



Access Services
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Board Box

June 2022

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|---------------|---------------------------------------|--------------|-------------|
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June 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 | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------------------|---------|---------|---------|---------|-----------|
| Vehicle Trips | | 216,390 | 215,300 | 219,285 | 2,122,535 |
| Passenger Trips | | 274,113 | 273,714 | 272,787 | 2,688,340 |
| Backup Trips | | 23 | 29 | 42 | 343 |
| No Shows | | 2.7% | 2.7% | 2.9% | 2.7% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.3% | 87.0% | 84.3% | 89.6% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.07% | 0.22% | 0.48% | 0.15% |
| Excessively Long Trips | ≤ 5% | 3.7% | 4.0% | 5.2% | 3.6% |
| Missed Trips | ≤ 0.75% | 0.44% | 0.77% | 0.97% | 0.58% |
| Denials | ≤ 0 | 2 | 0 | 0 | 6 |
| On Time Performance (Access to Work) | ≥ 94% | 94.5% | 93.5% | 93.4% | 95.6% |

Call Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---|-----------|---------|---------|---------|-----------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 176,587 | 176,084 | 177,813 | 1,749,417 |
| Average Initial Hold Time | ≤ 120 sec | 68 | 91 | 87 | 65 |
| Calls On Hold > 5 Minutes | ≤ 5% | 2.8% | 5.7% | 5.2% | 3.1% |
| | | | | | |
| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
| Answered Calls | | 44,734 | 48,841 | 52,459 | 464,324 |
| Average Initial Hold Time | | 59 | 79 | 81 | 56 |
| Calls On Hold > 5 Minutes | ≤ 10% | 2.8% | 4.7% | 5.3% | 2.8% |

Complaints/Commendations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.8 | 3.3 | 4.1 | 3.2 |
| Commendations Per 1,000 Trips | | 1.1 | 1.1 | 1.2 | 1.3 |

Safety

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.23 | 0.07 | 0.26 | 0.20 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.48 | 0.90 | 0.63 | 0.74 |
| Miles Between Road Calls | ≥ 25,000 | 52,510 | 44,360 | 58,075 | 59,222 |

Antelope Valley Region Trip Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 10,141 | 9,887 | 10,101 | 96,317 |
| Passenger Trips | | 16,332 | 16,146 | 12,153 | 144,529 |
| No Shows | | 2.1% | 2.4% | 4.4% | 2.6% |
| On Time Performance (Next Day Trips) | ≥ 91% | 88.0% | 81.4% | 92.1% | 87.0% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.19% | 1.13% | 0.15% | 0.44% |
| Excessively Long Trips | ≤ 5% | 1.6% | 1.8% | 2.6% | 1.8% |
| Missed Trips | ≤ 0.75% | 0.92% | 1.67% | 0.84% | 1.29% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 92% | 91.1% | 84.8% | 95.2% | 95.3% |

Call Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 5,476 | 5,258 | 7,487 | 58,706 |
| Average Initial Hold Time | ≤ 120 sec | 54 | 87 | 80 | 89 |
| Calls On Hold > 5 Minutes | ≤ 5% | 3.2% | 7.7% | 7.2% | 6.5% |

| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
|---|-------|-------|-------|-------|--------|
| Answered Calls | | 3,299 | 3,573 | 2,488 | 30,445 |
| Average Initial Hold Time | | 160 | 187 | 54 | 140 |
| Calls On Hold > 5 Minutes | ≤ 10% | 14.8% | 17.9% | 3.6% | 12.3% |

Complaints/Commendations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.0 | 2.7 | 3.5 | 3.4 |
| Commendations Per 1,000 Trips | | 0.5 | 1.5 | 1.9 | 1.0 |

Safety

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.00 | 0.00 | 0.14 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.00 | 0.55 | 0.35 | 1.02 |
| Miles Between Road Calls | ≥ 25,000 | 24,517 | 22,901 | 72,185 | 29,597 |

Contractual Requirement

Eastern Region Trip Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 59,341 | 60,389 | 61,810 | 578,965 |
| Passenger Trips | | 75,461 | 76,770 | 78,244 | 738,837 |
| No Shows | | 2.4% | 2.6% | 2.4% | 2.5% |
| On Time Performance (Next Day Trips) | ≥ 91% | 89.9% | 85.3% | 86.1% | 89.0% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.08% | 0.38% | 0.32% | 0.16% |
| Excessively Long Trips | ≤ 5% | 1.3% | 1.3% | 1.5% | 1.2% |
| Missed Trips | ≤ 0.75% | 0.44% | 0.76% | 0.68% | 0.48% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 95% | 95.1% | 92.8% | 94.7% | 94.8% |

