

CapMetro

# KPI Presentation

June 12, 2024

# KPI Presentation Agenda

- Update the Board on Key Performance Indicators
- Indicators support agency priorities and CEO Scorecard
- KPIs are built to highlight a balanced scorecard approach including:
  - Operational KPIs
  - Financial KPIs
  - Workforce KPIs
  - Safety KPIs
  - DBE/SBE
- Continuing data driven decision making journey to collect critical data

# FY2024 Priorities



## Stand up a Transit Police Department

*Gardner Tabon*

Create the CapMetro Transit Police Dept.



## Fare Strategy

*Catherine Walker*

Establish an equitable and ultramodern fare system architecture to reduce confusion and inefficiencies and ensure our riders' access.



## Project Connect

*Sharmila Mukherjee*

Continue implementation of the Project Connect program through mindful and transparent delivery of capital projects and services, and coordination with partners.



## Strengthen Organizational Foundations

*Kerri Butcher*

Promote continuous improvement throughout the organization by optimizing processes, strengthening cross-functional collaboration, and strategically formulating a comprehensive implementation roadmap encompassing all agency multiyear projects and plans.



## Service Excellence » Customer Experience

*Andy Skabowski*

Develop and implement procedures, initiatives and programs to enhance service delivery and, therefore, drive improvements to customer experience.



## Digital Transformation

*Catherine Walker*

Transform our use of technology into an influential catalyst, driving process improvement and enhancing reliability across the organization.



## Agency Trust, Presence and Reputation

*Leroy Alloway*

Proactively and strategically engage with elected officials, stakeholders, and the community across Central Texas to address needs, challenges, and value of public transportation as part of the overall regional transportation system; helping to promote the agency's role, presence, and goodwill.



## Project Delivery

*Dave Kubicek*

Amplify CapMetro's project delivery efficiency by ensuring timely and budget-conscious execution through enhanced communication and seamless collaboration.



## Invest in Talent

*Benjamin Sims*

Support our organization by equipping the CapMetro family with the skills they need to succeed and grow; cultivate a leadership culture centered on accountability, inclusivity, and respect; and ensure our organization is recruiting and retaining needed talent.



## Safety & Emergency Management

*Gardner Tabon*

Elevate CapMetro's safety culture by equipping the organization with the skills to lean into and take ownership of their role in Safety Management Systems and Emergency Management.

# CapMetro

## Ridership

---

# Systemwide Ridership

## Monthly Boardings for CapMetro Services

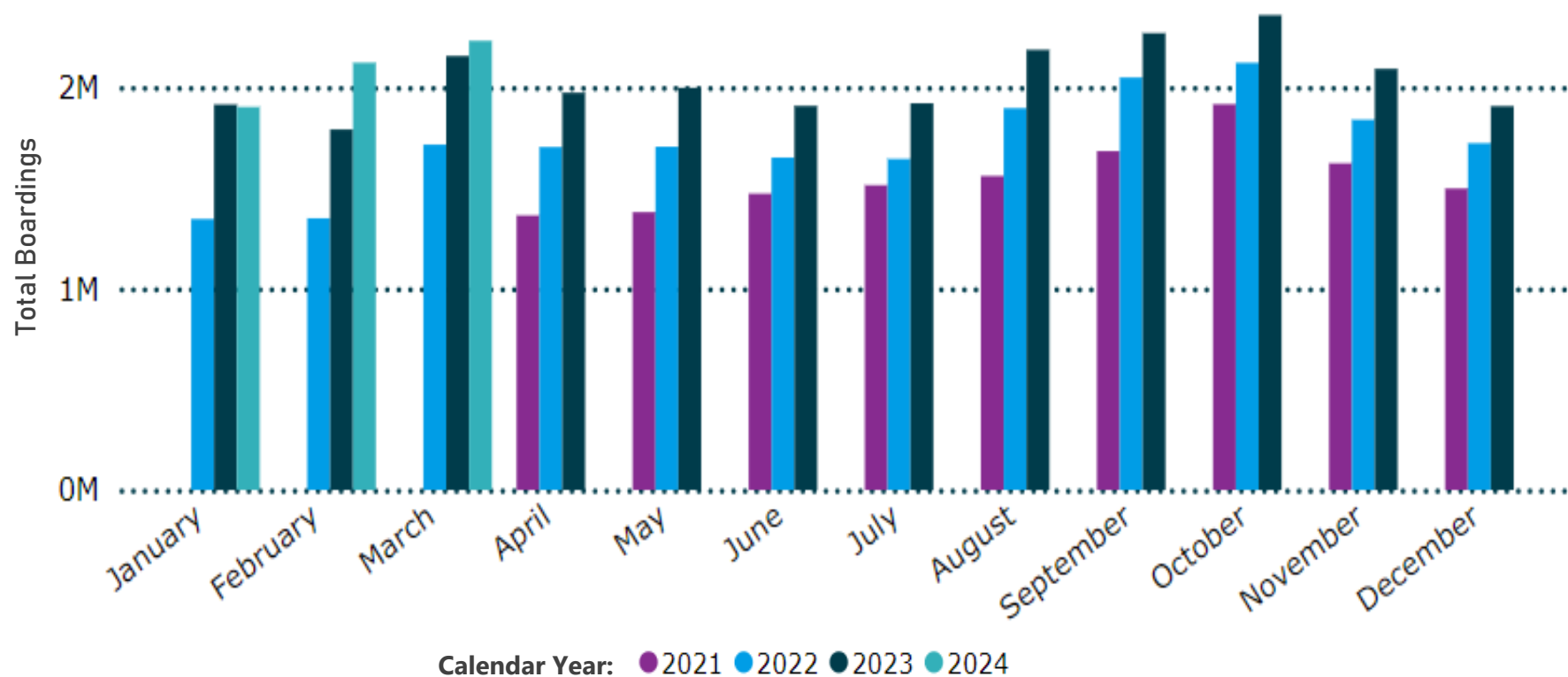
Number of passengers that board a CapMetro vehicle for all Bus services, Rail service, and CapMetro Access. This chart displays the past two calendar years and the current year-to-date.

Overall Percent  
Change in  
Ridership from  
Prior 12-month  
Period

12.1%

Overall Ridership  
in the  
Past 12 Months

24.9M



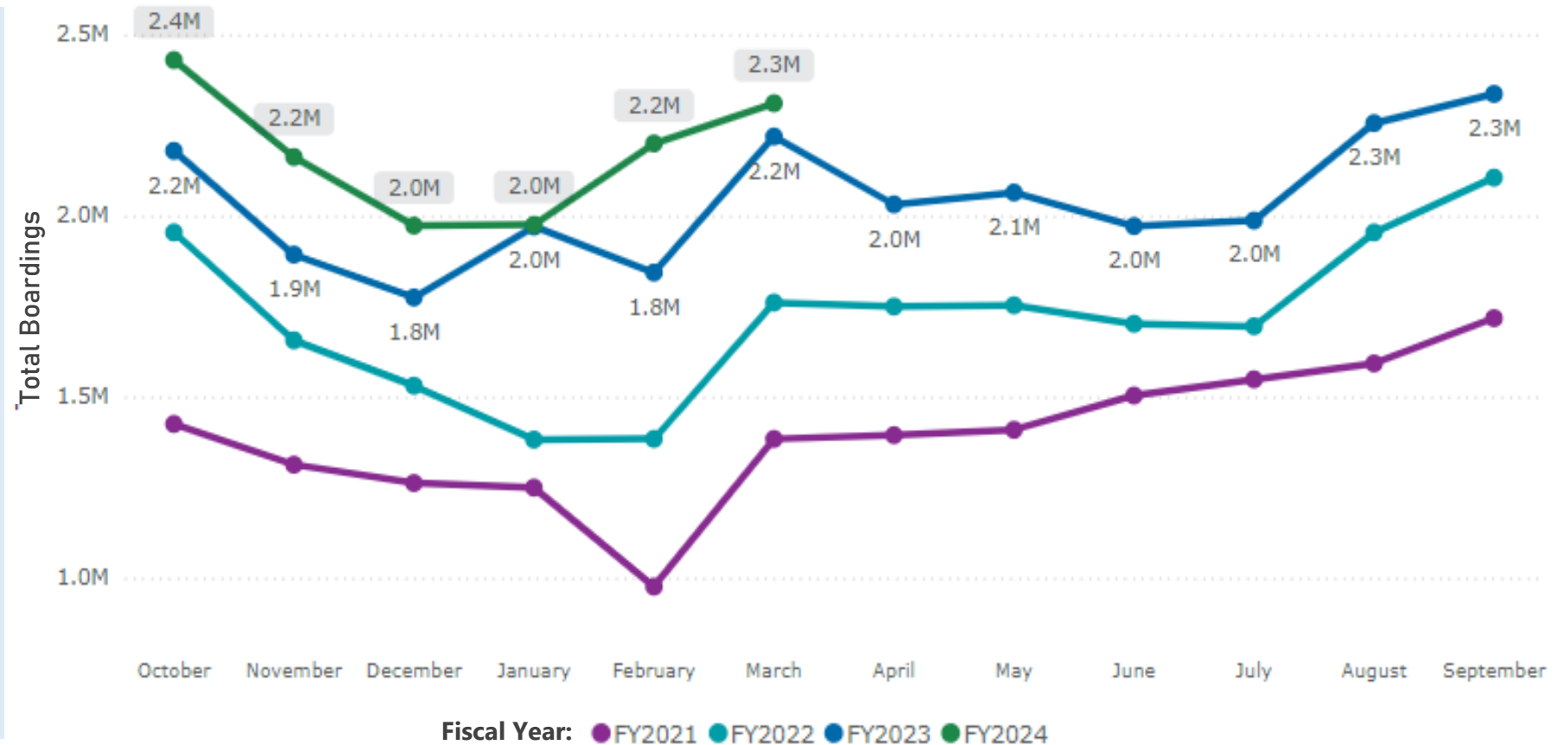
# Systemwide Ridership

## Monthly Boardings for CapMetro Services

Number of passengers that board a CapMetro vehicle for all Bus services, Rail service, and CapMetro Access. This chart displays the last three fiscal years and the current year-to-date.

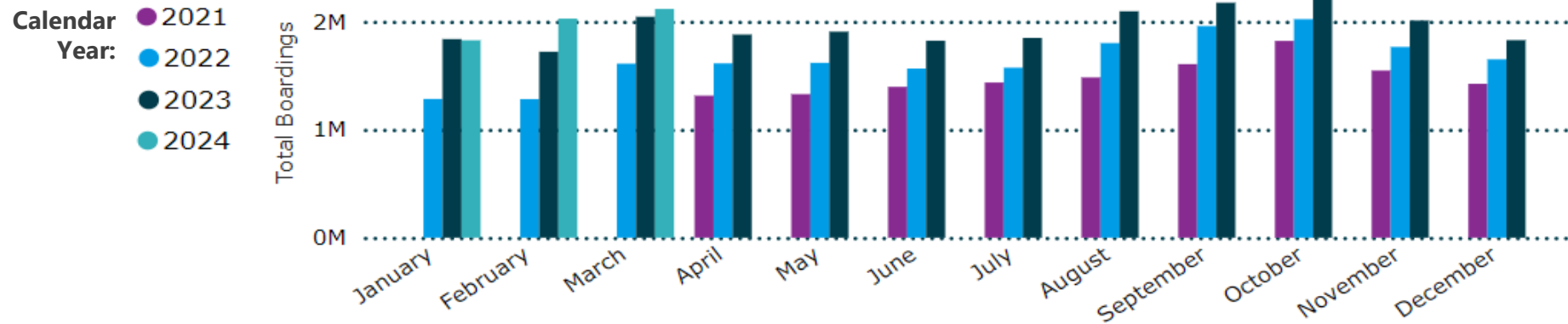
### Total Boardings in March 2024

Bus	1,663,669
Rapid	345,869
UT Shuttle	99,256
Rail	65,918
Access	48,231
Pickup	43,906
Rideshare	31,715
Express	10,519
Special Service	1,283
Total	2,310,366

