

# Board Box

June 2025

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June 25, 2025

TO:           BOARD OF DIRECTORS  
FROM:        VY VU, DATA SCIENTIST  
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	Mar-25	Apr-25	May-25	YTD
Vehicle Trips		328,371	329,482	335,382	3,447,387
Passenger Trips		406,442	407,742	414,576	4,267,942
Backup Trips		4	5	3	50
No Shows		2.2%	2.2%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	93.3%	92.4%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.01%	0.02%
Excessively Long Trips	≤ 5%	2.9%	2.6%	2.7%	3.3%
Missed Trips	≤ 0.75%	0.35%	0.25%	0.28%	0.30%
Denials	≤ 0	0	1	0	2
On Time Performance (Access to Work)	≥ 94%	94.6%	95.4%	96.1%	96.2%

## Call Performance

	Goal	Mar-25	Apr-25	May-25	YTD
<i>Reservations</i>					
Answered Calls		205,795	222,138	228,457	2,284,661
Average Initial Hold Time	≤ 120 sec	48	59	65	56
Calls On Hold > 5 Minutes	≤ 5%	1.9%	2.7%	4.9%	3.0%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		71,839	72,264	74,069	770,606
Average Initial Hold Time		44	46	43	45
Calls On Hold > 5 Minutes	≤ 10%	2.6%	2.9%	2.9%	2.9%

## Complaints/Compliments

	Goal	Mar-25	Apr-25	May-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.0	1.8	2.0
Compliments Per 1,000 Trips		0.7	0.8	0.8	0.8

## Safety

	Goal	Mar-25	Apr-25	May-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.28	0.10	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.62	0.70	0.59	0.81
Miles Between Road Calls	≥ 25,000	55,182	60,165	51,365	50,059

## Antelope Valley Region Trip Performance

	Goal	Mar-25	Apr-25	May-25	YTD
Vehicle Trips		13,841	13,809	14,136	149,511
Passenger Trips		16,416	16,305	16,831	178,036
No Shows		2.6%	2.3%	2.3%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	95.4%	93.7%	94.3%	94.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.5%	2.0%	2.0%	1.5%
Missed Trips	≤ 0.75%	0.23%	0.25%	0.25%	0.22%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.9%	97.1%	92.6%	98.5%

## Call Performance

	Goal	Mar-25	Apr-25	May-25	YTD
<i>Reservations</i>					
Answered Calls		7,988	7,935	8,046	86,466
Average Initial Hold Time	≤ 120 sec	28	25	26	39
Calls On Hold > 5 Minutes	≤ 5%	0.5%	0.2%	0.4%	1.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,501	2,655	2,779	28,841
Average Initial Hold Time		44	39	37	33
Calls On Hold > 5 Minutes	≤ 10%	2.8%	2.1%	1.7%	1.3%

## Complaints/Compliments

	Goal	Mar-25	Apr-25	May-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.0	1.2	1.1	1.3
Compliments Per 1,000 Trips		0.4	0.7	0.4	0.7

## Safety

	Goal	Mar-25	Apr-25	May-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.56	0.00	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	1.44	0.00	0.50
Miles Between Road Calls	≥ 25,000	179,879	57,931	176,641	97,387

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Mar-25	Apr-25	May-25	YTD
Vehicle Trips		99,176	100,827	101,868	1,044,607
Passenger Trips		124,590	126,257	127,576	1,313,811
No Shows		2.1%	2.0%	2.2%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.2%	93.9%	92.1%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	0.9%	0.8%	0.8%	1.0%
Missed Trips	≤ 0.75%	0.20%	0.15%	0.22%	0.18%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.6%	95.8%	94.8%	97.1%

## Call Performance

	Goal	Mar-25	Apr-25	May-25	YTD
<i>Reservations</i>					
Answered Calls		54,813	58,087	62,280	613,824
Average Initial Hold Time	≤ 120 sec	33	42	48	36
Calls On Hold > 5 Minutes	≤ 5%	2.1%	2.7%	5.1%	2.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		20,923	21,504	23,242	227,431
Average Initial Hold Time		26	27	28	29
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.9%	3.3%	3.6%

