

Board Box

August 2025

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September 3, 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	May-25	Jun-25	Jul-25	YTD
Vehicle Trips		335,382	318,305	339,316	339,316
Passenger Trips		414,576	391,479	421,176	421,176
Backup Trips		3	28	7	7
No Shows		2.1%	2.0%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	94.9%	94.7%	94.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.7%	2.0%	2.0%	2.0%
Missed Trips	≤ 0.75%	0.28%	0.21%	0.20%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.1%	96.4%	97.1%	97.1%

Call Performance

	Goal	May-25	Jun-25	Jul-25	YTD
<i>Reservations</i>					
Answered Calls		228,457	212,960	224,325	224,325
Average Initial Hold Time	≤ 120 sec	65	57	48	48
Calls On Hold > 5 Minutes	≤ 5%	4.9%	3.1%	2.2%	2.2%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		74,069	62,501	66,831	66,831
Average Initial Hold Time		43	42	37	37

Complaints/Compliments

	Goal	May-25	Jun-25	Jul-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.5	1.3	1.3
Compliments Per 1,000 Trips		0.8	1.2	1.2	1.2

Safety

	Goal	May-25	Jun-25	Jul-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.11	0.12	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.59	0.69	0.41	0.41
Mean Miles Between Major Mechanical Failures	≥ 50,000	71,544	40,668	77,783	77,783

Antelope Valley Region Trip Performance

	Goal	May-25	Jun-25	Jul-25	YTD
Vehicle Trips		14,136	13,601	13,829	13,829
Passenger Trips		16,831	16,331	16,511	16,511
No Shows		2.3%	2.4%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.3%	95.8%	95.8%	95.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.0%	1.6%	1.7%	1.7%
Missed Trips	≤ 0.75%	0.25%	0.16%	0.13%	0.13%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	92.6%	95.5%	100.0%	100.0%

Call Performance

	Goal	May-25	Jun-25	Jul-25	YTD
<i>Reservations</i>					
Answered Calls		8,046	7,724	7,800	7,800
Average Initial Hold Time	≤ 120 sec	26	26	25	25
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.3%	0.2%	0.2%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,779	2,441	2,714	2,714
Average Initial Hold Time		37	38	35	35
Calls On Hold > 5 Minutes	≤ 10%	1.7%	1.8%	1.7%	1.7%

Complaints/Compliments

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

Safety

	Goal	May-25	Jun-25	Jul-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	0.29	0.29
Mean Miles Between Major Mechanical Failures	≥ 50,000	176,641	174,365	173,678	173,678

Contractual Requirement

Eastern Region Trip Performance

	Goal	May-25	Jun-25	Jul-25	YTD
Vehicle Trips		101,868	95,615	102,089	102,089
Passenger Trips		127,576	119,306	128,050	128,050
No Shows		2.2%	1.9%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	95.1%	94.9%	94.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	0.8%	0.6%	0.6%	0.6%
Missed Trips	≤ 0.75%	0.22%	0.13%	0.11%	0.11%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.8%	95.0%	95.1%	95.1%

Call Performance

	Goal	May-25	Jun-25	Jul-25	YTD
<i>Reservations</i>					
Answered Calls		62,280	55,483	58,562	58,562
Average Initial Hold Time	≤ 120 sec	48	36	35	35
Calls On Hold > 5 Minutes	≤ 5%	5.1%	2.2%	2.0%	2.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		23,242	19,026	19,802	19,802
Average Initial Hold Time		28	24	25	25
Calls On Hold > 5 Minutes	≤ 10%	3.3%	2.4%	2.9%	2.9%

<i>Cancellations</i>					
Answered Calls		12,868	7,724	7,800	7,800
Average Initial Hold Time		24	19	21	21
Calls On Hold > 5 Minutes	≤ 10%	2.1%	0.9%	1.2%	1.2%

Complaints/Compliments

	Goal	May-25	Jun-25	Jul-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.5	1.2	1.2
Compliments Per 1,000 Trips		0.7	1.0	0.8	0.8

Safety

	Goal	May-25	Jun-25	Jul-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	0.70	1.01	0.51	0.51
Mean Miles Between Major Mechanical Failures	≥ 50,000	92,119	40,675	67,937	67,937

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	May-25	Jun-25	Jul-25	YTD
Vehicle Trips		2,770	2,666	2,812	2,812
Passenger Trips		3,015	3,079	3,275	3,275
No Shows		1.2%	1.1%	1.6%	1.6%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	92.0%	92.7%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.08%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.5%	2.1%	2.5%	2.5%
Missed Trips	≤ 0.75%	0.86%	0.66%	0.48%	0.48%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	May-25	Jun-25	Jul-25	YTD
<i>Reservations</i>					
Answered Calls		2,285	2,189	2,487	2,487
Average Initial Hold Time	≤ 120 sec	82	57	71	71
Calls On Hold > 5 Minutes	≤ 5%	4.9%	3.3%	4.1%	4.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		518	467	551	551
Average Initial Hold Time		59	49	54	54
Calls On Hold > 5 Minutes	≤ 10%	3.9%	2.6%	1.6%	1.6%

