



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

**NOVEMBER 11, 2022 – 8:00AM**

**DUE TO COVID-19, THE NOVEMBER 11, 2022 SANTA CRUZ METRO FINANCE, BUDGET AND AUDIT STANDING COMMITTEE MEETING WILL BE CONDUCTED AS A 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**

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

Public comment may be submitted via email to [boardinquiries@scmtd.com](mailto:boardinquiries@scmtd.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 correspondence that is posted online at the board meeting packet link. Oral public comments will also be accepted during the meeting through Zoom. Should Zoom not be operational, please check online at: [www.scmtd.com](http://www.scmtd.com) for any updates or further instruction.

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 YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF OCTOBER 31, 2022**

Chuck Farmer, CFO

**6 KEY PERFORMANCE INDICATORS (KPI) REPORT FOR 1ST QUARTER THROUGH SEPTEMBER 30, 2022**

Kristina Mihaylova, Deputy Finance 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 October 31, 2022**

Finance, Budget & Audit Standing Committee

*November 11, 2022*

Chuck Farmer, Chief Financial Officer

# October 2022 Key Financial Highlights

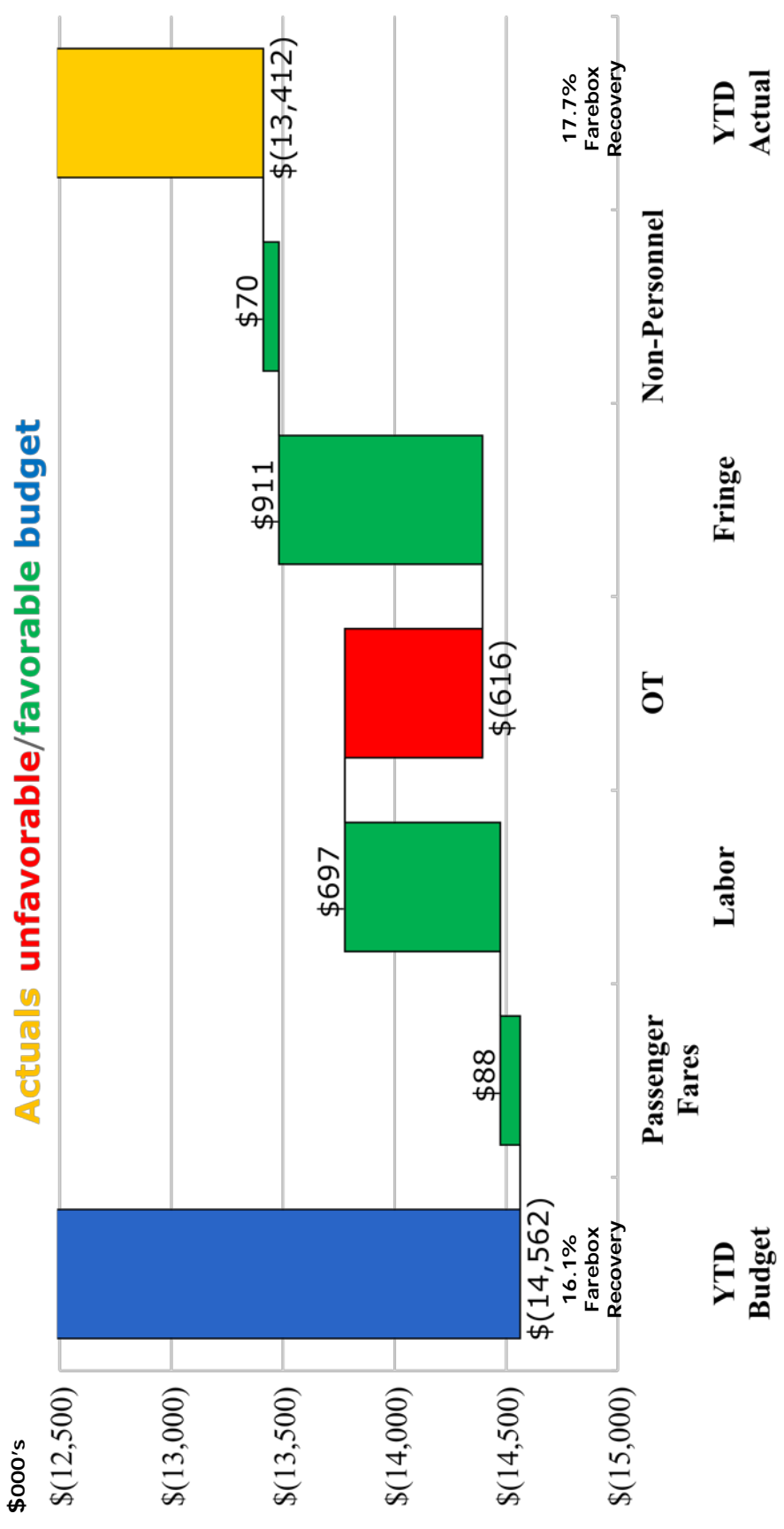
<h2>Service</h2>	<ul style="list-style-type: none"><li>• Fixed Route (including Hwy 17) Cost per Revenue Service Hour is \$xxx vs Budget of \$367<ul style="list-style-type: none"><li>• xx canceled trips –</li></ul></li><li>• ParaCruz Cost per Trip is \$xx vs Budget of \$79</li><li>• Non-Student/Hwy 17 Passengers is xxxx vs Budget of 114,463</li></ul>
<h2>Financials</h2>	<ul style="list-style-type: none"><li>• Total Operating Surplus/(Deficit) is favorable \$0.2M driven by lower wages of \$0.2M and fringe of \$0.2M; partially offset by higher OT of \$0.2M</li><li>• Non-Operating Revenues of \$2.7M are \$0.2M unfavorable vs budget of \$2.9M driven primarily by 9.7% reduction in sales tax collected</li></ul>
<h2>Capital</h2>	<ul style="list-style-type: none"><li>• Capital spending of \$625K is over budget of \$363K primarily due timing of payment on the ERP System and Automatic Passenger Counter projects; partially offset by delays on the Building Demo project</li></ul>
<h2>Personnel</h2>	<ul style="list-style-type: none"><li>• xxx Active Personnel vs 329* Funded Personnel</li><li>• xx Vacancies at end of October, xx related to Paratransit and Bus Operators</li><li>• Class of 5 operators are currently in training and expected to graduate in late November, with another class of ~9 starting the last week of November</li></ul>

# **October 2022, YTD Pre-Close Financials**

# October YTD FY23 Operating Surplus/(Deficit)

## Actual\* vs. Budget

Overall \$1.2M favorable



5.4

\* Pre-close financials, subject to adjustments post close; may not foot due to rounding

# October 31, 2022

## YTD Operating Revenue and Expenses

\$ 000's	Actual*	Budget	Fav / (Unfav)
<b>Operating Revenue</b>			
Passenger Fares	\$ 972	\$ 820	\$ 152
Special Transit Fares	1,917	1,981	( 64)
<b>Total Operating Revenue</b>	<b>\$ 2,889</b>	<b>\$ 2,801</b>	<b>\$ 88</b>
<b>Operating Expense</b>			
Labor - Regular	\$ 5,619	\$ 6,316	\$ 697
Labor - OT	1,164	547	(616)
Fringe	5,907	6,819	911
Non-Personnel <i>(excludes COVID costs)</i>	3,610	3,680	70
<b>Total OpEx</b>	<b>\$ 16,301</b>	<b>\$ 17,363</b>	<b>\$ 1,062</b>
<b>Operating Surplus/(Deficit)</b>	<b>(\$ 13,412)</b>	<b>(\$ 14,562)</b>	<b>\$ 1,150</b>
	<i>Farebox Recovery</i>	<i>16.1%</i>	<i>1.6%</i>
<b>Non-Operating Revenue/(Expense)</b>			
Sales Tax/including Measure D	\$ 11,124	\$ 10,859	\$ 265
Federal/State Grants	3,785	3,424	362
COVID Relief Grants	3,272	3,869	(597)
COVID Related Costs	(40)	(105)	65
Pension UAL/Bond Interest Payment	(873)	(873)	0
All Other	397	231	166
<b>Total Non-Operating Revenue/(Expense)</b>	<b>\$ 17,665</b>	<b>\$ 17,405</b>	<b>\$ 260</b>
<b>Operating Surplus/(Deficit) before Transfers</b>	<b>\$ 4,254</b>	<b>\$ 2,843</b>	<b>\$ 1,411</b>
<b>Transfers and Other</b>			
Transfers to Bus Replacement Fund	(\$ 897)	(\$ 830)	(\$ 67)
<b>Operating Surplus/(Deficit) after Transfers</b>	<b>\$ 3,356</b>	<b>\$ 2,013</b>	<b>\$ 1,344</b>

- \$1.2M Operating Surplus driven by shortage of bus drivers; partially offset by increased OT
- Sales tax of \$11.1M is 2.4% higher than budget
- Bus Replacement Fund higher than budget by \$0.1M

# Capital Spending

5.6



# October 31, 2022 Capital Budget Spend

Project Category:	Month to Date		Year to Date		Full Year	
	Actuals*	Budget	Actuals*	Budget	Budget**	% Spend
Construction Related Projects	\$ -	\$ -	\$ -	\$ -	\$ 2,050	0.0%
IT Projects	319	100	319	700	1,650	19.3%
Facilities Repair & Improvements	11	145	18	340	1,525	1.2%
Revenue Vehicle Replacement	257	84	410	621	13,127	3.1%
Revenue Vehicle Electrification Projects	-	2	7	34	6,159	0.1%
Non-Revenue Vehicle Replacement	-	-	63	-	510	12.4%
Fleet & Maintenance Equipment	-	-	-	-	180	0.0%
Misc.	38	32	76	39	300	25.3%
	<b>Total \$</b>	<b>\$ 625</b>	<b>\$ 363</b>	<b>\$ 1,734</b>	<b>\$ 25,501</b>	<b>3.5%</b>

