

Board Box

October 2023

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October 24, 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	Jul-23	Aug-23	Sep-23	YTD
Vehicle Trips		263,456	283,780	278,001	825,237
Passenger Trips		331,513	350,805	342,969	1,025,287
Backup Trips		50	41	16	107
No Shows		2.1%	2.1%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	92.6%	92.1%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.6%	3.3%	3.6%	3.2%
Missed Trips	≤ 0.75%	0.30%	0.33%	0.39%	0.34%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	98.7%	96.8%	95.6%	97.0%

Call Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
<i>Reservations</i>					
Answered Calls		195,805	205,102	200,781	601,689
Average Initial Hold Time	≤ 120 sec	61	65	60	62
Calls On Hold > 5 Minutes	≤ 5%	2.9%	2.9%	2.2%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		38,874	42,266	40,205	121,345
Average Initial Hold Time		35	43	45	42
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.5%	2.7%	2.3%

Complaints/Commendations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.5	2.5	2.4
Commendations Per 1,000 Trips		0.8	1.0	0.7	0.9

Safety

	Goal	Jul-23	Aug-23	Sep-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.08	0.17	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.82	1.16	0.76	0.92
Miles Between Road Calls	≥ 25,000	38,068	43,116	38,643	39,860

Antelope Valley Region Trip Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
Vehicle Trips		11,620	13,140	12,192	36,952
Passenger Trips		13,940	15,877	14,695	44,512
No Shows		2.9%	3.0%	2.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	96.5%	94.7%	94.0%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	1.6%	1.9%	2.0%	1.8%
Missed Trips	≤ 0.75%	0.17%	0.13%	0.25%	0.18%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	97.4%	99.0%

Call Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
<i>Reservations</i>					
Answered Calls		7,673	8,380	7,461	23,514
Average Initial Hold Time	≤ 120 sec	39	45	45	43
Calls On Hold > 5 Minutes	≤ 5%	1.0%	1.5%	1.7%	1.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,066	2,391	2,149	6,606
Average Initial Hold Time		35	30	34	33
Calls On Hold > 5 Minutes	≤ 10%	1.1%	0.8%	1.2%	1.0%

Complaints/Commendations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.8	2.2	2.5
Commendations Per 1,000 Trips		0.9	0.9	0.4	0.7

Safety

	Goal	Jul-23	Aug-23	Sep-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	0.32	0.00	0.31	0.20
Miles Between Road Calls	≥ 25,000	79,254	173,669	80,461	98,620

Contractual Requirement

Eastern Region Trip Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
Vehicle Trips		78,896	84,105	82,607	245,608
Passenger Trips		100,050	105,555	103,388	308,993
No Shows		1.8%	2.0%	1.8%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	93.9%	93.3%	92.5%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.00%	0.00%
Excessively Long Trips	≤ 5%	0.9%	1.2%	1.3%	1.1%
Missed Trips	≤ 0.75%	0.19%	0.18%	0.22%	0.20%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.3%	97.2%	96.2%	97.2%

Call Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
<i>Reservations</i>					
Answered Calls		54,834	57,577	56,780	169,191
Average Initial Hold Time	≤ 120 sec	33	37	18	29
Calls On Hold > 5 Minutes	≤ 5%	1.6%	2.2%	0.2%	1.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,068	12,224	12,235	35,527
Average Initial Hold Time		14	16	12	14
Calls On Hold > 5 Minutes	≤ 10%	0.3%	0.2%	0.1%	0.2%

Complaints/Commendations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.9	1.6	1.7
Commendations Per 1,000 Trips		0.8	1.3	0.6	0.9

Safety

	Goal	Jul-23	Aug-23	Sep-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.00	0.10	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.97	1.89	0.97	1.28
Miles Between Road Calls	≥ 25,000	44,680	40,216	43,612	42,737

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
Vehicle Trips		2,590	2,840	2,707	8,137
Passenger Trips		2,821	3,106	2,913	8,840
No Shows		1.7%	0.7%	1.3%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	91.8%	90.5%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.04%	0.00%	0.04%
Excessively Long Trips	≤ 5%	3.3%	3.7%	5.7%	4.1%
Missed Trips	≤ 0.75%	0.83%	0.56%	0.72%	0.70%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
<i>Reservations</i>					
Answered Calls		2,109	2,205	2,229	6,543
Average Initial Hold Time	≤ 120 sec	119	79	73	90
Calls On Hold > 5 Minutes	≤ 5%	7.7%	4.9%	4.2%	5.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		263	378	447	1,088
Average Initial Hold Time		77	64	69	70
Calls On Hold > 5 Minutes	≤ 10%	3.4%	4.2%	3.6%	3.8%