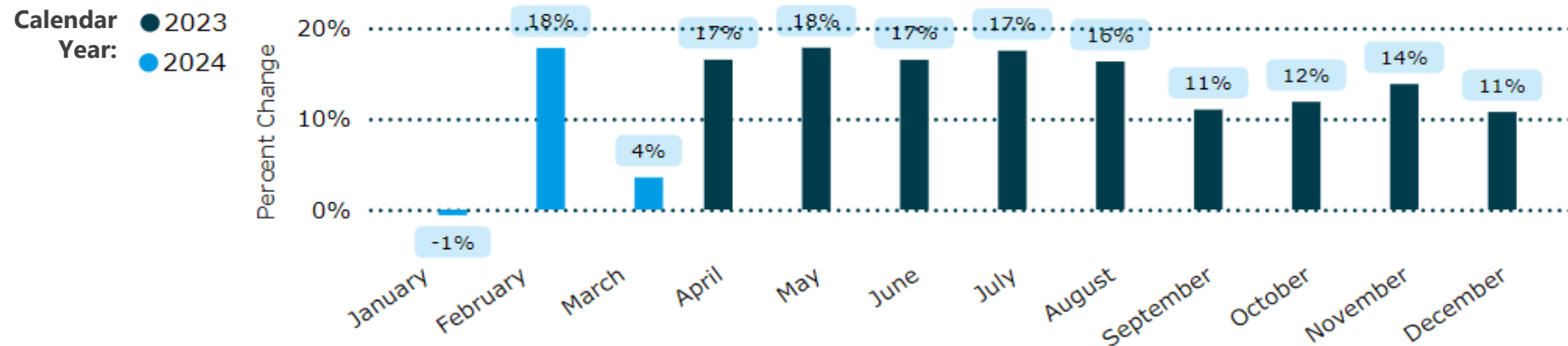


# Ridership by Mode: Bus

## Boardings for All CapMetro Bus Services by Month



## Monthly Percent Change in Boardings for All CapMetro Bus Services from the Prior Year

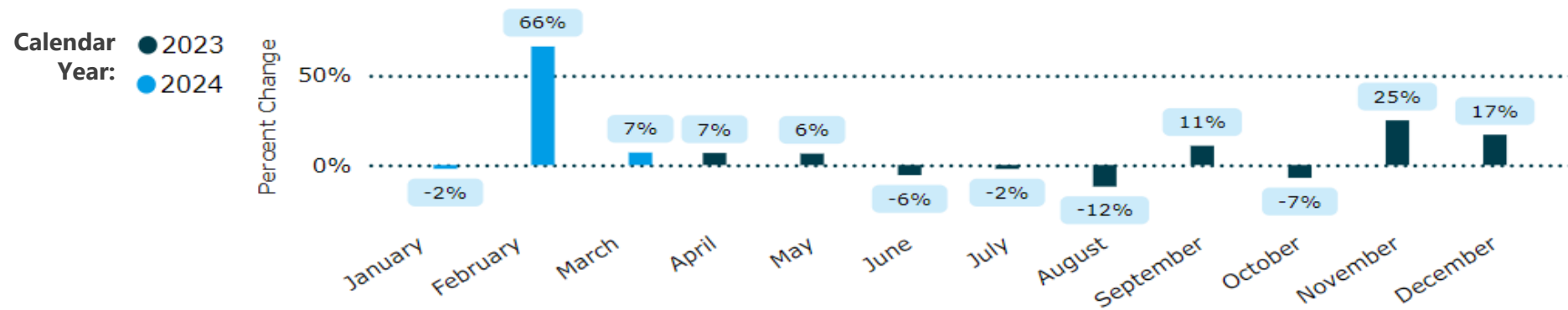


# Ridership by Mode: Rail

## CapMetro Rail Boardings by Month



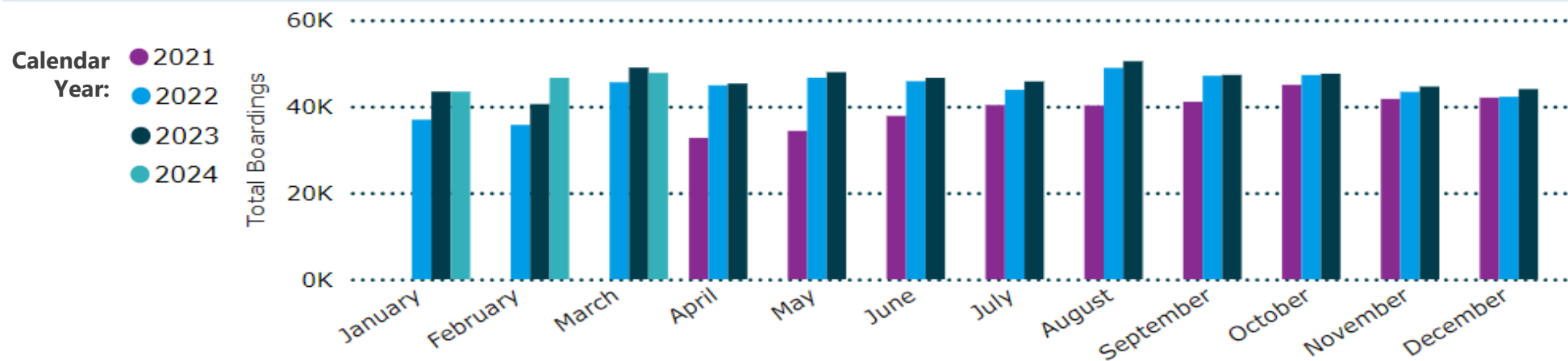
## Monthly Percent Change in CapMetro Rail Boardings from the Prior Year



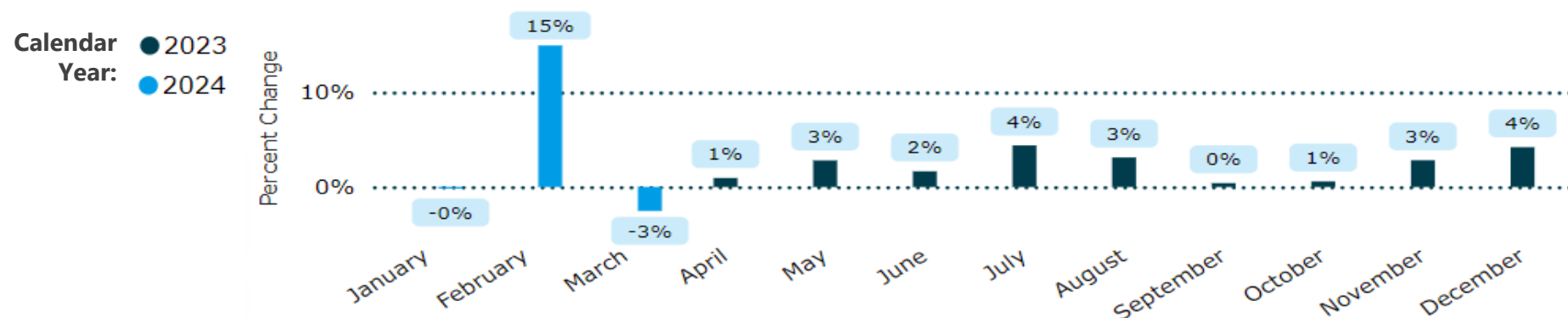


# Ridership by Mode: Access

## CapMetro Access Boardings by Month

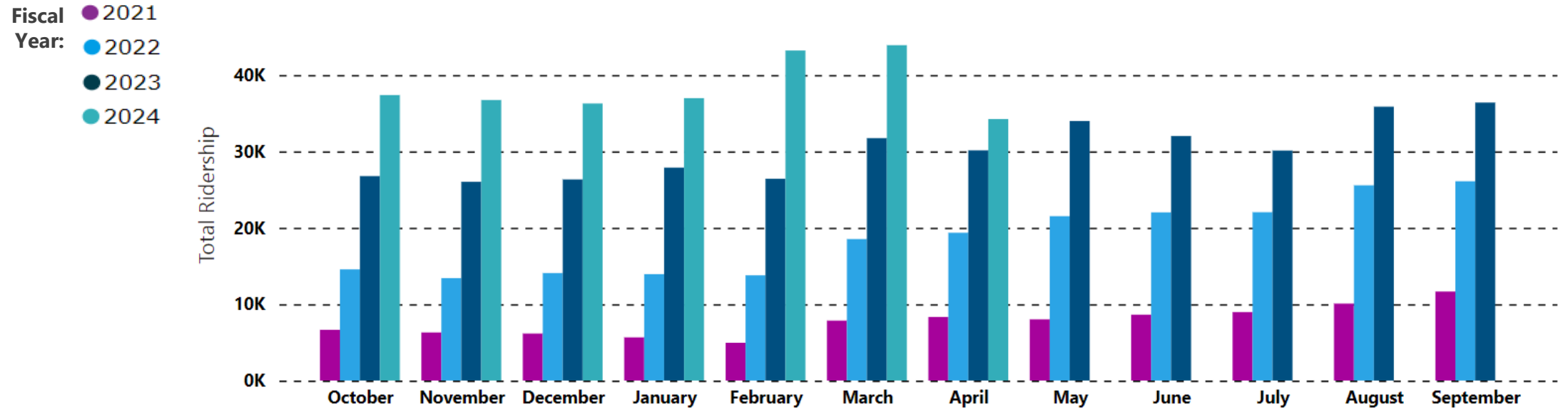


## Monthly Percent Change in CapMetro Access Boardings from the Prior Year



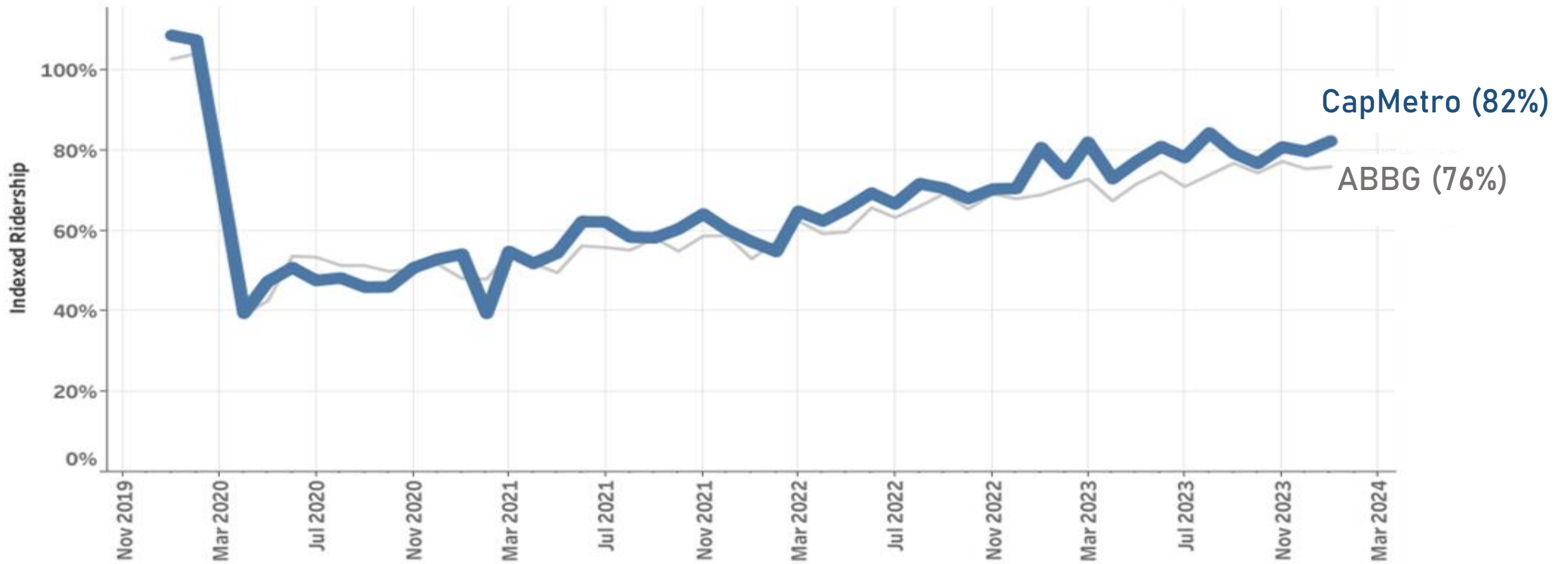
# Ridership by Mode: Pickup

## CapMetro Pickup Boardings by Month



# Ridership Recovery Bus: Benchmark

Fixed Route Total Monthly Ridership  
Indexed to the same month in Calendar Year 2019.



