

Board Box

July 2023

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August 30, 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	Apr-23	May-23	Jun-23	YTD
Vehicle Trips		253,531	275,095	268,457	2,889,933
Passenger Trips		313,623	339,479	332,247	3,577,947
Backup Trips		28	38	40	468
No Shows		2.4%	2.2%	2.2%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	91.7%	92.8%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.05%	0.02%	0.05%
Excessively Long Trips	≤ 5%	3.3%	3.3%	2.5%	3.6%
Missed Trips	≤ 0.75%	0.42%	0.39%	0.31%	0.44%
Denials	≤ 0	1	0	0	4
On Time Performance (Access to Work)	≥ 94%	97.2%	96.6%	98.5%	95.5%

Call Performance

	Goal	Apr-23	May-23	Jun-23	YTD
<i>Reservations</i>					
Answered Calls		204,764	203,388	185,650	2,281,216
Average Initial Hold Time	≤ 120 sec	69	63	50	60
Calls On Hold > 5 Minutes	≤ 5%	3.7%	2.2%	1.5%	2.3%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		44,561	41,349	40,031	523,032
Average Initial Hold Time		46	52	37	48
Calls On Hold > 5 Minutes	≤ 10%	1.8%	2.7%	1.5%	2.0%

Complaints/Commendations

	Goal	Apr-23	May-23	Jun-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.4	2.1	2.7
Commendations Per 1,000 Trips		0.9	1.0	1.0	0.9

Safety

	Goal	Apr-23	May-23	Jun-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.20	0.26	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.84	0.76	0.50	0.82
Miles Between Road Calls	≥ 25,000	44,342	46,368	46,593	41,558

Antelope Valley Region Trip Performance

	Goal	Apr-23	May-23	Jun-23	YTD
Vehicle Trips		12,035	12,543	12,145	140,455
Passenger Trips		14,391	14,905	14,645	168,113
No Shows		3.0%	3.0%	3.0%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	94.9%	95.0%	95.3%	95.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.01%
Excessively Long Trips	≤ 5%	1.2%	1.4%	1.5%	1.5%
Missed Trips	≤ 0.75%	0.23%	0.20%	0.23%	0.25%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	96.1%	98.0%

Call Performance

	Goal	Apr-23	May-23	Jun-23	YTD
<i>Reservations</i>					
Answered Calls		7,888	8,165	7,647	93,152
Average Initial Hold Time	≤ 120 sec	45	46	38	41
Calls On Hold > 5 Minutes	≤ 5%	1.5%	1.9%	1.0%	1.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,465	2,580	2,361	27,712
Average Initial Hold Time		27	30	30	30
Calls On Hold > 5 Minutes	≤ 10%	0.5%	0.9%	0.6%	0.8%

Complaints/Commendations

	Goal	Apr-23	May-23	Jun-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.7	2.3	2.5
Commendations Per 1,000 Trips		0.5	1.4	1.0	1.2

Safety

	Goal	Apr-23	May-23	Jun-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.47	0.00	0.00	0.43
Miles Between Road Calls	≥ 25,000	80,043	166,836	80,970	61,264

Contractual Requirement

Eastern Region Trip Performance

	Goal	Apr-23	May-23	Jun-23	YTD
Vehicle Trips		73,879	80,578	80,228	831,615
Passenger Trips		92,818	100,936	100,930	1,047,365
No Shows		2.1%	1.9%	1.9%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	92.9%	92.5%	92.8%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.04%
Excessively Long Trips	≤ 5%	1.0%	1.1%	0.9%	1.1%
Missed Trips	≤ 0.75%	0.24%	0.21%	0.17%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.2%	98.3%	97.4%	95.5%

Call Performance

	Goal	Apr-23	May-23	Jun-23	YTD
<i>Reservations</i>					
Answered Calls		55,734	56,041	52,037	616,000
Average Initial Hold Time	≤ 120 sec	41	28	21	34
Calls On Hold > 5 Minutes	≤ 5%	2.8%	0.9%	0.5%	1.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,643	11,424	11,433	128,998
Average Initial Hold Time		13	15	12	20
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.2%	0.2%	0.5%

