

Board Box

November 2017

Item #	Item	Staff	Page
1.	Key Performance Indicators – Oct 2017	M. Thompson	2-7
2.	Financial Report - Sep 2017	H. Rodriguez	8-12

NOVEMBER 27, 2017

TO: BOARD OF DIRECTORS

FROM: MELISSA THOMPSON, DATA ANALYST

RE: KEY PERFORMANCE INDICATORS

ISSUE:

The following pages provide a summary of the Key Performance Indicators for:

- Operations
- Eligibility and Appeals
- Safety
- Customer Service

Performance Summary

	Standard	Aug-17	Sep-17	Oct-17	YTD
Certified Riders		167,771	167,649	166,776	166,776
Vehicle Trips		294,394	279,900	300,786	1,150,274
Passenger Trips		399,745	363,044	391,804	1,516,490
On-Time Performance	≥ 91%	91.5%	89.6%	89.1%	90.5%
Excessively Late Trips (L4)	≤ 0.10%	0.05%	0.13%	0.14%	0.10%
Answered Calls (Reservations)		278,410	269,177	285,109	1,102,033
Average Hold Time	≤ 120	83	76	89	82
Calls on Hold over 5 Minutes	≤ 5%	4.7%	3.4%	4.4%	4.3%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.22%	0.22%	0.00%	0.34%

Trips Summary

Vehicle Trips

	Aug-17	Sep-17	Oct-17	YTD
System	294,394	279,900	300,786	1,150,274
Antelope Valley	14,035	12,865	13,953	53,442
Eastern	83,925	78,942	85,276	326,934
Northern	52,812	50,301	53,725	206,479
Santa Clarita	3,533	3,356	3,780	13,640
Southern	95,292	91,305	98,194	372,950
West Central	44,791	43,120	45,848	176,779
Backup	6	11	10	50

Passenger Trips – includes PCAs, Guests, Children

	Aug-17	Sep-17	Oct-17	YTD
System	399,745	363,044	391,804	1,516,490
Antelope Valley	18,801	17,319	18,819	72,604
Eastern	111,491	104,698	112,523	433,579
Northern	65,531	62,175	66,351	256,458
Santa Clarita	4,151	3,886	4,404	15,975
Southern	139,937	117,561	128,667	501,838
West Central	59,828	57,394	61,030	235,986
Backup	6	11	10	50

No-Shows

	Aug-17	Sep-17	Oct-17	YTD
System	3.9%	4.0%	3.8%	3.9%
Antelope Valley	1.6%	1.6%	1.6%	1.7%
Eastern	2.6%	2.7%	2.7%	2.6%
Northern	4.3%	4.3%	4.1%	4.2%
Santa Clarita	2.9%	2.4%	2.6%	2.6%
Southern	4.8%	4.8%	4.9%	4.7%
West Central	4.3%	4.4%	4.0%	4.2%

Comparability of Access to Fixed Route Travel Times

	*Aug-17	*Sep-17	*Oct-17	YTD
Equal to or Less				88.9%
1-20 minutes longer				7.6%
21-40 minutes longer				2.5%
41-60 minutes longer				0.7%
60 minutes or longer				0.4%

The data above highlights the degree to which Access trips are comparable in terms of travel time to trips of a similar distance, origin and destination taken on local fixed route transit.

*Data not yet available

Key Performance Indicators

On-Time Performance – 91 percent or better

	Aug-17	Sep-17	Oct-17	YTD
System	91.5%	89.6%	89.1%	90.5%
Antelope Valley	91.1%	88.4%	88.2%	89.7%
Eastern	92.7%	89.5%	89.2%	90.9%
Northern	91.1%	91.2%	91.2%	91.5%
Santa Clarita	94.9%	95.8%	94.7%	95.5%
Southern	90.4%	88.9%	87.7%	89.5%
West Central	91.9%	89.1%	89.0%	90.5%

Excessively Late Trips (Over 45 minutes late) – 0.10 percent or less

	Aug-17	Sep-17	Oct-17	YTD
System	0.05%	0.13%	0.14%	0.10%
Antelope Valley	0.07%	0.06%	0.01%	0.02%
Eastern	0.02%	0.11%	0.13%	0.11%
Northern	0.07%	0.23%	0.12%	0.12%
Santa Clarita	0.06%	0.06%	0.00%	0.04%
Southern	0.06%	0.12%	0.18%	0.11%
West Central	0.05%	0.13%	0.11%	0.09%

