

Board Box

May 2021

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May 26, 2021

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	Feb-21	Mar-21	Apr-21	YTD
Vehicle Trips		131,903	161,073	166,679	1,390,352
Passenger Trips		162,182	198,991	209,615	1,721,685
Backup Trips		1	0	0	34
No Shows		2.4%	2.5%	2.8%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	90.2%	88.4%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.09%	0.21%	0.07%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.5%	0.1%
Missed Trips	≤ 0.75%	0.32%	0.44%	0.68%	0.36%
Denials	≤ 0	0	0	1	3
On Time Performance (Access to Work)	≥ 94%	99.7%	98.7%	98.7%	98.5%

Call Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
<i>Reservations</i>					
Answered Calls		114,211	141,818	147,710	1,193,344
Average Initial Hold Time	≤ 120 sec	35	60	71	50
Calls On Hold > 5 Minutes	≤ 5%	0.8%	2.5%	5.7%	2.3%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		28,873	35,263	38,585	287,863
Average Initial Hold Time		29	46	60	41
Calls On Hold > 5 Minutes	≤ 10%	0.6%	1.4%	3.4%	1.5%

Complaints/Commendations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.7	3.7	2.4
Commendations Per 1,000 Trips		1.3	1.3	1.2	1.3

Safety

	Goal	Feb-21	Mar-21	Apr-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.04	0.04	0.40	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.49	0.69	0.55	0.51
Miles Between Road Calls	≥ 25,000	72,150	76,899	65,589	65,500

Antelope Valley Region Trip Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
Vehicle Trips		6,584	7,706	8,087	69,544
Passenger Trips		9,827	11,435	11,670	103,048
No Shows		2.4%	2.2%	2.8%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	91.1%	87.5%	90.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.18%	0.41%	0.23%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.2%	0.1%
Missed Trips	≤ 0.75%	0.71%	0.60%	0.73%	0.65%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	100.0%	99.6%

Call Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
<i>Reservations</i>					
Answered Calls		3,507	4,242	4,437	42,239
Average Initial Hold Time	≤ 120 sec	37	45	67	64
Calls On Hold > 5 Minutes	≤ 5%	1.3%	1.8%	5.4%	3.7%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,186	2,362	2,620	22,224
Average Initial Hold Time		66	80	88	77
Calls On Hold > 5 Minutes	≤ 10%	3.1%	6.3%	6.8%	5.0%

Complaints/Commendations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.9	2.6	3.5	3.1
Commendations Per 1,000 Trips		2.4	2.3	0.6	1.4

Safety

	Goal	Feb-21	Mar-21	Apr-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.58	3.05	1.52	0.79
Miles Between Road Calls	≥ 25,000	64,128	73,764	29,684	68,265

Contractual Requirement

Eastern Region

Trip Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
Vehicle Trips		32,882	40,735	43,104	350,330
Passenger Trips		40,370	50,642	54,566	433,961
No Shows		2.3%	2.3%	2.6%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	89.6%	89.1%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.11%	0.40%	0.09%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.1%	0.0%
Missed Trips	≤ 0.75%	0.31%	0.43%	0.78%	0.38%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	100.0%	99.3%	96.9%	98.9%

Call Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
<i>Reservations</i>					
Answered Calls		28,326	35,880	38,382	290,332
Average Initial Hold Time	≤ 120 sec	23	36	71	34
Calls On Hold > 5 Minutes	≤ 5%	0.8%	2.3%	7.0%	2.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,946	7,569	8,667	60,924
Average Initial Hold Time		10	13	36	20
Calls On Hold > 5 Minutes	≤ 10%	0.1%	0.3%	2.3%	0.9%

Complaints/Commendations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.8	3.8	2.4
Commendations Per 1,000 Trips		1.0	0.6	1.0	1.3

Safety

	Goal	Feb-21	Mar-21	Apr-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.41	0.06
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.52	0.74	0.24	0.54
Miles Between Road Calls	≥ 25,000	62,508	67,961	92,217	61,541

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
Vehicle Trips		1,301	1,657	1,971	14,290
Passenger Trips		1,395	1,837	2,195	15,550
No Shows		1.1%	1.5%	2.0%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	96.2%	94.7%	93.0%	95.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.20%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.1%	0.5%	0.2%
Missed Trips	≤ 0.75%	0.24%	0.55%	0.68%	0.43%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
<i>Reservations</i>					
Answered Calls		1,129	1,377	1,602	12,286
Average Initial Hold Time	≤ 120 sec	90	63	75	57
Calls On Hold > 5 Minutes	≤ 5%	5.9%	3.6%	5.1%	3.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		109	160	203	1,435
Average Initial Hold Time		82	42	77	52
Calls On Hold > 5 Minutes	≤ 10%	5.5%	3.1%	4.4%	3.7%

