

# Board Box

July 2024

Item #	Item	Staff	Page
1.	Key Performance Indicators - Jun 2024	V. Vu	2-11
2.	Financial Report - Jun 2024	H. Rodriguez	12-16

July 29, 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	Apr-24	May-24	Jun-24	YTD
Vehicle Trips		295,376	312,193	287,239	3,399,122
Passenger Trips		363,874	385,749	356,520	4,201,486
Backup Trips		5	6	26	281
No Shows		2.0%	2.0%	2.0%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.4%	92.2%	93.6%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.02%	0.01%	0.02%
Excessively Long Trips	≤ 5%	3.8%	4.0%	3.3%	3.8%
Missed Trips	≤ 0.75%	0.35%	0.32%	0.29%	0.33%
Denials	≤ 0	0	1	1	6
On Time Performance (Access to Work)	≥ 94%	95.5%	96.3%	97.2%	95.8%

## Call Performance

	Goal	Apr-24	May-24	Jun-24	YTD
<i>Reservations</i>					
Answered Calls		209,763	204,504	195,915	2,428,486
Average Initial Hold Time	≤ 120 sec	52	52	52	54
Calls On Hold > 5 Minutes	≤ 5%	2.1%	2.8%	3.0%	2.6%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		52,713	61,767	62,288	609,070
Average Initial Hold Time		48	50	41	47
Calls On Hold > 5 Minutes	≤ 10%	2.7%	3.7%	2.5%	2.7%

## Complaints/Compliments

	Goal	Apr-24	May-24	Jun-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.9	1.6	2.0
Compliments Per 1,000 Trips		0.8	0.8	0.7	0.8

## Safety

	Goal	Apr-24	May-24	Jun-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.21	0.31	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.87	0.64	0.81	0.80
Miles Between Road Calls	≥ 25,000	55,633	54,853	48,028	47,940

## Antelope Valley Region Trip Performance

	Goal	Apr-24	May-24	Jun-24	YTD
Vehicle Trips		13,319	13,444	12,562	149,439
Passenger Trips		15,890	16,163	15,024	179,551
No Shows		2.2%	2.2%	2.3%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	95.2%	95.4%	95.7%	95.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.5%	1.9%	1.7%	2.0%
Missed Trips	≤ 0.75%	0.16%	0.18%	0.17%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	96.2%	100.0%	98.2%

## Call Performance

	Goal	Apr-24	May-24	Jun-24	YTD
<i>Reservations</i>					
Answered Calls		7,713	7,727	7,510	90,502
Average Initial Hold Time	≤ 120 sec	37	43	38	43
Calls On Hold > 5 Minutes	≤ 5%	0.9%	1.4%	1.1%	1.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,431	2,605	2,537	28,263
Average Initial Hold Time		26	30	29	30
Calls On Hold > 5 Minutes	≤ 10%	0.7%	1.0%	0.7%	0.9%

## Complaints/Compliments

	Goal	Apr-24	May-24	Jun-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.0	1.7	1.3	1.8
Compliments Per 1,000 Trips		0.8	1.4	1.3	0.9

## Safety

	Goal	Apr-24	May-24	Jun-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.59	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.57	0.00	0.29	0.24
Miles Between Road Calls	≥ 25,000	175,524	174,474	56,956	99,747

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Apr-24	May-24	Jun-24	YTD
Vehicle Trips		89,099	94,173	85,778	1,022,969
Passenger Trips		111,954	118,581	108,770	1,286,099
No Shows		1.8%	1.8%	1.8%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	92.5%	94.3%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.01%	0.01%	0.02%
Excessively Long Trips	≤ 5%	1.0%	1.1%	0.8%	1.2%
Missed Trips	≤ 0.75%	0.24%	0.19%	0.16%	0.22%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	95.3%	98.2%	97.7%	94.6%

