

## VICTOR VALLEY TRANSIT AUTHORITY

### **Expanded Reports for January 2021.**

The attached expanded Performance Reports are presented to provide an overview of the transit system's costs and performance.

- "Next" invoice for BAT and VVTA, October and November, 2020.
- Monthly Performance Charts: Passengers Per Revenue Hour, VVTA and BAT.
- Monthly Performance Statistics Systemwide Summary.
- Monthly Ridership Report.
- Program Statistics: Operating Costs and Passenger Revenue, VVTA and BAT.
- Fort Irwin Revenue and Expenses.
- Monthly Complaint and Compliment Reports.
- Lift Deployment and Bike Rack Use Logs.
- Monthly ADA Denial Report.
- On-time Performance Report.
- Miles Between Roadcalls.
- PERMA Loss Detail Report.

**Keolis Transit Services**17150 Smoke Tree St.  
Hesperia Calif. 92345

INVOICE NO. 0060073-IN

BILL TO Victor Valley Transit Authority  
17150 Smoke Tree St.  
Hesperia, CA 92345

DATE 11/2/2020

CONTRACT NAME:  
Victor Valley TransitAttention: Mr. Kevin Kane  
Executive Director

MONTH October

BILLING PERIOD 10/01/20 to 10/31/20

	Budgeted Revenue hours	Actual Revenue hours	Variance in Missed Service	Budgeted Expense	Actual Expense	Variance ( + or - )	Budgeted Expense Year-to-date	Actual Expense Year-to-date	Variance ( + or - ) Year-to-date
ADA ParaTransit	3,233.00	2,636.41		\$326,242.03	\$266,040.13	(\$60,201.90)	\$330,177.52	\$266,040.13	(\$64,137.39)
Subscription	1,172.00	28.50		\$118,266.52	\$2,875.94	(\$115,390.59)	\$114,331.03	\$2,875.94	(\$111,455.09)
Regional Fixed Rt	11,471.98	11,451.41	(20.57)	\$1,001,503.85	\$999,708.09	(\$1,795.76)	\$1,001,503.85	\$999,708.09	(\$1,795.76)
County	1,864.06	1,856.18	(7.88)	\$162,732.44	\$162,044.51	(\$687.92)	\$162,732.44	\$162,374.51	(\$357.93)
Rte. 200	-	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
B. V. Link/Lifeline	634.81	630.43	(4.38)	\$55,418.91	\$55,036.54	(\$382.37)	\$55,418.91	\$55,036.54	(\$382.37)
Fort Irwin	497.20	494.18	(3.02)	\$46,060.61	\$45,780.84	(\$279.77)	\$46,060.61	\$45,780.84	(\$279.77)
Barstow-Fixed Route	1,926.71	1,926.00	(0.71)	\$168,201.78	\$168,139.80	(\$61.98)	\$168,201.78	\$168,139.80	(\$61.98)
Barstow-County	791.31	788.94	(2.37)	\$69,081.36	\$68,874.46	(\$206.90)	\$69,081.36	\$68,874.46	(\$206.90)
Barstow-DAR	454.00	167.39		\$45,813.14	\$16,891.32	(\$28,921.82)	\$45,813.14	\$16,891.32	(\$28,921.82)
<b>SUBTOTALS</b>	<b>22,045.07</b>	<b>19,979.44</b>		<b>\$1,993,320.65</b>	<b>\$1,785,391.64</b>	<b>-\$207,929.01</b>	<b>\$1,993,320.64</b>	<b>\$1,785,721.63</b>	<b>-\$207,599.01</b>

\* County routes include 21,22,23, and 25

**TOTAL INVOICE INCLUDING VARIANCE****\$1,785,391.64**Please REMIT TO:  
Keolis Transit Services, LLC  
470 Atlantic Avenue, 5th Floor  
Boston, MA 02210

Manager's Signature and Business Phone

**Keolis Transit Services**17150 Smoke Tree St.  
Hesperia Calif. 92345

INVOICE NO.

