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# Board Box

February 2017

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February 21, 2017

**TO: BOARD OF DIRECTORS**

**FROM: MELISSA THOMPSON, DATA ANALYST**

**RE: KEY PERFORMANCE INDICATORS**

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**ISSUE:**

The following pages provide a summary of the Key Performance Indicators for:

- Operations
- Eligibility and Appeals
- Safety
- Customer Service

## Performance Summary

	Standard	Nov-16	Dec-16	Jan-17	YTD
Vehicle Trips		280,307	272,215	270,767	1,989,139
Passenger Trips		360,622	351,403	346,318	2,561,017
On-Time Performance	≥ 91%	91.0%	92.8%	92.2%	91.5%
Excessively Late Trips (L4)	≤ 0.10%	0.11%	0.04%	0.06%	0.10%
Average Hold Time	≤ 120	93	67	72	85
Calls on Hold over 5 Minutes	≤ 5%	5.8%	2.7%	2.7%	4.0%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.85%	0.22%	1.31%	0.49%

# Trips Summary

## Vehicle Trips

	Nov-16	Dec-16	Jan-17	YTD
System	280,307	272,215	270,767	1,989,139
Antelope Valley	12,414	12,627	12,692	92,613
Eastern	76,744	74,529	74,722	544,951
Northern	51,753	49,167	48,512	363,352
Santa Clarita	3,520	3,091	3,380	22,852
Southern	93,040	92,206	90,767	668,372
West Central	42,589	40,552	40,674	296,448
Backup	247	43	20	551

## Passenger Trips

	Nov-16	Dec-16	Jan-17	YTD
System	360,622	351,403	346,318	2,561,017
Antelope Valley	16,891	17,512	17,703	129,210
Eastern	101,308	99,339	98,377	721,201
Northern	65,588	62,118	60,615	459,439
Santa Clarita	4,087	3,581	3,915	26,471
Southern	115,640	114,980	111,982	829,146
West Central	56,861	53,830	53,706	394,999
Backup	247	43	20	551

## No-Shows

	Nov-16	Dec-16	Jan-17	YTD
System	3.7%	4.0%	3.8%	3.7%
Antelope Valley	3.6%	3.7%	3.5%	3.6%
Eastern	2.8%	3.2%	3.0%	2.8%
Northern	2.8%	3.7%	3.6%	3.2%
Santa Clarita	2.6%	3.0%	2.9%	2.7%
Southern	4.4%	4.4%	4.3%	4.3%
West Central	4.2%	4.4%	4.2%	4.3%

### Comparability of Access to Fixed Route Travel Times

	Nov-16	Dec-16	Jan-17	YTD
Equal to or Less	87.2%	87.7%	87.5%	87.6%
1-20 minutes longer	8.7%	8.5%	8.6%	8.5%
21-40 minutes longer	3.0%	2.7%	2.8%	2.8%
41-60 minutes longer	0.8%	0.8%	0.8%	0.8%
60 minutes or longer	0.4%	0.4%	0.4%	0.4%

The data above highlights the degree to which Access trips are comparable in terms of travel time to trips of a similar distance, origin and destination taken on local fixed route transit.

## Key Performance Indicators

### On-Time Performance – 91 percent or better

	Nov-16	Dec-16	Jan-17	YTD
System	91.0%	92.8%	92.2%	91.5%
Antelope Valley	93.2%	93.4%	93.5%	92.4%
Eastern	90.6%	93.1%	93.9%	92.0%
Northern	92.8%	92.5%	91.6%	91.9%
Santa Clarita	96.0%	96.8%	97.0%	96.1%
Southern	90.1%	92.5%	90.6%	90.6%
West Central	90.4%	92.6%	92.4%	91.2%

### Excessively Late Trips (Over 45 minutes late) – 0.10 percent or less

	Nov-16	Dec-16	Jan-17	YTD
System	0.11%	0.04%	0.06%	0.10%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	0.13%	0.03%	0.02%	0.09%
Northern	0.05%	0.03%	0.06%	0.08%
Santa Clarita	0.03%	0.00%	0.00%	0.03%
Southern	0.14%	0.06%	0.11%	0.14%
West Central	0.09%	0.04%	0.07%	0.08%

