CapMetro | MEMORANDUM

To: CapMetro Board of Directors
From: Patricia E. Vidaurri, Director of Performance and Strategic Initiatives
Date: August 24, 2025
Subject: Q3 Fiscal Year 2025 Performance Update

The purpose of this memo is to fulfill CapMetro's commitment to providing quarterly agency performance updates to the Board of Directors as a complement to the publicly available dashboards, quarterly financial reports, and standing administrative and operational updates at monthly board and committee meetings.

This memo outlines the agency's performance during the third quarter of the fiscal year (FY) 2025. Staff will discuss Q3 performance at the full board meeting in August. In addition, staff have reviewed and implemented the methodology for collecting on-time performance data for the Pickup service and will discuss the changes to the process at the board meeting.

In response to requests from the Board of Directors, new features have been added to this memo:

1) New service efficiency metrics have been added:
    - Cost Per Rider (**by mode**)
    - Cost Per Vehicle Hour (**by mode**)

These new features are defined and reported in the Additional Metrics section, beginning on page 15.

In Q2 2025 during the KPI review, the board requested the inclusion of peer agency data in this report. Staff receives the benchmark data from the American Bus Benchmarking Group (ABBG) in early fall, so it will be incorporated in the Q4 2025 KPI memo to reflect the most recent benchmark data from ABBG.

Staff will continue to evaluate our reporting to ensure our performance metrics are aligned with our agency's customer, community, workforce, and organizational effectiveness goals. If you have any questions regarding this memo, please feel free to contact me.

FY2025 Q3 FYTD Performance Scorecard

The Performance Scorecard reflects CapMetro's performance through Q3 FY2025.

Performance Measure	FY2024 FYTD	FY2025 FYTD	FY2025 FYTD Target	% to Target	FYTD YoY Change	FY2025 Full Year Target
Ridership						
Total Ridership	19,421,408	19,856,930	20,404,131	97%	2%	27,459,113
CapMetro Bus, Rapid, and Express	18,222,009	18,530,429	19,077,532	97%	2%	25,660,687
CapMetro Rail	404,189	449,264	455,117	99%	11%	610,327
CapMetro Access	420,551	455,699	432,326	105%	8%	588,429
Pickup	374,659	421,538	439,100	96%	13%	599,670
On-Time Performance						
CapMetro Bus, Rapid, and Express	78.9%	78.3%	83%	94%	-1%	83%
CapMetro Rail	94.0%	90.7%	96%	94%	-4%	96%
CapMetro Access	94.4%	91.8%	92%	99.8%	-3%	92%
Pickup*	86.4%	86.2%	83%	104%	-0.2%	83%
Mean Distance Between Failures (in miles)						
CapMetro Bus, Rapid, and Express	3,646	4,426	5,500	80%	21%	5,500
CapMetro Rail	8,071	4,584	15,000	31%	-43%	15,000
CapMetro Access & Pickup	9,787	11,978	20,000	60%	22%	20,000
Safety – Preventable Vehicle Collisions per 100,000 miles						
CapMetro Bus, Rapid, and Express	3.60	3.79	2.80	74%	5%	2.80
CapMetro Rail	0.57	1.17	1.04	89%	105%	1.04
CapMetro Access & Pickup	1.87	1.54	1.70	110%	-18%	1.70
Safety – Passenger Injuries per 100,000 passengers						
CapMetro Bus, Rapid, and Express	0.37	0.30	0.35	117%	-19%	0.35
CapMetro Rail	0.00	0.00	2.50	100%	0%	2.50
CapMetro Access & Pickup	0.68	1.93	2.50	130%	184%	2.50
Lost Time (Bus)	4.9%	4.0%	1.5%	38%	-18%	1.5%
Customer Satisfaction Survey	This metric is assessed annually.					85%
Employee Turnover (CapMetro Staff)	This metric is assessed annually.					18%
Financial Performance						
Operating Expenditures as % of Budget	70.1%	70.4%	75.6%	93%	0.4%	90%-100%
Capital Expenditures as % of Budget	20.6%	36.8%	74.7%	49%	79%	80%-100%
Disadvantaged Business Enterprise (DBE) Utilization	This metric is assessed annually.					22.5%
Small Business Enterprise (SBE) Commitments	This metric is assessed annually.					22.5%

*Pickup service On Time Performance numbers reflect a revised data collection process

FY2025 Q3 FYTD Performance Scorecard Details

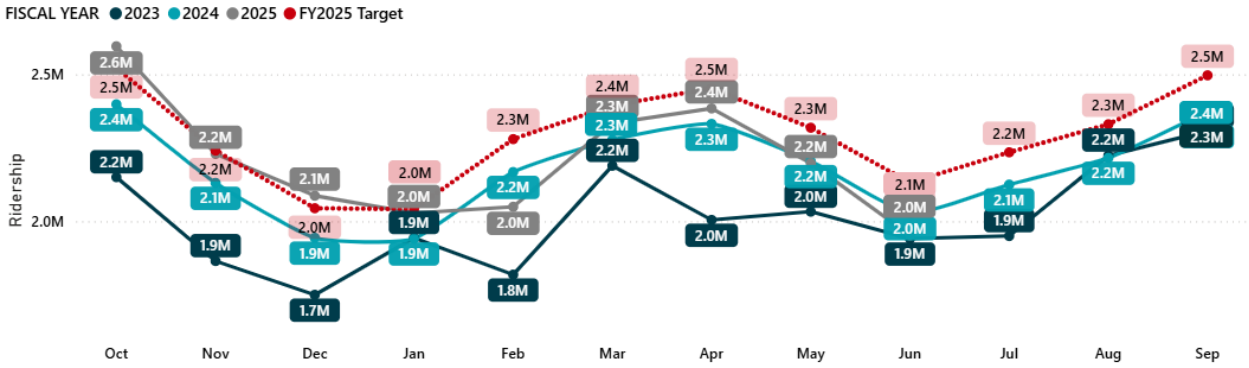
Ridership

Ridership is the number of passengers utilizing transit service, measured on entrance to and exit from the vehicle. Using automatic passenger counters (APCs), passengers are counted each time they board no matter how many vehicles they use to travel from their origin to their destination.

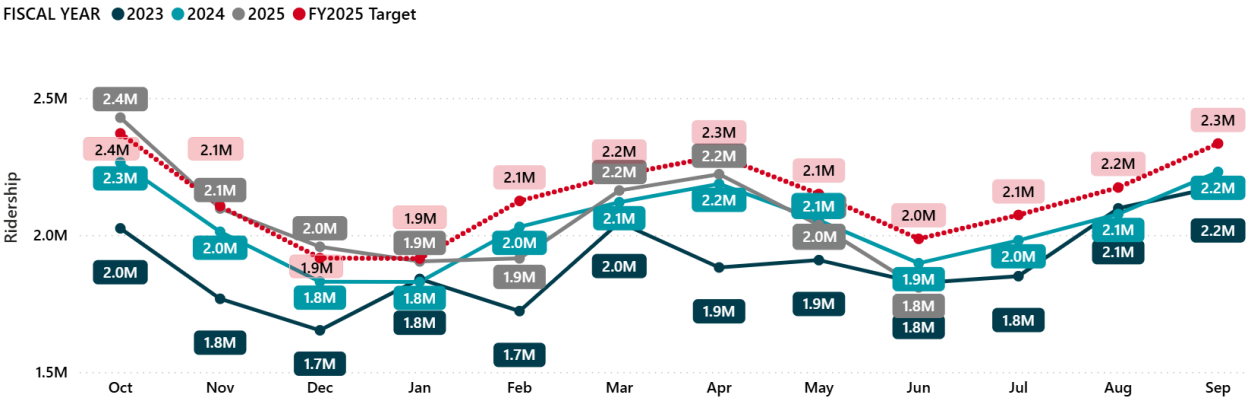
System-wide ridership increased to 19.9 million total boardings as of Q3 FY2025. It reached 97% of the FY2025 goal (20.4 million) and increased 2% compared to the same period in Q3 FY2024 (19.4 million).

- CapMetro Bus, Rapid, and Express ridership was 18.5 million as of Q3 FY2025. This was 2% higher than Q3 FY2024 (18.2 million) and 97% of the FY2025 goal (19.1 million).
- CapMetro Rail ridership was 449.3k as of Q3 FY2025. This was 11% higher than Q3 FY2024 (404.2k) and 99% of the FY2025 goal (455.1k).
- CapMetro Access ridership was 455.7k as of Q3 FY2025. This was 8% higher than Q3 FY2024 (420.6k) and 5% higher than the FY2025 goal (432.3k).
- CapMetro Pickup ridership was 421.6k as of Q3 FY2025. This was 13% higher than Q3 FY2024 (374.7k) and 96% of the FY2025 goal (439.1k).

