

# Board Box

August 2023

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August 31, 2023

TO: BOARD OF DIRECTORS  
FROM: VY VU, SYSTEM ADMINISTRATOR - DATA  
RE: KEY PERFORMANCE INDICATORS

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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	May-23	Jun-23	Jul-23	YTD
Vehicle Trips		275,095	268,457	263,456	263,456
Passenger Trips		339,479	332,247	331,513	331,513
Backup Trips		38	40	50	50
No Shows		2.2%	2.2%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	92.8%	93.7%	93.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	3.3%	2.5%	2.6%	2.6%
Missed Trips	≤ 0.75%	0.39%	0.31%	0.30%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.6%	98.5%	98.7%	98.7%

## Call Performance

	Goal	May-23	Jun-23	Jul-23	YTD
<i>Reservations</i>					
Answered Calls		203,388	185,650	195,805	195,805
Average Initial Hold Time	≤ 120 sec	63	50	61	61
Calls On Hold > 5 Minutes	≤ 5%	2.2%	1.5%	2.9%	2.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		41,349	40,031	38,874	38,874
Average Initial Hold Time		52	37	35	35
Calls On Hold > 5 Minutes	≤ 10%	2.7%	1.5%	1.5%	1.5%

## Complaints/Commendations

	Goal	May-23	Jun-23	Jul-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.1	2.0	2.0
Commendations Per 1,000 Trips		1.0	1.0	0.8	0.8

## Safety

	Goal	May-23	Jun-23	Jul-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.26	0.29	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.76	0.50	0.82	0.82
Miles Between Road Calls	≥ 25,000	46,368	46,593	38,070	38,070

## Antelope Valley Region Trip Performance

	Goal	May-23	Jun-23	Jul-23	YTD
Vehicle Trips		12,543	12,145	11,620	11,620
Passenger Trips		14,905	14,645	13,940	13,940
No Shows		3.0%	3.0%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	95.0%	95.3%	96.5%	96.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.4%	1.5%	1.6%	1.6%
Missed Trips	≤ 0.75%	0.20%	0.23%	0.17%	0.17%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	96.1%	100.0%	100.0%

## Call Performance

	Goal	May-23	Jun-23	Jul-23	YTD
<i>Reservations</i>					
Answered Calls		8,165	7,647	7,673	7,673
Average Initial Hold Time	≤ 120 sec	46	38	39	39
Calls On Hold > 5 Minutes	≤ 5%	1.9%	1.0%	1.0%	1.0%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,580	2,361	2,066	2,066
Average Initial Hold Time		30	30	35	35
Calls On Hold > 5 Minutes	≤ 10%	0.9%	0.6%	1.1%	1.1%

## Complaints/Commendations

	Goal	May-23	Jun-23	Jul-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.3	2.3	2.3
Commendations Per 1,000 Trips		1.4	1.0	0.9	0.9

## Safety

	Goal	May-23	Jun-23	Jul-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.32	0.32
Miles Between Road Calls	≥ 25,000	166,836	80,970	79,254	79,254

Contractual Requirement

## Eastern Region Trip Performance

	Goal	May-23	Jun-23	Jul-23	YTD
Vehicle Trips		80,578	80,228	78,896	78,896
Passenger Trips		100,936	100,930	100,050	100,050
No Shows		1.9%	1.9%	1.8%	1.8%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	92.8%	93.9%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.1%	0.9%	0.9%	0.9%
Missed Trips	≤ 0.75%	0.21%	0.17%	0.19%	0.19%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.3%	97.4%	98.3%	98.3%

## Call Performance

	Goal	May-23	Jun-23	Jul-23	YTD
<i>Reservations</i>					
Answered Calls		56,041	52,037	54,834	54,834
Average Initial Hold Time	≤ 120 sec	28	21	33	33
Calls On Hold > 5 Minutes	≤ 5%	0.9%	0.5%	1.6%	1.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,424	11,433	11,068	11,068
Average Initial Hold Time		15	12	14	14
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.2%	0.3%	0.3%

## Complaints/Commendations

	Goal	May-23	Jun-23	Jul-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.7	1.5	1.5
Commendations Per 1,000 Trips		0.7	0.9	0.8	0.8

## Safety

	Goal	May-23	Jun-23	Jul-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.30	0.30	0.20	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.86	0.50	0.97	0.97
Miles Between Road Calls	≥ 25,000	42,788	43,297	44,680	44,680

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	May-23	Jun-23	Jul-23	YTD
Vehicle Trips		2,546	2,389	2,590	2,590
Passenger Trips		2,795	2,673	2,821	2,821
No Shows		1.6%	1.2%	1.7%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	94.5%	92.8%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.08%	0.08%	0.08%
Excessively Long Trips	≤ 5%	3.7%	2.3%	3.3%	3.3%
Missed Trips	≤ 0.75%	0.66%	0.60%	0.83%	0.83%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	May-23	Jun-23	Jul-23	YTD
<i>Reservations</i>					
Answered Calls		1,793	1,750	2,109	2,109
Average Initial Hold Time	≤ 120 sec	72	70	119	119
Calls On Hold > 5 Minutes	≤ 5%	5.7%	4.3%	7.7%	7.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		213	188	263	263
Average Initial Hold Time		75	45	77	77
Calls On Hold > 5 Minutes	≤ 10%	6.6%	1.1%	3.4%	3.4%

## Complaints/Commendations

	Goal	May-23	Jun-23	Jul-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.2	0.8	0.4	0.4
Commendations Per 1,000 Trips		0.4	0.4	0.0	0.0

## Safety

	Goal	May-23	Jun-23	Jul-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	*	25,023	*	*

### Contractual Requirement

\*Notes: There were zero (0) road calls for these months.