## Call Performance

	Goal	Apr-24	May-24	Jun-24	YTD
<i>Reservations</i>					
Answered Calls		56,787	55,471	51,736	665,516
Average Initial Hold Time	≤ 120 sec	30	33	37	28
Calls On Hold > 5 Minutes	≤ 5%	2.4%	3.5%	3.2%	2.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,191	16,685	17,691	152,220
Average Initial Hold Time		26	33	25	21
Calls On Hold > 5 Minutes	≤ 10%	3.2%	5.0%	3.0%	2.3%

<i>Cancellations</i>					
Answered Calls		10,532	11,259	7,510	101,409
Average Initial Hold Time		27	30		23
Calls On Hold > 5 Minutes	≤ 10%	2.3%	2.9%		2.4%

## Complaints/Compliments

	Goal	Apr-24	May-24	Jun-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.2	1.1	1.4
Compliments Per 1,000 Trips		0.8	0.7	0.5	0.8

## Safety

	Goal	Apr-24	May-24	Jun-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.18	0.10	0.13
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.54	0.92	0.46	0.89
Miles Between Road Calls	≥ 25,000	50,470	60,203	61,714	52,300

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Apr-24	May-24	Jun-24	YTD
Vehicle Trips		2,465	2,596	2,681	25,631
Passenger Trips		2,711	2,837	3,021	28,246
No Shows		1.2%	0.8%	0.4%	1.1%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	93.4%	94.4%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.04%	0.00%	0.03%
Excessively Long Trips	≤ 5%	3.8%	2.6%	1.9%	3.2%
Missed Trips	≤ 0.75%	0.34%	0.27%	0.33%	0.55%
Denials	≤ 0	0	0	1	3
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Apr-24	May-24	Jun-24	YTD
<i>Reservations</i>					
Answered Calls		2,107	2,103	2,078	22,065
Average Initial Hold Time	≤ 120 sec	47	53	64	67
Calls On Hold > 5 Minutes	≤ 5%	2.0%	2.3%	3.5%	3.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		408	353	317	3,665
Average Initial Hold Time		44	37	50	55
Calls On Hold > 5 Minutes	≤ 10%	2.0%	0.8%	1.3%	2.9%

## Complaints/Compliments

	Goal	Apr-24	May-24	Jun-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.4	0.4	0.0	0.6
Compliments Per 1,000 Trips		0.8	0.0	0.0	0.1

## Safety

	Goal	Apr-24	May-24	Jun-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	*	*	*	121,869

### Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Apr-24	May-24	Jun-24	YTD
Vehicle Trips		44,453	47,122	44,214	497,202
Passenger Trips		54,956	58,573	55,177	620,365
No Shows		1.6%	1.8%	1.5%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	89.5%	93.0%	94.3%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.07%	0.03%	0.04%
Excessively Long Trips	≤ 5%	4.9%	4.7%	3.6%	4.2%
Missed Trips	≤ 0.75%	0.62%	0.61%	0.54%	0.51%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.1%	95.6%	96.9%	97.6%

## Call Performance

	Goal	Apr-24	May-24	Jun-24	YTD
<i>Reservations</i>					
Answered Calls		33,195	32,271	30,785	350,623
Average Initial Hold Time	≤ 120 sec	75	57	61	77
Calls On Hold > 5 Minutes	≤ 5%	2.9%	1.6%	2.2%	2.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,428	10,231	9,659	97,944
Average Initial Hold Time		62	56	61	70
Calls On Hold > 5 Minutes	≤ 10%	3.1%	1.9%	2.8%	3.4%

## Complaints/Compliments

	Goal	Apr-24	May-24	Jun-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.3	1.8	2.3
Compliments Per 1,000 Trips		1.1	0.8	1.0	1.1

## Safety

	Goal	Apr-24	May-24	Jun-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.44	0.42	0.59	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.59	0.59	0.26	0.58
Miles Between Road Calls	≥ 25,000	48,356	80,252	37,657	50,070

