

CapMetro

KPI Presentation

May 8, 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

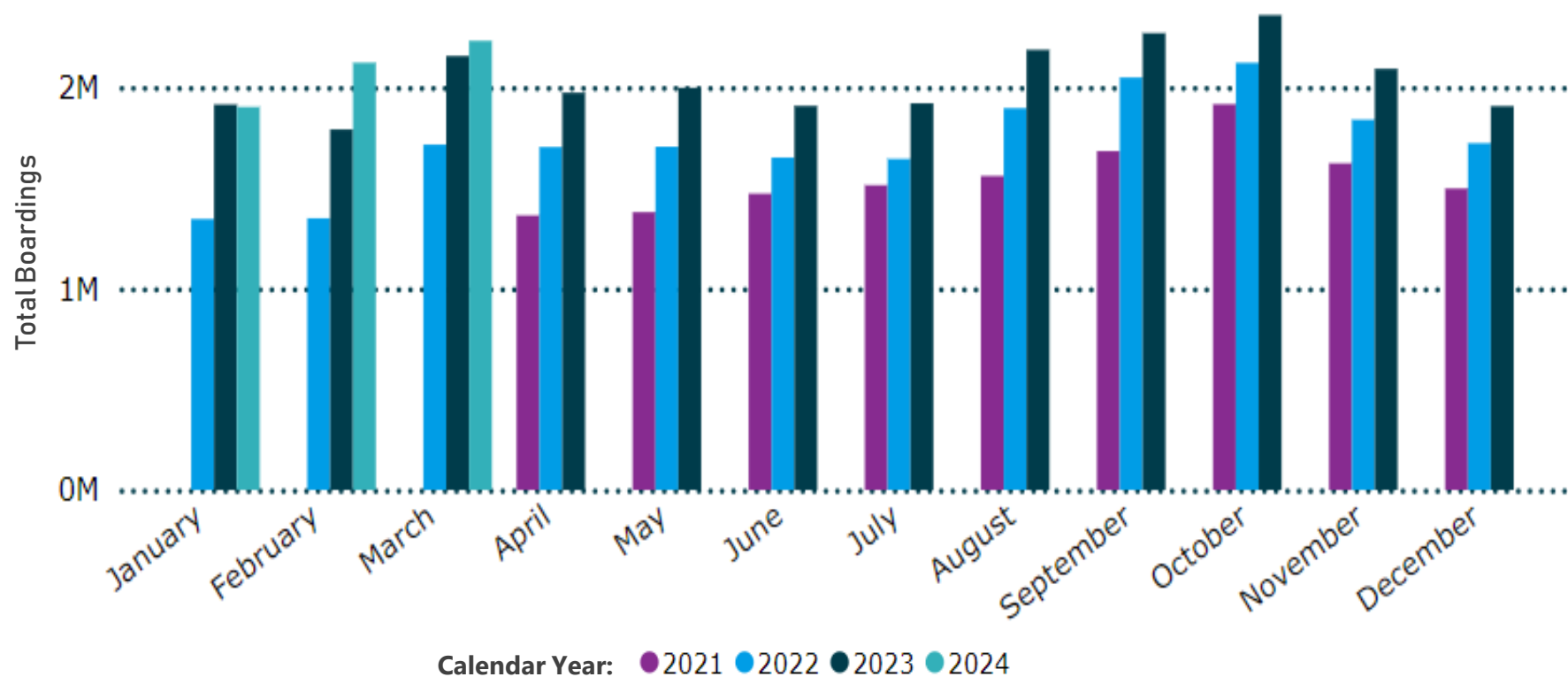
Number of passengers that board a CapMetro vehicle for all Bus services, Rail service, and CapMetro Access. This chart displays the past two calendar years and the current year-to-date.

Overall Percent
Change in
Ridership from
Prior 12-month
Period

12.1%

Overall Ridership
in the
Past 12 Months

24.9M



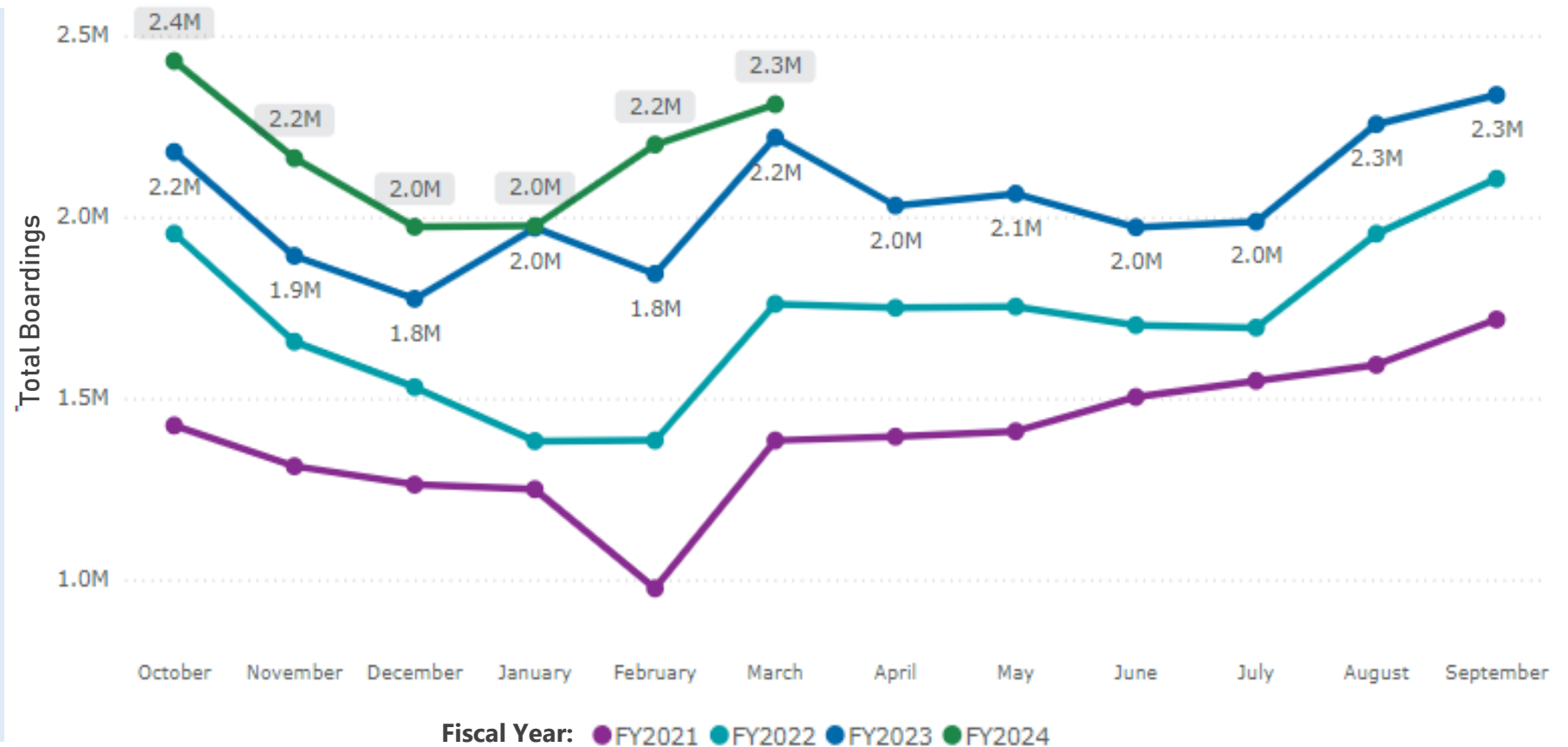
Systemwide Ridership

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.

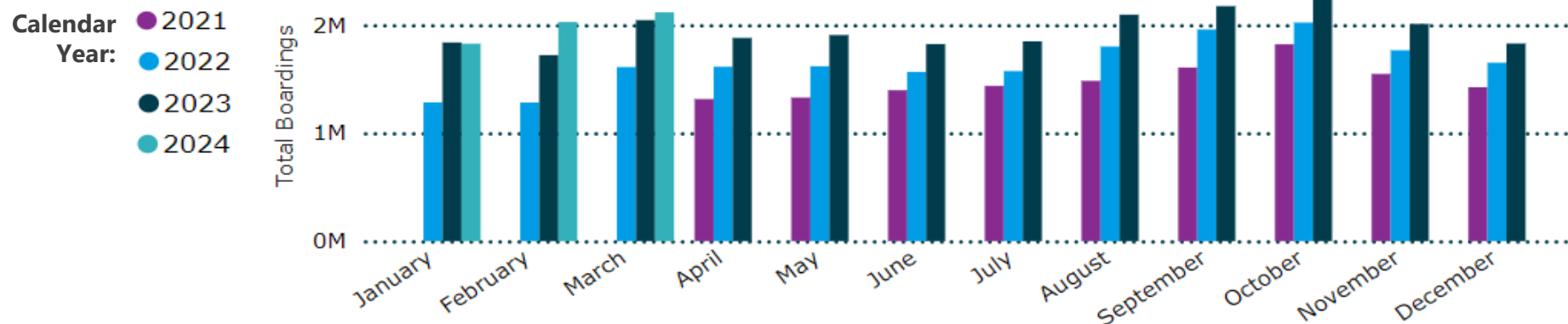
Total Boardings in March 2024

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

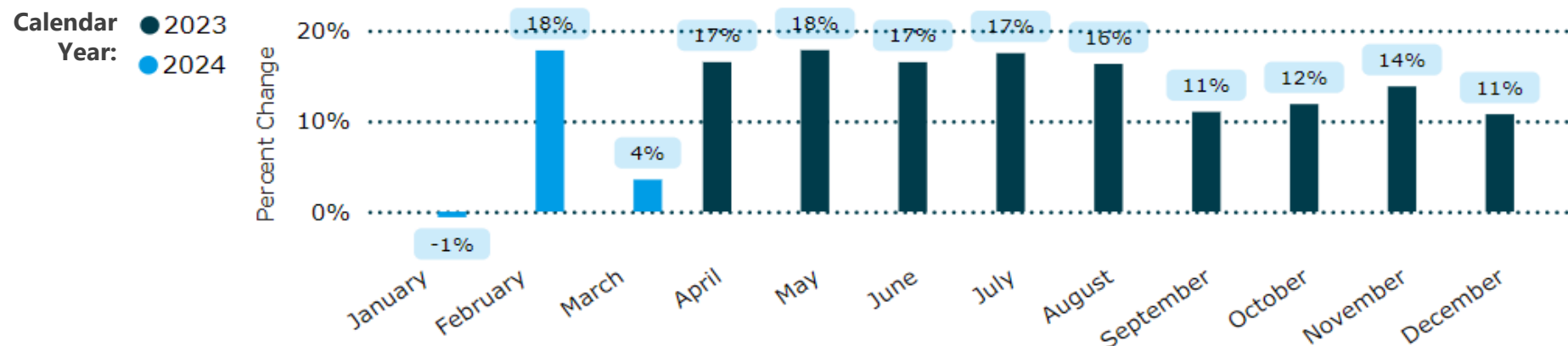


Ridership by Mode: Bus

Boardings for All CapMetro Bus Services by Month

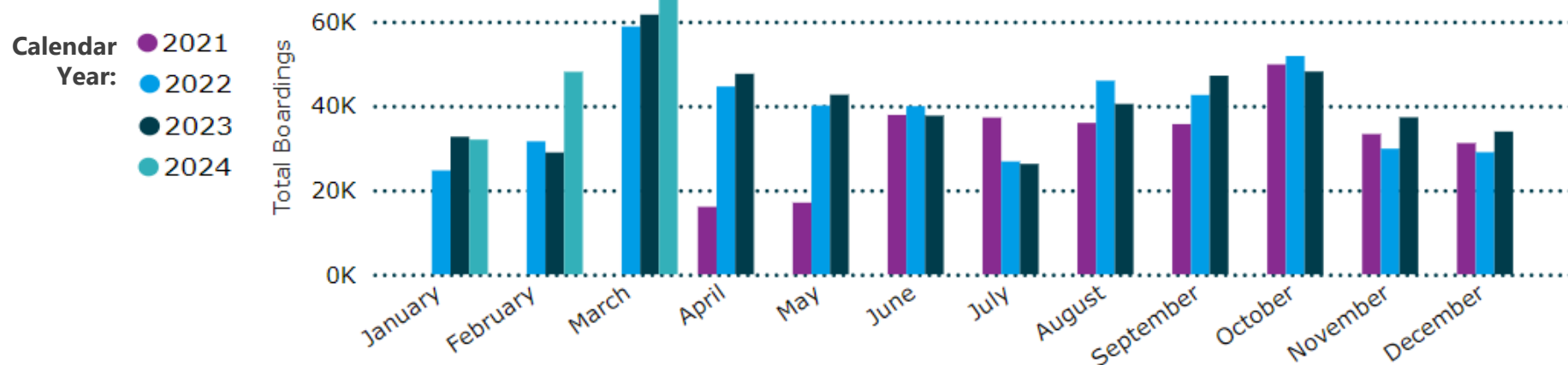


Monthly Percent Change in Boardings for All CapMetro Bus Services from the Prior Year

