

Triennial Performance Audit

of

Sonoma County Transit (SCT)

Fiscal Years 2022/23, 2023/24 and 2024/25

FINAL AUDIT REPORT

prepared for the



**METROPOLITAN
TRANSPORTATION
COMMISSION**

by



Pierlott & Associates, LLC
Management Consulting

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NOTE: All exhibits in this report are presented at the end of the associated discussion in each section.

EXECUTIVE SUMMARY

This executive summary highlights the findings from the performance audit of Sonoma County Transit (SCT). In California, a performance audit must be conducted every three years of any transit operator receiving Transportation Development Act (TDA) Article 4 funds, to determine whether the operator is in compliance with certain statutory and regulatory requirements, and to assess the efficiency and effectiveness of the operator's services. The two service modes operated by SCT, bus, and paratransit, are the prime focus of this performance audit. The audit period is Fiscal Years 2023 through 2025 (from July 1, 2022 through June 30, 2025).

Performance Audit and Report Organization

The performance audit was conducted for MTC in accordance with its established procedures for performance audits. The final audit report consists of these sections:

- An assessment of data collection and reporting procedures;
- A review of performance trends in TDA-mandated indicators and component costs;
- A review of compliance with selected PUC requirements;
- An evaluation of SCT's actions to implement the recommendations from the last performance audit;
- An evaluation of functional performance indicator trends; and
- Findings, conclusions, and recommendations to further improve SCT's performance based on the results of the previous sections.

Comments received from SCT and MTC staff regarding the draft report have been incorporated into the final report. Highlights of the key activities are presented in this executive summary.

Results and Conclusions

Review of TDA Data Collection and Reporting Methods - The purpose of this review is to determine if SCT is in compliance with the TDA requirements for data collection and reporting. The review is limited to the data items needed to calculate the TDA-mandated performance indicators.

It has been determined that SCT is in compliance with the data collection and reporting requirements for the TDA statistics. In addition, the statistics collected over the six-year review period appear to be consistent with the TDA definitions and indicate general consistency in terms of the direction and magnitude of the year-to-year changes across the statistics.

One data reporting anomaly was found in the paratransit service. Paratransit service hours exhibited a 31.4 percent increase between FY2023 and FY2024, with a corresponding 15.8 percent increase in service miles. SCT attributed the discrepancy to additional service added in FY2024 due to a finding from the FTA that SCT's fare-free local fixed-route services must include a complementary paratransit component. This resulted in an increased number of free, short length paratransit trips within the local communities served by SCT, which resulted in more paratransit hours of service than miles of service.

Performance Indicators and Trends – SCT's performance trends for the five TDA-mandated indicators were analyzed by mode. A six-year analysis period was used for all the indicators. In addition, component operating costs were analyzed.

- Bus Service TDA Performance Indicators – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2020 through FY2025:

- There was an average annual increase in the operating cost per hour of 3.3 percent, which when examined in inflation adjusted dollars resulted in an average annual decrease of 0.5 percent.
- Passenger productivity was almost unchanged overall with passengers per vehicle service hour and mile both decreasing by less than one percent per year overall. The trend shows passengers per hour and per mile recovering from the COVID pandemic with almost exactly the same indicator numbers in FY2025 as in FY2020.
- The cost per passenger increased on average by 3.8 percent per year, which amounted to an average annual change of 0.0 percent in constant FY2020 dollars, well below the 3.8 percent increase in CPI for the analysis period.
- Bus Service Component Costs – The following is a brief summary of the component operating costs trend highlights for the bus service between FY2020 and FY2025:
 - Purchased transportation costs represented the largest portion of the total costs, with its share averaging between 63 and 65 percent each year. The 5.7 percent annual average increase in purchased transportation is reflected in the overall 5.6 percent annual increase in total operating costs.
 - In-house labor costs increased by four percent annually, while fringe benefits expenses decreased by 8.6 percent on average per year. Together in-house labor and fringe costs comprise less than six percent of total costs each year.
 - The most significant change was an average annual increase of 11.7 percent in the materials/supplies area. Materials and supplies costs accounted for ten to 15 percent of total costs, depending on the year.
 - Services, casualty/liability and “other costs” categories all showed relatively moderate changes per year on average (increases of about four percent) and comprised less than 20 percent of total costs combined each year.
- Paratransit TDA Performance Indicators – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2020 through FY2025:

- For cost efficiency, there was an average annual increase in the operating cost per hour of 3.7 percent. This amounted to an annual decrease of 0.1 percent in inflation adjusted dollars. The overall trend was reflective of services slowing returning to pre-COVID pandemic levels.
- Passenger productivity showed minor declines, with passengers per hour decreasing by three percent annually and passengers per mile decreasing by 0.7 percent.
- In terms of cost effectiveness, the operating cost per passenger showed an increase of seven percent per year on average, or three percent in normalized FY2020 dollars.
- Paratransit Component Costs – The following is a brief summary of the component operating costs trend highlights for paratransit between FY2020 and FY2025:
 - Purchased transportation costs represented by far the largest portion of the total costs, ranging between 68 and 74 percent of total costs depending on the year. These costs increased an average of 6.4 percent per year.
 - In-house labor costs increased 9.3 percent annually, but fringe benefits decreased by 3.5 percent. Labor and fringes comprise less than five percent of total operating costs each year.
 - Services costs experienced the largest average annual increase at 12.8 percent annually but comprise less than eight percent of total costs each year.
 - There were modest annual average increases in the materials/supplies, casualty/liability and “other” expenses categories, which combined represent about 20 percent of the total operating cost per year.

Compliance with Statutory Requirements – SCT is in compliance with the sections of the state PUC that were reviewed as part of this performance audit. The sections reviewed included requirements concerning CHP safety inspections, labor contracts, reduced fares, Welfare-to-Work, revenue sharing, and evaluation of passenger needs.

Status of Prior Audit Recommendations – There were no recommendations made in SCT’s prior performance audit.

Functional Performance Indicator Trends - To further assess SCT’s performance over the past three years, a detailed set of systemwide and modal functional area performance indicators was defined and reviewed.

- Systemwide (All Modes) – The following is a brief summary of the systemwide functional trend highlights between FY2023 and FY2025:
 - Administrative costs increased by 28 percent from 16.8 percent of total operating costs in FY2023 to 21.5 percent in FY2025. Similarly, administrative cost per vehicle service hour showed a net increase of 26 percent over the same period.
 - Marketing costs remained relatively flat overall compared to total administrative costs and per passenger trip.
 - The systemwide farebox recovery ratio showed a net decrease from 5.3 percent in FY2023 to 4.4 percent in FY2025, or 16.5 percent overall during the audit period.
- Bus Service – The following is a brief summary of the bus service functional trend highlights between FY2023 and FY2025:
 - Service Planning results showed an overall 11.4 percent decrease in the cost per passenger mile, farebox recovery down from 5.5 percent to 4.6 percent, and TDA recovery ratio increasing from 8.7 percent to 11.2 percent. The percentage of vehicle miles in service decreased four percent overall, from 77 percent to 74 percent, while vehicle hours in service remained around 84 percent. Passengers per vehicle service mile and hour both increased, by 21 percent and 19 percent respectively, during the audit period.
 - Operations results showed a slight decrease in vehicle operations costs as a portion of total operating costs, a three percent overall uptick in vehicle operations costs per hour, on-time performance remaining steady around 83 percent, and very few missed trips. At the same time, the rate of valid complaints per 100,000 passenger trips increased almost 170 percent, and the number of commendations per 100,000 passenger trips went down

more than 50 percent overall but the actual number of commendations are quite small.

- Maintenance results showed total maintenance costs decreasing almost five percent overall as the percentage of total operating costs, with vehicle maintenance costs per service mile also relatively constant, up only 2.4 percent. At the same time, the vehicle spare ratio decreased from 38 percent in FY2023 to 30 percent in FY2025, while system reliability decreased with the mean distance between major mechanical failures declining by 30 percent, and the mean distance between all failures down by 40 percent during the audit period.
- Safety results showed the rate of preventable accidents declining by more than 26 percent over the audit period.
- Paratransit – The following is a brief summary of the paratransit functional trend highlights between FY2023 and FY2025:
 - Service Planning results showed a slight overall increase in the cost per passenger mile, farebox recovery and TDA recovery both decreasing, by 17 and ten percent overall respectively. There was a two percent decrease for vehicle miles in service from 63 to 61.5 percent but a ten percent increase for vehicle hours in service. Passengers per vehicle service mile decreased by five percent while passengers per vehicle service hour decreased 14 percent.
 - Operations results showed vehicle operations costs decreasing 15 percent as the share of total operating costs, and a net decrease of nearly 25 percent in vehicle operations cost per hour. Schedule adherence dipped slightly overall, the rate of both valid complaints and commendations was reduced to zero by the end of the audit period, and the continuance of an extremely low incidence of missed trips. There were no ADA trip denials reported during the audit period. The rate of trip cancellations decreased by more than 15 percent overall, late trip cancellations for ADA trips increased from 0.2 to 0.5 percent during the period, and passenger no-shows decreased almost 14 percent.
 - Maintenance results showed total maintenance costs compared to total operating costs decreasing more than 21 percent overall and vehicle maintenance costs per service mile decreasing about the same percentage. The spare ratio was reduced from 45 percent in the first year to 38 percent

in the last year, as service demand has been recovering. The mean distance between major mechanical failures increased by 40 percent over the period, but the mean distance between all failures declined by over 53 percent overall.

- Safety results showed the rate of preventable accidents significantly increasing percentage wise, but in terms of actual preventable accidents, only two more preventable accidents occurred in FY2025 than occurred in FY2023.

Recommendations

1. DEVELOP STRATEGIES TO REDUCE THE NUMBER OF VALID COMPLAINTS ON THE BUS SERVICE.

[Reference Section: VI. Functional Performance Indicator Trends]

The number of valid complaints per 100,000 unlinked passenger trips increased by almost 170 percent from 9.5 to 25.5 during the audit period. The number of valid complaints rose steadily throughout the audit period from 58 to 204 and the percentage of valid complaints compared to all complaints increased from 29.1 percent in FY2023 to 62.7 percent in FY2025. SCT explained a contractor management change during the audit period resulted in all customer comments being logged as complaints and investigated as such. Previously, comments were not considered complaints unless validated. SCT indicated they are working with the contractor to improve tracking of complaints and operator training. SCT should continue to implement strategies for reducing that number and improving customer satisfaction.

2. EXAMINE MAINTENANCE ACTIVITIES AND DEVELOP TARGETED STRATEGIES TO ADDRESS INCREASING BUS SERVICE MECHANICAL FAILURE RATES.

[Reference Section: VI. Functional Performance Indicator Trends]

Maintenance results for SCT's bus transit service showed service reliability steadily declining over the audit period, though the trend was more pronounced between

FY2023 to FY2024 than FY2024 to FY2025. For the bus service, the mean distance between major failures went down by 30 percent from 30,350 miles in FY2023 to 21,258 miles by FY2025, while the mean distance between all failures went down by just over 40 percent from 26,800 miles to 16,000 miles during the same period.

SCT explained that a significant number of road calls have been related to coolant hose failures and that they are working on an upgrade to reduce these types of failures. SCT anticipates that the delivery of seven new 40-foot battery electric buses in May 2026 and four more in December 2027 will improve vehicle reliability for the bus service. SCT indicated they were working to address the mechanical failure rate through a four point effort:

- Hiring/promoting a new foreman that conducts better quality-control checks on repairs;
- Continued training and development of techs of all skill levels;
- Better recognition of potential cooling hose issues before a problem arises, and
- Recognizing trends in fleet type and work proactively to address issues with other buses.

In the meantime, SCT should continue to examine vehicle maintenance practices for its fixed-route fleet and develop strategies for improving the overall vehicle reliability level of the bus service.

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I. INTRODUCTION

Public Utilities Code (PUC) Section 99246 requires that a performance audit be conducted every three years of each public transit operator in California. The audit requirement pertains to recipients of Transportation Development Act (TDA) funds and is intended to assure that the funds are being used efficiently. The substance and process of the performance audit is defined by the Regional Transportation Planning Agency (RTPA).

In the San Francisco Bay Area, the Metropolitan Transportation Commission (MTC) has been designated the RTPA and has this responsibility. By statute, the audit must be conducted in accordance with the U.S. Comptroller General's "Standards for Audit of Governmental Organizations, Programs, Activities, and Functions" (the "yellow book"). The performance audit is a systematic review to determine the extent to which a transit operator has complied with pertinent laws and regulations and conducted operations in an efficient and economical manner. Relative to system compliance testing, all findings are reported regardless of materiality.

This report has been prepared as part of the performance audit of Sonoma County Transit (SCT). SCT operates two modes, bus and paratransit, which are the focus of this performance audit. The audit period is Fiscal Years 2023 through 2025 (from July 1, 2022 through June 30, 2025).

An overview of SCT is provided in Exhibit 1. This is followed by organization charts in Exhibits 2.1, 2.2 and 2.3, which reflect the basic organizational structure during the audit period.

Performance Audit and Report Organization

This performance audit of SCT was conducted for MTC in accordance with its established procedures for performance audits. The audit consisted of two discrete phases:

- Compliance Audit – Activities in this phase included:
 - An overview of data collection and reporting procedures for the five TDA performance indicators;
 - Analysis of the TDA indicators; and
 - A review of compliance with selected state Public Utilities Code (PUC) requirements.
- Functional Review – Activities in this phase included:
 - A review of actions to implement the recommendations from the prior performance audit;
 - Calculation and evaluation of functional performance indicator trends; and
 - Findings, conclusions, and the formulation of recommendations.

This final report presents the findings from both phases. Comments received from SCT and MTC staff on the draft report were incorporated into the final report.

Exhibit 1: System Overview

Location	355 West Robles Avenue, Santa Rosa, CA 95407
Establishment	The fixed-route system began operations in July 1980 and has been operated under contract with various private firms. The contractor since 1989 has been Transdev (and its predecessor companies, Veolia and ATC). The County has provided paratransit services to the general public since 1979, under contract with the Center for Volunteer & Nonprofit Leadership (formerly Volunteer Center of Sonoma County).
Board	SCT is a division of the Sonoma County Public Infrastructure Department (formerly Transportation and Public Works Department). Policy direction is received from the five-member Sonoma County Board of Supervisors.
Facilities	The SCT Administration, Operations and Maintenance facility at 355 West Robles Avenue in Santa Rosa is the central base of operations for services, including fixed-route and paratransit maintenance and fueling. It houses both agency staff and contractor employees. SCT owns and/or maintains 14 park-and-ride facilities throughout the County. SCT also developed and maintains the Petaluma Transit Mall, Windsor Depot and Cloverdale Depot.
Service Data	<p>SCT's fixed-route system provides countywide service along major travel corridors in the rural areas of Sonoma County. It also links most small towns and communities and all nine incorporated cities in the County. In addition to intercity service, SCT provides local public transit service within seven cities and several unincorporated communities. SCT also contracts with the Mendocino Transit Authority to provide inter-county service between Mendocino and Sonoma Counties and has an agreement with Golden Gate Transit to provide other services operating within and outside of Sonoma County.</p> <p>SCT operates 19 fixed-routes Monday through Friday from approximately 6:00 a.m. to 11:00 p.m. On Saturday fourteen routes are operated, and six routes are operated on Sunday. Weekend service runs between approximately 7:00 a.m. and 10:00 p.m. Frequencies on most routes are variable, and trips are often widely spaced, but headways are generally between 45 minutes and two hours. This reflects the mix of service types and the system's predominantly rural and suburban intercity orientation.</p> <p>SCT's current fixed-route fleet consists of 49 revenue vehicles, including 35 CNG-fueled 30-foot and 40-foot transit coaches, three 25-foot gasoline-fueled mini-buses, and eleven 30-foot and 35-foot battery-electric buses.</p> <p>The fare structure on intercity routes is based on the distance a passenger travels. Currently, all local routes are fare free, with fares paid by local entities participating in the local Fare-Free program. The intercity route base fare is \$1.50 for adults and \$0.75 for seniors and persons with disabilities. For additional fare zones crossed the fare increases between</p>

	<p>\$0.60 and \$0.90 for adults and between \$0.30 and \$0.45 for senior/disabled. All youths under age 19 ride at no charge under a program subsidized by the Sonoma County Climate Resilience Program and GoSonoma funding; SRJC and SSU college students and Veterans are also fare-free. Transfers between SCT routes are free for up to three hours on one-way trips within the first zone but require a step-up charge for additional zones. Credits are offered for transfers with other connecting operators, and a free boarding zone transfer is available for riders of SCT from Santa Rosa CityBus, Petaluma Transit and Golden Gate Transit.</p> <p>SCT sells several types of tickets and passes, which offer a substantial discount over the one-way cash fare. For example, a Monthly Pass/31-DayPass is available at \$62.50 for regular adults, \$47.00 for youth and \$31.25 for seniors and persons with disabilities.</p> <p>Sonoma County Paratransit service is available during the same hours and days as the fixed-route system, within a ¾ mile corridor on each side of each fixed-route. Fares for paratransit within the local bus zones are also fare free. Non-local paratransit fares are based on trip length and range up to \$7.80 per one-way trip. The base fare is \$3.00, with an additional step-up fare of between \$1.20 and \$1.80 required for additional fare zones crossed. Currently, the paratransit fleet consists of 34 revenue vehicles, ranging from passenger sedans to gasoline-powered, lift-equipped mini-vans and mini-buses.</p>
<p>Recent Changes</p>	<p>Over the last three years, Sonoma County Transit (SCT) has implemented a series of significant improvements focused on enhancing the passenger experience, modernizing our fleet, and optimizing the work environment for our staff. These initiatives support the County’s Climate Action goals and have successfully driven a significant rebound in ridership.</p> <p>In 2023, SCT awarded the Electric Vehicle Charging construction contract. Once completed, it will enable overnight charging for more than 32 buses. Since then, the Board has approved the purchase of 11 new 40-foot battery electric buses, with initial deliveries scheduled for May 2026. The construction contract is underway and is anticipated to be complete by Summer 2026.</p> <p>Additional fleet improvements include six new cutaway vehicles for fixed-route and paratransit service and two 35-foot battery electric buses delivered in 2025 and early 2026.</p> <p>In 2024, focus shifted to strengthening transit facility infrastructure and security. The camera systems at all monitored Park and Ride locations, depots, and transit facilities were repaired and upgraded, restoring live and recorded video access.</p> <p>In 2025, SCT successfully integrated a new cloud-based ridership platform, which improved service planning by giving staff remote access</p>