## Northern Region Trip Performance

	Goal	May-23	Jun-23	Jul-23	YTD
Vehicle Trips		39,256	37,260	36,900	36,900
Passenger Trips		48,358	46,157	49,561	49,561
No Shows		2.0%	1.9%	1.7%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	91.2%	92.8%	93.7%	93.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.06%	0.05%	0.05%
Excessively Long Trips	≤ 5%	4.9%	3.0%	3.0%	3.0%
Missed Trips	≤ 0.75%	0.70%	0.56%	0.56%	0.56%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.4%	99.6%	99.2%	99.2%

## Call Performance

	Goal	May-23	Jun-23	Jul-23	YTD
<i>Reservations</i>					
Answered Calls		26,397	23,496	23,053	23,053
Average Initial Hold Time	≤ 120 sec	97	97	114	114
Calls On Hold > 5 Minutes	≤ 5%	3.5%	2.9%	4.4%	4.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		686	635	610	610
Average Initial Hold Time		114	88	207	207
Calls On Hold > 5 Minutes	≤ 10%	5.5%	3.1%	8.0%	8.0%

## Complaints/Commendations

	Goal	May-23	Jun-23	Jul-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.4	2.7	2.7
Commendations Per 1,000 Trips		2.1	1.8	1.2	1.2

## Safety

	Goal	May-23	Jun-23	Jul-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.16	0.33	0.34	0.34
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.53	0.17	0.84	0.84
Miles Between Road Calls	≥ 25,000	51,532	59,739	39,592	39,592

Contractual Requirement

## Southern Region Trip Performance

	Goal	May-23	Jun-23	Jul-23	YTD
Vehicle Trips		94,216	91,323	89,529	89,529
Passenger Trips		114,411	110,674	109,300	109,300
No Shows		2.2%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	93.6%	94.0%	94.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	4.9%	3.8%	4.3%	4.3%
Missed Trips	≤ 0.75%	0.40%	0.28%	0.29%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.7%	98.9%	98.8%	98.8%

## Call Performance

	Goal	May-23	Jun-23	Jul-23	YTD
<i>Reservations</i>					
Answered Calls		70,996	64,474	69,292	69,292
Average Initial Hold Time	≤ 120 sec	98	73	80	80
Calls On Hold > 5 Minutes	≤ 5%	3.4%	2.4%	4.2%	4.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,715	17,056	16,846	16,846
Average Initial Hold Time		94	65	52	52
Calls On Hold > 5 Minutes	≤ 10%	5.5%	3.2%	2.5%	2.5%

## Complaints/Commendations

	Goal	May-23	Jun-23	Jul-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.2	2.1	2.1
Commendations Per 1,000 Trips		0.8	0.8	0.7	0.7

## Safety

	Goal	May-23	Jun-23	Jul-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.09	0.52	0.52
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.09	0.65	0.76	0.76
Miles Between Road Calls	≥ 25,000	43,376	42,676	29,463	29,463

Contractual Requirement



## West Central Region Trip Performance

	Goal	May-23	Jun-23	Jul-23	YTD
Vehicle Trips		45,918	45,072	43,871	43,871
Passenger Trips		58,036	57,128	55,791	55,791
No Shows		3.0%	2.9%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	90.4%	90.7%	92.1%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.8%	2.5%	2.2%	2.2%
Missed Trips	≤ 0.75%	0.39%	0.38%	0.31%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.0%	100.0%	98.9%	98.9%

## Call Performance

	Goal	May-23	Jun-23	Jul-23	YTD
<i>Reservations</i>					
Answered Calls		39,996	36,246	38,844	38,844
Average Initial Hold Time	≤ 120 sec	29	22	36	36
Calls On Hold > 5 Minutes	≤ 5%	0.9%	0.6%	1.8%	1.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,731	8,358	8,021	8,021
Average Initial Hold Time		17	13	15	15
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.1%	0.4%	0.4%

## Complaints/Commendations

	Goal	May-23	Jun-23	Jul-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.4	2.5	2.5
Commendations Per 1,000 Trips		0.8	0.8	0.9	0.9

## Safety

	Goal	May-23	Jun-23	Jul-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.53	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.40	0.71	0.86	0.86
Miles Between Road Calls	≥ 25,000	42,961	46,838	42,633	42,633

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	May-23	Jun-23	Jul-23	YTD
Eligible Customers		104,910	106,015	107,135	107,135
Total ADA Evaluations Performed		4,071	2,778	2,964	2,964
Days From Application to Decision (avg)	≤ 21	9	10	9	9