### Denials (Negotiations outside 1 hour window) – 1 percent or less

	Nov-16	Dec-16	Jan-17	YTD
System	0.85%	0.22%	1.31%	0.49%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	1.33%	0.00%	0.00%	0.49%
Northern	0.00%	0.00%	3.95%	0.70%
Santa Clarita	0.00%	1.32%	2.56%	0.87%
Southern	4.00%	0.00%	0.00%	0.61%
West Central	0.00%	0.00%	1.33%	0.32%

Based on monthly sample of reservation recordings

**Average Initial Hold Time (Reservations) – 120 seconds or less**

	Nov-16	Dec-16	Jan-17	YTD
System	93	67	72	85
Antelope Valley	102	100	93	99
Eastern	86	33	44	59
Northern	101	105	91	103
Santa Clarita	41	33	37	38
Southern	99	90	98	113
West Central	87	33	43	59

**Calls on Hold over 5 minutes (Reservations) – 5 percent or less**

	Nov-16	Dec-16	Jan-17	YTD
System	5.8%	2.7%	2.7%	4.0%
Antelope Valley	3.1%	2.8%	2.3%	2.4%
Eastern	8.5%	1.6%	2.2%	4.4%
Northern	2.0%	2.4%	1.7%	2.8%
Santa Clarita	1.4%	1.1%	1.3%	1.2%
Southern	4.7%	4.4%	4.1%	4.6%
West Central	8.7%	1.6%	2.1%	4.4%

# Complaints and Commendations

## System (Ratio by 1,000 trips)

Category	Nov-16	Dec-16	Jan-17	YTD
ADA	0.1	0.0	0.1	0.1
Booking	0.4	0.4	0.5	0.4
Conduct	0.6	0.5	0.7	0.6
General Service	0.1	0.1	0.1	0.1
Late Trips	0.3	0.1	0.2	0.3
"Late 4" (+45 mins)	0.2	0.1	0.2	0.2
Procedure	1.6	1.5	1.8	1.5
Routing	0.1	0.1	0.2	0.2
Securement	0.0	0.0	0.0	0.0
Service Animal	0.0	0.0	0.0	0.0
Travel Time	0.1	0.0	0.0	0.0
Vehicle	0.0	0.0	0.0	0.0
Total	3.5	3.0	3.6	3.5

## Complaints by Region (Ratio per 1,000 trips)

	Nov-16	Dec-16	Jan-17	YTD
System	3.5	3.0	3.6	3.5
Antelope Valley	1.8	1.8	1.9	2.4
Eastern	3.1	2.3	2.6	3.0
Northern	1.2	1.7	1.8	1.9
Santa Clarita	0.6	0.0	0.9	0.6
Southern	6.1	4.9	6.5	5.9
West Central	2.1	2.1	2.4	2.3

## Commendations (Ratio per 1,000 trips)

	Nov-16	Dec-16	Jan-17	YTD
System	1.8	1.9	1.8	2.0

## Complaint Response Time - 14 days or less

	Nov-16	Dec-16	Jan-17	YTD
Complaints requesting response	246	211	216	1,923
Average days for response	10.8	7.7	8.4	12.6

# Eligibility and Appeals

## Eligibility - 21 days or less

	Nov-16	Dec-16	Jan-17	YTD
ADA Evaluations Performed	2,738	2,500	2,630	22,191
Days From Application to Decision (avg)	6	7	6	6.4

## Eligibility Determinations

	Nov-16	Dec-16	Jan-17	YTD
Unrestricted	1,373	1,266	1,145	10,768
Restricted	452	405	427	3,213
Temporary	152	141	154	1,208
Not Eligible	761	688	904	7,002
Total	2,738	2,500	2,630	22,191

## Appeals - 30 days or less

	Nov-16	Dec-16	Jan-17	YTD
Appeals Performed	250	252	284	2,098
Days From Appeal to Decision (avg)	14	14	6	10.6

# Safety

## Preventable Collisions per 100,000 Miles - 0.50 or less

	Nov-16	Dec-16	Jan-17	YTD
System	0.77	0.59	0.72	0.56
Antelope Valley	1.28	1.23	0.63	0.61
Eastern	1.19	0.71	0.83	0.66
Northern	0.28	0.14	0.31	0.32
Santa Clarita	0.00	0.00	0.00	0.91
Southern	0.93	0.61	0.89	0.70
West Central	0.18	0.76	0.77	0.38