<i>Cancellations</i>					
Answered Calls		12,295	12,353	12,868	133,732
Average Initial Hold Time		21	23	24	25
Calls On Hold > 5 Minutes	≤ 10%	0.8%	1.2%	2.1%	1.7%

## Complaints/Compliments

	Goal	Mar-25	Apr-25	May-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.5	1.7	1.5
Compliments Per 1,000 Trips		0.4	0.5	0.7	0.7

## Safety

	Goal	Mar-25	Apr-25	May-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.37	0.00	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.74	0.51	0.70	0.92
Miles Between Road Calls	≥ 25,000	89,659	50,987	73,695	58,522

## Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Mar-25	Apr-25	May-25	YTD
Vehicle Trips		2,805	2,940	2,770	29,669
Passenger Trips		3,109	3,226	3,015	32,832
No Shows		1.2%	1.1%	1.2%	0.9%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	91.7%	91.5%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.02%
Excessively Long Trips	≤ 5%	1.8%	2.0%	2.5%	2.6%
Missed Trips	≤ 0.75%	0.37%	0.27%	0.86%	0.47%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Mar-25	Apr-25	May-25	YTD
<i>Reservations</i>					
Answered Calls		2,036	2,165	2,285	22,326
Average Initial Hold Time	≤ 120 sec	88	66	82	85
Calls On Hold > 5 Minutes	≤ 5%	6.4%	3.8%	4.9%	5.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		486	443	518	4,089
Average Initial Hold Time		53	53	59	72
Calls On Hold > 5 Minutes	≤ 10%	3.3%	3.2%	3.9%	4.7%

## Complaints/Compliments

	Goal	Mar-25	Apr-25	May-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.7	0.3	1.4	0.8
Compliments Per 1,000 Trips		0.0	0.3	0.4	0.1

## Safety

	Goal	Mar-25	Apr-25	May-25	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	0.39
Miles Between Road Calls	≥ 25,000	*	*	21,577	259,346

## Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Mar-25	Apr-25	May-25	YTD
Vehicle Trips		50,924	52,112	53,658	539,387
Passenger Trips		64,660	66,852	68,456	681,238
No Shows		1.4%	1.1%	1.2%	1.3%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	94.2%	93.4%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.01%	0.02%	0.04%
Excessively Long Trips	≤ 5%	3.7%	3.4%	3.2%	4.0%
Missed Trips	≤ 0.75%	0.69%	0.19%	0.36%	0.49%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.0%	95.2%	97.4%	96.2%

## Call Performance

	Goal	Mar-25	Apr-25	May-25	YTD
<i>Reservations</i>					
Answered Calls		34,102	33,975	34,757	358,240
Average Initial Hold Time	≤ 120 sec	56	57	59	55
Calls On Hold > 5 Minutes	≤ 5%	1.4%	1.5%	2.1%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,584	10,209	10,105	123,090
Average Initial Hold Time		48	43	43	50
Calls On Hold > 5 Minutes	≤ 10%	1.3%	0.7%	1.1%	1.5%

## Complaints/Compliments

	Goal	Mar-25	Apr-25	May-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.8	1.8	2.3
Compliments Per 1,000 Trips		1.4	1.2	1.5	1.3

## Safety

	Goal	Mar-25	Apr-25	May-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.13	0.00	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.33	0.69	0.22	0.61
Miles Between Road Calls	≥ 25,000	149,932	198,394	90,146	81,911

## Contractual Requirement

## Southern Region Trip Performance

	Goal	Mar-25	Apr-25	May-25	YTD
Vehicle Trips		110,051	108,680	111,038	1,133,797
Passenger Trips		132,407	130,671	133,356	1,365,577
No Shows		2.2%	2.7%	2.1%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	92.4%	92.4%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	4.8%	4.1%	4.0%	5.6%
Missed Trips	≤ 0.75%	0.34%	0.36%	0.28%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.6%	94.8%	96.6%	95.4%