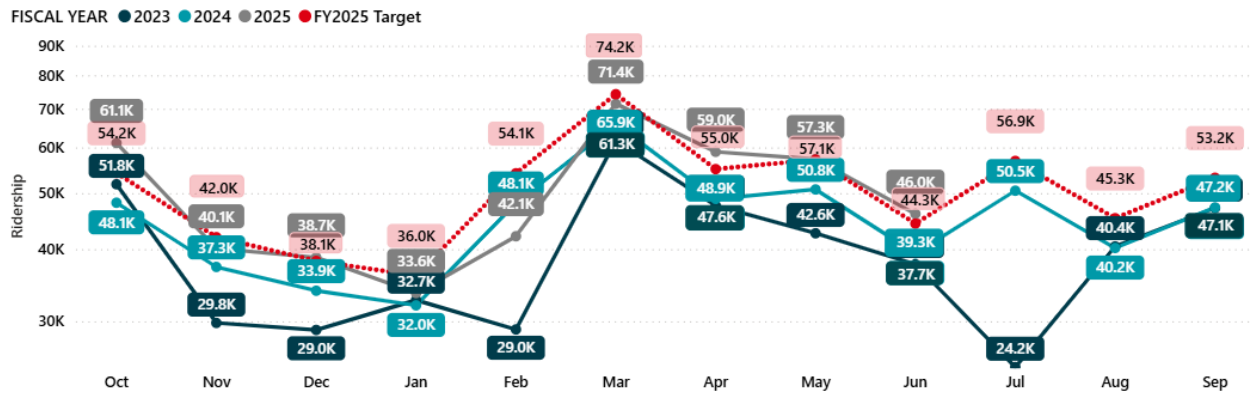
System-Wide Ridership



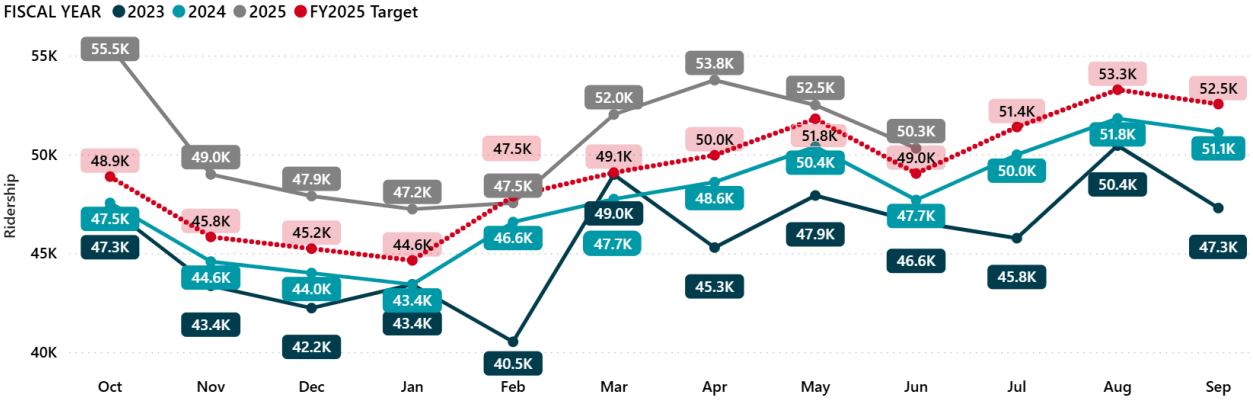
CapMetro Bus, Rapid, and Express Ridership



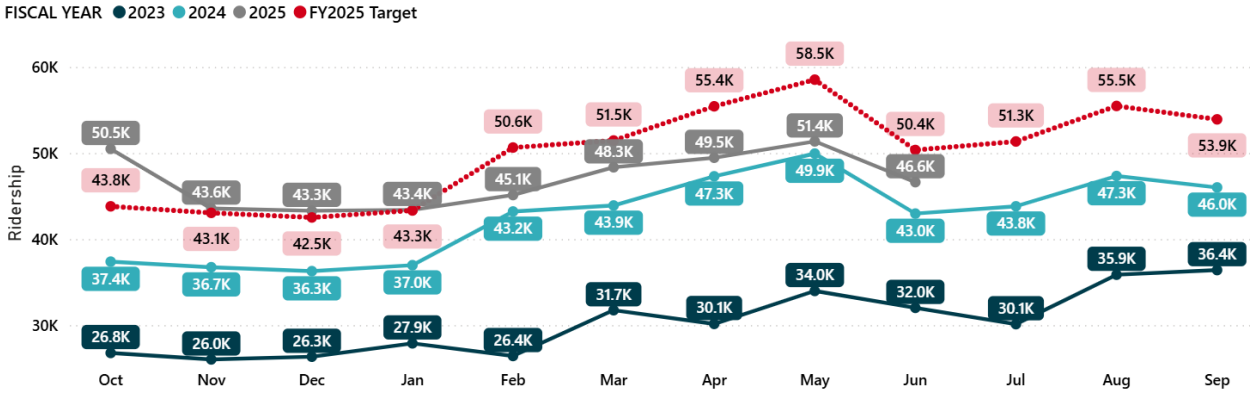
CapMetro Rail Ridership



CapMetro Access Ridership



CapMetro Pickup Ridership



On-Time Performance

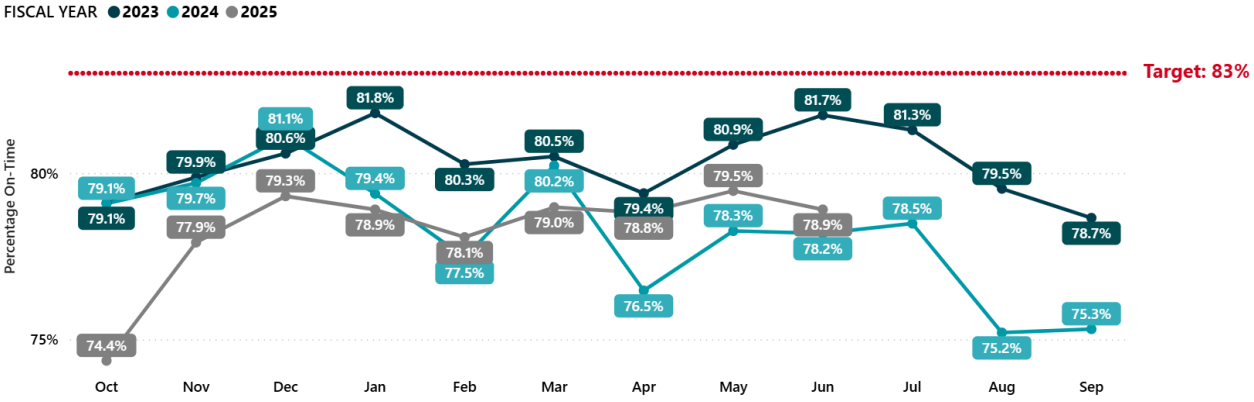
The definition of on-time performance (OTP) varies by mode. For Bus, Express, and Rail, OTP is the percentage of actual departure times that are less than six minutes late and not prior to scheduled departure times. For Rapid lines operating on a headway-based schedule, OTP is the percentage of actual departure times that are less than five minutes or 50 percent of the headway, whichever is less, than the preceding bus. For Access service, OTP is the percentage of vehicles arriving within 15 minutes of the negotiated pick-up time.

The OTP data collection methodology for Pickup service has been revised to better align with customer expectations and the real-time experience provided by the Pickup software application. It now measures how closely the vehicle's actual arriving time aligns with the initial estimated arrive time provided to the customer by the Pickup software application. The target is for vehicles to arrive within five (5) minutes of the original estimate. The updated OTP goal for Pickup is 83%, which is comparable to the OTP goal for CapMetro Bus, Rapid, and Express.

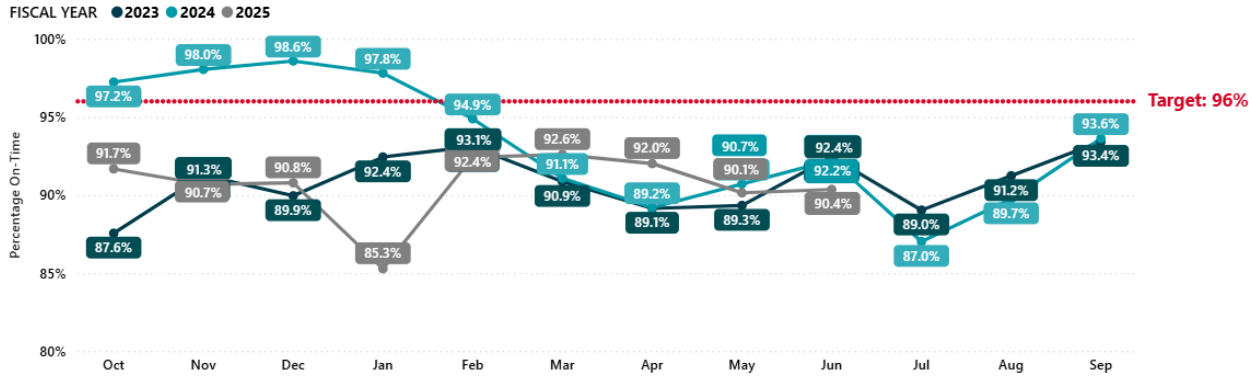
On-time performance as of Q3 FY2025 was lower than the same period in FY2024 for each service. CapMetro Pickup met the FY2025 goal. A higher percentage indicates better performance.

- The on-time performance for CapMetro Bus, Rapid, and Express was 78.3% as of Q3 FY2025. This was 1% lower than Q3 FY2024 (78.9%) and 94% of the FY2025 goal (83%).
- The on-time performance for CapMetro Rail was 90.7% as of Q3 FY2025. This was 4% lower than Q3 FY2024 (94.0%) and 94% of the FY2025 goal (96%).
- The on-time performance for CapMetro Access was 91.8% as of Q3 FY2025. This was 3% lower than Q3 FY2024 (94.4%) and 99.8% of the FY2025 goal (92%).
- The on-time performance for CapMetro Pickup was 86.2% as of Q3 FY2025. This was 0.2% lower than Q3 FY2024 (86.4%) and 104% of the FY2025 goal (83%).

