

Board Box

March 2020

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April 7, 2020

TO: BOARD OF DIRECTORS
FROM: MELISSA MUNGIA, BUSINESS ANALYST
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	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		298,683	313,726	300,974	2,493,791
Passenger Trips		383,596	399,410	385,412	3,196,106
Backup Trips		40	30	58	553
No Shows		3.2%	2.9%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	94.2%	92.5%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.02%	0.11%	0.11%
Excessively Long Trips	≤ 5%	3.2%	2.9%	3.1%	3.3%
Missed Trips	≤ 0.75%	0.34%	0.26%	0.62%	0.48%
Denials	≤ 0	3	1	0	12
On Time Performance (Access to Work)	≥ 94%	95.6%	97.8%	95.2%	95.4%

Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		248,070	254,363	251,947	2,040,876
Average Initial Hold Time	≤ 120 sec	69	48	63	73
Calls On Hold > 5 Minutes	≤ 5%	2.5%	1.1%	1.9%	3.3%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		45,023	43,860	46,779	381,807
Average Initial Hold Time		73	58	70	79
Calls On Hold > 5 Minutes	≤ 10%	3.5%	2.4%	3.7%	4.5%

Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	1.9	2.2	2.5
Commendations Per 1,000 Trips		1.1	1.0	1.1	1.1

Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.11	0.21	0.19	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.63	0.74	0.69	0.74
Miles Between Road Calls	≥ 25,000	55,360	68,539	65,598	53,846

Antelope Valley Region

Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		12,583	13,651	13,489	108,636
Passenger Trips		17,541	18,622	18,258	148,422
No Shows		3.4%	2.8%	2.4%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	92.6%	91.5%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.03%	0.03%	0.12%
Excessively Long Trips	≤ 5%	3.2%	2.6%	2.6%	3.1%
Missed Trips	≤ 0.75%	0.77%	0.59%	0.57%	1.07%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	68.8%	94.1%	94.3%	84.7%

Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		8,558	8,459	9,029	71,003
Average Initial Hold Time	≤ 120 sec	29	23	37	45
Calls On Hold > 5 Minutes	≤ 5%	0.5%	0.1%	1.2%	3.9%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,640	3,040	2,667	25,506
Average Initial Hold Time		100	83	78	105
Calls On Hold > 5 Minutes	≤ 10%	5.6%	6.3%	5.6%	7.8%

Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.4	1.9	1.8	2.7
Commendations Per 1,000 Trips		2.0	1.0	0.5	0.9

Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.54	0.55	0.48
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.55	0.21
Miles Between Road Calls	≥ 25,000	60,104	46,472	60,891	20,133

Contractual Requirement

Eastern Region

Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		87,793	91,869	84,922	727,598
Passenger Trips		114,295	118,430	110,308	946,144
No Shows		3.0%	2.7%	2.5%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	93.6%	91.3%	90.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.01%	0.17%	0.19%
Excessively Long Trips	≤ 5%	1.2%	1.2%	1.2%	1.3%
Missed Trips	≤ 0.75%	0.33%	0.25%	0.60%	0.61%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	96.3%	95.7%	90.9%	93.0%

Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		69,882	69,957	67,997	566,909
Average Initial Hold Time	≤ 120 sec	32	14	21	45
Calls On Hold > 5 Minutes	≤ 5%	0.9%	0.0%	0.0%	2.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,127	9,538	10,841	90,249
Average Initial Hold Time		27	11	18	47
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.0%	0.0%	3.4%

Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	2.6	2.9	3.4
Commendations Per 1,000 Trips		1.1	1.0	1.5	1.4

Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.18	0.19	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.69	0.91	0.75	0.78
Miles Between Road Calls	≥ 25,000	79,421	125,059	97,485	73,845

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		3,399	3,758	3,703	29,829
Passenger Trips		3,855	4,234	4,137	34,681
No Shows		1.9%	2.1%	1.8%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	94.6%	96.1%	94.5%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.10%	0.00%	0.10%
Excessively Long Trips	≤ 5%	3.0%	1.6%	2.3%	2.8%
Missed Trips	≤ 0.75%	0.45%	0.49%	0.46%	0.61%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		2,923	4,544	3,083	27,239
Average Initial Hold Time	≤ 120 sec	45	38	60	68
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.0%	2.2%	3.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		482	699	431	4,437
Average Initial Hold Time		60	39	74	72
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.3%	3.5%	4.1%

Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	0.5	1.6	0.7
Commendations Per 1,000 Trips		0.3	0.5	0.0	0.4

Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	3.49	0.81
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.58	3.99	0.00	0.71
Miles Between Road Calls	≥ 25,000	31,619	31,329	28,649	123,911

Contractual Requirement

Northern Region

Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		51,221	53,912	53,474	433,704
Passenger Trips		65,449	67,810	68,445	549,621
No Shows		2.5%	2.0%	2.0%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	93.2%	95.4%	94.3%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.04%	0.05%	0.07%
Excessively Long Trips	≤ 5%	4.6%	4.0%	4.5%	4.6%
Missed Trips	≤ 0.75%	0.28%	0.15%	0.21%	0.29%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	93.1%	99.0%	95.0%	95.5%

Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		41,900	42,255	41,574	336,679
Average Initial Hold Time	≤ 120 sec	116	87	110	115
Calls On Hold > 5 Minutes	≤ 5%	3.5%	1.5%	3.3%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,028	6,502	6,933	54,858
Average Initial Hold Time		94	77	94	99
Calls On Hold > 5 Minutes	≤ 10%	2.3%	1.6%	2.4%	2.9%

Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.4	1.6	1.7
Commendations Per 1,000 Trips		1.3	1.2	1.0	1.2

Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.15	0.15	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.22	0.58	0.26	0.61
Miles Between Road Calls	≥ 25,000	135,582	62,468	333,620	94,430

Contractual Requirement

Southern Region

Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		97,950	102,472	98,488	813,320
Passenger Trips		121,889	127,123	122,571	1,013,435
No Shows		3.2%	3.0%	2.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	94.1%	92.6%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.01%	0.10%	0.03%
Excessively Long Trips	≤ 5%	4.4%	4.2%	4.3%	4.5%
Missed Trips	≤ 0.75%	0.29%	0.25%	0.90%	0.37%
Denials	≤ 0	3	1	0	7
On Time Performance (Access to Work)	≥ 92%	96.8%	99.0%	98.6%	97.1%

Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		78,757	81,483	84,540	664,703
Average Initial Hold Time	≤ 120 sec	105	81	100	95
Calls On Hold > 5 Minutes	≤ 5%	4.6%	2.5%	3.9%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,362	16,986	18,417	144,990
Average Initial Hold Time		113	94	112	101
Calls On Hold > 5 Minutes	≤ 10%	7.0%	4.4%	7.5%	5.8%

Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.5	1.8	2.2
Commendations Per 1,000 Trips		0.9	1.0	0.8	0.9

Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.18	0.09	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.95	0.81	1.11	0.99
Miles Between Road Calls	≥ 25,000	31,783	56,820	43,261	43,318

Contractual Requirement

West Central Region

Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		45,697	48,034	46,840	380,151
Passenger Trips		60,527	63,161	61,635	503,250
No Shows		4.3%	4.2%	4.0%	3.9%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	94.1%	92.1%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.02%	0.11%	0.17%
Excessively Long Trips	≤ 5%	2.6%	2.5%	2.7%	2.8%
Missed Trips	≤ 0.75%	0.41%	0.32%	0.65%	0.61%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	97.9%	98.5%

Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		46,050	47,665	45,724	374,343
Average Initial Hold Time	≤ 120 sec	32	13	20	46
Calls On Hold > 5 Minutes	≤ 5%	1.0%	0.0%	0.0%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,384	7,095	7,490	61,767
Average Initial Hold Time		27	12	18	45
Calls On Hold > 5 Minutes	≤ 5%	0.7%	0.0%	0.0%	3.0%

Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	1.9	2.5	2.6
Commendations Per 1,000 Trips		1.1	1.2	1.1	1.2

Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.33	0.17	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.55	0.54	0.39	0.49
Miles Between Road Calls	≥ 25,000	53,432	54,850	41,104	53,312

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Dec-19	Jan-20	Feb-20	YTD
Eligible Customers		147,373	147,192	146,637	146,637
Total ADA Evaluations Performed		4,087	4,162	4,329	35,786
Days From Application to Decision (avg)	≤ 21	5	6	5	5

In Person Evaluations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Unrestricted		1,485	1,644	1,598	13,228
Restricted		613	704	631	5,552
Temporary		181	187	178	1,491
Not Eligible		178	212	146	2,066
Total		2,457	2,747	2,553	22,337

Paper Evaluations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Unrestricted		1,630	1,415	1,776	13,449
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,630	1,415	1,776	13,449