Complaints/Commendations

	Goal	Apr-23	May-23	Jun-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	1.4	1.7	1.9
Commendations Per 1,000 Trips		0.8	0.7	0.9	0.6

Safety

	Goal	Apr-23	May-23	Jun-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.22	0.30	0.30	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.62	0.86	0.50	0.73
Miles Between Road Calls	≥ 25,000	34,184	42,788	43,297	31,011

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Apr-23	May-23	Jun-23	YTD
Vehicle Trips		2,357	2,546	2,389	29,534
Passenger Trips		2,609	2,795	2,673	32,761
No Shows		1.4%	1.6%	1.2%	1.8%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	92.5%	94.5%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.12%	0.08%	0.11%
Excessively Long Trips	≤ 5%	3.5%	3.7%	2.3%	3.3%
Missed Trips	≤ 0.75%	1.26%	0.66%	0.60%	0.99%
Denials	≤ 0	1	0	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Apr-23	May-23	Jun-23	YTD
<i>Reservations</i>					
Answered Calls		1,659	1,793	1,750	21,760
Average Initial Hold Time	≤ 120 sec	76	72	70	77
Calls On Hold > 5 Minutes	≤ 5%	5.3%	5.7%	4.3%	5.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		225	213	188	2,728
Average Initial Hold Time		40	75	45	73
Calls On Hold > 5 Minutes	≤ 10%	2.7%	6.6%	1.1%	5.9%

Complaints/Commendations

	Goal	Apr-23	May-23	Jun-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.2	0.8	1.6
Commendations Per 1,000 Trips		0.0	0.4	0.4	0.2

Safety

	Goal	Apr-23	May-23	Jun-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	0.25
Miles Between Road Calls	≥ 25,000	*	*	25,023	149,327

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Apr-23	May-23	Jun-23	YTD
Vehicle Trips		36,300	39,256	37,260	410,579
Passenger Trips		44,440	48,358	46,157	506,209
No Shows		2.1%	2.0%	1.9%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	91.2%	92.8%	90.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.16%	0.06%	0.10%
Excessively Long Trips	≤ 5%	4.2%	4.9%	3.0%	5.1%
Missed Trips	≤ 0.75%	0.68%	0.70%	0.56%	0.69%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	97.9%	96.4%	99.6%	95.4%

Call Performance

	Goal	Apr-23	May-23	Jun-23	YTD
<i>Reservations</i>					
Answered Calls		30,541	26,397	23,496	352,092
Average Initial Hold Time	≤ 120 sec	103	97	97	83
Calls On Hold > 5 Minutes	≤ 5%	6.0%	3.5%	2.9%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,740	686	635	73,121
Average Initial Hold Time		75	114	88	60
Calls On Hold > 5 Minutes	≤ 10%	4.0%	5.5%	3.1%	2.5%

Complaints/Commendations

	Goal	Apr-23	May-23	Jun-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	3.2	2.4	3.6
Commendations Per 1,000 Trips		1.6	2.1	1.8	1.8

Safety

	Goal	Apr-23	May-23	Jun-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.16	0.33	0.08
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.92	0.53	0.17	0.55
Miles Between Road Calls	≥ 25,000	113,604	51,532	59,739	56,189

Contractual Requirement

Southern Region Trip Performance

	Goal	Apr-23	May-23	Jun-23	YTD
Vehicle Trips		87,274	94,216	91,323	996,516
Passenger Trips		106,594	114,411	110,674	1,213,112
No Shows		2.3%	2.2%	2.0%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	90.6%	91.3%	93.6%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.06%	0.01%	0.03%
Excessively Long Trips	≤ 5%	5.4%	4.9%	3.8%	5.7%
Missed Trips	≤ 0.75%	0.51%	0.40%	0.28%	0.41%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	95.9%	94.7%	98.9%	95.1%