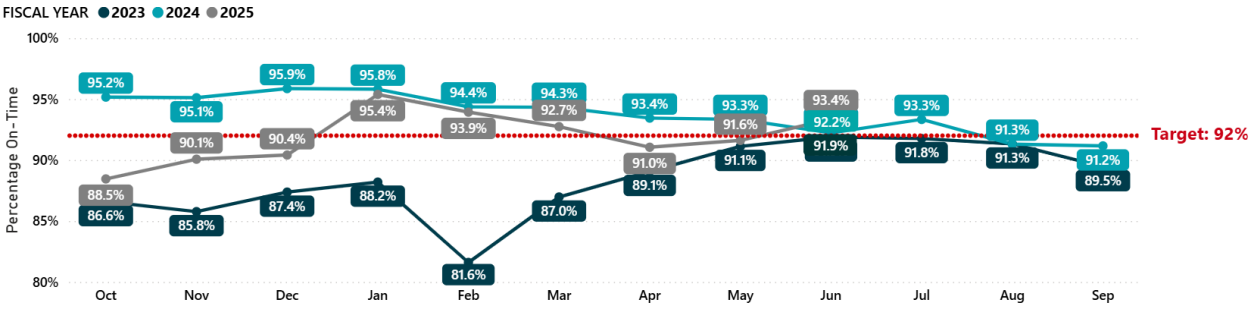
CapMetro Bus, Rapid, and Express On-Time Performance



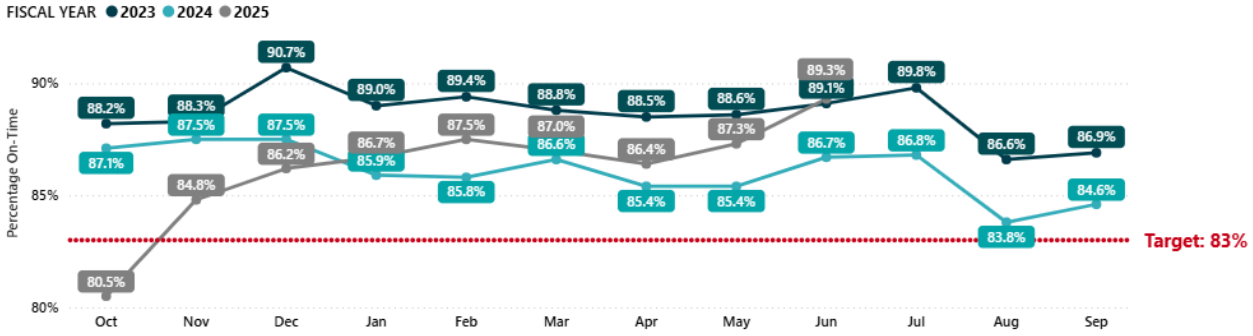
CapMetro Rail On-Time Performance



CapMetro Access On-Time Performance



CapMetro Pickup On-Time Performance



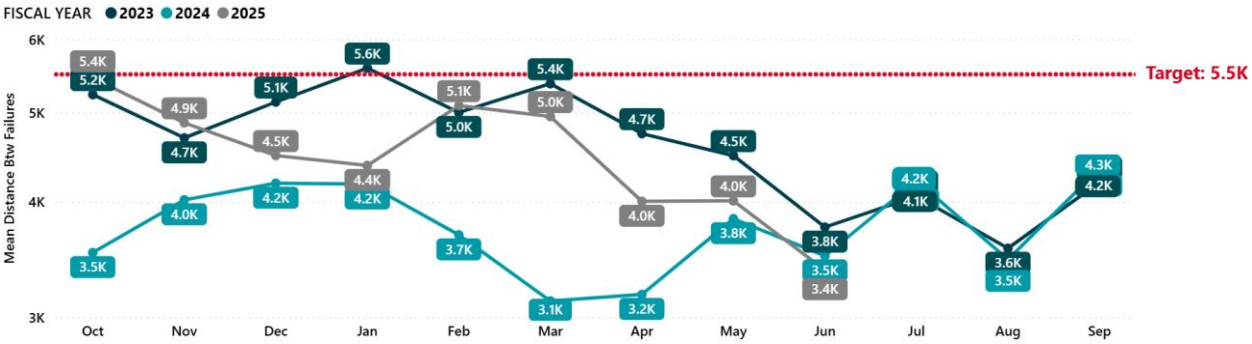
Mean Distance Between Failures

Mean Distance Between Failures (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. It is calculated by dividing the total miles by the number of chargeable road calls for CapMetro Bus, Rapid, and Express, and CapMetro Access, or by the number of mechanical failures for CapMetro Rail.

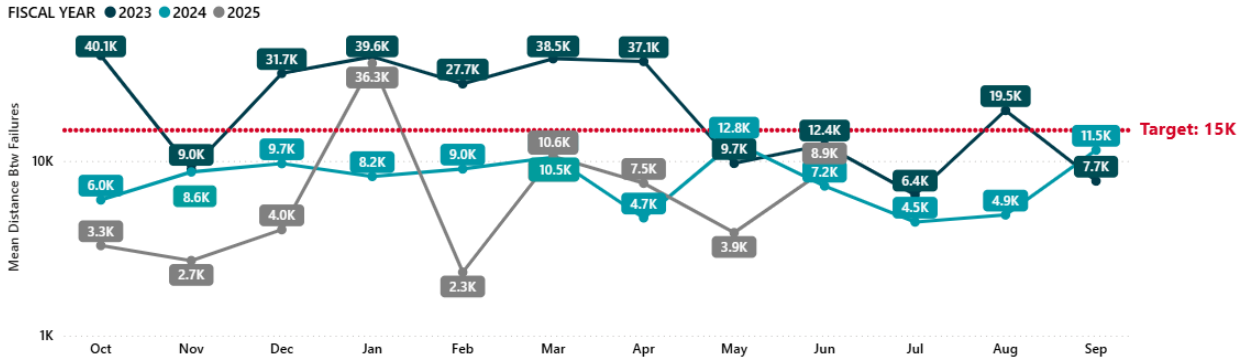
Mean Distance Between Failures performance as of Q3 FY2025 improved year-over-year for CapMetro Bus, Rapid, and Express, and CapMetro Access, but declined for CapMetro Rail. A higher MDBF number indicates better performance.

- The MDBF for CapMetro Bus, Rapid, and Express was 4,426 as of Q3 FY2025. This was 21% higher than Q3 FY2024 (3,646) and 80% of the FY2025 goal (5,500).
- The MDBF for CapMetro Rail was 4,584 as of Q3 FY2025. This was 43% lower than Q3 FY2024 (8,071) and 31% of the FY2025 goal (15,000).
- The MDBF for CapMetro Access and Pickup was 11,978 in Q3 FY2025. This was 22% higher than Q3 FY2024 (9,787) and 60% of the FY2025 goal (20,000).

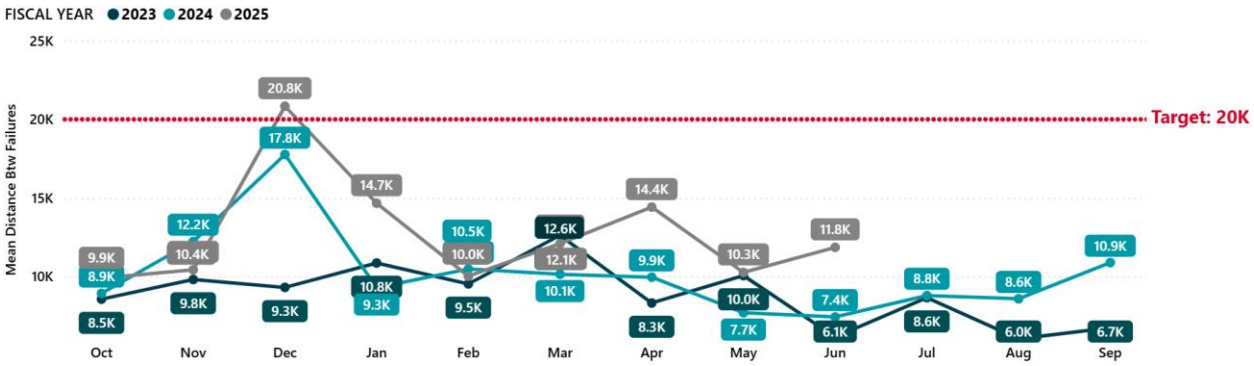
CapMetro Bus, Rapid, and Express Mean Distance Between Failures



CapMetro Rail Mean Distance Between Failures



CapMetro Access and Pickup Mean Distance Between Failures

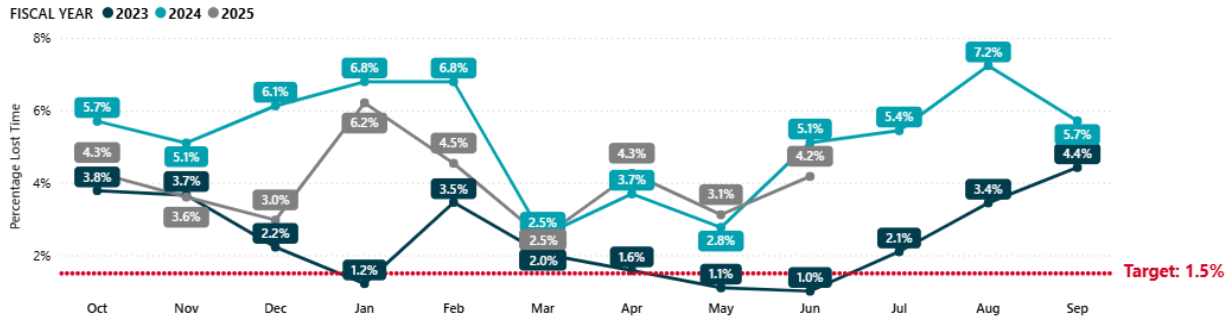


Lost Time

Lost time is the percentage of revenue service hours for CapMetro Bus, Rapid, and Express that are scheduled but not operated. It is calculated by subtracting Actual Bus Revenue Hours from Scheduled Bus Revenue Hours, then dividing the result by Scheduled Bus Revenue Hours to determine the proportion of scheduled service that was not operated. A lower percentage indicates better performance.

