

Board Box

November 2022

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November 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	Aug-22	Sep-22	Oct-22	YTD
Vehicle Trips		229,855	231,256	247,151	920,433
Passenger Trips		285,573	286,511	306,961	1,143,625
Backup Trips		56	85	50	214
No Shows		2.7%	2.8%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.4%	90.2%	88.8%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.08%	0.09%	0.06%
Excessively Long Trips	≤ 5%	4.1%	4.6%	4.3%	4.2%
Missed Trips	≤ 0.75%	0.45%	0.51%	0.56%	0.49%
Denials	≤ 0	0	2	0	2
On Time Performance (Access to Work)	≥ 94%	95.7%	94.1%	94.1%	95.2%

Call Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
<i>Reservations</i>					
Answered Calls		218,261	178,133	184,927	712,943
Average Initial Hold Time	≤ 120 sec	63	76	66	68
Calls On Hold > 5 Minutes	≤ 5%	2.0%	3.4%	2.4%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		53,837	43,867	47,404	175,907
Average Initial Hold Time		49	57	53	53
Calls On Hold > 5 Minutes	≤ 10%	1.5%	2.8%	2.1%	2.1%

Complaints/Commendations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.7	3.6	3.1	3.3
Commendations Per 1,000 Trips		0.9	1.0	0.8	0.9

Safety

	Goal	Aug-22	Sep-22	Oct-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.35	0.06	0.24	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.06	0.80	0.71	0.86
Miles Between Road Calls	≥ 25,000	46,017	48,134	55,550	48,137

Antelope Valley Region Trip Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
Vehicle Trips		12,049	11,687	12,551	46,960
Passenger Trips		14,422	14,097	15,012	56,460
No Shows		3.3%	3.7%	4.0%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	96.0%	95.3%	94.2%	95.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	1.9%	2.1%	2.4%	2.0%
Missed Trips	≤ 0.75%	0.30%	0.31%	0.30%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.0%	95.2%	100.0%	95.3%

Call Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
<i>Reservations</i>					
Answered Calls		8,328	7,714	8,260	31,517
Average Initial Hold Time	≤ 120 sec	39	41	44	41
Calls On Hold > 5 Minutes	≤ 5%	1.2%	1.1%	1.5%	1.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,351	2,219	2,450	9,111
Average Initial Hold Time		24	38	33	31
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.7%	1.1%	0.8%

Complaints/Commendations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	3.3	1.9	2.7
Commendations Per 1,000 Trips		0.9	2.3	1.1	1.4

Safety

	Goal	Aug-22	Sep-22	Oct-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.60	0.00	1.20	0.47
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.20	0.32	0.45	0.67
Miles Between Road Calls	≥ 25,000	41,757	52,270	166,505	35,335

Contractual Requirement

Eastern Region Trip Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
Vehicle Trips		64,845	65,573	70,918	261,065
Passenger Trips		81,956	82,627	89,516	330,053
No Shows		2.3%	2.4%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.1%	89.0%	87.2%	90.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.09%	0.12%	0.07%
Excessively Long Trips	≤ 5%	1.1%	1.4%	1.4%	1.2%
Missed Trips	≤ 0.75%	0.30%	0.40%	0.48%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.6%	88.7%	93.1%	93.3%

Call Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
<i>Reservations</i>					
Answered Calls		59,231	39,798	41,043	158,144
Average Initial Hold Time	≤ 120 sec	39	45	32	36
Calls On Hold > 5 Minutes	≤ 5%	0.8%	2.3%	0.5%	1.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,330	11,178	12,161	43,047
Average Initial Hold Time		27	31	27	26
Calls On Hold > 5 Minutes	≤ 10%	0.3%	1.4%	0.4%	0.6%

Complaints/Commendations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.7	2.3	2.3
Commendations Per 1,000 Trips		0.5	0.5	0.6	0.5

Safety

	Goal	Aug-22	Sep-22	Oct-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.12	0.00	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.13	0.30	0.79	0.76
Miles Between Road Calls	≥ 25,000	46,756	64,907	65,550	62,760

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
Vehicle Trips		2,656	2,374	2,627	10,145
Passenger Trips		2,923	2,577	2,859	11,194
No Shows		2.8%	2.7%	2.3%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	89.9%	90.7%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.15%	0.34%	0.20%	0.23%
Excessively Long Trips	≤ 5%	1.8%	3.8%	4.3%	2.9%
Missed Trips	≤ 0.75%	1.39%	1.48%	1.05%	1.22%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
<i>Reservations</i>					
Answered Calls		1,928	1,749	2,015	7,615
Average Initial Hold Time	≤ 120 sec	106	94	66	90
Calls On Hold > 5 Minutes	≤ 5%	8.6%	4.5%	4.3%	6.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		233	238	270	954
Average Initial Hold Time		121	69	80	97
Calls On Hold > 5 Minutes	≤ 10%	12.4%	4.6%	6.3%	8.0%

