

Board Box

October 2025

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October 31, 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	Jul-25	Aug-25	Sep-25	YTD
Vehicle Trips		339,316	342,936	348,538	1,030,790
Passenger Trips		421,176	424,905	428,467	1,274,548
Backup Trips		7	11	36	54
No Shows		1.9%	2.1%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.7%	93.1%	91.4%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	2.0%	2.4%	3.3%	2.6%
Missed Trips	≤ 0.75%	0.20%	0.29%	0.30%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.1%	95.2%	93.1%	95.1%

Call Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
<i>Reservations</i>					
Answered Calls		224,325	230,150	228,622	683,097
Average Initial Hold Time	≤ 120 sec	48	56	61	55
Calls On Hold > 5 Minutes	≤ 5%	2.2%	2.7%	2.7%	2.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		66,831	72,759	76,169	215,759
Average Initial Hold Time		37	45	52	45
Calls On Hold > 5 Minutes	≤ 10%	2.5%	3.1%	4.1%	3.2%

Complaints/Compliments

	Goal	Jul-25	Aug-25	Sep-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.7	2.2	1.7
Compliments Per 1,000 Trips		1.2	1.0	0.9	1.0

Safety

	Goal	Jul-25	Aug-25	Sep-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.22	0.24	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.44	0.88	0.65	0.66
Mean Miles Between Major Mechanical Failures	≥ 50,000	77,783	62,205	62,341	66,656

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
Vehicle Trips		13,829	14,455	14,199	42,483
Passenger Trips		16,511	17,476	16,928	50,915
No Shows		2.0%	2.6%	2.6%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	95.8%	93.5%	94.0%	94.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.7%	2.3%	2.4%	2.1%
Missed Trips	≤ 0.75%	0.13%	0.46%	0.25%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	87.0%	100.0%	95.2%

Call Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
<i>Reservations</i>					
Answered Calls		7,800	8,508	8,609	24,917
Average Initial Hold Time	≤ 120 sec	25	28	29	27
Calls On Hold > 5 Minutes	≤ 5%	0.2%	0.3%	0.5%	0.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,714	3,115	2,859	8,688
Average Initial Hold Time		35	42	40	39
Calls On Hold > 5 Minutes	≤ 10%	1.7%	2.2%	2.1%	2.0%

Complaints/Compliments

	Goal	Jul-25	Aug-25	Sep-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.5	1.5	1.2	1.1
Compliments Per 1,000 Trips		1.3	1.1	0.9	1.1

Safety

	Goal	Jul-25	Aug-25	Sep-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	0.29	0.84	0.00	0.38
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	179,540	*	525,566

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
Vehicle Trips		102,089	102,975	104,994	310,058
Passenger Trips		128,050	129,557	131,043	388,650
No Shows		1.9%	2.0%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	94.9%	93.5%	91.5%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	0.6%	0.6%	0.8%	0.7%
Missed Trips	≤ 0.75%	0.11%	0.18%	0.22%	0.17%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.1%	92.6%	89.9%	92.6%

Call Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
<i>Reservations</i>					
Answered Calls		58,562	60,235	60,795	179,592
Average Initial Hold Time	≤ 120 sec	35	35	36	35
Calls On Hold > 5 Minutes	≤ 5%	2.0%	1.9%	1.9%	1.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		19,802	21,870	23,237	64,909
Average Initial Hold Time		25	33	37	32
Calls On Hold > 5 Minutes	≤ 10%	2.9%	3.9%	5.1%	4.0%

<i>Cancellations</i>					
Answered Calls		7,800	8,508	8,609	24,917
Average Initial Hold Time		21	22	21	21
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.1%	0.9%	1.1%

Complaints/Compliments

	Goal	Jul-25	Aug-25	Sep-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.2	1.3	2.0	1.5
Compliments Per 1,000 Trips		0.8	0.8	0.7	0.7

Safety

	Goal	Jul-25	Aug-25	Sep-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.27	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.51	1.11	1.06	0.90
Mean Miles Between Major Mechanical Failures	≥ 50,000	67,937	78,686	50,195	63,325

Contractual Requirement

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
Vehicle Trips		2,812	3,078	2,872	8,762
Passenger Trips		3,275	3,616	3,351	10,242
No Shows		1.6%	1.4%	1.8%	1.6%
On Time Performance (Next Day Trips)	≥ 91%	92.7%	91.2%	90.5%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.10%	0.03%	0.05%
Excessively Long Trips	≤ 5%	2.5%	2.1%	2.5%	2.4%
Missed Trips	≤ 0.75%	0.48%	0.50%	0.39%	0.46%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
<i>Reservations</i>					
Answered Calls		2,487	2,553	2,573	7,613
Average Initial Hold Time	≤ 120 sec	71	85	128	95
Calls On Hold > 5 Minutes	≤ 5%	4.1%	5.2%	8.4%	5.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		551	609	688	1,848
Average Initial Hold Time		54	60	97	72
Calls On Hold > 5 Minutes	≤ 10%	1.6%	3.3%	6.4%	4.0%

