

# Board Box

May 2024

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May 27, 2024

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	Feb-24	Mar-24	Apr-24	YTD
Vehicle Trips		268,376	294,261	295,376	2,799,690
Passenger Trips		328,935	362,834	363,874	3,459,217
Backup Trips		32	30	5	249
No Shows		2.2%	2.2%	2.0%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.4%	90.7%	91.4%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.06%	0.03%	0.03%
Excessively Long Trips	≤ 5%	4.4%	3.9%	3.8%	3.8%
Missed Trips	≤ 0.75%	0.39%	0.43%	0.35%	0.34%
Denials	≤ 0	1	0	0	4
On Time Performance (Access to Work)	≥ 94%	95.2%	96.1%	95.5%	95.8%

## Call Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
<i>Reservations</i>					
Answered Calls		191,738	207,887	209,763	2,028,067
Average Initial Hold Time	≤ 120 sec	56	69	52	54
Calls On Hold > 5 Minutes	≤ 5%	4.7%	4.5%	2.1%	2.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		49,153	51,925	52,713	485,015
Average Initial Hold Time		52	56	48	47
Calls On Hold > 5 Minutes	≤ 10%	5.3%	4.2%	2.7%	2.6%

## Complaints/Compliments

	Goal	Feb-24	Mar-24	Apr-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.1	1.9	2.0
Compliments Per 1,000 Trips		0.9	0.8	0.8	0.8

## Safety

	Goal	Feb-24	Mar-24	Apr-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.25	0.19	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.79	0.65	0.87	0.82
Miles Between Road Calls	≥ 25,000	47,526	69,309	55,633	47,275

## Antelope Valley Region Trip Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
Vehicle Trips		11,867	12,946	13,319	123,433
Passenger Trips		14,173	15,486	15,890	148,364
No Shows		2.7%	2.7%	2.2%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	94.8%	95.9%	95.2%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.6%	1.7%	1.5%	2.0%
Missed Trips	≤ 0.75%	0.19%	0.23%	0.16%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.0%	100.0%	100.0%	98.2%

## Call Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
<i>Reservations</i>					
Answered Calls		7,134	7,607	7,713	75,265
Average Initial Hold Time	≤ 120 sec	38	46	37	43
Calls On Hold > 5 Minutes	≤ 5%	1.3%	2.0%	0.9%	1.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,454	2,463	2,431	23,121
Average Initial Hold Time		26	31	26	30
Calls On Hold > 5 Minutes	≤ 10%	0.4%	1.1%	0.7%	0.9%

## Complaints/Compliments

	Goal	Feb-24	Mar-24	Apr-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	2.0	1.0	1.9
Compliments Per 1,000 Trips		0.7	0.5	0.8	0.8

## Safety

	Goal	Feb-24	Mar-24	Apr-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.57	0.26
Miles Between Road Calls	≥ 25,000	52,683	86,507	175,524	103,101

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
Vehicle Trips		81,170	89,281	89,099	843,018
Passenger Trips		101,136	111,888	111,954	1,058,748
No Shows		1.9%	2.1%	1.8%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	89.5%	91.7%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.09%	0.04%	0.02%
Excessively Long Trips	≤ 5%	1.5%	1.3%	1.0%	1.2%
Missed Trips	≤ 0.75%	0.28%	0.41%	0.24%	0.22%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	95.4%	94.9%	95.3%	94.3%

## Call Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
<i>Reservations</i>					
Answered Calls		52,035	57,477	56,787	558,309
Average Initial Hold Time	≤ 120 sec	39	44	30	26
Calls On Hold > 5 Minutes	≤ 5%	7.4%	5.9%	2.4%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,410	12,662	12,191	117,844
Average Initial Hold Time		32	34	26	19
Calls On Hold > 5 Minutes	≤ 10%	8.1%	5.3%	3.2%	1.9%

<i>Cancellations</i>					
Answered Calls		10,766	10,810	10,532	79,008
Average Initial Hold Time		31	36	27	22
Calls On Hold > 5 Minutes	≤ 10%	7.6%	5.2%	2.3%	2.3%

## Complaints/Compliments

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

## Safety

	Goal	Feb-24	Mar-24	Apr-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.20	0.00	0.13
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.99	0.59	0.54	0.92
Miles Between Road Calls	≥ 25,000	71,548	60,220	50,470	50,805

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
Vehicle Trips		2,187	2,433	2,465	20,354
Passenger Trips		2,396	2,711	2,711	22,388
No Shows		1.2%	1.2%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	91.0%	92.4%	92.8%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.00%	0.04%	0.03%
Excessively Long Trips	≤ 5%	3.3%	3.1%	3.8%	3.5%
Missed Trips	≤ 0.75%	0.57%	0.92%	0.34%	0.62%
Denials	≤ 0	1	0	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
<i>Reservations</i>					
Answered Calls		1,916	1,928	2,107	17,884
Average Initial Hold Time	≤ 120 sec	56	67	47	69
Calls On Hold > 5 Minutes	≤ 5%	3.7%	4.7%	2.0%	4.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		360	360	408	2,995
Average Initial Hold Time		48	61	44	57
Calls On Hold > 5 Minutes	≤ 10%	3.1%	4.2%	2.0%	3.4%

