

To: CapMetro Board of Directors
From: Patricia E. Vidaurri, Director of Performance and Strategic Initiatives
Date: February 21, 2025
Subject: Q1 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 reflects agency performance during the first quarter of fiscal year (FY) 2025. Staff will discuss Q1 performance during the Operations, Performance and Safety and Finance Board Committee meetings in March. Topics will include a deeper dive into agency performance and our successes, opportunities, and actions.

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 Q1 Performance Scorecard

The Performance Scorecard reflects CapMetro's annual performance through Q1 FY2025.

Performance Measure	FY2024 FYTD	FY2025 FYTD	FY2025 FYTD Target	% to Target	FYTD YoY Change	FY2025 Full Year Target
Ridership						
Total Ridership	6,365,152	6,765,125	6,689,775	101%	6%	27,459,113
CapMetro Bus, Rapid, and Express	6,099,750	6,472,864	6,392,538	101%	6%	25,660,687
CapMetro Rail	119,290	139,908	134,321	104%	17%	610,327
CapMetro Access	136,112	152,353	139,923	109%	12%	588,429
Pickup	110,387	137,335	129,374	106%	24%	599,670
On-Time Performance						
CapMetro Bus, Rapid, and Express	80.0%	77.2%	83%	93%	-4%	83%
CapMetro Rail	98.0%	91.0%	96%	95%	-7%	96%
CapMetro Access	94.0%	88.0%	92%	96%	-6%	92%
Pickup*	69.3%	54.7%	92%	59%	-21%	92%
Mean Distance Between Failures (in miles)						
CapMetro Bus, Rapid, and Express	3,882	4,918	5,500	89%	27%	5,500
CapMetro Rail	7,676	3,356	15,000	22%	-56%	15,000
CapMetro Access	11,776	12,051	20,000	60%	2%	20,000
Safety – Preventable Vehicle Collisions per 100,000 miles						
CapMetro Bus, Rapid, and Express	4.40	3.77	2.80	74%	-14%	2.80
CapMetro Rail	1.71	0.00	1.04	100%	-100%	1.04
CapMetro Access & Pickup	2.30	1.98	1.70	86%	-14%	1.70
Safety – Passenger Injuries per 100,000 passengers						
CapMetro Bus, Rapid, and Express	0.25	0.25	0.35	100%	0%	0.35
CapMetro Rail	0.00	0.00	0.25	100%	0%	0.25
CapMetro Access & Pickup	0.73	0.66	0.25	38%	-10%	0.25
Lost Time (Bus)	5.7%	3.7%	1.5%	41%	-35%	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	20.7%	22.9%	25.5%	87%	11%	90%-100%
Capital Expenditures as % of Budget	3.6%	14.4%	20.6%	70%	300%	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%

*The reliability metric for Pickup is currently being evaluated by CapMetro staff.

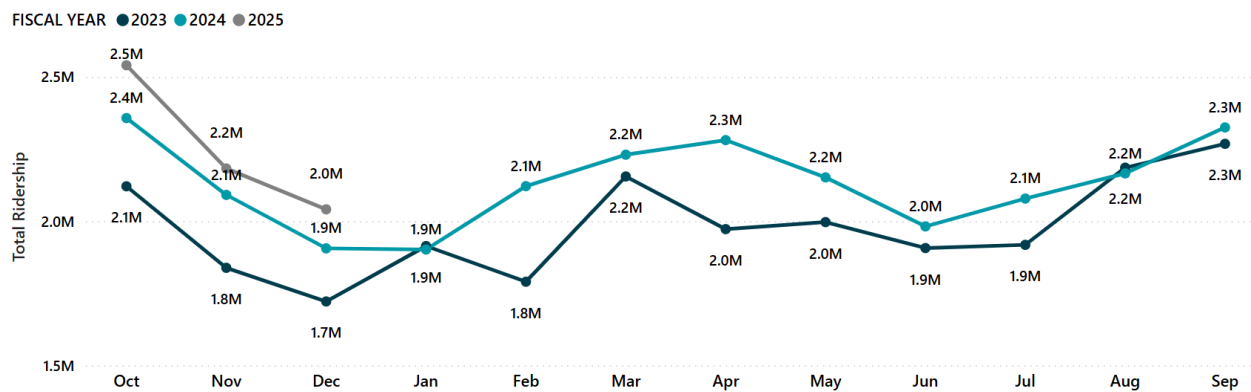
Ridership

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.

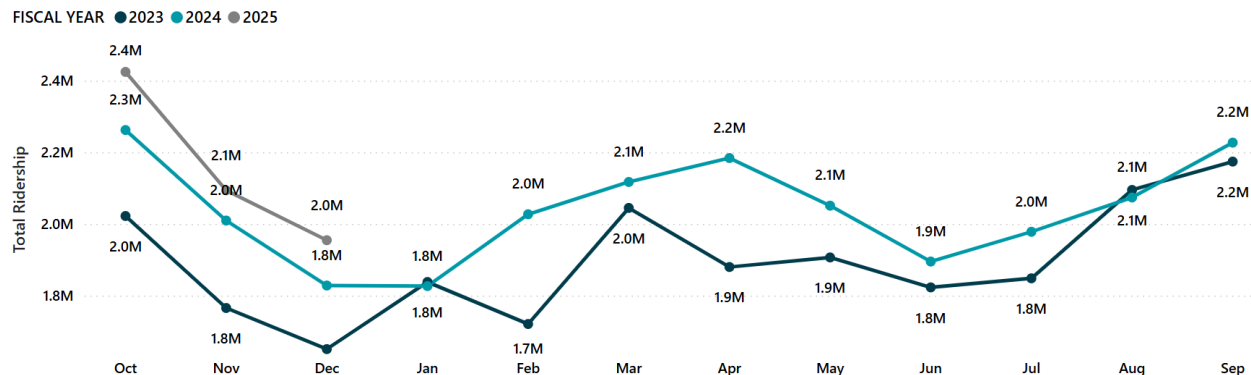
System-wide ridership increased to 6.8 million total boardings in Q1 FY2025. This 6.3% increase exceeded the FY2025 goal of a 5.1% increase over Q1 FY2024. Growth was driven by strong performance across all services, including CapMetro Bus, Rapid, and Express, CapMetro Rail, CapMetro Access, and CapMetro Pickup.

