

Board Box

June 2021

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June 29, 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	Mar-21	Apr-21	May-21	YTD
Vehicle Trips		161,073	166,679	164,333	1,554,685
Passenger Trips		198,991	209,615	210,917	1,932,602
Backup Trips		0	0	1	35
No Shows		2.5%	2.8%	2.6%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	90.2%	88.4%	93.0%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.21%	0.07%	0.07%
Excessively Long Trips	≤ 5%	0.0%	0.5%	2.1%	0.3%
Missed Trips	≤ 0.75%	0.44%	0.68%	0.32%	0.36%
Denials	≤ 0	0	1	0	3
On Time Performance (Access to Work)	≥ 94%	98.7%	98.7%	98.0%	98.4%

Call Performance

	Goal	Mar-21	Apr-21	May-21	YTD
<i>Reservations</i>					
Answered Calls		141,818	147,710	143,421	1,336,765
Average Initial Hold Time	≤ 120 sec	60	71	64	52
Calls On Hold > 5 Minutes	≤ 5%	2.5%	5.7%	3.0%	0.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		35,263	38,585	33,005	320,868
Average Initial Hold Time		46	60	48	42
Calls On Hold > 5 Minutes	≤ 10%	1.4%	3.4%	1.8%	1.5%

Complaints/Commendations

	Goal	Mar-21	Apr-21	May-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	3.7	2.7	2.4
Commendations Per 1,000 Trips		1.3	1.2	1.1	1.3

Safety

	Goal	Mar-21	Apr-21	May-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.04	0.40	0.24	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.69	0.55	0.62	0.52
Miles Between Road Calls	≥ 25,000	76,899	65,589	58,571	64,825

Antelope Valley Region Trip Performance

	Goal	Mar-21	Apr-21	May-21	YTD
Vehicle Trips		7,706	8,087	7,732	77,276
Passenger Trips		11,435	11,670	11,682	114,730
No Shows		2.2%	2.8%	2.5%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.1%	87.5%	92.7%	90.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.18%	0.41%	0.14%	0.22%
Excessively Long Trips	≤ 5%	0.1%	0.2%	1.6%	0.2%
Missed Trips	≤ 0.75%	0.60%	0.73%	0.61%	0.64%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	100.0%	99.7%

Call Performance

	Goal	Mar-21	Apr-21	May-21	YTD
<i>Reservations</i>					
Answered Calls		4,242	4,437	4,752	46,991
Average Initial Hold Time	≤ 120 sec	45	67	56	63
Calls On Hold > 5 Minutes	≤ 5%	1.8%	5.4%	4.4%	3.8%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,362	2,620	2,045	24,269
Average Initial Hold Time		80	88	86	78
Calls On Hold > 5 Minutes	≤ 10%	6.3%	6.8%	6.6%	5.2%

Complaints/Commendations

	Goal	Mar-21	Apr-21	May-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	3.5	3.2	3.1
Commendations Per 1,000 Trips		2.3	0.6	1.8	1.4

Safety

	Goal	Mar-21	Apr-21	May-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.86	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	3.05	1.52	0.86	0.79
Miles Between Road Calls	≥ 25,000	73,764	29,684	19,320	56,970

Contractual Requirement

Eastern Region

Trip Performance

	Goal	Mar-21	Apr-21	May-21	YTD
Vehicle Trips		40,735	43,104	43,448	393,778
Passenger Trips		50,642	54,566	56,125	490,086
No Shows		2.3%	2.6%	2.4%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	89.6%	89.1%	93.6%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.40%	0.10%	0.09%
Excessively Long Trips	≤ 5%	0.0%	0.1%	0.5%	0.1%
Missed Trips	≤ 0.75%	0.43%	0.78%	0.27%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	99.3%	96.9%	98.5%	98.9%

Call Performance

	Goal	Mar-21	Apr-21	May-21	YTD
<i>Reservations</i>					
Answered Calls		35,880	38,382	37,583	327,915
Average Initial Hold Time	≤ 120 sec	36	71	36	35
Calls On Hold > 5 Minutes	≤ 5%	2.3%	7.0%	2.2%	2.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,569	8,667	7,067	67,991
Average Initial Hold Time		13	36	19	19
Calls On Hold > 5 Minutes	≤ 10%	0.3%	2.3%	0.5%	0.8%

Complaints/Commendations

	Goal	Mar-21	Apr-21	May-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.8	2.2	2.4
Commendations Per 1,000 Trips		0.6	1.0	0.9	1.3

Safety

	Goal	Mar-21	Apr-21	May-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.41	0.30	0.08
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.74	0.24	0.78	0.56
Miles Between Road Calls	≥ 25,000	67,961	92,217	134,620	64,692