The CapMetro Bus, Rapid, and Express lost time performance was 4.0% as of Q3 FY2025. This was 18% lower than Q3 FY2024 (4.9%) and did not meet the FY2025 goal (1.5%).

CapMetro Bus, Rapid, and Express Lost Time



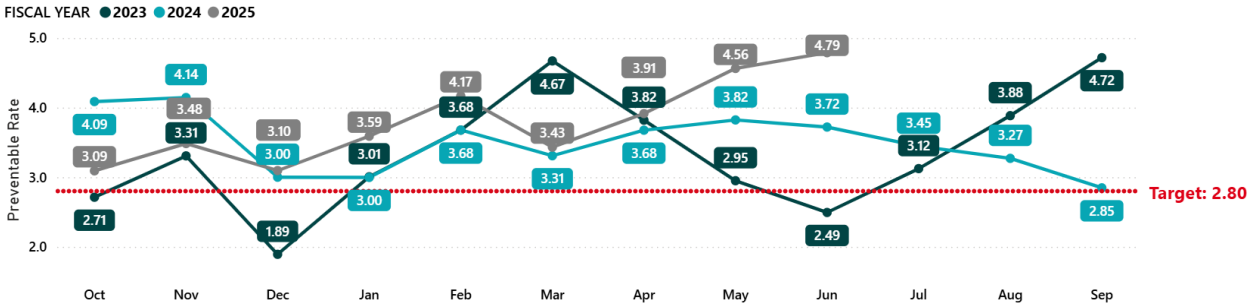
Safety – Preventable Vehicle Collisions per 100,000 Miles

The National Safety Council defines a preventable collision as a collision in which the driver failed to do everything reasonable to avoid it. It measures how often preventable collisions occur relative to miles driven. It is calculated by dividing the total number of preventable collisions by the total miles and then scaling the result to 100,000 miles for standard comparison.

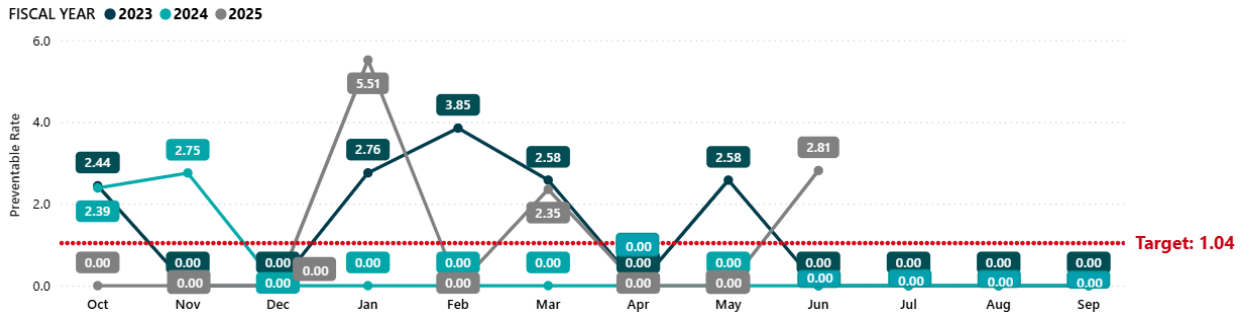
Preventable vehicle collision performance as of Q3 FY2025 improved year-over-year for CapMetro Access and Pickup, but declined for CapMetro Bus, Rapid, Express, and CapMetro Rail. CapMetro Access and Pickup met the FY2025 goal. A lower rate indicates better performance.

- For CapMetro Bus, Rapid, and Express, the preventable vehicle collision rate was 3.79 as of Q3 FY2025. This was 5% higher than Q3 FY2024 (3.60) and did not meet the FY2025 goal (2.80).
- For CapMetro Rail, the vehicle collision rate was 1.17 as of Q3 FY2025. This was 105% higher than Q3 FY2024 (0.57) and did not meet the FY2025 goal (1.04).
- For CapMetro Access and Pickup, the preventable vehicle collision rate was 1.54 as of Q3 FY2025. This was 18% lower than Q3 FY2024 (1.87) and 10% better than the FY2025 goal (1.70).

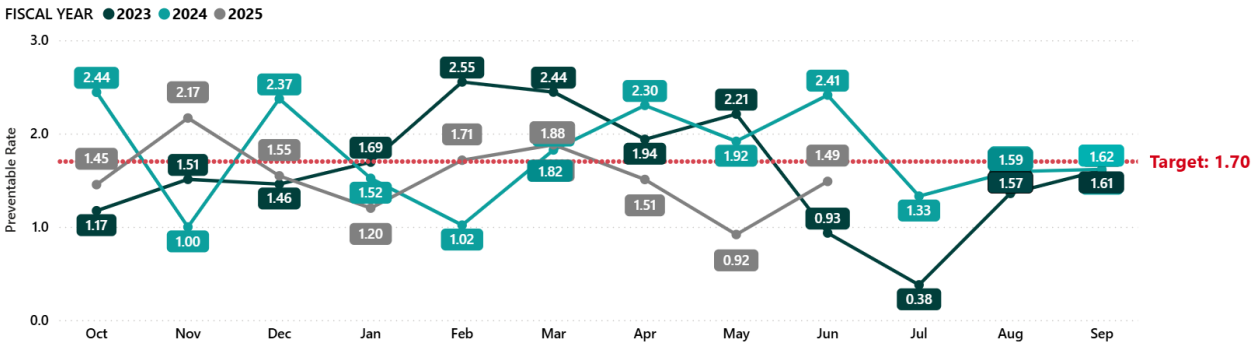
CapMetro Bus, Rapid, and Express Preventable Vehicle Collisions per 100,000 Miles



CapMetro Rail Vehicle Collisions per 100,000 Miles



CapMetro Access and Pickup Preventable Vehicle Collisions per 100,000 Miles



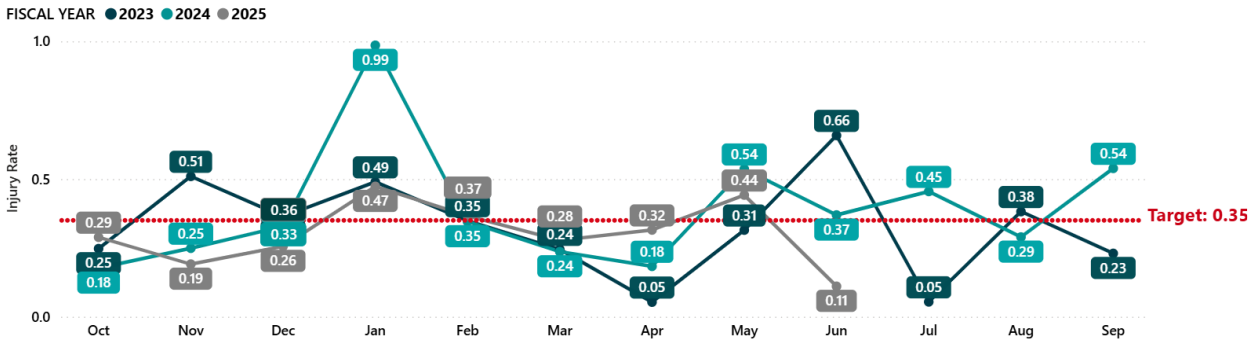
Safety – Passenger Injuries NTD Rates

The National Transit Database (NTD) defines injury as any harm to persons as a result of an event that requires immediate medical attention away from the scene. It does not include harm resulting from a drug overdose, exposure to the elements, illness, natural causes, or occupational safety events occurring in administrative buildings. It measures the rate of passenger injuries relative to total ridership. It is calculated by dividing the total number of passenger injuries by the total ridership and then scaling the result to 100,000 for standard comparison.

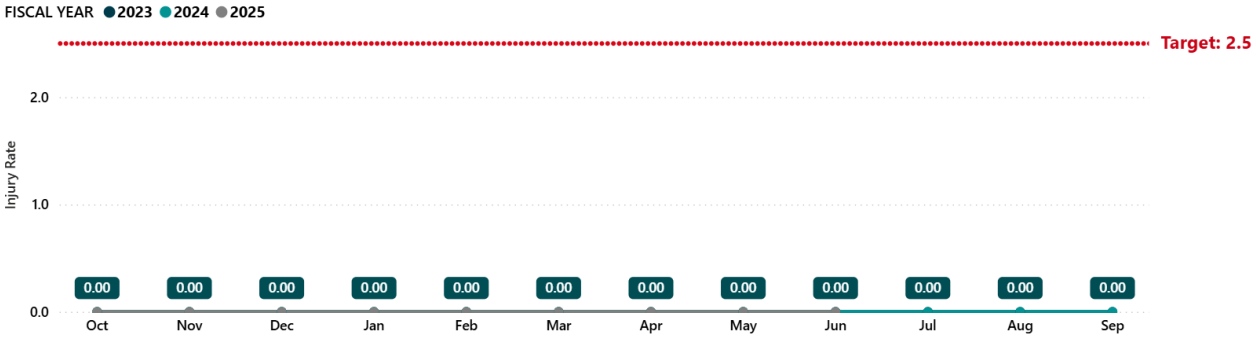
As of Q3 FY2025, passenger injuries performance improved year-over-year for CapMetro Bus, Rapid, and Express, and remained the same for CapMetro Rail, but declined for CapMetro Access and Pickup. All service modes met their FY2025 goals. A lower rate indicates better performance.

