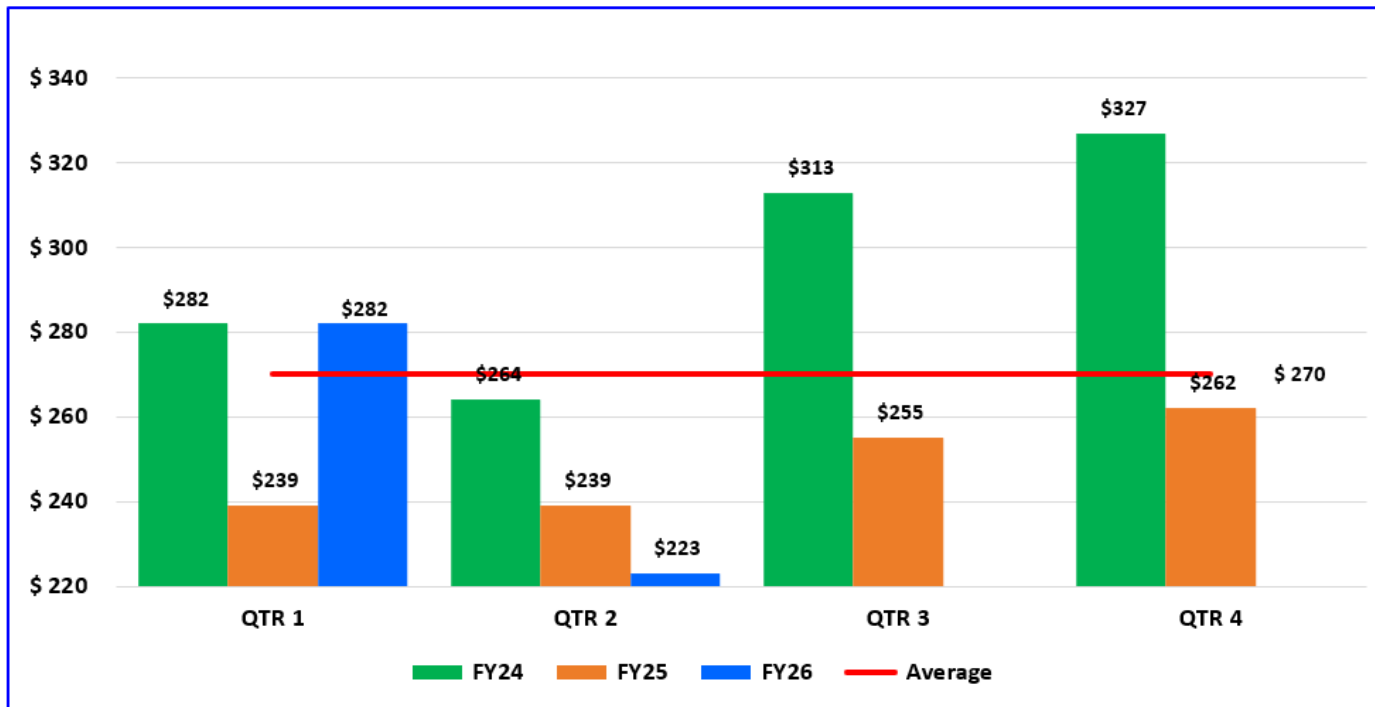
# System Farebox/Contract Recovery:



- Q2 FY26 Farebox/Contract Recovery is 15.3%, a year-over-year increase of 0.7 pts when compared to Q2 FY25. This remains below the 16.5% target. Fares Revenue decreased by 0.4% year-over-year
- Operating Expenses also decreased by 4.8%, driven by lower Labor costs; partially offset by higher non-personnel costs

The Farebox/Contract Recovery Target of 16.5% is based on the average actuals from FY23, FY24 and FY25 Q4 FY25 and Target has changed from Q4FY25/Q1FY26 reports due to FY25 data updated post-audit

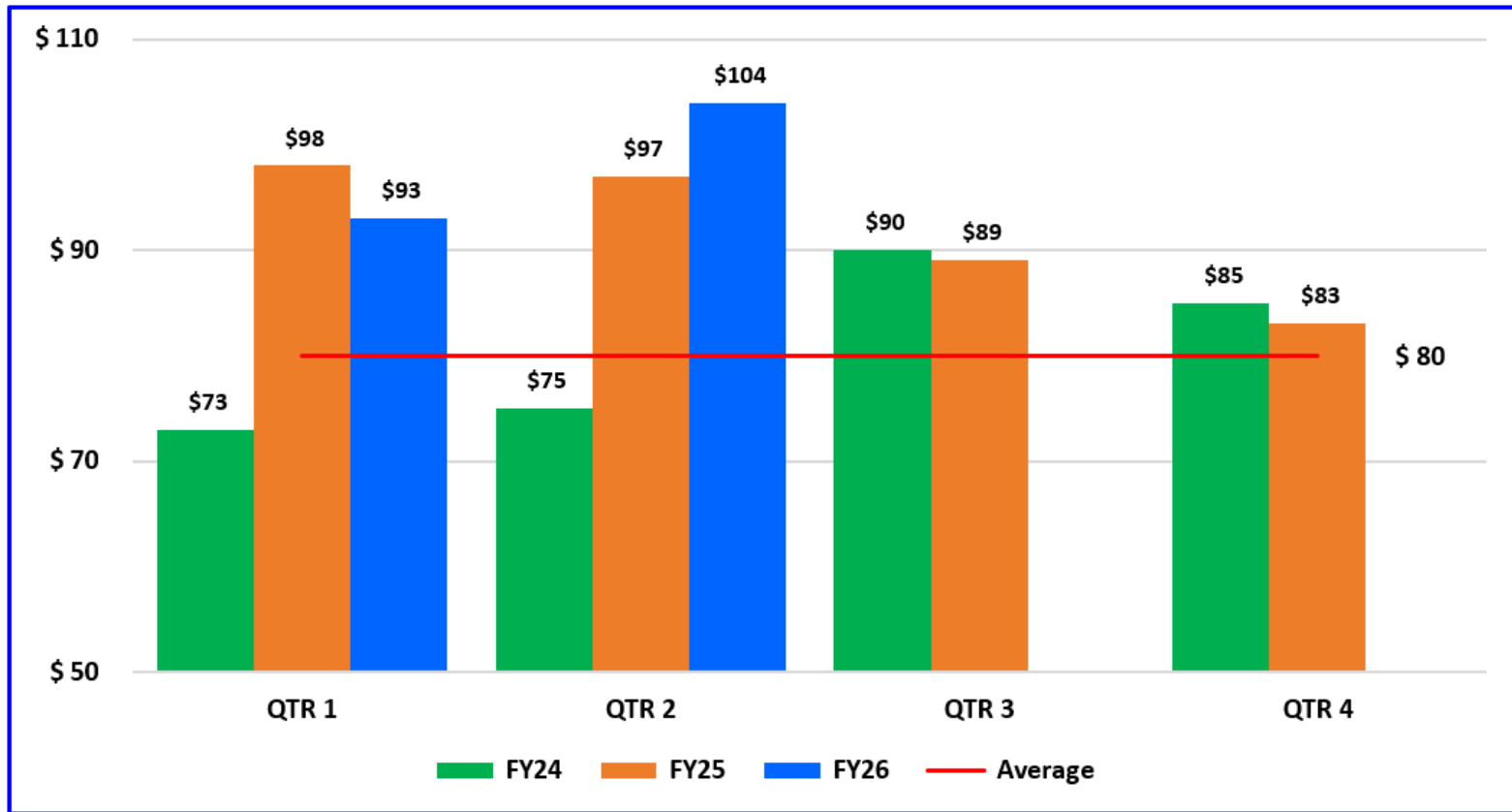
# Fixed Route/Commuter Cost per RSH



- Q2 FY26 Cost per RSH is lower by \$16, over prior year Q2 FY25 due to an increase in service hours of 1,343 or 2.0%, combined with a decrease in fixed route costs of 4.8%
- Q2 FY26 Cost per RSH is lower by \$59, over prior quarter due to an increase in service hours of 9,956 or 17.3%, combined with a decrease in fixed route costs of 7.4%

The Fixed Route/Commuter cost per RSH average of \$270 is based on the average actuals from FY23, FY24 and FY25. Q4 FY25 and the average has changed from Q4FY25/Q1FY26 reports due to FY25 data updated post-audit

