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# Board Box

February 2019

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**February 25, 2019**

**TO: BOARD OF DIRECTORS**  
**FROM: MELISSA MUNGIA, BUSINESS ANALYST**  
**RE: KEY PERFORMANCE INDICATORS**

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**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-18	Dec-18	Jan-19	YTD
Vehicle Trips		279,813	263,445	279,761	2,013,005
Passenger Trips		361,722	342,590	358,078	2,606,787
Backup Trips		55	20	20	176
No Shows		3.3%	3.5%	3.0%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	92.3%	92.6%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.07%	0.05%	0.06%
Excessively Long Trips	≤ 5%	5.1%	4.4%	3.0%	4.3%
Missed Trips	≤ 0.75%	0.65%	0.58%	0.38%	0.59%
Denials	≤ 0	3	0	1	5
On Time Performance (Access to Work)	≥ 94%	94.4%	95.5%	96.1%	95.4%

### Call Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
<i>Reservations</i>					
Answered Calls		259,601	251,274	256,662	1,836,060
Average Initial Hold Time	≤ 120 sec	77	75	67	84
Calls On Hold > 5 Minutes	≤ 5%	3.7%	3.0%	2.1%	4.6%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		57,480	53,281	47,271	379,069
Average Initial Hold Time		90	76	61	94
Calls On Hold > 5 Minutes	≤ 10%	5.7%	4.1%	2.3%	6.4%

### Complaints/Commendations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.2	3.3	2.6	3.7
Commendations Per 1,000 Trips		1.6	1.6	1.5	1.6

### Safety

	Goal	Nov-18	Dec-18	Jan-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.21	0.06	0.21
Preventable Collisions Per 100,000 Miles		0.76	1.01	0.81	0.85
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.62	0.76	0.59	0.68
Miles Between Road Calls	≥ 25,000	42,538	45,533	84,229	44,033

## Antelope Valley Region Trip Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
Vehicle Trips		12,677	11,995	13,145	93,797
Passenger Trips		16,573	15,869	17,103	122,745
No Shows		3.1%	2.9%	2.5%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.8%	92.8%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.14%	0.11%	0.07%
Excessively Long Trips	≤ 5%	2.1%	2.3%	1.6%	1.9%
Missed Trips	≤ 0.75%	0.95%	0.86%	0.99%	0.89%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 92%	100.0%	93.8%	95.0%	97.1%

## Call Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
<i>Reservations</i>					
Answered Calls		9,274	9,699	9,451	64,402
Average Initial Hold Time	≤ 120 sec	116	109	100	89
Calls On Hold > 5 Minutes	≤ 5%	5.6%	4.9%	6.4%	4.1%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,983	3,087	3,232	21,457
Average Initial Hold Time		50	53	42	44
Calls On Hold > 5 Minutes	≤ 10%	2.3%	3.6%	1.8%	1.9%

## Complaints/Commendations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.0	2.5	2.2
Commendations Per 1,000 Trips		1.7	1.5	2.2	1.9

## Safety

	Goal	Nov-18	Dec-18	Jan-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.08
Preventable Collisions Per 100,000 Miles		1.25	0.00	2.41	0.85
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	1.09	0.00	2.11	0.78
Miles Between Road Calls	≥ 25,000	26,763	25,797	27,610	30,278

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
Vehicle Trips		84,654	78,737	84,784	601,415
Passenger Trips		111,690	104,759	111,398	795,705
No Shows		2.5%	2.7%	2.4%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	92.5%	92.9%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.03%	0.02%	0.02%
Excessively Long Trips	≤ 5%	1.3%	1.1%	1.2%	1.1%
Missed Trips	≤ 0.75%	0.39%	0.34%	0.31%	0.29%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 95%	94.5%	94.3%	93.8%	94.6%

## Call Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
<i>Reservations</i>					
Answered Calls		71,941	69,739	72,400	506,214
Average Initial Hold Time	≤ 120 sec	55	52	36	73
Calls On Hold > 5 Minutes	≤ 5%	3.2%	2.5%	1.4%	5.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,248	9,842	9,940	69,110
Average Initial Hold Time		52	45	31	55
Calls On Hold > 5 Minutes	≤ 10%	3.4%	2.3%	0.9%	3.8%

## Complaints/Commendations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.2	2.9	3.0
Commendations Per 1,000 Trips		2.3	2.2	1.8	2.1

## Safety

	Goal	Nov-18	Dec-18	Jan-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.30	0.10	0.21
Preventable Collisions Per 100,000 Miles		0.66	1.30	0.86	0.99
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.57	1.00	0.60	0.78
Miles Between Road Calls	≥ 25,000	62,327	166,473	262,023	95,893