# CapMetro

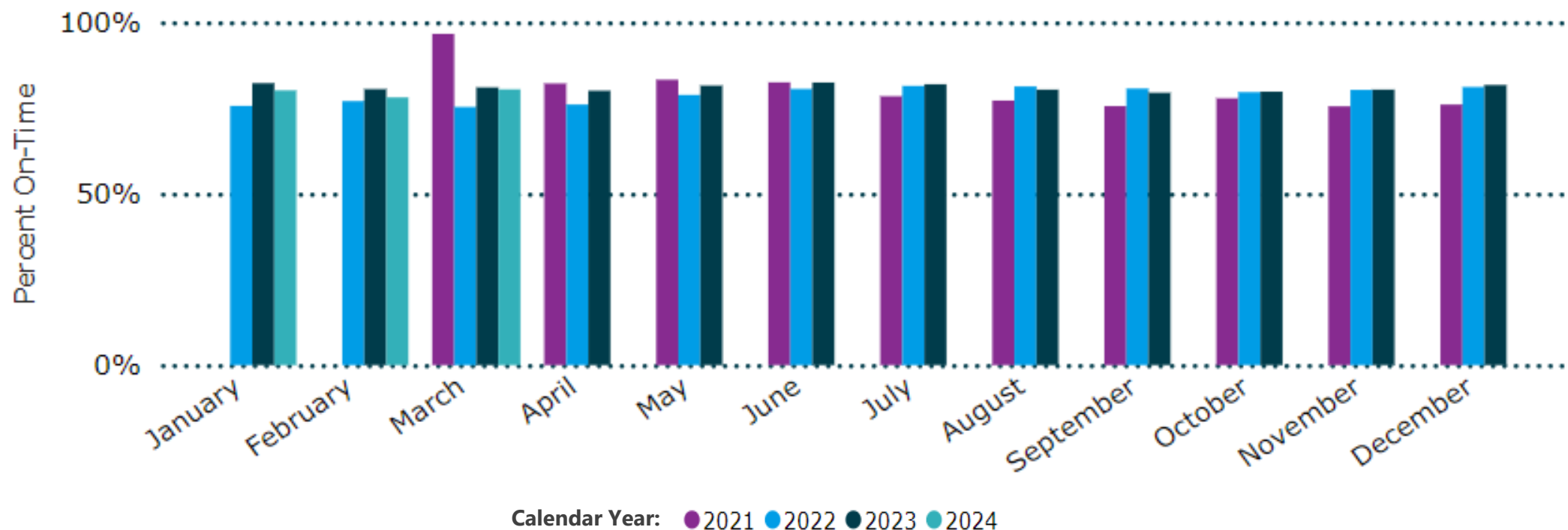
## On-Time Performance

---

# On-Time Performance Systemwide

## Monthly On-Time Performance (OTP) for CapMetro Service

The percentage of timepoints for all Bus services, Rail service, and CapMetro Access that were serviced on-time each month.

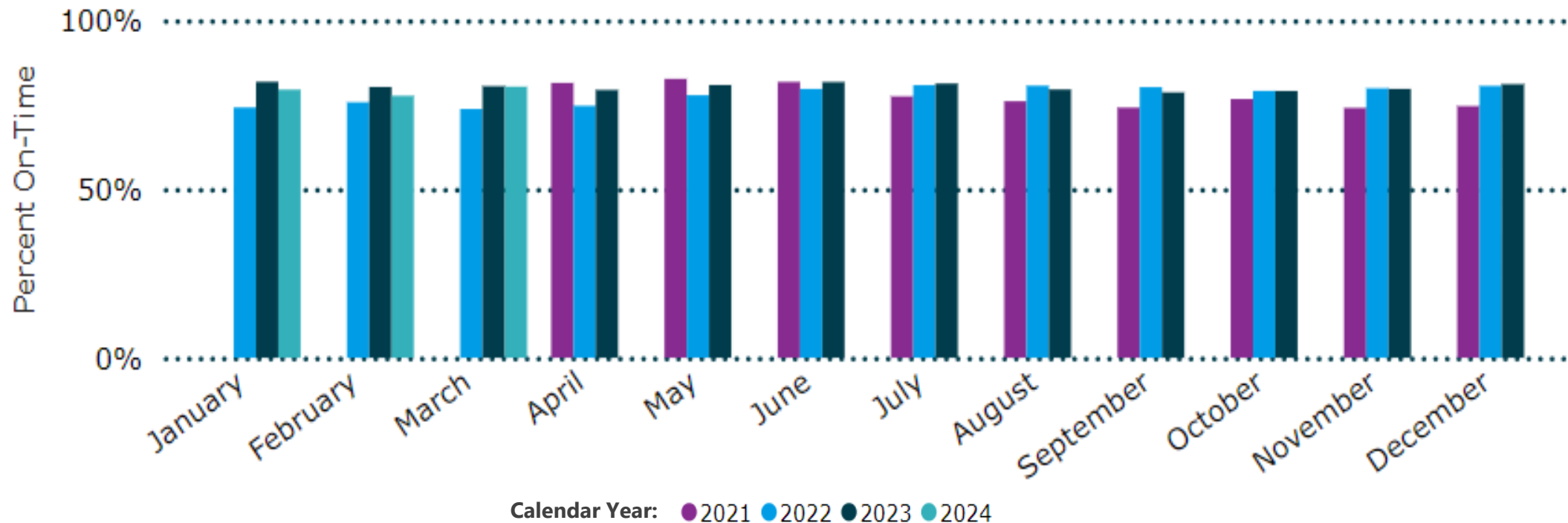


OTP in the  
Past 12 Months  
**80.6%**

# On-Time Performance: Bus

## Monthly On-Time Performance (OTP) for All CapMetro Bus Service

The percentage of Bus timepoints that were serviced on-time each month. Includes CapMetro Bus, CapMetro Express, and CapMetro Rapid.

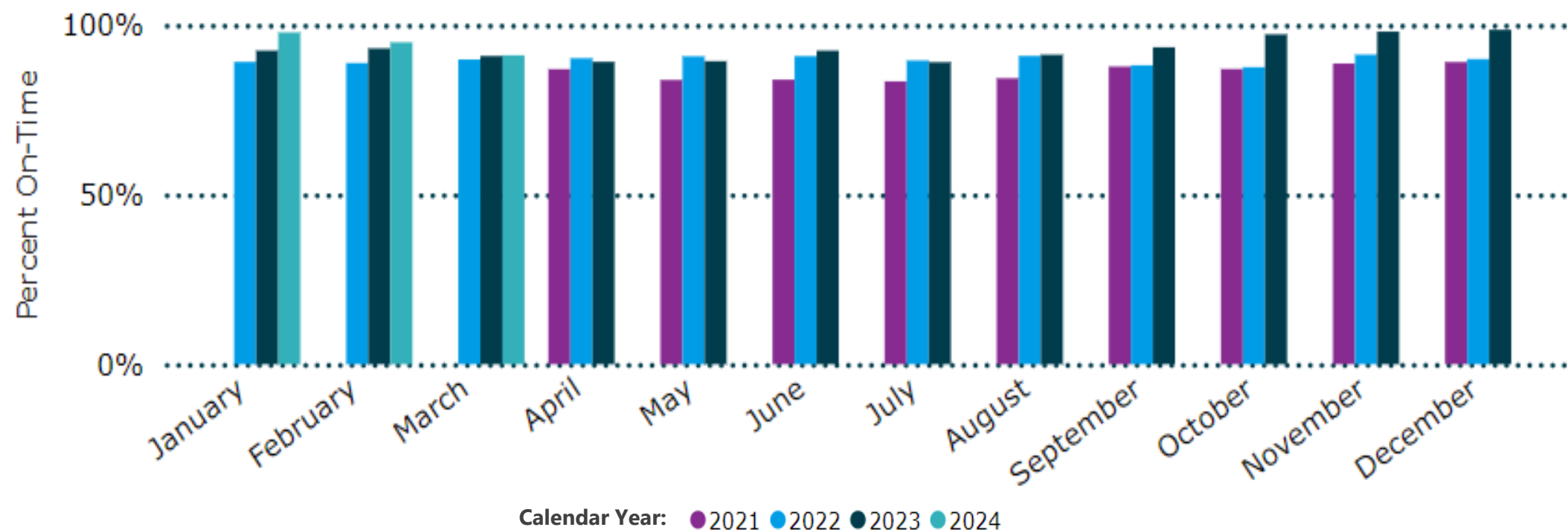


OTP in the  
Past 12 Months  
**79.9%**

# On-Time Performance: Rail

## Monthly On-Time Performance (OTP) for CapMetro Rail Service

The percentage of Rail timepoints that were serviced on-time each month.

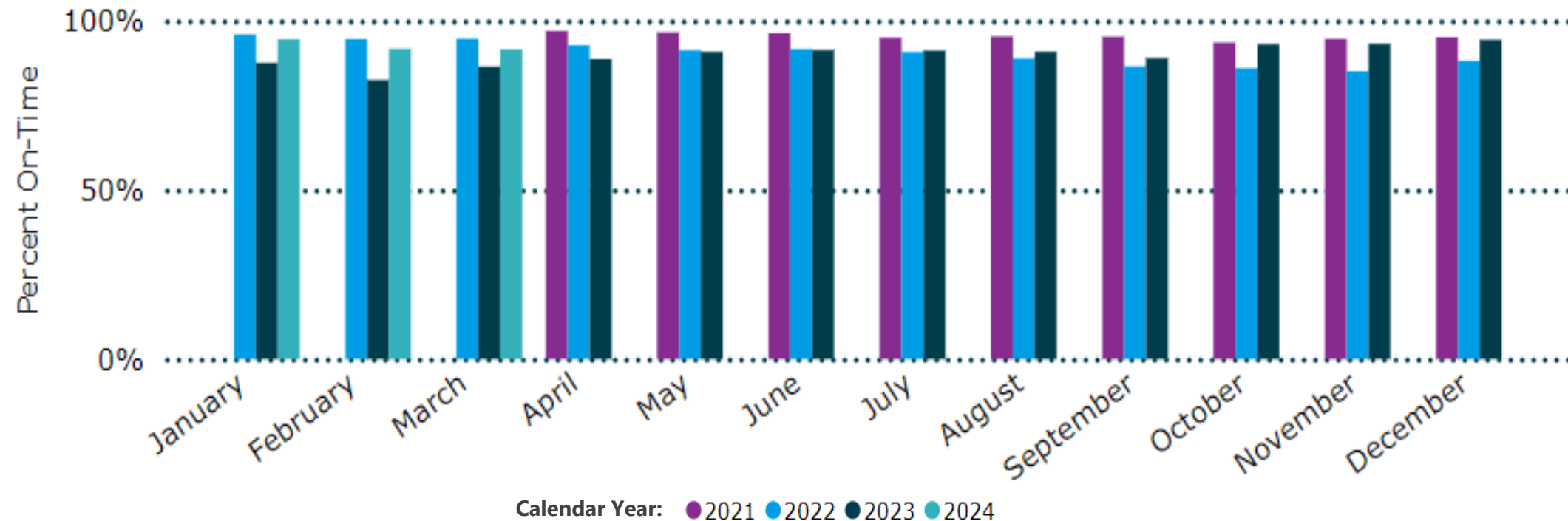


OTP in the  
Past 12 Months  
**93.4%**

# On-Time Performance: Access

## Monthly On-Time Performance (OTP) for CapMetro Access

The percentage of CapMetro Access trips that were serviced on-time each month.



