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Board Box

May 2018

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MAY 29, 2018

TO: BOARD OF DIRECTORS
FROM: MELISSA MUNGIA, DATA 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	Feb-18	Mar-18	Apr-18	YTD
Vehicle Trips		264,838	289,703	286,370	2,814,018
Passenger Trips		342,539	374,991	371,503	3,670,472
Backup Trips		2	13	0	121
No Shows		4.1%	4.1%	3.5%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	92.9%	93.5%	93.5%	91.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.05%	0.03%	0.08%
Excessively Long Trips	≤ 5%	5.6%	5.3%	4.7%	4.7%
Missed Trips	≤ 0.75%	0.71%	0.67%	0.58%	0.76%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.22%
On Time Performance (Access to Work)	≥ 94%	95.0%	95.6%	96.1%	94.4%

Call Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
<i>Reservations</i>					
Answered Calls		250,352	270,344	265,169	2,670,564
Average Initial Hold Time	≤ 120	89	83	95	82
Calls On Hold > 5 Minutes	≤ 5%	5.2%	4.6%	6.9%	4.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		45,407	46,731	42,785	492,311
Average Initial Hold Time		100	82	76	156
Calls On Hold > 5 Minutes	≤ 10%	8.3%	5.4%	5.4%	17.4%

Complaints/Commendations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	3.0	3.0	3.4
Commendations Per 1,000 Trips		1.6	1.7	1.5	1.7

Safety

	Goal	Feb-18	Mar-18	Apr-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.11	0.13	0.16	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.60	0.64	0.76	0.67
Miles Between Road Calls	≥ 25,000	41,324	35,098	42,646	35,624

Antelope Valley Region

Trip Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
Vehicle Trips		12,342	13,343	13,364	129,232
Passenger Trips		16,516	18,037	17,936	174,824
No Shows		2.9%	3.0%	3.0%	3.1%
On Time Performance (Next Day Trips)*	≥ 91%	93.2%	92.7%	92.5%	91.5%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.09%	0.42%	0.01%	0.08%
Excessively Long Trips	≤ 5%	2.4%	2.2%	2.0%	2.5%
Missed Trips	≤ 0.75%	0.98%	0.92%	1.08%	0.86%
Denials*	≤ 0%	0.00%	0.00%	0.00%	0.53%
On Time Performance (Access to Work)	≥ 94%	-	-	-	100.0%

Call Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
<i>Reservations</i>					
Answered Calls		7,843	8,509	8,523	81,944
Average Initial Hold Time*	≤ 120	74	72	72	91
Calls On Hold > 5 Minutes*	≤ 5%	1.1%	0.9%	0.9%	2.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,691	2,709	2,702	10,673
Average Initial Hold Time		77	96	77	82
Calls On Hold > 5 Minutes	≤ 10%	13.4%	5.2%	2.0%	8.4%

Complaints/Commendations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	1.6	2.2	2.3
Commendations Per 1,000 Trips		2.1	1.8	2.1	2.1

Safety

	Goal	Feb-18	Mar-18	Apr-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.13
Preventable Collisions Per 100,000 Miles*	≤ 0.50	1.29	0.58	0.60	0.44
Miles Between Road Calls	≥ 25,000	77,424	12,254	18,511	21,202

*Contractual Requirement

Eastern Region

Trip Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
Vehicle Trips		76,684	84,611	83,929	810,292
Passenger Trips		101,450	111,407	111,044	1,073,610
No Shows		2.3%	2.5%	2.3%	2.6%
On Time Performance (Next Day Trips)*	≥ 91%	94.5%	94.8%	94.6%	92.7%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.02%	0.01%	0.02%	0.06%
Excessively Long Trips	≤ 5%	1.2%	1.1%	1.1%	1.3%
Missed Trips	≤ 0.75%	0.24%	0.24%	0.24%	0.40%
Denials*	≤ 0%	0.00%	0.00%	0.00%	0.13%
On Time Performance (Access to Work)	≥ 94%	97.7%	96.7%	96.7%	95.2%

