

Board Box

August 2021

Item #	Item	Staff	Page
1.	Key Performance Indicators - Jul 2021	V. Vu	2-11
2.	Financial Report - Jul 2021	H. Rodriguez	12-16

August 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	May-21	Jun-21	Jul-21	YTD
Vehicle Trips		164,333	173,998	182,955	182,955
Passenger Trips		210,917	223,657	234,138	234,138
Backup Trips		1	26	42	42
No Shows		2.6%	2.6%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	92.0%	91.3%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.06%	0.05%	0.05%
Excessively Long Trips	≤ 5%	2.1%	2.4%	2.6%	2.6%
Missed Trips	≤ 0.75%	0.32%	0.35%	0.37%	0.37%
Denials	≤ 0	0	1	0	0
On Time Performance (Access to Work)	≥ 94%	98.1%	98.0%	95.8%	95.8%

Call Performance

	Goal	May-21	Jun-21	Jul-21	YTD
<i>Reservations</i>					
Answered Calls		143,421	150,333	156,799	156,799
Average Initial Hold Time	≤ 120 sec	64	51	47	47
Calls On Hold > 5 Minutes	≤ 5%	3.0%	1.5%	1.5%	1.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		33,005	35,794	39,487	39,487
Average Initial Hold Time		48	44	40	40
Calls On Hold > 5 Minutes	≤ 10%	1.8%	1.3%	1.0%	1.0%

Complaints/Commendations

	Goal	May-21	Jun-21	Jul-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	3.0	3.4	3.4
Commendations Per 1,000 Trips		1.1	1.4	1.7	1.7

Safety

	Goal	May-21	Jun-21	Jul-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.24	0.31	0.33	0.33
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.62	0.27	0.72	0.72
Miles Between Road Calls	≥ 25,000	58,562	56,741	59,933	59,933

Antelope Valley Region Trip Performance

	Goal	May-21	Jun-21	Jul-21	YTD
Vehicle Trips		7,732	8,005	7,919	7,919
Passenger Trips		11,682	12,181	11,317	11,317
No Shows		2.5%	2.5%	2.7%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	92.7%	93.3%	91.0%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.09%	0.19%	0.19%
Excessively Long Trips	≤ 5%	1.6%	1.6%	1.7%	1.7%
Missed Trips	≤ 0.75%	0.61%	0.67%	0.75%	0.75%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	100.0%	100.0%

Call Performance

	Goal	May-21	Jun-21	Jul-21	YTD
<i>Reservations</i>					
Answered Calls		4,752	4,807	5,452	5,452
Average Initial Hold Time	≤ 120 sec	56	71	145	145
Calls On Hold > 5 Minutes	≤ 5%	4.4%	6.5%	14.7%	14.7%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,045	1,891	2,028	2,028
Average Initial Hold Time		86	80	95	95
Calls On Hold > 5 Minutes	≤ 10%	6.6%	5.7%	7.1%	7.1%

Complaints/Commendations

	Goal	May-21	Jun-21	Jul-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	3.4	4.4	4.4
Commendations Per 1,000 Trips		1.8	0.1	1.5	1.5

Safety

	Goal	May-21	Jun-21	Jul-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.86	0.00	1.68	1.68
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.86	0.00	0.42	0.42
Miles Between Road Calls	≥ 25,000	19,320	59,681	19,833	19,833

Contractual Requirement

Eastern Region

Trip Performance

	Goal	May-21	Jun-21	Jul-21	YTD
Vehicle Trips		43,448	46,889	50,221	50,221
Passenger Trips		56,125	60,644	64,951	64,951
No Shows		2.4%	2.5%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	93.6%	92.3%	91.3%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.12%	0.08%	0.08%
Excessively Long Trips	≤ 5%	0.5%	0.6%	0.7%	0.7%
Missed Trips	≤ 0.75%	0.27%	0.34%	0.35%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	98.7%	97.0%	95.9%	95.9%

Call Performance

	Goal	May-21	Jun-21	Jul-21	YTD
<i>Reservations</i>					
Answered Calls		37,583	39,803	42,137	42,137
Average Initial Hold Time	≤ 120 sec	36	22	20	20
Calls On Hold > 5 Minutes	≤ 5%	2.2%	0.4%	0.4%	0.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,067	7,982	8,794	8,794
Average Initial Hold Time		19	12	12	12
Calls On Hold > 5 Minutes	≤ 10%	0.5%	0.2%	0.3%	0.3%

Complaints/Commendations

	Goal	May-21	Jun-21	Jul-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.6	3.2	3.2
Commendations Per 1,000 Trips		0.9	1.7	1.7	1.7

Safety

	Goal	May-21	Jun-21	Jul-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.30	0.72	0.42	0.42
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.78	0.32	1.14	1.14
Miles Between Road Calls	≥ 25,000	134,496	87,280	103,198	103,198

