

Board Box

December 2022

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December 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	Sep-22	Oct-22	Nov-22	YTD
Vehicle Trips		231,256	247,151	229,164	1,149,597
Passenger Trips		286,511	306,961	284,596	1,428,221
Backup Trips		85	50	26	240
No Shows		2.8%	2.8%	2.7%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	90.2%	88.8%	90.2%	90.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.09%	0.08%	0.06%
Excessively Long Trips	≤ 5%	4.6%	4.3%	4.1%	4.2%
Missed Trips	≤ 0.75%	0.51%	0.56%	0.52%	0.49%
Denials	≤ 0	2	0	0	2
On Time Performance (Access to Work)	≥ 94%	94.1%	94.1%	94.7%	95.1%

Call Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
<i>Reservations</i>					
Answered Calls		178,133	184,927	170,249	883,192
Average Initial Hold Time	≤ 120 sec	76	66	68	68
Calls On Hold > 5 Minutes	≤ 5%	3.4%	2.4%	3.0%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		43,867	47,404	42,784	218,691
Average Initial Hold Time		57	53	54	53
Calls On Hold > 5 Minutes	≤ 10%	2.8%	2.1%	2.9%	2.3%

Complaints/Commendations

	Goal	Sep-22	Oct-22	Nov-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.6	3.1	2.9	3.2
Commendations Per 1,000 Trips		1.0	0.8	0.8	0.9

Safety

	Goal	Sep-22	Oct-22	Nov-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.06	0.24	0.23	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.80	0.71	0.75	0.83
Miles Between Road Calls	≥ 25,000	48,134	55,550	37,898	45,695

Antelope Valley Region Trip Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
Vehicle Trips		11,687	12,551	11,075	58,035
Passenger Trips		14,097	15,012	13,250	69,710
No Shows		3.7%	4.0%	4.0%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	95.3%	94.2%	95.4%	95.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.1%	2.4%	1.8%	2.0%
Missed Trips	≤ 0.75%	0.31%	0.30%	0.30%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.2%	100.0%	100.0%	95.9%

Call Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
<i>Reservations</i>					
Answered Calls		7,714	8,260	7,495	39,012
Average Initial Hold Time	≤ 120 sec	41	44	39	41
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.5%	1.1%	1.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,219	2,450	2,143	11,254
Average Initial Hold Time		38	33	32	31
Calls On Hold > 5 Minutes	≤ 10%	0.7%	1.1%	1.1%	0.9%

Complaints/Commendations

	Goal	Sep-22	Oct-22	Nov-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	1.9	2.6	2.7
Commendations Per 1,000 Trips		2.3	1.1	1.4	1.4

Safety

	Goal	Sep-22	Oct-22	Nov-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	1.20	0.00	0.38
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.32	0.45	0.00	0.54
Miles Between Road Calls	≥ 25,000	52,270	166,505	*	43,728

Contractual Requirement

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

Eastern Region Trip Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
Vehicle Trips		65,573	70,918	66,048	327,113
Passenger Trips		82,627	89,516	83,336	413,389
No Shows		2.4%	2.4%	2.5%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	89.0%	87.2%	88.8%	89.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.12%	0.12%	0.08%
Excessively Long Trips	≤ 5%	1.4%	1.4%	1.4%	1.2%
Missed Trips	≤ 0.75%	0.40%	0.48%	0.52%	0.39%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	88.7%	93.1%	96.1%	93.9%

Call Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
<i>Reservations</i>					
Answered Calls		39,798	41,043	38,200	196,344
Average Initial Hold Time	≤ 120 sec	45	32	42	37
Calls On Hold > 5 Minutes	≤ 5%	2.3%	0.5%	2.9%	1.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,178	12,161	10,748	53,795
Average Initial Hold Time		31	27	30	27
Calls On Hold > 5 Minutes	≤ 10%	1.4%	0.4%	1.7%	0.8%

Complaints/Commendations

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

Safety

	Goal	Sep-22	Oct-22	Nov-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.00	0.23	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.30	0.79	0.99	0.81
Miles Between Road Calls	≥ 25,000	64,907	65,550	21,125	44,546

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
Vehicle Trips		2,374	2,627	2,354	12,499
Passenger Trips		2,577	2,859	2,614	13,808
No Shows		2.7%	2.3%	1.8%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	89.9%	90.7%	93.7%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.34%	0.20%	0.09%	0.20%
Excessively Long Trips	≤ 5%	3.8%	4.3%	4.1%	3.1%
Missed Trips	≤ 0.75%	1.48%	1.05%	0.72%	1.13%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
<i>Reservations</i>					
Answered Calls		1,749	2,015	1,869	9,484
Average Initial Hold Time	≤ 120 sec	94	66	92	90
Calls On Hold > 5 Minutes	≤ 5%	4.5%	4.3%	6.2%	6.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		238	270	238	1,192
Average Initial Hold Time		69	80	67	91
Calls On Hold > 5 Minutes	≤ 10%	4.6%	6.3%	5.9%	7.6%

