Board Box

June 2024

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June 28, 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	Mar-24	Apr-24	May-24	YTD
Vehicle Trips		294,261	295,376	312,193	3,111,883
Passenger Trips		362,834	363,874	385,749	3,844,966
Backup Trips		30	5	6	255
No Shows		2.2%	2.0%	2.0%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	90.7%	91.4%	92.2%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.03%	0.02%	0.03%
Excessively Long Trips	≤ 5%	3.9%	3.8%	4.0%	3.9%
Missed Trips	≤ 0.75%	0.43%	0.35%	0.32%	0.34%
Denials	≤ 0	1	0	1	5
On Time Performance (Access to Work)	≥ 94%	96.1%	95.5%	96.3%	95.6%

Call Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Reservations					
Answered Calls		207,887	209,763	204,504	2,232,571
Average Initial Hold Time	≤ 120 sec	69	52	52	54
Calls On Hold > 5 Minutes	≤ 5%	4.5%	2.1%	2.8%	2.5%
Estimated Time of Arrival (ETAs)					
Answered Calls		51,925	52,713	61,767	546,782
Average Initial Hold Time		56	48	50	47
Calls On Hold > 5 Minutes	≤ 10%	4.2%	2.7%	3.7%	2.7%

Complaints/Compliments

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

Safety

	Goal	Mar-24	Apr-24	May-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.25	0.19	0.21	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.65	0.87	0.64	0.80
Miles Between Road Calls	≥ 25,000	69,309	55,633	54,853	47,932

Antelope Valley Region

Trip Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Vehicle Trips		12,946	13,319	13,444	136,877
Passenger Trips		15,486	15,890	16,163	164,527
No Shows		2.7%	2.2%	2.2%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	95.9%	95.2%	95.4%	95.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.7%	1.5%	1.9%	2.0%
Missed Trips	≤ 0.75%	0.23%	0.16%	0.18%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	96.2%	97.9%

Call Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Reservations					
Answered Calls		7,607	7,713	7,727	82,992
Average Initial Hold Time	≤ 120 sec	46	37	43	43
Calls On Hold > 5 Minutes	≤ 5%	2.0%	0.9%	1.4%	1.5%

	Goal	Mar-24	Apr-24	May-24	YTD
Estimated Time of Arrival (ETAs)					
Answered Calls		2,463	2,431	2,605	25,726
Average Initial Hold Time		31	26	30	30
Calls On Hold > 5 Minutes	≤ 10%	1.1%	0.7%	1.0%	0.9%

Complaints/Compliments

	Goal	Mar-24	Apr-24	May-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.0	1.7	1.9
Compliments Per 1,000 Trips		0.5	0.8	1.4	0.8

Safety

	Goal	Mar-24	Apr-24	May-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.57	0.00	0.23
Miles Between Road Calls	≥ 25,000	86,507	175,524	174,474	107,299

Contractual Requirement

Eastern Region

Trip Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Vehicle Trips		89,281	89,099	94,173	937,191
Passenger Trips		111,888	111,954	118,581	1,177,329
No Shows		2.1%	1.8%	1.8%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	89.5%	91.7%	92.5%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.04%	0.01%	0.02%
Excessively Long Trips	≤ 5%	1.3%	1.0%	1.1%	1.2%
Missed Trips	≤ 0.75%	0.41%	0.24%	0.19%	0.22%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	94.9%	95.3%	98.2%	94.1%

Call Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Reservations					
Answered Calls		57,477	56,787	55,471	613,780
Average Initial Hold Time	≤ 120 sec	44	30	33	27
Calls On Hold > 5 Minutes	≤ 5%	5.9%	2.4%	3.5%	2.2%
Estimated Time of Arrival (ETA)					
Answered Calls		12,662	12,191	16,685	134,529
Average Initial Hold Time		34	26	33	21
Calls On Hold > 5 Minutes	≤ 10%	5.3%	3.2%	5.0%	2.2%
Cancellations					
Answered Calls		10,810	10,532	11,259	90,267
Average Initial Hold Time		36	27	30	23
Calls On Hold > 5 Minutes	≤ 10%	5.2%	2.3%	2.9%	2.4%

Complaints/Compliments

	Goal	Mar-24	Apr-24	May-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.4	1.2	1.5
Compliments Per 1,000 Trips		0.6	0.8	0.7	0.8

Safety

	Goal	Mar-24	Apr-24	May-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.00	0.18	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.59	0.54	0.92	0.92
Miles Between Road Calls	≥ 25,000	60,220	50,470	60,203	51,596

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Vehicle Trips		2,433	2,465	2,596	22,950
Passenger Trips		2,711	2,711	2,837	25,225
No Shows		1.2%	1.2%	0.8%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	92.8%	93.4%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.04%	0.04%	0.03%
Excessively Long Trips	≤ 5%	3.1%	3.8%	2.6%	3.4%
Missed Trips	≤ 0.75%	0.92%	0.34%	0.27%	0.58%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Reservations					
Answered Calls		1,928	2,107	2,103	19,987
Average Initial Hold Time	≤ 120 sec	67	47	53	67
Calls On Hold > 5 Minutes	≤ 5%	4.7%	2.0%	2.3%	3.9%

