



Access Services
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Board Box

July 2022

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July 28, 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 | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------------------|---------|---------|---------|---------|-----------|
| Vehicle Trips | | 215,300 | 219,285 | 217,356 | 2,339,891 |
| Passenger Trips | | 273,714 | 272,787 | 270,680 | 2,959,020 |
| Backup Trips | | 29 | 42 | 26 | 369 |
| No Shows | | 2.7% | 2.9% | 2.6% | 2.7% |
| On Time Performance (Next Day Trips) | ≥ 91% | 87.0% | 84.3% | 90.9% | 89.8% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.22% | 0.48% | 0.06% | 0.14% |
| Excessively Long Trips | ≤ 5% | 4.0% | 5.2% | 4.2% | 3.6% |
| Missed Trips | ≤ 0.75% | 0.77% | 0.97% | 0.49% | 0.59% |
| Denials | ≤ 0 | 0 | 0 | 0 | 6 |
| On Time Performance (Access to Work) | ≥ 94% | 93.5% | 93.4% | 96.5% | 95.8% |

Call Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---|-----------|---------|---------|---------|-----------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 176,084 | 177,813 | 175,559 | 1,924,976 |
| Average Initial Hold Time | ≤ 120 sec | 91 | 87 | 76 | 66 |
| Calls On Hold > 5 Minutes | ≤ 5% | 5.7% | 5.2% | 4.5% | 3.2% |
| | | | | | |
| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
| Answered Calls | | 48,841 | 52,459 | 42,945 | 507,269 |
| Average Initial Hold Time | | 79 | 81 | 59 | 57 |
| Calls On Hold > 5 Minutes | ≤ 10% | 4.7% | 5.3% | 2.6% | 2.8% |

Complaints/Commendations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.3 | 4.1 | 3.1 | 3.2 |
| Commendations Per 1,000 Trips | | 1.1 | 1.2 | 1.0 | 1.2 |

Safety

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.07 | 0.26 | 0.24 | 0.20 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.90 | 0.63 | 0.70 | 0.74 |
| Miles Between Road Calls | ≥ 25,000 | 44,360 | 58,075 | 54,212 | 58,746 |

Antelope Valley Region Trip Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 9,887 | 10,101 | 10,801 | 107,118 |
| Passenger Trips | | 16,146 | 12,153 | 13,029 | 157,558 |
| No Shows | | 2.4% | 4.4% | 4.1% | 2.8% |
| On Time Performance (Next Day Trips) | ≥ 91% | 81.4% | 92.1% | 95.7% | 87.9% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 1.13% | 0.15% | 0.01% | 0.39% |
| Excessively Long Trips | ≤ 5% | 1.8% | 2.6% | 1.9% | 1.8% |
| Missed Trips | ≤ 0.75% | 1.67% | 0.84% | 0.37% | 1.20% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 92% | 84.8% | 95.2% | 96.3% | 95.4% |

Call Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 5,258 | 7,487 | 7,409 | 66,115 |
| Average Initial Hold Time | ≤ 120 sec | 87 | 80 | 62 | 86 |
| Calls On Hold > 5 Minutes | ≤ 5% | 7.7% | 7.2% | 4.5% | 6.3% |

| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
|---|-------|-------|-------|-------|--------|
| Answered Calls | | 3,573 | 2,488 | 2,174 | 32,619 |
| Average Initial Hold Time | | 187 | 54 | 40 | 134 |
| Calls On Hold > 5 Minutes | ≤ 10% | 17.9% | 3.6% | 2.2% | 11.7% |

Complaints/Commendations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.7 | 3.5 | 2.6 | 3.4 |
| Commendations Per 1,000 Trips | | 1.5 | 1.9 | 0.9 | 1.0 |

Safety

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.00 | 0.67 | 0.19 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.55 | 0.35 | 0.50 | 0.97 |
| Miles Between Road Calls | ≥ 25,000 | 22,901 | 72,185 | 29,944 | 29,629 |

Contractual Requirement

Eastern Region Trip Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 60,389 | 61,810 | 61,499 | 640,464 |
| Passenger Trips | | 76,770 | 78,244 | 78,138 | 816,975 |
| No Shows | | 2.6% | 2.4% | 2.2% | 2.5% |
| On Time Performance (Next Day Trips) | ≥ 91% | 85.3% | 86.1% | 91.9% | 89.3% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.38% | 0.32% | 0.02% | 0.15% |
| Excessively Long Trips | ≤ 5% | 1.3% | 1.5% | 0.9% | 1.2% |
| Missed Trips | ≤ 0.75% | 0.76% | 0.68% | 0.26% | 0.46% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 95% | 92.8% | 94.7% | 96.2% | 95.0% |

