

Board Box

January 2025

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January 29, 2025

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	Oct-24	Nov-24	Dec-24	YTD
Vehicle Trips		338,849	301,548	300,384	1,870,188
Passenger Trips		418,982	375,616	373,509	2,320,012
Backup Trips		9	5	2	27
No Shows		2.1%	2.1%	2.3%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	90.9%	91.7%	92.6%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.04%	0.03%	0.02%
Excessively Long Trips	≤ 5%	4.4%	4.3%	3.1%	3.7%
Missed Trips	≤ 0.75%	0.37%	0.36%	0.32%	0.33%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	96.3%	96.2%	97.6%	96.4%

Call Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
<i>Reservations</i>					
Answered Calls		219,239	197,336	199,916	1,241,370
Average Initial Hold Time	≤ 120 sec	59	54	56	54
Calls On Hold > 5 Minutes	≤ 5%	2.9%	3.0%	2.9%	2.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		79,459	71,178	69,162	428,783
Average Initial Hold Time		48	48	44	45
Calls On Hold > 5 Minutes	≤ 10%	3.0%	3.6%	2.7%	3.0%

Complaints/Compliments

	Goal	Oct-24	Nov-24	Dec-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.2	2.0	2.1
Compliments Per 1,000 Trips		0.9	0.8	0.8	0.9

Safety

	Goal	Oct-24	Nov-24	Dec-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.49	0.24	0.08	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.03	0.77	1.22	0.92
Miles Between Road Calls	≥ 25,000	48,985	60,494	74,190	46,034

Antelope Valley Region Trip Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
Vehicle Trips		15,233	13,161	12,777	82,226
Passenger Trips		18,069	15,536	15,241	98,180
No Shows		2.5%	2.4%	2.8%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	94.3%	94.7%	94.5%	94.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.6%	1.5%	1.2%	1.5%
Missed Trips	≤ 0.75%	0.14%	0.18%	0.30%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	96.2%	99.2%

Call Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
<i>Reservations</i>					
Answered Calls		8,476	7,362	7,354	47,400
Average Initial Hold Time	≤ 120 sec	41	50	47	43
Calls On Hold > 5 Minutes	≤ 5%	1.2%	2.1%	2.0%	1.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,945	2,523	2,445	16,104
Average Initial Hold Time		27	36	31	30
Calls On Hold > 5 Minutes	≤ 10%	0.6%	1.4%	1.1%	1.0%

Complaints/Compliments

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

Safety

	Goal	Oct-24	Nov-24	Dec-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.51	0.00	0.00	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.76	1.60	0.00	0.62
Miles Between Road Calls	≥ 25,000	65,708	*	86,970	120,247

Contractual Requirement

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

Eastern Region Trip Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
Vehicle Trips		103,177	91,581	92,052	568,253
Passenger Trips		129,541	115,475	116,089	717,123
No Shows		1.9%	1.9%	2.1%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	92.0%	92.8%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.05%	0.02%	0.02%
Excessively Long Trips	≤ 5%	1.3%	1.3%	1.1%	1.1%
Missed Trips	≤ 0.75%	0.21%	0.25%	0.19%	0.19%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.2%	97.8%	98.8%	97.9%

Call Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
<i>Reservations</i>					
Answered Calls		59,407	53,686	54,453	334,837
Average Initial Hold Time	≤ 120 sec	39	37	35	35
Calls On Hold > 5 Minutes	≤ 5%	2.6%	3.2%	2.5%	2.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		23,434	21,199	21,005	125,471
Average Initial Hold Time		30	33	30	31
Calls On Hold > 5 Minutes	≤ 10%	4.0%	4.7%	3.4%	4.0%

<i>Cancellations</i>					
Answered Calls		12,971	11,663	12,001	71,790
Average Initial Hold Time		32	30	26	27
Calls On Hold > 5 Minutes	≤ 10%	2.7%	2.4%	1.9%	2.1%

Complaints/Compliments

	Goal	Oct-24	Nov-24	Dec-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.8	1.6	1.5
Compliments Per 1,000 Trips		0.9	0.8	0.8	0.7

Safety

	Goal	Oct-24	Nov-24	Dec-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.35	0.29	0.10	0.27
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.49	0.93	0.87	1.01
Miles Between Road Calls	≥ 25,000	62,643	92,853	73,513	53,113

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
Vehicle Trips		3,018	2,592	2,356	16,100
Passenger Trips		3,364	2,871	2,610	17,920
No Shows		0.9%	0.6%	0.7%	0.9%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	94.3%	93.3%	93.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.00%	0.00%	0.02%
Excessively Long Trips	≤ 5%	2.8%	3.2%	3.0%	2.9%
Missed Trips	≤ 0.75%	0.59%	0.45%	0.53%	0.44%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
<i>Reservations</i>					
Answered Calls		2,051	1,771	2,002	11,934
Average Initial Hold Time	≤ 120 sec	91	70	83	85
Calls On Hold > 5 Minutes	≤ 5%	7.0%	4.7%	5.8%	5.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		319	299	352	1,938
Average Initial Hold Time		112	107	66	88
Calls On Hold > 5 Minutes	≤ 10%	7.8%	6.4%	3.4%	5.6%