✓ YTD spending of \$893K is behind budget of \$1,734K primarily due to delay of the following projects:

- ✓ ERP System – contract signed and kick-off meetings were held early October
- ✓ Building Demo – work began the last week of September
- ✓ Automatic Passenger Counters – A formal procurement process was required in order to meet the Buy America requirement; contract was signed with Clever Devices at the end of September

**Questions?**

# Appendix

# October 31, 2022

## Monthly Operating Revenue and Expenses

\$ 000's	Actual*	Budget	Fav / (Unfav)
<b>Operating Revenue</b>			
Passenger Fares	\$ 243	\$ 214	\$ 29
Special Transit Fares	597	642	( 45)
<b>Total Operating Revenue</b>	<b>\$ 840</b>	<b>\$ 856</b>	<b>(\$ 16)</b>
<b>Operating Expense</b>			
Labor - Regular	\$ 1,334	\$ 1,524	\$ 190
Labor - OT	291	122	(169)
Fringe	1,460	1,627	166
Non-Personnel ( <i>excludes COVID costs</i> )	966	998	32
<b>Total OpEx</b>	<b>\$ 4,051</b>	<b>\$ 4,270</b>	<b>\$ 219</b>
<b>Operating Surplus/(Deficit)</b>	<b>(\$ 3,211)</b>	<b>(\$ 3,414)</b>	<b>\$ 203</b>
<i>Farebox Recovery</i>	<i>20.7%</i>	<i>20.1%</i>	<i>0.7%</i>
<b>Non-Operating Revenue/(Expense)</b>			
Sales Tax/including Measure D	\$ 2,799	\$ 3,099	(\$ 300)
COVID Related Costs	(6)	(33)	27
Pension UAL/Bond Interest Payment	(217)	(217)	-
All Other	98	68	30
<b>Total Non-Operating Revenue/(Expense)</b>	<b>\$ 2,674</b>	<b>\$ 2,917</b>	<b>(\$ 242)</b>
<b>Operating Surplus/(Deficit) before Transfers</b>	<b>(\$ 536)</b>	<b>(\$ 497)</b>	<b>(\$ 39)</b>
<b>Transfers and Other</b>			
Transfers to Bus Replacement Fund	(\$ 225)	(\$ 237)	\$ 12
<b>Operating Surplus/(Deficit) after Transfers</b>	<b>(\$ 761)</b>	<b>(\$ 734)</b>	<b>(\$ 27)</b>

5.10

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



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

## **FOR 1<sup>st</sup> QUARTER THROUGH SEPTEMBER 30, 2022**

Finance, Budget & Audit Standing Committee

*November 11, 2022*

Chuck Farmer, Chief Financial Officer

# Overview of Today's Presentation:

## KPI Category Criteria / Metric

- ✓ Financial Performance
  - ✓ System Farebox Recovery Ratio
  - ✓ Fixed Route & Commuter Cost / RSH
  - ✓ ParaCruz Cost / Trip

- ✓ Productivity
  - ✓ Total Ridership and Total Ridership / Hour
  - ✓ UCSC, Cabrillo, Highway 17, & Local Ridership
  - ✓ Passengers / RSH by Route

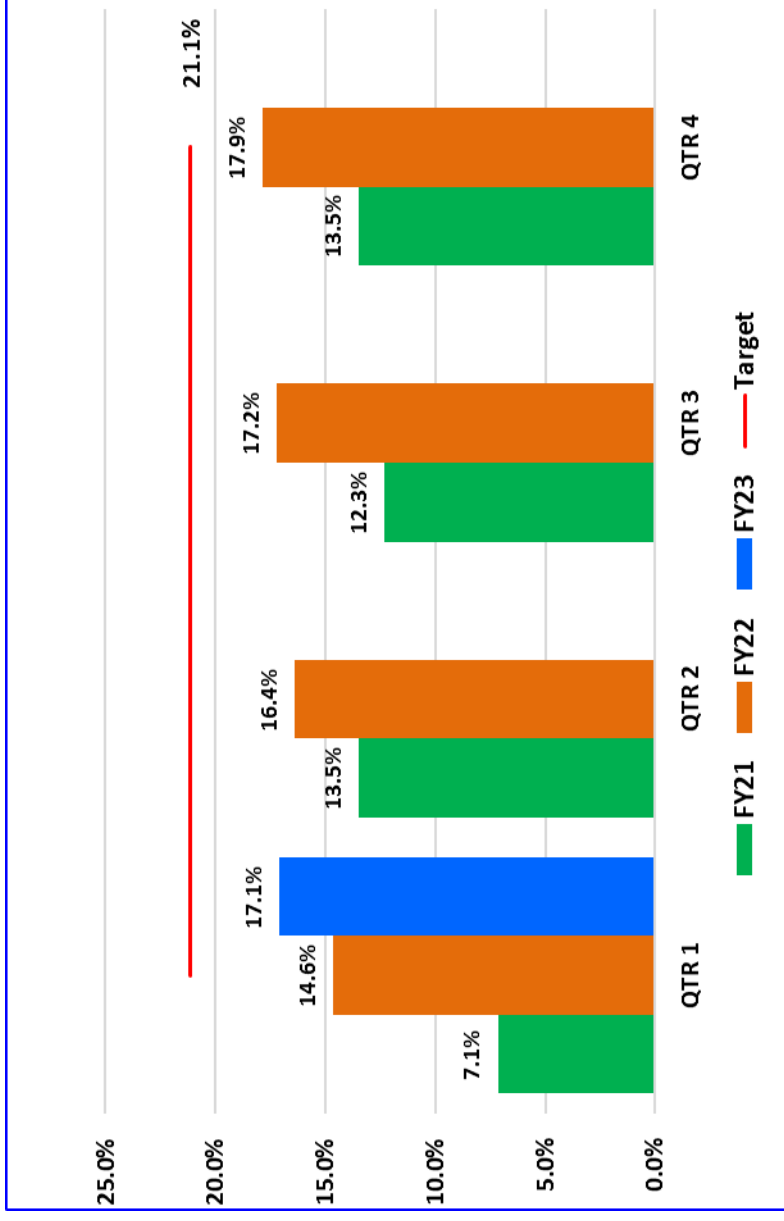
- ✓ Risk Management & Safety
  - ✓ Traffic Accidents
  - ✓ Passenger Incidents

- ✓ Reliability
  - ✓ Miles between Chargeable Road Calls for Fixed Route, Highway 17, & ParaCruz

- ✓ Dependability
  - ✓ Cancelled Trips by Cause & Region
  - ✓ Pass-Ups for Fixed Route, UCSC, & Routes

# Financial Performance KPI's

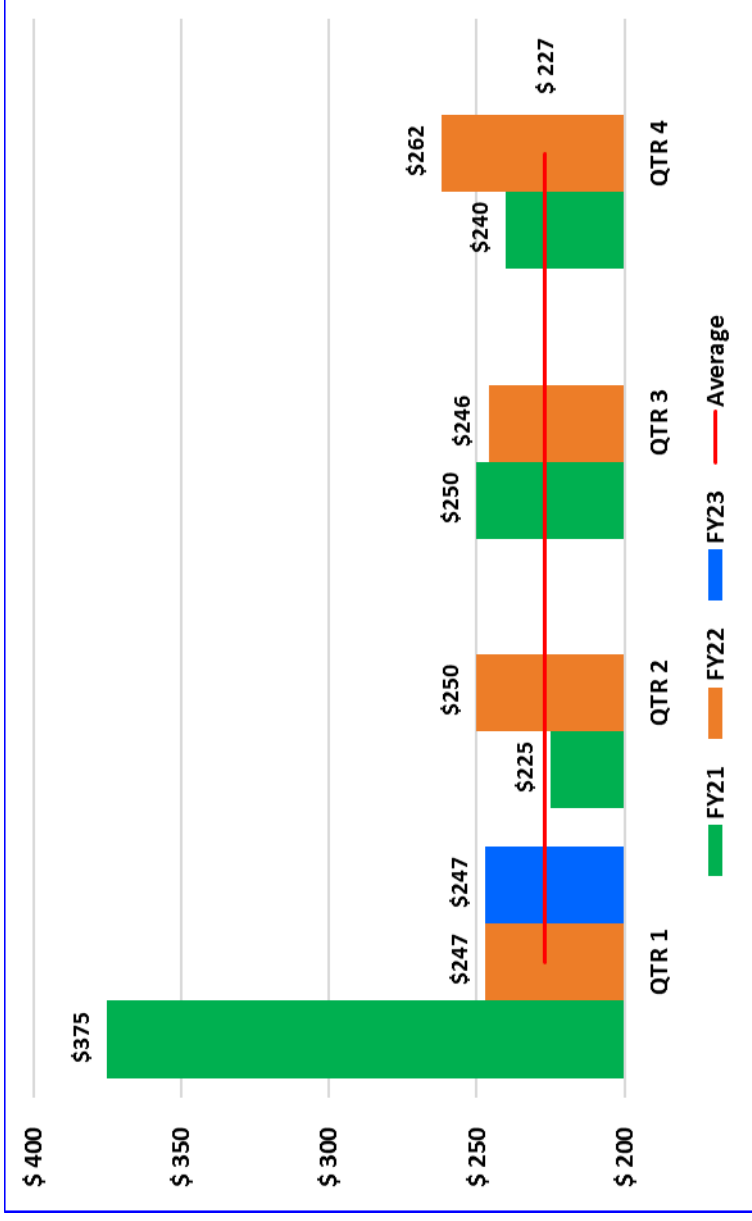
# System Farebox Recovery:



- Q1 Farebox Recovery is 17.1%, a year-over-year improvement of 2.5%, and 4.0% lower than target
- Revenues increased by 20.5%, while costs only increased by 2.9%
- The Farebox Recovery Target of 21.1% is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

