

Board Box

September 2021

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September 23, 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	Jun-21	Jul-21	Aug-21	YTD
Vehicle Trips		173,998	182,955	185,754	368,709
Passenger Trips		223,657	234,138	236,846	470,984
Backup Trips		26	42	0	42
No Shows		2.6%	2.8%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	91.3%	90.9%	91.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.05%	0.06%	0.05%
Excessively Long Trips	≤ 5%	2.4%	2.6%	3.0%	2.8%
Missed Trips	≤ 0.75%	0.35%	0.38%	0.43%	0.40%
Denials	≤ 0	1	0	1	1
On Time Performance (Access to Work)	≥ 94%	98.1%	97.0%	96.6%	96.8%

Call Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
<i>Reservations</i>					
Answered Calls		150,333	156,799	159,812	316,611
Average Initial Hold Time	≤ 120 sec	51	47	54	50
Calls On Hold > 5 Minutes	≤ 5%	1.5%	1.5%	2.4%	1.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		35,794	39,487	39,910	79,397
Average Initial Hold Time		44	40	42	41
Calls On Hold > 5 Minutes	≤ 10%	1.3%	1.0%	1.5%	1.2%

Complaints/Commendations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.4	3.5	3.5
Commendations Per 1,000 Trips		1.4	1.7	1.4	1.6

Safety

	Goal	Jun-21	Jul-21	Aug-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.31	0.33	0.22	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.27	0.67	0.85	0.76
Miles Between Road Calls	≥ 25,000	56,741	59,937	56,495	58,161

Antelope Valley Region Trip Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
Vehicle Trips		8,005	7,919	8,340	16,259
Passenger Trips		12,181	11,317	12,242	23,559
No Shows		2.5%	2.7%	2.2%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	91.0%	87.0%	89.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.19%	0.27%	0.23%
Excessively Long Trips	≤ 5%	1.6%	1.7%	2.2%	1.9%
Missed Trips	≤ 0.75%	0.67%	0.75%	0.97%	0.86%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	97.4%	98.7%

Call Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
<i>Reservations</i>					
Answered Calls		4,807	5,452	5,203	10,655
Average Initial Hold Time	≤ 120 sec	71	145	72	109
Calls On Hold > 5 Minutes	≤ 5%	6.5%	14.7%	6.3%	10.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		1,891	2,028	2,479	4,507
Average Initial Hold Time		80	95	99	97
Calls On Hold > 5 Minutes	≤ 10%	5.7%	7.1%	8.8%	8.0%

Complaints/Commendations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.4	4.4	4.3	4.4
Commendations Per 1,000 Trips		0.1	1.5	0.5	1.0

Safety

	Goal	Jun-21	Jul-21	Aug-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	1.68	0.00	0.84
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.42	0.83	0.63
Miles Between Road Calls	≥ 25,000	59,681	19,833	20,052	19,943

Contractual Requirement

Eastern Region Trip Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
Vehicle Trips		46,889	50,221	50,335	100,556
Passenger Trips		60,644	64,951	64,760	129,711
No Shows		2.5%	2.8%	2.5%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	91.3%	90.3%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.08%	0.03%	0.06%
Excessively Long Trips	≤ 5%	0.6%	0.7%	0.9%	0.8%
Missed Trips	≤ 0.75%	0.34%	0.35%	0.37%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	96.0%	96.4%	94.8%	95.5%

Call Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
<i>Reservations</i>					
Answered Calls		39,803	42,137	41,913	84,050
Average Initial Hold Time	≤ 120 sec	22	20	22	21
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.4%	0.5%	0.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,982	8,794	8,987	17,781
Average Initial Hold Time		12	12	13	13
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.3%	0.2%	0.2%

Complaints/Commendations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	3.2	2.7	3.0
Commendations Per 1,000 Trips		1.7	1.7	1.4	1.5

Safety

	Goal	Jun-21	Jul-21	Aug-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.72	0.42	0.14	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.32	1.14	0.73	0.94
Miles Between Road Calls	≥ 25,000	87,280	103,198	65,094	79,912

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
Vehicle Trips		2,080	1,978	2,283	4,261
Passenger Trips		2,226	2,148	2,492	4,640
No Shows		1.9%	2.1%	2.2%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	93.9%	89.1%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.00%	0.47%	0.25%
Excessively Long Trips	≤ 5%	1.8%	1.1%	1.8%	1.5%
Missed Trips	≤ 0.75%	0.52%	0.68%	1.92%	1.34%
Denials	≤ 0	1	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
<i>Reservations</i>					
Answered Calls		1,688	1,544	1,796	3,340
Average Initial Hold Time	≤ 120 sec	64	79	118	100
Calls On Hold > 5 Minutes	≤ 5%	3.6%	6.2%	9.0%	7.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		162	145	260	405
Average Initial Hold Time		80	95	93	94
Calls On Hold > 5 Minutes	≤ 10%	5.6%	4.1%	6.9%	5.9%

