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# Board Box

May 2017

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May 22, 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	Feb-17	Mar-17	Apr-17	YTD
Vehicle Trips		260,176	306,897	281,033	2,837,245
Passenger Trips		329,981	387,263	359,804	3,638,065
On-Time Performance	≥ 91%	90.5%	90.7%	92.4%	91.4%
Excessively Late Trips (L4)	≤ 0.10%	0.13%	0.10%	0.07%	0.09%
Answered Calls (Reservations)		251,517	280,240	263,686	2,670,605
Average Hold Time	≤ 120	95	69	80	84
Calls on Hold over 5 Minutes	≤ 5%	7.4%	3.9%	5.1%	4.5%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.22%	0.44%	0.22%	0.44%
Certified Riders		172,931	173,006	172,433	172,433

# Trips Summary

## Vehicle Trips

	Feb-17	Mar-17	Apr-17	YTD
System	260,176	306,897	281,033	2,837,245
Antelope Valley	12,457	14,677	13,444	133,191
Eastern	73,272	86,828	79,179	784,230
Northern	46,331	55,102	50,133	514,918
Santa Clarita	3,259	3,767	3,278	33,156
Southern	85,262	99,974	93,213	946,821
West Central	39,570	46,525	41,768	424,311
Backup	25	24	18	618

## Passenger Trips – includes PCA's, Guests, Children

	Feb-17	Mar-17	Apr-17	YTD
System	329,981	387,263	359,804	3,638,065
Antelope Valley	17,150	19,286	18,006	183,652
Eastern	96,524	114,496	105,252	1,037,473
Northern	56,014	67,527	62,719	645,699
Santa Clarita	3,776	4,325	3,901	38,473
Southern	104,342	120,048	113,957	1,167,493
West Central	52,150	61,557	55,951	564,657
Backup	25	24	18	618

## No-Shows

	Feb-17	Mar-17	Apr-17	YTD
System	4.1%	3.7%	3.5%	3.7%
Antelope Valley	3.4%	2.2%	2.8%	3.4%
Eastern	2.8%	2.5%	2.4%	2.7%
Northern	3.7%	2.6%	2.5%	3.1%
Santa Clarita	3.0%	2.8%	2.3%	2.7%
Southern	5.3%	5.4%	4.8%	4.5%
West Central	4.0%	3.9%	4.0%	4.2%

## Comparability of Access to Fixed Route Travel Times

	Feb-17	Mar-17	Apr-17*	YTD
Equal to or Less	86.9%	86.8%		87.4%
1-20 minutes longer	8.9%	8.9%		8.6%
21-40 minutes longer	3.0%	3.0%		2.8%
41-60 minutes longer	0.8%	0.9%		0.8%
60 minutes or longer	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.

\*Data not yet available

# Key Performance Indicators

## On-Time Performance – 91 percent or better

	Feb-17	Mar-17	Apr-17	YTD
System	90.5%	90.7%	92.4%	91.4%
Antelope Valley	92.8%	90.7%	91.2%	92.1%
Eastern	91.9%	90.9%	92.5%	91.9%
Northern	91.3%	92.2%	92.9%	92.0%
Santa Clarita	97.1%	96.7%	96.3%	96.3%
Southern	87.8%	89.6%	91.8%	90.4%
West Central	91.0%	90.4%	92.4%	91.2%

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

	Feb-17	Mar-17	Apr-17	YTD
System	0.13%	0.10%	0.07%	0.09%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	0.11%	0.13%	0.13%	0.10%
Northern	0.11%	0.07%	0.03%	0.07%
Santa Clarita	0.03%	0.06%	0.00%	0.03%
Southern	0.20%	0.11%	0.03%	0.12%
West Central	0.12%	0.08%	0.12%	0.09%

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

	Feb-17	Mar-17	Apr-17	YTD
System	0.22%	0.44%	0.22%	0.44%
Antelope Valley	1.33%	1.33%	0.00%	0.25%
Eastern	0.00%	0.00%	1.33%	0.47%
Northern	0.00%	0.00%	0.00%	0.50%
Santa Clarita	0.00%	1.33%	0.00%	0.74%
Southern	0.00%	0.00%	0.00%	0.43%
West Central	0.00%	0.00%	0.00%	0.24%

