



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)  
FINANCE, BUDGET AND AUDIT STANDING COMMITTEE AGENDA  
REGULAR MEETING**

**AUGUST 12, 2022 – 8:00 AM**

**DUE TO COVID-19, THIS MEETING WILL BE CONDUCTED VIA  
TELECONFERENCE ONLY (NO PHYSICAL LOCATION) PURSUANT TO  
ASSEMBLY BILL 361 (GOVERNMENT CODE SECTION 54953)**

**MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON**

Directors, staff and the public may participate remotely via the Zoom website [at this link](#) or by calling 1-669-900-9128 - Meeting ID: 862 2061 0274 - Passcode: 574552

Public comment may be submitted via email to [boardinquiries@scmttd.com](mailto:boardinquiries@scmttd.com). Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in the Board's weekly correspondence that is posted online at board meeting packet link.

The Finance, Budget and Audit Standing Committee Meeting Agenda Packet can be found online at [www.SCMTD.com](http://www.SCMTD.com).

The Committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

**COMMITTEE ROSTER**

Director Shebreh Kalantari-Johnson  
Director Manu Koenig  
Director Donna Lind  
Director Mike Rotkin

City of Santa Cruz  
County of Santa Cruz  
City of Scotts Valley  
County of Santa Cruz

Michael Tree  
Julie Sherman

METRO CEO/General Manager  
METRO District Counsel

**MEETING TIME: 8:00 AM**

**NOTE: THE COMMITTEE CHAIR MAY TAKE ITEMS OUT OF ORDER**

**1 CALL TO ORDER**

**2 ROLL CALL**

**3 ORAL AND WRITTEN COMMUNICATIONS TO THE FINANCE, BUDGET & AUDIT STANDING COMMITTEE**

This time is set aside for Directors and members of the public to address any item not on the Agenda, but which is within the matter jurisdiction of the Committee. If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

**4 ADDITIONS OR DELETIONS FROM AGENDA/ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS**

**5 MONTHLY FINANCIAL UPDATE**

Chuck Farmer, CFO

**6 KEY PERFORMANCE INDICATORS (KPI) REPORT FOR 4TH QUARTER THROUGH JUNE 30, 2022**

Kristina Mihaylova, Finance Deputy Director

**7 ADJOURNMENT**

**Accessibility for Individuals with Disabilities**

This document has been created with accessibility in mind. With the exception of certain 3rd party and other attachments, it passes the Adobe Acrobat XI Accessibility Full Check. If you have any questions about the accessibility of this document, please email your inquiry to [accessibility@scmtd.com](mailto:accessibility@scmtd.com). Upon request, Santa Cruz METRO will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be emailed to [boardinquiries@scmtd.com](mailto:boardinquiries@scmtd.com) or submitted by phone to the Executive Assistant at 831.426.6080. Requests made by mail (sent to the Executive Assistant, Santa Cruz METRO, 110 Vernon Street, Santa Cruz, CA 95060) must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

**Public Comment**

If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board and included in the official report, please include it in your email. Comments that require a response may be deferred for staff reply.



# **Year to Date Monthly Financial Report as of June 30, 2022**

Finance, Budget & Audit Standing Committee

*August 12, 2022*

Chuck Farmer, Chief Financial Officer

# June 2022, Pre-Close / Pre-Audit Financials

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June 30, 2022

# Preliminary Monthly Operating Revenue and Expenses

\$ 000's	Prelim Actual*	Budget	Fav / (Unfav)
<b>Operating Revenue</b>			
Passenger Fares	\$ 252	\$ 211	\$ 40
Special Transit Fares	635	689	( 55)
<b>Total Operating Revenue</b>	<b>\$ 886</b>	<b>\$ 901</b>	<b>(\$ 14)</b>
<b>Operating Expense</b>			
Labor - Regular	\$ 1,451	\$ 1,577	\$ 126
Labor - OT	271	91	(180)
Fringe	1,505	1,699	194
Non-Personnel (excludes COVID costs)	1,254	807	(447)
<b>Total OpEx</b>	<b>\$ 4,480</b>	<b>\$ 4,173</b>	<b>(\$ 307)</b>
<b>Operating Surplus/(Deficit)</b>	<b>(\$ 3,594)</b>	<b>(\$ 3,273)</b>	<b>(\$ 321)</b>
	19.8%	21.6%	(1.8%)
<b>Non-Operating Revenue/(Expense)</b>			
Sales Tax/including Measure D	\$ 2,513	\$ 2,277	\$ 236
Federal/State Grants	4,335	3,238	1,097
COVID Relief Grants	1,000	-	1,000
COVID Related Costs	(10)	(10)	0
Pension UAL/Bond Interest Payment	(3,144)	(471)	(2,674)
All Other	77	63	14
<b>Total Non-Operating Revenue/(Expense)</b>	<b>\$ 4,770</b>	<b>\$ 5,096</b>	<b>(\$ 326)</b>
<b>Operating Surplus/(Deficit) before Transfers</b>	<b>\$ 1,176</b>	<b>\$ 1,823</b>	<b>(\$ 647)</b>
<b>Transfers and Other</b>			
Transfers to Bus Replacement Fund	(\$ 225)	(\$ 281)	\$ 56
<b>Operating Surplus/(Deficit) after Transfers</b>	<b>\$ 951</b>	<b>\$ 1,542</b>	<b>(\$ 591)</b>

- Operating Deficit higher than Budget by \$321k; driven by \$447k unfavorable variance due to increased settlement costs, fuel and vehicle parts, temporary help, and security costs
- Non-Operating unfavorable vs Budget driven by unbudgeted Pension Bond costs partially offset by higher Grants
- Prelim Actuals include projected \$1.0M drawdown of CRRSAA/ARPA funds. Final results will be available post audit

5-3

\* Pre-close, Pre-Audit financials, subject to adjustments post close

June 30, 2022

# Preliminary Full Year Operating Revenue and Expenses

	Prelim Actual*	Budget	Fav / (Unfav)
<b>Operating Revenue</b>			
Passenger Fares	\$ 2,401	\$ 2,295	\$ 106
Special Transit Fares	5,847	6,025	( 178)
<b>Total Operating Revenue</b>	<b>\$ 8,248</b>	<b>\$ 8,319</b>	<b>(\$ 72)</b>
<b>Operating Expense</b>			
Labor - Regular	\$ 16,165	\$ 18,922	\$ 2,757
Labor - OT	2,838	1,133	(1,705)
Fringe	18,500	20,481	1,980
Non-Personnel (excludes COVID costs)	10,852	10,308	(544)
<b>Total OpEx</b>	<b>\$ 48,356</b>	<b>\$ 50,843</b>	<b>\$ 2,487</b>
<b>Operating Surplus/(Deficit)</b>	<b>(\$ 40,108)</b>	<b>(\$ 42,524)</b>	<b>\$ 2,416</b>
	17.1%	16.4%	0.7%
	<i>Farebox Recovery</i>		
<b>Non-Operating Revenue/(Expense)</b>			
Sales Tax/including Measure D	\$ 32,164	\$ 26,303	\$ 5,860
Federal/State Grants	20,516	19,451	1,065
COVID Relief Grants	11,189	-	11,189
COVID Related Costs	(295)	(121)	(174)
Pension UAL/Bond Interest Payment	(7,687)	(5,650)	(2,037)
All Other	774	677	97
<b>Total Non-Operating Revenue/(Expense)</b>	<b>\$ 56,661</b>	<b>\$ 40,660</b>	<b>\$ 16,001</b>
<b>Operating Surplus/(Deficit) before Transfers</b>	<b>\$ 16,553</b>	<b>(\$ 1,864)</b>	<b>\$ 18,417</b>
<b>Transfers and Other</b>			
Transfers to Bus Replacement Fund	(\$ 2,913)	(\$ 2,240)	(\$ 673)
Transfers to Reserves Replenishment	( 6,574)	( 2,175)	( 4,399)
Transfers (to) / from COVID Reserve Fund	( 7,066)	6,279	( 13,345)
<b>Operating Surplus/(Deficit) after Transfers</b>	<b>-</b>	<b>-</b>	<b>-</b>

- Expenses favorable vs. Budget due to lower headcount and hours paid
- Prelim Actuals include projected \$11.2M drawdown of CRRSAA/ARPA funds. Final results will be available post audit
- Non-Operating higher than Budget by \$16.0M due to higher Sales Tax Revenues and COVID relief grants
- \$7.1M expected to be transferred to COVID reserve bucket.