0080075-IN

## BILL TO

Victor Valley Transit Authority  
17150 Smoke Tree St.  
Hesperia, CA 92345

DATE

12/1/2020

CONTRACT NAME:

Victor Valley Transit

Attention: Mr. Kevin Kane  
Executive Director

MONTH

November

BILLING PERIOD

11/01/20 to 11/30/20

	Budgeted Revenue hours	Actual Revenue hours	Variance in Missed Service	Budgeted Expense	Actual Expense	Variance ( + or - )	Budgeted Expense Year-to-date	Actual Expense Year-to-date	Variance ( + or - ) Year-to-date
ADA ParaTransit	3,233.00	2,247.39		\$326,242.03	\$226,784.12	(\$99,457.91)	\$656,419.55	\$492,824.25	(\$163,595.30)
Subscription	1,172.00	22.25		\$118,266.52	\$2,245.25	(\$116,021.27)	\$232,597.55	\$5,121.19	(\$227,476.36)
Regional Fixed Rt	10,548.56	10,532.23	(16.33)	\$920,889.29	\$919,463.68	(\$1,425.61)	\$1,922,393.14	\$1,919,171.77	(\$3,221.37)
County	1,719.74	1,716.28	(3.46)	\$150,133.30	\$149,831.24	(\$302.06)	\$312,865.74	\$312,205.75	(\$659.99)
B.V. Link/Lifeline	565.28	562.35	(2.93)	\$49,348.94	\$49,093.16	(\$255.79)	\$104,767.85	\$104,129.70	(\$638.15)
Fort Irwin	452.00	450.00	(2.00)	\$41,873.28	\$41,688.00	(\$185.28)	\$87,933.89	\$87,468.84	(\$465.05)
Barstow-Fixed Route	1,787.89	1,787.00	(0.89)	\$156,082.80	\$156,005.10	(\$77.70)	\$324,284.58	\$324,144.90	(\$139.68)
Barstow-County	733.29	733.00	(0.29)	\$64,016.22	\$63,990.90	(\$25.32)	\$133,097.58	\$132,865.36	(\$232.22)
Barstow-DAR	454.00	164.36		\$45,813.14	\$16,585.57	(\$29,227.57)	\$91,626.28	\$33,476.89	(\$58,149.39)
<b>SUBTOTALS</b>	<b>20,665.76</b>	<b>18,214.86</b>		<b>\$1,872,665.52</b>	<b>\$1,625,687.02</b>	<b>-\$246,978.50</b>	<b>\$3,865,986.16</b>	<b>\$3,411,408.65</b>	<b>-\$454,577.51</b>