Contractual Requirement

## Southern Region Trip Performance

	Goal	Apr-24	May-24	Jun-24	YTD
Vehicle Trips		98,240	103,600	95,188	1,146,362
Passenger Trips		117,656	124,579	115,157	1,382,041
No Shows		2.1%	2.0%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	91.7%	92.5%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	6.8%	7.2%	6.1%	6.3%
Missed Trips	≤ 0.75%	0.35%	0.33%	0.34%	0.35%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	95.5%	95.8%	98.1%	95.9%

## Call Performance

	Goal	Apr-24	May-24	Jun-24	YTD
<i>Reservations</i>					
Answered Calls		70,564	68,659	67,006	836,282
Average Initial Hold Time	≤ 120 sec	74	77	69	80
Calls On Hold > 5 Minutes	≤ 5%	1.7%	3.0%	3.3%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		18,861	20,197	19,568	216,526
Average Initial Hold Time		70	78	59	69
Calls On Hold > 5 Minutes	≤ 10%	2.5%	3.2%	2.2%	3.1%

## Complaints/Compliments

	Goal	Apr-24	May-24	Jun-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.2	1.9	2.2
Compliments Per 1,000 Trips		0.9	0.7	0.5	0.6

## Safety

	Goal	Apr-24	May-24	Jun-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.08	0.34	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.08	0.37	1.21	0.86
Miles Between Road Calls	≥ 25,000	63,379	45,383	46,978	44,634

Contractual Requirement



## West Central Region Trip Performance

	Goal	Apr-24	May-24	Jun-24	YTD
Vehicle Trips		47,795	51,252	46,790	557,238
Passenger Trips		60,702	65,010	59,345	704,903
No Shows		2.7%	2.6%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	90.4%	91.1%	93.7%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.01%	0.04%
Excessively Long Trips	≤ 5%	2.7%	2.8%	2.1%	2.8%
Missed Trips	≤ 0.75%	0.33%	0.30%	0.20%	0.36%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	92.9%	95.2%	91.1%	95.2%

## Call Performance

	Goal	Apr-24	May-24	Jun-24	YTD
<i>Reservations</i>					
Answered Calls		39,397	38,273	36,800	463,498
Average Initial Hold Time	≤ 120 sec	31	35	39	29
Calls On Hold > 5 Minutes	≤ 5%	1.7%	2.9%	3.2%	2.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,394	11,696	12,516	110,452
Average Initial Hold Time		24	28	20	21
Calls On Hold > 5 Minutes	≤ 5%	2.3%	4.7%	2.3%	2.3%

## Complaints/Compliments

	Goal	Apr-24	May-24	Jun-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.2	2.0	2.5
Compliments Per 1,000 Trips		0.6	0.9	1.0	0.9

## Safety

	Goal	Apr-24	May-24	Jun-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.32	0.18	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.46	0.97	1.46	1.00
Miles Between Road Calls	≥ 25,000	48,642	41,272	43,610	39,406

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Apr-24	May-24	Jun-24	YTD
Eligible Customers		114,167	114,682	115,455	115,455
Total ADA Evaluations Performed		2,954	4,606	2,869	39,791
Days From Application to Decision (avg)	≤ 21	11	N/A *	10	10

### In Person Evaluations

	Goal	Apr-24	May-24	Jun-24	YTD
Unrestricted		1,821	2,528	1,432	19,486
Restricted		348	369	253	3,428
Temporary		63	60	45	776
Not Eligible		13	16	10	235
Total		2,245	2,973	1,740	23,925

### Paper Evaluations

	Goal	Apr-24	May-24	Jun-24	YTD
Unrestricted		709	1,633	1,129	14,190
Restricted		0	0	0	1,279
Temporary		0	0	0	397
Not Eligible		0	0	0	0
Total		709	1,633	1,129	15,866

### Appeals

	Goal	Apr-24	May-24	Jun-24	YTD
Appeals Performed		24	28	11	183
Days From Appeal to Decision (avg)	≤ 30	5	8	6	7

