

# Board Box

July 2025

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August 7, 2025

TO:           BOARD OF DIRECTORS  
FROM:        YILIN ZHANG, GIS DEVELOPER  
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	Apr-25	May-25	Jun-25	YTD
Vehicle Trips		329,482	335,382	318,305	3,765,692
Passenger Trips		407,742	414,576	391,479	4,659,421
Backup Trips		5	3	28	78
No Shows		2.2%	2.1%	2.0%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	92.4%	94.9%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.00%	0.02%
Excessively Long Trips	≤ 5%	2.6%	2.7%	2.0%	3.2%
Missed Trips	≤ 0.75%	0.25%	0.28%	0.21%	0.29%
Denials	≤ 0	1	0	0	2
On Time Performance (Access to Work)	≥ 94%	95.4%	96.1%	96.4%	96.2%

## Call Performance

	Goal	Apr-25	May-25	Jun-25	YTD
<i>Reservations</i>					
Answered Calls		222,138	228,457	212,960	2,497,621
Average Initial Hold Time	≤ 120 sec	59	65	57	56
Calls On Hold > 5 Minutes	≤ 5%	2.7%	4.9%	3.1%	3.0%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		72,264	74,069	62,501	833,107
Average Initial Hold Time		46	43	42	45
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.9%	2.4%	2.9%

## Complaints/Compliments

	Goal	Apr-25	May-25	Jun-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.8	1.5	1.9
Compliments Per 1,000 Trips		0.8	0.8	1.2	0.9

## Safety

	Goal	Apr-25	May-25	Jun-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.28	0.10	0.11	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.70	0.59	0.69	0.80
Miles Between Road Calls	≥ 25,000	60,165	51,365	56,450	50,535

## Antelope Valley Region Trip Performance

	Goal	Apr-25	May-25	Jun-25	YTD
Vehicle Trips		13,809	14,136	13,601	163,112
Passenger Trips		16,305	16,831	16,331	194,367
No Shows		2.3%	2.3%	2.4%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	94.3%	95.8%	94.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.0%	2.0%	1.6%	1.5%
Missed Trips	≤ 0.75%	0.25%	0.25%	0.16%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.1%	92.6%	95.5%	98.3%

## Call Performance

	Goal	Apr-25	May-25	Jun-25	YTD
<i>Reservations</i>					
Answered Calls		7,935	8,046	7,724	94,190
Average Initial Hold Time	≤ 120 sec	25	26	26	38
Calls On Hold > 5 Minutes	≤ 5%	0.2%	0.4%	0.3%	1.2%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,655	2,779	2,441	31,282
Average Initial Hold Time		39	37	38	33
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.7%	1.8%	1.3%

## Complaints/Compliments

	Goal	Apr-25	May-25	Jun-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.2	1.1	0.7	1.3
Compliments Per 1,000 Trips		0.7	0.4	0.5	0.7

## Safety

	Goal	Apr-25	May-25	Jun-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.44	0.00	0.00	0.46
Miles Between Road Calls	≥ 25,000	57,931	176,641	174,365	106,105

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Apr-25	May-25	Jun-25	YTD
Vehicle Trips		100,827	101,868	95,615	1,140,222
Passenger Trips		126,257	127,576	119,306	1,433,117
No Shows		2.0%	2.2%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.9%	92.1%	95.1%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.00%	0.01%
Excessively Long Trips	≤ 5%	0.8%	0.8%	0.6%	1.0%
Missed Trips	≤ 0.75%	0.15%	0.22%	0.13%	0.18%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.8%	94.8%	95.0%	96.9%

## Call Performance

	Goal	Apr-25	May-25	Jun-25	YTD
<i>Reservations</i>					
Answered Calls		58,087	62,280	55,483	669,307
Average Initial Hold Time	≤ 120 sec	42	48	36	36
Calls On Hold > 5 Minutes	≤ 5%	2.7%	5.1%	2.2%	2.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,504	23,242	19,026	246,457
Average Initial Hold Time		27	28	24	29
Calls On Hold > 5 Minutes	≤ 10%	2.9%	3.3%	2.4%	3.5%