## Complaints/Compliments

	Goal	Feb-24	Mar-24	Apr-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.5	1.6	0.4	0.7
Compliments Per 1,000 Trips		0.5	0.0	0.8	0.1

## Safety

	Goal	Feb-24	Mar-24	Apr-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	*	*	*	97,420

### Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
Vehicle Trips		39,584	42,848	44,453	405,866
Passenger Trips		48,613	53,199	54,956	506,615
No Shows		1.6%	1.6%	1.6%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	92.3%	89.5%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.01%	0.06%	0.04%
Excessively Long Trips	≤ 5%	4.6%	4.3%	4.9%	4.2%
Missed Trips	≤ 0.75%	0.53%	0.46%	0.62%	0.50%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.8%	97.5%	97.1%	97.9%

## Call Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
<i>Reservations</i>					
Answered Calls		29,123	31,146	33,195	287,567
Average Initial Hold Time	≤ 120 sec	81	74	75	82
Calls On Hold > 5 Minutes	≤ 5%	2.6%	2.6%	2.9%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,961	8,361	9,428	78,054
Average Initial Hold Time		69	65	62	73
Calls On Hold > 5 Minutes	≤ 10%	3.4%	3.6%	3.1%	3.7%

## Complaints/Compliments

	Goal	Feb-24	Mar-24	Apr-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.1	2.7	2.4
Compliments Per 1,000 Trips		1.2	1.1	1.1	1.1

## Safety

	Goal	Feb-24	Mar-24	Apr-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.31	0.44	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.60	0.62	0.59	0.62
Miles Between Road Calls	≥ 25,000	52,888	64,946	48,356	49,671

Contractual Requirement

## Southern Region Trip Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
Vehicle Trips		89,442	98,210	98,240	947,574
Passenger Trips		107,331	118,256	117,656	1,142,305
No Shows		2.2%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	91.8%	91.9%	91.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	7.6%	6.6%	6.8%	6.2%
Missed Trips	≤ 0.75%	0.37%	0.37%	0.35%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.0%	95.8%	95.5%	95.6%

## Call Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
<i>Reservations</i>					
Answered Calls		64,648	69,743	70,564	700,617
Average Initial Hold Time	≤ 120 sec	70	104	74	81
Calls On Hold > 5 Minutes	≤ 5%	2.8%	4.1%	1.7%	2.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		18,262	18,364	18,861	176,761
Average Initial Hold Time		70	81	70	69
Calls On Hold > 5 Minutes	≤ 10%	3.4%	3.7%	2.5%	3.2%

## Complaints/Compliments

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

## Safety

	Goal	Feb-24	Mar-24	Apr-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.25	0.17	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.67	0.76	1.08	0.87
Miles Between Road Calls	≥ 25,000	39,999	122,068	63,379	44,344

Contractual Requirement



## West Central Region Trip Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
Vehicle Trips		44,094	48,513	47,795	459,196
Passenger Trips		55,254	61,264	60,702	580,548
No Shows		3.0%	2.9%	2.7%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	89.4%	87.7%	90.4%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.19%	0.19%	0.02%	0.05%
Excessively Long Trips	≤ 5%	3.6%	3.2%	2.7%	2.9%
Missed Trips	≤ 0.75%	0.53%	0.57%	0.33%	0.38%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	96.3%	97.1%	92.9%	96.7%

## Call Performance

	Goal	Feb-24	Mar-24	Apr-24	YTD
<i>Reservations</i>					
Answered Calls		36,882	39,986	39,397	388,425
Average Initial Hold Time	≤ 120 sec	41	44	31	27
Calls On Hold > 5 Minutes	≤ 5%	6.8%	5.0%	1.7%	1.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,706	9,715	9,394	86,240
Average Initial Hold Time		34	35	24	20
Calls On Hold > 5 Minutes	≤ 5%	8.9%	5.1%	2.3%	1.9%

## Complaints/Compliments

	Goal	Feb-24	Mar-24	Apr-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.9	2.0	2.6
Compliments Per 1,000 Trips		0.7	1.0	0.6	0.8

## Safety

	Goal	Feb-24	Mar-24	Apr-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.34	0.34	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.16	0.81	1.46	0.95
Miles Between Road Calls	≥ 25,000	34,368	41,700	48,642	38,828

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Feb-24	Mar-24	Apr-24	YTD
Eligible Customers		113,296	113,774	114,167	114,167
Total ADA Evaluations Performed		3,323	3,549	2,921	32,283
Days From Application to Decision (avg)	≤ 21	10	10	10	10

