access

Board Box

October 2026

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November 6, 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	Jul-26	Aug-26	Sep-26	YTD
Vehicle Trips		365,293	371,295	379,728	1,116,316
Passenger Trips		454,993	462,882	466,778	1,384,653
Backup Trips		38	48	38	124
No Shows		2.0%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	90.8%	90.0%	91.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.04%	0.03%	0.03%
Excessively Long Trips	≤ 5%	2.0%	2.4%	3.1%	2.5%
Missed Trips	≤ 0.75%	0.20%	0.27%	0.27%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.3%	97.7%	96.6%	97.8%

Call Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Reservations					
Answered Calls		233,594	234,736	233,833	702,163
Average Initial Hold Time	≤ 120 sec	51	63	62	58
Calls On Hold > 5 Minutes	≤ 5%	2.6%	3.8%	2.8%	3.0%
Estimated Time of Arrival (ETAs)					
Answered Calls		78,373	77,488	79,517	235,378
Average Initial Hold Time		48	51	52	50
Calls On Hold > 5 Minutes	≤ 10%	3.9%	4.4%	4.5%	4.3%

Complaints/Compliments

	Goal	Jul-26	Aug-26	Sep-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.8	2.0	1.9
Compliments Per 1,000 Trips		0.8	0.7	0.7	0.7

Safety

	Goal	Jul-26	Aug-26	Sep-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.26	0.18	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.87	0.94	0.75	0.86
Mean Miles Between Major Mechanical Failures	≥ 50,000	121,550	116,873	151,195	128,001

Antelope Valley Region (First Transit)

Trip Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Vehicle Trips		14,859	15,950	15,747	46,556
Passenger Trips		17,796	19,134	18,752	55,682
No Shows		2.5%	2.2%	2.3%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	92.4%	92.5%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.2%	2.0%	2.3%	2.2%
Missed Trips	≤ 0.75%	0.21%	0.21%	0.25%	0.22%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.0%	96.7%	97.3%	97.0%

Call Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Reservations					
Answered Calls		7,722	8,335	7,958	24,015
Average Initial Hold Time	≤ 120 sec	35	30	29	31
Calls On Hold > 5 Minutes	≤ 5%	1.1%	0.4%	0.5%	0.7%

Estimated Time of Arrival (ETAs)					
Answered Calls		2,712	2,807	2,567	8,086
Average Initial Hold Time		48	53	55	52
Calls On Hold > 5 Minutes	≤ 10%	3.1%	3.3%	3.4%	3.2%

Complaints/Compliments

	Goal	Jul-26	Aug-26	Sep-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.6	1.0	1.3	1.0
Compliments Per 1,000 Trips		0.9	1.2	0.8	1.0

Safety

	Goal	Jul-26	Aug-26	Sep-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	0.27	0.25	0.00	0.17
Mean Miles Between Major Mechanical Failures	≥ 50,000	*	101,077	197,374	195,619

Contractual Requirement

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

Eastern Region (San Gabriel Transit)

Trip Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Vehicle Trips		110,459	110,860	114,145	335,464
Passenger Trips		138,591	139,295	139,830	417,716
No Shows		1.9%	2.0%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	90.5%	88.8%	90.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.02%	0.02%	0.04%
Excessively Long Trips	≤ 5%	0.8%	0.9%	1.3%	1.0%
Missed Trips	≤ 0.75%	0.22%	0.24%	0.31%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	98.9%	97.6%	98.8%

Call Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Reservations					
Answered Calls		61,180	60,682	61,323	183,185
Average Initial Hold Time	≤ 120 sec	30	40	44	38
Calls On Hold > 5 Minutes	≤ 5%	1.9%	3.2%	2.5%	2.5%

Estimated Time of Arrival (ETA)					
Answered Calls		25,067	24,242	24,928	74,237
Average Initial Hold Time		39	38	48	42
Calls On Hold > 5 Minutes	≤ 10%	5.5%	5.3%	6.9%	5.9%

Cancellations					
Answered Calls		11,572	11,079	11,673	34,324
Average Initial Hold Time		20	25	24	23
Calls On Hold > 5 Minutes	≤ 10%	1.1%	2.3%	1.4%	1.6%

Complaints/Compliments

	Goal	Jul-26	Aug-26	Sep-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.2	1.8	1.5
Compliments Per 1,000 Trips		0.4	0.5	0.4	0.4

Safety

	Goal	Jul-26	Aug-26	Sep-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.34	0.00	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.62	1.12	1.39	1.04
Mean Miles Between Major Mechanical Failures	≥ 50,000	90,112	53,540	71,891	68,554

Contractual Requirement

Santa Clarita Region (Santa Clarita Transit)

