



Item #: E5

**DATE:** June 4, 2025  
**TO:** Board Chair Frank J. Navarro and Members of the Omnitrans Board of Directors  
**THROUGH:** Erin Rogers, CEO/General Manager  
**FROM:** Jeremiah P. Bryant, Chief Strategy & Planning Officer  
**SUBJECT:** **Management Plan Strategic Initiatives and Key Performance Indicators Fiscal Year 2025 Third Quarter Report**

### **Form Motion**

Receive and file the FY2025 Management Plan Strategic Initiatives and Key Performance Indicators, Third Quarter Report.

### **Strategic Plan Alignment**

This item reports on the progress of all Strategic Goals and Initiatives from FY2021-2025 Strategic Plan for the quarter.

### **Background**

*This item was reviewed by the Administrative & Finance Committee at its May 15, 2025 meeting and forwarded to the Board of Directors to receive and file.*

In June 2024, the Board of Directors approved six goals in the Fiscal Year 2025 (FY2025) Management Plan:

1. Safe & Secure Operations
2. Customer Experience
3. Organizational and Workforce Development
4. Finance
5. Long-Range Planning
6. Community Engagement

These goals are reflective of the Strategic Initiatives identified within the FY2021-2025 Strategic Plan, which was adopted by the Board of Directors in April 2021. Within the goals, the management plan focused on five key themes: customer experience, employee

experience, safety and security, sustainability and innovation. Progress made on the Management Plan goals is reported to the Board of Directors quarterly (Attachment A). This report is focused on the actions that support the six goal areas.

Key strategic actions taken during the quarter included:

- Omnitrans has hired enough Coach Operators to deliver 100% of planned services. The training and scheduling work to implement 100% of planned service in May 2025 (Q4) was completed during the third quarter.
- Updated Safety Committee structure to implement Safety Management Systems (SMS) best practices.
- Developed new de-escalation training curriculum for coach operators.
- Installed 10 benches to improve bus stop amenities and 99 solar lights/panels.
- Painting began on 45 art benches during the quarter, with 17 benches completed at the end of March.
- Initiated Enterprise Resource Planning (ERP) assessment project with consultancy Intueor.
- Partnering with El Sol, transit ambassadors were hired and training began.
- Continued Leadership Toolbox Training Academy program for managers and supervisors.
- Participated in DC Fly-in with the Bus Coalition, which focused on kicking off advocacy efforts related to surface transportation reauthorization.
- Adopted the Agency's first Federal and State Legislative Platforms.
- Completed and reviewed 65% design for electrification of the sbX Green line including on route charging and depot charging.
- Received 15 of 18 West Valley Connector/sbX Purple Line buses by the end of March. Commenced West Valley Maintenance Facility construction.
- Board workshop held which will influence the next Strategic Plan and the next Short-Range Transit Plan.
- Worked with SBCTA, which adopted the Long-Range Multi-Modal Transportation Plan which included a ranking of future bus rapid transit (BRT) corridors.

Additionally, each quarter Omnitrans staff prepares the Key Performance Indicators (KPI's) report to present to the Board. The attached report is for the third quarter of FY2025 (Attachment B). Notable KPIs include:

- Systemwide ridership for the quarter was up 5.0% compared to the same quarter a year ago and year-to-date ridership is up 7.2%.
- Farebox recovery for the quarter using the TDA formula was 21.6%% for Fixed Route service and 35.8% for OmniAccess
- On-Time Performance was 80.3% on Fixed Route and 92.8% on OmniAccess.
- Customer Complaints per 100,000 boardings were 18.0 on fixed route and 108.3 for OmniAccess. On the OmniAccess "How's Your Ride Survey" 91.4% of respondents indicated they were satisfied or highly satisfied with their OmniAccess Trip.
- Operating Budget revenue year to date was \$66.6 million and costs were \$71.3 million. Some federal funding was delayed during the quarter but has been subsequently drawn down.

- Injury Frequency Rate is 16.69 injuries per 200,000 work hours bringing the year-to-date measure to 10.92 injuries per 200,000 work hours.

### **Conclusion**

Receive and file the 2025 Management Plan Strategic Initiatives and Key Performance Indicators, third Quarter Reports.

ER:JB

### **Attachments**

- A. FY2025 Q3 Strategic Initiatives Quarterly Report
- B. FY2025 Q3 Key Performance Indicators (KPIs)
- C. PowerPoint Presentation