Complaints/Compliments

	Goal	Jul-25	Aug-25	Sep-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.3	0.0	0.9
Compliments Per 1,000 Trips		0.0	0.3	0.0	0.1

Safety

	Goal	Jul-25	Aug-25	Sep-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 (MV Transportation)

Trip Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
Vehicle Trips		55,304	56,361	57,379	169,044
Passenger Trips		70,649	70,766	71,211	212,626
No Shows		1.1%	1.1%	1.3%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	96.7%	95.5%	94.0%	95.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.0%	2.4%	3.2%	2.5%
Missed Trips	≤ 0.75%	0.22%	0.31%	0.33%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.3%	98.0%	96.9%	97.7%

Call Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
<i>Reservations</i>					
Answered Calls		33,864	35,644	37,922	107,430
Average Initial Hold Time	≤ 120 sec	55	64	90	70
Calls On Hold > 5 Minutes	≤ 5%	1.4%	1.7%	5.4%	2.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,801	8,725	10,442	26,968
Average Initial Hold Time		42	55	73	58
Calls On Hold > 5 Minutes	≤ 10%	0.9%	1.7%	4.1%	2.4%

Complaints/Compliments

	Goal	Jul-25	Aug-25	Sep-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.6	1.8	1.6
Compliments Per 1,000 Trips		2.8	1.8	1.6	2.1

Safety

	Goal	Jul-25	Aug-25	Sep-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.34	0.11	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.52	0.76	0.76	0.68
Mean Miles Between Major Mechanical Failures	≥ 50,000	172,883	80,642	441,993	146,415

Contractual Requirement

Southern Region (Global Paratransit)

Trip Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
Vehicle Trips		111,726	113,195	115,920	340,841
Passenger Trips		135,004	136,699	138,994	410,697
No Shows		1.9%	2.1%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.6%	92.0%	90.2%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.03%	0.01%
Excessively Long Trips	≤ 5%	3.2%	4.1%	5.9%	4.4%
Missed Trips	≤ 0.75%	0.24%	0.34%	0.34%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.1%	96.5%	93.0%	95.8%

Call Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
<i>Reservations</i>					
Answered Calls		78,404	79,506	74,801	232,711
Average Initial Hold Time	≤ 120 sec	64	82	81	76
Calls On Hold > 5 Minutes	≤ 5%	3.1%	4.5%	2.7%	3.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,098	22,360	22,547	66,005
Average Initial Hold Time		50	63	70	61
Calls On Hold > 5 Minutes	≤ 10%	1.8%	2.1%	2.3%	2.1%

Complaints/Compliments

	Goal	Jul-25	Aug-25	Sep-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.8	2.5	1.9
Compliments Per 1,000 Trips		1.1	0.9	0.9	1.0

Safety

	Goal	Jul-25	Aug-25	Sep-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.38	0.22	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.48	0.95	0.43	0.62
Mean Miles Between Major Mechanical Failures	≥ 50,000	76,591	47,093	40,784	50,853

Contractual Requirement

West Central Region (California Transit)

Trip Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
Vehicle Trips		53,549	52,861	53,138	159,548
Passenger Trips		67,680	66,780	66,904	201,364
No Shows		2.8%	3.0%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	92.1%	90.0%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.03%	0.02%
Excessively Long Trips	≤ 5%	1.9%	2.0%	2.4%	2.1%
Missed Trips	≤ 0.75%	0.21%	0.28%	0.35%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.6%	94.4%	96.8%	96.0%

Call Performance

	Goal	Jul-25	Aug-25	Sep-25	YTD
<i>Reservations</i>					
Answered Calls		43,208	43,704	43,922	130,834
Average Initial Hold Time	≤ 120 sec	36	35	37	36
Calls On Hold > 5 Minutes	≤ 5%	1.6%	1.4%	1.6%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,865	16,080	16,396	47,341
Average Initial Hold Time		31	32	36	33
Calls On Hold > 5 Minutes	≤ 5%	3.9%	4.2%	5.4%	4.5%

Complaints/Compliments

	Goal	Jul-25	Aug-25	Sep-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	2.0	2.5	2.0
Compliments Per 1,000 Trips		0.7	0.7	0.7	0.7

Safety

	Goal	Jul-25	Aug-25	Sep-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.17	0.51	0.34
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.51	0.43	0.37
Mean Miles Between Major Mechanical Failures	≥ 50,000	42,461	49,324	65,025	50,616

Contractual Requirement

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Jul-25	Aug-25	Sep-25	YTD
Eligible Customers		119,533	120,186	120,639	120,639
Total ADA Evaluations Performed		3,464	3,211	3,131	9,806
Days From Application to Decision (avg)	≤ 21	8	8	8	8