Complaints/Commendations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.4	1.1	1.1	0.9
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	Jul-23	Aug-23	Sep-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	*	13,359	*	38,911

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
Vehicle Trips		36,900	40,201	39,980	117,081
Passenger Trips		49,561	49,740	49,948	149,249
No Shows		1.7%	1.7%	1.7%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	93.2%	92.5%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.04%	0.02%	0.04%
Excessively Long Trips	≤ 5%	3.0%	4.0%	4.2%	3.8%
Missed Trips	≤ 0.75%	0.56%	0.58%	0.81%	0.66%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.2%	98.1%	98.2%	98.5%

Call Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
<i>Reservations</i>					
Answered Calls		23,053	22,510	22,918	68,482
Average Initial Hold Time	≤ 120 sec	114	112	98	108
Calls On Hold > 5 Minutes	≤ 5%	4.4%	4.7%	3.2%	4.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		610	615	618	1,843
Average Initial Hold Time		207	105	91	134
Calls On Hold > 5 Minutes	≤ 10%	8.0%	4.6%	4.9%	5.6%

Complaints/Commendations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.8	3.1	2.9
Commendations Per 1,000 Trips		1.2	1.5	0.9	1.2

Safety

	Goal	Jul-23	Aug-23	Sep-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.16	0.16	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.84	0.97	0.25	0.69
Miles Between Road Calls	≥ 25,000	39,581	88,230	40,595	49,239

Contractual Requirement

Southern Region Trip Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
Vehicle Trips		89,529	96,514	95,631	281,674
Passenger Trips		109,300	117,013	115,206	341,519
No Shows		2.0%	1.9%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.0%	92.3%	92.0%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	4.3%	5.1%	5.6%	5.0%
Missed Trips	≤ 0.75%	0.29%	0.34%	0.35%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.8%	95.3%	93.6%	95.7%

Call Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
<i>Reservations</i>					
Answered Calls		69,292	74,323	72,310	215,925
Average Initial Hold Time	≤ 120 sec	80	89	104	91
Calls On Hold > 5 Minutes	≤ 5%	4.2%	3.3%	4.4%	3.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,846	17,872	16,295	51,013
Average Initial Hold Time		52	74	87	71
Calls On Hold > 5 Minutes	≤ 10%	2.5%	3.0%	5.3%	3.6%

Complaints/Commendations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.6	2.7	2.5
Commendations Per 1,000 Trips		0.7	0.6	0.5	0.6

Safety

	Goal	Jul-23	Aug-23	Sep-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.52	0.00	0.34	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.76	1.03	0.94	0.91
Miles Between Road Calls	≥ 25,000	29,463	34,857	34,513	32,799

Contractual Requirement

West Central Region

Trip Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
Vehicle Trips		43,871	46,939	44,868	135,678
Passenger Trips		55,791	59,473	56,803	172,067
No Shows		2.9%	3.0%	2.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	91.2%	90.7%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	2.2%	2.8%	2.9%	2.6%
Missed Trips	≤ 0.75%	0.31%	0.34%	0.38%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	98.9%	98.7%	95.9%	97.7%

Call Performance

	Goal	Jul-23	Aug-23	Sep-23	YTD
<i>Reservations</i>					
Answered Calls		38,844	40,107	39,083	118,034
Average Initial Hold Time	≤ 120 sec	36	40	18	31
Calls On Hold > 5 Minutes	≤ 5%	1.8%	2.5%	0.3%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,021	8,786	8,461	25,268
Average Initial Hold Time		15	18	13	16
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.3%	0.1%	0.3%

Complaints/Commendations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	3.3	3.4	3.0
Commendations Per 1,000 Trips		0.9	1.2	1.1	1.0

Safety

	Goal	Jul-23	Aug-23	Sep-23	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.35	0.00	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.86	0.75	0.73	0.78
Miles Between Road Calls	≥ 25,000	42,633	40,721	32,044	37,934

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jul-23	Aug-23	Sep-23	YTD
Eligible Customers		107,135	108,515	109,338	109,338
Total ADA Evaluations Performed		2,967	3,398	3,216	9,581
Days From Application to Decision (avg)	≤ 21	10	10	9	10