Complaints/Commendations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.9	1.1	2.0
Commendations Per 1,000 Trips		0.0	0.4	0.0	0.1

Safety

	Goal	Aug-22	Sep-22	Oct-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	*	*	25,699	104,764

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
Vehicle Trips		32,852	32,714	35,309	130,435
Passenger Trips		40,665	40,333	43,638	161,184
No Shows		2.8%	3.0%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	89.4%	88.1%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.11%	0.17%	0.11%
Excessively Long Trips	≤ 5%	3.6%	5.2%	6.2%	4.9%
Missed Trips	≤ 0.75%	0.70%	0.81%	0.86%	0.80%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	97.3%	96.5%	95.9%	96.9%

Call Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
<i>Reservations</i>					
Answered Calls		31,211	31,011	33,192	123,826
Average Initial Hold Time	≤ 120 sec	79	76	78	80
Calls On Hold > 5 Minutes	≤ 5%	3.6%	3.4%	3.3%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,766	7,081	7,643	29,481
Average Initial Hold Time		57	57	58	59
Calls On Hold > 5 Minutes	≤ 10%	1.6%	2.7%	2.1%	2.1%

Complaints/Commendations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.8	4.1	4.3	4.2
Commendations Per 1,000 Trips		2.4	1.4	1.8	1.9

Safety

	Goal	Aug-22	Sep-22	Oct-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.39	0.45	0.14	0.32
Miles Between Road Calls	≥ 25,000	36,761	99,175	57,698	51,595

Contractual Requirement

Southern Region

Trip Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
Vehicle Trips		79,653	80,892	84,698	319,762
Passenger Trips		97,309	98,491	103,500	390,622
No Shows		2.5%	2.4%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	92.5%	91.5%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.01%	0.01%
Excessively Long Trips	≤ 5%	7.6%	8.1%	6.7%	7.2%
Missed Trips	≤ 0.75%	0.40%	0.41%	0.43%	0.41%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	94.3%	97.0%	95.0%	95.9%

Call Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
<i>Reservations</i>					
Answered Calls		66,447	64,012	65,983	256,357
Average Initial Hold Time	≤ 120 sec	92	112	101	99
Calls On Hold > 5 Minutes	≤ 5%	2.9%	4.6%	4.0%	3.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,642	15,287	16,350	62,281
Average Initial Hold Time		82	90	84	82
Calls On Hold > 5 Minutes	≤ 10%	3.2%	4.6%	4.2%	3.9%

Complaints/Commendations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.5	3.9	3.3	3.7
Commendations Per 1,000 Trips		0.7	0.8	0.7	0.7

Safety

	Goal	Aug-22	Sep-22	Oct-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.65	0.09	0.45	0.47
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.75	1.23	1.01	1.29
Miles Between Road Calls	≥ 25,000	62,947	132,221	185,549	85,053

Contractual Requirement

West Central Region

Trip Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
Vehicle Trips		37,744	37,931	40,998	151,852
Passenger Trips		48,242	48,301	52,386	193,898
No Shows		3.6%	3.7%	3.6%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	89.2%	86.7%	85.1%	88.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.14%	0.16%	0.09%
Excessively Long Trips	≤ 5%	2.7%	2.9%	3.4%	2.8%
Missed Trips	≤ 0.75%	0.52%	0.64%	0.76%	0.58%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	98.1%	97.9%	85.7%	94.7%

Call Performance

	Goal	Aug-22	Sep-22	Oct-22	YTD
<i>Reservations</i>					
Answered Calls		51,116	33,849	34,434	135,484
Average Initial Hold Time	≤ 120 sec	44	50	35	40
Calls On Hold > 5 Minutes	≤ 5%	1.1%	3.0%	0.8%	1.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,515	7,864	8,530	31,033
Average Initial Hold Time		29	35	30	29
Calls On Hold > 5 Minutes	≤ 5%	0.5%	1.8%	0.7%	0.8%

Complaints/Commendations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.8	4.1	3.5	3.6
Commendations Per 1,000 Trips		1.0	1.3	0.8	1.0

Safety

	Goal	Aug-22	Sep-22	Oct-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.39	0.00	0.19	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.20	1.29	0.61	0.73
Miles Between Road Calls	≥ 25,000	33,951	14,375	19,106	21,090

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Aug-22	Sep-22	Oct-22	YTD
Eligible Customers		109,260	107,593	106,117	106,117
Total ADA Evaluations Performed		6,179	5,563	4,872	22,158
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Unrestricted		1,142	969	929	4,063
Restricted		245	176	210	886
Temporary		3,215	2,476	2,462	11,265
Not Eligible		35	18	33	112
Total		4,637	3,639	3,634	16,326