Call Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 39,921 | 39,561 | 39,219 | 443,407 |
| Average Initial Hold Time | ≤ 120 sec | 41 | 43 | 46 | 28 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.1% | 2.1% | 2.6% | 0.9% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|--------|--------|-------|---------|
| Answered Calls | | 11,784 | 11,860 | 9,887 | 116,821 |
| Average Initial Hold Time | | 32 | 31 | 27 | 21 |
| Calls On Hold > 5 Minutes | ≤ 10% | 0.8% | 1.2% | 0.6% | 0.5% |

Complaints/Commendations

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

Safety

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|----------|---------|---------|---------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.13 | 0.45 | 0.00 | 0.23 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 1.02 | 0.36 | 0.64 | 0.67 |
| Miles Between Road Calls | ≥ 25,000 | 157,578 | 127,205 | 259,671 | 94,989 |

Contractual Requirement

Santa Clarita Region Trip Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|--------|
| Vehicle Trips | | 2,552 | 2,558 | 2,494 | 27,832 |
| Passenger Trips | | 2,835 | 2,731 | 2,779 | 30,244 |
| No Shows | | 2.4% | 2.5% | 1.7% | 2.1% |
| On Time Performance (Next Day Trips) | ≥ 91% | 93.6% | 93.9% | 92.6% | 92.3% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.15% | 0.00% | 0.16% | 0.20% |
| Excessively Long Trips | ≤ 5% | 1.8% | 1.7% | 1.5% | 2.3% |
| Missed Trips | ≤ 0.75% | 1.23% | 0.88% | 0.89% | 1.07% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | - | - | - | - |

Call Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 1,916 | 2,169 | 2,095 | 22,555 |
| Average Initial Hold Time | ≤ 120 sec | 135 | 98 | 77 | 79 |
| Calls On Hold > 5 Minutes | ≤ 5% | 10.8% | 6.8% | 5.1% | 5.2% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|------|------|------|-------|
| Answered Calls | | 220 | 307 | 258 | 2,947 |
| Average Initial Hold Time | | 138 | 78 | 77 | 79 |
| Calls On Hold > 5 Minutes | ≤ 10% | 9.1% | 5.2% | 5.8% | 5.6% |

Complaints/Commendations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.1 | 1.9 | 0.8 | 0.9 |
| Commendations Per 1,000 Trips | | 0.3 | 0.0 | 0.0 | 0.2 |

Safety

| | Goal | Apr-22 | May-22 | Jun-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 | * | * | 23,345 | 98,308 |

Contractual Requirement

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

Northern Region

Trip Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 31,646 | 31,051 | 30,830 | 335,094 |
| Passenger Trips | | 39,626 | 38,648 | 38,206 | 419,768 |
| No Shows | | 3.1% | 3.3% | 2.9% | 2.8% |
| On Time Performance (Next Day Trips) | ≥ 91% | 84.0% | 73.0% | 85.9% | 87.1% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.24% | 2.01% | 0.24% | 0.30% |
| Excessively Long Trips | ≤ 5% | 3.6% | 5.1% | 5.2% | 3.3% |
| Missed Trips | ≤ 0.75% | 1.11% | 2.00% | 1.11% | 0.91% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | 95.8% | 90.4% | 99.4% | 97.3% |

Call Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 30,419 | 31,997 | 28,654 | 324,698 |
| Average Initial Hold Time | ≤ 120 sec | 122 | 104 | 103 | 99 |
| Calls On Hold > 5 Minutes | ≤ 5% | 9.6% | 5.7% | 7.2% | 6.3% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 8,265 | 11,302 | 7,536 | 81,958 |
| Average Initial Hold Time | | 90 | 99 | 77 | 73 |
| Calls On Hold > 5 Minutes | ≤ 10% | 5.1% | 5.4% | 4.0% | 3.0% |

Complaints/Commendations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.6 | 5.9 | 4.0 | 3.6 |
| Commendations Per 1,000 Trips | | 1.2 | 1.3 | 1.1 | 1.4 |

Safety

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.00 | 0.00 | 0.11 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.65 | 0.55 | 0.10 | 0.59 |
| Miles Between Road Calls | ≥ 25,000 | 45,514 | 45,247 | 40,030 | 54,211 |

Contractual Requirement

Southern Region

Trip Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|-----------|
| Vehicle Trips | | 76,037 | 77,604 | 75,640 | 839,126 |
| Passenger Trips | | 93,471 | 94,785 | 92,397 | 1,031,826 |
| No Shows | | 2.4% | 2.5% | 2.4% | 2.4% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.2% | 85.6% | 92.3% | 91.7% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.04% | 0.16% | 0.02% | 0.03% |
| Excessively Long Trips | ≤ 5% | 7.1% | 9.4% | 7.6% | 6.3% |
| Missed Trips | ≤ 0.75% | 0.49% | 0.85% | 0.41% | 0.44% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 92% | 93.3% | 91.9% | 95.6% | 95.6% |