Based on monthly sample of reservations calls

## Answered Calls (Reservations)

	Feb-17	Mar-17	Apr-17	YTD
System	251,517	280,240	263,686	2,670,605
Antelope Valley	8,033	9,125	8,534	87,508
Eastern	63,169	71,968	67,499	680,117
Northern	43,452	45,789	43,745	455,678
Santa Clarita	6,558	7,115	6,560	66,840
Southern	86,390	96,708	91,148	902,796
West Central	43,915	49,535	46,200	477,666

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

	Feb-17	Mar-17	Apr-17	YTD
System	95	69	80	84
Antelope Valley	109	113	117	103
Eastern	55	60	74	60
Northern	69	75	85	95
Santa Clarita	40	33	35	37
Southern	159	77	85	111
West Central	55	60	73	60

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

	Feb-17	Mar-17	Apr-17	YTD
System	7.4%	3.9%	5.1%	4.5%
Antelope Valley	2.5%	3.7%	4.4%	2.7%
Eastern	3.9%	3.5%	6.4%	4.4%
Northern	3.9%	4.1%	4.1%	3.2%
Santa Clarita	1.4%	0.7%	1.0%	1.2%
Southern	14.4%	4.5%	4.5%	5.5%
West Central	4.0%	3.5%	6.2%	4.5%

## Complaints and Commendations

**System (Ratio by 1,000 trips)**

Category	Feb-17	Mar-17	Apr-17	YTD
ADA	0.0	0.0	0.1	0.1
Booking	0.4	0.5	0.5	0.4
Conduct	0.6	0.7	0.7	0.6
General Service	0.1	0.2	0.2	0.1
Late Trips	0.3	0.3	0.2	0.3
“Late 4” (+45 mins)	0.2	0.3	0.2	0.2
Procedure	2.4	2.1	1.6	1.7
Routing	0.2	0.2	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	0.0	0.1	0.1	0.0
Vehicle	0.0	0.0	0.0	0.0
Total	4.5	4.5	3.8	3.7

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

	Feb-17	Mar-17	Apr-17	YTD
System	4.5	4.5	3.8	3.7
Antelope Valley	1.9	1.8	1.9	2.3
Eastern	2.7	2.7	3.0	2.9
Northern	1.7	2.0	2.1	1.9
Santa Clarita	0.3	0.0	0.3	0.5
Southern	9.3	9.2	6.6	6.6
West Central	2.2	1.7	2.1	2.2

### Commendations (Ratio per 1,000 trips)

	Feb-17	Mar-17	Apr-17	YTD
System	1.7	1.6	1.9	1.9

### Complaint Response Time - 14 days or less

	Feb-17	Mar-17	Apr-17	YTD
Complaints requesting response	269	381	418	2,991
Average days for response	10.6	8.6	8.9	11.6

## Eligibility and Appeals

### Eligibility - 21 days or less

	Feb-17	Mar-17	Apr-17	YTD
ADA Evaluations Performed	2,991	3,799	2,862	31,843
Days From Application to Decision (avg)	7	8	7	6.7

### Eligibility Determinations

	Feb-17	Mar-17	Apr-17	YTD
Unrestricted	1,421	1,897	1,457	15,737
Restricted	421	614	434	4,735
Temporary	154	191	183	1,762
Not Eligible	995	1,097	788	10,021
Total	2,991	3,799	2,862	32,255

### Appeals - 30 days or less

	Feb-17	Mar-17	Apr-17	YTD
Appeals Performed	258	226	300	2,882
Days From Appeal to Decision (avg)	12	8	8	10

# Safety

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

	Feb-17	Mar-17	Apr-17	YTD
System	0.64	0.66	0.79	0.60
Antelope Valley	0.00	0.00	0.63	0.49
Eastern	0.97	0.73	1.17	0.75
Northern	0.49	0.82	0.60	0.42
Santa Clarita	0.00	0.00	0.00	0.64
Southern	0.38	0.50	0.80	0.66
West Central	1.01	0.86	0.38	0.48