\* County routes include 21,22,23, and 25

TOTAL INVOICE INCLUDING VARIANCE

\$1,625,687.02

## Please REMIT TO:

Keolis Transit Services, LLC  
470 Atlantic Avenue, 5th Floor  
Boston, MA 02210

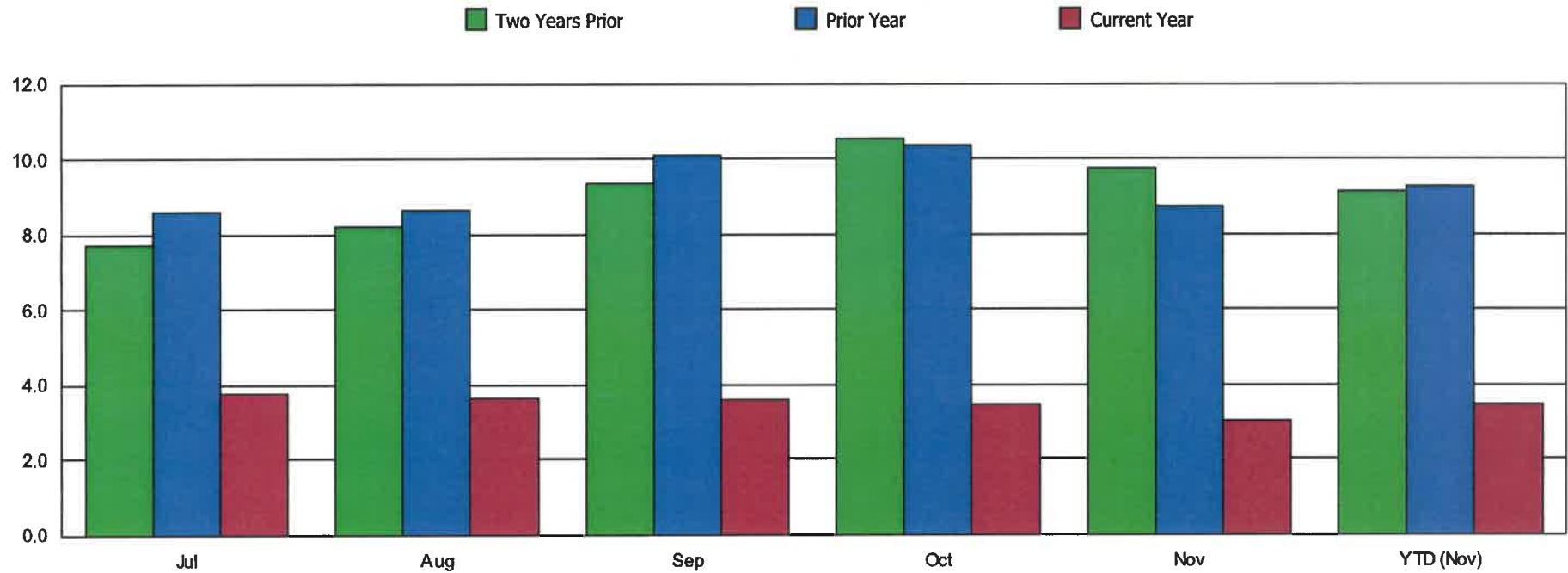
Manager's Signature and Business Phone

***FY 2021 -- Monthly Performance Charts***

Program - Regional Routes  