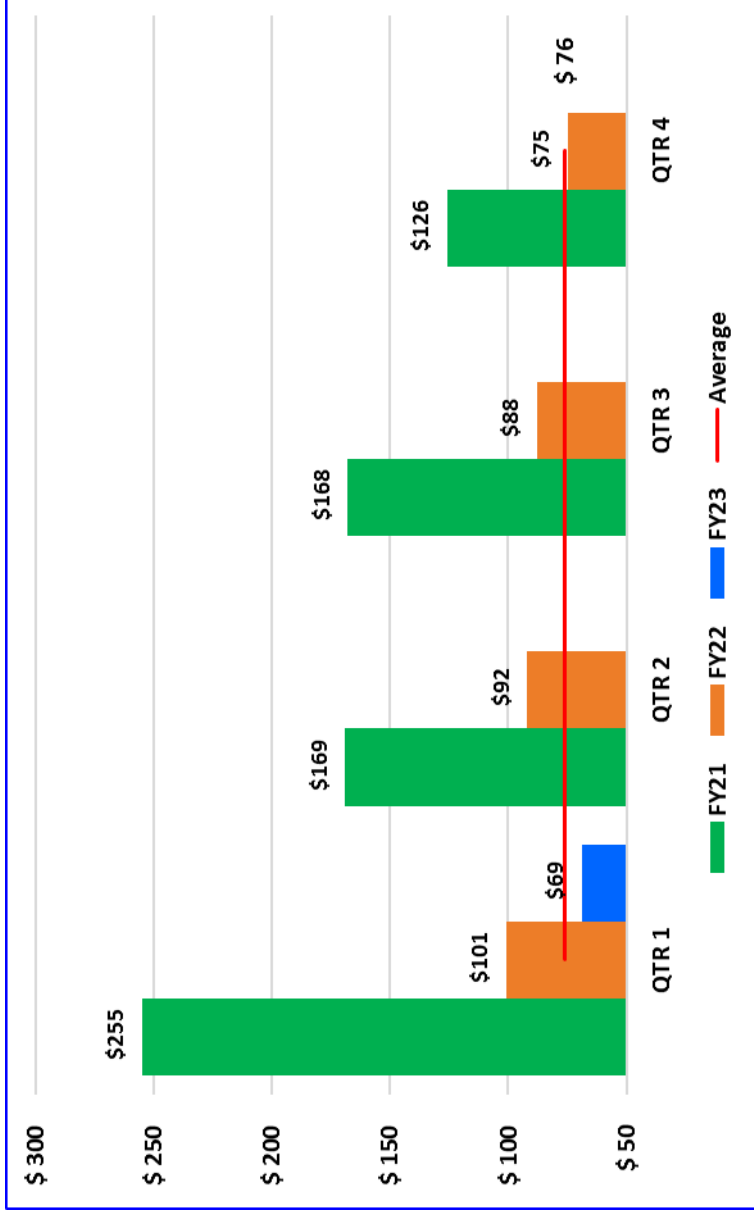


# Fixed Route/Commuter Cost per RSH



- Q1 FY23 Cost per RSH is \$247, flat with last year's Q1 costs, and \$34 higher than target
- Revenue Service Hours increased 3.3% while Costs had an increase of 2.9%
- The Fixed Route/Commuter cost per RSH average of \$213 is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

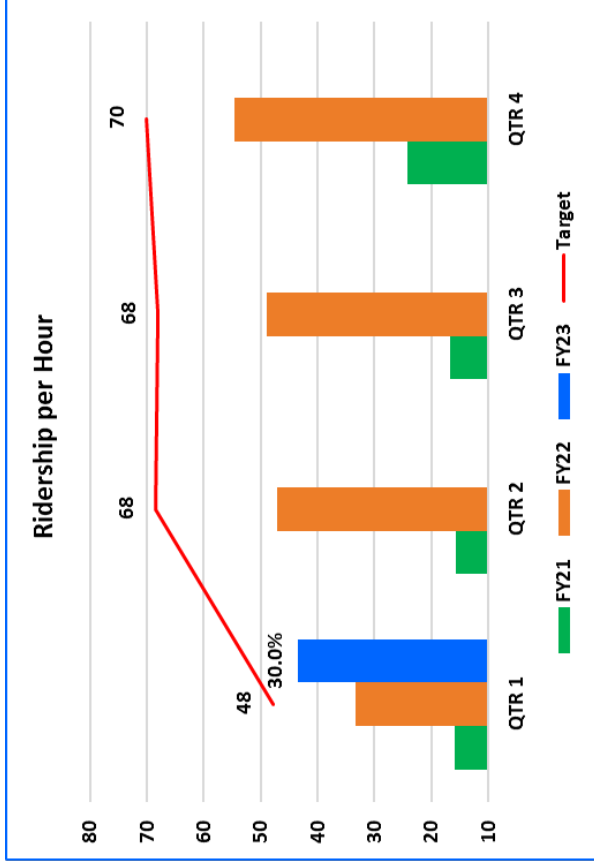
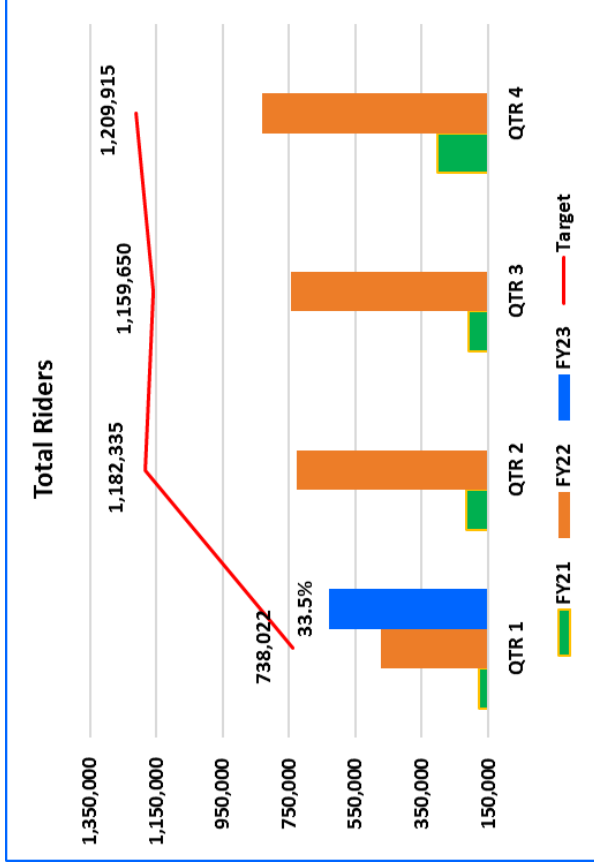
# ParaCruz Cost per Trip



- Q1 FY23 Cost per Trip is \$69, a year-over-year improvement of \$32, and \$7 lower than target
- Trips delivered increased 35.8% while costs decreased 7.7%
- The ParaCruz Cost per Trip average of \$76 is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

# Productivity KPI's

# Total Ridership / Ridership per Hour (RPH)



- A 33.0% increase in ridership in local, non-student ridership service
- A 38.3% increase in Student ridership
- A 42.7% increase in Highway 17 ridership
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

- UCSC and Cabrillo returning to in-person instruction in September and August of Q1, respectively. Additionally, the free fares implemented in the last two weeks of Q1 FY23 had a significant positive impact on Q1 RPH.
- The Quarterly RPH Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

# UCSC Ridership



- Q1 Ridership increased 33.8% due to UCSC resuming in-person instruction for fall quarter of 2022.
  - The UCSC fall quarter started one day earlier in FY23, as compared to FY22. This provided one more instructional day of student ridership than occurred in fall of 2021.
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact); Q1 is typically low due to lower student count for summer sessions.

# Cabrillo College Ridership



- Q1 Ridership increased 110.0% due to Cabrillo College returning to in-person instruction for the fall semester of 2022. This had a substantial positive impact on Cabrillo ridership levels, even though there were four less instruction days for this fall semester when compared to the fall semester of 2021.

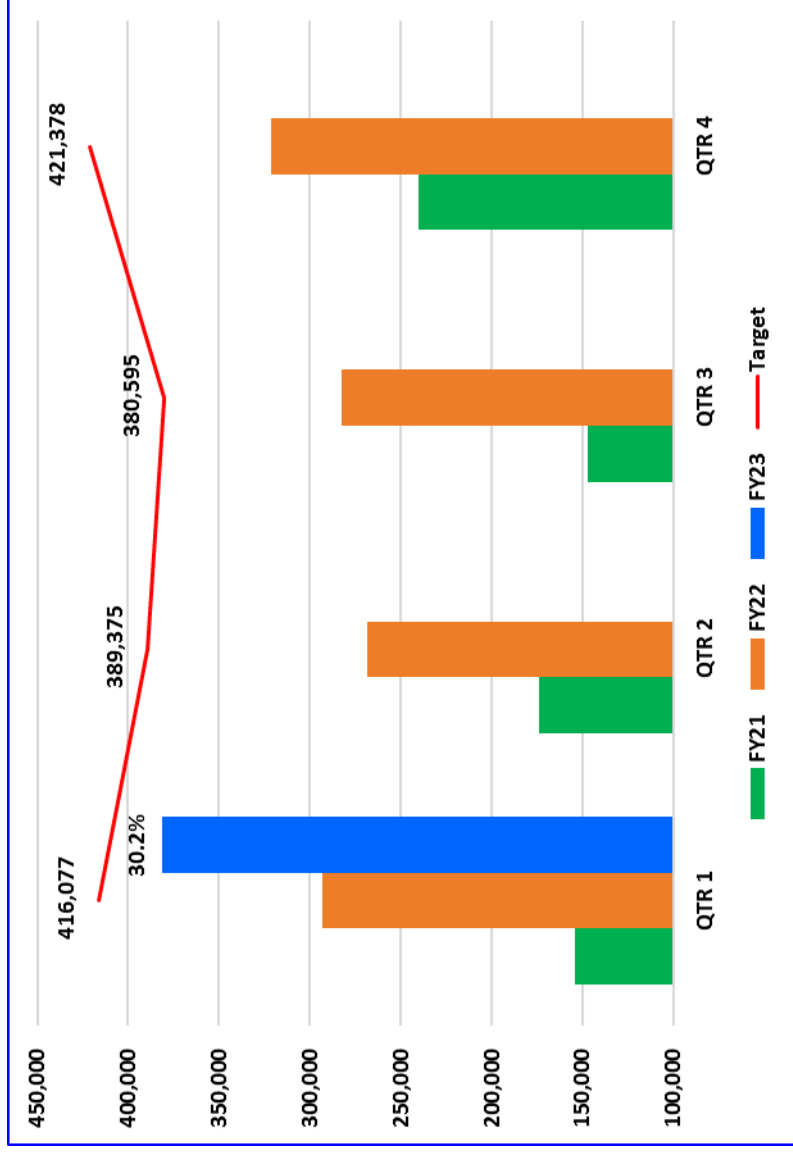
The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact); Q1 is typically low due to lower student count for summer sessions.