	<p>to critical passenger data for improved reporting and analysis. The fleet received a major refresh in 2025 with the delivery of six new cutaway vans and one 35ft BYD battery-electric bus. SCT also took significant steps to improve regional connectivity by redesigning Route 20 for a direct connection to the Santa Rosa SMART Station and updating Route 14 to serve Graton Casino. These route optimizations, along with HD camera upgrades at the Windsor depot and the transit yard, have created a more efficient and secure environment for both riders and employees. The team also welcomed a new Transit Systems Manager and Administrative Aide in 2025.</p> <p>Ridership has continued to rebound from pandemic-era lows. Total FY 2024–25 ridership was 13.21 percent higher than FY 2019–20 and 11.68 percent below FY 2018–19, the last full pre-pandemic year. Participation in Clipper START, which provides discounted fares for low-income riders, along with fare-free initiatives supported by the County and SCTCA’s Go Sonoma funding, has contributed to increased ridership overall, with particularly strong growth among youth and college riders on both fixed-route and paratransit. These programs have been positively received and have helped reduce transportation barriers for students and families.</p>
<p>Planned Changes</p>	<p>SCT is in the process of purchasing seven 40-foot battery electric buses that are anticipated to be received in May 2026. To accommodate the additional electric buses to its fixed-route fleet, SCT is expanding parking and electric charging capabilities at its bus yard.</p> <p>With the goal of increasing the efficiency of delivering high-quality transit service through integrated multi-agency service planning, SCT is currently participating in an Integrated Transit Service Planning Study in cooperation with the Sonoma County Transportation Authority. SCT has also initiated a Strategic Plan process, to be completed in 2027.</p>
<p>Staff</p>	<p>Transdev employs approximately 100 persons, including bus operators, mechanics, fuelers/washers, road supervisors and management staff. The Center for Volunteer and Nonprofit Leadership has a staff of approximately 30, including paratransit drivers, reservationists, schedulers, road supervisors and administrative staff. SCT employs an administrative staff of eight:</p> <ul style="list-style-type: none"> Transit Systems Manager Transit Specialist II (2) Accountant Department Analyst Administrative Aide Senior Office Assistant Office Assistant II

Exhibit 2.1: Organization Chart 2022-23

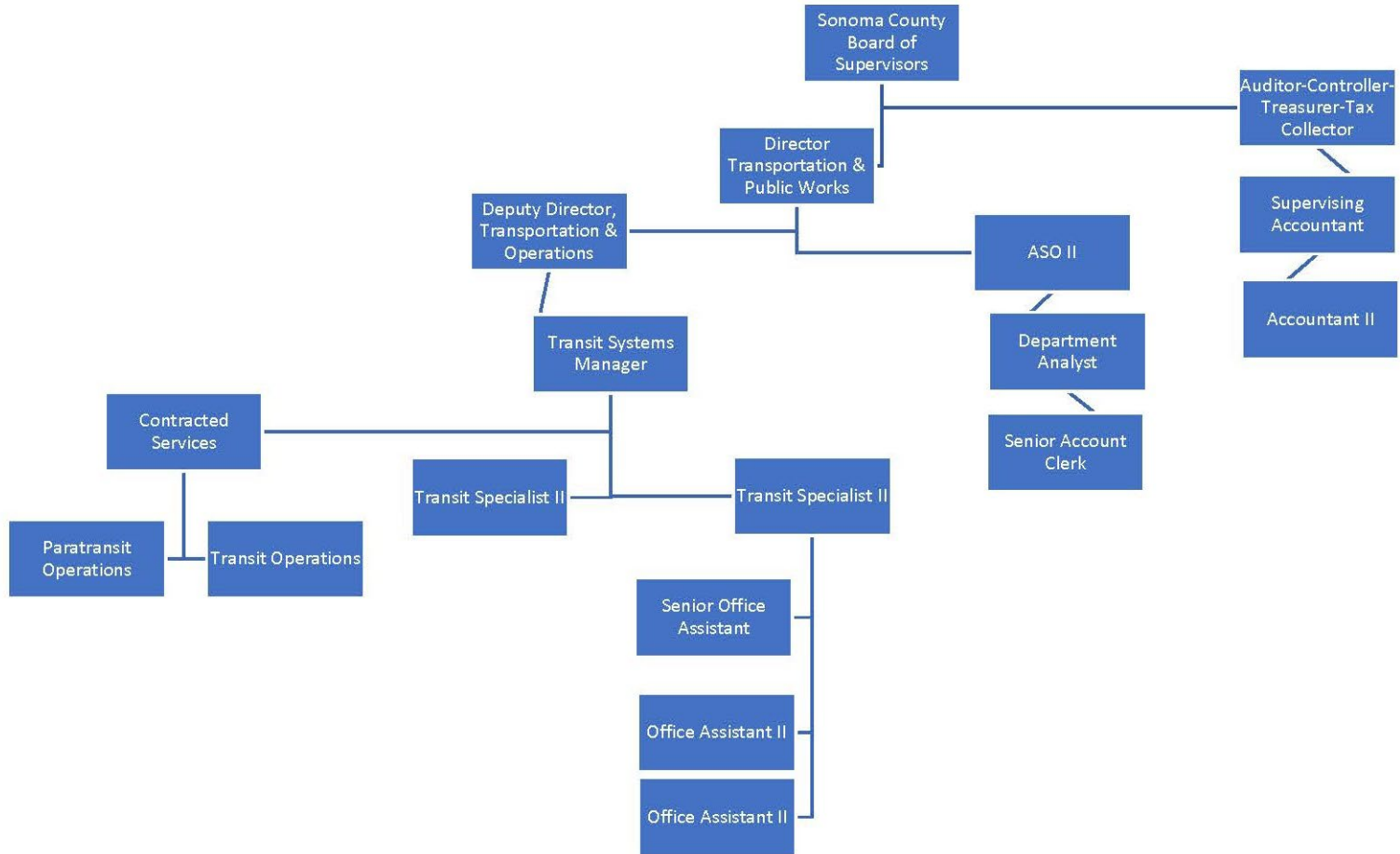


Exhibit 2.2: Organization Chart 2023-2024

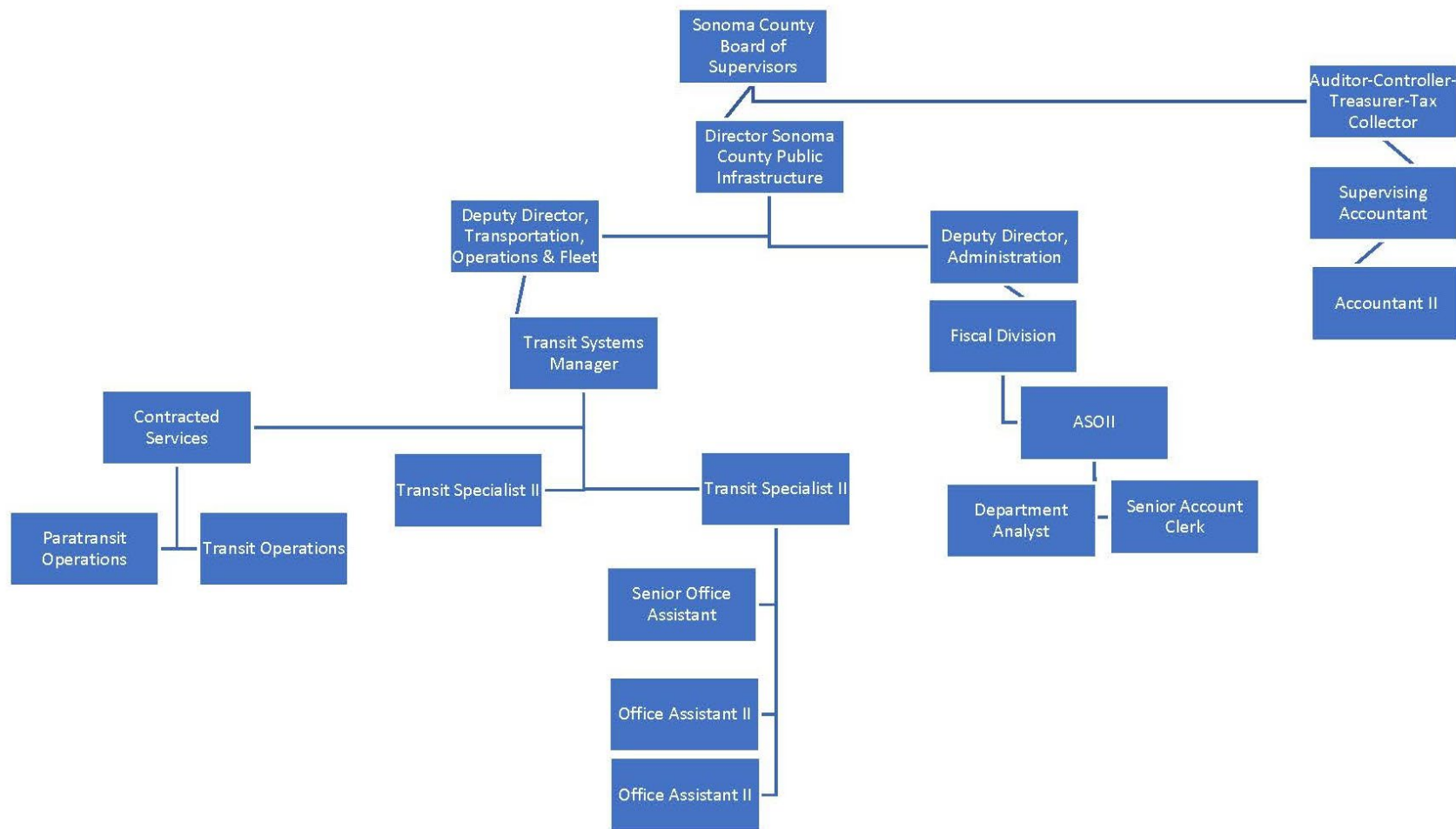
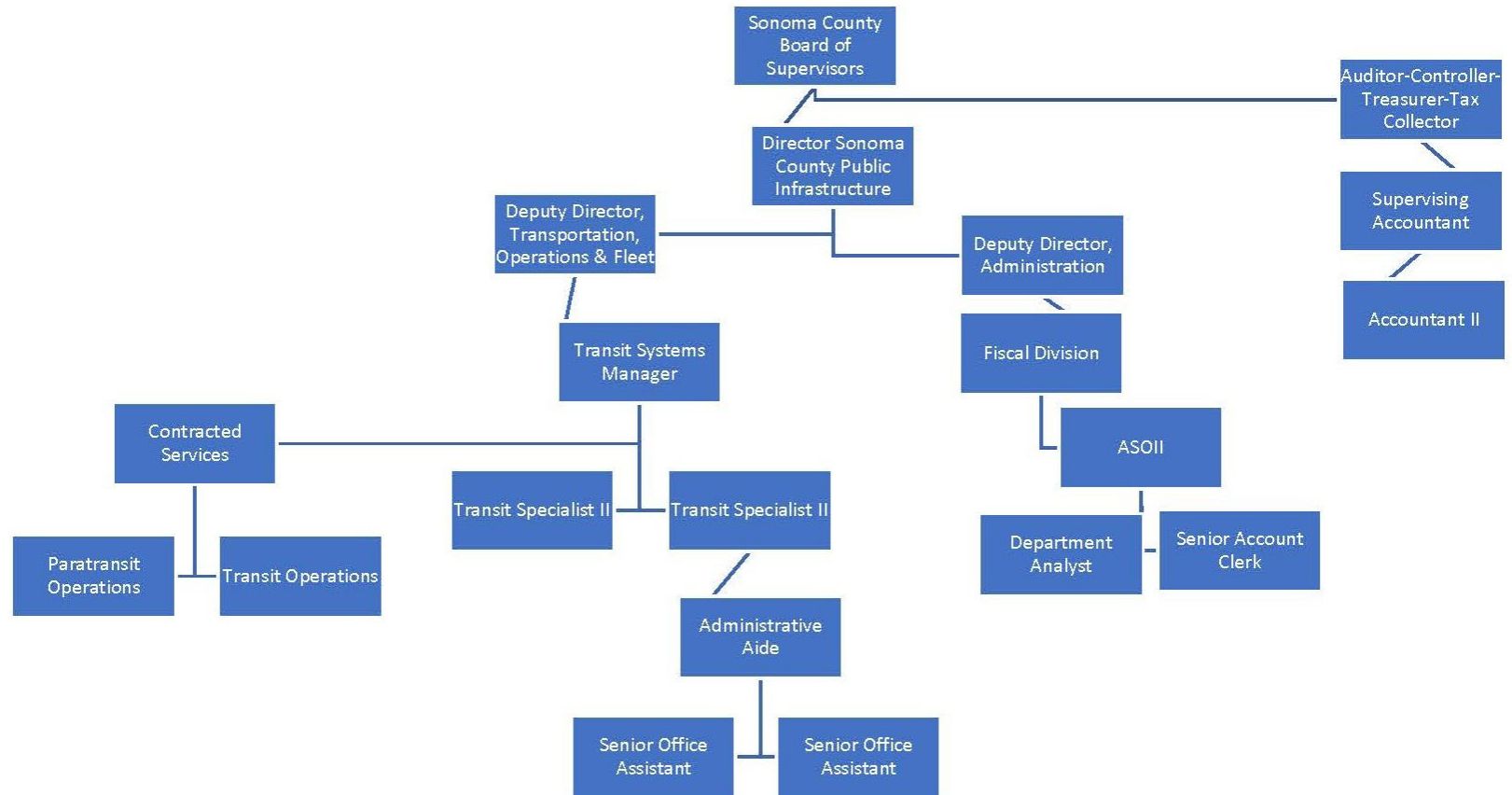


Exhibit 2.3: Organization Chart 2024-2025



II. REVIEW OF TDA DATA COLLECTION AND REPORTING METHODS

This section focuses on the five performance indicators required by TDA law. The state PUC has defined these indicators to evaluate the transit operator's efficiency, effectiveness, and economy. The purpose of this review is to determine if SCT is in compliance with the data collection and reporting requirements necessary to calculate the TDA performance indicators. The review is limited to the data items needed to calculate the indicators:

- Operating costs
- Vehicle service hours
- Vehicle service miles
- Unlinked passengers
- Employees (full-time equivalents)

The TDA indicator analysis is based on these operating and financial statistics in the National Transit Database (NTD) reports submitted annually to the Federal Transit Administration (FTA). The information reported by SCT covering the audit period has been reviewed. Consistent with FTA reporting requirements, SCT does not submit employee hour information for purchased transportation service to the NTD. Responsibility for sufficient staffing and employee productivity is borne by the operations contractors and therefore, employee full-time equivalent (FTE) data is not used in this audit report.

Compliance with Requirements

To support this review, SCT provided information to confirm and/or update its data collection and reporting procedures as described in the prior performance audit.

There were only very minor changes. The staff indicated that the definitions and procedures used to derive the TDA indicator statistics generally are consistent with those used for the NTD reporting system.

Based on the information provided, as shown in Exhibit 3.1, SCT is in compliance with the data collection and reporting requirements for the TDA statistics.

Consistency of the Reported Statistics

The TDA statistics for SCT's bus and paratransit services are presented in Exhibits 3.2 and 3.3, respectively. Included are statistics covering each fiscal year of the three-year audit period, plus the immediately preceding three fiscal years, resulting in a six-year trend. The statistics collected over the period appear to be consistent with the TDA definitions. Further, they indicate general consistency in terms of the direction and magnitude of the year-to-year changes across the statistics. For example, increases or decreases in annual operating costs are relatively proportional to increases or decreases in annual vehicle service hours and miles.

One data reporting anomaly was found in the paratransit service. Paratransit service hours exhibited a 31.4 percent increase between FY2023 and FY2024, with a corresponding 15.8 percent increase in service miles. SCT attributed the discrepancy to additional service added in FY2024 due to a finding from the FTA that SCT's fare-free local fixed-route services must include a complementary paratransit component. This resulted in an increased number of free, short length paratransit trips within the local communities served by SCT, which resulted in more paratransit hours of service than miles of service.