- CapMetro Bus, Rapid, and Express ridership was 6.5 million in Q1 FY2025. This 6.1% increase exceeded the FY2025 goal of a 4.8% increase over Q1 FY2024.
- CapMetro Rail ridership was 139.9k in Q1 FY2025. This 17.3% increase exceeded the FY2025 goal of a 12.6% increase over Q1 FY2024.
- CapMetro Access ridership was 152.4k in Q1 FY2025. This 11.9% increase exceeded the FY2025 goal of a 2.8% increase over Q1 FY2024.
- CapMetro Pickup ridership was 137.3k in Q1 FY2025. This 24.4% increase exceeded the FY2025 goal of a 17.2% increase over Q1 FY2024.

System-Wide Ridership

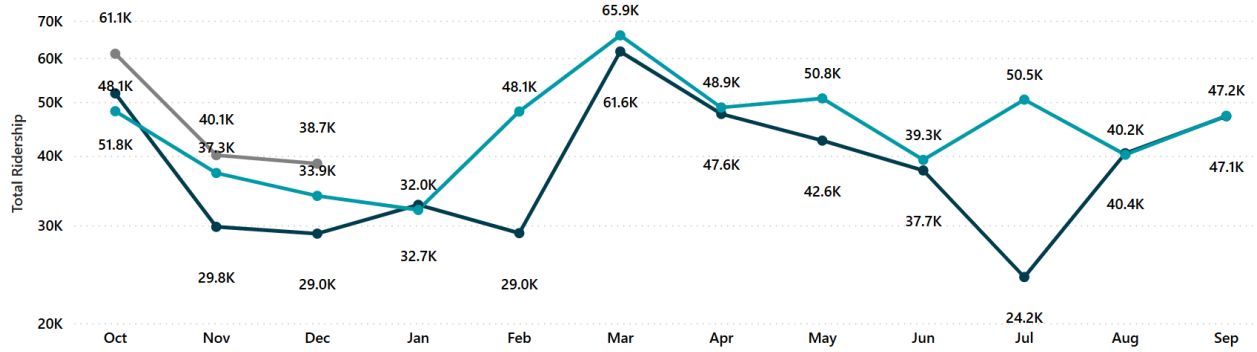


CapMetro Bus, Rapid, and Express Ridership



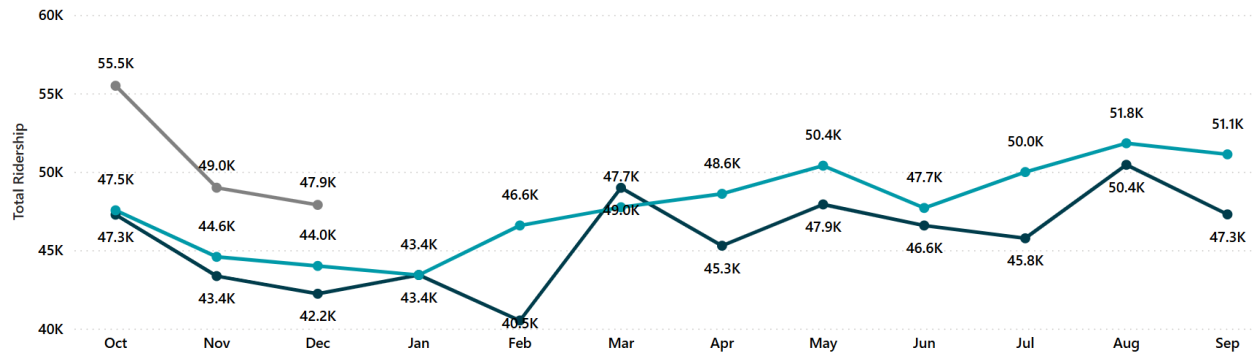
CapMetro Rail Ridership

FISCAL YEAR ● 2023 ● 2024 ● 2025



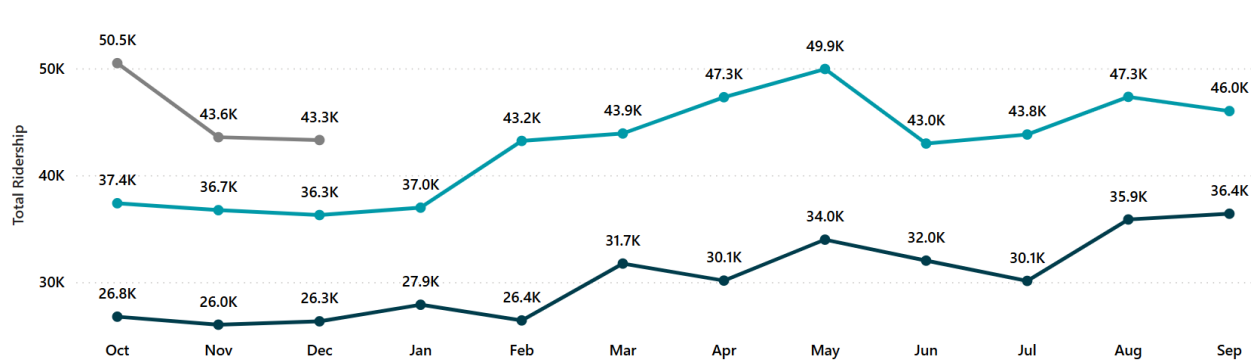
CapMetro Access Ridership

FISCAL YEAR ● 2023 ● 2024 ● 2025



CapMetro Pickup Ridership

FISCAL YEAR ● 2023 ● 2024 ● 2025



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.