<i>Cancellations</i>					
Answered Calls		12,353	12,868	7,724	145,441
Average Initial Hold Time		23	24	19	25
Calls On Hold > 5 Minutes	≤ 10%	1.2%	2.1%	0.9%	1.7%

## Complaints/Compliments

	Goal	Apr-25	May-25	Jun-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.7	1.5	1.5
Compliments Per 1,000 Trips		0.5	0.7	1.0	0.7

## Safety

	Goal	Apr-25	May-25	Jun-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.37	0.00	0.00	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.51	0.70	1.01	0.92
Miles Between Road Calls	≥ 25,000	50,987	73,695	72,633	59,463

## Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Apr-25	May-25	Jun-25	YTD
Vehicle Trips		2,940	2,770	2,666	32,335
Passenger Trips		3,226	3,015	3,079	35,911
No Shows		1.1%	1.2%	1.1%	0.9%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.5%	92.0%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.08%	0.02%
Excessively Long Trips	≤ 5%	2.0%	2.5%	2.1%	2.6%
Missed Trips	≤ 0.75%	0.27%	0.86%	0.66%	0.48%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Apr-25	May-25	Jun-25	YTD
<i>Reservations</i>					
Answered Calls		2,165	2,285	2,189	24,515
Average Initial Hold Time	≤ 120 sec	66	82	57	82
Calls On Hold > 5 Minutes	≤ 5%	3.8%	4.9%	3.3%	5.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		443	518	467	4,556
Average Initial Hold Time		53	59	49	70
Calls On Hold > 5 Minutes	≤ 10%	3.2%	3.9%	2.6%	4.5%

## Complaints/Compliments

	Goal	Apr-25	May-25	Jun-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.3	1.4	1.1	0.9
Compliments Per 1,000 Trips		0.3	0.4	0.4	0.1

## Safety

	Goal	Apr-25	May-25	Jun-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	0.36
Miles Between Road Calls	≥ 25,000	*	21,577	21,463	280,808

## Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Apr-25	May-25	Jun-25	YTD
Vehicle Trips		52,112	53,658	51,808	591,195
Passenger Trips		66,852	68,456	65,630	746,868
No Shows		1.1%	1.2%	1.2%	1.3%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	93.4%	95.9%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.00%	0.04%
Excessively Long Trips	≤ 5%	3.4%	3.2%	2.4%	3.9%
Missed Trips	≤ 0.75%	0.19%	0.36%	0.26%	0.47%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.2%	97.4%	99.0%	96.3%

## Call Performance

	Goal	Apr-25	May-25	Jun-25	YTD
<i>Reservations</i>					
Answered Calls		33,975	34,757	33,719	391,959
Average Initial Hold Time	≤ 120 sec	57	59	53	55
Calls On Hold > 5 Minutes	≤ 5%	1.5%	2.1%	1.4%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,209	10,105	8,373	131,463
Average Initial Hold Time		43	43	37	49
Calls On Hold > 5 Minutes	≤ 10%	0.7%	1.1%	0.5%	1.5%

## Complaints/Compliments

	Goal	Apr-25	May-25	Jun-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.8	1.4	2.2
Compliments Per 1,000 Trips		1.2	1.5	2.7	1.4

## Safety

	Goal	Apr-25	May-25	Jun-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.13	0.00	0.12	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.69	0.22	0.46	0.60
Miles Between Road Calls	≥ 25,000	198,394	90,146	115,247	84,092

