

Board Box

March 2024

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March 27, 2024

TO: BOARD OF DIRECTORS
FROM: VY VU, SYSTEM ADMINISTRATOR - DATA
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	Dec-23	Jan-24	Feb-24	YTD
Vehicle Trips		266,458	278,188	268,376	2,210,053
Passenger Trips		330,342	341,487	328,935	2,732,509
Backup Trips		14	9	32	214
No Shows		2.2%	2.1%	2.2%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	93.2%	91.4%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.06%	0.02%
Excessively Long Trips	≤ 5%	3.5%	3.6%	4.4%	3.6%
Missed Trips	≤ 0.75%	0.33%	0.27%	0.39%	0.34%
Denials	≤ 0	0	0	1	3
On Time Performance (Access to Work)	≥ 94%	97.1%	97.3%	95.2%	95.8%

Call Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
<i>Reservations</i>					
Answered Calls		199,169	204,371	191,738	1,610,333
Average Initial Hold Time	≤ 120 sec	45	37	56	53
Calls On Hold > 5 Minutes	≤ 5%	1.3%	0.9%	4.7%	2.3%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		48,155	46,567	49,153	380,356
Average Initial Hold Time		30	34	52	45
Calls On Hold > 5 Minutes	≤ 10%	1.6%	1.1%	5.3%	2.4%

Complaints/Compliments

	Goal	Dec-23	Jan-24	Feb-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.8	1.9	2.1
Compliments Per 1,000 Trips		0.7	0.8	0.9	0.8

Safety

	Goal	Dec-23	Jan-24	Feb-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.24	0.29	0.09	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.85	0.83	0.79	0.84
Miles Between Road Calls	≥ 25,000	53,755	50,221	47,526	44,531

Antelope Valley Region Trip Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
Vehicle Trips		11,295	12,256	11,867	97,168
Passenger Trips		13,601	14,657	14,173	116,988
No Shows		2.9%	2.8%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	95.7%	95.1%	94.8%	95.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.4%	2.6%	2.6%	2.2%
Missed Trips	≤ 0.75%	0.18%	0.19%	0.19%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.0%	96.3%	95.0%	97.8%

Call Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
<i>Reservations</i>					
Answered Calls		6,709	7,380	7,134	59,945
Average Initial Hold Time	≤ 120 sec	45	43	38	44
Calls On Hold > 5 Minutes	≤ 5%	1.8%	1.7%	1.3%	1.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,209	2,488	2,454	18,227
Average Initial Hold Time		31	26	26	31
Calls On Hold > 5 Minutes	≤ 10%	1.4%	0.5%	0.4%	0.9%

Complaints/Compliments

	Goal	Dec-23	Jan-24	Feb-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.5	1.7	2.0
Compliments Per 1,000 Trips		1.1	0.8	0.7	0.8

Safety

	Goal	Dec-23	Jan-24	Feb-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	1.30	0.00	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.76	0.00	0.25
Miles Between Road Calls	≥ 25,000	153,413	163,916	52,683	100,082

Contractual Requirement

Eastern Region Trip Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
Vehicle Trips		80,237	83,334	81,170	664,638
Passenger Trips		101,333	104,401	101,136	834,906
No Shows		2.1%	1.9%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	94.8%	91.7%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.06%	0.01%
Excessively Long Trips	≤ 5%	1.1%	1.1%	1.5%	1.3%
Missed Trips	≤ 0.75%	0.17%	0.13%	0.28%	0.20%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	98.5%	97.5%	95.4%	94.3%

Call Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
<i>Reservations</i>					
Answered Calls		54,113	54,922	52,035	444,045
Average Initial Hold Time	≤ 120 sec	17	12	39	24
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.6%	7.4%	1.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,306	10,344	11,410	92,991
Average Initial Hold Time		15	9	32	16
Calls On Hold > 5 Minutes	≤ 10%	0.4%	0.5%	8.1%	1.2%

Complaints/Compliments

	Goal	Dec-23	Jan-24	Feb-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.1	1.4	1.5
Compliments Per 1,000 Trips		0.7	0.9	1.1	0.9

Safety

	Goal	Dec-23	Jan-24	Feb-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.21	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.68	1.09	0.99	1.02
Miles Between Road Calls	≥ 25,000	56,498	73,799	71,548	49,840

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
Vehicle Trips		1,963	2,284	2,187	15,456
Passenger Trips		2,236	2,522	2,396	16,966
No Shows		2.0%	1.4%	1.2%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	94.0%	93.7%	91.0%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.04%	0.09%	0.03%
Excessively Long Trips	≤ 5%	1.8%	2.7%	3.3%	3.5%
Missed Trips	≤ 0.75%	0.72%	0.40%	0.57%	0.61%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
<i>Reservations</i>					
Answered Calls		1,830	1,854	1,916	13,765
Average Initial Hold Time	≤ 120 sec	67	50	56	72
Calls On Hold > 5 Minutes	≤ 5%	3.7%	2.5%	3.7%	4.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		253	291	360	2,206
Average Initial Hold Time		51	35	48	59
Calls On Hold > 5 Minutes	≤ 10%	4.3%	1.4%	3.1%	3.5%

