

# Board Box

January 2024

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January 25, 2024

TO: BOARD OF DIRECTORS  
FROM: VY VU, SYSTEM ADMINISTRATOR - DATA  
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	Oct-23	Nov-23	Dec-23	YTD
Vehicle Trips		297,847	273,947	266,458	1,663,489
Passenger Trips		367,466	338,992	330,342	2,062,087
Backup Trips		37	15	14	173
No Shows		2.1%	2.1%	2.2%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.9%	92.5%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.8%	3.8%	3.5%	3.4%
Missed Trips	≤ 0.75%	0.37%	0.36%	0.33%	0.35%
Denials	≤ 0	1	0	0	2
On Time Performance (Access to Work)	≥ 94%	95.9%	96.5%	97.2%	96.9%

### Call Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
<i>Reservations</i>					
Answered Calls		211,540	201,779	199,169	1,214,224
Average Initial Hold Time	≤ 120 sec	50	48	45	55
Calls On Hold > 5 Minutes	≤ 5%	1.6%	1.7%	1.3%	2.1%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		49,353	48,578	48,155	284,636
Average Initial Hold Time		37	34	30	35
Calls On Hold > 5 Minutes	≤ 10%	2.3%	2.0%	1.6%	2.1%

### Complaints/Compliments

	Goal	Oct-23	Nov-23	Dec-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	1.8	1.8	2.2
Compliments Per 1,000 Trips		0.6	0.7	0.7	0.8

### Safety

	Goal	Oct-23	Nov-23	Dec-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.09	0.24	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.75	0.73	0.85	0.84
Miles Between Road Calls	≥ 25,000	41,112	49,597	53,755	43,281

## Antelope Valley Region Trip Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
Vehicle Trips		12,975	11,823	11,295	73,045
Passenger Trips		15,742	14,303	13,601	88,158
No Shows		2.6%	2.9%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	94.8%	94.7%	95.7%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.00%
Excessively Long Trips	≤ 5%	2.1%	2.2%	2.4%	2.0%
Missed Trips	≤ 0.75%	0.23%	0.31%	0.18%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	95.0%	99.0%

## Call Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
<i>Reservations</i>					
Answered Calls		7,962	7,246	6,709	45,431
Average Initial Hold Time	≤ 120 sec	46	47	45	45
Calls On Hold > 5 Minutes	≤ 5%	1.8%	1.5%	1.8%	1.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,302	2,168	2,209	13,285
Average Initial Hold Time		30	37	31	33
Calls On Hold > 5 Minutes	≤ 10%	0.9%	1.1%	1.4%	1.1%

## Complaints/Compliments

	Goal	Oct-23	Nov-23	Dec-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.1	2.0	2.0
Compliments Per 1,000 Trips		0.5	1.1	1.1	0.8

## Safety

	Goal	Oct-23	Nov-23	Dec-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	1.30	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.63	0.00	0.20
Miles Between Road Calls	≥ 25,000	87,327	157,939	153,413	108,789

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
Vehicle Trips		90,703	83,586	80,237	500,134
Passenger Trips		113,758	105,285	101,333	629,369
No Shows		1.9%	1.8%	2.1%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	92.4%	93.7%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	1.5%	1.4%	1.1%	1.2%
Missed Trips	≤ 0.75%	0.22%	0.19%	0.17%	0.19%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 94%	95.3%	96.9%	98.5%	97.3%

## Call Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
<i>Reservations</i>					
Answered Calls		58,259	55,525	54,113	337,088
Average Initial Hold Time	≤ 120 sec	15	18	17	23
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.4%	0.3%	0.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,333	12,071	11,306	71,237
Average Initial Hold Time		12	16	15	14
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.2%	0.4%	0.2%

## Complaints/Compliments

	Goal	Oct-23	Nov-23	Dec-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.3	1.4	1.5
Compliments Per 1,000 Trips		0.7	0.9	0.7	0.8

## Safety

	Goal	Oct-23	Nov-23	Dec-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.46	0.20	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.71	0.73	0.68	1.00
Miles Between Road Calls	≥ 25,000	45,216	45,361	56,495	45,377

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
Vehicle Trips		732	153	1,963	10,985
Passenger Trips		807	165	2,236	12,048
No Shows		0.4%	0.3%	2.0%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	97.8%	94.0%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.03%
Excessively Long Trips	≤ 5%	4.4%	0.0%	1.8%	3.7%
Missed Trips	≤ 0.75%	0.68%	0.00%	0.72%	0.66%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
<i>Reservations</i>					
Answered Calls		1,067	508	1,830	9,995
Average Initial Hold Time	≤ 120 sec	44	58	67	79
Calls On Hold > 5 Minutes	≤ 5%	2.4%	3.0%	3.7%	4.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		157	53	253	1,555
Average Initial Hold Time		64	74	51	66
Calls On Hold > 5 Minutes	≤ 10%	3.8%	7.5%	4.3%	4.0%

