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Board Box

January 2022

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January 27, 2022

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	Oct-21	Nov-21	Dec-21	YTD
Vehicle Trips		196,752	193,082	188,434	1,132,849
Passenger Trips		249,607	244,797	239,368	1,440,918
Backup Trips		0	0	0	42
No Shows		2.7%	2.7%	3.0%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	89.8%	88.8%	88.4%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.17%	0.22%	0.11%
Excessively Long Trips	≤ 5%	3.5%	3.7%	4.2%	3.3%
Missed Trips	≤ 0.75%	0.45%	0.55%	0.63%	0.48%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 94%	96.6%	96.5%	94.4%	96.4%

Call Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
<i>Reservations</i>					
Answered Calls		157,599	157,567	156,871	944,998
Average Initial Hold Time	≤ 120 sec	59	73	65	59
Calls On Hold > 5 Minutes	≤ 5%	2.7%	4.3%	3.1%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		43,152	41,760	45,633	251,035
Average Initial Hold Time		46	63	57	49
Calls On Hold > 5 Minutes	≤ 10%	1.9%	3.5%	2.9%	2.1%

Complaints/Commendations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	3.4	3.2	3.3
Commendations Per 1,000 Trips		1.3	1.2	1.4	1.4

Safety

	Goal	Oct-21	Nov-21	Dec-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.14	0.36	0.15	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.78	0.89	0.68	0.73
Miles Between Road Calls	≥ 25,000	66,077	63,175	64,769	62,962

Antelope Valley Region Trip Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
Vehicle Trips		8,579	8,478	8,404	49,923
Passenger Trips		12,411	12,353	13,182	73,641
No Shows		2.3%	2.8%	2.9%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	88.1%	87.6%	90.9%	88.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.22%	0.19%	0.24%
Excessively Long Trips	≤ 5%	2.0%	1.4%	1.9%	1.9%
Missed Trips	≤ 0.75%	1.29%	1.16%	1.24%	1.10%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	95.8%	100.0%	99.0%

Call Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
<i>Reservations</i>					
Answered Calls		5,190	5,129	4,747	30,957
Average Initial Hold Time	≤ 120 sec	111	83	55	109
Calls On Hold > 5 Minutes	≤ 5%	9.1%	7.1%	3.3%	7.8%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,861	2,692	2,898	15,818
Average Initial Hold Time		114	242	174	140
Calls On Hold > 5 Minutes	≤ 10%	8.9%	19.5%	16.8%	11.7%

Complaints/Commendations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	4.4	3.3	4.0
Commendations Per 1,000 Trips		0.7	0.8	1.2	0.8

Safety

	Goal	Oct-21	Nov-21	Dec-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.27
Preventable Collisions Per 100,000 Miles	≤ 0.50	2.30	2.70	1.33	1.47
Miles Between Road Calls	≥ 25,000	65,290	25,944	32,994	27,728

Contractual Requirement

Eastern Region Trip Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
Vehicle Trips		53,388	52,430	51,232	308,009
Passenger Trips		68,376	67,100	65,698	395,417
No Shows		2.5%	2.4%	2.8%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	88.4%	86.1%	86.7%	88.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.29%	0.32%	0.14%
Excessively Long Trips	≤ 5%	1.2%	1.6%	1.8%	1.1%
Missed Trips	≤ 0.75%	0.42%	0.63%	0.67%	0.47%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	95.4%	93.9%	89.5%	94.2%

Call Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
<i>Reservations</i>					
Answered Calls		35,349	34,937	34,304	227,661
Average Initial Hold Time	≤ 120 sec	21	32	26	23
Calls On Hold > 5 Minutes	≤ 5%	0.5%	1.6%	0.8%	0.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,604	10,466	10,342	59,047
Average Initial Hold Time		15	25	23	17
Calls On Hold > 5 Minutes	≤ 10%	0.1%	0.9%	0.7%	0.4%

Complaints/Commendations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	3.2	2.4	2.8
Commendations Per 1,000 Trips		1.1	0.9	1.2	1.2

Safety

	Goal	Oct-21	Nov-21	Dec-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.13	0.27	0.14	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.67	0.55	0.60	0.67
Miles Between Road Calls	≥ 25,000	74,431	72,902	178,381	83,124

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
Vehicle Trips		2,347	2,275	2,066	13,147
Passenger Trips		2,499	2,486	2,254	14,269
No Shows		2.2%	2.4%	2.2%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	94.7%	93.4%	92.2%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.03%	0.15%	0.31%
Excessively Long Trips	≤ 5%	1.8%	1.6%	4.5%	2.2%
Missed Trips	≤ 0.75%	0.51%	0.87%	0.66%	1.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
<i>Reservations</i>					
Answered Calls		1,968	1,884	1,840	11,146
Average Initial Hold Time	≤ 120 sec	63	59	40	74
Calls On Hold > 5 Minutes	≤ 5%	3.4%	3.6%	2.2%	4.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		218	220	306	1,545
Average Initial Hold Time		70	52	34	81
Calls On Hold > 5 Minutes	≤ 10%	5.5%	2.7%	1.6%	6.1%

