

Board Box

May 2023

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May 23, 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	Feb-23	Mar-23	Apr-23	YTD
Vehicle Trips		226,878	264,198	253,531	2,346,381
Passenger Trips		280,187	324,658	313,623	2,906,221
Backup Trips		32	39	28	390
No Shows		2.5%	2.5%	2.4%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	90.9%	90.8%	91.8%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.03%	0.05%	0.05%
Excessively Long Trips	≤ 5%	3.8%	3.6%	3.3%	3.8%
Missed Trips	≤ 0.75%	0.41%	0.42%	0.42%	0.46%
Denials	≤ 0	1	0	1	4
On Time Performance (Access to Work)	≥ 94%	94.9%	94.7%	97.2%	95.0%

Call Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
<i>Reservations</i>					
Answered Calls		178,155	199,911	204,764	1,892,119
Average Initial Hold Time	≤ 120 sec	55	52	69	61
Calls On Hold > 5 Minutes	≤ 5%	2.2%	1.7%	3.7%	2.4%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		42,726	48,800	44,561	441,648
Average Initial Hold Time		45	43	46	49
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.6%	1.8%	2.0%

Complaints/Commendations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.6	2.4	2.8
Commendations Per 1,000 Trips		0.9	1.0	0.9	0.9

Safety

	Goal	Feb-23	Mar-23	Apr-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.09	0.21	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.85	0.92	0.84	0.86
Miles Between Road Calls	≥ 25,000	35,248	32,667	44,342	40,333

Antelope Valley Region Trip Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
Vehicle Trips		10,908	12,403	12,035	115,767
Passenger Trips		13,060	14,546	14,391	138,563
No Shows		3.6%	3.2%	3.0%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	96.1%	95.7%	94.9%	95.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.00%	0.00%	0.01%
Excessively Long Trips	≤ 5%	1.3%	1.2%	1.2%	1.6%
Missed Trips	≤ 0.75%	0.25%	0.14%	0.23%	0.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	98.0%

Call Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
<i>Reservations</i>					
Answered Calls		7,413	7,921	7,888	77,340
Average Initial Hold Time	≤ 120 sec	34	37	45	41
Calls On Hold > 5 Minutes	≤ 5%	0.9%	0.9%	1.5%	1.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,122	2,400	2,465	22,771
Average Initial Hold Time		26	27	27	30
Calls On Hold > 5 Minutes	≤ 10%	0.5%	0.8%	0.5%	0.8%

Complaints/Commendations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.1	2.8	2.8	2.5
Commendations Per 1,000 Trips		1.3	0.8	0.5	1.1

Safety

	Goal	Feb-23	Mar-23	Apr-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.47	0.53
Miles Between Road Calls	≥ 25,000	74,537	163,871	80,043	56,100

Contractual Requirement

Eastern Region Trip Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
Vehicle Trips		65,450	76,755	73,879	670,809
Passenger Trips		82,359	96,028	92,818	845,499
No Shows		2.1%	2.2%	2.1%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	91.4%	91.0%	92.9%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.05%
Excessively Long Trips	≤ 5%	1.2%	1.2%	1.0%	1.2%
Missed Trips	≤ 0.75%	0.27%	0.29%	0.24%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	91.6%	94.2%	98.2%	95.0%

Call Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
<i>Reservations</i>					
Answered Calls		47,784	54,117	55,734	507,922
Average Initial Hold Time	≤ 120 sec	24	23	41	35
Calls On Hold > 5 Minutes	≤ 5%	0.6%	0.7%	2.8%	1.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,977	11,333	10,643	106,141
Average Initial Hold Time		12	11	13	22
Calls On Hold > 5 Minutes	≤ 10%	0.1%	0.1%	0.2%	0.5%

Complaints/Commendations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.6	1.6	2.0
Commendations Per 1,000 Trips		0.3	0.4	0.8	0.5

Safety

	Goal	Feb-23	Mar-23	Apr-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.11	0.22	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.59	0.67	0.62	0.75
Miles Between Road Calls	≥ 25,000	20,532	18,074	34,184	28,924

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
Vehicle Trips		2,307	2,603	2,357	24,599
Passenger Trips		2,591	2,873	2,609	27,293
No Shows		1.6%	1.3%	1.4%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	93.1%	95.5%	92.8%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.00%	0.04%	0.12%
Excessively Long Trips	≤ 5%	4.2%	4.0%	3.5%	3.3%
Missed Trips	≤ 0.75%	0.38%	1.06%	1.26%	1.06%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
<i>Reservations</i>					
Answered Calls		1,524	1,763	1,659	18,158
Average Initial Hold Time	≤ 120 sec	72	83	76	79
Calls On Hold > 5 Minutes	≤ 5%	4.3%	5.7%	5.3%	5.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		175	292	225	2,323
Average Initial Hold Time		61	79	40	75
Calls On Hold > 5 Minutes	≤ 10%	5.7%	6.8%	2.7%	6.3%