5.4

\* Pre-close, Pre-Audit financials, subject to adjustments post close

# FY22 Capital Budget Spend

Project Category:	Full Year		Full Year % Spend
	Actuals*	Budget	
Construction Related Projects	\$ 55.8	\$ 206.5	27.0%
IT Projects	48.7	49.0	99.4%
Facilities Repair & Improvements	430.8	932.4	46.2%
Revenue Vehicle Replacement	6,945.5	7,427.3	93.5%
Revenue Vehicle Electrification Projects	93.2	164.5	56.7%
Non-Revenue Vehicle Replacement	31.8	100.0	31.8%
Fleet & Maintenance Equipment	48.2	48.2	100.0%
Misc.	130.8	225.7	58.0%
<b>Total</b>	<b>\$ 7,784.8</b>	<b>\$ 9,153.6</b>	<b>85.0%</b>

## Completed Projects FY22

- ✓ 10 CNG Buses - six put into service Jan 2022, four put into service Jun 2022
- ✓ JKS Facility – Bus Wash Rehab
- ✓ Maintenance Facility – Paint Exterior

\* Pre-close/Pre-Audit financials, subject to adjustments post close

\*\* Revised Budget approved by BoD in April 2022

# Appendix



# FY22 Capital Project Detail Spend

\$000's	Project Category	Project Name	Full Year		Full Year % Spend
			Forecast *	Budget	
	<b>Construction Related Projects</b>	METRO owned facility for ParaCruz	\$ 43.6	\$ 65.2	66.9%
		Pacific Station - PS - METRO Redevelopment	6.9	-	N/A
		Pacific Station - PS - Conceptual Design/MOU	5.3	141.3	3.8%
	<b>Construction Related Projects Total</b>		<b>\$ 55.8</b>	<b>\$ 206.5</b>	<b>27.0%</b>
	<b>IT Projects Total</b>	Secondary Virtualization System -	\$ 48.7	\$ 49.0	99.4%
	<b>Facilities Upgrades &amp; Improvements</b>	Maintenance Yard Security	\$ 48.7	\$ 49.0	99.4%
		Maintenance Yard Security - Demo two structures, repair sinkhole	\$ 15.5	\$ 22.2	69.8%
		Bus Stop Improvements	12.2	451.6	2.7%
		JKS Facility - Gate Control	21.1	27.1	77.9%
		JKS Facility - Bus Wash Rehab	95.4	91.7	104.0%
		JKS Facility - Upper Security Gates	141.3	150.0	94.2%
		Maintenance Facility - Paint Exterior	21.6	-	N/A
		Awning at Fueling Station - A&E only	116.0	127.6	90.9%
		Fuel Mgmt System for Paracruz	7.6	22.2	34.2%
			-	40.0	0.0%
	<b>Facilities Upgrades &amp; Improvements Total</b>		<b>\$ 430.7</b>	<b>\$ 932.4</b>	<b>46.2%</b>
	<b>Revenue Vehicle Purchases</b>	Replace Six (6) CNG Buses (Gillig)	\$ 3,905.4	\$ 4,136.0	94.4%
		AVL/ITS	128.6	68.0	189.1%
		3 New Flyer Repl. - principal lease payments	267.1	267.2	100.0%
		2 35' CNG Buses	1,322.2	1,508.4	87.7%
		2 35' CNG Buses	1,322.2	1,447.7	91.3%
	<b>Revenue Vehicle Purchases Total</b>		<b>\$ 6,945.5</b>	<b>\$ 7,427.3</b>	<b>93.5%</b>
	<b>Fleet Electrification Projects</b>	2 ZEBs (Proterra 2 of 4)	\$ 58.9	\$ 103.3	57.0%
		Electric Bus (4) Highway 17	30.4	21.5	141.4%
		JKS Facility - ZEB Yard Charging Infrastructure	3.9	37.7	10.3%
		ZEB Deployment & Fleet Planning (CTE)	-	2.0	0.0%
	<b>Fleet Electrification Projects Total</b>		<b>\$ 93.2</b>	<b>\$ 164.5</b>	<b>56.7%</b>

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\* Pre-close/Pre-Audit financials, subject to adjustments post close  
 \*\* Revised Budget approved by BoD in April 2022

# FY22 Capital Project Detail Spend, con't

\$000's	Project Category	Project Name	Full Year		Full Year % Spend
			Forecast *	Budget	
	<b>Non-Revenue Vehicle Purchases</b>	Non-Rev Electric Vehicles -	\$ 31.8	\$ 100.0	31.8%
	<b>Non-Revenue Vehicle Purchases Total</b>		\$ 31.8	\$ 100.0	31.8%
	<b>Fleet &amp; Maintenance Equipment</b>	Floor Scrubber (1) for Maint. Shop	22.8	22.8	100.0%
		Facility Maintenance	25.4	25.4	100.0%
	<b>Fleet &amp; Maintenance Equipment Total</b>		\$ 48.2	\$ 48.2	100.0%
	<b>Misc.</b>	Misc Capital Contingency - total left/approved BoD Nov 2019	1.9	91.8	2.1%
		Misc Capital - EOC Equipment	4.4	10.4	42.3%
		Misc Capital - Radio Console Upgrade	37.8	41.8	90.4%
		Misc Capital - MaintStar update	37.0	37.0	100.0%
		Misc Capital - SVT Trash & Recycling	8.8	8.8	100.0%
		Misc Capital - Timekeeping system - upgrade	16.3	16.3	100.0%
		Misc Capital - Hardware for Bus Stop Redesign	18.3	19.6	93.4%
		Misc Capital Contingency FY23	1.3	-	N/A
		Exercise Equipment/Refrigerator (Ops)	5.0	-	N/A
	<b>Misc. Total</b>		\$ 130.8	\$ 225.7	58.0%
	<b>Grand Total</b>		\$ 7,784.8	\$ 9,153.7	85.0%



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

## **FOR 4<sup>th</sup> QUARTER THROUGH JUNE 30, 2022**

Finance, Budget & Audit Standing Committee

*August 12, 2022*

Chuck Farmer, Chief Financial Officer

## Overview of Today's Presentation:

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

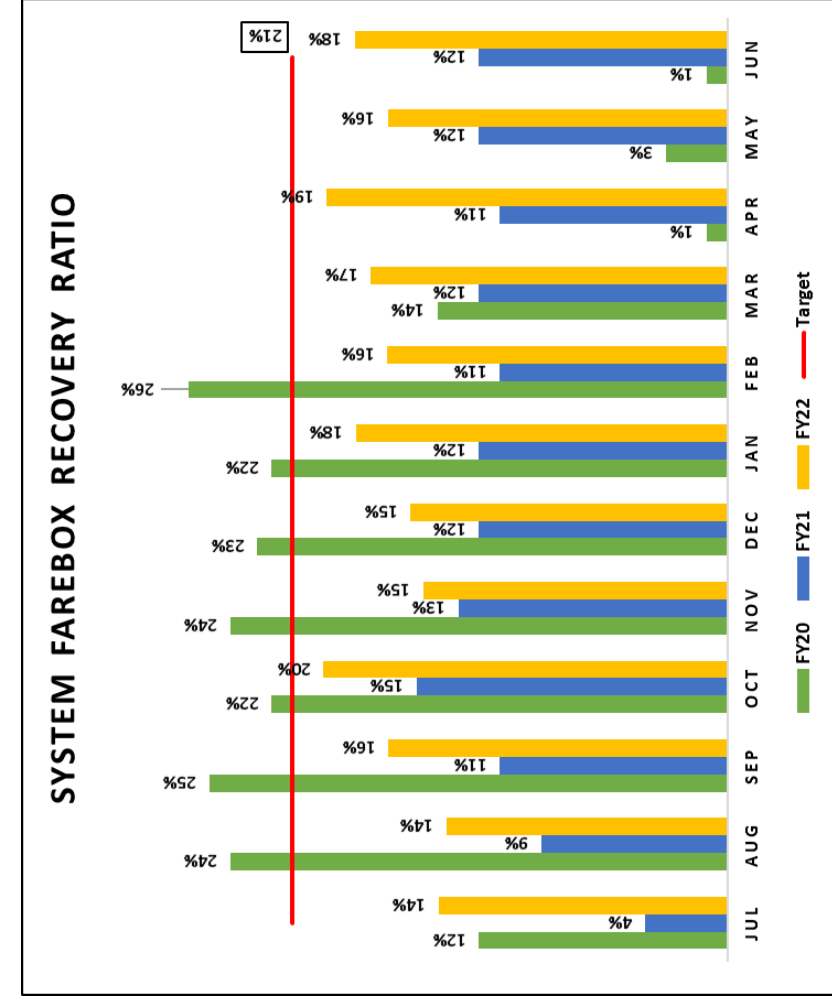
# Financial Performance:

## Metric:

## System Farebox Recovery Ratio

Description & Importance:

The Farebox Recovery Ratio metric is the passenger fares coverage of transit agency costs; this provides insight to the amount of non-passenger revenue (subsidy) needed to cover costs. Additionally, it allows the agency to compare cost-effectiveness within its own service.