# Customer Service

## Phone Statistics

### Customer Service

	Standard	Nov-16	Dec-16	Jan-17	YTD
Customer Service Calls		26,884	26,363	31,977	184,054
Average Initial Hold Time	≤ 180 sec	112	85	53	131
Calls on Hold over 5 Minutes	≤ 10%	10.6%	7.8%	2.8%	14.6%
Call Duration	≤ 300 sec	253	253	251	262
Calls Abandoned	≤ 10%	4.8%	4.1%	2.3%	6.1%

### Operations Monitoring Center

	Standard	Nov-16	Dec-16	Jan-17	YTD
Customer Service Calls		9,861	8,980	10,096	55,863
Average Initial Hold Time	≤ 180 sec	104	81	59	121
Calls on Hold over 5 Minutes	≤ 10%	11.1%	8.4%	4.8%	14.3%
Call Duration	≤ 300 sec	486	462	440	400
Calls Abandoned	≤ 10%	8.3%	7.4%	5.1%	10.3%



**FEBRUARY 21, 2017**

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE**

**RE: FINANCIAL REPORT FOR DECEMBER 2016**

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Attached for your review are the draft financial reports for December 2016.

Approved FY 2016/17 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 4.0% under budget
- Contract Revenue Miles: 2.1% under budget
- Trips: 2.8% under budget
- Completed Eligibility Interviews: 26.3% under budget
- Average Trip Distance: 0.7% over budget at 9.15 miles
- Total cost per Passenger (before depreciation): 1% over budget
- Administration Function is 14% under budget
- Eligibility Determination Function is 18% under budget
- Paratransit Operations Function is 1% under budget

Attached are the following reports for your review:

- Statistical Comparison: December 2015 to December 2016
- 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 2016**

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Paratransit Operations	90%	\$67,470,435	\$67,967,704	(\$497,269)	-1%	8%
Eligibility Determination	6%	\$4,183,088	\$5,114,258	(\$931,170)	-18%	-12%
CTSA/Ride Information	0.2%	\$153,652	\$273,456	(\$119,804)	-44%	-42%
Administrative	4%	<u>\$3,035,910</u>	<u>\$3,530,794</u>	<u>(\$494,884)</u>	<u>-14%</u>	<u>0%</u>
<b>Total Exp before Depreciation</b>		<b>\$74,843,086</b>	<b>\$76,886,212</b>	<b>(\$2,043,126)</b>	<b>-2.7%</b>	<b>6%</b>

## Statistics - - For the YTD Period Ended December 2016

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	19,591	26,587	(6,996)	-26.3%	-23%
Number of PAX	2,191,554	2,282,132	(90,578)	-4.0%	1%
Number of Contract Revenue Miles	15,541,449	15,880,395	(338,945)	-2.1%	2%
Number of Trips	1,698,339	1,747,866	(49,527)	-2.8%	2%
Average Trip Distance	9.15	9.09	0.07	0.7%	0%
<b>Purchased Transportation Cost</b>					
Cost per Trip	\$32.93	\$33.05	(\$0.13)	0%	-3%
Cost per PAX	\$25.52	\$25.32	\$0.20	1%	-2%
Cost per Contract Rev Mile	\$3.60	\$3.64	(\$0.04)	-1%	-3%
Total Cost per Pax before Depreciation	\$34.15	\$33.69	\$0.46	1%	5%

## Budget Results for FY 2016/2017 For YTD Period Ending December 2016

	YTD	YTD		% Over / (Under)	% Over / (Under)
	Actual	Budget	Variance	Budget	Prior Yr
Total Exp before Capital	\$74,843,086	\$76,886,212	(\$2,043,126)	-3%	6%
Revenue					
Passenger Fares	4,973,749	4,752,394	221,355		
Other Revenue	346,603		346,603		
Total Revenue	5,320,352	4,752,394	567,958	12%	7%
Capital Expenditures					
Vehicles	7,937,993	4,465,000	3,472,993		
Other Capital Expenditures	361,037	250,000	111,037		
Total Capital Expenditures	\$8,299,030	\$4,715,000	\$3,584,030	76%	159%
Over/(Under) Budget Oct 2016			\$1,540,904		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

