



Access Services
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Board Box

November 2021

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|---------------|---------------------------------------|--------------|-------------|
| 1. | Key Performance Indicators - Oct 2021 | V. Vu | 2-11 |
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November 30, 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 | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------------------|---------|---------|---------|---------|---------|
| Vehicle Trips | | 185,754 | 185,872 | 196,752 | 751,333 |
| Passenger Trips | | 236,846 | 236,162 | 249,607 | 956,753 |
| Backup Trips | | 0 | 0 | 0 | 42 |
| No Shows | | 2.8% | 2.7% | 2.7% | 2.7% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.9% | 90.3% | 89.8% | 90.6% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.06% | 0.09% | 0.06% | 0.06% |
| Excessively Long Trips | ≤ 5% | 3.0% | 3.3% | 3.5% | 3.1% |
| Missed Trips | ≤ 0.75% | 0.43% | 0.47% | 0.45% | 0.43% |
| Denials | ≤ 0 | 1 | 1 | 0 | 2 |
| On Time Performance (Access to Work) | ≥ 94% | 96.6% | 97.0% | 96.6% | 96.8% |

Call Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---|-----------|---------|---------|---------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 159,812 | 155,740 | 157,599 | 630,088 |
| Average Initial Hold Time | ≤ 120 sec | 54 | 57 | 59 | 54 |
| Calls On Hold > 5 Minutes | ≤ 5% | 2.4% | 1.9% | 2.7% | 2.1% |
| | | | | | |
| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
| Answered Calls | | 39,910 | 41,011 | 43,152 | 163,642 |
| Average Initial Hold Time | | 42 | 45 | 46 | 43 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.5% | 1.9% | 1.9% | 1.6% |

Complaints/Commendations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.5 | 3.4 | 2.7 | 3.3 |
| Commendations Per 1,000 Trips | | 1.4 | 1.3 | 1.3 | 1.4 |

Safety

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.22 | 0.15 | 0.14 | 0.21 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.85 | 0.50 | 0.78 | 0.70 |
| Miles Between Road Calls | ≥ 25,000 | 56,495 | 68,718 | 66,077 | 62,475 |

Antelope Valley Region Trip Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------------------|---------|--------|--------|--------|--------|
| Vehicle Trips | | 8,340 | 8,203 | 8,579 | 33,041 |
| Passenger Trips | | 12,242 | 12,136 | 12,411 | 48,106 |
| No Shows | | 2.2% | 2.5% | 2.3% | 2.4% |
| On Time Performance (Next Day Trips) | ≥ 91% | 87.0% | 85.0% | 88.1% | 87.7% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.27% | 0.49% | 0.12% | 0.26% |
| Excessively Long Trips | ≤ 5% | 2.2% | 2.5% | 2.0% | 2.1% |
| Missed Trips | ≤ 0.75% | 0.97% | 1.15% | 1.29% | 1.04% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 92% | 97.4% | 100.0% | 100.0% | 99.3% |

Call Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 5,203 | 5,236 | 5,190 | 21,081 |
| Average Initial Hold Time | ≤ 120 sec | 72 | 183 | 111 | 128 |
| Calls On Hold > 5 Minutes | ≤ 5% | 6.3% | 5.7% | 9.1% | 9.0% |

| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
|---|-------|-------|-------|-------|--------|
| Answered Calls | | 2,479 | 2,860 | 2,861 | 10,228 |
| Average Initial Hold Time | | 99 | 102 | 114 | 103 |
| Calls On Hold > 5 Minutes | ≤ 10% | 8.8% | 7.7% | 8.9% | 8.2% |

Complaints/Commendations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 4.3 | 4.5 | 3.0 | 4.1 |
| Commendations Per 1,000 Trips | | 0.5 | 0.1 | 0.7 | 0.7 |

Safety

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.00 | 0.00 | 0.41 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.83 | 1.07 | 2.30 | 1.18 |
| Miles Between Road Calls | ≥ 25,000 | 20,052 | 29,266 | 65,290 | 27,053 |

Contractual Requirement

Eastern Region Trip Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 50,335 | 50,403 | 53,388 | 204,347 |
| Passenger Trips | | 64,760 | 64,532 | 68,376 | 262,619 |
| No Shows | | 2.5% | 2.3% | 2.5% | 2.5% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.3% | 89.6% | 88.4% | 89.9% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.03% | 0.07% | 0.07% | 0.06% |
| Excessively Long Trips | ≤ 5% | 0.9% | 1.0% | 1.2% | 0.9% |
| Missed Trips | ≤ 0.75% | 0.37% | 0.37% | 0.42% | 0.38% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 95% | 94.8% | 95.1% | 95.4% | 95.4% |