Complaints/Compliments

	Goal	Oct-24	Nov-24	Dec-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.9	1.1	0.9
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	Oct-24	Nov-24	Dec-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	Oct-24	Nov-24	Dec-24	YTD
Vehicle Trips		52,867	47,163	46,672	291,605
Passenger Trips		66,878	60,575	59,527	367,629
No Shows		1.4%	1.4%	1.3%	1.4%
On Time Performance (Next Day Trips)	≥ 91%	89.7%	90.1%	92.8%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.05%	0.06%	0.05%
Excessively Long Trips	≤ 5%	4.9%	4.9%	4.6%	4.3%
Missed Trips	≤ 0.75%	0.66%	0.56%	0.54%	0.57%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.4%	95.7%	97.1%	95.6%

Call Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
<i>Reservations</i>					
Answered Calls		34,355	31,477	31,625	194,774
Average Initial Hold Time	≤ 120 sec	56	61	60	55
Calls On Hold > 5 Minutes	≤ 5%	1.3%	1.4%	2.0%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,980	12,020	11,539	70,350
Average Initial Hold Time		57	65	54	54
Calls On Hold > 5 Minutes	≤ 10%	1.5%	2.5%	2.4%	1.9%

Complaints/Compliments

	Goal	Oct-24	Nov-24	Dec-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.8	2.5	2.6
Compliments Per 1,000 Trips		1.3	1.1	1.1	1.2

Safety

	Goal	Oct-24	Nov-24	Dec-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.63	0.28	0.14	0.27
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.51	0.42	1.39	0.66
Miles Between Road Calls	≥ 25,000	157,497	50,950	120,236	61,847

Contractual Requirement

Southern Region Trip Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
Vehicle Trips		110,546	97,244	97,552	609,332
Passenger Trips		132,617	117,631	118,019	735,158
No Shows		2.3%	2.2%	2.5%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	91.6%	91.9%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.04%	0.02%	0.02%
Excessively Long Trips	≤ 5%	8.0%	7.6%	4.6%	6.7%
Missed Trips	≤ 0.75%	0.40%	0.37%	0.34%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.9%	95.5%	97.0%	95.6%

Call Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
<i>Reservations</i>					
Answered Calls		74,186	66,328	67,281	421,583
Average Initial Hold Time	≤ 120 sec	90	73	83	81
Calls On Hold > 5 Minutes	≤ 5%	4.3%	3.6%	4.3%	4.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,834	20,383	19,603	126,226
Average Initial Hold Time		79	68	68	70
Calls On Hold > 5 Minutes	≤ 10%	3.1%	2.9%	2.3%	2.7%

Complaints/Compliments

	Goal	Oct-24	Nov-24	Dec-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.1	2.5	2.2	2.5
Compliments Per 1,000 Trips		0.9	0.8	0.7	0.9

Safety

	Goal	Oct-24	Nov-24	Dec-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.68	0.25	0.08	0.34
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.94	0.79	1.66	0.99
Miles Between Road Calls	≥ 25,000	31,705	54,627	81,159	35,387

Contractual Requirement

West Central Region Trip Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
Vehicle Trips		53,999	49,802	48,973	302,645
Passenger Trips		68,504	63,523	62,021	383,975
No Shows		2.8%	2.8%	3.1%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	91.8%	93.1%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.04%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.2%	3.5%	2.9%	2.7%
Missed Trips	≤ 0.75%	0.36%	0.34%	0.26%	0.28%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 91%	98.7%	94.6%	98.8%	96.1%

Call Performance

	Goal	Oct-24	Nov-24	Dec-24	YTD
<i>Reservations</i>					
Answered Calls		40,764	36,712	37,201	230,842
Average Initial Hold Time	≤ 120 sec	39	37	35	35
Calls On Hold > 5 Minutes	≤ 5%	2.2%	2.9%	1.9%	2.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,947	14,754	14,218	88,694
Average Initial Hold Time		27	31	24	26
Calls On Hold > 5 Minutes	≤ 5%	3.2%	4.3%	2.6%	3.4%

Complaints/Compliments

	Goal	Oct-24	Nov-24	Dec-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.1	1.8	2.1
Compliments Per 1,000 Trips		0.9	0.9	0.6	0.8

Safety

	Goal	Oct-24	Nov-24	Dec-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.18	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.22	0.63	1.09	1.06
Miles Between Road Calls	≥ 25,000	39,689	39,909	42,153	39,622