# ParaCruz Cost per Trip

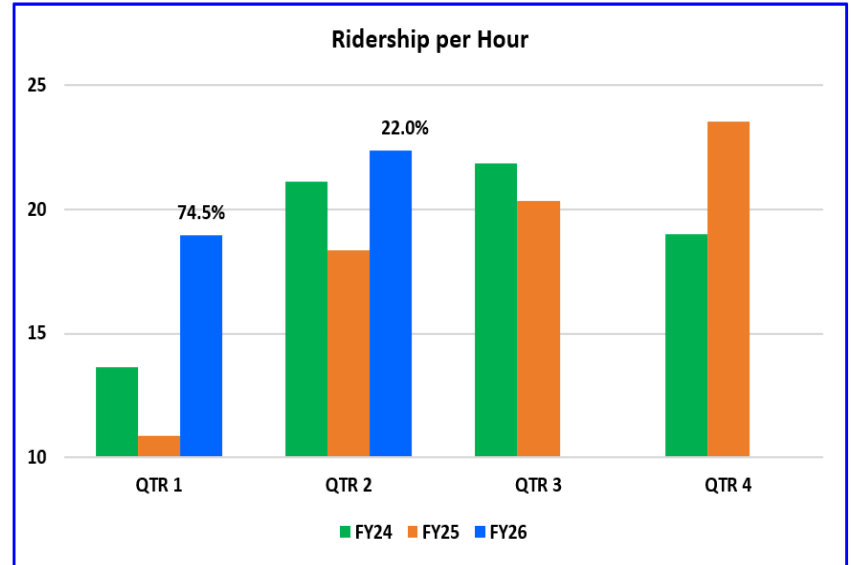
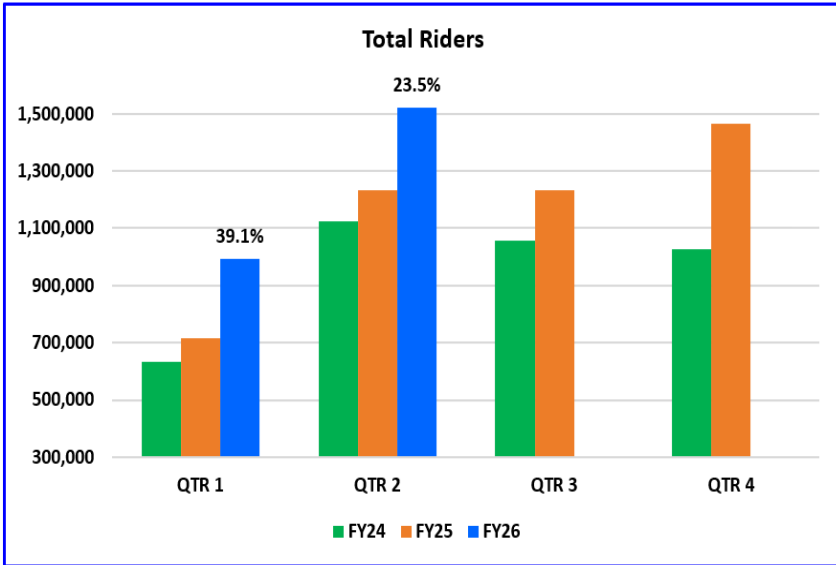


- Q2 FY26 Cost per Trip increased \$7 from the prior year due to an increase in trips of 1,169 or 7.3%, combined with a 14.6% increase in total ParaCruz costs when compared to the same period of FY25

The ParaCruz Cost per Trip average of \$80 is based on the average actuals from FY23, FY24 and FY25 Q4 FY25 and the average has changed from Q4FY25/Q1FY26 reports due to FY25 data updated post-audit

# **Productivity KPI's**

# Total Ridership / Ridership per Hour (RPH)

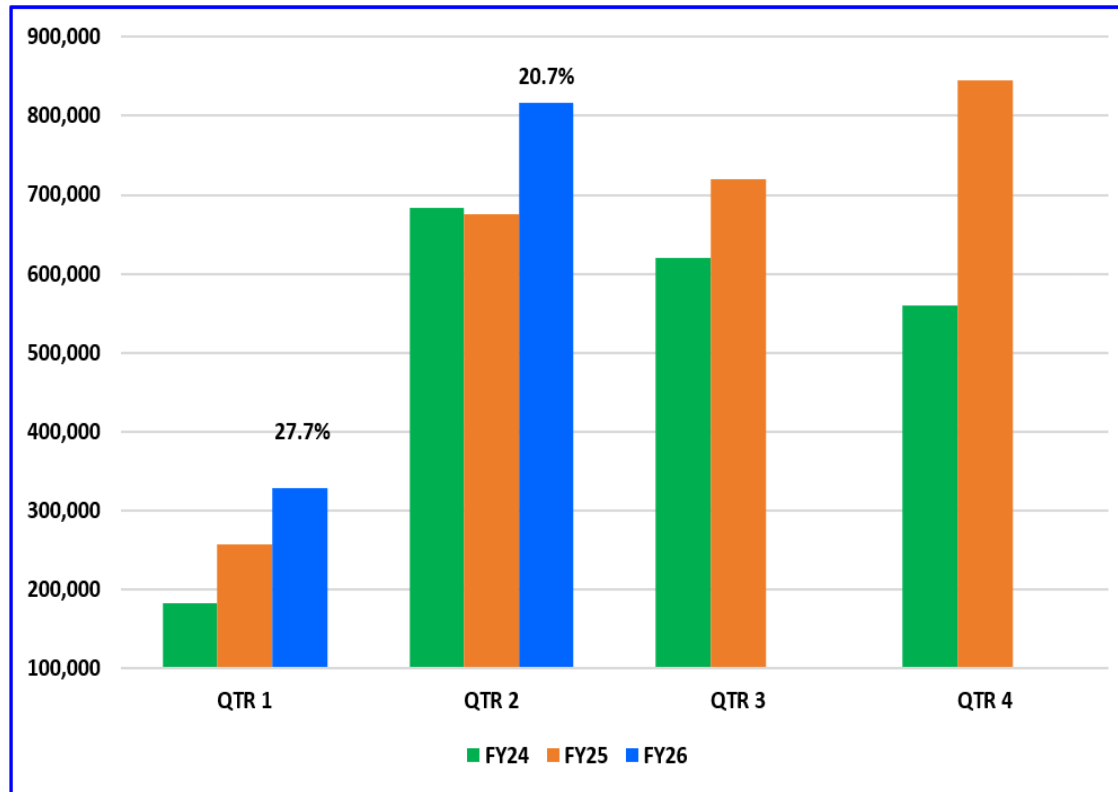


Ridership	QTR 2			
	FY26	FY25	Variance	YoY Change
Local/Non-Student	486,242	350,115	136,127	38.9%
Student (UCSC, Cabrillo, K-12)	983,225	838,449	144,776	17.3%
Highway 17	51,747	43,193	8,554	19.8%

Ridership	QTR 2			
	FY26	FY25	Variance	YoY Change
UCSC	815,921	675,889	140,032	20.7%
Cabrillo	71,782	71,795	(13)	(0.0%)
Youth	95,522	90,765	4,757	5.2%

FY26 ridership targets have not yet been provided.