Year-To-Date through November  
All Routes

***Passengers Per Revenue Hour***

Target: None

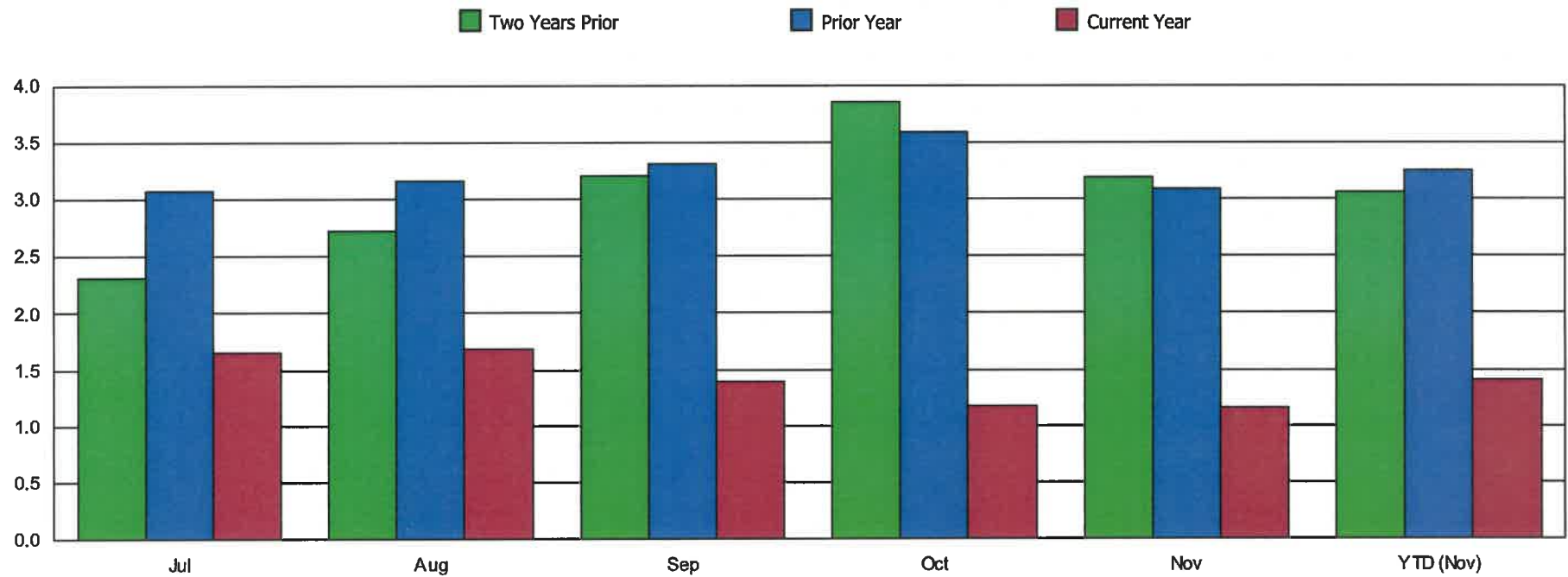


***FY 2021 -- Monthly Performance Charts***

Program - County Routes  
Year-To-Date through November  
All Routes

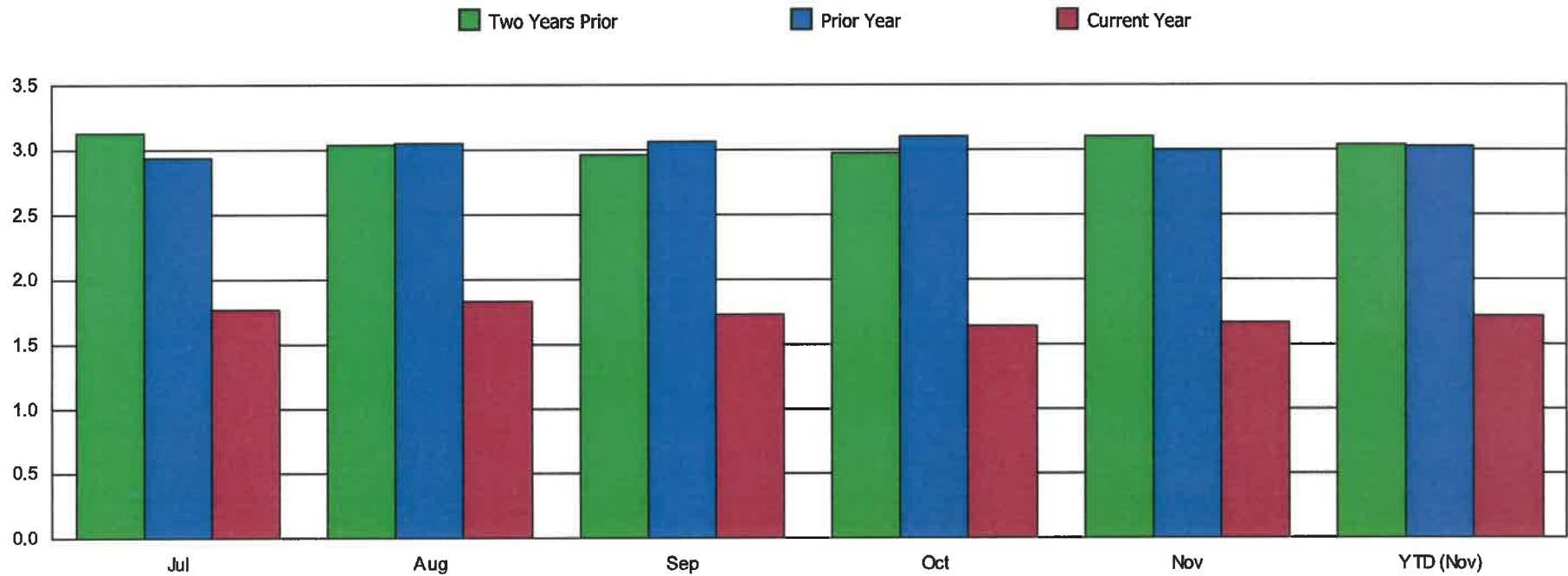