Call Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 39,978 | 39,921 | 39,561 | 404,188 |
| Average Initial Hold Time | ≤ 120 sec | 21 | 41 | 43 | 26 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.3% | 1.1% | 2.1% | 0.7% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|--------|--------|--------|---------|
| Answered Calls | | 10,374 | 11,784 | 11,860 | 106,934 |
| Average Initial Hold Time | | 17 | 32 | 31 | 20 |
| Calls On Hold > 5 Minutes | ≤ 10% | 0.3% | 0.8% | 1.2% | 0.5% |

Complaints/Commendations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.2 | 3.2 | 2.8 | 2.6 |
| Commendations Per 1,000 Trips | | 0.9 | 0.7 | 0.7 | 1.0 |

Safety

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|----------|--------|---------|---------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.26 | 0.13 | 0.45 | 0.25 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.55 | 1.02 | 0.36 | 0.68 |
| Miles Between Road Calls | ≥ 25,000 | 77,233 | 157,578 | 127,205 | 89,436 |

Contractual Requirement

Santa Clarita Region Trip Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|--------|
| Vehicle Trips | | 2,504 | 2,552 | 2,558 | 25,338 |
| Passenger Trips | | 2,706 | 2,835 | 2,731 | 27,465 |
| No Shows | | 1.9% | 2.4% | 2.5% | 2.1% |
| On Time Performance (Next Day Trips) | ≥ 91% | 95.4% | 93.6% | 93.9% | 92.3% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00% | 0.15% | 0.00% | 0.20% |
| Excessively Long Trips | ≤ 5% | 1.9% | 1.8% | 1.7% | 2.3% |
| Missed Trips | ≤ 0.75% | 0.63% | 1.23% | 0.88% | 1.08% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | - | - | - | - |

Call Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 1,918 | 1,916 | 2,169 | 20,460 |
| Average Initial Hold Time | ≤ 120 sec | 73 | 135 | 98 | 79 |
| Calls On Hold > 5 Minutes | ≤ 5% | 4.2% | 10.8% | 6.8% | 5.2% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|------|------|------|-------|
| Answered Calls | | 218 | 220 | 307 | 2,689 |
| Average Initial Hold Time | | 65 | 138 | 78 | 79 |
| Calls On Hold > 5 Minutes | ≤ 10% | 3.7% | 9.1% | 5.2% | 5.6% |

Complaints/Commendations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 0.4 | 1.1 | 1.9 | 0.9 |
| Commendations Per 1,000 Trips | | 0.0 | 0.3 | 0.0 | 0.2 |

Safety

| | Goal | Mar-22 | Apr-22 | May-22 | 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 | 21,541 | * | * | 135,789 |

Contractual Requirement

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

Northern Region Trip Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 31,190 | 31,646 | 31,051 | 304,264 |
| Passenger Trips | | 39,025 | 39,626 | 38,648 | 381,562 |
| No Shows | | 3.3% | 3.1% | 3.3% | 2.8% |
| On Time Performance (Next Day Trips) | ≥ 91% | 88.8% | 84.0% | 73.0% | 87.3% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.07% | 0.24% | 2.01% | 0.31% |
| Excessively Long Trips | ≤ 5% | 3.0% | 3.6% | 5.1% | 3.1% |
| Missed Trips | ≤ 0.75% | 0.60% | 1.11% | 2.00% | 0.81% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | 98.2% | 95.8% | 90.4% | 97.0% |

Call Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 29,862 | 30,419 | 31,997 | 296,044 |
| Average Initial Hold Time | ≤ 120 sec | 92 | 122 | 104 | 99 |
| Calls On Hold > 5 Minutes | ≤ 5% | 4.8% | 9.6% | 5.7% | 6.2% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 6,847 | 8,265 | 11,302 | 74,422 |
| Average Initial Hold Time | | 65 | 90 | 99 | 73 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.5% | 5.1% | 5.4% | 2.9% |

Complaints/Commendations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.3 | 3.6 | 5.9 | 3.5 |
| Commendations Per 1,000 Trips | | 1.4 | 1.2 | 1.3 | 1.4 |

Safety

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.00 | 0.00 | 0.12 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.52 | 0.65 | 0.55 | 0.64 |
| Miles Between Road Calls | ≥ 25,000 | 52,454 | 45,514 | 45,247 | 56,038 |

Contractual Requirement

Southern Region Trip Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 77,046 | 76,037 | 77,604 | 763,486 |
| Passenger Trips | | 94,241 | 93,471 | 94,785 | 939,429 |
| No Shows | | 2.3% | 2.4% | 2.5% | 2.4% |
| On Time Performance (Next Day Trips) | ≥ 91% | 91.9% | 90.2% | 85.6% | 91.6% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.03% | 0.04% | 0.16% | 0.03% |
| Excessively Long Trips | ≤ 5% | 6.4% | 7.1% | 9.4% | 6.2% |
| Missed Trips | ≤ 0.75% | 0.30% | 0.49% | 0.85% | 0.44% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 92% | 91.0% | 93.3% | 91.9% | 95.4% |