Complaints/Compliments

	Goal	May-25	Jun-25	Jul-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.1	1.4	1.4
Compliments Per 1,000 Trips		0.4	0.4	0.0	0.0

Safety

	Goal	May-25	Jun-25	Jul-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	0.00
Mean Miles Between Major Mechanical Failures	≥ 50,000	21,577	21,463	23,162	23,162

Contractual Requirement

Northern Region

Trip Performance

	Goal	May-25	Jun-25	Jul-25	YTD
Vehicle Trips		53,658	51,808	55,304	55,304
Passenger Trips		68,456	65,630	70,649	70,649
No Shows		1.2%	1.2%	1.1%	1.1%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	95.9%	96.7%	96.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	3.2%	2.4%	2.0%	2.0%
Missed Trips	≤ 0.75%	0.36%	0.26%	0.22%	0.22%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.4%	99.0%	98.3%	98.3%

Call Performance

	Goal	May-25	Jun-25	Jul-25	YTD
<i>Reservations</i>					
Answered Calls		34,757	33,719	33,864	33,864
Average Initial Hold Time	≤ 120 sec	59	53	55	55
Calls On Hold > 5 Minutes	≤ 5%	2.1%	1.4%	1.4%	1.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,105	8,373	7,801	7,801
Average Initial Hold Time		43	37	42	42
Calls On Hold > 5 Minutes	≤ 10%	1.1%	0.5%	0.9%	0.9%

Complaints/Compliments

	Goal	May-25	Jun-25	Jul-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.4	1.3	1.3
Compliments Per 1,000 Trips		1.5	2.7	2.8	2.8

Safety

	Goal	May-25	Jun-25	Jul-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.12	0.23	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.22	0.46	0.52	0.52
Mean Miles Between Major Mechanical Failures	≥ 50,000	115,902	134,455	172,883	172,883

Contractual Requirement

Southern Region

Trip Performance

	Goal	May-25	Jun-25	Jul-25	YTD
Vehicle Trips		111,038	105,087	111,726	111,726
Passenger Trips		133,356	125,086	135,004	135,004
No Shows		2.1%	2.1%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	94.2%	93.6%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.00%	0.00%
Excessively Long Trips	≤ 5%	4.0%	3.2%	3.2%	3.2%
Missed Trips	≤ 0.75%	0.28%	0.24%	0.24%	0.24%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.6%	96.8%	98.1%	98.1%

Call Performance

	Goal	May-25	Jun-25	Jul-25	YTD
<i>Reservations</i>					
Answered Calls		78,504	73,131	78,404	78,404
Average Initial Hold Time	≤ 120 sec	91	89	64	64
Calls On Hold > 5 Minutes	≤ 5%	6.3%	5.6%	3.1%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		21,512	18,422	21,098	21,098
Average Initial Hold Time		74	73	50	50
Calls On Hold > 5 Minutes	≤ 10%	3.6%	2.9%	1.8%	1.8%

Complaints/Compliments

	Goal	May-25	Jun-25	Jul-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.6	1.5	1.5
Compliments Per 1,000 Trips		0.6	0.9	1.1	1.1

Safety

	Goal	May-25	Jun-25	Jul-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.30	0.17	0.08	0.08
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.78	0.87	0.48	0.48
Mean Miles Between Major Mechanical Failures	≥ 50,000	54,844	33,632	76,591	76,591

Contractual Requirement

West Central Region

Trip Performance

	Goal	May-25	Jun-25	Jul-25	YTD
Vehicle Trips		51,909	49,500	53,549	53,549
Passenger Trips		65,339	62,019	67,680	67,680
No Shows		3.0%	2.9%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	94.6%	94.2%	94.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.7%	1.8%	1.9%	1.9%
Missed Trips	≤ 0.75%	0.31%	0.22%	0.21%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.8%	94.2%	96.6%	96.6%

Call Performance

	Goal	May-25	Jun-25	Jul-25	YTD
<i>Reservations</i>					
Answered Calls		42,585	40,714	43,208	43,208
Average Initial Hold Time	≤ 120 sec	51	37	36	36
Calls On Hold > 5 Minutes	≤ 5%	5.1%	1.7%	1.6%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,913	13,772	14,865	14,865
Average Initial Hold Time		25	27	31	31
Calls On Hold > 5 Minutes	≤ 5%	2.8%	3.1%	3.9%	3.9%

Complaints/Compliments

	Goal	May-25	Jun-25	Jul-25	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.6	1.5	1.5
Compliments Per 1,000 Trips		0.7	0.9	0.7	0.7

Safety

	Goal	May-25	Jun-25	Jul-25	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.18	0.34	0.34
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.65	0.32	0.00	0.00
Mean Miles Between Major Mechanical Failures	≥ 50,000	52,294	21,229	42,461	42,461