Complaints/Compliments

	Goal	Dec-23	Jan-24	Feb-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	0.4	0.5	0.6
Compliments Per 1,000 Trips		0.0	0.0	0.5	0.1

Safety

	Goal	Dec-23	Jan-24	Feb-24	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	*	*	*	75,090

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
Vehicle Trips		38,504	40,795	39,584	318,565
Passenger Trips		47,863	50,135	48,613	398,460
No Shows		1.8%	1.6%	1.6%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	93.7%	91.7%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.02%	0.05%	0.04%
Excessively Long Trips	≤ 5%	3.8%	3.7%	4.6%	4.1%
Missed Trips	≤ 0.75%	0.54%	0.42%	0.52%	0.59%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.5%	98.2%	96.8%	98.1%

Call Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
<i>Reservations</i>					
Answered Calls		29,906	31,114	29,123	223,226
Average Initial Hold Time	≤ 120 sec	75	69	81	84
Calls On Hold > 5 Minutes	≤ 5%	2.6%	1.7%	2.6%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,562	7,429	7,961	60,265
Average Initial Hold Time		7	61	69	76
Calls On Hold > 5 Minutes	≤ 10%	2.6%	2.4%	3.4%	3.8%

Complaints/Compliments

	Goal	Dec-23	Jan-24	Feb-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.9	2.2	2.4
Compliments Per 1,000 Trips		1.2	1.5	1.2	1.2

Safety

	Goal	Dec-23	Jan-24	Feb-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.32	0.34	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.67	0.48	0.60	0.64
Miles Between Road Calls	≥ 25,000	39,790	44,888	52,888	48,302

Contractual Requirement

Southern Region Trip Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
Vehicle Trips		90,450	93,724	89,442	751,124
Passenger Trips		109,496	112,294	107,331	906,393
No Shows		2.1%	2.0%	2.2%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	91.2%	91.5%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	6.0%	6.4%	7.6%	5.9%
Missed Trips	≤ 0.75%	0.40%	0.34%	0.37%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.5%	96.5%	94.0%	95.6%

Call Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
<i>Reservations</i>					
Answered Calls		68,430	69,876	64,648	560,310
Average Initial Hold Time	≤ 120 sec	69	53	70	80
Calls On Hold > 5 Minutes	≤ 5%	2.1%	0.8%	2.8%	2.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,616	18,376	18,262	139,536
Average Initial Hold Time		56	49	70	67
Calls On Hold > 5 Minutes	≤ 10%	2.3%	1.3%	3.4%	3.2%

Complaints/Compliments

	Goal	Dec-23	Jan-24	Feb-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.0	1.9	2.2
Compliments Per 1,000 Trips		0.4	0.5	0.7	0.6

Safety

	Goal	Dec-23	Jan-24	Feb-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.36	0.26	0.09	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.12	0.72	0.67	0.85
Miles Between Road Calls	≥ 25,000	70,061	42,721	39,999	39,517

Contractual Requirement

West Central Region Trip Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
Vehicle Trips		43,995	45,786	44,094	362,888
Passenger Trips		55,799	57,469	55,254	458,582
No Shows		2.9%	2.9%	3.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	93.5%	89.4%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.00%	0.19%	0.04%
Excessively Long Trips	≤ 5%	2.7%	2.4%	3.6%	2.9%
Missed Trips	≤ 0.75%	0.31%	0.23%	0.53%	0.37%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	95.8%	98.4%	96.3%	97.2%

Call Performance

	Goal	Dec-23	Jan-24	Feb-24	YTD
<i>Reservations</i>					
Answered Calls		38,181	39,225	36,882	309,042
Average Initial Hold Time	≤ 120 sec	16	13	41	25
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.6%	6.8%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,209	7,639	8,706	67,131
Average Initial Hold Time		16	12	34	17
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.4%	8.9%	1.4%

Complaints/Compliments

	Goal	Dec-23	Jan-24	Feb-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.2	2.8	2.7
Compliments Per 1,000 Trips		0.9	0.9	0.7	0.9

Safety

	Goal	Dec-23	Jan-24	Feb-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.37	0.56	0.00	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.08	1.07	1.16	0.91
Miles Between Road Calls	≥ 25,000	38,178	38,354	34,368	37,477

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Dec-23	Jan-24	Feb-24	YTD
Eligible Customers		111,914	112,679	113,296	113,296
Total ADA Evaluations Performed		3,519	2,999	3,309	25,796
Days From Application to Decision (avg)	≤ 21	9	10	10	10

