

Board Box

October 2024

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

October 25, 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	Jul-24	Aug-24	Sep-24	YTD
Vehicle Trips		303,635	316,730	309,042	929,407
Passenger Trips		376,308	393,265	382,332	1,151,905
Backup Trips		3	3	5	11
No Shows		2.1%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.9%	92.8%	91.6%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.03%	0.02%
Excessively Long Trips	≤ 5%	3.0%	3.5%	4.0%	3.5%
Missed Trips	≤ 0.75%	0.27%	0.31%	0.35%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.0%	95.2%	93.9%	95.0%

Call Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
<i>Reservations</i>					
Answered Calls		204,497	213,150	207,232	624,879
Average Initial Hold Time	≤ 120 sec	50	53	55	53
Calls On Hold > 5 Minutes	≤ 5%	2.6%	2.8%	2.5%	2.6%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		66,890	71,976	70,118	208,984
Average Initial Hold Time		43	43	46	44
Calls On Hold > 5 Minutes	≤ 10%	2.8%	3.0%	2.9%	2.9%

Complaints/Compliments

	Goal	Jul-24	Aug-24	Sep-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.1	2.2	2.0
Compliments Per 1,000 Trips		0.8	1.0	0.8	0.9

Safety

	Goal	Jul-24	Aug-24	Sep-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.24	0.18	0.29	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.89	0.74	0.86	0.83
Miles Between Road Calls	≥ 25,000	35,639	42,112	35,725	37,664

Antelope Valley Region Trip Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
Vehicle Trips		13,188	14,250	13,617	41,055
Passenger Trips		15,869	17,244	16,221	49,334
No Shows		2.8%	2.5%	2.4%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	95.0%	93.8%	94.8%	94.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.4%	1.6%	1.6%	1.6%
Missed Trips	≤ 0.75%	0.18%	0.23%	0.18%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	97.7%	99.3%

Call Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
<i>Reservations</i>					
Answered Calls		7,732	8,145	8,331	24,208
Average Initial Hold Time	≤ 120 sec	36	44	44	41
Calls On Hold > 5 Minutes	≤ 5%	0.7%	1.8%	1.6%	1.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,673	2,834	2,684	8,191
Average Initial Hold Time		26	28	33	29
Calls On Hold > 5 Minutes	≤ 10%	0.6%	1.0%	1.1%	0.9%

Complaints/Compliments

	Goal	Jul-24	Aug-24	Sep-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.7	1.3	1.5
Compliments Per 1,000 Trips		1.4	0.9	1.0	1.1

Safety

	Goal	Jul-24	Aug-24	Sep-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	1.54	0.00	0.43	0.65
Miles Between Road Calls	≥ 25,000	59,447	186,735	*	134,819

Contractual Requirement

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

Eastern Region Trip Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
Vehicle Trips		91,735	96,110	93,598	281,443
Passenger Trips		116,413	121,645	117,960	356,018
No Shows		1.9%	1.9%	1.8%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	95.1%	93.4%	92.1%	93.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.00%	0.01%
Excessively Long Trips	≤ 5%	0.8%	0.9%	1.1%	0.9%
Missed Trips	≤ 0.75%	0.14%	0.18%	0.20%	0.17%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.6%	97.3%	96.8%	97.6%

Call Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
<i>Reservations</i>					
Answered Calls		54,019	56,567	56,705	167,291
Average Initial Hold Time	≤ 120 sec	29	34	34	32
Calls On Hold > 5 Minutes	≤ 5%	2.0%	2.4%	2.3%	2.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		19,324	20,510	19,999	59,833
Average Initial Hold Time		27	33	29	30
Calls On Hold > 5 Minutes	≤ 10%	3.7%	4.5%	3.5%	3.9%

<i>Cancellations</i>					
Answered Calls		11,569	11,935	11,651	35,155
Average Initial Hold Time		22	27	26	25
Calls On Hold > 5 Minutes	≤ 10%	1.5%	2.1%	1.6%	1.8%

Complaints/Compliments

	Goal	Jul-24	Aug-24	Sep-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.4	1.3	1.4
Compliments Per 1,000 Trips		0.6	0.8	0.6	0.7

Safety

	Goal	Jul-24	Aug-24	Sep-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.39	0.19	0.19	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.94	0.82	0.96	0.91
Miles Between Road Calls	≥ 25,000	44,910	48,681	33,480	41,340

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
Vehicle Trips		2,764	2,817	2,553	8,134
Passenger Trips		3,068	3,152	2,855	9,075
No Shows		0.7%	1.1%	1.2%	1.0%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	93.6%	93.5%	93.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.04%	0.08%	0.04%
Excessively Long Trips	≤ 5%	1.8%	2.7%	3.7%	2.7%
Missed Trips	≤ 0.75%	0.44%	0.44%	0.26%	0.38%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
<i>Reservations</i>					
Answered Calls		2,201	2,083	1,826	6,110
Average Initial Hold Time	≤ 120 sec	80	81	107	88
Calls On Hold > 5 Minutes	≤ 5%	4.6%	5.9%	7.6%	5.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		350	318	300	968
Average Initial Hold Time		66	92	89	82
Calls On Hold > 5 Minutes	≤ 10%	2.9%	6.9%	7.0%	5.5%