# Highway 17 Ridership



- Q1 Ridership increased 42.7% due to San Jose State University returning to in-person instruction for the fall semester of 2022.
- Free fares on the Highway 17 were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 43.8% increase in ridership compared to the previous two weeks of the month of September.
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

# Local Ridership

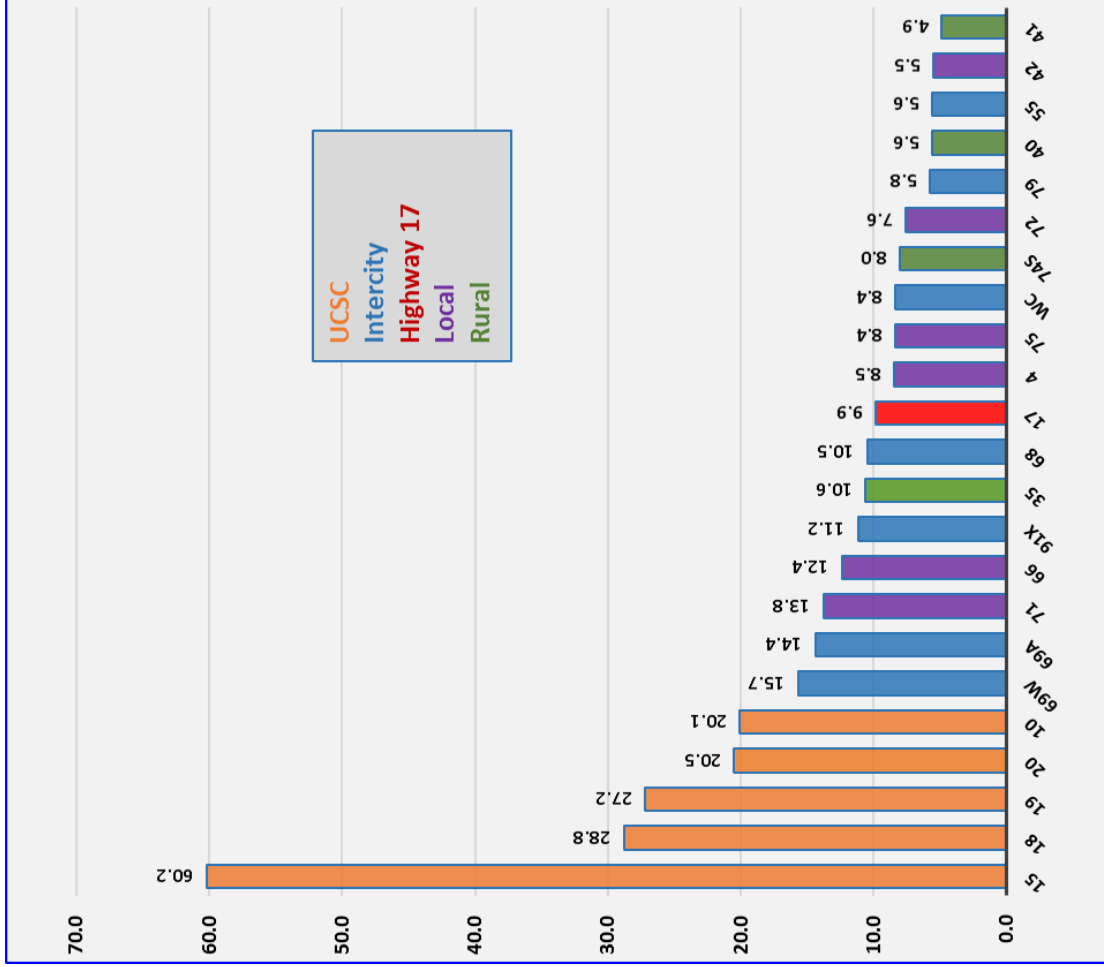


- Q1 Ridership increased 30.2% due to Student ridership increasing 38.3% in Q1 of FY23, as compared to Q1 of FY22
- Free fares on local service were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 51.8% increase in ridership compared to the previous two weeks of the month of September.
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)



# YTD FY23 Passengers/Service Hours by Route

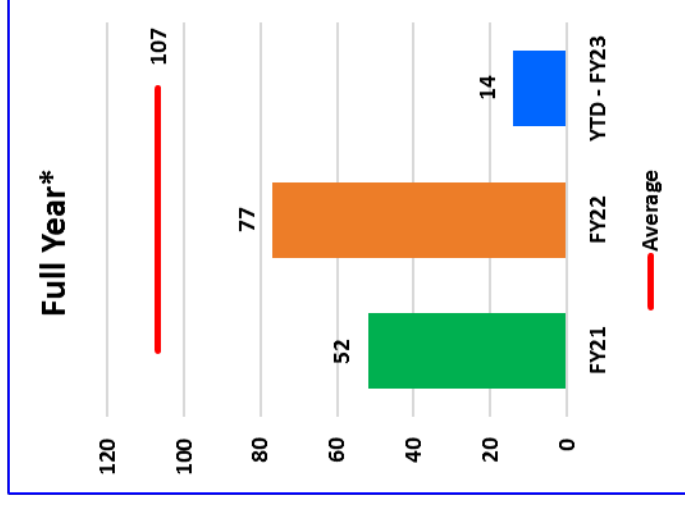
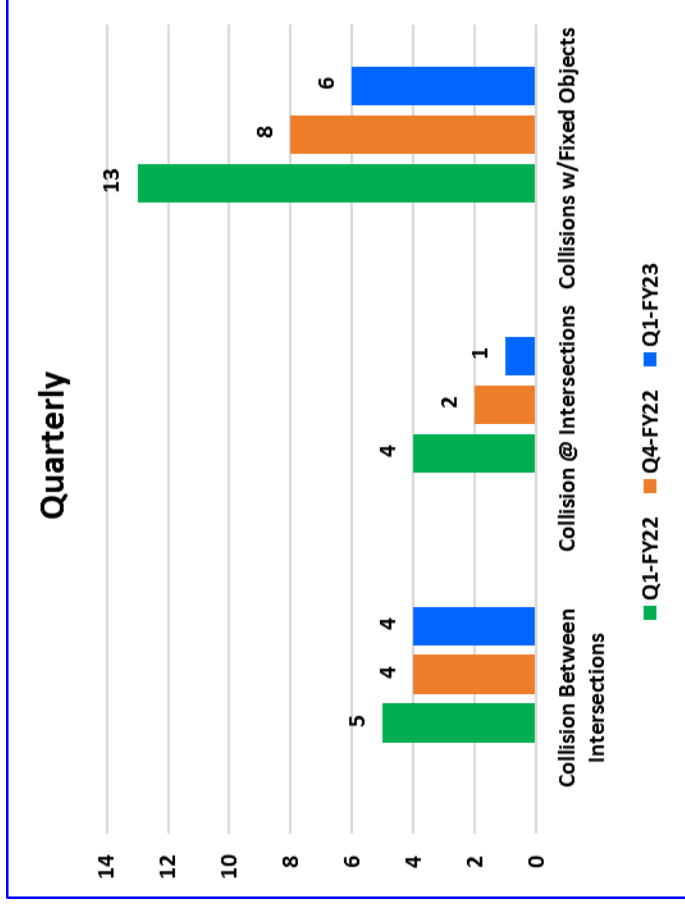
- Total Passengers/Service Hours increased 29.3% in FY23 Q1, when compared to FY22 Q1.
- Combined UCSC Passengers/Service Hours was 27.0
- Combined Intercity Passengers/Service Hours was 12.7
- Combined Live Oak Passengers/Service Hours was 11.6
- Combined Local Watsonville Passengers/Service Hours was 7.8
- Combined North County Passengers/Service Hours was 5.4



