

access

Board Box

February 2026

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March 2, 2026

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	Nov-25	Dec-25	Jan-26	YTD
Vehicle Trips		318,561	335,668	331,011	2,387,908
Passenger Trips		394,197	416,440	401,894	2,943,192
Backup Trips		26	0	27	136
No Shows		2.0%	2.3%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	90.2%	92.2%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.07%	0.02%	0.03%
Excessively Long Trips	≤ 5%	2.8%	3.0%	2.7%	2.8%
Missed Trips	≤ 0.75%	0.25%	0.36%	0.25%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.8%	94.6%	96.1%	93.9%

Call Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
<i>Reservations</i>					
Answered Calls		217,698	224,237	221,201	1,574,561
Average Initial Hold Time	≤ 120 sec	52	64	48	56
Calls On Hold > 5 Minutes	≤ 5%	2.4%	4.2%	2.1%	2.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		73,115	80,489	74,333	523,883
Average Initial Hold Time		49	57	42	48
Calls On Hold > 5 Minutes	≤ 10%	3.4%	4.8%	2.8%	3.5%

Complaints/Compliments

	Goal	Nov-25	Dec-25	Jan-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	2.1	1.6	1.8
Compliments Per 1,000 Trips		0.9	0.8	0.8	0.9

Safety

	Goal	Nov-25	Dec-25	Jan-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.05	0.21	0.29	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.64	0.89	0.82	0.72
Mean Miles Between Major Mechanical Failures	≥ 50,000	79,992	102,428	59,921	71,560

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
Vehicle Trips		13,144	13,565	13,121	97,954
Passenger Trips		15,937	16,409	15,782	117,790
No Shows		2.1%	2.7%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.9%	92.2%	93.1%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.00%
Excessively Long Trips	≤ 5%	2.5%	3.0%	2.7%	2.5%
Missed Trips	≤ 0.75%	0.24%	0.26%	0.19%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	83.3%	95.7%

Call Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
<i>Reservations</i>					
Answered Calls		6,855	7,174	6,839	54,331
Average Initial Hold Time	≤ 120 sec	32	37	29	30
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.6%	0.5%	0.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,247	2,435	2,183	18,633
Average Initial Hold Time		48	59	36	44
Calls On Hold > 5 Minutes	≤ 10%	2.8%	3.9%	2.2%	2.5%

Complaints/Compliments

	Goal	Nov-25	Dec-25	Jan-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.4	1.4	1.5	1.1
Compliments Per 1,000 Trips		1.3	0.8	0.7	0.9

Safety

	Goal	Nov-25	Dec-25	Jan-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.08
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.30	0.87	0.30	0.41
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	*	82,159	244,321

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
Vehicle Trips		95,164	100,792	98,923	716,597
Passenger Trips		118,796	126,210	119,082	891,767
No Shows		2.1%	2.3%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	90.6%	92.2%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	0.9%	0.8%	0.7%	0.8%
Missed Trips	≤ 0.75%	0.23%	0.27%	0.19%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.7%	97.9%	99.7%	96.1%

Call Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
<i>Reservations</i>					
Answered Calls		56,184	58,199	57,426	413,663
Average Initial Hold Time	≤ 120 sec	31	38	29	33
Calls On Hold > 5 Minutes	≤ 5%	2.0%	3.1%	2.1%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,530	25,072	23,243	161,225
Average Initial Hold Time		30	33	28	32
Calls On Hold > 5 Minutes	≤ 10%	3.6%	3.9%	3.6%	3.9%

<i>Cancellations</i>					
Answered Calls		6,855	7,174	6,839	54,331
Average Initial Hold Time		19	21	18	20
Calls On Hold > 5 Minutes	≤ 10%	0.7%	1.0%	1.2%	1.0%

Complaints/Compliments

	Goal	Nov-25	Dec-25	Jan-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.6	1.4	1.5
Compliments Per 1,000 Trips		0.5	0.5	0.4	0.6

Safety

	Goal	Nov-25	Dec-25	Jan-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.35	0.22	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.83	1.64	0.98	1.04
Mean Miles Between Major Mechanical Failures	≥ 50,000	59,969	125,384	56,019	68,868

Contractual Requirement

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
Vehicle Trips		2,584	2,356	2,975	19,879
Passenger Trips		3,056	2,842	3,449	23,346
No Shows		2.7%	2.4%	1.8%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	86.9%	88.5%	89.1%	89.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.35%	0.11%	0.13%	0.18%
Excessively Long Trips	≤ 5%	1.0%	1.3%	1.0%	1.5%
Missed Trips	≤ 0.75%	0.14%	0.18%	0.13%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
<i>Reservations</i>					
Answered Calls		2,153	2,182	2,290	16,623
Average Initial Hold Time	≤ 120 sec	83	57	68	93
Calls On Hold > 5 Minutes	≤ 5%	4.6%	3.3%	4.1%	5.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		438	388	449	3,609
Average Initial Hold Time		82	63	43	75
Calls On Hold > 5 Minutes	≤ 10%	5.0%	3.6%	2.2%	4.3%

