

Board Box

November 2025

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November 28, 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	Aug-25	Sep-25	Oct-25	YTD
Vehicle Trips		342,936	348,538	371,878	1,402,668
Passenger Trips		424,905	428,467	456,113	1,730,661
Backup Trips		11	36	29	83
No Shows		2.1%	2.0%	2.1%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.1%	91.4%	90.5%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.03%	0.02%
Excessively Long Trips	≤ 5%	2.4%	3.3%	3.6%	2.8%
Missed Trips	≤ 0.75%	0.29%	0.30%	0.34%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.2%	93.1%	93.8%	94.8%

Call Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
<i>Reservations</i>					
Answered Calls		230,150	228,622	228,328	911,425
Average Initial Hold Time	≤ 120 sec	56	61	62	57
Calls On Hold > 5 Minutes	≤ 5%	2.7%	2.7%	3.6%	2.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		72,759	76,169	80,187	295,946
Average Initial Hold Time		45	52	51	47
Calls On Hold > 5 Minutes	≤ 10%	3.1%	4.1%	3.8%	3.4%

Complaints/Compliments

	Goal	Aug-25	Sep-25	Oct-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	2.2	2.1	1.8
Compliments Per 1,000 Trips		1.0	0.9	0.8	1.0

Safety

	Goal	Aug-25	Sep-25	Oct-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.22	0.24	0.25	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.88	0.65	0.70	0.67
Mean Miles Between Major Mechanical Failures	≥ 50,000	62,205	62,341	71,051	67,764

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
Vehicle Trips		14,455	14,199	15,641	58,124
Passenger Trips		17,476	16,928	18,747	69,662
No Shows		2.6%	2.6%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	94.0%	91.5%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.00%
Excessively Long Trips	≤ 5%	2.3%	2.4%	2.6%	2.2%
Missed Trips	≤ 0.75%	0.46%	0.25%	0.40%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	87.0%	100.0%	100.0%	96.5%

Call Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
<i>Reservations</i>					
Answered Calls		8,508	8,609	8,546	33,463
Average Initial Hold Time	≤ 120 sec	28	29	33	29
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.5%	0.7%	0.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		3,115	2,859	3,080	11,768
Average Initial Hold Time		42	40	49	42
Calls On Hold > 5 Minutes	≤ 10%	2.2%	2.1%	2.9%	2.2%

Complaints/Compliments

	Goal	Aug-25	Sep-25	Oct-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.2	0.8	1.0
Compliments Per 1,000 Trips		1.1	0.9	0.3	0.9

Safety

	Goal	Aug-25	Sep-25	Oct-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.52	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.84	0.00	0.26	0.35
Mean Miles Between Major Mechanical Failures	≥ 50,000	179,540	*	96,490	239,515

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
Vehicle Trips		102,975	104,994	111,660	421,718
Passenger Trips		129,557	131,043	139,029	527,679
No Shows		2.0%	1.9%	2.1%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	91.5%	90.0%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	0.6%	0.8%	1.0%	0.8%
Missed Trips	≤ 0.75%	0.18%	0.22%	0.27%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	92.6%	89.9%	91.0%	92.2%

Call Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
<i>Reservations</i>					
Answered Calls		60,235	60,795	62,262	241,854
Average Initial Hold Time	≤ 120 sec	35	36	30	34
Calls On Hold > 5 Minutes	≤ 5%	1.9%	1.9%	1.8%	1.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,870	23,237	25,471	90,380
Average Initial Hold Time		33	37	35	33
Calls On Hold > 5 Minutes	≤ 10%	3.9%	5.1%	4.3%	4.1%

<i>Cancellations</i>					
Answered Calls		8,508	8,609	8,546	33,463
Average Initial Hold Time		22	21	20	21
Calls On Hold > 5 Minutes	≤ 10%	1.1%	0.9%	1.0%	1.0%

Complaints/Compliments

	Goal	Aug-25	Sep-25	Oct-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	2.0	1.8	1.6
Compliments Per 1,000 Trips		0.8	0.7	0.6	0.7

Safety

	Goal	Aug-25	Sep-25	Oct-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.27	0.34	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.11	1.06	1.07	0.94
Mean Miles Between Major Mechanical Failures	≥ 50,000	78,686	50,195	77,966	66,603

Contractual Requirement

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
Vehicle Trips		3,078	2,872	3,202	11,964
Passenger Trips		3,616	3,351	3,757	13,999
No Shows		1.4%	1.8%	3.1%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	91.2%	90.5%	91.3%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.03%	0.25%	0.10%
Excessively Long Trips	≤ 5%	2.1%	2.5%	0.6%	1.9%
Missed Trips	≤ 0.75%	0.50%	0.39%	0.80%	0.55%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
<i>Reservations</i>					
Answered Calls		2,553	2,573	2,385	9,998
Average Initial Hold Time	≤ 120 sec	85	128	155	109
Calls On Hold > 5 Minutes	≤ 5%	5.2%	8.4%	10.6%	7.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		609	688	486	2,334
Average Initial Hold Time		60	97	120	82
Calls On Hold > 5 Minutes	≤ 10%	3.3%	6.4%	7.6%	4.7%