# **Risk Management & Safety KPI's**

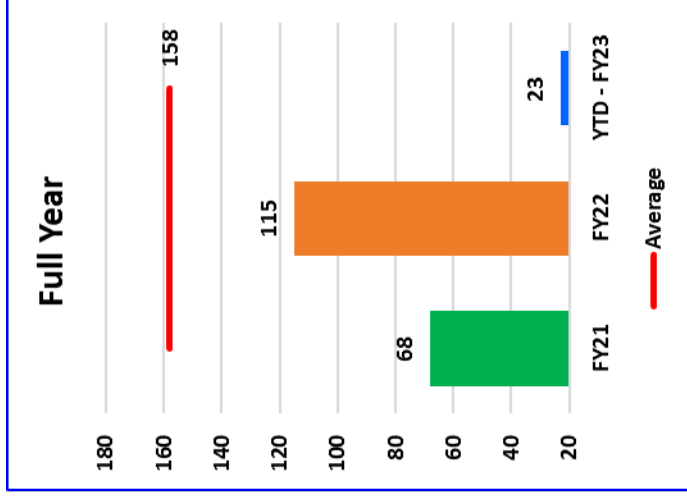
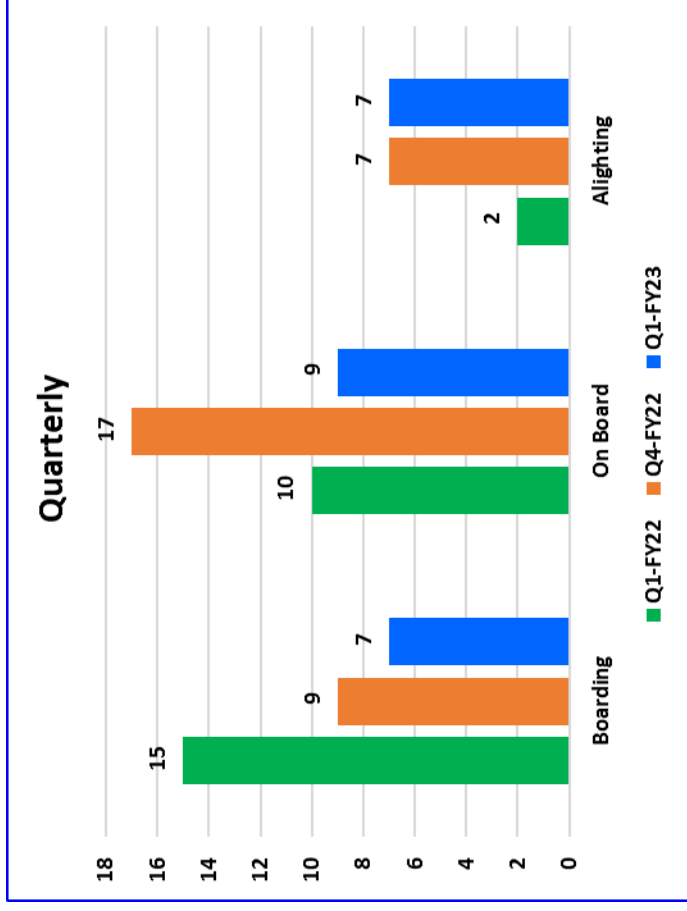
**6.14**

# Traffic Accidents



- Total Traffic Accidents in Q1 FY23 decreased by 4 (22%) over Q4 FY22, and 12 (46%) from a year ago, Q1 FY22
- Collisions with Fixed Objects Q1 FY23 decreased by 2 (25%) over Q4 FY22, and 7 (54%) from a year ago, Q1 FY22
- Metro average of 107 is based on pre-pandemic 3 year average (FY18, FY19, FY20)
- Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.
- The YTD total is **all** incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)

# Passenger Incidents



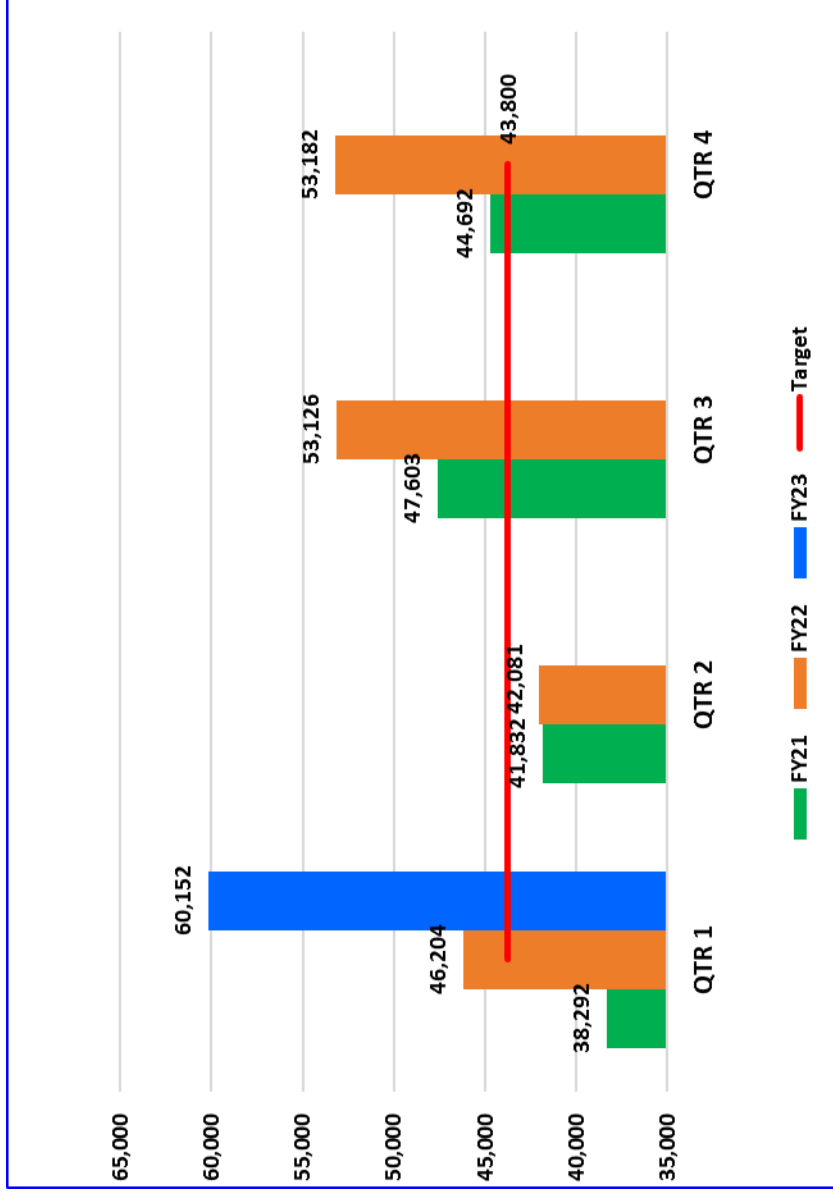
- Safety department reviews camera footage to gather data. All incidents are non-chargeable.
- Safety, Planning, and Facilities departments are logging defective sidewalks and forwarding to municipalities for repairs.
- Most boarding incidents occur when the passengers are using cell phones, not paying attention, or sleeping.
- Metro Average of 158 is based on pre-pandemic 3 year average (FY18, FY19, FY20)



