

access

Board Box

May 2026

Item #	Item	Staff	Page
1.	Key Performance Indicators - Apr 2026	Y. Zhang	2-11
2.	Financial Report - Apr 2026	H. Rodriguez	12-16

June 18, 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	Feb-26	Mar-26	Apr-26	YTD
Vehicle Trips		320,674	370,639	362,483	3,441,704
Passenger Trips		394,108	456,861	445,619	4,239,780
Backup Trips		35	36	27	234
No Shows		2.0%	1.9%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	90.8%	90.0%	92.0%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.04%	0.02%	0.03%
Excessively Long Trips	≤ 5%	3.6%	**4.5%	**	**3.0%
Missed Trips	≤ 0.75%	0.30%	0.34%	0.24%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.2%	95.7%	98.7%	93.8%

Call Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
<i>Reservations</i>					
Answered Calls		208,892	230,867	231,923	2,246,243
Average Initial Hold Time	≤ 120 sec	53	47	54	54
Calls On Hold > 5 Minutes	≤ 5%	3.3%	2.2%	2.7%	2.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		70,810	83,639	75,866	754,198
Average Initial Hold Time		47	43	44	47
Calls On Hold > 5 Minutes	≤ 10%	3.5%	3.2%	3.0%	3.4%

Complaints/Compliments

	Goal	Feb-26	Mar-26	Apr-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.0	1.5	1.8
Compliments Per 1,000 Trips		0.9	0.9	1.0	0.9

Safety

	Goal	Feb-26	Mar-26	Apr-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.36	0.22	0.52	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.85	0.77	0.88	0.75
Mean Miles Between Major Mechanical Failures	≥ 50,000	72,170	98,559	147,177	78,110

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

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
Vehicle Trips		12,998	14,696	14,870	140,518
Passenger Trips		15,538	17,831	17,690	168,849
No Shows		2.1%	2.3%	2.0%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	93.8%	93.7%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.04%	0.00%	0.01%
Excessively Long Trips	≤ 5%	2.4%	**2.6%	**	**2.5%
Missed Trips	≤ 0.75%	0.19%	0.20%	0.17%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.0%	100.0%	100.0%	96.6%

Call Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
<i>Reservations</i>					
Answered Calls		6,583	7,302	7,600	75,816
Average Initial Hold Time	≤ 120 sec	30	35	42	32
Calls On Hold > 5 Minutes	≤ 5%	0.6%	1.1%	1.4%	0.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,021	2,221	2,341	25,216
Average Initial Hold Time		45	46	46	45
Calls On Hold > 5 Minutes	≤ 10%	2.5%	2.6%	2.7%	2.5%

Complaints/Compliments

	Goal	Feb-26	Mar-26	Apr-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	0.8	1.1	1.0
Compliments Per 1,000 Trips		0.9	1.9	1.8	1.1

Safety

	Goal	Feb-26	Mar-26	Apr-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	0.00	0.27	0.27	0.34
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	184,570	*	292,040

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
Vehicle Trips		95,735	112,723	110,843	1,035,898
Passenger Trips		118,800	140,486	137,489	1,288,542
No Shows		2.0%	1.9%	1.8%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	89.4%	92.4%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.05%	0.01%	0.02%
Excessively Long Trips	≤ 5%	0.9%	**1.2%	**	**0.8%
Missed Trips	≤ 0.75%	0.19%	0.27%	0.17%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.2%	98.7%	99.8%	96.3%

Call Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
<i>Reservations</i>					
Answered Calls		55,264	61,509	61,112	591,548
Average Initial Hold Time	≤ 120 sec	31	35	38	34
Calls On Hold > 5 Minutes	≤ 5%	1.9%	2.2%	2.4%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,745	26,077	23,006	232,053
Average Initial Hold Time		32	38	28	32
Calls On Hold > 5 Minutes	≤ 10%	4.1%	4.9%	3.3%	4.0%

<i>Cancellations</i>					
Answered Calls		6,583	7,302	7,600	75,816
Average Initial Hold Time		21	21	18	20
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.2%	0.8%	1.0%

Complaints/Compliments

	Goal	Feb-26	Mar-26	Apr-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.6	1.1	1.5
Compliments Per 1,000 Trips		0.7	0.6	0.5	0.6

Safety

	Goal	Feb-26	Mar-26	Apr-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.39	0.32	0.50	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.85	0.57	1.18	0.98
Mean Miles Between Major Mechanical Failures	≥ 50,000	73,578	61,906	119,126	71,674
Contractual Requirement					