Complaints/Compliments

	Goal	Aug-25	Sep-25	Oct-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	0.0	0.6	0.8
Compliments Per 1,000 Trips		0.3	0.0	0.0	0.1

Safety

	Goal	Aug-25	Sep-25	Oct-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	1.01	0.51
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	Aug-25	Sep-25	Oct-25	YTD
Vehicle Trips		56,361	57,379	61,567	230,611
Passenger Trips		70,766	71,211	76,062	288,688
No Shows		1.1%	1.3%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	95.5%	94.0%	93.4%	94.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.06%	0.02%
Excessively Long Trips	≤ 5%	2.4%	3.2%	3.4%	2.8%
Missed Trips	≤ 0.75%	0.31%	0.33%	0.35%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.0%	96.9%	93.9%	96.6%

Call Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
<i>Reservations</i>					
Answered Calls		35,644	37,922	38,531	145,961
Average Initial Hold Time	≤ 120 sec	64	90	69	70
Calls On Hold > 5 Minutes	≤ 5%	1.7%	5.4%	2.5%	2.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,725	10,442	11,155	38,123
Average Initial Hold Time		55	73	58	58
Calls On Hold > 5 Minutes	≤ 10%	1.7%	4.1%	2.2%	2.4%

Complaints/Compliments

	Goal	Aug-25	Sep-25	Oct-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.8	2.0	1.7
Compliments Per 1,000 Trips		1.8	1.6	1.5	1.9

Safety

	Goal	Aug-25	Sep-25	Oct-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.11	0.11	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.76	0.76	0.51	0.64
Mean Miles Between Major Mechanical Failures	≥ 50,000	80,642	441,993	185,961	155,012

Contractual Requirement

Southern Region (Global Paratransit)

Trip Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
Vehicle Trips		113,195	115,920	124,188	465,029
Passenger Trips		136,699	138,994	148,628	559,325
No Shows		2.1%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	90.2%	89.9%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.02%	0.02%
Excessively Long Trips	≤ 5%	4.1%	5.9%	6.2%	4.9%
Missed Trips	≤ 0.75%	0.34%	0.34%	0.34%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.5%	93.0%	95.4%	95.7%

Call Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
<i>Reservations</i>					
Answered Calls		79,506	74,801	71,573	304,284
Average Initial Hold Time	≤ 120 sec	82	81	105	83
Calls On Hold > 5 Minutes	≤ 5%	4.5%	2.7%	7.3%	4.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,360	22,547	22,103	88,108
Average Initial Hold Time		63	70	81	66
Calls On Hold > 5 Minutes	≤ 10%	2.1%	2.3%	3.7%	2.5%

Complaints/Compliments

	Goal	Aug-25	Sep-25	Oct-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.5	2.3	2.0
Compliments Per 1,000 Trips		0.9	0.9	0.9	0.9

Safety

	Goal	Aug-25	Sep-25	Oct-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.38	0.22	0.28	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.95	0.43	0.67	0.63
Mean Miles Between Major Mechanical Failures	≥ 50,000	47,093	40,784	45,925	49,451

Contractual Requirement

West Central Region (California Transit)

Trip Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
Vehicle Trips		52,861	53,138	55,591	215,139
Passenger Trips		66,780	66,904	69,861	271,225
No Shows		3.0%	2.9%	3.1%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	90.0%	89.0%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.03%	0.05%	0.02%
Excessively Long Trips	≤ 5%	2.0%	2.4%	3.1%	2.4%
Missed Trips	≤ 0.75%	0.28%	0.35%	0.43%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	94.4%	96.8%	93.1%	95.2%

Call Performance

	Goal	Aug-25	Sep-25	Oct-25	YTD
<i>Reservations</i>					
Answered Calls		43,704	43,922	45,031	175,865
Average Initial Hold Time	≤ 120 sec	35	37	31	34
Calls On Hold > 5 Minutes	≤ 5%	1.4%	1.6%	1.3%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,080	16,396	17,892	65,233
Average Initial Hold Time		32	36	31	32
Calls On Hold > 5 Minutes	≤ 5%	4.2%	5.4%	4.1%	4.4%

Complaints/Compliments

	Goal	Aug-25	Sep-25	Oct-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.5	2.7	2.2
Compliments Per 1,000 Trips		0.7	0.7	0.6	0.7

Safety

	Goal	Aug-25	Sep-25	Oct-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.51	0.16	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.51	0.43	0.49	0.40
Mean Miles Between Major Mechanical Failures	≥ 50,000	49,324	65,025	68,296	54,233

Contractual Requirement

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Aug-25	Sep-25	Oct-25	YTD
Eligible Customers		120,186	120,639	121,108	121,108
Total ADA Evaluations Performed		3,211	3,141	2,925	12,741
Days From Application to Decision (avg)	≤ 21	8	8	11	9

