

Board Box

April 2020

Item #	Item	Staff	Page
1.	Key Performance Indicators - Mar 2020	M. Mungia	2-11
2.	Financial Report - Mar 2020	H. Rodriguez	12-16

April 27, 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	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		313,726	300,974	185,394	2,679,185
Passenger Trips		399,410	385,412	234,517	3,430,623
Backup Trips		30	58	13	566
No Shows		2.9%	2.7%	3.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	92.5%	95.3%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.11%	0.02%	0.11%
Excessively Long Trips	≤ 5%	2.9%	3.1%	2.3%	3.2%
Missed Trips	≤ 0.75%	0.26%	0.62%	0.24%	0.49%
Denials	≤ 0	1	0	3	14
On Time Performance (Access to Work)	≥ 94%	97.8%	95.2%	97.2%	95.2%

Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		254,363	251,947	155,601	1,942,114
Average Initial Hold Time	≤ 120 sec	48	63	46	75
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.9%	1.1%	3.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		43,860	46,779	27,855	365,802
Average Initial Hold Time		58	70	50	79
Calls On Hold > 5 Minutes	≤ 10%	2.4%	3.7%	2.3%	4.6%

Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.2	1.9	2.5
Commendations Per 1,000 Trips		1.0	1.1	1.2	1.1

Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.19	0.20	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.74	0.69	0.56	0.72
Miles Between Road Calls	≥ 25,000	68,539	65,598	51,853	52,090

Antelope Valley Region

Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		13,651	13,489	9,371	118,007
Passenger Trips		18,622	18,258	13,222	161,644
No Shows		2.8%	2.4%	2.7%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	91.5%	89.5%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.30%	0.15%
Excessively Long Trips	≤ 5%	2.6%	2.6%	3.4%	3.2%
Missed Trips	≤ 0.75%	0.59%	0.57%	0.75%	1.10%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	94.1%	94.3%	100.0%	84.9%

Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		8,459	9,029	6,435	68,979
Average Initial Hold Time	≤ 120 sec	23	37	40	47
Calls On Hold > 5 Minutes	≤ 5%	0.1%	1.2%	1.5%	4.2%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		3,040	2,667	2,057	24,523
Average Initial Hold Time		83	78	82	105
Calls On Hold > 5 Minutes	≤ 10%	6.3%	5.6%	5.7%	7.8%

Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.8	2.6	2.8
Commendations Per 1,000 Trips		1.0	0.5	1.3	1.0

Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.54	0.55	0.00	0.43
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.55	0.51	0.27
Miles Between Road Calls	≥ 25,000	46,472	60,891	18,493	18,574

Contractual Requirement

Eastern Region

Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		91,869	84,922	50,572	778,170
Passenger Trips		118,430	110,308	64,669	1,010,813
No Shows		2.7%	2.5%	3.6%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	93.6%	91.3%	94.8%	90.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.17%	0.01%	0.20%
Excessively Long Trips	≤ 5%	1.2%	1.2%	0.8%	1.2%
Missed Trips	≤ 0.75%	0.25%	0.60%	0.19%	0.62%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	95.7%	90.9%	93.2%	92.7%

Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		69,957	67,997	41,225	538,177
Average Initial Hold Time	≤ 120 sec	14	21	16	47
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.0%	0.2%	3.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,538	10,841	6,265	86,976
Average Initial Hold Time		11	18	9	48
Calls On Hold > 5 Minutes	≤ 10%	0.0%	0.0%	0.1%	3.5%

Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.9	2.6	3.5
Commendations Per 1,000 Trips		1.0	1.5	1.7	1.5

Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.19	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.91	0.75	0.78	0.76
Miles Between Road Calls	≥ 25,000	125,059	97,485	52,429	67,426

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		3,758	3,703	2,248	32,077
Passenger Trips		4,234	4,137	38,593	73,274
No Shows		2.1%	1.8%	2.3%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	96.1%	94.5%	93.4%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.00%	0.10%	0.10%
Excessively Long Trips	≤ 5%	1.6%	2.3%	2.3%	3.0%
Missed Trips	≤ 0.75%	0.49%	0.46%	0.45%	0.61%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		4,544	3,083	2,081	24,776
Average Initial Hold Time	≤ 120 sec	38	60	47	71
Calls On Hold > 5 Minutes	≤ 5%	1.0%	2.2%	1.6%	3.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		699	431	275	4,013
Average Initial Hold Time		39	74	83	79
Calls On Hold > 5 Minutes	≤ 10%	2.3%	3.5%	5.1%	4.4%