## Complaints/Compliments

	Goal	Oct-23	Nov-23	Dec-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	0.0	0.0	0.6
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.0

## Safety

	Goal	Oct-23	Nov-23	Dec-23	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	*	*	*	52,846

### Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
Vehicle Trips		42,662	39,939	38,504	238,186
Passenger Trips		52,834	49,766	47,863	299,712
No Shows		1.6%	1.8%	1.8%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	92.0%	91.7%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.06%	0.04%	0.04%
Excessively Long Trips	≤ 5%	4.2%	4.6%	3.8%	4.0%
Missed Trips	≤ 0.75%	0.66%	0.64%	0.53%	0.64%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.4%	97.6%	99.5%	98.3%

## Call Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
<i>Reservations</i>					
Answered Calls		32,870	31,731	29,906	162,989
Average Initial Hold Time	≤ 120 sec	67	73	75	87
Calls On Hold > 5 Minutes	≤ 5%	1.9%	3.0%	2.6%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,391	8,878	8,562	44,875
Average Initial Hold Time		7	8	7	10
Calls On Hold > 5 Minutes	≤ 10%	2.6%	3.9%	2.6%	4.1%

## Complaints/Compliments

	Goal	Oct-23	Nov-23	Dec-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.3	1.8	2.5
Compliments Per 1,000 Trips		0.8	1.0	1.2	1.1

## Safety

	Goal	Oct-23	Nov-23	Dec-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.75	0.53	0.67	0.67
Miles Between Road Calls	≥ 25,000	63,496	43,707	39,790	48,232

Contractual Requirement

## Southern Region Trip Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
Vehicle Trips		102,468	93,366	90,450	567,958
Passenger Trips		123,276	112,477	109,496	686,768
No Shows		2.0%	2.0%	2.1%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	91.9%	91.6%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.03%	0.02%
Excessively Long Trips	≤ 5%	6.1%	6.0%	6.0%	5.5%
Missed Trips	≤ 0.75%	0.37%	0.37%	0.40%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.3%	95.7%	95.6%	95.6%

## Call Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
<i>Reservations</i>					
Answered Calls		72,610	68,821	68,430	425,786
Average Initial Hold Time	≤ 120 sec	91	77	69	85
Calls On Hold > 5 Minutes	≤ 5%	3.1%	3.0%	2.1%	3.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,530	16,739	17,616	102,898
Average Initial Hold Time		83	70	56	70
Calls On Hold > 5 Minutes	≤ 10%	4.8%	3.2%	2.3%	3.5%

## Complaints/Compliments

	Goal	Oct-23	Nov-23	Dec-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	1.8	1.9	2.3
Compliments Per 1,000 Trips		0.6	0.5	0.4	0.5

## Safety

	Goal	Oct-23	Nov-23	Dec-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.09	0.36	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.86	0.73	1.12	0.90
Miles Between Road Calls	≥ 25,000	33,032	57,959	70,061	38,931

Contractual Requirement



## West Central Region Trip Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
Vehicle Trips		48,270	45,065	43,995	273,008
Passenger Trips		61,012	56,981	55,799	345,859
No Shows		2.8%	2.9%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	90.2%	90.1%	92.2%	91.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.04%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.3%	3.2%	2.7%	2.9%
Missed Trips	≤ 0.75%	0.41%	0.42%	0.31%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.5%	96.2%	95.8%	96.9%

## Call Performance

	Goal	Oct-23	Nov-23	Dec-23	YTD
<i>Reservations</i>					
Answered Calls		38,772	37,948	38,181	232,935
Average Initial Hold Time	≤ 120 sec	14	19	16	24
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.4%	0.3%	0.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,640	8,669	8,209	50,786
Average Initial Hold Time		11	16	16	15
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.3%	0.4%	0.3%

## Complaints/Compliments

	Goal	Oct-23	Nov-23	Dec-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.3	2.3	2.8
Compliments Per 1,000 Trips		0.6	0.7	0.9	0.9

## Safety

	Goal	Oct-23	Nov-23	Dec-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.00	0.37	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.81	1.01	1.08	0.84
Miles Between Road Calls	≥ 25,000	34,384	41,848	38,181	37,868

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Oct-23	Nov-23	Dec-23	YTD
Eligible Customers		110,429	111,132	111,914	111,914
Total ADA Evaluations Performed		3,639	2,723	3,514	19,482
Days From Application to Decision (avg)	≤ 21	10	10	9	10

### In Person Evaluations

	Goal	Oct-23	Nov-23	Dec-23	YTD
Unrestricted		1,560	1,225	1,379	8,154
Restricted		259	203	267	1,383
Temporary		73	78	56	413
Not Eligible		33	18	19	141
Total		1,925	1,524	1,721	10,091

