Board Box

April 2018

APRIL 23, 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	Jan-18	Feb-18	Mar-18	YTD
Vehicle Trips		275,654	264,841	289,728	2,525,117
Passenger Trips		355,507	342,544	375,020	3,295,614
Backup Trips		12	2	13	117
No Shows		4.4%	4.1%	4.1%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	92.9%	93.5%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.06%	0.05%	0.08%
Excessively Long Trips	≤ 5%	4.5%	5.6%	5.3%	4.6%
Missed Trips	≤ 0.75%	0.63%	0.71%	0.67%	0.71%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.27%
On Time Performance (Access to Work)	≥ 94%	93.5%	95.0%	95.6%	94.1%

Call Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Reservations					
Answered Calls		262,811	250,352	270,344	2,405,395
Average Initial Hold Time	≤ 120	68	89	83	80
Calls On Hold > 5 Minutes	≤ 5%	3.2%	5.2%	4.6%	4.1%
Estimated Time of Arrival (ETAs)					
Answered Calls		43,937	45,407	46,731	454,788
Average Initial Hold Time		136	100	82	164
Calls On Hold > 5 Minutes	≤ 10%	13.8%	8.3%	5.4%	18.6%

Complaints/Commendations

	Goal	Jan-18	Feb-18	Mar-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.3	3.0	3.5
Commendations Per 1,000 Trips		1.9	1.6	1.7	1.8

Safety

	Goal	Jan-18	Feb-18	Mar-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.28	0.11	0.13	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.67	0.60	0.64	0.65
Miles Between Road Calls	≥ 25,000	51,350	41,324	35,098	34,969

Antelope Valley Region

Trip Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Vehicle Trips		12,329	12,342	13,343	115,868
Passenger Trips		16,812	16,516	18,037	156,888
No Shows		3.7%	2.9%	3.0%	3.1%
On Time Performance (Next Day Trips)	≥ 91%	94.9%	93.2%	92.7%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.09%	0.42%	0.08%
Excessively Long Trips	≤ 5%	2.0%	2.4%	2.2%	2.6%
Missed Trips	≤ 0.75%	0.86%	0.98%	0.92%	0.77%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.59%
On Time Performance (Access to Work)	≥ 94%	-	-	-	100.0%

Call Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Reservations					
Answered Calls		8,069	7,843	8,509	73,421
Average Initial Hold Time	≤ 120	76	74	72	93
Calls On Hold > 5 Minutes	≤ 5%	0.9%	1.1%	0.9%	2.7%

	Goal	Jan-18	Feb-18	Mar-18	YTD
Estimated Time of Arrival (ETAs)					
Answered Calls		2,571	2,691	2,709	7,971
Average Initial Hold Time		78	77	96	83
Calls On Hold > 5 Minutes	≤ 10%	13.2%	13.4%	5.2%	10.6%

Complaints/Commendations

	Goal	Jan-18	Feb-18	Mar-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.5	1.6	2.3
Commendations Per 1,000 Trips		2.1	2.1	1.8	2.1

Safety

	Goal	Jan-18	Feb-18	Mar-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.65	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.63	0.65	0.58	0.42
Miles Between Road Calls	≥ 25,000	19,771	77,424	12,254	21,569

Eastern Region

Trip Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Vehicle Trips		80,073	76,684	84,611	726,363
Passenger Trips		105,933	101,450	111,407	962,567
No Shows		2.4%	2.3%	2.5%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	94.6%	94.5%	94.8%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.01%	0.07%
Excessively Long Trips	≤ 5%	1.2%	1.2%	1.1%	1.3%
Missed Trips	≤ 0.75%	0.24%	0.24%	0.24%	0.40%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.15%
On Time Performance (Access to Work)	≥ 94%	95.5%	97.7%	96.7%	95.1%

Call Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Reservations					
Answered Calls		68,366	64,395	70,671	622,327
Average Initial Hold Time	≤ 120	69	92	79	68
Calls On Hold > 5 Minutes	≤ 5%	3.7%	6.0%	5.0%	3.4%

	Goal	Jan-18	Feb-18	Mar-18	YTD
Estimated Time of Arrival (ETA)					
Answered Calls		9,195	8,696	9,593	88,022
Average Initial Hold Time		49	78	61	98
Calls On Hold > 5 Minutes	≤ 10%	2.9%	6.3%	4.4%	9.9%

Complaints/Commendations

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

Safety

	Goal	Jan-18	Feb-18	Mar-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.21	0.09	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.49	0.93	1.12	0.78
Miles Between Road Calls	≥ 25,000	127,192	74,641	82,179	55,888

