

# Board Box

April 2021

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April 27, 2021

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    | Jan-21  | Feb-21  | Mar-21  | YTD       |
|---------------------------------------|---------|---------|---------|---------|-----------|
| Vehicle Trips                         |         | 119,688 | 131,903 | 161,073 | 1,223,673 |
| Passenger Trips                       |         | 145,431 | 162,182 | 198,991 | 1,512,070 |
| Backup Trips                          |         | 0       | 1       | 0       | 34        |
| No Shows                              |         | 2.7%    | 2.4%    | 2.5%    | 2.7%      |
| On Time Performance (Next Day Trips)  | ≥ 91%   | 96.3%   | 92.8%   | 90.2%   | 93.2%     |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.02%   | 0.04%   | 0.09%   | 0.05%     |
| Excessively Long Trips                | ≤ 5%    | 0.0%    | 0.0%    | 0.0%    | 0.0%      |
| Missed Trips                          | ≤ 0.75% | 0.18%   | 0.32%   | 0.44%   | 0.31%     |
| Denials                               | ≤ 0     | 1       | 0       | 0       | 2         |
| On Time Performance (Access to Work)  | ≥ 94%   | 99.7%   | 99.7%   | 98.7%   | 95.6%     |

## Call Performance

|   | Goal      | Jan-21  | Feb-21  | Mar-21  | YTD       |
|---|-----------|---------|---------|---------|-----------|
| <i>Reservations</i>                     |           |         |         |         |           |
| Answered Calls                          |           | 105,263 | 114,211 | 141,818 | 1,045,455 |
| Average Initial Hold Time               | ≤ 120 sec | 30      | 35      | 60      | 46        |
| Calls On Hold > 5 Minutes               | ≤ 5%      | 0.9%    | 0.8%    | 2.5%    | 1.8%      |
|   |           |         |         |         |           |
| <i>Estimated Time of Arrival (ETAs)</i> |           |         |         |         |           |
| Answered Calls                          |           | 23,298  | 28,873  | 35,263  | 249,258   |
| Average Initial Hold Time               |           | 28      | 29      | 46      | 38        |
| Calls On Hold > 5 Minutes               | ≤ 10%     | 0.7%    | 0.6%    | 1.4%    | 1.2%      |

## Complaints/Commendations

|                               | Goal  | Jan-21 | Feb-21 | Mar-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips    | ≤ 4.0 | 1.7    | 2.3    | 2.7    | 2.2 |
| Commendations Per 1,000 Trips |       | 1.0    | 1.3    | 1.3    | 1.3 |

## Safety

|  | Goal     | Jan-21 | Feb-21 | Mar-21 | YTD    |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles  | ≤ 0.25   | 0.09   | 0.04   | 0.04   | 0.09   |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50   | 0.47   | 0.49   | 0.69   | 0.51   |
| Miles Between Road Calls                 | ≥ 25,000 | 77,186 | 72,150 | 76,899 | 65,483 |

## Antelope Valley Region Trip Performance

|                                       | Goal    | Jan-21 | Feb-21 | Mar-21 | YTD    |
|---------------------------------------|---------|--------|--------|--------|--------|
| Vehicle Trips                         |         | 6,041  | 6,584  | 7,706  | 61,457 |
| Passenger Trips                       |         | 8,865  | 9,827  | 11,435 | 91,378 |
| No Shows                              |         | 2.4%   | 2.4%   | 2.2%   | 2.4%   |
| On Time Performance (Next Day Trips)  | ≥ 91%   | 91.1%  | 92.6%  | 91.1%  | 90.4%  |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.19%  | 0.11%  | 0.18%  | 0.21%  |
| Excessively Long Trips                | ≤ 5%    | 0.0%   | 0.1%   | 0.1%   | 0.1%   |
| Missed Trips                          | ≤ 0.75% | 0.56%  | 0.71%  | 0.60%  | 0.63%  |
| Denials                               | ≤ 0     | 0      | 0      | 0      | 0      |
| On Time Performance (Access to Work)  | ≥ 92%   | 100.0% | 100.0% | 100.0% | 99.6%  |