Complaints/Commendations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	0.0	1.9	0.8
Commendations Per 1,000 Trips		0.4	0.0	0.4	0.2

Safety

	Goal	Oct-21	Nov-21	Dec-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	*	*	33,200	148,672

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
Vehicle Trips		28,754	28,511	27,063	163,399
Passenger Trips		36,210	35,702	33,897	206,014
No Shows		3.3%	3.1%	3.6%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	88.8%	88.7%	85.3%	89.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.08%	0.25%	0.08%
Excessively Long Trips	≤ 5%	3.0%	3.1%	3.2%	2.7%
Missed Trips	≤ 0.75%	0.55%	0.57%	0.88%	0.53%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	97.8%	96.9%	99.4%	98.2%

Call Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
<i>Reservations</i>					
Answered Calls		25,568	25,281	27,403	156,430
Average Initial Hold Time	≤ 120 sec	93	130	104	103
Calls On Hold > 5 Minutes	≤ 5%	5.8%	11.7%	8.2%	7.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,907	5,542	7,789	36,444
Average Initial Hold Time		71	84	62	69
Calls On Hold > 5 Minutes	≤ 10%	2.6%	4.4%	2.1%	2.3%

Complaints/Commendations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.0	3.9	3.5
Commendations Per 1,000 Trips		1.0	1.5	1.8	1.5

Safety

	Goal	Oct-21	Nov-21	Dec-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.42	0.22	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.60	0.78	0.43	0.64
Miles Between Road Calls	≥ 25,000	71,405	43,477	46,314	60,731

Contractual Requirement

Southern Region Trip Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
Vehicle Trips		71,058	68,728	67,916	408,401
Passenger Trips		87,911	84,777	83,511	505,036
No Shows		2.3%	2.3%	2.7%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.6%	91.7%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.05%	0.02%	0.03%
Excessively Long Trips	≤ 5%	5.9%	6.1%	6.9%	5.8%
Missed Trips	≤ 0.75%	0.31%	0.33%	0.33%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	96.7%	99.2%	95.7%	97.4%

Call Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
<i>Reservations</i>					
Answered Calls		59,512	58,706	57,610	342,673
Average Initial Hold Time	≤ 120 sec	78	92	89	74
Calls On Hold > 5 Minutes	≤ 5%	3.1%	3.8%	3.1%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,446	15,182	16,049	95,493
Average Initial Hold Time		58	69	71	59
Calls On Hold > 5 Minutes	≤ 10%	2.3%	3.6%	3.3%	2.2%

Complaints/Commendations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	3.2	2.9	3.1
Commendations Per 1,000 Trips		1.4	1.1	1.0	1.4

Safety

	Goal	Oct-21	Nov-21	Dec-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.30	0.63	0.11	0.30
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.94	1.06	0.98	0.82
Miles Between Road Calls	≥ 25,000	81,997	118,265	94,171	87,014

Contractual Requirement

West Central Region Trip Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
Vehicle Trips		32,626	32,660	31,753	189,928
Passenger Trips		42,200	42,379	40,826	246,499
No Shows		3.5%	3.5%	3.9%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	88.9%	87.2%	85.6%	88.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.32%	0.49%	0.21%
Excessively Long Trips	≤ 5%	2.6%	3.0%	3.6%	2.4%
Missed Trips	≤ 0.75%	0.49%	0.67%	0.86%	0.59%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	98.2%	100.0%	97.7%	98.6%

Call Performance

	Goal	Oct-21	Nov-21	Dec-21	YTD
<i>Reservations</i>					
Answered Calls		30,012	31,630	30,967	176,131
Average Initial Hold Time	≤ 120 sec	27	36	31	27
Calls On Hold > 5 Minutes	≤ 5%	0.9%	2.0%	1.2%	0.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,116	7,658	8,249	42,688
Average Initial Hold Time		14	26	24	18
Calls On Hold > 5 Minutes	≤ 5%	0.2%	0.9%	0.8%	0.4%

Complaints/Commendations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.6	4.5	4.7	4.3
Commendations Per 1,000 Trips		1.5	1.9	2.4	1.9

Safety

	Goal	Oct-21	Nov-21	Dec-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.23	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.43	0.76	0.29	0.57
Miles Between Road Calls	≥ 25,000	38,499	46,349	33,595	39,175

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Oct-21	Nov-21	Dec-21	YTD
Eligible Customers		120,372	118,608	117,691	117,691
Total ADA Evaluations Performed		4,631	4,419	4,495	27,232
Days From Application to Decision (avg)	≤ 21	11	10	10	10