	Goal	Mar-24	Apr-24	May-24	YTD
Estimated Time of Arrival (ETA)					
Answered Calls		360	408	353	3,348
Average Initial Hold Time		61	44	37	55
Calls On Hold > 5 Minutes	≤ 10%	4.2%	2.0%	0.8%	3.1%

Complaints/Compliments

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

Safety

	Goal	Mar-24	Apr-24	May-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	*	*	*	109,588

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Vehicle Trips		42,848	44,453	47,122	452,988
Passenger Trips		53,199	54,956	58,573	565,188
No Shows		1.6%	1.6%	1.8%	1.6%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	89.5%	93.0%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.06%	0.07%	0.04%
Excessively Long Trips	≤ 5%	4.3%	4.9%	4.7%	4.2%
Missed Trips	≤ 0.75%	0.46%	0.62%	0.61%	0.50%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.5%	97.1%	95.6%	97.6%

Call Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Reservations					
Answered Calls		31,146	33,195	32,271	319,838
Average Initial Hold Time	≤ 120 sec	74	75	57	79
Calls On Hold > 5 Minutes	≤ 5%	2.6%	2.9%	1.6%	2.8%
Estimated Time of Arrival (ETA)					
Answered Calls		8,361	9,428	10,231	88,285
Average Initial Hold Time		65	62	56	71
Calls On Hold > 5 Minutes	≤ 10%	3.6%	3.1%	1.9%	3.5%

Complaints/Compliments

	Goal	Mar-24	Apr-24	May-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.7	2.3	2.4
Compliments Per 1,000 Trips		1.1	1.1	0.8	1.1

Safety

	Goal	Mar-24	Apr-24	May-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.31	0.44	0.42	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.62	0.59	0.59	0.62
Miles Between Road Calls	≥ 25,000	64,946	48,356	80,252	51,736

Contractual Requirement

Southern Region

Trip Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Vehicle Trips		98,210	98,240	103,600	1,051,174
Passenger Trips		118,256	117,656	124,579	1,266,884
No Shows		2.1%	2.1%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	91.9%	91.7%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	6.6%	6.8%	7.2%	6.3%
Missed Trips	≤ 0.75%	0.37%	0.35%	0.33%	0.35%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	95.8%	95.5%	95.8%	95.7%

Call Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Reservations					
Answered Calls		69,743	70,564	68,659	769,276
Average Initial Hold Time	≤ 120 sec	104	74	77	81
Calls On Hold > 5 Minutes	≤ 5%	4.1%	1.7%	3.0%	2.9%
Estimated Time of Arrival (ETA)					
Answered Calls		18,364	18,861	20,197	196,958
Average Initial Hold Time		81	70	78	70
Calls On Hold > 5 Minutes	≤ 10%	3.7%	2.5%	3.2%	3.2%

Complaints/Compliments

	Goal	Mar-24	Apr-24	May-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.2	2.2	2.2
Compliments Per 1,000 Trips		0.9	0.9	0.7	0.6

Safety

	Goal	Mar-24	Apr-24	May-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.25	0.17	0.08	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.76	1.08	0.37	0.82
Miles Between Road Calls	≥ 25,000	122,068	63,379	45,383	44,436

Contractual Requirement

West Central Region

Trip Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Vehicle Trips		48,513	47,795	51,252	510,448
Passenger Trips		61,264	60,702	65,010	645,558
No Shows		2.9%	2.7%	2.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	87.7%	90.4%	91.1%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.19%	0.02%	0.02%	0.05%
Excessively Long Trips	≤ 5%	3.2%	2.7%	2.8%	2.9%
Missed Trips	≤ 0.75%	0.57%	0.33%	0.30%	0.38%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 91%	97.1%	92.9%	95.2%	95.6%

Call Performance

	Goal	Mar-24	Apr-24	May-24	YTD
Reservations					
Answered Calls		39,986	39,397	38,273	426,698
Average Initial Hold Time	≤ 120 sec	44	31	35	28
Calls On Hold > 5 Minutes	≤ 5%	5.0%	1.7%	2.9%	2.0%
Estimated Time of Arrival (ETA)					
Answered Calls		9,715	9,394	11,696	97,936
Average Initial Hold Time		35	24	28	21
Calls On Hold > 5 Minutes	≤ 5%	5.1%	2.3%	4.7%	2.2%

Complaints/Compliments

	Goal	Mar-24	Apr-24	May-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.0	2.2	2.6
Compliments Per 1,000 Trips		1.0	0.6	0.9	0.9

Safety

	Goal	Mar-24	Apr-24	May-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.34	0.32	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.81	1.46	0.97	0.96
Miles Between Road Calls	≥ 25,000	41,700	48,642	41,272	39,060

