

# access

## Board Box

January 2026

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January 29, 2026

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

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**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	Oct-25	Nov-25	Dec-25	YTD
Vehicle Trips		371,878	318,561	335,668	2,056,897
Passenger Trips		456,113	394,197	416,440	2,541,298
Backup Trips		29	26	0	109
No Shows		2.1%	2.0%	2.3%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	92.7%	90.2%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.02%	0.07%	0.03%
Excessively Long Trips	≤ 5%	3.6%	2.8%	3.0%	2.9%
Missed Trips	≤ 0.75%	0.34%	0.25%	0.36%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	92.0%	93.8%	94.6%	93.5%

## Call Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
<i>Reservations</i>					
Answered Calls		228,328	217,698	224,237	1,353,360
Average Initial Hold Time	≤ 120 sec	62	52	64	57
Calls On Hold > 5 Minutes	≤ 5%	3.6%	2.4%	4.2%	2.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		80,187	73,115	80,489	449,550
Average Initial Hold Time		51	49	57	49
Calls On Hold > 5 Minutes	≤ 10%	3.8%	3.4%	4.8%	3.6%

## Complaints/Compliments

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

## Safety

	Goal	Oct-25	Nov-25	Dec-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.25	0.05	0.24	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.70	0.64	0.90	0.70
Mean Miles Between Major Mechanical Failures	≥ 50,000	71,051	79,992	102,428	73,777

## Antelope Valley Region (First Transit) Trip Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
Vehicle Trips		15,641	13,144	13,565	84,833
Passenger Trips		18,747	15,937	16,409	102,008
No Shows		2.4%	2.1%	2.7%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	92.9%	92.2%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.00%
Excessively Long Trips	≤ 5%	2.6%	2.5%	3.0%	2.4%
Missed Trips	≤ 0.75%	0.40%	0.24%	0.26%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	97.5%

## Call Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
<i>Reservations</i>					
Answered Calls		8,546	6,855	7,174	47,492
Average Initial Hold Time	≤ 120 sec	33	32	37	30
Calls On Hold > 5 Minutes	≤ 5%	0.7%	0.3%	0.6%	0.4%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		3,080	2,247	2,435	16,450
Average Initial Hold Time		49	48	59	45
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.8%	3.9%	2.5%

## Complaints/Compliments

	Goal	Oct-25	Nov-25	Dec-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	0.4	1.4	1.0
Compliments Per 1,000 Trips		0.3	1.3	0.8	1.0

## Safety

	Goal	Oct-25	Nov-25	Dec-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.52	0.00	0.00	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.26	0.30	0.87	0.43
Mean Miles Between Major Mechanical Failures	≥ 50,000	96,490	*	*	352,429

## Contractual Requirement

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

## Eastern Region (San Gabriel Transit) Trip Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
Vehicle Trips		111,660	95,164	100,792	617,674
Passenger Trips		139,029	118,796	126,210	772,685
No Shows		2.1%	2.1%	2.3%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	90.0%	93.0%	90.6%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.02%	0.01%
Excessively Long Trips	≤ 5%	1.0%	0.9%	0.8%	0.8%
Missed Trips	≤ 0.75%	0.27%	0.23%	0.27%	0.22%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.8%	96.7%	97.9%	95.6%

## Call Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
<i>Reservations</i>					
Answered Calls		62,262	56,184	58,199	356,237
Average Initial Hold Time	≤ 120 sec	30	31	38	34
Calls On Hold > 5 Minutes	≤ 5%	1.8%	2.0%	3.1%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		25,471	22,530	25,072	137,982
Average Initial Hold Time		35	30	33	32
Calls On Hold > 5 Minutes	≤ 10%	4.3%	3.6%	3.9%	4.0%

<i>Cancellations</i>					
Answered Calls		8,546	6,855	7,174	47,492
Average Initial Hold Time		20	19	21	21
Calls On Hold > 5 Minutes	≤ 10%	1.0%	0.7%	1.0%	1.0%

## Complaints/Compliments

	Goal	Oct-25	Nov-25	Dec-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.4	1.6	1.6
Compliments Per 1,000 Trips		0.6	0.5	0.5	0.6

## Safety

	Goal	Oct-25	Nov-25	Dec-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.20	0.35	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.07	0.83	1.62	1.04
Mean Miles Between Major Mechanical Failures	≥ 50,000	77,966	59,969	125,384	71,079

Contractual Requirement

## Santa Clarita Region (Santa Clarita Transit) Trip Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
Vehicle Trips		3,202	2,584	2,356	16,904
Passenger Trips		3,757	3,056	2,842	19,897
No Shows		3.1%	2.6%	2.3%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	89.0%	88.3%	90.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.25%	0.19%	0.15%	0.12%
Excessively Long Trips	≤ 5%	0.6%	1.0%	1.3%	1.6%
Missed Trips	≤ 0.75%	0.80%	0.42%	0.19%	0.47%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
<i>Reservations</i>					
Answered Calls		2,385	2,153	2,182	14,333
Average Initial Hold Time	≤ 120 sec	155	83	57	97
Calls On Hold > 5 Minutes	≤ 5%	10.6%	4.6%	3.3%	6.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		486	438	388	3,160
Average Initial Hold Time		120	82	63	80
Calls On Hold > 5 Minutes	≤ 10%	7.6%	5.0%	3.6%	4.6%