## Call Performance

|                           | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD    |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i>       |           |        |        |        |        |
| Answered Calls            |           | 3,561  | 3,507  | 4,242  | 37,623 |
| Average Initial Hold Time | ≤ 120 sec | 60     | 37     | 45     | 64     |
| Calls On Hold > 5 Minutes | ≤ 5%      | 3.0%   | 1.3%   | 1.8%   | 3.5%   |

|   |       |       |       |       |        |
|---|-------|-------|-------|-------|--------|
| <i>Estimated Time of Arrival (ETAs)</i> |       |       |       |       |        |
| Answered Calls                          |       | 1,997 | 2,186 | 2,362 | 19,584 |
| Average Initial Hold Time               |       | 67    | 66    | 80    | 76     |
| Calls On Hold > 5 Minutes               | ≤ 10% | 3.3%  | 3.1%  | 6.3%  | 4.8%   |

## Complaints/Commendations

|                               | Goal  | Jan-21 | Feb-21 | Mar-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips    | ≤ 4.0 | 2.2    | 3.9    | 2.6    | 3.0 |
| Commendations Per 1,000 Trips |       | 0.5    | 2.4    | 2.3    | 1.5 |

## Safety

|  | Goal     | Jan-21 | Feb-21 | Mar-21 | YTD    |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles  | ≤ 0.25   | 0.00   | 0.00   | 0.00   | 0.16   |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50   | 0.00   | 0.58   | 3.05   | 0.70   |
| Miles Between Road Calls                 | ≥ 25,000 | 37,797 | 64,128 | 73,764 | 81,126 |

Contractual Requirement

## Eastern Region Trip Performance

|                                       | Goal    | Jan-21 | Feb-21 | Mar-21 | YTD     |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips                         |         | 29,788 | 32,882 | 40,735 | 307,226 |
| Passenger Trips                       |         | 36,028 | 40,370 | 50,642 | 379,395 |
| No Shows                              |         | 2.9%   | 2.3%   | 2.3%   | 2.7%    |
| On Time Performance (Next Day Trips)  | ≥ 91%   | 96.2%  | 91.3%  | 89.6%  | 92.5%   |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00%  | 0.06%  | 0.11%  | 0.05%   |
| Excessively Long Trips                | ≤ 5%    | 0.0%   | 0.0%   | 0.0%   | 0.0%    |
| Missed Trips                          | ≤ 0.75% | 0.15%  | 0.31%  | 0.43%  | 0.32%   |
| Denials                               | ≤ 0     | 0      | 0      | 0      | 0       |
| On Time Performance (Access to Work)  | ≥ 95%   | 98.9%  | 100.0% | 99.3%  | 99.1%   |

## Call Performance

|                           | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD     |
|---------------------------|-----------|--------|--------|--------|---------|
| <i>Reservations</i>       |           |        |        |        |         |
| Answered Calls            |           | 26,323 | 28,326 | 35,880 | 251,950 |
| Average Initial Hold Time | ≤ 120 sec | 16     | 23     | 36     | 29      |
| Calls On Hold > 5 Minutes | ≤ 5%      | 0.7%   | 0.8%   | 2.3%   | 1.6%    |

|  |       |       |       |       |        |
|--|-------|-------|-------|-------|--------|
| <i>Estimated Time of Arrival (ETA)</i> |       |       |       |       |        |
| Answered Calls                         |       | 4,783 | 5,946 | 7,569 | 52,257 |
| Average Initial Hold Time              |       | 11    | 10    | 13    | 17     |
| Calls On Hold > 5 Minutes              | ≤ 10% | 0.3%  | 0.1%  | 0.3%  | 0.6%   |

## Complaints/Commendations

|                               | Goal  | Jan-21 | Feb-21 | Mar-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips    | ≤ 4.0 | 1.5    | 2.2    | 2.8    | 2.3 |
| Commendations Per 1,000 Trips |       | 0.5    | 1.0    | 0.6    | 1.3 |

