

access

Board Box

April 2026

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May 5, 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	Jan-26	Feb-26	Mar-26	YTD
Vehicle Trips		331,011	320,674	370,639	3,079,221
Passenger Trips		401,894	394,108	456,861	3,794,161
Backup Trips		27	35	36	207
No Shows		2.1%	2.0%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	90.8%	90.0%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.04%	0.03%
Excessively Long Trips	≤ 5%	2.7%	3.6%	**4.5%	3.0%
Missed Trips	≤ 0.75%	0.25%	0.29%	0.33%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.1%	96.1%	97.4%	94.5%

Call Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
<i>Reservations</i>					
Answered Calls		221,201	208,892	230,867	2,014,320
Average Initial Hold Time	≤ 120 sec	48	53	47	54
Calls On Hold > 5 Minutes	≤ 5%	2.1%	3.3%	2.2%	2.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		74,333	70,810	83,639	678,332
Average Initial Hold Time		42	47	43	47
Calls On Hold > 5 Minutes	≤ 10%	2.8%	3.5%	3.2%	3.5%

Complaints/Compliments

	Goal	Jan-26	Feb-26	Mar-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	2.1	2.0	1.8
Compliments Per 1,000 Trips		0.8	0.9	0.9	0.9

Safety

	Goal	Jan-26	Feb-26	Mar-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.36	0.22	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.82	0.85	0.77	0.74
Mean Miles Between Major Mechanical Failures	≥ 50,000	59,921	72,170	98,559	74,110

**Excessively Long Trip Data limited to March 1-12, 2026 for systemwide and region reporting.

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
Vehicle Trips		13,121	12,998	14,696	125,648
Passenger Trips		15,782	15,538	17,831	151,159
No Shows		2.4%	2.1%	2.3%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	93.1%	93.3%	93.8%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.04%	0.01%
Excessively Long Trips	≤ 5%	2.7%	2.4%	**2.6%	2.5%
Missed Trips	≤ 0.75%	0.19%	0.19%	0.20%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	83.3%	95.0%	100.0%	96.2%

Call Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
<i>Reservations</i>					
Answered Calls		6,839	6,583	7,302	68,216
Average Initial Hold Time	≤ 120 sec	29	30	35	31
Calls On Hold > 5 Minutes	≤ 5%	0.5%	0.6%	1.1%	0.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,183	2,021	2,221	22,875
Average Initial Hold Time		36	45	46	44
Calls On Hold > 5 Minutes	≤ 10%	2.2%	2.5%	2.6%	2.5%

Complaints/Compliments

	Goal	Jan-26	Feb-26	Mar-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	0.8	0.8	1.0
Compliments Per 1,000 Trips		0.7	0.9	1.9	1.0

Safety

	Goal	Jan-26	Feb-26	Mar-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.06
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.30	0.00	0.27	0.35
Mean Miles Between Major Mechanical Failures	≥ 50,000	82,159	*	184,570	261,068
Contractual Requirement					

*There were zero (0) major mechanical failures. **Excessively Long Trip Data limited to March 1-12, 2026 for systemwide and region reporting.

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
Vehicle Trips		98,923	95,735	112,723	925,055
Passenger Trips		119,082	118,800	140,486	1,151,053
No Shows		2.0%	2.0%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	91.8%	89.4%	91.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.05%	0.02%
Excessively Long Trips	≤ 5%	0.7%	0.9%	**1.2%	0.8%
Missed Trips	≤ 0.75%	0.19%	0.19%	0.27%	0.22%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.7%	99.7%	99.5%	96.9%

Call Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
<i>Reservations</i>					
Answered Calls		57,426	55,264	61,509	530,436
Average Initial Hold Time	≤ 120 sec	29	31	35	33
Calls On Hold > 5 Minutes	≤ 5%	2.1%	1.9%	2.2%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		23,243	21,745	26,077	209,047
Average Initial Hold Time		28	32	38	33
Calls On Hold > 5 Minutes	≤ 10%	3.6%	4.1%	4.9%	4.0%

<i>Cancellations</i>					
Answered Calls		6,839	6,583	7,302	68,216
Average Initial Hold Time		18	21	21	20
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.2%	1.2%	1.0%

Complaints/Compliments

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

Safety

	Goal	Jan-26	Feb-26	Mar-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.22	0.39	0.32	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.98	0.85	0.57	0.96
Mean Miles Between Major Mechanical Failures	≥ 50,000	56,019	73,578	61,906	68,356

Contractual Requirement

**Excessively Long Trip Data limited to March 1-12, 2026 for systemwide and region reporting.

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
Vehicle Trips		2,975	2,738	3,193	25,810
Passenger Trips		3,449	3,089	3,570	30,005
No Shows		1.8%	1.7%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	89.1%	90.9%	91.5%	89.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.13%	0.04%	0.00%	0.14%
Excessively Long Trips	≤ 5%	1.0%	0.9%	**1.6%	1.5%
Missed Trips	≤ 0.75%	0.13%	0.14%	0.30%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
<i>Reservations</i>					
Answered Calls		2,290	1,970	2,294	20,887
Average Initial Hold Time	≤ 120 sec	68	60	81	89
Calls On Hold > 5 Minutes	≤ 5%	4.1%	3.2%	5.2%	5.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		449	455	436	4,500
Average Initial Hold Time		43	46	81	73
Calls On Hold > 5 Minutes	≤ 10%	2.2%	2.9%	6.0%	4.3%