Complaints/Commendations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	0.5	1.7	1.2
Commendations Per 1,000 Trips		0.0	0.5	0.0	0.2

Safety

	Goal	Jun-21	Jul-21	Aug-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	Jun-21	Jul-21	Aug-21	YTD
Vehicle Trips		24,347	25,921	26,505	52,426
Passenger Trips		30,911	33,012	33,559	66,571
No Shows		3.1%	3.0%	3.5%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	91.0%	92.3%	91.9%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.02%	0.02%
Excessively Long Trips	≤ 5%	2.3%	2.4%	2.5%	2.4%
Missed Trips	≤ 0.75%	0.44%	0.34%	0.44%	0.39%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100%	98.1%	97.5%	97.8%

Call Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
<i>Reservations</i>					
Answered Calls		24,961	25,178	26,542	51,720
Average Initial Hold Time	≤ 120 sec	99	96	110	103
Calls On Hold > 5 Minutes	≤ 5%	4.0%	3.4%	8.6%	6.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,666	5,607	5,869	11,476
Average Initial Hold Time		69	72	67	69
Calls On Hold > 5 Minutes	≤ 10%	1.4%	1.1%	2.2%	1.7%

Complaints/Commendations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.8	3.6	4.0	3.8
Commendations Per 1,000 Trips		2.0	1.8	1.3	1.6

Safety

	Goal	Jun-21	Jul-21	Aug-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.21	0.21	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.27	0.80	0.42	0.61
Miles Between Road Calls	≥ 25,000	46,165	78,473	67,677	72,660

Contractual Requirement

Southern Region

Trip Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
Vehicle Trips		62,969	66,070	67,142	133,212
Passenger Trips		78,970	82,584	83,042	165,626
No Shows		2.3%	2.4%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	90.8%	91.9%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.03%	0.02%	0.02%
Excessively Long Trips	≤ 5%	4.3%	4.7%	5.3%	5.0%
Missed Trips	≤ 0.75%	0.27%	0.34%	0.31%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	99.1%	96.3%	98.8%	97.6%

Call Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
<i>Reservations</i>					
Answered Calls		52,759	55,346	55,978	111,324
Average Initial Hold Time	≤ 120 sec	62	48	62	55
Calls On Hold > 5 Minutes	≤ 5%	1.1%	0.6%	1.2%	0.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,110	16,474	15,789	32,263
Average Initial Hold Time		59	47	51	49
Calls On Hold > 5 Minutes	≤ 10%	1.7%	0.8%	1.1%	1.0%

Complaints/Commendations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.3	3.4	3.3
Commendations Per 1,000 Trips		1.2	1.8	1.6	1.7

Safety

	Goal	Jun-21	Jul-21	Aug-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.32	0.32	0.32
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.26	0.30	1.21	0.76
Miles Between Road Calls	≥ 25,000	62,858	57,753	71,250	63,804

Contractual Requirement

West Central Region

Trip Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
Vehicle Trips		29,682	30,804	31,149	61,953
Passenger Trips		38,699	40,084	40,751	80,835
No Shows		3.4%	3.6%	3.7%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	91.5%	90.1%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.06%	0.13%	0.10%
Excessively Long Trips	≤ 5%	1.5%	1.6%	2.0%	1.8%
Missed Trips	≤ 0.75%	0.38%	0.39%	0.49%	0.44%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 91%	97.5%	100.0%	95.7%	97.5%

Call Performance

	Goal	Jun-21	Jul-21	Aug-21	YTD
<i>Reservations</i>					
Answered Calls		26,315	27,142	28,380	55,522
Average Initial Hold Time	≤ 120 sec	21	20	22	21
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.4%	0.5%	0.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,983	6,439	6,526	12,965
Average Initial Hold Time		12	13	15	14
Calls On Hold > 5 Minutes	≤ 5%	0.2%	0.4%	0.3%	0.3%

Complaints/Commendations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.4	3.8	4.2	4.0
Commendations Per 1,000 Trips		1.6	1.8	1.7	1.7

Safety

	Goal	Jun-21	Jul-21	Aug-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.00	0.22	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.29	0.62	0.77	0.69
Miles Between Road Calls	≥ 25,000	39,426	44,404	41,416	42,839