Exhibit 3.1: Compliance with TDA Data Collection and Reporting Requirements

TDA Statistic	TDA Definition	Compliance Finding	Verification Information
Operating Cost	<p>“Operating cost” means all costs in the operating expense object classes exclusive of the costs in the depreciation and amortization expense object class of the uniform system of accounts and records adopted by the Controller pursuant to Section 99243, and exclusive of all subsidies for commuter rail services operated under the jurisdiction of the Interstate Commerce Commission and of all direct costs for providing charter services, and exclusive of all vehicle lease costs.</p>	<p>In Compliance</p>	<p>Fixed-route: Operating costs are calculated based on the sum of the operations contractor’s costs, County staff costs, and consumables (i.e., parts and fuel). Total operating costs are apportioned to each route in the system based on each route’s vehicle service hours.</p> <p>Paratransit: Operating costs are calculated based on the sum of the operations contractor’s costs, County staff costs, and consumables (i.e., parts and fuel). Costs vary depending on the number of paratransit trips provided on a monthly basis and the average length of trips.</p>
Vehicle Service Hours	<p>“Vehicle service hours” means the total number of hours that each transit vehicle is in revenue service, including layover time.</p>	<p>In Compliance</p>	<p>Fixed-route: Calculated based on total revenue plus deadhead hours as indicated on each route’s schedules. Hours are updated, if necessary, when schedules change.</p> <p>Paratransit: Calculated based on daily trip manifests developed by the operations contractor. Revenue plus deadhead hours are collected from trip manifests on a daily basis and summarized in monthly management reports. Total hours are updated as information is verified for each day’s service per the dispatch log and the actual trip times the vehicle operator manually collects on their manifests.</p>

TDA Statistic	TDA Definition	Compliance Finding	Verification Information
Vehicle Service Miles	“Vehicle service miles” means the total number of miles that each transit vehicle is in revenue service.	In Compliance	<p>Fixed-route: Calculated based on the length of each trip for each route in the system times the number of trips provided for each route on a monthly basis. Revenue and deadhead miles are collected by road supervisors in the field and updated, if necessary, when schedules change.</p> <p>Paratransit: calculated based on daily trip manifests developed by the operations contractor. Revenue plus deadhead miles are collected by paratransit vehicle operators on a daily basis and summarized in monthly management reports. Miles are updated as information is verified for each day’s service per the dispatch log, accounting for cancelled trips and trips that were added to the manifests during the day.</p>
Unlinked Passengers	“Unlinked passengers” means the number of boarding passengers, whether revenue producing or not, carried by the public transportation system.	In Compliance	<p>Fixed-route: Collected and calculated either through an automated on-board GFI fare collection system or manually counted by bus operators on vehicles that do not have GFI systems. Ridership statistics are downloaded from the GFI system or manually collected by staff on a daily basis and presented in monthly management reports.</p> <p>Paratransit: Collected by paratransit vehicle operators according to daily trip manifests. The number of passenger trips is updated as the information is verified for each day’s service per the dispatch log and any changes noted on the vehicle operator’s manifest. Ridership is summarized in monthly management reports.</p>

TDA Statistic	TDA Definition	Compliance Finding	Verification Information
Employee Full-Time Equivalents	2,000 person-hours of work in one year constitute one employee.	In Compliance	Sonoma County Transit defines one FTE employee as 2,000 person-hours of work during a one year period.

Exhibit 3.2: TDA Statistics – Bus Service

TDA Statistics	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	Av. Ann. Chg.
Operating Cost (Actual \$)	\$12,985,648	\$11,742,013	\$13,669,157	\$15,013,791	\$15,987,672	\$17,364,367	- -
Annual Change	- -	-9.6%	16.4%	9.8%	6.5%	8.6%	6.0%
Operating Cost (Constant \$)	\$12,985,648	\$11,258,774	\$12,181,299	\$13,077,170	\$13,520,138	\$14,406,587	- -
Annual Change	- -	-13.3%	8.2%	7.4%	3.4%	6.6%	2.1%
Vehicle Service Hours	84,129	66,442	82,838	87,031	94,260	95,594	- -
Annual Change	- -	-21.0%	24.7%	5.1%	8.3%	1.4%	2.6%
Vehicle Service Miles	1,376,086	1,104,696	1,304,672	1,424,277	1,500,696	1,548,718	- -
Annual Change	- -	-19.7%	18.1%	9.2%	5.4%	3.2%	2.4%
Unlinked Passengers	722,115	345,683	474,089	613,031	744,550	800,519	- -
Annual Change	- -	-52.1%	37.1%	29.3%	21.5%	7.5%	2.1%
Employee Full-Time Equivalents	(a)	(a)	(a)	(a)	(a)	(a)	- -
Annual Change	- -	- -	- -	- -	- -	- -	- -
Bay Area CPI - Annual Change	- -	4.3%	7.6%	2.3%	3.0%	1.9%	- -
Cumulative Change	- -	4.3%	12.2%	14.8%	18.3%	20.5%	3.8%

(a) Not applicable as SCT service is provided by a private contractor

Sources: FY2020 through FY2022 - Prior Performance Audit Report
 FY2023 through FY2025 - NTD Reports (FY25 draft Revision 2)
 CPI Data - U.S. Department of Labor, Bureau of Labor Statistics

Exhibit 3.3: TDA Statistics – Paratransit

TDA Statistics	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	Av. Ann. Chg.
Operating Cost (Actual \$)	\$3,133,421	\$2,757,601	\$2,977,381	\$3,264,876	\$3,905,036	\$4,384,732	- -
Annual Change	- -	-12.0%	8.0%	9.7%	19.6%	12.3%	7.0%
Operating Cost (Constant \$)	\$3,133,421	\$2,644,113	\$2,653,300	\$2,843,741	\$3,302,334	\$3,637,854	- -
Annual Change	- -	-15.6%	0.3%	7.2%	16.1%	10.2%	3.0%
Vehicle Service Hours	28,384	16,841	22,242	21,885	28,758	33,055	- -
Annual Change	- -	-40.7%	32.1%	-1.6%	31.4%	14.9%	3.1%
Vehicle Service Miles	415,312	235,130	321,423	313,637	363,129	429,423	- -
Annual Change	- -	-43.4%	36.7%	-2.4%	15.8%	18.3%	0.7%
Unlinked Passengers	47,820	23,179	34,179	36,842	42,594	47,800	- -
Annual Change	- -	-51.5%	47.5%	7.8%	15.6%	12.2%	0.0%
Employee Full-Time Equivalents	(a)	(a)	(a)	(a)	(a)	(a)	- -
Annual Change	- -	- -	- -	- -	- -	- -	- -
Bay Area CPI - Annual Change	- -	4.3%	7.6%	2.3%	3.0%	1.9%	- -
Cumulative Change	- -	4.3%	12.2%	14.8%	18.3%	20.5%	3.8%

(a) Not applicable as SCT service is provided by a private contractor

Sources: FY2020 through FY2022 - Prior Performance Audit Report
 FY2023 through FY2025 - NTD Reports (FY25 draft Revision 2)
 CPI Data - U.S. Department of Labor, Bureau of Labor Statistics

III. TDA PERFORMANCE INDICATORS AND TRENDS

The performance trends for SCT's bus and paratransit service modes are presented in this section. Performance is discussed for four of the five TDA-mandated performance indicators:

- operating cost per vehicle service hour
- passengers per vehicle service hour
- passengers per vehicle service mile
- operating cost per passenger

The performance results in these indicators were developed from the information in the NTD reports filed with the FTA for the three years of the audit period. SCT's NTD reports were the source of all operating and financial statistics utilized.

Performance results for the fifth TDA-mandated indicator, vehicle service hours per full-time equivalent employee (FTE), were deemed not applicable since SCT's services are provided by a private contractor.

In addition to presenting performance for the three years of the audit period (FY2023 through FY2025), this analysis features two enhancements:

Six-Year Time Period – While the performance audit focuses on the three fiscal years of the audit period, six-year trend lines have been constructed for SCT's service to provide a longer perspective on performance and to clearly present the direction and magnitude of the performance trends. In this analysis, the FY2023 to FY2025 trend lines have been combined with those from the prior audit period (FY2020 through FY2022) to define a six-year period of performance.

Normalized Cost Indicators for Inflation – Two financial performance indicators (cost per hour and cost per passenger) are presented in both constant and current dollars to illustrate the impact of inflation in the Bay Area. The inflation adjustment relies on the All-Urban Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) for the San Francisco Metropolitan Area. The average CPI-W percent change for each fiscal year has been calculated based on the bi-monthly results reported on the U.S. Department of Labor – Bureau of Labor Statistics website. The CPI-W is used since labor is the largest component of operating cost in transit. Since labor costs are typically controlled through labor contracts, changes in normalized costs largely reflect those factors that are within the day-to-day control of the transit system.

The following discussion is organized to present an overview of SCT's performance trends in the four TDA performance indicators included. The discussion is organized by service mode -- bus service is discussed first, followed by paratransit. The analysis is also expanded to include a breakdown of the various component costs that contributed to the total and hourly operating costs during the last six years.

Bus Service Performance Trends

This section provides an overview of the performance of SCT's bus service over the past six years. The trends in the TDA indicators and input statistics are presented in Exhibit 4. The six-year trends are illustrated in Exhibits 4.1 through 4.3.

- Operating Cost per Vehicle Service Hour (Exhibit 4.1)
 - Operating cost per vehicle service hour, a key indicator of cost efficiency, increased an average of 3.3 percent annually, as operating costs increased on average by six percent annually and vehicle service hours increased by 2.6 percent.

- The cost per hour fluctuated between increases and decreases in every other year of the analysis period, with increases in fiscal years 2021, 2023 and 2025 interspersed with decreases in FY2022 and 2FY024. These fluctuations occurred depending on whether increases in service hours either outpaced or lagged behind the increase in operating costs in that particular year.
- In FY2020 constant dollars, overall cost per hour was almost unchanged, with an average annual decrease of 0.5 percent.
- Passengers per Vehicle Service Hour (Exhibit 4.2)
 - An indicator of passenger productivity, passengers per hour was almost unchanged with an average annual decrease of 0.5 percent annually during the six-year analysis period.
 - A decrease of 39.4 percent in FY2021 during the COVID pandemic was followed by increases in each subsequent year of the period as ridership began to recover. The slightly negative trend reflects a 2.1 percent average annual increase in passengers combined with a 2.6 percent average increase in service hours.
 - Passengers per hour decreased from 8.6 to 5.2 between FY2020 and FY2021, before increasing each year to end at 8.4 passengers in FY2025.
- Passengers per Vehicle Service Mile (Exhibit 4.2)
 - Another passenger productivity indicator, the six-year trend in this indicator was similar to passengers per hour, decreasing by 0.3 percent annually on average,
 - After a 40.4 percent decrease between FY2020 and FY2021, passengers per mile increased in each following year of the analysis period, with the trend again reflecting increased service miles (2.4 percent annually) outpacing the average annual increase in ridership (2.1 percent). .
 - SCT carried 0.52 passengers per mile in FY2020, dropping to 0.31 in FY201, before rebounding to end the analysis period at 0.52 passengers per mile in FY2025.

- Operating Cost per Passenger (Exhibit 4.3)
 - A measure of cost effectiveness, SCT’s bus cost per passenger increased on average by 3.8 percent annually during the six-year period.
 - The cost per passenger was \$17.98 in FY2020, jumping to \$33.97 in FY2021 at the height of the COVID pandemic, before decreasing in almost every subsequent year to end at \$21.69 in FY2025.
 - With the impact of inflation removed from the cost side (normalization), the six-year result was unchanged with a 0.0 percent average annual change in the cost per passenger.

* * * * *

The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2020 through FY2025:

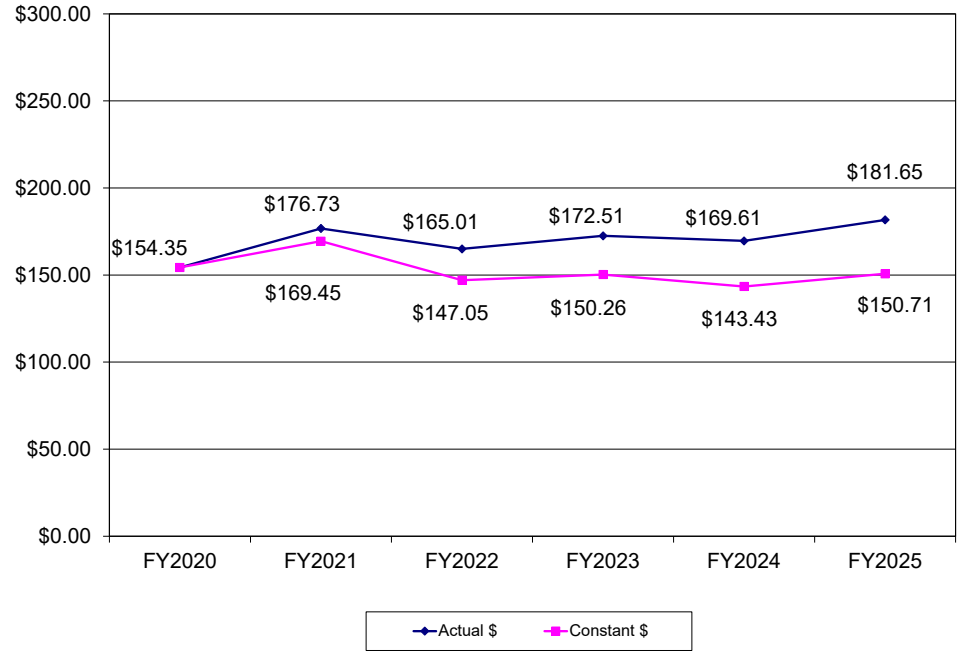
- There was an average annual increase in the operating cost per hour of 3.3 percent, which when examined in inflation adjusted dollars resulted in an average annual decrease of 0.5 percent.
- Passenger productivity was almost unchanged overall with passengers per vehicle service hour and mile both decreasing by less than one percent per year overall. The trend shows passengers per hour and per mile recovering from the COVID pandemic with almost exactly the same indicator numbers in FY2025 as in FY2020.
- The cost per passenger increased on average by 3.8 percent per year, which amounted to an average annual change of 0.0 percent in constant FY2020 dollars, well below the 3.8 percent increase in CPI for the analysis period.

Exhibit 4: TDA Indicator Performance – Bus Service

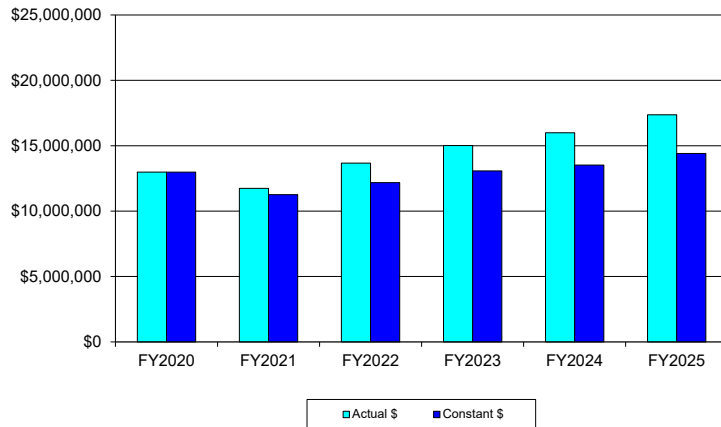
TDA Performance Indicator	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	Av. Ann. Chg.
Op. Cost per Vehicle Svc. Hour (Actual \$)	\$154.35	\$176.73	\$165.01	\$172.51	\$169.61	\$181.65	- -
<i>Annual Change</i>	- -	14.5%	-6.6%	4.5%	-1.7%	7.1%	3.3%
Op. Cost per Vehicle Svc. Hour (Constant \$)	\$154.35	\$169.45	\$147.05	\$150.26	\$143.43	\$150.71	- -
<i>Annual Change</i>	- -	9.8%	-13.2%	2.2%	-4.5%	5.1%	-0.5%
Passengers per Vehicle Service Hour	8.6	5.2	5.7	7.0	7.9	8.4	- -
<i>Annual Change</i>	- -	-39.4%	10.0%	23.1%	12.1%	6.0%	-0.5%
Passengers per Vehicle Service Mile	0.52	0.31	0.36	0.43	0.50	0.52	- -
<i>Annual Change</i>	- -	-40.4%	16.1%	18.4%	15.3%	4.2%	-0.3%
Op. Cost per Passenger (Actual \$)	\$17.98	\$33.97	\$28.83	\$24.49	\$21.47	\$21.69	- -
<i>Annual Change</i>	- -	88.9%	-15.1%	-15.1%	-12.3%	1.0%	3.8%
Op. Cost per Passenger (Constant \$)	\$17.98	\$32.57	\$25.69	\$21.33	\$18.16	\$18.00	- -
<i>Annual Change</i>	- -	81.1%	-21.1%	-17.0%	-14.9%	-0.9%	0.0%
Vehicle Service Hours per FTE	(a)	(a)	(a)	(a)	(a)	(a)	- -
<i>Annual Change</i>	- -	- -	- -	- -	- -	- -	- -
Bay Area CPI - Annual Change	- -	4.3%	7.6%	2.3%	3.0%	1.9%	- -
<i>Cumulative Change</i>	- -	4.3%	12.2%	14.8%	18.3%	20.5%	3.8%

