

access

Board Box

December 2025

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December 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	Sep-25	Oct-25	Nov-25	YTD
Vehicle Trips		348,538	371,878	318,561	1,721,229
Passenger Trips		428,467	456,113	394,197	2,124,858
Backup Trips		36	29	26	109
No Shows		2.0%	2.1%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.4%	90.5%	92.7%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.03%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.3%	3.6%	2.8%	2.8%
Missed Trips	≤ 0.75%	0.30%	0.34%	0.25%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.4%	95.6%	96.2%	96.1%

Call Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
<i>Reservations</i>					
Answered Calls		228,622	228,328	217,698	1,129,123
Average Initial Hold Time	≤ 120 sec	61	62	52	56
Calls On Hold > 5 Minutes	≤ 5%	2.7%	3.6%	2.4%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		76,169	80,187	73,115	369,061
Average Initial Hold Time		52	51	49	47
Calls On Hold > 5 Minutes	≤ 10%	4.1%	3.8%	3.4%	3.4%

Complaints/Compliments

	Goal	Sep-25	Oct-25	Nov-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.1	1.6	1.8
Compliments Per 1,000 Trips		0.9	0.8	0.9	1.0

Safety

	Goal	Sep-25	Oct-25	Nov-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.24	0.25	0.05	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.65	0.70	0.64	0.66
Mean Miles Between Major Mechanical Failures	≥ 50,000	62,341	71,051	79,992	69,795

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
Vehicle Trips		14,199	15,641	13,144	71,268
Passenger Trips		16,928	18,747	15,937	85,599
No Shows		2.6%	2.4%	2.1%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	94.0%	91.5%	92.9%	93.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.01%	0.00%
Excessively Long Trips	≤ 5%	2.4%	2.6%	2.5%	2.3%
Missed Trips	≤ 0.75%	0.25%	0.40%	0.24%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	97.1%

Call Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
<i>Reservations</i>					
Answered Calls		8,609	8,546	6,855	40,318
Average Initial Hold Time	≤ 120 sec	29	33	32	29
Calls On Hold > 5 Minutes	≤ 5%	0.5%	0.7%	0.3%	0.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,859	3,080	2,247	14,015
Average Initial Hold Time		40	49	48	43
Calls On Hold > 5 Minutes	≤ 10%	2.1%	2.9%	2.8%	2.3%

Complaints/Compliments

	Goal	Sep-25	Oct-25	Nov-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.2	0.8	0.4	0.9
Compliments Per 1,000 Trips		0.9	0.3	1.3	1.0

Safety

	Goal	Sep-25	Oct-25	Nov-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.52	0.00	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.00	0.26	0.30	0.34
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	96,490	*	294,951

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
Vehicle Trips		104,994	111,660	95,164	516,882
Passenger Trips		131,043	139,029	118,796	646,475
No Shows		1.9%	2.1%	2.1%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	90.0%	93.0%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.02%	0.01%
Excessively Long Trips	≤ 5%	0.8%	1.0%	0.9%	0.8%
Missed Trips	≤ 0.75%	0.22%	0.27%	0.23%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.6%	98.5%	99.0%	97.7%

Call Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
<i>Reservations</i>					
Answered Calls		60,795	62,262	56,184	298,038
Average Initial Hold Time	≤ 120 sec	36	30	31	33
Calls On Hold > 5 Minutes	≤ 5%	1.9%	1.8%	2.0%	1.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		23,237	25,471	22,530	112,910
Average Initial Hold Time		37	35	30	32
Calls On Hold > 5 Minutes	≤ 10%	5.1%	4.3%	3.6%	4.0%

<i>Cancellations</i>					
Answered Calls		8,609	8,546	6,855	40,318
Average Initial Hold Time		21	20	19	20
Calls On Hold > 5 Minutes	≤ 10%	0.9%	1.0%	0.7%	1.0%

Complaints/Compliments

	Goal	Sep-25	Oct-25	Nov-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.8	1.4	1.5
Compliments Per 1,000 Trips		0.7	0.6	0.5	0.7

Safety

	Goal	Sep-25	Oct-25	Nov-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.27	0.34	0.20	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.06	1.07	0.83	0.92
Mean Miles Between Major Mechanical Failures	≥ 50,000	50,195	77,966	59,969	65,260

Contractual Requirement

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
Vehicle Trips		2,872	3,202	2,584	14,548
Passenger Trips		3,351	3,757	3,056	17,055
No Shows		1.8%	3.1%	2.6%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	91.3%	89.0%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.25%	0.19%	0.12%
Excessively Long Trips	≤ 5%	2.5%	0.6%	1.0%	1.7%
Missed Trips	≤ 0.75%	0.39%	0.80%	0.42%	0.53%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
<i>Reservations</i>					
Answered Calls		2,573	2,385	2,153	12,151
Average Initial Hold Time	≤ 120 sec	128	155	83	105
Calls On Hold > 5 Minutes	≤ 5%	8.4%	10.6%	4.6%	6.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		688	486	438	2,772
Average Initial Hold Time		97	120	82	82
Calls On Hold > 5 Minutes	≤ 10%	6.4%	7.6%	5.0%	4.8%

