

Board Box

December 2023

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| 1. | Key Performance Indicators - Nov 2023 | V. Vu | 2-11 |
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December 27, 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 | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------------------|---------|---------|---------|---------|-----------|
| Vehicle Trips | | 278,001 | 297,847 | 273,947 | 1,397,031 |
| Passenger Trips | | 342,969 | 367,466 | 338,992 | 1,731,745 |
| Backup Trips | | 16 | 37 | 15 | 159 |
| No Shows | | 2.1% | 2.1% | 2.1% | 2.1% |
| On Time Performance (Next Day Trips) | ≥ 91% | 92.1% | 91.7% | 91.9% | 92.4% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.01% | 0.01% | 0.02% | 0.02% |
| Excessively Long Trips | ≤ 5% | 3.6% | 3.8% | 3.8% | 3.4% |
| Missed Trips | ≤ 0.75% | 0.39% | 0.37% | 0.36% | 0.35% |
| Denials | ≤ 0 | 0 | 1 | 0 | 2 |
| On Time Performance (Access to Work) | ≥ 94% | 95.6% | 95.9% | 96.5% | 96.7% |

Call Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---|-----------|---------|---------|---------|-----------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 200,781 | 211,540 | 201,779 | 1,015,055 |
| Average Initial Hold Time | ≤ 120 sec | 60 | 50 | 48 | 57 |
| Calls On Hold > 5 Minutes | ≤ 5% | 2.2% | 1.6% | 1.7% | 2.3% |
| | | | | | |
| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
| Answered Calls | | 40,205 | 49,353 | 48,578 | 236,481 |
| Average Initial Hold Time | | 45 | 37 | 34 | 36 |
| Calls On Hold > 5 Minutes | ≤ 10% | 2.7% | 2.3% | 2.0% | 2.2% |

Complaints/Commendations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.5 | 2.2 | 1.8 | 2.2 |
| Commendations Per 1,000 Trips | | 0.7 | 0.6 | 0.7 | 0.8 |

Safety

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.17 | 0.19 | 0.09 | 0.16 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.76 | 0.75 | 0.73 | 0.85 |
| Miles Between Road Calls | ≥ 25,000 | 38,643 | 41,112 | 49,597 | 41,731 |

Antelope Valley Region Trip Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|--------|
| Vehicle Trips | | 12,192 | 12,975 | 11,823 | 61,750 |
| Passenger Trips | | 14,695 | 15,742 | 14,303 | 74,557 |
| No Shows | | 2.8% | 2.6% | 2.9% | 2.9% |
| On Time Performance (Next Day Trips) | ≥ 91% | 94.0% | 94.8% | 94.7% | 94.9% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00% | 0.00% | 0.00% | 0.00% |
| Excessively Long Trips | ≤ 5% | 2.0% | 2.1% | 2.2% | 2.0% |
| Missed Trips | ≤ 0.75% | 0.25% | 0.23% | 0.31% | 0.22% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 94% | 97.4% | 100.0% | 100.0% | 99.5% |

Call Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 7,461 | 7,962 | 7,246 | 38,722 |
| Average Initial Hold Time | ≤ 120 sec | 45 | 46 | 47 | 45 |
| Calls On Hold > 5 Minutes | ≤ 5% | 1.7% | 1.8% | 1.5% | 1.5% |

| <i>Estimated Time of Arrival (ETAs)</i> | | | | | |
|---|-------|-------|-------|-------|--------|
| Answered Calls | | 2,149 | 2,302 | 2,168 | 11,076 |
| Average Initial Hold Time | | 34 | 30 | 37 | 33 |
| Calls On Hold > 5 Minutes | ≤ 10% | 1.2% | 0.9% | 1.1% | 1.0% |

Complaints/Commendations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.2 | 1.4 | 1.1 | 2.0 |
| Commendations Per 1,000 Trips | | 0.4 | 0.5 | 1.1 | 0.8 |

Safety

| | Goal | Sep-23 | Oct-23 | Nov-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 | 0.31 | 0.00 | 0.63 | 0.24 |
| Miles Between Road Calls | ≥ 25,000 | 80,461 | 87,327 | 157,939 | 103,212 |