Santa Clarita Region

Trip Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Vehicle Trips		3,216	3,175	3,471	29,521
Passenger Trips		3,749	3,667	4,057	34,397
No Shows		2.6%	2.7%	3.0%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	94.0%	95.4%	95.0%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.03%	0.00%	0.04%
Excessively Long Trips	≤ 5%	3.0%	2.9%	3.5%	3.2%
Missed Trips	≤ 0.75%	0.73%	0.61%	0.66%	0.61%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.00%
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Reservations					
Answered Calls		3,567	3,660	3,255	31,973
Average Initial Hold Time	≤ 120	51	105	39	57
Calls On Hold > 5 Minutes	≤ 5%	2.3%	4.6%	1.2%	2.4%

Complaints/Commendations

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

Safety

	Goal	Jan-18	Feb-18	Mar-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	1.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.37
Miles Between Road Calls	≥ 25,000	28,974	30,000	31,824	67,422

SF Valley Region

Trip Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Vehicle Trips		48,510	46,739	50,929	447,282
Passenger Trips		60,431	58,366	64,020	557,655
No Shows		4.0%	3.6%	3.9%	4.2%
On Time Performance (Next Day Trips)	≥ 91%	92.9%	92.4%	92.7%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.05%	0.04%	0.09%
Excessively Long Trips	≤ 5%	6.8%	7.0%	6.6%	7.2%
Missed Trips	≤ 0.75%	0.55%	0.48%	0.48%	0.63%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.15%
On Time Performance (Access to Work)	≥ 94%	89.9%	91.7%	96.1%	91.6%

Call Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Reservations					
Answered Calls		40,907	42,026	44,061	397,632
Average Initial Hold Time	≤ 120	82	96	92	91
Calls On Hold > 5 Minutes	≤ 5%	3.0%	3.6%	3.8%	3.6%
Estimated Time of Arrival (ETA)					
Answered Calls		2,654	2,400	2,253	25,433
Average Initial Hold Time		53	58	49	64
Calls On Hold > 5 Minutes	≤ 10%	1.9%	2.7%	1.8%	3.6%

Complaints/Commendations

	Goal	Jan-18	Feb-18	Mar-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.5	1.0	1.7
Commendations Per 1,000 Trips		1.6	1.5	1.5	1.9

Safety

	Goal	Jan-18	Feb-18	Mar-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.32	0.17	0.00	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.96	0.50	0.92	0.55
Miles Between Road Calls	≥ 25,000	56,980	35,521	38,566	57,792

Southern Region

Trip Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Vehicle Trips		89,771	85,540	92,739	820,069
Passenger Trips		112,979	108,730	117,925	1,068,274
No Shows		6.5%	6.5%	6.1%	5.4%
On Time Performance (Next Day Trips)	≥ 91%	90.9%	91.6%	92.7%	90.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.12%	0.07%	0.09%
Excessively Long Trips	≤ 5%	7.4%	10.1%	10.0%	7.2%
Missed Trips	≤ 0.75%	1.03%	1.44%	1.31%	1.04%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.43%
On Time Performance (Access to Work)	≥ 94%	97.1%	93.9%	94.2%	94.7%

Call Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Reservations					
Answered Calls		92,425	85,069	92,065	828,386
Average Initial Hold Time	≤ 120	65	83	87	92
Calls On Hold > 5 Minutes	≤ 5%	2.3%	4.3%	4.2%	4.6%
Estimated Time of Arrival (ETA)					
Answered Calls		22,376	24,763	27,433	270,854
Average Initial Hold Time		210	122	99	212
Calls On Hold > 5 Minutes	≤ 10%	23.4%	10.0%	6.6%	25.0%

Complaints/Commendations

	Goal	Jan-18	Feb-18	Mar-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	5.4	6.0	5.2	5.8
Commendations Per 1,000 Trips		1.4	1.2	1.2	1.3

Safety

	Goal	Jan-18	Feb-18	Mar-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.32	0.08	0.23	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.48	0.24	0.31	0.59
Miles Between Road Calls	≥ 25,000	34,802	29,476	23,822	22,255

West Central Region

Trip Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Vehicle Trips		41,743	40,361	44,622	385,915
Passenger Trips		55,591	53,815	59,561	515,718
No Shows		3.9%	3.8%	4.0%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	93.8%	93.0%	93.6%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.03%	0.03%	0.07%
Excessively Long Trips	≤ 5%	3.1%	3.9%	3.5%	3.6%
Missed Trips	≤ 0.75%	0.39%	0.37%	0.40%	0.53%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.29%
On Time Performance (Access to Work)	≥ 94%	94.4%	97.4%	95.8%	95.7%

Call Performance

	Goal	Jan-18	Feb-18	Mar-18	YTD
Reservations					
Answered Calls		49,477	47,359	51,783	451,656
Average Initial Hold Time	≤ 120	63	91	77	66
Calls On Hold > 5 Minutes	≤ 5%	4.7%	8.0%	6.4%	4.9%
Estimated Time of Arrival (ETA)					
Answered Calls		7,141	6,857	7,452	65,217
Average Initial Hold Time		44	66	54	93
Calls On Hold > 5 Minutes	≤ 10%	2.6%	4.7%	3.3%	9.2%