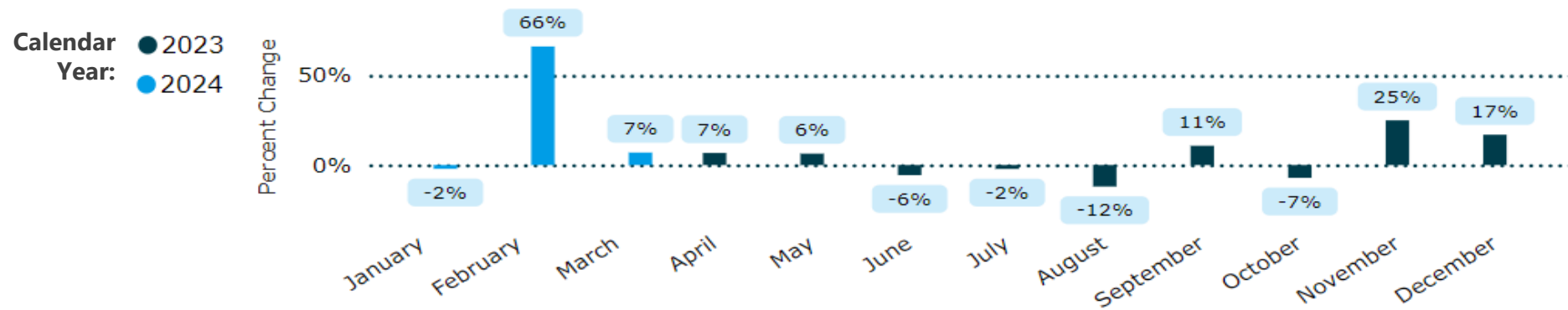


Ridership by Mode: Rail

CapMetro Rail Boardings by Month

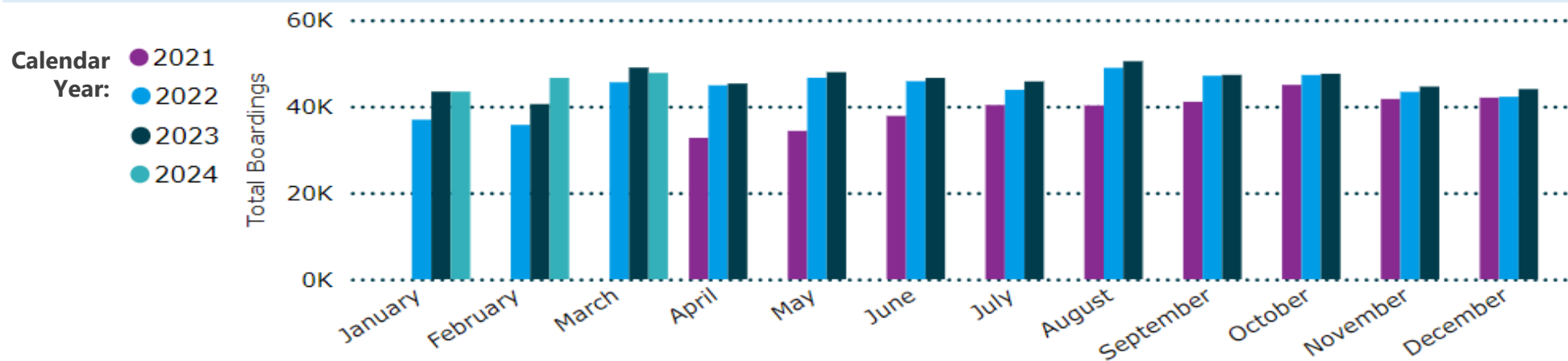


Monthly Percent Change in CapMetro Rail Boardings from the Prior Year

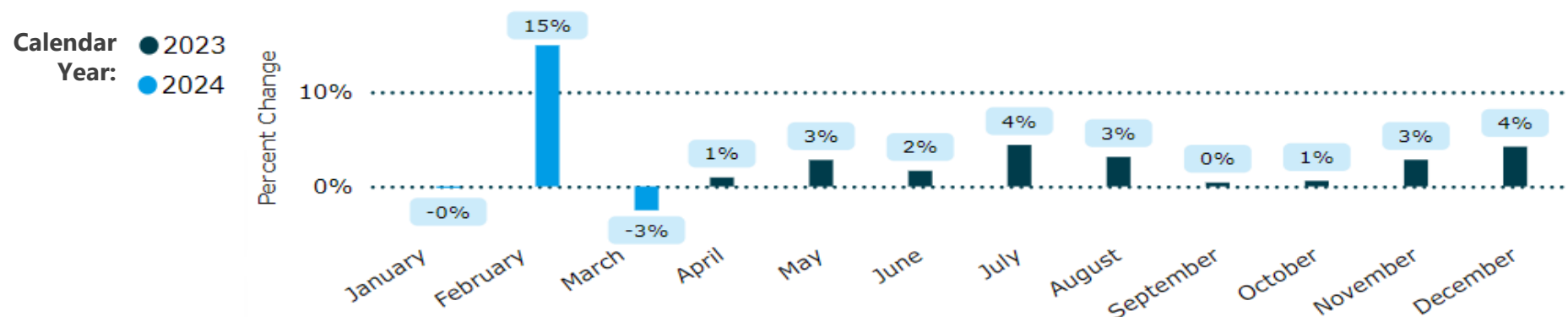


Ridership by Mode: Access

CapMetro Access Boardings by Month



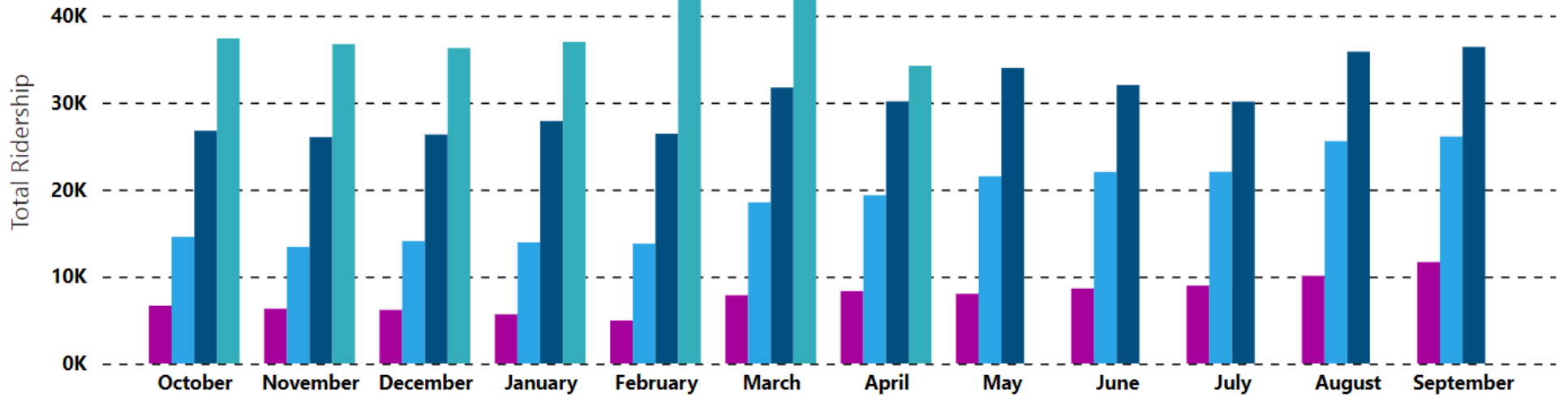
Monthly Percent Change in CapMetro Access Boardings from the Prior Year



