

Board Box

February 2023

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February 28, 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	Nov-22	Dec-22	Jan-23	YTD
Vehicle Trips		229,164	223,509	228,668	1,601,774
Passenger Trips		284,596	277,744	281,788	1,987,753
Backup Trips		26	30	21	291
No Shows		2.7%	2.8%	3.0%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	90.2%	91.9%	91.5%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.03%	0.03%	0.05%
Excessively Long Trips	≤ 5%	4.1%	3.0%	3.5%	3.9%
Missed Trips	≤ 0.75%	0.52%	0.41%	0.46%	0.47%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 94%	94.7%	97.1%	94.7%	95.1%

Call Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
<i>Reservations</i>					
Answered Calls		180,803	181,913	189,005	1,309,289
Average Initial Hold Time	≤ 120 sec	68	50	52	62
Calls On Hold > 5 Minutes	≤ 5%	3.1%	1.4%	1.8%	2.4%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		42,784	42,045	44,825	305,561
Average Initial Hold Time		54	43	44	50
Calls On Hold > 5 Minutes	≤ 10%	2.9%	1.4%	1.6%	2.0%

Complaints/Commendations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.3	2.3	3.0
Commendations Per 1,000 Trips		0.8	0.7	0.9	0.9

Safety

	Goal	Nov-22	Dec-22	Jan-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.10	0.07	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.75	0.73	1.06	0.86
Miles Between Road Calls	≥ 25,000	37,898	40,527	31,558	42,122

Antelope Valley Region Trip Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
Vehicle Trips		11,075	11,065	11,321	80,421
Passenger Trips		13,250	13,339	13,517	96,566
No Shows		4.0%	4.0%	4.2%	3.9%
On Time Performance (Next Day Trips)	≥ 91%	95.4%	95.8%	95.6%	95.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.00%	0.01%
Excessively Long Trips	≤ 5%	1.8%	1.1%	0.9%	1.7%
Missed Trips	≤ 0.75%	0.30%	0.19%	0.30%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	85.7%	100.0%	95.3%

Call Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
<i>Reservations</i>					
Answered Calls		7,495	7,362	7,744	54,118
Average Initial Hold Time	≤ 120 sec	39	49	37	41
Calls On Hold > 5 Minutes	≤ 5%	1.1%	2.1%	1.1%	1.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,143	2,182	2,348	15,784
Average Initial Hold Time		32	37	29	32
Calls On Hold > 5 Minutes	≤ 10%	1.1%	1.2%	0.7%	0.9%

Complaints/Commendations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	1.7	1.6	2.4
Commendations Per 1,000 Trips		1.4	1.3	1.2	1.4

Safety

	Goal	Nov-22	Dec-22	Jan-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.27
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.64	1.45	0.68
Miles Between Road Calls	≥ 25,000	*	38,892	155,348	47,730

Contractual Requirement

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

Eastern Region Trip Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
Vehicle Trips		66,048	62,986	64,626	454,725
Passenger Trips		83,336	79,688	81,217	574,294
No Shows		2.5%	2.6%	2.6%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	88.8%	91.6%	91.8%	90.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.03%	0.02%	0.06%
Excessively Long Trips	≤ 5%	1.4%	0.9%	1.0%	1.2%
Missed Trips	≤ 0.75%	0.52%	0.31%	0.29%	0.37%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.1%	98.7%	96.3%	95.6%

Call Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
<i>Reservations</i>					
Answered Calls		48,754	48,399	50,365	350,287
Average Initial Hold Time	≤ 120 sec	45	31	35	38
Calls On Hold > 5 Minutes	≤ 5%	3.2%	0.9%	1.4%	1.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,748	9,873	10,520	74,188
Average Initial Hold Time		30	23	22	26
Calls On Hold > 5 Minutes	≤ 10%	1.7%	0.4%	0.5%	0.7%

Complaints/Commendations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	1.8	1.8	2.2
Commendations Per 1,000 Trips		0.6	0.4	0.5	0.5

Safety

	Goal	Nov-22	Dec-22	Jan-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.00	0.00	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.99	0.88	0.56	0.80
Miles Between Road Calls	≥ 25,000	21,125	21,633	19,098	33,181

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
Vehicle Trips		2,354	2,395	2,438	17,332
Passenger Trips		2,614	2,714	2,698	19,220
No Shows		1.8%	2.0%	1.4%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	94.9%	94.2%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.04%	0.00%	0.15%
Excessively Long Trips	≤ 5%	4.1%	2.7%	2.8%	3.1%
Missed Trips	≤ 0.75%	0.72%	1.19%	0.99%	1.12%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
<i>Reservations</i>					
Answered Calls		1,869	1,795	1,933	13,212
Average Initial Hold Time	≤ 120 sec	92	40	61	79
Calls On Hold > 5 Minutes	≤ 5%	6.2%	1.9%	3.5%	5.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		238	232	207	1,631
Average Initial Hold Time		67	46	61	81
Calls On Hold > 5 Minutes	≤ 10%	5.9%	3.4%	5.8%	6.7%

