

Board Box

September 2023

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September 28, 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	Jun-23	Jul-23	Aug-23	YTD
Vehicle Trips		268,457	263,456	283,780	547,236
Passenger Trips		332,247	331,513	350,805	682,318
Backup Trips		40	50	41	91
No Shows		2.2%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	93.7%	92.6%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.5%	2.6%	3.3%	3.0%
Missed Trips	≤ 0.75%	0.31%	0.30%	0.33%	0.32%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	98.5%	98.7%	96.8%	97.7%

Call Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
<i>Reservations</i>					
Answered Calls		185,650	195,805	205,102	400,908
Average Initial Hold Time	≤ 120 sec	50	61	65	63
Calls On Hold > 5 Minutes	≤ 5%	1.5%	2.9%	2.9%	3.0%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		40,031	38,874	42,266	81,140
Average Initial Hold Time		37	35	43	40
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.5%	1.5%	1.6%

Complaints/Commendations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.0	2.5	2.3
Commendations Per 1,000 Trips		1.0	0.8	1.0	0.9

Safety

	Goal	Jun-23	Jul-23	Aug-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.29	0.08	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.50	0.82	1.16	0.99
Miles Between Road Calls	≥ 25,000	46,593	38,068	43,116	40,488

Antelope Valley Region Trip Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
Vehicle Trips		12,145	11,620	13,140	24,760
Passenger Trips		14,645	13,940	15,877	29,817
No Shows		3.0%	2.9%	3.0%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	95.3%	96.5%	94.7%	95.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.5%	1.6%	1.9%	1.7%
Missed Trips	≤ 0.75%	0.23%	0.17%	0.13%	0.14%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.1%	100.0%	100.0%	100.0%

Call Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
<i>Reservations</i>					
Answered Calls		7,647	7,673	8,380	16,053
Average Initial Hold Time	≤ 120 sec	38	39	45	42
Calls On Hold > 5 Minutes	≤ 5%	1.0%	1.0%	1.5%	1.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,361	2,066	2,391	4,457
Average Initial Hold Time		30	35	30	32
Calls On Hold > 5 Minutes	≤ 10%	0.6%	1.1%	0.8%	0.9%

Complaints/Commendations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.3	2.8	2.6
Commendations Per 1,000 Trips		1.0	0.9	0.9	0.9

Safety

	Goal	Jun-23	Jul-23	Aug-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	0.32	0.00	0.15
Miles Between Road Calls	≥ 25,000	80,970	79,254	173,669	110,726

Contractual Requirement

Eastern Region Trip Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
Vehicle Trips		80,228	78,896	84,105	163,001
Passenger Trips		100,930	100,050	105,555	205,605
No Shows		1.9%	1.8%	2.0%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	93.9%	93.3%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.01%	0.00%
Excessively Long Trips	≤ 5%	0.9%	0.9%	1.2%	1.1%
Missed Trips	≤ 0.75%	0.17%	0.19%	0.18%	0.19%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.4%	98.3%	97.2%	97.7%

Call Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
<i>Reservations</i>					
Answered Calls		52,037	54,834	57,577	112,411
Average Initial Hold Time	≤ 120 sec	21	33	37	35
Calls On Hold > 5 Minutes	≤ 5%	0.5%	1.6%	2.2%	1.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,433	11,068	12,224	23,292
Average Initial Hold Time		12	14	16	15
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.3%	0.2%	0.2%

Complaints/Commendations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.5	1.9	1.7
Commendations Per 1,000 Trips		0.9	0.8	1.3	1.1

Safety

	Goal	Jun-23	Jul-23	Aug-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.30	0.20	0.00	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.50	0.97	1.89	1.43
Miles Between Road Calls	≥ 25,000	43,297	44,680	40,216	42,307

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
Vehicle Trips		2,389	2,590	2,840	5,430
Passenger Trips		2,673	2,821	3,106	5,927
No Shows		1.2%	1.7%	0.7%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	94.5%	92.8%	91.8%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.08%	0.04%	0.06%
Excessively Long Trips	≤ 5%	2.3%	3.3%	3.7%	3.5%
Missed Trips	≤ 0.75%	0.60%	0.83%	0.56%	0.69%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
<i>Reservations</i>					
Answered Calls		1,750	2,109	2,205	4,314
Average Initial Hold Time	≤ 120 sec	70	119	79	98
Calls On Hold > 5 Minutes	≤ 5%	4.3%	7.7%	4.9%	6.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		188	263	378	641
Average Initial Hold Time		45	77	64	70
Calls On Hold > 5 Minutes	≤ 10%	1.1%	3.4%	4.2%	3.9%