Complaints/Compliments

	Goal	Sep-25	Oct-25	Nov-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	0.6	1.2	0.9
Compliments Per 1,000 Trips		0.0	0.0	0.8	0.2

Safety

	Goal	Sep-25	Oct-25	Nov-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.00	1.01	0.00	0.36
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	Sep-25	Oct-25	Nov-25	YTD
Vehicle Trips		57,379	61,567	53,604	284,215
Passenger Trips		71,211	76,062	68,366	357,054
No Shows		1.3%	1.2%	1.1%	1.1%
On Time Performance (Next Day Trips)	≥ 91%	94.0%	93.4%	95.1%	94.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.06%	0.01%	0.02%
Excessively Long Trips	≤ 5%	3.2%	3.4%	2.7%	2.8%
Missed Trips	≤ 0.75%	0.33%	0.35%	0.12%	0.27%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.9%	93.9%	96.0%	96.5%

Call Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
<i>Reservations</i>					
Answered Calls		37,922	38,531	35,336	181,297
Average Initial Hold Time	≤ 120 sec	90	69	65	69
Calls On Hold > 5 Minutes	≤ 5%	5.4%	2.5%	2.4%	2.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,442	11,155	9,642	47,765
Average Initial Hold Time		73	58	59	58
Calls On Hold > 5 Minutes	≤ 10%	4.1%	2.2%	2.3%	2.3%

Complaints/Compliments

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

Safety

	Goal	Sep-25	Oct-25	Nov-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.11	0.11	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.76	0.51	0.72	0.65
Mean Miles Between Major Mechanical Failures	≥ 50,000	441,993	185,961	289,664	170,548

Contractual Requirement

Southern Region (Global Paratransit)

Trip Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
Vehicle Trips		115,920	124,188	104,965	569,994
Passenger Trips		138,994	148,628	126,352	685,677
No Shows		2.0%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	90.2%	89.9%	92.0%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	5.9%	6.2%	4.7%	4.9%
Missed Trips	≤ 0.75%	0.34%	0.34%	0.32%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	92.1%	94.6%	94.5%	95.0%

Call Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
<i>Reservations</i>					
Answered Calls		74,801	71,573	76,172	380,456
Average Initial Hold Time	≤ 120 sec	81	105	73	81
Calls On Hold > 5 Minutes	≤ 5%	2.7%	7.3%	3.2%	4.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,547	22,103	21,991	110,099
Average Initial Hold Time		70	81	78	68
Calls On Hold > 5 Minutes	≤ 10%	2.3%	3.7%	4.0%	2.8%

Complaints/Compliments

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

Safety

	Goal	Sep-25	Oct-25	Nov-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.22	0.28	0.00	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.43	0.67	0.66	0.64
Mean Miles Between Major Mechanical Failures	≥ 50,000	40,784	45,925	62,726	51,510

Contractual Requirement

West Central Region (California Transit)

Trip Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
Vehicle Trips		53,138	55,591	49,074	264,213
Passenger Trips		66,904	69,861	61,664	332,889
No Shows		2.9%	3.1%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	90.0%	89.0%	91.1%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.05%	0.03%	0.03%
Excessively Long Trips	≤ 5%	2.4%	3.1%	2.5%	2.4%
Missed Trips	≤ 0.75%	0.35%	0.43%	0.32%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.8%	93.1%	96.0%	95.3%

Call Performance

	Goal	Sep-25	Oct-25	Nov-25	YTD
<i>Reservations</i>					
Answered Calls		43,922	45,031	40,998	216,863
Average Initial Hold Time	≤ 120 sec	37	31	31	34
Calls On Hold > 5 Minutes	≤ 5%	1.6%	1.3%	1.5%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,396	17,892	16,267	81,500
Average Initial Hold Time		36	31	29	32
Calls On Hold > 5 Minutes	≤ 5%	5.4%	4.1%	3.3%	4.2%

Complaints/Compliments

	Goal	Sep-25	Oct-25	Nov-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.7	1.9	2.1
Compliments Per 1,000 Trips		0.7	0.6	0.5	0.6

Safety

	Goal	Sep-25	Oct-25	Nov-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.51	0.16	0.00	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.43	0.49	0.27	0.37
Mean Miles Between Major Mechanical Failures	≥ 50,000	65,025	68,296	61,100	55,399