Trip Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Vehicle Trips		2,876	3,095	3,127	9,098
Passenger Trips		3,379	3,637	3,570	10,586
No Shows		1.7%	1.9%	1.3%	1.6%
On Time Performance (Next Day Trips)	≥ 91%	92.7%	92.3%	93.2%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.09%	0.05%
Excessively Long Trips	≤ 5%	0.7%	1.2%	0.8%	0.9%
Missed Trips	≤ 0.75%	0.24%	0.38%	0.25%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Reservations					
Answered Calls		2,375	2,464	2,335	7,174
Average Initial Hold Time	≤ 120 sec	31	33	35	33
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.2%	1.6%	1.3%

Estimated Time of Arrival (ETA)					
Answered Calls		480	555	541	1,576
Average Initial Hold Time		31	36	31	33
Calls On Hold > 5 Minutes	≤ 10%	2.1%	2.2%	1.1%	1.8%

Complaints/Compliments

	Goal	Jul-26	Aug-26	Sep-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.7	0.3	1.3	0.8
Compliments Per 1,000 Trips		0.0	0.3	0.0	0.1

Safety

	Goal	Jul-26	Aug-26	Sep-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	Jul-26	Aug-26	Sep-26	YTD
Vehicle Trips		62,340	63,224	65,006	190,570
Passenger Trips		79,973	81,258	83,732	244,963
No Shows		1.3%	1.2%	1.1%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	90.0%	90.1%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.10%	0.04%	0.06%
Excessively Long Trips	≤ 5%	2.3%	3.0%	3.9%	3.1%
Missed Trips	≤ 0.75%	0.15%	0.42%	0.30%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.6%	98.1%	95.8%	97.7%

Call Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Reservations					
Answered Calls		38,478	40,359	39,510	118,347
Average Initial Hold Time	≤ 120 sec	70	87	66	75
Calls On Hold > 5 Minutes	≤ 5%	3.3%	5.4%	1.5%	3.4%
Estimated Time of Arrival (ETA)					
Answered Calls		10,611	10,551	11,301	32,463
Average Initial Hold Time		69	87	65	74
Calls On Hold > 5 Minutes	≤ 10%	3.7%	7.9%	2.8%	4.8%

Complaints/Compliments

	Goal	Jul-26	Aug-26	Sep-26	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	2.2	2.8	2.3
Compliments Per 1,000 Trips		1.5	1.4	1.4	1.4

Safety

	Goal	Jul-26	Aug-26	Sep-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.42	0.43	0.21	0.35
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.84	0.61	0.67	0.71
Mean Miles Between Major Mechanical Failures	≥ 50,000	956,215	235,070	310,714	353,580

Contractual Requirement

Southern Region (Global Paratransit)

Trip Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Vehicle Trips		117,996	120,531	124,274	362,801
Passenger Trips		143,192	146,437	149,966	439,595
No Shows		2.1%	2.2%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	92.1%	91.2%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.01%	0.02%
Excessively Long Trips	≤ 5%	2.6%	3.1%	4.1%	3.3%
Missed Trips	≤ 0.75%	0.18%	0.17%	0.18%	0.18%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.4%	97.0%	96.5%	97.6%

Call Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Reservations					
Answered Calls		78,671	77,944	78,002	234,617
Average Initial Hold Time	≤ 120 sec	72	86	88	82
Calls On Hold > 5 Minutes	≤ 5%	3.7%	4.4%	4.3%	4.1%
Estimated Time of Arrival (ETA)					
Answered Calls		21,684	21,971	22,669	66,324
Average Initial Hold Time		61	65	63	63
Calls On Hold > 5 Minutes	≤ 10%	2.4%	2.2%	2.6%	2.4%

Complaints/Compliments

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

Safety

	Goal	Jul-26	Aug-26	Sep-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.14	0.27	0.20	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.85	1.18	1.20	0.71	1.03
Mean Miles Between Major Mechanical Failures	≥ 50,000	91,014	375,376	303,107	178,930

Contractual Requirement

West Central Region (California Transit)

Trip Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Vehicle Trips		56,725	57,587	57,391	171,703
Passenger Trips		72,024	73,073	70,890	215,987
No Shows		2.5%	2.6%	2.7%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	88.8%	88.6%	89.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.04%	0.04%	0.05%
Excessively Long Trips	≤ 5%	2.4%	3.0%	3.5%	3.0%
Missed Trips	≤ 0.75%	0.28%	0.40%	0.37%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.3%	97.4%	95.4%	96.8%

Call Performance

	Goal	Jul-26	Aug-26	Sep-26	YTD
Reservations					
Answered Calls		45,168	44,952	44,705	134,825
Average Initial Hold Time	≤ 120 sec	29	40	44	38
Calls On Hold > 5 Minutes	≤ 5%	1.3%	2.8%	2.3%	2.1%
Estimated Time of Arrival (ETA)					
Answered Calls		17,819	17,362	17,511	52,692
Average Initial Hold Time		33	30	35	33
Calls On Hold > 5 Minutes	≤ 5%	4.0%	4.0%	4.8%	4.3%

Complaints/Compliments

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

Safety

	Goal	Jul-26	Aug-26	Sep-26	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.51	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.85	0.96	0.84	0.13	0.66
Mean Miles Between Major Mechanical Failures	≥ 50,000	92,551	93,878	116,605	99,370