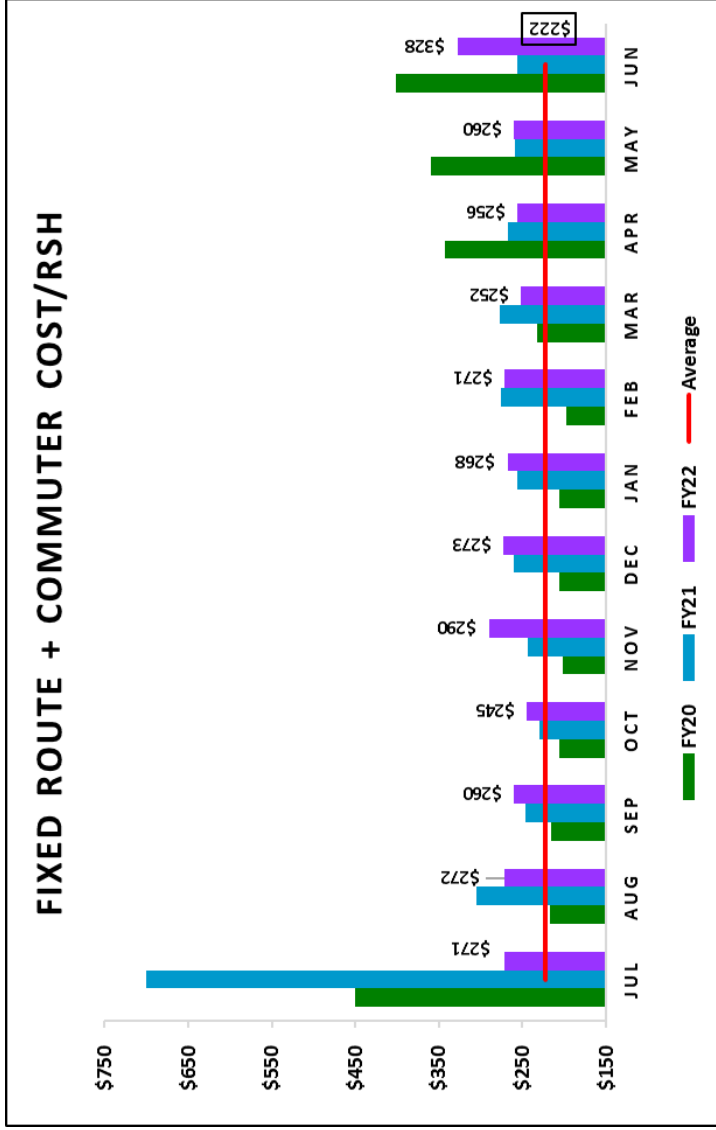
## Current Status:

- In Q4 FY22, Farebox Recovery peaked at 19% in April due to having the highest ridership out of Q4; it comprised 40% of the total quarterly ridership and only 11% of canceled service
- A decline in most fares in May dropped the ratio to 16%. June increased to 18% due to a decrease in canceled trips compared to May. Only 22% of canceled service for Q4 occurred in June
- The average ratio in Q4 FY22 of 18% remains below the 21% pre-pandemic average in Q4 FY19 but continues to improve
- The current target for Farebox Recovery of 21% is based on the 3 year baseline average using FY18 – 20 data

# Financial Performance:

**Metrics:** • Fixed Route & Commuter Cost per Revenue Service Hour (RSH)

**Description & Importance:** The metrics depict the cost per hour of service; by effectively tracking and minimizing costs, this measurement ensures efficient delivery of transit services.



**Current Status:**

- Cost per RSH increased each month from April thru June due to increased traffic on Highway 17 negatively impacting service efficiency on METRO's commuter route

- The current target for Fixed Route & Commuter Cost per RSH of \$222 is based on the 3 year average from FY18 – 20.

Fiscal Year	12 Month Average
FY20	\$270
FY21	\$298
FY22	\$271

# Financial Performance:

## Metrics:

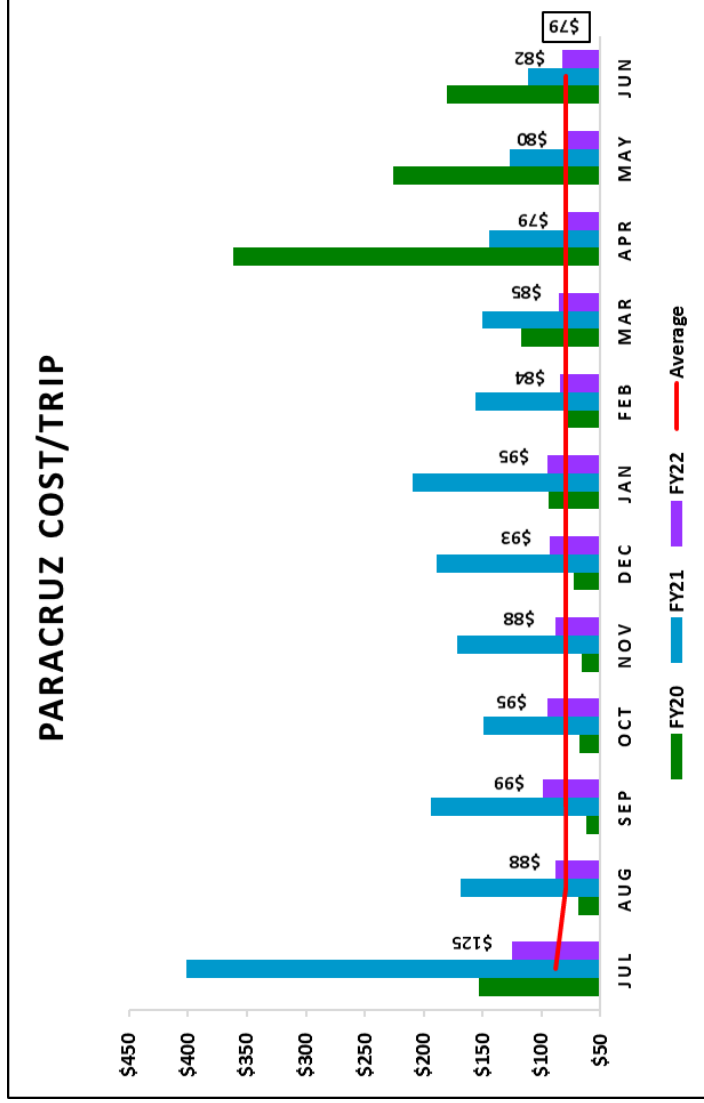
- **ParaCruz Cost per Trip**

Description & Importance:

The metrics depict the cost per trip; by effectively tracking and minimizing costs, this measurement ensures efficient delivery of ParaCruz services.

### Current Status:

- In Q4 FY22, cost per trip in April was at \$79 due to a decrease in service miles (15.6%) compared to May and June
- Cost per trip had a slight increase to \$80 and \$82 in May and June, respectively, due to an increase in service miles.
- The current target for ParaCruz cost per trip of \$79 is based on the 3 year average from FY18 – 20.