Call Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
<i>Reservations</i>					
Answered Calls		64,395	70,671	69,607	691,934
Average Initial Hold Time*	≤ 120	92	79	114	73
Calls On Hold > 5 Minutes*	≤ 5%	6.0%	5.0%	11.3%	5.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,696	9,593	8,776	96,798
Average Initial Hold Time		78	61	77	96
Calls On Hold > 5 Minutes	≤ 10%	6.3%	4.4%	6.9%	9.6%

Complaints/Commendations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.6	2.8	2.8
Commendations Per 1,000 Trips		2.1	2.1	1.7	2.1

Safety

	Goal	Feb-18	Mar-18	Apr-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.09	0.00	0.16
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.93	1.12	0.66	0.77
Miles Between Road Calls	≥ 25,000	74,641	82,179	88,087	58,047

*Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
Vehicle Trips		3,175	3,471	3,167	32,688
Passenger Trips		3,667	4,057	3,721	38,118
No Shows		2.7%	3.0%	2.4%	2.8%
On Time Performance (Next Day Trips)*	≥ 91%	95.4%	95.0%	94.1%	95.0%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.03%	0.00%	0.03%	0.04%
Excessively Long Trips	≤ 5%	2.9%	3.5%	2.7%	3.1%
Missed Trips	≤ 0.75%	0.61%	0.66%	0.84%	0.89%
Denials*	≤ 0%	0.00%	0.00%	0.00%	0.00%
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
<i>Reservations</i>					
Answered Calls		3,660	3,255	3,195	35,168
Average Initial Hold Time*	≤ 120	105	39	40	56
Calls On Hold > 5 Minutes*	≤ 5%	4.6%	1.2%	1.2%	2.3%

Complaints/Commendations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.9	0.3	0.6	0.4
Commendations Per 1,000 Trips		0.0	0.3	0.0	0.3

Safety

	Goal	Feb-18	Mar-18	Apr-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	3.60	1.34
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.34
Miles Between Road Calls	≥ 25,000	30,000	31,824	27,779	74,367

*Contractual Requirement

San Fernando Valley Region

Trip Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
Vehicle Trips		46,736	50,917	51,323	498,561
Passenger Trips		58,361	64,004	64,335	621,935
No Shows		3.6%	3.9%	3.4%	4.1%
On Time Performance (Next Day Trips)*	≥ 91%	92.4%	92.7%	92.2%	92.1%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.05%	0.04%	0.04%	0.09%
Excessively Long Trips	≤ 5%	7.0%	6.6%	6.0%	7.0%
Missed Trips	≤ 0.75%	0.48%	0.48%	0.61%	0.78%
Denials*	≤ 0%	0.00%	0.00%	0.00%	0.13%
On Time Performance (Access to Work)	≥ 94%	91.7%	96.1%	97.9%	92.4%

Call Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
<i>Reservations</i>					
Answered Calls		42,026	44,061	42,936	440,568
Average Initial Hold Time*	≤ 120	96	92	96	92
Calls On Hold > 5 Minutes*	≤ 5%	3.6%	3.8%	3.3%	3.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,400	2,253	2,096	27,529
Average Initial Hold Time		58	49	50	63
Calls On Hold > 5 Minutes	≤ 10%	2.7%	1.8%	3.0%	3.6%

Complaints/Commendations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.0	1.2	1.7
Commendations Per 1,000 Trips		1.5	1.5	1.7	1.8

Safety

	Goal	Feb-18	Mar-18	Apr-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.00	0.00	0.20
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.50	0.92	0.46	0.55
Miles Between Road Calls	≥ 25,000	35,521	38,566	72,512	58,996

*Contractual Requirement

Southern Region

Trip Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
Vehicle Trips		85,540	92,739	91,324	914,067
Passenger Trips		108,730	117,925	116,304	1,188,104
No Shows		6.5%	6.1%	4.5%	5.3%
On Time Performance (Next Day Trips)*	≥ 91%	91.6%	92.7%	92.9%	90.6%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.12%	0.07%	0.05%	0.09%
Excessively Long Trips	≤ 5%	10.1%	10.0%	8.6%	7.4%
Missed Trips	≤ 0.75%	1.44%	1.31%	0.86%	1.09%
Denials*	≤ 0%	0.00%	0.00%	0.00%	0.39%
On Time Performance (Access to Work)	≥ 94%	93.9%	94.2%	93.4%	94.3%