## Safety

|  | Goal     | Jan-21 | Feb-21 | Mar-21 | YTD    |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles  | ≤ 0.25   | 0.17   | 0.00   | 0.00   | 0.02   |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50   | 0.95   | 0.52   | 0.74   | 0.57   |
| Miles Between Road Calls                 | ≥ 25,000 | 72,625 | 62,508 | 67,961 | 59,156 |

Contractual Requirement

## Santa Clarita Region

### Trip Performance

|                                       | Goal    | Jan-21 | Feb-21 | Mar-21 | YTD    |
|---------------------------------------|---------|--------|--------|--------|--------|
| Vehicle Trips                         |         | 1,163  | 1,301  | 1,657  | 12,319 |
| Passenger Trips                       |         | 1,233  | 1,395  | 1,837  | 13,355 |
| No Shows                              |         | 1.1%   | 1.1%   | 1.5%   | 1.7%   |
| On Time Performance (Next Day Trips)  | ≥ 91%   | 97.6%  | 96.2%  | 94.7%  | 95.7%  |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.08%  | 0.00%  | 0.00%  | 0.02%  |
| Excessively Long Trips                | ≤ 5%    | 0.1%   | 0.0%   | 0.1%   | 0.1%   |
| Missed Trips                          | ≤ 0.75% | 0.51%  | 0.24%  | 0.55%  | 0.40%  |
| Denials                               | ≤ 0     | 0      | 0      | 0      | 0      |
| On Time Performance (Access to Work)  | ≥ 94%   | -      | -      | -      | -      |

### Call Performance

|                           | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD    |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i>       |           |        |        |        |        |
| Answered Calls            |           | 970    | 1,129  | 1,377  | 10,684 |
| Average Initial Hold Time | ≤ 120 sec | 46     | 90     | 63     | 54     |
| Calls On Hold > 5 Minutes | ≤ 5%      | 3.0%   | 5.9%   | 3.6%   | 3.4%   |

|  |       |      |      |      |       |
|--|-------|------|------|------|-------|
| <i>Estimated Time of Arrival (ETA)</i> |       |      |      |      |       |
| Answered Calls                         |       | 100  | 109  | 160  | 1,232 |
| Average Initial Hold Time              |       | 48   | 82   | 42   | 48    |
| Calls On Hold > 5 Minutes              | ≤ 10% | 4.0% | 5.5% | 3.1% | 3.6%  |

### Complaints/Commendations

|                               | Goal  | Jan-21 | Feb-21 | Mar-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips    | ≤ 4.0 | 0.9    | 0.0    | 3.0    | 1.5 |
| Commendations Per 1,000 Trips |       | 0.9    | 0.0    | 0.0    | 0.2 |

### Safety

|  | Goal     | Jan-21 | Feb-21 | Mar-21 | YTD     |
|--|----------|--------|--------|--------|---------|
| Preventable Incidents Per 100,000 Miles  | ≤ 0.25   | 0.00   | 0.00   | 0.00   | 0.00    |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50   | 0.00   | 0.00   | 0.00   | 0.00    |
| Miles Between Road Calls                 | ≥ 25,000 | *      | *      | *      | 116,995 |

#### Contractual Requirement

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

## Northern Region

### Trip Performance

|                                       | Goal    | Jan-21 | Feb-21 | Mar-21 | YTD     |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips                         |         | 15,766 | 17,487 | 21,976 | 166,410 |
| Passenger Trips                       |         | 19,126 | 21,361 | 26,937 | 205,382 |
| No Shows                              |         | 3.3%   | 3.2%   | 3.4%   | 3.3%    |
| On Time Performance (Next Day Trips)  | ≥ 91%   | 94.9%  | 91.6%  | 91.1%  | 93.4%   |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.04%  | 0.03%  | 0.05%  | 0.06%   |
| Excessively Long Trips                | ≤ 5%    | 0.1%   | 0.1%   | 0.1%   | 0.1%    |
| Missed Trips                          | ≤ 0.75% | 0.33%  | 0.43%  | 0.43%  | 0.34%   |
| Denials                               | ≤ 0     | 0      | 0      | 0      | 0       |
| On Time Performance (Access to Work)  | ≥ 94%   | 100.0% | 100.0% | 100.0% | 97.3%   |