Complaints/Commendations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	3.0	1.5	1.7
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.1

Safety

	Goal	Feb-21	Mar-21	Apr-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	*	*	*	134,541

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
Vehicle Trips		17,487	21,976	23,052	189,462
Passenger Trips		21,361	26,937	28,784	234,166
No Shows		3.2%	3.4%	3.2%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	91.1%	90.3%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.05%	0.07%	0.06%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.5%	0.1%
Missed Trips	≤ 0.75%	0.43%	0.43%	0.50%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	97.6%

Call Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
<i>Reservations</i>					
Answered Calls		18,355	22,451	22,400	191,899
Average Initial Hold Time	≤ 120 sec	56	79	32	59
Calls On Hold > 5 Minutes	≤ 5%	0.8%	2.0%	5.1%	1.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,212	4,747	4,750	38,606
Average Initial Hold Time		47	68	29	50
Calls On Hold > 5 Minutes	≤ 10%	0.6%	1.3%	2.6%	1.1%

Complaints/Commendations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.1	3.6	2.9	3.0
Commendations Per 1,000 Trips		1.8	2.5	2.3	2.3

Safety

	Goal	Feb-21	Mar-21	Apr-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.41	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.28	0.47	0.61	0.26
Miles Between Road Calls	≥ 25,000	88,053	75,276	61,555	70,905

Contractual Requirement

Southern Region Trip Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
Vehicle Trips		51,318	61,745	62,162	534,509
Passenger Trips		61,650	74,357	76,585	645,278
No Shows		2.0%	2.1%	2.4%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	90.6%	87.7%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.04%	0.01%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.8%	0.1%
Missed Trips	≤ 0.75%	0.24%	0.37%	0.57%	0.29%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 92%	99.3%	99.3%	99.4%	98.2%

Call Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
<i>Reservations</i>					
Answered Calls		42,919	52,833	54,330	450,577
Average Initial Hold Time	≤ 120 sec	36	80	90	60
Calls On Hold > 5 Minutes	≤ 5%	0.7%	3.1%	4.3%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,911	14,442	15,261	119,118
Average Initial Hold Time		31	65	89	50
Calls On Hold > 5 Minutes	≤ 10%	0.4%	1.7%	4.0%	1.6%

Complaints/Commendations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.8	3.2	1.8
Commendations Per 1,000 Trips		1.4	1.2	1.1	1.0

Safety

	Goal	Feb-21	Mar-21	Apr-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.13	0.11	0.57	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.59	0.51	0.45	0.47
Miles Between Road Calls	≥ 25,000	58,903	92,315	80,418	67,766

Contractual Requirement

West Central Region

Trip Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
Vehicle Trips		22,330	27,254	28,303	232,183
Passenger Trips		27,578	33,783	35,815	289,648
No Shows		2.9%	3.1%	3.6%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	89.0%	87.5%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.25%	0.35%	0.11%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.4%	0.1%
Missed Trips	≤ 0.75%	0.32%	0.61%	0.92%	0.40%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	100.0%	99.3%

Call Performance

	Goal	Feb-21	Mar-21	Apr-21	YTD
<i>Reservations</i>					
Answered Calls		19,975	25,035	26,559	206,011
Average Initial Hold Time	≤ 120 sec	24	36	68	35
Calls On Hold > 5 Minutes	≤ 5%	0.9%	2.4%	7.4%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,509	5,983	7,084	45,556
Average Initial Hold Time		12	14	38	20
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.3%	2.7%	0.9%

Complaints/Commendations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	4.0	5.5	3.2
Commendations Per 1,000 Trips		1.0	1.1	1.1	1.1

Safety

	Goal	Feb-21	Mar-21	Apr-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.21	0.05
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.49	0.46	0.90	0.74
Miles Between Road Calls	≥ 25,000	136,090	69,144	47,418	61,314

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Feb-21	Mar-21	Apr-21	YTD
Eligible Customers		129,975	129,242	128,033	128,033
Total ADA Evaluations Performed		2,847	3,189	3,033	29,759
Days From Application to Decision (avg)	≤ 21	4	5	5	5