Complaints/Commendations

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

Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	3.49	0.00	0.75
Preventable Collisions Per 100,000 Miles	≤ 0.50	3.99	0.00	0.00	0.66
Miles Between Road Calls	≥ 25,000	31,329	28,649	18,604	133,213

Contractual Requirement

Northern Region

Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		53,912	53,474	30,600	464,304
Passenger Trips		67,810	68,445	2,460	552,081
No Shows		2.0%	2.0%	4.8%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	95.4%	94.3%	96.0%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.05%	0.02%	0.07%
Excessively Long Trips	≤ 5%	4.0%	4.5%	3.6%	4.6%
Missed Trips	≤ 0.75%	0.15%	0.21%	0.28%	0.31%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 94%	99.0%	95.0%	97.8%	95.3%

Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		42,255	41,574	24,425	318,849
Average Initial Hold Time	≤ 120 sec	87	110	92	117
Calls On Hold > 5 Minutes	≤ 5%	1.5%	3.3%	1.9%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,502	6,933	4,087	52,443
Average Initial Hold Time		77	94	74	100
Calls On Hold > 5 Minutes	≤ 10%	1.6%	2.4%	1.6%	2.9%

Complaints/Commendations

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

Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.15	0.44	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.58	0.26	0.00	0.56
Miles Between Road Calls	≥ 25,000	62,468	333,620	227,110	107,862

Contractual Requirement

Southern Region

Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		102,472	98,488	64,361	877,681
Passenger Trips		127,123	122,571	79,049	1,092,484
No Shows		3.0%	2.8%	3.5%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	94.1%	92.6%	95.9%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.10%	0.00%	0.03%
Excessively Long Trips	≤ 5%	4.2%	4.3%	3.0%	4.5%
Missed Trips	≤ 0.75%	0.25%	0.90%	0.19%	0.37%
Denials	≤ 0	1	0	0	6
On Time Performance (Access to Work)	≥ 92%	99.0%	98.6%	99.0%	97.0%

Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		81,483	84,540	53,962	637,182
Average Initial Hold Time	≤ 120 sec	81	100	65	95
Calls On Hold > 5 Minutes	≤ 5%	2.5%	3.9%	1.7%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,986	18,417	10,903	138,907
Average Initial Hold Time		94	112	74	100
Calls On Hold > 5 Minutes	≤ 10%	4.4%	7.5%	4.1%	5.8%

Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.8	1.7	2.2
Commendations Per 1,000 Trips		1.0	0.8	0.7	0.9

Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.09	0.38	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.81	1.11	0.98	1.01
Miles Between Road Calls	≥ 25,000	56,820	43,261	43,887	41,989

Contractual Requirement

West Central Region

Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		48,034	46,840	28,229	408,380
Passenger Trips		63,161	61,635	36,511	539,761
No Shows		4.2%	4.0%	4.5%	3.9%
On Time Performance (Next Day Trips)	≥ 91%	94.1%	92.1%	95.8%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.11%	0.02%	0.17%
Excessively Long Trips	≤ 5%	2.5%	2.7%	1.4%	2.8%
Missed Trips	≤ 0.75%	0.32%	0.65%	0.20%	0.61%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 91%	100.0%	97.9%	98.8%	98.3%

Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		47,665	45,724	27,473	354,151
Average Initial Hold Time	≤ 120 sec	13	20	15	48
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.0%	0.2%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,095	7,490	4,268	58,940
Average Initial Hold Time		12	18	9	46
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.0%	0.1%	3.1%

Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.5	2.2	2.7
Commendations Per 1,000 Trips		1.2	1.1	1.6	1.2

Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.33	0.17	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.54	0.39	0.00	0.44
Miles Between Road Calls	≥ 25,000	54,850	41,104	56,578	53,353

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jan-20	Feb-20	Mar-20	YTD
Eligible Customers		147,192	146,637	146,250	146,637
Total ADA Evaluations Performed		4,162	4,329	4,600	40,386
Days From Application to Decision (avg)	≤ 21	6	5	5	5

In Person Evaluations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Unrestricted		1,644	1,598	890	14,118
Restricted		704	631	361	5,913
Temporary		187	178	210	1,701
Not Eligible		212	146	87	2,153
Total		2,747	2,553	1,548	23,885