Fiscal Year	12 Month Average
FY20	\$129
FY21	\$181
FY22	\$91

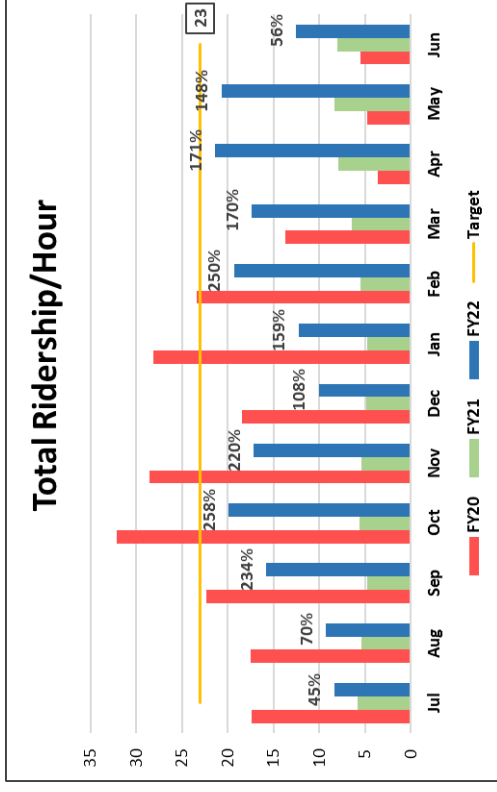
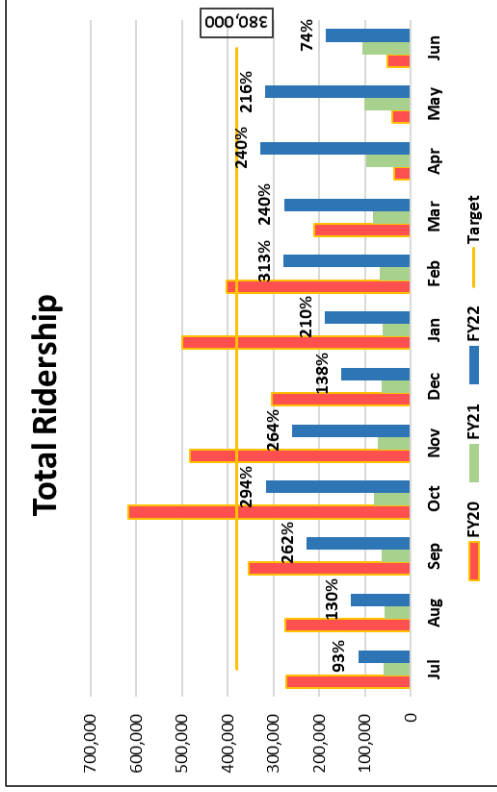
# Productivity:

## Metrics:

- Total Ridership
- Total Ridership per Hour

## Description & Importance:

Total Ridership and Ridership per hour are measures of productivity. The metrics depict seasonal fluctuations in ridership related to holidays, school terms, and other changes.



## Current Status:

- Ridership increased in April, with a small decrease in May and a significant decline in June. This pattern reflects the normal trend of Q4 ridership as the UCSC spring quarter beings in April and ends in June. By the middle of June, METRO ceases to operate the routes 22 and 15, which are exclusively UCSC "School Term" routes
- While ridership numbers have increased in Q4 of FY22 compared to Q4 of FY21, ridership is still down approximately 30% compared to Q4 of FY19, before the global pandemic.
- The current target of 23 passengers per hour and annual ridership of 4,546,321 (approximated at 380,000/month) are based on the 3-year average from FY18 – 20.



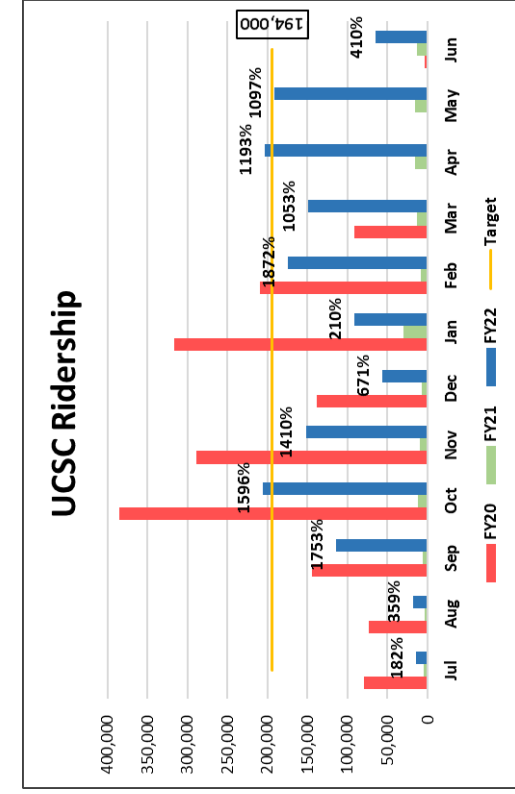
# Productivity:

## Metrics:

- UCSC Ridership
- Cabrillo College Ridership

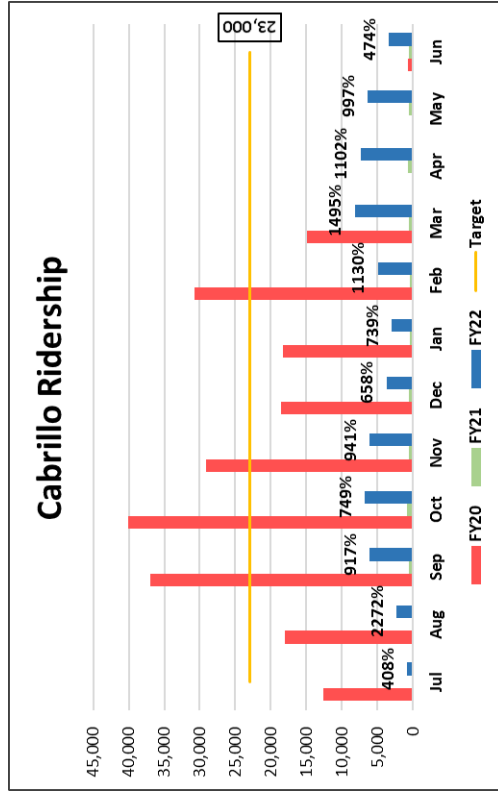
## Description & Importance:

Historically, student ridership has been a large portion of METRO's total ridership. Increases in student enrollment and seasonal trends can be seen year over year in the graphs below.



## Current Status:

- In Q4 FY22, UCSC ridership continued to increase, in April with a slight decline in May with a larger decline in June as students go home for the summer.
- In Q4 FY21 UCSC ridership averaged around 15,000/month and in Q4 FY22 the average is around 153,000.
- Ridership is still down 43% compared to Q4 FY19, pre-pandemic.
- UCSC current target of 194,000/month is based on the 3 year average from FY18 – 20.

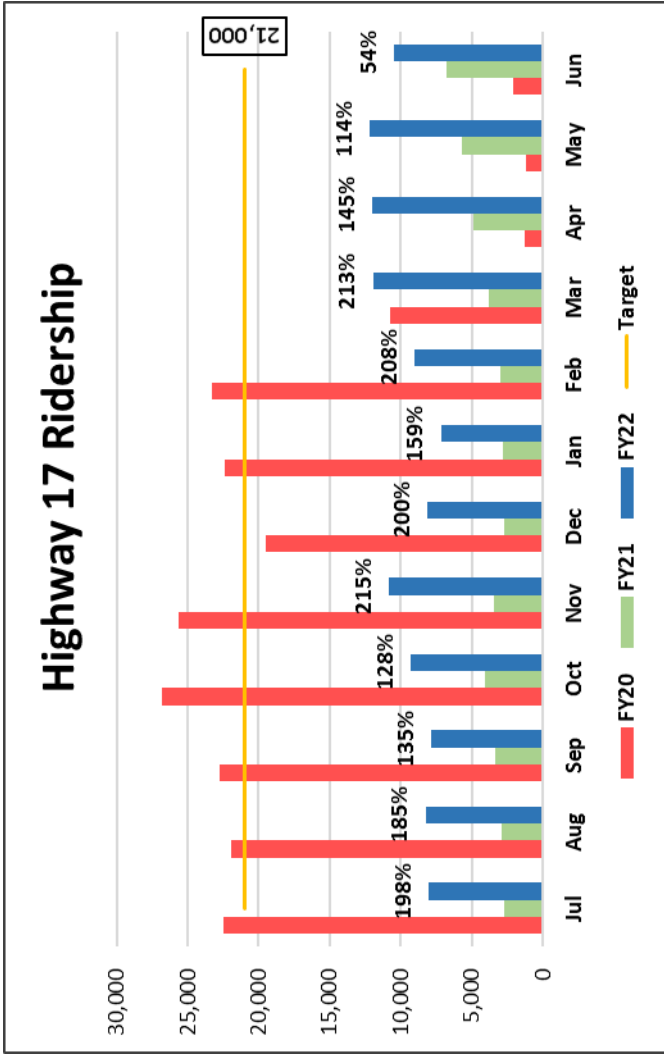


## Current Status:

- In Q4 FY21, Cabrillo ridership averaged around 600/month and in Q4 FY22 ridership averaged around 6,000/month.
- Ridership is still down 76% compared to Q4 FY19, pre-pandemic.
- Cabrillo current target of 23,000/month is based on the 3 year average from FY18 – 20.

# Productivity:

<b>Metrics:</b>	<ul style="list-style-type: none"> <li>Highway 17 Ridership</li> </ul>
<b>Description &amp; Importance:</b>	Highway 17 demonstrates METRO's commuter ridership, connecting Santa Cruz to San Jose.