Complaints/Compliments

	Goal	Jan-26	Feb-26	Mar-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	0.7	0.3	0.9
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.1

Safety

	Goal	Jan-26	Feb-26	Mar-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	0.15
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	*	*	*
Contractual Requirement					

*There were zero (0) major mechanical failures. **Excessively Long Trip Data limited to March 1-12, 2026 for systemwide and region reporting.

Northern Region (MV Transportation)

Trip Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
Vehicle Trips		55,915	54,553	61,977	513,231
Passenger Trips		70,312	68,905	77,899	646,489
No Shows		1.2%	1.1%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	92.4%	92.5%	94.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	2.4%	2.7%	**3.2%	2.6%
Missed Trips	≤ 0.75%	0.24%	0.27%	0.26%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.3%	94.0%	96.4%	96.1%

Call Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
<i>Reservations</i>					
Answered Calls		35,814	32,789	38,835	325,023
Average Initial Hold Time	≤ 120 sec	53	65	68	67
Calls On Hold > 5 Minutes	≤ 5%	0.4%	1.3%	3.0%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,811	9,175	11,293	87,880
Average Initial Hold Time		45	50	51	55
Calls On Hold > 5 Minutes	≤ 10%	1.0%	1.2%	1.6%	2.0%

Complaints/Compliments

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

Safety

	Goal	Jan-26	Feb-26	Mar-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.57	0.36	0.10	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.80	1.31	1.25	0.81
Mean Miles Between Major Mechanical Failures	≥ 50,000	125,344	168,410	*	182,890
Contractual Requirement					

*There were zero (0) major mechanical failures. **Excessively Long Trip Data limited to March 1-12, 2026 for systemwide and region reporting.

Southern Region (Global Paratransit)

Trip Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
Vehicle Trips		108,757	105,302	121,639	1,016,050
Passenger Trips		130,146	125,908	145,834	1,220,632
No Shows		2.1%	2.1%	2.0%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	89.1%	89.9%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.03%	0.04%	0.02%
Excessively Long Trips	≤ 5%	4.9%	7.0%	**8.0%	5.4%
Missed Trips	≤ 0.75%	0.27%	0.41%	0.40%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.1%	94.7%	96.1%	92.6%

Call Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
<i>Reservations</i>					
Answered Calls		76,673	72,162	78,255	685,270
Average Initial Hold Time	≤ 120 sec	71	79	53	78
Calls On Hold > 5 Minutes	≤ 5%	3.2%	6.4%	2.0%	4.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,403	21,673	25,796	202,409
Average Initial Hold Time		66	76	54	70
Calls On Hold > 5 Minutes	≤ 10%	2.5%	3.7%	1.9%	3.2%

Complaints/Compliments

	Goal	Jan-26	Feb-26	Mar-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	3.0	2.5	2.2
Compliments Per 1,000 Trips		0.9	0.9	0.8	0.9

Safety

	Goal	Jan-26	Feb-26	Mar-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.56	0.21	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.03	0.96	0.72	0.74
Mean Miles Between Major Mechanical Failures	≥ 50,000	47,839	40,402	80,643	54,516
Contractual Requirement					

**Excessively Long Trip Data limited to March 1-12, 2026 for systemwide and region reporting.

West Central Region (California Transit)

Trip Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
Vehicle Trips		51,293	49,313	56,375	473,220
Passenger Trips		63,096	61,833	71,205	594,616
No Shows		2.9%	2.7%	2.6%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	90.3%	90.0%	87.8%	90.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.03%	0.07%	0.06%
Excessively Long Trips	≤ 5%	2.0%	2.4%	**3.8%	2.4%
Missed Trips	≤ 0.75%	0.32%	0.30%	0.42%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	93.1%	96.0%	99.2%	93.4%

Call Performance

	Goal	Jan-26	Feb-26	Mar-26	YTD
<i>Reservations</i>					
Answered Calls		42,159	40,124	42,672	384,488
Average Initial Hold Time	≤ 120 sec	29	32	36	34
Calls On Hold > 5 Minutes	≤ 5%	1.6%	1.6%	1.7%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,244	15,741	17,816	151,621
Average Initial Hold Time		29	28	29	32
Calls On Hold > 5 Minutes	≤ 5%	3.4%	3.9%	3.6%	4.1%

Complaints/Compliments

	Goal	Jan-26	Feb-26	Mar-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.8	2.2	2.1
Compliments Per 1,000 Trips		0.7	0.5	0.8	0.7

Safety

	Goal	Jan-26	Feb-26	Mar-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.56	0.00	0.32	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.38	0.28	0.75	0.40
Mean Miles Between Major Mechanical Failures	≥ 50,000	44,398	135,891	90,155	59,565
Contractual Requirement					