Contractual Requirement

Eastern Region Trip Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------------------|---------|---------|---------|---------|---------|
| Vehicle Trips | | 82,607 | 90,703 | 83,586 | 419,897 |
| Passenger Trips | | 103,388 | 113,758 | 105,285 | 528,036 |
| No Shows | | 1.8% | 1.9% | 1.8% | 1.9% |
| On Time Performance (Next Day Trips) | ≥ 91% | 92.5% | 92.0% | 92.4% | 92.8% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00% | 0.01% | 0.01% | 0.01% |
| Excessively Long Trips | ≤ 5% | 1.3% | 1.5% | 1.4% | 1.3% |
| Missed Trips | ≤ 0.75% | 0.22% | 0.22% | 0.19% | 0.20% |
| Denials | ≤ 0 | 0 | 1 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | 96.2% | 95.3% | 96.9% | 96.8% |

Call Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 56,780 | 58,259 | 55,525 | 282,975 |
| Average Initial Hold Time | ≤ 120 sec | 18 | 15 | 18 | 24 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.2% | 0.4% | 0.4% | 1.0% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|--------|--------|--------|--------|
| Answered Calls | | 12,235 | 12,333 | 12,071 | 59,931 |
| Average Initial Hold Time | | 12 | 12 | 16 | 14 |
| Calls On Hold > 5 Minutes | ≤ 10% | 0.1% | 0.2% | 0.2% | 0.2% |

Complaints/Commendations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.6 | 1.6 | 1.3 | 1.6 |
| Commendations Per 1,000 Trips | | 0.6 | 0.7 | 0.9 | 0.9 |

Safety

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.10 | 0.46 | 0.20 | 0.18 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.97 | 0.71 | 0.73 | 1.06 |
| Miles Between Road Calls | ≥ 25,000 | 43,612 | 45,216 | 45,361 | 43,747 |

Contractual Requirement

Santa Clarita Region Trip Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|-------|
| Vehicle Trips | | 2,707 | 732 | 153 | 9,022 |
| Passenger Trips | | 2,913 | 807 | 165 | 9,812 |
| No Shows | | 1.3% | 0.4% | 0.3% | 1.1% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.5% | 92.3% | 97.8% | 91.8% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.00% | 0.00% | 0.00% | 0.03% |
| Excessively Long Trips | ≤ 5% | 5.7% | 4.4% | 0.0% | 4.1% |
| Missed Trips | ≤ 0.75% | 0.72% | 0.68% | 0.00% | 0.65% |
| Denials | ≤ 0 | 0 | 0 | 0 | 1 |
| On Time Performance (Access to Work) | ≥ 94% | - | - | - | - |

Call Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------|-----------|--------|--------|--------|-------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 2,229 | 1,067 | 508 | 8,165 |
| Average Initial Hold Time | ≤ 120 sec | 73 | 44 | 58 | 81 |
| Calls On Hold > 5 Minutes | ≤ 5% | 4.2% | 2.4% | 3.0% | 4.9% |

| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
|--|-------|------|------|------|-------|
| Answered Calls | | 447 | 157 | 53 | 1,302 |
| Average Initial Hold Time | | 69 | 64 | 74 | 69 |
| Calls On Hold > 5 Minutes | ≤ 10% | 3.6% | 3.8% | 7.5% | 3.9% |

Complaints/Commendations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.1 | 0.0 | 0.0 | 0.8 |
| Commendations Per 1,000 Trips | | 0.0 | 0.0 | 0.0 | 0.0 |

Safety

| | Goal | Sep-23 | Oct-23 | Nov-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 | * | * | * | 42,651 |