# Reliability KPI's

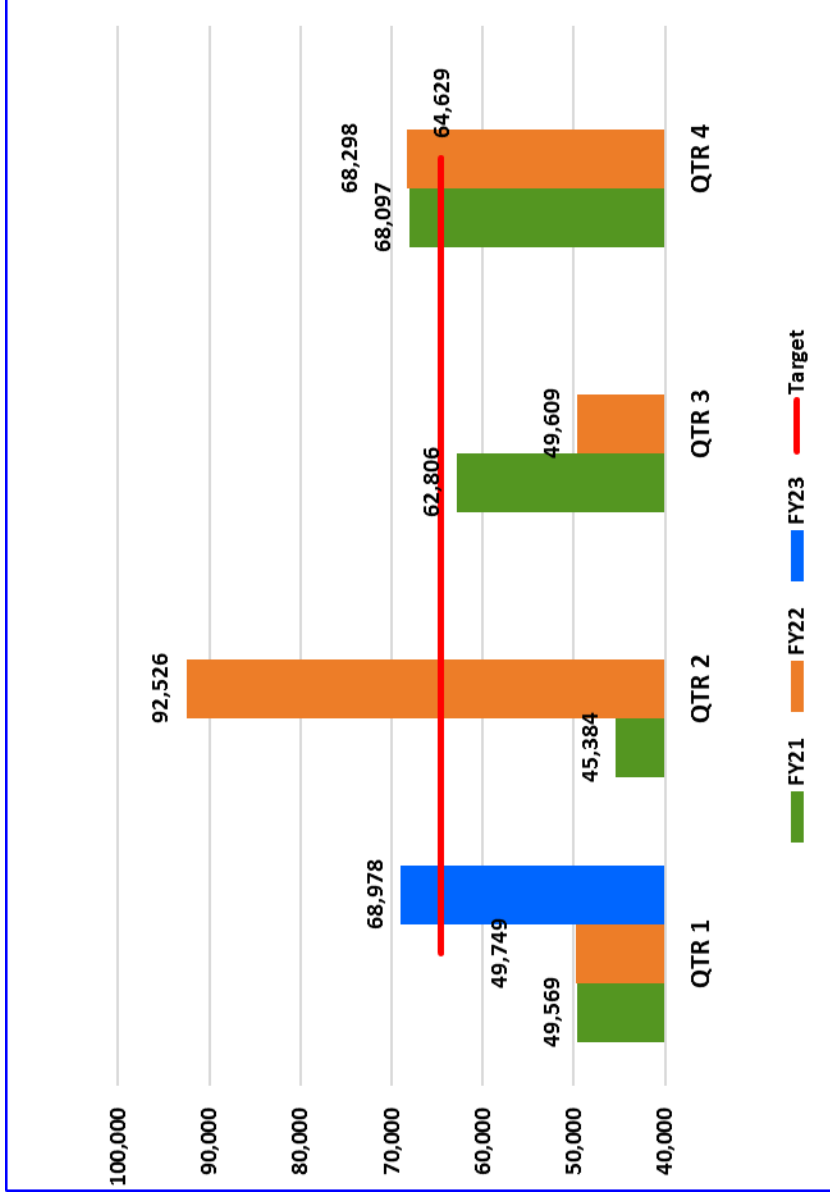
6.17

# Mean Miles Between Chargeable Road Calls - Fixed Route (Local)



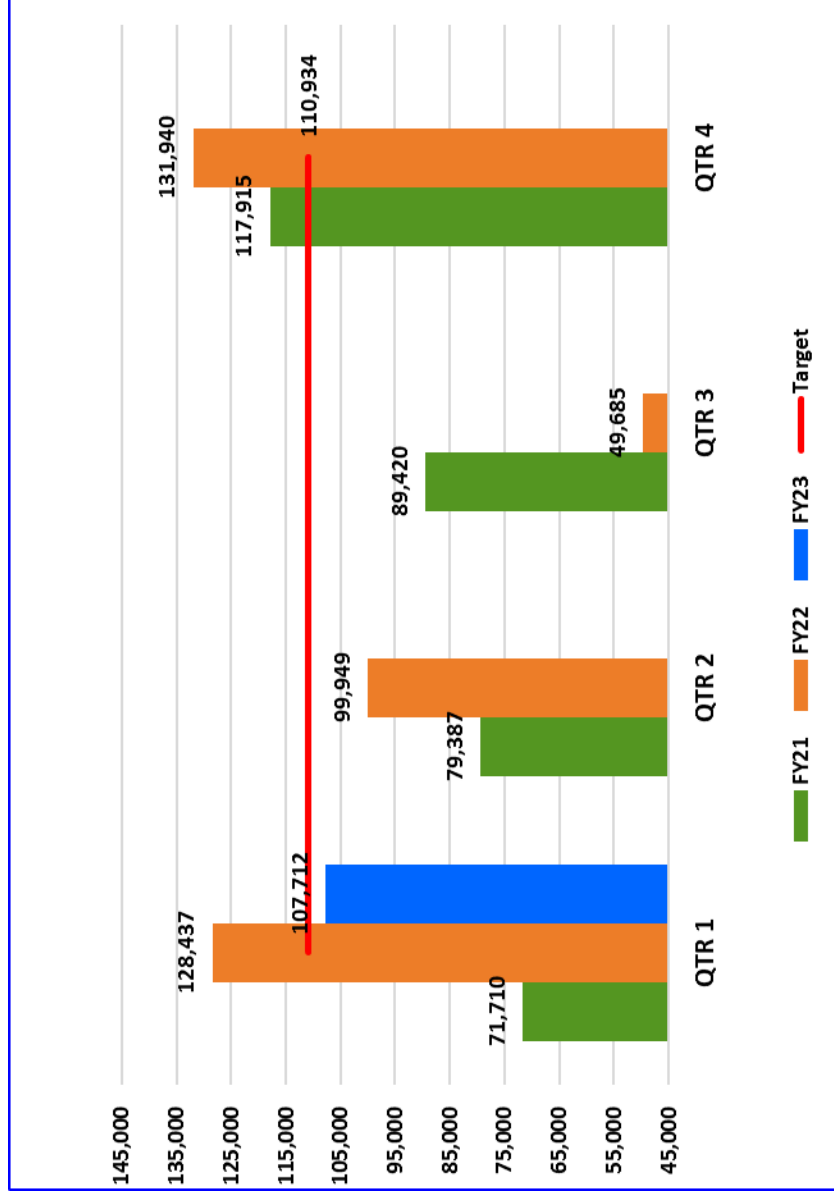
- Mileage increased by 13,948 and road calls decreased by 10 in Q1 FY23.
- Chargeable road calls in Q1 FY23 are 12, 11, and 7 for July, August, and September, respectively
- The current target of 43,800 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number.

# Mean Miles Between Chargeable Road Calls - Highway 17



- The Highway 17 fleet is newer so it has less wear and tear and tends to perform better
- There was 1 chargeable road call in both July and August, and 5 in September
- The current target is 64,629 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number.

# Mean Miles Between Chargeable Road Calls - ParaCruz



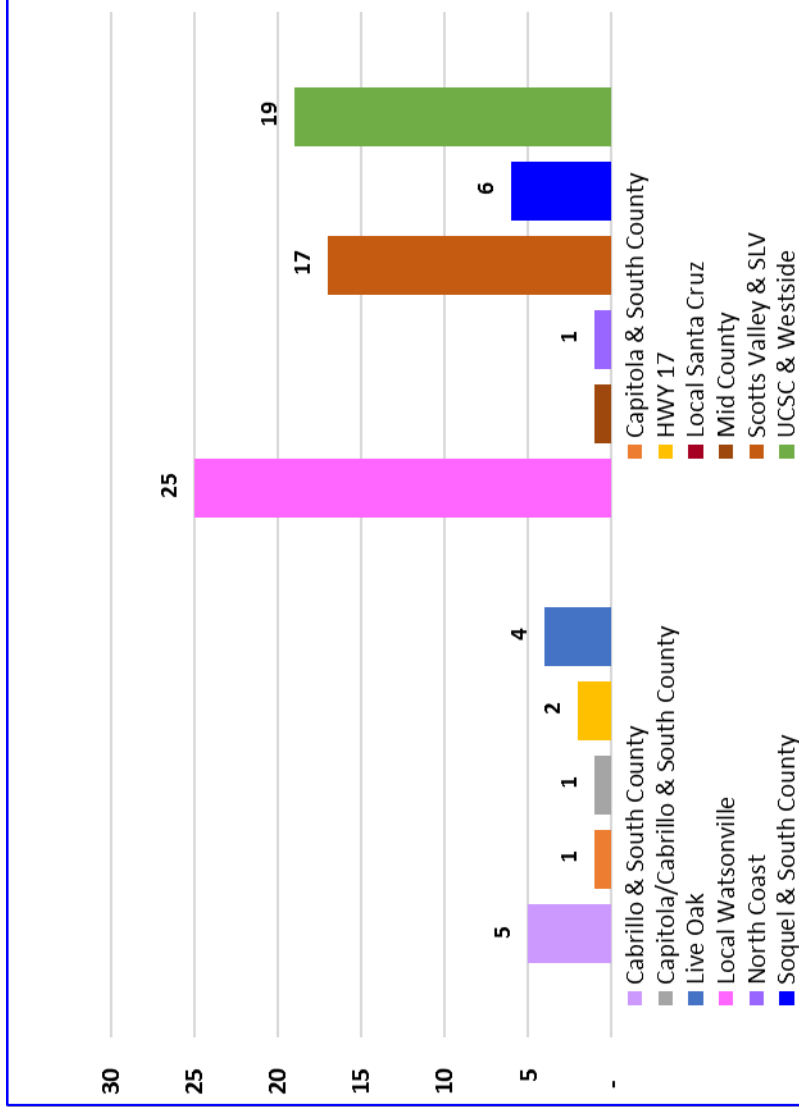
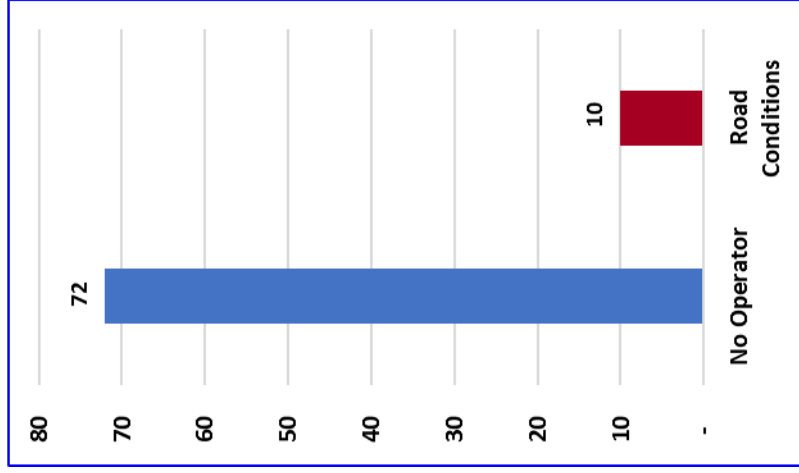
In Q1 FY23 chargeable road calls were 2 in July, and 1 each in August and September ParaCruz mileage decreased 20,725, while road calls increased by 2 in Q1 FY23. The current target is 110,934 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number.



# Dependability KPI's

6.21

# Cancelled Trips by Cause & Region

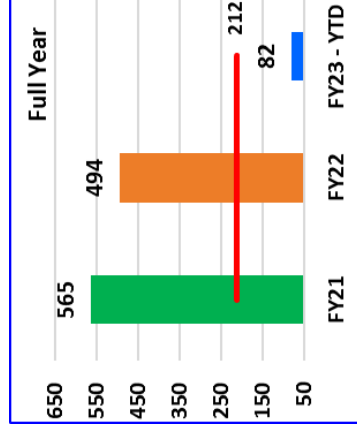


• In Q1 FY23 there were 43 cancelled trips in July, 28 in August, and 11 in September

