

access

Board Box

July 2026

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

August 7, 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	Apr-26	May-26	Jun-26	YTD
Vehicle Trips		362,483	359,471	354,899	4,156,074
Passenger Trips		445,619	444,434	433,167	5,117,381
Backup Trips		27	42	31	307
No Shows		1.9%	2.0%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	91.0%	91.7%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	**	**	**	**3.0%
Missed Trips	≤ 0.75%	0.24%	0.27%	0.23%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.3%	98.3%	98.8%	94.7%

Call Performance

	Goal	Apr-26	May-26	Jun-26	YTD
<i>Reservations</i>					
Answered Calls		231,923	234,283	230,061	2,710,587
Average Initial Hold Time	≤ 120 sec	54	55	54	54
Calls On Hold > 5 Minutes	≤ 5%	2.7%	2.9%	2.8%	2.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		75,866	80,022	75,922	910,142
Average Initial Hold Time		44	48	45	47
Calls On Hold > 5 Minutes	≤ 10%	3.0%	3.6%	3.4%	3.5%

Complaints/Compliments

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

Safety

	Goal	Apr-26	May-26	Jun-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.52	0.27	0.22	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.88	0.94	0.62	0.76
Mean Miles Between Major Mechanical Failures	≥ 50,000	147,177	138,353	125,537	84,031

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

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Apr-26	May-26	Jun-26	YTD
Vehicle Trips		14,870	14,309	14,619	169,446
Passenger Trips		17,690	17,057	17,784	203,690
No Shows		2.0%	2.5%	2.1%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	93.1%	93.5%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.01%
Excessively Long Trips	≤ 5%	**	**	**	**2.5%
Missed Trips	≤ 0.75%	0.17%	0.22%	0.19%	0.24%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	97.4%

Call Performance

	Goal	Apr-26	May-26	Jun-26	YTD
<i>Reservations</i>					
Answered Calls		7,600	7,208	7,138	90,162
Average Initial Hold Time	≤ 120 sec	42	32	28	32
Calls On Hold > 5 Minutes	≤ 5%	1.4%	0.9%	0.4%	0.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,341	2,364	2,340	29,920
Average Initial Hold Time		46	46	44	45
Calls On Hold > 5 Minutes	≤ 10%	2.7%	3.0%	2.2%	2.5%

Complaints/Compliments

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

Safety

	Goal	Apr-26	May-26	Jun-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	0.56	0.00	0.33
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	*	182,662	301,702

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	Apr-26	May-26	Jun-26	YTD
Vehicle Trips		110,843	109,382	106,299	1,251,579
Passenger Trips		137,489	137,220	130,451	1,556,213
No Shows		1.8%	2.0%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	90.9%	91.3%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.02%
Excessively Long Trips	≤ 5%	**	**	**	**0.8%
Missed Trips	≤ 0.75%	0.17%	0.24%	0.21%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.8%	99.5%	100.0%	97.0%

Call Performance

	Goal	Apr-26	May-26	Jun-26	YTD
<i>Reservations</i>					
Answered Calls		61,112	61,961	60,396	713,905
Average Initial Hold Time	≤ 120 sec	38	34	38	34
Calls On Hold > 5 Minutes	≤ 5%	2.4%	1.6%	2.3%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		23,006	25,261	23,405	280,719
Average Initial Hold Time		28	34	36	33
Calls On Hold > 5 Minutes	≤ 10%	3.3%	4.4%	4.8%	4.1%

<i>Cancellations</i>					
Answered Calls		7,600	7,208	7,138	90,162
Average Initial Hold Time		18	21	23	20
Calls On Hold > 5 Minutes	≤ 10%	0.8%	1.1%	1.2%	1.0%

Complaints/Compliments

	Goal	Apr-26	May-26	Jun-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	1.4	1.7	1.5
Compliments Per 1,000 Trips		0.5	0.5	0.5	0.6

Safety

	Goal	Apr-26	May-26	Jun-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.50	0.25	0.39	0.27
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.18	1.01	0.58	0.95
Mean Miles Between Major Mechanical Failures	≥ 50,000	119,126	70,235	68,794	71,308

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	Apr-26	May-26	Jun-26	YTD
Vehicle Trips		3,046	3,118	3,080	35,054
Passenger Trips		3,513	3,610	3,573	40,701
No Shows		1.8%	1.6%	1.4%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	91.1%	92.9%	90.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.00%	0.03%	0.12%
Excessively Long Trips	≤ 5%	**	**	**	**1.5%
Missed Trips	≤ 0.75%	0.35%	0.33%	0.13%	0.47%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Apr-26	May-26	Jun-26	YTD
<i>Reservations</i>					
Answered Calls		2,309	2,324	2,252	27,772
Average Initial Hold Time	≤ 120 sec	80	51	32	80
Calls On Hold > 5 Minutes	≤ 5%	5.6%	2.5%	1.6%	4.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		513	536	444	5,993
Average Initial Hold Time		61	41	26	65
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.4%	1.1%	3.8%