Ridership by Mode: Pickup

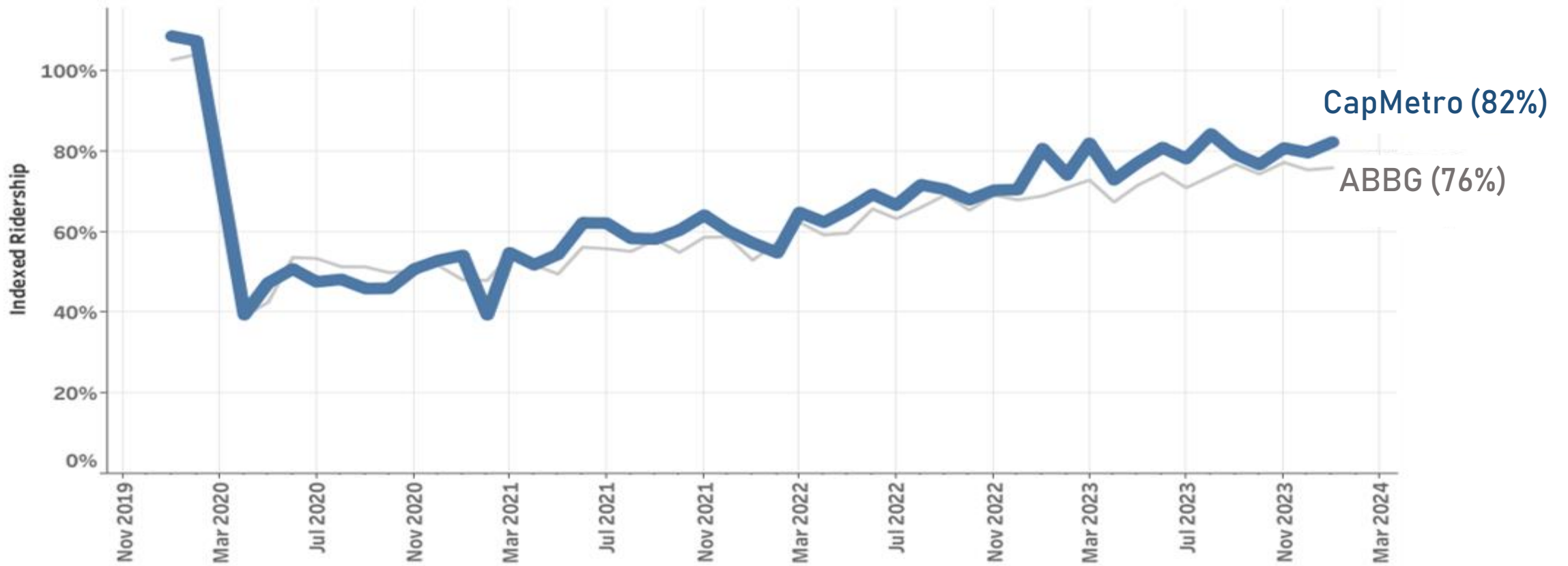
CapMetro Pickup Boardings by Month

Fiscal Year:
● 2021
● 2022
● 2023
● 2024



Ridership Recovery Bus: Benchmark

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



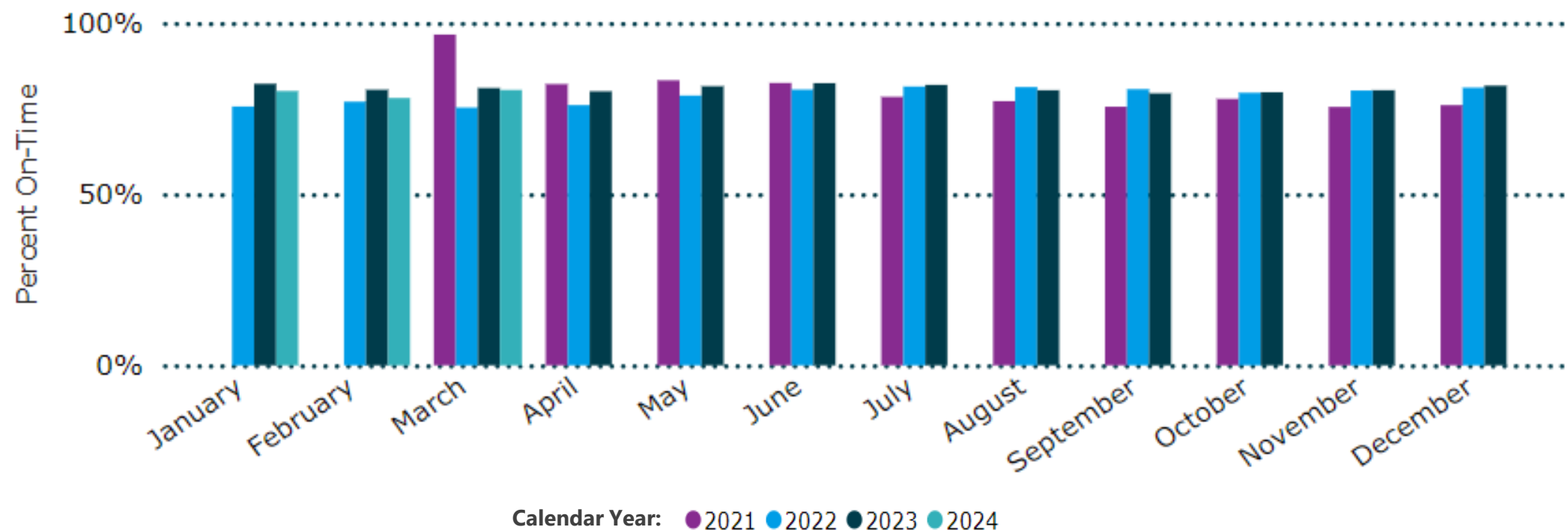
CapMetro

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.

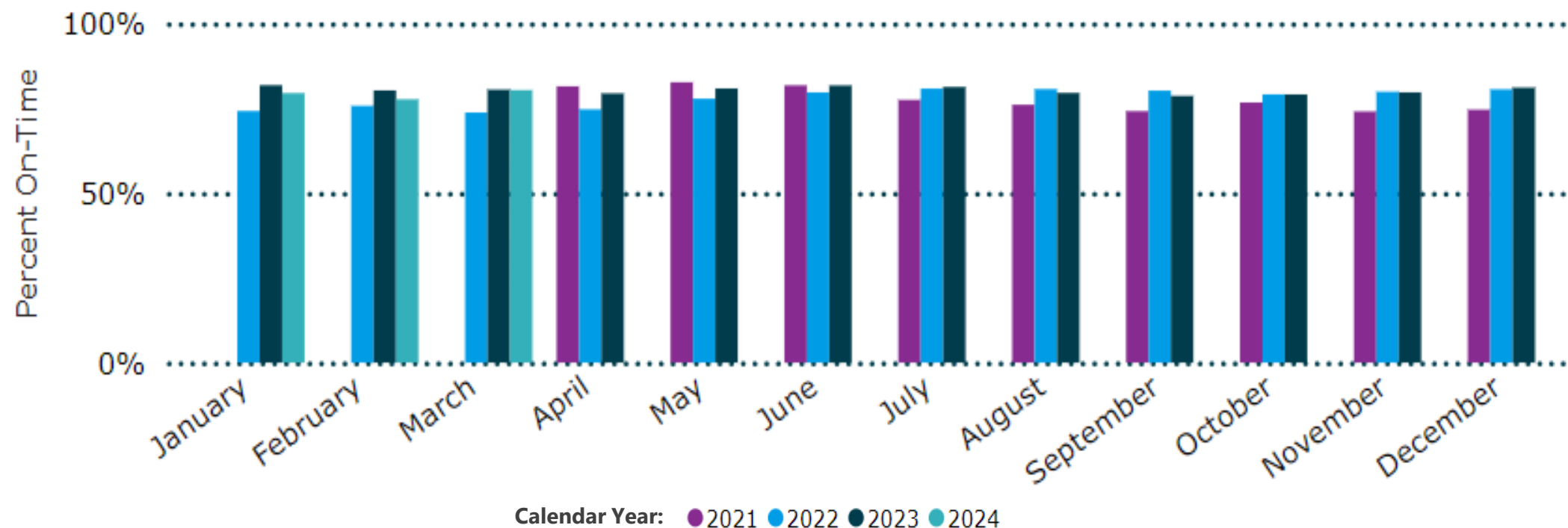


OTP in the
Past 12 Months
80.6%

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.

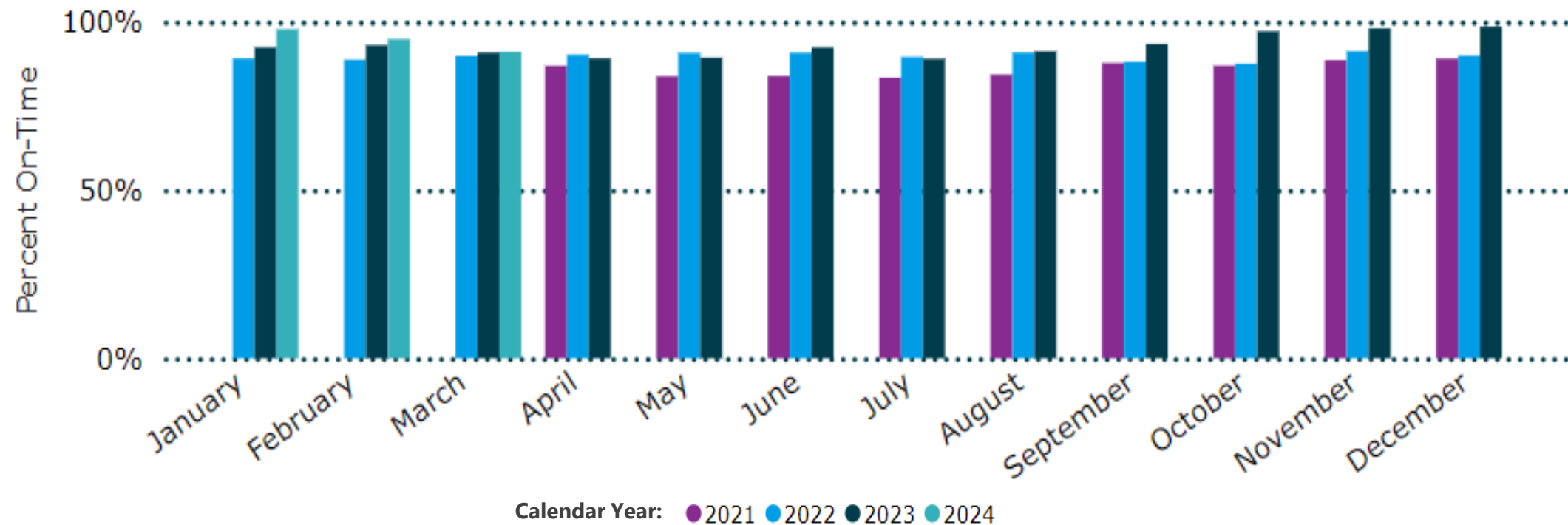


OTP in the
Past 12 Months
79.9%

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.

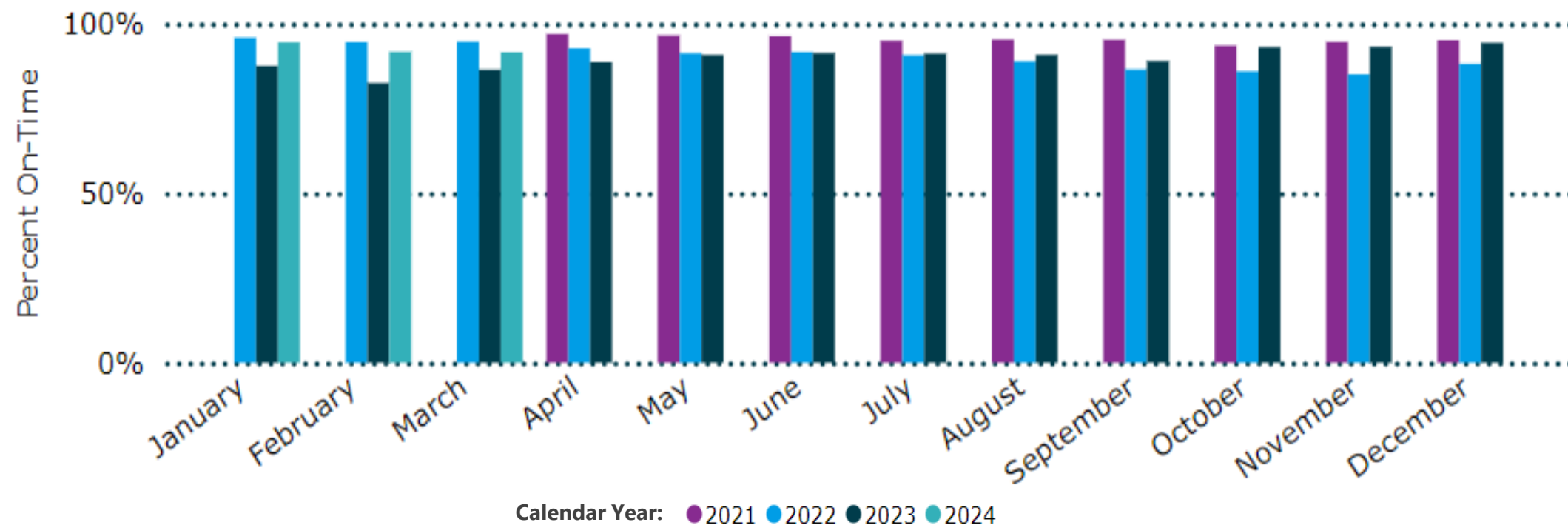


OTP in the
Past 12 Months
93.4%

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.