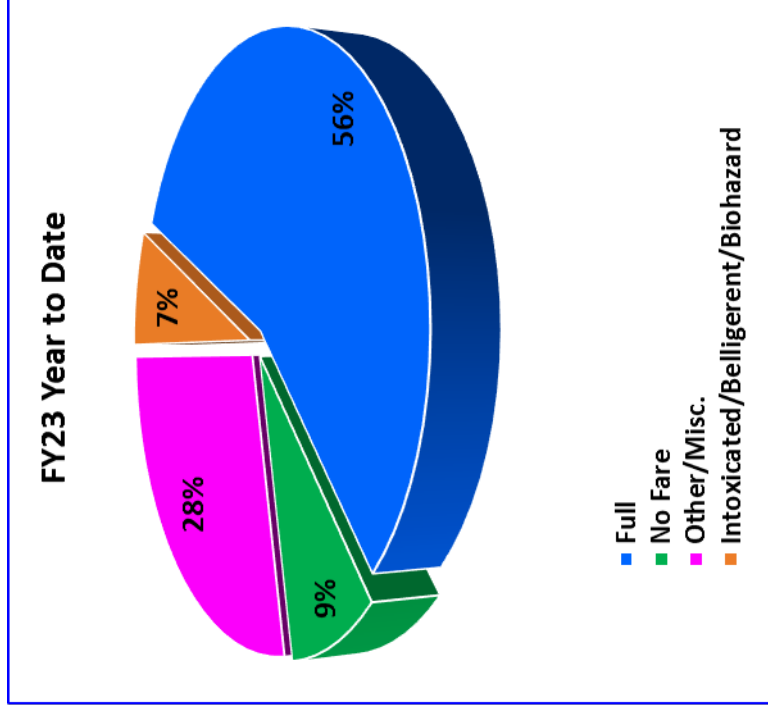
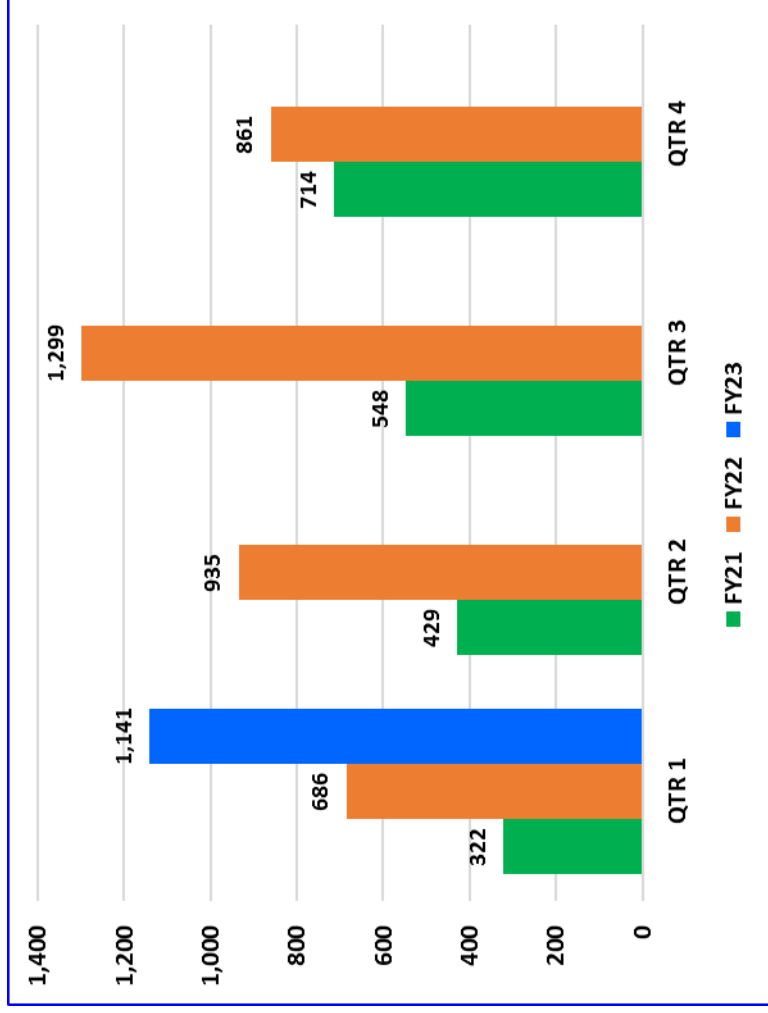
• Cancellations are distributed across nearly all routes in Santa Cruz County

• 88% of these cancellations were due to "No Operator"

• Full year average of 212 is based on the average of FY18, FY19, and FY22 (excludes FY20/FY21 due to COVID impact)

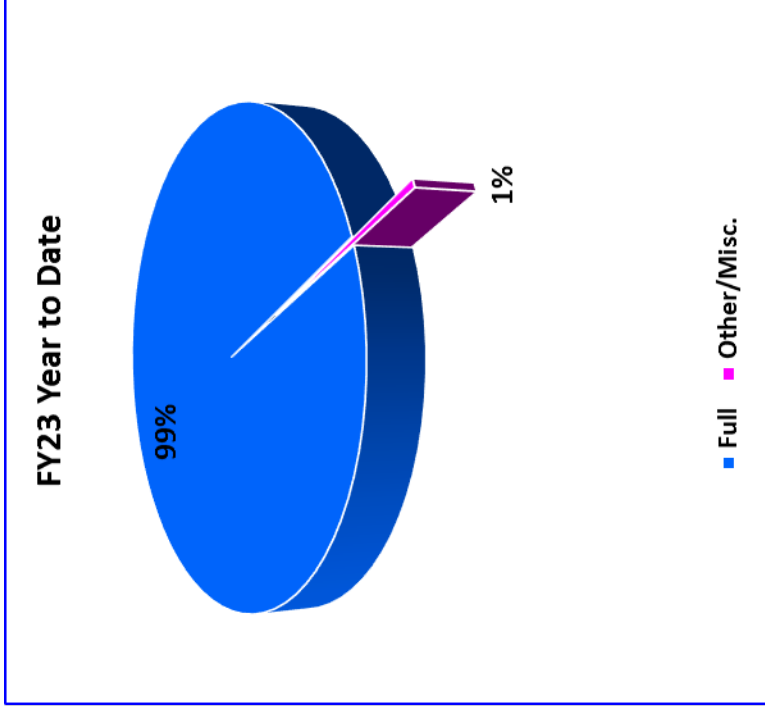
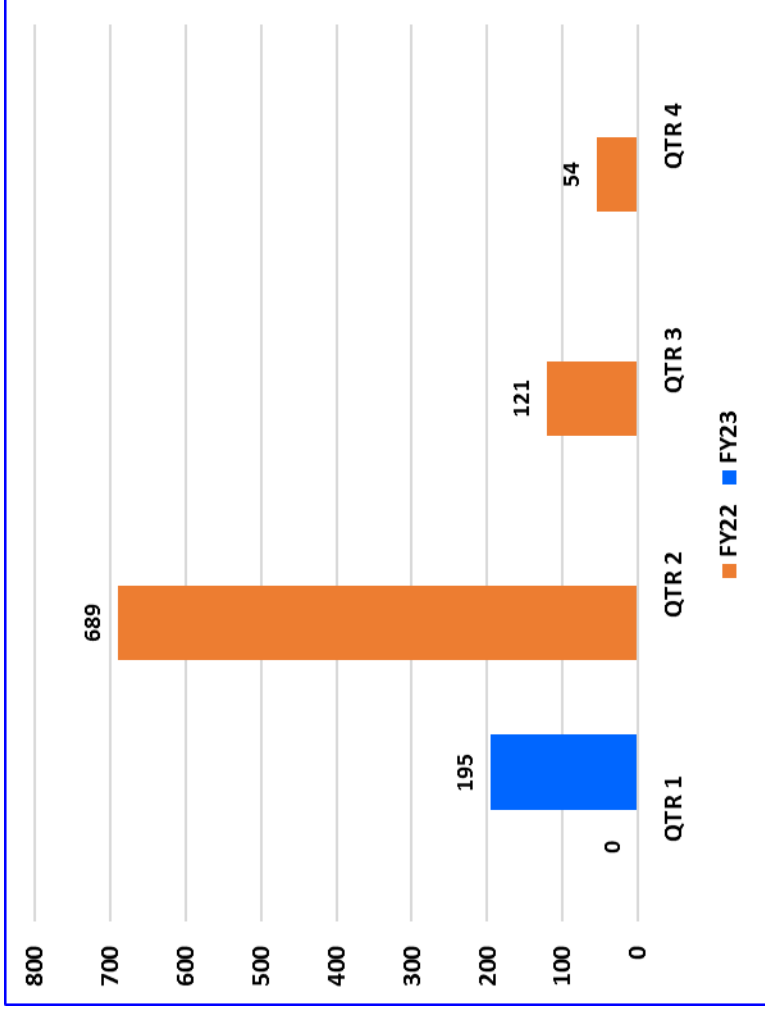


# Pass-Ups by Quarter/Reason - Fixed Route



- In Q1 FY23, total pass-ups were 455 (66.3%) higher when compared to Q1 FY22
- This was primarily due to the significant increase in September of 836 pass-ups (76% were due to full bus capacity) or 280% year-over-year for the month of September
- July and August had 153 and 152 pass-ups, respectively, and were down ~42% and 25% year-over-year for the same time period
- 56% of Year to Date total pass-ups are caused by full bus capacity