Complaints/Compliments

	Goal	Apr-26	May-26	Jun-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.7	1.0	0.6	0.9
Compliments Per 1,000 Trips		0.3	0.0	0.0	0.1

Safety

	Goal	Apr-26	May-26	Jun-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	0.92	0.00	0.21
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	Apr-26	May-26	Jun-26	YTD
Vehicle Trips		61,036	60,573	60,500	695,340
Passenger Trips		76,897	76,042	76,369	875,797
No Shows		1.0%	1.1%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	92.2%	92.3%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.02%
Excessively Long Trips	≤ 5%	**	**	**	**2.6%
Missed Trips	≤ 0.75%	0.20%	0.27%	0.16%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.3%	99.3%	98.5%	96.9%

Call Performance

	Goal	Apr-26	May-26	Jun-26	YTD
<i>Reservations</i>					
Answered Calls		37,546	38,857	38,043	439,469
Average Initial Hold Time	≤ 120 sec	56	61	66	65
Calls On Hold > 5 Minutes	≤ 5%	1.0%	1.9%	3.0%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,071	10,209	10,039	118,199
Average Initial Hold Time		52	56	62	56
Calls On Hold > 5 Minutes	≤ 10%	1.3%	2.1%	2.7%	2.0%

Complaints/Compliments

	Goal	Apr-26	May-26	Jun-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.8	1.9	1.7
Compliments Per 1,000 Trips		1.9	1.8	2.0	1.8

Safety

	Goal	Apr-26	May-26	Jun-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.52	0.21	0.00	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.96	0.58	0.38	0.76
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	472,015	*	236,648

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	Apr-26	May-26	Jun-26	YTD
Vehicle Trips		117,346	116,665	115,364	1,365,425
Passenger Trips		140,690	140,410	136,501	1,638,233
No Shows		1.9%	2.1%	2.0%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	91.3%	92.3%	91.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.02%	0.02%
Excessively Long Trips	≤ 5%	**	**	**	**5.4%
Missed Trips	≤ 0.75%	0.29%	0.25%	0.25%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.0%	97.6%	98.4%	92.6%

Call Performance

	Goal	Apr-26	May-26	Jun-26	YTD
<i>Reservations</i>					
Answered Calls		78,972	79,200	77,547	920,989
Average Initial Hold Time	≤ 120 sec	77	82	75	78
Calls On Hold > 5 Minutes	≤ 5%	4.2%	5.6%	3.9%	4.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,729	23,346	21,896	270,380
Average Initial Hold Time		69	72	59	70
Calls On Hold > 5 Minutes	≤ 10%	3.4%	3.6%	1.7%	3.1%

Complaints/Compliments

	Goal	Apr-26	May-26	Jun-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.0	1.6	2.1
Compliments Per 1,000 Trips		0.9	0.7	0.7	0.9

Safety

	Goal	Apr-26	May-26	Jun-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.71	0.36	0.33	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.80	1.16	1.19	0.82
Mean Miles Between Major Mechanical Failures	≥ 50,000	107,769	155,339	121,773	63,569

Contractual Requirement

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

West Central Region (California Transit)

Trip Performance

	Goal	Apr-26	May-26	Jun-26	YTD
Vehicle Trips		55,315	55,382	55,006	638,923
Passenger Trips		69,313	70,053	68,458	802,440
No Shows		2.6%	2.7%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	89.6%	88.7%	89.4%	90.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.03%	0.05%
Excessively Long Trips	≤ 5%	**	**	**	**2.4%
Missed Trips	≤ 0.75%	0.33%	0.36%	0.29%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	97.2%	97.7%	95.1%

Call Performance

	Goal	Apr-26	May-26	Jun-26	YTD
<i>Reservations</i>					
Answered Calls		44,384	44,733	44,685	518,290
Average Initial Hold Time	≤ 120 sec	38	34	37	34
Calls On Hold > 5 Minutes	≤ 5%	2.1%	1.4%	1.8%	1.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,206	18,306	17,798	204,931
Average Initial Hold Time		27	30	32	31
Calls On Hold > 5 Minutes	≤ 5%	3.1%	3.5%	4.4%	4.0%

Complaints/Compliments

	Goal	Apr-26	May-26	Jun-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.3	2.3	2.2
Compliments Per 1,000 Trips		0.6	0.5	0.7	0.6

Safety

	Goal	Apr-26	May-26	Jun-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.32	0.17	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.63	0.95	0.13	0.44
Mean Miles Between Major Mechanical Failures	≥ 50,000	84,599	158,220	95,590	67,050