Appeals

	Goal	Dec-19	Jan-20	Feb-20	YTD
Appeals Performed		117	71	78	800
Days From Appeal to Decision (avg)	≤ 30	6	8	5	6

Customer Service

Phone Statistics

Customer Service

	Goal	Dec-19	Jan-20	Feb-20	YTD
Customer Service Calls		25,296	29,102	26,778	234,789
Average Initial Hold Time	≤ 180 sec	26	29	55	47
Calls On Hold > 5 Minutes	≤ 10%	1.7%	1.6%	5.2%	4.3%
Call Duration	≤ 300 sec	250	245	250	261
Calls Abandoned	≤ 10%	1.0%	1.1%	2.4%	2.0%

Operations Monitoring Center

	Goal	Dec-19	Jan-20	Feb-20	YTD
Customer Service Calls		9,215	9,103	9,449	77,261
Average Initial Hold Time	≤ 180 sec	32	20	48	57
Calls On Hold > 5 Minutes	≤ 10%	2.6%	1.0%	4.1%	5.5%
Call Duration	≤ 300 sec	363	321	359	365
Calls Abandoned	≤ 10%	3.1%	2.2%	4.2%	4.8%

Contractual Requirement

April 7, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR FEBRUARY 2020

Approved FY 2019/20 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 6.1% over budget
- Contract Revenue Miles: 7.4% over budget
- Trips: 10.6% over budget
- Total Eligibility Evaluations: 18.3% under budget
- Average Trip Distance: under plan by 0.28 miles at 9.01 miles
- Total cost per Passenger (before depreciation): 1.0% under budget at \$39.73
- Administration Function is 0.8% over budget
- Eligibility Determination Function is 14% under budget
- Purchased Transportation Function is 6.7% over budget
- Paratransit Operations Function is 1.4% over budget

Attached are the following reports for your review:

- Statistical Comparison: February 2019 to February 2020
- 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 February 2020

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	83.3%	\$105,776,945	\$99,164,804	\$6,612,141	6.7%	16%
Paratransit Operations	8.8%	\$11,209,589	\$11,050,123	\$159,466	1.4%	8%
Eligibility Determination	3.8%	\$4,770,982	\$5,547,892	(\$776,910)	(-14.0%)	(-3%)
CTSA/Ride Information	0.2%	\$306,897	\$309,169	(\$2,272)	(-0.7%)	29%
Administration	3.9%	\$4,915,151	\$4,875,509	\$39,642	0.8%	6%
Total Exp before Depreciation		\$126,979,564	\$120,947,497	\$6,032,067	5.0%	14%

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	35,770	43,792	(8,022)	(-18.3%)	(-3.7%)
Number of Passengers	3,196,106	3,012,057	184,049	6.1%	8.4%
Number of Contract Revenue Miles	22,478,444	20,932,551	1,545,893	7.4%	6.2%
Number of Trips	2,493,791	2,254,260	239,531	10.6%	9.4%
Average Trip Distance	9.01	9.29	(0.28)	-3.0%	-3.0%
Purchased Transportation Cost					
Cost per Trip	\$42.42	\$43.99	(\$1.57)	(-3.6%)	6.5%
Cost per Passenger	\$33.10	\$32.92	\$0.18	0.5%	7.5%
Cost per Contract Rev Mile	\$4.71	\$4.74	(\$0.03)	0.0%	9.8%
Total Cost per Passenger before Depreciation	\$39.73	\$40.15	(\$0.42)	(1.0%)	5.6%

Statistics – For the YTD Period Ended February 2020

Budget Results for FY 2019/2020 For YTD Period Ending February 2020

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
Revenue					
Passenger Fares	\$7,238,859	\$6,665,618	\$573,241		
Other Revenue	\$510,464	\$344,655	\$165,809		
Total Revenue	\$7,749,323	\$7,010,273	\$739,050	10.5%	6%
Total Exp before Capital	\$126,979,564	\$120,947,497	\$6,032,067	5.0%	14%
Capital Expenditures					
Vehicles	\$6,782,550	\$8,767,055	(\$1,984,505)		
Other Capital Expenditures	\$61,691	\$488,000	(\$426,309)		
Total Capital Expenditures	\$6,844,241	\$9,255,055	(\$2,410,814)	(26.0%)	21%
Over/(Under) Budget Feb 2020			\$3,621,253		

YTD Cost Per Passenger before Depreciation and Capital Cost