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
Vehicle Trips		2,961	2,763	3,021	21,581
Passenger Trips		3,484	3,240	3,581	25,519
No Shows		3.1%	3.7%	2.2%	3.1%
On Time Performance (Next Day Trips)	≥ 91%	94.3%	94.9%	95.2%	94.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.10%	0.06%	0.07%
Excessively Long Trips	≤ 5%	2.9%	4.1%	2.6%	3.2%
Missed Trips	≤ 0.75%	1.09%	1.03%	0.54%	1.00%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
<i>Reservations</i>					
Answered Calls		2,378	2,415	2,556	19,930
Average Initial Hold Time	≤ 120 sec	39	41	34	41
Calls On Hold > 5 Minutes	≤ 5%	1.3%	1.6%	0.9%	1.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		605	520	562	1,811
Average Initial Hold Time		39	52	40	45
Calls On Hold > 5 Minutes	≤ 10%	2.5%	3.1%	2.3%	2.6%

## Complaints/Commendations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.7	1.8	1.3	0.9
Commendations Per 1,000 Trips		0.0	0.0	1.0	0.5

## Safety

	Goal	Nov-18	Dec-18	Jan-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles		0.00	0.00	3.64	0.52
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	2.73	0.39
Miles Between Road Calls	≥ 25,000	26,968	26,407	27,508	193,278

Contractual Requirement

## Northern Region Trip Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
Vehicle Trips		49,385	46,139	49,209	355,506
Passenger Trips		61,870	58,445	61,106	446,279
No Shows		2.2%	2.5%	2.3%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	90.8%	92.5%	92.8%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.08%	0.05%	0.07%
Excessively Long Trips	≤ 5%	6.0%	5.1%	5.4%	5.7%
Missed Trips	≤ 0.75%	0.38%	0.37%	0.28%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.5%	96.5%	96.3%	95.4%

## Call Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
<i>Reservations</i>					
Answered Calls		43,556	41,123	44,905	305,519
Average Initial Hold Time	≤ 120 sec	116	96	113	101
Calls On Hold > 5 Minutes	≤ 5%	3.6%	3.1%	3.4%	2.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,449	6,667	6,970	49,668
Average Initial Hold Time		110	103	120	101
Calls On Hold > 5 Minutes	≤ 10%	4.5%	3.0%	4.9%	3.8%

## Complaints/Commendations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.1	2.2	2.2
Commendations Per 1,000 Trips		1.3	1.5	1.7	1.4

## Safety

	Goal	Nov-18	Dec-18	Jan-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.48	0.00	0.17
Preventable Collisions Per 100,000 Miles		0.62	1.28	1.58	1.02
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.51	1.04	1.03	0.79
Miles Between Road Calls	≥ 25,000	160,762	51,986	126,577	79,247

Contractual Requirement

## Southern Region Trip Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
Vehicle Trips		86,815	82,752	86,376	630,791
Passenger Trips		109,371	104,705	107,218	797,407
No Shows		4.7%	4.7%	3.8%	4.6%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	91.7%	92.0%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.08%	0.05%	0.10%
Excessively Long Trips	≤ 5%	9.6%	8.3%	3.4%	7.7%
Missed Trips	≤ 0.75%	1.16%	0.95%	0.42%	1.09%
Denials	≤ 0	1	0	1	3
On Time Performance (Access to Work)	≥ 92%	92.8%	95.8%	97.4%	95.4%

## Call Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
<i>Reservations</i>					
Answered Calls		82,150	79,807	80,481	588,234
Average Initial Hold Time	≤ 120 sec	86	96	84	90
Calls On Hold > 5 Minutes	≤ 5%	4.5%	3.9%	2.2%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		28,912	26,224	19,224	185,808
Average Initial Hold Time		118	100	71	123
Calls On Hold > 5 Minutes	≤ 10%	7.7%	5.3%	2.7%	9.3%

## Complaints/Commendations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	7.5	4.9	2.9	6.3
Commendations Per 1,000 Trips		1.0	1.2	1.1	1.2

## Safety

	Goal	Nov-18	Dec-18	Jan-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.27	0.09	0.00	0.31
Preventable Collisions Per 100,000 Miles		0.99	0.75	0.19	0.70
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.79	0.54	0.14	0.59
Miles Between Road Calls	≥ 25,000	24,211	27,388	66,636	25,494

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
Vehicle Trips		43,321	41,059	43,226	309,915
Passenger Trips		58,734	55,572	57,672	419,132
No Shows		3.8%	4.0%	3.5%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	92.7%	92.3%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.07%	0.08%	0.05%
Excessively Long Trips	≤ 5%	4.2%	3.6%	3.9%	3.5%
Missed Trips	≤ 0.75%	0.41%	0.41%	0.40%	0.37%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	95.5%	96.9%	99.2%	97.7%

### Call Performance

	Goal	Nov-18	Dec-18	Jan-19	YTD
<i>Reservations</i>					
Answered Calls		50,302	48,491	46,869	351,761
Average Initial Hold Time	≤ 120 sec	54	51	35	74
Calls On Hold > 5 Minutes	≤ 5%	3.1%	2.1%	1.2%	6.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,283	6,941	7,343	50,704
Average Initial Hold Time		53	48	29	57
Calls On Hold > 5 Minutes	≤ 5%	3.3%	2.6%	0.7%	4.0%

### Complaints/Commendations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.1	2.1	2.4
Commendations Per 1,000 Trips		1.7	1.8	1.5	1.6

