Board Box

March 2019

March 21, 2019

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-18	Jan-19	Feb-19	YTD
Vehicle Trips		263,445	279,759	267,335	2,280,338
Passenger Trips		342,590	358,076	342,085	2,948,870
Backup Trips		20	15	29	200
No Shows		3.5%	3.0%	2.9%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	92.6%	92.0%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.05%	0.05%	0.06%
Excessively Long Trips	≤ 5%	4.4%	3.0%	3.2%	4.2%
Missed Trips	≤ 0.75%	0.58%	0.38%	0.41%	0.57%
Denials	≤ 0	0	0	1	5
On Time Performance (Access to Work)	≥ 94%	95.5%	96.1%	94.8%	95.3%

Call Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Reservations					
Answered Calls		251,274	256,662	237,802	2,073,862
Average Initial Hold Time	≤ 120 sec	75	67	74	83
Calls On Hold > 5 Minutes	≤ 5%	3.0%	2.1%	2.7%	4.4%
Estimated Time of Arrival (ETAs)					
Answered Calls		53,281	47,271	43,239	422,308
Average Initial Hold Time		76	61	66	91
Calls On Hold > 5 Minutes	≤ 10%	4.1%	2.3%	2.3%	6.0%

Complaints/Commendations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.6	2.6	3.6
Commendations Per 1,000 Trips		1.6	1.5	1.6	1.6

Safety

	Goal	Dec-18	Jan-19	Feb-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.06	0.15	0.20
Preventable Collisions Per 100,000 Miles		1.01	0.81	0.71	0.83
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.76	0.59	0.55	0.67
Miles Between Road Calls	≥ 25,000	45,533	84,229	63,275	45,600

Antelope Valley Region

Trip Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Vehicle Trips		11,995	13,145	12,168	105,965
Passenger Trips		15,869	17,103	15,790	138,535
No Shows		2.9%	2.5%	2.7%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	92.8%	92.0%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.11%	0.26%	0.09%
Excessively Long Trips	≤ 5%	2.3%	1.6%	2.7%	2.0%
Missed Trips	≤ 0.75%	0.86%	0.99%	0.87%	0.89%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 92%	93.8%	95.0%	100.0%	97.5%

Call Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Reservations					
Answered Calls		9,699	9,451	8,754	73,156
Average Initial Hold Time	≤ 120 sec	109	100	102	90
Calls On Hold > 5 Minutes	≤ 5%	4.9%	6.4%	5.2%	4.2%

	Goal	Dec-18	Jan-19	Feb-19	YTD
Estimated Time of Arrival (ETAs)					
Answered Calls		3,087	3,232	3,192	24,649
Average Initial Hold Time		53	42	41	44
Calls On Hold > 5 Minutes	≤ 10%	3.6%	1.8%	1.7%	1.9%

Complaints/Commendations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.5	2.6	2.3
Commendations Per 1,000 Trips		1.5	2.2	2.1	1.9

Safety

	Goal	Dec-18	Jan-19	Feb-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.08
Preventable Collisions Per 100,000 Miles		0.00	2.41	0.66	0.83
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	2.11	0.50	0.75
Miles Between Road Calls	≥ 25,000	25,797	27,610	18,825	28,329

Contractual Requirement

Eastern Region

Trip Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Vehicle Trips		78,737	84,784	78,175	679,590
Passenger Trips		104,759	111,398	102,608	898,313
No Shows		2.7%	2.4%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	92.9%	90.5%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.02%	0.05%	0.03%
Excessively Long Trips	≤ 5%	1.1%	1.2%	1.3%	1.1%
Missed Trips	≤ 0.75%	0.34%	0.31%	0.51%	0.31%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 95%	94.3%	93.8%	92.5%	94.4%

Call Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Reservations					
Answered Calls		69,739	72,400	67,572	573,786
Average Initial Hold Time	≤ 120 sec	52	36	47	70
Calls On Hold > 5 Minutes	≤ 5%	2.5%	1.4%	2.0%	5.4%

