

Board Box

January 2023

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January 26, 2023

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-22	Nov-22	Dec-22	YTD
Vehicle Trips		247,151	229,164	223,509	1,373,106
Passenger Trips		306,961	284,596	277,744	1,705,965
Backup Trips		50	26	30	270
No Shows		2.8%	2.7%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	88.8%	90.2%	91.9%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.08%	0.03%	0.06%
Excessively Long Trips	≤ 5%	4.3%	4.1%	3.0%	4.0%
Missed Trips	≤ 0.75%	0.56%	0.52%	0.41%	0.48%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 94%	94.1%	94.7%	97.1%	95.0%

Call Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
<i>Reservations</i>					
Answered Calls		184,927	170,249	171,471	1,054,663
Average Initial Hold Time	≤ 120 sec	66	68	50	65
Calls On Hold > 5 Minutes	≤ 5%	2.4%	3.0%	1.4%	2.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		47,404	42,784	42,045	260,736
Average Initial Hold Time		53	54	43	51
Calls On Hold > 5 Minutes	≤ 10%	2.1%	2.9%	1.4%	2.1%

Complaints/Commendations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.1	2.9	2.3	3.1
Commendations Per 1,000 Trips		0.8	0.8	0.7	0.9

Safety

	Goal	Oct-22	Nov-22	Dec-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.24	0.23	0.10	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.71	0.75	0.73	0.82
Miles Between Road Calls	≥ 25,000	55,550	37,898	40,527	44,774

Antelope Valley Region Trip Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
Vehicle Trips		12,551	11,075	11,065	69,100
Passenger Trips		15,012	13,250	13,339	83,049
No Shows		4.0%	4.0%	4.0%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	95.4%	95.8%	95.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.00%	0.01%
Excessively Long Trips	≤ 5%	2.4%	1.8%	1.1%	1.8%
Missed Trips	≤ 0.75%	0.30%	0.30%	0.19%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	85.7%	94.7%

Call Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
<i>Reservations</i>					
Answered Calls		8,260	7,495	7,362	46,374
Average Initial Hold Time	≤ 120 sec	44	39	49	42
Calls On Hold > 5 Minutes	≤ 5%	1.5%	1.1%	2.1%	1.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,450	2,143	2,182	13,436
Average Initial Hold Time		33	32	37	32
Calls On Hold > 5 Minutes	≤ 10%	1.1%	1.1%	1.2%	0.9%

Complaints/Commendations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.6	1.7	2.5
Commendations Per 1,000 Trips		1.1	1.4	1.3	1.4

Safety

	Goal	Oct-22	Nov-22	Dec-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	1.20	0.00	0.00	0.32
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.45	0.00	0.64	0.56
Miles Between Road Calls	≥ 25,000	166,505	*	38,892	42,849

Contractual Requirement

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

Eastern Region Trip Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
Vehicle Trips		70,918	66,048	62,986	390,099
Passenger Trips		89,516	83,336	79,688	493,077
No Shows		2.4%	2.5%	2.6%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	87.2%	88.8%	91.6%	90.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.12%	0.03%	0.07%
Excessively Long Trips	≤ 5%	1.4%	1.4%	0.9%	1.2%
Missed Trips	≤ 0.75%	0.48%	0.52%	0.31%	0.38%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.1%	96.1%	98.7%	94.7%

Call Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
<i>Reservations</i>					
Answered Calls		41,043	38,200	37,957	234,301
Average Initial Hold Time	≤ 120 sec	32	42	29	36
Calls On Hold > 5 Minutes	≤ 5%	0.5%	2.9%	0.7%	1.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,161	10,748	9,873	63,668
Average Initial Hold Time		27	30	23	26
Calls On Hold > 5 Minutes	≤ 10%	0.4%	1.7%	0.4%	0.7%

Complaints/Commendations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.3	1.8	2.2
Commendations Per 1,000 Trips		0.6	0.6	0.4	0.5

Safety

	Goal	Oct-22	Nov-22	Dec-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.23	0.00	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.79	0.99	0.88	0.82
Miles Between Road Calls	≥ 25,000	65,550	21,125	21,633	38,049

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
Vehicle Trips		2,627	2,354	2,395	14,894
Passenger Trips		2,859	2,614	2,714	16,522
No Shows		2.3%	1.8%	2.0%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	90.7%	93.7%	94.9%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.20%	0.09%	0.04%	0.18%
Excessively Long Trips	≤ 5%	4.3%	4.1%	2.7%	3.1%
Missed Trips	≤ 0.75%	1.05%	0.72%	1.19%	1.14%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
<i>Reservations</i>					
Answered Calls		2,015	1,869	1,795	11,279
Average Initial Hold Time	≤ 120 sec	66	92	40	82
Calls On Hold > 5 Minutes	≤ 5%	4.3%	6.2%	1.9%	5.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		270	238	232	1,424
Average Initial Hold Time		80	67	46	83
Calls On Hold > 5 Minutes	≤ 10%	6.3%	5.9%	3.4%	6.9%