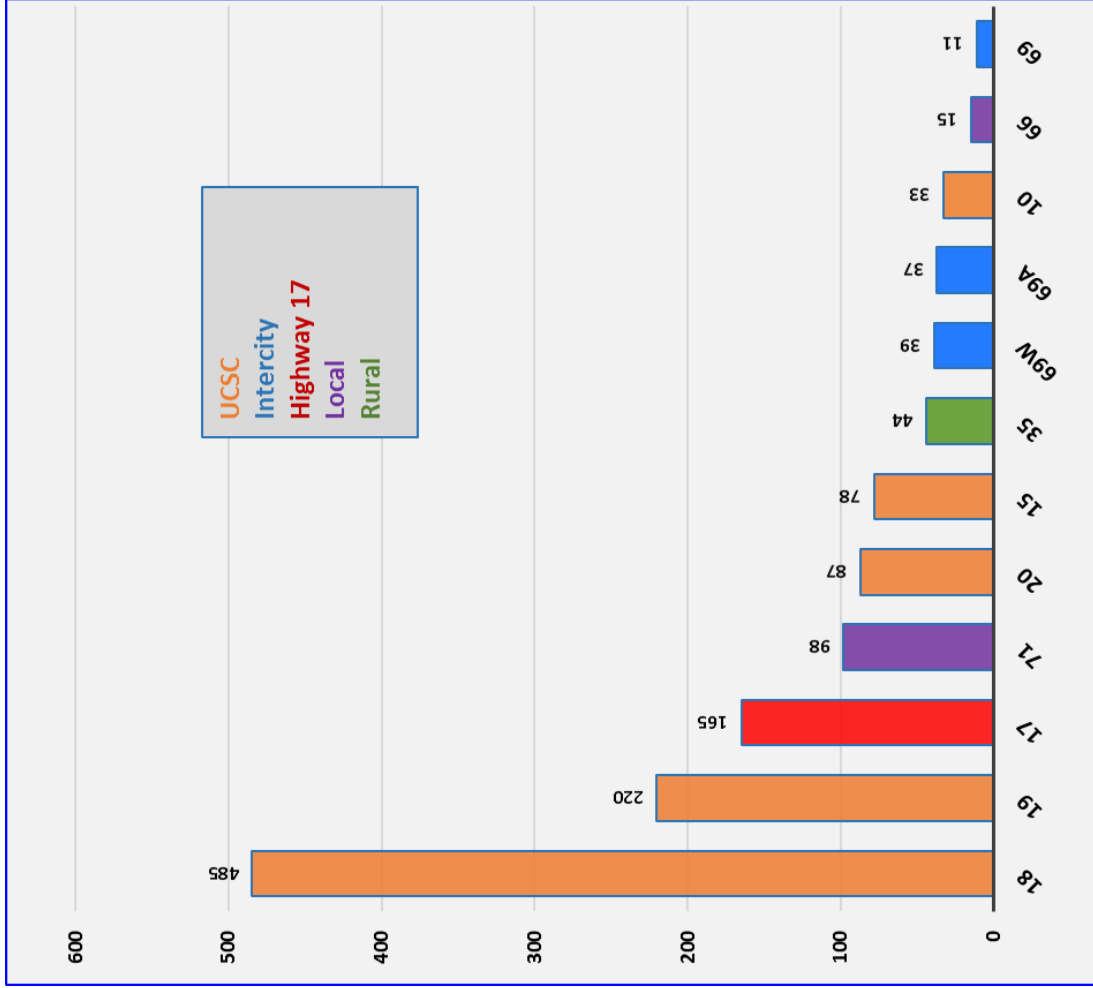
# Pass-Ups by Quarter/Reason - UCSC



- UCSC data has not been collected/reported in the past
- In Q1 FY23 All but one pass-up was caused by full bus capacity

# YTD FY23 Pass-Ups by Route

- Only routes with greater than 10 pass-ups are presented
- YTD Pass-ups total 1,336
- UCSC Routes comprised 903 (67.6%), of which 83.2% were due to full bus capacity
- Highway 17 Routes comprised 165 (12.4%), of which 46.1% were due to full bus capacity
- Local Routes comprised 118 (8.8%), 52.5% were due to various misc. issues
- Intercity Routes comprised 106 (7.9%), of which 64.2% were due to various misc. issues
- Rural Routes comprised 44 (3.3%), of which 47.7% were due to various misc. issues



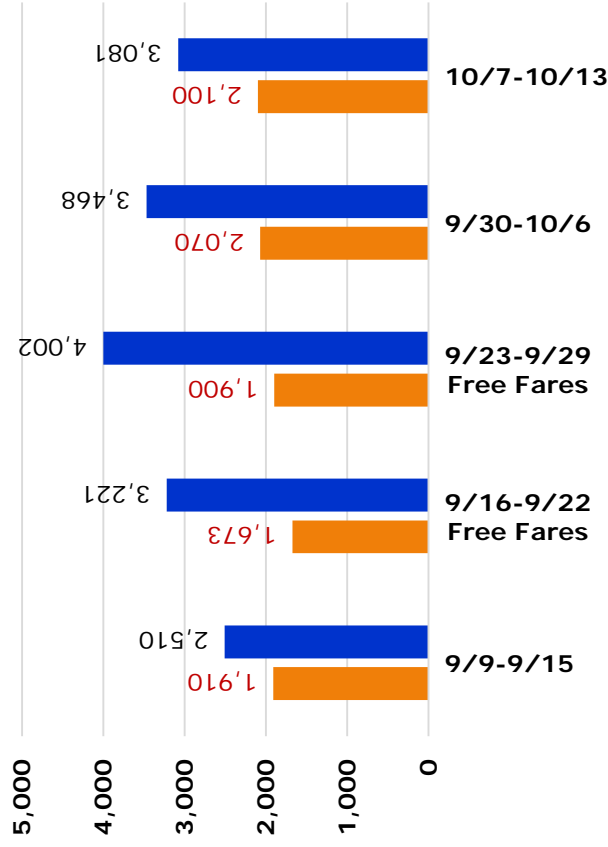
# Questions

6.26

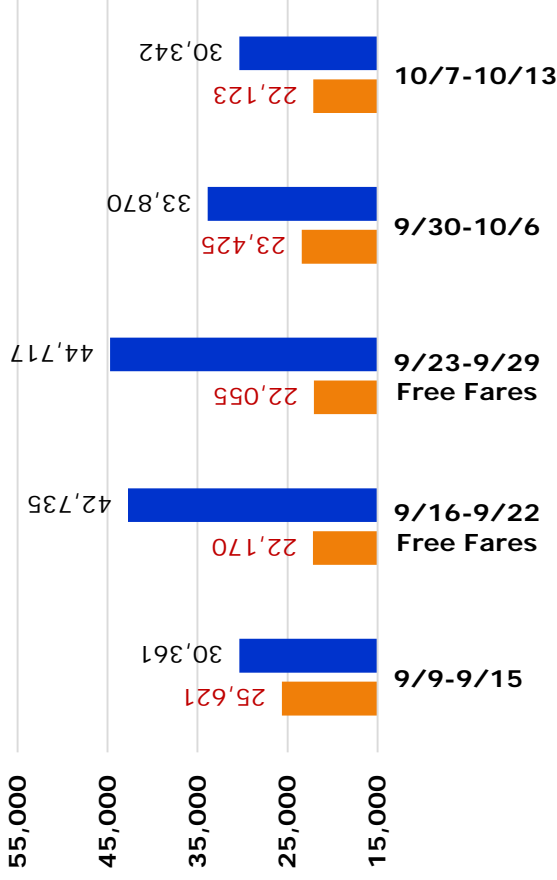
# Appendix

# Free Fares

FY23-22 Highway 17 Weekly Ridership: 9/9-10/13



FY23-22 Local Non-Student Weekly Ridership: 9/9-10/13



■ Highway 17 FY22 ■ Highway 17 FY23

■ Local (Non-Student) FY22 ■ Local (Non-Student) FY23

Free fares on local service were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 51.8% increase in local non-student ridership compared to the previous two weeks of the month of September. Following the resumption of regular fare collection ridership dropped 26.6% over the next two weeks.

Free fares on the Highway 17 were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 43.8% increase in ridership compared to the previous two weeks of the month of September. Following the resumption of regular fare collection ridership dropped 9.3% over the next two weeks.



# KPI Metric Descriptions & Importance

Metric	Description & Importance
<b>Financial Performance</b>	<p>The Farebox Recovery Ratio represents the passenger fares (Fixed Route and Commuter) coverage of Metro's 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.</p> <p>Fixed Route and Commuter Cost per Revenue Service Hour (RSH) along with the ParaCruz Cost per Trip depict the cost per hour of service/trip. By effectively tracking and minimizing costs, this measurement ensures efficient delivery of transit services.</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>
<b>Productivity</b>	<p>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.</p> <p>Student ridership, historically a large portion of METRO's total ridership, shows changes in student enrollment and seasonal trends can be seen year over year.</p> <p>Highway 17 demonstrates METRO's commuter ridership, connecting Santa Cruz to San Jose.</p> <p>Local Ridership excludes student and commuter routes and reflects all other routes within the county.</p> <p>Passengers per Revenue Service Hour (RSH) depicts the productivity of each route. 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.</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>

# KPI Metric Descriptions & Importance, con't

Metric	Description & Importance
Risk Management & Safety	<p>Traffic Accidents are broken down into different categories: Collisions between intersections, at the intersection, with fixed objects, with other district vehicles</p> <p>Passenger Incidents happen with METRO passengers either while boarding a bus, on board a bus, or alighting (descending) a bus.</p> <p>Data presented is by Quarter, for the current quarter, previous quarter, and the current quarter for the last fiscal year.</p> <p>Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.</p> <p>The YTD total is <b>all</b> incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)</p> <p>Any mechanical failure that impedes the vehicle from starting or completing a scheduled revenue trip because actual movement is limited, or there are safety concerns, are used to calculate the Mean Miles Between Chargeable Road Call.</p>
Reliability	<p>The metric is calculated using the number of miles for the month divided by the number of chargeable road calls for each service type (Fixed Route, Commuter, and ParaCruz).</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>

## KPI Metric Descriptions & Importance, con't

<b>Metric</b>	<b>Description &amp; Importance</b>
<b>Dependability</b>	<p>Cancelled Trips are presented by Region and Cause for the current quarter only and YTD for the current year, and full year for the previous two fiscal years.</p> <p>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, and All Other.</p> <p>Pass-Ups data are presented by Quarter, for the current and past two fiscal years for both Fixed Route and UCSC along with a YTD presentation of Routes with 10 or more Pass-Ups</p>

# Historical Metrics

Metric	FY18	FY19	FY20	FY21	FY22	YTD FY23
Farebox Recovery	24.1%	22.7%	24.1%	11.2%	16.6%	17.1%
Fixed Route/Commuter Cost/RSH	218	211	270	298	271	247
ParaCruz Cost/Trip	69	72	129	181	91	69
Monthly Mean Miles Between Chargeable Road Calls - Fixed Route	13,524	13,610	13,216	14,368	16,216	20,051
Monthly Mean Miles Between Chargeable Road Calls - Highway 17	16,582	23,043	24,126	18,821	21,682	22,993
Monthly Mean Miles Between Chargeable Road Calls - ParaCruz	39,213	44,221	44,329	29,869	34,168	35,904
Average Age of Fleet - Fixed Route		13.8	12.6	12.9	12.8	
Average Age of Fleet - Highway 17		13.8	12.6	12.9	9.5	
Average Age of Fleet - ParaCruz		5.1	6.1	6.2	7.3	
Annual Road Miles - Fixed Route	2,385,515	2,443,157	2,139,917	1,999,474	2,325,531	567,603
Annual Road Miles - Highway 17	604,762	627,207	540,859	324,281	373,984	94,156
Annual Road Miles - ParaCruz	551,831	601,229	531,951	373,748	503,650	126,163