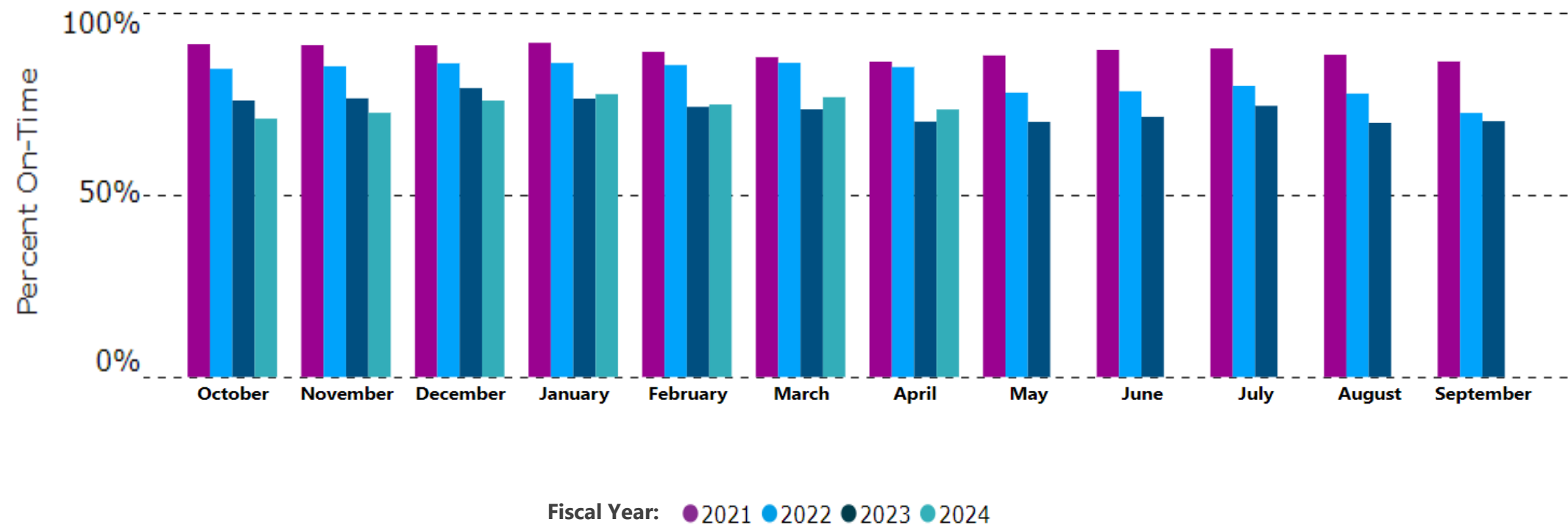


OTP in the
Past 12 Months
91.7%

On-Time Performance: Pickup

Monthly On-Time Performance (OTP) for Pickup

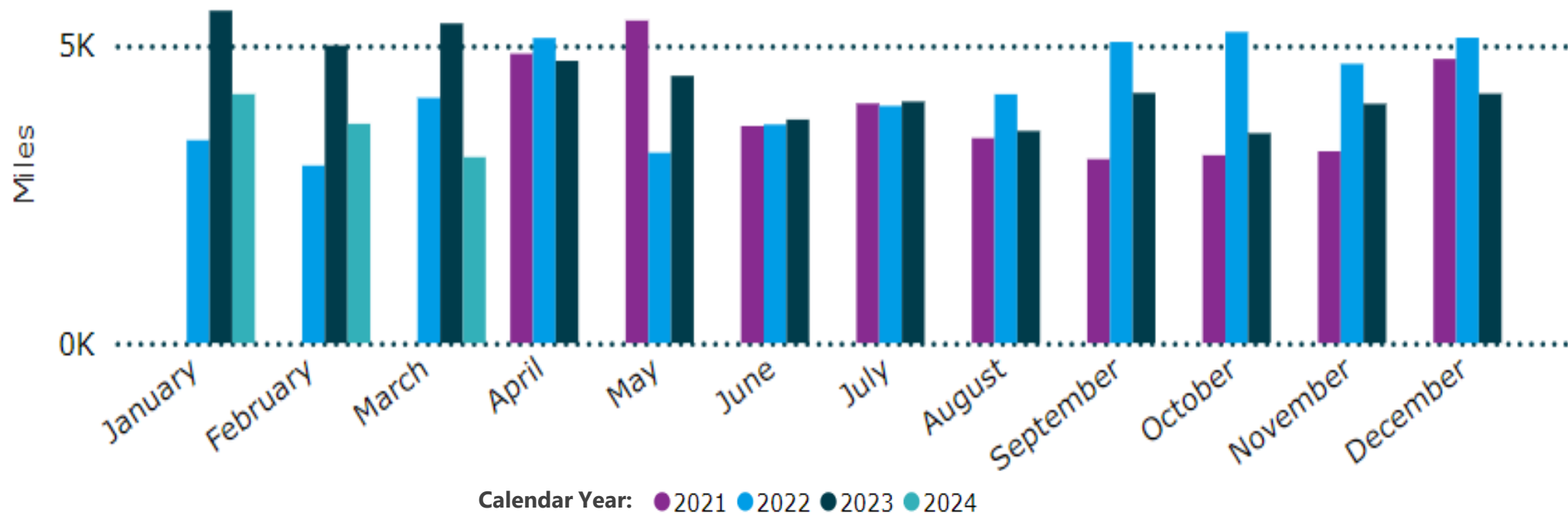
The percentage of CapMetro Pickup trips that were serviced on-time each month.



Mean Distance Between Failure: Bus

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

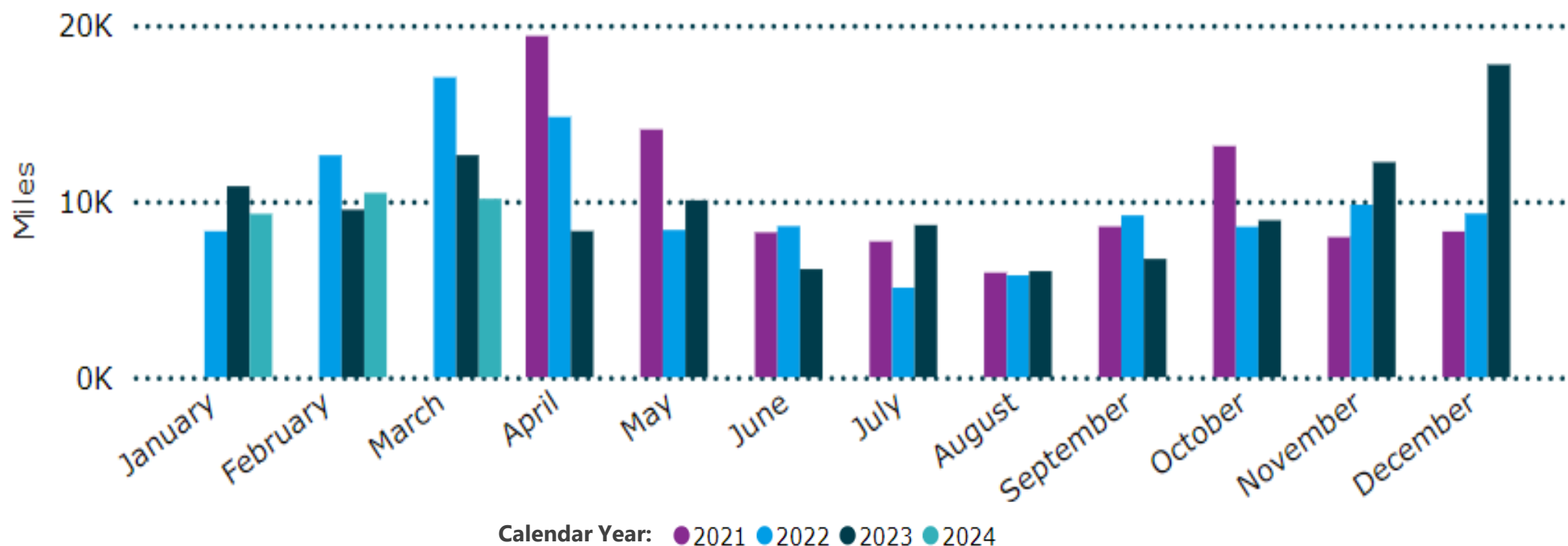
MDBF is a reliability metric that measures the mean number of miles traveled between the failure of a mechanical element that prevents the vehicle from completing a scheduled revenue trip or starting the next scheduled revenue trip.



Mean Distance Between Failure: Access

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

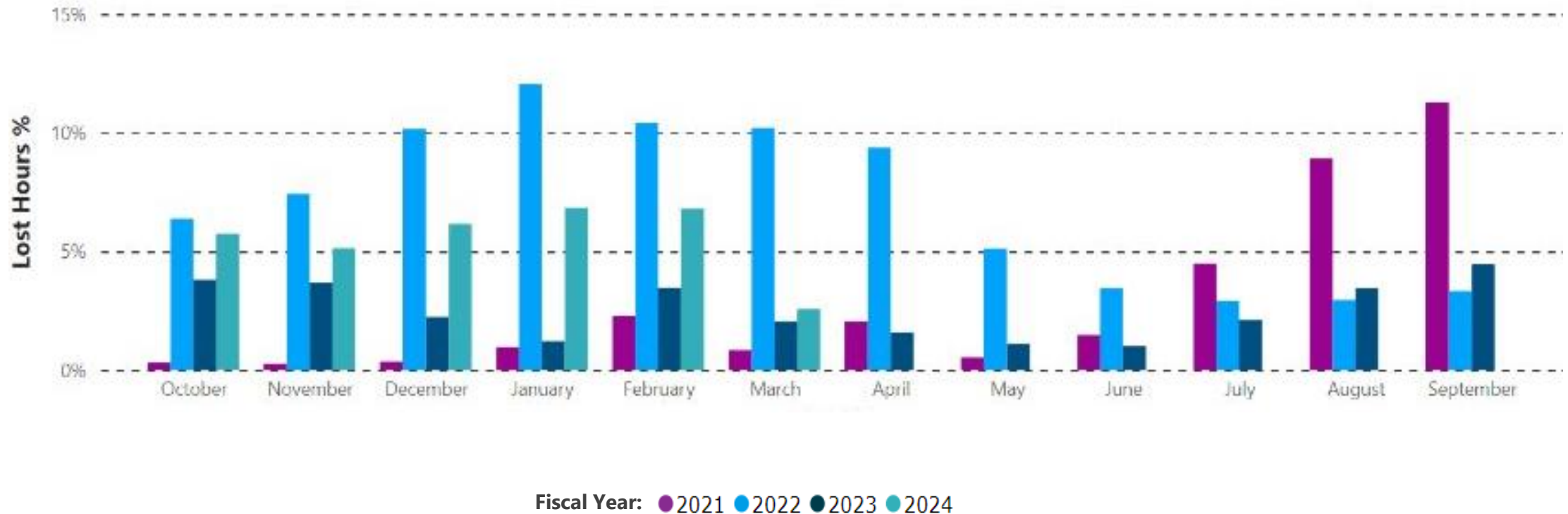
MDBF is a reliability metric that measures the mean number of miles traveled between the failure of a mechanical element that prevents the vehicle from completing a scheduled revenue trip or starting the next scheduled revenue trip.



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.