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	May-25	Jun-25	Jul-25	YTD
Eligible Customers		118,817	118,854	119,533	119,533
Total ADA Evaluations Performed		3,371	3,155	3,450	3,450
Days From Application to Decision (avg)	≤ 21	9	9	8	8

In Person Evaluations

	Goal	May-25	Jun-25	Jul-25	YTD
Unrestricted		1,720	1,703	1,715	1,715
Restricted		413	392	394	394
Temporary		86	76	93	93
Not Eligible		33	28	42	42
Total		2,252	2,199	2,244	2,244

Paper Evaluations

	Goal	May-25	Jun-25	Jul-25	YTD
Unrestricted		1,119	956	1,206	1,206
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,119	956	1,206	1,206

Appeals

	Goal	May-25	Jun-25	Jul-25	YTD
Appeals Performed		10	19	24	24
Days From Appeal to Decision (avg)	≤ 30	7	10	6	6

Customer Service

Phone Statistics

Customer Service

	Goal	May-25	Jun-25	Jul-25	YTD
Customer Service Calls		21,626	21,750	23,605	23,605
Average Initial Hold Time	≤ 180 sec	152	91	42	42
Calls On Hold > 5 Minutes	≤ 10%	18.7%	9.2%	2.4%	2.4%
Calls Abandoned	≤ 10%	7.6%	4.0%	1.6%	1.6%

Operations Monitoring Center

	Goal	May-25	Jun-25	Jul-25	YTD
Customer Service Calls		5,876	5,374	6,220	6,220
Average Initial Hold Time	≤ 180 sec	103	65	38	38
Calls On Hold > 5 Minutes	≤ 10%	11.2%	5.8%	2.2%	2.2%
Calls Abandoned	≤ 10%	9.6%	6.5%	2.9%	2.9%

Contractual Requirement

September 3, 2025

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JULY 2025 - DRAFT

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

DRAFT FY 2025/2026 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 1.8% under budget
- ◆ Contract Revenue Miles: 7.8% under budget
- ◆ Trips: 1.7% under budget
- ◆ Total Eligibility Evaluations: 20.8% under budget
- ◆ Average Trip Distance: under budget by 0.54 miles at 8.18 miles
- ◆ Total cost per Passenger (before depreciation): 1.9% under budget at \$60.21
- ◆ Administration Function is 1.4% over budget
- ◆ Eligibility Determination Function is 3.7% under budget
- ◆ Purchased Transportation Function is 3.5% under budget
- ◆ Paratransit Operations Function is 6.5% under budget

Attached are the following reports for your review:

- Statistical Comparison: JULY 2024 to JULY 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 July 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	83.5%	\$21,172,494	\$21,950,410	(\$777,916)	-3.5%	14%
Paratransit Operations	9.7%	\$2,447,116	\$2,617,156	(\$170,040)	-6.5%	32%
Eligibility Determination	2.4%	\$610,516	\$634,069	(\$23,553)	-3.7%	11%
CTSA/Ride Information	0.2%	\$38,222	\$36,041	\$2,181	6.1%	3%
Administration	4.3%	<u>\$1,088,797</u>	<u>\$1,073,661</u>	<u>\$15,136</u>	<u>1.4%</u>	<u>17%</u>
Total Exp before Depreciation		\$25,357,145	\$26,311,337	(\$954,192)	-3.6%	15%

Statistics – For the YTD Period Ended July 2025

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	3,450	4,355	(905)	-20.8%	-24%
Number of PAX	421,176	428,833	(7,657)	-1.8%	12%
Number of Contract Revenue Miles	2,774,739	3,009,902	(235,163)	-7.8%	10%
Number of Trips	339,316	345,322	(6,006)	-1.7%	12%
Average Trip Distance	8.18	8.72	(0.54)	-6.1%	-2%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.63	\$7.29	\$0.34	4.7%	4%
Total Cost per Trip before Depreciation	\$74.73	\$76.19	(\$1.46)	-1.9%	3%
Total Cost per Pax before Depreciation	\$60.21	\$61.36	(\$1.15)	-1.9%	3%

Budget Results for FY 2025/2026
For YTD Period Ending July 2025

	YTD	YTD		% Over /	% Over /
	Actual	Budget	Variance	(Under)	(Under)
				Budget	Prior Yr
Revenue					
Passenger Fares	\$1,015,581	\$982,169	\$33,412		
Other Revenue	\$283,232	\$109,444	\$173,788		
Total Revenue	\$1,298,813	\$1,091,613	\$207,200	19%	4%
Total Exp before Capital	\$25,357,145	\$26,311,337	(\$954,192)	-4%	15%
Capital Expenditures					
Vehicles	\$790,863	\$3,683,317	(\$2,892,454)		
Facilities	\$1,640,276	\$1,262,500	\$377,776		
Other Capital Expenditures	\$7,275	\$72,360	(\$65,085)		
Total Capital Expenditures	\$2,438,414	\$5,018,177	(\$2,579,763)	-51%	11%
Over/(Under) Budget July 2025			(\$3,533,955)		

YTD Cost Per Passenger before Depreciation and Capital Cost