### In Person Evaluations

	Goal	May-23	Jun-23	Jul-23	YTD
Unrestricted		1,332	1,421	1,312	1,312
Restricted		246	259	201	201
Temporary		63	77	63	63
Not Eligible		26	29	30	30
Total		1,667	1,786	1,606	1,606

### Paper Evaluations

	Goal	May-23	Jun-23	Jul-23	YTD
Unrestricted		1,750	810	1,092	1,092
Restricted		621	124	208	208
Temporary		33	58	58	58
Not Eligible		0	0	0	0
Total		2,404	992	1,358	1,358

### Appeals

	Goal	May-23	Jun-23	Jul-23	YTD
Appeals Performed		11	21	17	17
Days From Appeal to Decision (avg)	≤ 30	6	8	7	7

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	May-23	Jun-23	Jul-23	YTD
Customer Service Calls		24,543	24,272	22,986	22,986
Average Initial Hold Time	≤ 180 sec	76	62	91	91
Calls On Hold > 5 Minutes	≤ 10%	7.7%	5.3%	8.8%	8.8%
Call Duration	≤ 300 sec	264	257	264	264
Calls Abandoned	≤ 10%	2.9%	2.1%	3.1%	3.1%

#### Operations Monitoring Center

	Goal	May-23	Jun-23	Jul-23	YTD
Customer Service Calls		8,528	7,879	7,717	7,717
Average Initial Hold Time	≤ 180 sec	69	58	72	72
Calls On Hold > 5 Minutes	≤ 10%	6.6%	4.6%	6.3%	6.3%
Call Duration	≤ 300 sec	287	283	298	298
Calls Abandoned	≤ 10%	6.6%	6.0%	7.7%	7.7%

Contractual Requirement

August 31, 2023

TO: BOARD OF DIRECTORS  
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR  
RE: FINANCIAL REPORT FOR JULY 2023 - DRAFT

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Attached for your review are the draft financial reports for JULY 2023.

**DRAFT FY 2023/2024 Budget to Actual Fiscal Year-to-Date Comparison:**

- ◆ Passengers: 3.0% over budget
- ◆ Contract Revenue Miles: 7.0% under budget
- ◆ Trips: 1.6% over budget
- ◆ Total Eligibility Evaluations: 49.3% under budget
- ◆ Average Trip Distance: under budget by 0.80 miles at 8.68 miles
- ◆ Total cost per Passenger (before depreciation): 5.9% under budget at \$57.53
- ◆ Administration Function is 17.2% under budget
- ◆ Eligibility Determination Function is 28.9% under budget
- ◆ Purchased Transportation Function is 0.2% over budget
- ◆ Paratransit Operations Function is 13.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: JULY 2022 to JULY 2023
- 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 July 2023

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.3%	\$16,080,381	\$16,053,170	\$27,211	0.2%	25%
Paratransit Operations	8.3%	\$1,588,144	\$1,826,087	(\$237,943)	-13.0%	22%
Eligibility Determination	2.9%	\$554,555	\$780,269	(\$225,714)	-28.9%	-19%
CTSA/Ride Information	0.2%	\$39,613	\$28,573	\$11,040	38.6%	-1605%
Administration	4.2%	\$810,097	\$977,789	(\$167,692)	-17.2%	22%
<b>Total Exp before Depreciation</b>		<b>\$19,072,790</b>	<b>\$19,665,888</b>	<b>(\$593,098)</b>	<b>-3.0%</b>	<b>23%</b>

## Statistics - For the YTD Period Ended July 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	2,957	5,832	(2,875)	-49.3%	-47%
Number of PAX	331,513	321,762	9,751	3.0%	25%
Number of Contract Revenue Miles	2,285,522	2,458,330	(172,808)	-7.0%	18%
Number of Trips	263,456	259,273	4,183	1.6%	24%
Average Trip Distance	8.68	9.48	(0.80)	-8.5%	-5%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.04	\$6.53	\$0.51	7.8%	6%
Total Cost per Trip before Depreciation	\$72.39	\$75.85	(\$3.46)	-4.6%	-1%
Total Cost per Pax before Depreciation	\$57.53	\$61.12	(\$3.59)	-5.9%	-2%

## Budget Results for FY 2023/2024 For YTD Period Ending July 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$798,871	\$738,869	\$60,002		
Other Revenue	\$295,976	\$29,871	\$266,105		
Total Revenue	\$1,094,847	\$768,740	\$326,107	42%	68%
 Total Exp before Capital	 \$19,072,790	 \$19,665,888	 (\$593,098)	 -3%	 23%
Capital Expenditures					
Vehicles	\$0	\$4,211,495	(\$4,211,495)		
Other Capital Expenditures	\$0	\$0	\$0		
Total Capital Expenditures	\$28,880	\$0	\$28,880		
	\$28,880	\$4,211,495	(\$4,182,615)	-99%	-37%
Over/(Under) Budget July 2023			(\$4,775,713)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