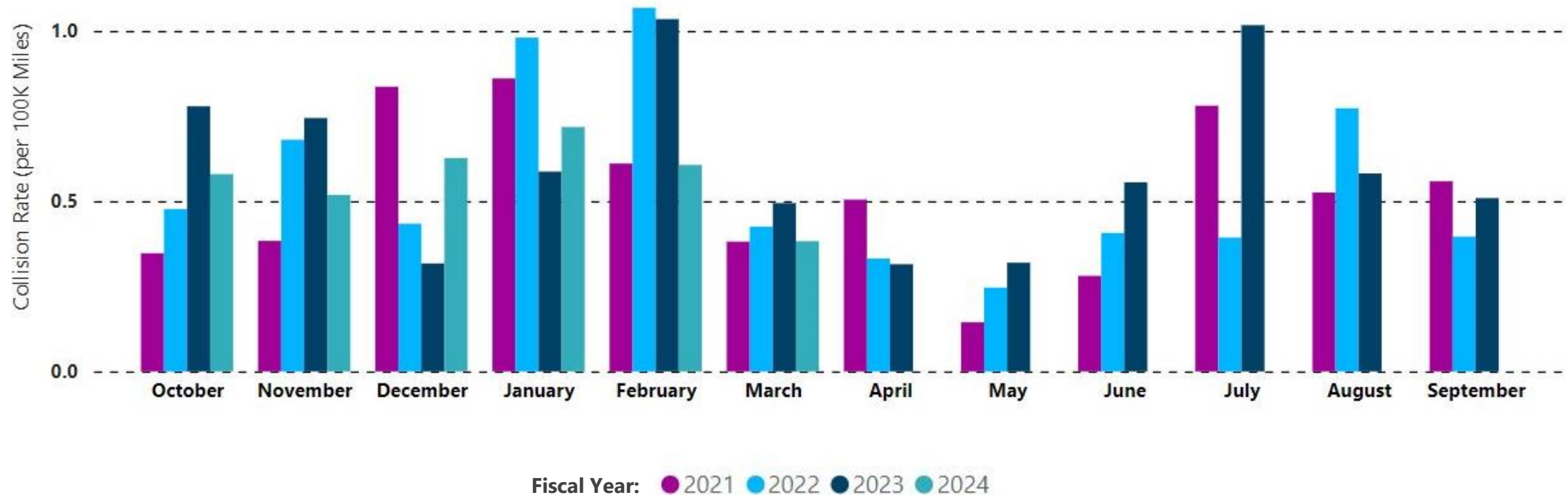
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Safety

Vehicle Collisions: Bus

Collision Rate per 100,000 Miles

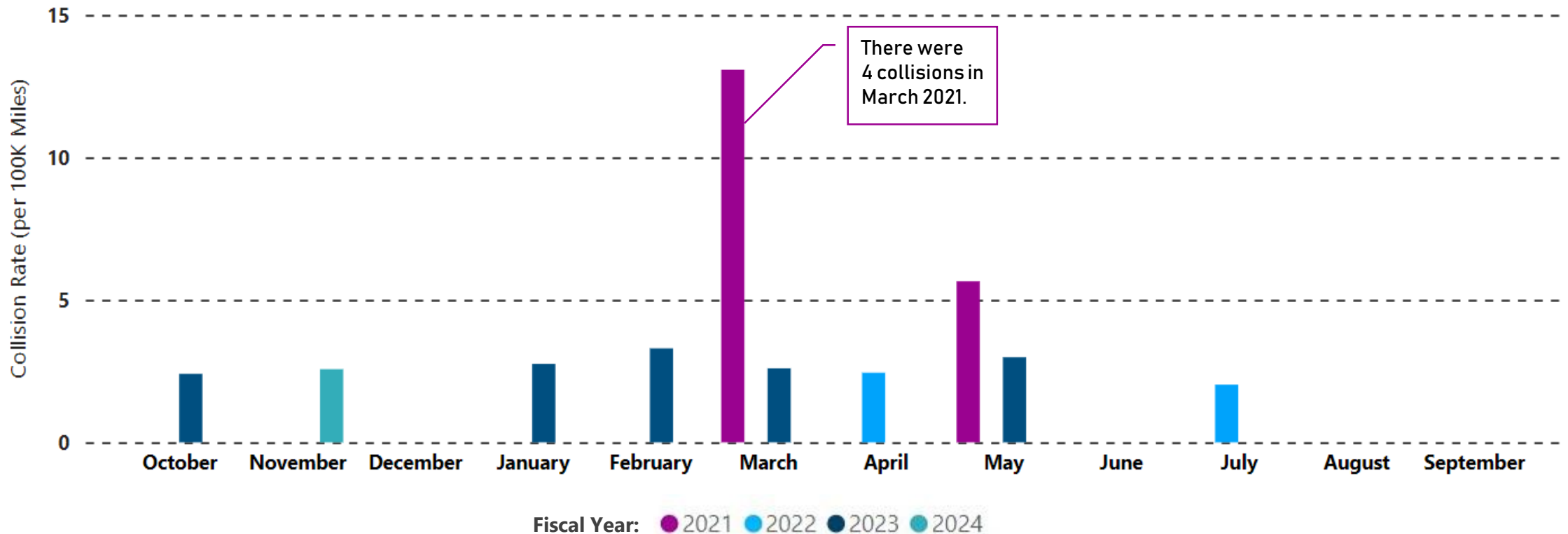
Number of NTD-reported collisions by CapMetro Buses divided by standardized revenue miles.



Vehicle Collisions: Rail

Collision Rate per 100,000 Miles

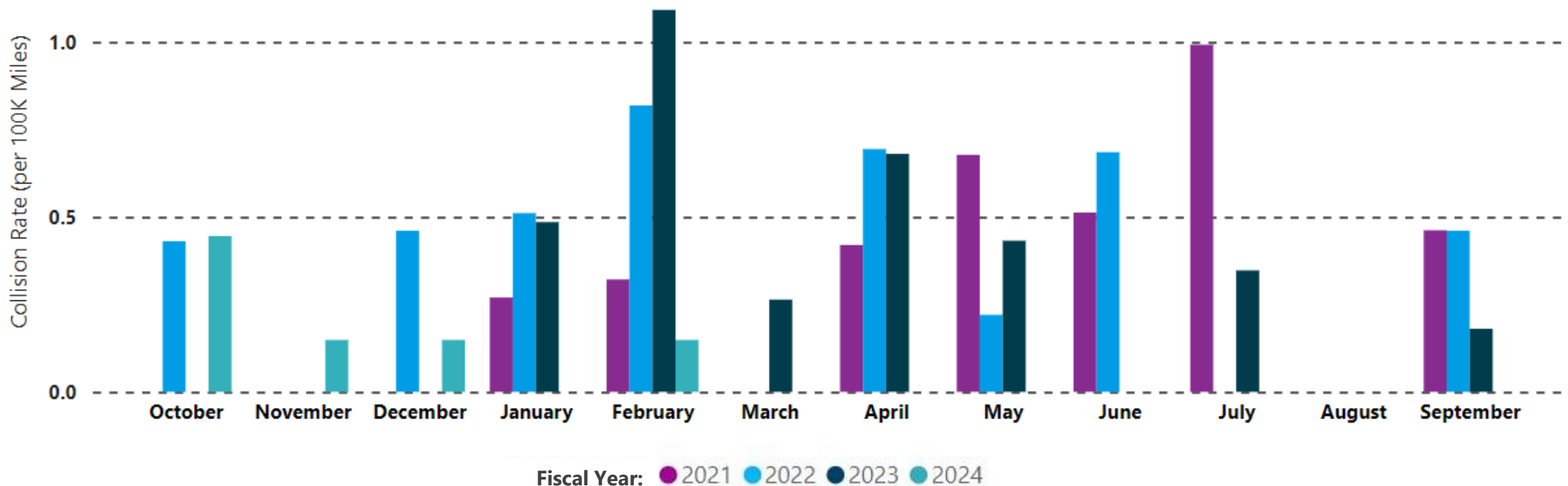
Number of NTD-reported collisions by CapMetro Trains divided by standardized revenue miles. Missing bars indicate the value '0'.



Vehicle Collisions: Demand Response

Collision Rate per 100,000 Miles

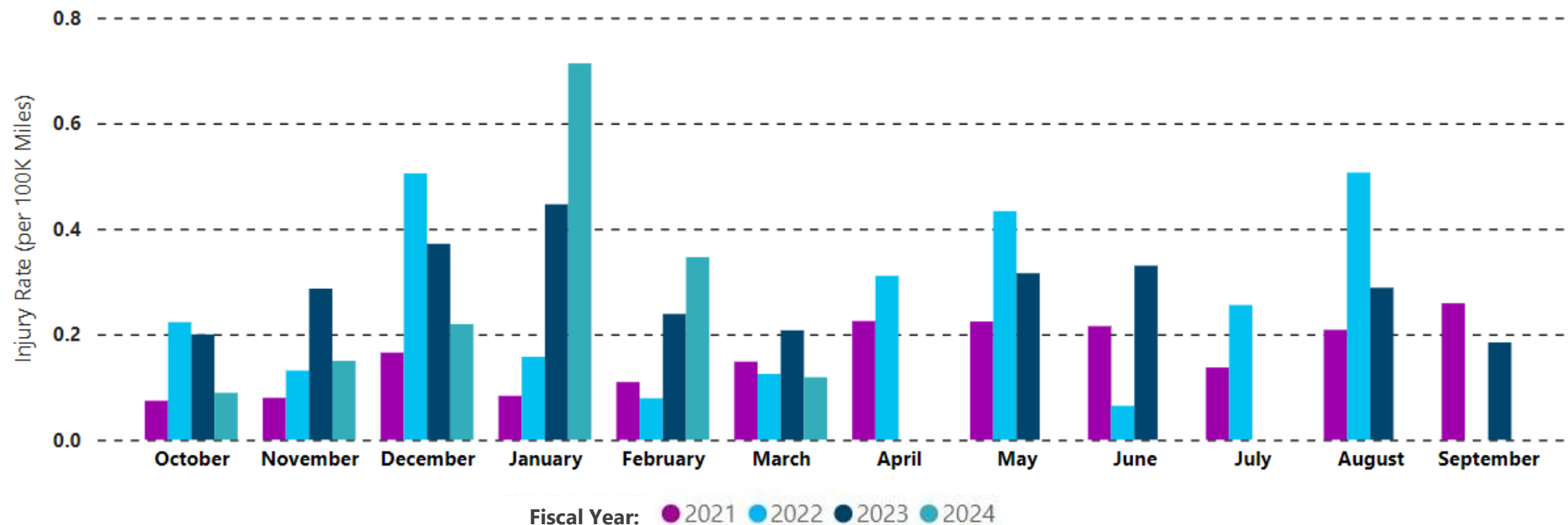
Number of NTD-reported collisions by Demand Response vehicles divided by standardized revenue miles. Missing bars indicate the value '0'.



