

access

Board Box

March 2026

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April 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	Dec-25	Jan-26	Feb-26	YTD
Vehicle Trips		335,668	331,011	320,674	2,708,582
Passenger Trips		416,440	401,894	394,108	3,337,300
Backup Trips		0	27	35	171
No Shows		2.3%	2.1%	2.0%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	90.2%	92.2%	90.8%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.0%	2.7%	3.6%	2.9%
Missed Trips	≤ 0.75%	0.36%	0.25%	0.29%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.6%	96.1%	96.2%	94.1%

Call Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
<i>Reservations</i>					
Answered Calls		224,237	221,201	208,892	1,783,453
Average Initial Hold Time	≤ 120 sec	64	48	53	55
Calls On Hold > 5 Minutes	≤ 5%	4.2%	2.1%	3.3%	2.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		80,489	74,333	70,810	594,693
Average Initial Hold Time		57	42	47	48
Calls On Hold > 5 Minutes	≤ 10%	4.8%	2.8%	3.5%	3.5%

Complaints/Compliments

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

Safety

	Goal	Dec-25	Jan-26	Feb-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.29	0.36	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.89	0.82	0.85	0.74
Mean Miles Between Major Mechanical Failures	≥ 50,000	102,428	59,921	72,170	71,633

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
Vehicle Trips		13,565	13,121	12,998	110,952
Passenger Trips		16,409	15,782	15,538	133,328
No Shows		2.7%	2.4%	2.1%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	93.1%	93.3%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.00%	0.00%
Excessively Long Trips	≤ 5%	3.0%	2.7%	2.4%	2.4%
Missed Trips	≤ 0.75%	0.26%	0.19%	0.19%	0.27%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	83.3%	95.0%	95.6%

Call Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
<i>Reservations</i>					
Answered Calls		7,174	6,839	6,583	60,914
Average Initial Hold Time	≤ 120 sec	37	29	30	30
Calls On Hold > 5 Minutes	≤ 5%	0.6%	0.5%	0.6%	0.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,435	2,183	2,021	20,654
Average Initial Hold Time		59	36	45	44
Calls On Hold > 5 Minutes	≤ 10%	3.9%	2.2%	2.5%	2.5%

Complaints/Compliments

	Goal	Dec-25	Jan-26	Feb-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.5	0.8	1.0
Compliments Per 1,000 Trips		0.8	0.7	0.9	0.9

Safety

	Goal	Dec-25	Jan-26	Feb-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.07
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.87	0.30	0.00	0.36
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	82,159	*	276,367

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
Vehicle Trips		100,792	98,923	95,735	812,332
Passenger Trips		126,210	119,082	118,800	1,010,567
No Shows		2.3%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	90.6%	92.2%	91.8%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	0.8%	0.7%	0.9%	0.8%
Missed Trips	≤ 0.75%	0.27%	0.19%	0.19%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.9%	99.7%	99.7%	96.5%

Call Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
<i>Reservations</i>					
Answered Calls		58,199	57,426	55,264	468,927
Average Initial Hold Time	≤ 120 sec	38	29	31	33
Calls On Hold > 5 Minutes	≤ 5%	3.1%	2.1%	1.9%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		25,072	23,243	21,745	182,970
Average Initial Hold Time		33	28	32	32
Calls On Hold > 5 Minutes	≤ 10%	3.9%	3.6%	4.1%	3.9%

<i>Cancellations</i>					
Answered Calls		7,174	6,839	6,583	60,914
Average Initial Hold Time		21	18	21	20
Calls On Hold > 5 Minutes	≤ 10%	1.0%	1.2%	1.2%	1.0%

Complaints/Compliments

	Goal	Dec-25	Jan-26	Feb-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.4	1.7	1.5
Compliments Per 1,000 Trips		0.5	0.4	0.7	0.6

Safety

	Goal	Dec-25	Jan-26	Feb-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.35	0.22	0.39	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.64	0.98	0.85	1.01
Mean Miles Between Major Mechanical Failures	≥ 50,000	125,384	56,019	73,578	69,404
Contractual Requirement					

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
Vehicle Trips		2,356	2,975	2,738	22,617
Passenger Trips		2,842	3,449	3,089	26,435
No Shows		2.4%	1.8%	1.7%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	88.5%	89.1%	90.8%	89.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.13%	0.04%	0.16%
Excessively Long Trips	≤ 5%	1.3%	1.0%	0.9%	1.5%
Missed Trips	≤ 0.75%	0.18%	0.13%	0.12%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
<i>Reservations</i>					
Answered Calls		2,182	2,290	1,970	18,593
Average Initial Hold Time	≤ 120 sec	57	68	60	90
Calls On Hold > 5 Minutes	≤ 5%	3.3%	4.1%	3.2%	5.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		388	449	455	4,064
Average Initial Hold Time		63	43	46	72
Calls On Hold > 5 Minutes	≤ 10%	3.6%	2.2%	2.9%	4.2%