Contractual Requirement

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

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Apr-26	May-26	Jun-26	YTD
Eligible Customers		121,032	121,528	122,183	122,183
Total ADA Evaluations Performed		3,425	3,006	3,602	39,891
Days From Application to Decision (avg)	≤ 21	9	9	8	9

In Person Evaluations

	Goal	Apr-26	May-26	Jun-26	YTD
Unrestricted		1,913	1,545	1,874	21,219
Restricted		453	430	499	4,896
Temporary		104	98	123	1,026
Not Eligible		20	23	28	265
Total		2,490	2,096	2,524	27,406

Paper Evaluations

	Goal	Apr-26	May-26	Jun-26	YTD
Unrestricted		935	910	1,078	12,485
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		935	910	1,078	12,485

Appeals

	Goal	Apr-26	May-26	Jun-26	YTD
Appeals Performed		11	14	15	169
Days From Appeal to Decision (avg)	≤ 30	11	9	6	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Apr-26	May-26	Jun-26	YTD
Customer Service Calls		23,201	19,552	21,795	268,500
Average Initial Hold Time	≤ 180 sec	171	190	110	110
Calls On Hold > 5 Minutes	≤ 10%	20.2%	24.5%	11.4%	11.4%
Calls Abandoned	≤ 10%	8.1%	9.1%	5.0%	5.1%

Operations Monitoring Center

	Goal	Apr-26	May-26	Jun-26	YTD
Customer Service Calls		6,117	6,311	6,322	76,422
Average Initial Hold Time	≤ 180 sec	100	98	67	80
Calls On Hold > 5 Minutes	≤ 10%	11.0%	11.3%	5.8%	7.8%
Calls Abandoned	≤ 10%	10.4%	9.7%	5.9%	7.6%

Contractual Requirement

August 7, 2026

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

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

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

- ◆ Passengers: 2.2% over budget
- ◆ Contract Revenue Miles: 3.9% under budget
- ◆ Trips: 3.1% over budget
- ◆ Total Eligibility Evaluations: 17.6% under budget
- ◆ Average Trip Distance: under budget by 0.60 miles at 8.12 miles
- ◆ Total cost per Passenger (before depreciation): 1.8% under budget at \$61.97
- ◆ Administration Function is 2.9% under budget
- ◆ Eligibility Determination Function is 13.6% under budget
- ◆ Purchased Transportation Function is 1.3% over budget
- ◆ Paratransit Operations Function is 2.6% under budget

Attached are the following reports for your review:

- Statistical Comparison: JUNE 2025 to JUNE 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 June 2026

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.2%	\$266,947,223	\$263,551,654	\$3,395,569	1.3%	12%
Paratransit Operations	9.6%	\$30,489,516	\$31,287,687	(\$798,171)	-2.6%	31%
Eligibility Determination	2.1%	\$6,554,364	\$7,585,185	(\$1,030,821)	-13.6%	-2%
CTSA/Ride Information	0.2%	\$507,177	\$433,655	\$73,522	17.0%	11%
Administration	4.0%	<u>\$12,635,537</u>	<u>\$13,011,524</u>	<u>(\$375,987)</u>	<u>-2.9%</u>	<u>13%</u>
Total Exp before Depreciation		\$317,133,817	\$315,869,705	\$1,264,112	0.4%	14%

Statistics – For the YTD Period Ended June 2026

	-	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations		39,891	48,406	(8,515)	-17.6%	-14%
Number of PAX		5,117,381	5,005,228	112,153	2.2%	10%
Number of Contract Revenue Miles		33,766,437	35,129,278	(1,362,842)	-3.9%	8%
Number of Trips		4,156,074	4,030,338	125,736	3.1%	10%
Average Trip Distance		8.12	8.72	(0.60)	-6.8%	-2%
Purchased Transportation Cost						
Cost per Contract Rev Mile		\$7.91	\$7.50	\$0.41	5.5%	4%
Total Cost per Trip before Depreciation		\$76.31	\$78.37	(\$2.06)	-2.6%	3%
Total Cost per Pax before Depreciation		\$61.97	\$63.11	(\$1.14)	-1.8%	3%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$11,267,833	\$11,463,084	(\$195,251)		
Other Revenue	\$739,758	\$1,321,350	(\$581,592)		
Total Revenue	\$12,007,591	\$12,784,434	(\$776,843)	-6%	-31%
 Total Exp before Capital	 \$317,133,817	 \$315,869,705	 \$1,264,112	 0%	 14%
Capital Expenditures					
Vehicles	\$32,878,298	\$36,384,876	(\$3,506,578)		
Facilities	\$2,146,505	\$15,150,000	(\$13,003,495)		
Other Capital Expenditures	\$787,884	\$723,600	\$64,284		
Total Capital Expenditures	\$35,812,687	\$52,258,476	(\$16,445,789)	-31%	8%
 Over/(Under) Budget June 2026			 (\$15,181,677)		

YTD Cost Per Passenger before Depreciation and Capital Cost