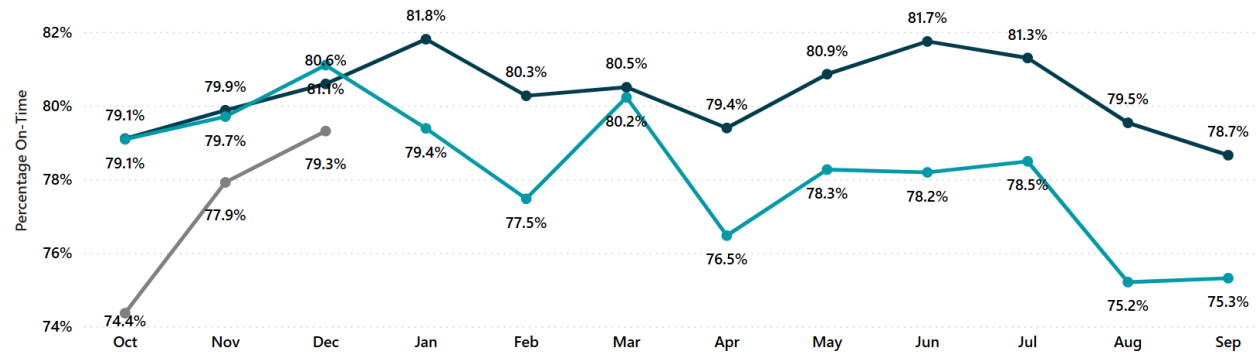
For Pickup service, OTP was initially defined as the percentage of trips arriving within 15 minutes of trip request. Despite consistently not meeting the goal, customer ratings for Pickup remain high. Alternative OTP measures for Pickup are being evaluated by CapMetro staff to ensure closer alignment with customer experience.

On-time performance in Q1 FY2025 was lower than the target for each service mode. A higher percentage indicates better performance.

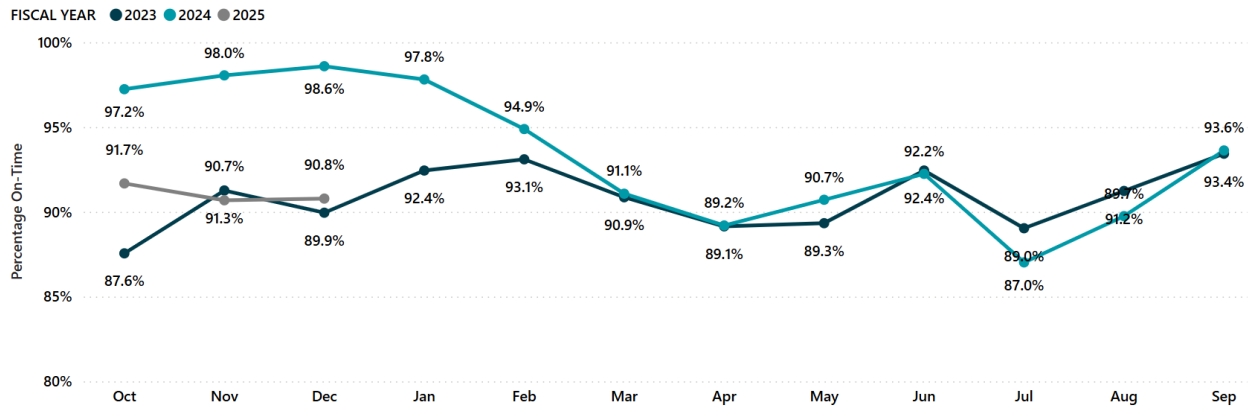
- The on-time performance for CapMetro Bus, Rapid, and Express was 77.2% in Q1 FY2025. This was lower than Q1 FY2024 (80.0%) and lower than the FY2025 goal of 83%.
- The on-time performance for CapMetro Rail was 91.0% in Q1 FY2025. This was lower than Q1 FY2024 (98.0%), and lower than the FY2025 goal of 96%.
- The on-time performance for CapMetro Access was 88.0% in Q1 FY2025. This was lower than Q1 FY2024 (94.0%), and lower than the FY2025 goal of 92%.
- The on-time performance for CapMetro Pickup was 54.7% in Q1 FY2025.

CapMetro Bus, Rapid, and Express On-Time Performance

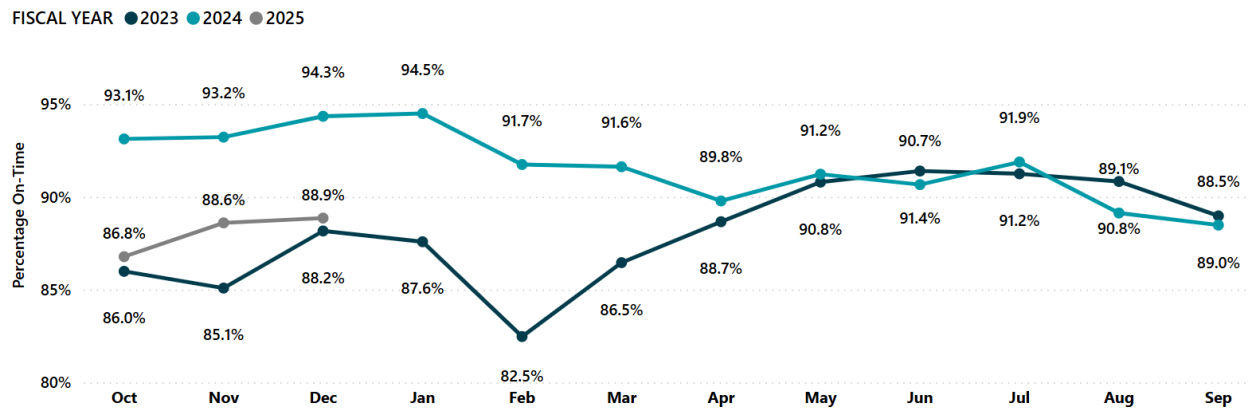
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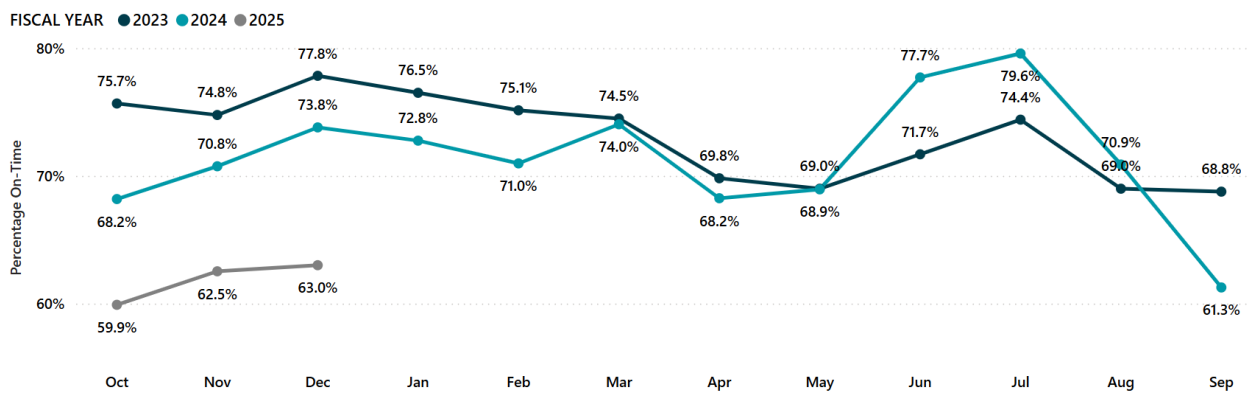
CapMetro Rail On-Time Performance



