

access

Board Box

June 2026

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July 8, 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	Mar-26	Apr-26	May-26	YTD
Vehicle Trips		370,639	362,483	359,471	3,801,175
Passenger Trips		456,861	445,619	444,434	4,684,214
Backup Trips		36	27	42	276
No Shows		1.9%	1.9%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	90.0%	92.0%	91.0%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.02%	0.02%	0.03%
Excessively Long Trips	≤ 5%	**4.5%	**	**	**3.0%
Missed Trips	≤ 0.75%	0.34%	0.24%	0.27%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.7%	98.7%	98.7%	94.4%

Call Performance

	Goal	Mar-26	Apr-26	May-26	YTD
<i>Reservations</i>					
Answered Calls		230,867	231,923	234,283	2,480,526
Average Initial Hold Time	≤ 120 sec	47	54	55	55
Calls On Hold > 5 Minutes	≤ 5%	2.2%	2.7%	2.9%	2.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		83,639	75,866	80,022	834,220
Average Initial Hold Time		43	44	48	47
Calls On Hold > 5 Minutes	≤ 10%	3.2%	3.0%	3.6%	3.5%

Complaints/Compliments

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

Safety

	Goal	Mar-26	Apr-26	May-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.22	0.52	0.27	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.77	0.88	0.96	0.77
Mean Miles Between Major Mechanical Failures	≥ 50,000	98,559	147,177	138,353	81,668

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

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Mar-26	Apr-26	May-26	YTD
Vehicle Trips		14,696	14,870	14,309	154,827
Passenger Trips		17,831	17,690	17,057	185,906
No Shows		2.3%	2.0%	2.5%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	93.8%	93.7%	93.1%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.00%	0.00%	0.01%
Excessively Long Trips	≤ 5%	**2.6%	**	**	**2.5%
Missed Trips	≤ 0.75%	0.20%	0.17%	0.22%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	97.0%

Call Performance

	Goal	Mar-26	Apr-26	May-26	YTD
<i>Reservations</i>					
Answered Calls		7,302	7,600	7,208	83,024
Average Initial Hold Time	≤ 120 sec	35	42	32	32
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.4%	0.9%	0.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,221	2,341	2,364	27,580
Average Initial Hold Time		46	46	46	45
Calls On Hold > 5 Minutes	≤ 10%	2.6%	2.7%	3.0%	2.6%

Complaints/Compliments

	Goal	Mar-26	Apr-26	May-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	1.1	1.0	1.0
Compliments Per 1,000 Trips		1.9	1.8	1.8	1.2

Safety

	Goal	Mar-26	Apr-26	May-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.05
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.27	0.27	0.56	0.36
Mean Miles Between Major Mechanical Failures	≥ 50,000	184,570	*	*	321,543

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	Mar-26	Apr-26	May-26	YTD
Vehicle Trips		112,723	110,843	109,382	1,145,280
Passenger Trips		140,486	137,489	137,220	1,425,762
No Shows		1.9%	1.8%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	89.4%	92.4%	90.9%	91.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.01%	0.01%	0.02%
Excessively Long Trips	≤ 5%	**1.2%	**	**	**0.8%
Missed Trips	≤ 0.75%	0.27%	0.17%	0.24%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.9%	99.8%	99.5%	96.7%

Call Performance

	Goal	Mar-26	Apr-26	May-26	YTD
<i>Reservations</i>					
Answered Calls		61,509	61,112	61,961	653,509
Average Initial Hold Time	≤ 120 sec	35	38	34	34
Calls On Hold > 5 Minutes	≤ 5%	2.2%	2.4%	1.6%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		26,077	23,006	25,261	257,314
Average Initial Hold Time		38	28	34	32
Calls On Hold > 5 Minutes	≤ 10%	4.9%	3.3%	4.4%	4.0%

<i>Cancellations</i>					
Answered Calls		7,302	7,600	7,208	83,024
Average Initial Hold Time		21	18	21	20
Calls On Hold > 5 Minutes	≤ 10%	1.2%	0.8%	1.1%	1.0%

Complaints/Compliments

	Goal	Mar-26	Apr-26	May-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.1	1.4	1.5
Compliments Per 1,000 Trips		0.6	0.5	0.5	0.6

Safety

	Goal	Mar-26	Apr-26	May-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.32	0.50	0.25	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.57	1.18	1.01	0.98
Mean Miles Between Major Mechanical Failures	≥ 50,000	61,906	119,126	70,235	71,530
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	Mar-26	Apr-26	May-26	YTD
Vehicle Trips		3,193	3,046	3,118	31,974
Passenger Trips		3,570	3,513	3,610	37,128
No Shows		1.6%	1.8%	1.6%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.6%	91.1%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.06%	0.00%	0.12%
Excessively Long Trips	≤ 5%	**1.6%	**	**	**1.5%
Missed Trips	≤ 0.75%	0.49%	0.35%	0.33%	0.50%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Mar-26	Apr-26	May-26	YTD
<i>Reservations</i>					
Answered Calls		2,294	2,309	2,324	25,520
Average Initial Hold Time	≤ 120 sec	81	80	51	85
Calls On Hold > 5 Minutes	≤ 5%	5.2%	5.6%	2.5%	5.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		436	513	536	5,549
Average Initial Hold Time		81	61	41	68
Calls On Hold > 5 Minutes	≤ 10%	6.0%	2.9%	2.4%	4.0%

