

Board Box

November 2024

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November 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	Aug-24	Sep-24	Oct-24	YTD
Vehicle Trips		316,730	309,042	338,849	1,268,256
Passenger Trips		393,265	382,332	418,982	1,570,887
Backup Trips		3	5	9	20
No Shows		2.1%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	91.6%	90.9%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.03%	0.02%
Excessively Long Trips	≤ 5%	3.5%	4.0%	4.4%	3.7%
Missed Trips	≤ 0.75%	0.31%	0.35%	0.37%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.2%	93.9%	96.3%	96.1%

Call Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
<i>Reservations</i>					
Answered Calls		213,150	207,232	219,239	844,118
Average Initial Hold Time	≤ 120 sec	53	55	59	54
Calls On Hold > 5 Minutes	≤ 5%	2.8%	2.5%	2.9%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		71,976	70,118	79,459	288,443
Average Initial Hold Time		43	46	48	45
Calls On Hold > 5 Minutes	≤ 10%	3.0%	2.9%	3.0%	2.9%

Complaints/Compliments

	Goal	Aug-24	Sep-24	Oct-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.2	2.4	2.1
Compliments Per 1,000 Trips		1.0	0.8	0.9	0.9

Safety

	Goal	Aug-24	Sep-24	Oct-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.29	0.49	0.30
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.74	0.86	1.03	0.88
Miles Between Road Calls	≥ 25,000	42,112	35,725	48,985	40,099

Antelope Valley Region Trip Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
Vehicle Trips		14,250	13,617	15,233	56,288
Passenger Trips		17,244	16,221	18,069	67,403
No Shows		2.5%	2.4%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	93.8%	94.8%	94.3%	94.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.6%	1.6%	1.6%	1.6%
Missed Trips	≤ 0.75%	0.23%	0.18%	0.14%	0.18%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	97.7%	100.0%	99.5%

Call Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
<i>Reservations</i>					
Answered Calls		8,145	8,331	8,476	32,684
Average Initial Hold Time	≤ 120 sec	44	44	41	41
Calls On Hold > 5 Minutes	≤ 5%	1.8%	1.6%	1.2%	1.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,834	2,684	2,945	11,136
Average Initial Hold Time		28	33	27	29
Calls On Hold > 5 Minutes	≤ 10%	1.0%	1.1%	0.6%	0.8%

Complaints/Compliments

	Goal	Aug-24	Sep-24	Oct-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.3	2.1	1.6
Compliments Per 1,000 Trips		0.9	1.0	0.9	1.0

Safety

	Goal	Aug-24	Sep-24	Oct-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.51	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.43	0.76	0.68
Miles Between Road Calls	≥ 25,000	186,735	*	65,708	105,200

Contractual Requirement

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

Eastern Region Trip Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
Vehicle Trips		96,110	93,598	103,177	384,620
Passenger Trips		121,645	117,960	129,541	485,559
No Shows		1.9%	1.8%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	92.1%	91.8%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.02%	0.01%
Excessively Long Trips	≤ 5%	0.9%	1.1%	1.3%	1.0%
Missed Trips	≤ 0.75%	0.18%	0.20%	0.21%	0.18%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.3%	96.8%	98.2%	97.7%

Call Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
<i>Reservations</i>					
Answered Calls		56,567	56,705	59,407	226,698
Average Initial Hold Time	≤ 120 sec	34	34	39	34
Calls On Hold > 5 Minutes	≤ 5%	2.4%	2.3%	2.6%	2.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		20,510	19,999	23,434	83,267
Average Initial Hold Time		33	29	30	30
Calls On Hold > 5 Minutes	≤ 10%	4.5%	3.5%	4.0%	3.9%

<i>Cancellations</i>					
Answered Calls		11,935	11,651	12,971	48,126
Average Initial Hold Time		27	26	32	27
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.6%	2.7%	2.0%

Complaints/Compliments

	Goal	Aug-24	Sep-24	Oct-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.3	1.4	1.4
Compliments Per 1,000 Trips		0.8	0.6	0.9	0.7

Safety

	Goal	Aug-24	Sep-24	Oct-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.19	0.35	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.82	0.96	1.49	1.06
Miles Between Road Calls	≥ 25,000	48,681	33,480	62,643	45,423

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
Vehicle Trips		2,817	2,553	3,018	11,152
Passenger Trips		3,152	2,855	3,364	12,439
No Shows		1.1%	1.2%	0.9%	1.0%
On Time Performance (Next Day Trips)	≥ 91%	93.6%	93.5%	92.0%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.08%	0.03%	0.04%
Excessively Long Trips	≤ 5%	2.7%	3.7%	2.8%	2.8%
Missed Trips	≤ 0.75%	0.44%	0.26%	0.59%	0.43%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	0.0%	0.0%