CapMetro Access On-Time Performance



CapMetro Pickup On-Time Performance



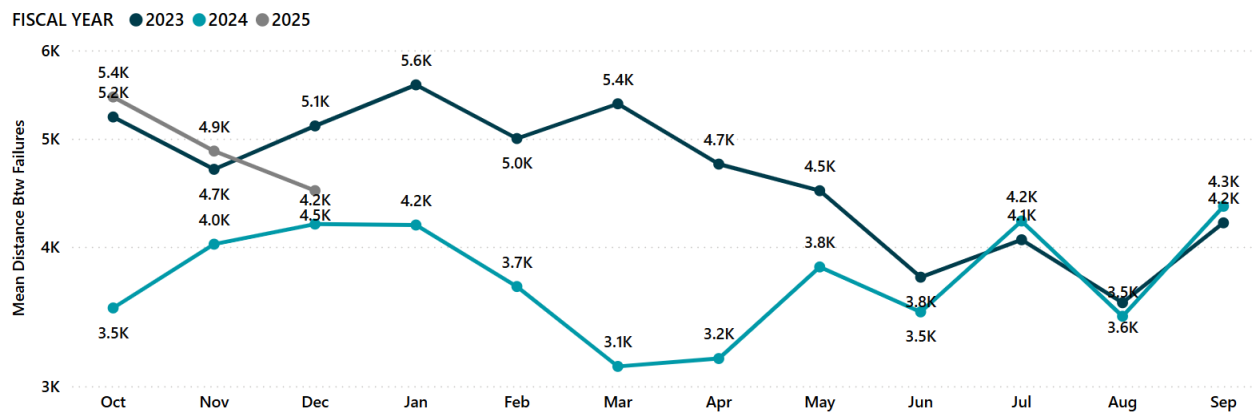
Mean Distance Between Failures

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.

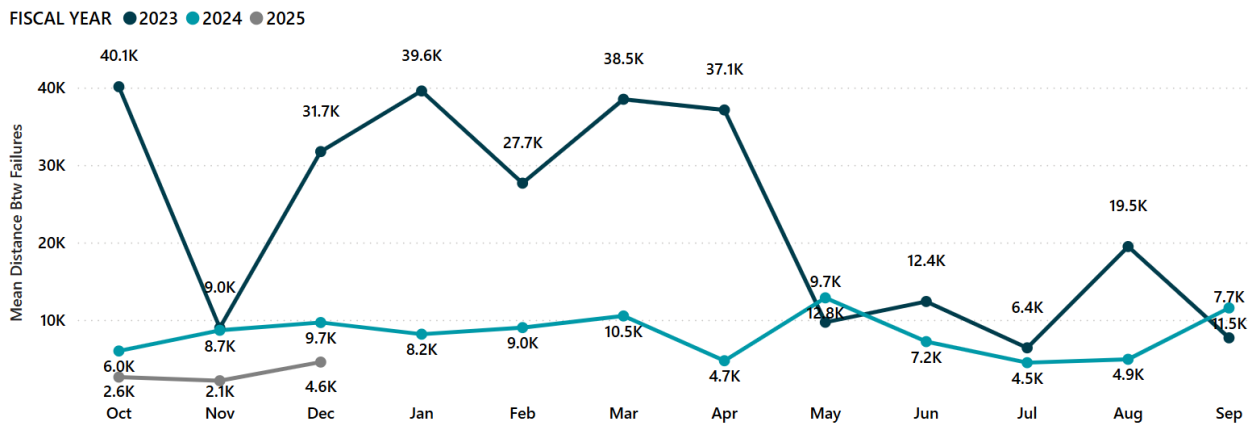
Mean Distance Between Failures performance in Q1 FY2025 improved year-over-year for CapMetro Bus, Rapid, and Express, and CapMetro Access, but declined for CapMetro Rail. CapMetro Access was the only mode to meet their FY2025 goal, which was achieved in December. A higher MDBF number indicates better performance.

- In Q1 FY2025, the MDBF for CapMetro Bus, Rapid, and Express improved to 4,918. While there was an increase from 3,882 in Q1 FY2024, it did not meet the FY2025 goal of 5,500.
- The MDBF for CapMetro Rail was 3,356 in Q1 FY2025. It was lower than 7,676 in Q1 FY2024 and did not meet the FY2025 goal of 15,000.
- The MDBF for CapMetro Access in Q1 FY2025 improved to 12,051. It increased compared to 11,776 in Q1 FY2024, with December 2024 achieving the FY2025 goal of 20,000.