Complaints/Compliments

	Goal	Mar-26	Apr-26	May-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.3	0.7	1.0	0.9
Compliments Per 1,000 Trips		0.0	0.3	0.0	0.1

Safety

	Goal	Mar-26	Apr-26	May-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	0.92	0.23
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	Mar-26	Apr-26	May-26	YTD
Vehicle Trips		61,977	61,036	60,573	634,840
Passenger Trips		77,899	76,897	76,042	799,428
No Shows		1.2%	1.0%	1.1%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	93.4%	92.2%	93.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.01%	0.02%
Excessively Long Trips	≤ 5%	**3.2%	**	**	**2.6%
Missed Trips	≤ 0.75%	0.26%	0.20%	0.27%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.6%	99.3%	99.3%	96.8%

Call Performance

	Goal	Mar-26	Apr-26	May-26	YTD
<i>Reservations</i>					
Answered Calls		38,835	37,546	38,857	401,426
Average Initial Hold Time	≤ 120 sec	68	56	61	65
Calls On Hold > 5 Minutes	≤ 5%	3.0%	1.0%	1.9%	2.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,293	10,071	10,209	108,160
Average Initial Hold Time		51	52	56	55
Calls On Hold > 5 Minutes	≤ 10%	1.6%	1.3%	2.1%	1.9%

Complaints/Compliments

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

Safety

	Goal	Mar-26	Apr-26	May-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.52	0.21	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.25	0.96	0.66	0.81
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	*	472,015	216,465
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	Mar-26	Apr-26	May-26	YTD
Vehicle Trips		121,639	117,346	116,665	1,250,061
Passenger Trips		145,834	140,690	140,410	1,501,732
No Shows		2.0%	1.9%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	89.9%	91.6%	91.3%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.03%	0.03%	0.02%
Excessively Long Trips	≤ 5%	**8.0%	**	**	**5.4%
Missed Trips	≤ 0.75%	0.40%	0.29%	0.25%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.4%	97.7%	98.3%	92.3%

Call Performance

	Goal	Mar-26	Apr-26	May-26	YTD
<i>Reservations</i>					
Answered Calls		78,255	78,972	79,200	843,442
Average Initial Hold Time	≤ 120 sec	53	77	82	78
Calls On Hold > 5 Minutes	≤ 5%	2.0%	4.2%	5.6%	4.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		25,796	22,729	23,346	248,484
Average Initial Hold Time		54	69	72	70
Calls On Hold > 5 Minutes	≤ 10%	1.9%	3.4%	3.6%	3.2%

Complaints/Compliments

	Goal	Mar-26	Apr-26	May-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	1.8	2.0	2.1
Compliments Per 1,000 Trips		0.8	0.9	0.7	0.9

Safety

	Goal	Mar-26	Apr-26	May-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.71	0.36	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.72	0.80	1.18	0.79
Mean Miles Between Major Mechanical Failures	≥ 50,000	80,643	107,769	155,339	61,154
Contractual Requirement					

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

West Central Region (California Transit)

Trip Performance

	Goal	Mar-26	Apr-26	May-26	YTD
Vehicle Trips		56,375	55,315	55,382	583,917
Passenger Trips		71,205	69,313	70,053	733,982
No Shows		2.6%	2.6%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	87.8%	89.6%	88.7%	90.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.01%	0.03%	0.06%
Excessively Long Trips	≤ 5%	**3.8%	**	**	**2.4%
Missed Trips	≤ 0.75%	0.42%	0.33%	0.36%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	99.2%	100.0%	97.2%	94.7%

Call Performance

	Goal	Mar-26	Apr-26	May-26	YTD
<i>Reservations</i>					
Answered Calls		42,672	44,384	44,733	473,605
Average Initial Hold Time	≤ 120 sec	36	38	34	34
Calls On Hold > 5 Minutes	≤ 5%	1.7%	2.1%	1.4%	1.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,816	17,206	18,306	187,133
Average Initial Hold Time		29	27	30	31
Calls On Hold > 5 Minutes	≤ 5%	3.6%	3.1%	3.5%	4.0%

Complaints/Compliments

	Goal	Mar-26	Apr-26	May-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.2	2.3	2.2
Compliments Per 1,000 Trips		0.8	0.6	0.5	0.6

Safety

	Goal	Mar-26	Apr-26	May-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.32	0.34	0.32	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.75	0.63	0.95	0.47
Mean Miles Between Major Mechanical Failures	≥ 50,000	90,155	84,599	158,220	65,321
Contractual Requirement					

