

access

Board Box

September 2026

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September 30, 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	Jun-26	Jul-26	Aug-26	YTD
Vehicle Trips		354,899	365,293	371,295	736,588
Passenger Trips		433,167	454,993	462,882	917,875
Backup Trips		31	38	48	86
No Shows		1.9%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	92.5%	90.8%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.04%	0.04%	0.04%
Excessively Long Trips	≤ 5%	2.0%	2.0%	2.4%	2.2%
Missed Trips	≤ 0.75%	0.23%	0.20%	0.27%	0.24%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.8%	99.3%	97.7%	98.5%

Call Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
<i>Reservations</i>					
Answered Calls		230,061	233,594	234,736	468,330
Average Initial Hold Time	≤ 120 sec	54	51	63	57
Calls On Hold > 5 Minutes	≤ 5%	2.8%	2.6%	3.8%	3.2%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		75,922	78,373	77,488	155,861
Average Initial Hold Time		45	48	51	50
Calls On Hold > 5 Minutes	≤ 10%	3.4%	3.9%	4.4%	4.2%

Complaints/Compliments

	Goal	Jun-26	Jul-26	Aug-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.7	1.8	1.8
Compliments Per 1,000 Trips		0.9	0.8	0.7	0.8

Safety

	Goal	Jun-26	Jul-26	Aug-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.22	0.20	0.26	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.62	0.87	0.97	0.92
Mean Miles Between Major Mechanical Failures	≥ 50,000	125,537	121,550	116,873	119,150

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
Vehicle Trips		14,619	14,859	15,950	30,809
Passenger Trips		17,784	17,796	19,134	36,930
No Shows		2.1%	2.5%	2.2%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	92.3%	92.4%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.01%	0.00%
Excessively Long Trips	≤ 5%	2.0%	2.2%	2.0%	2.1%
Missed Trips	≤ 0.75%	0.19%	0.21%	0.21%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	97.0%	96.7%	96.8%

Call Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
<i>Reservations</i>					
Answered Calls		7,138	7,722	8,335	16,057
Average Initial Hold Time	≤ 120 sec	28	35	30	33
Calls On Hold > 5 Minutes	≤ 5%	0.4%	1.1%	0.4%	0.7%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,340	2,712	2,807	5,519
Average Initial Hold Time		44	48	53	51
Calls On Hold > 5 Minutes	≤ 10%	2.2%	3.1%	3.3%	3.2%

Complaints/Compliments

	Goal	Jun-26	Jul-26	Aug-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	0.6	1.0	0.8
Compliments Per 1,000 Trips		1.2	0.9	1.2	1.1

Safety

	Goal	Jun-26	Jul-26	Aug-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	0.27	0.25	0.26
Mean Miles Between Major Mechanical Failures	≥ 50,000	182,662	*	101,077	194,742

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
Vehicle Trips		106,299	110,459	110,860	221,319
Passenger Trips		130,451	138,591	139,295	277,886
No Shows		1.9%	1.9%	2.0%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	92.4%	90.5%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.07%	0.02%	0.04%
Excessively Long Trips	≤ 5%	0.9%	0.8%	0.9%	0.9%
Missed Trips	≤ 0.75%	0.21%	0.22%	0.24%	0.23%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	98.9%	99.4%

Call Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
<i>Reservations</i>					
Answered Calls		60,396	61,180	60,682	121,862
Average Initial Hold Time	≤ 120 sec	38	30	40	35
Calls On Hold > 5 Minutes	≤ 5%	2.3%	1.9%	3.2%	2.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		23,405	25,067	24,242	49,309
Average Initial Hold Time		36	39	38	38
Calls On Hold > 5 Minutes	≤ 10%	4.8%	5.5%	5.3%	5.4%

<i>Cancellations</i>					
Answered Calls		11,510	11,572	11,079	22,651
Average Initial Hold Time		23	20	25	22
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.1%	2.3%	1.7%

Complaints/Compliments

	Goal	Jun-26	Jul-26	Aug-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.6	1.2	1.4
Compliments Per 1,000 Trips		0.5	0.4	0.5	0.5

Safety

	Goal	Jun-26	Jul-26	Aug-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.39	0.26	0.34	0.30
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.58	0.62	1.12	0.87
Mean Miles Between Major Mechanical Failures	≥ 50,000	68,794	90,112	53,540	67,124

Contractual Requirement

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
Vehicle Trips		3,080	2,876	3,095	5,971
Passenger Trips		3,573	3,379	3,637	7,016
No Shows		1.4%	1.7%	1.9%	1.8%
On Time Performance (Next Day Trips)	≥ 91%	92.9%	92.7%	92.3%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.03%	0.03%
Excessively Long Trips	≤ 5%	0.5%	0.7%	1.2%	0.9%
Missed Trips	≤ 0.75%	0.13%	0.24%	0.38%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
<i>Reservations</i>					
Answered Calls		2,252	2,375	2,464	4,839
Average Initial Hold Time	≤ 120 sec	32	31	33	32
Calls On Hold > 5 Minutes	≤ 5%	1.6%	1.1%	1.2%	1.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		444	480	555	1,035
Average Initial Hold Time		26	31	36	34
Calls On Hold > 5 Minutes	≤ 10%	1.1%	2.1%	2.2%	2.1%

