

Board Box

November 2023

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November 20, 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	Aug-23	Sep-23	Oct-23	YTD
Vehicle Trips		283,780	278,001	297,847	1,123,084
Passenger Trips		350,805	342,969	367,466	1,392,753
Backup Trips		41	16	37	144
No Shows		2.1%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	92.1%	91.7%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	3.3%	3.6%	3.8%	3.3%
Missed Trips	≤ 0.75%	0.33%	0.39%	0.37%	0.35%
Denials	≤ 0	1	0	1	2
On Time Performance (Access to Work)	≥ 94%	96.8%	95.6%	95.9%	96.7%

Call Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
<i>Reservations</i>					
Answered Calls		205,102	200,781	211,540	813,276
Average Initial Hold Time	≤ 120 sec	65	60	50	59
Calls On Hold > 5 Minutes	≤ 5%	2.9%	2.2%	1.6%	2.4%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		42,266	40,205	49,353	187,903
Average Initial Hold Time		43	45	37	37
Calls On Hold > 5 Minutes	≤ 10%	1.5%	2.7%	2.3%	2.3%

Complaints/Commendations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.5	2.2	2.3
Commendations Per 1,000 Trips		1.0	0.7	0.6	0.8

Safety

	Goal	Aug-23	Sep-23	Oct-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.17	0.19	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.16	0.76	0.75	0.87
Miles Between Road Calls	≥ 25,000	43,116	38,643	41,112	40,181

Antelope Valley Region Trip Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
Vehicle Trips		13,140	12,192	12,975	49,927
Passenger Trips		15,877	14,695	15,742	60,254
No Shows		3.0%	2.8%	2.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	94.7%	94.0%	94.8%	95.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.9%	2.0%	2.1%	1.9%
Missed Trips	≤ 0.75%	0.13%	0.25%	0.23%	0.19%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	97.4%	100.0%	99.3%

Call Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
<i>Reservations</i>					
Answered Calls		8,380	7,461	7,962	31,476
Average Initial Hold Time	≤ 120 sec	45	45	46	44
Calls On Hold > 5 Minutes	≤ 5%	1.5%	1.7%	1.8%	1.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,391	2,149	2,302	8,908
Average Initial Hold Time		30	34	30	32
Calls On Hold > 5 Minutes	≤ 10%	0.8%	1.2%	0.9%	1.0%

Complaints/Commendations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.2	1.4	2.2
Commendations Per 1,000 Trips		0.9	0.4	0.5	0.7

Safety

	Goal	Aug-23	Sep-23	Oct-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	0.31	0.00	0.15
Miles Between Road Calls	≥ 25,000	173,669	80,461	87,327	95,393

Contractual Requirement

Eastern Region Trip Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
Vehicle Trips		84,105	82,607	90,703	336,311
Passenger Trips		105,555	103,388	113,758	422,751
No Shows		2.0%	1.8%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	92.5%	92.0%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.01%	0.00%
Excessively Long Trips	≤ 5%	1.2%	1.3%	1.5%	1.2%
Missed Trips	≤ 0.75%	0.18%	0.22%	0.22%	0.20%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	97.2%	96.2%	95.3%	96.8%

Call Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
<i>Reservations</i>					
Answered Calls		57,577	56,780	58,259	227,450
Average Initial Hold Time	≤ 120 sec	37	18	15	26
Calls On Hold > 5 Minutes	≤ 5%	2.2%	0.2%	0.4%	1.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,224	12,235	12,333	47,860
Average Initial Hold Time		16	12	12	13
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.1%	0.2%	0.2%

Complaints/Commendations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.6	1.6	1.6
Commendations Per 1,000 Trips		1.3	0.6	0.7	0.9

Safety

	Goal	Aug-23	Sep-23	Oct-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.10	0.46	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.89	0.97	0.71	1.15
Miles Between Road Calls	≥ 25,000	40,216	43,612	45,216	43,369

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
Vehicle Trips		2,840	2,707	732	8,869
Passenger Trips		3,106	2,913	807	9,647
No Shows		0.7%	1.3%	0.4%	1.1%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	90.5%	92.3%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.00%	0.00%	0.03%
Excessively Long Trips	≤ 5%	3.7%	5.7%	4.4%	4.2%
Missed Trips	≤ 0.75%	0.56%	0.72%	0.68%	0.70%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
<i>Reservations</i>					
Answered Calls		2,205	2,229	1,067	7,657
Average Initial Hold Time	≤ 120 sec	79	73	44	83
Calls On Hold > 5 Minutes	≤ 5%	4.9%	4.2%	2.4%	5.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		378	447	157	1,249
Average Initial Hold Time		64	69	64	69
Calls On Hold > 5 Minutes	≤ 10%	4.2%	3.6%	3.8%	3.8%