Call Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 64,285 | 63,763 | 63,148 | 639,275 |
| Average Initial Hold Time | ≤ 120 sec | 112 | 131 | 128 | 89 |
| Calls On Hold > 5 Minutes | ≤ 5% | 4.6% | 8.8% | 7.9% | 3.9% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 15,820 | 16,715 | 17,493 | 170,405 |
| Average Initial Hold Time | | 86 | 106 | 131 | 74 |
| Calls On Hold > 5 Minutes | ≤ 10% | 3.8% | 6.3% | 10.3% | 3.6% |

Complaints/Commendations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.0 | 3.3 | 4.5 | 3.1 |
| Commendations Per 1,000 Trips | | 1.0 | 1.0 | 1.3 | 1.2 |

Safety

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.39 | 0.00 | 0.29 | 0.25 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.63 | 1.02 | 0.78 | 0.85 |
| Miles Between Road Calls | ≥ 25,000 | 86,468 | 40,158 | 68,300 | 77,916 |

Contractual Requirement

West Central Region Trip Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 36,145 | 34,760 | 36,119 | 353,822 |
| Passenger Trips | | 46,325 | 44,837 | 46,184 | 456,175 |
| No Shows | | 3.6% | 3.6% | 3.5% | 3.6% |
| On Time Performance (Next Day Trips) | ≥ 91% | 88.8% | 86.8% | 85.3% | 89.0% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.10% | 0.07% | 0.26% | 0.16% |
| Excessively Long Trips | ≤ 5% | 3.0% | 2.6% | 3.3% | 2.6% |
| Missed Trips | ≤ 0.75% | 0.48% | 0.72% | 0.78% | 0.58% |
| Denials | ≤ 0 | 2 | 0 | 0 | 3 |
| On Time Performance (Access to Work) | ≥ 91% | 96.5% | 95.7% | 97.4% | 97.6% |

Call Performance

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 35,068 | 34,807 | 33,451 | 330,744 |
| Average Initial Hold Time | ≤ 120 sec | 24 | 44 | 48 | 30 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.5% | 1.4% | 2.5% | 1.0% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 8,176 | 8,284 | 9,009 | 79,429 |
| Average Initial Hold Time | | 17 | 33 | 34 | 21 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.2% | 0.6% | 1.3% | 0.5% |

Complaints/Commendations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 4.2 | 3.4 | 4.2 | 3.9 |
| Commendations Per 1,000 Trips | | 1.7 | 1.8 | 1.6 | 1.8 |

Safety

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.20 | 0.21 | 0.20 | 0.12 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.20 | 0.84 | 1.01 | 0.69 |
| Miles Between Road Calls | ≥ 25,000 | 27,219 | 24,991 | 27,546 | 34,196 |

Contractual Requirement

Eligibility and Appeals

Eligibility

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---|------|---------|---------|---------|---------|
| Eligible Customers | | 115,005 | 114,427 | 113,270 | 113,270 |
| Total ADA Evaluations Performed | | 6,162 | 4,090 | 4,923 | 51,105 |
| Days From Application to Decision (avg) | ≤ 21 | 10 | 10 | 10 | 10 |

In Person Evaluations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--------------|------|--------|--------|--------|--------|
| Unrestricted | | 0 | 703 | 885 | 2,078 |
| Restricted | | 0 | 247 | 274 | 667 |
| Temporary | | 3,829 | 2,283 | 1,588 | 32,027 |
| Not Eligible | | 27 | 18 | 25 | 304 |
| Total | | 3,856 | 3,251 | 2,772 | 35,076 |

Paper Evaluations

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|--------------|------|--------|--------|--------|--------|
| Unrestricted | | 2,306 | 839 | 2,151 | 16,029 |
| Restricted | | 0 | 0 | 0 | 0 |
| Temporary | | 0 | 0 | 0 | 0 |
| Not Eligible | | 0 | 0 | 0 | 0 |
| Total | | 2,306 | 839 | 2,151 | 16,029 |

Appeals

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|------------------------------------|------|--------|--------|--------|-----|
| Appeals Performed | | 9 | 4 | 7 | 91 |
| Days From Appeal to Decision (avg) | ≤ 30 | 8 | 11 | 8 | 10 |

Customer Service

Phone Statistics
Customer Service

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| Customer Service Calls | | 26,743 | 24,870 | 26,211 | 250,265 |
| Average Initial Hold Time | ≤ 180 sec | 145 | 238 | 244 | 126 |
| Calls On Hold > 5 Minutes | ≤ 10% | 18.5% | 33.2% | 32.8% | 15.0% |
| Call Duration | ≤ 300 sec | 284 | 304 | 306 | 299 |
| Calls Abandoned | ≤ 10% | 4.9% | 8.6% | 8.5% | 4.2% |