In Person Evaluations

	Goal	Jul-25	Aug-25	Sep-25	YTD
Unrestricted		1,723	1,695	1,696	5,114
Restricted		399	347	339	1,085
Temporary		94	83	89	266
Not Eligible		42	22	16	80
Total		2,258	2,147	2,140	6,545

Paper Evaluations

	Goal	Jul-25	Aug-25	Sep-25	YTD
Unrestricted		1,206	1,064	991	3,261
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,206	1,064	991	3,261

Appeals

	Goal	Jul-25	Aug-25	Sep-25	YTD
Appeals Performed		24	17	19	60
Days From Appeal to Decision (avg)	≤ 30	6	7	13	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Jul-25	Aug-25	Sep-25	YTD
Customer Service Calls		23,605	22,827	23,846	70,278
Average Initial Hold Time	≤ 180 sec	42	70	98	70
Calls On Hold > 5 Minutes	≤ 10%	2.4%	5.5%	7.9%	5.2%
Calls Abandoned	≤ 10%	1.6%	3.2%	4.4%	3.1%

Operations Monitoring Center

	Goal	Jul-25	Aug-25	Sep-25	YTD
Customer Service Calls		6,220	6,241	6,783	19,244
Average Initial Hold Time	≤ 180 sec	38	60	81	60
Calls On Hold > 5 Minutes	≤ 10%	2.2%	4.9%	6.9%	4.7%
Calls Abandoned	≤ 10%	2.9%	5.7%	7.0%	5.3%

Contractual Requirement

October 31, 2025

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR SEPTEMBER 2025 - DRAFT

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

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

- ◆ Passengers: 2.1% over budget
- ◆ Contract Revenue Miles: 3.4% under budget
- ◆ Trips: 2.6% over budget
- ◆ Total Eligibility Evaluations: 26.0% under budget
- ◆ Average Trip Distance: under budget by 0.51 miles at 8.21 miles
- ◆ Total cost per Passenger (before depreciation): 2.8% under budget at \$60.61
- ◆ Administration Function is 1.6% under budget
- ◆ Eligibility Determination Function is 14.7% under budget
- ◆ Purchased Transportation Function is 0.2% over budget
- ◆ Paratransit Operations Function is 4.7% under budget

Attached are the following reports for your review:

- Statistical Comparison: SEPTEMBER 2024 to SEPTEMBER 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 September 2025

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over / (Under) Budget</u>	<u>% Over / (Under) Prior Yr</u>
Purchased Transportation	84.1%	\$65,005,308	\$64,866,492	\$138,816	0.2%	13%
Paratransit Operations	9.6%	\$7,406,061	\$7,768,828	(\$362,767)	-4.7%	28%
Eligibility Determination	2.1%	\$1,627,537	\$1,908,102	(\$280,565)	-14.7%	-6%
CTSA/Ride Information	0.1%	\$110,124	\$105,484	\$4,640	4.4%	6%
Administration	4.0%	<u>\$3,100,732</u>	<u>\$3,151,179</u>	<u>(\$50,447)</u>	<u>-1.6%</u>	<u>9%</u>
Total Exp before Depreciation		\$77,249,762	\$77,800,085	(\$550,323)	-0.7%	14%

Statistics – For the YTD Period Ended September 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	9,806	13,249	(3,443)	-26.0%	-25%
Number of PAX	1,274,548	1,248,088	26,460	2.1%	11%
Number of Contract Revenue Miles	8,458,323	8,759,695	(301,371)	-3.4%	9%
Number of Trips	1,030,790	1,004,988	25,802	2.6%	11%
Average Trip Distance	8.21	8.72	(0.51)	-5.8%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.69	\$7.41	\$0.28	3.8%	4%
Total Cost per Trip before Depreciation	\$74.94	\$77.41	(\$2.47)	-3.2%	3%
Total Cost per Pax before Depreciation	\$60.61	\$62.34	(\$1.73)	-2.8%	3%

Budget Results for FY 2025/2026
For YTD Period Ending September 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$3,001,332	\$2,858,387	\$142,945		
Other Revenue	\$167,199	\$331,053	(\$163,854)		
Total Revenue	\$3,168,531	\$3,189,440	(\$20,909)	-3%	-16%
Total Exp before Capital	\$77,249,762	\$77,800,085	(\$550,323)	-2%	14%
Capital Expenditures					
Vehicles	\$1,696,832	\$9,602,751	(\$7,905,919)		
Facilities	\$1,702,955	\$3,787,500	(\$2,084,545)		
Other Capital Expenditures	\$48,230	\$217,080	(\$168,850)		
Total Capital Expenditures	\$3,448,016	\$13,607,331	(\$10,159,315)	-70%	-29%
Over/(Under) Budget September 2025			(\$10,709,638)		

YTD Cost Per Passenger before Depreciation and Capital Cost