Complaints/Commendations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	0.8	1.3	1.7
Commendations Per 1,000 Trips		0.0	0.4	0.0	0.2

Safety

	Goal	Feb-23	Mar-23	Apr-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	0.31
Miles Between Road Calls	≥ 25,000	*	*	*	244,582

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
Vehicle Trips		32,469	37,958	36,300	334,063
Passenger Trips		39,805	46,258	44,440	411,694
No Shows		2.1%	2.3%	2.1%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	88.2%	90.9%	92.4%	90.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.07%	0.08%	0.09%
Excessively Long Trips	≤ 5%	6.9%	5.8%	4.2%	5.3%
Missed Trips	≤ 0.75%	0.69%	0.61%	0.68%	0.71%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	94.7%	96.3%	97.9%	94.6%

Call Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
<i>Reservations</i>					
Answered Calls		27,874	31,019	30,541	302,199
Average Initial Hold Time	≤ 120 sec	81	83	103	80
Calls On Hold > 5 Minutes	≤ 5%	3.3%	3.7%	6.0%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,652	7,883	5,740	71,800
Average Initial Hold Time		61	65	75	60
Calls On Hold > 5 Minutes	≤ 10%	2.5%	2.9%	4.0%	2.4%

Complaints/Commendations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.0	3.8	2.9	3.7
Commendations Per 1,000 Trips		1.8	1.8	1.6	1.7

Safety

	Goal	Feb-23	Mar-23	Apr-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.18	0.06
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.00	0.76	0.92	0.60
Miles Between Road Calls	≥ 25,000	59,594	55,835	113,604	55,995

Contractual Requirement

Southern Region Trip Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
Vehicle Trips		77,905	90,542	87,274	810,977
Passenger Trips		94,705	109,612	106,594	988,027
No Shows		2.4%	2.4%	2.3%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	90.9%	90.6%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.04%	0.10%	0.03%
Excessively Long Trips	≤ 5%	5.3%	5.3%	5.4%	6.0%
Missed Trips	≤ 0.75%	0.43%	0.43%	0.51%	0.43%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 94%	96.7%	94.7%	95.9%	94.7%

Call Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
<i>Reservations</i>					
Answered Calls		60,270	67,171	69,744	641,337
Average Initial Hold Time	≤ 120 sec	85	77	93	88
Calls On Hold > 5 Minutes	≤ 5%	4.0%	2.1%	3.8%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,517	18,354	17,561	161,375
Average Initial Hold Time		75	68	74	75
Calls On Hold > 5 Minutes	≤ 10%	4.3%	2.6%	3.0%	3.5%

Complaints/Commendations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.8	2.8	3.1
Commendations Per 1,000 Trips		1.0	1.2	0.9	0.8

Safety

	Goal	Feb-23	Mar-23	Apr-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.41	0.18	0.18	0.31
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.98	1.20	1.15	1.13
Miles Between Road Calls	≥ 25,000	51,142	41,605	38,884	64,371

Contractual Requirement

West Central Region Trip Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
Vehicle Trips		37,807	43,898	41,658	389,776
Passenger Trips		47,635	55,302	52,743	494,755
No Shows		3.1%	3.3%	3.3%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	89.5%	88.7%	90.8%	88.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.04%	0.02%	0.07%
Excessively Long Trips	≤ 5%	3.2%	3.0%	2.5%	2.9%
Missed Trips	≤ 0.75%	0.42%	0.49%	0.35%	0.51%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.9%	91.0%	96.2%	95.4%

Call Performance

	Goal	Feb-23	Mar-23	Apr-23	YTD
<i>Reservations</i>					
Answered Calls		33,290	37,920	39,198	345,163
Average Initial Hold Time	≤ 120 sec	25	25	44	37
Calls On Hold > 5 Minutes	≤ 5%	0.7%	0.9%	3.2%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,283	8,538	7,927	77,238
Average Initial Hold Time		13	13	15	24
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.1%	0.3%	0.7%

Complaints/Commendations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	3.1	2.6	3.1
Commendations Per 1,000 Trips		0.7	1.0	1.0	0.9

Safety

	Goal	Feb-23	Mar-23	Apr-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.39	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.17	1.26	0.63	0.90
Miles Between Road Calls	≥ 25,000	33,657	42,640	43,197	26,463

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Feb-23	Mar-23	Apr-23	YTD
Eligible Customers		102,955	103,663	103,796	103,796
Total ADA Evaluations Performed		7,570	7,668	5,116	61,957
Days From Application to Decision (avg)	≤ 21	6	4	5	8