Complaints/Compliments

	Goal	Jul-24	Aug-24	Sep-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.3	0.4	0.0	0.2
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	Jul-24	Aug-24	Sep-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	Jul-24	Aug-24	Sep-24	YTD
Vehicle Trips		47,214	49,125	48,564	144,903
Passenger Trips		58,480	61,781	60,388	180,649
No Shows		1.5%	1.4%	1.5%	1.4%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	92.3%	89.9%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.03%	0.12%	0.05%
Excessively Long Trips	≤ 5%	2.9%	3.9%	4.7%	3.8%
Missed Trips	≤ 0.75%	0.47%	0.58%	0.67%	0.58%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.3%	92.0%	89.9%	94.3%

Call Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
<i>Reservations</i>					
Answered Calls		31,555	32,837	32,925	97,317
Average Initial Hold Time	≤ 120 sec	53	49	53	52
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.4%	1.1%	1.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,893	11,318	12,600	33,811
Average Initial Hold Time		51	46	48	49
Calls On Hold > 5 Minutes	≤ 10%	2.2%	1.4%	1.5%	1.6%

Complaints/Compliments

	Goal	Jul-24	Aug-24	Sep-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	2.8	2.9	2.5
Compliments Per 1,000 Trips		1.2	1.4	1.1	1.2

Safety

	Goal	Jul-24	Aug-24	Sep-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.27	0.27	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.62	0.23	0.73	0.53
Miles Between Road Calls	≥ 25,000	42,477	62,132	41,901	47,463

Contractual Requirement

Southern Region Trip Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
Vehicle Trips		99,781	103,741	100,468	303,990
Passenger Trips		120,477	125,344	121,070	366,891
No Shows		2.1%	2.2%	2.3%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	92.3%	91.7%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	5.7%	6.4%	7.4%	6.5%
Missed Trips	≤ 0.75%	0.33%	0.33%	0.36%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.5%	95.6%	93.4%	93.2%

Call Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
<i>Reservations</i>					
Answered Calls		70,888	73,983	68,917	213,788
Average Initial Hold Time	≤ 120 sec	76	78	86	80
Calls On Hold > 5 Minutes	≤ 5%	4.2%	4.3%	3.6%	4.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		20,967	22,425	20,014	63,406
Average Initial Hold Time		68	64	74	69
Calls On Hold > 5 Minutes	≤ 10%	2.6%	2.2%	2.7%	2.5%

Complaints/Compliments

	Goal	Jul-24	Aug-24	Sep-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.4	2.7	2.5
Compliments Per 1,000 Trips		0.9	1.0	0.8	0.9

Safety

	Goal	Jul-24	Aug-24	Sep-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.25	0.16	0.57	0.33
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.92	0.80	0.82	0.84
Miles Between Road Calls	≥ 25,000	26,107	29,868	28,492	28,096

Contractual Requirement

West Central Region Trip Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
Vehicle Trips		48,950	50,684	50,237	149,871
Passenger Trips		61,998	64,096	63,833	189,927
No Shows		2.6%	2.7%	2.9%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	94.6%	93.1%	91.3%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	1.8%	2.2%	2.6%	2.2%
Missed Trips	≤ 0.75%	0.19%	0.22%	0.32%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	95.6%	92.2%	97.6%	95.2%

Call Performance

	Goal	Jul-24	Aug-24	Sep-24	YTD
<i>Reservations</i>					
Answered Calls		38,102	39,535	38,528	116,165
Average Initial Hold Time	≤ 120 sec	29	35	34	33
Calls On Hold > 5 Minutes	≤ 5%	1.4%	1.8%	1.9%	1.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		13,683	14,571	14,521	42,775
Average Initial Hold Time		20	27	29	26
Calls On Hold > 5 Minutes	≤ 5%	2.4%	3.7%	3.9%	3.4%

Complaints/Compliments

	Goal	Jul-24	Aug-24	Sep-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.9	2.2	2.0
Compliments Per 1,000 Trips		0.7	1.0	0.7	0.8

Safety

	Goal	Jul-24	Aug-24	Sep-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.17	0.00	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.90	1.40	1.09	1.13
Miles Between Road Calls	≥ 25,000	36,315	39,422	40,897	38,777

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jul-24	Aug-24	Sep-24	YTD
Eligible Customers		116,074	116,676	117,077	117,077
Total ADA Evaluations Performed		4,517	4,659	3,791	12,967
Days From Application to Decision (avg)	≤ 21	10	10	9	10