## Contractual Requirement

## Southern Region Trip Performance

	Goal	Apr-25	May-25	Jun-25	YTD
Vehicle Trips		108,680	111,038	105,087	1,238,884
Passenger Trips		130,671	133,356	125,086	1,490,663
No Shows		2.7%	2.1%	2.1%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	92.4%	94.2%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	4.1%	4.0%	3.2%	5.4%
Missed Trips	≤ 0.75%	0.36%	0.28%	0.24%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.8%	96.6%	96.8%	95.5%

## Call Performance

	Goal	Apr-25	May-25	Jun-25	YTD
<i>Reservations</i>					
Answered Calls		79,136	78,504	73,131	856,793
Average Initial Hold Time	≤ 120 sec	84	91	89	83
Calls On Hold > 5 Minutes	≤ 5%	3.7%	6.3%	5.6%	4.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		22,973	21,512	18,422	246,474
Average Initial Hold Time		78	74	73	73
Calls On Hold > 5 Minutes	≤ 10%	4.0%	3.6%	2.9%	3.1%

## Complaints/Compliments

	Goal	Apr-25	May-25	Jun-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	1.8	1.6	2.3
Compliments Per 1,000 Trips		0.9	0.6	0.9	0.9

## Safety

	Goal	Apr-25	May-25	Jun-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.30	0.17	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.80	0.78	0.87	0.91
Miles Between Road Calls	≥ 25,000	58,325	36,563	40,358	38,438

## Contractual Requirement

## West Central Region Trip Performance

	Goal	Apr-25	May-25	Jun-25	YTD
Vehicle Trips		51,109	51,909	49,500	599,866
Passenger Trips		64,426	65,339	62,019	758,417
No Shows		2.9%	3.0%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.9%	91.6%	94.6%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.01%	0.02%
Excessively Long Trips	≤ 5%	2.0%	2.7%	1.8%	2.6%
Missed Trips	≤ 0.75%	0.26%	0.31%	0.22%	0.27%
Denials	≤ 0	1	0	0	2
On Time Performance (Access to Work)	≥ 91%	97.2%	96.8%	94.2%	96.2%

## Call Performance

	Goal	Apr-25	May-25	Jun-25	YTD
<i>Reservations</i>					
Answered Calls		40,840	42,585	40,714	460,857
Average Initial Hold Time	≤ 120 sec	43	51	37	37
Calls On Hold > 5 Minutes	≤ 5%	2.2%	5.1%	1.7%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,480	15,913	13,772	172,875
Average Initial Hold Time		24	25	27	25
Calls On Hold > 5 Minutes	≤ 5%	2.7%	2.8%	3.1%	3.0%

## Complaints/Compliments

	Goal	Apr-25	May-25	Jun-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.1	1.6	2.1
Compliments Per 1,000 Trips		0.5	0.7	0.9	0.7

## Safety

	Goal	Apr-25	May-25	Jun-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.53	0.00	0.18	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.66	0.65	0.32	0.74
Miles Between Road Calls	≥ 25,000	37,728	35,952	34,497	38,455

## Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Apr-25	May-25	Jun-25	YTD
Eligible Customers		118,309	118,817	118,854	118,854
Total ADA Evaluations Performed		4,129	3,370	3,143	46,597
Days From Application to Decision (avg)	≤ 21	8	9	9	9

### In Person Evaluations

	Goal	Apr-25	May-25	Jun-25	YTD
Unrestricted		2,187	1,718	1,697	25,082
Restricted		516	414	388	4,841
Temporary		79	86	74	881
Not Eligible		24	33	28	227
Total		2,806	2,251	2,187	31,031

### Paper Evaluations

	Goal	Apr-25	May-25	Jun-25	YTD
Unrestricted		1,323	1,119	956	15,566
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,323	1,119	956	15,566

### Appeals

	Goal	Apr-25	May-25	Jun-25	YTD
Appeals Performed		10	10	19	139
Days From Appeal to Decision (avg)	≤ 30	7	7	10	7