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Mar-21	Apr-21	May-21	YTD
Vehicle Trips		1,657	1,971	1,850	16,140
Passenger Trips		1,837	2,195	2,041	17,591
No Shows		1.5%	2.0%	1.7%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	94.7%	93.0%	93.7%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.20%	0.05%	0.05%
Excessively Long Trips	≤ 5%	0.1%	0.5%	0.9%	0.2%
Missed Trips	≤ 0.75%	0.55%	0.68%	0.41%	0.44%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Mar-21	Apr-21	May-21	YTD
<i>Reservations</i>					
Answered Calls		1,377	1,602	1,531	13,817
Average Initial Hold Time	≤ 120 sec	63	75	71	59
Calls On Hold > 5 Minutes	≤ 5%	3.6%	5.1%	5.2%	3.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		160	203	167	1,602
Average Initial Hold Time		42	77	63	53
Calls On Hold > 5 Minutes	≤ 10%	3.1%	4.4%	5.4%	3.9%

Complaints/Commendations

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

Safety

	Goal	Mar-21	Apr-21	May-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	*	*	*	151,553

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Mar-21	Apr-21	May-21	YTD
Vehicle Trips		21,976	23,052	23,043	212,505
Passenger Trips		26,937	28,784	29,219	263,385
No Shows		3.4%	3.2%	3.4%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	91.1%	90.3%	93.4%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.07%	0.09%	0.07%
Excessively Long Trips	≤ 5%	0.1%	0.5%	1.8%	0.3%
Missed Trips	≤ 0.75%	0.43%	0.50%	0.39%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	95.6%	97.5%

Call Performance

	Goal	Mar-21	Apr-21	May-21	YTD
<i>Reservations</i>					
Answered Calls		22,451	22,400	23,411	215,310
Average Initial Hold Time	≤ 120 sec	79	32	99	69
Calls On Hold > 5 Minutes	≤ 5%	2.0%	5.1%	4.0%	1.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,747	4,750	5,095	43,701
Average Initial Hold Time		68	29	77	58
Calls On Hold > 5 Minutes	≤ 10%	1.3%	2.6%	2.1%	1.1%

Complaints/Commendations

	Goal	Mar-21	Apr-21	May-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.6	2.9	3.1	3.0
Commendations Per 1,000 Trips		2.5	2.3	2.2	2.3

Safety

	Goal	Mar-21	Apr-21	May-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.41	0.00	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.47	0.61	0.39	0.27
Miles Between Road Calls	≥ 25,000	75,276	61,555	50,367	68,360

Contractual Requirement

Southern Region

Trip Performance

	Goal	Mar-21	Apr-21	May-21	YTD
Vehicle Trips		61,745	62,162	60,187	594,696
Passenger Trips		74,357	76,585	75,463	720,741
No Shows		2.1%	2.4%	2.3%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	90.6%	87.7%	92.2%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.04%	0.03%	0.01%
Excessively Long Trips	≤ 5%	0.0%	0.8%	3.8%	0.5%
Missed Trips	≤ 0.75%	0.37%	0.57%	0.32%	0.29%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 92%	99.3%	99.4%	98.0%	98.2%

Call Performance

	Goal	Mar-21	Apr-21	May-21	YTD
<i>Reservations</i>					
Answered Calls		52,833	54,330	51,520	502,097
Average Initial Hold Time	≤ 120 sec	80	90	83	63
Calls On Hold > 5 Minutes	≤ 5%	3.1%	4.3%	3.4%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,442	15,261	13,052	132,170
Average Initial Hold Time		65	89	60	51
Calls On Hold > 5 Minutes	≤ 10%	1.7%	4.0%	2.1%	1.6%

Complaints/Commendations

	Goal	Mar-21	Apr-21	May-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	3.2	2.7	1.9
Commendations Per 1,000 Trips		1.2	1.1	1.0	1.0

Safety

	Goal	Mar-21	Apr-21	May-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.11	0.57	0.38	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.51	0.45	0.61	0.49
Miles Between Road Calls	≥ 25,000	92,315	80,418	56,050	66,542

Contractual Requirement

West Central Region

Trip Performance

	Goal	Mar-21	Apr-21	May-21	YTD
Vehicle Trips		27,254	28,303	28,072	260,255
Passenger Trips		33,783	35,815	36,386	326,034
No Shows		3.1%	3.6%	3.2%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	89.0%	87.5%	93.8%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.25%	0.35%	0.08%	0.11%
Excessively Long Trips	≤ 5%	0.0%	0.4%	1.2%	0.2%
Missed Trips	≤ 0.75%	0.61%	0.92%	0.28%	0.39%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	100.0%	99.3%

Call Performance

	Goal	Mar-21	Apr-21	May-21	YTD
<i>Reservations</i>					
Answered Calls		25,035	26,559	24,624	230,635
Average Initial Hold Time	≤ 120 sec	36	68	34	35
Calls On Hold > 5 Minutes	≤ 5%	2.4%	7.4%	1.9%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,983	7,084	5,579	51,135
Average Initial Hold Time		14	38	17	20
Calls On Hold > 5 Minutes	≤ 5%	0.3%	2.7%	0.5%	0.8%

Complaints/Commendations

	Goal	Mar-21	Apr-21	May-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.0	5.5	3.1	3.2
Commendations Per 1,000 Trips		1.1	1.1	0.8	1.1