Call Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
<i>Reservations</i>					
Answered Calls		2,083	1,826	2,051	8,161
Average Initial Hold Time	≤ 120 sec	81	107	91	89
Calls On Hold > 5 Minutes	≤ 5%	5.9%	7.6%	7.0%	6.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		318	300	319	1,287
Average Initial Hold Time		92	89	112	89
Calls On Hold > 5 Minutes	≤ 10%	6.9%	7.0%	7.8%	6.1%

Complaints/Compliments

	Goal	Aug-24	Sep-24	Oct-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.4	0.0	2.0	0.7
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	Aug-24	Sep-24	Oct-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	Aug-24	Sep-24	Oct-24	YTD
Vehicle Trips		49,125	48,564	52,867	197,770
Passenger Trips		61,781	60,388	66,878	247,527
No Shows		1.4%	1.5%	1.4%	1.4%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	89.9%	89.7%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.12%	0.03%	0.05%
Excessively Long Trips	≤ 5%	3.9%	4.7%	4.9%	4.1%
Missed Trips	≤ 0.75%	0.58%	0.67%	0.66%	0.60%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	92.0%	89.9%	97.4%	95.2%

Call Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
<i>Reservations</i>					
Answered Calls		32,837	32,925	34,355	131,672
Average Initial Hold Time	≤ 120 sec	49	53	56	53
Calls On Hold > 5 Minutes	≤ 5%	1.4%	1.1%	1.3%	1.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,318	12,600	12,980	46,791
Average Initial Hold Time		46	48	57	51
Calls On Hold > 5 Minutes	≤ 10%	1.4%	1.5%	1.5%	1.6%

Complaints/Compliments

	Goal	Aug-24	Sep-24	Oct-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.9	2.7	2.5
Compliments Per 1,000 Trips		1.4	1.1	1.3	1.2

Safety

	Goal	Aug-24	Sep-24	Oct-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.27	0.27	0.63	0.30
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.23	0.73	0.51	0.52
Miles Between Road Calls	≥ 25,000	62,132	41,901	157,497	58,044

Contractual Requirement

Southern Region Trip Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
Vehicle Trips		103,741	100,468	110,546	414,536
Passenger Trips		125,344	121,070	132,617	499,508
No Shows		2.2%	2.3%	2.3%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	91.7%	90.5%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.03%	0.02%
Excessively Long Trips	≤ 5%	6.4%	7.4%	8.0%	6.9%
Missed Trips	≤ 0.75%	0.33%	0.36%	0.40%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.6%	93.4%	93.9%	95.3%

Call Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
<i>Reservations</i>					
Answered Calls		73,983	68,917	74,186	287,974
Average Initial Hold Time	≤ 120 sec	78	86	90	82
Calls On Hold > 5 Minutes	≤ 5%	4.3%	3.6%	4.3%	4.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,425	20,014	22,834	86,240
Average Initial Hold Time		64	74	79	71
Calls On Hold > 5 Minutes	≤ 10%	2.2%	2.7%	3.1%	2.7%

Complaints/Compliments

	Goal	Aug-24	Sep-24	Oct-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.7	3.1	2.6
Compliments Per 1,000 Trips		1.0	0.8	0.9	0.9

Safety

	Goal	Aug-24	Sep-24	Oct-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.16	0.57	0.68	0.42
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.80	0.82	0.94	0.87
Miles Between Road Calls	≥ 25,000	29,868	28,492	31,705	28,972

Contractual Requirement

West Central Region Trip Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
Vehicle Trips		50,684	50,237	53,999	203,870
Passenger Trips		64,096	63,833	68,504	258,431
No Shows		2.7%	2.9%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	93.1%	91.3%	90.5%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.04%	0.02%
Excessively Long Trips	≤ 5%	2.2%	2.6%	3.2%	2.5%
Missed Trips	≤ 0.75%	0.22%	0.32%	0.36%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	92.2%	97.6%	98.7%	95.9%

Call Performance

	Goal	Aug-24	Sep-24	Oct-24	YTD
<i>Reservations</i>					
Answered Calls		39,535	38,528	40,764	156,929
Average Initial Hold Time	≤ 120 sec	35	34	39	34
Calls On Hold > 5 Minutes	≤ 5%	1.8%	1.9%	2.2%	1.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,571	14,521	16,947	59,722
Average Initial Hold Time		27	29	27	26
Calls On Hold > 5 Minutes	≤ 5%	3.7%	3.9%	3.2%	3.3%

Complaints/Compliments

	Goal	Aug-24	Sep-24	Oct-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.2	2.8	2.2
Compliments Per 1,000 Trips		1.0	0.7	0.9	0.8

Safety

	Goal	Aug-24	Sep-24	Oct-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.00	0.17	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.40	1.09	1.22	1.15
Miles Between Road Calls	≥ 25,000	39,422	40,897	39,689	39,006