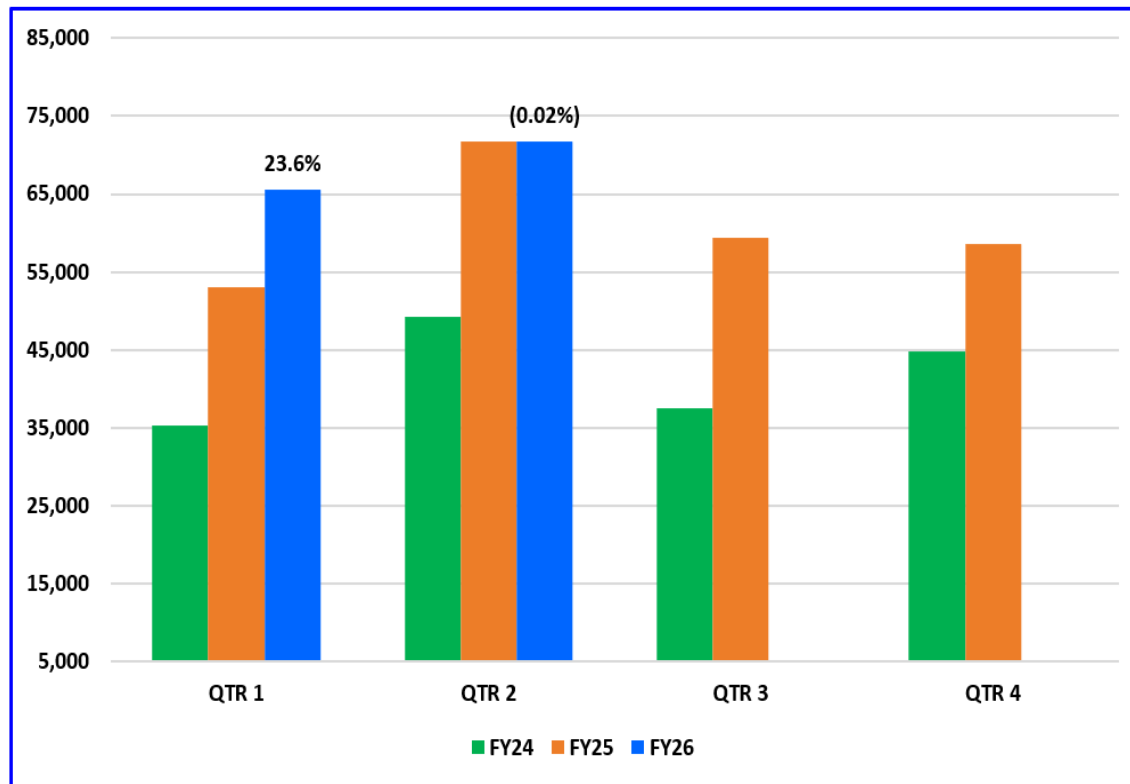
# UCSC Ridership



- Q2 FY26 Ridership increased by 140,032, or 20.7%, when compared to Q2 FY25

FY26 ridership targets have not yet been provided

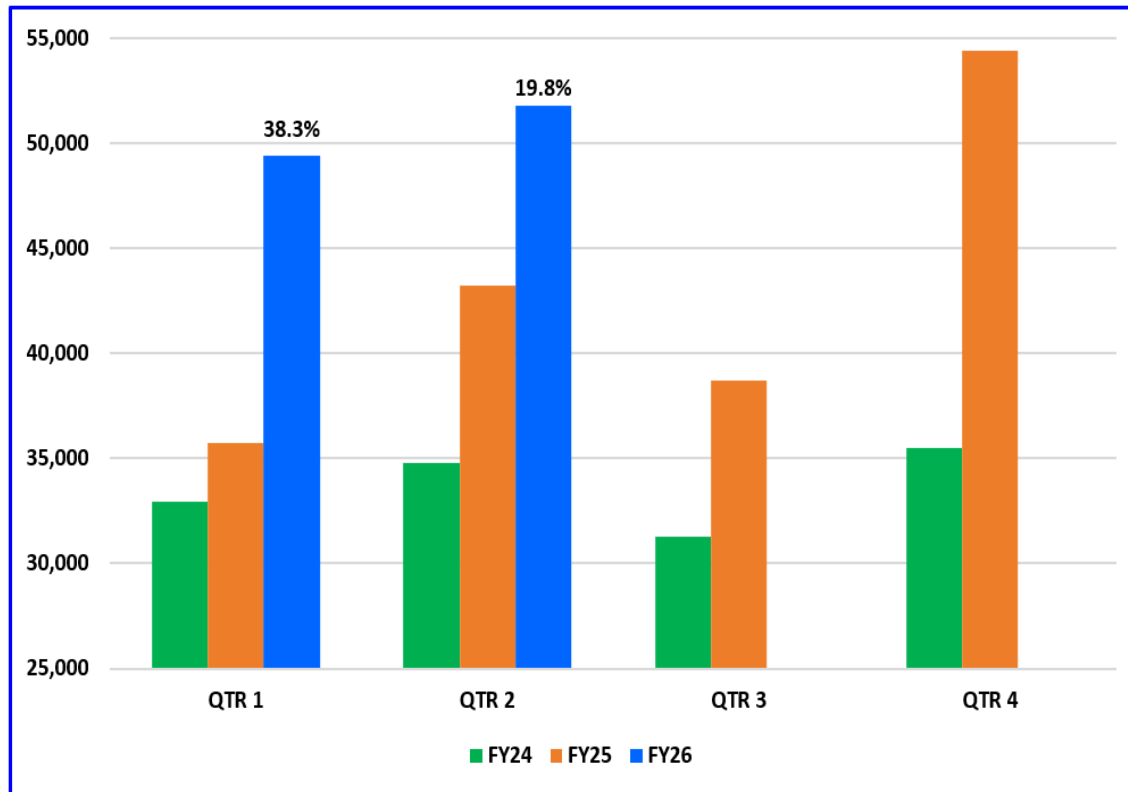
# Cabrillo College Ridership



- Q2 FY26 Ridership is virtually flat compared to Q2 FY25

FY26 ridership targets have not yet been provided

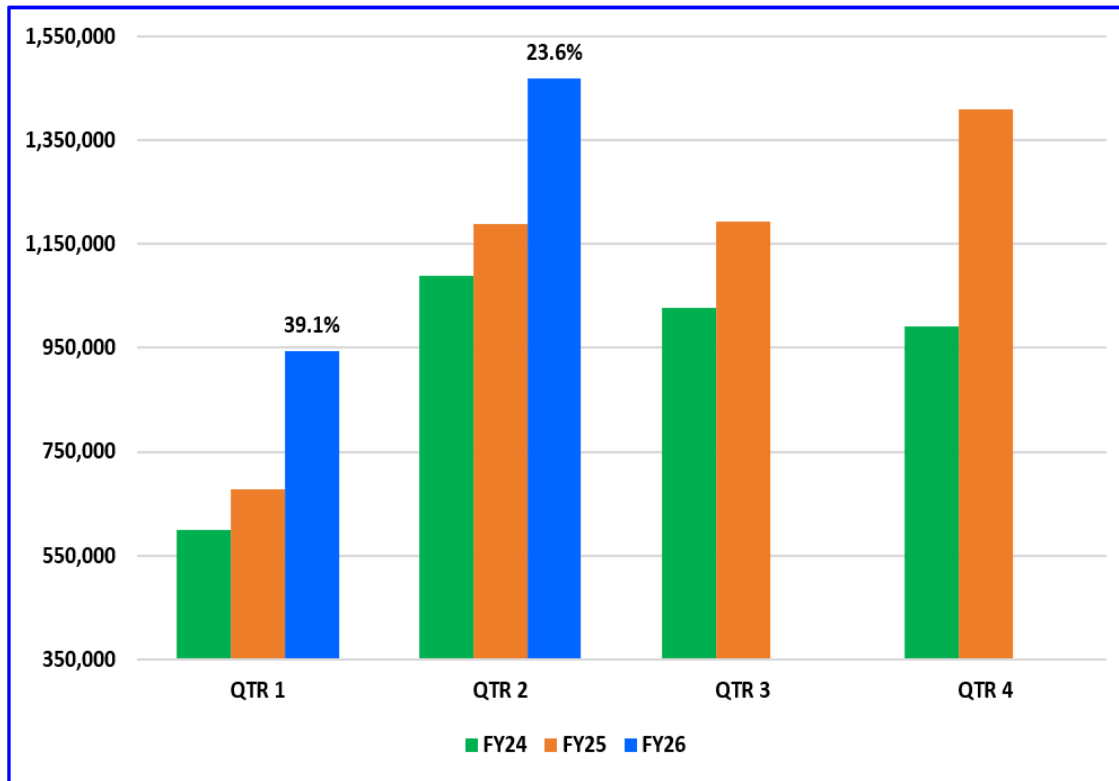
# Highway 17 Ridership



- Q2 FY26 Ridership increased by 8,554, or 19.8%, compared to Q2 FY25

FY26 ridership targets have not yet been provided

# Local Ridership

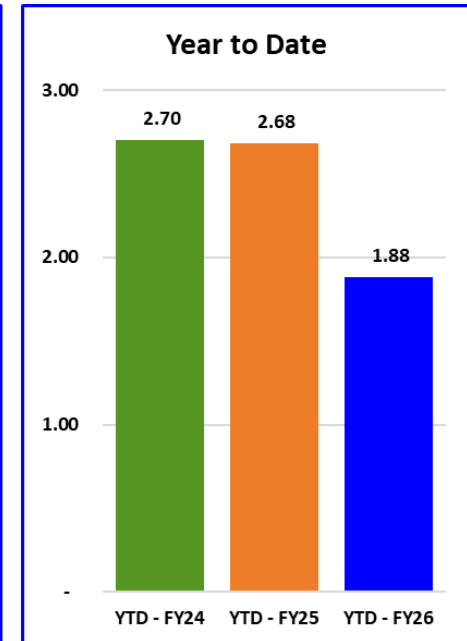
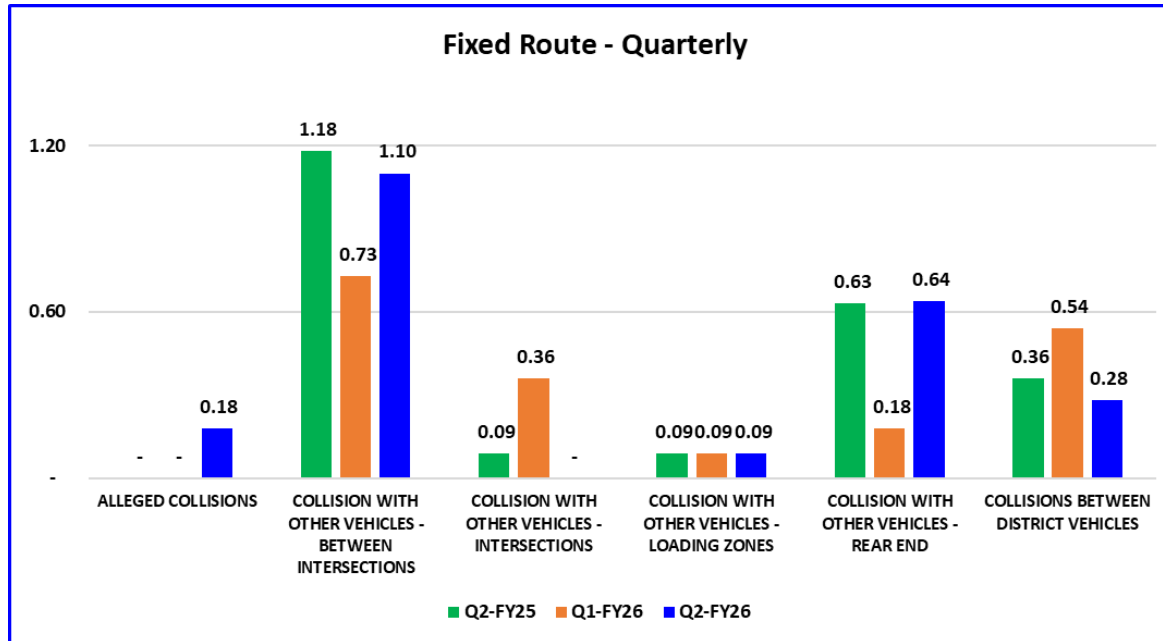


- Q2 FY26 Ridership increased by 280,903, or 23.6%, compared to Q2 FY25

FY26 ridership targets have not yet been provided