In Person Evaluations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Unrestricted		0	0	490	490
Restricted		0	0	146	146
Temporary		3,450	2,866	2,437	18,354
Not Eligible		28	18	30	182
Total		3,478	2,884	3,103	19,172

Paper Evaluations

	Goal	Oct-21	Nov-21	Dec-21	YTD
Unrestricted		1,153	1,535	1,392	8,060
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,153	1,535	1,392	8,060

Appeals

	Goal	Oct-21	Nov-21	Dec-21	YTD
Appeals Performed		14	12	9	57
Days From Appeal to Decision (avg)	≤ 30	9	8	9	8

Customer Service

Phone Statistics

Customer Service

	Goal	Oct-21	Nov-21	Dec-21	YTD
Customer Service Calls		22,421	21,605	20,028	130,405
Average Initial Hold Time	≤ 180 sec	87	82	39	78
Calls On Hold > 5 Minutes	≤ 10%	9.3%	7.2%	2.1%	7.6%
Call Duration	≤ 300 sec	297	301	293	301
Calls Abandoned	≤ 10%	3.0%	2.4%	1.0%	2.5%

Operations Monitoring Center

	Goal	Oct-21	Nov-21	Dec-21	YTD
Customer Service Calls		4,806	5,153	5,464	29,685
Average Initial Hold Time	≤ 180 sec	59	66	57	59
Calls On Hold > 5 Minutes	≤ 10%	4.5%	5.1%	4.2%	4.5%
Call Duration	≤ 300 sec	330	347	367	351
Calls Abandoned	≤ 10%	3.8%	4.6%	3.3%	4.0%

Contractual Requirement

January 27, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR DECEMBER 2021 - DRAFT

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

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

- ◆ Passengers: 4.1% under budget
- ◆ Contract Revenue Miles: 14.4% under budget
- ◆ Trips: 4.1% under budget
- ◆ Total Eligibility Evaluations: 13.4% over budget
- ◆ Average Trip Distance: under budget by 1.12 miles at 9.40 miles
- ◆ Total cost per Passenger (before depreciation): 13.9% under budget at \$56.58
- ◆ Administration Function is 7.5% under budget
- ◆ Eligibility Determination Function is 23% under budget
- ◆ Purchased Transportation Function is 18.6% under budget
- ◆ Paratransit Operations Function is 6.6% under budget

Attached are the following reports for your review:

- Statistical Comparison: DECEMBER 2020 to DECEMBER 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 December 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	81.5%	\$66,458,215	\$81,628,395	(\$15,170,180)	-18.6%	0%
Paratransit Operations	9.3%	\$7,593,703	\$8,129,759	(\$536,056)	-6.6%	5%
Eligibility Determination	3.6%	\$2,935,610	\$3,813,883	(\$878,273)	-23.0%	4%
CTSA/Ride Information	0.3%	\$276,748	\$274,592	\$2,156	0.8%	6%
Administration	5.2%	<u>\$4,257,017</u>	<u>\$4,600,220</u>	<u>(\$343,203)</u>	<u>-7.5%</u>	<u>11%</u>
Total Exp before Depreciation		\$81,521,293	\$98,446,849	(\$16,925,556)	-17.2%	2%

Statistics - For the YTD Period Ended December 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	27,129	23,925	3,204	13.4%	48%
Number of PAX	1,440,918	1,502,245	(61,327)	-4.1%	43%
Number of Contract Revenue Miles	10,644,131	12,428,306	(1,784,175)	-14.4%	25%
Number of Trips	1,132,849	1,181,738	(48,889)	-4.1%	40%
Average Trip Distance	9.40	10.52	(1.12)	-10.6%	-10%
Purchased Transportation Cost					
Cost per Trip	\$58.66	\$69.07	(\$10.41)	-15.1%	-28%
Cost per PAX	\$46.12	\$54.34	(\$8.22)	-15.1%	-30%
Cost per Contract Rev Mile	\$6.24	\$6.57	(\$0.33)	-5.0%	-20%
Total Cost per Pax before Depreciation	\$56.58	\$65.53	(\$8.95)	-13.7%	-29%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$3,411,555	\$3,279,669	\$131,886		
Other Revenue	\$78,113	\$352,074	(\$273,961)		
Total Revenue	\$3,489,668	\$3,631,743	(\$142,075)	-4%	33%
 Total Exp before Capital	 \$81,521,293	 \$98,446,849	 (\$16,925,556)	 -17%	 2%
Capital Expenditures					
Vehicles	\$0	\$11,143,000	(\$11,143,000)		
Other Capital Expenditures	\$150,035	\$0	\$150,035		
Total Capital Expenditures	\$150,035	\$11,143,000	(\$10,992,965)	-99%	-93%
 Over/(Under) Budget December 2021			 (\$27,918,521)		

YTD Cost Per Passenger before Depreciation and Capital Cost