### Paper Evaluations

	Goal	Oct-23	Nov-23	Dec-23	YTD
Unrestricted		1,437	946	1,541	7,714
Restricted		218	196	171	1,280
Temporary		59	57	81	397
Not Eligible		0	0	0	0
Total		1,714	1,199	1,793	9,391

### Appeals

	Goal	Oct-23	Nov-23	Dec-23	YTD
Appeals Performed		14	13	10	82
Days From Appeal to Decision (avg)	≤ 30	7	11	6	7

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Oct-23	Nov-23	Dec-23	YTD
Customer Service Calls		26,682	18,228	20,704	138,051
Average Initial Hold Time	≤ 180 sec	124	139	42	107
Calls On Hold > 5 Minutes	≤ 10%	14.6%	15.3%	3.9%	11.8%
Calls Abandoned	≤ 10%	4.6%	5.6%	1.7%	4.1%

#### Operations Monitoring Center

	Goal	Oct-23	Nov-23	Dec-23	YTD
Customer Service Calls		9,557	6,180	6,868	47,258
Average Initial Hold Time	≤ 180 sec	92	82	37	74
Calls On Hold > 5 Minutes	≤ 10%	9.6%	7.3%	2.9%	6.9%
Calls Abandoned	≤ 10%	8.7%	8.9%	3.8%	7.5%

Contractual Requirement

January 25, 2024

TO: BOARD OF DIRECTORS  
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR  
RE: FINANCIAL REPORT FOR DECEMBER 2023 - DRAFT

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Attached for your review are the draft financial reports for DECEMBER 2023.

**DRAFT FY 2023/2024 Budget to Actual Fiscal Year-to-Date Comparison:**

- ◆ Passengers: 7.3% over budget
- ◆ Contract Revenue Miles: 3.2% under budget
- ◆ Trips: 7.4% over budget
- ◆ Total Eligibility Evaluations: 42.7% under budget
- ◆ Average Trip Distance: under budget by 0.94 miles at 8.54 miles
- ◆ Total cost per Passenger (before depreciation): 4.7% under budget at \$59.15
- ◆ Administration Function is 13.9% under budget
- ◆ Eligibility Determination Function is 19.6% under budget
- ◆ Purchased Transportation Function is 4.7% over budget
- ◆ Paratransit Operations Function is 2.5% under budget

Attached are the following reports for your review:

- Statistical Comparison: DECEMBER 2022 to DECEMBER 2023
- 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 2023

	<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	84.7%	\$103,303,626	\$98,633,988	\$4,669,638	4.7%	22%
Paratransit Operations	7.8%	\$9,519,261	\$9,767,207	(\$247,946)	-2.5%	12%
Eligibility Determination	3.0%	\$3,695,052	\$4,595,568	(\$900,516)	-19.6%	-8%
CTSA/Ride Information	0.2%	\$218,843	\$186,965	\$31,878	17.1%	35%
Administration	4.3%	<u>\$5,240,719</u>	<u>\$6,086,920</u>	<u>(\$846,201)</u>	<u>-13.9%</u>	<u>11%</u>
Total Exp before Depreciation		<b>\$121,977,501</b>	<b>\$119,270,648</b>	<b>\$2,706,853</b>	<b>2.3%</b>	<b>19%</b>

## Statistics – For the YTD Period Ended December 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	19,482	33,995	(14,513)	-42.7%	-40%
Number of PAX	2,062,087	1,922,060	140,027	7.3%	21%
Number of Contract Revenue Miles	14,210,846	14,684,515	(473,669)	-3.2%	16%
Number of Trips	1,663,489	1,548,968	114,521	7.4%	21%
Average Trip Distance	8.54	9.48	(0.94)	-9.9%	-4%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.27	\$6.72	\$0.55	8.2%	4%
Total Cost per Trip before Depreciation	\$73.33	\$77.00	(\$3.67)	-4.8%	-2%
Total Cost per Pax before Depreciation	\$59.15	\$62.05	(\$2.90)	-4.7%	-1%

## Budget Results for FY 2023/2024 For YTD Period Ending December 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,848,624	\$4,414,207	\$434,417		
Other Revenue	\$2,401,290	\$182,874	\$2,218,416		
Total Revenue	\$7,249,914	\$4,597,081	\$2,652,833	58%	43%
 Total Exp before Capital	 \$121,977,501	 \$119,270,648	 \$2,706,853	 2%	 19%
Capital Expenditures					
Vehicles	\$5,773,391	\$17,937,807	(\$12,164,416)		
Other Capital Expenditures	\$134,398	\$1,500,000	(\$1,365,602)		
Total Capital Expenditures	\$77,951	\$0	\$77,951		
	\$5,985,740	\$19,437,807	(\$13,452,067)	-69%	3818%
Over/(Under) Budget December 2023			(\$10,745,214)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