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

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Mar-26	Apr-26	May-26	YTD
Eligible Customers		120,869	121,032	121,528	121,528
Total ADA Evaluations Performed		3,602	3,406	2,997	36,258
Days From Application to Decision (avg)	≤ 21	11	9	9	9

In Person Evaluations

	Goal	Mar-26	Apr-26	May-26	YTD
Unrestricted		1,991	1,898	1,537	19,319
Restricted		435	453	429	4,395
Temporary		107	102	98	901
Not Eligible		23	18	23	236
Total		2,556	2,471	2,087	24,851

Paper Evaluations

	Goal	Mar-26	Apr-26	May-26	YTD
Unrestricted		1,046	935	910	11,407
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,046	935	910	11,407

Appeals

	Goal	Mar-26	Apr-26	May-26	YTD
Appeals Performed		10	11	14	154
Days From Appeal to Decision (avg)	≤ 30	9	11	9	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Mar-26	Apr-26	May-26	YTD
Customer Service Calls		24,019	23,201	19,552	246,705
Average Initial Hold Time	≤ 180 sec	128	171	190	110
Calls On Hold > 5 Minutes	≤ 10%	13.6%	20.2%	24.5%	11.4%
Calls Abandoned	≤ 10%	5.7%	8.1%	9.1%	5.2%

Operations Monitoring Center

	Goal	Mar-26	Apr-26	May-26	YTD
Customer Service Calls		6,690	6,117	6,311	70,100
Average Initial Hold Time	≤ 180 sec	97	100	98	81
Calls On Hold > 5 Minutes	≤ 10%	10.2%	11.0%	11.3%	8.0%
Calls Abandoned	≤ 10%	9.0%	10.4%	9.7%	7.7%

Contractual Requirement

July 8, 2026

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

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

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

- ◆ Passengers: 2.3% over budget
- ◆ Contract Revenue Miles: 3.1% under budget
- ◆ Trips: 3.1% over budget
- ◆ Total Eligibility Evaluations: 19.1% under budget
- ◆ Average Trip Distance: under budget by 0.53 miles at 8.19 miles
- ◆ Total cost per Passenger (before depreciation): 2.1% under budget at \$61.79
- ◆ Administration Function is 3.3% under budget
- ◆ Eligibility Determination Function is 13.4% under budget
- ◆ Purchased Transportation Function is 1.0% over budget
- ◆ Paratransit Operations Function is 1.9% under budget

Attached are the following reports for your review:

- Statistical Comparison: MAY 2025 to MAY 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 May 2026

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.0%	\$243,284,424	\$240,872,380	\$2,412,044	1.0%	12%
Paratransit Operations	9.7%	\$28,126,763	\$28,678,285	(\$551,522)	-1.9%	26%
Eligibility Determination	2.1%	\$6,028,286	\$6,964,049	(\$935,763)	-13.4%	-1%
CTSA/Ride Information	0.2%	\$453,886	\$397,576	\$56,310	14.2%	7%
Administration	4.0%	<u>\$11,567,087</u>	<u>\$11,962,433</u>	<u>(\$395,346)</u>	<u>-3.3%</u>	<u>11%</u>
Total Exp before Depreciation		\$289,460,446	\$288,874,723	\$585,723	0.2%	13%

Statistics – For the YTD Period Ended May 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	36,258	45,019	(8,761)	-19.5%	-17%
Number of PAX	4,684,214	4,577,534	106,680	2.3%	10%
Number of Contract Revenue Miles	31,123,497	32,127,400	(1,003,903)	-3.1%	9%
Number of Trips	3,801,175	3,685,936	115,239	3.1%	10%
Average Trip Distance	8.19	8.72	(0.53)	-6.0%	-1%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.82	\$7.50	\$0.32	4.3%	3%
Total Cost per Trip before Depreciation	\$76.15	\$78.37	(\$2.22)	-2.8%	2%
Total Cost per Pax before Depreciation	\$61.79	\$63.11	(\$1.32)	-2.1%	3%

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

	YTD	YTD		% Over /	% Over /
	Actual	Budget	Variance	(Under)	(Under)
				Budget	Prior Yr
Revenue					
Passenger Fares	\$11,020,821	\$10,483,534	\$537,287		
Other Revenue	\$645,797	\$1,211,229	(\$565,432)		
Total Revenue	\$11,666,618	\$11,694,763	(\$28,145)	0%	-28%
 Total Exp before Capital	 \$289,460,446	 \$288,874,723	 \$585,723	 0%	 13%
Capital Expenditures					
Vehicles	\$25,430,798	\$33,352,847	(\$7,922,049)		
Facilities	\$2,146,505	\$13,887,500	(\$11,740,995)		
Other Capital Expenditures	\$593,384	\$723,600	(\$130,216)		
Total Capital Expenditures	\$28,170,687	\$47,963,947	(\$19,793,260)	-41%	-9%
 Over/(Under) Budget May 2026			 (\$19,207,537)		

YTD Cost Per Passenger before Depreciation and Capital Cost