In Person Evaluations

	Goal	Dec-23	Jan-24	Feb-24	YTD
Unrestricted		1,383	1,724	1,719	11,602
Restricted		267	330	310	2,023
Temporary		57	66	68	548
Not Eligible		19	23	18	182
Total		1,726	2,143	2,115	14,355

Paper Evaluations

	Goal	Dec-23	Jan-24	Feb-24	YTD
Unrestricted		1,541	856	1,194	9,764
Restricted		171	0	0	1,280
Temporary		81	0	0	397
Not Eligible		0	0	0	0
Total		1,793	856	1,194	11,441

Appeals

	Goal	Dec-23	Jan-24	Feb-24	YTD
Appeals Performed		10	9	9	101
Days From Appeal to Decision (avg)	≤ 30	6	8	11	7

Customer Service

Phone Statistics

Customer Service

	Goal	Dec-23	Jan-24	Feb-24	YTD
Customer Service Calls		20,704	23,836	21,745	183,632
Average Initial Hold Time	≤ 180 sec	42	72	128	105
Calls On Hold > 5 Minutes	≤ 10%	3.9%	7.3%	16.1%	11.7%
Calls Abandoned	≤ 10%	1.7%	3.6%	7.7%	4.5%

Operations Monitoring Center

	Goal	Dec-23	Jan-24	Feb-24	YTD
Customer Service Calls		6,868	7,640	7,064	61,962
Average Initial Hold Time	≤ 180 sec	37	34	47	66
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.7%	3.9%	6.0%
Calls Abandoned	≤ 10%	3.8%	3.9%	6.4%	7.0%

Contractual Requirement

March 27, 2024

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: FINANCIAL REPORT FOR FEBRUARY 2024 - DRAFT

Attached for your review are the draft financial reports for FEBRUARY 2024.

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

- ◆ Passengers: 7.9% over budget
- ◆ Contract Revenue Miles: 2.9% under budget
- ◆ Trips: 8.3% over budget
- ◆ Total Eligibility Evaluations: 43.4% under budget
- ◆ Average Trip Distance: under budget by 0.98 miles at 8.50 miles
- ◆ Total cost per Passenger (before depreciation): 4.9% under budget at \$59.39
- ◆ Administration Function is 12.9% under budget
- ◆ Eligibility Determination Function is 21.4% under budget
- ◆ Purchased Transportation Function is 5.1% over budget
- ◆ Paratransit Operations Function is 1.4% under budget

Attached are the following reports for your review:

- Statistical Comparison: FEBRUARY 2023 to FEBRUARY 2024
- 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 February 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.7%	\$137,384,767	\$130,772,394	\$6,612,373	5.1%	22%
Paratransit Operations	7.9%	\$12,785,330	\$12,969,464	(\$184,134)	-1.4%	7%
Eligibility Determination	3.0%	\$4,825,924	\$6,139,221	(\$1,313,297)	-21.4%	-7%
CTSA/Ride Information	0.2%	\$281,937	\$245,619	\$36,318	14.8%	25%
Administration	4.3%	<u>\$6,995,514</u>	<u>\$8,032,167</u>	<u>(\$1,036,653)</u>	<u>-12.9%</u>	<u>10%</u>
Total Exp before Depreciation		\$162,273,472	\$158,158,865	\$4,114,607	2.6%	19%

Statistics – For the YTD Period Ended February 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	25,796	45,598	(19,802)	-43.4%	-48%
Number of PAX	2,732,509	2,532,550	199,959	7.9%	20%
Number of Contract Revenue Miles	18,778,963	19,346,271	(567,307)	-2.9%	18%
Number of Trips	2,210,053	2,041,042	169,011	8.3%	21%
Average Trip Distance	8.50	9.48	(0.98)	-10.3%	-3%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.32	\$6.76	\$0.56	8.3%	3%
Total Cost per Trip before Depreciation	\$73.43	\$77.49	(\$4.06)	-5.2%	-2%
Total Cost per Pax before Depreciation	\$59.39	\$62.45	(\$3.06)	-4.9%	-1%

Budget Results for FY 2023/2024 For YTD Period Ending February 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$6,421,334	\$5,816,512	\$604,822		
Other Revenue	\$3,742,001	\$244,422	\$3,497,579		
Total Revenue	\$10,163,335	\$6,060,934	\$4,102,401	68%	43%
Total Exp before Capital	\$162,273,472	\$158,158,865	\$4,114,607	3%	19%
Capital Expenditures					
Vehicles	\$11,577,432	\$23,206,732	(\$11,629,300)		
Other Capital Expenditures	\$207,069	\$2,000,000	(\$1,792,931)		
Total Capital Expenditures	\$103,243	\$0	\$103,243		
	\$11,887,744	\$25,206,732	(\$13,318,988)	-53%	3942%
Over/(Under) Budget February 2024			(\$9,204,380)		

YTD Cost Per Passenger before Depreciation and Capital Cost