Complaints/Commendations

	Goal	Sep-22	Oct-22	Nov-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	1.1	3.0	2.2
Commendations Per 1,000 Trips		0.4	0.0	0.4	0.2

Safety

	Goal	Sep-22	Oct-22	Nov-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	*	128,259

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
Vehicle Trips		32,714	35,309	32,175	162,610
Passenger Trips		40,333	43,638	39,879	201,063
No Shows		3.0%	2.9%	2.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	89.4%	88.1%	89.2%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.17%	0.10%	0.10%
Excessively Long Trips	≤ 5%	5.2%	6.2%	5.8%	5.1%
Missed Trips	≤ 0.75%	0.81%	0.86%	0.72%	0.77%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 94%	96.5%	95.9%	93.3%	96.3%

Call Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
<i>Reservations</i>					
Answered Calls		31,011	33,192	30,594	154,420
Average Initial Hold Time	≤ 120 sec	76	78	80	80
Calls On Hold > 5 Minutes	≤ 5%	3.4%	3.3%	4.1%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,081	7,643	6,696	36,177
Average Initial Hold Time		57	58	52	58
Calls On Hold > 5 Minutes	≤ 10%	2.7%	2.1%	1.8%	2.1%

Complaints/Commendations

	Goal	Sep-22	Oct-22	Nov-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.1	4.3	3.5	4.0
Commendations Per 1,000 Trips		1.4	1.8	1.2	1.8

Safety

	Goal	Sep-22	Oct-22	Nov-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.21	0.04
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.45	0.14	0.72	0.40
Miles Between Road Calls	≥ 25,000	99,175	57,698	80,657	55,663

Contractual Requirement

Southern Region Trip Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
Vehicle Trips		80,892	84,698	78,809	398,571
Passenger Trips		98,491	103,500	96,285	486,907
No Shows		2.4%	2.5%	2.3%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	91.5%	92.3%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	8.1%	6.7%	6.3%	7.0%
Missed Trips	≤ 0.75%	0.41%	0.43%	0.42%	0.41%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.0%	95.0%	93.6%	95.4%

Call Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
<i>Reservations</i>					
Answered Calls		64,012	65,983	59,971	316,328
Average Initial Hold Time	≤ 120 sec	112	101	94	98
Calls On Hold > 5 Minutes	≤ 5%	4.6%	4.0%	2.5%	3.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,287	16,350	15,200	77,481
Average Initial Hold Time		90	84	86	83
Calls On Hold > 5 Minutes	≤ 10%	4.6%	4.2%	4.9%	4.1%

Complaints/Commendations

	Goal	Sep-22	Oct-22	Nov-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.9	3.3	2.9	3.6
Commendations Per 1,000 Trips		0.8	0.7	0.6	0.7

Safety

	Goal	Sep-22	Oct-22	Nov-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.45	0.28	0.43
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.23	1.01	0.81	1.20
Miles Between Road Calls	≥ 25,000	132,221	185,549	150,596	93,113

Contractual Requirement

West Central Region

Trip Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
Vehicle Trips		37,931	40,998	38,677	190,529
Passenger Trips		48,301	52,386	49,206	243,104
No Shows		3.7%	3.6%	3.5%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	86.7%	85.1%	87.3%	87.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.16%	0.12%	0.10%
Excessively Long Trips	≤ 5%	2.9%	3.4%	3.6%	3.0%
Missed Trips	≤ 0.75%	0.64%	0.76%	0.60%	0.59%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.9%	85.7%	94.6%	94.5%

Call Performance

	Goal	Sep-22	Oct-22	Nov-22	YTD
<i>Reservations</i>					
Answered Calls		33,849	34,434	32,120	167,604
Average Initial Hold Time	≤ 120 sec	50	35	46	41
Calls On Hold > 5 Minutes	≤ 5%	3.0%	0.8%	3.4%	1.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,864	8,530	7,759	38,792
Average Initial Hold Time		35	30	34	30
Calls On Hold > 5 Minutes	≤ 5%	1.8%	0.7%	2.0%	1.0%

Complaints/Commendations

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

Safety

	Goal	Sep-22	Oct-22	Nov-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.19	0.20	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.29	0.61	0.49	0.68
Miles Between Road Calls	≥ 25,000	14,375	19,106	18,805	20,588

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Sep-22	Oct-22	Nov-22	YTD
Eligible Customers		107,593	106,117	104,081	104,081
Total ADA Evaluations Performed		5,563	4,872	4,816	26,974
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Sep-22	Oct-22	Nov-22	YTD
Unrestricted		969	929	835	4,898
Restricted		176	210	111	997
Temporary		2,476	2,462	2,674	13,939
Not Eligible		18	33	16	128
Total		3,639	3,634	3,636	19,962

