

Board Box

July 2025

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August 7, 2025

TO: BOARD OF DIRECTORS
FROM: YILIN ZHANG, GIS DEVELOPER
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	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

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

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over / (Under) Budget</u>	<u>% Over / (Under) Prior Yr</u>
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%	<u>\$11,589,259</u>	<u>\$12,645,076</u>	<u>(\$1,055,817)</u>	<u>-8.3%</u>	<u>3%</u>
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	YTD		% Over / (Under)	% Over / (Under)
	Actual	Budget	Variance	Budget	Prior Yr
Revenue					
Passenger Fares	\$10,381,861	\$11,117,830	(\$735,969)		
Other Revenue	<u>\$7,019,473</u>	<u>\$1,918,466</u>	<u>\$5,101,007</u>		
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	<u>\$214,137</u>	<u>\$0</u>	<u>\$214,137</u>		
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