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Oct-24	Nov-24	Dec-24	YTD
Eligible Customers		117,963	118,412	118,836	118,836
Total ADA Evaluations Performed		4,397	3,707	3,498	24,600
Days From Application to Decision (avg)	≤ 21	9	9	8	10

In Person Evaluations

	Goal	Oct-24	Nov-24	Dec-24	YTD
Unrestricted		2,280	1,890	1,832	13,642
Restricted		399	340	316	2,279
Temporary		87	54	60	451
Not Eligible		20	13	12	84
Total		2,786	2,297	2,220	16,456

Paper Evaluations

	Goal	Oct-24	Nov-24	Dec-24	YTD
Unrestricted		1,611	1,410	1,278	8,144
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,611	1,410	1,278	8,144

Appeals

	Goal	Oct-24	Nov-24	Dec-24	YTD
Appeals Performed		15	6	10	78
Days From Appeal to Decision (avg)	≤ 30	5	9	6	6

Customer Service

Phone Statistics

Customer Service

	Goal	Oct-24	Nov-24	Dec-24	YTD
Customer Service Calls		27,863	20,743	22,640	147,942
Average Initial Hold Time	≤ 180 sec	69	77	86	102
Calls On Hold > 5 Minutes	≤ 10%	4.3%	6.5%	9.6%	10.8%
Calls Abandoned	≤ 10%	5.4%	6.1%	6.4%	8.1%

Operations Monitoring Center

	Goal	Oct-24	Nov-24	Dec-24	YTD
Customer Service Calls		6,399	5,727	5,786	34,677
Average Initial Hold Time	≤ 180 sec	68	69	70	73
Calls On Hold > 5 Minutes	≤ 10%	5.5%	6.1%	6.6%	6.7%
Calls Abandoned	≤ 10%	10.5%	10.4%	9.5%	11.4%

Contractual Requirement

January 29, 2025

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

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

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

- ◆ Passengers: 2.8% under budget
- ◆ Contract Revenue Miles: 6.4% under budget
- ◆ Trips: 2.6% under budget
- ◆ Total Eligibility Evaluations: 6.9% over budget
- ◆ Average Trip Distance: under budget by 0.35 miles at 8.35 miles
- ◆ Total cost per Passenger (before depreciation): 0.6% under budget at \$59.65
- ◆ Administration Function is 10.5% under budget
- ◆ Eligibility Determination Function is 0.7% over budget
- ◆ Purchased Transportation Function is 2.6% under budget
- ◆ Paratransit Operations Function is 8.2% under budget

Attached are the following reports for your review:

- Statistical Comparison: DECEMBER 2023 to DECEMBER 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 December 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.3%	\$116,604,277	\$119,660,616	(\$3,056,339)	-2.6%	13%
Paratransit Operations	8.7%	\$11,999,620	\$13,073,631	(\$1,074,011)	-8.2%	26%
Eligibility Determination	2.7%	\$3,789,455	\$3,764,414	\$25,041	0.7%	4%
CTSA/Ride Information	0.1%	\$205,636	\$210,644	(\$5,008)	-2.4%	-4%
Administration	4.2%	<u>\$5,780,673</u>	<u>\$6,461,994</u>	<u>(\$681,321)</u>	<u>-10.5%</u>	<u>11%</u>
Total Exp before Depreciation		\$138,379,661	\$143,171,299	(\$4,791,638)	-3.3%	13%

Statistics – For the YTD Period Ended December 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	24,600	23,009	1,591	6.9%	26%
Number of PAX	2,320,012	2,386,280	(66,268)	-2.8%	13%
Number of Contract Revenue Miles	15,625,074	16,697,741	(1,072,667)	-6.4%	10%
Number of Trips	1,870,188	1,920,052	(49,864)	-2.6%	12%
Average Trip Distance	8.35	8.70	(0.35)	-4.0%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.46	\$7.17	\$0.29	4.0%	3%
Total Cost per Trip before Depreciation	\$73.99	\$74.57	(\$0.58)	-0.8%	1%
Total Cost per Pax before Depreciation	\$59.65	\$60.00	(\$0.35)	-0.6%	1%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,983,536	\$5,461,210	(\$477,674)		
Other Revenue	\$1,783,553	\$958,873	\$824,680		
Total Revenue	\$6,767,089	\$6,420,083	\$347,006	5%	-7%
 Total Exp before Capital	 \$138,379,661	 \$143,171,299	 (\$4,791,638)	 -3%	 13%
Capital Expenditures					
Vehicles	\$11,368,191	\$27,781,032	(\$16,412,841)		
Other Capital Expenditures	\$4,018,283	\$4,000,002	\$18,281		
Total Capital Expenditures	\$69,622	\$0	\$69,622		
	\$15,456,096	\$31,781,034	(\$16,324,938)	-51%	164%
 Over/(Under) Budget December 2024			 (\$21,116,576)		

YTD Cost Per Passenger before Depreciation and Capital Cost