Complaints/Compliments

	Goal	Nov-25	Dec-25	Jan-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	0.7	2.0	1.0
Compliments Per 1,000 Trips		0.7	0.0	0.0	0.1

Safety

	Goal	Nov-25	Dec-25	Jan-26	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	0.00	0.00	0.22
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	Nov-25	Dec-25	Jan-26	YTD
Vehicle Trips		53,604	56,571	55,915	396,701
Passenger Trips		68,366	72,319	70,312	499,685
No Shows		1.1%	1.2%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	95.1%	93.0%	93.4%	94.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.02%	0.02%
Excessively Long Trips	≤ 5%	2.7%	2.0%	2.4%	2.6%
Missed Trips	≤ 0.75%	0.12%	0.22%	0.24%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.2%	98.0%	95.3%	96.3%

Call Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
<i>Reservations</i>					
Answered Calls		35,336	36,288	35,814	253,399
Average Initial Hold Time	≤ 120 sec	65	70	53	67
Calls On Hold > 5 Minutes	≤ 5%	2.4%	3.1%	0.4%	2.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,642	9,836	9,811	67,412
Average Initial Hold Time		59	59	45	56
Calls On Hold > 5 Minutes	≤ 10%	2.3%	2.5%	1.0%	2.2%

Complaints/Compliments

	Goal	Nov-25	Dec-25	Jan-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.7	1.5	1.6
Compliments Per 1,000 Trips		1.8	1.3	1.6	1.8

Safety

	Goal	Nov-25	Dec-25	Jan-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.21	0.57	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.72	0.64	0.80	0.67
Mean Miles Between Major Mechanical Failures	≥ 50,000	289,664	156,171	125,344	160,223
Contractual Requirement					

Southern Region (Global Paratransit)

Trip Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
Vehicle Trips		104,965	110,358	108,757	789,109
Passenger Trips		126,352	133,067	130,146	948,890
No Shows		2.0%	2.5%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	89.5%	92.4%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.00%	0.02%
Excessively Long Trips	≤ 5%	4.7%	5.9%	4.9%	5.0%
Missed Trips	≤ 0.75%	0.32%	0.43%	0.27%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	92.4%	91.2%	95.1%	91.9%

Call Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
<i>Reservations</i>					
Answered Calls		76,172	77,724	76,673	534,853
Average Initial Hold Time	≤ 120 sec	73	97	71	82
Calls On Hold > 5 Minutes	≤ 5%	3.2%	6.7%	3.2%	4.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,991	23,438	21,403	154,940
Average Initial Hold Time		78	97	66	72
Calls On Hold > 5 Minutes	≤ 10%	4.0%	6.7%	2.5%	3.3%

Complaints/Compliments

	Goal	Nov-25	Dec-25	Jan-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.7	1.5	2.0
Compliments Per 1,000 Trips		0.9	0.9	0.9	0.9

Safety

	Goal	Nov-25	Dec-25	Jan-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.23	0.08	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.66	0.75	1.03	0.71
Mean Miles Between Major Mechanical Failures	≥ 50,000	62,726	92,761	47,839	54,324
Contractual Requirement					

West Central Region (California Transit)

Trip Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
Vehicle Trips		49,074	52,026	51,293	367,532
Passenger Trips		61,664	65,593	63,096	461,578
No Shows		2.9%	3.0%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	91.1%	87.5%	90.3%	90.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.29%	0.05%	0.07%
Excessively Long Trips	≤ 5%	2.5%	2.2%	2.0%	2.3%
Missed Trips	≤ 0.75%	0.32%	0.57%	0.32%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	89.6%	96.7%	93.1%	91.8%

Call Performance

	Goal	Nov-25	Dec-25	Jan-26	YTD
<i>Reservations</i>					
Answered Calls		40,998	42,670	42,159	301,692
Average Initial Hold Time	≤ 120 sec	31	37	29	34
Calls On Hold > 5 Minutes	≤ 5%	1.5%	2.5%	1.6%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,267	19,320	17,244	118,064
Average Initial Hold Time		29	38	29	32
Calls On Hold > 5 Minutes	≤ 5%	3.3%	5.0%	3.4%	4.2%

Complaints/Compliments

	Goal	Nov-25	Dec-25	Jan-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.6	2.1	2.2
Compliments Per 1,000 Trips		0.5	0.8	0.7	0.7

Safety

	Goal	Nov-25	Dec-25	Jan-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.56	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.27	0.25	0.38	0.36
Mean Miles Between Major Mechanical Failures	≥ 50,000	61,100	49,843	44,398	52,819
Contractual Requirement					

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Nov-25	Dec-25	Jan-26	YTD
Eligible Customers		121,111	121,657	121,370	121,370
Total ADA Evaluations Performed		2,934	3,731	3,769	23,189
Days From Application to Decision (avg)	≤ 21	8	9	8	8