In Person Evaluations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,050	1,718	1,870	16,017
Not Eligible		10	14	19	374
Total		1,060	1,732	1,889	16,391

Paper Evaluations

	Goal	Feb-21	Mar-21	Apr-21	YTD
Unrestricted		1,786	1,455	1,144	13,351
Restricted		0	0	0	0
Temporary		1	2	0	17
Not Eligible		0	0	0	0
Total		1,787	1,457	1,144	13,368

Appeals

	Goal	Feb-21	Mar-21	Apr-21	YTD
Appeals Performed		11	7	5	130
Days From Appeal to Decision (avg)	≤ 30	6	6	8	6

Customer Service

Phone Statistics

Customer Service

	Goal	Feb-21	Mar-21	Apr-21	YTD
Customer Service Calls		12,588	15,994	16,142	144,690
Average Initial Hold Time	≤ 180 sec	59	115	192	83
Calls On Hold > 5 Minutes	≤ 10%	5.1%	12.3%	24.8%	8.8%
Call Duration	≤ 300 sec	268	282	302	274
Calls Abandoned	≤ 10%	1.7%	3.5%	6.3%	2.7%

Operations Monitoring Center

	Goal	Feb-21	Mar-21	Apr-21	YTD
Customer Service Calls		3,547	4,177	4,449	37,231
Average Initial Hold Time	≤ 180 sec	34	48	102	42
Calls On Hold > 5 Minutes	≤ 10%	2.1%	3.9%	11.6%	3.2%
Call Duration	≤ 300 sec	347	347	376	344
Calls Abandoned	≤ 10%	2.4%	3.5%	8.7%	3.3%

Contractual Requirement

May 17, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR APRIL 2021 - DRAFT

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

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

- ◆ Passengers: 41% over budget
- ◆ Contract Revenue Miles: 69% over budget
- ◆ Trips: 46% 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): 24% under budget at \$77.68
- ◆ 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: APRIL 2020 to APRIL 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 April 2021

	<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	82.6%	\$110,442,421	\$99,617,267	\$10,825,154	11%	-10%
Paratransit Operations	8.8%	\$11,749,994	\$13,260,339	(\$1,510,345)	-11%	-14%
Eligibility Determination	3.5%	\$4,655,002	\$5,633,465	(\$978,463)	-17%	-20%
CTSA/Ride Information	0.4%	\$498,364	\$422,649	\$75,715	18%	28%
Administration	4.8%	<u>\$6,395,475</u>	<u>\$6,899,505</u>	<u>(\$504,030)</u>	<u>-7%</u>	<u>4%</u>
		<u>\$133,741,256</u>				
Total Exp before Depreciation			\$125,833,225	\$7,908,031	6%	-10%

Statistics – For the YTD Period Ended April 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	29,426	28,054	1,372	5%	-32%
Number of PAX	1,721,705	1,223,070	498,635	41%	-51%
Number of Contract Revenue Miles	14,587,874	8,649,073	5,938,801	69%	-41%
Number of Trips	1,390,376	954,811	435,565	46%	-49%
Average Trip Distance	10.49	9.06	1.43	16%	16%
Purchased Transportation Cost					
Cost per Trip	\$79.43	\$104.33	(\$24.90)	-24%	77%
Cost per PAX	\$64.15	\$81.45	(\$17.30)	-21%	83%
Cost per Contract Rev Mile	\$7.57	\$11.52	(\$3.95)	-34%	52%
Total Cost per Pax before Depreciation	\$77.68	\$102.88	(\$25.20)	-24%	83%

Budget Results for FY 2020/2021 For YTD Period Ending April 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,127,808	\$2,997,786	\$1,130,022		
Other Revenue	\$317,594	\$460,564	(\$142,970)		
Total Revenue	\$4,445,402	\$3,458,350	\$987,052	29%	-50%
Total Exp before Capital	\$133,741,256	\$125,833,225	\$7,908,031	6%	-10%
Capital Expenditures					
Vehicles	\$1,211,260	\$10,200,000	(\$8,988,740)		
Other Capital Expenditures	\$1,448,338	\$3,000,000	(\$1,551,662)		
Total Capital Expenditures	\$2,659,597	\$13,200,000	(\$10,540,403)	-80%	-61%
Over/(Under) Budget April 2021			(\$2,632,372)		

YTD Cost Per Passenger before Depreciation and Capital Cost