### Call Performance

|  | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD     |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i>                    |           |        |        |        |         |
| Answered Calls                         |           | 16,554 | 18,355 | 22,451 | 169,499 |
| Average Initial Hold Time              | ≤ 120 sec | 60     | 56     | 79     | 62      |
| Calls On Hold > 5 Minutes              | ≤ 5%      | 1.9%   | 0.8%   | 2.0%   | 1.3%    |
|  |           |        |        |        |         |
| <i>Estimated Time of Arrival (ETA)</i> |           |        |        |        |         |
| Answered Calls                         |           | 3,191  | 4,212  | 4,747  | 33,856  |
| Average Initial Hold Time              |           | 44     | 47     | 68     | 53      |
| Calls On Hold > 5 Minutes              | ≤ 10%     | 0.7%   | 0.6%   | 1.3%   | 0.9%    |

### Complaints/Commendations

|                               | Goal  | Jan-21 | Feb-21 | Mar-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips    | ≤ 4.0 | 2.1    | 4.1    | 3.6    | 2.9 |
| Commendations Per 1,000 Trips |       | 2.7    | 1.8    | 2.5    | 2.3 |

### Safety

|  | Goal     | Jan-21 | Feb-21 | Mar-21 | YTD    |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles  | ≤ 0.25   | 0.00   | 0.00   | 0.00   | 0.08   |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50   | 0.00   | 0.28   | 0.47   | 0.22   |
| Miles Between Road Calls                 | ≥ 25,000 | 78,904 | 88,053 | 75,276 | 72,234 |

Contractual Requirement

## Southern Region

### Trip Performance

|                                       | Goal    | Jan-21 | Feb-21 | Mar-21 | YTD     |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips                         |         | 46,986 | 51,318 | 61,745 | 472,347 |
| Passenger Trips                       |         | 55,898 | 61,650 | 74,357 | 568,693 |
| No Shows                              |         | 2.2%   | 2.0%   | 2.1%   | 2.3%    |
| On Time Performance (Next Day Trips)  | ≥ 91%   | 96.7%  | 94.2%  | 90.6%  | 93.7%   |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00%  | 0.01%  | 0.00%  | 0.00%   |
| Excessively Long Trips                | ≤ 5%    | 0.0%   | 0.0%   | 0.0%   | 0.0%    |
| Missed Trips                          | ≤ 0.75% | 0.13%  | 0.24%  | 0.37%  | 0.25%   |
| Denials                               | ≤ 0     | 0      | 0      | 0      | 1       |
| On Time Performance (Access to Work)  | ≥ 92%   | 100.0% | 99.3%  | 97.4%  | 91.3%   |

### Call Performance

|  | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD     |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i>                    |           |        |        |        |         |
| Answered Calls                         |           | 39,739 | 42,919 | 52,833 | 396,247 |
| Average Initial Hold Time              | ≤ 120 sec | 29     | 36     | 80     | 56      |
| Calls On Hold > 5 Minutes              | ≤ 5%      | 0.7%   | 0.7%   | 3.1%   | 2.0%    |
|  |           |        |        |        |         |
| <i>Estimated Time of Arrival (ETA)</i> |           |        |        |        |         |
| Answered Calls                         |           | 9,733  | 11,911 | 14,442 | 103,857 |
| Average Initial Hold Time              |           | 29     | 31     | 65     | 45      |
| Calls On Hold > 5 Minutes              | ≤ 10%     | 0.6%   | 0.4%   | 1.7%   | 1.2%    |