In Person Evaluations

	Goal	Jul-24	Aug-24	Sep-24	YTD
Unrestricted		2,508	2,828	2,279	7,615
Restricted		413	461	346	1,220
Temporary		76	98	75	249
Not Eligible		14	9	16	39
Total		3,011	3,396	2,716	9,123

Paper Evaluations

	Goal	Jul-24	Aug-24	Sep-24	YTD
Unrestricted		1,506	1,263	1,075	3,844
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,506	1,263	1,075	3,844

Appeals

	Goal	Jul-24	Aug-24	Sep-24	YTD
Appeals Performed		18	13	16	47
Days From Appeal to Decision (avg)	≤ 30	4	6	9	6

Customer Service

Phone Statistics

Customer Service

	Goal	Jul-24	Aug-24	Sep-24	YTD
Customer Service Calls		25,246	26,004	25,446	76,696
Average Initial Hold Time	≤ 180 sec	177	125	76	126
Calls On Hold > 5 Minutes	≤ 10%	21.6%	14.5%	8.3%	14.8%
Calls Abandoned	≤ 10%	13.2%	10.5%	6.1%	10.0%

Operations Monitoring Center

	Goal	Jul-24	Aug-24	Sep-24	YTD
Customer Service Calls		5,182	5,559	6,024	16,765
Average Initial Hold Time	≤ 180 sec	100	77	57	77
Calls On Hold > 5 Minutes	≤ 10%	10.5%	7.3%	5.2%	7.5%
Calls Abandoned	≤ 10%	15.8%	13.3%	9.2%	12.7%

Contractual Requirement

October 25, 2024

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

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

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

- ◆ Passengers: 3.1% under budget
- ◆ Contract Revenue Miles: 6.8% under budget
- ◆ Trips: 2.9% under budget
- ◆ Total Eligibility Evaluations: 5.8% over budget
- ◆ Average Trip Distance: under budget by 0.35 miles at 8.35 miles
- ◆ Total cost per Passenger (before depreciation): 1.1% under budget at \$58.87
- ◆ Administration Function is 8.6% under budget
- ◆ Eligibility Determination Function is 2.6% over budget
- ◆ Purchased Transportation Function is 3.2% under budget
- ◆ Paratransit Operations Function is 13.9% under budget

Attached are the following reports for your review:

- Statistical Comparison: SEPTEMBER 2023 to SEPTEMBER 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 September 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.6%	\$57,373,587	\$59,249,845	(\$1,876,258)	-3.2%	13%
Paratransit Operations	8.2%	\$5,579,657	\$6,479,648	(\$899,991)	-13.9%	21%
Eligibility Determination	2.8%	\$1,926,605	\$1,878,398	\$48,207	2.6%	-3%
CTSA/Ride Information	0.2%	\$104,114	\$100,025	\$4,089	4.1%	-5%
Administration	4.2%	<u>\$2,831,757</u>	<u>\$3,099,675</u>	<u>(\$267,918)</u>	<u>-8.6%</u>	<u>11%</u>
Total Exp before Depreciation		\$67,815,720	\$70,807,591	(\$2,991,871)	-4.2%	13%

Statistics – For the YTD Period Ended September 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	12,967	12,261	706	5.8%	35%
Number of PAX	1,151,905	1,189,351	(37,446)	-3.1%	12%
Number of Contract Revenue Miles	7,757,190	8,322,359	(565,169)	-6.8%	10%
Number of Trips	929,407	956,978	(27,571)	-2.9%	13%
Average Trip Distance	8.35	8.70	(0.35)	-4.0%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.40	\$7.12	\$0.28	3.9%	2%
Total Cost per Trip before Depreciation	\$72.97	\$73.99	(\$1.02)	-1.4%	0%
Total Cost per Pax before Depreciation	\$58.87	\$59.53	(\$0.66)	-1.1%	0%

Budget Results for FY 2024/2025 For YTD Period Ending September 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$2,473,097	\$2,721,933	(\$248,836)		
Other Revenue	\$815,864	\$480,333	\$335,531		
Total Revenue	\$3,288,961	\$3,202,266	\$86,695	3%	2%
Total Exp before Capital	\$67,815,720	\$70,807,591	(\$2,991,871)	-4%	13%
Capital Expenditures					
Vehicles	\$7,297,169	\$13,976,553	(\$6,679,384)		
Other Capital Expenditures	\$954,093	\$2,000,001	(\$1,045,908)		
Total Capital Expenditures	\$13,004	\$0	\$13,004		
	\$8,264,267	\$15,976,554	(\$7,712,287)	-48%	1067%
Over/(Under) Budget September 2024			(\$10,704,158)		

YTD Cost Per Passenger before Depreciation and Capital Cost