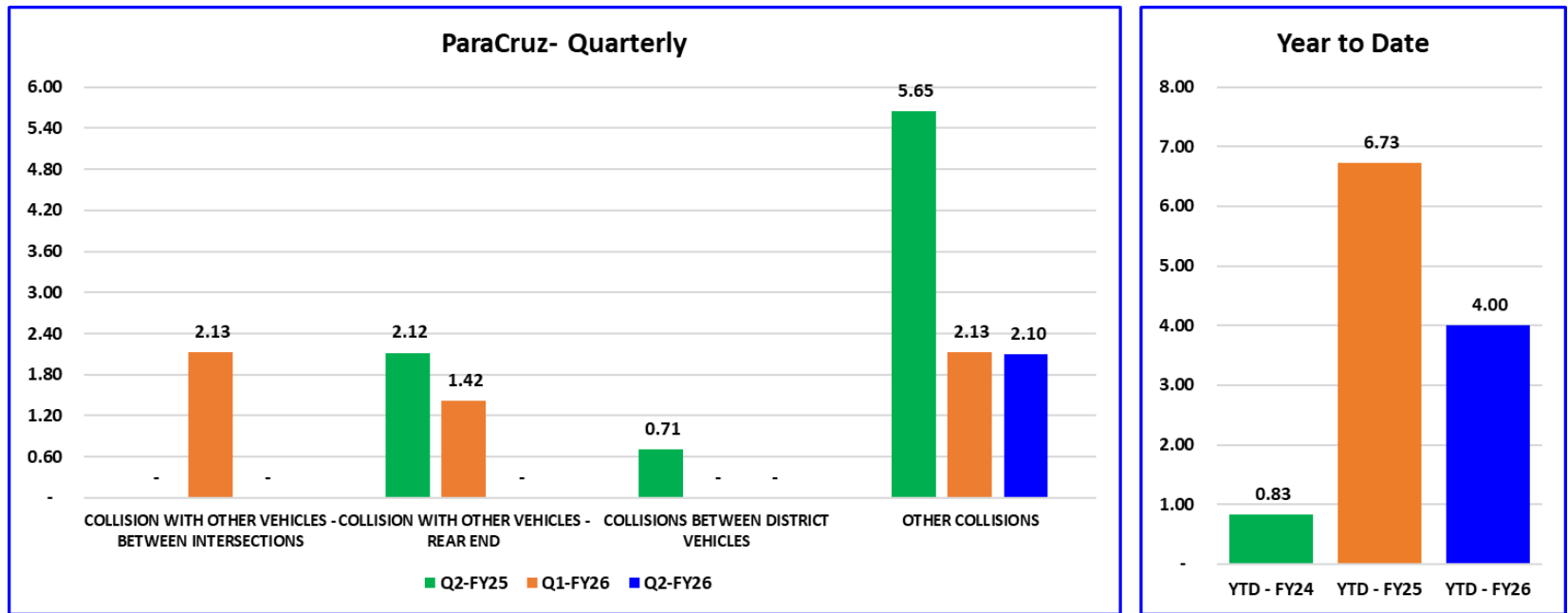
# **Risk Management KPI's**

# Fixed Route - Traffic Accidents



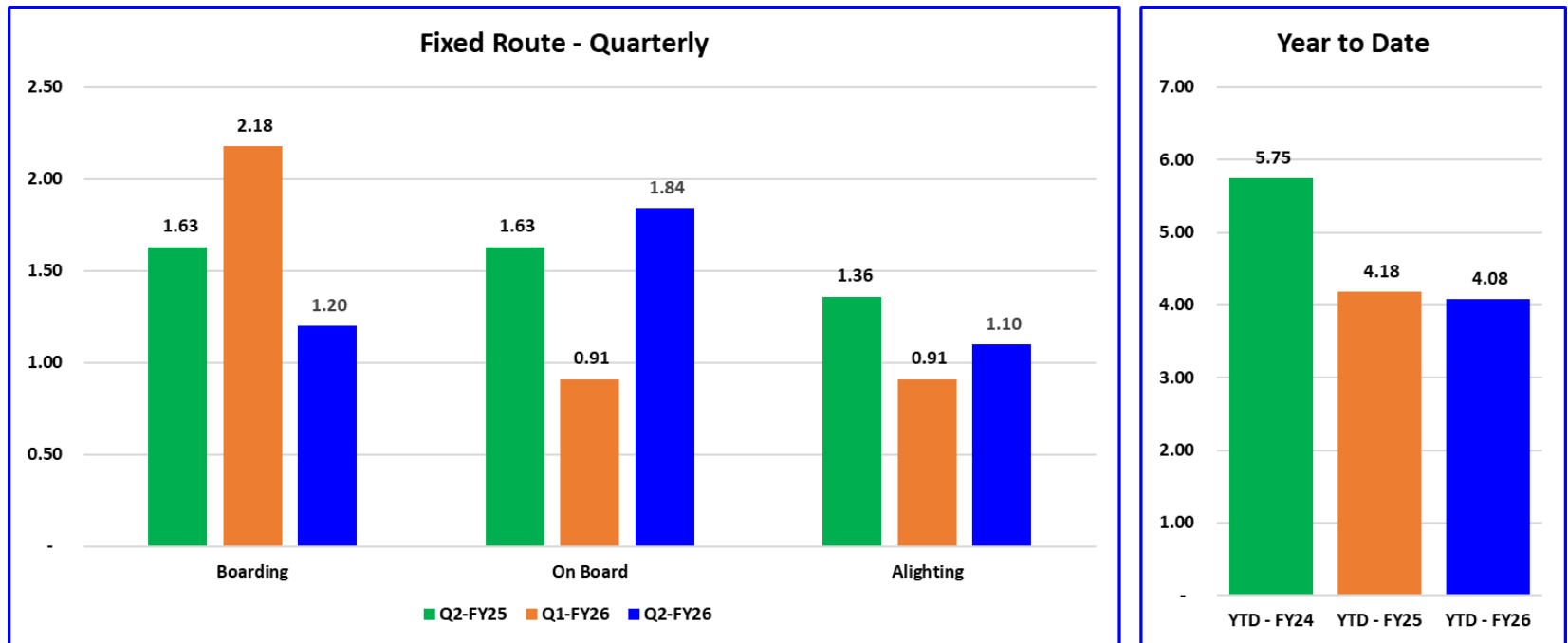
- Alleged Collisions are present in Q2 FY26, with no comparable incidents reported in the prior periods shown
- Collision with Other Vehicles (between intersections) is higher than last quarter and lower than prior year
- Collision with Other Vehicles (intersections) is zero, a reduction from both last quarter and prior year
- Collision with Other Vehicles (loading zones) is flat with last quarter and prior year
- Collision with Other Vehicles (rear end) is higher compared to last quarter and relatively flat with prior year
- Collisions Between District Vehicles is lower than prior quarter and 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