(a) - Not applicable as SCT service is provided by a private contractor

Exhibit 4.1: Operating Cost per Vehicle Service Hour – Bus Service



Operating Cost



Vehicle Service Hours

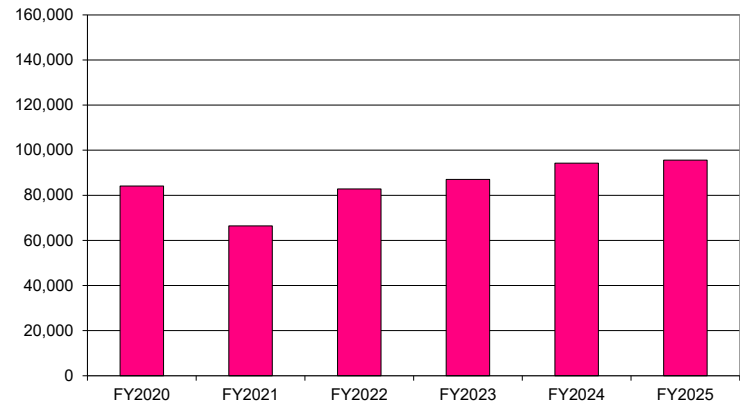
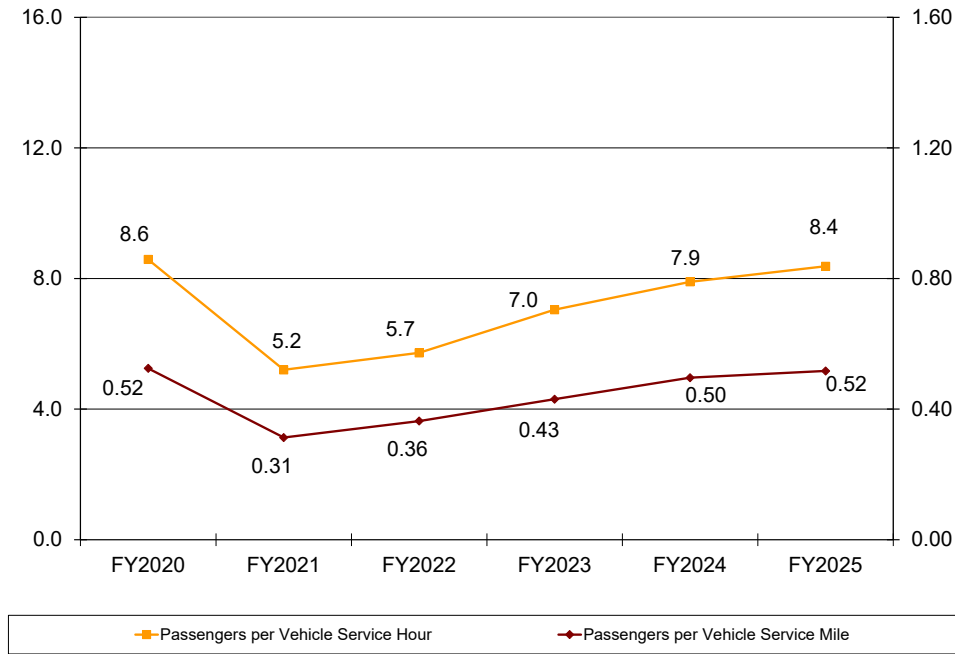
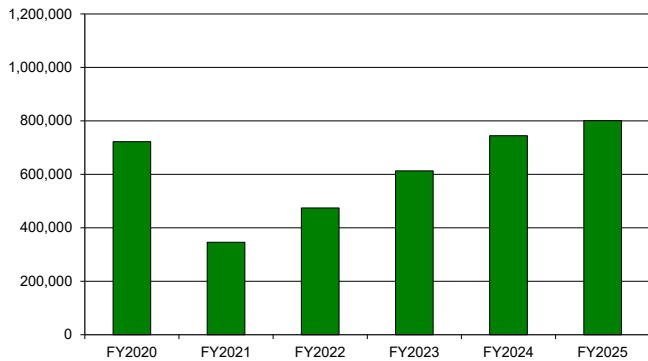


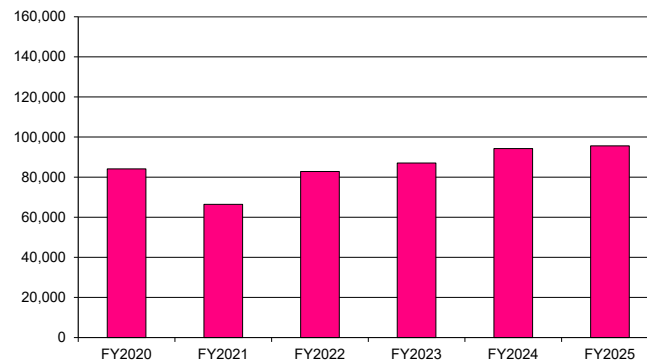
Exhibit 4.2: Passengers per Hour and per Mile – Bus Service



Unlinked Passengers



Vehicle Service Hours



Vehicle Service Miles

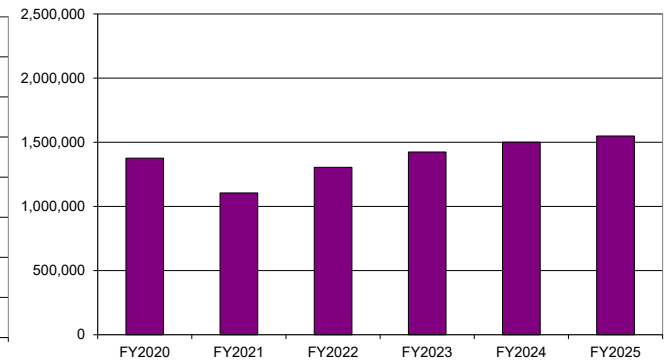
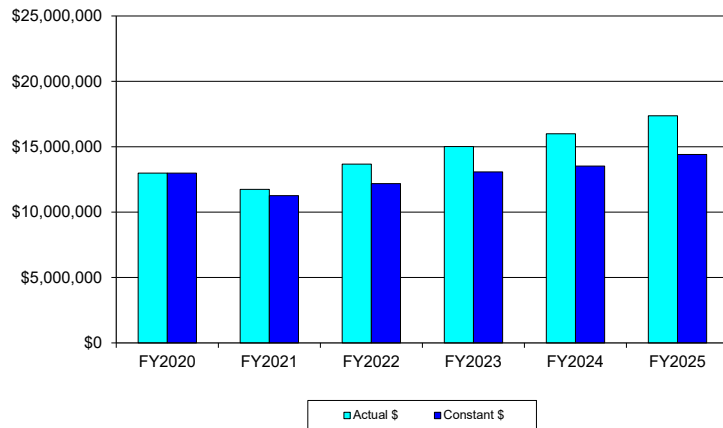


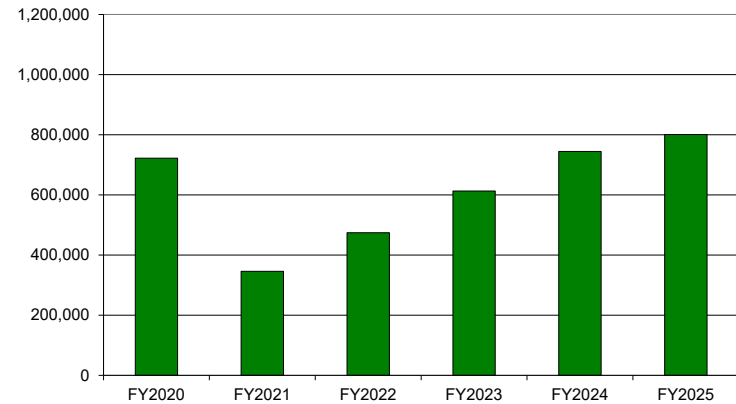
Exhibit 4.3: Operating Cost per Passenger – Bus Service



Operating Cost



Unlinked Passengers



Bus Service Component Costs

Year-to-year changes in selected operating cost categories over the past six years are presented in Exhibit 4.4. Examining components of operating costs (e.g., labor, fringes, fuel, and casualty/liability) may determine what particular components had the most significant impacts on the operating costs. Exhibit 4.4 also shows the concurrent changes in vehicle service hours and Exhibit 4.5 illustrates the portion of the cost per bus service hour that can be attributed to each included cost component.

- In-house labor costs increased modestly by four percent annually, while fringe benefits expenses decreased an average of 8.6 percent per year. The portion of total costs attributed to labor and fringe benefits costs averaged between four and five percent of total costs from year to year.
- Not surprisingly with a contracted service, purchased transportation costs represented the largest portion of the total costs, with its share averaging between 63 and 65 percent in all six years. Purchased transportation costs experienced an average annual increase of 5.7 percent over the period.
- Materials/supplies costs increased by 11.7 percent on average annually, likely driven by increased spending as operations expanded after the COVID pandemic. Materials/supplies costs accounted for between 10 and 15 percent of total costs throughout the period.
- The services, casualty/liability and “other costs” categories showed increases of 3.7, 4.3 and 4.5 percent per year on average, respectively, and together comprised less than 20 percent of total operating costs in each year.

* * * * *

The following is a brief summary of the component operating costs trend highlights between FY2020 and FY2025:

- Purchased transportation costs represented the largest portion of the total costs, with its share averaging between 63 and 65 percent each year. The 5.7

percent annual average increase in purchased transportation is reflected in the overall 5.6 percent annual increase in total operating costs.

- In-house labor costs increased by four percent annually, while fringe benefits expenses decreased by 8.6 percent on average per year. Together in-house labor and fringe costs comprise less than six percent of total costs each year.
- The most significant change was an average annual increase of 11.7 percent in the materials/supplies area. Materials and supplies costs accounted for ten to 15 percent of total costs, depending on the year.
- The services, casualty/liability and “other costs” categories all showed relatively moderate changes per year on average (increases of about four percent) and comprised less than 20 percent of total costs combined each year.

Exhibit 4.4: Component Cost Trends – Bus Service

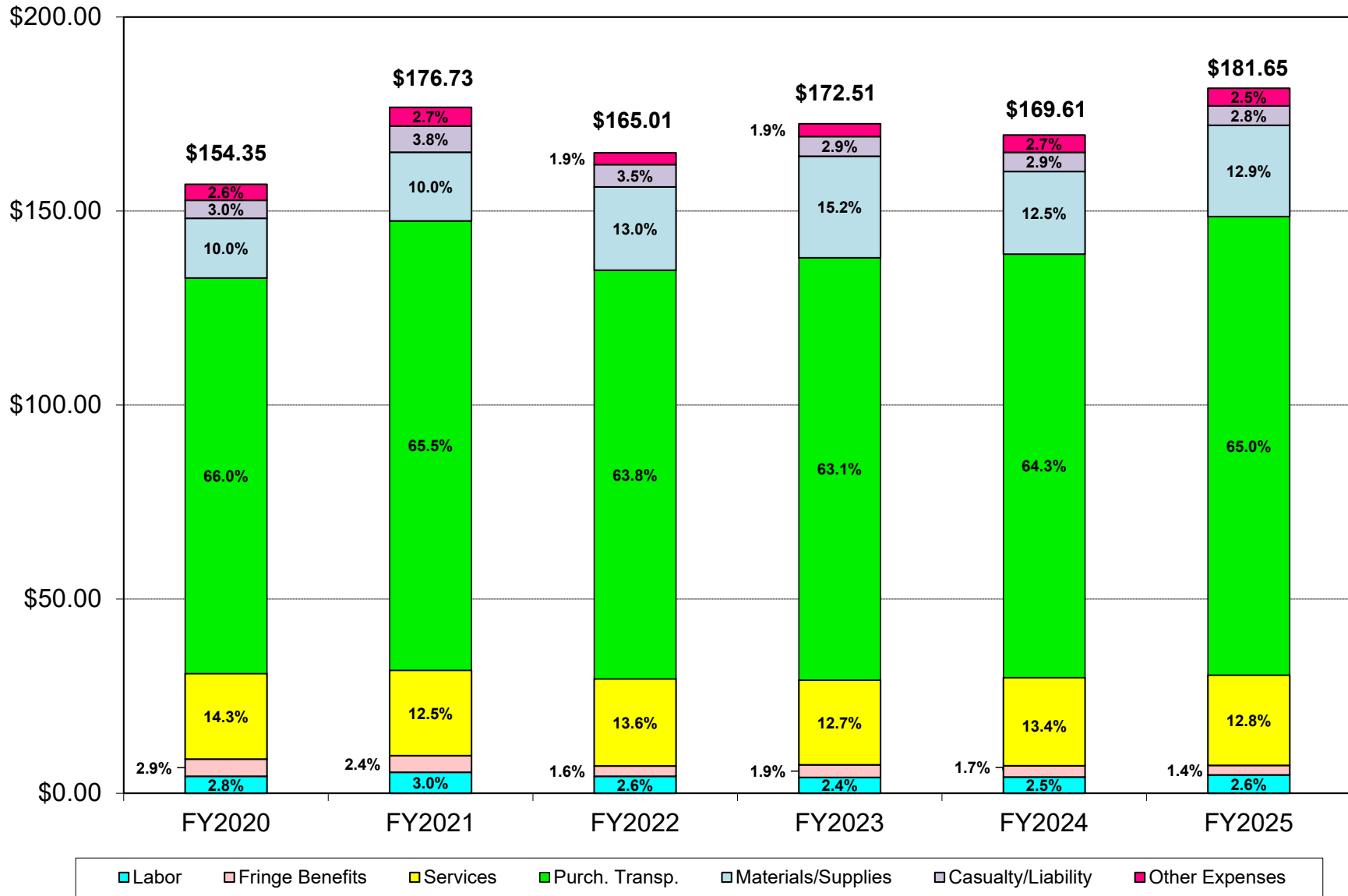
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	Av. Ann. Chg.
COST CATEGORIES							
Labor (Salaries/Wages)	\$367,755	\$357,893	\$359,759	\$355,849	\$394,186	\$447,824	--
<i>Annual Change</i>	--	-2.7%	0.5%	-1.1%	10.8%	13.6%	4.0%
Fringe Benefits (a)	\$370,345	\$283,408	\$223,205	\$278,451	\$271,154	\$236,693	--
<i>Annual Change</i>	--	-23.5%	-21.2%	24.8%	-2.6%	-12.7%	-8.6%
Services	\$1,641,206	\$1,461,985	\$1,856,156	\$1,901,907	\$2,145,529	\$2,223,631	--
<i>Annual Change</i>	--	-10.9%	27.0%	2.5%	12.8%	3.6%	3.7%
Purchased Transportation	\$8,574,584	\$7,694,240	\$8,722,022	\$9,471,360	\$10,281,785	\$11,294,209	--
<i>Annual Change</i>	--	-10.3%	13.4%	8.6%	8.6%	9.8%	5.7%
Materials/Supplies (b)	\$1,295,731	\$1,177,300	\$1,780,322	\$2,276,626	\$2,005,555	\$2,248,348	--
<i>Annual Change</i>	--	-9.1%	51.2%	27.9%	-11.9%	12.1%	11.7%
Casualty/Liability	\$389,317	\$447,257	\$474,700	\$439,929	\$464,224	\$481,636	--
<i>Annual Change</i>	--	14.9%	6.1%	-7.3%	5.5%	3.8%	4.3%
Other Expenses (c)	\$346,710	\$319,930	\$252,993	\$289,669	\$425,239	\$432,026	--
<i>Annual Change</i>	--	-7.7%	-20.9%	14.5%	46.8%	1.6%	4.5%
Total	\$12,985,648	\$11,742,013	\$13,669,157	\$15,013,791	\$15,987,672	\$17,364,367	--
<i>Annual Change</i>	--	-9.6%	16.4%	9.8%	6.5%	8.6%	6.0%
OPERATING STATISTICS							
Vehicle Service Hours	84,129	66,442	82,838	87,031	94,260	95,594	--
<i>Annual Change</i>	--	-21.0%	24.7%	5.1%	8.3%	1.4%	2.6%

(a) Includes paid absences

(b) Includes tires/tubes, fuels/lubricants, and other materials/supplies

(c) Includes utilities, taxes, and miscellaneous expenses

Exhibit 4.5: Distribution of Component Costs – Bus Service
Operating Cost per Vehicle Service Hour



Paratransit Performance Trends

This section provides an overview of the performance of SCT's paratransit service over the six-year analysis period. The trends in the TDA indicators and input data are presented in Exhibit 5. The six-year trends are illustrated in Exhibits 5.1 through 5.3.

- Operating Cost per Vehicle Service Hour (Exhibit 5.1)
 - SCT's paratransit cost per hour increased an average of 3.7 percent annually, as operating costs increased on average by seven percent annually and vehicle service hours increased by 3.1 percent.
 - The cost per hour increased more than 48 percent in FY2021 during the COVID pandemic due to loss of ridership and service reductions. Cost per hour decreased in three of the next four fiscal years as service hours were added back to the system.
 - In FY2020 constant dollars, overall cost per hour was almost unchanged, with an average annual decrease of 0.1 percent.
- Passengers per Vehicle Service Hour (Exhibit 5.2)
 - Passengers per vehicle service hour decreased overall by an average of three percent per year.
 - Performance fluctuated from year to year during the analysis period with an overall decrease from 1.7 to 1.4 passengers per hour over the period.
 - The trend was driven by slowly increasing ridership during the analysis period combined with an annual average increase of 3.1 percent in vehicle service hours, as operations recovered from the earlier pandemic years.
- Passengers per Vehicle Service Mile (Exhibit 5.2)
 - Performance in passengers per vehicle service mile was similar to passengers per hour, fluctuating between 0.10 and 0.12 passengers in each year of the analysis period.
 - Passengers per mile posted an average annual decrease of 0.7 percent over the six-years.

- Operating Cost per Passenger (Exhibit 5.3)
 - Cost effectiveness worsened, with the cost per passenger increasing by seven percent per year on average through the review period.
 - The cost per paratransit passenger was highest at \$118.97 in FY2021 at the height of the pandemic, before decreasing over the next four years to end at \$91.73 in FY2025.
 - With the impact of inflation removed from the cost side, the six-year result was an average annual increase of three percent in the cost per passenger.

