

Board Box

March 2023

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March 21, 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 | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------------------|---------|---------|---------|---------|-----------|
| Vehicle Trips | | 223,509 | 228,668 | 226,878 | 1,828,652 |
| Passenger Trips | | 277,744 | 281,788 | 280,187 | 2,267,940 |
| Backup Trips | | 30 | 21 | 32 | 323 |
| No Shows | | 2.8% | 3.0% | 2.5% | 2.7% |
| On Time Performance (Next Day Trips) | ≥ 91% | 91.9% | 91.5% | 90.9% | 90.9% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.03% | 0.03% | 0.04% | 0.05% |
| Excessively Long Trips | ≤ 5% | 3.0% | 3.5% | 3.8% | 3.9% |
| Missed Trips | ≤ 0.75% | 0.41% | 0.46% | 0.41% | 0.47% |
| Denials | ≤ 0 | 0 | 0 | 1 | 3 |
| On Time Performance (Access to Work) | ≥ 94% | 97.1% | 94.7% | 94.9% | 95.1% |

Call Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---|-----------|---------|---------|---------|-----------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 181,913 | 189,005 | 178,155 | 1,487,444 |
| Average Initial Hold Time | ≤ 120 sec | 50 | 52 | 55 | 61 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.4% | 1.8% | 2.2% | 2.4% |
| | | | | | |
| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
| Answered Calls | | 42,045 | 44,825 | 42,726 | 348,287 |
| Average Initial Hold Time | | 43 | 44 | 45 | 50 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.4% | 1.6% | 2.1% | 2.1% |

Complaints/Commendations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.3 | 2.3 | 2.6 | 2.9 |
| Commendations Per 1,000 Trips | | 0.7 | 0.9 | 0.9 | 0.9 |

Safety

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.10 | 0.07 | 0.17 | 0.20 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.73 | 1.06 | 0.85 | 0.86 |
| Miles Between Road Calls | ≥ 25,000 | 40,527 | 31,216 | 35,248 | 41,166 |

Antelope Valley Region Trip Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 11,065 | 11,321 | 10,908 | 91,329 |
| Passenger Trips | | 13,339 | 13,517 | 13,060 | 109,626 |
| No Shows | | 4.0% | 4.2% | 3.6% | 3.9% |
| On Time Performance (Next Day Trips) | ≥ 91% | 95.8% | 95.6% | 96.1% | 95.5% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00% | 0.00% | 0.02% | 0.01% |
| Excessively Long Trips | ≤ 5% | 1.1% | 0.9% | 1.3% | 1.7% |
| Missed Trips | ≤ 0.75% | 0.19% | 0.30% | 0.25% | 0.29% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 94% | 85.7% | 100.0% | 100.0% | 95.3% |

Call Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 7,362 | 7,744 | 7,413 | 54,118 |
| Average Initial Hold Time | ≤ 120 sec | 49 | 37 | 34 | 41 |
| Calls On Hold > 5 Minutes | ≤ 5% | 2.1% | 1.1% | 0.9% | 1.4% |

| | | | | | |
|---|-------|-------|-------|-------|--------|
| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
| Answered Calls | | 2,182 | 2,348 | 2,122 | 15,784 |
| Average Initial Hold Time | | 37 | 29 | 26 | 32 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.2% | 0.7% | 0.5% | 0.9% |

Complaints/Commendations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.7 | 1.6 | 3.1 | 2.4 |
| Commendations Per 1,000 Trips | | 1.3 | 1.2 | 1.3 | 1.4 |

Safety

| | Goal | Dec-22 | Jan-23 | Feb-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 | 0.64 | 1.45 | 0.00 | 0.68 |
| Miles Between Road Calls | ≥ 25,000 | 38,892 | 155,348 | 74,537 | 47,730 |

Contractual Requirement

Eastern Region Trip Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 62,986 | 64,626 | 65,450 | 520,175 |
| Passenger Trips | | 79,688 | 81,217 | 82,359 | 656,653 |
| No Shows | | 2.6% | 2.6% | 2.1% | 2.5% |
| On Time Performance (Next Day Trips) | ≥ 91% | 91.6% | 91.8% | 91.4% | 90.3% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.03% | 0.02% | 0.01% | 0.06% |
| Excessively Long Trips | ≤ 5% | 0.9% | 1.0% | 1.2% | 1.2% |
| Missed Trips | ≤ 0.75% | 0.31% | 0.29% | 0.27% | 0.37% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 94% | 98.7% | 96.3% | 91.6% | 95.6% |