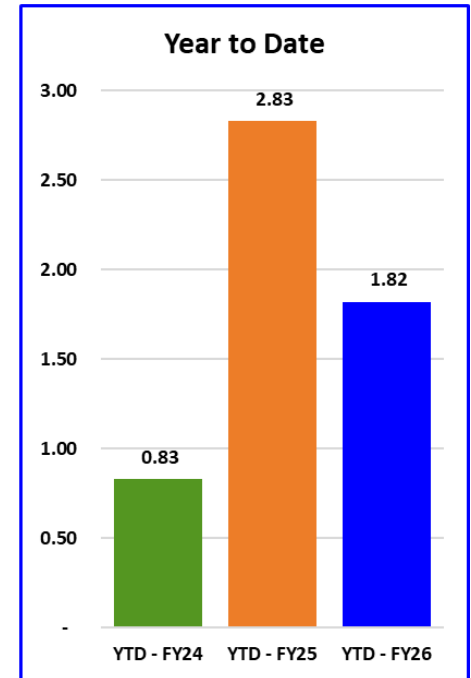
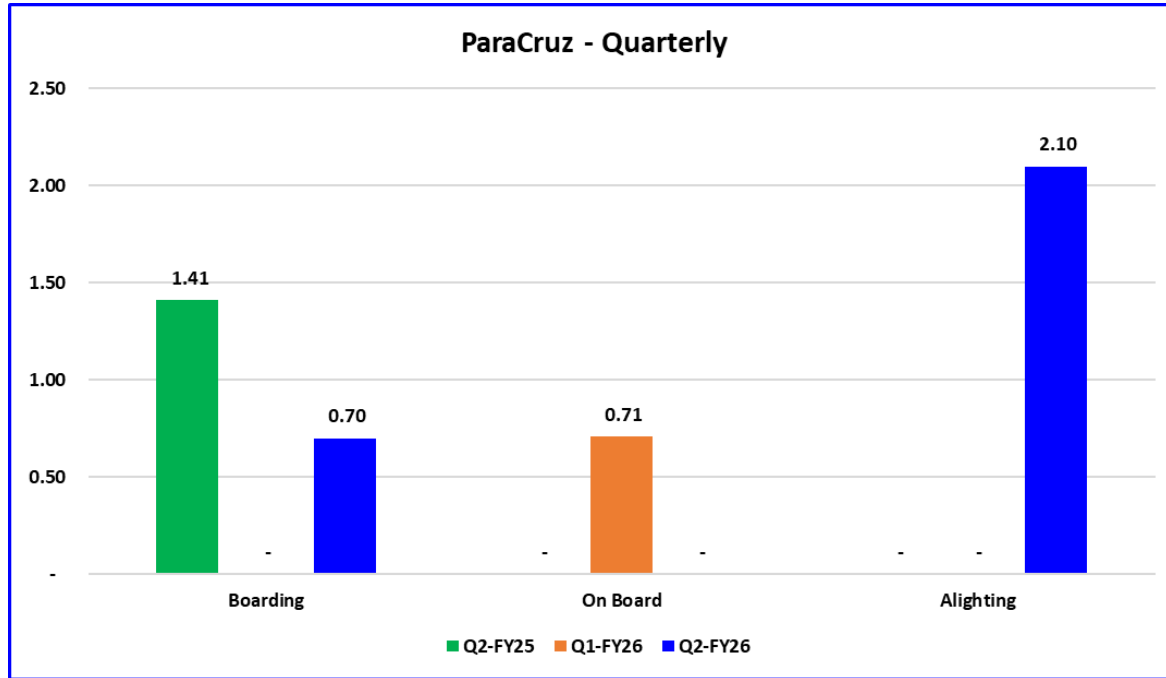
- Collision with Other Vehicles (between intersections) is zero, a reduction from last quarter, but same as prior year
- Collision with Other Vehicles (rear end) is zero, a reduction from both last quarter and prior year
- Collisions between District Vehicles is zero, same as last quarter and a reduction from prior year
- Other Collisions, which are mainly fixed object type collisions, are relatively flat to last quarter but much lower than 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 decreased from prior quarter, as well as year over year
- On Board incidents have increased from last quarter and year over year
- Alighting incidents have seen an increase from prior quarter, but decreased from prior year

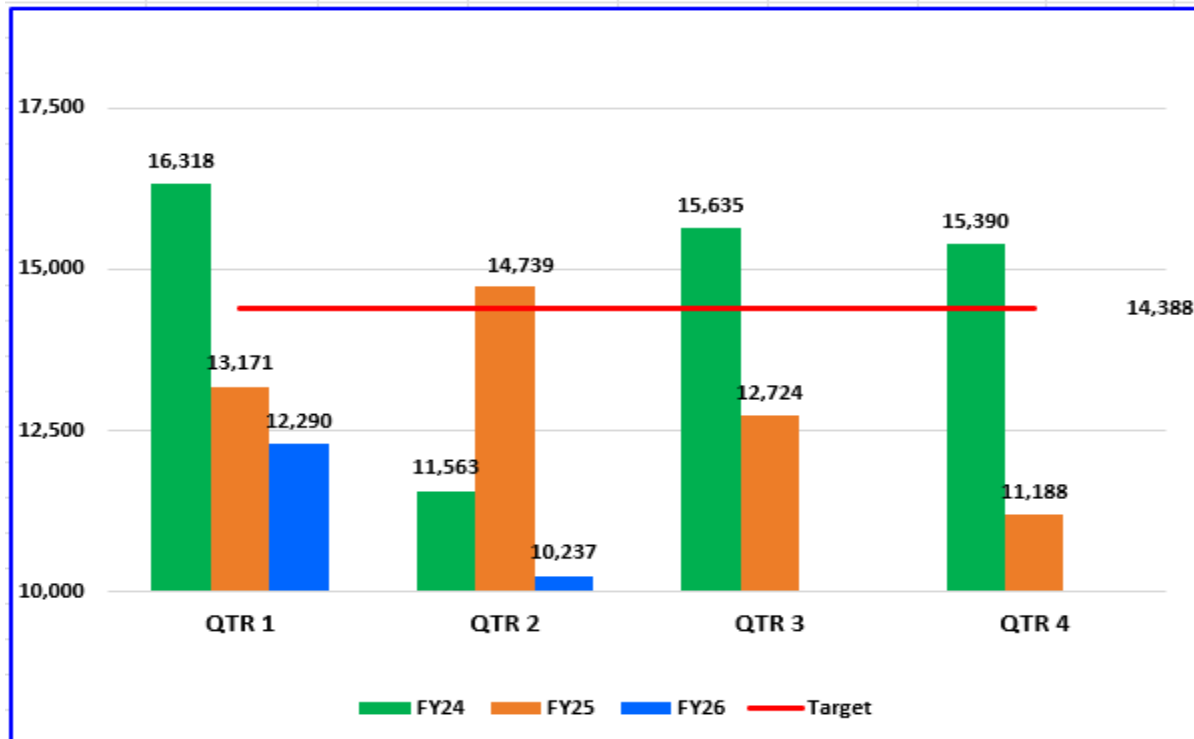
# ParaCruz - Passenger Incidents



- Most boarding/on board incidents occur when the passengers are not paying attention to their surroundings
- Boarding incidents occurred in Q2 FY26 following no incidents in the prior quarter and a decreased year over year
- On Board incidents are zero, a reduction from last quarter, but same as prior year
- Alighting incidents increased in Q2 FY26 compared to last quarter and prior year where there were no incidents