Complaints/Compliments

	Goal	Jun-26	Jul-26	Aug-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.6	0.7	0.3	0.5
Compliments Per 1,000 Trips		0.0	0.0	0.3	0.2

Safety

	Goal	Jun-26	Jul-26	Aug-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	0.00
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	Jun-26	Jul-26	Aug-26	YTD
Vehicle Trips		60,500	62,340	63,224	125,564
Passenger Trips		76,369	79,973	81,258	161,231
No Shows		1.2%	1.3%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	92.4%	90.0%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.10%	0.06%
Excessively Long Trips	≤ 5%	2.3%	2.3%	3.0%	2.6%
Missed Trips	≤ 0.75%	0.16%	0.15%	0.42%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.5%	99.6%	98.1%	98.8%

Call Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
<i>Reservations</i>					
Answered Calls		38,043	38,478	40,359	78,837
Average Initial Hold Time	≤ 120 sec	66	70	87	79
Calls On Hold > 5 Minutes	≤ 5%	3.0%	3.3%	5.4%	4.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,039	10,611	10,551	21,162
Average Initial Hold Time		62	69	87	78
Calls On Hold > 5 Minutes	≤ 10%	2.7%	3.7%	7.9%	5.8%

Complaints/Compliments

	Goal	Jun-26	Jul-26	Aug-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.7	2.2	1.9
Compliments Per 1,000 Trips		2.0	1.5	1.4	1.5

Safety

	Goal	Jun-26	Jul-26	Aug-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.42	0.43	0.42
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.38	0.84	0.61	0.73
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	956,215	235,070	379,299

Contractual Requirement

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

Southern Region (Global Paratransit)

Trip Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
Vehicle Trips		115,364	117,996	120,531	238,527
Passenger Trips		136,501	143,192	146,437	289,629
No Shows		2.0%	2.1%	2.2%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	93.5%	92.1%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.02%	0.02%
Excessively Long Trips	≤ 5%	2.5%	2.6%	3.1%	2.9%
Missed Trips	≤ 0.75%	0.25%	0.18%	0.17%	0.17%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.4%	99.4%	97.1%	98.3%

Call Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
<i>Reservations</i>					
Answered Calls		77,547	78,671	77,944	156,615
Average Initial Hold Time	≤ 120 sec	75	72	86	79
Calls On Hold > 5 Minutes	≤ 5%	3.9%	3.7%	4.4%	4.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,896	21,684	21,971	43,655
Average Initial Hold Time		59	61	65	63
Calls On Hold > 5 Minutes	≤ 10%	1.7%	2.4%	2.2%	2.3%

Complaints/Compliments

	Goal	Jun-26	Jul-26	Aug-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.8	1.9	1.9
Compliments Per 1,000 Trips		0.7	0.8	0.6	0.7

Safety

	Goal	Jun-26	Jul-26	Aug-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.33	0.14	0.27	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.19	1.18	1.20	1.19
Mean Miles Between Major Mechanical Failures	≥ 50,000	121,773	91,014	375,376	147,886

Contractual Requirement

West Central Region (California Transit)

Trip Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
Vehicle Trips		55,006	56,725	57,587	114,312
Passenger Trips		68,458	72,024	73,073	145,097
No Shows		2.7%	2.5%	2.6%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	89.4%	90.5%	88.8%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.06%	0.04%	0.05%
Excessively Long Trips	≤ 5%	2.7%	2.4%	3.0%	2.7%
Missed Trips	≤ 0.75%	0.29%	0.28%	0.40%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.7%	97.3%	97.4%	97.3%

Call Performance

	Goal	Jun-26	Jul-26	Aug-26	YTD
<i>Reservations</i>					
Answered Calls		44,685	45,168	44,952	90,120
Average Initial Hold Time	≤ 120 sec	37	29	40	35
Calls On Hold > 5 Minutes	≤ 5%	1.8%	1.3%	2.8%	2.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,798	17,819	17,362	35,181
Average Initial Hold Time		32	33	30	32
Calls On Hold > 5 Minutes	≤ 5%	4.4%	4.0%	4.0%	4.0%

Complaints/Compliments

	Goal	Jun-26	Jul-26	Aug-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.3	2.3	2.3
Compliments Per 1,000 Trips		0.7	0.6	0.5	0.6

Safety

	Goal	Jun-26	Jul-26	Aug-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.13	0.96	0.99	0.98
Mean Miles Between Major Mechanical Failures	≥ 50,000	95,590	92,551	93,878	93,214

Contractual Requirement

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Jun-26	Jul-26	Aug-26	YTD
Eligible Customers		122,183	122,797	123,146	123,146
Total ADA Evaluations Performed		3,619	3,679	3,116	6,795
Days From Application to Decision (avg)	≤ 21	8	9	9	9