Complaints/Commendations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	1.1	0.0	0.8
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	Aug-23	Sep-23	Oct-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	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	13,359	*	*	42,251

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
Vehicle Trips		40,201	39,980	42,662	159,743
Passenger Trips		49,740	49,948	52,834	202,083
No Shows		1.7%	1.7%	1.6%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	93.2%	92.5%	92.6%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.02%	0.03%	0.04%
Excessively Long Trips	≤ 5%	4.0%	4.2%	4.2%	3.9%
Missed Trips	≤ 0.75%	0.58%	0.81%	0.66%	0.66%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.1%	98.2%	97.4%	98.2%

Call Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
<i>Reservations</i>					
Answered Calls		22,510	22,918	32,870	101,352
Average Initial Hold Time	≤ 120 sec	112	98	67	94
Calls On Hold > 5 Minutes	≤ 5%	4.7%	3.2%	1.9%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		615	618	8,391	27,435
Average Initial Hold Time		105	91	7	11
Calls On Hold > 5 Minutes	≤ 10%	4.6%	4.9%	2.6%	4.7%

Complaints/Commendations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.1	2.6	2.8
Commendations Per 1,000 Trips		1.5	0.9	0.8	1.1

Safety

	Goal	Aug-23	Sep-23	Oct-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.16	0.16	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.97	0.25	0.75	0.70
Miles Between Road Calls	≥ 25,000	88,230	40,595	63,496	52,274

Contractual Requirement

Southern Region Trip Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
Vehicle Trips		96,514	95,631	102,468	384,142
Passenger Trips		117,013	115,206	123,276	464,795
No Shows		1.9%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	92.0%	91.3%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	5.1%	5.6%	6.1%	5.3%
Missed Trips	≤ 0.75%	0.34%	0.35%	0.37%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.3%	93.6%	95.3%	95.6%

Call Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
<i>Reservations</i>					
Answered Calls		74,323	72,310	72,610	288,535
Average Initial Hold Time	≤ 120 sec	89	104	91	91
Calls On Hold > 5 Minutes	≤ 5%	3.3%	4.4%	3.1%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,872	16,295	17,530	68,543
Average Initial Hold Time		74	87	83	74
Calls On Hold > 5 Minutes	≤ 10%	3.0%	5.3%	4.8%	3.9%

Complaints/Commendations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.7	2.5	2.5
Commendations Per 1,000 Trips		0.6	0.5	0.6	0.6

Safety

	Goal	Aug-23	Sep-23	Oct-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.34	0.08	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.03	0.94	0.86	0.90
Miles Between Road Calls	≥ 25,000	34,857	34,513	33,032	32,860

Contractual Requirement

West Central Region Trip Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
Vehicle Trips		46,939	44,868	48,270	183,948
Passenger Trips		59,473	56,803	61,012	233,079
No Shows		3.0%	2.8%	2.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	91.2%	90.7%	90.2%	91.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	2.8%	2.9%	3.3%	2.8%
Missed Trips	≤ 0.75%	0.34%	0.38%	0.41%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	98.7%	95.9%	96.5%	97.3%

Call Performance

	Goal	Aug-23	Sep-23	Oct-23	YTD
<i>Reservations</i>					
Answered Calls		40,107	39,083	38,772	156,806
Average Initial Hold Time	≤ 120 sec	40	18	14	27
Calls On Hold > 5 Minutes	≤ 5%	2.5%	0.3%	0.1%	1.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,786	8,461	8,640	33,908
Average Initial Hold Time		18	13	11	14
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.1%	0.1%	0.2%

Complaints/Commendations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	3.4	2.8	3.0
Commendations Per 1,000 Trips		1.2	1.1	0.6	0.9

Safety

	Goal	Aug-23	Sep-23	Oct-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.35	0.00	0.17	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.75	0.73	0.81	0.77
Miles Between Road Calls	≥ 25,000	40,721	32,044	34,384	36,948

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Aug-23	Sep-23	Oct-23	YTD
Eligible Customers		108,515	109,338	110,429	110,429
Total ADA Evaluations Performed		3,407	3,228	3,626	13,232
Days From Application to Decision (avg)	≤ 21	10	9	9	10

In Person Evaluations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Unrestricted		1,448	1,223	1,550	5,539
Restricted		260	194	258	913
Temporary		74	69	72	278
Not Eligible		20	20	32	103
Total		1,802	1,506	1,912	6,833