Complaints/Compliments

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

Safety

	Goal	Dec-25	Jan-26	Feb-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	0.18
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	Dec-25	Jan-26	Feb-26	YTD
Vehicle Trips		56,571	55,915	54,553	451,254
Passenger Trips		72,319	70,312	68,905	568,590
No Shows		1.2%	1.2%	1.1%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	93.4%	92.4%	94.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	2.0%	2.4%	2.7%	2.6%
Missed Trips	≤ 0.75%	0.22%	0.24%	0.27%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.0%	95.3%	94.0%	96.0%

Call Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
<i>Reservations</i>					
Answered Calls		36,288	35,814	32,789	286,188
Average Initial Hold Time	≤ 120 sec	70	53	65	67
Calls On Hold > 5 Minutes	≤ 5%	3.1%	0.4%	1.3%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,836	9,811	9,175	76,587
Average Initial Hold Time		59	45	50	56
Calls On Hold > 5 Minutes	≤ 10%	2.5%	1.0%	1.2%	2.1%

Complaints/Compliments

	Goal	Dec-25	Jan-26	Feb-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.5	1.9	1.7
Compliments Per 1,000 Trips		1.3	1.6	1.5	1.7

Safety

	Goal	Dec-25	Jan-26	Feb-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.57	0.36	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.64	0.80	1.31	0.75
Mean Miles Between Major Mechanical Failures	≥ 50,000	156,171	125,344	168,410	161,153

Contractual Requirement

Southern Region (Global Paratransit)

Trip Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
Vehicle Trips		110,358	108,757	105,302	894,411
Passenger Trips		133,067	130,146	125,908	1,074,798
No Shows		2.5%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	89.5%	92.4%	89.1%	91.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.00%	0.03%	0.02%
Excessively Long Trips	≤ 5%	5.9%	4.9%	7.0%	5.3%
Missed Trips	≤ 0.75%	0.43%	0.27%	0.41%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	91.2%	95.1%	94.9%	92.2%

Call Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
<i>Reservations</i>					
Answered Calls		77,724	76,673	72,162	607,015
Average Initial Hold Time	≤ 120 sec	97	71	79	81
Calls On Hold > 5 Minutes	≤ 5%	6.7%	3.2%	6.4%	4.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		23,438	21,403	21,673	176,613
Average Initial Hold Time		97	66	76	73
Calls On Hold > 5 Minutes	≤ 10%	6.7%	2.5%	3.7%	3.4%

Complaints/Compliments

	Goal	Dec-25	Jan-26	Feb-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	1.5	3.0	2.1
Compliments Per 1,000 Trips		0.9	0.9	0.9	0.9

Safety

	Goal	Dec-25	Jan-26	Feb-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.08	0.56	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.75	1.03	0.96	0.74
Mean Miles Between Major Mechanical Failures	≥ 50,000	92,761	47,839	40,402	52,177

Contractual Requirement

West Central Region (California Transit)

Trip Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
Vehicle Trips		52,026	51,293	49,313	416,845
Passenger Trips		65,593	63,096	61,833	523,411
No Shows		3.0%	2.9%	2.7%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	87.5%	90.3%	90.0%	90.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.29%	0.05%	0.03%	0.06%
Excessively Long Trips	≤ 5%	2.2%	2.0%	2.4%	2.3%
Missed Trips	≤ 0.75%	0.57%	0.32%	0.30%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.7%	93.1%	96.0%	92.4%

Call Performance

	Goal	Dec-25	Jan-26	Feb-26	YTD
<i>Reservations</i>					
Answered Calls		42,670	42,159	40,124	341,816
Average Initial Hold Time	≤ 120 sec	37	29	32	33
Calls On Hold > 5 Minutes	≤ 5%	2.5%	1.6%	1.6%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		19,320	17,244	15,741	133,805
Average Initial Hold Time		38	29	28	32
Calls On Hold > 5 Minutes	≤ 5%	5.0%	3.4%	3.9%	4.2%

Complaints/Compliments

	Goal	Dec-25	Jan-26	Feb-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.1	1.8	2.1
Compliments Per 1,000 Trips		0.8	0.7	0.5	0.6

Safety

	Goal	Dec-25	Jan-26	Feb-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.56	0.00	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.25	0.38	0.28	0.35
Mean Miles Between Major Mechanical Failures	≥ 50,000	49,843	44,398	135,891	56,921

Contractual Requirement

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Dec-25	Jan-26	Feb-26	YTD
Eligible Customers		121,657	121,370	120,514	120,514
Total ADA Evaluations Performed		3,732	3,776	3,040	26,237
Days From Application to Decision (avg)	≤ 21	9	8	7	8