Complaints/Commendations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	1.2	1.6	1.9
Commendations Per 1,000 Trips		0.4	0.4	0.0	0.2

Safety

	Goal	Nov-22	Dec-22	Jan-23	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	2.08	0.00	0.43
Miles Between Road Calls	≥ 25,000	*	*	*	175,587

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
Vehicle Trips		32,175	32,000	32,726	227,336
Passenger Trips		39,879	39,774	40,354	281,191
No Shows		2.6%	2.6%	2.3%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	89.2%	90.7%	90.6%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.08%	0.06%	0.09%
Excessively Long Trips	≤ 5%	5.8%	5.3%	5.8%	5.2%
Missed Trips	≤ 0.75%	0.72%	0.63%	0.65%	0.73%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	93.3%	97.1%	96.8%	96.4%

Call Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
<i>Reservations</i>					
Answered Calls		30,594	28,652	29,693	212,765
Average Initial Hold Time	≤ 120 sec	80	70	64	77
Calls On Hold > 5 Minutes	≤ 5%	4.1%	2.5%	2.6%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,696	6,834	7,514	50,525
Average Initial Hold Time		52	48	60	57
Calls On Hold > 5 Minutes	≤ 10%	1.8%	1.6%	3.1%	2.2%

Complaints/Commendations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.5	3.4	3.1	3.8
Commendations Per 1,000 Trips		1.2	1.6	1.8	1.7

Safety

	Goal	Nov-22	Dec-22	Jan-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.20	0.00	0.06
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.72	0.66	0.61	0.47
Miles Between Road Calls	≥ 25,000	80,657	54,737	35,408	51,359

Contractual Requirement

Southern Region

Trip Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
Vehicle Trips		78,809	77,526	79,159	555,256
Passenger Trips		96,285	94,515	95,694	677,116
No Shows		2.3%	2.6%	3.1%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	92.8%	91.9%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	6.3%	4.1%	5.0%	6.3%
Missed Trips	≤ 0.75%	0.42%	0.38%	0.48%	0.42%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.6%	96.8%	91.3%	93.7%

Call Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
<i>Reservations</i>					
Answered Calls		59,971	62,890	64,934	444,152
Average Initial Hold Time	≤ 120 sec	94	65	70	89
Calls On Hold > 5 Minutes	≤ 5%	2.5%	1.4%	1.8%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,200	15,770	16,692	109,943
Average Initial Hold Time		86	63	61	77
Calls On Hold > 5 Minutes	≤ 10%	4.9%	2.3%	2.2%	3.5%

Complaints/Commendations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.3	2.4	3.2
Commendations Per 1,000 Trips		0.6	0.6	0.9	0.7

Safety

	Goal	Nov-22	Dec-22	Jan-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.28	0.20	0.00	0.34
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.81	0.51	1.39	1.13
Miles Between Road Calls	≥ 25,000	150,596	145,670	40,391	82,113

Contractual Requirement

West Central Region

Trip Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
Vehicle Trips		38,677	37,507	38,377	266,413
Passenger Trips		49,206	47,684	48,287	339,075
No Shows		3.5%	3.5%	3.8%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	87.3%	90.4%	89.4%	88.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.05%	0.05%	0.09%
Excessively Long Trips	≤ 5%	3.6%	2.4%	2.9%	2.9%
Missed Trips	≤ 0.75%	0.60%	0.43%	0.51%	0.55%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	94.6%	97.9%	96.1%	95.2%

Call Performance

	Goal	Nov-22	Dec-22	Jan-23	YTD
<i>Reservations</i>					
Answered Calls		32,120	32,815	34,336	234,755
Average Initial Hold Time	≤ 120 sec	46	32	36	39
Calls On Hold > 5 Minutes	≤ 5%	3.4%	1.0%	1.5%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,759	7,154	7,544	53,490
Average Initial Hold Time		34	26	25	29
Calls On Hold > 5 Minutes	≤ 5%	2.0%	0.6%	0.6%	0.9%

Complaints/Commendations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.6	2.7	2.3	3.3
Commendations Per 1,000 Trips		1.0	0.7	1.0	0.9

Safety

	Goal	Nov-22	Dec-22	Jan-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.00	0.42	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.49	0.93	1.62	0.86
Miles Between Road Calls	≥ 25,000	18,805	30,311	39,951	23,073

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Nov-22	Dec-22	Jan-23	YTD
Eligible Customers		104,081	103,214	103,027	103,027
Total ADA Evaluations Performed		4,855	5,439	9,090	41,599
Days From Application to Decision (avg)	≤ 21	10	10	8	10

In Person Evaluations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Unrestricted		839	906	1,259	7,088
Restricted		112	180	356	1,536
Temporary		2,678	2,061	863	16,897
Not Eligible		16	18	15	163
Total		3,645	3,165	2,493	25,684