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	May-21	Jun-21	Jul-21	YTD
Vehicle Trips		1,850	2,080	1,978	1,978
Passenger Trips		2,041	2,226	2,148	2,148
No Shows		1.7%	1.9%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	93.3%	93.9%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.09%	0.00%	0.00%
Excessively Long Trips	≤ 5%	0.9%	1.8%	1.1%	1.1%
Missed Trips	≤ 0.75%	0.41%	0.52%	0.52%	0.52%
Denials	≤ 0	0	1	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	May-21	Jun-21	Jul-21	YTD
<i>Reservations</i>					
Answered Calls		1,531	1,688	1,544	1,544
Average Initial Hold Time	≤ 120 sec	71	64	79	79
Calls On Hold > 5 Minutes	≤ 5%	5.2%	3.6%	6.2%	6.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		167	162	145	145
Average Initial Hold Time		63	80	95	95
Calls On Hold > 5 Minutes	≤ 10%	5.4%	5.6%	4.1%	4.1%

Complaints/Commendations

	Goal	May-21	Jun-21	Jul-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	1.8	0.5	0.5
Commendations Per 1,000 Trips		0.0	0.0	0.5	0.5

Safety

	Goal	May-21	Jun-21	Jul-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	*	17,120	*	*

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	May-21	Jun-21	Jul-21	YTD
Vehicle Trips		23,043	24,347	25,921	25,921
Passenger Trips		29,219	30,911	33,012	33,012
No Shows		3.4%	3.1%	3.0%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	91.0%	92.3%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	1.8%	2.3%	2.4%	2.4%
Missed Trips	≤ 0.75%	0.39%	0.44%	0.34%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.6%	92.2%	89.9%	89.9%

Call Performance

	Goal	May-21	Jun-21	Jul-21	YTD
<i>Reservations</i>					
Answered Calls		23,411	24,961	25,178	25,178
Average Initial Hold Time	≤ 120 sec	99	99	96	96
Calls On Hold > 5 Minutes	≤ 5%	4.0%	4.0%	3.4%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,095	5,666	5,607	5,607
Average Initial Hold Time		77	69	72	72
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.4%	1.1%	1.1%

Complaints/Commendations

	Goal	May-21	Jun-21	Jul-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.1	3.8	3.6	3.6
Commendations Per 1,000 Trips		2.2	2.0	1.8	1.8

Safety

	Goal	May-21	Jun-21	Jul-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.21	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.39	0.27	0.80	0.80
Miles Between Road Calls	≥ 25,000	50,470	46,165	78,473	78,473

Contractual Requirement

Southern Region Trip Performance

	Goal	May-21	Jun-21	Jul-21	YTD
Vehicle Trips		60,187	62,969	66,070	66,070
Passenger Trips		75,463	78,970	82,584	82,584
No Shows		2.3%	2.3%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	91.8%	90.8%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.02%	0.03%	0.03%
Excessively Long Trips	≤ 5%	3.8%	4.3%	4.7%	4.7%
Missed Trips	≤ 0.75%	0.32%	0.27%	0.34%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	98.0%	99.5%	96.2%	96.2%

Call Performance

	Goal	May-21	Jun-21	Jul-21	YTD
<i>Reservations</i>					
Answered Calls		51,520	52,759	55,346	55,346
Average Initial Hold Time	≤ 120 sec	83	62	48	48
Calls On Hold > 5 Minutes	≤ 5%	3.4%	1.1%	0.6%	0.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		13,052	14,110	16,474	16,474
Average Initial Hold Time		60	59	47	47
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.7%	0.8%	0.8%

Complaints/Commendations

	Goal	May-21	Jun-21	Jul-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.8	3.3	3.3
Commendations Per 1,000 Trips		1.0	1.2	1.8	1.8

Safety

	Goal	May-21	Jun-21	Jul-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.38	0.23	0.32	0.32
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.61	0.26	0.46	0.46
Miles Between Road Calls	≥ 25,000	56,050	62,858	57,748	57,748

Contractual Requirement

West Central Region

Trip Performance

	Goal	May-21	Jun-21	Jul-21	YTD
Vehicle Trips		28,072	29,682	30,804	30,804
Passenger Trips		36,386	38,699	40,084	40,084
No Shows		3.2%	3.4%	3.6%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	93.8%	92.3%	91.5%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.05%	0.06%	0.06%
Excessively Long Trips	≤ 5%	1.2%	1.5%	1.6%	1.6%
Missed Trips	≤ 0.75%	0.28%	0.38%	0.39%	0.39%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	100.0%	100.0%

Call Performance

	Goal	May-21	Jun-21	Jul-21	YTD
<i>Reservations</i>					
Answered Calls		24,624	26,315	27,142	27,142
Average Initial Hold Time	≤ 120 sec	34	21	20	20
Calls On Hold > 5 Minutes	≤ 5%	1.9%	0.3%	0.4%	0.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,579	5,983	6,439	6,439
Average Initial Hold Time		17	12	13	13
Calls On Hold > 5 Minutes	≤ 5%	0.5%	0.2%	0.4%	0.4%