### Complaints/Commendations

|                               | Goal  | Jan-21 | Feb-21 | Mar-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips    | ≤ 4.0 | 1.5    | 1.4    | 1.7    | 1.5 |
| Commendations Per 1,000 Trips |       | 0.8    | 1.4    | 1.2    | 1.0 |

### Safety

|  | Goal     | Jan-21 | Feb-21 | Mar-21 | YTD    |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles  | ≤ 0.25   | 0.00   | 0.13   | 0.11   | 0.18   |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50   | 0.46   | 0.59   | 0.51   | 0.48   |
| Miles Between Road Calls                 | ≥ 25,000 | 70,134 | 58,897 | 92,307 | 66,489 |

Contractual Requirement



## West Central Region

### Trip Performance

|                                       | Goal    | Jan-21 | Feb-21 | Mar-21 | YTD     |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips                         |         | 19,944 | 22,330 | 27,254 | 203,880 |
| Passenger Trips                       |         | 24,281 | 27,578 | 33,783 | 253,833 |
| No Shows                              |         | 3.7%   | 2.9%   | 3.1%   | 3.5%    |
| On Time Performance (Next Day Trips)  | ≥ 91%   | 97.7%  | 92.8%  | 89.0%  | 93.9%   |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00%  | 0.07%  | 0.25%  | 0.08%   |
| Excessively Long Trips                | ≤ 5%    | 0.0%   | 0.0%   | 0.0%   | 0.0%    |
| Missed Trips                          | ≤ 0.75% | 0.13%  | 0.32%  | 0.61%  | 0.32%   |
| Denials                               | ≤ 0     | 1      | 0      | 0      | 1       |
| On Time Performance (Access to Work)  | ≥ 91%   | 100.0% | 100.0% | 100.0% | 99.2%   |

### Call Performance

|  | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD     |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i>                    |           |        |        |        |         |
| Answered Calls                         |           | 18,116 | 19,975 | 25,035 | 179,452 |
| Average Initial Hold Time              | ≤ 120 sec | 17     | 24     | 36     | 30      |
| Calls On Hold > 5 Minutes              | ≤ 5%      | 0.6%   | 0.9%   | 2.4%   | 1.6%    |
|  |           |        |        |        |         |
| <i>Estimated Time of Arrival (ETA)</i> |           |        |        |        |         |
| Answered Calls                         |           | 3,494  | 4,509  | 5,983  | 38,472  |
| Average Initial Hold Time              |           | 9      | 12     | 14     | 17      |
| Calls On Hold > 5 Minutes              | ≤ 5%      | 0.1%   | 0.1%   | 0.3%   | 0.5%    |

### Complaints/Commendations

|                               | Goal  | Jan-21 | Feb-21 | Mar-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips    | ≤ 4.0 | 1.8    | 3.0    | 4.0    | 2.7 |
| Commendations Per 1,000 Trips |       | 0.9    | 1.0    | 1.1    | 1.2 |

### Safety

|  | Goal     | Jan-21  | Feb-21  | Mar-21 | YTD    |
|--|----------|---------|---------|--------|--------|
| Preventable Incidents Per 100,000 Miles  | ≤ 0.25   | 0.00    | 0.00    | 0.00   | 0.03   |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50   | 0.42    | 0.49    | 0.46   | 0.72   |
| Miles Between Road Calls                 | ≥ 25,000 | 179,339 | 136,090 | 69,144 | 63,591 |

Contractual Requirement

## Eligibility and Appeals

### Eligibility

|   | Goal | Jan-21  | Feb-21  | Mar-21  | YTD     |
|---|------|---------|---------|---------|---------|
| Eligible Customers                      |      | 131,245 | 129,975 | 129,242 | 129,242 |
| Total ADA Evaluations Performed         |      | 2,102   | 2,847   | 3,189   | 26,726  |
| Days From Application to Decision (avg) | ≤ 21 | 6       | 4       | 5       | 5       |