In Person Evaluations

	Goal	Dec-25	Jan-26	Feb-26	YTD
Unrestricted		1,902	1,970	1,679	13,878
Restricted		475	430	373	3,077
Temporary		66	66	65	594
Not Eligible		16	18	14	168
Total		2,459	2,484	2,131	17,717

Paper Evaluations

	Goal	Dec-25	Jan-26	Feb-26	YTD
Unrestricted		1,273	1,292	905	8,516
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,273	1,292	905	8,516

Appeals

	Goal	Dec-25	Jan-26	Feb-26	YTD
Appeals Performed		18	11	9	119
Days From Appeal to Decision (avg)	≤ 30	10	8	8	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Dec-25	Jan-26	Feb-26	YTD
Customer Service Calls		22,275	22,298	21,135	179,933
Average Initial Hold Time	≤ 180 sec	134	119	76	91
Calls On Hold > 5 Minutes	≤ 10%	16.1%	11.8%	6.5%	8.5%
Calls Abandoned	≤ 10%	6.1%	5.5%	4.4%	4.2%

Operations Monitoring Center

	Goal	Dec-25	Jan-26	Feb-26	YTD
Customer Service Calls		6,529	5,807	5,945	50,982
Average Initial Hold Time	≤ 180 sec	98	95	72	75
Calls On Hold > 5 Minutes	≤ 10%	11.0%	9.3%	6.7%	6.9%
Calls Abandoned	≤ 10%	9.2%	8.6%	7.3%	7.0%

Contractual Requirement

April 2, 2026

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

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

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

- ◆ Passengers: 0.9% over budget
- ◆ Contract Revenue Miles: 4.9% under budget
- ◆ Trips: 1.7% over budget
- ◆ Total Eligibility Evaluations: 19.5% under budget
- ◆ Average Trip Distance: under budget by 0.56 miles at 8.16 miles
- ◆ Total cost per Passenger (before depreciation): 2.1% under budget at \$61.77
- ◆ Administration Function is 6.2% under budget
- ◆ Eligibility Determination Function is 13.4% under budget
- ◆ Purchased Transportation Function is 0.5% under budget
- ◆ Paratransit Operations Function is 2.5% under budget

Attached are the following reports for your review:

- Statistical Comparison: FEBRUARY 2025 to FEBRUARY 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 February 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	83.8%	\$172,803,754	\$173,711,701	(\$907,947)	-0.5%	12%
Paratransit Operations	9.9%	\$20,356,547	\$20,879,181	(\$522,634)	-2.5%	25%
Eligibility Determination	2.1%	\$4,388,630	\$5,068,890	(\$680,260)	-13.4%	-1%
CTSA/Ride Information	0.1%	\$307,887	\$292,971	\$14,916	5.1%	-2%
Administration	4.0%	\$8,288,296	\$8,838,373	(\$550,077)	-6.2%	9%
Total Exp before Depreciation		\$206,145,114	\$208,791,116	(\$2,646,002)	-1.3%	13%

Statistics – For the YTD Period Ended February 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	26,237	32,605	(6,368)	-19.5%	-18%
Number of PAX	3,337,300	3,309,115	28,185	0.9%	10%
Number of Contract Revenue Miles	22,093,837	23,224,777	(1,130,941)	-4.9%	8%
Number of Trips	2,708,582	2,664,549	44,033	1.7%	10%
Average Trip Distance	8.16	8.72	(0.56)	-6.4%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.82	\$7.48	\$0.34	4.5%	3%
Total Cost per Trip before Depreciation	\$76.11	\$78.36	(\$2.25)	-2.9%	2%
Total Cost per Pax before Depreciation	\$61.77	\$63.10	(\$1.33)	-2.1%	3%

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

	YTD <u>Actual</u>	YTD <u>Budget</u>	<u>Variance</u>	% Over / (Under) <u>Budget</u>	% Over / (Under) <u>Prior Yr</u>
Revenue					
Passenger Fares	\$7,666,171	\$7,578,500	\$87,671		
Other Revenue	\$372,917	\$881,008	(\$508,091)		
Total Revenue	\$8,039,088	\$8,459,508	(\$420,420)	-5%	-34%
 Total Exp before Capital	\$206,145,114	\$208,791,116	(\$2,646,002)	-1%	13%
 Capital Expenditures					
Vehicles	\$12,489,475	\$24,401,336	(\$11,911,861)		
Facilities	\$2,076,893	\$10,100,000	(\$8,023,107)		
Other Capital Expenditures	\$571,100	\$578,880	(\$7,780)		
Total Capital Expenditures	\$15,137,468	\$35,080,216	(\$19,942,748)	-57%	-19%
 Over/(Under) Budget February 2026			(\$22,588,750)		

YTD Cost Per Passenger before Depreciation and Capital Cost