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

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
Vehicle Trips		2,738	3,193	3,046	28,856
Passenger Trips		3,089	3,570	3,513	33,518
No Shows		1.4%	1.6%	1.8%	1.8%
On Time Performance (Next Day Trips)	≥ 91%	91.1%	91.7%	91.6%	89.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.00%	0.06%	0.14%
Excessively Long Trips	≤ 5%	0.9%	**1.6%	**	**1.5%
Missed Trips	≤ 0.75%	0.45%	0.49%	0.35%	0.52%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
<i>Reservations</i>					
Answered Calls		1,970	2,294	2,309	23,196
Average Initial Hold Time	≤ 120 sec	60	81	80	88
Calls On Hold > 5 Minutes	≤ 5%	3.2%	5.2%	5.6%	5.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		455	436	513	5,013
Average Initial Hold Time		46	81	61	71
Calls On Hold > 5 Minutes	≤ 10%	2.9%	6.0%	2.9%	4.2%

Complaints/Compliments

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

Safety

	Goal	Feb-26	Mar-26	Apr-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	0.13
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	*	*	*
Contractual Requirement					

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

Northern Region (MV Transportation)

Trip Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
Vehicle Trips		54,553	61,977	61,036	574,267
Passenger Trips		68,905	77,899	76,897	723,386
No Shows		1.1%	1.2%	1.0%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	92.5%	93.4%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.01%	0.02%
Excessively Long Trips	≤ 5%	2.7%	**3.2%	**	**2.6%
Missed Trips	≤ 0.75%	0.27%	0.26%	0.20%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.8%	96.6%	99.3%	96.5%

Call Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
<i>Reservations</i>					
Answered Calls		32,789	38,835	37,546	362,569
Average Initial Hold Time	≤ 120 sec	65	68	56	66
Calls On Hold > 5 Minutes	≤ 5%	1.3%	3.0%	1.0%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,175	11,293	10,071	97,951
Average Initial Hold Time		50	51	52	55
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.6%	1.3%	1.9%

Complaints/Compliments

	Goal	Feb-26	Mar-26	Apr-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.9	1.4	1.6
Compliments Per 1,000 Trips		1.5	1.7	1.9	1.8

Safety

	Goal	Feb-26	Mar-26	Apr-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.36	0.10	0.52	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.31	1.25	0.96	0.82
Mean Miles Between Major Mechanical Failures	≥ 50,000	168,410	*	*	204,849
Contractual Requirement					

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

Southern Region (Global Paratransit)

Trip Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
Vehicle Trips		105,302	121,639	117,346	1,133,396
Passenger Trips		125,908	145,834	140,690	1,361,322
No Shows		2.1%	2.0%	1.9%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	89.1%	89.9%	91.6%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.04%	0.03%	0.02%
Excessively Long Trips	≤ 5%	7.0%	**8.0%	**	**5.4%
Missed Trips	≤ 0.75%	0.41%	0.40%	0.29%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	91.6%	93.4%	97.7%	91.6%

Call Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
<i>Reservations</i>					
Answered Calls		72,162	78,255	78,972	764,242
Average Initial Hold Time	≤ 120 sec	79	53	77	78
Calls On Hold > 5 Minutes	≤ 5%	6.4%	2.0%	4.2%	4.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,673	25,796	22,729	225,138
Average Initial Hold Time		76	54	69	70
Calls On Hold > 5 Minutes	≤ 10%	3.7%	1.9%	3.4%	3.2%

Complaints/Compliments

	Goal	Feb-26	Mar-26	Apr-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	2.5	1.8	2.2
Compliments Per 1,000 Trips		0.9	0.8	0.9	0.9

Safety

	Goal	Feb-26	Mar-26	Apr-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.56	0.21	0.71	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.96	0.72	0.80	0.75
Mean Miles Between Major Mechanical Failures	≥ 50,000	40,402	80,643	107,769	57,500
Contractual Requirement					

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

West Central Region (California Transit)

Trip Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
Vehicle Trips		49,313	56,375	55,315	528,535
Passenger Trips		61,833	71,205	69,313	663,929
No Shows		2.7%	2.6%	2.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	90.0%	87.8%	89.6%	90.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.07%	0.01%	0.06%
Excessively Long Trips	≤ 5%	2.4%	**3.8%	**	**2.4%
Missed Trips	≤ 0.75%	0.30%	0.42%	0.33%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.0%	99.2%	100.0%	94.4%

Call Performance

	Goal	Feb-26	Mar-26	Apr-26	YTD
<i>Reservations</i>					
Answered Calls		40,124	42,672	44,384	428,872
Average Initial Hold Time	≤ 120 sec	32	36	38	34
Calls On Hold > 5 Minutes	≤ 5%	1.6%	1.7%	2.1%	1.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,741	17,816	17,206	168,827
Average Initial Hold Time		28	29	27	31
Calls On Hold > 5 Minutes	≤ 5%	3.9%	3.6%	3.1%	4.0%

Complaints/Compliments

	Goal	Feb-26	Mar-26	Apr-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.2	2.2	2.1
Compliments Per 1,000 Trips		0.5	0.8	0.6	0.7

Safety

	Goal	Feb-26	Mar-26	Apr-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.32	0.34	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.28	0.75	0.63	0.42
Mean Miles Between Major Mechanical Failures	≥ 50,000	135,891	90,155	84,599	61,409
Contractual Requirement					