### In Person Evaluations

	Goal	Feb-24	Mar-24	Apr-24	YTD
Unrestricted		1,730	2,087	1,791	15,493
Restricted		310	434	349	2,807
Temporary		67	61	59	667
Not Eligible		20	12	13	209
Total		2,127	2,594	2,212	19,176

### Paper Evaluations

	Goal	Feb-24	Mar-24	Apr-24	YTD
Unrestricted		1,196	955	709	11,430
Restricted		0	0	0	1,280
Temporary		0	0	0	397
Not Eligible		0	0	0	0
Total		1,196	955	709	13,107

### Appeals

	Goal	Feb-24	Mar-24	Apr-24	YTD
Appeals Performed		10	10	24	136
Days From Appeal to Decision (avg)	≤ 30	11	14	5	8

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Feb-24	Mar-24	Apr-24	YTD
Customer Service Calls		21,745	23,234	24,041	230,907
Average Initial Hold Time	≤ 180 sec	128	159	127	113
Calls On Hold > 5 Minutes	≤ 10%	16.1%	20.6%	15.4%	13.0%
Calls Abandoned	≤ 10%	7.7%	7.3%	5.1%	4.8%

#### Operations Monitoring Center

	Goal	Feb-24	Mar-24	Apr-24	YTD
Customer Service Calls		7,188	6,928	5,871	74,885
Average Initial Hold Time	≤ 180 sec	47	61	53	65
Calls On Hold > 5 Minutes	≤ 10%	3.9%	6.0%	4.6%	5.9%
Calls Abandoned	≤ 10%	6.3%	6.9%	4.6%	6.8%

Contractual Requirement

May 27, 2024

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

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

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

- ◆ Passengers: 8.7% over budget
- ◆ Contract Revenue Miles: 2.2% under budget
- ◆ Trips: 9.1% over budget
- ◆ Total Eligibility Evaluations: 43.9% under budget
- ◆ Average Trip Distance: under budget by 0.99 miles at 8.49 miles
- ◆ Total cost per Passenger (before depreciation): 5.1% under budget at \$59.29
- ◆ Administration Function is 11.1% under budget
- ◆ Eligibility Determination Function is 23.6% under budget
- ◆ Purchased Transportation Function is 5.6% over budget
- ◆ Paratransit Operations Function is 0.7% under budget

Attached are the following reports for your review:

- Statistical Comparison: APRIL 2023 to APRIL 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 April 2024

	<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	84.8%	\$173,925,933	\$164,743,710	\$9,182,223	5.6%	20%
Paratransit Operations	7.8%	\$16,052,557	\$16,170,056	(\$117,499)	-0.7%	14%
Eligibility Determination	2.9%	\$5,914,311	\$7,744,390	(\$1,830,079)	-23.6%	-5%
CTSA/Ride Information	0.2%	\$359,972	\$303,562	\$56,410	18.6%	28%
Administration	4.3%	<u>\$8,850,621</u>	<u>\$9,956,105</u>	<u>(\$1,105,484)</u>	<u>-11.1%</u>	<u>10%</u>
Total Exp before Depreciation		<b>\$205,103,394</b>	<b>\$198,917,823</b>	<b>\$6,185,571</b>	<b>3.1%</b>	<b>18%</b>

## Statistics – For the YTD Period Ended April 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	32,283	57,516	(25,233)	-43.9%	-48%
Number of PAX	3,459,217	3,183,290	275,927	8.7%	19%
Number of Contract Revenue Miles	23,774,485	24,314,829	(540,344)	-2.2%	18%
Number of Trips	2,799,690	2,565,539	234,151	9.1%	19%
Average Trip Distance	8.49	9.48	(0.99)	-10.4%	-1%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.32	\$6.78	\$0.54	8.0%	1%
Total Cost per Trip before Depreciation	\$73.26	\$77.53	(\$4.27)	-5.5%	-1%
Total Cost per Pax before Depreciation	\$59.29	\$62.49	(\$3.20)	-5.1%	-1%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$8,125,640	\$7,311,217	\$814,423		
Other Revenue	\$4,956,674	\$305,464	\$4,651,210		
Total Revenue	\$13,082,314	\$7,616,681	\$5,465,633	72%	37%
 Total Exp before Capital	 \$205,103,394	 \$198,917,823	 \$6,185,571	 3%	 18%
Capital Expenditures					
Vehicles	\$17,513,262	\$28,475,656	(\$10,962,394)		
Other Capital Expenditures	\$486,482	\$2,500,000	(\$2,013,518)		
Total Capital Expenditures	\$259,215	\$0	\$259,215		
	\$18,258,959	\$30,975,656	(\$12,716,698)	-41%	6109%
Over/(Under) Budget April 2024			(\$6,531,126)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