- For CapMetro Bus, Rapid, and Express, the passenger injury rate was 0.30 as of Q3 FY2025. This was 19% lower than Q3 FY2024 (0.37) and 17% better than the FY2025 goal (0.35).
- For CapMetro Rail, the passenger injury rate remained at 0.00 as of Q3 FY2025. This was consistent with Q3 FY2024 (0.00) and met the FY2025 goal (2.50).
- For CapMetro Access and Pickup, the passenger injury rate was 1.93 as of Q3 FY2025. This was 184% higher than Q3 FY2024 (0.68) and 30% better than the FY2025 goal (2.50).

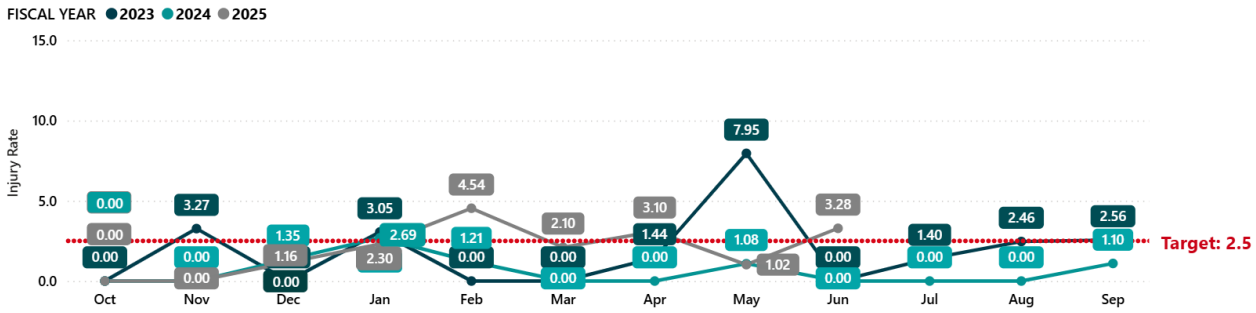
CapMetro Bus, Rapid, and Express Passenger Injuries



CapMetro Rail Passenger Injuries



CapMetro Access and Pickup Passenger Injuries



Customer Satisfaction Survey (Annual Metric)

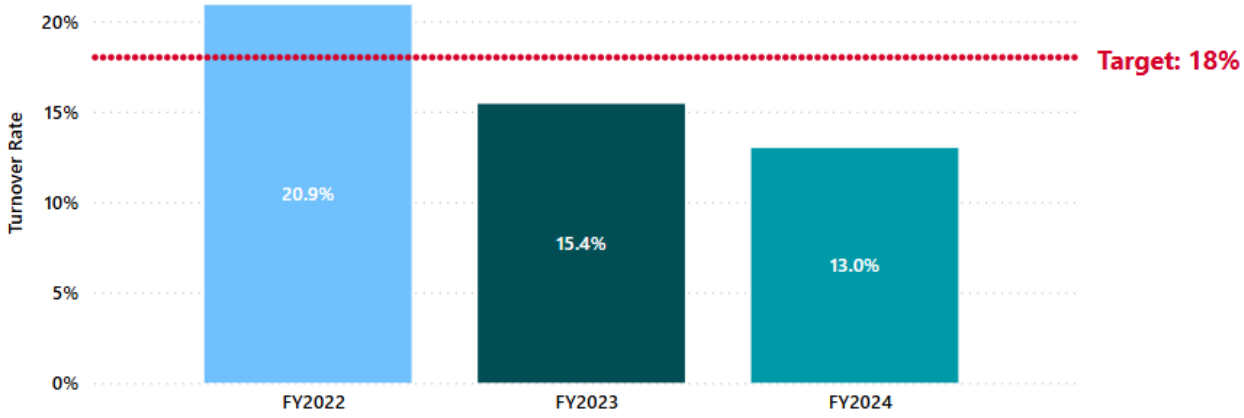
Customer satisfaction tracks the percentage of CapMetro riders who reported they were satisfied with the agency's services. This measure is collected annually through a customer satisfaction survey. The customer satisfaction survey is conducted annually. This metric is assessed annually. A higher rate indicates a greater level of satisfaction.

FY2024 saw a decrease in overall customer satisfaction on the survey conducted in April 2024. The target is 88%, but the overall customer satisfaction in FY2024 was 69%. This sentiment was driven by a desire for improvements in bus frequency, on-time performance, protection from the weather at stops and stations, and safety from harassment on the vehicle. Each of these elements (service planning, operational improvements, investments in amenities and a focus on public safety) are being actively addressed in FY2025 to better support the riders.

Employee Turnover (Annual Metric)

The turnover rate is the number of terminations over the average number of employees in a year. This measures turnover for CapMetro employees only. It is calculated by dividing the number of terminations by the average number of employees for the year, where the average is determined by taking the sum of the employee count at the beginning and end of the year and dividing by two. This metric is assessed annually.

In FY2024, the turnover rate was 13.0%, which was lower than the 15.4% in FY2023. Since a lower turnover rate indicates better performance, FY2024 met the goal (18.0%).



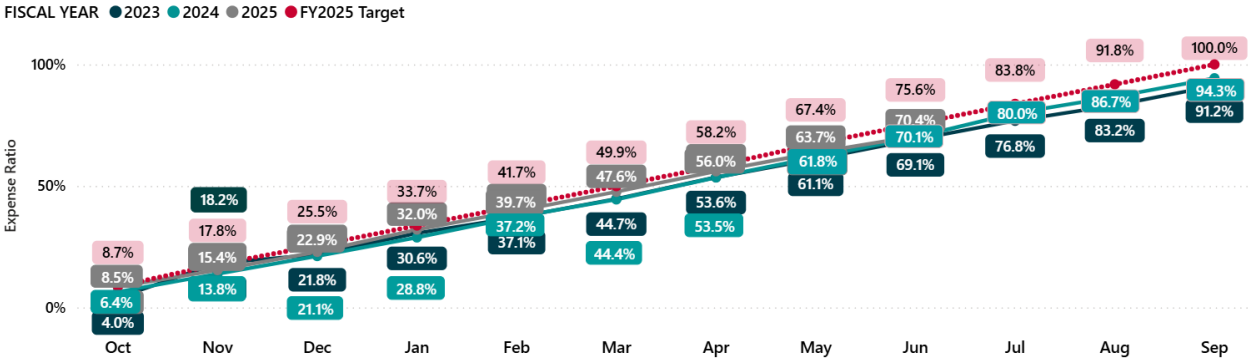
Financial Performance

The operating expenditures metric measures the percentage of budgeted operating funds that have been actually incurred over a given period. The capital expenditures metric measures the percentage of budgeted capital funds that have been actually incurred over a given period. Both metrics are calculated by dividing the actual expense by budgeted expense to derive the percentage of actual expense to budgeted expense.

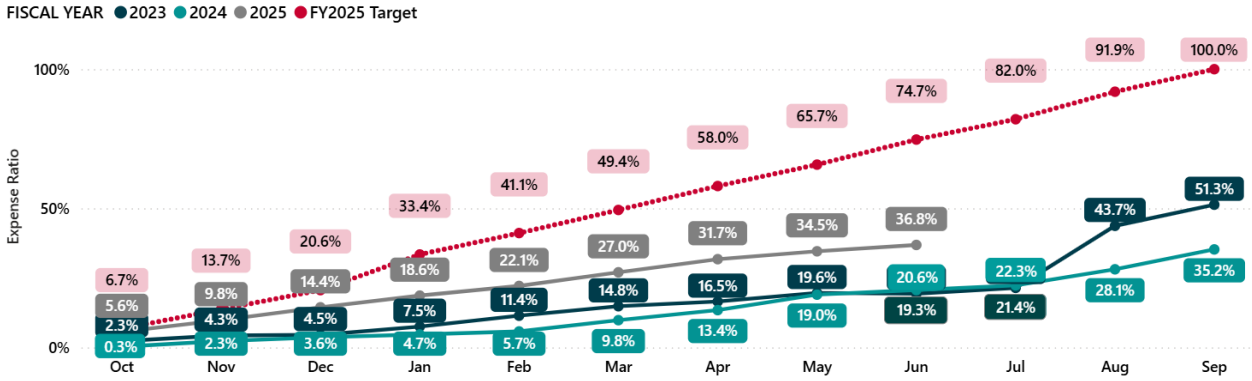
Both metrics improved year-over-year compared to FY2024. A ratio closer to the goal indicates better performance, as it reflects alignment with the planned budget and effective financial management.

- By the end of Q3 FY2025, the operating expenditure ratio was 70.4%. This was 0.4% higher than the end of Q3 FY2024 (70.1%) and 93% of the Q3 FY2025 goal (75.6%).
- By the end of Q3 FY2025, the capital expenditure ratio was 36.8%. This was 79% higher than the end of Q3 FY2024 (20.6%) and 49% of the Q3 FY2025 goal (74.7%).