Injuries: Bus

Injury Rate per 100,000 Miles

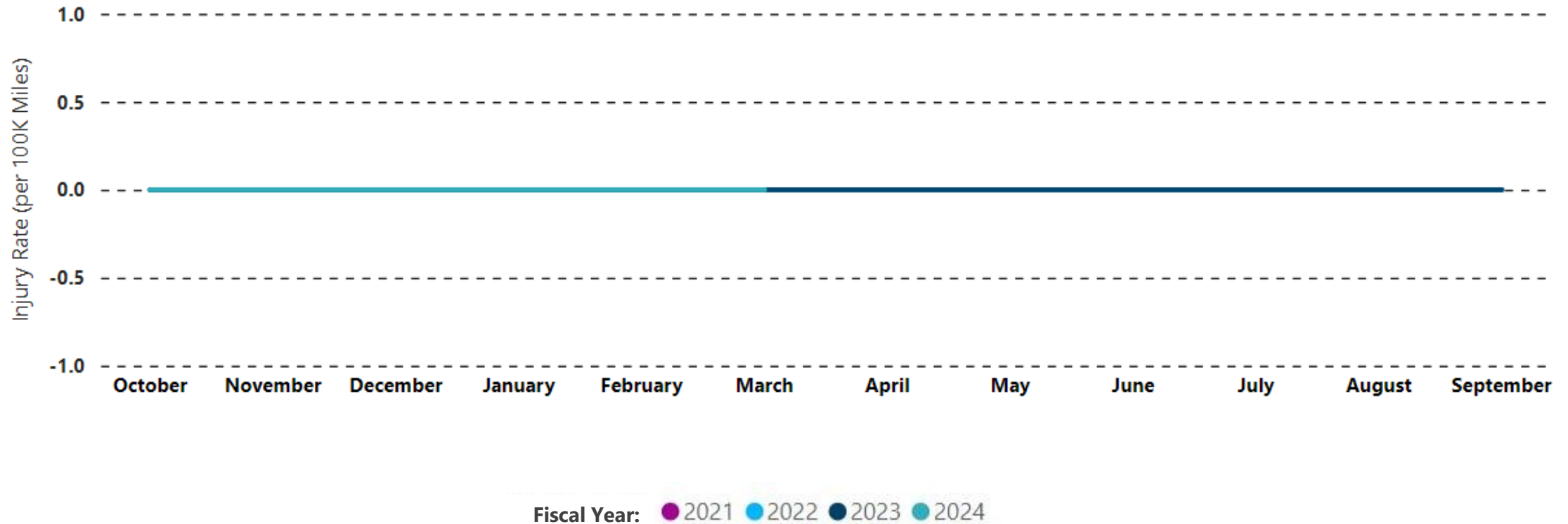
Number of NTD-reported injuries on CapMetro Buses divided by standardized revenue miles. Missing bars indicate the value '0'.



Injuries: Rail

Injury Rate per 100,000 Miles

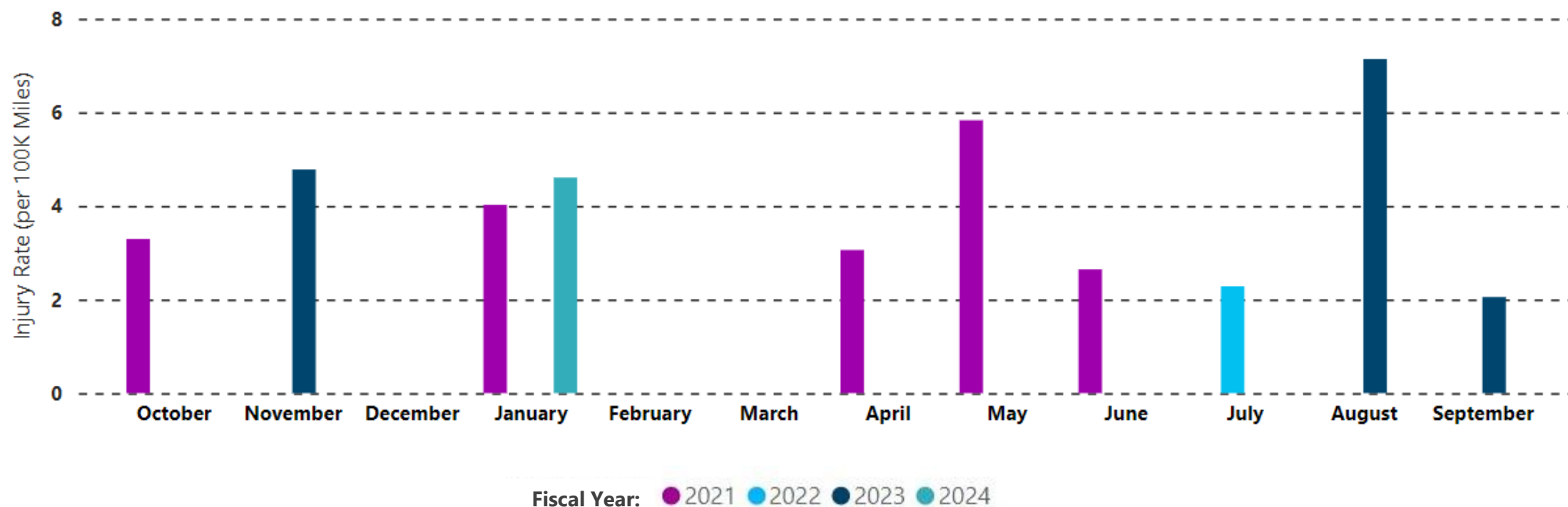
Number of NTD-reported injuries on CapMetro Trains divided by standardized revenue miles. Missing bars indicate the value '0'.



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'.



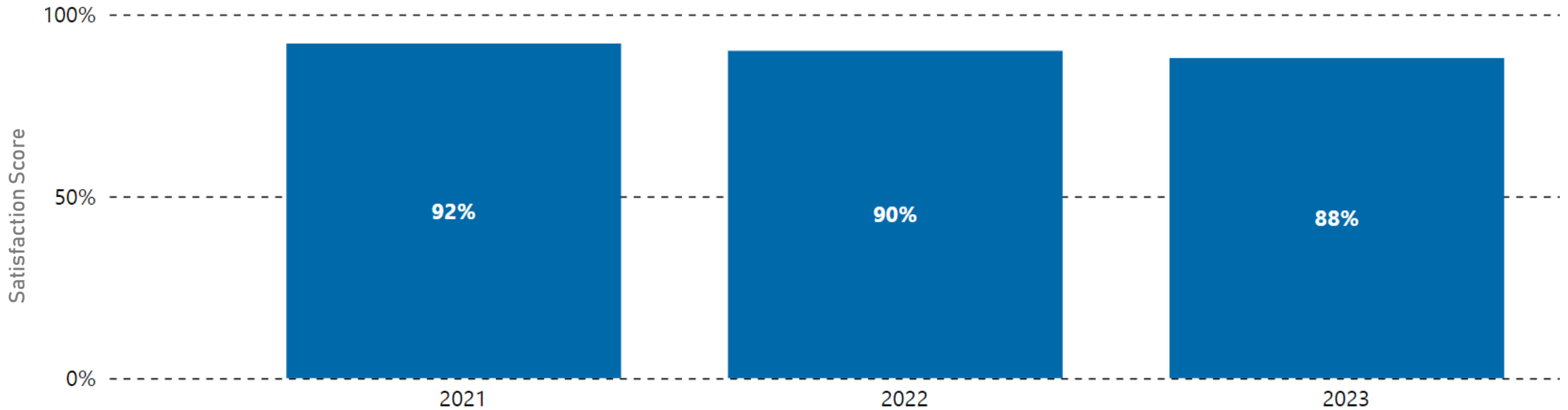
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Customer Satisfaction

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.



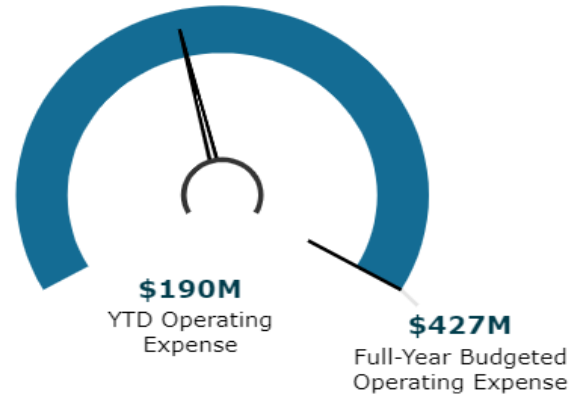
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Finance

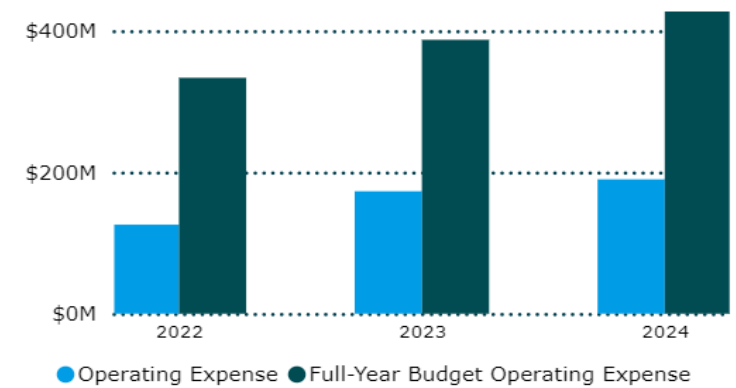
Operating Expenses to Date (Unaudited)

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%

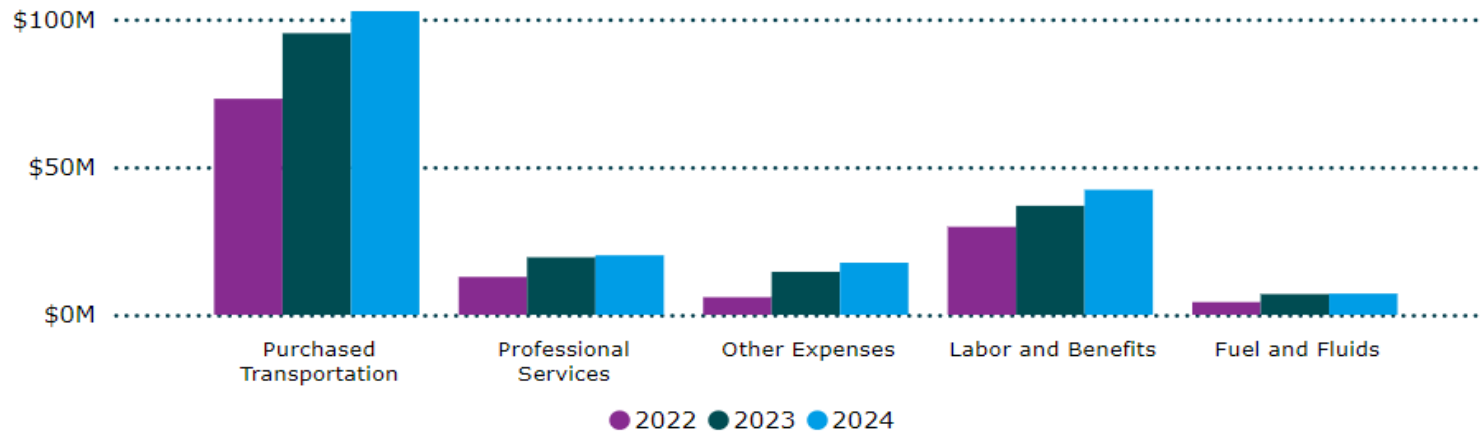


YTD Operating Expense to Full-Year Budget Trend



YTD Operating Expense by Category

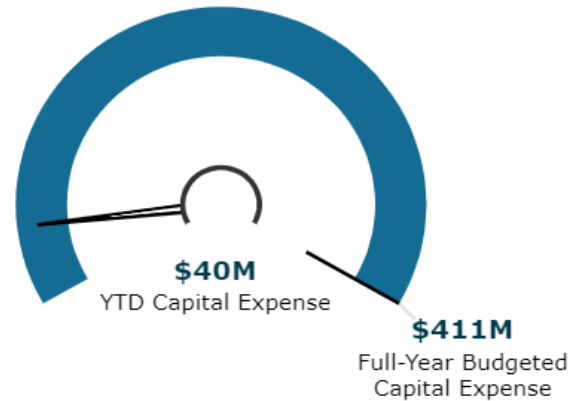
YTD operating expense trend segmented by account categories. Chart displays data for respective fiscal years, October to March.