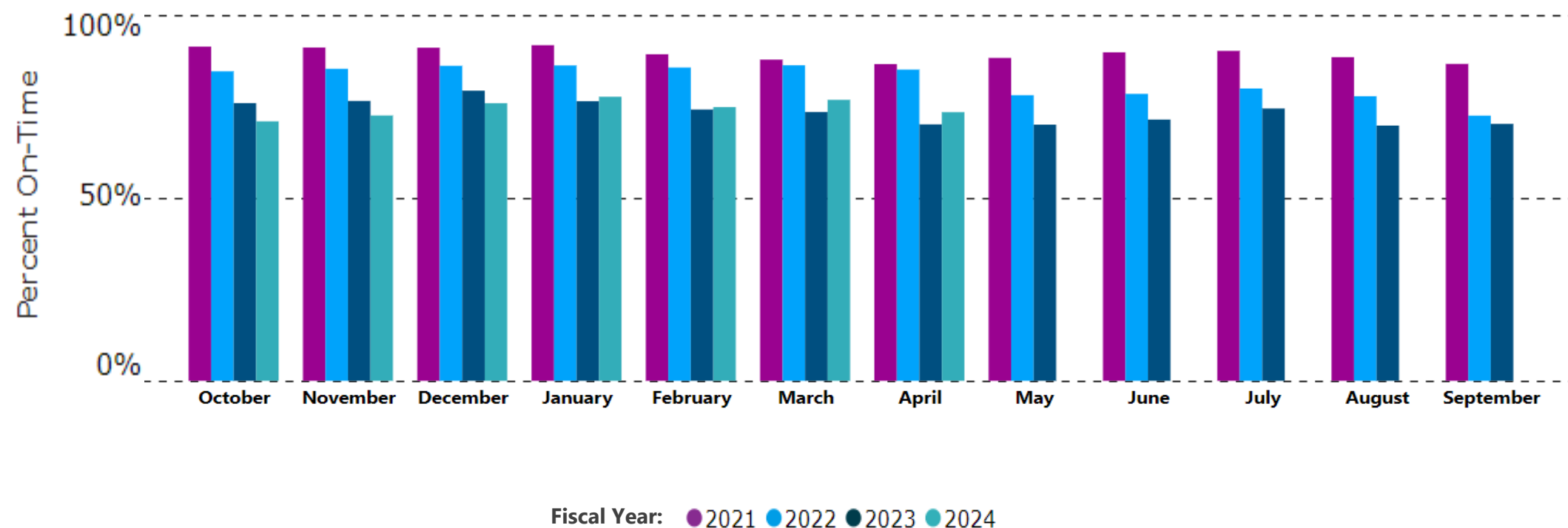
OTP in the  
Past 12 Months  
**91.7%**



# On-Time Performance: Pickup

## Monthly On-Time Performance (OTP) for Pickup

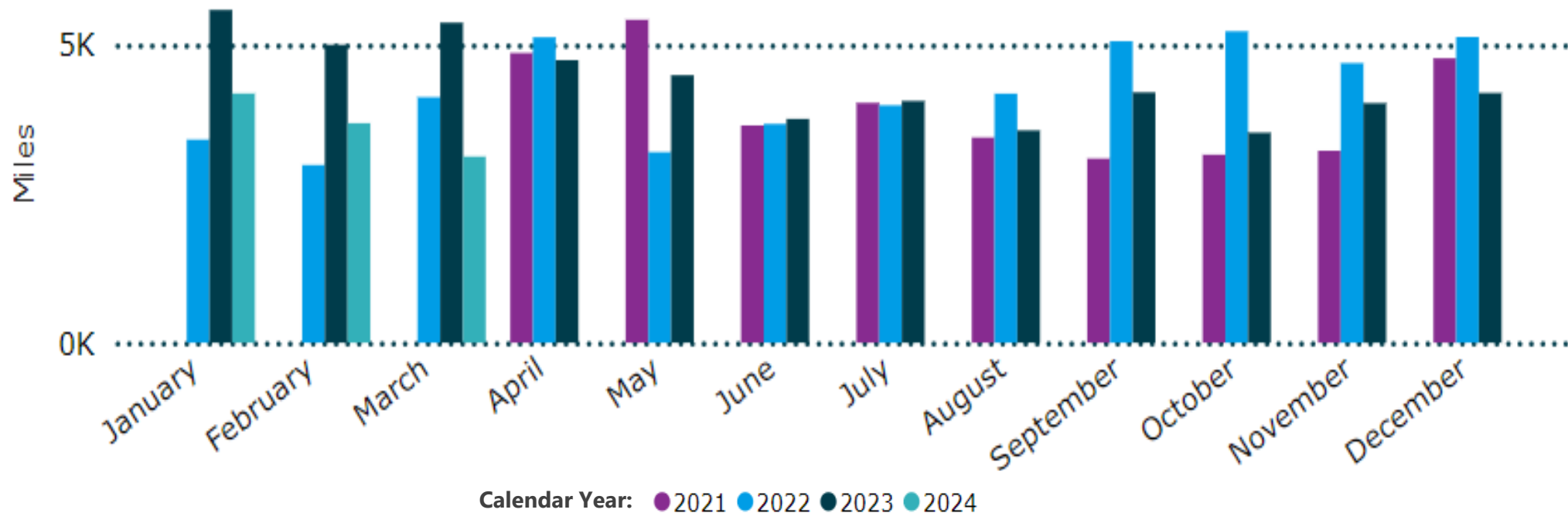
The percentage of CapMetro Pickup trips that were serviced on-time each month.



# Mean Distance Between Failure: Bus

## Mean Distance Between Failure (MDBF) for All Bus Services by Month

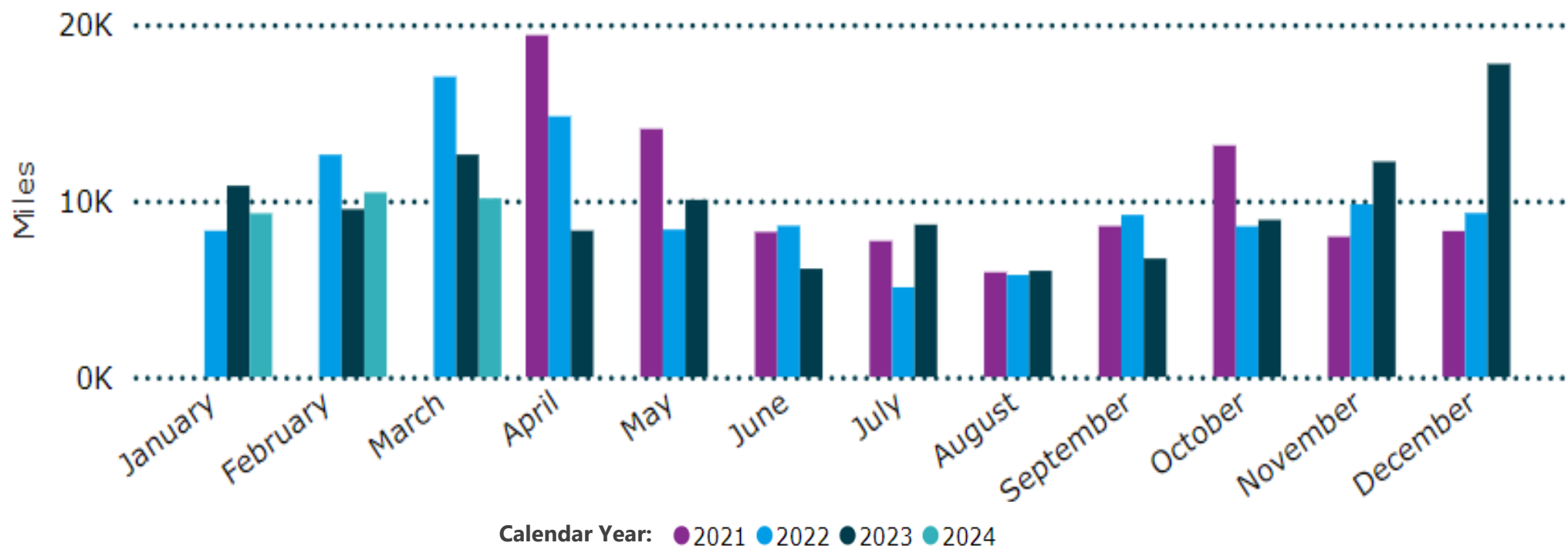
MDBF is a reliability metric that measures the mean number of miles traveled between the failure of a mechanical element that prevents the vehicle from completing a scheduled revenue trip or starting the next scheduled revenue trip.



# Mean Distance Between Failure: Access

## Mean Distance Between Failure (MDBF) for CapMetro Access by Month

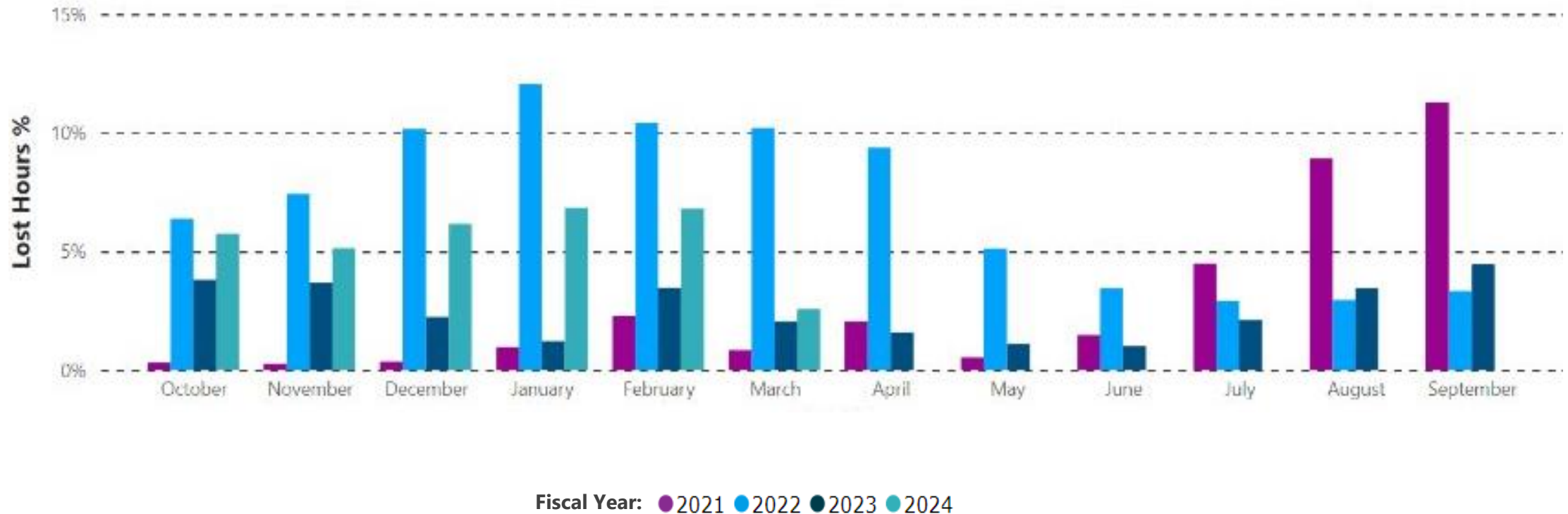
MDBF is a reliability metric that measures the mean number of miles traveled between the failure of a mechanical element that prevents the vehicle from completing a scheduled revenue trip or starting the next scheduled revenue trip.



# Lost Time: Bus

## Scheduled Revenue Hours Lost: Bus

The percent of hours that CapMetro buses are scheduled to be in revenue service but are not in operation.