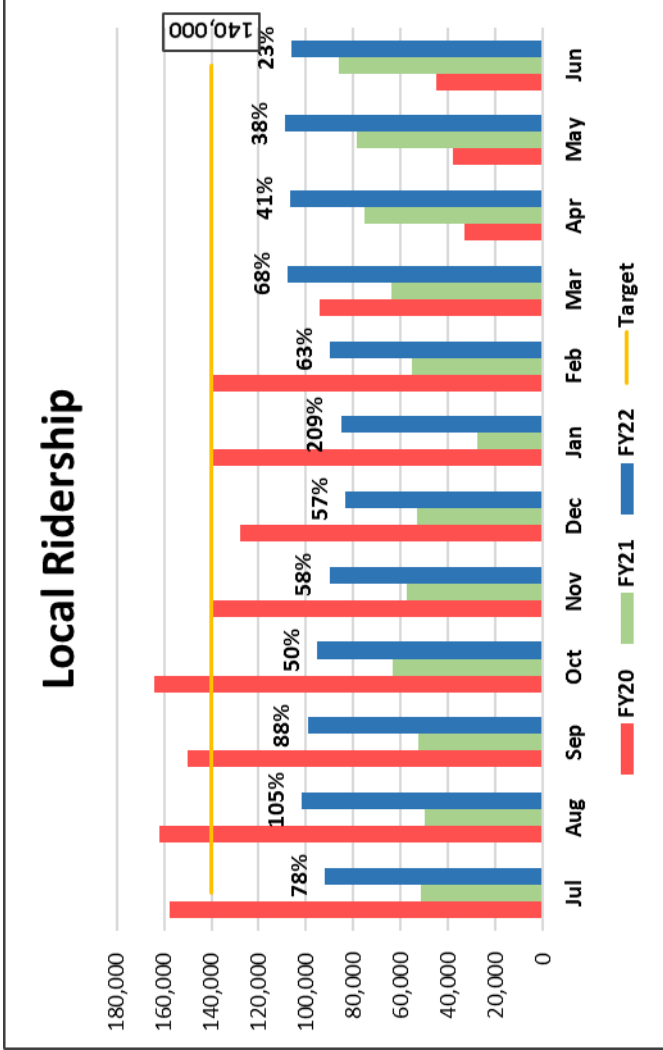


## Current Status:

- Highway 17 ridership increased in April and May with a slight decrease in June
- While Highway 17 ridership is up compared to FY21, ridership is still approximately 53% down compared to Q4 FY19, pre-pandemic.
- The current target of 21,000/month is based on the 3 year average from FY18 – 20.

# Productivity:

<b>Metrics:</b>	<ul style="list-style-type: none"> <li><b>Local Ridership</b></li> </ul>
<b>Description &amp; Importance:</b>	Local Ridership, which excludes student and commuter routes, reflects all other local routes within the county.



## Current Status:

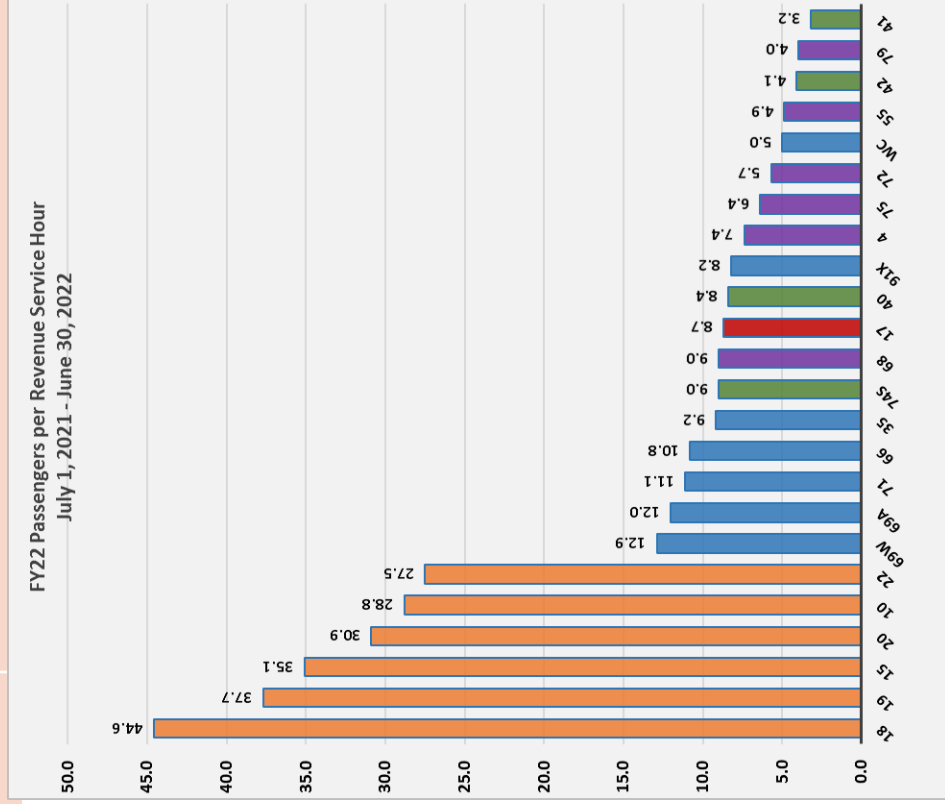
- Local ridership has remained steady throughout FY22, with an average of around 107,000/month in Q4
- Ridership is still down 31% compared to Q4 FY19, pre-pandemic
- The current target of 140,000/month is based on the 3 year average from FY18 - 20

# Productivity:

## Metrics: Passengers per Revenue Service Hour by Route

Description & Importance:

Passengers per Revenue Service Hour (RSH) depicts the productivity of each route measured by passengers per hour of service. This ratio brings the true productivity of each route to scale and can stimulate discussions about frequency of service in urban and semi-urban areas of the of the county versus geographic coverage.



### Current Status:

- UCSC resumed in person classes again in FY22. As a result, UCSC routes have a higher number of passengers per RSH through Q4 FY22.
- This is a sharp contrast to FY21 when Intercity routes had a higher numbers of passengers per RSH.

# Risk Management & Safety:

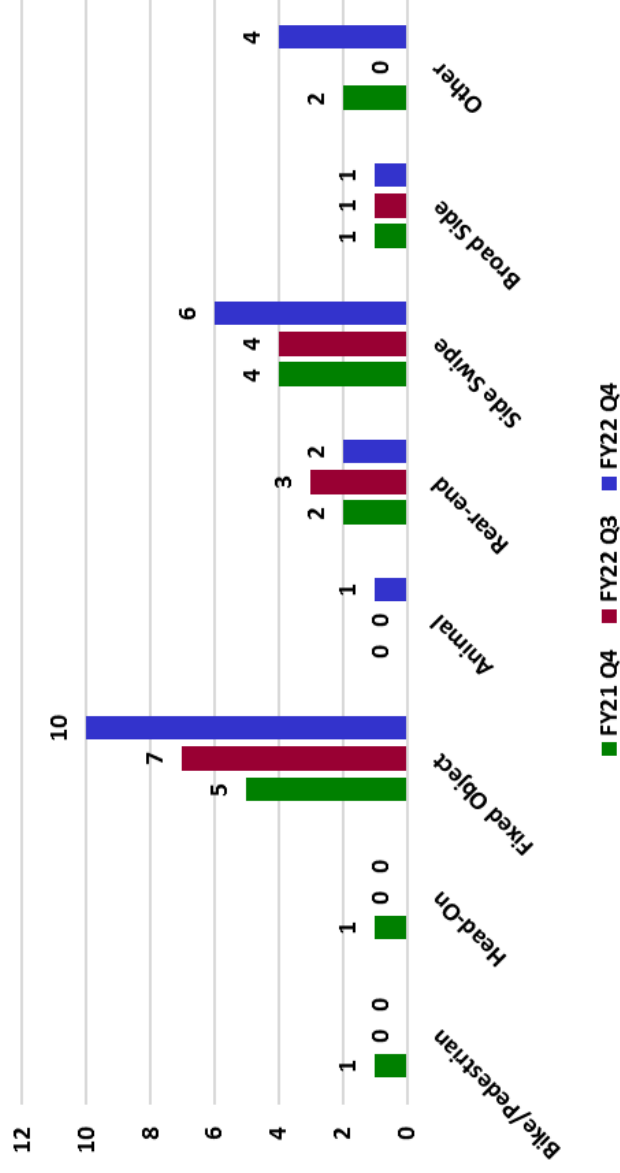
## Metrics:

- Traffic Accidents

Description & Importance:

Traffic Accidents are broken down into different categories: in loading zones, in intersections, between intersections, with bicycles, with pedestrians, with other district vehicles, with the rear of the vehicle, and other types of collisions, including with stationary objects. This chart represents chargeable accidents.