Paper Evaluations

	Goal	Aug-23	Sep-23	Oct-23	YTD
Unrestricted		1,253	1,445	1,437	5,227
Restricted		269	218	218	913
Temporary		83	59	59	259
Not Eligible		0	0	0	0
Total		1,605	1,722	1,714	6,399

Appeals

	Goal	Aug-23	Sep-23	Oct-23	YTD
Appeals Performed		13	15	14	59
Days From Appeal to Decision (avg)	≤ 30	3	7	7	6

Customer Service

Phone Statistics

Customer Service

	Goal	Aug-23	Sep-23	Oct-23	YTD
Customer Service Calls		25,732	23,719	26,682	99,119
Average Initial Hold Time	≤ 180 sec	124	116	124	114
Calls On Hold > 5 Minutes	≤ 10%	14.7%	12.6%	14.6%	12.8%
Calls Abandoned	≤ 10%	4.7%	4.5%	4.6%	4.2%

Operations Monitoring Center

	Goal	Aug-23	Sep-23	Oct-23	YTD
Customer Service Calls		8,541	8,395	9,557	34,210
Average Initial Hold Time	≤ 180 sec	82	73	92	80
Calls On Hold > 5 Minutes	≤ 10%	7.9%	6.3%	9.6%	7.6%
Calls Abandoned	≤ 10%	8.0%	7.4%	8.7%	8.0%

Contractual Requirement

November 17, 2023

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: FINANCIAL REPORT FOR October 2023 - DRAFT

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

DRAFT FY 2023/2024 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 7.1% over budget
- ◆ Contract Revenue Miles: 3.6% under budget
- ◆ Trips: 7.2% over budget
- ◆ Total Eligibility Evaluations: 43.4% under budget
- ◆ Average Trip Distance: under budget by 0.95 miles at 8.53 miles
- ◆ Total cost per Passenger (before depreciation): 4.8% under budget at \$58.44
- ◆ Administration Function is 9.3% under budget
- ◆ Eligibility Determination Function is 16.9% under budget
- ◆ Purchased Transportation Function is 5.3% over budget
- ◆ Paratransit Operations Function is 13.4% under budget

Attached are the following reports for your review:

- Statistical Comparison: OCTOBER 2022 to OCTOBER 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 October 2023

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.6%	\$68,821,492	\$65,358,659	\$3,462,833	5.3%	24%
Paratransit Operations	7.7%	\$6,302,957	\$7,280,087	(\$977,130)	-13.4%	11%
Eligibility Determination	3.2%	\$2,580,280	\$3,105,711	(\$525,431)	-16.9%	-8%
CTSA/Ride Information	0.2%	\$145,873	\$116,684	\$29,189	25.0%	48%
Administration	4.3%	<u>\$3,536,476</u>	<u>\$3,897,724</u>	<u>(\$361,248)</u>	<u>-9.3%</u>	<u>11%</u>
Total Exp before Depreciation		\$81,387,078	\$79,758,865	\$1,628,213	2.0%	21%

Statistics – For the YTD Period Ended October 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	13,232	23,373	(10,141)	-43.4%	-40%
Number of PAX	1,392,753	1,299,942	92,811	7.1%	22%
Number of Contract Revenue Miles	9,578,315	9,931,815	(353,500)	-3.6%	16%
Number of Trips	1,123,084	1,047,497	75,587	7.2%	22%
Average Trip Distance	8.53	9.48	(0.95)	-10.0%	-5%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.19	\$6.58	\$0.61	9.3%	6%
Total Cost per Trip before Depreciation	\$72.47	\$76.14	(\$3.67)	-4.8%	-1%
Total Cost per Pax before Depreciation	\$58.44	\$61.36	(\$2.92)	-4.8%	-1%

Budget Results for FY 2023/2024 For YTD Period Ending October 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$3,372,915	\$2,985,127	\$387,788		
Other Revenue	\$1,215,285	\$123,646	\$1,091,639		
Total Revenue	\$4,588,200	\$3,108,773	\$1,479,427	48%	46%
 Total Exp before Capital	 \$81,387,078	 \$79,758,865	 \$1,628,213	 2%	 21%
Capital Expenditures					
Vehicles	\$1,936,882	\$12,467,882	(\$10,531,000)		
Other Capital Expenditures	\$68,490	\$1,000,000	(\$931,510)		
Total Capital Expenditures	\$54,379	\$0	\$54,379		
	\$2,059,752	\$13,467,882	(\$11,408,131)	-85%	1906%
Over/(Under) Budget October 2023			(\$9,779,918)		

YTD Cost Per Passenger before Depreciation and Capital Cost