# CapMetro

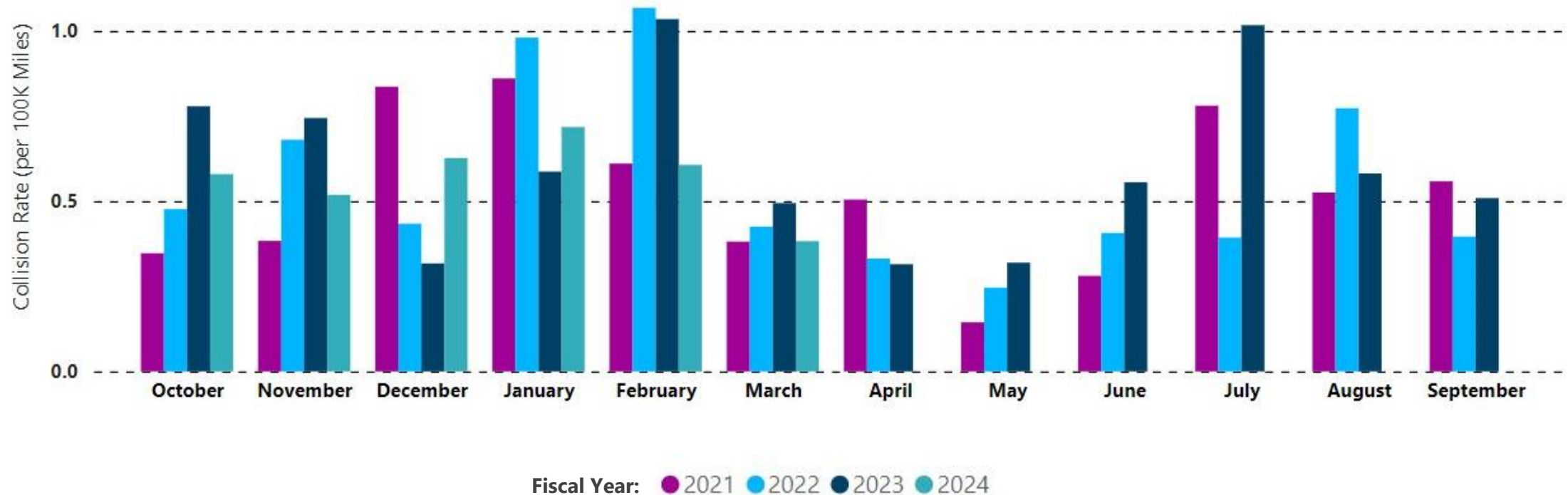
# Safety

---

# Vehicle Collisions: Bus

## Collision Rate per 100,000 Miles

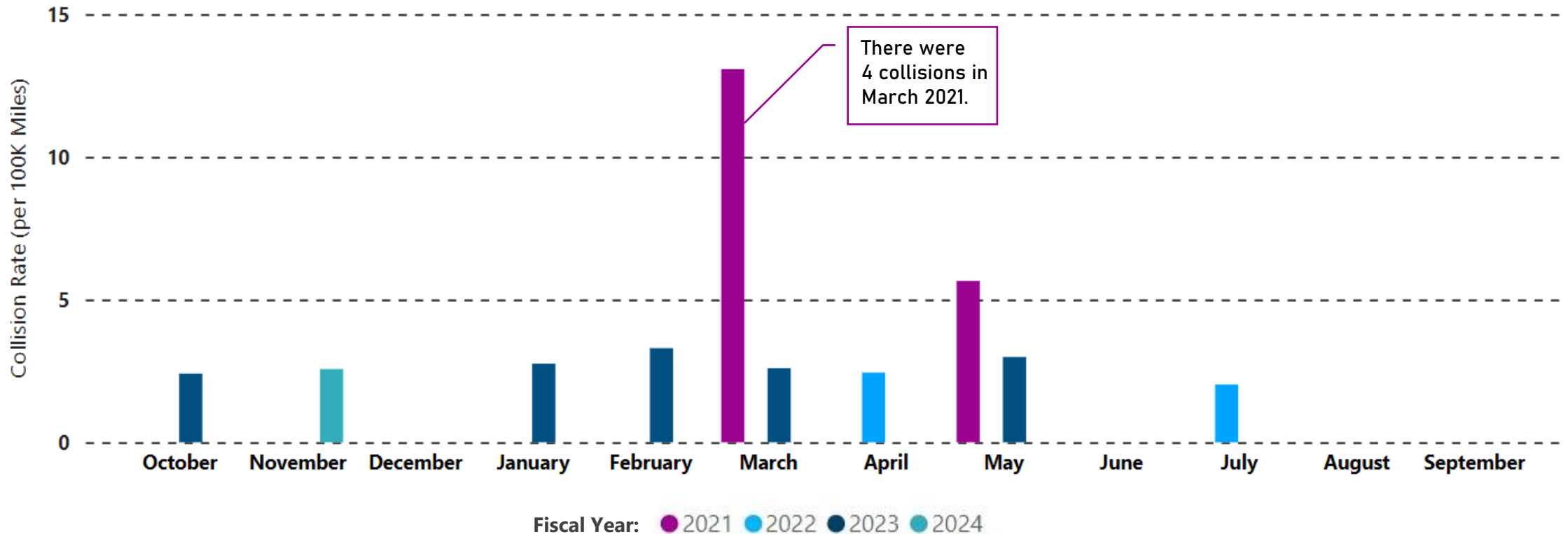
Number of NTD-reported collisions by CapMetro Buses divided by standardized revenue miles.



# Vehicle Collisions: Rail

## Collision Rate per 100,000 Miles

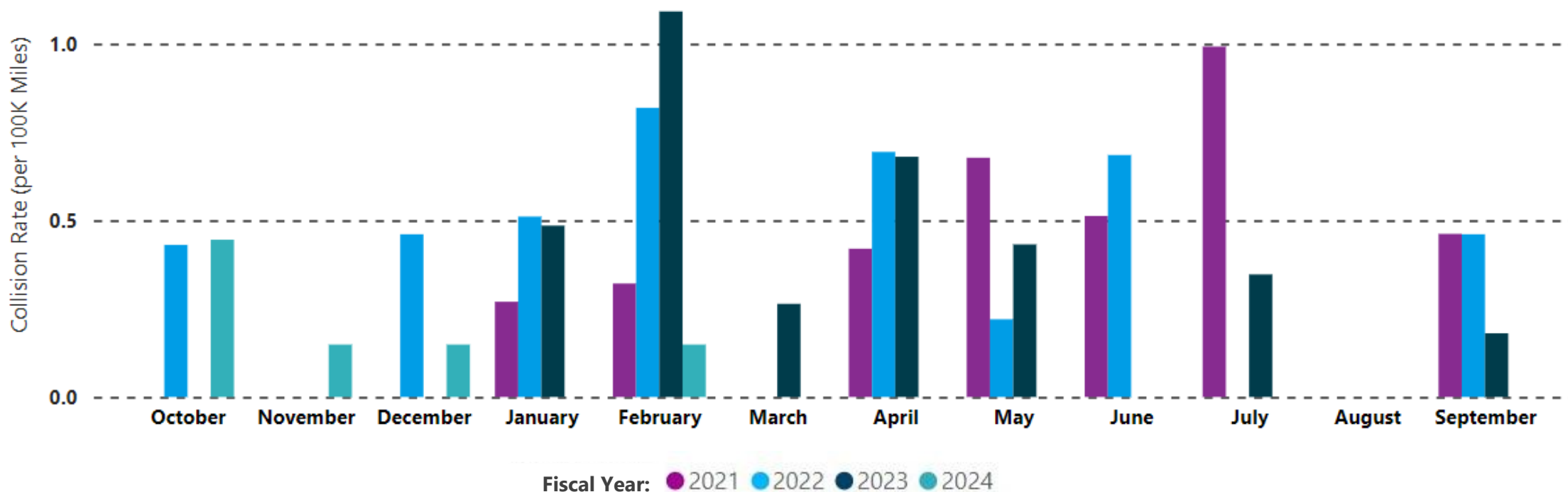
Number of NTD-reported collisions by CapMetro Trains divided by standardized revenue miles. Missing bars indicate the value '0'.



# Vehicle Collisions: Demand Response

## Collision Rate per 100,000 Miles

Number of NTD-reported collisions by Demand Response vehicles divided by standardized revenue miles. Missing bars indicate the value '0'.

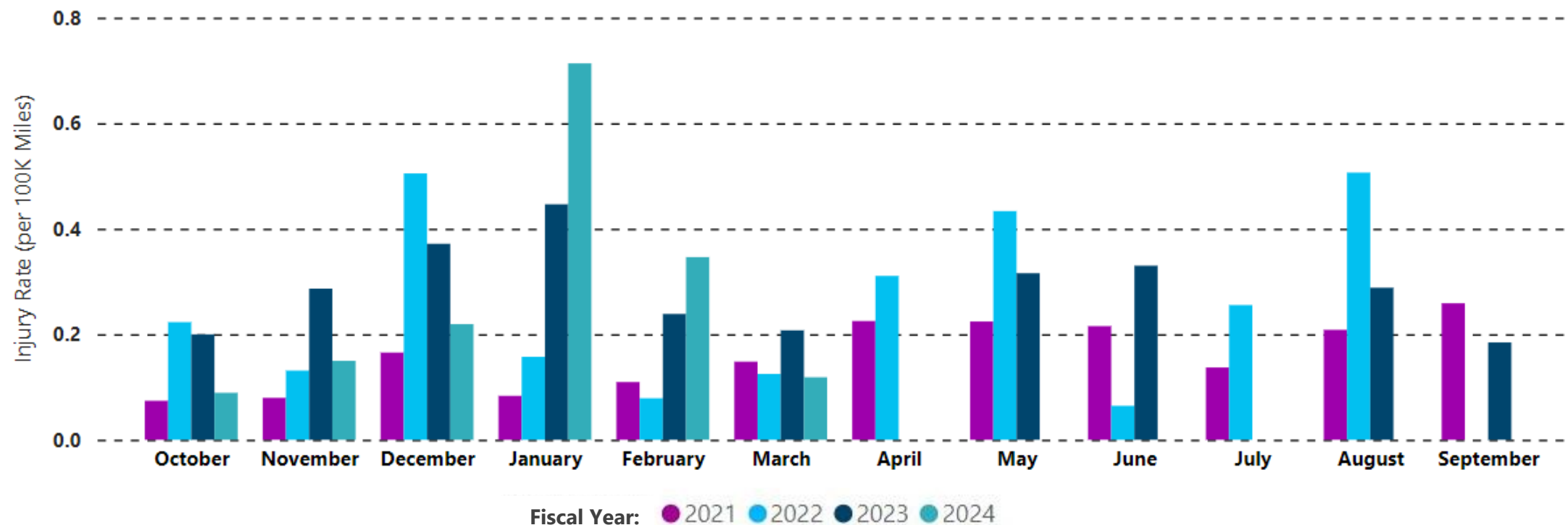




# Injuries: Bus

## Injury Rate per 100,000 Miles

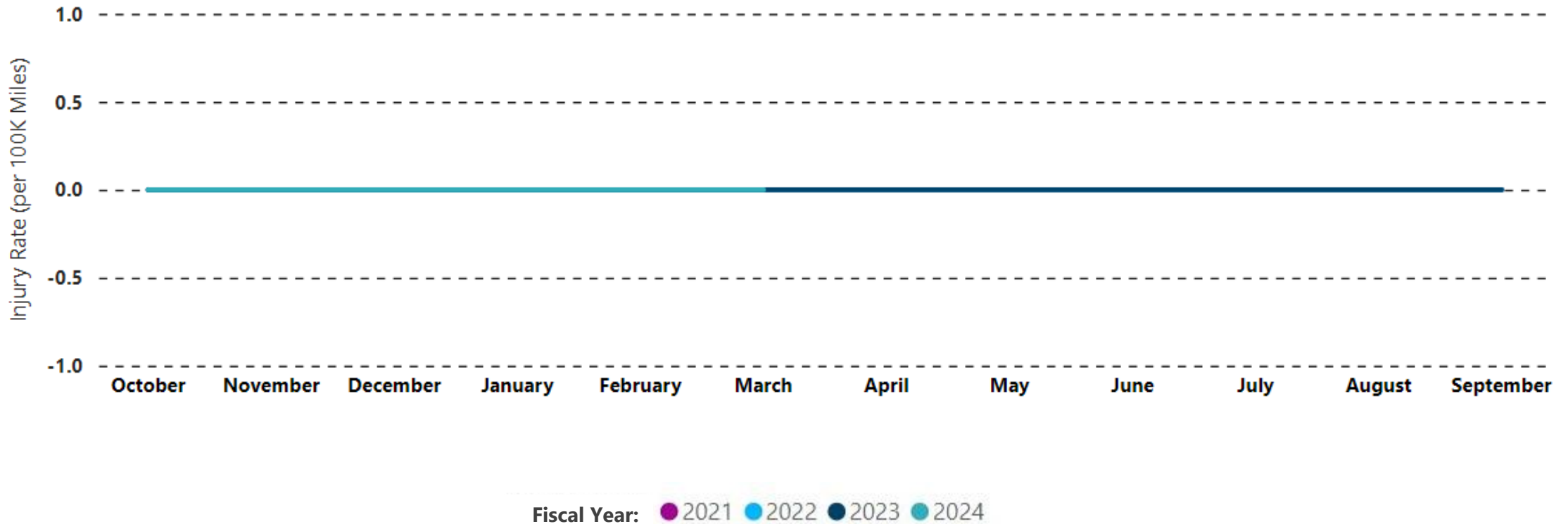
Number of NTD-reported injuries on CapMetro Buses divided by standardized revenue miles. Missing bars indicate the value '0'.



# Injuries: Rail

## Injury Rate per 100,000 Miles

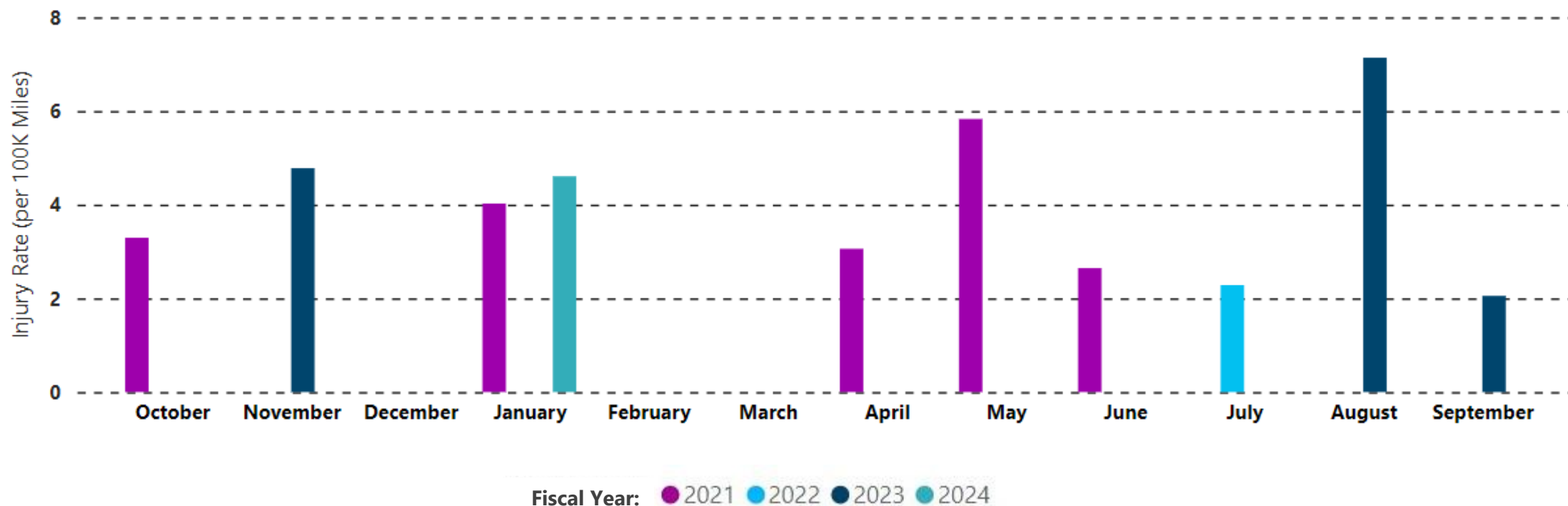
Number of NTD-reported injuries on CapMetro Trains divided by standardized revenue miles. Missing bars indicate the value '0'.



# Injuries: Demand Response

## Injury Rate per 100,000 Miles

Number of NTD-reported injuries on Demand Response vehicles divided by standardized revenue miles. Missing bars indicate the value '0'.



CapMetro

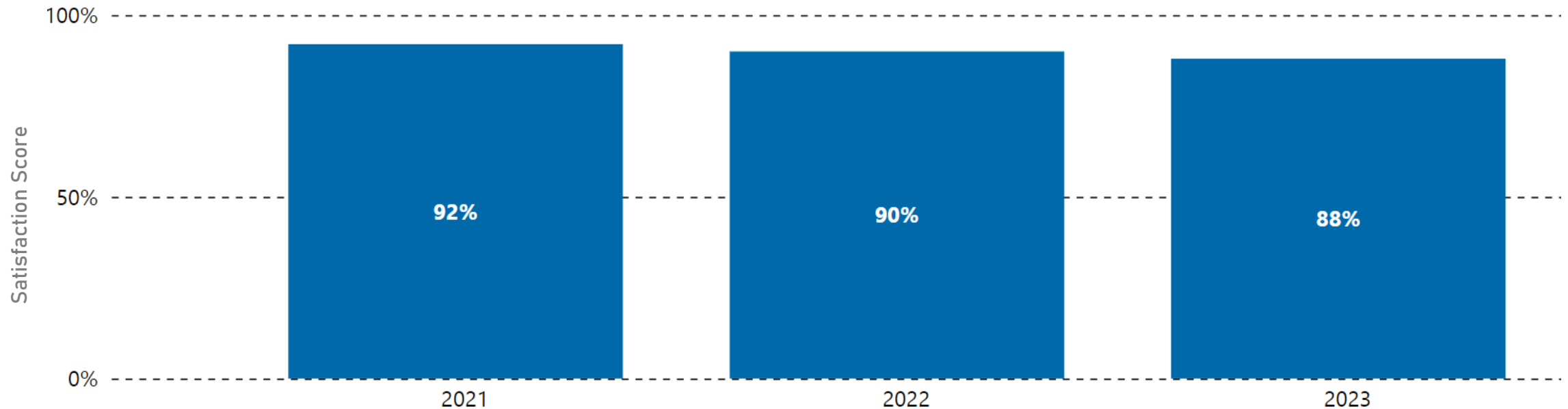
# Customer Satisfaction

---

# Customer Satisfaction

## Overall Rider Satisfaction

Rider satisfaction tracks the percentage of CapMetro riders who reported they were satisfied with the agency's services. This measure is collected annually through a customer satisfaction survey.



# CapMetro

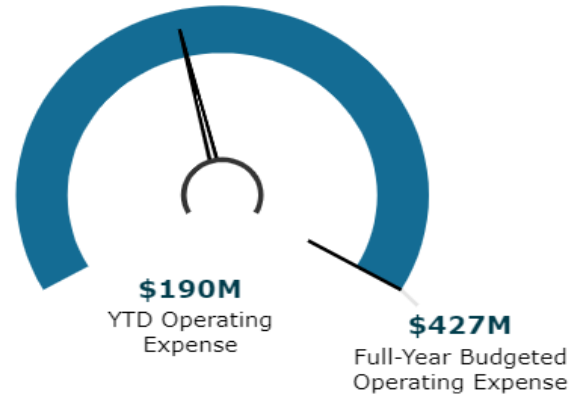
# Finance

---

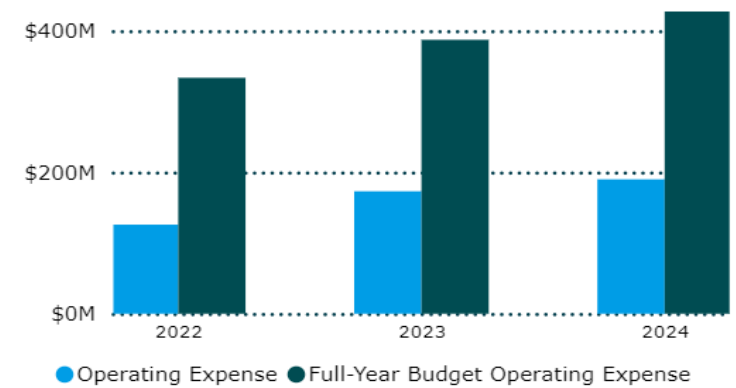
# Operating Expenses to Date (Unaudited)

**YTD Operating Expense to Full-Year FY2024 Budget**  
Year-to-date (YTD) Operating Expense compared to full-year budgeted Operating Expense.

Budget Utilized in  
Current Fiscal Year  
**44.4%**

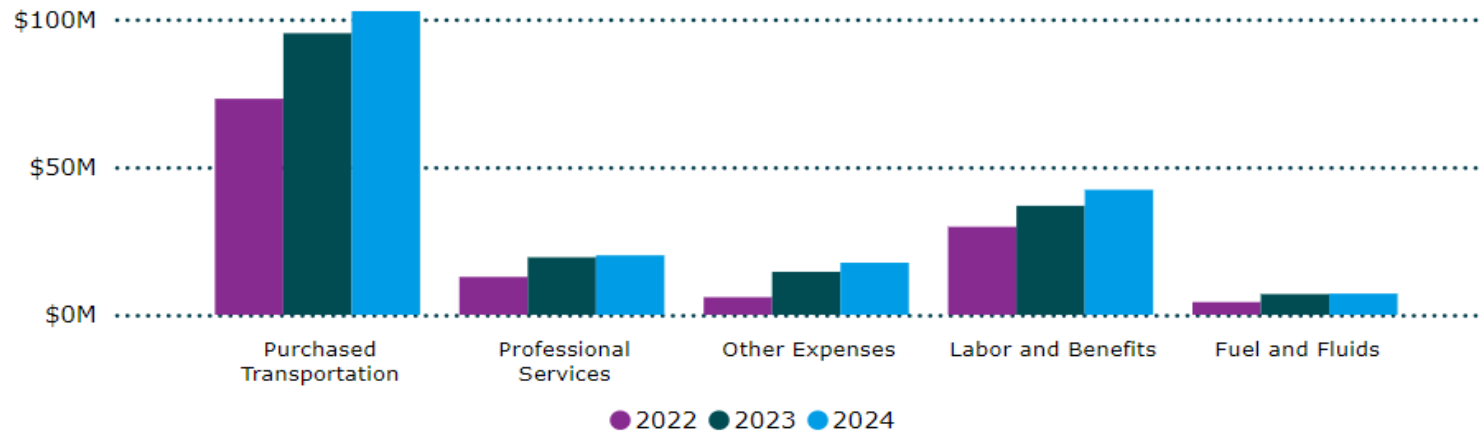


**YTD Operating Expense to Full-Year Budget Trend**



## YTD Operating Expense by Category

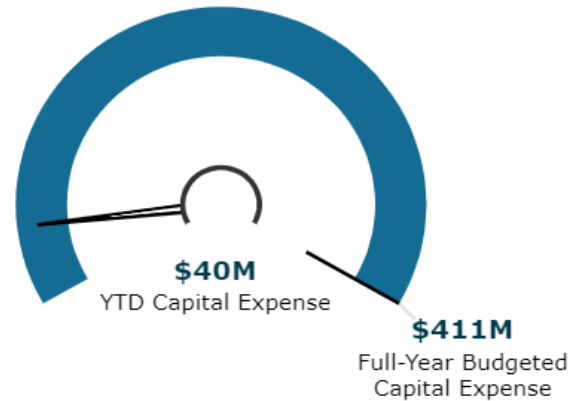
YTD operating expense trend segmented by account categories. Chart displays data for respective fiscal years, October to March.



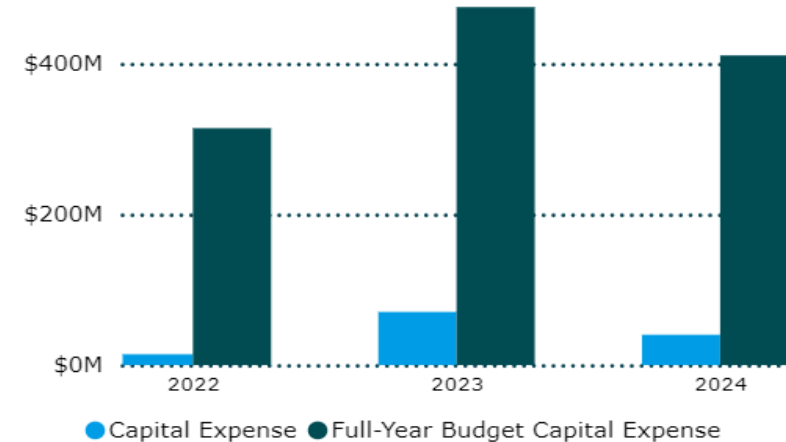
# Capital Expenses to Date (Unaudited)

**YTD Capital Expense to Full-Year FY2024 Budget**  
Year-to-date (YTD) Capital Expense compared to full-year budgeted Capital Expense.