In Person Evaluations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Unrestricted		1,315	1,438	1,214	3,967
Restricted		201	260	193	654
Temporary		63	74	67	204
Not Eligible		30	20	20	70
Total		1,609	1,792	1,494	4,895

Paper Evaluations

	Goal	Jul-23	Aug-23	Sep-23	YTD
Unrestricted		1,092	1,253	1,445	3,790
Restricted		208	270	218	696
Temporary		58	83	59	200
Not Eligible		0	0	0	0
Total		1,358	1,606	1,722	4,686

Appeals

	Goal	Jul-23	Aug-23	Sep-23	YTD
Appeals Performed		17	13	14	44
Days From Appeal to Decision (avg)	≤ 30	7	3	7	6

Customer Service

Phone Statistics

Customer Service

	Goal	Jul-23	Aug-23	Sep-23	YTD
Customer Service Calls		22,986	25,732	23,719	72,437
Average Initial Hold Time	≤ 180 sec	91	124	116	111
Calls On Hold > 5 Minutes	≤ 10%	8.8%	14.7%	12.6%	12.2%
Call Duration	≤ 300 sec	264	270	284	273
Calls Abandoned	≤ 10%	3.1%	4.7%	4.5%	4.1%

Operations Monitoring Center

	Goal	Jul-23	Aug-23	Sep-23	YTD
Customer Service Calls		7,717	8,541	8,395	24,653
Average Initial Hold Time	≤ 180 sec	72	82	73	76
Calls On Hold > 5 Minutes	≤ 10%	6.3%	7.9%	6.3%	6.9%
Call Duration	≤ 300 sec	298	285	299	294
Calls Abandoned	≤ 10%	7.7%	8.0%	7.4%	7.7%

Contractual Requirement

October 24, 2023

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

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

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

- ◆ Passengers: 5.4% over budget
- ◆ Contract Revenue Miles: 5.4% under budget
- ◆ Trips: 5.3% over budget
- ◆ Total Eligibility Evaluations: 45.0% under budget
- ◆ Average Trip Distance: under budget by 0.96 miles at 8.52 miles
- ◆ Total cost per Passenger (before depreciation): 4.4% under budget at \$58.64
- ◆ Administration Function is 13% under budget
- ◆ Eligibility Determination Function is 13.3% under budget
- ◆ Purchased Transportation Function is 4% over budget
- ◆ Paratransit Operations Function is 15.4% under budget

Attached are the following reports for your review:

- Statistical Comparison: SEPTEMBER 2022 to SEPTEMBER 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 September 2023

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.5%	\$50,796,622	\$48,843,575	\$1,953,047	4.0%	26%
Paratransit Operations	7.7%	\$4,630,859	\$5,474,000	(\$843,141)	-15.4%	11%
Eligibility Determination	3.4%	\$2,014,712	\$2,324,463	(\$309,751)	-13.3%	-9%
CTSA/Ride Information	0.2%	\$113,545	\$88,110	\$25,435	28.9%	105%
Administration	4.3%	<u>\$2,562,493</u>	<u>\$2,946,323</u>	<u>(\$383,830)</u>	-13.0%	<u>16%</u>
Total Exp before Depreciation		\$60,118,231	\$59,676,471	\$441,760	0.7%	23%