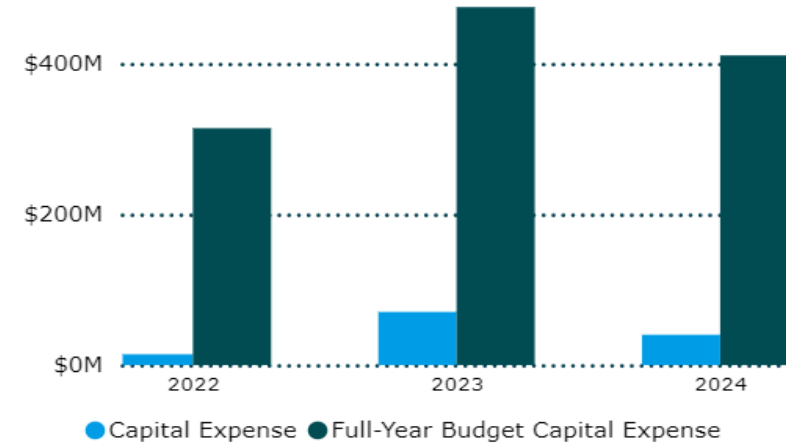
Capital Expenses to Date (Unaudited)

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%

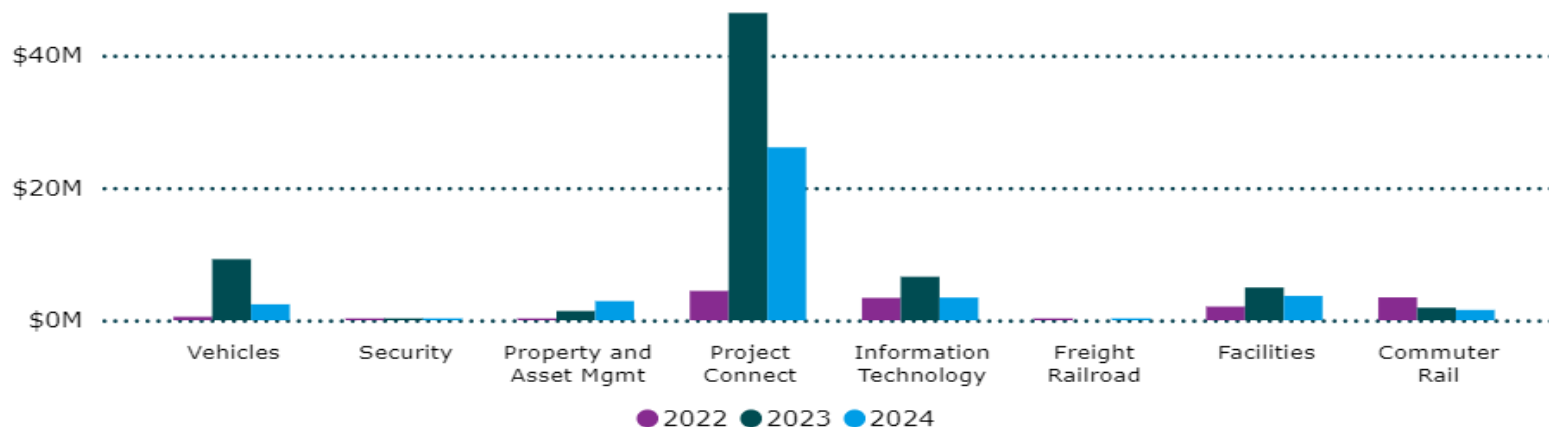


YTD Capital Expense to Full-Year Budget Trend



YTD Capital Expense by Category

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



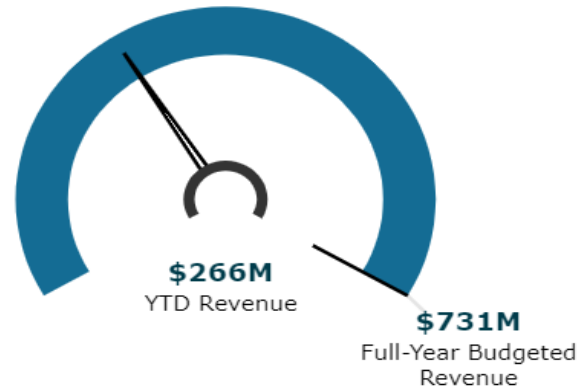
Revenue to Date (Unaudited)

YTD Revenue to Full-Year FY2024 Budget

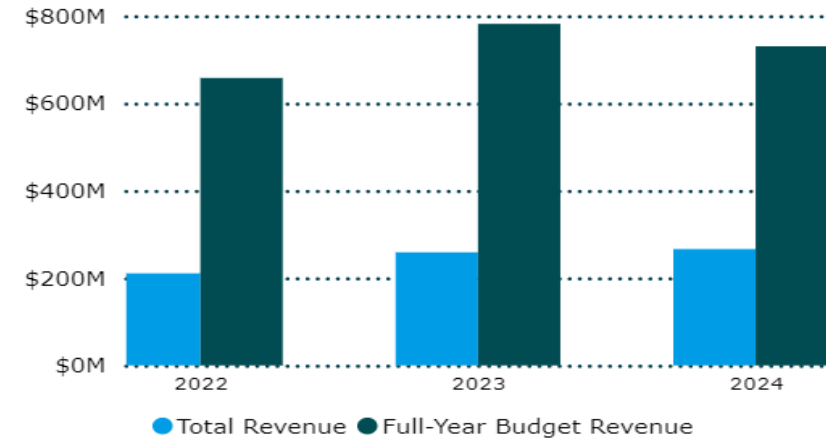
Year-to-date (YTD) Revenue compared to full-year budgeted Revenue.

Collected vs. Budget in
Current Fiscal Year

36.5%

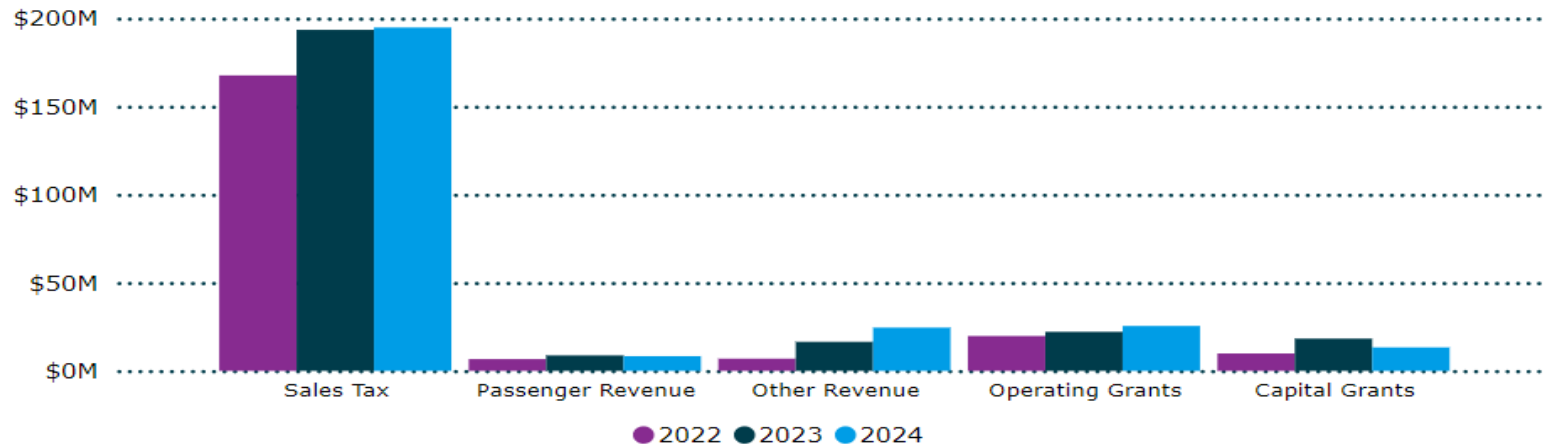


YTD Revenue to Full-Year Budget Trend



YTD Revenue Comparison by Category

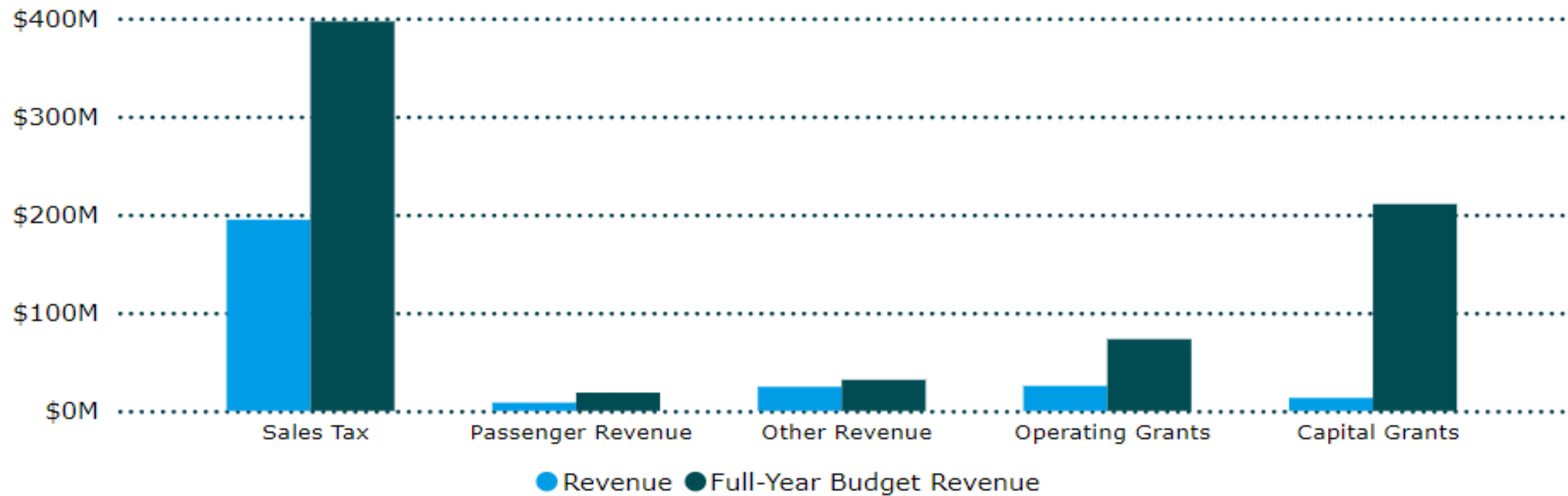
YTD revenue trend segmented by account categories. Chart displays data for respective fiscal years, October to March.