In Person Evaluations

	Goal	Jun-26	Jul-26	Aug-26	YTD
Unrestricted		1,885	1,856	1,754	3,610
Restricted		500	464	437	901
Temporary		126	119	96	215
Not Eligible		29	19	19	38
Total		2,540	2,458	2,306	4,764

Paper Evaluations

	Goal	Jun-26	Jul-26	Aug-26	YTD
Unrestricted		1,078	1,221	810	2,031
Restricted		1	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,079	1,221	810	2,031

Appeals

	Goal	Jun-26	Jul-26	Aug-26	YTD
Appeals Performed		15	15	23	38
Days From Appeal to Decision (avg)	≤ 30	6	8	9	9

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Jun-26	Jul-26	Aug-26	YTD
Customer Service Calls		21,795	22,040	21,878	43,918
Average Initial Hold Time	≤ 180 sec	110	142	160	151
Calls On Hold > 5 Minutes	≤ 10%	11.4%	16.0%	18.8%	17.4%
Calls Abandoned	≤ 10%	5.0%	6.7%	7.9%	7.3%

Operations Monitoring Center

	Goal	Jun-26	Jul-26	Aug-26	YTD
Customer Service Calls		6,322	6,246	6,652	12,898
Average Initial Hold Time	≤ 180 sec	67	90	103	97
Calls On Hold > 5 Minutes	≤ 10%	5.8%	9.0%	10.9%	10.0%
Calls Abandoned	≤ 10%	5.9%	8.5%	10.2%	9.4%

Contractual Requirement

September 30, 2026

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

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

DRAFT FY 2026/2027 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 2.6% over budget
- ◆ Contract Revenue Miles: 0.6% over budget
- ◆ Trips: 1.0% over budget
- ◆ Total Eligibility Evaluations: 0.9% under budget
- ◆ Average Trip Distance: under budget by 0.03 miles at 8.20 miles
- ◆ Total cost per Passenger (before depreciation): 2.3% under budget at \$61.72
- ◆ Administration Function is 9.0% under budget
- ◆ Eligibility Determination Function is 1.8% over budget
- ◆ Purchased Transportation Function is 0.1% over budget
- ◆ Paratransit Operations Function is 5.7% over budget

Attached are the following reports for your review:

- Statistical Comparison: AUGUST 2025 to AUGUST 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 August 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	83.6%	\$47,354,812	\$47,328,477	\$26,335	0.1%	123%
Paratransit Operations	10.1%	\$5,732,679	\$5,421,001	\$311,678	5.7%	129%
Eligibility Determination	2.2%	\$1,274,347	\$1,251,545	\$22,802	1.8%	127%
CTSA/Ride Information	0.1%	\$84,871	\$90,252	(\$5,381)	-6.0%	122%
Administration	3.9%	<u>\$2,205,739</u>	<u>\$2,423,469</u>	<u>(\$217,730)</u>	<u>-9.0%</u>	<u>115%</u>
Total Exp before Depreciation		\$56,652,448	\$56,514,744	\$137,704	0.2%	123%

Statistics – For the YTD Period Ended August 2026

	-	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations		6,795	6,853	(58)	-0.9%	96%
Number of PAX		917,875	894,760	23,115	2.6%	118%
Number of Contract Revenue Miles		6,039,627	6,002,066	37,561	0.6%	118%
Number of Trips		736,588	729,068	7,520	1.0%	117%
Average Trip Distance		8.20	8.23	(0.03)	-0.4%	0%
Purchased Transportation Cost						
Cost per Contract Rev Mile		\$7.84	\$7.89	(\$0.05)	-0.6%	2%
Total Cost per Trip before Depreciation		\$76.91	\$77.52	(\$0.61)	-0.8%	3%
Total Cost per Pax before Depreciation		\$61.72	\$63.16	(\$1.44)	-2.3%	3%

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

	YTD	YTD		% Over / (Under)	% Over / (Under)
	Actual	Budget	Variance	Budget	Prior Yr
Revenue					
Passenger Fares	\$2,024,340	\$2,077,617	(\$53,277)		
Other Revenue	\$287,621	\$38,201	\$249,420		
Total Revenue	\$2,311,961	\$2,115,818	\$196,143	9%	113%
 Total Exp before Capital	 \$56,652,448	 \$56,514,744	 \$137,704	 0%	 123%
Capital Expenditures					
Vehicles	\$334,592	\$1,880,949	(\$1,546,357)		
Facilities	(\$0)	\$1,333,334	(\$1,333,334)		
Other Capital Expenditures	\$0	\$0	\$0		
Total Capital Expenditures	\$334,592	\$3,214,283	(\$2,879,691)	-90%	-58%
 Over/(Under) Budget August 2026			 (\$2,741,987)		

YTD Cost Per Passenger before Depreciation and Capital Cost