In Person Evaluations

	Goal	Nov-25	Dec-25	Jan-26	YTD
Unrestricted		1,412	1,901	1,963	12,191
Restricted		351	475	430	2,704
Temporary		51	66	66	529
Not Eligible		25	16	18	154
Total		1,839	2,458	2,477	15,578

Paper Evaluations

	Goal	Nov-25	Dec-25	Jan-26	YTD
Unrestricted		1,095	1,273	1,292	7,611
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,095	1,273	1,292	7,611

Appeals

	Goal	Nov-25	Dec-25	Jan-26	YTD
Appeals Performed		9	18	11	110
Days From Appeal to Decision (avg)	≤ 30	11	10	8	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Nov-25	Dec-25	Jan-26	YTD
Customer Service Calls		18,223	22,275	22,298	158,798
Average Initial Hold Time	≤ 180 sec	116	134	119	93
Calls On Hold > 5 Minutes	≤ 10%	12.7%	16.1%	11.8%	8.7%
Calls Abandoned	≤ 10%	5.2%	6.1%	5.5%	4.2%

Operations Monitoring Center

	Goal	Nov-25	Dec-25	Jan-26	YTD
Customer Service Calls		6,201	6,529	5,807	45,037
Average Initial Hold Time	≤ 180 sec	80	98	95	75
Calls On Hold > 5 Minutes	≤ 10%	7.9%	11.0%	9.3%	6.9%
Calls Abandoned	≤ 10%	8.1%	9.2%	8.6%	6.9%

Contractual Requirement

March 2, 2026

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: FINANCIAL REPORT FOR JANUARY 2026 - DRAFT

Attached for your review are the draft financial reports for JANUARY 2026.

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

- ◆ Passengers: 0.7% over budget
- ◆ Contract Revenue Miles: 5.1% under budget
- ◆ Trips: 1.5% over budget
- ◆ Total Eligibility Evaluations: 17.9% under budget
- ◆ Average Trip Distance: under budget by 0.57 miles at 8.15 miles
- ◆ Total cost per Passenger (before depreciation): 2.1% under budget at \$61.56
- ◆ Administration Function is 7.3% under budget
- ◆ Eligibility Determination Function is 13.7% under budget
- ◆ Purchased Transportation Function is 0.6% under budget
- ◆ Paratransit Operations Function is 2.8% under budget

Attached are the following reports for your review:

- Statistical Comparison: JANUARY 2025 to JANUARY 2026
- 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 January 2026

	<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	83.9%	\$152,028,264	\$152,870,073	(\$841,809)	-0.6%	12%
Paratransit Operations	9.8%	\$17,804,361	\$18,323,028	(\$518,667)	-2.8%	24%
Eligibility Determination	2.1%	\$3,831,662	\$4,439,372	(\$607,710)	-13.7%	-2%
CTSA/Ride Information	0.1%	\$270,294	\$259,568	\$10,726	4.1%	11%
Administration	4.0%	\$7,259,713	\$7,834,993	(\$575,280)	-7.3%	9%
Total Exp. before Depr.		<u>\$181,194,294</u>	<u>\$183,727,034</u>	<u>(\$2,532,740)</u>	<u>-1.4%</u>	<u>13%</u>

Statistics - For the YTD Period Ended January 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	23,189	28,250	(5,061)	-17.9%	-19%
Number of PAX	2,943,192	2,921,720	21,472	0.7%	10%
Number of Contract Revenue Miles	19,457,416	20,506,173	(1,048,757)	-5.1%	8%
Number of Trips	2,387,908	2,352,647	35,261	1.5%	11%
Average Trip Distance	8.15	8.72	(0.57)	-6.5%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.81	\$7.45	\$0.36	4.8%	4%
Total Cost per Trip before Depr.	\$75.88	\$78.09	(\$2.21)	-2.8%	2%
Total Cost per Pax before Depr.	\$61.56	\$62.88	(\$1.32)	-2.1%	3%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$6,809,311	\$6,691,398	\$117,913		
Other Revenue	\$335,635	\$770,945	(\$435,310)		
Total Revenue	\$7,144,946	\$7,462,343	(\$317,397)	-4%	-19%
Total Exp before Capital	\$181,194,294	\$183,727,034	(\$2,532,740)	-1%	13%
Capital Expenditures					
Vehicles	\$8,901,288	\$21,441,619	(\$12,540,331)		
Facilities	\$2,029,260	\$8,837,500	(\$6,808,240)		
Other Capital Expenditures	\$369,258	\$506,520	(\$137,262)		
Total Capital Expenditures	\$11,299,806	\$30,785,639	(\$19,485,833)	-63%	-20%
Over/(Under) Budget January 2026			(\$22,018,573)		

YTD Cost Per Passenger before Depreciation and Capital Cost