Paper Evaluations

	Goal	Aug-22	Sep-22	Oct-22	YTD
Unrestricted		1,542	1,920	1,238	5,828
Restricted		0	0	0	0
Temporary		0	4	0	4
Not Eligible		0	0	0	0
Total		1,542	1,924	1,238	5,832

Appeals

	Goal	Aug-22	Sep-22	Oct-22	YTD
Appeals Performed		12	19	10	46
Days From Appeal to Decision (avg)	≤ 30	14	8	9	10

Customer Service

Phone Statistics

Customer Service

	Goal	Aug-22	Sep-22	Oct-22	YTD
Customer Service Calls		34,668	31,247	31,317	124,997
Average Initial Hold Time	≤ 180 sec	51	19	19	31
Calls On Hold > 5 Minutes	≤ 10%	5.3%	0.6%	0.6%	2.2%
Call Duration	≤ 300 sec	291	262	250	269
Calls Abandoned	≤ 10%	1.7%	0.3%	0.3%	0.8%

Operations Monitoring Center

	Goal	Aug-22	Sep-22	Oct-22	YTD
Customer Service Calls		6,195	6,522	6,525	24,665
Average Initial Hold Time	≤ 180 sec	65	43	39	49
Calls On Hold > 5 Minutes	≤ 10%	5.6%	3.8%	2.8%	3.9%
Call Duration	≤ 300 sec	340	345	327	333
Calls Abandoned	≤ 10%	5.6%	3.1%	2.9%	3.7%

Contractual Requirement

November 28, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR OCTOBER 2022 - DRAFT

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

DRAFT FY 2022/2023 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 8.2% over budget
- ◆ Contract Revenue Miles: 4.7% over budget
- ◆ Trips: 10.5% over budget
- ◆ Total Eligibility Evaluations: 18.6% over budget
- ◆ Average Trip Distance: under budget by 0.49 miles at 8.94 miles
- ◆ Total cost per Passenger (before depreciation): 9.0% under budget at \$58.99
- ◆ Administration Function is 9.1% under budget
- ◆ Eligibility Determination Function is 0.5% over budget
- ◆ Purchased Transportation Function is 1.2% under budget
- ◆ Paratransit Operations Function is 1.0% over budget

Attached are the following reports for your review:

- Statistical Comparison: OCTOBER 2021 to OCTOBER 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 October 2022

	<u>% of</u> <u>Cost</u>	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance</u>	<u>% Over /</u> <u>(Under)</u> <u>Budget</u>	<u>% Over /</u> <u>(Under)</u> <u>Prior Yr</u>
Purchased Transportation	82.6%	\$55,712,405	\$56,415,240	(\$702,835)	-1.2%	26%
Paratransit Operations	8.4%	\$5,664,379	\$5,605,545	\$58,834	1.0%	11%
Eligibility Determination	4.2%	\$2,820,124	\$2,804,809	\$15,315	0.5%	46%
CTSA/Ride Information	0.1%	\$93,191	\$187,281	(\$94,090)	-50.2%	-51%
Administration	4.7%	\$3,168,415	\$3,485,661	(\$317,246)	-9.1%	9%
Total Exp before Depreciation		\$67,458,514	\$68,498,536	(\$1,040,022)	-1.5%	24%

Statistics - For the YTD Period Ended October 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	22,131	18,657	3,474	18.6%	20%
Number of PAX	1,143,625	1,057,054	86,571	8.2%	20%
Number of Contract Revenue Miles	8,227,368	7,855,042	372,326	4.7%	16%
Number of Trips	920,433	833,135	87,298	10.5%	22%
Average Trip Distance	8.94	9.43	(0.49)	-5.2%	-5%
Purchased Transportation Cost					
Cost per Trip	\$60.53	\$67.71	(\$7.18)	-10.6%	3%
Cost per PAX	\$48.72	\$53.37	(\$4.65)	-8.7%	5%
Cost per Contract Rev Mile	\$6.77	\$7.18	(\$0.41)	-5.7%	8%
Total Cost per Pax before Depreciation	\$58.99	\$64.80	(\$5.81)	-9.0%	4%

**Budget Results for FY 2022/2023
For YTD Period Ending October 2022**

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$2,840,022	\$2,640,417	\$199,605		
Other Revenue	\$312,880	\$236,446	\$76,434		
Total Revenue	\$3,152,902	\$2,876,863	\$276,039	10%	41%
 Total Exp before Capital	\$67,458,514	\$68,498,536	(\$1,040,022)	-2%	24%
 Capital Expenditures					
Vehicles	\$0	\$12,762,790	(\$12,762,790)		
Other Capital Expenditures	\$102,681	\$0	\$102,681		
Total Capital Expenditures	\$102,681	\$12,762,790	(\$12,660,109)	-99%	-30%
 Over/(Under) Budget October 2022			(\$13,700,131)		

YTD Cost Per Passenger before Depreciation and Capital Cost