## Complaints/Compliments

	Goal	Oct-25	Nov-25	Dec-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.6	1.2	0.7	0.9
Compliments Per 1,000 Trips		0.0	0.8	0.0	0.2

## Safety

	Goal	Oct-25	Nov-25	Dec-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	1.01	0.00	0.00	0.28
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	Oct-25	Nov-25	Dec-25	YTD
Vehicle Trips		61,567	53,604	56,571	340,786
Passenger Trips		76,062	68,366	72,319	429,373
No Shows		1.2%	1.1%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	95.1%	93.0%	94.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.01%	0.03%	0.02%
Excessively Long Trips	≤ 5%	3.4%	2.7%	2.0%	2.6%
Missed Trips	≤ 0.75%	0.35%	0.12%	0.22%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.9%	94.2%	98.0%	96.5%

## Call Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
<i>Reservations</i>					
Answered Calls		38,531	35,336	36,288	217,585
Average Initial Hold Time	≤ 120 sec	69	65	70	69
Calls On Hold > 5 Minutes	≤ 5%	2.5%	2.4%	3.1%	2.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,155	9,642	9,836	57,601
Average Initial Hold Time		58	59	59	58
Calls On Hold > 5 Minutes	≤ 10%	2.2%	2.3%	2.5%	2.4%

## Complaints/Compliments

	Goal	Oct-25	Nov-25	Dec-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.5	1.7	1.6
Compliments Per 1,000 Trips		1.5	1.8	1.3	1.8

## Safety

	Goal	Oct-25	Nov-25	Dec-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.11	0.00	0.11	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.51	0.72	0.64	0.65
Mean Miles Between Major Mechanical Failures	≥ 50,000	185,961	289,664	156,171	167,853

## Contractual Requirement

## Southern Region (Global Paratransit) Trip Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
Vehicle Trips		124,188	104,965	110,358	680,352
Passenger Trips		148,628	126,352	133,067	818,744
No Shows		2.0%	2.0%	2.5%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	89.9%	92.0%	89.5%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	6.2%	4.7%	5.9%	5.0%
Missed Trips	≤ 0.75%	0.34%	0.32%	0.43%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	89.1%	92.4%	91.2%	91.4%

## Call Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
<i>Reservations</i>					
Answered Calls		71,573	76,172	77,724	458,180
Average Initial Hold Time	≤ 120 sec	105	73	97	83
Calls On Hold > 5 Minutes	≤ 5%	7.3%	3.2%	6.7%	4.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,103	21,991	23,438	133,537
Average Initial Hold Time		81	78	97	73
Calls On Hold > 5 Minutes	≤ 10%	3.7%	4.0%	6.7%	3.5%

## Complaints/Compliments

	Goal	Oct-25	Nov-25	Dec-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	1.8	2.8	2.1
Compliments Per 1,000 Trips		0.9	0.9	0.9	0.9

## Safety

	Goal	Oct-25	Nov-25	Dec-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.28	0.00	0.23	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.67	0.66	0.75	0.65
Mean Miles Between Major Mechanical Failures	≥ 50,000	45,925	62,726	92,761	55,548

## Contractual Requirement

## West Central Region (California Transit) Trip Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
Vehicle Trips		55,591	49,074	52,026	316,239
Passenger Trips		69,861	61,664	65,593	398,482
No Shows		3.1%	2.9%	3.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	89.0%	91.1%	87.5%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.03%	0.29%	0.07%
Excessively Long Trips	≤ 5%	3.1%	2.5%	2.2%	2.3%
Missed Trips	≤ 0.75%	0.43%	0.32%	0.57%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	89.8%	89.6%	96.7%	91.6%

## Call Performance

	Goal	Oct-25	Nov-25	Dec-25	YTD
<i>Reservations</i>					
Answered Calls		45,031	40,998	42,670	259,533
Average Initial Hold Time	≤ 120 sec	31	31	37	34
Calls On Hold > 5 Minutes	≤ 5%	1.3%	1.5%	2.5%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,892	16,267	19,320	100,820
Average Initial Hold Time		31	29	38	33
Calls On Hold > 5 Minutes	≤ 5%	4.1%	3.3%	5.0%	4.3%

## Complaints/Compliments

	Goal	Oct-25	Nov-25	Dec-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	1.9	2.6	2.2
Compliments Per 1,000 Trips		0.6	0.5	0.8	0.7

## Safety

	Goal	Oct-25	Nov-25	Dec-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.16	0.00	0.33	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.49	0.27	0.38	0.37
Mean Miles Between Major Mechanical Failures	≥ 50,000	68,296	61,100	49,843	54,373