In Person Evaluations

	Goal	Aug-25	Sep-25	Oct-25	YTD
Unrestricted		1,695	1,701	1,785	6,904
Restricted		347	343	357	1,446
Temporary		83	90	78	345
Not Eligible		22	16	15	95
Total		2,147	2,150	2,235	8,790

Paper Evaluations

	Goal	Aug-25	Sep-25	Oct-25	YTD
Unrestricted		1,064	991	690	3,951
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,064	991	690	3,951

Appeals

	Goal	Aug-25	Sep-25	Oct-25	YTD
Appeals Performed		17	19	13	73
Days From Appeal to Decision (avg)	≤ 30	7	13	7	8

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Aug-25	Sep-25	Oct-25	YTD
Customer Service Calls		22,827	23,846	24,572	94,850
Average Initial Hold Time	≤ 180 sec	70	98	83	73
Calls On Hold > 5 Minutes	≤ 10%	5.5%	7.9%	6.7%	5.6%
Calls Abandoned	≤ 10%	3.2%	4.4%	3.7%	3.2%

Operations Monitoring Center

	Goal	Aug-25	Sep-25	Oct-25	YTD
Customer Service Calls		6,241	6,783	7,021	26,265
Average Initial Hold Time	≤ 180 sec	60	81	72	64
Calls On Hold > 5 Minutes	≤ 10%	4.9%	6.9%	6.2%	5.1%
Calls Abandoned	≤ 10%	5.7%	7.0%	6.6%	5.7%

Contractual Requirement

November 18, 2025

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR OCTOBER 2025 - DRAFT

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

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

- ◆ Passengers: 3.9% over budget
- ◆ Contract Revenue Miles: 1.7% under budget
- ◆ Trips: 4.6% over budget
- ◆ Total Eligibility Evaluations: 26.3% under budget
- ◆ Average Trip Distance: under budget by 0.53 miles at 8.19 miles
- ◆ Total cost per Passenger (before depreciation): 3.2% under budget at \$60.50
- ◆ Administration Function is 3.9% under budget
- ◆ Eligibility Determination Function is 14.7% under budget
- ◆ Purchased Transportation Function is 1.8% over budget
- ◆ Paratransit Operations Function is 4.3% under budget

Attached are the following reports for your review:

- Statistical Comparison: OCTOBER 2024 to OCTOBER 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 October 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	84.3%	\$88,289,211	\$86,745,329	\$1,543,882	1.8%	13%
Paratransit Operations	9.5%	\$9,919,137	\$10,365,985	(\$446,848)	-4.3%	27%
Eligibility Determination	2.1%	\$2,167,563	\$2,542,171	(\$374,608)	-14.7%	-5%
CTSA/Ride Information	0.1%	\$150,342	\$141,525	\$8,817	6.2%	6%
Administration	4.0%	<u>\$4,170,213</u>	<u>\$4,338,544</u>	<u>(\$168,331)</u>	<u>-3.9%</u>	<u>6%</u>
Total Exp before Depreciation		\$104,696,466	\$104,133,554	\$562,912	0.5%	14%

Statistics – For the YTD Period Ended October 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	12,741	17,298	(4,557)	-26.3%	-27%
Number of PAX	1,730,661	1,665,962	64,699	3.9%	10%
Number of Contract Revenue Miles	11,493,043	11,692,566	(199,523)	-1.7%	9%
Number of Trips	1,402,668	1,341,473	61,195	4.6%	11%
Average Trip Distance	8.19	8.72	(0.53)	-6.0%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.68	\$7.42	\$0.26	3.5%	4%
Total Cost per Trip before Depreciation	\$74.64	\$77.63	(\$2.99)	-3.9%	3%
Total Cost per Pax before Depreciation	\$60.50	\$62.51	(\$2.01)	-3.2%	3%

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

	YTD	YTD		% Over /	% Over /
	Actual	Budget	Variance	(Under)	(Under)
				Budget	Prior Yr
Revenue					
Passenger Fares	\$4,046,204	\$3,815,416	\$230,788		
Other Revenue	\$214,028	\$441,939	(\$227,911)		
Total Revenue	\$4,260,232	\$4,257,355	\$2,877	0%	-13%
 Total Exp before Capital	 \$104,696,466	 \$104,133,554	 \$562,912	 1%	 14%
Capital Expenditures					
Vehicles	\$3,848,813	\$12,562,468	(\$8,713,655)		
Facilities	\$1,745,078	\$5,050,000	(\$3,304,922)		
Other Capital Expenditures	\$241,899	\$289,440	(\$47,541)		
Total Capital Expenditures	\$5,835,791	\$17,901,908	(\$12,066,117)	-67%	-44%
 Over/(Under) Budget October 2025			 (\$11,503,205)		

YTD Cost Per Passenger before Depreciation and Capital Cost