Contractual Requirement

Eligibility and Appeals
Eligibility

	Goal	Mar-24	Apr-24	May-24	YTD
Eligible Customers		113,774	114,167	114,682	114,682
Total ADA Evaluations Performed		3,552	2,950	4,580	36,895
Days From Application to Decision (avg)	≤ 21	10	11	N/A *	10

In Person Evaluations

	Goal	Mar-24	Apr-24	May-24	YTD
Unrestricted		2,091	1,817	2,506	18,029
Restricted		433	348	367	3,172
Temporary		61	63	60	731
Not Eligible		12	13	14	223
Total		2,597	2,241	2,947	22,155

Paper Evaluations

	Goal	Mar-24	Apr-24	May-24	YTD
Unrestricted		955	709	1,633	13,063
Restricted		0	0	0	1,280
Temporary		0	0	0	397
Not Eligible		0	0	0	0
Total		955	709	1,633	14,740

Appeals

	Goal	Mar-24	Apr-24	May-24	YTD
Appeals Performed		10	24	27	163
Days From Appeal to Decision (avg)	≤ 30	14	5	8	8

* Unavailable for May 2024

Customer Service
Phone Statistics
Customer Service

	Goal	Mar-24	Apr-24	May-24	YTD
Customer Service Calls		23,234	24,041	20,701	251,608
Average Initial Hold Time	≤ 180 sec	159	127	117	113
Calls On Hold > 5 Minutes	≤ 10%	20.6%	15.4%	14.3%	13.1%
Calls Abandoned	≤ 10%	7.3%	5.1%	4.6%	4.8%

Operations Monitoring Center

	Goal	Mar-24	Apr-24	May-24	YTD
Customer Service Calls		6,928	5,871	4,729	79,614
Average Initial Hold Time	≤ 180 sec	61	53	54	64
Calls On Hold > 5 Minutes	≤ 10%	6.0%	4.6%	4.7%	5.8%
Calls Abandoned	≤ 10%	6.9%	4.6%	5.0%	6.7%

Contractual Requirement

June 28, 2024

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR MAY 2024 - DRAFT

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

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

♦ Passengers: 9.0% over budget
♦ Contract Revenue Miles: 1.9% under budget
♦ Trips: 9.4% over budget
♦ Total Eligibility Evaluations: 42.1% under budget
♦ Average Trip Distance: under budget by 0.99 miles at 8.49 miles
♦ Total cost per Passenger (before depreciation): 4.9% under budget at $59.44
♦ Administration Function is 11.0% under budget
♦ Eligibility Determination Function is 24.5% under budget
♦ Purchased Transportation Function is 6.2% over budget
♦ Paratransit Operations Function is 0.2% under budget

Attached are the following reports for your review:

• Statistical Comparison: MAY 2023 to MAY 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 May 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	85.0%	$194,168,462	$182,815,276	$11,353,186	6.2%	20%
Paratransit Operations	7.8%	$17,759,342	$17,793,671	($34,329)	-0.2%	15%
Eligibility Determination	2.8%	$6,475,749	$8,572,192	($2,096,443)	-24.5%	-5%
CTSA/Ride Information	0.2%	$399,350	$333,729	$65,621	19.7%	25%
Administration	4.3%	$9,747,177	$10,949,477	($1,202,300)	-11.0%	10%
Total Exp before Depreciation		$228,550,080	$220,464,345	$8,085,735	3.7%	18%

Statistics – For the YTD Period Ended May 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	36,895	63,678	(26,783)	-42.1%	-44%
Number of PAX	3,844,966	3,528,876	316,090	9.0%	18%
Number of Contract Revenue Miles	26,429,498	26,954,544	(525,045)	-1.9%	19%
Number of Trips	3,111,883	2,843,958	267,925	9.4%	19%
Average Trip Distance	8.49	9.48	(0.99)	-10.4%	0%
Purchased Transportation Cost					
Cost per Contract Rev Mile	$7.35	$6.78	$0.57	8.4%	1%
Total Cost per Trip before Depreciation	$73.44	$77.52	($4.08)	-5.3%	-1%
Total Cost per Pax before Depreciation	$59.44	$62.47	($3.03)	-4.9%	0%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	$8,952,998	$8,104,650	$848,348		
Other Revenue	$5,461,482	$335,922	$5,125,560		
Total Revenue	$14,414,480	$8,440,572	$5,973,908	71%	34%
Total Exp before Capital	$228,550,080	$220,464,345	$8,085,735	4%	18%
Capital Expenditures					
Vehicles	$21,123,344	$31,110,119	($9,986,774)		
Other Capital Expenditures	$615,201	$2,750,000	($2,134,799)		
Total Capital Expenditures	$259,215	$0	$259,215		
	$21,997,760	$33,860,119	($11,862,359)	-35%	1632%
Over/(Under) Budget May 2024					
			($3,776,624)		

YTD Cost Per Passenger before Depreciation and Capital Cost