Call Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 48,399 | 50,365 | 47,784 | 350,287 |
| Average Initial Hold Time | ≤ 120 sec | 31 | 35 | 24 | 38 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.9% | 1.4% | 0.6% | 1.5% |

| | | | | | |
|--|-------|-------|--------|-------|--------|
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 9,873 | 10,520 | 9,977 | 74,188 |
| Average Initial Hold Time | | 23 | 22 | 12 | 26 |
| Calls On Hold > 5 Minutes | ≤ 10% | 0.4% | 0.5% | 0.1% | 0.7% |

Complaints/Commendations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.8 | 1.8 | 1.6 | 2.2 |
| Commendations Per 1,000 Trips | | 0.4 | 0.5 | 0.3 | 0.5 |

Safety

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.00 | 0.12 | 0.10 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.88 | 0.56 | 0.59 | 0.80 |
| Miles Between Road Calls | ≥ 25,000 | 21,633 | 18,654 | 20,532 | 32,995 |

Contractual Requirement

Santa Clarita Region Trip Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|--------|
| Vehicle Trips | | 2,395 | 2,438 | 2,307 | 19,639 |
| Passenger Trips | | 2,714 | 2,698 | 2,591 | 21,811 |
| No Shows | | 2.0% | 1.4% | 1.6% | 2.2% |
| On Time Performance (Next Day Trips) | ≥ 91% | 94.9% | 94.2% | 93.0% | 92.3% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.04% | 0.00% | 0.09% | 0.15% |
| Excessively Long Trips | ≤ 5% | 2.7% | 2.8% | 4.2% | 3.1% |
| Missed Trips | ≤ 0.75% | 1.19% | 0.99% | 0.38% | 1.12% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | - | - | - | - |

Call Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 1,795 | 1,933 | 1,524 | 13,212 |
| Average Initial Hold Time | ≤ 120 sec | 40 | 61 | 72 | 79 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.9% | 3.5% | 4.3% | 5.1% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|------|------|------|-------|
| Answered Calls | | 232 | 207 | 175 | 1,631 |
| Average Initial Hold Time | | 46 | 61 | 61 | 81 |
| Calls On Hold > 5 Minutes | ≤ 10% | 3.4% | 5.8% | 5.7% | 6.7% |

Complaints/Commendations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.2 | 1.6 | 1.4 | 1.9 |
| Commendations Per 1,000 Trips | | 0.4 | 0.0 | 0.0 | 0.2 |

Safety

| | Goal | Dec-22 | Jan-23 | Feb-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 | 2.08 | 0.00 | 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 | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 32,000 | 32,726 | 32,469 | 259,805 |
| Passenger Trips | | 39,774 | 40,354 | 39,805 | 320,996 |
| No Shows | | 2.6% | 2.3% | 2.1% | 2.7% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.7% | 90.6% | 88.2% | 89.9% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.08% | 0.06% | 0.11% | 0.09% |
| Excessively Long Trips | ≤ 5% | 5.3% | 5.8% | 6.9% | 5.2% |
| Missed Trips | ≤ 0.75% | 0.63% | 0.65% | 0.69% | 0.73% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | 97.1% | 96.8% | 94.7% | 96.4% |

Call Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 28,652 | 29,693 | 27,874 | 212,765 |
| Average Initial Hold Time | ≤ 120 sec | 70 | 64 | 81 | 77 |
| Calls On Hold > 5 Minutes | ≤ 5% | 2.5% | 2.6% | 3.3% | 3.4% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 6,834 | 7,514 | 7,652 | 50,525 |
| Average Initial Hold Time | | 48 | 60 | 61 | 57 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.6% | 3.1% | 2.5% | 2.2% |

Complaints/Commendations

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

Safety

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.20 | 0.00 | 0.00 | 0.06 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.66 | 0.61 | 1.00 | 0.47 |
| Miles Between Road Calls | ≥ 25,000 | 54,737 | 35,408 | 59,594 | 51,360 |

Contractual Requirement

Southern Region Trip Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 77,526 | 79,159 | 77,905 | 633,161 |
| Passenger Trips | | 94,515 | 95,694 | 94,705 | 771,821 |
| No Shows | | 2.6% | 3.1% | 2.4% | 2.6% |
| On Time Performance (Next Day Trips) | ≥ 91% | 92.8% | 91.9% | 91.6% | 92.3% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.02% | 0.02% | 0.04% | 0.02% |
| Excessively Long Trips | ≤ 5% | 4.1% | 5.0% | 5.3% | 6.3% |
| Missed Trips | ≤ 0.75% | 0.38% | 0.48% | 0.43% | 0.42% |
| Denials | ≤ 0 | 0 | 0 | 1 | 0 |
| On Time Performance (Access to Work) | ≥ 94% | 96.8% | 91.3% | 96.7% | 93.7% |