Contractual Requirement

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Sep-25	Oct-25	Nov-25	YTD
Eligible Customers		120,639	121,108	121,111	121,111
Total ADA Evaluations Performed		3,144	2,932	2,925	15,676
Days From Application to Decision (avg)	≤ 21	8	8	8	8

In Person Evaluations

	Goal	Sep-25	Oct-25	Nov-25	YTD
Unrestricted		1,703	1,790	1,404	8,315
Restricted		344	358	351	1,799
Temporary		90	79	51	397
Not Eligible		16	15	24	119
Total		2,153	2,242	1,830	10,630

Paper Evaluations

	Goal	Sep-25	Oct-25	Nov-25	YTD
Unrestricted		991	690	1,095	5,046
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		991	690	1,095	5,046

Appeals

	Goal	Sep-25	Oct-25	Nov-25	YTD
Appeals Performed		19	13	9	82
Days From Appeal to Decision (avg)	≤ 30	13	7	11	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Sep-25	Oct-25	Nov-25	YTD
Customer Service Calls		23,846	25,724	18,223	114,225
Average Initial Hold Time	≤ 180 sec	98	83	116	80
Calls On Hold > 5 Minutes	≤ 10%	7.9%	6.6%	12.7%	6.7%
Calls Abandoned	≤ 10%	4.4%	3.7%	5.2%	3.6%

Operations Monitoring Center

	Goal	Sep-25	Oct-25	Nov-25	YTD
Customer Service Calls		6,783	7,256	6,201	32,701
Average Initial Hold Time	≤ 180 sec	81	73	80	67
Calls On Hold > 5 Minutes	≤ 10%	6.9%	6.2%	7.9%	5.7%
Calls Abandoned	≤ 10%	7.0%	6.7%	8.1%	6.2%

Contractual Requirement

December 31, 2025

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR NOVEMBER 2025 - DRAFT

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

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

- ◆ Passengers: 3.0% over budget
- ◆ Contract Revenue Miles: 2.4% under budget
- ◆ Trips: 3.6% over budget
- ◆ Total Eligibility Evaluations: 26.6% under budget
- ◆ Average Trip Distance: under budget by 0.51 miles at 8.21 miles
- ◆ Total cost per Passenger (before depreciation): 3.3% under budget at \$60.98
- ◆ Administration Function is 9.9% under budget
- ◆ Eligibility Determination Function is 14.9% under budget
- ◆ Purchased Transportation Function is 1.1% over budget
- ◆ Paratransit Operations Function is 5.5% under budget

Attached are the following reports for your review:

- Statistical Comparison: NOVEMBER 2024 to NOVEMBER 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 November 2025

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.2%	\$109,153,793	\$107,957,074	\$1,196,719	1.1%	12%
Paratransit Operations	9.6%	\$12,381,187	\$13,106,761	(\$725,574)	-5.5%	19%
Eligibility Determination	2.1%	\$2,716,770	\$3,193,765	(\$476,995)	-14.9%	-4%
CTSA/Ride Information	0.1%	\$190,756	\$187,398	\$3,358	1.8%	8%
Administration	4.0%	\$5,133,528	\$5,695,072	(\$561,544)	-9.9%	6%
Total Exp before Depreciation		\$129,576,034	\$130,140,070	(\$564,036)	-0.4%	12%

Statistics – For the YTD Period Ended November 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	15,676	21,347	(5,671)	-26.6%	-26%
Number of PAX	2,124,858	2,063,102	61,756	3.0%	9%
Number of Contract Revenue Miles	14,133,196	14,479,670	(346,474)	-2.4%	8%
Number of Trips	1,721,229	1,661,233	59,996	3.6%	10%
Average Trip Distance	8.21	8.72	(0.51)	-5.8%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.72	\$7.46	\$0.26	3.5%	4%
Total Cost per Trip before Depreciation	\$75.28	\$78.34	(\$3.06)	-3.9%	3%
Total Cost per Pax before Depreciation	\$60.98	\$63.08	(\$2.10)	-3.3%	3%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,954,013	\$4,724,873	\$229,140		
Other Revenue	\$263,802	\$550,332	(\$286,530)		
Total Revenue	\$5,217,815	\$5,275,205	(\$57,390)	-1%	-13%
Total Exp before Capital	\$129,576,034	\$130,140,070	(\$564,036)	0%	12%
Capital Expenditures					
Vehicles	\$7,166,839	\$15,522,185	(\$8,355,346)		
Facilities	\$1,821,318	\$6,312,500	(\$4,491,182)		
Other Capital					
Expenditures	\$246,450	\$361,800	(\$115,350)		
Total Capital Expenditures	\$9,234,607	\$22,196,485	(\$12,961,878)	-58%	-19%
Over/(Under) Budget November 2025			(\$13,525,914)		

YTD Cost Per Passenger before Depreciation and Capital Cost