Contractual Requirement

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

Northern Region Trip Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 39,980 | 42,662 | 39,939 | 199,682 |
| Passenger Trips | | 49,948 | 52,834 | 49,766 | 251,849 |
| No Shows | | 1.7% | 1.6% | 1.8% | 1.7% |
| On Time Performance (Next Day Trips) | ≥ 91% | 92.5% | 92.6% | 92.0% | 92.8% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.02% | 0.03% | 0.06% | 0.04% |
| Excessively Long Trips | ≤ 5% | 4.2% | 4.2% | 4.6% | 4.1% |
| Missed Trips | ≤ 0.75% | 0.81% | 0.66% | 0.64% | 0.65% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 94% | 98.2% | 97.4% | 97.6% | 98.1% |

Call Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 22,918 | 32,870 | 31,731 | 133,083 |
| Average Initial Hold Time | ≤ 120 sec | 98 | 67 | 73 | 89 |
| Calls On Hold > 5 Minutes | ≤ 5% | 3.2% | 1.9% | 3.0% | 3.5% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 618 | 8,391 | 8,878 | 36,313 |
| Average Initial Hold Time | | 91 | 7 | 8 | 10 |
| Calls On Hold > 5 Minutes | ≤ 10% | 4.9% | 2.6% | 3.9% | 4.5% |

Complaints/Commendations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.1 | 2.6 | 2.3 | 2.7 |
| Commendations Per 1,000 Trips | | 0.9 | 0.8 | 1.0 | 1.1 |

Safety

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.16 | 0.00 | 0.00 | 0.13 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.25 | 0.75 | 0.53 | 0.67 |
| Miles Between Road Calls | ≥ 25,000 | 40,595 | 63,496 | 43,707 | 50,308 |

Contractual Requirement

Southern Region Trip Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------------------|---------|---------|---------|---------|---------|
| Vehicle Trips | | 95,631 | 102,468 | 93,366 | 477,508 |
| Passenger Trips | | 115,206 | 123,276 | 112,477 | 577,272 |
| No Shows | | 2.0% | 2.0% | 2.0% | 2.0% |
| On Time Performance (Next Day Trips) | ≥ 91% | 92.0% | 91.3% | 91.9% | 92.2% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.01% | 0.02% | 0.01% | 0.01% |
| Excessively Long Trips | ≤ 5% | 5.6% | 6.1% | 6.0% | 5.5% |
| Missed Trips | ≤ 0.75% | 0.35% | 0.37% | 0.37% | 0.34% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 94% | 93.6% | 95.3% | 95.7% | 95.6% |

Call Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 72,310 | 72,610 | 68,821 | 357,356 |
| Average Initial Hold Time | ≤ 120 sec | 104 | 91 | 77 | 88 |
| Calls On Hold > 5 Minutes | ≤ 5% | 4.4% | 3.1% | 3.0% | 3.6% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 16,295 | 17,530 | 16,739 | 85,282 |
| Average Initial Hold Time | | 87 | 83 | 70 | 73 |
| Calls On Hold > 5 Minutes | ≤ 10% | 5.3% | 4.8% | 3.2% | 3.7% |

Complaints/Commendations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.7 | 2.5 | 1.8 | 2.4 |
| Commendations Per 1,000 Trips | | 0.5 | 0.6 | 0.5 | 0.6 |

Safety

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.34 | 0.08 | 0.09 | 0.20 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.94 | 0.86 | 0.73 | 0.86 |
| Miles Between Road Calls | ≥ 25,000 | 34,513 | 33,032 | 57,959 | 35,911 |

Contractual Requirement

West Central Region

Trip Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------------------|---------|--------|--------|--------|---------|
| Vehicle Trips | | 44,868 | 48,270 | 45,065 | 229,013 |
| Passenger Trips | | 56,803 | 61,012 | 56,981 | 290,060 |
| No Shows | | 2.8% | 2.8% | 2.9% | 2.9% |
| On Time Performance (Next Day Trips) | ≥ 91% | 90.7% | 90.2% | 90.1% | 90.9% |
| Excessively Late Trips (45+ min late) | ≤ 0.10% | 0.01% | 0.02% | 0.04% | 0.02% |
| Excessively Long Trips | ≤ 5% | 2.9% | 3.3% | 3.2% | 2.9% |
| Missed Trips | ≤ 0.75% | 0.38% | 0.41% | 0.42% | 0.37% |
| Denials | ≤ 0 | 0 | 0 | 0 | 0 |
| On Time Performance (Access to Work) | ≥ 91% | 95.9% | 96.5% | 96.2% | 97.1% |