## Call Performance

	Goal	Mar-25	Apr-25	May-25	YTD
<i>Reservations</i>					
Answered Calls		71,293	79,136	78,504	783,662
Average Initial Hold Time	≤ 120 sec	65	84	91	83
Calls On Hold > 5 Minutes	≤ 5%	2.3%	3.7%	6.3%	4.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,915	22,973	21,512	228,052
Average Initial Hold Time		73	78	74	73
Calls On Hold > 5 Minutes	≤ 10%	3.1%	4.0%	3.6%	3.1%

## Complaints/Compliments

	Goal	Mar-25	Apr-25	May-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.5	1.8	2.3
Compliments Per 1,000 Trips		0.8	0.9	0.6	0.9

## Safety

	Goal	Mar-25	Apr-25	May-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.23	0.30	0.30
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.78	0.80	0.78	0.91
Miles Between Road Calls	≥ 25,000	35,540	58,325	36,563	38,278

## Contractual Requirement

## West Central Region Trip Performance

	Goal	Mar-25	Apr-25	May-25	YTD
Vehicle Trips		51,570	51,109	51,909	550,366
Passenger Trips		65,256	64,426	65,339	696,398
No Shows		3.0%	2.9%	3.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	92.9%	91.6%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.1%	2.0%	2.7%	2.6%
Missed Trips	≤ 0.75%	0.28%	0.26%	0.31%	0.27%
Denials	≤ 0	0	1	0	2
On Time Performance (Access to Work)	≥ 91%	92.2%	97.2%	96.8%	96.3%

## Call Performance

	Goal	Mar-25	Apr-25	May-25	YTD
<i>Reservations</i>					
Answered Calls		35,563	40,840	42,585	420,143
Average Initial Hold Time	≤ 120 sec	34	43	51	37
Calls On Hold > 5 Minutes	≤ 5%	1.6%	2.2%	5.1%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,430	14,480	15,913	159,103
Average Initial Hold Time		23	24	25	25
Calls On Hold > 5 Minutes	≤ 5%	2.5%	2.7%	2.8%	3.0%

## Complaints/Compliments

	Goal	Mar-25	Apr-25	May-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.3	2.1	2.1
Compliments Per 1,000 Trips		0.6	0.5	0.7	0.7

## Safety

	Goal	Mar-25	Apr-25	May-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.35	0.53	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.61	0.66	0.65	0.78
Miles Between Road Calls	≥ 25,000	35,770	37,728	35,952	38,853

## Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Mar-25	Apr-25	May-25	YTD
Eligible Customers		118,357	118,309	118,817	118,817
Total ADA Evaluations Performed		4,150	4,119	3,356	43,430
Days From Application to Decision (avg)	≤ 21	16	8	9	11

### In Person Evaluations

	Goal	Mar-25	Apr-25	May-25	YTD
Unrestricted		2,090	2,182	1,711	23,373
Restricted		505	514	410	4,447
Temporary		59	78	83	803
Not Eligible		14	23	33	198
Total		2,668	2,797	2,237	28,821

### Paper Evaluations

	Goal	Mar-25	Apr-25	May-25	YTD
Unrestricted		1,482	1,322	1,119	14,609
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,482	1,322	1,119	14,609

### Appeals

	Goal	Mar-25	Apr-25	May-25	YTD
Appeals Performed		18	10	10	120
Days From Appeal to Decision (avg)	≤ 30	8	7	7	7

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Mar-25	Apr-25	May-25	YTD
Customer Service Calls		23,002	24,095	21,626	262,458
Average Initial Hold Time	≤ 180 sec	198	164	152	119
Calls On Hold > 5 Minutes	≤ 10%	28.1%	20.8%	18.7%	13.8%
Calls Abandoned	≤ 10%	10.0%	7.6%	7.6%	4.2%