	Goal	Dec-18	Jan-19	Feb-19	YTD
Estimated Time of Arrival (ETA)					
Answered Calls		9,842	9,940	10,061	79,171
Average Initial Hold Time		45	31	38	53
Calls On Hold > 5 Minutes	≤ 10%	2.3%	0.9%	1.1%	3.5%

Complaints/Commendations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.9	3.5	3.1
Commendations Per 1,000 Trips		2.2	1.8	1.6	2.0

Safety

	Goal	Dec-18	Jan-19	Feb-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.30	0.10	0.00	0.18
Preventable Collisions Per 100,000 Miles		1.30	0.86	1.04	1.00
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	1.00	0.60	0.76	0.78
Miles Between Road Calls	≥ 25,000	166,473	262,023	95,732	95,875

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Vehicle Trips		2,763	3,021	3,096	24,677
Passenger Trips		3,240	3,581	3,564	29,083
No Shows		3.7%	2.2%	1.6%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	94.9%	95.2%	96.1%	94.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.06%	0.00%	0.06%
Excessively Long Trips	≤ 5%	4.1%	2.6%	2.3%	3.1%
Missed Trips	≤ 0.75%	1.03%	0.54%	0.86%	0.98%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Reservations					
Answered Calls		2,415	2,556	2,481	22,411
Average Initial Hold Time	≤ 120 sec	41	34	36	40
Calls On Hold > 5 Minutes	≤ 5%	1.6%	0.9%	0.7%	1.2%

	Goal	Dec-18	Jan-19	Feb-19	YTD
Estimated Time of Arrival (ETA)					
Answered Calls		520	562	559	2,881
Average Initial Hold Time		52	40	44	44
Calls On Hold > 5 Minutes	≤ 10%	3.1%	2.3%	2.0%	2.4%

Complaints/Commendations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.3	0.3	0.8
Commendations Per 1,000 Trips		0.0	1.0	0.0	0.4

Safety

	Goal	Dec-18	Jan-19	Feb-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	3.63	0.45
Preventable Collisions Per 100,000 Miles		0.00	3.64	3.63	0.91
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	2.73	2.72	0.68
Miles Between Road Calls	≥ 25,000	26,407	27,508	21,643	173,798

Contractual Requirement

Northern Region

Trip Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Vehicle Trips		46,139	49,207	47,346	402,850
Passenger Trips		58,445	61,104	58,773	505,050
No Shows		2.5%	2.3%	2.0%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	92.8%	92.0%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.05%	0.05%	0.07%
Excessively Long Trips	≤ 5%	5.1%	5.4%	5.3%	5.7%
Missed Trips	≤ 0.75%	0.37%	0.28%	0.29%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.5%	96.3%	91.3%	95.0%

Call Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Reservations					
Answered Calls		41,123	44,905	40,936	346,455
Average Initial Hold Time	≤ 120 sec	96	113	122	104
Calls On Hold > 5 Minutes	≤ 5%	3.1%	3.4%	4.4%	3.1%
Estimated Time of Arrival (ETA)					
Answered Calls		6,667	6,970	6,598	56,266
Average Initial Hold Time		103	120	132	105
Calls On Hold > 5 Minutes	≤ 10%	3.0%	4.9%	4.8%	3.9%

Complaints/Commendations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.2	2.2	2.2
Commendations Per 1,000 Trips		1.5	1.7	1.3	1.4

Safety

	Goal	Dec-18	Jan-19	Feb-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.48	0.00	0.34	0.19
Preventable Collisions Per 100,000 Miles		1.28	1.58	0.50	0.96
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	1.04	1.03	0.42	0.75
Miles Between Road Calls	≥ 25,000	51,986	126,577	74,597	78,684