Denials (Negotiations outside 1 hour window) – 1 percent or less

	Aug-17	Sep-17	Oct-17	YTD
System	0.22%	0.22%	0.00%	0.34%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	1.33%	0.00%	0.00%	0.33%
Northern	0.00%	0.00%	0.00%	0.33%
Santa Clarita	0.00%	0.00%	0.00%	0.00%
Southern	0.00%	0.00%	0.00%	1.15%
West Central	0.00%	1.32%	0.00%	0.33%

Answered Calls (Reservations)

	Aug-17	Sep-17	Oct-17	YTD
System	278,410	269,177	285,109	1,102,033
Antelope Valley	9,169	8,047	8,772	34,271
Eastern	71,207	67,949	75,291	282,281
Northern	46,368	45,232	46,552	182,954
Santa Clarita	3,520	3,228	3,765	15,303
Southern	96,980	93,436	95,756	381,020
West Central	51,166	51,285	54,973	206,204

Average Initial Hold Time (Reservations) – 120 seconds or less

	Aug-17	Sep-17	Oct-17	YTD
System	83	76	89	82
Antelope Valley	104	102	103	103
Eastern	66	65	71	67
Northern	99	85	104	95
Santa Clarita	51	47	61	52
Southern	98	84	106	95
West Central	61	67	70	66

Calls on Hold over 5 minutes (Reservations) – 5 percent or less

	Aug-17	Sep-17	Oct-17	YTD
System	4.7%	3.4%	4.4%	4.3%
Antelope Valley	3.5%	3.9%	3.7%	3.5%
Eastern	4.7%	3.9%	4.7%	4.8%
Northern	5.0%	3.0%	4.0%	3.9%
Santa Clarita	2.4%	1.9%	2.6%	2.2%
Southern	5.0%	2.6%	4.1%	3.8%
West Central	4.3%	4.4%	5.2%	4.9%

Complaints and Commendations

System Complaints (Ratio by 1,000 trips)

Category	Aug-17	Sep-17	Oct-17	YTD
ADA	0.0	0.0	0.0	0.0
Booking	0.6	0.5	0.4	0.6
Conduct	0.9	0.7	0.6	0.8
General Service	0.1	0.1	0.2	0.1
Late Trips	0.3	0.4	0.4	0.3
Excessively Late Trips (+45 mins)	0.2	0.2	0.2	0.2
Procedure	1.9	1.7	1.5	1.7
Routing	0.4	0.4	0.3	0.4
Securement	0.0	0.0	0.0	0.0
Service Animal	0.0	0.0	0.0	0.0
Travel Time	0.1	0.0	0.0	0.0
Vehicle	0.0	0.0	0.0	0.0
Total	4.6	4.1	3.7	4.1

Complaints by Region (Ratio per 1,000 trips)

	Aug-17	Sep-17	Oct-17	YTD
System	4.6	4.1	3.7	4.1
Antelope Valley	3.6	2.4	3.1	2.9
Eastern	3.3	3.6	3.5	3.3
Northern	2.3	2.1	1.7	2.1
Santa Clarita	0.8	0.0	0.0	0.4
Southern	8.1	6.6	5.8	6.9
West Central	3.1	3.0	2.8	3.0

Commendations (Ratio per 1,000 trips)

	Aug-17	Sep-17	Oct-17	YTD
System	2.3	2.1	1.7	2.1

Complaint Response Time - 14 days or less

	Aug-17	Sep-17	Oct-17	YTD
Complaints requesting response	371	384	416	1,499
Average days for response	22.5	19.6	23.9	21.7

Eligibility and Appeals

Eligibility - 21 days or less

	Aug-17	Sep-17	Oct-17	YTD
ADA Evaluations Performed	2,050	2,099	2,469	8,607
Days From Application to Decision (avg)	15	13	13	17

Eligibility Determinations

	Aug-17	Sep-17	Oct-17	YTD
Unrestricted	1,240	1,241	1,324	4,951
Restricted	311	371	482	1,513
Temporary	183	173	174	707
Not Eligible	316	314	489	1,436
Total	2,050	2,099	2,469	8,607

Appeals - 30 days or less

	Aug-17	Sep-17	Oct-17	YTD
Appeals Performed	118	60	70	438
Days From Appeal to Decision (avg)	7	8	7	8

Safety

Preventable Collisions per 100,000 Miles - 0.50 or less

	Aug-17	Sep-17	Oct-17	YTD
System	0.76	0.87	0.54	0.66
Antelope Valley	0.00	1.67	0.00	0.36
Eastern	1.10	1.01	0.83	0.88
Northern	0.29	0.29	0.29	0.33
Santa Clarita	3.23	0.00	0.00	0.81
Southern	1.02	1.11	0.43	0.76
West Central	0.17	0.70	0.69	0.48