Call Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 62,890 | 64,934 | 60,270 | 444,152 |
| Average Initial Hold Time | ≤ 120 sec | 65 | 70 | 85 | 89 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.4% | 1.8% | 4.0% | 3.0% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 15,770 | 16,692 | 15,517 | 109,943 |
| Average Initial Hold Time | | 63 | 61 | 75 | 77 |
| Calls On Hold > 5 Minutes | ≤ 10% | 2.3% | 2.2% | 4.3% | 3.5% |

Complaints/Commendations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.3 | 2.4 | 2.5 | 3.2 |
| Commendations Per 1,000 Trips | | 0.6 | 0.9 | 1.0 | 0.7 |

Safety

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|----------|---------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.20 | 0.00 | 0.41 | 0.34 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.51 | 1.39 | 0.98 | 1.13 |
| Miles Between Road Calls | ≥ 25,000 | 145,670 | 40,352 | 51,142 | 82,102 |

Contractual Requirement

West Central Region Trip Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 37,507 | 38,377 | 37,807 | 304,220 |
| Passenger Trips | | 47,684 | 48,287 | 47,635 | 386,710 |
| No Shows | | 3.5% | 3.8% | 3.1% | 3.6% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.4% | 89.4% | 89.5% | 88.5% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.05% | 0.05% | 0.03% | 0.09% |
| Excessively Long Trips | ≤ 5% | 2.4% | 2.9% | 3.2% | 2.9% |
| Missed Trips | ≤ 0.75% | 0.43% | 0.51% | 0.42% | 0.55% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 91% | 97.9% | 96.1% | 97.9% | 95.2% |

Call Performance

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 32,815 | 34,336 | 33,290 | 234,755 |
| Average Initial Hold Time | ≤ 120 sec | 32 | 36 | 25 | 39 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.0% | 1.5% | 0.7% | 1.6% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 7,154 | 7,544 | 7,283 | 53,490 |
| Average Initial Hold Time | | 26 | 25 | 13 | 29 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.6% | 0.6% | 0.1% | 0.9% |

Complaints/Commendations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.7 | 2.3 | 2.9 | 3.3 |
| Commendations Per 1,000 Trips | | 0.7 | 1.0 | 0.7 | 0.9 |

Safety

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.42 | 0.00 | 0.20 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.93 | 1.62 | 1.17 | 0.86 |
| Miles Between Road Calls | ≥ 25,000 | 30,311 | 39,954 | 33,657 | 23,074 |

Contractual Requirement

Eligibility and Appeals

Eligibility

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---|------|---------|---------|---------|---------|
| Eligible Customers | | 103,214 | 103,027 | 102,955 | 102,955 |
| Total ADA Evaluations Performed | | 5,439 | 9,090 | 7,564 | 49,163 |
| Days From Application to Decision (avg) | ≤ 21 | 10 | 8 | 6 | 9 |

In Person Evaluations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--------------|------|--------|--------|--------|--------|
| Unrestricted | | 906 | 1,259 | 2,440 | 9,528 |
| Restricted | | 180 | 356 | 1,097 | 2,633 |
| Temporary | | 2,061 | 863 | 1,350 | 18,247 |
| Not Eligible | | 18 | 15 | 32 | 195 |
| Total | | 3,165 | 2,493 | 4,919 | 30,603 |

Paper Evaluations

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|--------------|------|--------|--------|--------|--------|
| Unrestricted | | 1,911 | 4,318 | 2,128 | 15,390 |
| Restricted | | 343 | 2,273 | 517 | 3,134 |
| Temporary | | 20 | 6 | 0 | 36 |
| Not Eligible | | 0 | 0 | 0 | 0 |
| Total | | 2,274 | 6,597 | 2,645 | 18,560 |

Appeals

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|------------------------------------|------|--------|--------|--------|-----|
| Appeals Performed | | 9 | 7 | 18 | 89 |
| Days From Appeal to Decision (avg) | ≤ 30 | 11 | 8 | 8 | 9 |

Customer Service

Phone Statistics

Customer Service

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| Customer Service Calls | | 27,552 | 29,500 | 25,415 | 236,246 |
| Average Initial Hold Time | ≤ 180 sec | 17 | 29 | 42 | 31 |
| Calls On Hold > 5 Minutes | ≤ 10% | 0.3% | 1.4% | 2.8% | 2.1% |
| Calls Abandoned | ≤ 10% | 0.2% | 0.6% | 1.2% | 0.8% |