Traffic Accidents



## Current Status:

- Fixed object collisions have increased, and Operators have been sent for retraining.
- All ParaCruz chargeable incidents remain low as accidents are rare.

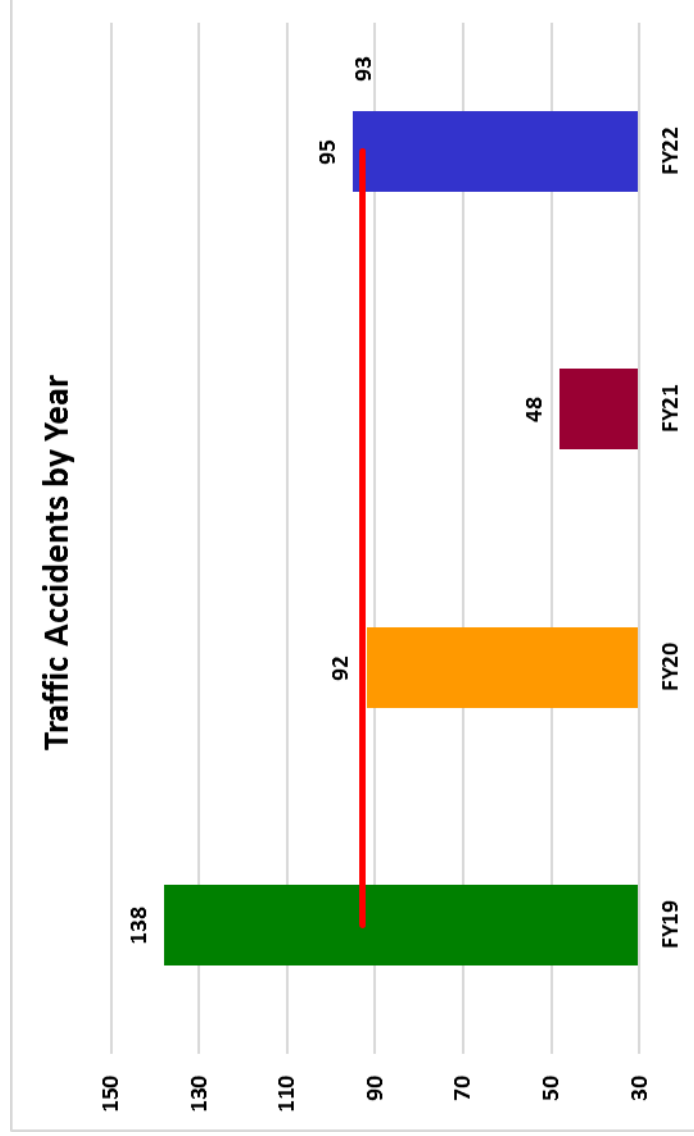
# Risk Management & Safety:

## Metrics:

- Traffic Accidents for Fixed Route

## Description & Importance:

This chart is representative of all accidents over the past four years. FY21 decreased due to reduction in service, COVID pandemic, and reduced traffic exposure.



## Current Status:

- The current average of 93 is based on the accidents in FY19 – FY21
- This metric demonstrates the volume of accidents before the pandemic, at the height of the pandemic, and in the recovery phase.
- As service has increased in FY22 Traffic Accidents have also risen and are now slightly above the 3 year average.

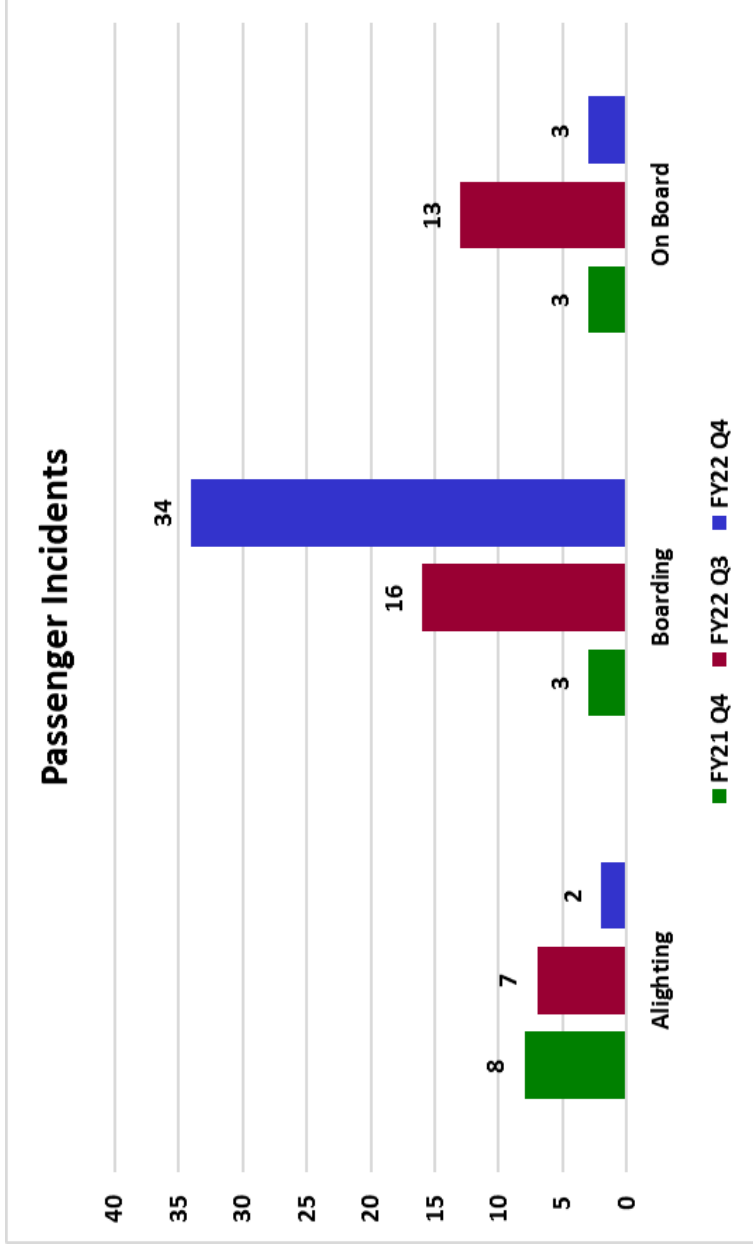
# Risk Management & Safety:

## Metrics:

### • Passenger Incidents

Description & Importance:

Passenger Incidents happen with METRO passengers either while boarding a bus, on board a bus, or alighting (descending) a bus.



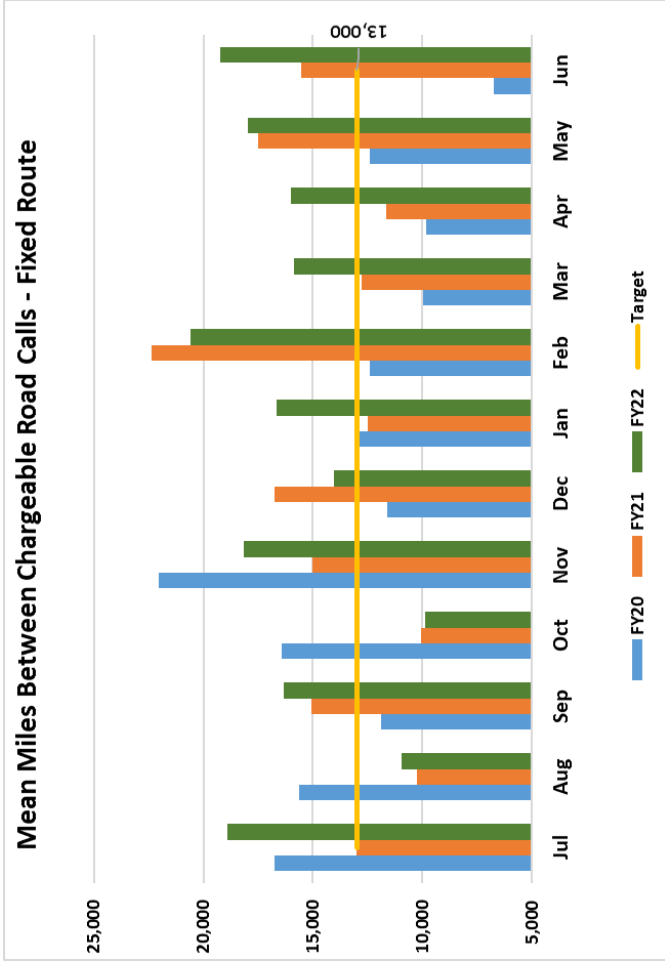
## Current Status:

- Safety department reviews camera footage to gather data. All incidents are non-chargeable.
- Most boarding incidents occur when the passengers are using cell phones, not paying attention, or sleeping.