### Safety

	Goal	Nov-18	Dec-18	Jan-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.00	0.19	0.08
Preventable Collisions Per 100,000 Miles		0.56	0.99	0.39	0.69
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.38	0.65	0.39	0.54
Miles Between Road Calls	≥ 25,000	59,236	45,782	51,934	47,212

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Nov-18	Dec-18	Jan-19	YTD
Eligible Customers		152,273	151,647	151,349	151,349
ADA Evaluations Performed		2,681	2,098	3,002	20,904
Days From Application to Decision (avg)	≤ 21	6	6	6	8

### Eligibility Determinations

	Goal	Nov-18	Dec-18	Jan-19	YTD
Unrestricted		1,463	1,169	1,703	11,209
Restricted		708	542	761	5,520
Temporary		167	151	203	1,380
Not Eligible		343	236	335	2,987
Total		2,681	2,098	3,002	21,096

### Appeals

	Goal	Nov-18	Dec-18	Jan-19	YTD
Appeals Performed		201	177	108	1,270
Days From Appeal to Decision (avg)	≤ 30	9	13	7	9

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Nov-18	Dec-18	Jan-19	YTD
Customer Service Calls		27,416	24,791	29,725	218,814
Average Initial Hold Time	≤ 180 sec	104	99	67	91
Calls On Hold > 5 Minutes	≤ 10%	9.8%	10.1%	6.3%	8.7%
Call Duration	≤ 300 sec	271	275	258	268
Calls Abandoned	≤ 10%	3.2%	3.3%	2.2%	3.0%

### Operations Monitoring Center

	Goal	Nov-18	Dec-18	Jan-19	YTD
Customer Service Calls		12,079	10,473	9,723	81,970
Average Initial Hold Time	≤ 180 sec	76	60	41	65
Calls On Hold > 5 Minutes	≤ 10%	6.9%	5.5%	3.0%	5.9%
Call Duration	≤ 300 sec	377	371	384	395
Calls Abandoned	≤ 10%	5.1%	4.9%	2.6%	4.6%

Contractual Requirement

**February 26, 2019**

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: DRAFT FINANCIAL REPORT FOR JANUARY 2019**

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Approved FY 2018/19 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 1.3% under budget
- Contract Revenue Miles: 0.4% over budget
- Trips: 0.4% under budget
- Completed Eligibility Interviews: 8.9% over budget
- Average Trip Distance: over budget by 0.08 miles at 9.33 miles
- Total cost per Passenger(before depreciation):0.2% under budget at \$37.44
- Administration Function is 2% under budget
- Eligibility Determination Function is 16% over budget
- Purchased Transportation Function is 2% under budget
- Paratransit Operations Function is 1.8% under budget

Attached are the following reports for your review:

- Statistical Comparison: January 2018 to January 2019
- 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 2019**

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	\$79,008,657	\$80,842,083	(\$1,833,426)	-2%	11%
Paratransit Operations	9%	\$9,187,996	\$9,352,882	(\$164,886)	-1.8%	15%
Eligibility Determination	5%	\$5,168,778	\$4,465,024	\$703,754	16%	-5%
CTSA/Ride Information	0.2%	\$209,953	\$383,913	(\$173,960)	-45%	195%
Administration	4%	\$4,013,408	\$4,110,362	(\$96,954)	-2%	1%
<b>Total Exp before Depreciation</b>		<b>\$97,588,792</b>	<b>\$99,154,264</b>	<b>(\$1,565,472)</b>	<b>-2%</b>	<b>10%</b>

## Statistics - - For the YTD Period Ended January 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	21,096	19,376	1,720	8.9%	21.9%
Number of PAX	2,606,787	2,642,390	(35,603)	-1.3%	1.0%
Number of Contract Revenue Miles	18,778,393	18,695,540	82,853	0.4%	2.3%
Number of Trips	2,013,005	2,021,108	(8,103)	-0.4%	2.0%
Average Trip Distance	9.33	9.25	0.08	0.8%	0.2%
Purchased Transportation Cost					
Cost per Trip	\$39.25	\$40.00	(\$0.75)	-1.9%	14.0%
Cost per PAX	\$30.31	\$30.59	(\$0.28)	-0.9%	13.0%
Cost per Contract Rev Mile	\$4.21	\$4.32	(\$0.11)	0.0%	11.8%
Total Cost per Pax before Depreciation	\$37.44	\$37.52	(\$0.08)	-0.2%	7.8%

**Budget Results for FY 2018/2019  
For YTD Period Ending January 2019**

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$5,930,360	\$5,530,146	\$400,214		
Other Revenue	\$510,221	\$233,392	\$276,829		
Total Revenue	\$6,440,581	\$5,763,538	\$677,043	11.7%	15%
 Total Exp before Capital	 \$97,588,792	 \$99,154,264	 (\$1,565,472)	 -1.6%	 10%
Capital Expenditures					
Vehicles	\$5,284,227	\$7,000,000	(\$1,715,773)		
Other Capital Expenditures	\$306,044	\$0	\$306,044		
Total Capital Expenditures	\$5,590,271	\$7,000,000	(\$1,409,729)	-20.1%	748%
 Over/(Under) Budget January 2018			 (\$2,975,201)		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