Complaints/Commendations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	0.4	1.1	0.7
Commendations Per 1,000 Trips		0.4	0.0	0.0	0.0

Safety

	Goal	Jun-23	Jul-23	Aug-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	0.00
Miles Between Road Calls	≥ 25,000	25,023	*	13,359	26,222

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
Vehicle Trips		37,260	36,900	40,201	77,101
Passenger Trips		46,157	49,561	49,740	99,301
No Shows		1.9%	1.7%	1.7%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	93.7%	93.2%	93.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.05%	0.04%	0.05%
Excessively Long Trips	≤ 5%	3.0%	3.0%	4.0%	3.6%
Missed Trips	≤ 0.75%	0.56%	0.56%	0.58%	0.57%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.6%	99.2%	98.1%	98.6%

Call Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
<i>Reservations</i>					
Answered Calls		23,496	23,053	22,510	45,564
Average Initial Hold Time	≤ 120 sec	97	114	112	113
Calls On Hold > 5 Minutes	≤ 5%	2.9%	4.4%	4.7%	5.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		635	610	615	1,225
Average Initial Hold Time		88	207	105	156
Calls On Hold > 5 Minutes	≤ 10%	3.1%	8.0%	4.6%	9.6%

Complaints/Commendations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.7	2.8	2.7
Commendations Per 1,000 Trips		1.8	1.2	1.5	1.4

Safety

	Goal	Jun-23	Jul-23	Aug-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.33	0.34	0.16	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.17	0.84	0.97	0.91
Miles Between Road Calls	≥ 25,000	59,739	39,581	88,230	55,064

Contractual Requirement

Southern Region Trip Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
Vehicle Trips		91,323	89,529	96,514	186,043
Passenger Trips		110,674	109,300	117,013	226,313
No Shows		2.0%	2.0%	1.9%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.6%	94.0%	92.3%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	3.8%	4.3%	5.1%	4.7%
Missed Trips	≤ 0.75%	0.28%	0.29%	0.34%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.9%	98.8%	95.3%	96.8%

Call Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
<i>Reservations</i>					
Answered Calls		64,474	69,292	74,323	143,615
Average Initial Hold Time	≤ 120 sec	73	80	89	85
Calls On Hold > 5 Minutes	≤ 5%	2.4%	4.2%	3.3%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,056	16,846	17,872	34,718
Average Initial Hold Time		65	52	74	64
Calls On Hold > 5 Minutes	≤ 10%	3.2%	2.5%	3.0%	2.8%

Complaints/Commendations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.1	2.6	2.4
Commendations Per 1,000 Trips		0.8	0.7	0.6	0.6

Safety

	Goal	Jun-23	Jul-23	Aug-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.52	0.00	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.65	0.76	1.03	0.90
Miles Between Road Calls	≥ 25,000	42,676	29,463	34,857	32,001

Contractual Requirement

West Central Region Trip Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
Vehicle Trips		45,072	43,871	46,939	90,810
Passenger Trips		57,128	55,791	59,473	115,264
No Shows		2.9%	2.9%	3.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	90.7%	92.1%	91.2%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.5%	2.2%	2.8%	2.5%
Missed Trips	≤ 0.75%	0.38%	0.31%	0.34%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	98.9%	98.7%	98.8%

Call Performance

	Goal	Jun-23	Jul-23	Aug-23	YTD
<i>Reservations</i>					
Answered Calls		36,246	38,844	40,107	78,951
Average Initial Hold Time	≤ 120 sec	22	36	40	38
Calls On Hold > 5 Minutes	≤ 5%	0.6%	1.8%	2.5%	2.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,358	8,021	8,786	16,807
Average Initial Hold Time		13	15	18	17
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.4%	0.3%	0.3%

Complaints/Commendations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.5	3.3	2.9
Commendations Per 1,000 Trips		0.8	0.9	1.2	1.0

Safety

	Goal	Jun-23	Jul-23	Aug-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.53	0.00	0.35	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.71	0.86	0.75	0.80
Miles Between Road Calls	≥ 25,000	46,838	42,633	40,721	41,642

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jun-23	Jul-23	Aug-23	YTD
Eligible Customers		106,015	107,135	108,515	108,515
Total ADA Evaluations Performed		2,778	2,967	3,398	6,365
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Unrestricted		1,421	1,315	1,438	2,753
Restricted		259	201	260	461
Temporary		77	63	74	137
Not Eligible		29	30	20	50
Total		1,786	1,609	1,792	3,401