Call Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
<i>Reservations</i>					
Answered Calls		85,069	92,065	90,516	918,902
Average Initial Hold Time*	≤ 120	83	87	73	90
Calls On Hold > 5 Minutes*	≤ 5%	4.3%	4.2%	3.5%	4.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		24,763	27,433	24,971	295,825
Average Initial Hold Time		122	99	78	200
Calls On Hold > 5 Minutes	≤ 10%	10.0%	6.6%	4.7%	23.3%

Complaints/Commendations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	6.0	5.2	5.1	5.8
Commendations Per 1,000 Trips		1.2	1.2	1.0	1.3

Safety

	Goal	Feb-18	Mar-18	Apr-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.23	0.32	0.24
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.24	0.31	0.81	0.63
Miles Between Road Calls	≥ 25,000	29,476	23,822	26,274	22,617

*Contractual Requirement

West Central Region

Trip Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
Vehicle Trips		40,361	44,622	43,263	429,178
Passenger Trips		53,815	59,561	58,163	573,881
No Shows		3.8%	4.0%	3.8%	4.0%
On Time Performance (Next Day Trips)*	≥ 91%	93.0%	93.6%	93.8%	92.1%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.03%	0.03%	0.02%	0.06%
Excessively Long Trips*	≤ 5%	3.9%	3.5%	3.2%	3.6%
Missed Trips*	≤ 0.75%	0.37%	0.40%	0.38%	0.54%
Denials*	≤ 0%	0.00%	0.00%	0.00%	0.13%
On Time Performance (Access to Work)*	≥ 94%	97.4%	95.8%	96.5%	95.8%

Call Performance

	Goal	Feb-18	Mar-18	Apr-18	YTD
<i>Reservations</i>					
Answered Calls		47,359	51,783	50,392	502,048
Average Initial Hold Time*	≤ 120	91	77	114	71
Calls On Hold > 5 Minutes*	≤ 5%	8.0%	6.4%	11.5%	5.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,857	7,452	6,942	72,159
Average Initial Hold Time		66	54	76	91
Calls On Hold > 5 Minutes*	≤ 5%	4.7%	3.3%	6.4%	8.9%

Complaints/Commendations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Complaints Per 1,000 Trips*	≤ 4.0	1.9	2.0	1.8	2.4
Commendations Per 1,000 Trips		1.6	2.1	1.7	1.8

Safety

	Goal	Feb-18	Mar-18	Apr-18	YTD
Preventable Incidents Per 100,000 Miles*	≤ 0.25	0.00	0.18	0.19	0.11
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.80	0.18	1.31	0.78
Miles Between Road Calls*	≥ 25,000	49,907	60,961	59,361	46,227

*Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Feb-18	Mar-18	Apr-18	YTD
Eligible Customers		162,363	160,915	158,713	158,713
ADA Evaluations Performed		3,062	2,787	3,000	25,973
Days From Application to Decision (avg)	≤ 21	12	12	12	14

Eligibility Determinations

	Goal	Feb-18	Mar-18	Apr-18	YTD
Unrestricted		1,442	1,312	1,617	13,595
Restricted		616	673	816	5,235
Temporary		161	172	146	1,665
Not Eligible		843	630	421	5,478
Total		3,062	2,787	3,000	25,973

Appeals

	Goal	Feb-18	Mar-18	Apr-18	YTD
Appeals Performed		125	173	198	1,133
Days From Appeal to Decision (avg)	≤ 30	9	7	8	9

Customer Service

Phone Statistics

Customer Service

	Goal	Feb-18	Mar-18	Apr-18	YTD
Customer Service Calls		32,782	36,752	37,176	339,372
Average Initial Hold Time	≤ 180 sec	78	24	32	146
Calls on Hold over 5 Minutes	≤ 10%	8.7%	2.0%	2.4%	19.0%
Call Duration	≤ 300 sec	267	266	255	301
Calls Abandoned	≤ 10%	2.9%	0.8%	1.2%	5.1%