***Passengers Per Revenue Hour***

Target: None



**Passengers Per Revenue Hour**

Target: None

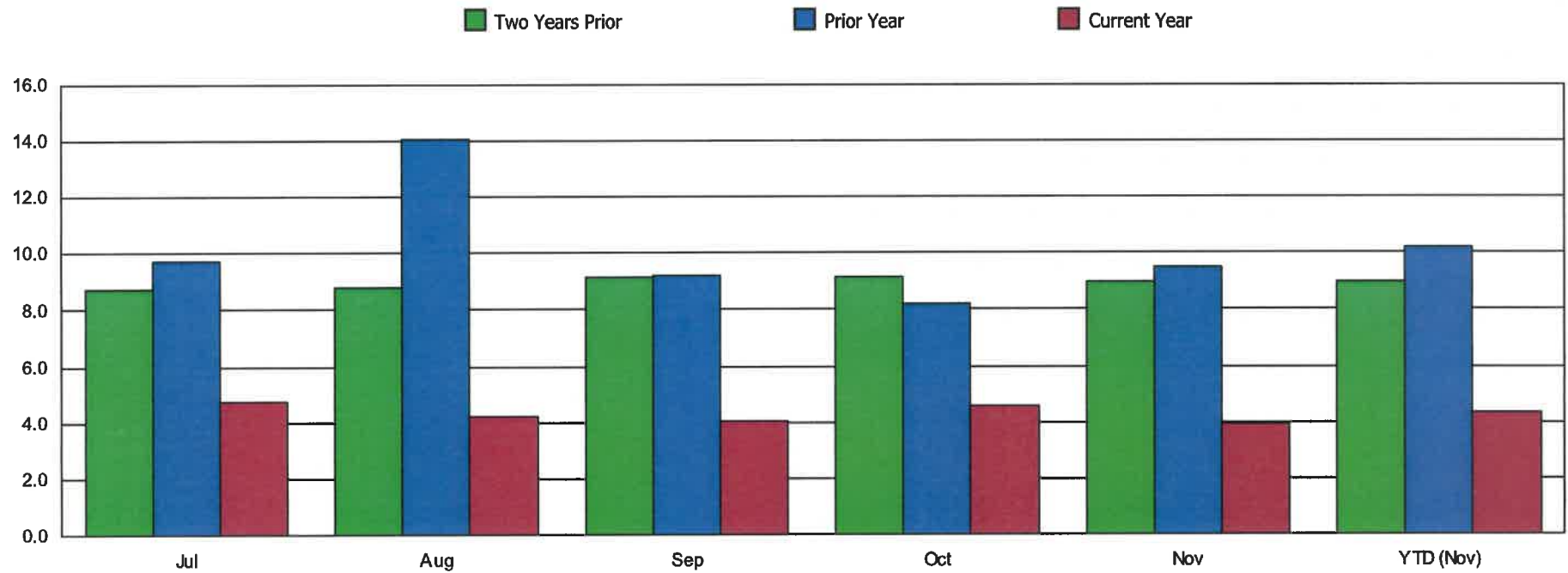


***FY 2021 -- Monthly Performance Charts***

Program - Intercity  
Year-To-Date through November  
All Routes

***Passengers Per Revenue Hour***

Target: None

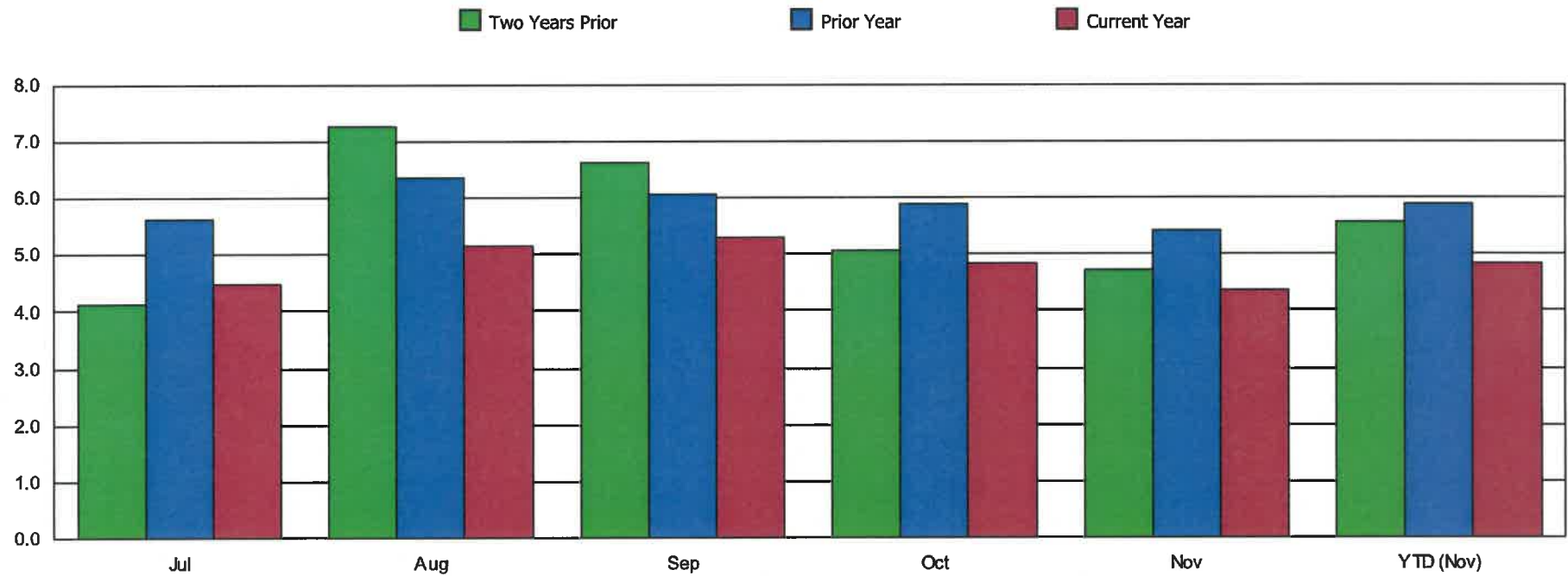