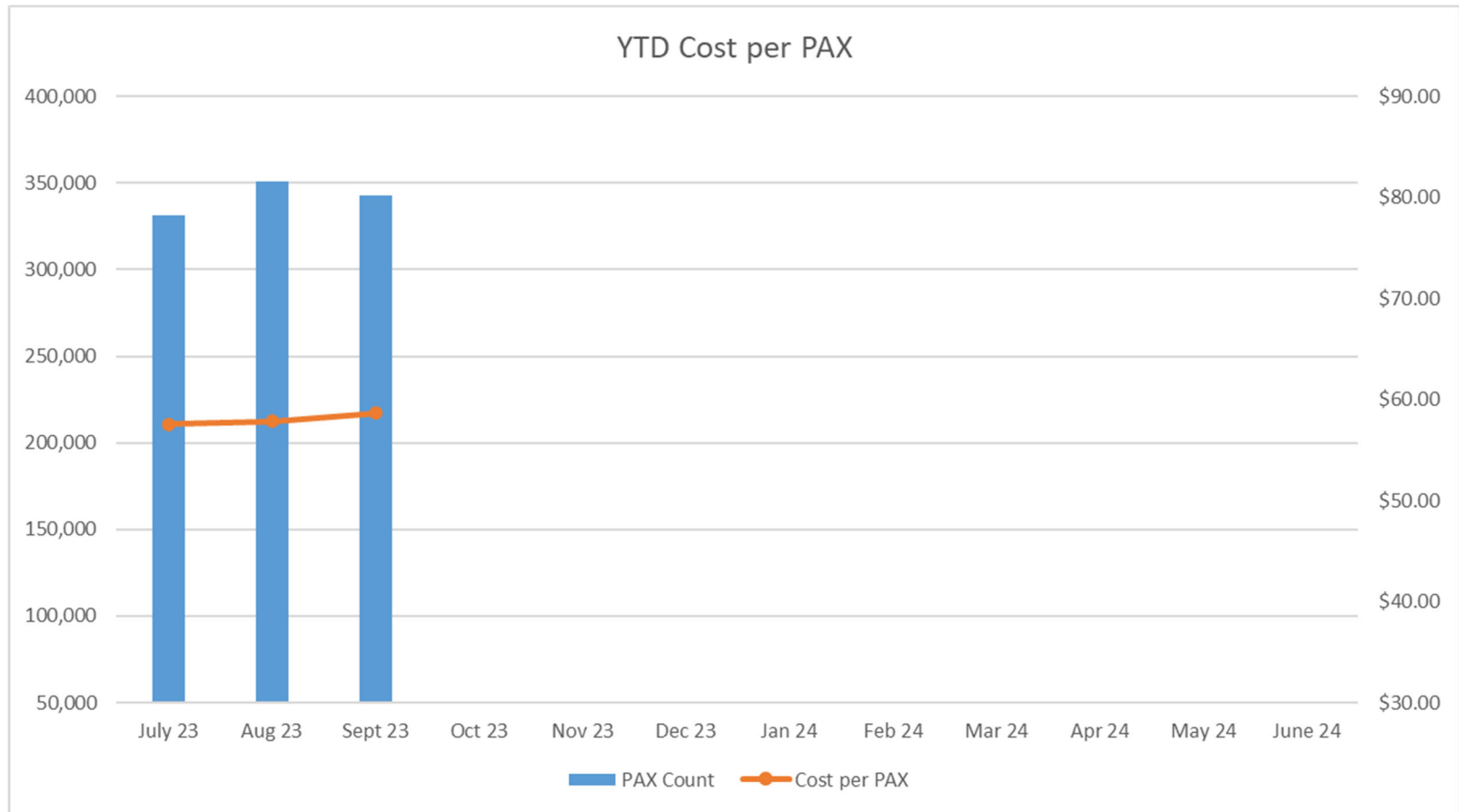
Statistics – For the YTD Period Ended September 2023

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	9,581	17,431	(7,850)	-45.0%	-45%
Number of PAX	1,025,287	972,829	52,458	5.4%	23%
Number of Contract Revenue Miles	7,034,579	7,433,129	(398,550)	-5.4%	16%
Number of Trips	825,237	783,906	41,331	5.3%	23%
Average Trip Distance	8.52	9.48	(0.96)	-10.1%	-5%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.22	\$6.57	\$0.65	9.9%	9%
Total Cost per Trip before Depreciation	\$72.85	\$76.13	(\$3.28)	-4.3%	0%
Total Cost per Pax before Depreciation	\$58.64	\$61.34	(\$2.70)	-4.4%	0%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$2,433,872	\$2,233,953	\$199,919		
Other Revenue	\$790,368	\$92,333	\$698,035		
Total Revenue	\$3,224,240	\$2,326,286	\$897,954	39%	56%
 Total Exp before Capital	 \$60,118,231	 \$59,676,471	 \$441,760	 1%	 23%
Capital Expenditures					
Vehicles	\$664,498	\$9,632,420	(\$8,967,922)		
Other Capital Expenditures	\$61,088	\$750,000	(\$688,912)		
Total Capital Expenditures	\$43,472	\$0	\$43,472		
	\$769,057	\$10,382,420	(\$9,613,363)	-93%	805%
Over/(Under) Budget September 2023			(\$9,171,603)		

YTD Cost Per Passenger before Depreciation and Capital Cost



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