Operations Monitoring Center

	Goal	Feb-18	Mar-18	Apr-18	YTD
Customer Service Calls		10,185	11,875	11,158	111,406
Average Initial Hold Time	≤ 180 sec	66	38	37	116
Calls on Hold over 5 Minutes	≤ 10%	6.7%	2.6%	2.8%	14.1%
Call Duration	≤ 300 sec	411	370	355	424
Calls Abandoned	≤ 10%	5.9%	2.6%	2.9%	8.9%

MAY 29, 2018

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE
RE: FINANCIAL REPORT FOR MARCH 2018

Attached for your review are the draft financial reports for March 2018.

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

- ◆ Passengers: 4.9% under budget
- ◆ Contract Revenue Miles: 4.7% under budget
- ◆ Trips: 4.6% under budget
- ◆ Completed Eligibility Interviews: 27.5% under budget
- ◆ Average Trip Distance: 0.1% under budget at 9.35 miles
- ◆ Total cost per Passenger (before depreciation): 3.8% under budget
- ◆ Administration Function is 4% under budget
- ◆ Eligibility Determination Function is 32% under budget
- ◆ Purchased Transportation Function is 5% under budget
- ◆ Paratransit Operations Function is 20% under budget

Attached are the following reports for your review:

- Statistical Comparison: March 2017 to March 2018.
- 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 2018**

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	\$91,892,578	\$96,463,129	(\$4,570,551)	-5%	6%
Paratransit Operations	9%	\$9,915,846	\$12,463,470	(\$2,547,624)	-20%	-27%
Eligibility Determination	6%	\$6,642,462	\$9,714,797	(\$3,072,335)	-32%	-9%
CTSA/Ride Information	0.1%	\$80,885	\$235,692	(\$154,807)	-66%	-83%
Administrative	5%	\$5,248,153	\$5,465,465	(\$217,312)	-4%	14%
Total Exp before Depreciation		\$113,779,924	\$124,342,553	(\$10,562,629)	-8.5%	0.8%

Statistics - - For the YTD Period Ended March 2018

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	21,857	30,141	(8,284)	-27.5%	-25.6%
Number of PAX	3,264,534	3,431,711	(167,177)	-4.9%	0.7%
Number of Contract Revenue Miles	23,349,109	24,508,800	(1,159,691)	-4.7%	1.3%
Number of Trips	2,498,097	2,617,206	(119,109)	-4.6%	-1.1%
Average Trip Distance	9.35	9.36	(0.01)	-0.1%	2.4%
Purchased Transportation Cost					
Cost per Trip	\$36.79	\$36.86	(\$0.07)	-0.2%	6.8%
Cost per PAX	\$28.15	\$28.11	\$0.04	0.1%	4.9%
Cost per Contract Rev Mile	\$3.94	\$3.94	\$0.00	0.0%	4.3%
Total Cost per Pax before Depreciation	\$34.85	\$36.23	(\$1.38)	-3.8%	0.1%

Budget Results for FY 2017/2018 For YTD Period Ending March 2018

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$7,060,427	\$7,324,496	(\$264,069)		
Other Revenue	\$657,951	\$239,994	\$417,957		
Total Revenue	<u>\$7,718,378</u>	<u>\$7,564,490</u>	\$153,888	2.0%	1%
 Total Exp before Capital	 \$113,779,924	 \$124,342,553	 (\$10,562,629)	 -8%	 1%
Capital Expenditures					
Vehicles	\$75,081	\$6,078,555	(\$6,003,474)		
Other Capital Expenditures	\$449,649	\$0	\$449,649		
Total Capital Expenditures	<u>\$524,730</u>	<u>\$6,078,555</u>	<u>(\$5,553,825)</u>	-91%	-94%
 Over/(Under) Budget March 2018			 <u>(\$16,116,454)</u>		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