***FY 2021 -- Monthly Performance Charts***

**Program - Commuter Bus  
Year-To-Date through November  
All Routes**

***Passengers Per Revenue Hour***

**Target: None**



***FY 2021 -- Monthly Performance Charts***

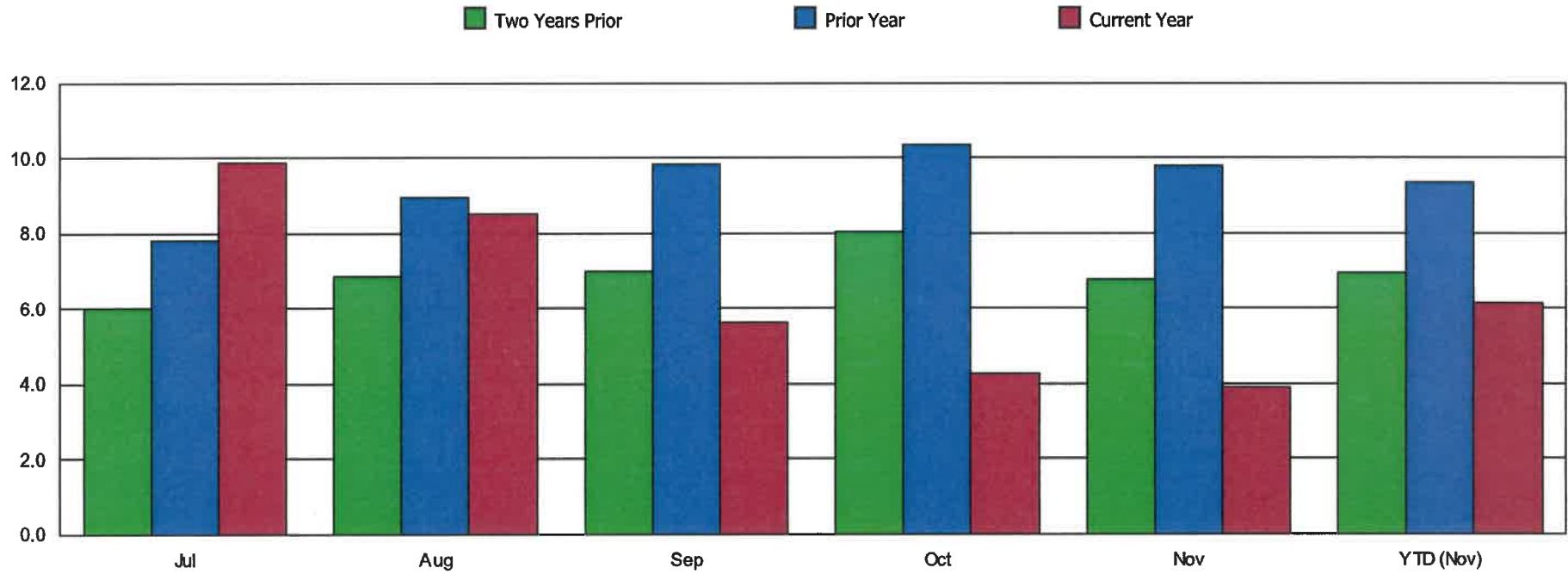
**Program - Barstow City Fixed Routes**

**Year-To-Date through November**

**All Routes**