#### Operations Monitoring Center

	Goal	Mar-25	Apr-25	May-25	YTD
Customer Service Calls		5,574	5,835	5,876	62,767
Average Initial Hold Time	≤ 180 sec	117	108	103	83
Calls On Hold > 5 Minutes	≤ 10%	14.7%	12.3%	11.2%	8.5%
Calls Abandoned	≤ 10%	11.7%	9.3%	9.6%	6.1%

Contractual Requirement

## ITEM 2

June 25, 2025

TO: BOARD OF DIRECTORS  
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR  
RE: FINANCIAL REPORT FOR MAY 2025 - DRAFT

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Attached for your review are the draft financial reports for MAY 2025.

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

- ◆ Passengers: 3.7% under budget
- ◆ Contract Revenue Miles: 7.8% under budget
- ◆ Trips: 3.4% under budget
- ◆ Total Eligibility Evaluations: 4.2% over budget
- ◆ Average Trip Distance: under budget by 0.41 miles at 8.29 miles
- ◆ Total cost per Passenger (before depreciation): 0.2% over budget at \$60.05
- ◆ Administration Function is 10.1% under budget
- ◆ Eligibility Determination Function is 7.5% under budget
- ◆ Purchased Transportation Function is 2.8% under budget
- ◆ Paratransit Operations Function is 6.7% under budget

Attached are the following reports for your review:

- Statistical Comparison: MAY 2024 to MAY 2025
- 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 May 2025

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.6%	\$216,836,143	\$223,164,343	(\$6,328,200)	-2.8%	12%
Paratransit Operations	8.7%	\$22,241,347	\$23,848,388	(\$1,607,041)	-6.7%	25%
Eligibility Determination	2.5%	\$6,353,787	\$6,871,973	(\$518,186)	-7.5%	-2%
CTSA/Ride Information	0.2%	\$422,775	\$376,957	\$45,818	12.2%	6%
Administration	4.1%	<u>\$10,438,840</u>	<u>\$11,613,153</u>	(\$1,174,313)	-10.1%	7%
Total Exp before Depreciation		<b>\$256,292,892</b>	<b>\$265,874,814</b>	<b>(\$9,581,922)</b>	<b>-3.6%</b>	<b>12%</b>

## Statistics - For the YTD Period Ended May 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	43,430	41,665	1,765	4.2%	18%
Number of PAX	4,267,942	4,434,169	(166,227)	-3.7%	11%
Number of Contract Revenue Miles	28,593,474	31,027,591	(2,434,117)	-7.8%	8%
Number of Trips	3,447,387	3,567,825	(120,438)	-3.4%	11%
Average Trip Distance	8.29	8.70	(0.41)	-4.7%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.58	\$7.19	\$0.39	5.4%	3%
Total Cost per Trip before Depreciation	\$74.34	\$74.52	(\$0.18)	-0.2%	1%
Total Cost per Pax before Depreciation	\$60.05	\$59.96	\$0.09	0.2%	1%

**Budget Results for FY 2024/2025  
For YTD Period Ending May 2025**

	YTD Actual	YTD Budget	Variance	% Over / (Under)	% Over / (Under)
				Budget	Prior Yr
Revenue					
Passenger Fares	\$9,864,342	\$10,147,992	(\$283,650)		
Other Revenue	\$6,269,292	\$1,758,589	\$4,510,703		
Total Revenue	\$16,133,634	\$11,906,581	\$4,227,053	36%	12%
Total Exp before Capital	\$256,292,892	\$265,874,814	(\$9,581,922)	-4%	12%
Capital Expenditures					
Vehicles	\$30,885,680	\$37,074,367	(\$6,188,687)		
Other Capital Expenditures	\$4,083,024	\$7,333,337	(\$3,250,313)		
Total Capital Expenditures	\$180,606	\$0	\$180,606		
	\$35,149,310	\$44,407,704	(\$9,258,394)	-21%	64%
Over/(Under) Budget May 2025			(\$18,840,316)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

