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TRANSMITTAL DATE: December 5, 2025

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TO: Board of Directors

FROM: Lisa Bahr, Chief Customer Experience Officer

SUBJECT: Quarterly KPI Report, FY26 Q1

Issue

This report responds to the Board's request for performance metrics that are more clearly aligned with the Authority's core mission. This report presents the quarterly Key Performance Indicators (KPI) which have been selected to align with the Authority's Strategic Business Plan.

Recommendation

Receive and file.

Strategic Commitment

This report aligns with the Strategic Business Plan commitment of:

- **Modernizing Business Practices:** We will improve our operational efficiency through transparency, objective metrics and streamlined governance, reducing over-reliance on subsidy while bringing our system into a state of good repair and investing in the development of our employees. This Quarterly KPI Report provides objective metrics to transparently communicate the performance of key system aspects.

Background

In July 2024, Directors Krekorian and Berkson requested a broader range of metrics and benchmarks against which to evaluate the Authority's performance. These metrics should go beyond the regularly reported ridership and financial stats and would help guide the Board in

its decision-making process.

The Finance, Operations, Customer Experience, Strategy, and the Safety, Security, and Compliance Departments have identified KPI and metrics for their respective departments.

Discussion

Following the Directors' request, staff has identified five KPIs that follow the strategic direction that is laid out in the Board-approved Strategic Business Plan. These KPIs correspond to:

- Financial Sustainability (Annual)
- Safety and Security (Quarterly)
- Service Reliability (Quarterly)
- Access and Mobility (Quarterly)
- Strategic Partnerships (Quarterly)

Each KPI is associated with metrics that track Metrolink's performance over time. The current report covers the first quarter of FY 2026 (July – September 2025) with comparative data for FY 2025. Results will be updated each quarter and reported to the Board. Financial metrics and benchmarks are available annually only and will be reported to the Board once per year.

Safety and Security KPI

In FY26 Q1, we had an 83% decrease in Crimes Against People and 45% decrease in Crimes Against Property compared to FY25 Q4. This is attributed to a 20% increase in law enforcement train rides. In FY26 Q1, there was a 20% increase in unruly passengers reported compared to FY25 Q4. As a result, we have deployed dedicated fare enforcement teams to stations to conduct fare checks and deter potential unruly individuals from boarding trains without proper fare.

Access and Mobility KPI

This KPI is aligned with the Authority's broader equity framework that positions Metrolink to serve historically marginalized populations and to help achieve better outcomes for the riding public and the region as a whole. It measures the affordability of Metrolink's service which is an important measure of access for many disadvantaged populations. Subsidized fare discounts reduce the cost individuals pay for their Metrolink ticket and help increase the mobility of low-income individuals, seniors and disabled riders, as well as students.

Average Fare Paid

During the first quarter of FY26, the average price paid per trip by Metrolink riders increased to \$5.60. This is a 19% increase over the same quarter a year ago at \$4.71. The increase in the average fare reflects the transition from a free Student Adventure Pass to a 50% fare discount, effective July 2025. The average fare is up 29% from \$4.35 in the prior quarter (FY25Q4).

Ridership by Disadvantaged Populations

- During the first quarter, 23.1% of trips were made by students. This is down from 28.4% a year ago and reflects the decline in student ridership following the end of free student fares.

- Seniors and disabled riders accounted for 19.3% of ridership during the first quarter. This represents a 2.1 percentage point increase since the same quarter a year ago.
- Metrolink's Mobility-4-All program offers a 50% discount for low-income riders. This discount can be combined with other discounts for up to 75% savings over the regular fare. Mobility-4-All ridership accounted for about 3.7% of total Metrolink boardings. That share is up from 3.3% a year ago.

Vehicle Miles Traveled Avoided

Metrolink service helps reduce Vehicle Miles Traveled (VMT), which translates into reduced congestion, lower fossil fuel consumption, and improved air quality for Southern California. There were 8.2% fewer Vehicle Miles Traveled during the first quarter as compared to a year ago, a decline from 29.6 million miles to 27.2 million miles. Again, this decrease reflects a decline in student ridership.

Strategic Partnerships

The Authority coordinates with three general classes of organizations: other rail operators, host freight railroads, and transportation network and service development partners. Coordination has been robust in Q1 of FY 2026, with participation in monthly meetings fairly consistent. High cadence coordination meetings have advanced a fully externally funded proposal to operate a weekday Metrolink train to Santa Barbara proposed to occupy an unused LOSSAN slot. However, the LOSSAN Board voted in November to proceed with plans to use the slot rather than offer it to Metrolink.

For planning for major events, staff will continue to advance discussions regarding the provision of temporary operating slots for passenger rail service. Resolving these issues is needed to pin down capacity resources available for the 2026 World Cup and the 2028 Olympic Games. Responses to discussions with Union Pacific Railroad have slowed noticeably due to organizational resources being focused on freight railroad merger issues.