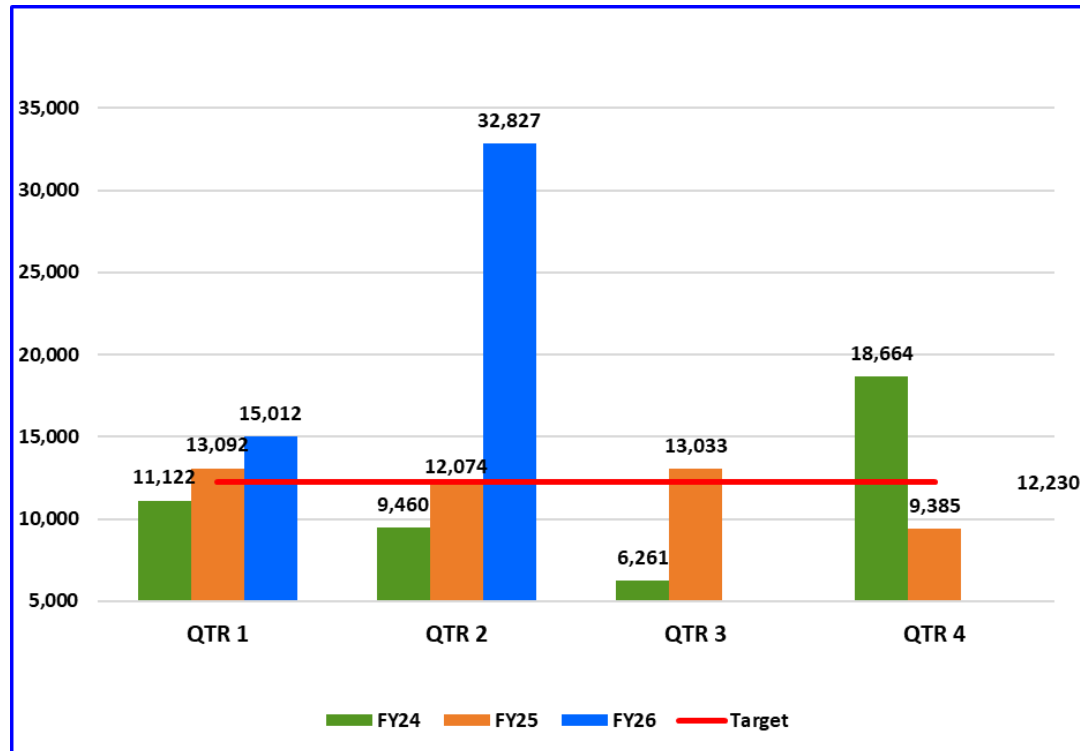
# **Reliability KPI's**

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



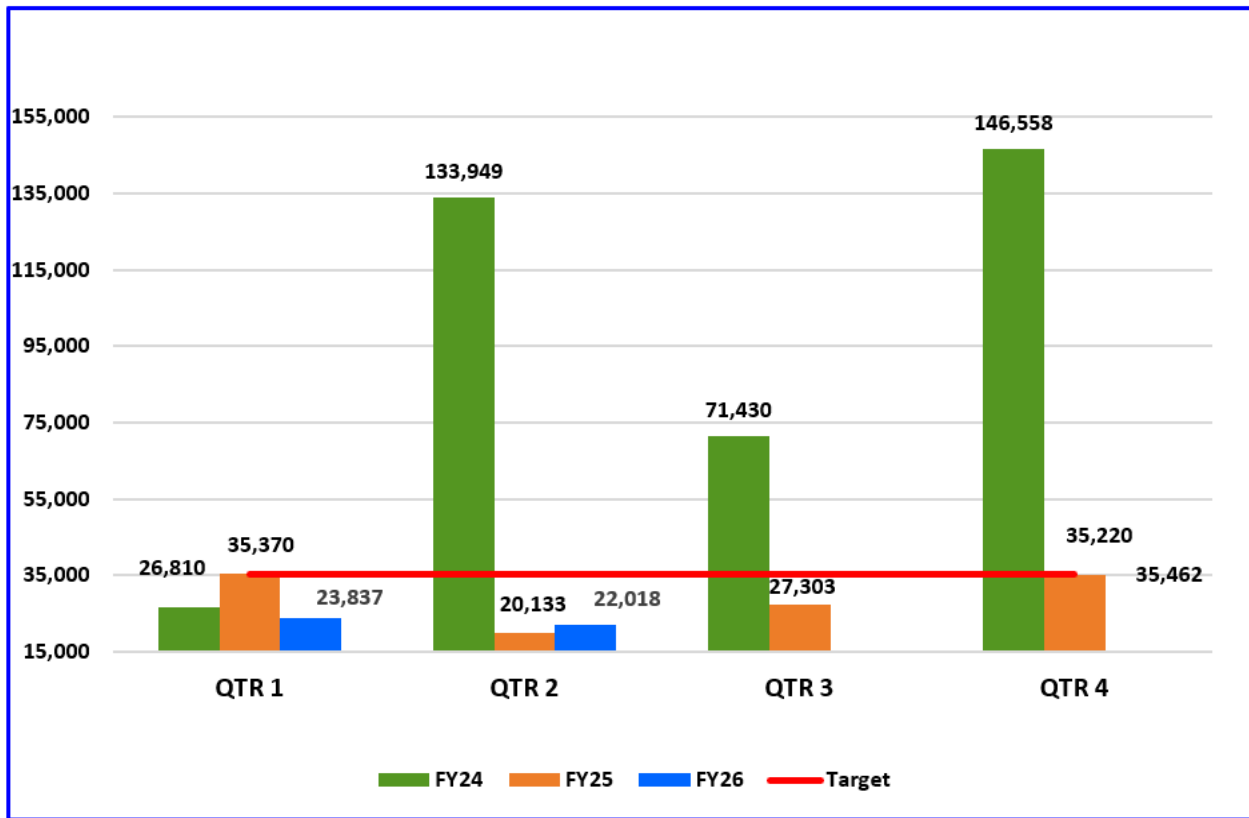
- Q2 FY26 saw total miles increasing by 2,990 while chargeable road calls increased by 28, resulting in a decrease in average miles of 4,502 between calls when compared to prior year
- Chargeable road calls in Q2 FY26 were 28 in October, along with 35 in November and 28 in December
- An upward trend in Fixed Route road calls reflects an aging fleet and the temporary addition of older used buses to bridge service needs until hydrogen buses enter service
- The current target of 14,388 is based off a 3-year average (FY23, FY24, FY25)

# Mean Miles Between Chargeable Road Calls – Highway 17



- Q2 FY26 saw total miles decreasing by 4,896 along with 9 fewer chargeable road calls, resulting in an overall increase in average miles 20,753 between calls when compared to prior year
- Chargeable road calls in Q2 FY26 were 2 in October, 1 in November, and 2 in December
- The Q2 FY26 Mean Miles increase reflects improved reliability from hybrid battery and drive motor upgrades
- The current target of 12,230 is based off a 3-year average (FY23, FY24, FY25)