# Reliability:

## Metrics: Mean Miles Between Chargeable Road calls – Fixed Route (Local)

**Description & Importance:** A chargeable road call results from a mechanical failure that impedes the vehicle from completing, or starting, a scheduled revenue trip because actual movement is limited, or there are safety concerns. The mean mileage depicted is the number of miles for the month divided by the number of chargeable road calls.



### Current Status:

Mileage is increasing while road calls only varied by 1. Chargeable road calls in FY22 Q4 are 11, 10, and 11 for April, May, and June, respectively. The current target is 13,000 and is based off a 3 year average from FY19 - 21.

Fiscal Year	12 Month Average Miles
FY20	13,216
FY21	14,368
FY22	14,814

Fiscal Year	Average age of Fleet	Avg. Road Miles
FY20	12.55 yrs	2,359,097
FY21	12.90 yrs	1,463,225
FY22	12.75 yrs	1,777,703

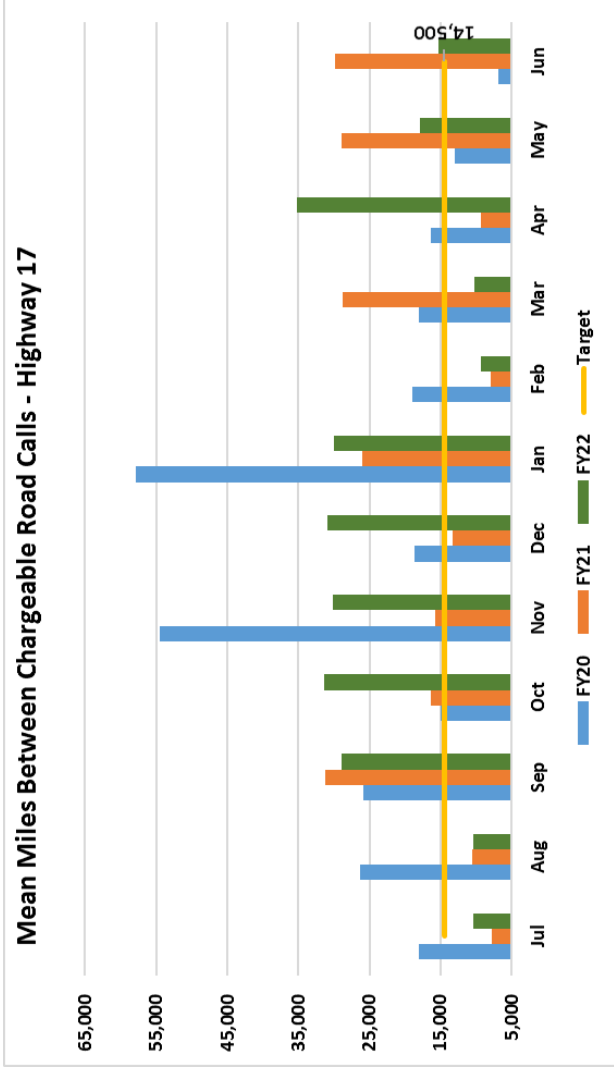


# Reliability:

**Metrics:**

- Mean Miles Between Chargeable Road Calls – Highway 17

**Description & Importance:** A chargeable road call results from a mechanical failure that impedes the vehicle from completing or starting a scheduled revenue trip because actual movement is limited, or there are safety concerns. The mean mileage depicted is the number of miles for the month divided by the number of chargeable road calls.



Fiscal Year	12 Month Average Miles
FY20	24,126
FY21	18,821
FY22	18,168

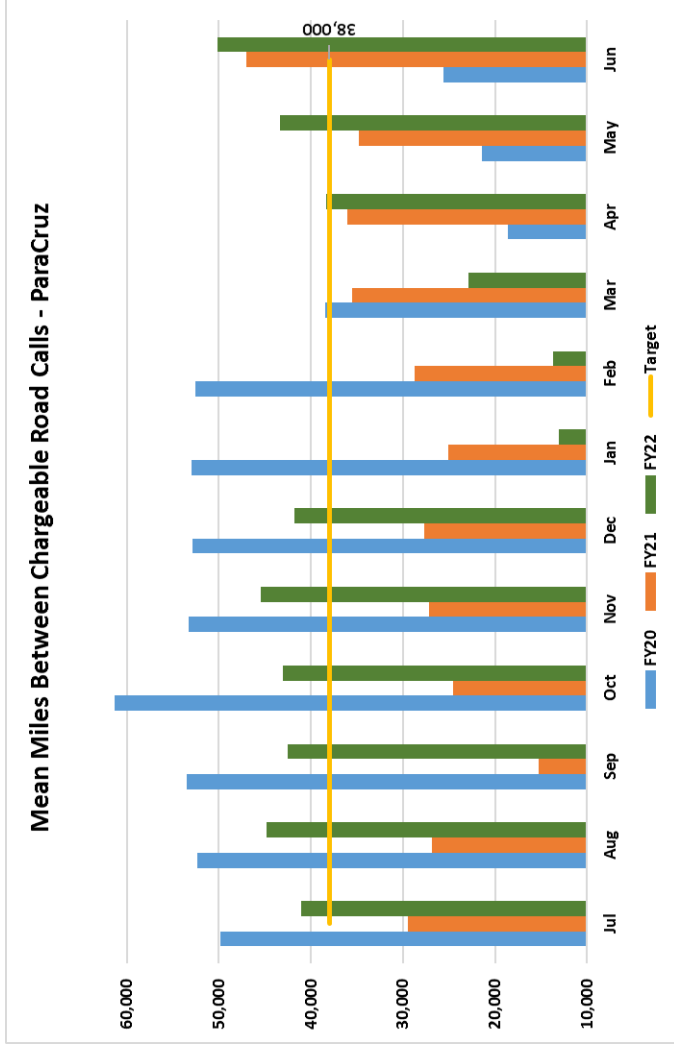
Fiscal Year	Average age of Fleet	Avg. Road Miles
FY20	12.55 yrs	588,010
FY21	12.90 yrs	237,484
FY22	9.53 yrs	272,527

## 6.15 Current Status:

The newer fleet has less wear and tear so it tends to perform better. There was 1 chargeable road call in April, 2 in May, and 2 in June for Highway 17 in Q4 FY22. The current target of 14,500 is based off a 3 year average from FY19 - 21.

# Reliability:

Metrics:	<ul style="list-style-type: none"> <li>• Mean Miles Between Chargeable Road Calls - ParaCruz</li> </ul>
Description & Importance:	<p>A chargeable road call results from a mechanical failure that impedes the vehicle from completing or starting a scheduled revenue trip because actual movement is limited, or there are safety concerns. The mean mileage depicted is the number of miles for the month divided by the number of chargeable road calls.</p>



Fiscal Year	12 Month Average Miles
FY20	44,374
FY21	29,869
FY22	26,551

Fiscal Year	Average age of Fleet	Avg. Road Miles
FY20	6.13 yrs	571,539
FY21	6.18 yrs	255,833
FY22	7.28 yrs	371,710

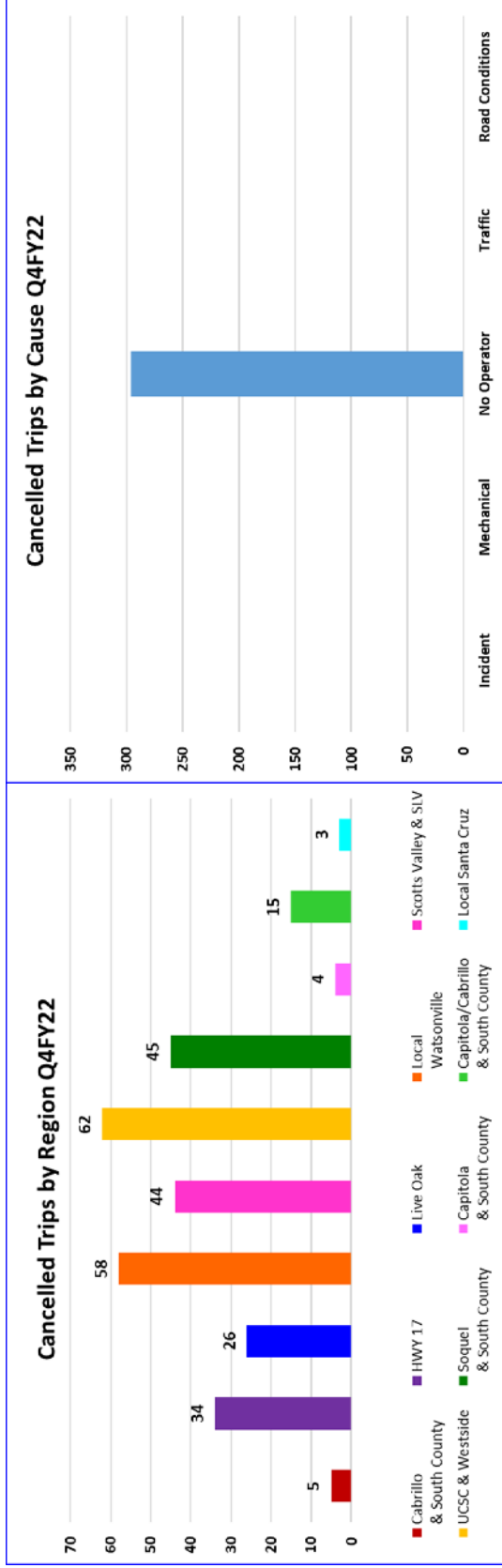
## 6.16 Current Status:

In Q4 FY22, chargeable road calls were 1 in April, 1 in May, with none in June. ParaCruz mileage increased from Q3 with a decline in chargeable calls in the same time frame. The current target is 38,000 and is based off a 3 year average from FY19 - 21.

# Dependability:

- Metrics:**
- Cancelled Trips by Region
  - Cancelled Trips by Cause

**Description & Importance:** Cancelled trips by Region represent the areas that experienced cancelled service; Cancelled Trips by Cause represent the reasons for the cancelled service.



## Current Status:

- In Q4 of FY22 there were 36 cancelled trips in April, 180 cancelled trips in May, and 80 cancelled trips in June.
- Areas affected by these cancellations are distributed all across Santa Cruz County: Local Santa Cruz, UCSC & Westside, HWY 17, Scotts Valley & SLV, North Coast, Mid County, Live Oak, Soquel & South County, Local Watsonville, Capitola & South County, Capitola/Cabrillo & South County, Cabrillo & South County.
- 100% of these cancellations were due to "No Operator".

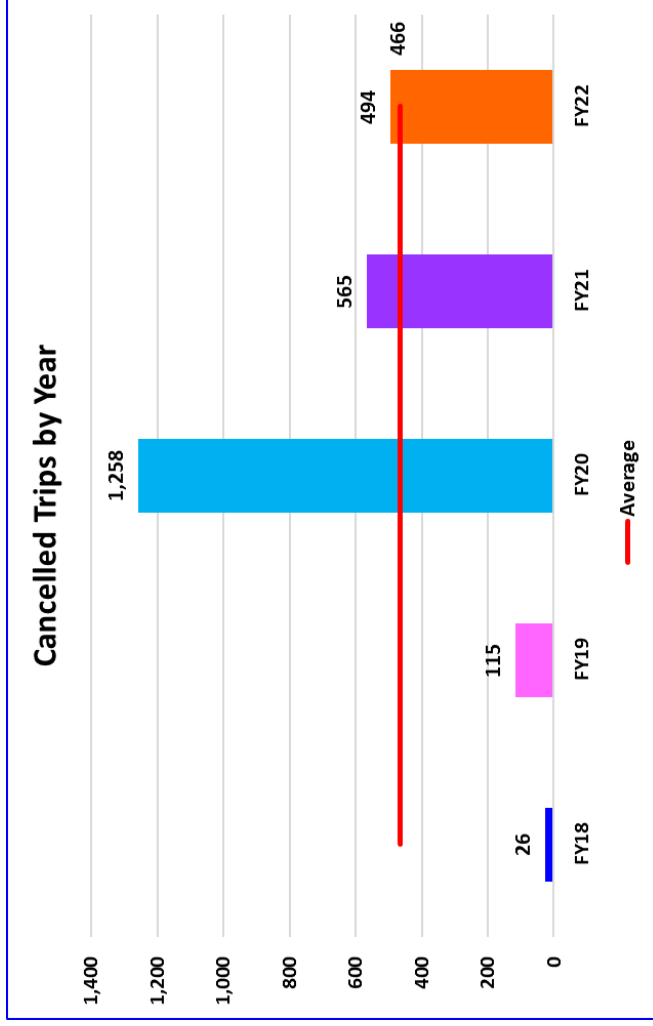
# Dependability:

## Metrics:

- Cancelled Trips by Year

## Description & Importance:

Cancelled trips by year provide a gauge of how METRO is performing compared to prior years.



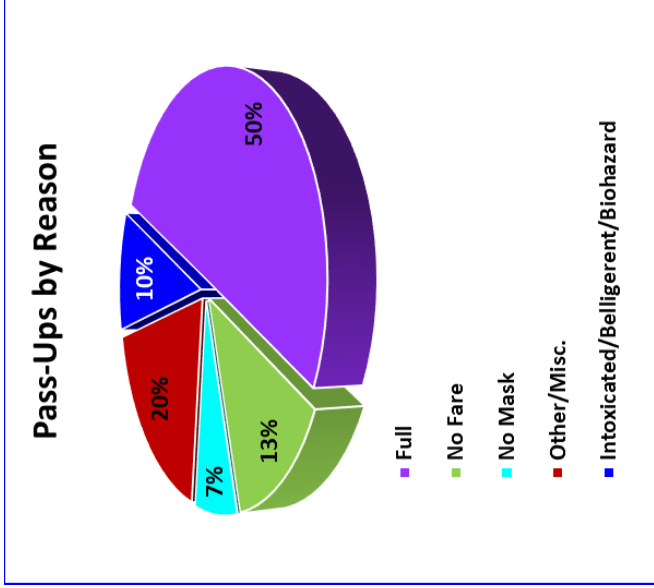
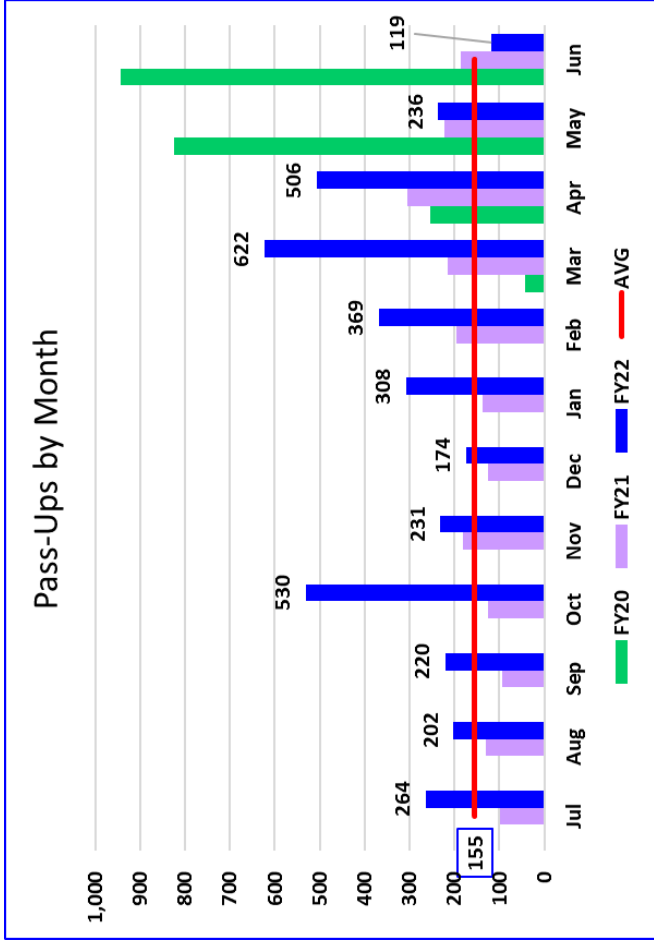
## Current Status:

- The current average of 466 is based on the 3-years FY18 – FY20
- This number has been driven upwards by the spike in FY20 from COVID and has started to decline

# Dependability:

## Metrics: • Pass-Ups by Month and Reason

Description & Importance: Pass-Ups occur when a bus operator must leave behind a passenger for a variety of reasons: No Fare, Exceeds Capacity Load (Full Bus), Intoxicated/Belligerent/Biohazard, No Mask, and All Other



### Current Status:

- In Q4 FY22, there was a decline in April after the high in March, with further declines in May and June
- 50% of pass ups are caused by full bus capacity
- The current baseline average for pass-ups is 155
- The metric does not include Pass-Ups for UCSC

# Questions

6.20