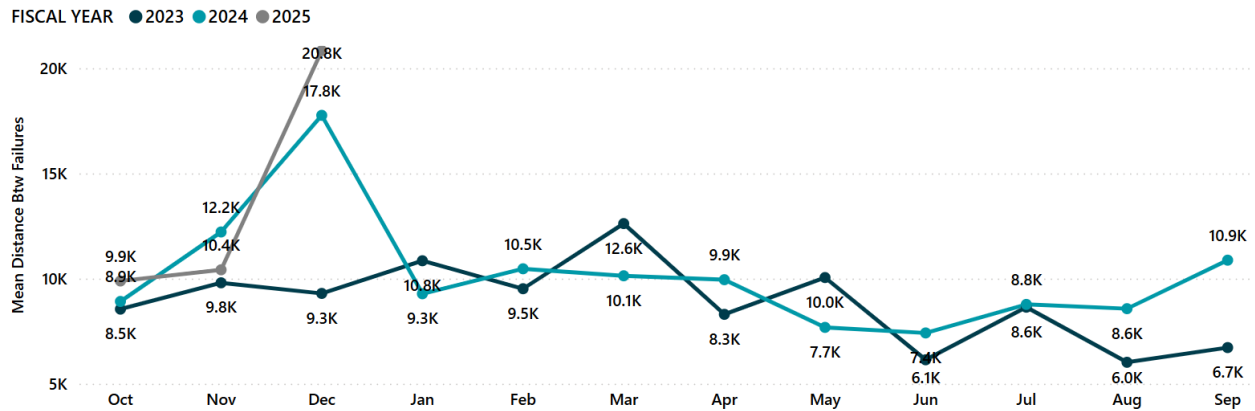
CapMetro Bus, Rapid, and Express Mean Distance Between Failures



CapMetro Rail Mean Distance Between Failures



CapMetro Access Mean Distance Between Failures

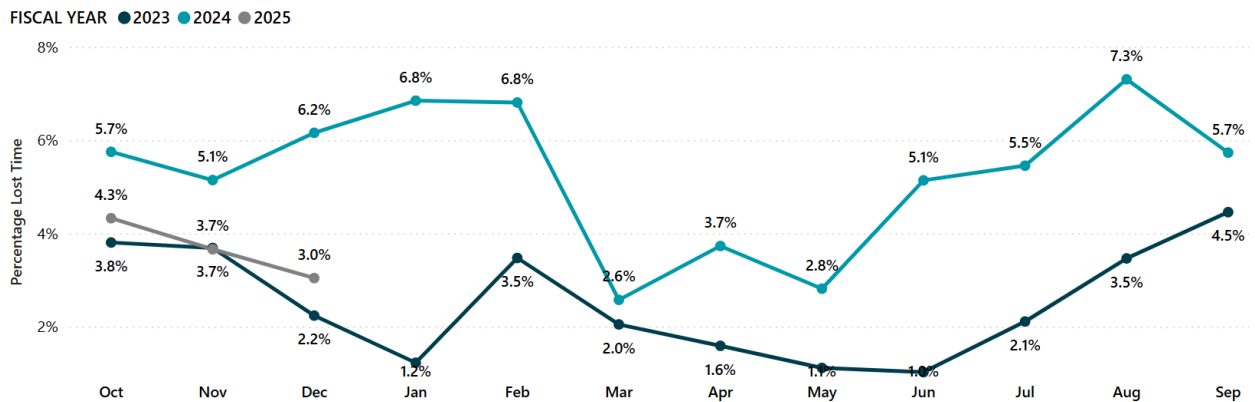


Lost Time

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 bus lost time in Q1 FY2025 improved to 3.7% compared to 5.7% in Q1 FY2024. However, it remained above the FY2025 goal of 1.5%.

CapMetro Bus, Rapid, and Express Lost Time



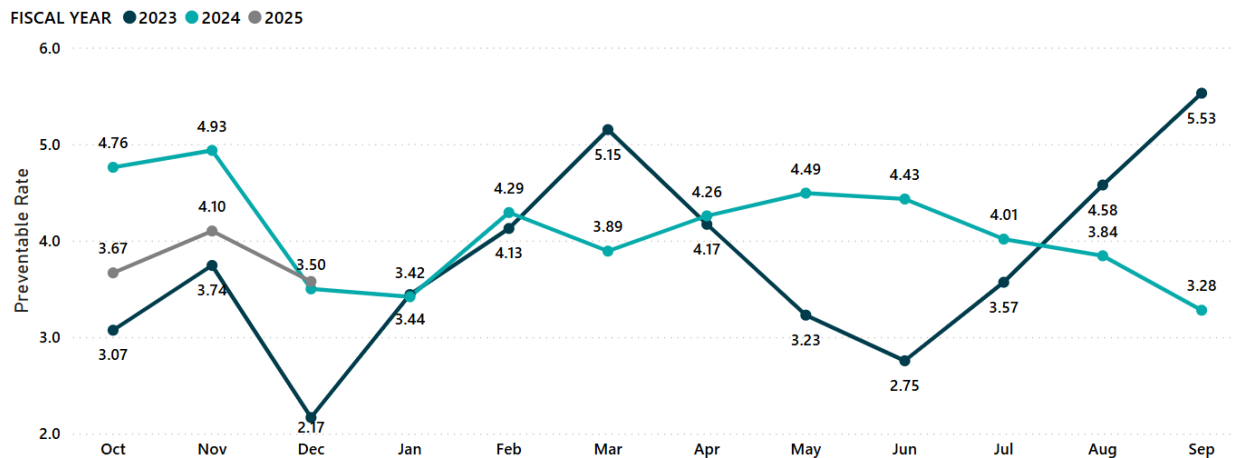
Safety – Preventable Vehicle Collisions per 100,000 Miles

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 vehicle revenue miles and then scaling the result to 100,000 miles for standard comparison.