Contractual Requirement

Southern Region

Trip Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Vehicle Trips		82,752	86,376	84,714	715,505
Passenger Trips		104,705	107,218	105,466	902,873
No Shows		4.7%	3.8%	3.7%	4.5%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	92.0%	93.9%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.05%	0.01%	0.09%
Excessively Long Trips	≤ 5%	8.3%	3.4%	3.5%	7.2%
Missed Trips	≤ 0.75%	0.95%	0.42%	0.28%	1.00%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 92%	95.8%	97.4%	97.9%	95.8%

Call Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Reservations					
Answered Calls		79,807	80,481	74,518	662,752
Average Initial Hold Time	≤ 120 sec	96	84	87	90
Calls On Hold > 5 Minutes	≤ 5%	3.9%	2.2%	2.6%	3.7%
Estimated Time of Arrival (ETA)					
Answered Calls		26,224	19,224	15,708	201,516
Average Initial Hold Time		100	71	77	120
Calls On Hold > 5 Minutes	≤ 10%	5.3%	2.7%	2.5%	8.7%

Complaints/Commendations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.9	2.9	2.3	5.8
Commendations Per 1,000 Trips		1.2	1.1	1.4	1.3

Safety

	Goal	Dec-18	Jan-19	Feb-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.00	0.20	0.30
Preventable Collisions Per 100,000 Miles		0.75	0.19	0.50	0.68
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.54	0.14	0.37	0.57
Miles Between Road Calls	≥ 25,000	27,388	66,636	55,831	27,115

Contractual Requirement

West Central Region

Trip Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Vehicle Trips		41,059	43,226	41,836	351,751
Passenger Trips		55,572	57,672	55,884	475,016
No Shows		4.0%	3.5%	3.6%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	92.7%	92.3%	90.2%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.08%	0.07%	0.05%
Excessively Long Trips	≤ 5%	3.6%	3.9%	4.2%	3.6%
Missed Trips	≤ 0.75%	0.41%	0.40%	0.50%	0.39%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 91%	96.9%	99.2%	96.6%	97.5%

Call Performance

	Goal	Dec-18	Jan-19	Feb-19	YTD
Reservations					
Answered Calls		48,491	46,869	43,541	395,302
Average Initial Hold Time	≤ 120 sec	51	35	45	71
Calls On Hold > 5 Minutes	≤ 5%	2.1%	1.2%	1.8%	5.6%
Estimated Time of Arrival (ETA)					
Answered Calls		6,941	7,343	7,121	57,825
Average Initial Hold Time		48	29	37	54
Calls On Hold > 5 Minutes	≤ 5%	2.6%	0.7%	1.3%	3.7%

Complaints/Commendations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.1	2.5	2.4
Commendations Per 1,000 Trips		1.8	1.5	2.3	1.6

Safety

	Goal	Dec-18	Jan-19	Feb-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.19	0.00	0.07
Preventable Collisions Per 100,000 Miles		0.99	0.39	0.61	0.68
Weighted Preventable Collisions Per 100,000 Miles	≤ 0.50	0.65	0.39	0.55	0.54
Miles Between Road Calls	≥ 25,000	45,782	51,934	70,819	49,111

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Dec-18	Jan-19	Feb-19	YTD
Eligible Customers		151,647	151,349	150,850	150,850
Total ADA Evaluations Performed		3,624	5,043	3,503	37,146
Days From Application to Decision (avg)	≤ 21	6	6	6	7

In Person Evaluations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Unrestricted		1,169	1,703	1,250	12,459
Restricted		542	761	583	6,103
Temporary		151	203	163	1,543
Not Eligible		236	335	257	3,244
Total		2,098	3,002	2,253	23,349

Paper Evaluations

	Goal	Dec-18	Jan-19	Feb-19	YTD
Unrestricted		1,525	2,041	1,250	13,790
Restricted		1	0	0	4
Temporary		0	0	0	1
Not Eligible		0	0	0	2
Total		1,526	2,041	1,250	13,797

Appeals

	Goal	Dec-18	Jan-19	Feb-19	YTD
Appeals Performed		177	141	140	1,410
Days From Appeal to Decision (avg)	≤ 30	13	7	7	9

