

Board Box

April 2024

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April 25, 2024

TO: BOARD OF DIRECTORS
FROM: VY VU, SYSTEM ADMINISTRATOR - DATA
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	Jan-24	Feb-24	Mar-24	YTD
Vehicle Trips		278,188	268,376	294,261	2,504,314
Passenger Trips		341,487	328,935	362,834	3,095,343
Backup Trips		9	32	30	244
No Shows		2.1%	2.2%	2.2%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.2%	91.4%	90.7%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.06%	0.06%	0.03%
Excessively Long Trips	≤ 5%	3.6%	4.4%	3.9%	3.6%
Missed Trips	≤ 0.75%	0.27%	0.39%	0.43%	0.34%
Denials	≤ 0	0	1	0	3
On Time Performance (Access to Work)	≥ 94%	97.3%	95.2%	96.1%	95.8%

Call Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
<i>Reservations</i>					
Answered Calls		204,371	191,738	207,887	1,818,220
Average Initial Hold Time	≤ 120 sec	37	56	69	55
Calls On Hold > 5 Minutes	≤ 5%	0.9%	4.7%	4.5%	2.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		46,567	49,153	51,925	432,281
Average Initial Hold Time		34	52	56	47
Calls On Hold > 5 Minutes	≤ 10%	1.1%	5.3%	4.2%	2.6%

Complaints/Compliments

	Goal	Jan-24	Feb-24	Mar-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.9	2.1	2.1
Compliments Per 1,000 Trips		0.8	0.9	0.8	0.8

Safety

	Goal	Jan-24	Feb-24	Mar-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.09	0.25	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.83	0.79	0.65	0.81
Miles Between Road Calls	≥ 25,000	50,221	47,526	69,309	46,464

Antelope Valley Region Trip Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
Vehicle Trips		12,256	11,867	12,946	110,114
Passenger Trips		14,657	14,173	15,486	132,474
No Shows		2.8%	2.7%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	95.1%	94.8%	95.9%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.00%
Excessively Long Trips	≤ 5%	2.6%	2.6%	1.7%	2.1%
Missed Trips	≤ 0.75%	0.19%	0.19%	0.23%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.3%	95.0%	100.0%	98.0%

Call Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
<i>Reservations</i>					
Answered Calls		7,380	7,134	7,607	67,552
Average Initial Hold Time	≤ 120 sec	43	38	46	44
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.3%	2.0%	1.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,488	2,454	2,463	20,690
Average Initial Hold Time		26	26	31	31
Calls On Hold > 5 Minutes	≤ 10%	0.5%	0.4%	1.1%	0.9%

Complaints/Compliments

	Goal	Jan-24	Feb-24	Mar-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	1.7	2.0	2.0
Compliments Per 1,000 Trips		0.8	0.7	0.5	0.8

Safety

	Goal	Jan-24	Feb-24	Mar-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.76	0.00	0.00	0.22
Miles Between Road Calls	≥ 25,000	163,916	52,683	86,507	98,272

Contractual Requirement

Eastern Region Trip Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
Vehicle Trips		83,334	81,170	89,281	753,919
Passenger Trips		104,401	101,136	111,888	946,794
No Shows		1.9%	1.9%	2.1%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	94.8%	91.7%	89.5%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.06%	0.09%	0.02%
Excessively Long Trips	≤ 5%	1.1%	1.5%	1.3%	1.3%
Missed Trips	≤ 0.75%	0.13%	0.28%	0.41%	0.22%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	97.5%	95.4%	94.9%	94.2%

Call Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
<i>Reservations</i>					
Answered Calls		54,922	52,035	57,477	501,522
Average Initial Hold Time	≤ 120 sec	12	39	44	26
Calls On Hold > 5 Minutes	≤ 5%	0.6%	7.4%	5.9%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,344	11,410	12,662	105,653
Average Initial Hold Time		9	32	34	18
Calls On Hold > 5 Minutes	≤ 10%	0.5%	8.1%	5.3%	1.7%

Complaints/Compliments

	Goal	Jan-24	Feb-24	Mar-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	1.4	1.8	1.5
Compliments Per 1,000 Trips		0.9	1.1	0.6	0.8

Safety

	Goal	Jan-24	Feb-24	Mar-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.00	0.20	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.09	0.99	0.59	0.97
Miles Between Road Calls	≥ 25,000	73,799	71,548	60,220	50,843

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
Vehicle Trips		2,284	2,187	2,433	17,889
Passenger Trips		2,522	2,396	2,711	19,677
No Shows		1.4%	1.2%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	91.0%	92.4%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.09%	0.00%	0.03%
Excessively Long Trips	≤ 5%	2.7%	3.3%	3.1%	3.4%
Missed Trips	≤ 0.75%	0.40%	0.57%	0.92%	0.65%
Denials	≤ 0	0	1	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
<i>Reservations</i>					
Answered Calls		1,854	1,916	1,928	15,693
Average Initial Hold Time	≤ 120 sec	50	56	67	71
Calls On Hold > 5 Minutes	≤ 5%	2.5%	3.7%	4.7%	4.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		291	360	360	2,566
Average Initial Hold Time		35	48	61	59
Calls On Hold > 5 Minutes	≤ 10%	1.4%	3.1%	4.2%	3.6%