Complaints/Commendations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	3.0	1.2	2.0
Commendations Per 1,000 Trips		0.0	0.4	0.4	0.2

Safety

	Goal	Oct-22	Nov-22	Dec-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	2.08	0.33
Miles Between Road Calls	≥ 25,000	25,699	*	*	152,322

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
Vehicle Trips		35,309	32,175	32,000	194,610
Passenger Trips		43,638	39,879	39,774	240,837
No Shows		2.9%	2.6%	2.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	88.1%	89.2%	90.7%	89.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.17%	0.10%	0.08%	0.10%
Excessively Long Trips	≤ 5%	6.2%	5.8%	5.3%	5.1%
Missed Trips	≤ 0.75%	0.86%	0.72%	0.63%	0.74%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	95.9%	93.3%	97.1%	96.4%

Call Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
<i>Reservations</i>					
Answered Calls		33,192	30,594	28,652	183,072
Average Initial Hold Time	≤ 120 sec	78	80	70	79
Calls On Hold > 5 Minutes	≤ 5%	3.3%	4.1%	2.5%	3.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,643	6,696	6,834	43,011
Average Initial Hold Time		58	52	48	56
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.8%	1.6%	2.0%

Complaints/Commendations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.3	3.5	3.4	3.9
Commendations Per 1,000 Trips		1.8	1.2	1.6	1.7

Safety

	Goal	Oct-22	Nov-22	Dec-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.21	0.20	0.07
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.14	0.72	0.66	0.44
Miles Between Road Calls	≥ 25,000	57,698	80,657	54,737	55,510

Contractual Requirement

Southern Region Trip Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
Vehicle Trips		84,698	78,809	77,526	476,097
Passenger Trips		103,500	96,285	94,515	581,422
No Shows		2.5%	2.3%	2.6%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	92.3%	92.8%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	6.7%	6.3%	4.1%	6.6%
Missed Trips	≤ 0.75%	0.43%	0.42%	0.38%	0.41%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.0%	93.6%	96.8%	94.5%

Call Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
<i>Reservations</i>					
Answered Calls		65,983	59,971	62,890	379,218
Average Initial Hold Time	≤ 120 sec	101	94	65	92
Calls On Hold > 5 Minutes	≤ 5%	4.0%	2.5%	1.4%	3.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,350	15,200	15,770	93,251
Average Initial Hold Time		84	86	63	80
Calls On Hold > 5 Minutes	≤ 10%	4.2%	4.9%	2.3%	3.8%

Complaints/Commendations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.9	2.3	3.4
Commendations Per 1,000 Trips		0.7	0.6	0.6	0.7

Safety

	Goal	Oct-22	Nov-22	Dec-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.45	0.28	0.20	0.40
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.01	0.81	0.51	1.09
Miles Between Road Calls	≥ 25,000	185,549	150,596	145,670	98,876

Contractual Requirement

West Central Region

Trip Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
Vehicle Trips		40,998	38,677	37,507	228,036
Passenger Trips		52,386	49,206	47,684	290,788
No Shows		3.6%	3.5%	3.5%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	85.1%	87.3%	90.4%	88.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.12%	0.05%	0.09%
Excessively Long Trips	≤ 5%	3.4%	3.6%	2.4%	2.9%
Missed Trips	≤ 0.75%	0.76%	0.60%	0.43%	0.56%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	85.7%	94.6%	97.9%	95.1%

Call Performance

	Goal	Oct-22	Nov-22	Dec-22	YTD
<i>Reservations</i>					
Answered Calls		34,434	32,120	32,815	200,419
Average Initial Hold Time	≤ 120 sec	35	46	32	40
Calls On Hold > 5 Minutes	≤ 5%	0.8%	3.4%	1.0%	1.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,530	7,759	7,154	45,946
Average Initial Hold Time		30	34	26	29
Calls On Hold > 5 Minutes	≤ 5%	0.7%	2.0%	0.6%	1.0%

Complaints/Commendations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.5	3.6	2.7	3.4
Commendations Per 1,000 Trips		0.8	1.0	0.7	0.9

Safety

	Goal	Oct-22	Nov-22	Dec-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.20	0.00	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.61	0.49	0.93	0.72
Miles Between Road Calls	≥ 25,000	19,106	18,805	30,311	21,708

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Oct-22	Nov-22	Dec-22	YTD
Eligible Customers		106,117	104,081	103,214	103,214
Total ADA Evaluations Performed		4,872	4,846	5,427	32,431
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Unrestricted		929	835	901	5,799
Restricted		210	111	180	1,177
Temporary		2,462	2,674	2,056	15,995
Not Eligible		33	16	18	146
Total		3,634	3,636	3,155	23,117

