

Board Box

September 2025

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September 30, 2025

TO: BOARD OF DIRECTORS
FROM: YILIN ZHANG, GIS DEVELOPER
RE: KEY PERFORMANCE INDICATORS

ISSUE:

The following pages provide a summary of the Key Performance Indicators for:

- Operations and Safety
- Eligibility and Appeals
- Customer Service

System Trip Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
Vehicle Trips		318,305	339,316	342,936	682,252
Passenger Trips		391,479	421,176	424,905	846,081
Backup Trips		28	7	11	18
No Shows		2.0%	1.9%	2.1%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.9%	94.7%	93.1%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.0%	2.0%	2.4%	2.2%
Missed Trips	≤ 0.75%	0.21%	0.20%	0.29%	0.24%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.4%	97.1%	94.8%	96.0%

Call Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
<i>Reservations</i>					
Answered Calls		212,960	224,325	230,150	454,475
Average Initial Hold Time	≤ 120 sec	57	48	56	52
Calls On Hold > 5 Minutes	≤ 5%	3.1%	2.2%	2.7%	2.4%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		62,501	66,831	72,759	139,590
Average Initial Hold Time		42	37	45	41
Calls On Hold > 5 Minutes	≤ 10%	2.4%	2.5%	3.1%	2.8%

Complaints/Compliments

	Goal	Jun-25	Jul-25	Aug-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.3	1.7	1.5
Compliments Per 1,000 Trips		1.2	1.2	1.0	1.1

Safety

	Goal	Jun-25	Jul-25	Aug-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.12	0.22	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.68	0.41	0.88	0.65
Mean Miles Between Major Mechanical Failures	≥ 50,000	83,665	77,783	62,205	69,070

Antelope Valley Region Trip Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
Vehicle Trips		13,601	13,829	14,455	28,284
Passenger Trips		16,331	16,511	17,476	33,987
No Shows		2.4%	2.0%	2.6%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	95.8%	95.8%	93.5%	94.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.6%	1.7%	2.3%	2.0%
Missed Trips	≤ 0.75%	0.16%	0.13%	0.46%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.5%	100.0%	87.0%	93.2%

Call Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
<i>Reservations</i>					
Answered Calls		7,724	7,800	8,508	16,308
Average Initial Hold Time	≤ 120 sec	26	25	28	27
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.2%	0.3%	0.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,441	2,714	3,115	5,829
Average Initial Hold Time		38	35	42	39
Calls On Hold > 5 Minutes	≤ 10%	1.8%	1.7%	2.2%	1.9%

Complaints/Compliments

	Goal	Jun-25	Jul-25	Aug-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.7	0.5	1.5	1.0
Compliments Per 1,000 Trips		0.5	1.3	1.1	1.2

Safety

	Goal	Jun-25	Jul-25	Aug-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.29	0.84	0.57
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	*	179,540	353,218

Contractual Requirement

*Notes: There were zero (0) major mechanical failures.

Eastern Region Trip Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
Vehicle Trips		95,615	102,089	102,975	205,064
Passenger Trips		119,306	128,050	129,557	257,607
No Shows		1.9%	1.9%	2.0%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	95.1%	94.9%	93.5%	94.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.01%
Excessively Long Trips	≤ 5%	0.6%	0.6%	0.6%	0.6%
Missed Trips	≤ 0.75%	0.13%	0.11%	0.18%	0.15%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.0%	95.1%	92.6%	93.8%

Call Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
<i>Reservations</i>					
Answered Calls		55,483	58,562	60,235	118,797
Average Initial Hold Time	≤ 120 sec	36	35	35	35
Calls On Hold > 5 Minutes	≤ 5%	2.2%	2.0%	1.9%	1.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		19,026	19,802	21,870	41,672
Average Initial Hold Time		24	25	33	29
Calls On Hold > 5 Minutes	≤ 10%	2.4%	2.9%	3.9%	3.4%

<i>Cancellations</i>					
Answered Calls		7,724	7,800	8,508	16,308
Average Initial Hold Time		19	21	22	21
Calls On Hold > 5 Minutes	≤ 10%	0.9%	1.2%	1.1%	1.1%

Complaints/Compliments

	Goal	Jun-25	Jul-25	Aug-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.2	1.3	1.3
Compliments Per 1,000 Trips		1.0	0.8	0.8	0.8

Safety

	Goal	Jun-25	Jul-25	Aug-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.01	0.51	1.11	0.81
Mean Miles Between Major Mechanical Failures	≥ 50,000	84,950	67,937	78,686	72,953

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
Vehicle Trips		2,666	2,812	3,078	5,890
Passenger Trips		3,079	3,275	3,616	6,891
No Shows		1.1%	1.6%	1.4%	1.5%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	92.7%	91.2%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.00%	0.10%	0.05%
Excessively Long Trips	≤ 5%	2.1%	2.5%	2.1%	2.3%
Missed Trips	≤ 0.75%	0.66%	0.48%	0.50%	0.49%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
<i>Reservations</i>					
Answered Calls		2,189	2,487	2,553	5,040
Average Initial Hold Time	≤ 120 sec	57	71	85	78
Calls On Hold > 5 Minutes	≤ 5%	3.3%	4.1%	5.2%	4.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		467	551	609	1,160
Average Initial Hold Time		49	54	60	57
Calls On Hold > 5 Minutes	≤ 10%	2.6%	1.6%	3.3%	2.5%

Complaints/Compliments

	Goal	Jun-25	Jul-25	Aug-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	1.4	1.3	1.4
Compliments Per 1,000 Trips		0.4	0.0	0.3	0.2

Safety

	Goal	Jun-25	Jul-25	Aug-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.00	0.00
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	*	*	*

Contractual Requirement

*Notes: There were zero (0) major mechanical failures.