Operating Expenditures



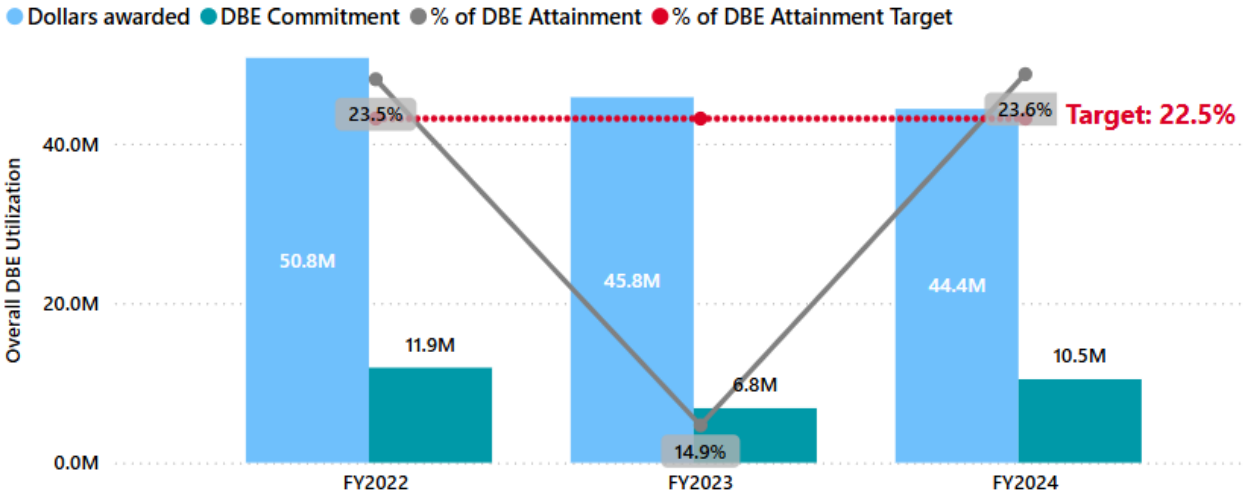
Capital Expenditures



Disadvantaged Business Enterprise (DBE) Commitments (Annual Metric)

Total commitments to Disadvantaged Business Enterprises (DBE) for goods and services on contracts with FTA funding. It is calculated by dividing the total DBE commitment by the total awarded contract values to determine the DBE utilization rate. This metric is assessed annually.

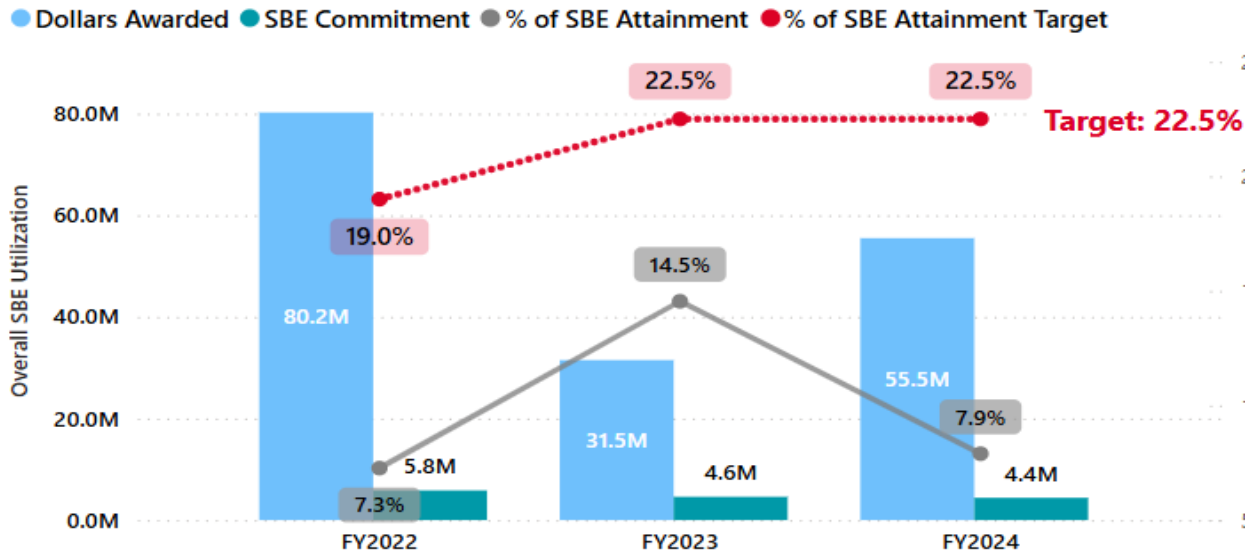
In FY2024, the DBE utilization rate reached 23.6%, exceeding the goal of FY2024 (22.5%). The total dollars awarded to DBEs was $10.5 million.



Small Business Enterprise (SBE) Commitments (Annual Metric)

Total commitments to Small Business Enterprises (SBE) for goods and services on contracts with FTA funding. It is calculated by dividing the total SBE commitment by the total awarded contract values to determine the SBE utilization rate. This metric is assessed annually.

In FY2024, the SBE utilization rate was 7.9%, falling short of the goal of FY2024 (22.5%). The total dollars awarded to SBEs was $4.4 million.



Additional Metrics

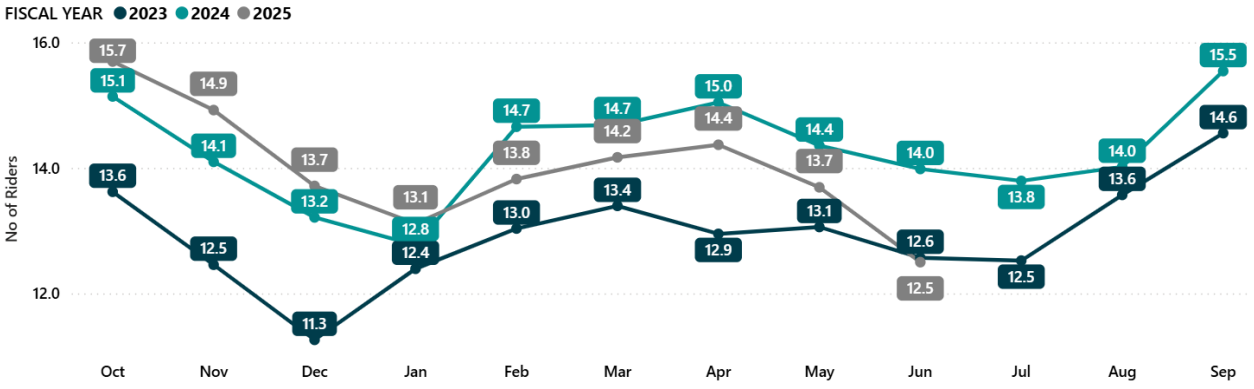
Riders per Hour

Riders per hour measures passenger capacity effectiveness. It represents the average number of riders transported for each hour of revenue service. It is calculated by dividing total ridership by total vehicle revenue hours over a given period. A higher number indicates better performance.

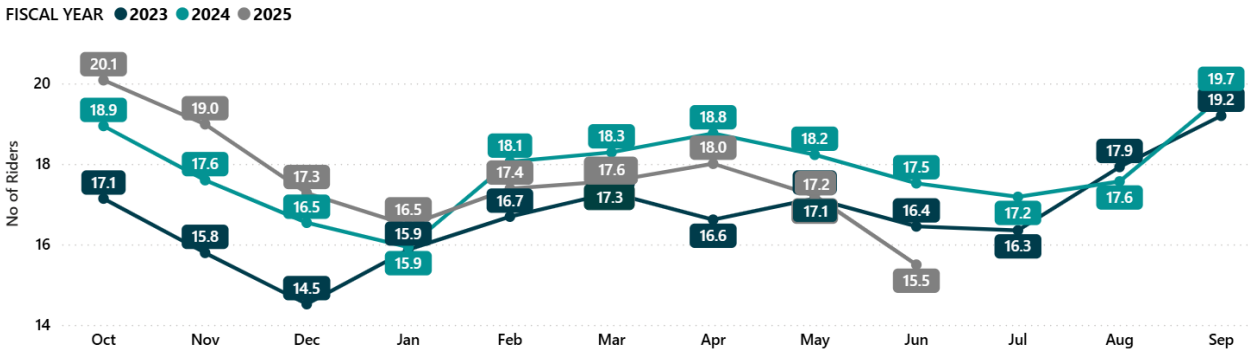
System-wide riders per hour was 14.0 as of Q3 FY2025. It decreased by 1% compared to Q3 FY2024 (14.2).

- For CapMetro Bus, Rapid, and Express, the number of riders per hour was 17.6 as of Q3 FY2025. This was 1% lower than Q3 FY2024 (17.8).
- For CapMetro Rail, the number of riders per hour was 39.8 as of Q3 FY2025. This was 16% higher than Q3 FY2024 (34.4).
- For CapMetro Access, the number of riders per hour was 1.8 as of Q3 FY2025. This was 5% higher than Q3 FY2024 (1.7).
- For CapMetro Pickup, the number of riders per hour was 4.3 as of Q3 FY2025. This was 7% lower than Q3 FY2024 (4.6).