Call Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 41,913 | 39,021 | 35,349 | 158,420 |
| Average Initial Hold Time | ≤ 120 sec | 22 | 21 | 21 | 21 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.5% | 0.2% | 0.5% | 0.4% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|-------|-------|--------|--------|
| Answered Calls | | 8,987 | 9,854 | 10,604 | 38,239 |
| Average Initial Hold Time | | 13 | 13 | 15 | 13 |
| Calls On Hold > 5 Minutes | ≤ 10% | 0.2% | 0.1% | 0.1% | 0.2% |

Complaints/Commendations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.7 | 3.0 | 2.4 | 2.8 |
| Commendations Per 1,000 Trips | | 1.4 | 0.9 | 1.1 | 1.3 |

Safety

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.14 | 0.28 | 0.13 | 0.24 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.73 | 0.32 | 0.67 | 0.72 |
| Miles Between Road Calls | ≥ 25,000 | 65,094 | 70,282 | 74,431 | 75,784 |

Contractual Requirement

Santa Clarita Region Trip Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------------------|---------|--------|--------|--------|-------|
| Vehicle Trips | | 2,283 | 2,198 | 2,347 | 8,806 |
| Passenger Trips | | 2,492 | 2,390 | 2,499 | 9,529 |
| No Shows | | 2.2% | 2.4% | 2.2% | 2.2% |
| On Time Performance (Next Day Trips) | ≥ 91% | 89.1% | 85.7% | 94.7% | 90.8% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.47% | 1.27% | 0.08% | 0.46% |
| Excessively Long Trips | ≤ 5% | 1.8% | 3.3% | 1.8% | 2.1% |
| Missed Trips | ≤ 0.75% | 1.92% | 3.15% | 0.51% | 1.60% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 94% | - | - | - | - |

Call Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------|-----------|--------|--------|--------|-------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 1,796 | 1,504 | 1,968 | 6,950 |
| Average Initial Hold Time | ≤ 120 sec | 118 | 85 | 63 | 86 |
| Calls On Hold > 5 Minutes | ≤ 5% | 9.0% | 4.6% | 3.4% | 5.7% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|------|-------|------|-------|
| Answered Calls | | 260 | 314 | 218 | 1,019 |
| Average Initial Hold Time | | 93 | 121 | 70 | 102 |
| Calls On Hold > 5 Minutes | ≤ 10% | 6.9% | 10.8% | 5.5% | 8.2% |

Complaints/Commendations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.7 | 0.0 | 0.8 | 0.8 |
| Commendations Per 1,000 Trips | | 0.0 | 0.0 | 0.4 | 0.2 |

Safety

| | Goal | Aug-21 | Sep-21 | Oct-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 | * | * | * | * |

Contractual Requirement

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

Northern Region Trip Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 26,505 | 26,645 | 28,754 | 107,825 |
| Passenger Trips | | 33,559 | 33,634 | 36,210 | 136,415 |
| No Shows | | 3.5% | 3.3% | 3.3% | 3.3% |
| On Time Performance (Next Day Trips) | ≥ 91% | 91.9% | 91.7% | 88.8% | 91.1% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.02% | 0.02% | 0.07% | 0.03% |
| Excessively Long Trips | ≤ 5% | 2.5% | 2.5% | 3.0% | 2.6% |
| Missed Trips | ≤ 0.75% | 0.44% | 0.40% | 0.55% | 0.44% |
| Denials | ≤ 0 | 0 | 1 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | 97.5% | 99.2% | 97.8% | 98.2% |

Call Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 26,542 | 26,458 | 25,568 | 103,746 |
| Average Initial Hold Time | ≤ 120 sec | 110 | 85 | 93 | 96 |
| Calls On Hold > 5 Minutes | ≤ 5% | 8.6% | 4.1% | 5.8% | 5.5% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 5,869 | 5,730 | 5,907 | 23,113 |
| Average Initial Hold Time | | 67 | 63 | 71 | 68 |
| Calls On Hold > 5 Minutes | ≤ 10% | 2.2% | 1.8% | 2.6% | 1.9% |

Complaints/Commendations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 4.0 | 3.6 | 2.8 | 3.5 |
| Commendations Per 1,000 Trips | | 1.3 | 1.5 | 1.0 | 1.4 |

Safety

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.21 | 0.00 | 0.00 | 0.10 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.42 | 0.81 | 0.60 | 0.65 |
| Miles Between Road Calls | ≥ 25,000 | 67,677 | 77,639 | 71,405 | 73,821 |