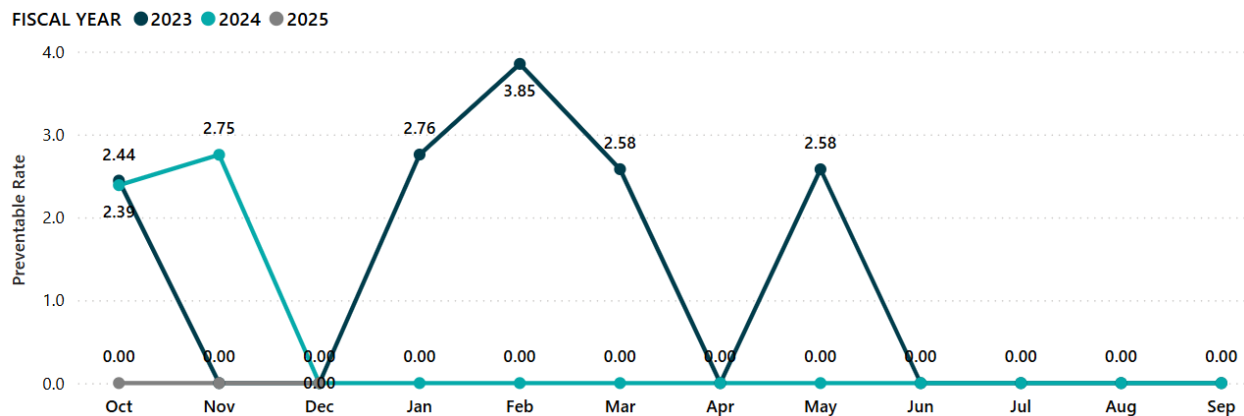
Preventable vehicle collision performance in Q1 FY2025 improved year-over-year for all service modes. However, only CapMetro Rail met the FY2025 goal. A lower rate indicates better performance.

- For CapMetro Bus, Rapid, and Express, the preventable vehicle collision rate improved to 3.77 in Q1 FY2025 from 4.40 in Q1 FY2024, but it did not meet the FY2025 goal of 2.8.
- For CapMetro Rail, the preventable vehicle collision rate was 0.00 in Q1 FY2025. It improved from 1.71 in Q1 FY2024 and met the FY2025 goal of 1.04.
- For CapMetro Access and Pickup, the preventable vehicle collision rate improved to 1.98 in Q1 FY2025 from 2.30 in Q1 FY2024. It did not meet the FY2025 goal of 1.70.

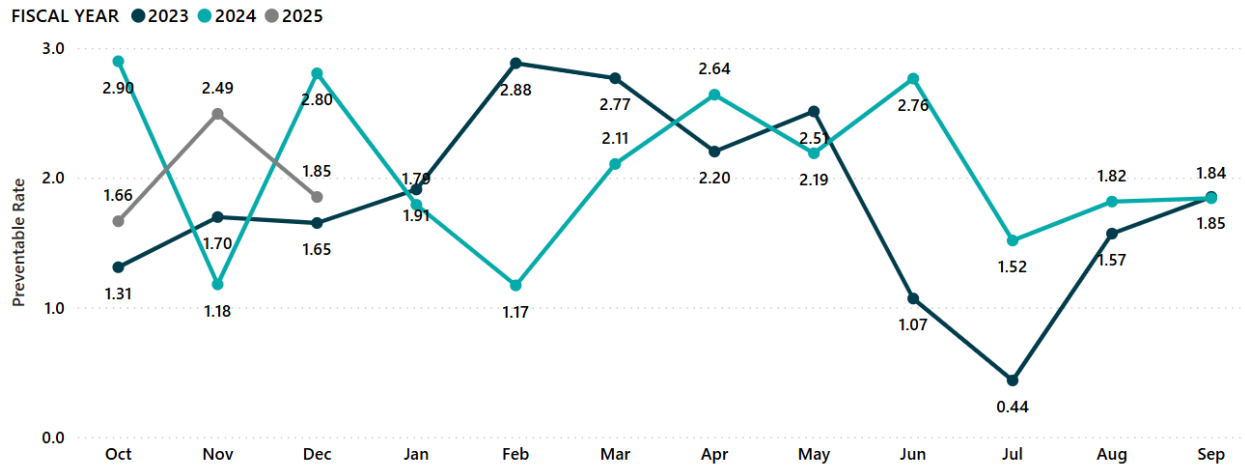
CapMetro Bus, Rapid, and Express Preventable Vehicle Collisions per 100,000 Miles



CapMetro Rail Preventable Vehicle Collisions per 100,000 Miles



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



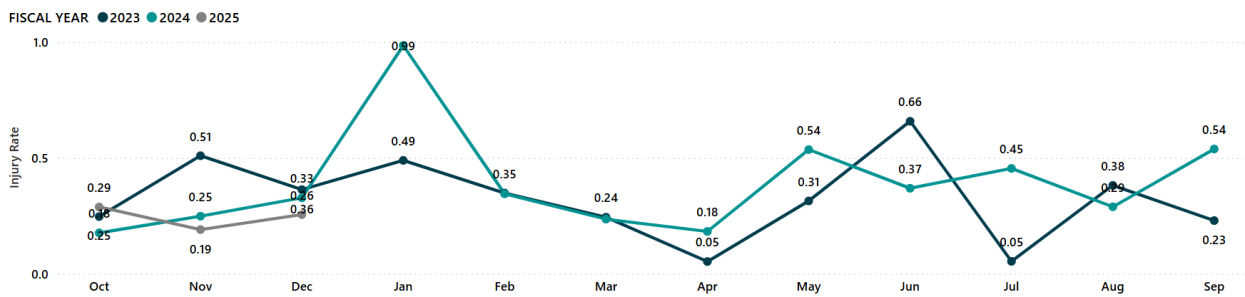
Safety – Passenger Injuries NTD Rates

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.

Passenger injuries performance in Q1 FY2025 is consistent year-over-year for all service modes. CapMetro Bus, Rapid, and Express, and CapMetro Rail met the FY2025 goal, but CapMetro Access and pickup did not meet the FY2025 goal. A lower rate indicates better performance.