## Contractual Requirement

## Eligibility and Appeals

### Eligibility (MTM Transit)

	Goal	Oct-25	Nov-25	Dec-25	YTD
Eligible Customers		121,108	121,111	121,657	121,657
Total ADA Evaluations Performed		2,936	2,932	3,725	19,412
Days From Application to Decision (avg)	≤ 21	8	8	9	9

### In Person Evaluations

	Goal	Oct-25	Nov-25	Dec-25	YTD
Unrestricted		1,794	1,410	1,897	10,222
Restricted		358	351	474	2,273
Temporary		79	51	66	463
Not Eligible		15	25	15	135
Total		2,246	1,837	2,452	13,093

### Paper Evaluations

	Goal	Oct-25	Nov-25	Dec-25	YTD
Unrestricted		690	1,095	1,273	6,319
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		690	1,095	1,273	6,319

### Appeals

	Goal	Oct-25	Nov-25	Dec-25	YTD
Appeals Performed		13	9	18	100
Days From Appeal to Decision (avg)	≤ 30	7	11	10	9

## Customer Service (ALTA)

### Phone Statistics

#### Customer Service

	Goal	Oct-25	Nov-25	Dec-25	YTD
Customer Service Calls		25,724	18,223	22,275	136,500
Average Initial Hold Time	≤ 180 sec	83	116	134	89
Calls On Hold > 5 Minutes	≤ 10%	6.6%	12.7%	16.1%	8.3%
Calls Abandoned	≤ 10%	3.7%	5.2%	6.1%	4.0%

### Operations Monitoring Center

	Goal	Oct-25	Nov-25	Dec-25	YTD
Customer Service Calls		7,256	6,201	6,529	39,230
Average Initial Hold Time	≤ 180 sec	73	80	98	72
Calls On Hold > 5 Minutes	≤ 10%	6.2%	7.9%	11.0%	6.6%
Calls Abandoned	≤ 10%	6.7%	8.1%	9.2%	6.7%

### Contractual Requirement

## ITEM 2

January 29, 2026

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

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

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

- ◆ Passengers: 2.0% over budget
- ◆ Contract Revenue Miles: 3.1% under budget
- ◆ Trips: 2.5% over budget
- ◆ Total Eligibility Evaluations: 21.9% under budget
- ◆ Average Trip Distance: under budget by 0.48 miles at 8.24 miles
- ◆ Total cost per Passenger (before depreciation): 2.7% under budget at \$61.23
- ◆ Administration Function is 9.1% under budget
- ◆ Eligibility Determination Function is 13.6% under budget
- ◆ Purchased Transportation Function is 0.4% over budget
- ◆ Paratransit Operations Function is 4.9% under budget

Attached are the following reports for your review:

- Statistical Comparison: DECEMBER 2024 to DECEMBER 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 December 2025

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.2%	\$130,998,593	\$130,418,541	\$580,052	0.4%	12%
Paratransit Operations	9.6%	\$14,931,187	\$15,703,917	(\$772,730)	-4.9%	20%
Eligibility Determination	2.1%	\$3,296,770	\$3,816,459	(\$519,689)	-13.6%	-1%
CTSA/Ride Information	0.2%	\$234,756	\$223,439	\$11,317	5.1%	14%
Administration	4.0%	<u>\$6,151,983</u>	<u>\$6,767,438</u>	<u>(\$615,455)</u>	<u>-9.1%</u>	<u>6%</u>
Total Exp before Depreciation		\$155,613,289	\$156,929,794	(\$1,316,505)	-0.8%	12%

## Statistics - For the YTD Period Ended December 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	19,412	24,862	(5,450)	-21.9%	-21%
Number of PAX	2,541,298	2,492,639	48,659	2.0%	10%
Number of Contract Revenue Miles	16,947,066	17,494,514	(547,448)	-3.1%	8%
Number of Trips	2,056,897	2,007,123	49,774	2.5%	10%
Average Trip Distance	8.24	8.72	(0.48)	-5.5%	-1%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.73	\$7.45	\$0.28	3.8%	4%
Total Cost per Trip before Depreciation	\$75.65	\$78.19	(\$2.54)	-3.2%	2%
Total Cost per Pax before Depreciation	\$61.23	\$62.96	(\$1.73)	-2.7%	3%

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

	YTD Actual	YTD Budget	Variance	% Over (Under) Budget	% Over (Under) Prior Yr
Revenue					
Passenger Fares	\$5,984,742	\$5,708,656	\$276,086		
Other Revenue	\$326,997	\$660,313	(\$333,316)		
Total Revenue	\$6,311,739	\$6,368,969	(\$57,230)	-1%	-13%
Total Exp before Capital	\$155,613,289	\$156,929,794	(\$1,316,505)	-1%	12%
Capital Expenditures					
Vehicles	\$7,179,703	\$18,481,902	(\$11,302,199)		
Facilities	\$1,980,184	\$7,575,000	(\$5,594,816)		
Other Capital					
Expenditures	\$253,634	\$434,160	(\$180,526)		
Total Capital Expenditures	\$9,413,520	\$26,491,062	(\$17,077,542)	-64%	-18%
Over/(Under) Budget December 2025			(\$18,394,047)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