Also of note, Metrolink conducted concerted outreach with local bus operators to highlight the potential and the benefit of timed transfers between buses and Metrolink trains operating under the Metrolink Reimagined service plan. Metrolink staff also undertook a comprehensive station review to identify ways to improve the station passenger amenities and connections between stations and their surrounding environment. The sharing of information from this survey has helped to open lines of communication for Metrolink and its station cities.

Service Reliability KPI

Metrolink assesses service reliability by monitoring on-time performance (OTP) across the system and for each host railroad. This granular data collection enables us to evaluate the performance of Southern California Regional Rail Authority (SCRRA) trains across various railroads. We independently measure each host railroad's performance to ensure equitable treatment of our trains, identify delay patterns, and maintain a high standard of accountability. Our internal target is to achieve a 95% OTP rate, excluding third-party delays. Third-party delays, which are beyond Metrolink's control or occur off Metrolink property, encompass events such as adverse weather, police activity, trespasser incidents, debris strikes, and other uncontrollable anomalies. SCRRA OTP specifically measures delays within SCRRA's control, including but not limited to routing, mechanical, and signal issues, while excluding third-party delays. In contrast, RAW OTP captures all delays throughout the Metrolink service area,

irrespective of fault, and includes third-party delays. This comprehensive approach to performance measurement allows us to identify areas for improvement, collaborate with host railroads to optimize service, and provide transparent reporting to stakeholders.

During July 2025, Metrolink achieved a systemwide RAW OTP of 81.0% and a SCRRA OTP of 89.2%. The system experienced 81 annulments, predominantly attributable to crew availability (40) and locomotive mechanical failures (21). There were also 29 terminations, with mechanical issues (9) and trespasser incidents (5) representing the leading causes.

July 2025 key delay contributors included:

1. Foreign Delays (2,857 minutes): Delays that occur on external properties (BNSF, NCTD, UPRR). Largest delay categories are freight, PTC issues, passenger train interference, signal issues, and routing errors.
2. Police Activity (2,581 minutes): Elevated vandalism to infrastructure, freight train robberies, unruly passengers, and other police-related events affected all lines.
3. Mechanical Delays (1,443 minutes): Elevated equipment challenges and availability.
4. Crew Delays (1,348 minutes): Transition from Amtrak to Alstom constrained available resources.
5. Congestion Related Delays (794 minutes): Primarily on the San Bernardino Line, crew qualifications across the line segment resulted in more delays than normal.

During August 2025, Metrolink achieved a systemwide RAW OTP of 78.2% and a SCRRA OTP of 90.9%. The system experienced 63 annulments, primarily attributable to locomotive mechanical issues (29), followed by crew-related issues (6) and mechanical car issues (6). There were also 27 terminations, with mechanical locomotive issues (17) and trespasser-related incidents (4) representing the leading causes.

August 2025 key delay contributors included:

1. Foreign Delays (3,176 minutes): Delays that occur on external properties (BNSF, NCTD, UPRR). Largest delay categories are freight, routing errors, and passenger train interference.
2. Police Activity (1,908 minutes): Elevated vandalism to infrastructure, freight train robberies, unruly passengers, and other police related events affected all lines.
3. Mechanical Delays (1,820 minutes): Elevated equipment challenges and availability.
4. Weather Delays (1,639 minutes): Heat conditions impacting speed of trains operating across various line segments.
5. Trespasser Delays (894 minutes): Trespasser strikes and people infringing upon Metrolink property resulting in evasive actions to avoid strikes.

During September 2025, Metrolink achieved a systemwide RAW OTP of 79.6% and a SCRRA OTP of 90.9%. The system experienced 46 annulments, driven primarily by locomotive mechanical issues (25) and police-related delays (8). There were also 30 terminations, with mechanical locomotive issues (15) and police-related incidents (9) representing the leading causes.

September 2025 key delay contributors included:

1. Foreign Delays (3,802 minutes): Delays that occur on external properties (BNSF, NCTD, UPRR). Largest delay categories are freight, signal issues, passenger train interference, work zone clearances, and routing errors.
2. Police Activity (2,407 minutes): Elevated vandalism to infrastructure, freight train

robberies, unruly passengers, and other police-related events affected all lines.

3. Mechanical Delays (1,581 minutes): Elevated equipment challenges and availability.
4. Congestion Related Delays (631 minutes): Primarily on the San Bernardino Line, crew qualifications across the line segment resulted in more delays than normal
5. Trespasser Delays (497 minutes): Trespasser strikes and people infringing upon Metrolink property resulting in evasive actions to avoid strikes.

Next Steps

This KPI Report will be provided to the Board on a quarterly basis. The next report will be for the second quarter of FY26 (October - December 2025).

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Attachment(s)

[Attachment A - Quarterly KPI FY26 Q1](#)
[Attachment B - OTP Systemwide July - September 2025](#)
[Presentation - KPI FY26 Q1 Report](#)