Paper Evaluations

	Goal	Oct-22	Nov-22	Dec-22	YTD
Unrestricted		1,238	1,203	1,909	8,940
Restricted		0	1	343	344
Temporary		0	6	20	30
Not Eligible		0	0	0	0
Total		1,238	1,210	2,272	9,314

Appeals

	Goal	Oct-22	Nov-22	Dec-22	YTD
Appeals Performed		10	5	9	60
Days From Appeal to Decision (avg)	≤ 30	9	10	11	10

Customer Service

Phone Statistics

Customer Service

	Goal	Oct-22	Nov-22	Dec-22	YTD
Customer Service Calls		31,317	28,782	27,552	181,331
Average Initial Hold Time	≤ 180 sec	19	37	17	30
Calls On Hold > 5 Minutes	≤ 10%	0.6%	3.2%	0.3%	2.1%
Call Duration	≤ 300 sec	250	241	223	257
Calls Abandoned	≤ 10%	0.3%	0.8%	0.2%	0.7%

Operations Monitoring Center

	Goal	Oct-22	Nov-22	Dec-22	YTD
Customer Service Calls		6,525	6,282	6,080	37,027
Average Initial Hold Time	≤ 180 sec	39	44	33	46
Calls On Hold > 5 Minutes	≤ 10%	2.8%	3.4%	1.9%	3.5%
Call Duration	≤ 300 sec	327	315	303	325
Calls Abandoned	≤ 10%	2.9%	3.1%	2.0%	3.3%

Contractual Requirement

January 25, 2023

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR DECEMBER 2022 - DRAFT

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

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

- ◆ Passengers: 7.4% over budget
- ◆ Contract Revenue Miles: 3.3% over budget
- ◆ Trips: 9.7% over budget
- ◆ Total Eligibility Evaluations: 19.3% over budget
- ◆ Average Trip Distance: under budget by 0.54 miles at 8.89 miles
- ◆ Total cost per Passenger (before depreciation): 7.9% under budget at \$60.00
- ◆ Administration Function is 13.3% under budget
- ◆ Eligibility Determination Function is 4.0% over budget
- ◆ Purchased Transportation Function is 0.1% under budget
- ◆ Paratransit Operations Function is 3.7% under budget

Attached are the following reports for your review:

- Statistical Comparison: DECEMBER 2021 to DECEMBER 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 December 2022

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	83.0%	\$84,984,005	\$85,045,232	(\$61,227)	-0.1%	28%
Paratransit Operations	8.0%	\$8,196,698	\$8,514,776	(\$318,078)	-3.7%	8%
Eligibility Determination	4.2%	\$4,293,746	\$4,129,013	\$164,733	4.0%	46%
CTSA/Ride Information	0.2%	\$156,572	\$283,541	(\$126,969)	-44.8%	-43%
Administration	4.6%	\$4,728,556	\$5,453,353	(\$724,797)	-13.3%	11%
Total Exp before Depreciation		\$102,359,577	\$103,425,915	(\$1,066,338)	-1.0%	26%

Statistics - For the YTD Period Ended December 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	32,431	27,190	5,241	19.3%	18%
Number of PAX	1,705,965	1,588,311	117,654	7.4%	18%
Number of Contract Revenue Miles	12,200,524	11,807,696	392,828	3.3%	15%
Number of Trips	1,373,106	1,251,678	121,428	9.7%	21%
Average Trip Distance	8.89	9.43	(0.54)	-5.8%	-5%
Purchased Transportation Cost					
Cost per Trip	\$61.89	\$67.94	(\$6.05)	-8.9%	6%
Cost per PAX	\$49.82	\$53.54	(\$3.72)	-6.9%	8%
Cost per Contract Rev Mile	\$6.97	\$7.20	(\$0.23)	-3.2%	12%
Total Cost per Pax before Depreciation	\$60.00	\$65.12	(\$5.12)	-7.9%	6%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,097,734	\$3,970,158	\$127,576		
Other Revenue	\$960,509	\$352,074	\$608,435		
Total Revenue	\$5,058,243	\$4,322,232	\$736,011	17%	45%
 Total Exp before Capital	 \$102,359,577	 \$103,425,915	 (\$1,066,338)	 -1%	 26%
Capital Expenditures					
Vehicles	\$0	\$13,824,790	(\$13,824,790)		
Other Capital Expenditures	\$152,771	\$0	\$152,771		
Total Capital Expenditures	\$152,771	\$13,824,790	(\$13,672,019)	-99%	2%
 Over/(Under) Budget December 2022			 (\$14,738,357)		

YTD Cost Per Passenger before Depreciation and Capital Cost