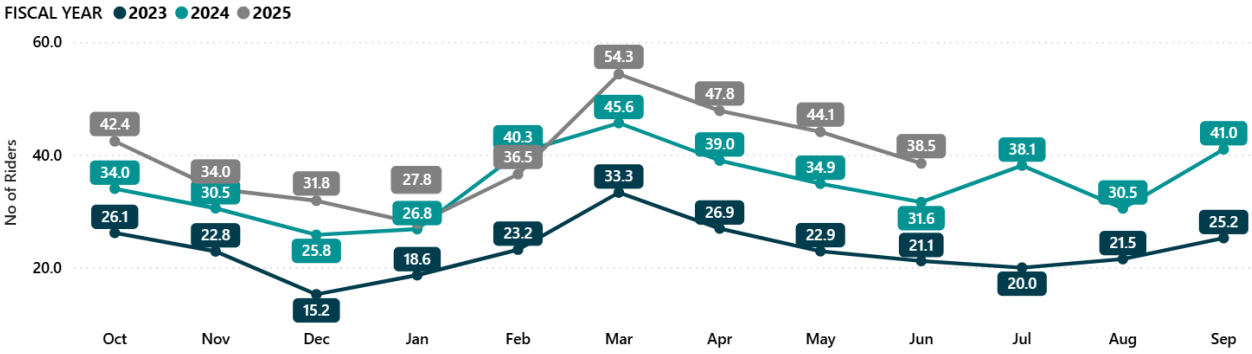
System-Wide Riders per Hour



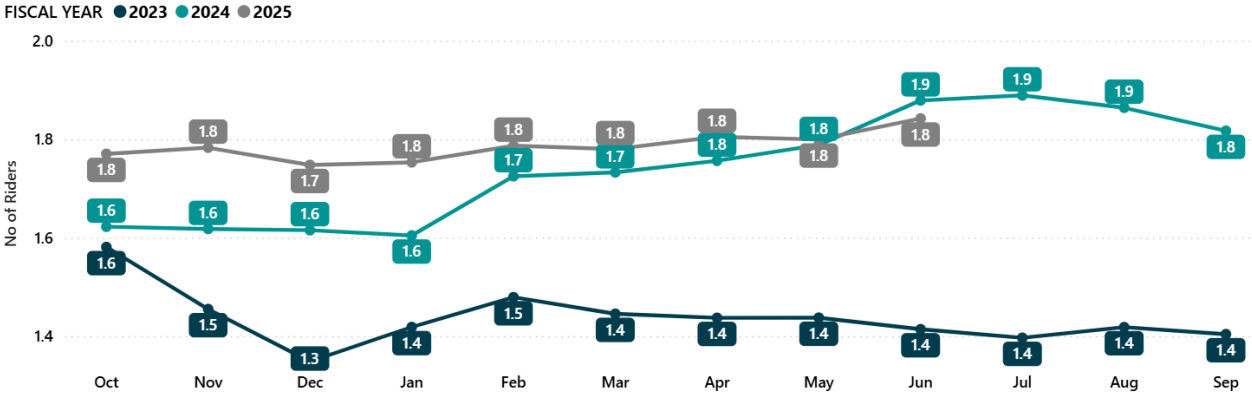
CapMetro Bus, Rapid, and Express Riders per Hour



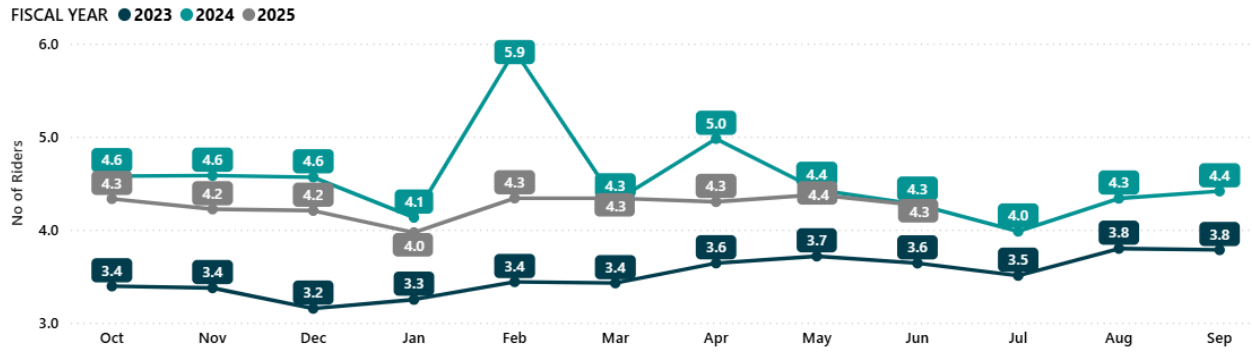
CapMetro Rail Riders per Hour



CapMetro Access Riders per Hour



CapMetro Pickup Riders per Hour



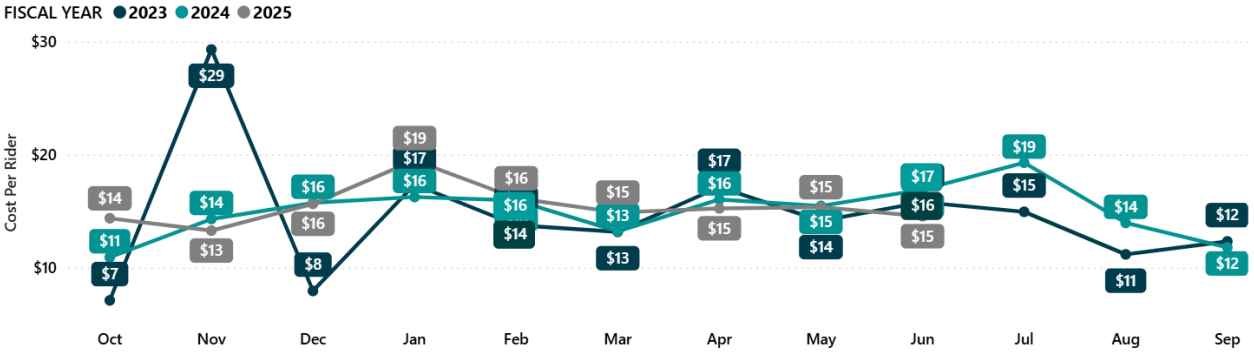
Cost per Rider

The cost per rider metric is an overall cost efficiency measure of ridership, focusing on how well the agency uses resources to deliver services. It is calculated by dividing total operating expense by system-wide ridership. This includes CapMetro Bus, Rapid, and Express, CapMetro Rail, CapMetro Access, and CapMetro Pickup.

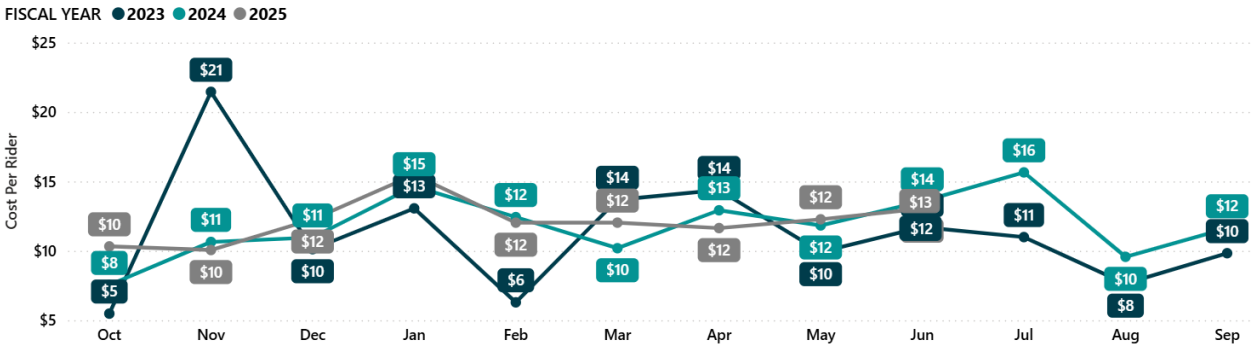
System-wide cost per rider in FY2023 was $14. In FY2024, it was $15. As of Q3 FY2025, the average cost per rider was $15.

- For CapMetro Bus, Rapid, and Express, the cost per rider in FY2023 was $11. In FY2024, it was $11. As of Q3 FY2025, the average cost per rider was $12.
- For CapMetro Rail, the cost per rider in FY2023 was $73. In FY2024, it was $63. As of Q3 FY2025, the average cost per rider was $55.
- For CapMetro Access, the cost per rider in FY2023 was $113. In FY2024, it was $115. As of Q3 FY2025, the average cost per rider was $113.
- For CapMetro Pickup, the cost per rider in FY2023 was $27. In FY2024, it was $25. As of Q3 FY2025, the average cost per rider was $26.

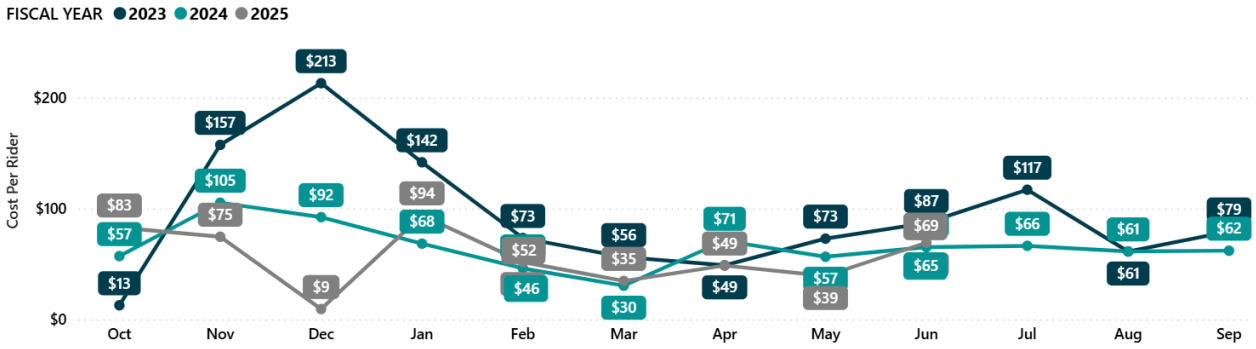
System-Wide Cost per Rider



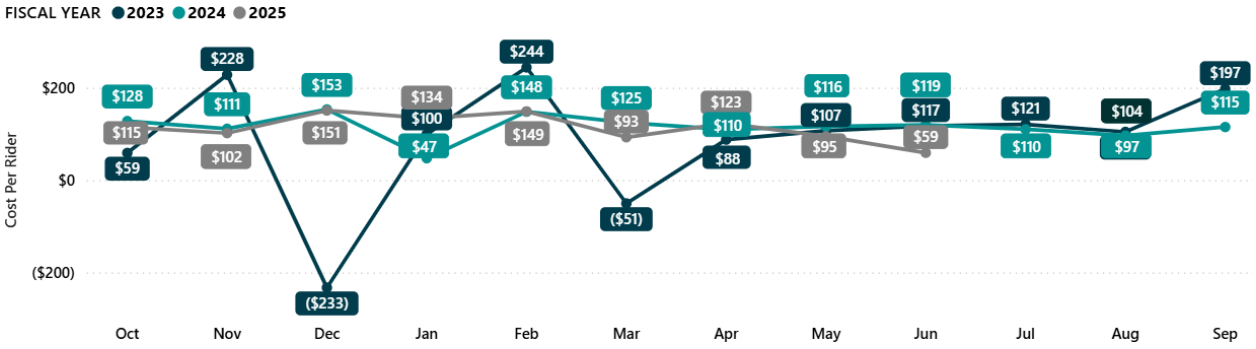
CapMetro Bus, Rapid, and Express Cost per Rider