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Aug-24	Sep-24	Oct-24	YTD
Eligible Customers		116,676	117,077	117,963	117,077
Total ADA Evaluations Performed		4,664	3,810	4,384	17,376
Days From Application to Decision (avg)	≤ 21	10	9	9	10

In Person Evaluations

	Goal	Aug-24	Sep-24	Oct-24	YTD
Unrestricted		2,831	2,294	2,275	9,909
Restricted		463	348	395	1,619
Temporary		98	76	86	336
Not Eligible		9	16	17	56
Total		3,401	2,734	2,773	11,920

Paper Evaluations

	Goal	Aug-24	Sep-24	Oct-24	YTD
Unrestricted		1,263	1,076	1,611	5,456
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,263	1,076	1,611	5,456

Appeals

	Goal	Aug-24	Sep-24	Oct-24	YTD
Appeals Performed		13	16	15	62
Days From Appeal to Decision (avg)	≤ 30	6	9	5	6

Customer Service

Phone Statistics

Customer Service

	Goal	Aug-24	Sep-24	Oct-24	YTD
Customer Service Calls		26,004	25,446	27,863	104,559
Average Initial Hold Time	≤ 180 sec	125	76	69	111
Calls On Hold > 5 Minutes	≤ 10%	14.5%	8.3%	4.3%	12.0%
Calls Abandoned	≤ 10%	10.5%	6.1%	5.4%	8.8%

Operations Monitoring Center

	Goal	Aug-24	Sep-24	Oct-24	YTD
Customer Service Calls		5,559	6,024	6,399	23,164
Average Initial Hold Time	≤ 180 sec	77	57	68	74
Calls On Hold > 5 Minutes	≤ 10%	7.3%	5.2%	5.5%	6.9%
Calls Abandoned	≤ 10%	13.3%	9.2%	10.5%	12.1%

Contractual Requirement

November 25, 2024

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

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

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

- ◆ Passengers: 0.3% under budget
- ◆ Contract Revenue Miles: 4.2% under budget
- ◆ Trips: 0.1% over budget
- ◆ Total Eligibility Evaluations: 8.5% over budget
- ◆ Average Trip Distance: under budget by 0.38 miles at 8.32 miles
- ◆ Total cost per Passenger (before depreciation): 1.9% under budget at \$58.64
- ◆ Administration Function is 4.9% under budget
- ◆ Eligibility Determination Function is 2.4% over budget
- ◆ Purchased Transportation Function is 1.1% under budget
- ◆ Paratransit Operations Function is 12.3% under budget

Attached are the following reports for your review:

- Statistical Comparison: OCTOBER 2023 to OCTOBER 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 October 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.6%	\$77,908,291	\$78,775,232	(\$866,941)	-1.1%	13%
Paratransit Operations	8.2%	\$7,550,477	\$8,607,552	(\$1,057,075)	-12.3%	20%
Eligibility Determination	2.8%	\$2,561,176	\$2,501,655	\$59,521	2.4%	1%
CTSA/Ride Information	0.2%	\$142,437	\$132,534	\$9,903	7.5%	0%
Administration	4.3%	<u>\$3,947,750</u>	<u>\$4,150,630</u>	<u>(\$202,880)</u>	<u>-4.9%</u>	<u>12%</u>
Total Exp before Depreciation		\$92,110,131	\$94,167,603	(\$2,057,472)	-2.2%	13%

Statistics – For the YTD Period Ended October 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	17,376	16,009	1,367	8.5%	31%
Number of PAX	1,570,887	1,574,902	(4,015)	-0.3%	13%
Number of Contract Revenue Miles	10,556,627	11,020,217	(463,590)	-4.2%	10%
Number of Trips	1,268,256	1,267,200	1,056	0.1%	13%
Average Trip Distance	8.32	8.70	(0.38)	-4.3%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.38	\$7.15	\$0.23	3.2%	3%
Total Cost per Trip before Depreciation	\$72.63	\$74.31	(\$1.68)	-2.3%	0%
Total Cost per Pax before Depreciation	\$58.64	\$59.79	(\$1.15)	-1.9%	0%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$3,372,817	\$3,604,297	(\$231,480)		
Other Revenue	\$1,154,006	\$640,979	\$513,027		
Total Revenue	\$4,526,823	\$4,245,276	\$281,547	7%	-1%
 Total Exp before Capital	 \$92,110,131	 \$94,167,603	 (\$2,057,472)	 -2%	 13%
Capital Expenditures					
Vehicles	\$10,380,400	\$18,474,046	(\$8,093,646)		
Other Capital Expenditures	\$1,185,875	\$2,666,668	(\$1,480,793)		
Total Capital Expenditures	\$14,654	\$0	\$14,654		
	\$11,580,930	\$21,140,714	(\$9,559,784)	-45%	482%
 Over/(Under) Budget October 2024			 (\$11,617,256)		

YTD Cost Per Passenger before Depreciation and Capital Cost