Contractual Requirement

Southern Region Trip Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 67,142 | 67,487 | 71,058 | 271,757 |
| Passenger Trips | | 83,042 | 83,211 | 87,911 | 336,748 |
| No Shows | | 2.4% | 2.4% | 2.3% | 2.4% |
| On Time Performance (Next Day Trips) | ≥ 91% | 91.9% | 91.4% | 91.7% | 91.5% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.02% | 0.03% | 0.02% | 0.02% |
| Excessively Long Trips | ≤ 5% | 5.3% | 6.1% | 5.9% | 5.5% |
| Missed Trips | ≤ 0.75% | 0.31% | 0.31% | 0.31% | 0.32% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 92% | 98.8% | 97.6% | 96.7% | 97.4% |

Call Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 55,978 | 55,521 | 59,512 | 226,357 |
| Average Initial Hold Time | ≤ 120 sec | 62 | 74 | 78 | 66 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.2% | 2.4% | 3.1% | 1.8% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 15,789 | 15,553 | 16,446 | 64,262 |
| Average Initial Hold Time | | 51 | 61 | 58 | 54 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.1% | 2.5% | 2.3% | 1.7% |

Complaints/Commendations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.4 | 2.9 | 2.7 | 3.1 |
| Commendations Per 1,000 Trips | | 1.6 | 1.4 | 1.4 | 1.6 |

Safety

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|----------|--------|---------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.32 | 0.11 | 0.30 | 0.27 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 1.21 | 0.40 | 0.94 | 0.72 |
| Miles Between Road Calls | ≥ 25,000 | 71,250 | 155,660 | 81,997 | 80,175 |

Contractual Requirement

West Central Region Trip Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 31,149 | 30,936 | 32,626 | 125,515 |
| Passenger Trips | | 40,751 | 40,259 | 42,200 | 163,294 |
| No Shows | | 3.7% | 3.6% | 3.5% | 3.6% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.1% | 89.6% | 88.9% | 90.0% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.13% | 0.15% | 0.08% | 0.11% |
| Excessively Long Trips | ≤ 5% | 2.0% | 2.1% | 2.6% | 2.1% |
| Missed Trips | ≤ 0.75% | 0.49% | 0.60% | 0.49% | 0.49% |
| Denials | ≤ 0 | 1 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 91% | 95.7% | 100.0% | 98.2% | 98.5% |

Call Performance

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 28,380 | 28,000 | 30,012 | 113,534 |
| Average Initial Hold Time | ≤ 120 sec | 22 | 22 | 27 | 23 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.5% | 0.3% | 0.9% | 0.6% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 6,526 | 6,700 | 7,116 | 26,781 |
| Average Initial Hold Time | | 15 | 13 | 14 | 14 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.3% | 0.1% | 0.2% | 0.2% |

Complaints/Commendations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 4.2 | 5.1 | 3.6 | 4.2 |
| Commendations Per 1,000 Trips | | 1.7 | 2.0 | 1.5 | 1.8 |

Safety

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.22 | 0.23 | 0.00 | 0.11 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.77 | 0.57 | 0.43 | 0.60 |
| Miles Between Road Calls | ≥ 25,000 | 41,416 | 33,980 | 38,499 | 39,192 |

Contractual Requirement

Eligibility and Appeals

Eligibility

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---|------|---------|---------|---------|---------|
| Eligible Customers | | 122,994 | 121,220 | 120,372 | 120,372 |
| Total ADA Evaluations Performed | | 4,800 | 4,536 | 4,631 | 18,318 |
| Days From Application to Decision (avg) | ≤ 21 | 10 | 10 | 11 | 10 |

In Person Evaluations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--------------|------|--------|--------|--------|--------|
| Unrestricted | | 0 | 0 | 0 | 0 |
| Restricted | | 0 | 0 | 0 | 0 |
| Temporary | | 3,394 | 3,241 | 3,450 | 13,051 |
| Not Eligible | | 39 | 42 | 28 | 134 |
| Total | | 3,433 | 3,283 | 3,478 | 13,185 |

Paper Evaluations

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|--------------|------|--------|--------|--------|-------|
| Unrestricted | | 1,367 | 1,253 | 1,153 | 5,133 |
| Restricted | | 0 | 0 | 0 | 0 |
| Temporary | | 0 | 0 | 0 | 0 |
| Not Eligible | | 0 | 0 | 0 | 0 |
| Total | | 1,367 | 1,253 | 1,153 | 5,133 |

Appeals

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|------------------------------------|------|--------|--------|--------|-----|
| Appeals Performed | | 5 | 10 | 14 | 36 |
| Days From Appeal to Decision (avg) | ≤ 30 | 10 | 7 | 9 | 7 |

Customer Service

Phone Statistics

Customer Service

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| Customer Service Calls | | 22,695 | 23,029 | 22,421 | 88,772 |
| Average Initial Hold Time | ≤ 180 sec | 99 | 92 | 87 | 86 |
| Calls On Hold > 5 Minutes | ≤ 10% | 11.5% | 9.3% | 9.3% | 9.0% |
| Call Duration | ≤ 300 sec | 305 | 294 | 297 | 303 |
| Calls Abandoned | ≤ 10% | 3.3% | 3.0% | 3.0% | 2.9% |