* * * * *

The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2020 through FY2025:

- For cost efficiency, there was an average annual increase in the operating cost per hour of 3.7 percent. This amounted to an annual decrease of 0.1 percent in inflation adjusted dollars. The overall trend was reflective of services slowing returning to pre-COVID pandemic levels.
- Passenger productivity showed minor declines, with passengers per hour decreasing by three percent annually and passengers per mile decreasing by 0.7 percent.
- In terms of cost effectiveness, the operating cost per passenger showed an increase of seven percent per year on average, or three percent in normalized FY2020 dollars.

Exhibit 5: TDA Indicator Performance – Paratransit

TDA Performance Indicator	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	Av. Ann. Chg.
Op. Cost per Vehicle Svc. Hour (Actual \$)	\$110.39	\$163.74	\$133.86	\$149.18	\$135.79	\$132.65	- -
<i>Annual Change</i>	- -	48.3%	-18.2%	11.4%	-9.0%	-2.3%	3.7%
Op. Cost per Vehicle Svc. Hour (Constant \$)	\$110.39	\$157.00	\$119.29	\$129.94	\$114.83	\$110.05	- -
<i>Annual Change</i>	- -	42.2%	-24.0%	8.9%	-11.6%	-4.2%	-0.1%
Passengers per Vehicle Service Hour	1.7	1.4	1.5	1.7	1.5	1.4	- -
<i>Annual Change</i>	- -	-18.3%	11.6%	9.5%	-12.0%	-2.4%	-3.0%
Passengers per Vehicle Service Mile	0.12	0.10	0.11	0.12	0.12	0.11	- -
<i>Annual Change</i>	- -	-14.4%	7.9%	10.5%	-0.1%	-5.1%	-0.7%
Op. Cost per Passenger (Actual \$)	\$65.53	\$118.97	\$87.11	\$88.62	\$91.68	\$91.73	- -
<i>Annual Change</i>	- -	81.6%	-26.8%	1.7%	3.5%	0.1%	7.0%
Op. Cost per Passenger (Constant \$)	\$65.53	\$114.07	\$77.63	\$77.19	\$77.53	\$76.11	- -
<i>Annual Change</i>	- -	74.1%	-31.9%	-0.6%	0.4%	-1.8%	3.0%
Vehicle Service Hours per FTE	(a)	(a)	(a)	(a)	(a)	(a)	- -
<i>Annual Change</i>	- -	- -	- -	- -	- -	- -	- -
Bay Area CPI - Annual Change	- -	4.3%	7.6%	2.3%	3.0%	1.9%	- -
<i>Cumulative Change</i>	- -	4.3%	12.2%	14.8%	18.3%	20.5%	3.8%

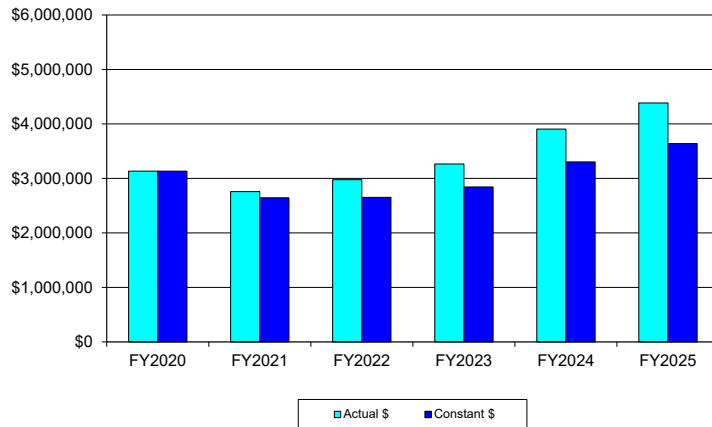
(a) - Not applicable as SCT service is provided by a private contractor

Sources: FY2020 through FY2022 - Prior Performance Audit Report
 FY2023 through FY2025 - NTD Reports (FY2025 initial draft version)
 CPI Data - U.S. Department of Labor, Bureau of Labor Statistics

Exhibit 5.1: Operating Cost per Vehicle Service Hour – Paratransit



Operating Cost



Vehicle Service Hours

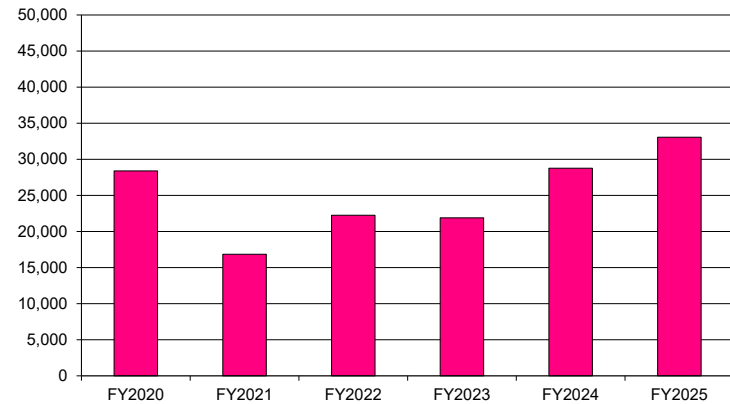
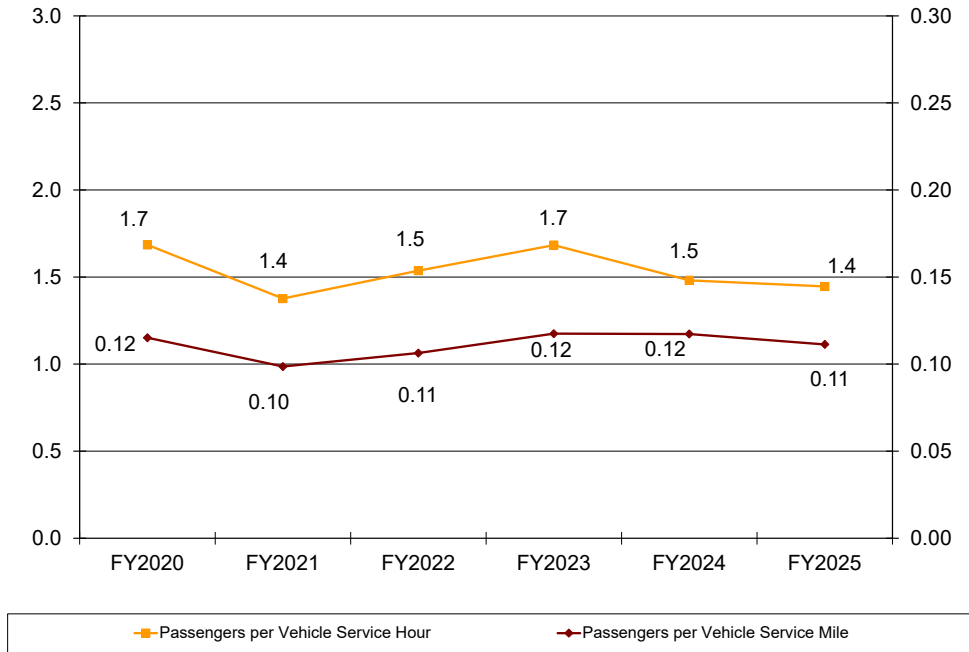
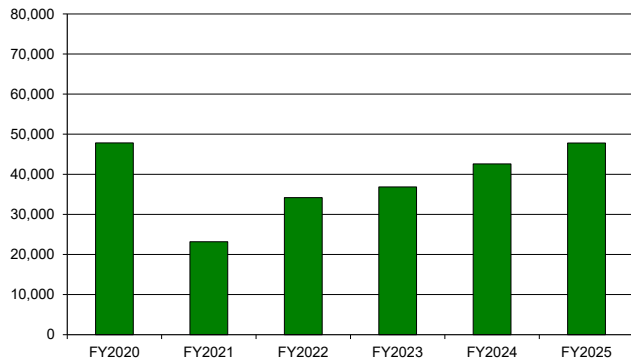


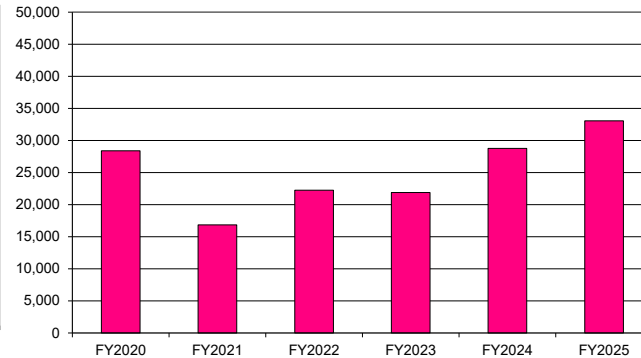
Exhibit 5.2: Passengers per Hour and per Mile – Paratransit



Unlinked Passengers



Vehicle Service Hours



Vehicle Service Miles

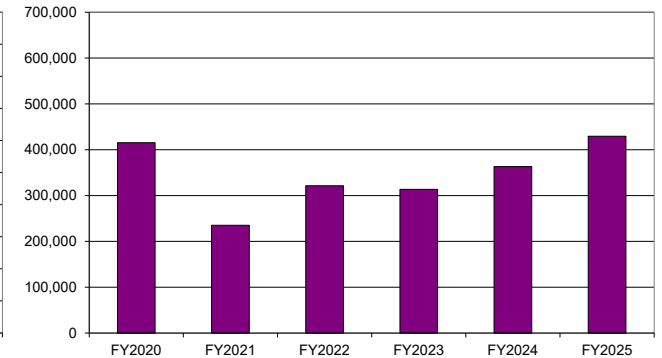
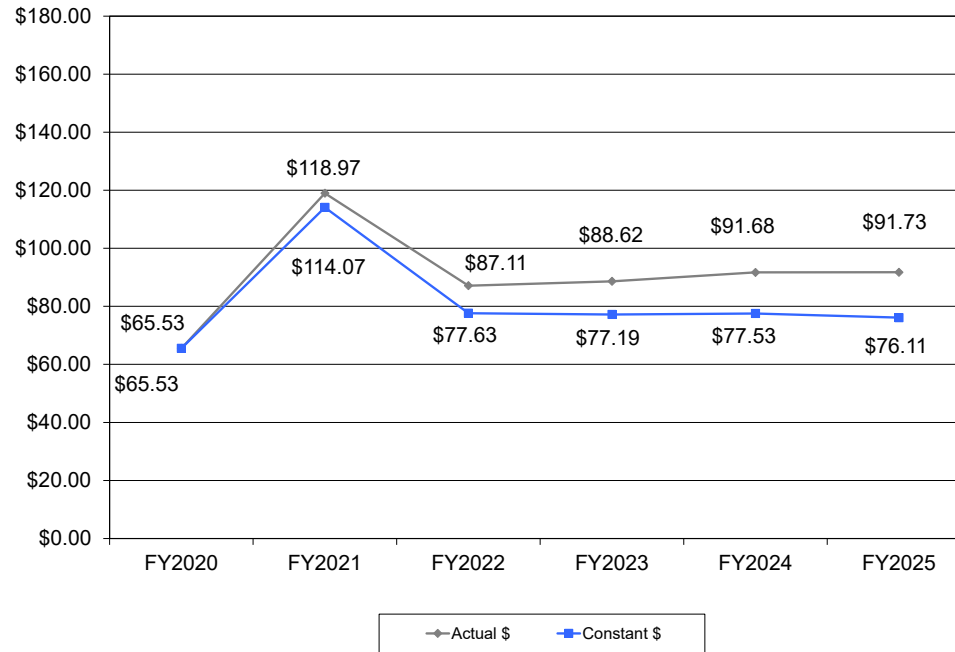
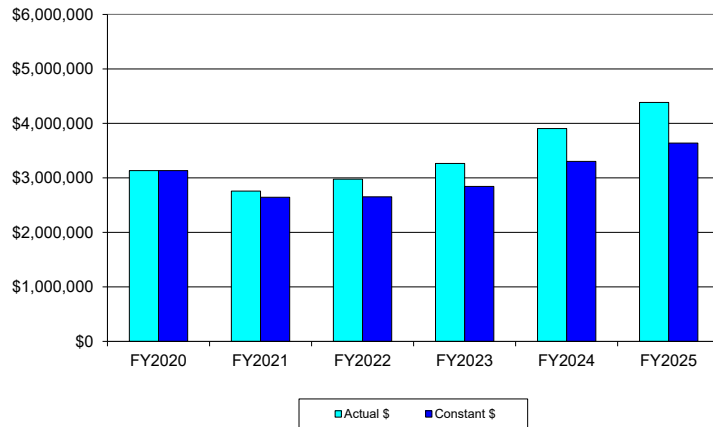


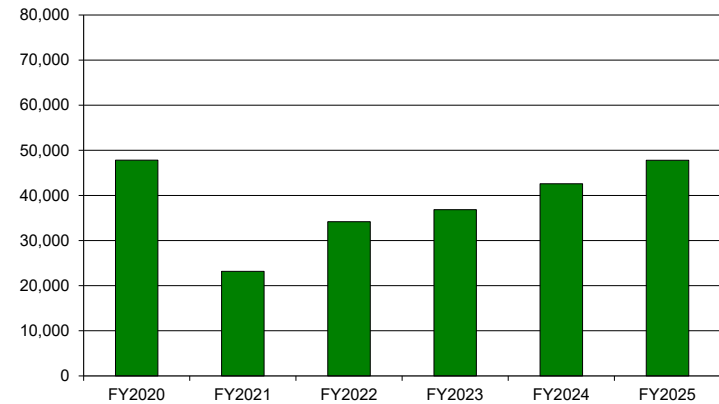
Exhibit 5.3: Operating Cost per Passenger – Paratransit



Operating Cost



Unlinked Passengers



Paratransit Component Costs

The year-to-year changes in selected operating cost categories are presented in Exhibit 5.4, along with the concurrent changes in vehicle service hours. The portions of the cost per vehicle service hour that can be attributed to each included cost component are shown in Exhibit 5.5.

- Similar to the fixed-route service, in-house labor costs increased by 9.3 percent on average per year, while fringe benefits costs decreased an average 3.5 percent per year. These cost categories combined represent about three percent of total operating costs each year.
- Purchased transportation costs increased on average by 6.4 percent per year overall and accounted for the largest category of costs -- ranging between 68 and 74 percent of total costs per year.
- Materials/supplies, casualty/liability and "other expenses" posted average increases of 6.4, 8.6 and 10.5 percent respectively per year. These categories comprise approximately 20 percent of total expenses each year.
- Services costs showed the largest annual change, with a 12.8 percent average increase, but constituted less than eight percent of total expenses throughout the period.

* * * * *

The following is a brief summary of the component operating costs trend highlights between FY2020 and FY2025:

- Purchased transportation costs represented by far the largest portion of the total costs, ranging between 68 and 74 percent of total costs depending on the year. These costs increased an average of 6.4 percent per year.
- In-house labor costs increased 9.3 percent annually, but fringe benefits decreased by 3.5 percent. Labor and fringes comprise less than five percent of total operating costs each year.

- Services costs experienced the largest average annual increase at 12.8 percent annually but comprise less than eight percent of total costs each year.
- There were modest annual average increases in the materials/supplies, casualty/liability and “other” expenses categories, which combined represent about 20 percent of the total operating cost per year.