Budget Utilized in  
Current Fiscal Year  
**9.8%**

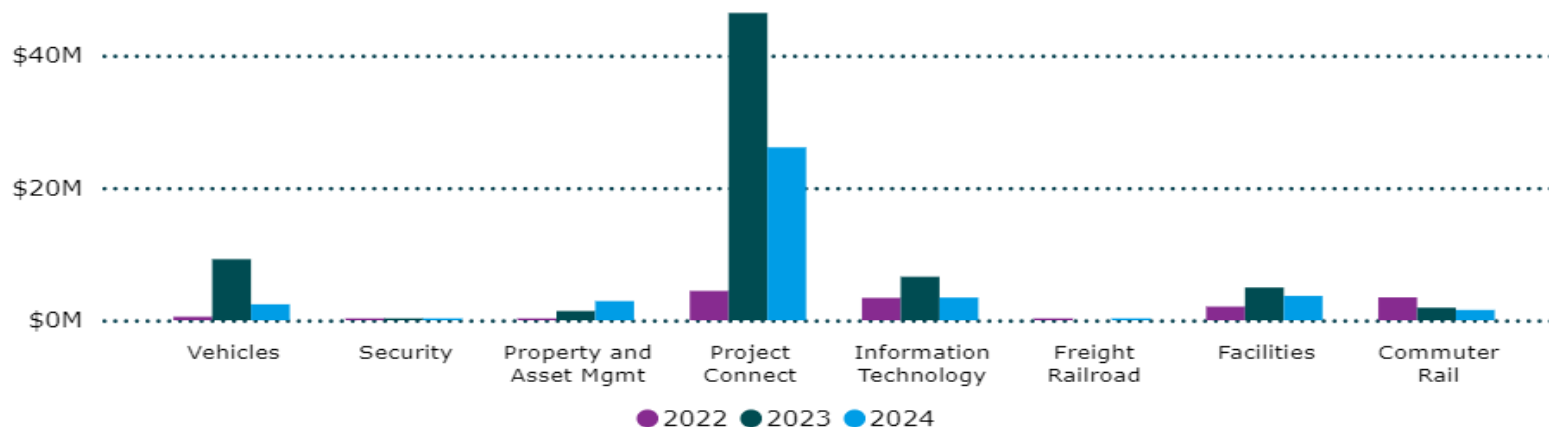


**YTD Capital Expense to Full-Year Budget Trend**



## YTD Capital Expense by Category

YTD capital expense trend segmented by account categories. Chart displays data for respective fiscal years, October to March.





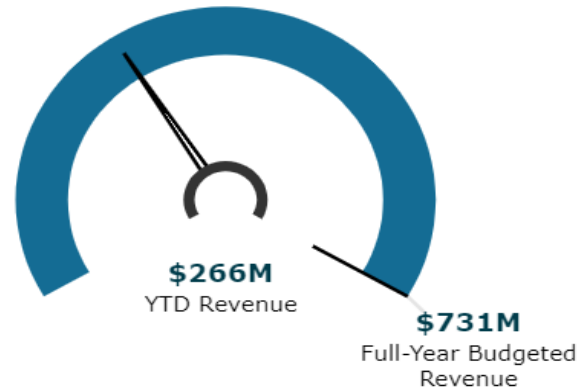
# Revenue to Date (Unaudited)

## YTD Revenue to Full-Year FY2024 Budget

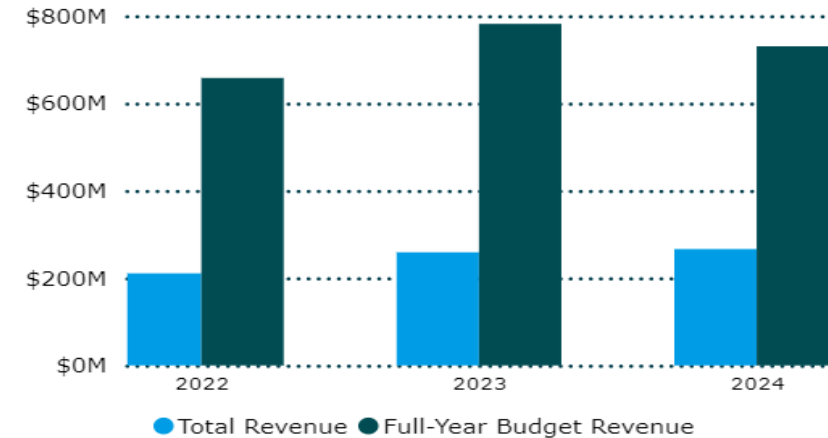
Year-to-date (YTD) Revenue compared to full-year budgeted Revenue.

Collected vs. Budget  
in Current Fiscal Year

36.5%

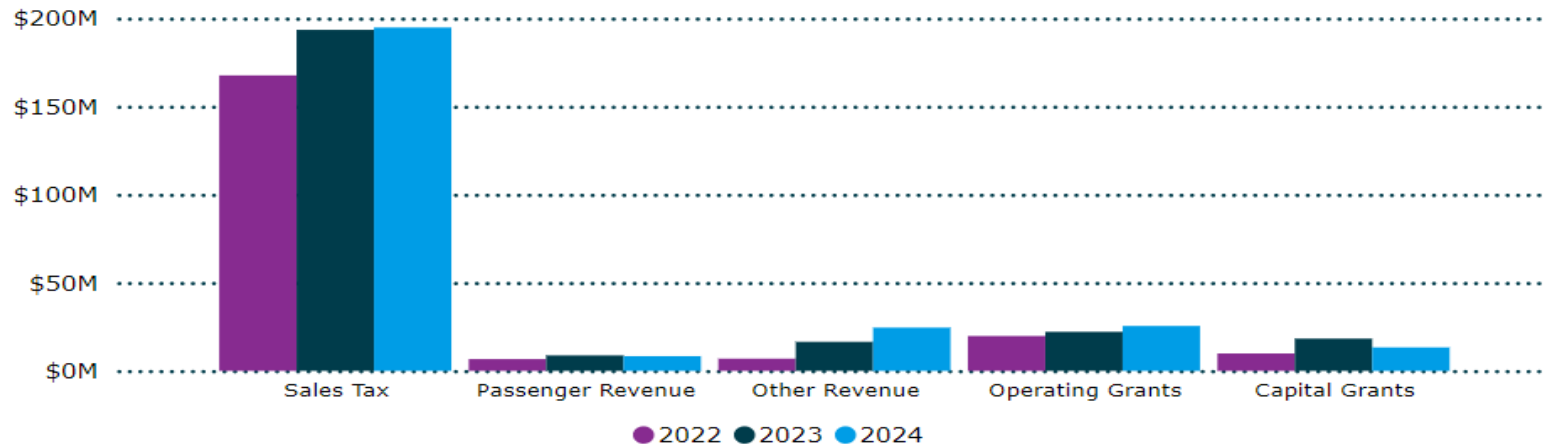


## YTD Revenue to Full-Year Budget Trend



## YTD Revenue Comparison by Category

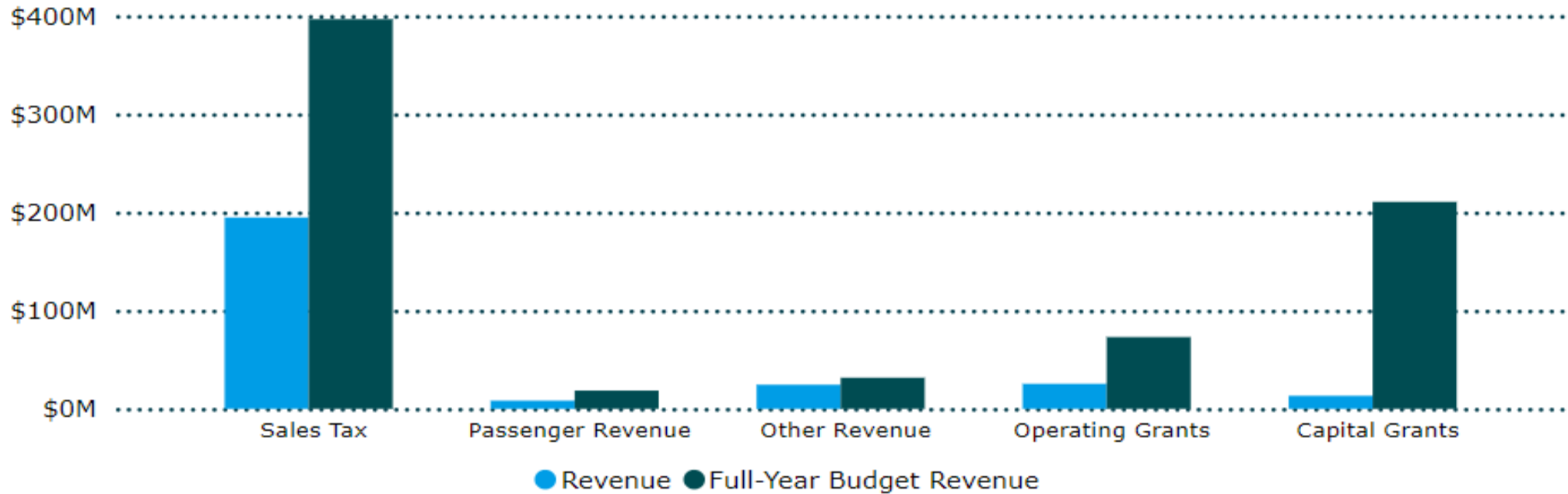
YTD revenue trend segmented by account categories. Chart displays data for respective fiscal years, October to March.



# Revenue to Date (Unaudited)

## YTD Revenue to Full-Year FY2024 Budget Comparison by Category

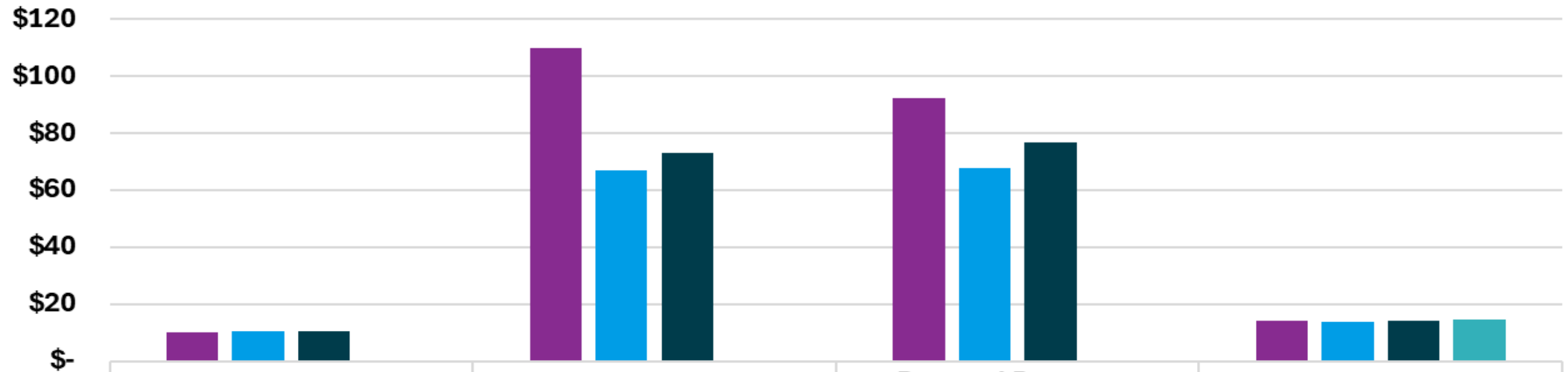
Total Revenue segmented by categories. Chart displays data for current fiscal year from October to March.



# Cost Per Passenger

## Cost Per Passenger

Customer-based cost effectiveness measure dividing total Operating Costs by total Ridership. Monthly costs are not allocated so YTD rates are only shown at the agency level.