Paper Evaluations

	Goal	Nov-22	Dec-22	Jan-23	YTD
Unrestricted		1,203	1,911	4,318	13,262
Restricted		1	343	2,273	2,617
Temporary		6	20	6	36
Not Eligible		0	0	0	0
Total		1,210	2,274	6,597	15,915

Appeals

	Goal	Nov-22	Dec-22	Jan-23	YTD
Appeals Performed		5	9	7	71
Days From Appeal to Decision (avg)	≤ 30	10	11	8	10

Customer Service

Phone Statistics

Customer Service

	Goal	Nov-22	Dec-22	Jan-23	YTD
Customer Service Calls		28,782	27,552	29,500	210,831
Average Initial Hold Time	≤ 180 sec	37	17	29	30
Calls On Hold > 5 Minutes	≤ 10%	3.2%	0.3%	1.4%	2.0%
Call Duration	≤ 300 sec	241	223	226	253
Calls Abandoned	≤ 10%	0.8%	0.2%	0.6%	0.7%

Operations Monitoring Center

	Goal	Nov-22	Dec-22	Jan-23	YTD
Customer Service Calls		6,282	6,080	6,687	43,714
Average Initial Hold Time	≤ 180 sec	44	33	39	45
Calls On Hold > 5 Minutes	≤ 10%	3.4%	1.9%	2.0%	3.3%
Call Duration	≤ 300 sec	315	303	276	317
Calls Abandoned	≤ 10%	3.1%	2.0%	2.4%	3.2%

Contractual Requirement

February 28, 2023

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JANUARY 2023 - DRAFT

Attached for your review are the draft financial reports for JANUARY 2023.

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

- ◆ Passengers: 5.6% over budget
- ◆ Contract Revenue Miles: 1.2% over budget
- ◆ Trips: 8.0% over budget
- ◆ Total Eligibility Evaluations: 31.2% over budget
- ◆ Average Trip Distance: under budget by 0.59 miles at 8.85 miles
- ◆ Total cost per Passenger (before depreciation): 7.1% under budget at \$60.17
- ◆ Administration Function is 12.1% under budget
- ◆ Eligibility Determination Function is 1.9% over budget
- ◆ Purchased Transportation Function is 1.5% under budget
- ◆ Paratransit Operations Function is 0.6% over budget

Attached are the following reports for your review:

- Statistical Comparison: JANUARY 2022 to JANUARY 2023
- 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 January 2023

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	82.7%	\$98,911,271	\$100,452,670	(\$1,541,399)	-1.5%	29%
Paratransit Operations	8.4%	\$10,001,933	\$9,939,742	\$62,191	0.6%	13%
Eligibility Determination	4.1%	\$4,917,511	\$4,824,312	\$93,199	1.9%	43%
CTSA/Ride Information	0.2%	\$186,345	\$333,507	(\$147,162)	-44.1%	-41%
Administration	4.7%	<u>\$5,593,802</u>	<u>\$6,366,095</u>	<u>(\$772,293)</u>	<u>-12.1%</u>	<u>14%</u>
Total Exp before Depreciation		\$119,610,862	\$121,916,326	(\$2,305,464)	-1.9%	27%

Statistics - For the YTD Period Ended January 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	41,599	31,702	9,897	31.2%	33%
Number of PAX	1,987,753	1,882,814	104,939	5.6%	21%
Number of Contract Revenue Miles	14,174,292	14,000,251	174,042	1.2%	17%
Number of Trips	1,601,774	1,483,583	118,191	8.0%	24%
Average Trip Distance	8.85	9.44	(0.59)	-6.2%	-6%
Purchased Transportation Cost					
Cost per Trip	\$61.75	\$67.71	(\$5.96)	-8.8%	4%
Cost per PAX	\$49.76	\$53.35	(\$3.59)	-6.7%	7%
Cost per Contract Rev Mile	\$6.98	\$7.18	(\$0.20)	-2.8%	10%
Total Cost per Pax before Depreciation	\$60.17	\$64.75	(\$4.58)	-7.1%	5%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,756,822	\$4,708,843	\$47,979		
Other Revenue	\$1,305,516	\$411,332	\$894,184		
Total Revenue	\$6,062,338	\$5,120,175	\$942,163	18%	51%
Total Exp before Capital	\$119,610,862	\$121,916,326	(\$2,305,464)	-2%	27%
Capital Expenditures					
Vehicles	\$0	\$14,999,790	(\$14,999,790)		
Other Capital Expenditures	\$163,320	\$0	\$163,320		
Total Capital Expenditures	\$163,320	\$14,999,790	(\$14,836,470)	-99%	4%
Over/(Under) Budget January 2023			(\$17,141,934)		

YTD Cost Per Passenger before Depreciation and Capital Cost