Paper Evaluations

	Goal	Jun-23	Jul-23	Aug-23	YTD
Unrestricted		810	1,092	1,253	2,345
Restricted		124	208	270	478
Temporary		58	58	83	141
Not Eligible		0	0	0	0
Total		992	1,358	1,606	2,964

Appeals

	Goal	Jun-23	Jul-23	Aug-23	YTD
Appeals Performed		21	17	13	30
Days From Appeal to Decision (avg)	≤ 30	8	7	3	5

Customer Service

Phone Statistics

Customer Service

	Goal	Jun-23	Jul-23	Aug-23	YTD
Customer Service Calls		24,272	22,986	25,732	48,718
Average Initial Hold Time	≤ 180 sec	62	91	124	108
Calls On Hold > 5 Minutes	≤ 10%	5.3%	8.8%	14.7%	11.9%
Call Duration	≤ 300 sec	257	264	270	267
Calls Abandoned	≤ 10%	2.1%	3.1%	4.7%	3.9%

Operations Monitoring Center

	Goal	Jun-23	Jul-23	Aug-23	YTD
Customer Service Calls		7,879	7,717	8,541	16,258
Average Initial Hold Time	≤ 180 sec	58	72	82	77
Calls On Hold > 5 Minutes	≤ 10%	4.6%	6.3%	7.9%	7.2%
Call Duration	≤ 300 sec	283	298	285	291
Calls Abandoned	≤ 10%	6.0%	7.7%	8.0%	7.8%

Contractual Requirement

September 28, 2023

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

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

DRAFT FY 2023/2024 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 5.1% over budget
- ◆ Contract Revenue Miles: 5.8% under budget
- ◆ Trips: 4.7% over budget
- ◆ Total Eligibility Evaluations: 45.8% under budget
- ◆ Average Trip Distance: under budget by 0.96 miles at 8.53 miles
- ◆ Total cost per Passenger (before depreciation): 5.5% under budget at \$57.84
- ◆ Administration Function is 18.3% under budget
- ◆ Eligibility Determination Function is 15.9% under budget
- ◆ Purchased Transportation Function is 2.8% over budget
- ◆ Paratransit Operations Function is 15.8% under budget

Attached are the following reports for your review:

- Statistical Comparison: AUGUST 2022 to AUGUST 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 August 2023

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.6%	\$33,389,837	\$32,469,457	\$920,380	2.8%	29%
Paratransit Operations	7.8%	\$3,077,191	\$3,656,000	(\$578,809)	-15.8%	12%
Eligibility Determination	3.3%	\$1,315,905	\$1,564,455	(\$248,550)	-15.9%	-13%
CTSA/Ride Information	0.2%	\$73,638	\$58,740	\$14,898	25.4%	104%
Administration	4.1%	<u>\$1,611,015</u>	<u>\$1,972,549</u>	<u>(\$361,534)</u>	<u>-18.3%</u>	<u>14%</u>
Total Exp before Depreciation		\$39,467,586	\$39,721,201	(\$253,615)	-0.6%	25%

Statistics - For the YTD Period Ended August 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	6,365	11,743	(5,378)	-45.8%	-46%
Number of PAX	682,318	648,960	33,358	5.1%	24%
Number of Contract Revenue Miles	4,669,779	4,959,406	(289,627)	-5.8%	17%
Number of Trips	547,236	522,826	24,410	4.7%	24%
Average Trip Distance	8.53	9.49	(0.96)	-10.1%	-6%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.15	\$6.55	\$0.60	9.2%	10%
Total Cost per Trip before Depreciation	\$72.12	\$75.97	(\$3.85)	-5.1%	1%
Total Cost per Pax before Depreciation	\$57.84	\$61.21	(\$3.37)	-5.5%	1%

Budget Results for FY 2023/2024 For YTD Period Ending August 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$1,579,472	\$1,489,933	\$89,539		
Other Revenue	\$548,369	\$61,534	\$486,835		
Total Revenue	<u>\$2,127,841</u>	<u>\$1,551,467</u>	\$576,374	37%	55%
Total Exp before Capital	\$39,467,586	\$39,721,201	(\$253,615)	-1%	25%
Capital Expenditures					
Vehicles	\$112,734	\$6,796,958	(\$6,684,224)		
Other Capital Expenditures	\$58,623	\$500,000	(\$441,377)		
Total Capital Expenditures	<u>\$30,969</u>	<u>\$0</u>	\$30,969		
	\$202,326	\$7,296,958	(\$7,094,631)	-97%	198%
Over/(Under) Budget August 2023			<u>(\$7,348,246)</u>		

YTD Cost Per Passenger before Depreciation and Capital Cost