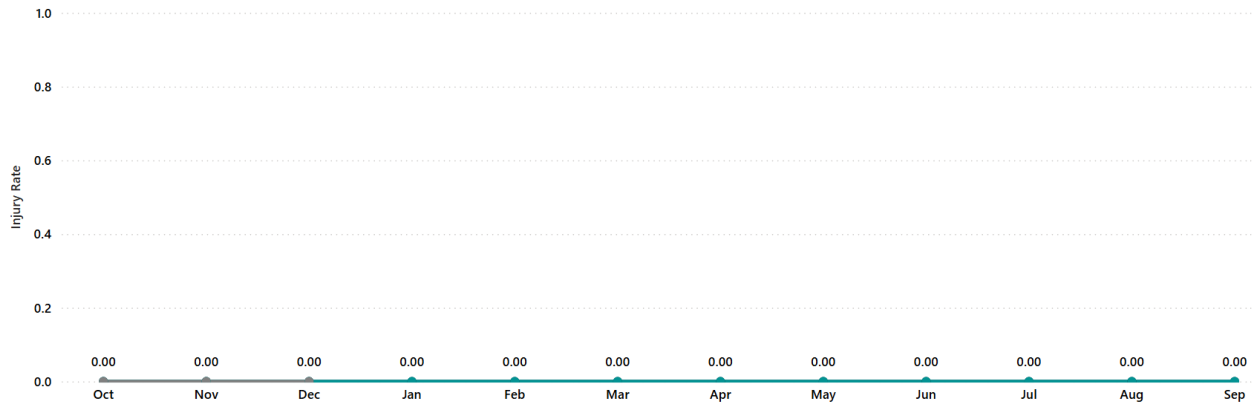
- For CapMetro Bus, Rapid, and Express, the passenger injury rate was 0.25 in Q1 FY2025 and was the same as 0.25 in Q1 FY2024. It met the FY2025 goal of 0.35.
- For CapMetro Rail, the passenger injury rate remained at 0.00 in Q1 FY2025. It was consistent with the same rate of 0.00 in Q1 FY2024 and met the FY2025 goal of 0.25.
- For CapMetro Access and Pickup, the passenger injury rate was 0.66 in Q1 FY2025. It improved compared to 0.73 in Q1 FY2024, but it did not meet the FY2025 goal of 0.25.

CapMetro Bus, Rapid, and Express Passenger Injuries



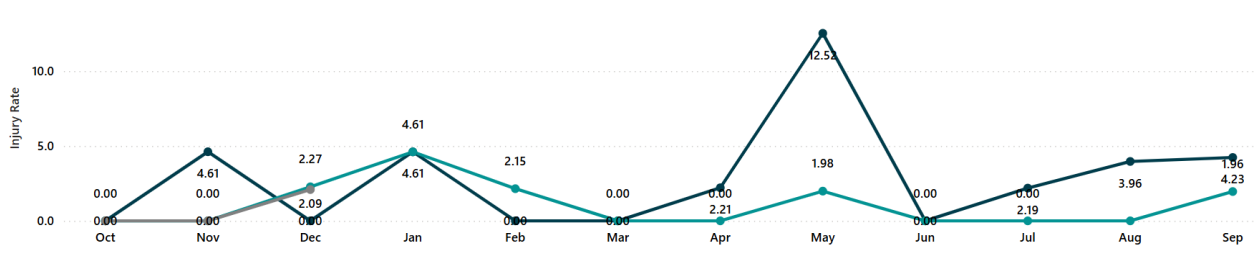
CapMetro Rail Passenger Injuries

FISCAL YEAR ● 2023 ● 2024 ● 2025



CapMetro Access & Pickup Passenger Injuries

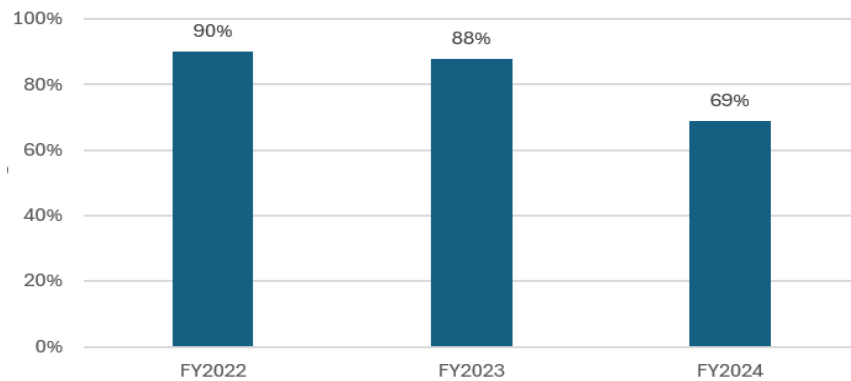
FISCAL YEAR ● 2023 ● 2024 ● 2025



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.

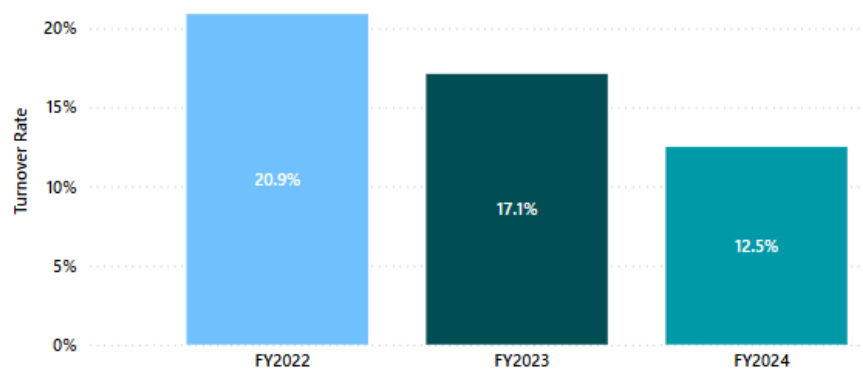
FY2024 saw a decrease in overall customer satisfaction on the survey conducted in April 2024. This sentiment was driven by a desire for improvements in bus frequency, on-time performance, protection from the weather at stops and stations, and safety from harassment on the vehicle. Each of these elements (service planning, operational improvements, investments in amenities and a focus on public safety) are being actively worked 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 12.5%, which was lower than the 17.1% in FY2023. Since a lower turnover rate indicates better performance, FY2024 met the goal of 18.0%.