Operations Monitoring Center

| | Goal | Dec-22 | Jan-23 | Feb-23 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| Customer Service Calls | | 6,080 | 6,687 | 7,413 | 51,127 |
| Average Initial Hold Time | ≤ 180 sec | 33 | 39 | 52 | 46 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.9% | 2.0% | 3.6% | 3.3% |
| Calls Abandoned | ≤ 10% | 2.0% | 2.4% | 4.8% | 3.4% |

Contractual Requirement

March 17, 2023

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

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

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

- ◆ Passengers: 4.7% over budget
- ◆ Contract Revenue Miles: 0.8% under budget
- ◆ Trips: 7.2% over budget
- ◆ Total Eligibility Evaluations: 34.9% over budget
- ◆ Average Trip Distance: under budget by 0.71 miles at 8.73 miles
- ◆ Total cost per Passenger (before depreciation): 6.7% under budget at \$60.27
- ◆ Administration Function is 11.4% under budget
- ◆ Eligibility Determination Function is 1.2% under budget
- ◆ Purchased Transportation Function is 1.9% under budget
- ◆ Paratransit Operations Function is 1.0% over budget

Attached are the following reports for your review:

- Statistical Comparison: FEBRUARY 2022 to FEBRUARY 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 February 2023

| | % of Cost | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|-------------------------------|--------------|----------------------|----------------------|----------------------|-------------------------------|---------------------------------|
| Purchased Transportation | 82.8% | \$113,203,645 | \$115,434,215 | (\$2,230,570) | -1.9% | 30% |
| Paratransit Operations | 8.4% | \$11,440,875 | \$11,325,354 | \$115,521 | 1.0% | 14% |
| Eligibility Determination | 4.0% | \$5,451,741 | \$5,518,267 | (\$66,526) | -1.2% | 39% |
| CTSA/Ride Information | 0.2% | \$218,190 | \$377,760 | (\$159,570) | -42.2% | -39% |
| Administration | 4.7% | <u>\$6,379,879</u> | <u>\$7,204,412</u> | <u>(\$824,533)</u> | <u>-11.4%</u> | <u>15%</u> |
| Total Exp before Depreciation | | <u>\$136,694,330</u> | <u>\$139,860,008</u> | <u>(\$3,165,678)</u> | <u>-2.3%</u> | <u>28%</u> |

Statistics – For the YTD Period Ended February 2023

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|---|---------------|---------------|-----------|-------------------------------|---------------------------------|
| Total Eligibility Evaluations | 49,162 | 36,456 | 12,706 | 34.9% | 36% |
| Number of PAX | 2,267,940 | 2,165,343 | 102,597 | 4.7% | 21% |
| Number of Contract Revenue Miles | 15,971,870 | 16,103,895 | (132,025) | -0.8% | 16% |
| Number of Trips | 1,828,652 | 1,706,196 | 122,456 | 7.2% | 24% |
| Average Trip Distance | 8.73 | 9.44 | (0.71) | -7.5% | -7% |
| Purchased Transportation Cost | | | | | |
| Cost per Contract Rev Mile | \$7.09 | \$7.17 | (\$0.08) | -1.1% | 12% |
| Total Cost per Trip before Depreciation | \$74.75 | \$81.97 | (\$7.22) | -8.8% | 3% |
| Total Cost per Pax before Depreciation | \$60.27 | \$64.59 | (\$4.32) | -6.7% | 5% |

Budget Results for FY 2022/2023 For YTD Period Ending February 2023

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|---------------------------------------|-------------------|-------------------|--------------------|-------------------------------|---------------------------------|
| Revenue | | | | | |
| Passenger Fares | \$5,387,775 | \$5,418,168 | (\$30,393) | | |
| Other Revenue | \$1,747,975 | \$470,022 | \$1,277,953 | | |
| Total Revenue | \$7,135,750 | \$5,888,190 | \$1,247,560 | 21% | 60% |
| Total Exp before Capital | \$136,694,330 | \$139,860,008 | (\$3,165,678) | -2% | 28% |
| Capital Expenditures | | | | | |
| Vehicles | \$85,692 | \$17,153,327 | (\$17,067,635) | | |
| Other Capital Expenditures | \$208,400 | \$0 | \$208,400 | | |
| Total Capital Expenditures | \$294,092 | \$17,153,327 | (\$16,859,235) | -98% | 34% |
| Over/(Under) Budget February 2023 | | | (\$20,024,913) | | |

YTD Cost Per Passenger before Depreciation and Capital Cost