**Excessively Long Trip Data limited to March 1-12, 2026 for systemwide and region reporting.

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Jan-26	Feb-26	Mar-26	YTD
Eligible Customers		121,370	120,514	120,869	120,869
Total ADA Evaluations Performed		3,780	3,050	3,584	29,835
Days From Application to Decision (avg)	≤ 21	8	7	11	9

In Person Evaluations

	Goal	Jan-26	Feb-26	Mar-26	YTD
Unrestricted		1,974	1,689	1,977	15,869
Restricted		430	374	432	3,510
Temporary		66	65	106	700
Not Eligible		18	17	23	194
Total		2,488	2,145	2,538	20,273

Paper Evaluations

	Goal	Jan-26	Feb-26	Mar-26	YTD
Unrestricted		1,292	905	1,046	9,562
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,292	905	1,046	9,562

Appeals

	Goal	Jan-26	Feb-26	Mar-26	YTD
Appeals Performed		11	9	10	129
Days From Appeal to Decision (avg)	≤ 30	8	8	9	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Jan-26	Feb-26	Mar-26	YTD
Customer Service Calls		22,298	21,135	24,019	203,952
Average Initial Hold Time	≤ 180 sec	119	76	128	96
Calls On Hold > 5 Minutes	≤ 10%	11.8%	6.5%	13.6%	9.1%
Calls Abandoned	≤ 10%	5.5%	4.4%	5.7%	4.4%

Operations Monitoring Center

	Goal	Jan-26	Feb-26	Mar-26	YTD
Customer Service Calls		5,807	5,945	6,690	57,672
Average Initial Hold Time	≤ 180 sec	95	72	97	77
Calls On Hold > 5 Minutes	≤ 10%	9.3%	6.7%	10.2%	7.3%
Calls Abandoned	≤ 10%	8.6%	7.3%	9.0%	7.2%

Contractual Requirement

May 5, 2026

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

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

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

- ◆ Passengers: 1.6% over budget
- ◆ Contract Revenue Miles: 3.9% under budget
- ◆ Trips: 2.4% over budget
- ◆ Total Eligibility Evaluations: 20.3% under budget
- ◆ Average Trip Distance: under budget by 0.54 miles at 8.18 miles
- ◆ Total cost per Passenger (before depreciation): 2.1% under budget at \$61.72
- ◆ Administration Function is 5.8% under budget
- ◆ Eligibility Determination Function is 13.0% under budget
- ◆ Purchased Transportation Function is 0.3% over budget
- ◆ Paratransit Operations Function is 2.4% under budget

Attached are the following reports for your review:

- Statistical Comparison: MARCH 2025 to MARCH 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 March 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	84.0%	\$196,595,498	\$195,973,312	\$622,186	0.3%	13%
Paratransit Operations	9.8%	\$22,917,866	\$23,473,669	(\$555,803)	-2.4%	25%
Eligibility Determination	2.1%	\$4,967,456	\$5,711,988	(\$744,532)	-13.0%	-1%
CTSA/Ride Information	0.2%	\$374,725	\$328,132	\$46,593	14.2%	6%
Administration	4.0%	<u>\$9,313,062</u>	<u>\$9,887,505</u>	<u>(\$574,443)</u>	<u>-5.8%</u>	<u>9%</u>
Total Exp before Depreciation		<u>\$234,168,607</u>	<u>\$235,374,606</u>	<u>(\$1,205,999)</u>	<u>-0.5%</u>	<u>13%</u>

Statistics - For the YTD Period Ended March 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	29,835	37,444	(7,609)	-20.3%	-17%
Number of PAX	3,794,161	3,733,052	61,109	1.6%	10%
Number of Contract Revenue Miles	25,188,961	26,200,276	(1,011,315)	-3.9%	9%
Number of Trips	3,079,221	3,005,924	73,297	2.4%	11%
Average Trip Distance	8.18	8.72	(0.54)	-6.1%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.80	\$7.48	\$0.32	4.3%	3%
Total Cost per Trip before Depreciation	\$76.05	\$78.30	(\$2.25)	-2.9%	2%
Total Cost per Pax before Depreciation	\$61.72	\$63.05	(\$1.33)	-2.1%	3%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$9,044,828	\$8,549,441	\$495,387		
Other Revenue	\$411,739	\$991,658	(\$579,919)		
Total Revenue	\$9,456,567	\$9,541,099	(\$84,532)	-1%	-31%
Total Exp before Capital	\$234,168,607	\$235,374,606	(\$1,205,999)	-1%	13%
Capital Expenditures					
Vehicles	\$13,995,621	\$27,361,053	(\$13,365,432)		
Facilities	\$2,076,893	\$11,362,500	(\$9,285,607)		
Other Capital Expenditures	\$571,100	\$651,240	(\$80,140)		
Total Capital Expenditures	\$16,643,614	\$39,374,793	(\$22,731,179)	-58%	-25%
Over/(Under) Budget March 2026			(\$23,937,178)		

YTD Cost Per Passenger before Depreciation and Capital Cost