Operations Monitoring Center

| | Goal | Mar-22 | Apr-22 | May-22 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| Customer Service Calls | | 5,246 | 5,949 | 6,113 | 54,091 |
| Average Initial Hold Time | ≤ 180 sec | 87 | 143 | 152 | 83 |
| Calls On Hold > 5 Minutes | ≤ 10% | 8.9% | 18.5% | 19.2% | 8.4% |
| Call Duration | ≤ 300 sec | 348 | 372 | 401 | 358 |
| Calls Abandoned | ≤ 10% | 6.5% | 10.6% | 12.0% | 6.1% |

Contractual Requirement

ITEM 2

June 20, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR MAY 2022 - DRAFT

Attached for your review are the draft financial reports for MAY 2022.

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

- ◆ Passengers: 9.0% under budget
- ◆ Contract Revenue Miles: 19.4% under budget
- ◆ Trips: 8.7% under budget
- ◆ Total Eligibility Evaluations: 0.4% under budget
- ◆ Average Trip Distance: under budget by 1.23 miles at 9.29 miles
- ◆ Total cost per Passenger (before depreciation): 10.0% under budget at \$56.67
- ◆ Administration Function is 2.4% under budget
- ◆ Eligibility Determination Function is 26.6% under budget
- ◆ Purchased Transportation Function is 19.8% under budget
- ◆ Paratransit Operations Function is 6.6% under budget

Attached are the following reports for your review:

- Statistical Comparison: MAY 2021 to MAY 2022
- 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 2022

| | % Of Cost | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|--------------------------------------|--------------|----------------------|----------------------|-----------------------|-------------------------------|---------------------------------|
| Purchased Transportation | 81.7% | \$124,410,646 | \$155,047,113 | (\$30,636,467) | -19.8% | 3% |
| Paratransit Operations | 9.1% | \$13,889,494 | \$14,869,772 | (\$980,278) | -6.6% | 8% |
| Eligibility Determination | 3.6% | \$5,484,706 | \$7,469,931 | (\$1,985,225) | -26.6% | 7% |
| CTSA/Ride Information | 0.3% | \$518,599 | \$498,652 | \$19,947 | 4.0% | -3% |
| Administration | 5.3% | \$8,044,861 | \$8,245,836 | (\$200,975) | -2.4% | 16% |
| Total Exp before Depreciation | | \$152,348,306 | \$186,131,304 | (\$33,782,998) | -18.2% | 4% |

Statistics - For the YTD Period Ended May 2022

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|--|---------------|---------------|-------------|-------------------------------|---------------------------------|
| Total Eligibility Evaluations | 50,317 | 50,507 | (190) | -0.4% | 55% |
| Number of PAX | 2,688,340 | 2,954,944 | (266,604) | -9.0% | 39% |
| Number of Contract Revenue Miles | 19,710,578 | 24,446,711 | (4,736,133) | -19.4% | 22% |
| Number of Trips | 2,122,535 | 2,324,502 | (201,967) | -8.7% | 37% |
| Average Trip Distance | 9.29 | 10.52 | (1.23) | -11.7% | -11% |
| Purchased Transportation Cost | | | | | |
| Cost per Trip | \$58.61 | \$66.70 | (\$8.09) | -12.1% | -25% |
| Cost per PAX | \$46.28 | \$52.47 | (\$6.19) | -11.8% | -26% |
| Cost per Contract Rev Mile | \$6.31 | \$6.34 | (\$0.03) | -0.5% | -15% |
| Total Cost per Pax before Depreciation | \$56.67 | \$62.99 | (\$6.32) | -10.0% | -25% |

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

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|----------------------------------|-------------------|-------------------|--------------------|-------------------------------|---------------------------------|
| Revenue | | | | | |
| Passenger Fares | \$6,279,187 | \$6,451,167 | (\$171,980) | | |
| Other Revenue | \$169,266 | \$646,122 | (\$476,856) | | |
| Total Revenue | \$6,448,453 | \$7,097,289 | (\$648,836) | -9% | 31% |
| Total Exp before Capital | \$152,348,306 | \$186,131,304 | (\$33,782,998) | -18% | 4% |
| Capital Expenditures | | | | | |
| Vehicles | \$405,715 | \$14,142,999 | (\$13,737,284) | | |
| Other Capital Expenditures | \$229,638 | \$0 | \$229,638 | | |
| Total Capital Expenditures | \$635,353 | \$14,142,999 | (\$13,507,646) | -96% | -77% |
| Over/(Under) Budget May 2022 | | | (\$47,290,644) | | |

YTD Cost Per Passenger before Depreciation and Capital Cost