Call Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 63,763 | 63,148 | 64,310 | 703,585 |
| Average Initial Hold Time | ≤ 120 sec | 131 | 128 | 99 | 90 |
| Calls On Hold > 5 Minutes | ≤ 5% | 8.8% | 7.9% | 5.0% | 4.0% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 16,715 | 17,493 | 15,646 | 186,051 |
| Average Initial Hold Time | | 106 | 131 | 88 | 75 |
| Calls On Hold > 5 Minutes | ≤ 10% | 6.3% | 10.3% | 4.2% | 3.7% |

Complaints/Commendations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.3 | 4.5 | 3.6 | 3.2 |
| Commendations Per 1,000 Trips | | 1.0 | 1.3 | 1.1 | 1.2 |

Safety

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.29 | 0.39 | 0.26 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 1.02 | 0.78 | 1.16 | 0.88 |
| Miles Between Road Calls | ≥ 25,000 | 40,158 | 68,300 | 53,310 | 74,867 |

Contractual Requirement

West Central Region

Trip Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 34,760 | 36,119 | 36,066 | 389,888 |
| Passenger Trips | | 44,837 | 46,184 | 46,105 | 502,280 |
| No Shows | | 3.6% | 3.5% | 3.2% | 3.6% |
| On Time Performance (Next Day Trips) | ≥ 91% | 86.8% | 85.3% | 89.1% | 89.0% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.07% | 0.26% | 0.09% | 0.15% |
| Excessively Long Trips | ≤ 5% | 2.6% | 3.3% | 2.5% | 2.5% |
| Missed Trips | ≤ 0.75% | 0.72% | 0.78% | 0.48% | 0.57% |
| Denials | ≤ 0 | 0 | 0 | 0 | 3 |
| On Time Performance (Access to Work) | ≥ 91% | 95.7% | 97.4% | 95.7% | 97.3% |

Call Performance

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 34,807 | 33,451 | 33,872 | 364,616 |
| Average Initial Hold Time | ≤ 120 sec | 44 | 48 | 50 | 31 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.4% | 2.5% | 3.3% | 1.2% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 8,284 | 9,009 | 7,444 | 86,873 |
| Average Initial Hold Time | | 33 | 34 | 29 | 21 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.6% | 1.3% | 0.8% | 0.5% |

Complaints/Commendations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.4 | 4.2 | 3.1 | 3.9 |
| Commendations Per 1,000 Trips | | 1.8 | 1.6 | 1.2 | 1.8 |

Safety

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.21 | 0.20 | 0.41 | 0.15 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.50 | 0.84 | 1.01 | 0.52 | 0.68 |
| Miles Between Road Calls | ≥ 25,000 | 24,991 | 27,546 | 34,439 | 34,217 |

Contractual Requirement

Eligibility and Appeals

Eligibility

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---|------|---------|---------|---------|---------|
| Eligible Customers | | 114,427 | 113,270 | 111,694 | 111,694 |
| Total ADA Evaluations Performed | | 4,090 | 4,923 | 4,567 | 55,672 |
| Days From Application to Decision (avg) | ≤ 21 | 10 | 10 | 10 | 10 |

In Person Evaluations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--------------|------|--------|--------|--------|--------|
| Unrestricted | | 703 | 885 | 839 | 2,917 |
| Restricted | | 247 | 274 | 231 | 898 |
| Temporary | | 2,283 | 1,588 | 2,009 | 34,036 |
| Not Eligible | | 18 | 25 | 19 | 323 |
| Total | | 3,251 | 2,772 | 3,097 | 38,174 |

Paper Evaluations

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|--------------|------|--------|--------|--------|--------|
| Unrestricted | | 839 | 2,151 | 1,469 | 17,498 |
| Restricted | | 0 | 0 | 0 | 0 |
| Temporary | | 0 | 0 | 0 | 0 |
| Not Eligible | | 0 | 0 | 0 | 0 |
| Total | | 839 | 2,151 | 1,470 | 17,498 |

Appeals

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|------------------------------------|------|--------|--------|--------|-----|
| Appeals Performed | | 4 | 7 | 6 | 97 |
| Days From Appeal to Decision (avg) | ≤ 30 | 11 | 8 | 15 | 10 |

Customer Service

Phone Statistics

Customer Service

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| Customer Service Calls | | 24,870 | 26,211 | 27,620 | 277,885 |
| Average Initial Hold Time | ≤ 180 sec | 238 | 244 | 112 | 124 |
| Calls On Hold > 5 Minutes | ≤ 10% | 33.2% | 32.8% | 12.6% | 14.8% |
| Call Duration | ≤ 300 sec | 304 | 306 | 290 | 298 |
| Calls Abandoned | ≤ 10% | 8.6% | 8.5% | 3.5% | 4.2% |