# Customer Service

## Phone Statistics

### Customer Service

	Standard	Feb-17	Mar-17	Apr-17	YTD
Customer Service Calls		26,619	32,199	29,420	299,176
Average Initial Hold Time	≤ 180 sec	134	220	143	140
Calls on Hold Over 5 Minutes	≤ 10%	14.1%	29.9%	18.0%	16.2%
Call Duration	≤ 300 sec	272	298	299	270
Calls Abandoned	≤ 10%	6.0%	9.7%	6.0%	6.4%

### Operations Monitoring Center

	Standard	Feb-17	Mar-17	Apr-17	YTD
Customer Service Calls		10,347	11,795	10,930	98,796
Average Initial Hold Time	≤ 180 sec	138	194	141	132
Calls on Hold Over 5 Minutes	≤ 10%	16.0%	26.2%	18.0%	16.0%
Call Duration	≤ 300 sec	485	482	443	432
Calls Abandoned	≤ 10%	10.3%	14.3%	11.2%	10.7%

May 22, 2017

**TO: BOARD OF DIRECTORS**  
**FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE**  
**RE: FINANCIAL REPORT FOR MARCH 2017**

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Attached for your review are the draft financial reports for March 2017.

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

- Passengers: 5.9% under budget
- Contract Revenue Miles: 3.8% under budget
- Trips: 4.3% under budget
- Completed Eligibility Interviews: 30.9% under budget
- Average Trip Distance: 0.5% over budget at 9.13 miles
- Total cost per Passenger (before depreciation): 3.0% over budget
- Administration Function is 8.0% under budget
- Eligibility Determination Function is 5.0% under budget
- Paratransit Operations Function is 4.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: March 2016 to March 2017
- 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 March 2017

	% of Cost	YTD Actual	YTD Budget	Variance	% over/ (Under) Budget	% Over / (Under) Prior Yr
Paratransit Operations	89%	\$98,028,444	\$101,951,556	(\$3,923,112)	-4%	4%
Eligibility Determinations	7%	\$7,320,008	\$7,671,387	(\$351,379)	-5%	5%
CTSA/Ride Information	0.4%	\$465,715	\$410,184	\$55,531	14%	18%
Administrative	4%	\$4,869,382	\$5,296,191	(\$426,809)	-8%	10%
Total Exp before Depreciation		\$110,683,549	\$115,329,318	(\$4,645,769)	-4%	5%

Statistics - For the YTD Period Ended March 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	29,393	42,510	(13,117)	-30.9%	-19%
Number of PAX	3,243,006	3,445,376	(202,370)	-5.9%	0%
Number of Contract Revenue Miles	23,054,400	23,971,309	(916,909)	-3.8%	1%
Number of Trips	2,525,684	2,638,737	(113,053)	-4.3%	1%
Average Trip Distance	9.13	9.08	0.05	0.5%	0%
Purchased Transportation Cost					
Cost per Trip	\$33.62	\$33.06	\$0.56	2%	-1%
Cost per PAX	\$26.19	\$25.32	\$0.87	3%	0%
Cost per Contract Rev Mile	\$3.68	\$3.64	\$0.04	1%	-1%
Total Cost per PAX before Depreciation	\$34.13	\$33.47	\$0.66	2%	4%

Budget Result for FY 2016-2017  
For YTD Period Ending March 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Exp before Captial	\$110,683,549	\$115,329,318	(\$4,645,769)	-4%	0%
Revenue					
Passenger Fares	\$7,044,747	\$7,175,459	(\$130,712)		
Other Revenue	\$584,318		\$584,318		
Total Revenue	\$7,629,065	\$7,175,459	\$453,606	6%	3%
Capital Expenditures					
Vehicles	\$7,937,993	\$6,697,500	\$1,240,493		
Other Capital Expenditures	\$391,767	\$375,000	\$16,767		
Total Capital Expenditures	\$8,329,038	\$7,072,500	\$1,256,538	18%	153%
Over/(Under) Budget Feb 2017			(\$3,389,231)		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

