

Board Box

December 2024

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

December 30, 2024

TO: BOARD OF DIRECTORS
FROM: VY VU, DATA SCIENTIST
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	Sep-24	Oct-24	Nov-24	YTD
Vehicle Trips		309,042	338,849	301,548	1,569,804
Passenger Trips		382,332	418,982	375,616	1,946,503
Backup Trips		5	9	5	25
No Shows		2.1%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	90.9%	91.7%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.04%	0.02%
Excessively Long Trips	≤ 5%	4.0%	4.4%	4.3%	3.9%
Missed Trips	≤ 0.75%	0.35%	0.37%	0.36%	0.33%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	93.9%	96.3%	96.2%	96.2%

Call Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
<i>Reservations</i>					
Answered Calls		207,232	219,239	197,336	1,041,454
Average Initial Hold Time	≤ 120 sec	55	59	54	54
Calls On Hold > 5 Minutes	≤ 5%	2.5%	2.9%	3.0%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		70,118	79,459	71,178	359,621
Average Initial Hold Time		46	48	48	46
Calls On Hold > 5 Minutes	≤ 10%	2.9%	3.0%	3.6%	3.1%

Complaints/Compliments

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

Safety

	Goal	Sep-24	Oct-24	Nov-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.49	0.24	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.86	1.03	0.77	0.86
Miles Between Road Calls	≥ 25,000	35,725	48,985	60,494	42,884

Antelope Valley Region Trip Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
Vehicle Trips		13,617	15,233	13,161	69,449
Passenger Trips		16,221	18,069	15,536	82,939
No Shows		2.4%	2.5%	2.4%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	94.8%	94.3%	94.7%	94.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.00%
Excessively Long Trips	≤ 5%	1.6%	1.6%	1.5%	1.6%
Missed Trips	≤ 0.75%	0.18%	0.14%	0.18%	0.18%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.7%	100.0%	100.0%	99.6%

Call Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
<i>Reservations</i>					
Answered Calls		8,331	8,476	7,362	40,046
Average Initial Hold Time	≤ 120 sec	44	41	50	43
Calls On Hold > 5 Minutes	≤ 5%	1.6%	1.2%	2.1%	1.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,684	2,945	2,523	13,659
Average Initial Hold Time		33	27	36	30
Calls On Hold > 5 Minutes	≤ 10%	1.1%	0.6%	1.4%	0.9%

Complaints/Compliments

	Goal	Sep-24	Oct-24	Nov-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	2.1	1.5	1.6
Compliments Per 1,000 Trips		1.0	0.9	0.5	0.9

Safety

	Goal	Sep-24	Oct-24	Nov-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.51	0.00	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.43	0.76	1.60	0.74
Miles Between Road Calls	≥ 25,000	*	65,708	*	129,755

Contractual Requirement

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

Eastern Region Trip Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
Vehicle Trips		93,598	103,177	91,581	476,201
Passenger Trips		117,960	129,541	115,475	601,034
No Shows		1.8%	1.9%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	91.8%	92.0%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.02%	0.05%	0.02%
Excessively Long Trips	≤ 5%	1.1%	1.3%	1.3%	1.1%
Missed Trips	≤ 0.75%	0.20%	0.21%	0.25%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.8%	98.2%	97.8%	97.7%

Call Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
<i>Reservations</i>					
Answered Calls		56,705	59,407	53,686	280,384
Average Initial Hold Time	≤ 120 sec	34	39	37	35
Calls On Hold > 5 Minutes	≤ 5%	2.3%	2.6%	3.2%	2.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		19,999	23,434	21,199	104,466
Average Initial Hold Time		29	30	33	31
Calls On Hold > 5 Minutes	≤ 10%	3.5%	4.0%	4.7%	4.1%

<i>Cancellations</i>					
Answered Calls		11,651	12,971	11,663	59,789
Average Initial Hold Time		26	32	30	27
Calls On Hold > 5 Minutes	≤ 10%	1.6%	2.7%	2.4%	2.1%

Complaints/Compliments

	Goal	Sep-24	Oct-24	Nov-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.4	1.8	1.5
Compliments Per 1,000 Trips		0.6	0.9	0.8	0.7

Safety

	Goal	Sep-24	Oct-24	Nov-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.35	0.29	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.96	1.49	0.93	1.03
Miles Between Road Calls	≥ 25,000	33,480	62,643	92,853	50,393

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
Vehicle Trips		2,553	3,018	2,592	13,744
Passenger Trips		2,855	3,364	2,871	15,310
No Shows		1.2%	0.9%	0.6%	0.9%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	92.0%	94.3%	93.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.03%	0.00%	0.03%
Excessively Long Trips	≤ 5%	3.7%	2.8%	3.2%	2.8%
Missed Trips	≤ 0.75%	0.26%	0.59%	0.45%	0.42%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
<i>Reservations</i>					
Answered Calls		1,826	2,051	1,771	9,932
Average Initial Hold Time	≤ 120 sec	107	91	70	86
Calls On Hold > 5 Minutes	≤ 5%	7.6%	7.0%	4.7%	5.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		300	319	299	1,586
Average Initial Hold Time		89	112	107	92
Calls On Hold > 5 Minutes	≤ 10%	7.0%	7.8%	6.4%	6.1%