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jun-21	Jul-21	Aug-21	YTD
Eligible Customers		125,192	124,335	122,994	122,994
Total ADA Evaluations Performed		3,736	4,351	4,800	9,151
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		2,222	2,966	3,394	6,360
Not Eligible		25	25	39	64
Total		2,247	2,991	3,433	6,424

Paper Evaluations

	Goal	Jun-21	Jul-21	Aug-21	YTD
Unrestricted		1,489	1,360	1,367	2,727
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,489	1,360	1,367	2,727

Appeals

	Goal	Jun-21	Jul-21	Aug-21	YTD
Appeals Performed		3	7	5	12
Days From Appeal to Decision (avg)	≤ 30	11	4	10	7

Customer Service

Phone Statistics

Customer Service

	Goal	Jun-21	Jul-21	Aug-21	YTD
Customer Service Calls		18,985	20,627	22,695	43,322
Average Initial Hold Time	≤ 180 sec	266	62	99	82
Calls On Hold > 5 Minutes	≤ 10%	29.6%	5.7%	11.5%	8.7%
Call Duration	≤ 300 sec	334	319	305	312
Calls Abandoned	≤ 10%	9.5%	2.0%	3.3%	2.7%

Operations Monitoring Center

	Goal	Jun-21	Jul-21	Aug-21	YTD
Customer Service Calls		3,641	4,599	4,870	9,469
Average Initial Hold Time	≤ 180 sec	109	44	64	54
Calls On Hold > 5 Minutes	≤ 10%	11.2%	2.7%	5.7%	4.3%
Call Duration	≤ 300 sec	385	390	353	371
Calls Abandoned	≤ 10%	9.4%	2.6%	5.1%	3.9%

Contractual Requirement

September 20, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR AUGUST 2021 - DRAFT

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

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

- ◆ Passengers: 7% over budget
- ◆ Contract Revenue Miles: 4% under budget
- ◆ Trips: 6% over budget
- ◆ Total Eligibility Evaluations: 32% over budget
- ◆ Average Trip Distance: under budget by 1.00 miles at 9.52 miles
- ◆ Total cost per Passenger (before depreciation): 19% under budget at \$55.30
- ◆ Administration Function is 20% under budget
- ◆ Eligibility Determination Function is 11% under budget
- ◆ Purchased Transportation Function is 13% under budget
- ◆ Paratransit Operations Function is 9% under budget

Attached are the following reports for your review:

- Statistical Comparison: AUGUST 2020 to AUGUST 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 August 2021

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81.7%	\$21,276,066	\$24,559,800	(\$3,283,734)	-13%	2%
Paratransit Operations	9.3%	\$2,431,787	\$2,668,009	(\$236,222)	-9%	-1%
Eligibility Determination	4.1%	\$1,072,250	\$1,200,768	(\$128,518)	-11%	16%
CTSA/Ride Information	0.3%	\$89,865	\$90,207	(\$342)	0%	9%
Administration	4.5%	\$1,177,740	\$1,464,793	(\$287,053)	-20%	-1%
Total Exp before Depreciation		\$26,047,708	\$29,983,577	(\$3,935,869)	-13%	2%

Statistics – For the YTD Period Ended August 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	9,115	6,901	2,214	32%	87%
Number of PAX	470,984	441,146	29,838	7%	51%
Number of Contract Revenue Miles	3,509,464	3,649,668	(140,204)	-4%	34%
Number of Trips	368,709	347,026	21,683	6%	47%
Average Trip Distance	9.52	10.52	(1.00)	-9%	-9%
Purchased Transportation Cost					
Cost per Trip	\$57.70	\$70.77	(\$13.07)	-18%	-30%
Cost per PAX	\$45.17	\$55.67	(\$10.50)	-19%	-32%
Cost per Contract Rev Mile	\$6.06	\$6.73	(\$0.67)	-10%	-24%
Total Cost per Pax before Depreciation	\$55.30	\$67.97	(\$12.67)	-19%	-32%

Budget Results for FY 2021/2022

For YTD Period Ending August 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$1,047,639	\$963,102	\$84,537		
Other Revenue	\$11,106	\$117,934	(\$106,828)		
Total Revenue	\$1,058,745	\$1,081,036	(\$22,291)	-2%	28%
Total Exp before Capital	\$26,047,708	\$29,983,577	(\$3,935,869)	-13%	2%
Capital Expenditures					
Vehicles	\$0	\$5,564,500	(\$5,564,500)		
Other Capital Expenditures	\$233,433	\$0	\$233,433		
Total Capital Expenditures	\$233,433	\$5,564,500	(\$5,331,067)	-96%	-88%
Over/(Under) Budget August 2021			(\$9,266,936)		

YTD Cost Per Passenger before Depreciation and Capital Cost