Contractual Requirement

Eligibility and Appeals

Eligibility (MTM Transit)

	Goal	Jul-26	Aug-26	Sep-26	YTD
Eligible Customers		122,797	123,146	123,539	123,539
Total ADA Evaluations Performed		3,681	3,124	3,649	10,454
Days From Application to Decision (avg)	≤ 21	9	9	10	9

In Person Evaluations

	Goal	Jul-26	Aug-26	Sep-26	YTD
Unrestricted		1,857	1,760	1,854	5,471
Restricted		464	439	461	1,364
Temporary		120	96	88	304
Not Eligible		19	19	14	52
Total		2,460	2,314	2,417	7,191

Paper Evaluations

	Goal	Jul-26	Aug-26	Sep-26	YTD
Unrestricted		1,221	810	1,232	3,263
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,221	810	1,232	3,263

Appeals

	Goal	Jul-26	Aug-26	Sep-26	YTD
Appeals Performed		15	23	22	60
Days From Appeal to Decision (avg)	≤ 30	8	9	7	8

Customer Service (ALTA)

Phone Statistics

Customer Service

	Goal	Jul-26	Aug-26	Sep-26	YTD
Customer Service Calls		22,040	21,878	21,097	65,015
Average Initial Hold Time	≤ 180 sec	142	160	217	172
Calls On Hold > 5 Minutes	≤ 10%	16.0%	18.8%	30.2%	21.5%
Calls Abandoned	≤ 10%	6.7%	7.9%	9.8%	8.1%

Operations Monitoring Center

	Goal	Jul-26	Aug-26	Sep-26	YTD
Customer Service Calls		6,246	6,652	6,373	19,271
Average Initial Hold Time	≤ 180 sec	90	103	126	107
Calls On Hold > 5 Minutes	≤ 10%	9.0%	10.9%	15.8%	11.9%
Calls Abandoned	≤ 10%	8.5%	10.2%	12.6%	10.5%

Contractual Requirement

ITEM 2

November 6, 2026

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR SEPTEMBER 2026 - DRAFT

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

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

- Passengers: 4.0% over budget
- Contract Revenue Miles: 0.3% over budget
- Trips: 2.9% over budget
- Total Eligibility Evaluations: 4.6% over budget
- Average Trip Distance: under budget by 0.20 miles at 8.03 miles
- Total cost per Passenger (before depreciation): 2.0% under budget at $62.33
- Administration Function is 4.1% under budget
- Eligibility Determination Function is 2.1% under budget
- Purchased Transportation Function is 1.8% over budget
- Paratransit Operations Function is 6.0% over budget

Attached are the following reports for your review:

- Statistical Comparison: SEPTEMBER 2025 to SEPTEMBER 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 September 2026

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	83.6%	$72,175,696	$70,901,515	$1,274,181	1.8%	11%
Paratransit Operations	10.0%	$8,626,433	$8,136,612	$489,821	6.0%	16%
Eligibility Determination	2.1%	$1,839,095	$1,878,281	($39,186)	-2.1%	13%
CTSA/Ride Information	0.2%	$179,697	$135,378	$44,319	32.7%	63%
Administration	4.0%	$3,484,365	$3,635,204	($150,839)	-4.1%	12%
Total Exp before Depreciation		**$86,305,286**	**$84,686,990**	**$1,618,296**	**1.9%**	**12%**

Statistics – For the YTD Period Ended September 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	10,454	9,995	459	4.6%	6%
Number of PAX	1,384,653	1,331,804	52,849	4.0%	9%
Number of Contract Revenue Miles	8,961,479	8,933,771	27,708	0.3%	6%
Number of Trips	1,116,316	1,085,180	31,136	2.9%	8%
Average Trip Distance	8.03	8.23	(0.20)	-2.5%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	$8.05	$7.94	$0.11	1.4%	5%
Total Cost per Trip before Depreciation	$77.31	$78.04	($0.73)	-0.9%	3%
Total Cost per Pax before Depreciation	$62.33	$63.59	($1.26)	-2.0%	3%

Budget Results for FY 2026/2027
For YTD Period Ending September 2026

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	$3,140,310	$3,092,422	$47,888		
Other Revenue	$497,235	$57,333	$439,902		
Total Revenue	$3,637,545	$3,149,755	$487,790	15%	15%
Total Exp before Capital	$86,305,286	$84,686,990	$1,618,296	2%	12%
Capital Expenditures					
Vehicles	$334,592	$2,302,977	($1,968,385)		
Facilities	($0)	$2,000,001	($2,000,001)		
Other Capital Expenditures	$48,111	$0	$48,111		
Total Capital Expenditures	$382,704	$4,302,978	($3,920,274)	-91%	-78%
Over/(Under) Budget September 2026			($2,301,978)		

YTD Cost Per Passenger before Depreciation and Capital Cost