Call Performance

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|-----------|--------|--------|--------|---------|
| <i>Reservations</i> | | | | | |
| Answered Calls | | 39,083 | 38,772 | 37,948 | 194,754 |
| Average Initial Hold Time | ≤ 120 sec | 18 | 14 | 19 | 26 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.3% | 0.1% | 0.4% | 1.0% |
| | | | | | |
| <i>Estimated Time of Arrival (ETA)</i> | | | | | |
| Answered Calls | | 8,461 | 8,640 | 8,669 | 42,577 |
| Average Initial Hold Time | | 13 | 11 | 16 | 15 |
| Calls On Hold > 5 Minutes | ≤ 5% | 0.1% | 0.1% | 0.3% | 0.2% |

Complaints/Commendations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|-------------------------------|-------|--------|--------|--------|-----|
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.4 | 2.8 | 2.3 | 2.8 |
| Commendations Per 1,000 Trips | | 1.1 | 0.6 | 0.7 | 0.9 |

Safety

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--|----------|--------|--------|--------|--------|
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.00 | 0.17 | 0.00 | 0.14 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.73 | 0.81 | 1.01 | 0.81 |
| Miles Between Road Calls | ≥ 25,000 | 32,044 | 34,384 | 41,848 | 37,809 |

Contractual Requirement

Eligibility and Appeals

Eligibility

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---|------|---------|---------|---------|---------|
| Eligible Customers | | 109,338 | 110,429 | 111,132 | 111,132 |
| Total ADA Evaluations Performed | | 3,228 | 3,637 | 2,720 | 15,963 |
| Days From Application to Decision (avg) | ≤ 21 | 9 | 10 | 10 | 10 |

In Person Evaluations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--------------|------|--------|--------|--------|-------|
| Unrestricted | | 1,224 | 1,559 | 1,220 | 6,769 |
| Restricted | | 193 | 259 | 203 | 1,116 |
| Temporary | | 69 | 73 | 78 | 357 |
| Not Eligible | | 20 | 32 | 18 | 121 |
| Total | | 1,506 | 1,923 | 1,519 | 8,363 |

Paper Evaluations

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|--------------|------|--------|--------|--------|-------|
| Unrestricted | | 1,445 | 1,437 | 946 | 6,173 |
| Restricted | | 218 | 218 | 196 | 1,109 |
| Temporary | | 59 | 59 | 57 | 316 |
| Not Eligible | | 0 | 0 | 0 | 0 |
| Total | | 1,722 | 1,714 | 1,199 | 7,598 |

Appeals

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|------------------------------------|------|--------|--------|--------|-----|
| Appeals Performed | | 15 | 13 | 13 | 71 |
| Days From Appeal to Decision (avg) | ≤ 30 | 7 | 7 | 11 | 7 |

Customer Service

Phone Statistics

Customer Service

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------|-----------|--------|--------|--------|---------|
| Customer Service Calls | | 23,719 | 26,682 | 13,904 | 113,023 |
| Average Initial Hold Time | ≤ 180 sec | 116 | 124 | 124 | 115 |
| Calls On Hold > 5 Minutes | ≤ 10% | 12.6% | 14.6% | 13.7% | 12.9% |
| Calls Abandoned | ≤ 10% | 4.5% | 4.6% | 4.9% | 4.3% |

Operations Monitoring Center

| | Goal | Sep-23 | Oct-23 | Nov-23 | YTD |
|---------------------------|-----------|--------|--------|--------|--------|
| Customer Service Calls | | 8,395 | 9,557 | 5,167 | 39,377 |
| Average Initial Hold Time | ≤ 180 sec | 73 | 92 | 82 | 81 |
| Calls On Hold > 5 Minutes | ≤ 10% | 6.3% | 9.6% | 7.2% | 7.6% |
| Calls Abandoned | ≤ 10% | 7.4% | 8.7% | 8.3% | 8.0% |