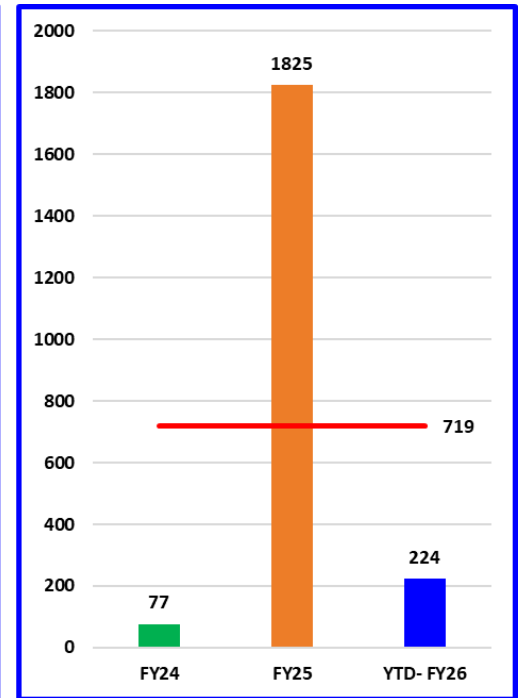
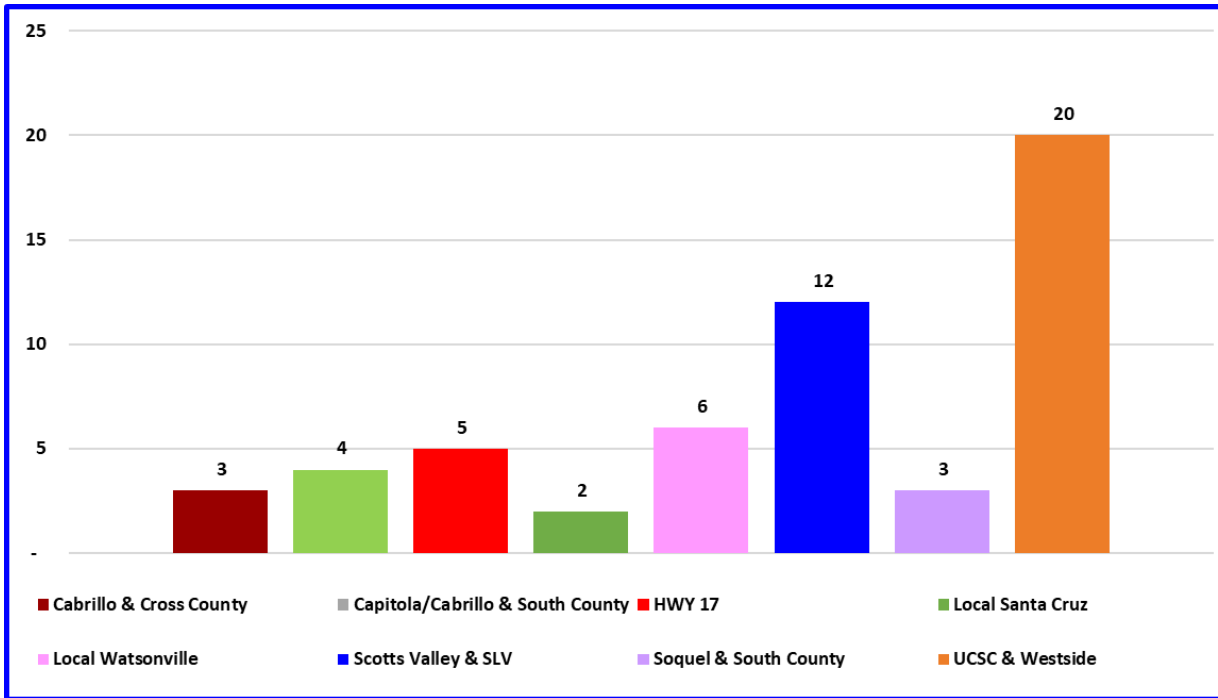
# Mean Miles Between Chargeable Road Calls – ParaCruz



- Q2 FY26 saw total miles decreasing by 8,826 and chargeable road calls decreasing by 1, resulting in an overall increase in average miles 1,885 between calls when compared to the same period in FY25
- Chargeable road calls in Q2 FY26 were 3 in October, 0 in November, and 3 in December
- The current target of 35,462 is based off a 3-year average (FY23, FY24, FY25)

# **Dependability KPI's**

# Cancelled Trips by Region

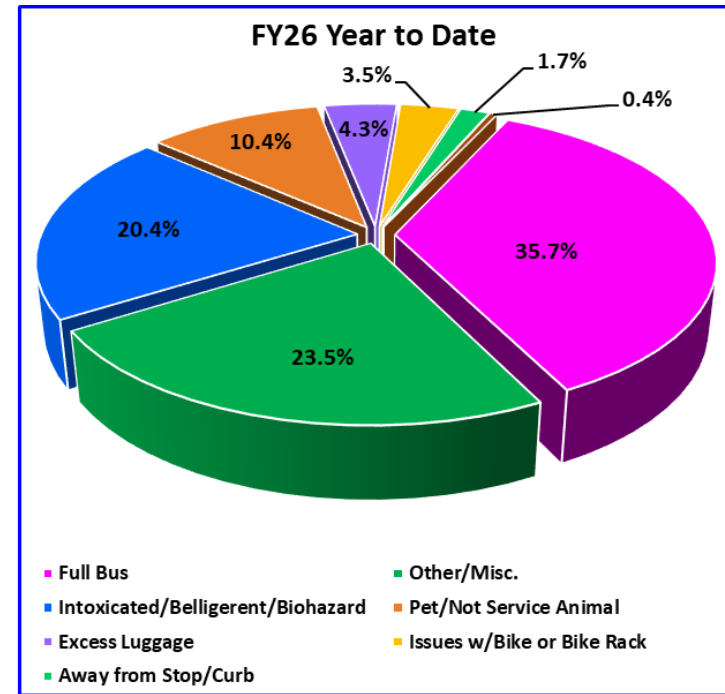
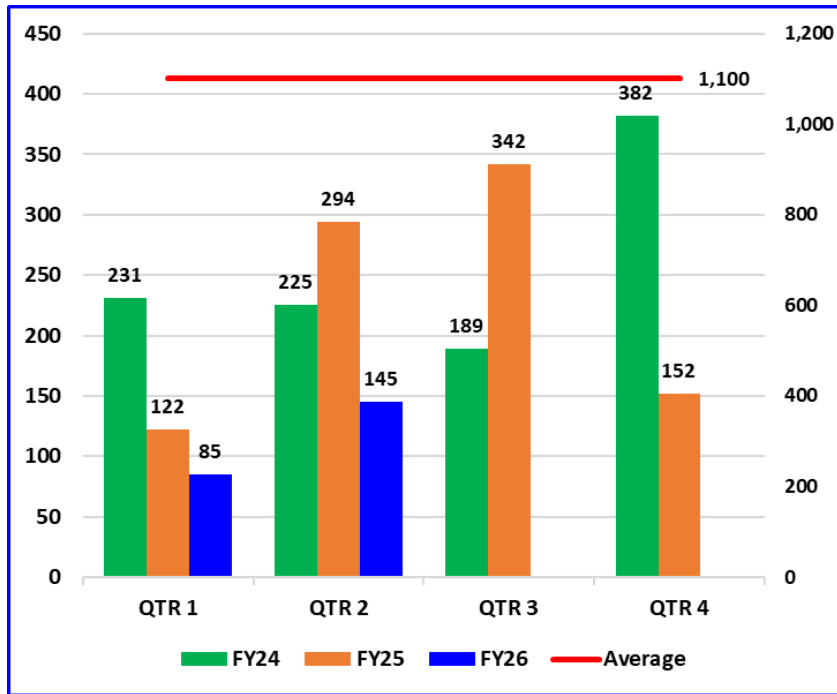


- There were 55 trips cancelled in Q2 FY26 – 22 in October 4 in November, and 29 in December
- Eight regions were impacted – Cabrillo & Cross County, Capitola/Cabrillo & South County, HWY 17, Local Santa Cruz, Local Watsonville, Scotts Valley & SLV, Soquel & South County, and UCSC & Westside
- YTD cancelled trips are 224

Full year average of 719 is based 3-year average (FY23, FY24, FY25)

Note: we are no longer able to capture the reason for cancellation

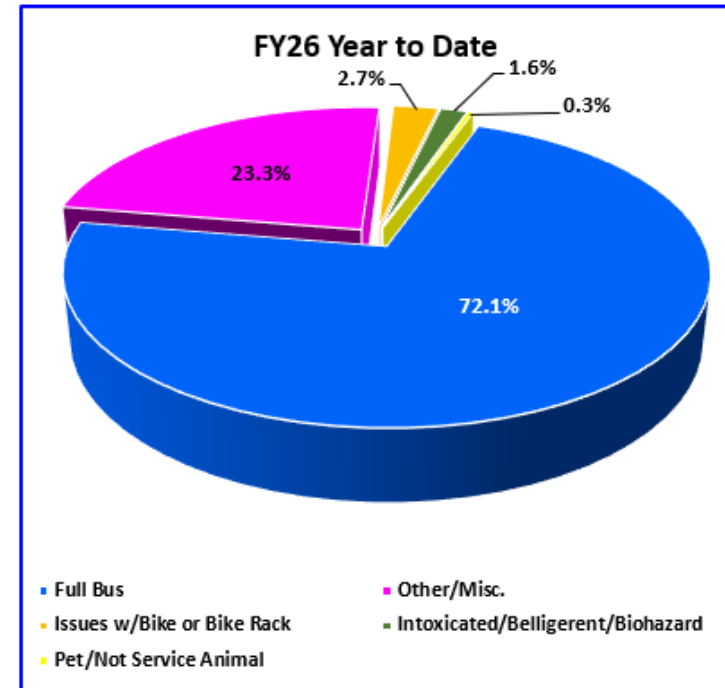
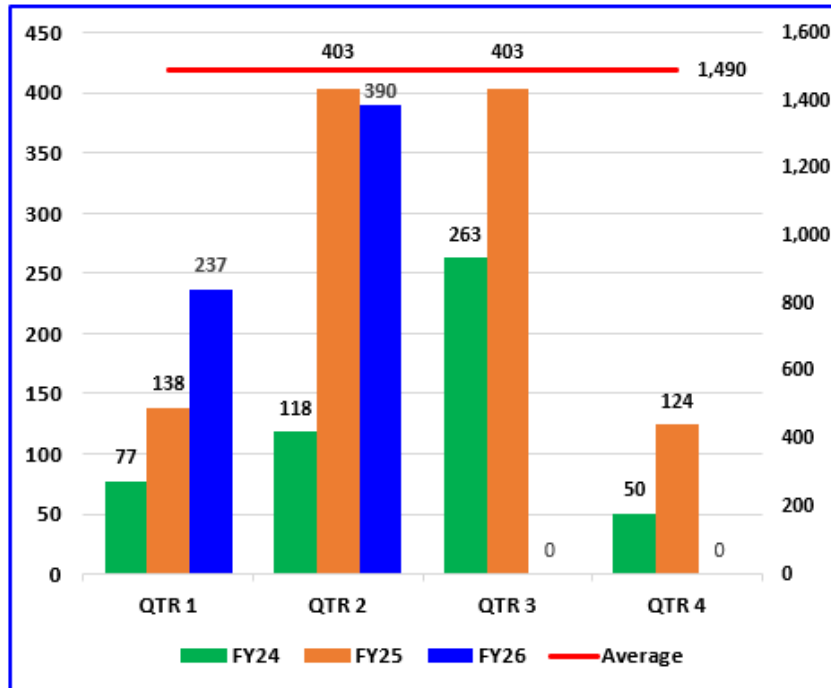
# Pass-Ups by Quarter/Reason – Fixed Route