Complaints/Compliments

	Goal	Sep-24	Oct-24	Nov-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	2.0	1.9	0.9
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	Sep-24	Oct-24	Nov-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	Sep-24	Oct-24	Nov-24	YTD
Vehicle Trips		48,564	52,867	47,163	244,933
Passenger Trips		60,388	66,878	60,575	308,102
No Shows		1.5%	1.4%	1.4%	1.4%
On Time Performance (Next Day Trips)	≥ 91%	89.9%	89.7%	90.1%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.03%	0.05%	0.05%
Excessively Long Trips	≤ 5%	4.7%	4.9%	4.9%	4.3%
Missed Trips	≤ 0.75%	0.67%	0.66%	0.56%	0.57%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	89.9%	97.4%	95.7%	95.4%

Call Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
<i>Reservations</i>					
Answered Calls		32,925	34,355	31,477	163,149
Average Initial Hold Time	≤ 120 sec	53	56	61	54
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.3%	1.4%	1.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,600	12,980	12,020	58,811
Average Initial Hold Time		48	57	65	54
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.5%	2.5%	1.8%

Complaints/Compliments

	Goal	Sep-24	Oct-24	Nov-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.7	2.8	2.6
Compliments Per 1,000 Trips		1.1	1.3	1.1	1.2

Safety

	Goal	Sep-24	Oct-24	Nov-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.27	0.63	0.28	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.73	0.51	0.42	0.52
Miles Between Road Calls	≥ 25,000	41,901	157,497	50,950	56,539

Contractual Requirement

Southern Region Trip Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
Vehicle Trips		100,468	110,546	97,244	511,780
Passenger Trips		121,070	132,617	117,631	617,139
No Shows		2.3%	2.3%	2.2%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	90.5%	91.6%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.03%	0.04%	0.02%
Excessively Long Trips	≤ 5%	7.4%	8.0%	7.6%	7.0%
Missed Trips	≤ 0.75%	0.36%	0.40%	0.37%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.4%	93.9%	95.5%	95.3%

Call Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
<i>Reservations</i>					
Answered Calls		68,917	74,186	66,328	354,302
Average Initial Hold Time	≤ 120 sec	86	90	73	81
Calls On Hold > 5 Minutes	≤ 5%	3.6%	4.3%	3.6%	4.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		20,014	22,834	20,383	106,623
Average Initial Hold Time		74	79	68	71
Calls On Hold > 5 Minutes	≤ 10%	2.7%	3.1%	2.9%	2.7%

Complaints/Compliments

	Goal	Sep-24	Oct-24	Nov-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	3.1	2.5	2.6
Compliments Per 1,000 Trips		0.8	0.9	0.8	0.9

Safety

	Goal	Sep-24	Oct-24	Nov-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.57	0.68	0.25	0.39
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.82	0.94	0.79	0.85
Miles Between Road Calls	≥ 25,000	28,492	31,705	54,627	31,866

Contractual Requirement

West Central Region Trip Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
Vehicle Trips		50,237	53,999	49,802	253,672
Passenger Trips		63,833	68,504	63,523	321,954
No Shows		2.9%	2.8%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	90.5%	91.8%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.04%	0.04%	0.02%
Excessively Long Trips	≤ 5%	2.6%	3.2%	3.5%	2.7%
Missed Trips	≤ 0.75%	0.32%	0.36%	0.34%	0.29%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 91%	97.6%	98.7%	94.6%	95.7%

Call Performance

	Goal	Sep-24	Oct-24	Nov-24	YTD
<i>Reservations</i>					
Answered Calls		38,528	40,764	36,712	193,641
Average Initial Hold Time	≤ 120 sec	34	39	37	35
Calls On Hold > 5 Minutes	≤ 5%	1.9%	2.2%	2.9%	2.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,521	16,947	14,754	74,476
Average Initial Hold Time		29	27	31	27
Calls On Hold > 5 Minutes	≤ 5%	3.9%	3.2%	4.3%	3.5%

Complaints/Compliments

	Goal	Sep-24	Oct-24	Nov-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.8	2.1	2.2
Compliments Per 1,000 Trips		0.7	0.9	0.9	0.8

Safety

	Goal	Sep-24	Oct-24	Nov-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.17	0.18	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.09	1.22	0.63	1.05
Miles Between Road Calls	≥ 25,000	40,897	39,689	39,909	39,178

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Sep-24	Oct-24	Nov-24	YTD
Eligible Customers		117,077	117,963	118,412	118,412
Total ADA Evaluations Performed		3,814	4,394	3,703	21,094
Days From Application to Decision (avg)	≤ 21	10	9	9	10