Contractual Requirement

December 27, 2023

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

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

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

- ◆ Passengers: 7.4% over budget
- ◆ Contract Revenue Miles: 3.3% under budget
- ◆ Trips: 7.6% over budget
- ◆ Total Eligibility Evaluations: 44.5% under budget
- ◆ Average Trip Distance: under budget by 0.96 miles at 8.52 miles
- ◆ Total cost per Passenger (before depreciation): 5.3% under budget at \$58.63
- ◆ Administration Function is 13.6% under budget
- ◆ Eligibility Determination Function is 19.3% under budget
- ◆ Purchased Transportation Function is 4.2% over budget
- ◆ Paratransit Operations Function is 3.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: NOVEMBER 2022 to NOVEMBER 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 November 2023

| | % of Cost | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|-------------------------------|--------------|----------------------|---------------------|--------------------|-------------------------------|---------------------------------|
| Purchased Transportation | 84.6% | \$85,884,057 | \$82,455,710 | \$3,428,347 | 4.2% | 23% |
| Paratransit Operations | 7.8% | \$7,934,337 | \$8,176,606 | (\$242,269) | -3.0% | 11% |
| Eligibility Determination | 3.1% | \$3,134,005 | \$3,885,558 | (\$751,553) | -19.3% | -8% |
| CTSA/Ride Information | 0.2% | \$185,767 | \$157,595 | \$28,172 | 17.9% | 43% |
| Administration | 4.3% | <u>\$4,397,552</u> | <u>\$5,090,533</u> | <u>(\$692,981)</u> | <u>-13.6%</u> | <u>10%</u> |
| Total Exp before Depreciation | | \$101,535,718 | \$99,766,002 | \$1,769,716 | 1.8% | 20% |

Statistics – For the YTD Period Ended November 2023

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|---|---------------|---------------|-----------|-------------------------------|---------------------------------|
| Total Eligibility Evaluations | 15,963 | 28,778 | (12,815) | -44.5% | -41% |
| Number of PAX | 1,731,745 | 1,611,726 | 120,019 | 7.4% | 21% |
| Number of Contract Revenue Miles | 11,909,075 | 12,314,592 | (405,517) | -3.3% | 16% |
| Number of Trips | 1,397,031 | 1,298,793 | 98,238 | 7.6% | 22% |
| Average Trip Distance | 8.52 | 9.48 | (0.96) | -10.1% | -4% |
| Purchased Transportation Cost | | | | | |
| Cost per Contract Rev Mile | \$7.21 | \$6.70 | \$0.51 | 7.6% | 6% |
| Total Cost per Trip before Depreciation | \$72.68 | \$76.81 | (\$4.13) | -5.4% | -1% |
| Total Cost per Pax before Depreciation | \$58.63 | \$61.90 | (\$3.27) | -5.3% | -1% |

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

| | YTD Actual | YTD Budget | Variance | % Over / (Under) Budget | % Over / (Under) Prior Yr |
|-----------------------------------|-------------------|------------------|-----------------|-------------------------------|---------------------------------|
| Revenue | | | | | |
| Passenger Fares | \$4,074,055 | \$3,701,263 | \$372,792 | | |
| Other Revenue | \$1,768,300 | \$152,466 | \$1,615,834 | | |
| Total Revenue | \$5,842,355 | \$3,853,729 | \$1,988,626 | 52% | 24% |
| Total Exp before Capital | \$101,535,718 | \$99,766,002 | \$1,769,716 | 2% | 20% |
| Capital Expenditures | | | | | |
| Vehicles | \$2,902,469 | \$15,303,345 | (\$12,400,875) | | |
| Other Capital Expenditures | \$81,337 | \$1,250,000 | (\$1,168,663) | | |
| Total Capital Expenditures | \$67,478 | \$0 | \$67,478 | | |
| | \$3,051,285 | \$16,553,345 | (\$13,502,060) | -82% | 2710% |
| Over/(Under) Budget November 2023 | | | (\$11,732,344) | | |

YTD Cost Per Passenger before Depreciation and Capital Cost

