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TRANSMITTAL DATE: June 20, 2025

MEETING DATE: June 27, 2025

TO: Board of Directors

FROM: Lisa Bahr, Chief Customer Experience Officer

SUBJECT: Quarterly KPI Report - FY25 Q3

Issue

This report responds to the Board's request for performance metrics that are more clearly aligned with the Authority's core mission. The Key Performance Indicators (KPI) presented in this report are for the third quarter of FY25 and 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

At the July 12, 2024 meeting of the Audit and Finance Committee, 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 and System Security Departments have identified Key Performance Indicators and metrics for their respective departments. This report provides the performance data for the third quarter of FY 2025.

Discussion

Following the Board's 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 third quarter of FY 2025 (January – March 2025) with comparative data for FY 2024. 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.

Key Performance Indicator (KPI) Results

Safety and Security KPI

Crimes Against People and reported unruly passengers on Metrolink system saw an increase in FY25 Q3 compared to FY25 Q2. In FY25 Q3, Crime Against People was 14 (FY25 Q2: 7), an increase of 100%, and reported unruly passengers were 323 (FY25 Q2: 227), an increase of 42%. Crimes Against Property were 2 (FY25 Q2: 3), a decrease of 33%.

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. In Q3, Metrolink's systemwide on-time performance (OTP) averaged

87.6% RAW and 94.7% SCRRA-responsible (including Arrow). Key delay contributors included:

1. Police Activity: Elevated vandalism to infrastructure, freight train robberies, unruly passengers, and other police related events affected all lines.
2. Mechanical Delays: Elevated equipment challenges and availability.
3. Trespasser Related: High counts of trespasser incidents and minutes of delay were higher than the previous quarter.
4. Freight Train Interference: Impacting Orange County, 91 Perris Valley, Riverside, and Inland Empire-Orange County Lines across BNSF and UPRR territories. Staff actively collaborates with freight operators through daily interventions and weekly operational reviews to mitigate delays.
5. Metrolink continues to address these challenges through proactive coordination with host railroads and stakeholders to enhance service reliability and meet our 95% SCRRA-responsible OTP goal.

Line-Specific Q3 Performance:

Ventura County Line: 89.1% RAW OTP, 95.6% SCRRA-responsible. Primary delays: signal issues (UPRR & SCRRA), trespasser related delays, and weather-related delays (flash flooding, fires, etc.)

Antelope Valley Line: 89.6% RAW OTP, 94.0% SCRRA-responsible. Primary delays: Police related activity (unruly passengers, vandalism, and freight train theft), mechanical delays, and weather-related delays (flash flooding, fires, etc.)

San Bernardino Line: 85.3% RAW OTP, 89.3% SCRRA-responsible. Major delays: trespasser related delays (strikes, avoiding), commuter train interference (the bulk of these mitigated with the Jan 27 schedule change), and mechanical delays.

Riverside Line: 79.6% RAW OTP, 98.1% SCRRA-responsible. Leading delays: freight train interference (dominant factor), mechanical delays, and police activity (vandalism, freight robberies, main track closures).

Orange County Line: 80.6% RAW OTP, 92.8% SCRRA-responsible. Main delays: freight train interference, police activity (vandalism, freight robberies), mechanical delays, and signal related issues on BNSF and SCRRA.

91 Perris Valley Line: 77.5% RAW OTP, 95.3% SCRRA-responsible. Top delays: freight train interference, police activity (vandalism, freight robberies), and signal related challenges (primarily BNSF).

Inland Empire-Orange County Line: 81.9% RAW OTP, 95.8% SCRRA-responsible. Primary delays: freight train interference, trespasser related delays (including strikes), and police activity (vandalism, freight robberies, main track closures)

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.

Metrolink service helps reduce Vehicle Miles Traveled (VMT) which translates into reduced congestion, lower fossil fuel consumption, and improved air quality for Southern California.

Average Fare Paid

During the third quarter, the average price paid per trip by Metrolink riders fell to \$4.18. This is the lowest price in Metrolink's history and makes Metrolink one of the most affordable commuter railroads in the nation. It reflects the growing number of riders who enjoy discounted fares, including the free Student Adventure Pass.

Ridership by Disadvantaged Populations

- During the third quarter, more than one in three (35.2%) trips were made by students using the free Student Adventure Pass. It reflects a nearly 85% increase in student ridership since the same quarter in FY24.
- Seniors and disabled riders accounted for 15.8% of ridership during the third quarter. While seniors and disabled riders have declined as a relative share of total ridership, total ridership by seniors and disabled individuals has grown by 4%.
- 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 2.9% of total Metrolink boardings. While that share is down, the actual number of Mobility-4-All riders has remained stable from a year ago.

Reduction in VMT

Metrolink riders helped avoid more than 30 million VMT of freeway travel by taking the train. This is an increase of 27.2% compared to the same quarter of the prior year and corresponds to the increase in ridership over the same period of time.

Strategic Partnerships

Lastly, we have Key Performance Indicators related to creating and sustaining Strategic Partnerships to achieve goals for capital investment and service development. Given the nature of strategic partnerships as requiring a long-term investment in relationships with other entities and involving achievements of varying size and impact, KPIs to characterize progress in Strategic Partnerships is described in qualitative terms. There are some quantitative ways to describe the impact of Strategic Partnerships, but these tend to be close to quantitative financial measurements already presented. Other quantitative ways are focused on the process of coordinating with a strategic partner and the achievement of process-oriented objectives, such as frequency of coordination or evaluation of the efficacy of partnership meetings. It is useful to characterize the nature of the partnership with each of the key partners and to describe whether the interaction is achieving end objectives with efficacy.

Over time, it will be possible to characterize the efficacy and value of each of the partnerships through surveying. At this stage, only a high-level description of the relationship is possible. There are three categories of strategic partners:

- Other Rail Operators in the service territory (Brightline West, California High Speed Rail Authority, and the Los Angeles – San Diego – San Luis Obispo Rail Corridor (LOSSAN) Corridor Agency;
- Host Freight Railroads (Burlington Northern Santa Fe (BNSF) Railway and Union Pacific Railroad (UPRR);
- Transportation Network and Service Development Partners (the California Department of

Transportation (Caltrans) and the Southern California Association of Governments (SCAG).

For this past Q3 period, the level of engagement and resolution of issues was generally similar among various partner agencies. With respect to Other Rail Operators, Metrolink benefits from a monthly meeting with each of the three operators covering topics such as design of the Rancho Cucamonga transfer interchange point and the major achievements in Q3 are the development of comments to the CHSRA on the Los Angeles to Anaheim segment. Coordination with host freight railroads also aims for a monthly cadence of meetings, but meeting times are less regular due to the more erratic nature of freight railway operations and availability of key decision makers. Metrolink interactions with SCAG and Caltrans has typically been on an as-needed basis rather than at pre-determined intervals. Caltrans and SCAG have proven to be invaluable sources of revenue to support a demonstration of Open Loop fare payment system.

Next Steps

This KPI Report will be provided to the Board on a quarterly basis. The next report for the fourth quarter of FY25 (April - June 2025) will be presented to the Committee at its meeting on September 25, 2025.

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Attachment(s)

[Attachment A - Quarterly KPI FY25 Q3](#)