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Apr-25	May-25	Jun-25	YTD
Customer Service Calls		24,095	21,626	21,750	284,208
Average Initial Hold Time	≤ 180 sec	164	152	91	117
Calls On Hold > 5 Minutes	≤ 10%	20.8%	18.7%	9.2%	13.4%
Calls Abandoned	≤ 10%	7.6%	7.6%	4.0%	4.2%

#### Operations Monitoring Center

	Goal	Apr-25	May-25	Jun-25	YTD
Customer Service Calls		5,835	5,876	5,374	68,141
Average Initial Hold Time	≤ 180 sec	108	103	65	82
Calls On Hold > 5 Minutes	≤ 10%	12.3%	11.2%	5.8%	8.2%
Calls Abandoned	≤ 10%	9.3%	9.6%	6.5%	6.2%

#### Contractual Requirement

August 7, 2025

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

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

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

- ◆ Passengers: 4.1% under budget
- ◆ Contract Revenue Miles: 8.3% under budget
- ◆ Trips: 3.7% under budget
- ◆ Total Eligibility Evaluations: 4.0% over budget
- ◆ Average Trip Distance: under budget by 0.42 miles at 8.28 miles
- ◆ Total cost per Passenger (before depreciation): 0.1% over budget at \$59.98
- ◆ Administration Function is 8.3% under budget
- ◆ Eligibility Determination Function is 11% under budget
- ◆ Purchased Transportation Function is 2.7% under budget
- ◆ Paratransit Operations Function is 12.1% under budget

Attached are the following reports for your review:

- Statistical Comparison: JUNE 2024 to JUNE 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 June 2025

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	85.1%	\$237,925,638	\$244,600,687	(\$6,675,049)	-2.7%	12%
Paratransit Operations	8.2%	\$22,857,196	\$26,011,941	(\$3,154,745)	-12.1%	8%
Eligibility Determination	2.4%	\$6,664,161	\$7,486,162	(\$822,001)	-11.0%	-3%
CTSA/Ride Information	0.2%	\$455,982	\$411,216	\$44,766	10.9%	6%
Administration	4.1%	\$11,589,259	\$12,645,076	(\$1,055,817)	-8.3%	3%
Total Exp before Depreciation		\$279,492,236	\$291,155,082	(\$11,662,846)	-4.0%	10%

## Statistics - For the YTD Period Ended June 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	46,597	44,800	1,797	4.0%	17%
Number of PAX	4,659,421	4,857,938	(198,517)	-4.1%	11%
Number of Contract Revenue Miles	31,166,123	33,992,859	(2,826,736)	-8.3%	8%
Number of Trips	3,765,692	3,908,798	(143,106)	-3.7%	11%
Average Trip Distance	8.28	8.70	(0.42)	-4.8%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.63	\$7.20	\$0.43	6.0%	3%
Total Cost per Trip before Depreciation	\$74.22	\$74.49	(\$0.27)	-0.4%	0%
Total Cost per Pax before Depreciation	\$59.98	\$59.93	\$0.05	0.1%	0%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under)	% Over / (Under)
	YTD Actual	YTD Budget	Variance	Budget	Prior Yr
Revenue					
Passenger Fares	\$10,381,861	\$11,117,830	(\$735,969)		
Other Revenue	\$7,019,473	\$1,918,466	\$5,101,007		
Total Revenue	\$17,401,334	\$13,036,296	\$4,365,038	33%	12%
Total Exp before Capital	\$279,492,236	\$291,155,082	(\$11,662,846)	-4%	10%
Capital Expenditures					
Vehicles	\$33,016,959	\$38,933,026	(\$5,916,067)		
Facilities	\$4,171,269	\$8,000,000	(\$3,828,731)		
Other Capital Expenditures	\$214,137	\$0	\$214,137		
Total Capital Expenditures	\$37,402,365	\$46,933,026	(\$9,530,661)	-20%	37%
Over/(Under) Budget June 2025			(\$21,193,507)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