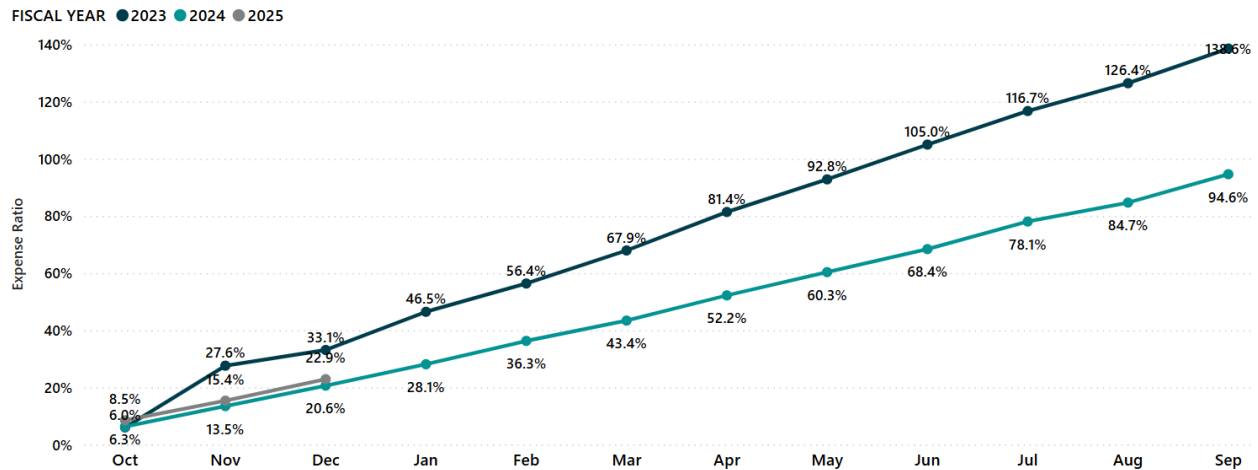
Financial Performance

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.

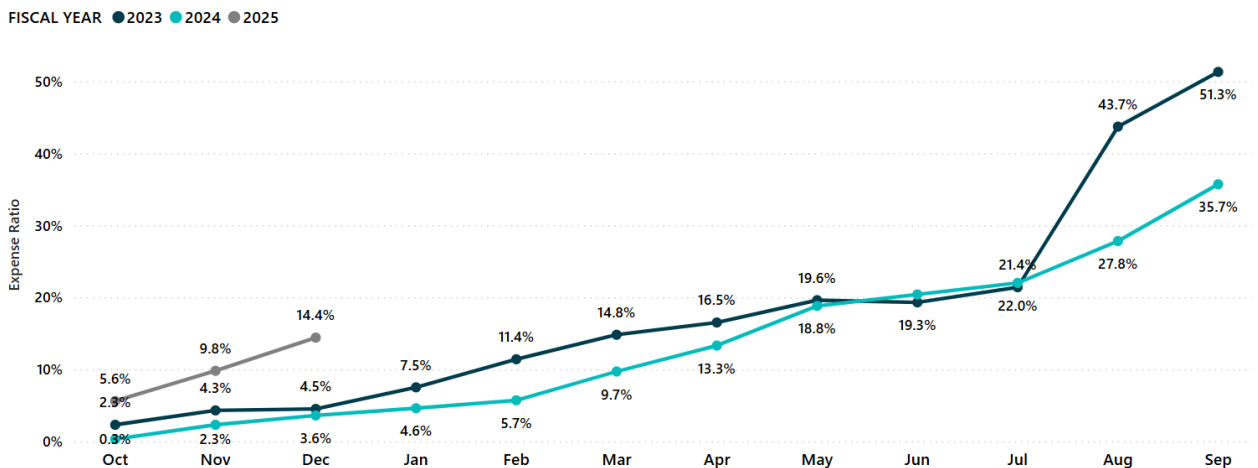
Both metrics improved year-over-year compared to FY2024, but both metrics did not meet their FY2025 goals. A ratio closer to the goal indicates better performance, as it reflects alignment with the planned budget and effective financial management.

- By the end of Q1 FY2025, the operating expenditure ratio was 22.9%. It was higher than 20.7% by the end of Q1 FY2024, but it did not meet the FY2025 goal of 25.5%.
- By the end of Q1 FY2025, the capital expenditure ratio was 14.4%. It was higher than 3.6% by the end of Q1 FY2024, but it did not meet the FY2025 goal of 20.6%.

Operating Expenditures



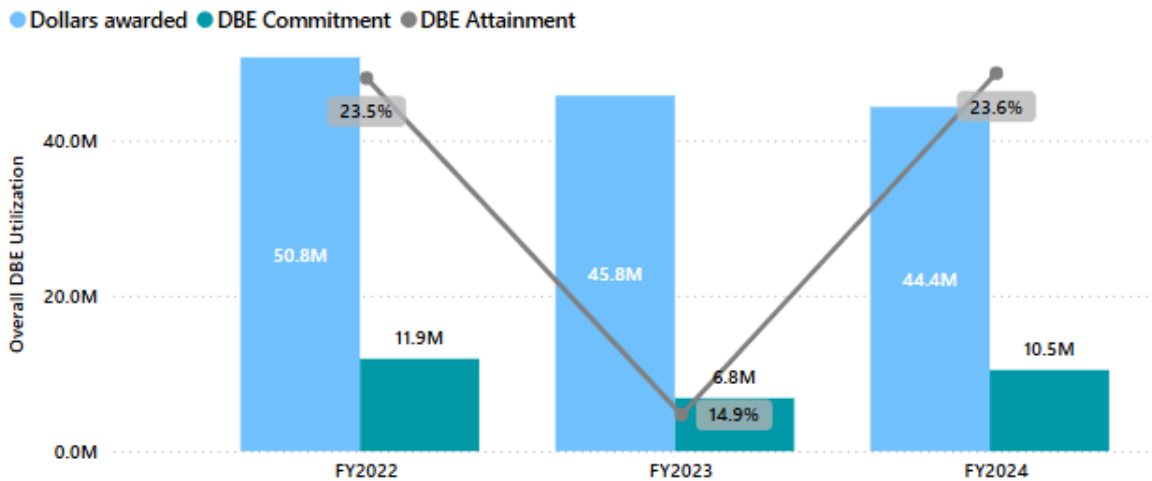
Capital Expenditures



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 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 22.5%. The total dollars awarded to SBEs was \$4.4 million.