Operations Monitoring Center

| | Goal | Aug-21 | Sep-21 | Oct-21 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| Customer Service Calls | | 4,870 | 4,793 | 4,806 | 19,068 |
| Average Initial Hold Time | ≤ 180 sec | 64 | 61 | 59 | 57 |
| Calls On Hold > 5 Minutes | ≤ 10% | 5.7% | 4.5% | 4.5% | 4.4% |
| Call Duration | ≤ 300 sec | 353 | 322 | 330 | 348 |
| Calls Abandoned | ≤ 10% | 5.1% | 4.6% | 3.8% | 4.1% |

Contractual Requirement

November 30, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR OCTOBER 2021 - DRAFT

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

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

- ◆ Passengers: 0.4% under budget
- ◆ Contract Revenue Miles: 10.9% under budget
- ◆ Trips: 0.6% under budget
- ◆ Total Eligibility Evaluations: 20.5% over budget
- ◆ Average Trip Distance: under budget by 1.09 miles at 9.43 miles
- ◆ Total cost per Passenger (before depreciation): 14.2% under budget at \$56.77
- ◆ Administration Function is 0.2% under budget
- ◆ Eligibility Determination Function is 22.0% under budget
- ◆ Purchased Transportation Function is 16.1% under budget
- ◆ Paratransit Operations Function is 4.6% under budget

Attached are the following reports for your review:

- Statistical Comparison: OCTOBER 2020 to OCTOBER 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 October 2021

| | % of Cost | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|--------------------------------------|--------------|---------------------|---------------------|----------------------|-------------------------------|---------------------------------|
| Purchased Transportation | 81.4% | \$44,196,394 | \$52,678,070 | (\$8,481,676) | -16% | 0% |
| Paratransit Operations | 9.4% | \$5,101,037 | \$5,345,378 | (\$244,341) | -5% | 2% |
| Eligibility Determination | 3.5% | \$1,926,149 | \$2,468,933 | (\$542,784) | -22% | 2% |
| CTSA/Ride Information | 0.3% | \$188,528 | \$178,977 | \$9,551 | 5% | 9% |
| Administration | 5.3% | \$2,905,590 | \$2,910,915 | (\$5,325) | 0% | 16% |
| Total Exp before Depreciation | | \$54,317,698 | \$63,582,273 | (\$9,264,575) | -15% | 1% |

Statistics - For the YTD Period Ended October 2021

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|--|---------------|---------------|-----------|-------------------------------|---------------------------------|
| Total Eligibility Evaluations | 18,234 | 15,126 | 3,108 | 21% | 55% |
| Number of PAX | 956,753 | 961,044 | (4,291) | 0% | 42% |
| Number of Contract Revenue Miles | 7,084,794 | 7,950,867 | (866,073) | -11% | 25% |
| Number of Trips | 751,333 | 756,003 | (4,670) | -1% | 39% |
| Average Trip Distance | 9.43 | 10.52 | (1.09) | -10% | -10% |
| Purchased Transportation Cost | | | | | |
| Cost per Trip | \$58.82 | \$69.68 | (\$10.86) | -16% | -28% |
| Cost per PAX | \$46.19 | \$54.81 | (\$8.62) | -16% | -29% |
| Cost per Contract Rev Mile | \$6.24 | \$6.63 | (\$0.39) | -6% | -19% |
| Total Cost per Pax before Depreciation | \$56.77 | \$66.16 | (\$9.39) | -14% | -29% |

Budget Results for FY 2021/2022 For YTD Period Ending October 2021

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|--------------------------------------|------------------|------------------|--------------------|-------------------------------|---------------------------------|
| Revenue | | | | | |
| Passenger Fares | \$2,181,233 | \$2,098,131 | \$83,102 | | |
| Other Revenue | \$55,575 | \$236,446 | (\$180,871) | | |
| Total Revenue | \$2,236,808 | \$2,334,577 | (\$97,769) | -4% | 25% |
| Total Exp before Capital | \$54,317,698 | \$63,582,273 | (\$9,264,575) | -15% | 1% |
| Capital Expenditures | | | | | |
| Vehicles | \$0 | \$10,018,000 | (\$10,018,000) | | |
| Other Capital Expenditures | \$146,619 | \$0 | \$146,619 | | |
| Total Capital Expenditures | \$146,619 | \$10,018,000 | (\$9,871,381) | -99% | -93% |
| Over/(Under) Budget October 2021 | | | (\$19,135,956) | | |

YTD Cost Per Passenger before Depreciation and Capital Cost