Complaints/Compliments

	Goal	Jan-24	Feb-24	Mar-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.4	0.5	1.6	0.7
Compliments Per 1,000 Trips		0.0	0.5	0.0	0.1

Safety

	Goal	Jan-24	Feb-24	Mar-24	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	*	*	*	86,423

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
Vehicle Trips		40,795	39,584	42,848	361,413
Passenger Trips		50,135	48,613	53,199	451,659
No Shows		1.6%	1.6%	1.6%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	91.7%	92.3%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.05%	0.01%	0.03%
Excessively Long Trips	≤ 5%	3.7%	4.6%	4.3%	4.1%
Missed Trips	≤ 0.75%	0.42%	0.53%	0.46%	0.49%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.2%	96.8%	97.5%	98.0%

Call Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
<i>Reservations</i>					
Answered Calls		31,114	29,123	31,146	254,372
Average Initial Hold Time	≤ 120 sec	69	81	74	82
Calls On Hold > 5 Minutes	≤ 5%	1.7%	2.6%	2.6%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,429	7,961	8,361	68,626
Average Initial Hold Time		61	69	65	75
Calls On Hold > 5 Minutes	≤ 10%	2.4%	3.4%	3.6%	3.8%

Complaints/Compliments

	Goal	Jan-24	Feb-24	Mar-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.2	2.1	2.4
Compliments Per 1,000 Trips		1.5	1.2	1.1	1.2

Safety

	Goal	Jan-24	Feb-24	Mar-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.32	0.34	0.31	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.48	0.60	0.62	0.62
Miles Between Road Calls	≥ 25,000	44,888	52,888	64,946	49,831

Contractual Requirement

Southern Region Trip Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
Vehicle Trips		93,724	89,442	98,210	849,334
Passenger Trips		112,294	107,331	118,256	1,024,649
No Shows		2.0%	2.2%	2.1%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.2%	91.5%	91.8%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	6.4%	7.6%	6.6%	6.0%
Missed Trips	≤ 0.75%	0.34%	0.37%	0.37%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.5%	94.0%	95.8%	95.6%

Call Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
<i>Reservations</i>					
Answered Calls		69,876	64,648	69,743	630,053
Average Initial Hold Time	≤ 120 sec	53	70	104	82
Calls On Hold > 5 Minutes	≤ 5%	0.8%	2.8%	4.1%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		18,376	18,262	18,364	157,900
Average Initial Hold Time		49	70	81	69
Calls On Hold > 5 Minutes	≤ 10%	1.3%	3.4%	3.7%	3.3%

Complaints/Compliments

	Goal	Jan-24	Feb-24	Mar-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.9	2.1	2.2
Compliments Per 1,000 Trips		0.5	0.7	0.9	0.6

Safety

	Goal	Jan-24	Feb-24	Mar-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.09	0.25	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.72	0.67	0.76	0.84
Miles Between Road Calls	≥ 25,000	42,721	39,999	122,068	42,874

Contractual Requirement

West Central Region Trip Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
Vehicle Trips		45,786	44,094	48,513	411,401
Passenger Trips		57,469	55,254	61,264	519,846
No Shows		2.9%	3.0%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	89.4%	87.7%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.19%	0.19%	0.06%
Excessively Long Trips	≤ 5%	2.4%	3.6%	3.2%	2.9%
Missed Trips	≤ 0.75%	0.23%	0.53%	0.57%	0.39%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	98.4%	96.3%	97.1%	97.2%

Call Performance

	Goal	Jan-24	Feb-24	Mar-24	YTD
<i>Reservations</i>					
Answered Calls		39,225	36,882	39,986	349,028
Average Initial Hold Time	≤ 120 sec	13	41	44	27
Calls On Hold > 5 Minutes	≤ 5%	0.6%	6.8%	5.0%	1.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,639	8,706	9,715	76,846
Average Initial Hold Time		12	34	35	19
Calls On Hold > 5 Minutes	≤ 5%	0.4%	8.9%	5.1%	1.9%

Complaints/Compliments

	Goal	Jan-24	Feb-24	Mar-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.8	2.9	2.7
Compliments Per 1,000 Trips		0.9	0.7	1.0	0.9

Safety

	Goal	Jan-24	Feb-24	Mar-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.56	0.00	0.34	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.07	1.16	0.81	0.90
Miles Between Road Calls	≥ 25,000	38,354	34,368	41,700	37,928