Complaints/Commendations

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

Safety

	Goal	Jan-18	Feb-18	Mar-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.00	0.18	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.15	0.80	0.18	0.72
Miles Between Road Calls	≥ 25,000	74,624	49,907	60,961	45,132

Eligibility and Appeals

Eligibility

	Goal	Jan-18	Feb-18	Mar-18	YTD
Eligible Customers		161,536	162,363	160,915	160,915
ADA Evaluations Performed		3,069	3,062	2,787	22,973
Days From Application to Decision (avg)	≤ 21	13	12	12	14

Eligibility Determinations

	Goal	Jan-18	Feb-18	Mar-18	YTD
Unrestricted		1,473	1,442	1,312	11,978
Restricted		559	616	673	4,419
Temporary		179	161	172	1,519
Not Eligible		858	843	630	5,057
Total		3,069	3,062	2,787	22,973

Appeals

	Goal	Jan-18	Feb-18	Mar-18	YTD
Appeals Performed		80	125	173	935
Days From Appeal to Decision (avg)	≤ 30	13	9	7	9

Customer Service
Phone Statistics

Customer Service

	Goal	Jan-18	Feb-18	Mar-18	YTD
Customer Service Calls		36,810	32,782	36,752	302,196
Average Initial Hold Time	≤ 180 sec	55	78	24	160
Calls on Hold over 5 Minutes	≤ 10%	5.3%	8.7%	2.0%	21.0%
Call Duration	≤ 300 sec	275	267	266	306
Calls Abandoned	≤ 10%	2.1%	2.9%	0.8%	5.6%

Operations Monitoring Center

	Goal	Jan-18	Feb-18	Mar-18	YTD
Customer Service Calls		11,004	10,185	11,875	100,248
Average Initial Hold Time	≤ 180 sec	54	66	38	125
Calls on Hold over 5 Minutes	≤ 10%	4.6%	6.7%	2.6%	15.3%
Call Duration	≤ 300 sec	421	411	370	432
Calls Abandoned	≤ 10%	4.3%	5.9%	2.6%	9.5%

APRIL 23, 2018

TO: **BOARD OF DIRECTORS**

FROM: **HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE**

RE: **FINANCIAL REPORT FOR FEBRUARY 2017**

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

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

- Passengers: 4.5% under budget
- Contract Revenue Miles: 4.6% under budget
- Trips: 4.3% under budget
- Completed Eligibility Interviews: 24.8% under budget
- Average Trip Distance: 0.2% under budget at 9.34 miles
- Total cost per Passenger (before depreciation): 4.3% under budget
- Administration Function is 5% under budget
- Eligibility Determination Function is 34% 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: February 2016 to February 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 February 2018

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	$81,228,960	$85,240,873	($4,011,913)	-5%	6%
Paratransit Operations	9%	$8,918,066	$11,078,640	($2,160,574)	-20%	-29%
Eligibility Determination	6%	$5,737,177	$8,738,162	($3,000,985)	-34%	-9%
CTSA/Ride Information	0.1%	$77,660	$209,504	($131,844)	-63%	-81%
Administrative	5%	$4,615,602	$4,860,580	($244,978)	-5%	14%
Total Exp before Depreciation		**$100,577,465**	**$110,127,759**	**($9,550,294)**	**-8.7%**	**0.7%**

Statistics - - For the YTD Period Ended February 2018

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	19,747	26,273	(6,526)	-24.8%	-22.8%
Number of PAX	2,893,580	3,031,042	(137,462)	-4.5%	1.2%
Number of Contract Revenue Miles	20,653,789	21,646,380	(992,591)	-4.6%	1.8%
Number of Trips	2,211,851	2,311,650	(99,799)	-4.3%	-0.5%
Average Trip Distance	9.34	9.36	(0.02)	-0.2%	2.3%
Purchased Transportation Cost					
Cost per Trip	$36.72	$36.87	($0.15)	-0.4%	6.6%
Cost per PAX	$28.07	$28.12	($0.05)	-0.2%	4.8%
Cost per Contract Rev Mile	$3.93	$3.94	($0.01)	0.0%	4.2%
Total Cost per Pax before Depreciation	$34.76	$36.33	($1.57)	-4.3%	-0.4%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	$6,271,655	$6,442,498	($170,843)		
Other Revenue	$650,131	$213,328	$436,803		
Total Revenue	$6,921,786	$6,655,826	$265,960	4.0%	-1%
Total Exp before Capital	$100,577,465	$110,127,759	($9,550,294)	-9%	1%
Capital Expenditures					
Vehicles	$75,081	$4,052,370	($3,977,289)		
Other Capital Expenditures	$368,037	$0	$368,037		
Total Capital Expenditures	$443,118	$4,052,370	($3,609,252)	-89%	-95%
Over/(Under) Budget February 2018			($13,159,546)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

YTD Cost per PAX