Operations Monitoring Center

| | Goal | Apr-22 | May-22 | Jun-22 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| Customer Service Calls | | 5,949 | 6,113 | 5,559 | 59,650 |
| Average Initial Hold Time | ≤ 180 sec | 143 | 152 | 90 | 83 |
| Calls On Hold > 5 Minutes | ≤ 10% | 18.5% | 19.2% | 9.0% | 8.5% |
| Call Duration | ≤ 300 sec | 372 | 401 | 358 | 358 |
| Calls Abandoned | ≤ 10% | 10.6% | 12.0% | 6.5% | 6.1% |

Contractual Requirement

July 26, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JUNE 2022 - DRAFT

Attached for your review are the unaudited financial reports for JUNE 2022.

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

- ◆ Passengers: 8.2% under budget
- ◆ Contract Revenue Miles: 18.7% under budget
- ◆ Trips: 7.7% under budget
- ◆ Total Eligibility Evaluations: 0.6% over budget
- ◆ Average Trip Distance: under budget by 1.26 miles at 9.26 miles
- ◆ Total cost per Passenger (before depreciation): 10.0% under budget at \$56.70
- ◆ Administration Function is 28.3% under budget
- ◆ Eligibility Determination Function is 25.4% under budget
- ◆ Purchased Transportation Function is 17.5% under budget
- ◆ Paratransit Operations Function is 7.5% under budget

Attached are the following reports for your review:

- Statistical Comparison: JUNE 2021 to JUNE 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 June 2022

| | % of Cost | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|-------------------------------|--------------|----------------------|----------------------|-----------------------|-------------------------------|---------------------------------|
| Purchased Transportation | 83.2% | \$139,566,853 | \$169,100,800 | (\$29,533,947) | -17.5% | 6% |
| Paratransit Operations | 8.9% | \$15,012,349 | \$16,235,064 | (\$1,222,715) | -7.5% | 6% |
| Eligibility Determination | 3.6% | \$6,115,966 | \$8,197,491 | (\$2,081,525) | -25.4% | 10% |
| CTSA/Ride Information | 0.4% | \$642,145 | \$543,756 | \$98,389 | 18.1% | 10% |
| Administration | 3.8% | <u>\$6,435,232</u> | <u>\$8,978,732</u> | <u>(\$2,543,500)</u> | <u>-28.3%</u> | <u>-10%</u> |
| Total Exp before Depreciation | | \$167,772,545 | \$203,055,843 | (\$35,283,298) | -17.4% | 6% |

Statistics - For the YTD Period Ended June 2022

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|--|---------------|---------------|-------------|-------------------------------|---------------------------------|
| Total Eligibility Evaluations | 55,881 | 55,530 | 351 | 0.6% | 54% |
| Number of PAX | 2,959,020 | 3,224,026 | (265,006) | -8.2% | 37% |
| Number of Contract Revenue Miles | 21,675,397 | 26,672,877 | (4,997,480) | -18.7% | 21% |
| Number of Trips | 2,339,891 | 2,536,176 | (196,285) | -7.7% | 35% |
| Average Trip Distance | 9.26 | 10.52 | (1.26) | -12.0% | -11% |
| Purchased Transportation Cost | | | | | |
| Cost per Trip | \$59.65 | \$66.68 | (\$7.03) | -10.5% | -21% |
| Cost per PAX | \$47.17 | \$52.45 | (\$5.28) | -10.1% | -23% |
| Cost per Contract Rev Mile | \$6.44 | \$6.34 | \$0.10 | 1.6% | -12% |
| Total Cost per Pax before Depreciation | \$56.70 | \$62.98 | (\$6.28) | -10.0% | -23% |

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

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|-----------------------------------|-------------------|-------------------|--------------------|-------------------------------|---------------------------------|
| Revenue | | | | | |
| Passenger Fares | \$6,797,934 | \$7,038,624 | (\$240,690) | | |
| Other Revenue | \$190,861 | \$704,866 | (\$514,005) | | |
| Total Revenue | \$6,988,795 | \$7,743,490 | (\$754,695) | -10% | 29% |
| Total Exp before Capital | \$167,772,545 | \$203,055,843 | (\$35,283,298) | -17% | 6% |
| Capital Expenditures | | | | | |
| Vehicles | \$1,420,004 | \$16,606,999 | (\$15,186,995) | | |
| Other Capital Expenditures | \$229,638 | \$0 | \$229,638 | | |
| Total Capital Expenditures | \$1,649,642 | \$16,606,999 | (\$14,957,357) | -90% | -44% |
| Over/(Under) Budget June 2022 | | | (\$50,240,655) | | |

YTD Cost Per Passenger before Depreciation and Capital Cost