Northern Region Trip Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
Vehicle Trips		51,808	55,304	56,361	111,665
Passenger Trips		65,630	70,649	70,766	141,415
No Shows		1.2%	1.1%	1.1%	1.1%
On Time Performance (Next Day Trips)	≥ 91%	95.9%	96.7%	95.5%	96.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.4%	2.0%	2.4%	2.2%
Missed Trips	≤ 0.75%	0.26%	0.22%	0.31%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.0%	98.3%	98.0%	98.2%

Call Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
<i>Reservations</i>					
Answered Calls		33,719	33,864	35,644	69,508
Average Initial Hold Time	≤ 120 sec	53	55	64	59
Calls On Hold > 5 Minutes	≤ 5%	1.4%	1.4%	1.7%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,373	7,801	8,725	16,526
Average Initial Hold Time		37	42	55	49
Calls On Hold > 5 Minutes	≤ 10%	0.5%	0.9%	1.7%	1.3%

Complaints/Compliments

	Goal	Jun-25	Jul-25	Aug-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.3	1.6	1.5
Compliments Per 1,000 Trips		2.7	2.8	1.8	2.3

Safety

	Goal	Jun-25	Jul-25	Aug-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.23	0.34	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.46	0.52	0.76	0.64
Mean Miles Between Major Mechanical Failures	≥ 50,000	268,982	172,883	80,642	109,467

Contractual Requirement

Southern Region Trip Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
Vehicle Trips		105,087	111,726	113,195	224,921
Passenger Trips		125,086	135,004	136,699	271,703
No Shows		2.1%	1.9%	2.1%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	93.6%	92.0%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.01%	0.01%
Excessively Long Trips	≤ 5%	3.2%	3.2%	4.1%	3.7%
Missed Trips	≤ 0.75%	0.24%	0.24%	0.34%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.8%	98.1%	95.6%	96.9%

Call Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
<i>Reservations</i>					
Answered Calls		73,131	78,404	79,506	157,910
Average Initial Hold Time	≤ 120 sec	89	64	82	73
Calls On Hold > 5 Minutes	≤ 5%	5.6%	3.1%	4.5%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		18,422	21,098	22,360	43,458
Average Initial Hold Time		73	50	63	56
Calls On Hold > 5 Minutes	≤ 10%	2.9%	1.8%	2.1%	2.0%

Complaints/Compliments

	Goal	Jun-25	Jul-25	Aug-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.5	1.8	1.7
Compliments Per 1,000 Trips		0.9	1.1	0.9	1.0

Safety

	Goal	Jun-25	Jul-25	Aug-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.16	0.08	0.38	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.82	0.48	0.95	0.72
Mean Miles Between Major Mechanical Failures	≥ 50,000	70,738	76,591	47,093	58,237

Contractual Requirement

West Central Region Trip Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
Vehicle Trips		49,500	53,549	52,861	106,410
Passenger Trips		62,019	67,680	66,780	134,460
No Shows		2.9%	2.8%	3.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	94.6%	94.2%	92.1%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	1.8%	1.9%	2.0%	1.9%
Missed Trips	≤ 0.75%	0.22%	0.21%	0.28%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	94.2%	96.6%	94.4%	95.5%

Call Performance

	Goal	Jun-25	Jul-25	Aug-25	YTD
<i>Reservations</i>					
Answered Calls		40,714	43,208	43,704	86,912
Average Initial Hold Time	≤ 120 sec	37	36	35	35
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.6%	1.4%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		13,772	14,865	16,080	30,945
Average Initial Hold Time		27	31	32	31
Calls On Hold > 5 Minutes	≤ 5%	3.1%	3.9%	4.2%	4.1%

Complaints/Compliments

	Goal	Jun-25	Jul-25	Aug-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.5	2.0	1.8
Compliments Per 1,000 Trips		0.9	0.7	0.7	0.7

Safety

	Goal	Jun-25	Jul-25	Aug-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.34	0.17	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.32	0.00	0.51	0.25
Mean Miles Between Major Mechanical Failures	≥ 50,000	42,542	42,461	49,324	45,628

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jun-25	Jul-25	Aug-25	YTD
Eligible Customers		118,854	119,533	120,186	120,186
Total ADA Evaluations Performed		3,157	3,463	3,203	6,666
Days From Application to Decision (avg)	≤ 21	9	8	8	8