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

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Feb-26	Mar-26	Apr-26	YTD
Eligible Customers		120,514	120,869	121,032	121,032
Total ADA Evaluations Performed		3,052	3,602	3,406	33,261
Days From Application to Decision (avg)	≤ 21	7	11	9	9

In Person Evaluations

	Goal	Feb-26	Mar-26	Apr-26	YTD
Unrestricted		1,690	1,991	1,898	17,782
Restricted		374	435	453	3,966
Temporary		65	107	102	803
Not Eligible		18	23	18	213
Total		2,147	2,556	2,471	22,764

Paper Evaluations

	Goal	Feb-26	Mar-26	Apr-26	YTD
Unrestricted		905	1,046	935	10,497
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		905	1,046	935	10,497

Appeals

	Goal	Feb-26	Mar-26	Apr-26	YTD
Appeals Performed		9	10	11	140
Days From Appeal to Decision (avg)	≤ 30	8	9	11	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Feb-26	Mar-26	Apr-26	YTD
Customer Service Calls		21,135	24,019	23,201	227,153
Average Initial Hold Time	≤ 180 sec	76	128	171	103
Calls On Hold > 5 Minutes	≤ 10%	6.5%	13.6%	20.2%	10.2%
Calls Abandoned	≤ 10%	4.4%	5.7%	8.1%	4.8%

Operations Monitoring Center

	Goal	Feb-26	Mar-26	Apr-26	YTD
Customer Service Calls		5,945	6,690	6,117	63,789
Average Initial Hold Time	≤ 180 sec	72	97	100	80
Calls On Hold > 5 Minutes	≤ 10%	6.7%	10.2%	11.0%	7.6%
Calls Abandoned	≤ 10%	7.3%	9.0%	10.4%	7.5%

Contractual Requirement

June 18, 2026

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

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

DRAFT FY2026 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 2.2% over budget
- ◆ Contract Revenue Miles: 3.4% under budget
- ◆ Trips: 3.0% over budget
- ◆ Total Eligibility Evaluations: 22.4% under budget
- ◆ Average Trip Distance: under budget by 0.54 miles at 8.18 miles
- ◆ Total cost per Passenger (before depreciation): 2.0% under budget at \$61.83
- ◆ Administration Function is 5.4% under budget
- ◆ Eligibility Determination Function is 13.3% under budget
- ◆ Purchased Transportation Function is 1.0% over budget
- ◆ Paratransit Operations Function is 2.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: APRIL 2025 to APRIL 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 April 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%	\$220,303,078	\$218,130,931	\$2,172,147	1.0%	13%
Paratransit Operations	9.8%	\$25,571,374	\$26,083,076	(\$511,702)	-2.0%	26%
Eligibility Determination	2.1%	\$5,501,974	\$6,344,489	(\$842,515)	-13.3%	-1%
CTSA/Ride Information	0.2%	\$415,027	\$363,294	\$51,733	14.2%	8%
Administration	3.9%	<u>\$10,342,020</u>	<u>\$10,936,603</u>	<u>(\$594,583)</u>	<u>-5.4%</u>	<u>9%</u>
Total Exp before Depreciation		<u>\$262,133,473</u>	<u>\$261,858,393</u>	<u>\$275,080</u>	<u>0.1%</u>	<u>13%</u>

Statistics - For the YTD Period Ended April 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	32,326	41,631	(9,305)	-22.4%	-19%
Number of PAX	4,239,780	4,148,896	90,884	2.2%	10%
Number of Contract Revenue Miles	28,136,996	29,118,865	(981,869)	-3.4%	9%
Number of Trips	3,441,704	3,340,770	100,934	3.0%	11%
Average Trip Distance	8.18	8.72	(0.54)	-6.1%	-1%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.83	\$7.49	\$0.34	4.5%	3%
Total Cost per Trip before Depreciation	\$76.16	\$78.38	(\$2.22)	-2.8%	2%
Total Cost per Pax before Depreciation	\$61.83	\$63.12	(\$1.29)	-2.0%	3%

Budget Results for FY 2026
For YTD Period Ending April 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$10,029,189	\$9,501,810	\$527,379		
Other Revenue	\$551,482	\$1,101,198	(\$549,716)		
Total Revenue	\$10,580,671	\$10,603,008	(\$22,337)	0%	-31%
Total Exp before Capital	\$262,133,473	\$261,858,393	\$275,080	0%	13%
Capital Expenditures					
Vehicles	\$17,257,889	\$30,320,770	(\$13,062,881)		
Facilities	\$2,085,422	\$12,625,000	(\$10,539,578)		
Other Capital Expenditures	\$593,384	\$723,600	(\$130,216)		
Total Capital Expenditures	\$19,936,695	\$43,669,370	(\$23,732,675)	-54%	-26%
Over/(Under) Budget April 2026			(\$23,457,595)		

YTD Cost Per Passenger before Depreciation and Capital Cost