Paper Evaluations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Unrestricted		1,415	1,776	2,217	15,666
Restricted		0	0	655	655
Temporary		0	0	170	170
Not Eligible		0	0	10	10
Total		1,415	1,776	3,052	16,501

Appeals

	Goal	Jan-20	Feb-20	Mar-20	YTD
Appeals Performed		71	78	92	892
Days From Appeal to Decision (avg)	≤ 30	8	5	5	6

Customer Service

Phone Statistics

Customer Service

	Goal	Jan-20	Feb-20	Mar-20	YTD
Customer Service Calls		29,102	26,778	22,205	256,994
Average Initial Hold Time	≤ 180 sec	29	55	34	46
Calls On Hold > 5 Minutes	≤ 10%	1.6%	5.2%	2.8%	4.2%
Call Duration	≤ 300 sec	245	250	245	259
Calls Abandoned	≤ 10%	1.1%	2.4%	1.5%	1.9%

Operations Monitoring Center

	Goal	Jan-20	Feb-20	Mar-20	YTD
Customer Service Calls		9,103	9,449	7,000	84,261
Average Initial Hold Time	≤ 180 sec	20	48	22	54
Calls On Hold > 5 Minutes	≤ 10%	1.0%	4.1%	1.4%	5.2%
Call Duration	≤ 300 sec	321	359	310	361
Calls Abandoned	≤ 10%	2.2%	4.2%	1.6%	4.5%

Contractual Requirement

April 27, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR MARCH 2020

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

- Passengers: 0.5% over budget
- Contract Revenue Miles: 1.8% over budget
- Trips: 4.9% over budget
- Total Eligibility Evaluations: 19% under budget
- Average Trip Distance: under plan by 0.27 miles at 9.01 miles
- Total cost per Passenger (before depreciation): 1.9% under budget at \$40.82
- Administration Function is 1.1% over budget
- Eligibility Determination Function is 15.1% under budget
- Purchased Transportation Function is 3.7% over budget
- Paratransit Operations Function is 0.5% over budget

Attached are the following reports for your review:

- Statistical Comparison: March 2019 to March 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 March 2020

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	83.1%	\$116,345,702	\$112,205,390	\$4,140,312	3.7%	12%
Paratransit Operations	8.9%	\$12,483,154	\$12,418,758	\$64,396	0.5%	8%
Eligibility Determination	3.8%	\$5,347,593	\$6,298,317	(\$950,724)	-15.1%	-3%
CTSA/Ride Information	0.2%	\$349,541	\$346,458	\$3,083	0.9%	30%
Administration	3.9%	\$5,516,717	\$5,455,326	\$61,391	1.1%	5%
Total Exp before Depreciation		\$140,042,707	\$136,724,249	\$3,318,458	2.4%	10%

Statistics – For the YTD Period Ended March 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	40,370	49,841	(9,471)	-19.0%	-2.0%
Number of Passengers	3,430,623	3,412,154	18,469	0.5%	3.0%
Number of Contract Revenue Miles	24,145,187	23,708,994	436,193	1.8%	1.1%
Number of Trips	2,679,185	2,553,689	125,496	4.9%	3.9%
Average Trip Distance	9.01	9.28	(0.27)	-3.0%	-2.7%
Purchased Transportation Cost					
Cost per Trip	\$43.43	\$43.94	(\$0.51)	-1.2%	7.3%
Cost per Passenger	\$33.91	\$32.88	\$1.03	3.1%	8.3%
Cost per Contract Rev Mile	\$4.82	\$4.73	\$0.09	0.0%	10.3%
Total Cost per Passenger before Depreciation	\$40.82	\$40.07	\$0.75	1.9%	7.1%

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

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
Revenue					
Passenger Fares	\$7,895,776	\$7,544,867	\$350,909		
Other Revenue	\$610,864	\$386,498	\$224,366		
Total Revenue	\$8,506,640	\$7,931,365	\$575,275	7.3%	3%
Total Exp before Capital	\$140,042,707	\$136,724,249	\$3,318,458	2.4%	10%
Capital Expenditures					
Vehicles	\$6,782,550	\$8,767,055	(\$1,984,505)		
Other Capital Expenditures	\$63,451	\$488,000	(\$424,549)		
Total Capital Expenditures	\$6,846,001	\$9,255,055	(\$2,409,054)	-26.0%	20%
Over/(Under) Budget Mar 2020			\$909,404		

YTD Cost Per Passenger before Depreciation and Capital Cost