Customer Service
Phone Statistics
Customer Service

	Goal	Dec-18	Jan-19	Feb-19	YTD
Customer Service Calls		24,791	29,725	25,021	243,835
Average Initial Hold Time	≤ 180 sec	99	67	97	91
Calls On Hold > 5 Minutes	≤ 10%	10.1%	6.3%	11.1%	8.9%
Call Duration	≤ 300 sec	275	258	272	268
Calls Abandoned	≤ 10%	3.3%	2.2%	3.1%	3.0%

Operations Monitoring Center

	Goal	Dec-18	Jan-19	Feb-19	YTD
Customer Service Calls		10,473	9,723	8,442	90,412
Average Initial Hold Time	≤ 180 sec	60	41	58	64
Calls On Hold > 5 Minutes	≤ 10%	5.5%	3.0%	5.8%	5.9%
Call Duration	≤ 300 sec	371	384	364	392
Calls Abandoned	≤ 10%	4.9%	2.6%	4.3%	4.6%

Contractual Requirement

March 21, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: DRAFT FINANCIAL REPORT FOR FEBRUARY 2019

Approved FY 2018/19 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 2.0% under budget
- Contract Revenue Miles: 0.3% over budget
- Trips: 1.0% under budget
- Total Eligibility Evaluations: 13.8% over budget
- Average Trip Distance: over budget by 0.09 miles at 9.34 miles
- Total cost per Passenger(before depreciation):0.1% over budget at $37.63
- Administration Function is 0.4% under budget
- Eligibility Determination Function is 13% over budget
- Purchased Transportation Function is 2.5% under budget
- Paratransit Operations Function is 2.9% under budget

Attached are the following reports for your review:

- Statistical Comparison: February 2018 to February 2019
- 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 2019

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	$89,968,678	$92,286,369	($2,317,691)	-2.5%	11%
Paratransit Operations	9%	$10,350,246	$10,659,711	($309,465)	-2.9%	15%
Eligibility Determination	5%	$5,772,510	$5,113,310	$659,200	13%	0%
CTSA/Ride Information	0.2%	$238,191	$438,757	($200,566)	-46%	207%
Administration	4%	$4,627,895	$4,645,146	($17,251)	-0.4%	3%
Total Exp before Depreciation		**$110,957,520**	**$113,143,293**	**($2,185,773)**	**-1.9%**	**10%**

Statistics - - For the YTD Period Ended February 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	37,146	32,640	4,506	13.8%	81.3%
Number of PAX	2,948,870	3,010,446	(61,576)	-2.0%	0.9%
Number of Contract Revenue Miles	21,307,524	21,301,031	6,493	0.03%	2.2%
Number of Trips	2,280,338	2,302,678	(22,340)	-1.0%	1.9%
Average Trip Distance	9.34	9.25	0.09	1.0%	0.3%
Purchased Transportation Cost					
Cost per Trip	$39.45	$40.08	($0.63)	-1.6%	14.6%
Cost per PAX	$30.51	$30.66	($0.15)	-0.5%	13.8%
Cost per Contract Rev Mile	$4.22	$4.33	($0.11)	0.0%	12.0%
Total Cost per Pax before Depreciation	$37.63	$37.58	$0.05	0.1%	8.3%

Budget Results for FY 2018/2019
For YTD Period Ending February 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	$6,716,876	$6,300,556	$416,320		
Other Revenue	$560,749	$267,481	$293,268		
Total Revenue	$7,277,625	$6,568,037	$709,588	10.8%	5%
Total Exp before Capital	$110,957,520	$113,143,293	($2,185,773)	-1.9%	10%
Capital Expenditures					
Vehicles	$5,284,227	$8,000,000	($2,715,773)		
Other Capital Expenditures	$373,271	$0	$373,271		
Total Capital Expenditures	$5,657,498	$8,000,000	($2,342,502)	-29.3%	714%
Over/(Under) Budget February 2018			($4,528,275)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST