

# Board Box

September 2024

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

September 30, 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	Jun-24	Jul-24	Aug-24	YTD
Vehicle Trips		287,239	303,635	316,730	620,365
Passenger Trips		356,520	376,308	393,265	769,573
Backup Trips		26	3	3	6
No Shows		2.0%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.6%	93.9%	92.8%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	3.3%	3.0%	3.5%	3.2%
Missed Trips	≤ 0.75%	0.29%	0.27%	0.31%	0.29%
Denials	≤ 0	1	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.2%	97.0%	95.2%	96.1%

## Call Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
<i>Reservations</i>					
Answered Calls		195,915	204,497	213,150	417,647
Average Initial Hold Time	≤ 120 sec	52	50	53	51
Calls On Hold > 5 Minutes	≤ 5%	3.0%	2.6%	2.8%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		62,288	66,890	71,976	138,866
Average Initial Hold Time		41	43	43	43
Calls On Hold > 5 Minutes	≤ 10%	2.5%	2.8%	3.0%	2.9%

## Complaints/Compliments

	Goal	Jun-24	Jul-24	Aug-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.8	2.1	1.9
Compliments Per 1,000 Trips		0.7	0.8	1.0	0.9

## Safety

	Goal	Jun-24	Jul-24	Aug-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.31	0.24	0.18	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.81	0.89	0.74	0.81
Miles Between Road Calls	≥ 25,000	48,028	35,639	42,112	38,662

## Antelope Valley Region Trip Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
Vehicle Trips		12,562	13,188	14,250	27,438
Passenger Trips		15,024	15,869	17,244	33,113
No Shows		2.3%	2.8%	2.5%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	95.7%	95.0%	93.8%	94.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.7%	1.4%	1.6%	1.5%
Missed Trips	≤ 0.75%	0.17%	0.18%	0.23%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	100.0%

## Call Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
<i>Reservations</i>					
Answered Calls		7,510	7,732	8,145	15,877
Average Initial Hold Time	≤ 120 sec	38	36	44	40
Calls On Hold > 5 Minutes	≤ 5%	1.1%	0.7%	1.8%	1.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,537	2,673	2,834	5,507
Average Initial Hold Time		29	26	28	27
Calls On Hold > 5 Minutes	≤ 10%	0.7%	0.6%	1.0%	0.8%

## Complaints/Compliments

	Goal	Jun-24	Jul-24	Aug-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.6	1.7	1.7
Compliments Per 1,000 Trips		1.3	1.4	0.9	1.2

## Safety

	Goal	Jun-24	Jul-24	Aug-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.59	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.29	1.54	0.00	0.75
Miles Between Road Calls	≥ 25,000	56,956	59,447	186,735	91,269

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
Vehicle Trips		85,778	91,735	96,110	187,845
Passenger Trips		108,770	116,413	121,645	238,058
No Shows		1.8%	1.9%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	94.3%	95.1%	93.4%	94.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	0.8%	0.8%	0.9%	0.8%
Missed Trips	≤ 0.75%	0.16%	0.14%	0.18%	0.16%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.7%	98.6%	97.3%	97.9%

## Call Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
<i>Reservations</i>					
Answered Calls		51,736	54,019	56,567	110,586
Average Initial Hold Time	≤ 120 sec	37	29	34	32
Calls On Hold > 5 Minutes	≤ 5%	3.2%	2.0%	2.4%	2.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,691	19,324	20,510	39,834
Average Initial Hold Time		25	27	33	30
Calls On Hold > 5 Minutes	≤ 10%	3.0%	3.7%	4.5%	4.1%

<i>Cancellations</i>					
Answered Calls		11,142	11,569	11,935	23,504
Average Initial Hold Time		28	22	27	25
Calls On Hold > 5 Minutes	≤ 10%	2.8%	1.5%	2.1%	1.8%

## Complaints/Compliments

	Goal	Jun-24	Jul-24	Aug-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	1.4	1.4	1.4
Compliments Per 1,000 Trips		0.5	0.6	0.8	0.7

## Safety

	Goal	Jun-24	Jul-24	Aug-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.39	0.19	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.46	0.94	0.82	0.88
Miles Between Road Calls	≥ 25,000	61,714	44,910	48,681	46,754

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
Vehicle Trips		2,681	2,764	2,817	5,581
Passenger Trips		3,021	3,068	3,152	6,220
No Shows		0.4%	0.7%	1.1%	0.9%
On Time Performance (Next Day Trips)	≥ 91%	94.4%	94.2%	93.7%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.04%	0.02%
Excessively Long Trips	≤ 5%	1.9%	1.8%	2.7%	2.3%
Missed Trips	≤ 0.75%	0.33%	0.44%	0.44%	0.44%
Denials	≤ 0	1	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
<i>Reservations</i>					
Answered Calls		2,078	2,201	2,083	4,284
Average Initial Hold Time	≤ 120 sec	64	80	81	81
Calls On Hold > 5 Minutes	≤ 5%	3.5%	4.6%	5.9%	5.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		317	350	318	668
Average Initial Hold Time		50	66	92	79
Calls On Hold > 5 Minutes	≤ 10%	1.3%	2.9%	6.9%	4.8%

## Complaints/Compliments

	Goal	Jun-24	Jul-24	Aug-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	0.3	0.4	0.4
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.0

## Safety

	Goal	Jun-24	Jul-24	Aug-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	*	*	*	*

### Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
Vehicle Trips		44,214	47,214	49,125	96,339
Passenger Trips		55,177	58,480	61,781	120,261
No Shows		1.5%	1.5%	1.4%	1.4%
On Time Performance (Next Day Trips)	≥ 91%	94.3%	93.5%	92.3%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.00%	0.03%	0.02%
Excessively Long Trips	≤ 5%	3.6%	2.9%	3.9%	3.4%
Missed Trips	≤ 0.75%	0.54%	0.47%	0.58%	0.53%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.9%	98.3%	92.0%	94.9%

## Call Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
<i>Reservations</i>					
Answered Calls		30,785	31,555	32,837	64,392
Average Initial Hold Time	≤ 120 sec	61	53	49	51
Calls On Hold > 5 Minutes	≤ 5%	2.2%	1.7%	1.4%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,659	9,893	11,318	21,211
Average Initial Hold Time		61	51	46	49
Calls On Hold > 5 Minutes	≤ 10%	2.8%	2.2%	1.4%	1.8%

## Complaints/Compliments

	Goal	Jun-24	Jul-24	Aug-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.7	2.8	2.3
Compliments Per 1,000 Trips		1.0	1.2	1.4	1.3

## Safety

	Goal	Jun-24	Jul-24	Aug-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.59	0.00	0.27	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.26	0.62	0.23	0.43
Miles Between Road Calls	≥ 25,000	37,657	42,477	62,132	50,610

Contractual Requirement

## Southern Region Trip Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
Vehicle Trips		95,188	99,781	103,741	203,522
Passenger Trips		115,157	120,477	125,344	245,821
No Shows		2.1%	2.1%	2.2%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	92.5%	92.3%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	6.1%	5.7%	6.4%	6.1%
Missed Trips	≤ 0.75%	0.34%	0.33%	0.33%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.1%	95.5%	95.6%	95.6%

## Call Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
<i>Reservations</i>					
Answered Calls		67,006	70,888	73,983	144,871
Average Initial Hold Time	≤ 120 sec	69	76	78	77
Calls On Hold > 5 Minutes	≤ 5%	3.3%	4.2%	4.3%	4.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		19,568	20,967	22,425	43,392
Average Initial Hold Time		59	68	64	66
Calls On Hold > 5 Minutes	≤ 10%	2.2%	2.6%	2.2%	2.4%

## Complaints/Compliments

	Goal	Jun-24	Jul-24	Aug-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.3	2.4	2.4
Compliments Per 1,000 Trips		0.5	0.9	1.0	0.9

## Safety

	Goal	Jun-24	Jul-24	Aug-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.25	0.16	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.21	0.92	0.80	0.86
Miles Between Road Calls	≥ 25,000	46,978	26,107	29,868	27,902

Contractual Requirement



## West Central Region Trip Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
Vehicle Trips		46,790	48,950	50,684	99,634
Passenger Trips		59,345	61,998	64,096	126,094
No Shows		2.7%	2.6%	2.7%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	94.6%	93.1%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.1%	1.8%	2.2%	2.0%
Missed Trips	≤ 0.75%	0.20%	0.19%	0.22%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	91.1%	95.6%	92.2%	94.0%

## Call Performance

	Goal	Jun-24	Jul-24	Aug-24	YTD
<i>Reservations</i>					
Answered Calls		36,800	38,102	39,535	77,637
Average Initial Hold Time	≤ 120 sec	39	29	35	32
Calls On Hold > 5 Minutes	≤ 5%	3.2%	1.4%	1.8%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,516	13,683	14,571	28,254
Average Initial Hold Time		20	20	27	24
Calls On Hold > 5 Minutes	≤ 5%	2.3%	2.4%	3.7%	3.1%

## Complaints/Compliments

	Goal	Jun-24	Jul-24	Aug-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.8	1.9	1.9
Compliments Per 1,000 Trips		1.0	0.7	1.0	0.8

## Safety

	Goal	Jun-24	Jul-24	Aug-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.34	0.17	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.46	0.90	1.40	1.15
Miles Between Road Calls	≥ 25,000	43,610	36,315	39,422	37,818

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Jun-24	Jul-24	Aug-24	YTD
Eligible Customers		115,455	116,074	116,676	116,074
Total ADA Evaluations Performed		2,869	4,512	4,648	9,160
Days From Application to Decision (avg)	≤ 21	N/A *	N/A*	12	12

### In Person Evaluations

	Goal	Jun-24	Jul-24	Aug-24	YTD
Unrestricted		1,432	2,504	2,820	5,324
Restricted		253	412	458	870
Temporary		45	76	98	175
Not Eligible		10	14	9	23
Total		1,740	3,006	3,385	6,392

### Paper Evaluations

	Goal	Jun-24	Jul-24	Aug-24	YTD
Unrestricted		1,129	1,506	1,263	2,769
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,129	1,506	1,263	2,769

### Appeals

	Goal	Jun-24	Jul-24	Aug-24	YTD
Appeals Performed		11	13	12	25
Days From Appeal to Decision (avg)	≤ 30	9	4	6	5

\* Unavailable for June and July 2024

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Jun-24	Jul-24	Aug-24	YTD
Customer Service Calls		21,282	25,246	26,004	51,250
Average Initial Hold Time	≤ 180 sec	169	177	125	151
Calls On Hold > 5 Minutes	≤ 10%	18.8%	21.6%	14.5%	18.0%
Calls Abandoned	≤ 10%	14.3%	13.2%	10.5%	11.8%

#### Operations Monitoring Center

	Goal	Jun-24	Jul-24	Aug-24	YTD
Customer Service Calls		4,494	5,182	5,559	10,741
Average Initial Hold Time	≤ 180 sec	84	100	77	88
Calls On Hold > 5 Minutes	≤ 10%	8.5%	10.5%	7.3%	8.8%
Calls Abandoned	≤ 10%	14.1%	15.8%	13.3%	14.5%

Contractual Requirement

September 30, 2024

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

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

**DRAFT FY 2024/2025 Budget to Actual Fiscal Year-to-Date Comparison:**

- ◆ Passengers: 6.9% under budget
- ◆ Contract Revenue Miles: 10.5% under budget
- ◆ Trips: 6.8% under budget
- ◆ Total Eligibility Evaluations: 7.6% over budget
- ◆ Average Trip Distance: under budget by 0.35 miles at 8.35 miles
- ◆ Total cost per Passenger (before depreciation): 0.5% under budget at \$58.13
- ◆ Administration Function is 12.4% under budget
- ◆ Eligibility Determination Function is 0.9% over budget
- ◆ Purchased Transportation Function is 6.6% under budget
- ◆ Paratransit Operations Function is 15.1% under budget

Attached are the following reports for your review:

- Statistical Comparison: AUGUST 2023 to AUGUST 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 August 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.7%	\$37,902,785	\$40,582,156	(\$2,679,371)	-6.6%	14%
Paratransit Operations	8.2%	\$3,683,108	\$4,339,558	(\$656,450)	-15.1%	20%
Eligibility Determination	2.8%	\$1,265,365	\$1,253,613	\$11,752	0.9%	-1%
CTSA/Ride Information	0.2%	\$69,639	\$66,683	\$2,956	4.4%	0%
Administration	4.0%	\$1,810,994	\$2,066,450	(\$255,456)	-12.4%	14%
<b>Total Exp before Depreciation</b>		<b>\$44,731,891</b>	<b>\$48,308,460</b>	<b>(\$3,576,569)</b>	<b>-7.4%</b>	<b>14%</b>

## Statistics - For the YTD Period Ended August 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	9,160	8,509	651	7.6%	44%
Number of PAX	769,573	826,882	(57,309)	-6.9%	13%
Number of Contract Revenue Miles	5,178,262	5,785,997	(607,735)	-10.5%	11%
Number of Trips	620,365	665,326	(44,961)	-6.8%	13%
Average Trip Distance	8.35	8.70	(0.35)	-4.0%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.32	\$7.01	\$0.31	4.4%	2%
Total Cost per Trip before Depreciation	\$72.11	\$72.61	(\$0.50)	-0.7%	0%
Total Cost per Pax before Depreciation	\$58.13	\$58.42	(\$0.29)	-0.5%	1%

## Budget Results for FY 2024/2025 For YTD Period Ending August 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$1,648,971	\$1,892,397	(\$243,426)		
Other Revenue	\$535,541	\$320,201	\$215,340		
Total Revenue	\$2,184,512	\$2,212,598	(\$28,086)	-1%	3%
 Total Exp before Capital	 \$44,731,891	 \$48,308,460	 (\$3,576,569)	 -7%	 14%
Capital Expenditures					
Vehicles	\$3,896,872	\$9,479,060	(\$5,582,188)		
Other Capital Expenditures	\$932,909	\$1,333,334	(\$400,425)		
Total Capital Expenditures	\$1,112	\$0	\$1,112		
	\$4,830,893	\$10,812,394	(\$5,981,501)	-55%	3262%
 Over/(Under) Budget August 2024			 (\$9,558,070)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