Exhibit 5.4: Component Costs Trends – Paratransit

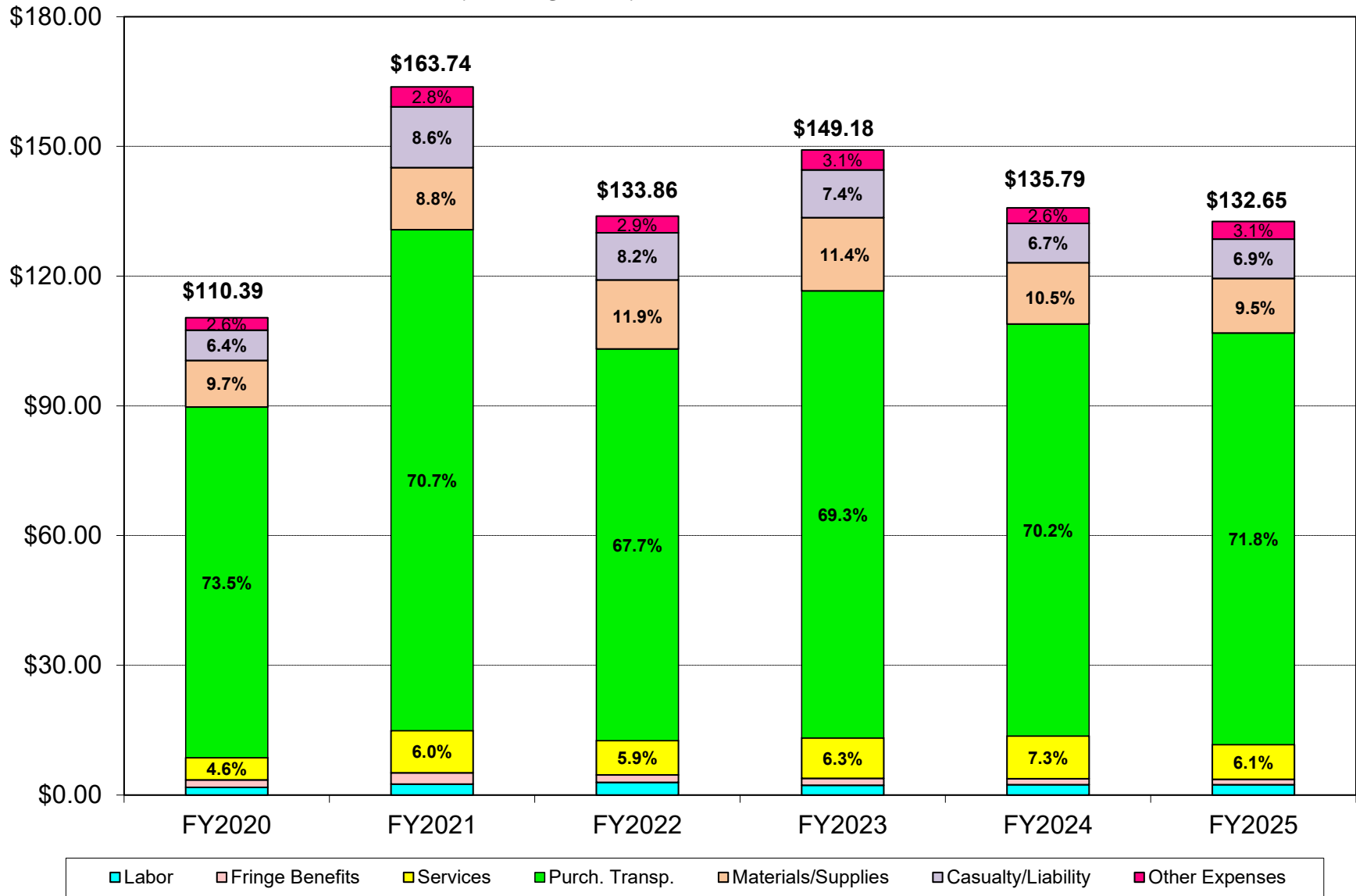
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	Av. Ann. Chg.
COST CATEGORIES							
Labor (Salaries/Wages)	\$50,322	\$42,140	\$65,207	\$48,888	\$68,841	\$78,619	--
<i>Annual Change</i>	--	-16.3%	54.7%	-25.0%	40.8%	14.2%	9.3%
Fringe Benefits (a)	\$48,753	\$44,333	\$38,435	\$35,660	\$39,032	\$40,807	--
<i>Annual Change</i>	--	-9.1%	-13.3%	-7.2%	9.5%	4.5%	-3.5%
Services	\$145,685	\$164,522	\$176,242	\$204,431	\$284,137	\$266,239	--
<i>Annual Change</i>	--	12.9%	7.1%	16.0%	39.0%	-6.3%	12.8%
Purchased Transportation	\$2,302,264	\$1,950,874	\$2,014,848	\$2,262,481	\$2,739,905	\$3,146,416	--
<i>Annual Change</i>	--	-15.3%	3.3%	12.3%	21.1%	14.8%	6.4%
Materials/Supplies (b)	\$305,252	\$241,709	\$354,607	\$371,056	\$408,536	\$416,747	--
<i>Annual Change</i>	--	-20.8%	46.7%	4.6%	10.1%	2.0%	6.4%
Casualty/Liability	\$198,983	\$236,340	\$242,739	\$240,846	\$261,390	\$300,708	--
<i>Annual Change</i>	--	18.8%	2.7%	-0.8%	8.5%	15.0%	8.6%
Other Expenses (c)	\$82,162	\$77,683	\$85,303	\$101,514	\$103,195	\$135,196	--
<i>Annual Change</i>	--	-5.5%	9.8%	19.0%	1.7%	31.0%	10.5%
Total	\$3,133,421	\$2,757,601	\$2,977,381	\$3,264,876	\$3,905,036	\$4,384,732	--
<i>Annual Change</i>	--	-12.0%	8.0%	9.7%	19.6%	12.3%	7.0%
OPERATING STATISTICS							
Vehicle Service Hours	28,384	16,841	22,242	21,885	28,758	33,055	--
<i>Annual Change</i>	--	-40.7%	32.1%	-1.6%	31.4%	14.9%	3.1%

(a) Includes paid absences

(b) Includes tires/tubes, fuels/lubricants, and other materials/supplies

(c) Includes utilities, taxes, and miscellaneous expenses

Exhibit 5.5: Distribution of Component Costs – Paratransit
Operating Cost per Vehicle Service Hour



IV. COMPLIANCE WITH PUC REQUIREMENTS

An assessment of SCT's compliance with selected sections of the state Public Utilities Code (PUC) has been performed. The compliance areas included in this review are those that MTC has identified for inclusion in the triennial performance audit. Other statutory and regulatory compliance requirements are reviewed by MTC in conjunction with its annual review of SCT's TDA-STA claim application.

The results from this review are detailed by individual requirement in Exhibit 6. SCT is in compliance with each of the seven sections of the state PUC that were reviewed as part of this performance audit. These sections included requirements concerning CHP terminal safety inspections, labor contracts, reduced fares, Welfare-to-Work, revenue sharing, and evaluating passenger needs.

Exhibit 6: Compliance with State PUC Requirements

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
PUC99251	<u>CHP Certification</u> - The CHP has, within the 13 months prior to each TDA claim submitted by an operator, certified the operator’s compliance with Vehicle Code Section 1808 following a CHP inspection of the operator’s terminal	In Compliance	Satisfactory Inspections: 2023: 11/21/23 2024: 11/14/24 2025: 11/19/25
PUC99264	<u>Operator-to-Vehicle Staffing</u> - The operator does not routinely staff with two or more persons public transportation vehicles designed to be operated by one person	In Compliance	No provision for excess staffing in Second Amendment to Professional Services Agreement with Transdev Services, Inc. of 06/06/2023 (FY2021 -2024) and Professional Services Agreement with Transdev of 07/01/2024 (FY2025-2027). No provision for excess staffing in ADA Paratransit service agreements with Center for Volunteer & Nonprofit Leadership (FFYs 2023-2025).
PUC99314.5(e) (1)(2)	<u>Part-Time Drivers and Contracting</u> - If the operator receives STA funds, the operator is not precluded by contract from employing part-time drivers or from contracting with common carriers.	In Compliance	SCT contracts with Transdev Services, Inc. to provide its fixed-route services, and with the Center for Volunteer & Nonprofit Leadership to provide its paratransit services. Provisions for part-time operators included in operating agreements. Provisions for part-time operators included in agreement with Transdev and SEIU Local 1021 7/1/24 – 6/30/27.

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
PUC99155	<p><u>Reduced Fare Eligibility</u> - For any operator who received TDA Article 4 funds, if the operator offers reduced fares to senior citizens and disabled persons, applicant will honor the federal Medicare identification card, the California Department of Motor Vehicles disability ID card, the Regional Transit Connection Discount Card, or any other current identification card issued by another transit operator that is valid for the type of transportation service or discount requested; and if the operator offers reduced fares to senior citizens, it also offers the same reduced fare to disabled patrons</p>	In Compliance	<p>Bus fare and discount pages present reduced fare options and ID requirements under “Fares + Passes” on SCT’s web site: https://sctransit.com/fares/</p>
PUC99155.1(a) (1)(2)	<p><u>Welfare-to-Work</u> - The operator coordinates with county welfare departments in order to ensure that transportation moneys available for purposes of assisting recipients of aid are expended efficiently for the benefit of that population; if a recipient of CalWORKs program funds by the county, the operator shall give priority to the enhancement of public transportation services for welfare-to-work purposes and to the enhancement of transportation alternatives, such as, but not limited to, subsidies or vouchers, van pools, and contract paratransit operations, in order to promote welfare-to-work purposes.</p>	In Compliance	<p>SCT participates in the regional Coordinated Public Transit–Human Services Transportation Plan that is developed by MTC.</p> <p>SCT participates in the Clipper START program that gives adults with lower incomes living in the San Francisco Bay Area the opportunity to travel on public transit at a 50% discount.</p> <p>SCT sells its One-Trip Passes at a substantial discount to various social service agencies in Sonoma County.</p>

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
PUC99314.7, Govt Code 66516, MTC Res. Nos. 3837, 4073	<u>Joint Revenue Sharing Agreement</u> - The operator has current joint fare revenue sharing agreements in place with transit operators in the MTC region with which its service connects, and submitted copies of agreements to MTC	In Compliance	Signatory participant in Sonoma County SuperPass Agreement – June 1992 to present. Current agreement includes Petaluma Transit, Sonoma County Transit, and Santa Rosa City Bus. Signatory participant in Amended and Restated Clipper® Memorandum of Understanding (November 2024). Agreement includes MTC and the other transit operators participating in the Clipper® program.
PUC99246(d)	<u>Process for Evaluation of Passenger Needs</u> - The operator has an established process in place for evaluating the needs and types of passengers being served	In Compliance	<u>Public meetings, workshops, open houses, and hearings</u> —Public participation methods and processes are laid out in the Transit Division’s Public Participation Policy. Public meetings and other outreach events are scheduled in conjunction with updates to the SRTP and/or proposed changes to services, policies, or fares. Public hearings are scheduled for fare changes or major service changes as defined by the Public Participation Policy and the Title VI Program. Outreach ranges from traditional public meetings to focus groups, direct outreach to passengers in the Transit Mall or other major transfer points,

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
			<p>and outreach through organizations and agencies serving large numbers of transit riders. For regional planning efforts, coordination of outreach occurs with the partner agencies as has been conducted during the review period with the Integrated Transit Service Plan and Marin and Sonoma Coordinated Transit Service Plan (MASCOTS). Outreach also is conducted in coordination with the City’s Planning Division when developing area specific plans or updates to the City’s General Plan.</p> <p><u>Outreach to individuals with limited English proficiency</u>—Outreach to LEP individuals is conducted in conjunction with updates to the Language Assistance Plan as well as SRTP updates or evaluation of fare/service changes. During the review period outreach to individuals with limited English proficiency was conducted through direct outreach at community events and major transfer centers, and through surveys.</p> <p><u>Surveys</u>— Several rider surveys were conducted during the review period. Surveys are always offered in English</p>

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
			<p>and Spanish and typically are available onboard buses and in transit facilities as well as online. During the review period these surveys included a Route 9 realignment survey (2023) and Integrated Transit Service Plan survey (2023).</p> <p><u>Tell Us cards (available on all buses), online comment form, and customer service staff</u>—All customer complaints and commendations are entered into the City’s Accela database for tracking and follow-up.</p> <p><u>Consultation with bus operators, Transit Service Representatives, and customer service staff</u>— Regular consultation with colleagues who interact with passengers on a daily basis through regular consultation with staff at bimonthly Safety Meetings as well as regular administrative and customer service staff meetings.</p> <p><u>Regular participation in committee and advisory group meetings</u>—These include the SCTA Transit-Paratransit Coordinating Committee (TPCC), SCTA Transit Technical Advisory Committee (T-TAC), City of Santa</p>

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
			<p>Rosa Paratransit Users Group (PUG), and Area Agency on Aging meetings.</p> <p><u>Travel training</u>—Sessions are offered to senior housing facilities, schools, community-based organizations, human services organizations and individual riders. This can occur in person, over the phone, or via Zoom and often provide an opportunity for participants to give feedback on services and provide information on their needs.</p> <p><u>Participation in community events and meetings</u>—Transit Division staff participate in a wide variety of community events and meetings to meet with and discuss the needs of current and potential future riders. Review period meetings or events, include those with the Disability Services Legal Center, Sonoma County Transportation and Land Use Coalition, Chop’s Teen Center, Santa Rosa Junior College, the Area Agency on Aging, and several senior housing facilities, among others.</p>

V. STATUS OF PRIOR AUDIT RECOMMENDATIONS

SCT's prior performance audit was completed in June 2024. Generally, MTC has used the audit recommendations as the basis for developing the Productivity Improvement Program (PIP) projects the operator is required to complete. MTC tracks PIP project implementation as part of its annual review of the operator's TDA-STA claim application. This section provides an assessment of actions taken by TDA-STA recipients toward implementing the recommendations advanced in the prior audit. This assessment provides continuity between the current and prior audits, which allows MTC to fulfill its obligations where the recommendations were advanced as PIP projects.

This review would address SCT's responses to the recommendations made in the prior performance audit, and whether SCT made reasonable progress toward their implementation. However, there were no recommendations made in SCT's prior audit.

VI. FUNCTIONAL PERFORMANCE INDICATOR TRENDS

To further assess SCT's performance over the past three years, a detailed set of functional area performance indicators was defined. This assessment consists of a three-year trend analysis of the functions in each of the following areas:

- Management, Administration and Marketing
- Service Planning
- Operations
- Maintenance
- Safety

The indicators selected for this analysis were primarily those that were tracked regularly by SCT or for which input data were maintained by SCT on an on-going basis, such as performance reports, contractor reports, annual financial reports, and NTD reports. As such, there may be some overlap with the TDA indicators examined earlier in the audit process, but most indicators will be different. Some indicators were selected from the California Department of Transportation's Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities as being appropriate for this evaluation. The input statistics for the indicators, along with their sources, are contained in Appendix A at the end of this report.

The trends in performance are presented over the three-year audit period to give an indication of which direction performance is moving for these indicators. The remainder of this section presents the findings from this review. The discussion presents the highlights of performance by mode (Systemwide, Bus Service and Paratransit), each followed by an exhibit illustrating the indicators by function as applicable.

Systemwide (All Modes)

For the purposes of this review, SCT's functional indicators relating to Management, Administration and Marketing have been included on a systemwide basis. Systemwide audit period performance is discussed below and presented in Exhibit 7.

- Administrative costs increased from 16.8 percent to 21.5 percent of total operating costs from FY2023 to FY2025.
- Administrative costs increased from \$28.14 per vehicle service hour in the first year to \$35.46 in the last year, for a net increase of 26 percent over the three years.
- The portion of administrative costs attributed to marketing activities remained mostly flat at 1.2 percent in both FY2023 and FY2025, with a slight drop to 0.9 percent in FY2024.
- Performance in terms of marketing cost per passenger trip was the same in the first and last year of the audit period, at six cents per trip compared with four cents in FY2024.
- The systemwide farebox recovery ratio decreased from 5.3 percent in the first year to 4.4 percent the last year, a decrease of 16.5 percent overall.

* * * * *

The following is a brief summary of the systemwide functional trend highlights between FY2023 and FY2025:

- Administrative costs increased by 28 percent from 16.8 percent of total operating costs in FY2023 to 21.5 percent in FY2025. Similarly, administrative cost per vehicle service hour showed a net increase of 26 percent over the same period.
- Marketing costs remained relatively flat overall compared to total administrative costs and per passenger trip.

- The systemwide farebox recovery ratio showed a net decrease from 5.3 percent in FY2023 to 4.4 percent in FY2025, or 16.5 percent overall during the audit period.

Exhibit 7: Functional Performance Trends – Systemwide (All Modes)

FUNCTION/Indicator	Actual Performance		
	FY2023	FY2024	FY2025
MANAGEMENT, ADMINISTRATION & MARKETING			
Administrative Cost/Total Operating Cost	16.8%	17.6%	21.5%
<i>Annual Percent Change</i>	--	5.1%	21.9%
<i>Three Year Percent Change</i>	--	--	28.0%
Administrative Cost/Vehicle Service Hour	\$28.14	\$28.49	\$35.46
<i>Annual Percent Change</i>	--	1.2%	24.4%
<i>Three Year Percent Change</i>	--	--	26.0%
Marketing Cost/Total Administrative Cost	1.2%	0.9%	1.2%
<i>Annual Percent Change</i>	--	-23.2%	26.2%
<i>Three Year Percent Change</i>	--	--	-3.1%
Marketing Cost/Unlinked Passenger Trip	\$0.06	\$0.04	\$0.06
<i>Annual Percent Change</i>	--	-27.5%	56.0%
<i>Three Year Percent Change</i>	--	--	13.1%
Farebox Recovery Ratio (Farebox Rev./Oper. Cost)	5.3%	4.5%	4.4%
<i>Annual Percent Change</i>	--	-15.2%	-1.5%
<i>Three Year Percent Change</i>	--	--	-16.5%

Bus Service

SCT's bus service functional area trends represent areas of cost efficiency, safety, productivity, and service reliability. Audit period performance is discussed below and presented in Exhibit 8.

- Service Planning

- The total operating cost per passenger mile decreased 11.4 percent overall from \$2.26 in FY2023 to \$2.00 in FY2025, driven by increases in passenger miles outpacing fixed-route operating expenses in the post-pandemic operating environment.
- Similar to the systemwide results discussed previously, SCT's bus service farebox recovery ratio showed a net decrease from 5.5 percent to 4.6 percent over the audit period.
- In comparison, the TDA recovery ratio, reflecting farebox revenue plus local support less operating cost exclusions, increased from 8.7 percent in FY2023 to 11.2 percent in FY2025.
- The percentage of vehicle miles in service dipped slightly from about 77 percent to 74 percent while the percentage of vehicle hours traveled averaged about 84 percent in service in all three years.
- Passengers per vehicle service mile and vehicle service hour both increased, by 20 and 19 percent, respectively, during the audit period.

- Operations

- Vehicle operations costs decreased slightly from 59.2 percent of total operating costs in FY2023 to 57.9 percent by FY2025.
- Vehicle operations costs per service hour increased about three percent overall, from \$102.10 in FY2023 to \$105.09 in FY2025, with a dip to \$99.81 in the middle year.
- On-time performance for the audit period showed mostly stable results ranging between 82 and 84 percent for the audit period.