Complaints/Commendations

	Goal	May-21	Jun-21	Jul-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.1	3.4	3.8	3.8
Commendations Per 1,000 Trips		0.8	1.6	1.8	1.8

Safety

	Goal	May-21	Jun-21	Jul-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.23	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.60	0.29	0.62	0.62
Miles Between Road Calls	≥ 25,000	51,990	39,426	44,404	44,404

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	May-21	Jun-21	Jul-21	YTD
Eligible Customers		126,433	125,192	124,335	124,335
Total ADA Evaluations Performed		3,097	3,736	4,354	4,354
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	May-21	Jun-21	Jul-21	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,929	2,222	2,966	2,966
Not Eligible		20	25	25	25
Total		1,949	2,247	2,991	2,991

Paper Evaluations

	Goal	May-21	Jun-21	Jul-21	YTD
Unrestricted		1,148	1,489	1,360	1,360
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,148	1,489	1,360	1,360

Appeals

	Goal	May-21	Jun-21	Jul-21	YTD
Appeals Performed		8	3	7	7
Days From Appeal to Decision (avg)	≤ 30	5	11	4	4

Customer Service

Phone Statistics

Customer Service

	Goal	May-21	Jun-21	Jul-21	YTD
Customer Service Calls		14,550	18,985	20,627	20,627
Average Initial Hold Time	≤ 180 sec	466	266	62	62
Calls On Hold > 5 Minutes	≤ 10%	58.4%	29.6%	5.7%	5.7%
Call Duration	≤ 300 sec	336	334	319	319
Calls Abandoned	≤ 10%	12.5%	9.5%	2.0%	2.0%

Operations Monitoring Center

	Goal	May-21	Jun-21	Jul-21	YTD
Customer Service Calls		3,199	3,641	4,599	4,599
Average Initial Hold Time	≤ 180 sec	170	109	44	44
Calls On Hold > 5 Minutes	≤ 10%	20.2%	11.2%	2.7%	2.7%
Call Duration	≤ 300 sec	397	385	390	390
Calls Abandoned	≤ 10%	14.8%	9.4%	2.6%	2.6%

Contractual Requirement

August 24, 2021

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: FINANCIAL REPORT FOR JULY 2021 - DRAFT

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

DRAFT FY 2021/2022 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 18% over budget
- ◆ Contract Revenue Miles: 7% over budget
- ◆ Trips: 18% over budget
- ◆ Total Eligibility Evaluations: 25% over budget
- ◆ Average Trip Distance: under budget by 0.93 miles at 9.59 miles
- ◆ Total cost per Passenger (before depreciation): 22% under budget at \$55.37
- ◆ Administration Function is 15% under budget
- ◆ Eligibility Determination Function is 22% under budget
- ◆ Purchased Transportation Function is 7% under budget
- ◆ Paratransit Operations Function is 5% under budget

Attached are the following reports for your review:

- Statistical Comparison: JULY 2020 to JULY 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 July 2021

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81.4%	\$10,555,150	\$11,374,258	(\$819,108)	-7%	0%
Paratransit Operations	9.8%	\$1,265,921	\$1,325,671	(\$59,750)	-5%	14%
Eligibility Determination	3.7%	\$478,091	\$613,111	(\$135,020)	-22%	4%
CTSA/Ride Information	0.3%	\$42,491	\$45,104	(\$2,613)	-6%	10%
Administration	4.8%	\$623,234	\$732,896	(\$109,662)	-15%	-4%
Total Exp before Depreciation		\$12,964,887	\$14,091,040	(\$1,126,153)	-8%	1%

Statistics – For the YTD Period Ended July 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	4,342	3,474	868	25%	113%
Number of PAX	234,138	197,880	36,258	18%	54%
Number of Contract Revenue Miles	1,754,602	1,637,087	117,515	7%	37%
Number of Trips	182,955	155,661	27,294	18%	50%
Average Trip Distance	9.59	10.52	(0.93)	-9%	-8%
Purchased Transportation Cost					
Cost per Trip	\$57.69	\$73.07	(\$15.38)	-21%	-34%
Cost per PAX	\$45.08	\$57.48	(\$12.40)	-22%	-35%
Cost per Contract Rev Mile	\$6.02	\$6.95	(\$0.93)	-13%	-27%
Total Cost per Pax before Depreciation	\$55.37	\$71.21	(\$15.84)	-22%	-35%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$539,302	\$432,007	\$107,295		
Other Revenue	\$5,654	\$58,071	(\$52,417)		
Total Revenue	\$544,956	\$490,078	\$54,878	11%	46%
 Total Exp before Capital	 \$12,964,887	 \$14,091,040	 (\$1,126,153)	 -8%	 1%
Capital Expenditures					
Vehicles	\$0	\$2,550,000	(\$2,550,000)		
Other Capital Expenditures	\$12,704	\$0	\$12,704		
Total Capital Expenditures	\$12,704	\$2,550,000	(\$2,537,296)	-100%	-99%
 Over/(Under) Budget July 2021			 (\$3,663,449)		

YTD Cost Per Passenger before Depreciation and Capital Cost