Revenue to Date (Unaudited)

YTD Revenue to Full-Year FY2024 Budget Comparison by Category

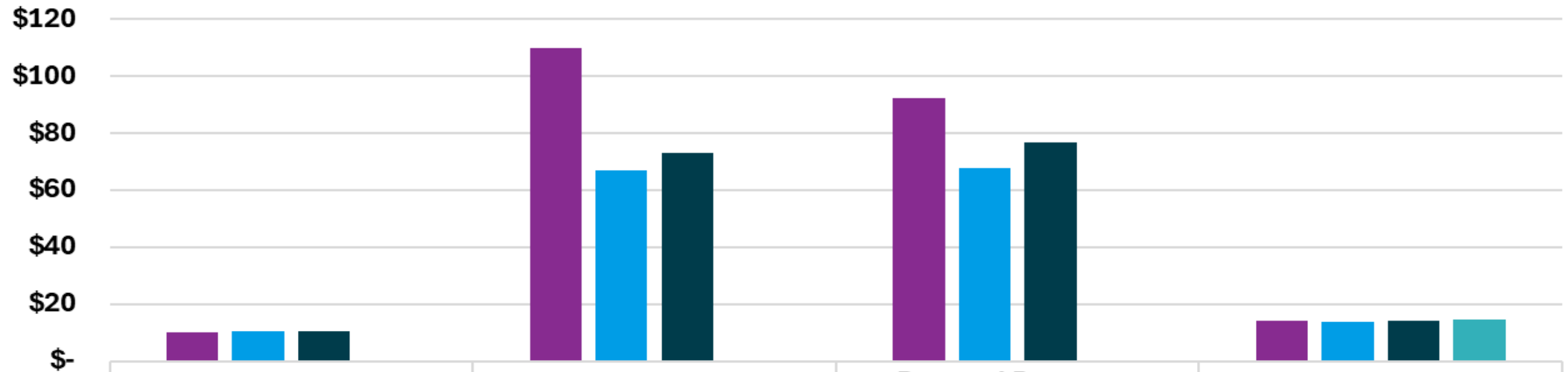
Total Revenue segmented by categories. Chart displays data for current fiscal year from October to March.



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.

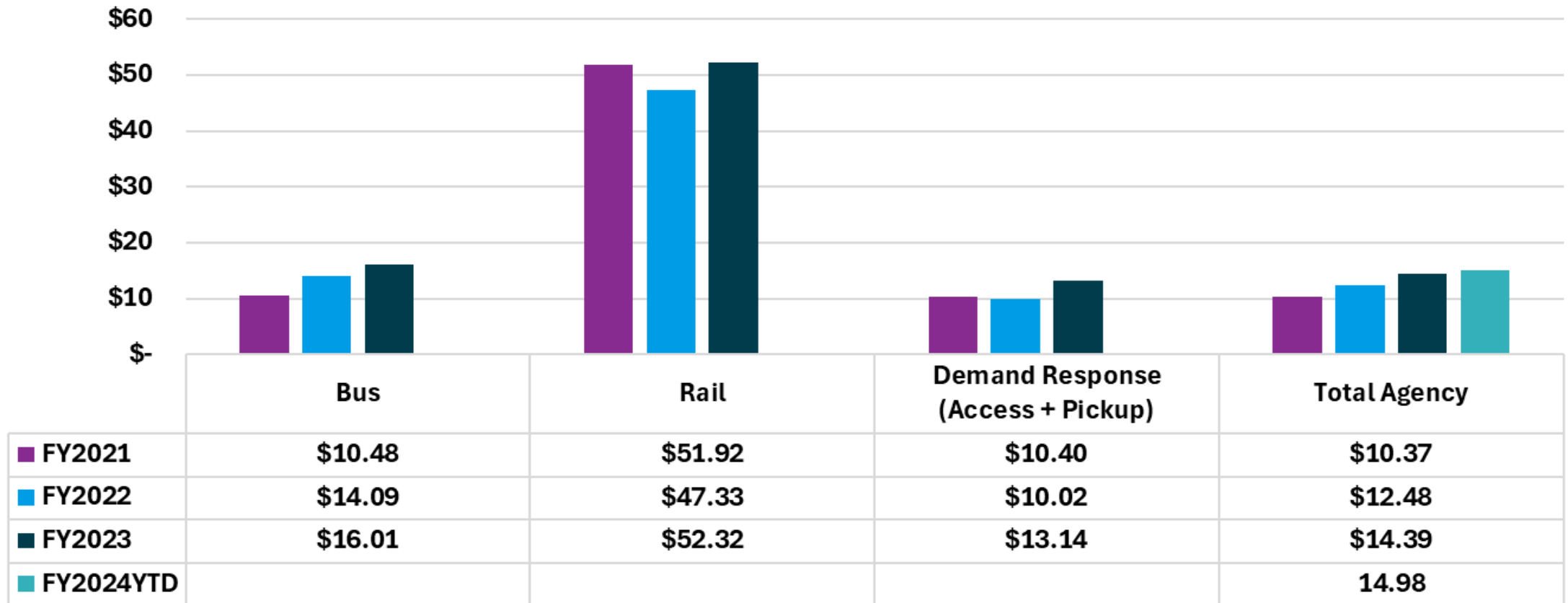


	Bus	Rail	Demand Response (Access + Pickup)	Total Agency
FY2021	\$10.14	\$110.07	\$92.40	\$14.07
FY2022	\$10.45	\$67.18	\$67.93	\$13.89
FY2023	\$10.44	\$73.03	\$76.79	\$14.18
FY2024 YTD				\$14.56

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

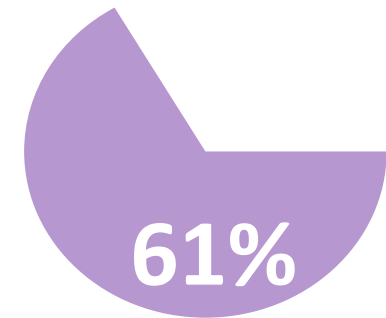
- More racially diverse than the Austin market, both for CapMetro and service providers: 62% compared to 40% of Austin workforce availability
- CapMetro has similar gender diversity to the Austin market (42% Females compared to 44% in Austin workforce availability)
- Service Provider workforce less gender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

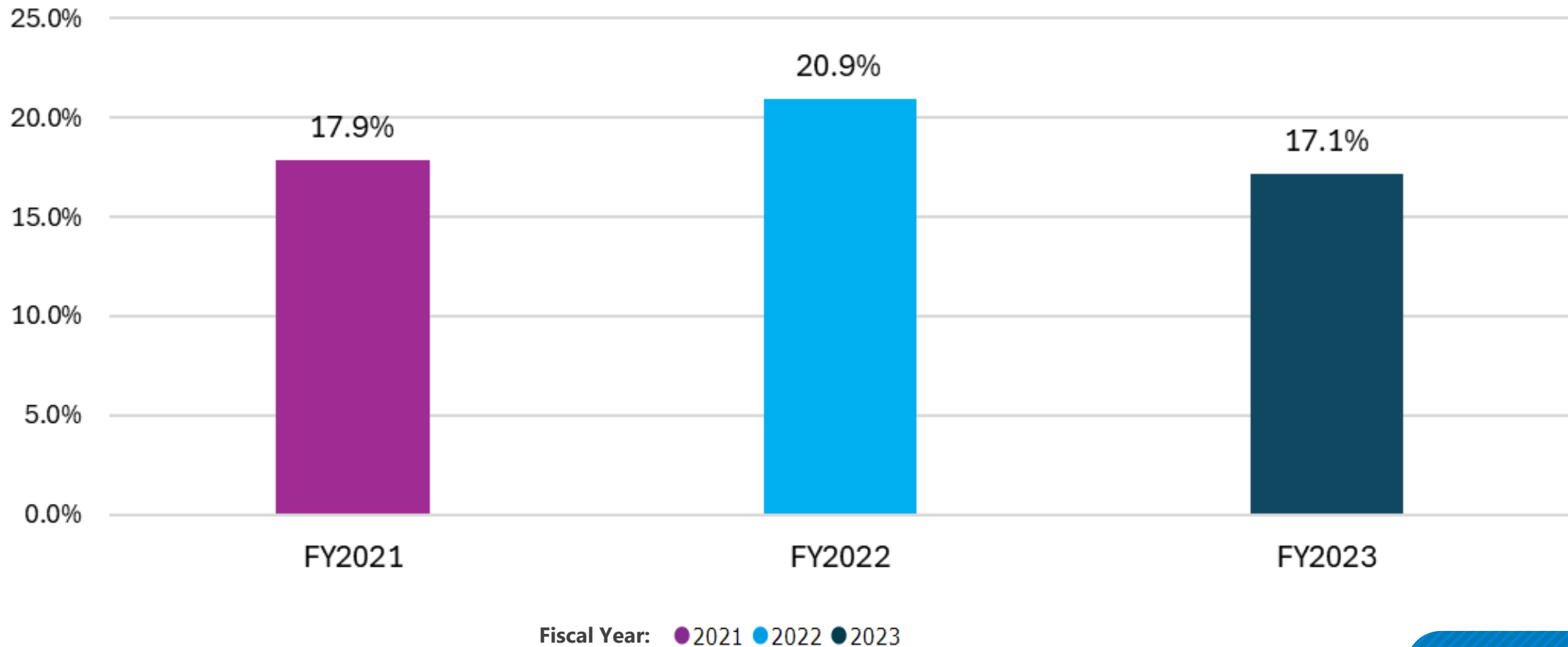
Total Promotions 57

** 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.



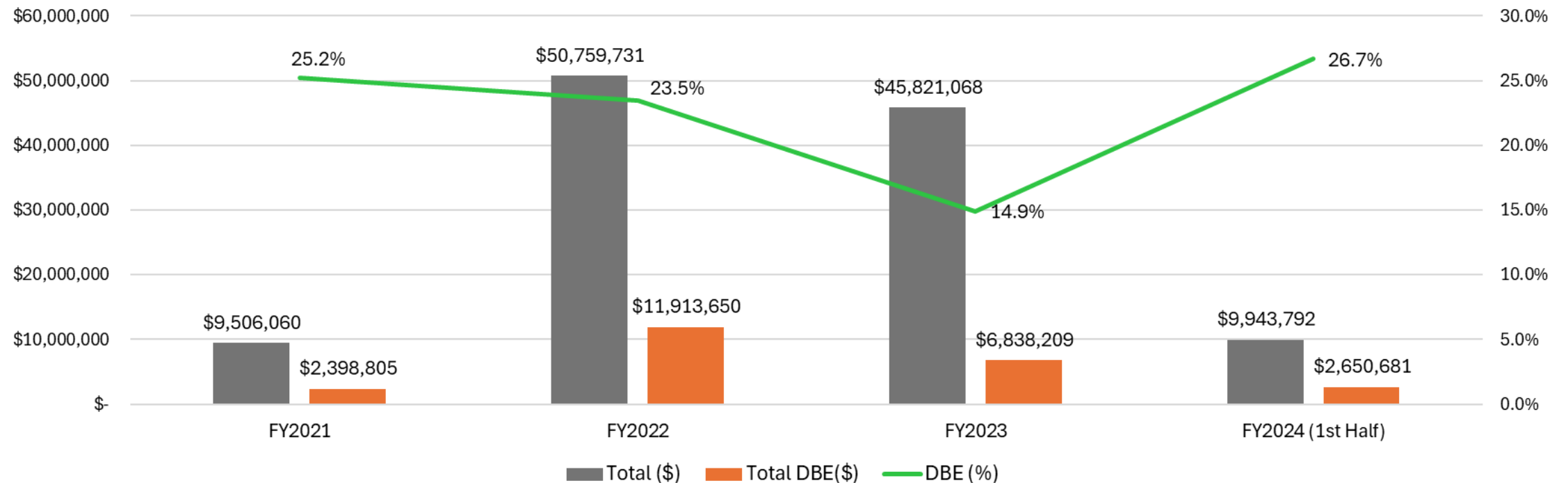
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Vendor Diversity

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!