- In Q2 FY26, total pass-ups were 145, which is 149 fewer (50.7% lower) when compared to Q2 FY25
- There were decreases in October (59 or 46.1%), November (16 or 22.5%) and December (74 or 77.9%) when compared to the same time period in FY25
- 35.7% of Year-to-Date total pass-ups are due to a full bus, followed by 23.5% Other/Misc, which covers a wide range of issues (such as Surfboards, No Shoes, Smoking/Vaping, and Hygiene to name a few), 20.4% are caused by riders that were Intoxicated/Belligerent/Biohazard, 10.4% from Pet/Not Service Animals, and all other categories are 4.3% or less

Note: 48 Pass-ups were removed from the data set due to missing route information

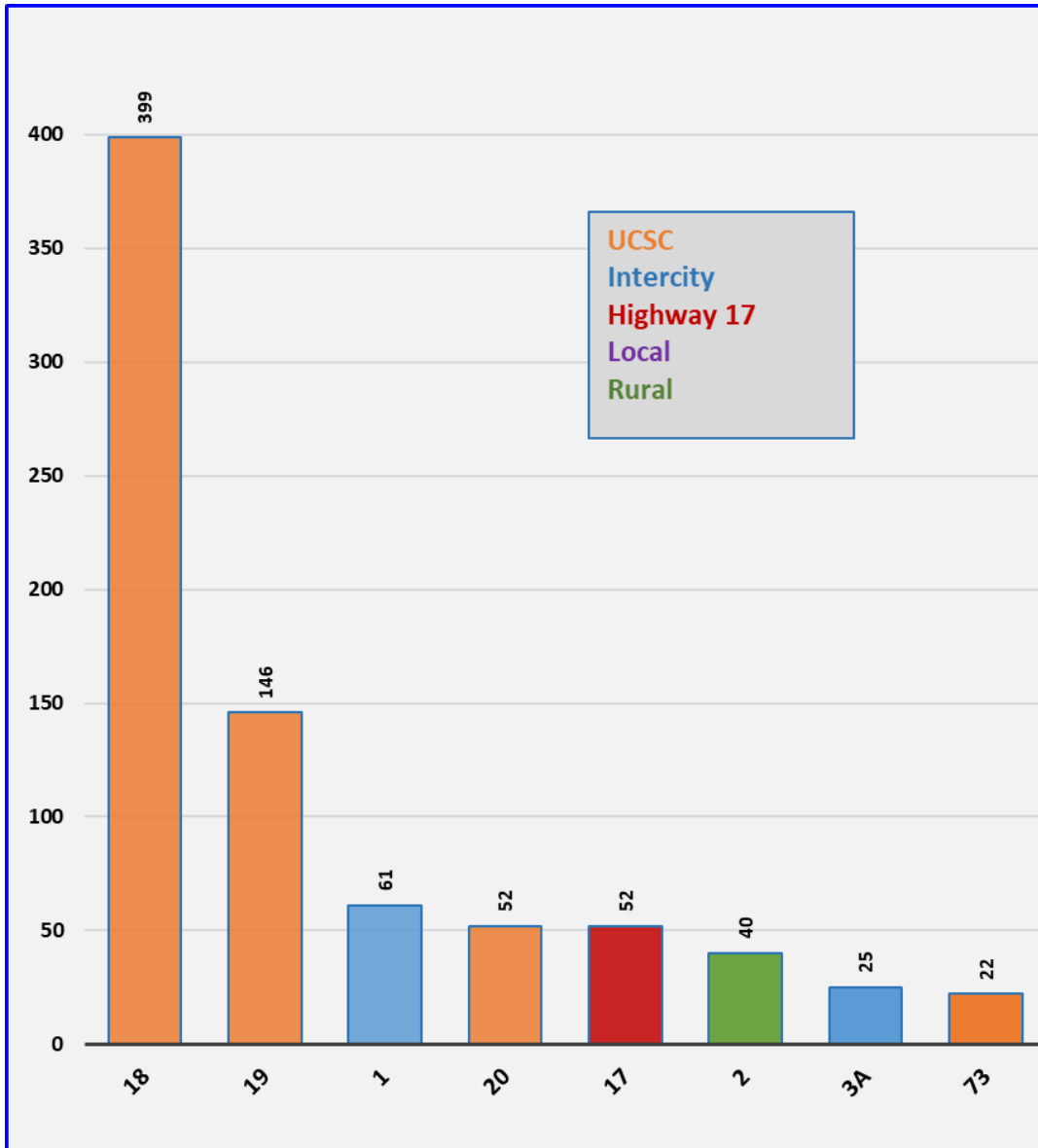
# Pass-Ups by Quarter/Reason - UCSC



- In Q2 FY26, total pass-ups were 390, which is 13 fewer (3.2% lower) when compared to Q2 FY25
- There was an increase in the pass-up count in October (30 or 9.2%) and decreases in November (6 or 15.4%) and December (37 or 94.9%) when compared to the same time period in FY25
- 72.1% of Year-to-Date total pass-ups are caused by full bus capacity, followed by 23.3% caused by Other/Misc., with all other categories accounting for 2.7% or less

Note: 48 Pass-ups were removed from the data set due to missing route information

# YTD FY26 Pass-Ups by Route\*



- YTD Pass-ups total 857
- UCSC Routes comprised 627 (73.2%), of which 72.1% were due to full bus capacity
- Highway 17 Routes comprised 52 (6.1%), of which 65.4% were due to full bus capacity
- Intercity Routes comprised 101 (11.8%), of which 38.6% were due to Other/Misc
- Rural Routes comprised 70 (8.2%), of which 68.6% were due to full bus capacity
- Local Routes comprised 7 (0.8%), of which three categories (Other/Misc, Intoxicated/Belligerent/Biohazard) had 28.6% each

\*Only Routes with greater than 10 pass-ups are shown in the graph; 48 Pass-ups were removed from the data set due to missing route information

**Questions ?**

# KPI Metric Descriptions & Importance

Metric	Description & Importance
<p><b>Financial Performance</b></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><b>Productivity</b></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
<p>Risk Management &amp; Safety</p>	<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 <b><u>all</u></b> incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)</p>
<p>Reliability</p>	<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	FY21	FY22	FY23	FY24	FY25	YTD FY26
Farebox/Contract Recovery	11.2%	16.7%	18.6%	16.2%	14.4%	14.2%
Fixed Route/Commuter Cost/RSH	298	267	265	297	245	250
ParaCruz Cost/Trip	181	88	68	81	93	99
Monthly Mean Miles Between Chargeable Road Calls - Fixed Route	13,695	15,401	17,602	14,494	13,509	11,165
Monthly Mean Miles Between Chargeable Road Calls - Highway 17	18,016	18,699	18,341	9,959	12,700	20,579
Monthly Mean Miles Between Chargeable Road Calls - ParaCruz	53,393	29,626	29,729	66,326	26,183	22,927
Annual Road Miles - Fixed Route	1,999,474	2,325,531	2,358,618	2,594,510	2,728,898	1,853,310
Annual Road Miles - Highway 17	324,281	373,984	403,492	468,091	482,585	329,268
Annual Road Miles - ParaCruz	373,748	503,650	505,399	530,608	418,927	275,129