- The number of valid complaints regarding the bus service increased significantly by almost 170 percent overall from 9.5 per 100,000 passenger boardings in the first year to 25.5 in the last year. Meanwhile commendations went down overall from 2.6 to 1.2 per 100,000 boardings.
- The incidence of missed trips remained exceptionally low throughout the period, averaging 0.01 percent each year.
- Maintenance
 - Total maintenance costs declined slightly from about 25 percent to 24 percent of total operating costs through the audit period.
 - Vehicle maintenance costs per service mile remained relatively constant, ranging between \$2.08 and \$2.13 over the audit period.
 - The vehicle spare ratio was reduced from 38.8 percent in the first year to 30 percent, as service began to recover in the post-pandemic operating environment.
 - The mean distance between major failures decreased 30 percent overall from 30,349 miles in FY2023 to 21,258 miles in FY2025. The mean distance between all failures also went down in each year, by about 40 percent from 26,830 miles in FY2023 to 16,025 miles by FY2025.
- Safety
 - The rate of preventable accidents dipped slightly over the audit period, from 1.2 per 100,000 vehicle miles in FY2023 to 0.9 in FY2025.

* * * * *

The following is a brief summary of the bus service functional trend highlights between FY2023 and FY2025:

- Service Planning results showed an overall 11.4 percent decrease in the cost per passenger mile, farebox recovery down from 5.5 percent to 4.6 percent, and TDA recovery ratio increasing from 8.7 percent to 11.2 percent. The percentage of vehicle miles in service decreased four percent overall, from 77 percent to 74 percent, while vehicle hours in service remained around 84 percent.

Passengers per vehicle service mile and hour both increased, by 21 percent and 19 percent respectively, during the audit period.

- Operations results showed a slight decrease in vehicle operations costs as a portion of total operating costs, a three percent overall uptick in vehicle operations costs per hour, on-time performance remaining steady around 83 percent, and very few missed trips. At the same time, the rate of valid complaints per 100,000 passenger trips increased almost 170 percent, and the number of commendations per 100,000 passenger trips went down more than 50 percent overall but the actual number of commendations are quite small.
- Maintenance results showed total maintenance costs decreasing almost five percent overall as the percentage of total operating costs, with vehicle maintenance costs per service mile also relatively constant, up only 2.4 percent. At the same time, the vehicle spare ratio decreased from 38 percent in FY2023 to 30 percent in FY2025, while system reliability decreased with the mean distance between major mechanical failures declining by 30 percent, and the mean distance between all failures down by 40 percent during the audit period.
- Safety results showed the rate of preventable accidents declining by more than 26 percent over the audit period.

Exhibit 8: Functional Performance Trends – Bus Service

FUNCTION/Indicator	Actual Performance		
	FY2023	FY2024	FY2025
SERVICE PLANNING			
Total Operating Cost/Passenger Mile	\$2.26	\$1.98	\$2.00
<i>Annual Percent Change</i>	--	-12.3%	1.0%
<i>Three Year Percent Change</i>	--	--	-11.4%
Farebox Recovery Ratio (Farebox Rev./Oper. Cost)	5.5%	4.6%	4.6%
<i>Annual Percent Change</i>	--	-17.0%	1.4%
<i>Three Year Percent Change</i>	--	--	-15.9%
TDA Recovery Ratio (a)	8.7%	12.7%	11.2%
<i>Annual Percent Change</i>	--	46.1%	-11.9%
<i>Three Year Percent Change</i>	--	--	28.7%
Vehicle Service Miles/Total Miles	76.9%	73.9%	74.0%
<i>Annual Percent Change</i>	--	-4.0%	0.1%
<i>Three Year Percent Change</i>	--	--	-3.9%
Vehicle Service Hours/Total Hours	84.4%	84.9%	83.7%
<i>Annual Percent Change</i>	--	0.7%	-1.4%
<i>Three Year Percent Change</i>	--	--	-0.8%
Passengers/Vehicle Service Mile	0.4	0.5	0.5
<i>Annual Percent Change</i>	--	15.3%	4.7%
<i>Three Year Percent Change</i>	--	--	20.7%
Passengers/Vehicle Service Hour	7.0	7.9	8.4
<i>Annual Percent Change</i>	--	12.1%	6.0%
<i>Three Year Percent Change</i>	--	--	18.9%
OPERATIONS			
Vehicle Operations Cost/Total Operating Cost	59.2%	58.8%	57.9%
<i>Annual Percent Change</i>	--	-0.6%	-1.7%
<i>Three Year Percent Change</i>	--	--	-2.2%
Vehicle Operations Cost/Vehicle Service Hour	\$102.10	\$99.81	\$105.09
<i>Annual Percent Change</i>	--	-2.2%	5.3%
<i>Three Year Percent Change</i>	--	--	2.9%
On-Time Percentage	83.0%	84.0%	82.0%
<i>Annual Percent Change</i>	--	1.2%	-2.4%
<i>Three Year Percent Change</i>	--	--	-1.2%
Valid Complaints/100,000 Unlinked Passenger Trips	9.5	14.4	25.5
<i>Annual Percent Change</i>	--	51.9%	77.3%
<i>Three Year Percent Change</i>	--	--	169.3%
Commendations/100,000 Unlinked Passenger Trips	2.6	0.5	1.2
<i>Annual Percent Change</i>	--	-79.4%	132.5%
<i>Three Year Percent Change</i>	--	--	-52.1%
Missed Trips/Total Trips	0.01%	0.01%	0.01%
<i>Annual Percent Change</i>	--	-9.6%	66.1%
<i>Three Year Percent Change</i>	--	--	50.2%

FUNCTION/Indicator	Actual Performance		
	FY2023	FY2024	FY2025
MAINTENANCE			
Vehicle + Non-Veh. Maint. Cost/Total Operating Cost	24.9%	24.3%	23.8%
<i>Annual Percent Change</i>	--	-2.6%	-1.9%
<i>Three Year Percent Change</i>	--	--	-4.5%
Vehicle Maintenance Cost/Vehicle Service Mile	\$2.08	\$2.12	\$2.13
<i>Annual Percent Change</i>	--	1.9%	0.5%
<i>Three Year Percent Change</i>	--	--	2.4%
Spare Vehicles/Total Vehicles	38.8%	32.7%	30.0%
<i>Annual Percent Change</i>	--	-15.7%	-8.2%
<i>Three Year Percent Change</i>	--	--	-22.6%
Mean Distance between Major Failures (Miles)	30,349	22,324	21,258
<i>Annual Percent Change</i>	--	-26.4%	-4.8%
<i>Three Year Percent Change</i>	--	--	-30.0%
Mean Distance between All Failures (Miles)	26,830	16,123	16,025
<i>Annual Percent Change</i>	--	-39.9%	-0.6%
<i>Three Year Percent Change</i>	--	--	-40.3%
SAFETY			
Preventable Accidents/100,000 Vehicle Miles	1.2	1.0	0.9
<i>Annual Percent Change</i>	--	-20.8%	-7.4%
<i>Three Year Percent Change</i>	--	--	-26.6%

(a) Farebox Revenue plus Local Support/Operating Cost less TDA Allowable Exclusions

Paratransit

SCT's paratransit functional area trends represent mostly similar areas to the bus service. Audit period performance is discussed below and presented in Exhibit 9.

- Service Planning

- Operating costs per passenger mile decreased overall by 2.2 percent, from \$6.81 in the first year to \$6.96 in FY2025.
- The paratransit farebox recovery ratio decreased from 4.2 to 3.5 percent through the audit period. This TDA recovery ratio was also down from 4.5 percent in the first year to 4.1 percent in the last year, as local support was only reported in FY2025.
- The percentage of all vehicle miles traveled in service dipped from 63 percent in FY2023 to 61.5 percent in FY2025.
- Conversely, the percentage of all vehicle hours in service increased from about 76 percent to 83 percent over the audit period.
- Passengers per vehicle service mile remained between 0.11 and 0.12 in each audit year, while passengers per vehicle service hour showed a net decrease of 14 percent overall, from 1.68 to 1.45 over the three years.

- Operations

- Vehicle operations costs accounted for about 64 percent of total operating costs in both FY2023 and FY2024 but decreased to 53 percent in FY2025.
- Vehicle operations costs per service hour decreased nearly 25 percent overall, from \$93.99 in the first year to \$70.74 in the last year.
- Schedule adherence fluctuated, improving from 87 to 90 percent in the first two years, before ending at 86.6 percent in the last year.
- The incidence of valid complaints per 1,000 passenger trips decreased from less than one in the first two years to zero in FY2025. Meanwhile, commendations decreased at about the same rate from 0.08 to zero per 1,000 riders over the period.

- Missed trips as percentage of total trips remained exceptionally low through the period and there were no ADA trip denials reported in any year of the audit period.
- The rate of trip cancellations decreased each year, and was down 15 percent overall during the period, from 29 percent of total ADA trips to 24.5 percent in FY2025.
- The incidence of late trip cancellations went up in each year but remained below one percent of all ADA trips overall.
- Passenger no-shows decreased through the period, from three percent of total ADA trips to 2.6 percent during the audit period.
- Maintenance
 - Total maintenance costs compared to total operating costs decreased in each year, from 16.2 percent in FY2023 to 12.8 percent in FY2025.
 - Vehicle maintenance costs per service mile also decreased, from \$1.23 to \$0.99, a decrease of 20 percent overall.
 - The paratransit vehicle spare ratio was reduced from 45.2 percent in FY2023 to 37.8 percent in FY2025, as service demand continued its post-pandemic recovery.
 - The mean distance between major failures improved considerably over the audit period, by more than 40 percent. However, the mean distance between all failures declined by 53 percent overall, from 197,901 miles in FY2023 to 232,563 miles in FY2025.
- Safety
 - The rate of preventable accidents increased by 114 percent over the audit period, but in actual numbers accidents increased from one per 100,000 vehicle miles in FY2023 to three per 100,000 vehicle miles in FY2025.

* * * * *

The following is a brief summary of the paratransit functional trend highlights between FY2023 and FY2025:

- Service Planning results showed a slight overall increase in the cost per passenger mile, farebox recovery and TDA recovery both decreasing, by 17 and ten percent overall respectively. There was a two percent decrease for vehicle miles in service from 63 to 61.5 percent but a ten percent increase for vehicle hours in service. Passengers per vehicle service mile decreased by five percent while passengers per vehicle service hour decreased 14 percent.
- Operations results showed vehicle operations costs decreasing 15 percent as the share of total operating costs, and a net decrease of nearly 25 percent in vehicle operations cost per hour. Schedule adherence dipped slightly overall, the rate of both valid complaints and commendations was reduced to zero by the end of the audit period, and the continuance of an extremely low incidence of missed trips. There were no ADA trip denials reported during the audit period. The rate of trip cancellations decreased by more than 15 percent overall, late trip cancellations for ADA trips increased from 0.2 to 0.5 percent during the period, and passenger no-shows decreased almost 14 percent.
- Maintenance results showed total maintenance costs compared to total operating costs decreasing more than 21 percent overall and vehicle maintenance costs per service mile decreasing about the same percentage. The spare ratio was reduced from 45 percent in the first year to 38 percent in the last year, as service demand has been recovering. The mean distance between major mechanical failures increased by 40 percent over the period, but the mean distance between all failures declined by over 53 percent overall.
- Safety results showed the rate of preventable accidents significantly increasing percentage wise, but in terms of actual preventable accidents, only two more preventable accidents occurred in FY2025 than occurred in FY2023.

Exhibit 9: Functional Performance Trends – Paratransit

FUNCTION/Indicator	Actual Performance		
	FY2023	FY2024	FY2025
SERVICE PLANNING			
Total Operating Cost/Passenger Mile	\$6.81	\$6.87	\$6.96
<i>Annual Percent Change</i>	--	0.9%	1.3%
<i>Three Year Percent Change</i>	--	--	2.2%
Farebox Recovery Ratio (Farebox Rev./Oper. Cost)	4.2%	4.1%	3.5%
<i>Annual Percent Change</i>	--	-2.9%	-14.0%
<i>Three Year Percent Change</i>	--	--	-16.5%
TDA Recovery Ratio (a)	4.5%	4.4%	4.1%
<i>Annual Percent Change</i>	--	-2.3%	-7.7%
<i>Three Year Percent Change</i>	--	--	-9.9%
Vehicle Service Miles/Total Miles	63.0%	63.5%	61.5%
<i>Annual Percent Change</i>	--	0.8%	-3.0%
<i>Three Year Percent Change</i>	--	--	-2.3%
Vehicle Service Hours/Total Hours	75.8%	79.6%	83.3%
<i>Annual Percent Change</i>	--	5.1%	4.6%
<i>Three Year Percent Change</i>	--	--	9.9%
Passengers/Vehicle Service Mile	0.12	0.12	0.11
<i>Annual Percent Change</i>	--	-0.1%	-5.1%
<i>Three Year Percent Change</i>	--	--	-5.2%
Passengers/Vehicle Service Hour	1.68	1.48	1.45
<i>Annual Percent Change</i>	--	-12.0%	-2.4%
<i>Three Year Percent Change</i>	--	--	-14.1%
OPERATIONS			
Vehicle Operations Cost/Total Operating Cost	63.0%	64.4%	53.3%
<i>Annual Percent Change</i>	--	2.2%	-17.2%
<i>Three Year Percent Change</i>	--	--	-15.4%
Vehicle Operations Cost/Vehicle Service Hour	\$93.99	\$87.42	\$70.74
<i>Annual Percent Change</i>	--	-7.0%	-19.1%
<i>Three Year Percent Change</i>	--	--	-24.7%
On-Time Percentage	87.2%	90.1%	86.6%
<i>Annual Percent Change</i>	--	3.3%	-3.9%
<i>Three Year Percent Change</i>	--	--	-0.7%
Valid Complaints/1,000 Unlinked Passenger Trips	0.43	0.02	0.00
<i>Annual Percent Change</i>	--	-94.6%	-100.0%
<i>Three Year Percent Change</i>	--	--	-100.0%
Commendations/1,000 Unlinked Passenger Trips	0.08	0.00	0.00
<i>Annual Percent Change</i>	--	-100.0%	--
<i>Three Year Percent Change</i>	--	--	-100.0%
Missed Trips/Total Trips	0.068%	0.047%	0.084%
<i>Annual Percent Change</i>	--	-30.8%	78.2%
<i>Three Year Percent Change</i>	--	--	23.3%

FUNCTION/Indicator	Actual Performance		
	FY2023	FY2024	FY2025
OPERATIONS, continued			
ADA Trip Denials/Total ADA Trips	0.0%	0.0%	0.0%
<i>Annual Percent Change</i>	--	--	--
<i>Three Year Percent Change</i>	--	--	--
Trip Cancellations/Total ADA Trips	29.0%	25.4%	24.5%
<i>Annual Percent Change</i>	--	-12.5%	-3.6%
<i>Three Year Percent Change</i>	--	--	-15.6%
Late Trip Cancellations/Total ADA Trips	0.2%	0.3%	0.5%
<i>Annual Percent Change</i>	--	73.0%	52.7%
<i>Three Year Percent Change</i>	--	--	164.1%
No-Shows/Total ADA Trips	3.0%	2.7%	2.6%
<i>Annual Percent Change</i>	--	-8.3%	-5.9%
<i>Three Year Percent Change</i>	--	--	-13.7%
MAINTENANCE			
Vehicle + Non-Veh. Maint. Cost/Total Operating Cost	16.2%	15.5%	12.8%
<i>Annual Percent Change</i>	--	-4.4%	-17.4%
<i>Three Year Percent Change</i>	--	--	-21.1%
Vehicle Maintenance Cost/Vehicle Service Mile	\$1.23	\$1.35	\$0.99
<i>Annual Percent Change</i>	--	9.0%	-26.6%
<i>Three Year Percent Change</i>	--	--	-20.0%
Spare Vehicles/Total Vehicles	45.2%	30.0%	37.8%
<i>Annual Percent Change</i>	--	-33.6%	26.1%
<i>Three Year Percent Change</i>	--	--	-16.2%
Mean Dist. betw. Major Failures (Miles)	497,901	143,021	697,689
<i>Annual Percent Change</i>	--	-71.3%	387.8%
<i>Three Year Percent Change</i>	--	--	40.1%
Mean Dist. betw. All Failures (Miles)	497,901	114,416	232,563
<i>Annual Percent Change</i>	--	-77.0%	103.3%
<i>Three Year Percent Change</i>	--	--	-53.3%
SAFETY			
Preventable Accidents/100,000 Vehicle Miles	0.20	0.35	0.43
<i>Annual Percent Change</i>	--	74.1%	23.0%
<i>Three Year Percent Change</i>	--	--	114.1%

(a) Farebox Revenue plus Local Support/Operating Cost less TDA Allowable Exclusions

VII. CONCLUSIONS AND RECOMMENDATIONS

The preceding sections presented a review of SCT's transit service performance during the three-year period of FY2023 through FY2025 (July 1, 2022 through June 30, 2025). They focused on TDA compliance issues including trends in TDA-mandated performance indicators and compliance with selected sections of the state Public Utilities Code (PUC). They also provided the findings from an overview of SCT's data collection activities to support the TDA indicators, actions taken to implement recommendations from the prior performance audit, and a review of selected key functional performance results.

Conclusions

The key findings and conclusions from the individual sections of this performance audit are summarized below:

Data Collection – SCT is in compliance with the data collection and reporting requirements for the TDA statistics. In addition, the statistics collected over the six-year review period appear to be consistent with the TDA definitions and indicate general consistency in terms of the direction and magnitude of the year-to-year changes across the statistics.

One data reporting anomaly was found in the paratransit service. Paratransit service hours exhibited a 31.4 percent increase between FY2023 and FY2024, with a corresponding 15.8 percent increase in service miles. SCT attributed the discrepancy to additional service added in FY2024 due to a finding from the FTA that SCT's fare-free local fixed-route services must include a complementary paratransit component. This resulted in an increased number of free, short length paratransit trips within the local

communities served by SCT, which resulted in more paratransit hours of service than miles of service.