In Person Evaluations

	Goal	Sep-24	Oct-24	Nov-24	YTD
Unrestricted		2,298	2,278	1,887	11,804
Restricted		348	399	340	1,963
Temporary		76	86	54	390
Not Eligible		16	20	12	71
Total		2,738	2,783	2,293	14,228

Paper Evaluations

	Goal	Sep-24	Oct-24	Nov-24	YTD
Unrestricted		1,076	1,611	1,410	6,866
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,076	1,611	1,410	6,866

Appeals

	Goal	Sep-24	Oct-24	Nov-24	YTD
Appeals Performed		16	15	6	68
Days From Appeal to Decision (avg)	≤ 30	9	5	9	6

Customer Service

Phone Statistics

Customer Service

	Goal	Sep-24	Oct-24	Nov-24	YTD
Customer Service Calls		25,446	27,863	20,743	125,302
Average Initial Hold Time	≤ 180 sec	76	69	77	105
Calls On Hold > 5 Minutes	≤ 10%	8.3%	4.3%	6.5%	11.1%
Calls Abandoned	≤ 10%	6.1%	5.4%	6.1%	8.4%

Operations Monitoring Center

	Goal	Sep-24	Oct-24	Nov-24	YTD
Customer Service Calls		6,024	6,399	5,719	28,883
Average Initial Hold Time	≤ 180 sec	57	68	69	73
Calls On Hold > 5 Minutes	≤ 10%	5.2%	5.5%	6.1%	6.8%
Calls Abandoned	≤ 10%	9.2%	10.5%	10.4%	11.8%

Contractual Requirement

December 30, 2024

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

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

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

- ◆ Passengers: 1.1% under budget
- ◆ Contract Revenue Miles: 4.9% under budget
- ◆ Trips: 0.9% under budget
- ◆ Total Eligibility Evaluations: 6.8% over budget
- ◆ Average Trip Distance: under budget by 0.36 miles at 8.34 miles
- ◆ Total cost per Passenger (before depreciation): 1.6% under budget at \$59.22
- ◆ Administration Function is 10.2% under budget
- ◆ Eligibility Determination Function is 3.5% over budget
- ◆ Purchased Transportation Function is 1.7% under budget
- ◆ Paratransit Operations Function is 9.2% under budget

Attached are the following reports for your review:

- Statistical Comparison: NOVEMBER 2023 to NOVEMBER 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 November 2024

	<u>% of</u> <u>Cost</u>	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance</u>	<u>% Over /</u> <u>(Under)</u> <u>Budget</u>	<u>% Over /</u> <u>(Under)</u> <u>Prior Yr</u>
Purchased Transportation	84.2%	\$97,049,993	\$98,751,757	(\$1,701,764)	-1.7%	13%
Paratransit Operations	8.6%	\$9,924,654	\$10,933,541	(\$1,008,887)	-9.2%	25%
Eligibility Determination	2.8%	\$3,259,392	\$3,150,224	\$109,168	3.5%	5%
CTSA/Ride Information	0.2%	\$176,633	\$177,303	(\$670)	-0.4%	-3%
Administration	4.2%	<u>\$4,856,742</u>	<u>\$5,406,064</u>	<u>(\$549,322)</u>	<u>-10.2%</u>	<u>11%</u>
Total Exp before Depreciation		\$115,267,414	\$118,418,889	(\$3,151,475)	-2.7%	14%

Statistics – For the YTD Period Ended November 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	21,094	19,755	1,339	6.8%	32%
Number of PAX	1,946,503	1,968,031	(21,528)	-1.1%	12%
Number of Contract Revenue Miles	13,098,792	13,771,100	(672,308)	-4.9%	10%
Number of Trips	1,569,804	1,583,521	(13,717)	-0.9%	12%
Average Trip Distance	8.34	8.70	(0.36)	-4.1%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.41	\$7.17	\$0.24	3.3%	3%
Total Cost per Trip before Depreciation	\$73.43	\$74.78	(\$1.35)	-1.8%	1%
Total Cost per Pax before Depreciation	\$59.22	\$60.17	(\$0.95)	-1.6%	1%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,176,827	\$4,504,007	(\$327,180)		
Other Revenue	\$1,492,642	\$799,132	\$693,510		
Total Revenue	\$5,669,469	\$5,303,139	\$366,330	7%	-3%
 Total Exp before Capital	 \$115,267,414	 \$118,418,889	 (\$3,151,475)	 -3%	 14%
Capital Expenditures					
Vehicles	\$11,368,191	\$22,971,539	(\$11,603,348)		
Other Capital Expenditures	\$1,404,474	\$3,333,335	(\$1,928,861)		
Total Capital Expenditures	\$40,768	\$0	\$40,768		
	\$12,813,433	\$26,304,874	(\$13,491,441)	-51%	331%
 Over/(Under) Budget November 2024			 (\$16,642,916)		

YTD Cost Per Passenger before Depreciation and Capital Cost