Call Performance

	Goal	Apr-23	May-23	Jun-23	YTD
<i>Reservations</i>					
Answered Calls		69,744	70,996	64,474	776,807
Average Initial Hold Time	≤ 120 sec	93	98	73	88
Calls On Hold > 5 Minutes	≤ 5%	3.8%	3.4%	2.4%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,561	17,715	17,056	196,146
Average Initial Hold Time		74	94	65	76
Calls On Hold > 5 Minutes	≤ 10%	3.0%	5.5%	3.2%	3.6%

Complaints/Commendations

	Goal	Apr-23	May-23	Jun-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.5	2.2	2.9
Commendations Per 1,000 Trips		0.9	0.8	0.8	0.8

Safety

	Goal	Apr-23	May-23	Jun-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.26	0.09	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.15	1.09	0.65	1.08
Miles Between Road Calls	≥ 25,000	38,884	43,376	42,676	59,357

Contractual Requirement

West Central Region Trip Performance

	Goal	Apr-23	May-23	Jun-23	YTD
Vehicle Trips		41,658	45,918	45,072	480,766
Passenger Trips		52,743	58,036	57,128	609,919
No Shows		3.3%	3.0%	2.9%	3.4%
On Time Performance (Next Day Trips)	≥ 91%	90.8%	90.4%	90.7%	89.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.03%	0.03%	0.06%
Excessively Long Trips	≤ 5%	2.5%	2.8%	2.5%	2.8%
Missed Trips	≤ 0.75%	0.35%	0.39%	0.38%	0.48%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.2%	97.0%	100.0%	96.0%

Call Performance

	Goal	Apr-23	May-23	Jun-23	YTD
<i>Reservations</i>					
Answered Calls		39,198	39,996	36,246	421,405
Average Initial Hold Time	≤ 120 sec	44	29	22	35
Calls On Hold > 5 Minutes	≤ 5%	3.2%	0.9%	0.6%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,927	8,731	8,358	94,327
Average Initial Hold Time		15	17	13	22
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.3%	0.1%	0.6%

Complaints/Commendations

	Goal	Apr-23	May-23	Jun-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	3.3	2.4	3.1
Commendations Per 1,000 Trips		1.0	0.8	0.8	0.9

Safety

	Goal	Apr-23	May-23	Jun-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.39	0.00	0.53	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.63	0.40	0.71	0.83
Miles Between Road Calls	≥ 25,000	43,197	42,961	46,838	28,740

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Apr-23	May-23	Jun-23	YTD
Eligible Customers		103,796	104,910	106,015	106,015
Total ADA Evaluations Performed		5,126	4,071	2,778	68,826
Days From Application to Decision (avg)	≤ 21	5	9	10	8

In Person Evaluations

	Goal	Apr-23	May-23	Jun-23	YTD
Unrestricted		1,980	1,332	1,421	16,923
Restricted		1,048	246	259	5,568
Temporary		721	63	77	20,781
Not Eligible		21	26	29	303
Total		3,770	1,667	1,786	43,575

Paper Evaluations

	Goal	Apr-23	May-23	Jun-23	YTD
Unrestricted		1,200	1,750	810	20,765
Restricted		155	621	124	4,358
Temporary		1	33	58	128
Not Eligible		0	0	0	0
Total		1,356	2,404	992	25,251

Appeals

	Goal	Apr-23	May-23	Jun-23	YTD
Appeals Performed		29	11	21	182
Days From Appeal to Decision (avg)	≤ 30	11	6	8	9

Customer Service

Phone Statistics

Customer Service

	Goal	Apr-23	May-23	Jun-23	YTD
Customer Service Calls		22,782	24,543	24,272	334,371
Average Initial Hold Time	≤ 180 sec	61	76	62	39
Calls On Hold > 5 Minutes	≤ 10%	5.7%	7.7%	5.3%	3.0%
Call Duration	≤ 300 sec	264	264	257	254
Calls Abandoned	≤ 10%	2.1%	2.9%	2.1%	1.1%