Paper Evaluations

	Goal	Sep-22	Oct-22	Nov-22	YTD
Unrestricted		1,924	1,238	1,210	7,042
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,924	1,238	1,210	7,042

Appeals

	Goal	Sep-22	Oct-22	Nov-22	YTD
Appeals Performed		19	10	5	51
Days From Appeal to Decision (avg)	≤ 30	8	9	10	10

Customer Service

Phone Statistics

Customer Service

	Goal	Sep-22	Oct-22	Nov-22	YTD
Customer Service Calls		31,247	31,317	28,782	153,779
Average Initial Hold Time	≤ 180 sec	19	19	37	32
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.6%	3.2%	2.4%
Call Duration	≤ 300 sec	262	250	241	264
Calls Abandoned	≤ 10%	0.3%	0.3%	0.8%	0.8%

Operations Monitoring Center

	Goal	Sep-22	Oct-22	Nov-22	YTD
Customer Service Calls		6,522	6,525	6,282	30,947
Average Initial Hold Time	≤ 180 sec	43	39	44	48
Calls On Hold > 5 Minutes	≤ 10%	3.8%	2.8%	3.4%	3.8%
Call Duration	≤ 300 sec	345	327	315	329
Calls Abandoned	≤ 10%	3.1%	2.9%	3.1%	3.6%

Contractual Requirement

December 27, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR NOVEMBER 2022 - DRAFT

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

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

- ◆ Passengers: 9.0% over budget
- ◆ Contract Revenue Miles: 5.3% over budget
- ◆ Trips: 11.4% over budget
- ◆ Total Eligibility Evaluations: 17.3% over budget
- ◆ Average Trip Distance: under budget by 0.51 miles at 8.92 miles
- ◆ Total cost per Passenger (before depreciation): 9.5% under budget at \$59.20
- ◆ Administration Function is 11.9% under budget
- ◆ Eligibility Determination Function is 2.1% over budget
- ◆ Purchased Transportation Function is 0.5% under budget
- ◆ Paratransit Operations Function is 1.6% over budget

Attached are the following reports for your review:

- Statistical Comparison: NOVEMBER 2021 to NOVEMBER 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 November 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%	\$69,869,265	\$70,250,610	(\$381,345)	-0.5%	26%
Paratransit Operations	8.3%	\$6,994,050	\$7,110,216	(\$116,166)	-1.6%	10%
Eligibility Determination	4.2%	\$3,556,663	\$3,483,201	\$73,462	2.1%	48%
CTSA/Ride Information	0.1%	\$124,703	\$236,341	(\$111,638)	-47.2%	-46%
Administration	4.7%	<u>\$4,011,962</u>	<u>\$4,553,309</u>	<u>(\$541,347)</u>	<u>-11.9%</u>	<u>12%</u>
Total Exp before Depreciation		\$84,556,643	\$85,633,677	(\$1,077,034)	-1.3%	24%

Statistics - For the YTD Period Ended November 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	26,974	22,995	3,979	17.3%	18%
Number of PAX	1,428,221	1,309,745	118,476	9.0%	19%
Number of Contract Revenue Miles	10,249,043	9,733,056	515,987	5.3%	15%
Number of Trips	1,149,597	1,032,258	117,339	11.4%	22%
Average Trip Distance	8.92	9.43	(0.51)	-5.4%	-5%
Purchased Transportation Cost					
Cost per Trip	\$60.78	\$68.06	(\$7.28)	-10.7%	3%
Cost per PAX	\$48.92	\$53.64	(\$4.72)	-8.8%	6%
Cost per Contract Rev Mile	\$6.82	\$7.22	(\$0.40)	-5.5%	9%
Total Cost per Pax before Depreciation	\$59.20	\$65.38	(\$6.18)	-9.5%	4%

Budget Results for FY 2022/2023 For YTD Period Ending November 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,128,447	\$3,271,299	\$857,148		
Other Revenue	\$573,499	\$293,466	\$280,033		
Total Revenue	\$4,701,946	\$3,564,765	\$1,137,181	32%	55%
 Total Exp before Capital	 \$84,556,643	 \$85,633,677	 (\$1,077,034)	 -1%	 24%
Capital Expenditures					
Vehicles	\$0	\$13,824,790	(\$13,824,790)		
Other Capital Expenditures	\$108,590	\$0	\$108,590		
Total Capital Expenditures	\$108,590	\$13,824,790	(\$13,716,200)	-99%	-26%
 Over/(Under) Budget November 2022			 (\$14,793,234)		

YTD Cost Per Passenger before Depreciation and Capital Cost