### In Person Evaluations

|              | Goal | Jan-21 | Feb-21 | Mar-21 | YTD    |
|--------------|------|--------|--------|--------|--------|
| Unrestricted |      | 0      | 0      | 0      | 0      |
| Restricted   |      | 0      | 0      | 0      | 0      |
| Temporary    |      | 1,304  | 1,050  | 1,718  | 14,146 |
| Not Eligible |      | 25     | 10     | 14     | 355    |
| Total        |      | 1,329  | 1,060  | 1,732  | 14,502 |

### Paper Evaluations

|              | Goal | Jan-21 | Feb-21 | Mar-21 | YTD    |
|--------------|------|--------|--------|--------|--------|
| Unrestricted |      | 773    | 1,786  | 1,455  | 12,207 |
| Restricted   |      | 0      | 0      | 0      | 0      |
| Temporary    |      | 0      | 1      | 2      | 17     |
| Not Eligible |      | 0      | 0      | 0      | 0      |
| Total        |      | 773    | 1,787  | 1,457  | 12,224 |

### Appeals

|                                    | Goal | Jan-21 | Feb-21 | Mar-21 | YTD |
|------------------------------------|------|--------|--------|--------|-----|
| Appeals Performed                  |      | 16     | 11     | 7      | 125 |
| Days From Appeal to Decision (avg) | ≤ 30 | 6      | 6      | 6      | 6   |

## Customer Service

### Phone Statistics

#### Customer Service

|                           | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD     |
|---------------------------|-----------|--------|--------|--------|---------|
| Customer Service Calls    |           | 11,428 | 12,588 | 15,994 | 128,548 |
| Average Initial Hold Time | ≤ 180 sec | 31     | 59     | 115    | 70      |
| Calls On Hold > 5 Minutes | ≤ 10%     | 1.8%   | 5.1%   | 12.3%  | 6.8%    |
| Call Duration             | ≤ 300 sec | 258    | 268    | 282    | 271     |
| Calls Abandoned           | ≤ 10%     | 0.8%   | 1.7%   | 3.5%   | 2.3%    |

#### Operations Monitoring Center

|                           | Goal      | Jan-21 | Feb-21 | Mar-21 | YTD    |
|---------------------------|-----------|--------|--------|--------|--------|
| Customer Service Calls    |           | 2,932  | 3,547  | 4,177  | 32,782 |
| Average Initial Hold Time | ≤ 180 sec | 21     | 34     | 48     | 34     |
| Calls On Hold > 5 Minutes | ≤ 10%     | 0.5%   | 2.1%   | 3.9%   | 2.1%   |
| Call Duration             | ≤ 300 sec | 324    | 347    | 347    | 339    |
| Calls Abandoned           | ≤ 10%     | 1.3%   | 2.4%   | 3.5%   | 2.5%   |

Contractual Requirement

April 14, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR MARCH 2021 - DRAFT

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Attached for your review are the draft financial reports for MARCH 2021.

DRAFT FY 2020/2021 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 37% over budget
- ◆ Contract Revenue Miles: 64% over budget
- ◆ Trips: 42% over budget
- ◆ Total Eligibility Evaluations: 5% over budget
- ◆ Average Trip Distance: over budget by 1.43 miles at 10.49 miles
- ◆ Total cost per Passenger (before depreciation): 23% under budget at \$79.57
- ◆ Administration Function is 7% under budget
- ◆ Eligibility Determination Function is 17% under budget
- ◆ Purchased Transportation Function is 11% over budget
- ◆ Paratransit Operations Function is 11% under budget

Attached are the following reports for your review:

- Statistical Comparison: MARCH 2020 to MARCH 2021
- 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 March 2021

|                               | <u>% of<br/>Cost</u> | <u>YTD<br/>Actual</u> | <u>YTD<br/>Budget</u> | <u>Variance</u>    | <u>% Over /<br/>(Under)<br/>Budget</u> | <u>% Over /<br/>(Under)<br/>Prior Yr</u> |
|-------------------------------|----------------------|-----------------------|-----------------------|--------------------|--|--|
| Purchased Transportation      | 82.6%                | \$99,329,316          | \$89,882,938          | \$9,446,378        | 11%                                    | -15%                                     |
| Paratransit Operations        | 8.8%                 | \$10,604,585          | \$11,926,611          | (\$1,322,026)      | -11%                                   | -15%                                     |
| Eligibility Determination     | 3.5%                 | \$4,186,627           | \$5,070,947           | (\$884,320)        | -17%                                   | -22%                                     |
| CTSA/Ride Information         | 0.3%                 | \$416,003             | \$381,508             | \$34,495           | 9%                                     | 19%                                      |
| Administration                | 4.8%                 | <u>\$5,776,468</u>    | <u>\$6,227,751</u>    | <u>(\$451,283)</u> | <u>-7%</u>                             | <u>5%</u>                                |
| Total Exp before Depreciation |                      | \$120,312,999         | \$113,489,755         | \$6,823,244        | 6%                                     | -14%                                     |

## Statistics – For the YTD Period Ended March 2021

|  | YTD<br>Actual | YTD<br>Budget | Variance  | % Over /<br>(Under)<br>Budget | % Over /<br>(Under)<br>Prior Yr |
|--|---------------|---------------|-----------|-------------------------------|---------------------------------|
| Total Eligibility Evaluations          | 26,417        | 25,224        | 1,193     | 5%                            | -35%                            |
| Number of PAX                          | 1,512,099     | 1,104,848     | 407,251   | 37%                           | -56%                            |
| Number of Contract Revenue Miles       | 12,837,917    | 7,813,739     | 5,024,177 | 64%                           | -47%                            |
| Number of Trips                        | 1,223,702     | 862,588       | 361,114   | 42%                           | -54%                            |
| Average Trip Distance                  | 10.49         | 9.06          | 1.43      | 16%                           | 16%                             |
| Purchased Transportation Cost          |               |               |           |                               |                                 |
| Cost per Trip                          | \$81.17       | \$104.20      | (\$23.03) | -22%                          | 87%                             |
| Cost per PAX                           | \$65.69       | \$81.35       | (\$15.66) | -19%                          | 94%                             |
| Cost per Contract Rev Mile             | \$7.74        | \$11.50       | (\$3.76)  | 0%                            | 61%                             |
| Total Cost per Pax before Depreciation | \$79.57       | \$102.72      | (\$23.15) | -23%                          | 95%                             |

## Budget Results for FY 2020/2021 For YTD Period Ending March 2021

|                                    | YTD<br>Actual     | YTD<br>Budget     | Variance          | % Over /<br>(Under)<br>Budget | % Over /<br>(Under)<br>Prior Yr |
|------------------------------------|-------------------|-------------------|-------------------|-------------------------------|---------------------------------|
| Revenue                            |                   |                   |                   |                               |                                 |
| Passenger Fares                    | \$3,641,284       | \$2,714,476       | \$926,808         |                               |                                 |
| Other Revenue                      | \$300,734         | \$416,498         | (\$115,764)       |                               |                                 |
| Total Revenue                      | \$3,942,018       | \$3,130,974       | \$811,044         | 26%                           | -54%                            |
| <br>Total Exp before Capital       | <br>\$120,312,999 | <br>\$113,489,755 | <br>\$6,823,244   | <br>6%                        | <br>-14%                        |
| Capital Expenditures               |                   |                   |                   |                               |                                 |
| Vehicles                           | \$1,211,260       | \$10,200,000      | (\$8,988,740)     |                               |                                 |
| Other Capital Expenditures         | \$1,291,510       | \$3,000,000       | (\$1,708,490)     |                               |                                 |
| Total Capital Expenditures         | \$2,502,770       | \$13,200,000      | (\$10,697,230)    | -81%                          | -63%                            |
| <br>Over/(Under) Budget March 2021 |                   |                   | <br>(\$3,873,986) |                               |                                 |

## YTD Cost Per Passenger before Depreciation and Capital Cost

