

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

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	28	23
Calls On Hold > 5 Minutes	≤ 10%	2.3%	2.9%	2.8%	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		26	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	276,195
Average Initial Hold Time	≤ 180 sec	127	120	169	118
Calls On Hold > 5 Minutes	≤ 10%	15.4%	14.2%	18.8%	13.5%
Calls Abandoned	≤ 10%	5.1%	5.2%	14.3%	5.6%

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%	14.1%	7.1%

Contractual Requirement

July 26, 2024

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

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

	<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	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		\$250,578,455	\$240,911,583	\$9,666,872	4.0%	17%

Statistics – For the YTD Period Ended June 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	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%

* Unavailable for June 2024

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