Safety

	Goal	Mar-21	Apr-21	May-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.21	0.00	0.06
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.46	0.90	0.60	0.73
Miles Between Road Calls	≥ 25,000	69,144	47,418	51,999	60,372

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Mar-21	Apr-21	May-21	YTD
Eligible Customers		129,242	128,033	126,433	126,433
Total ADA Evaluations Performed		3,189	3,033	3,097	32,856
Days From Application to Decision (avg)	≤ 21	5	5	10	6

In Person Evaluations

	Goal	Mar-21	Apr-21	May-21	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,718	1,870	1,929	17,946
Not Eligible		14	19	20	394
Total		1,732	1,889	1,949	18,340

Paper Evaluations

	Goal	Mar-21	Apr-21	May-21	YTD
Unrestricted		1,455	1,144	1,148	14,499
Restricted		0	0	0	0
Temporary		2	0	0	17
Not Eligible		0	0	0	0
Total		1,457	1,144	1,148	14,516

Appeals

	Goal	Mar-21	Apr-21	May-21	YTD
Appeals Performed		7	5	8	141
Days From Appeal to Decision (avg)	≤ 30	6	8	5	8

Customer Service

Phone Statistics

Customer Service

	Goal	Mar-21	Apr-21	May-21	YTD
Customer Service Calls		15,994	16,142	14,550	159,240
Average Initial Hold Time	≤ 180 sec	115	192	466	118
Calls On Hold > 5 Minutes	≤ 10%	12.3%	24.8%	58.4%	13.4%
Call Duration	≤ 300 sec	282	302	336	280
Calls Abandoned	≤ 10%	3.5%	6.3%	12.5%	3.9%

Operations Monitoring Center

	Goal	Mar-21	Apr-21	May-21	YTD
Customer Service Calls		4,177	4,449	3,199	40,430
Average Initial Hold Time	≤ 180 sec	48	102	170	52
Calls On Hold > 5 Minutes	≤ 10%	3.9%	11.6%	20.2%	4.6%
Call Duration	≤ 300 sec	347	376	397	348
Calls Abandoned	≤ 10%	3.5%	8.7%	14.8%	4.4%

Contractual Requirement

June 17, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR MAY 2021 - DRAFT

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

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

- ◆ Passengers: 44% over budget
- ◆ Contract Revenue Miles: 71% over budget
- ◆ Trips: 48% over budget
- ◆ Total Eligibility Evaluations: 4% over budget
- ◆ Average Trip Distance: over budget by 1.37 miles at 10.43 miles
- ◆ Total cost per Passenger (before depreciation): 26% under budget at \$75.72
- ◆ Administration Function is 8% under budget
- ◆ Eligibility Determination Function is 18% under budget
- ◆ Purchased Transportation Function is 10% over budget
- ◆ Paratransit Operations Function is 12% under budget

Attached are the following reports for your review:

- Statistical Comparison: MAY 2020 to MAY 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 May 2021

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	82.6%	\$120,861,968	\$109,494,033	\$11,367,935	10%	-8%
Paratransit Operations	8.8%	\$12,871,499	\$14,585,910	(\$1,714,411)	-12%	-13%
Eligibility Determination	3.5%	\$5,106,828	\$6,197,166	(\$1,090,338)	-18%	-19%
CTSA/Ride Information	0.4%	\$534,693	\$462,500	\$72,193	16%	28%
Administration	4.8%	\$6,961,875	\$7,555,391	(\$593,516)	-8%	4%
Total Exp before Depreciation		\$146,336,863	\$138,295,000	\$8,041,863	6%	-8%

Statistics – For the YTD Period Ended May 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	32,471	31,139	1,332	4%	-30%
Number of PAX	1,932,622	1,343,423	589,199	44%	-47%
Number of Contract Revenue Miles	16,220,729	9,499,213	6,721,516	71%	-37%
Number of Trips	1,554,709	1,048,699	506,010	48%	-45%
Average Trip Distance	10.43	9.06	1.37	15%	15%
Purchased Transportation Cost					
Cost per Trip	\$77.74	\$104.41	(\$26.67)	-26%	67%
Cost per PAX	\$62.54	\$81.50	(\$18.96)	-23%	72%
Cost per Contract Rev Mile	\$7.45	\$11.53	(\$4.08)	-35%	45%
Total Cost per Pax before Depreciation	\$75.72	\$102.94	(\$27.22)	-26%	71%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,594,849	\$3,288,348	\$1,306,501		
Other Revenue	\$328,669	\$505,122	(\$176,453)		
Total Revenue	\$4,923,518	\$3,793,470	\$1,130,048	30%	-47%
 Total Exp before Capital	 \$146,336,863	 \$138,295,000	 \$8,041,863	 6%	 -8%
Capital Expenditures					
Vehicles	\$1,211,260	\$10,200,000	(\$8,988,740)		
Other Capital Expenditures	\$1,496,021	\$3,000,000	(\$1,503,979)		
Total Capital Expenditures	\$2,707,281	\$13,200,000	(\$10,492,719)	-79%	-61%
 Over/(Under) Budget May 2021			 (\$2,450,856)		

YTD Cost Per Passenger before Depreciation and Capital Cost