In Person Evaluations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Unrestricted		2,445	2,650	1,972	14,159
Restricted		1,097	1,375	1,047	5,054
Temporary		1,350	1,672	721	20,641
Not Eligible		33	31	21	248
Total		4,925	5,728	3,760	40,102

Paper Evaluations

	Goal	Feb-23	Mar-23	Apr-23	YTD
Unrestricted		2,128	1,615	1,200	18,205
Restricted		517	325	155	3,613
Temporary		0	0	1	37
Not Eligible		0	0	0	0
Total		2,645	1,940	1,356	21,855

Appeals

	Goal	Feb-23	Mar-23	Apr-23	YTD
Appeals Performed		18	32	29	150
Days From Appeal to Decision (avg)	≤ 30	8	9	11	10

Customer Service

Phone Statistics

Customer Service

	Goal	Feb-23	Mar-23	Apr-23	YTD
Customer Service Calls		25,415	26,528	22,782	285,556
Average Initial Hold Time	≤ 180 sec	42	39	61	34
Calls On Hold > 5 Minutes	≤ 10%	2.8%	3.0%	5.7%	2.4%
Calls Abandoned	≤ 10%	1.2%	1.3%	2.1%	0.9%

Operations Monitoring Center

	Goal	Feb-23	Mar-23	Apr-23	YTD
Customer Service Calls		7,413	8,093	7,611	66,831
Average Initial Hold Time	≤ 180 sec	52	48	58	47
Calls On Hold > 5 Minutes	≤ 10%	3.6%	3.5%	5.0%	3.5%
Calls Abandoned	≤ 10%	4.8%	4.3%	5.6%	3.8%

Contractual Requirement

May 18, 2023

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR APRIL 2023 - DRAFT

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

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

- ◆ Passengers: 3.7% over budget
- ◆ Contract Revenue Miles: 3.6% under budget
- ◆ Trips: 6.3% over budget
- ◆ Total Eligibility Evaluations: 34.8% over budget
- ◆ Average Trip Distance: under budget by 0.88 miles at 8.56 miles
- ◆ Total cost per Passenger (before depreciation): 6.1% under budget at \$59.88
- ◆ Administration Function is 10.2% under budget
- ◆ Eligibility Determination Function is 5.7% under budget
- ◆ Purchased Transportation Function is 1.8% under budget
- ◆ Paratransit Operations Function is 3.6% under budget

Attached are the following reports for your review:

- Statistical Comparison: APRIL 2022 to APRIL 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 April 2023

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	83.6%	\$145,549,586	\$148,251,233	(\$2,701,647)	-1.8%	29%
Paratransit Operations	7.8%	\$13,644,263	\$14,149,946	(\$505,683)	-3.6%	8%
Eligibility Determination	3.7%	\$6,518,064	\$6,909,858	(\$391,794)	-5.7%	31%
CTSA/Ride Information	0.2%	\$274,426	\$470,641	(\$196,215)	-41.7%	-41%
Administration	4.6%	\$8,026,923	\$8,938,523	(\$911,600)	-10.2%	13%
Total Exp before Depreciation		\$174,013,262	\$178,720,201	(\$4,706,939)	-2.6%	26%

Statistics - For the YTD Period Ended April 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	61,962	45,958	16,004	34.8%	34%
Number of PAX	2,906,221	2,801,249	104,972	3.7%	20%
Number of Contract Revenue Miles	20,095,020	20,838,636	(743,616)	-3.6%	14%
Number of Trips	2,346,381	2,207,403	138,978	6.3%	23%
Average Trip Distance	8.56	9.44	(0.88)	-9.3%	-8%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.24	\$7.11	\$0.13	1.8%	14%
Total Cost per Trip before Depreciation	\$74.16	\$80.96	(\$6.80)	-8.4%	3%
Total Cost per Pax before Depreciation	\$59.88	\$63.80	(\$3.92)	-6.1%	5%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$6,908,814	\$7,015,240	(\$106,426)		
Other Revenue	\$2,671,540	\$587,464	\$2,084,076		
Total Revenue	\$9,580,354	\$7,602,704	\$1,977,650	26%	65%
 Total Exp before Capital	 \$174,013,262	 \$178,720,201	 (\$4,706,939)	 -3%	 26%
Capital Expenditures					
Vehicles	\$85,692	\$24,682,327	(\$24,596,635)		
Other Capital Expenditures	\$53,945	\$0	\$53,945		
Total Capital Expenditures	\$208,400	\$0	\$208,400		
	\$348,037	\$24,682,327	(\$24,334,290)	-99%	52%
Over/(Under) Budget April 2023			(\$29,041,229)		

YTD Cost Per Passenger before Depreciation and Capital Cost