TDA Performance Trends – SCT’s performance trends for the five TDA-mandated indicators were analyzed by mode. A six-year analysis period was used for all the indicators. In addition, component operating costs were analyzed.

- Bus Service TDA Performance Indicators – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2020 through FY2025:
 - There was an average annual increase in the operating cost per hour of 3.3 percent, which when examined in inflation adjusted dollars resulted in an average annual decrease of 0.5 percent.
 - Passenger productivity was almost unchanged overall with passengers per vehicle service hour and mile both decreasing by less than one percent per year overall. The trend shows passengers per hour and per mile recovering from the COVID pandemic with almost exactly the same indicator numbers in FY2025 as in FY2020.
 - The cost per passenger increased on average by 3.8 percent per year, which amounted to an average annual change of 0.0 percent in constant FY2020 dollars, well below the 3.8 percent increase in CPI for the analysis period.
- Bus Service Component Costs – The following is a brief summary of the component operating costs trend highlights for the bus service between FY2020 and FY2025:
 - Purchased transportation costs represented the largest portion of the total costs, with its share averaging between 63 and 65 percent each year. The 5.7 percent annual average increase in purchased transportation is reflected in the overall 5.6 percent annual increase in total operating costs.
 - In-house labor costs increased by four percent annually, while fringe benefits expenses decreased by 8.6 percent on average per year. Together in-house labor and fringe costs comprise less than six percent of total costs each year.

- The most significant change was an average annual increase of 11.7 percent in the materials/supplies area. Materials and supplies costs accounted for ten to 15 percent of total costs, depending on the year.
- The services, casualty/liability and “other costs” categories all showed relatively moderate changes per year on average (increases of about four percent) and comprised less than 20 percent of total costs combined each year.
- Paratransit TDA Performance Indicators – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2020 through FY2025:
 - For cost efficiency, there was an average annual increase in the operating cost per hour of 3.7 percent. This amounted to an annual decrease of 0.1 percent in inflation adjusted dollars. The overall trend was reflective of services slowing returning to pre-COVID pandemic levels.
 - Passenger productivity showed minor declines, with passengers per hour decreasing by three percent annually and passengers per mile decreasing by 0.7 percent.
 - In terms of cost effectiveness, the operating cost per passenger showed an increase of seven percent per year on average, or three percent in normalized FY2020 dollars.
- Paratransit Component Costs – The following is a brief summary of the component operating costs trend highlights for paratransit between FY2020 and FY2025:
 - Purchased transportation costs represented by far the largest portion of the total costs, ranging between 68 and 74 percent of total costs depending on the year. These costs increased an average of 6.4 percent per year.
 - In-house labor costs increased 9.3 percent annually, but fringe benefits decreased by 3.5 percent. Labor and fringes comprise less than five percent of total operating costs each year.
 - Services costs experienced the largest average annual increase at 12.8 percent annually but comprise less than eight percent of total costs each year.

- There were modest annual average increases in the materials/supplies, casualty/liability and “other” expenses categories, which combined represent about 20 percent of the total operating cost per year.

Compliance with Statutory Requirements – SCT is in compliance with the sections of the state PUC that were reviewed as part of this performance audit. These sections included requirements concerning CHP terminal safety inspections, labor contracts, reduced fares, Welfare-to-Work, revenue sharing, and evaluating passenger needs.

Status of Prior Audit Recommendations – There were no recommendations made in SCT’s prior performance audit.

Functional Performance Indicator Trends – To further assess SCT’s performance over the past three years, a detailed set of systemwide and modal functional area performance indicators was defined and reviewed.

- Systemwide (All Modes) – The following is a brief summary of the systemwide functional trend highlights between FY2023 and FY2025:
 - Administrative costs increased by 28 percent from 16.8 percent of total operating costs in FY2023 to 21.5 percent in FY2025. Similarly, administrative cost per vehicle service hour showed a net increase of 26 percent over the same period.
 - Marketing costs remained relatively flat overall compared to total administrative costs and per passenger trip.
 - The systemwide farebox recovery ratio showed a net decrease from 5.3 percent in FY2023 to 4.4 percent in FY2025, or 16.5 percent overall during the audit period.
- Bus Service – The following is a brief summary of the bus service functional trend highlights between FY2023 and FY2025:
 - Service Planning results showed an overall 11.4 percent decrease in the cost per passenger mile, farebox recovery down from 5.5 percent to 4.6 percent,

and TDA recovery ratio increasing from 8.7 percent to 11.2 percent. The percentage of vehicle miles in service decreased four percent overall, from 77 percent to 74 percent, while vehicle hours in service remained around 84 percent. Passengers per vehicle service mile and hour both increased, by 21 percent and 19 percent respectively, during the audit period.

- Operations results showed a slight decrease in vehicle operations costs as a portion of total operating costs, a three percent overall uptick in vehicle operations costs per hour, on-time performance remaining steady around 83 percent, and very few missed trips. At the same time, the rate of valid complaints per 100,000 passenger trips increased almost 170 percent, and the number of commendations per 100,000 passenger trips went down more than 50 percent overall but the actual number of commendations are quite small.
- Maintenance results showed total maintenance costs decreasing almost five percent overall as the percentage of total operating costs, with vehicle maintenance costs per service mile also relatively constant, up only 2.4 percent. At the same time, the vehicle spare ratio decreased from 38 percent in FY2023 to 30 percent in FY2025, while system reliability decreased with the mean distance between major mechanical failures declining by 30 percent, and the mean distance between all failures down by 40 percent during the audit period.
- Safety results showed the rate of preventable accidents declining by more than 26 percent over the audit period.
- Paratransit – The following is a brief summary of the paratransit functional trend highlights between FY2023 and FY2025:
 - Service Planning results showed a slight overall increase in the cost per passenger mile, farebox recovery and TDA recovery both decreasing, by 17 and ten percent overall respectively. There was a two percent decrease for vehicle miles in service from 63 to 61.5 percent but a ten percent increase for vehicle hours in service. Passengers per vehicle service mile decreased by five percent while passengers per vehicle service hour decreased 14 percent.
 - Operations results showed vehicle operations costs decreasing 15 percent as the share of total operating costs, and a net decrease of nearly 25 percent in vehicle operations cost per hour. Schedule adherence dipped slightly

overall, the rate of both valid complaints and commendations was reduced to zero by the end of the audit period, and the continuance of an extremely low incidence of missed trips. There were no ADA trip denials reported during the audit period. The rate of trip cancellations decreased by more than 15 percent overall, late trip cancellations for ADA trips increased from 0.2 to 0.5 percent during the period, and passenger no-shows decreased almost 14 percent.

- Maintenance results showed total maintenance costs compared to total operating costs decreasing more than 21 percent overall and vehicle maintenance costs per service mile decreasing about the same percentage. The spare ratio was reduced from 45 percent in the first year to 38 percent in the last year, as service demand has been recovering. The mean distance between major mechanical failures increased by 40 percent over the period, but the mean distance between all failures declined by over 53 percent overall.
- Safety results showed the rate of preventable accidents significantly increasing percentage wise, but in terms of actual preventable accidents, only two more preventable accidents occurred in FY2025 than occurred in FY2023.

Recommendations

1. DEVELOP STRATEGIES TO REDUCE THE NUMBER OF VALID COMPLAINTS ON THE BUS SERVICE.

[Reference Section: VI. Functional Performance Indicator Trends]

The number of valid complaints per 100,000 unlinked passenger trips increased by almost 170 percent from 9.5 to 25.5 during the audit period. The number of valid complaints rose steadily throughout the audit period from 58 to 204 and the percentage of valid complaints compared to all complaints increased from 29.1 percent in FY2023 to 62.7 percent in FY2025.

SCT explained a contractor management change during the audit period resulted in all customer comments being logged as complaints and investigated as such. Previously, comments were not considered complaints unless validated. SCT indicated

they are working with the contractor to improve tracking of complaints and operator training. SCT should continue to implement strategies for reducing that number and improving customer satisfaction.

2. EXAMINE MAINTENANCE ACTIVITIES AND DEVELOP TARGETED STRATEGIES TO ADDRESS INCREASING BUS SERVICE MECHANICAL FAILURE RATES.

[Reference Section: VI. Functional Performance Indicator Trends]

Maintenance results for SCT's bus transit service showed service reliability steadily declining over the audit period, though the trend was more pronounced between FY2023 to FY2024 than FY2024 to FY2025. For the bus service, the mean distance between major failures went down by 30 percent from 30,350 miles in FY2023 to 21,258 miles by FY2025, while the mean distance between all failures went down by just over 40 percent from 26,800 miles to 16,000 miles during the same period.

SCT explained that a significant number of road calls have been related to coolant hose failures and that they are working on an upgrade to reduce these types of failures. SCT anticipates that the delivery of seven new 40-foot battery electric buses in May 2026 and four more in December 2027 will improve vehicle reliability for the bus service. SCT indicated they were working to address the mechanical failure rate through a four point effort:

- Hiring/promoting a new foreman that conducts better quality-control checks on repairs;
- Continued training and development of techs of all skill levels;
- Better recognition of potential cooling hose issues before a problem arises, and
- Recognizing trends in fleet type and work proactively to address issues with other buses.

In the meantime, SCT should continue to examine vehicle maintenance practices for its fixed-route fleet and develop strategies for improving the overall vehicle reliability level of the bus service

**APPENDIX A:
INPUT STATISTICS FOR
FUNCTIONAL PERFORMANCE MEASURES**

Functional Performance Inputs - Systemwide (All Modes)

Data Item	FY2022	FY2023	FY2024	Source
Total Operating Costs	\$16,037,494	\$18,860,604	\$20,851,715	NTD F-40
Administrative Costs	\$7,839,077	\$9,229,767	\$10,287,289	NTD F-40
Vehicle Service Hours	104,365	113,275	129,207	NTD MR-20/S-10; DR contractor billing
Marketing Costs	\$428,934	\$399,599	\$908,134	SCT CAFR Financial Trends
Unlinked Passenger Trips	865,634	1,174,720	1,387,670	NTD MR-20/S-10; DR contractor billing
Farebox Revenue (All Modes)	\$1,626,959	\$2,140,652	\$2,242,287	NTD F-10

Functional Performance Inputs – Bus Service

Data Item	FY2022	FY2023	FY2024	Source
Vehicle Service Miles	1,225,468	1,328,472	1,492,650	NTD MR-20/S-10 MB
Total Vehicle Miles	1,441,595	1,540,244	1,745,604	NTD S-10 MB
Vehicle Service Hours	90,069	100,598	112,516	NTD MR-20/S-10 MB
Total Vehicle Hours	99,667	111,598	124,503	NTD S-10 MB
Unlinked Passenger Trips	841,343	1,145,515	1,353,810	NTD MR-20/S-10 MB
Farebox Revenue	\$1,525,962	\$2,000,118	\$2,082,960	NTD F-10 NTD F-30
Total Operating Costs	\$14,604,107	\$17,210,855	\$18,820,670	MB
Passenger Miles	3,584,092	5,341,240	6,316,183	NTD S-10 MB
Vehicle Operations Costs	\$5,428,647	\$6,295,918	\$6,800,534	NTD F-30 MB
Local Support (TDA Article 4 services only) (a)	\$5,198,802	\$2,218,181	\$4,907,462	ACFR
TDA Oper. Cost Exclusions - PUC 99247 (b)	\$0	\$0	\$0	SCT Staff
TDA Oper. Cost Exclusions - PUC 99268.17 (c)	\$0	\$0	\$0	SCT Staff
Trips On-Time	541,371	566,451	619,870	CAD/AVL
Total Trips	598,694	640,803	729,399	CAD/AVL Cust.
Total Complaints	101	137	154	Comments Database Cust.
Valid Complaints	95	136	153	Comments Database Cust.
Compliments	19	13	19	Comments Database
Missed Trips	19	17	49	Monthly Invoice
Vehicle Maintenance Costs	\$1,433,368	\$1,483,608	\$1,790,346	NTD F-30 MB
Non-Vehicle Maintenance Costs	\$659,246	\$960,058	\$953,141	NTD F-30 MB
Spare Vehicles (Total less Maximum Service)	18	11	11	NTD S-10 MB
Total Vehicles	65	60	60	NTD S-10 MB

Data Item	FY2022	FY2023	FY2024	Source
Revenue Vehicle Mechanical System Failures - Total	45	59	105	NTD R-20
Revenue Vehicle Mechanical System Failures - Major	45	45	57	NTD R-20 Monthly Board
Preventable Accidents	18	20	38	Stats/ Accident Reports

(a) *Local Support includes the following (USOA revenue class in parentheses):*

- *Auxiliary transportation revenue (406)*
- *Taxes directly levied (408)*
- *Local cash grants and reimbursements (409)*
- *Local special fare assistance (410)*
- *Subsidy from other sectors of operation (440)*
- *Data for FY2017 is estimated*

(b) *Operating expense object classes exclusive of the following pursuant to PUC Section 99247:*

- *depreciation and amortization expenses*
- *subsidies for commuter rail services operated on railroad lines under the jurisdiction of the Federal Railroad Administration*
- *costs for providing charter services*
- *vehicle lease costs*
- *principal and interest payments on capital projects funded with certificates of participation*

(c) *Operating expense object class exclusions pursuant to PUC Section 99268.17:*

- *additional operating costs for federally required ADA paratransit service that exceed prior year costs (CPI adjusted)*
- *cost increases beyond the CPI change for: fuel; alternative fuel programs; power (including electricity); insurance premiums/liability claims payouts; state and federal mandates*
- *start-up costs for new services (not more than two years)*

Functional Performance Inputs – Paratransit

Data Item	FY2022	FY2023	FY2024	Source
Vehicle Service Miles	184,451	213,474	224,859	NTD S-10; DR contractor billing
Total Vehicle Miles	219,758	258,752	235,499	TDA Claim; DR contractor billing
Vehicle Service Hours	14,297	12,677	16,691	NTD S-10; DR contractor billing
Total Vehicle Hours	15,833	14,905	18,306	TDA Claim; DR contractor billing
Unlinked Passenger Trips	24,291	29,205	33,860	NTD S-10; DR contractor billing
Farebox Revenue	\$100,997	\$140,534	\$159,327	NTD F-10
Total Operating Costs	\$1,433,387	\$1,649,749	\$2,031,045	NTD F-30 DR
Passenger Miles	147,888	208,883	226,841	NTD FFA-10; contractor billing
Vehicle Operations Costs	\$384,832	\$538,080	\$553,761	NTD F-30 DR
Local Support (TDA Article 4 services only) (a)	\$4,758	\$0	\$0	ACFR
TDA Oper. Cost Exclusions - PUC 99247 (b)	\$0	\$0	\$0	SCT Staff
TDA Oper. Cost Exclusions - PUC 99268.17 (c)	\$0	\$0	\$0	SCT Staff
Trips On-Time	96.4%	89.6%	97.9%	Trapeze PASS; contractor billing
Total Trips	22,454	26,892	31,902	Trapeze PASS; contractor billing
Total Complaints	50	53	56	Customer Service Database
Valid Complaints	27	37	27	Customer Service Database
Compliments	1	0	3	Monthly Board Stats
Missed Trips	16	19	10	Trapeze PASS; contractor billing
Total ADA Trips	22,454	26,892	31,902	Trapeze PASS; contractor billing
ADA Trip Denials	0	0	0	Trapeze PASS; contractor billing
Trip Cancellations	5,749	8,633	10,884	Trapeze PASS; contractor billing
Late Trip Cancellations	1,367	1,592	1,168	Trapeze PASS; contractor billing
No Shows	592	713	603	Trapeze PASS; contractor billing

Data Item	FY2022	FY2023	FY2024	Source
Vehicle Maintenance Costs	\$268,662	\$324,045	\$428,994	NTD F-30 DR
Non-Vehicle (Facility) Maintenance Costs	\$23,662	\$29,128	\$37,650	NTD F-30 DR
Spare Vehicles (Total less Maximum Service)	1	1	1	Contractor reporting
Total Vehicles	7	11	13	Contractor reporting
Revenue Vehicle Mechanical System Failures - Total	3	6	4	Contractor reporting
Revenue Vehicle Mechanical System Failures - Major	2	2	1	Contractor reporting
Preventable Accidents	1	0	0	Monthly Board Stats; contractor billing

- (a) *Local Support includes the following (USOA revenue class in parentheses):*
 - *Auxiliary transportation revenue (406)*
 - *Taxes directly levied (408)*
 - *Local cash grants and reimbursements (409)*
 - *Local special fare assistance (410)*
 - *Subsidy from other sectors of operation (440)*
 - *Data for FY2017 is estimated*

- (b) *Operating expense object classes exclusive of the following pursuant to PUC Section 99247:*
 - *depreciation and amortization expenses*
 - *subsidies for commuter rail services operated on railroad lines under the jurisdiction of the Federal Railroad Administration*
 - *costs for providing charter services*
 - *vehicle lease costs*
 - *principal and interest payments on capital projects funded with certificates of participation*

- (c) *Operating expense object class exclusions pursuant to PUC Section 99268.17:*
 - *additional operating costs for federally required ADA paratransit service that exceed prior year costs (CPI adjusted)*
 - *cost increases beyond the CPI change for: fuel; alternative fuel programs; power (including electricity); insurance premiums/liability claims payouts; state and federal mandates*
 - *start-up costs for new services (not more than two years)*