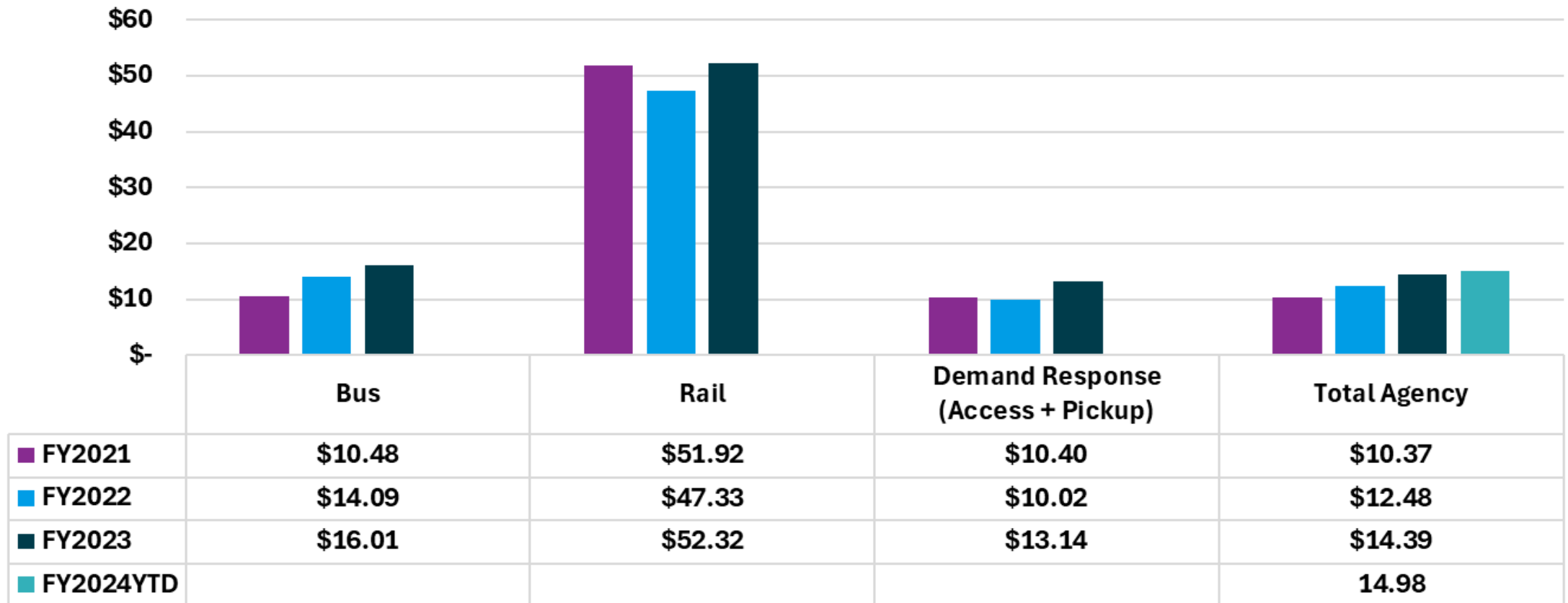


	Bus	Rail	Demand Response (Access + Pickup)	Total Agency
FY2021	\$10.14	\$110.07	\$92.40	\$14.07
FY2022	\$10.45	\$67.18	\$67.93	\$13.89
FY2023	\$10.44	\$73.03	\$76.79	\$14.18
FY2024 YTD				\$14.56

# Cost Per Revenue Mile

## Cost Per Revenue Mile

Schedule-based cost effectiveness measure dividing total Operating Costs by scheduled Revenue Miles. Monthly costs are not allocated so YTD rates are only shown at the agency level.



# CapMetro

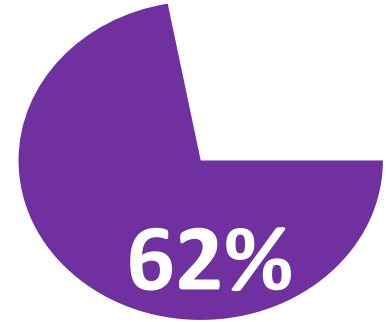
# Workforce

---

# Workforce Diversity as of 9/30/2023

## Diversity of Staff

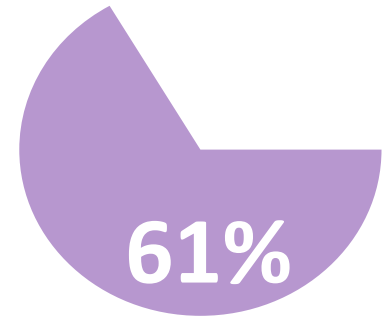
- More racially diverse than the Austin market, both for CapMetro and service providers: 62% compared to 40% of Austin workforce availability
- CapMetro has similar gender diversity to the Austin market (42% Females compared to 44% in Austin workforce availability)
- Service Provider workforce less gender diverse than (30% Females compared to 44% Female) than the Austin workforce availability



**New hires in 2023  
identified as minority**

## Diversity in Promotions and Hiring

- New hires were more racially diverse than the Austin market.
- Promotion opportunities distributed equitably by gender and race.
- 58% Female
- 61% Minority



**Staff promoted in 2023  
identified as minority**

**NOTE: Diversity is achieved through recruiting diverse candidates, NOT hiring targets**

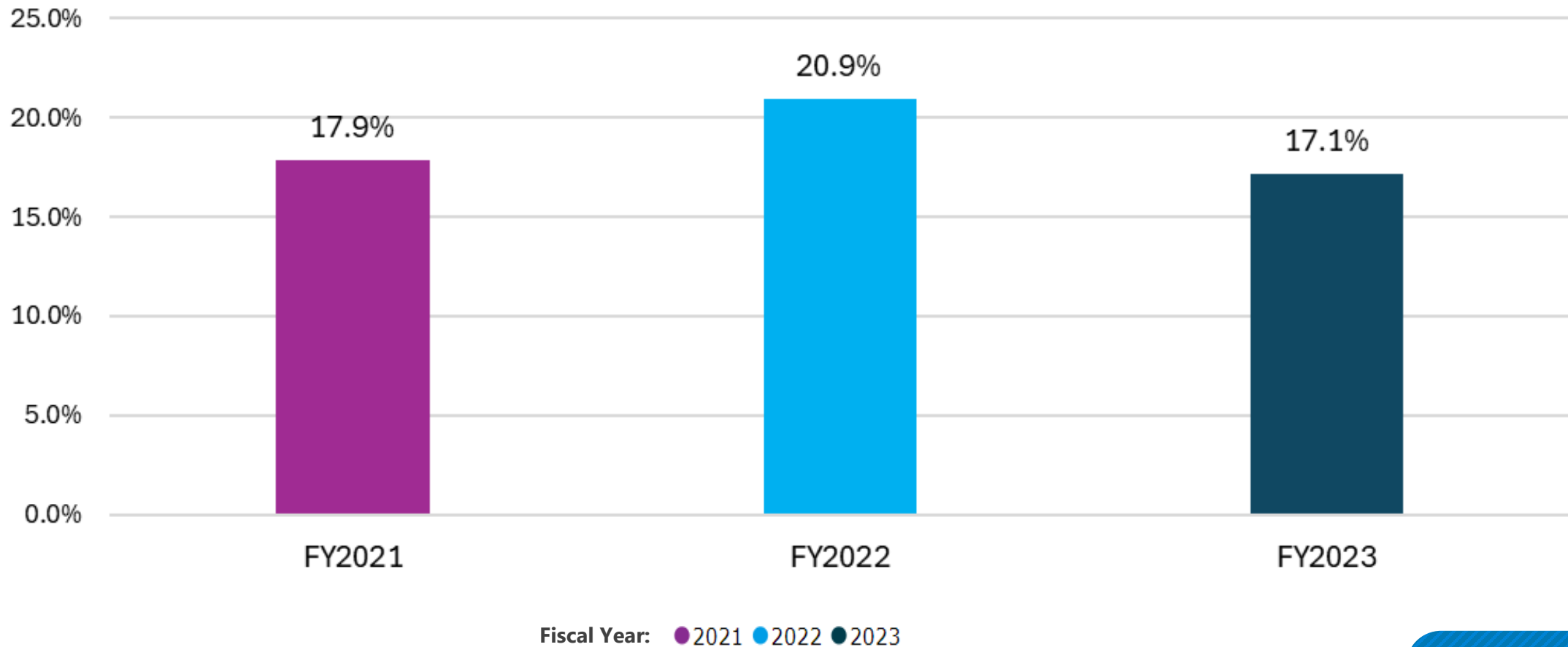
Total Promotions 57

*\* Austin Data is provided by US Census*

# Employee Turnover

## Turnover Rate

The turnover rate is the number of terminations over the average count of employees in a year.



CapMetro

# Vendor Diversity

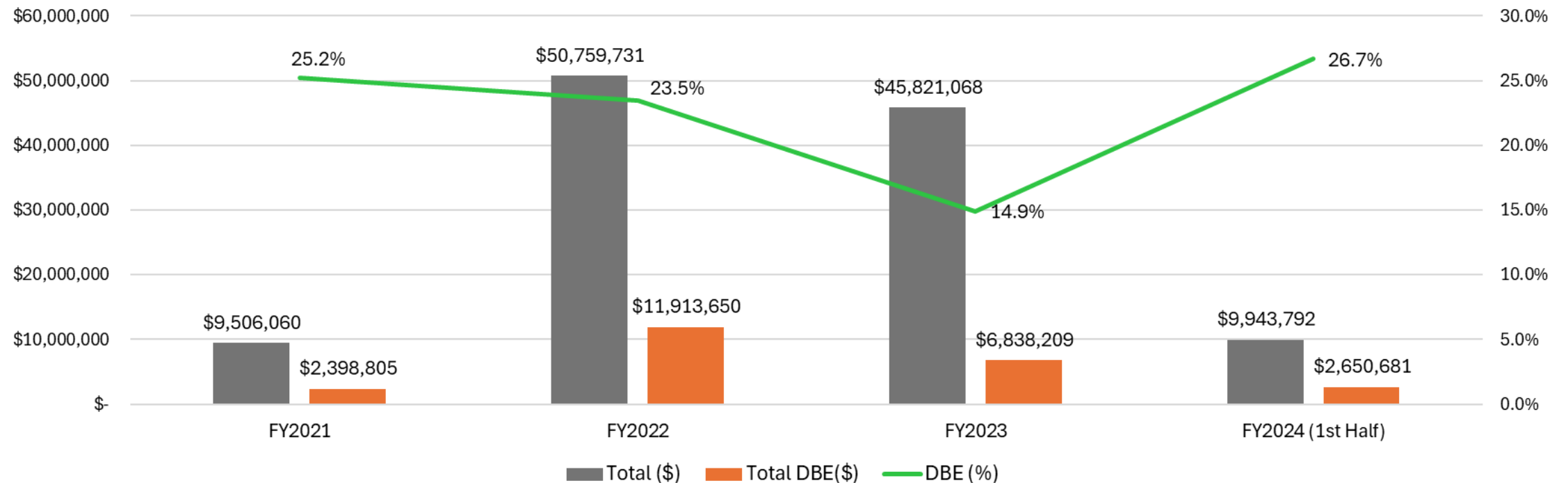
---



# Vendor Diversity

## Disadvantaged Business Enterprise Commitments

Total commitments to Disadvantaged Business Enterprises (DBE) for goods and services on contracts with FTA funding.



# Payments to DBE/SBE Contractors

	FY2021	FY2022	FY2023	FYTD2024
Black American	\$5,751,503	\$5,171,455	\$8,916,804	\$5,256,813
Hispanic American	\$2,005,256	\$4,484,440	\$2,843,030	\$1,659,750
Native American	\$0	\$46,433	\$2,602,886	\$0
Asian American	\$2,275,954	\$1,334,439	\$1,526,178	\$46,836
Non-Minority	\$7,987,441	\$15,316,993	\$6,555,684	\$1,178,599
Total	\$18,020,154	\$26,353,760	\$22,444,581	\$8,141,997

# Data Management

- Continue the data journey to automate business metrics for public reporting
- Continue to research and implement business solutions to improve data accessibility and reporting
- Continue to benchmark best practices for data reporting

CapMetro

Thank you!