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jan-24	Feb-24	Mar-24	YTD
Eligible Customers		112,679	113,296	113,774	113,774
Total ADA Evaluations Performed		3,002	3,321	3,537	29,348
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Jan-24	Feb-24	Mar-24	YTD
Unrestricted		1,726	1,729	2,078	13,692
Restricted		331	310	432	2,456
Temporary		66	67	60	607
Not Eligible		23	20	12	196
Total		2,146	2,126	2,582	16,951

Paper Evaluations

	Goal	Jan-24	Feb-24	Mar-24	YTD
Unrestricted		856	1,195	955	10,720
Restricted		0	0	0	1,280
Temporary		0	0	0	397
Not Eligible		0	0	0	0
Total		856	1,195	955	12,397

Appeals

	Goal	Jan-24	Feb-24	Mar-24	YTD
Appeals Performed		9	10	10	112
Days From Appeal to Decision (avg)	≤ 30	8	11	14	8

Customer Service

Phone Statistics

Customer Service

	Goal	Jan-24	Feb-24	Mar-24	YTD
Customer Service Calls		23,836	21,745	23,234	206,866
Average Initial Hold Time	≤ 180 sec	72	128	159	111
Calls On Hold > 5 Minutes	≤ 10%	7.3%	16.1%	20.6%	12.7%
Calls Abandoned	≤ 10%	3.6%	7.7%	7.3%	4.8%

Operations Monitoring Center

	Goal	Jan-24	Feb-24	Mar-24	YTD
Customer Service Calls		7,640	7,064	6,928	68,890
Average Initial Hold Time	≤ 180 sec	34	47	61	66
Calls On Hold > 5 Minutes	≤ 10%	2.7%	3.9%	6.0%	6.0%
Calls Abandoned	≤ 10%	3.9%	6.4%	6.9%	6.9%

Contractual Requirement

April 25, 2024

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: FINANCIAL REPORT FOR MARCH 2024 - DRAFT

Attached for your review are the draft financial reports for MARCH 2024.

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

- ◆ Passengers: 8.5% over budget
- ◆ Contract Revenue Miles: 2.3% under budget
- ◆ Trips: 8.9% over budget
- ◆ Total Eligibility Evaluations: 43.3% under budget
- ◆ Average Trip Distance: under budget by 0.98 miles at 8.50 miles
- ◆ Total cost per Passenger (before depreciation): 5.1% under budget at \$59.31
- ◆ Administration Function is 12.6% under budget
- ◆ Eligibility Determination Function is 22.7% under budget
- ◆ Purchased Transportation Function is 5.5% over budget
- ◆ Paratransit Operations Function is 1.1% under budget

Attached are the following reports for your review:

- Statistical Comparison: MARCH 2023 to MARCH 2024
- 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 March 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.7%	\$155,564,299	\$147,389,452	\$8,174,847	5.5%	21%
Paratransit Operations	7.9%	\$14,419,945	\$14,582,180	(\$162,235)	-1.1%	7%
Eligibility Determination	2.9%	\$5,384,647	\$6,966,044	(\$1,581,397)	-22.7%	-6%
CTSA/Ride Information	0.2%	\$312,542	\$275,786	\$36,756	13.3%	24%
Administration	4.3%	<u>\$7,891,370</u>	<u>\$9,025,689</u>	<u>(\$1,134,319)</u>	<u>-12.6%</u>	<u>8%</u>
Total Exp before Depreciation		\$183,572,803	\$178,239,151	\$5,333,652	3.0%	18%

Statistics – For the YTD Period Ended March 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	29,348	51,726	(22,378)	-43.3%	-48%
Number of PAX	3,095,343	2,852,668	242,675	8.5%	19%
Number of Contract Revenue Miles	21,283,298	21,789,684	(506,385)	-2.3%	18%
Number of Trips	2,504,314	2,299,014	205,300	8.9%	20%
Average Trip Distance	8.50	9.48	(0.98)	-10.3%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.31	\$6.76	\$0.55	8.1%	3%
Total Cost per Trip before Depreciation	\$73.30	\$77.53	(\$4.23)	-5.5%	-1%
Total Cost per Pax before Depreciation	\$59.31	\$62.48	(\$3.17)	-5.1%	-1%

Budget Results for FY 2023/2024 For YTD Period Ending March 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$7,244,716	\$6,551,678	\$693,038		
Other Revenue	\$4,393,990	\$275,498	\$4,118,492		
Total Revenue	\$11,638,706	\$6,827,176	\$4,811,530	70%	39%
 Total Exp before Capital	 \$183,572,803	 \$178,239,151	 \$5,333,652	 3%	 18%
Capital Expenditures					
Vehicles	\$14,615,129	\$25,841,194	(\$11,226,065)		
Other Capital Expenditures	\$325,197	\$2,250,000	(\$1,924,803)		
Total Capital Expenditures	\$163,870	\$0	\$163,870		
	\$15,104,196	\$28,091,194	(\$12,986,998)	-46%	5036%
Over/(Under) Budget March 2024			(\$7,653,346)		

YTD Cost Per Passenger before Depreciation and Capital Cost