In Person Evaluations

	Goal	Jun-25	Jul-25	Aug-25	YTD
Unrestricted		1,704	1,723	1,688	3,411
Restricted		392	398	346	744
Temporary		77	94	83	177
Not Eligible		28	42	22	64
Total		2,201	2,257	2,139	4,396

Paper Evaluations

	Goal	Jun-25	Jul-25	Aug-25	YTD
Unrestricted		956	1,206	1,064	2,270
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		956	1,206	1,064	2,270

Appeals

	Goal	Jun-25	Jul-25	Aug-25	YTD
Appeals Performed		19	24	17	41
Days From Appeal to Decision (avg)	≤ 30	10	6	7	7

Customer Service

Phone Statistics

Customer Service

	Goal	Jun-25	Jul-25	Aug-25	YTD
Customer Service Calls		21,750	23,605	22,827	46,432
Average Initial Hold Time	≤ 180 sec	91	42	70	55
Calls On Hold > 5 Minutes	≤ 10%	9.2%	2.4%	5.5%	3.9%
Calls Abandoned	≤ 10%	4.0%	1.6%	3.2%	2.4%

Operations Monitoring Center

	Goal	Jun-25	Jul-25	Aug-25	YTD
Customer Service Calls		5,374	6,220	6,241	12,461
Average Initial Hold Time	≤ 180 sec	65	38	60	49
Calls On Hold > 5 Minutes	≤ 10%	5.8%	2.2%	4.9%	3.5%
Calls Abandoned	≤ 10%	6.5%	2.9%	5.7%	4.4%

Contractual Requirement

ITEM 2

September 30, 2025

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: FINANCIAL REPORT FOR AUGUST 2025 - DRAFT

Attached for your review are the draft financial reports for AUGUST 2025.

DRAFT FY 2025/2026 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 0.2% over budget
- ◆ Contract Revenue Miles: 5.4% under budget
- ◆ Trips: 0.3% over budget
- ◆ Total Eligibility Evaluations: 27.5% under budget
- ◆ Average Trip Distance: under budget by 0.50 miles at 8.22 miles
- ◆ Total cost per Passenger (before depreciation): 2.6% under budget at \$60.18
- ◆ Administration Function is 11.8% under budget
- ◆ Eligibility Determination Function is 15.0% under budget
- ◆ Purchased Transportation Function is 1.2% under budget
- ◆ Paratransit Operations Function is 5.4% under budget

Attached are the following reports for your review:

- Statistical Comparison: AUGUST 2024 to AUGUST 2025
- Expenses by Functional Area
- Budget to Actual Comparison of Statistics
- YTD Budget Results
- Graph: YTD PAX Cost Comparison

Expenses by Functional Area

For the YTD Period Ending August 2025

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.5%	\$43,014,346	\$43,540,287	(\$525,941)	-1.2%	13%
Paratransit Operations	9.6%	\$4,904,900	\$5,185,886	(\$280,986)	-5.4%	30%
Eligibility Determination	2.1%	\$1,084,672	\$1,275,600	(\$190,928)	-15.0%	-7%
CTSA/Ride Information	0.1%	\$61,981	\$70,323	(\$8,342)	-11.9%	-11%
Administration	3.6%	\$1,852,774	\$2,100,786	(\$248,012)	-11.8%	2%
Total Exp before Depreciation		\$50,918,673	\$52,172,882	(\$1,254,209)	-2.4%	14%

Statistics - For the YTD Period Ended August 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	6,666	9,195	(2,529)	-27.5%	-27%
Number of PAX	846,081	844,458	1,623	0.2%	10%
Number of Contract Revenue Miles	5,606,055	5,926,961	(320,907)	-5.4%	8%
Number of Trips	682,252	679,993	2,259	0.3%	10%
Average Trip Distance	8.22	8.72	(0.50)	-5.7%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.67	\$7.35	\$0.32	4.4%	5%
Total Cost per Trip before Depreciation	\$74.63	\$76.73	(\$2.10)	-2.7%	3%
Total Cost per Pax before Depreciation	\$60.18	\$61.78	(\$1.60)	-2.6%	4%

**Budget Results for FY 2025/2026
For YTD Period Ending August 2025**

	YTD Actual	YTD Budget	Variance	% Over / (Under)	% Over / (Under)
				Budget	Prior Yr
Revenue					
Passenger Fares	\$1,969,717	\$1,934,038	\$35,679		
Other Revenue	\$114,835	\$220,681	(\$105,846)		
Total Revenue	\$2,084,552	\$2,154,719	(\$70,167)	-3%	-16%
Total Exp before Capital	\$50,918,673	\$52,172,882	(\$1,254,209)	-2%	14%
Capital Expenditures					
Vehicles	\$1,083,315	\$6,643,034	(\$5,559,719)		
Facilities	\$1,640,276	\$2,525,000	(\$884,724)		
Other Capital Expenditures	\$28,985	\$144,720	(\$115,735)		
Total Capital Expenditures	\$2,752,576	\$9,312,754	(\$6,560,178)	-70%	-29%
Over/(Under) Budget August 2025			(\$7,814,387)		

YTD Cost Per Passenger before Depreciation and Capital Cost