Operations Monitoring Center

	Goal	Apr-23	May-23	Jun-23	YTD
Customer Service Calls		7,611	8,528	7,879	83,238
Average Initial Hold Time	≤ 180 sec	58	69	58	51
Calls On Hold > 5 Minutes	≤ 10%	5.0%	6.6%	4.6%	4.0%
Call Duration	≤ 300 sec	294	287	283	303
Calls Abandoned	≤ 10%	5.6%	6.6%	6.0%	4.3%

Contractual Requirement

August 30, 2023

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

Attached for your review are the DRAFT/Unaudited financial reports for JUNE 2023.

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

- ◆ Passengers: 4.0% over budget
- ◆ Contract Revenue Miles: 3.9% under budget
- ◆ Trips: 6.6% over budget
- ◆ Total Eligibility Evaluations: 24.4% over budget
- ◆ Average Trip Distance: under budget by 0.93 miles at 8.51 miles
- ◆ Total cost per Passenger (before depreciation): 5.9% under budget at \$59.68
- ◆ Administration Function is 9.7% under budget
- ◆ Eligibility Determination Function is 11.3% under budget
- ◆ Purchased Transportation Function is 1.3% under budget
- ◆ Paratransit Operations Function is 0.4% under budget

Attached are the following reports for your review:

- Statistical Comparison: JUNE 2022 to JUNE 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 June 2023

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	83.9%	\$179,223,148	\$181,516,334	(\$2,293,186)	-1.3%	28%
Paratransit Operations	7.9%	\$16,926,412	\$16,995,922	(\$69,510)	-0.4%	13%
Eligibility Determination	3.4%	\$7,364,877	\$8,301,590	(\$936,713)	-11.3%	20%
CTSA/Ride Information	0.2%	\$342,169	\$566,558	(\$224,389)	-39.6%	-43%
Administration	4.5%	<u>\$9,669,712</u>	<u>\$10,712,158</u>	<u>(\$1,042,446)</u>	<u>-9.7%</u>	<u>-7%</u>
Total Exp before Depreciation		\$213,526,318	\$218,092,562	(\$4,566,244)	-2.1%	24%

Statistics – For the YTD Period Ended June 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	68,821	55,306	13,515	24.4%	23%
Number of PAX	3,577,947	3,440,699	137,248	4.0%	21%
Number of Contract Revenue Miles	24,593,577	25,601,272	(1,007,695)	-3.9%	13%
Number of Trips	2,889,933	2,711,515	178,418	6.6%	24%
Average Trip Distance	8.51	9.44	(0.93)	-9.9%	-8%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.29	\$7.09	\$0.20	2.8%	13%
Total Cost per Trip before Depreciation	\$73.89	\$80.43	(\$6.54)	-8.1%	1%
Total Cost per Pax before Depreciation	\$59.68	\$63.39	(\$3.71)	-5.9%	3%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$15,911,464	\$8,621,635	\$7,289,829		
Other Revenue	\$6,713,402	\$704,866	\$6,008,536		
Total Revenue	<u>\$22,624,866</u>	<u>\$9,326,501</u>	\$13,298,365	143%	224%
 Total Exp before Capital	 \$213,526,318	 \$218,092,562	 (\$4,566,244)	 -2%	 24%
Capital Expenditures					
Vehicles	\$1,978,610	\$33,782,327	(\$31,803,718)		
Other Capital Expenditures	\$79,502	\$0	\$79,502		
Total Capital Expenditures	<u>\$231,015</u>	<u>\$0</u>	\$231,015		
	\$2,289,127	\$33,782,327	(\$31,493,201)	-93%	39%
Over/(Under) Budget June 2023			<u>(\$36,059,445)</u>		

YTD Cost Per Passenger before Depreciation and Capital Cost