Customer Service

Phone Statistics

Customer Service

	Standard	Aug-17	Sep-17	Oct-17	YTD
Customer Service Calls		38,965	33,373	33,292	136,862
Average Initial Hold Time	≤ 180 sec	148	316	347	235
Calls on Hold over 5 Minutes	≤ 10%	19.3%	44.9%	48.6%	32.0%
Call Duration	≤ 300 sec	337	327	335	333
Calls Abandoned	≤ 10%	5.2%	10.0%	10.7%	7.8%

Operations Monitoring Center

	Standard	Aug-17	Sep-17	Oct-17	YTD
Customer Service Calls		12,891	11,831	11,461	47,283
Average Initial Hold Time	≤ 180 sec	126	208	229	170
Calls on Hold over 5 Minutes	≤ 10%	15.6%	27.8%	30.3%	21.9%
Call Duration	≤ 300 sec	488	458	432	460
Calls Abandoned	≤ 10%	9.4%	14.3%	16.1%	12.4%

NOVEMBER 27, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE

RE: FINANCIAL REPORT FOR SEPTEMBER 2017

Attached for your review are the draft financial reports for September 2017.

Approved FY 2017/18 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 3.5% under budget
- ◆ Contract Revenue Miles: 4.7% under budget
- ◆ Trips: 4.6% under budget
- ◆ Completed Eligibility Interviews: 50% under budget
- ◆ Average Trip Distance: 0.2% under budget at 9.34 miles
- ◆ Total cost per Passenger (before depreciation): 8% under budget
- ◆ Administration Function is 3% over budget
- ◆ Eligibility Determination Function is 58% under budget
- ◆ Purchased Transportation Function is 5.4% under budget
- ◆ Paratransit Operations Function is 14% under budget

Attached are the following reports for your review:

- Statistical Comparison: September 2016 to September 2017
- 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 2017

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	\$30,252,776	\$31,918,377	(\$1,665,601)	-5.2%	5%
Paratransit Operations	9%	\$3,557,011	\$4,154,490	(\$597,479)	-14%	-20%
Eligibility Determination	5%	\$1,809,496	\$4,282,490	(\$2,472,994)	-58%	-29%
CTSA/Ride Information	0.1%	\$43,727	\$78,564	(\$34,837)	-44%	-75%
Administrative	5%	\$1,853,089	\$1,804,655	\$48,434	3%	25%
Total Exp before Depreciation		\$37,516,099	\$42,238,576	(\$4,722,477)	-11.2%	-0.1%

Statistics - - For the YTD Period Ended September 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	5,683	11,270	(5,587)	-49.6%	-49%
Number of PAX	1,113,667	1,153,799	(40,132)	-3.5%	0%
Number of Contract Revenue Miles	7,852,138	8,241,664	(389,526)	-4.7%	0%
Number of Trips	839,963	880,126	(40,163)	-4.6%	-2%
Average Trip Distance	9.34	9.36	(0.02)	-0.2%	3%
Purchased Transportation Cost					
Cost per Trip	\$36.02	\$36.27	(\$0.25)	-1%	7%
Cost per PAX	\$27.17	\$27.66	(\$0.49)	-2%	5%
Cost per Contract Rev Mile	\$3.85	\$3.87	(\$0.02)	-1%	5%
Total Cost per Pax before Depreciation	\$33.69	\$36.61	(\$2.92)	-8%	0%

Budget Results for FY 2017/2018

For YTD Period Ending September 2017

	YTD	YTD		% Over /	% Over /
	Actual	Budget	Variance	(Under)	(Under)
				Budget	Prior Yr
Revenue					
Passenger Fares	\$2,103,134	\$2,482,138	(\$379,004)		
Other Revenue	\$40,954	\$79,998	(\$39,044)		
Total Revenue	\$2,144,088	\$2,562,136	(\$418,048)	-16.3%	-17%
 Total Exp before Capital	 \$37,516,099	 \$42,238,576	 (\$4,722,477)	 -11%	 1%
Capital Expenditures					
Vehicles	\$0	\$0	\$0		
Other Capital Expenditures	\$0	\$0	\$0		
Total Capital Expenditures	\$0	\$0	\$0		
 Over/(Under) Budget September 2017			 (\$4,722,477)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