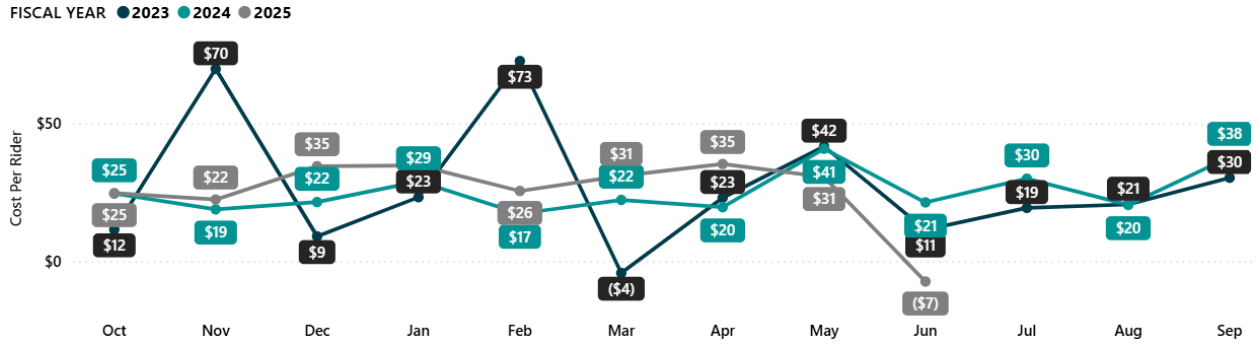
CapMetro Rail Cost per Rider



CapMetro Access Cost per Rider



CapMetro Pickup Cost per Rider



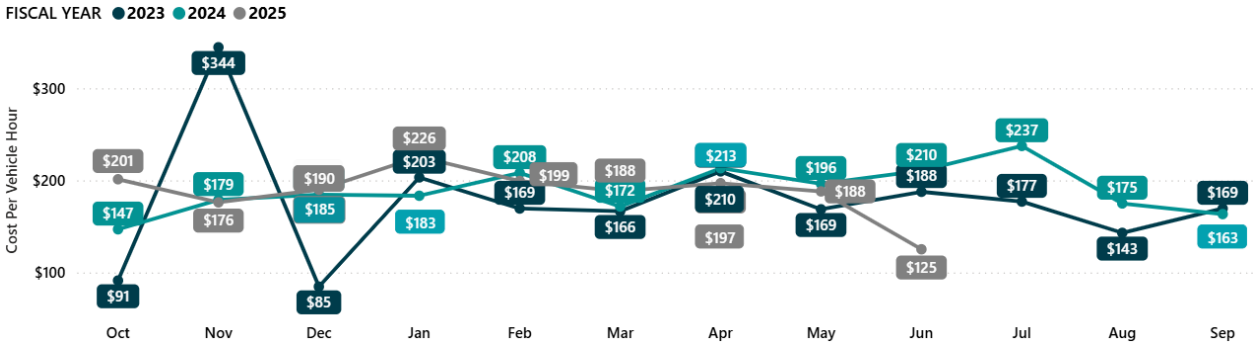
Cost per Vehicle Hour

The cost per vehicle hour metric is an hourly cost efficiency measure of vehicle service delivery, focusing on how well the agency uses resources to deliver services. It is calculated by dividing total operating expense by system-wide scheduled vehicle hours (including revenue plus deadhead hours). This includes CapMetro Bus, Rapid, and Express, CapMetro Rail, CapMetro Access, and CapMetro Pickup.

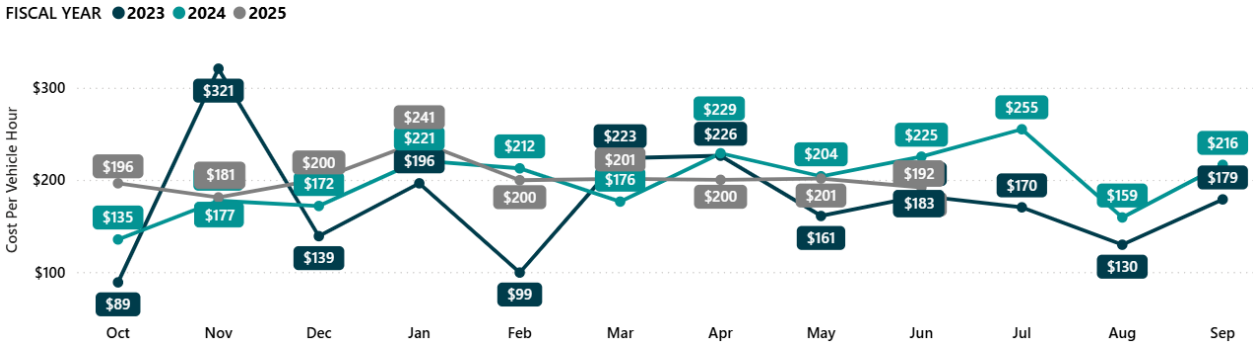
System-wide cost per vehicle hour in FY2023 was $175. In FY2024, it was $189. As of Q3 FY2025, the average cost per vehicle hour was $186.

- For CapMetro Bus, Rapid, and Express, the cost per vehicle hour in FY2023 was $170. In FY2024, it was $199. As of Q3 FY2025, the average cost per vehicle hour was $202.
- For CapMetro Rail, the cost per vehicle hour in FY2023 was $1,708. In FY2024, it was $1,567. As of Q3 FY2025, the average cost per vehicle hour was $1,584.
- For CapMetro Access, the cost per vehicle hour in FY2023 was $162. In FY2024, it was $161. As of Q3 FY2025, the average cost per vehicle hour was $145.
- For CapMetro Pickup, the cost per vehicle hour in FY2023 was $95. In FY2024, it was $94. As of Q3 FY2025, the average cost per vehicle hour was $86.

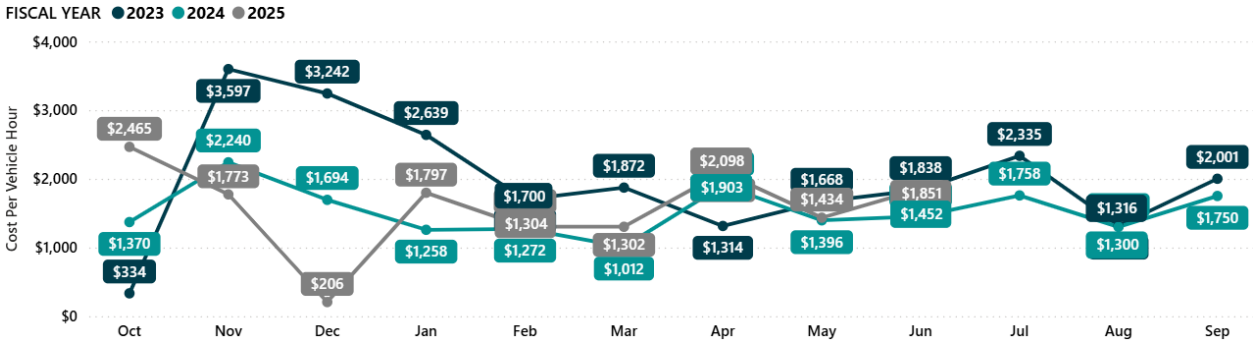
System-Wide Cost per Vehicle Hour



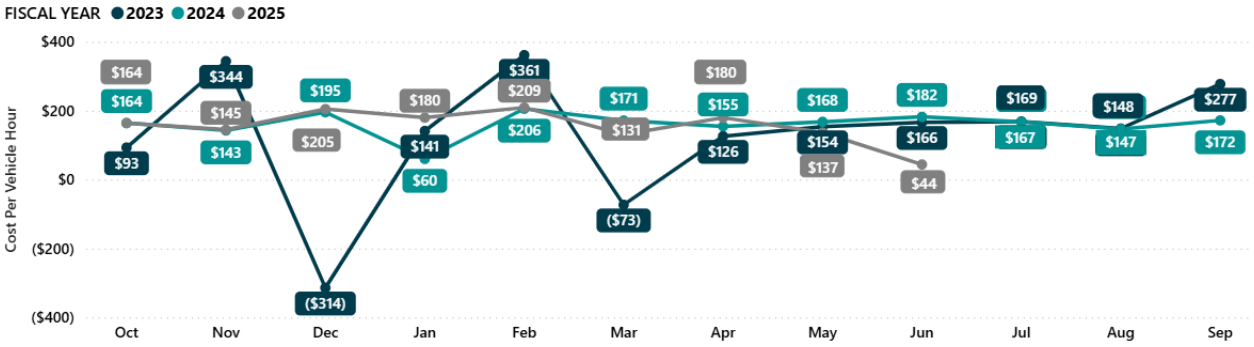
CapMetro Bus, Rapid, and Express Cost per Vehicle Hour



CapMetro Rail Cost per Vehicle Hour



CapMetro Access Cost per Vehicle Hour



CapMetro Pickup Cost per Vehicle Hour