\* Unavailable for May 2024

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Apr-24	May-24	Jun-24	YTD
Customer Service Calls		24,041	24,006	21,282	274,914
Average Initial Hold Time	≤ 180 sec	127	120	169	104
Calls On Hold > 5 Minutes	≤ 10%	15.4%	14.2%	18.8%	15.9%
Calls Abandoned	≤ 10%	5.1%	5.2%	14.3%	4.7%

#### Operations Monitoring Center

	Goal	Apr-24	May-24	Jun-24	YTD
Customer Service Calls		5,871	5,309	4,494	84,688
Average Initial Hold Time	≤ 180 sec	53	56	84	65
Calls On Hold > 5 Minutes	≤ 10%	4.6%	4.7%	8.5%	6.0%
Calls Abandoned	≤ 10%	4.6%	5.8%	4.1%	7.1%

Contractual Requirement

July 26, 2024

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

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

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

- ◆ Passengers: 9.1% over budget
- ◆ Contract Revenue Miles: 1.9% under budget
- ◆ Trips: 9.5% over budget
- ◆ Total Eligibility Evaluations: 42.6% under budget
- ◆ Average Trip Distance: under budget by 0.99 miles at 8.49 miles
- ◆ Total cost per Passenger (before depreciation): 4.7% under budget at \$59.64
- ◆ Administration Function is 12.1% under budget
- ◆ Eligibility Determination Function is 26.5% under budget
- ◆ Purchased Transportation Function is 6.7% over budget
- ◆ Paratransit Operations Function is 0.3% under budget

Attached are the following reports for your review:

- Statistical Comparison: JUNE 2023 to JUNE 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 June 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	85.1%	\$213,355,586	\$199,902,163	\$13,453,423	6.7%	19%
Paratransit Operations	7.8%	\$19,459,332	\$19,394,470	\$64,862	0.3%	15%
Eligibility Determination	2.7%	\$6,853,529	\$9,329,987	(\$2,476,458)	-26.5%	-7%
CTSA/Ride Information	0.2%	\$430,229	\$363,099	\$67,130	18.5%	26%
Administration	4.2%	<u>\$10,479,779</u>	<u>\$11,921,864</u>	<u>(\$1,442,085)</u>	<u>-12.1%</u>	<u>8%</u>
Total Exp before Depreciation		<b>\$250,578,455</b>	<b>\$240,911,583</b>	<b>\$9,666,872</b>	<b>4.0%</b>	<b>17%</b>

## Statistics – For the YTD Period Ended June 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	39,791	63,678	(23,887)	-37.5%	-42%
Number of PAX	4,201,486	3,850,808	350,678	9.1%	17%
Number of Contract Revenue Miles	28,865,152	29,412,279	(547,127)	-1.9%	17%
Number of Trips	3,399,122	3,103,552	295,570	9.5%	18%
Average Trip Distance	8.49	9.48	(0.99)	-10.4%	0%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.39	\$6.80	\$0.59	8.7%	1%
Total Cost per Trip before Depreciation	\$73.72	\$77.62	(\$3.90)	-5.0%	0%
Total Cost per Pax before Depreciation	\$59.64	\$62.56	(\$2.92)	-4.7%	0%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$9,720,944	\$8,844,437	\$876,507		
Other Revenue	\$5,846,664	\$366,466	\$5,480,198		
Total Revenue	\$15,567,608	\$9,210,903	\$6,356,705	69%	-31%
 Total Exp before Capital	 \$250,578,455	 \$240,911,583	 \$9,666,872	 4%	 17%
Capital Expenditures					
Vehicles	\$26,934,507	\$33,744,581	(\$6,810,074)		
Other Capital Expenditures	\$867,623	\$3,000,000	(\$2,132,377)		
Total Capital Expenditures	\$294,623	\$0	\$294,623		
	\$28,096,752	\$36,744,581	(\$8,647,829)	-24%	1172%
 Over/(Under) Budget June 2024			 \$1,019,043		

## YTD Cost Per Passenger before Depreciation and Capital Cost