***Passengers Per Revenue Hour***

**Target: None**



***FY 2021 -- Monthly Performance Charts***

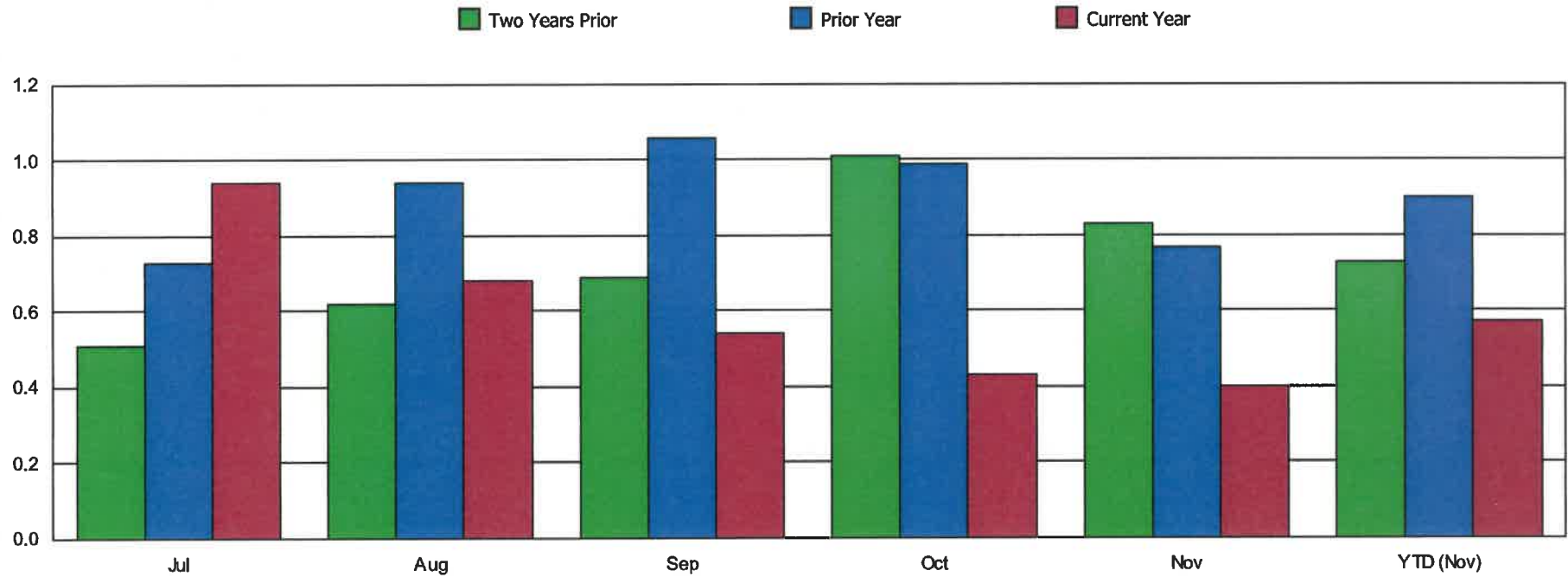
**Program - Barstow County Routes**

**Year-To-Date through November**

**All Routes**

***Passengers Per Revenue Hour***

**Target: None**



***FY 2021 -- Monthly Performance Charts***

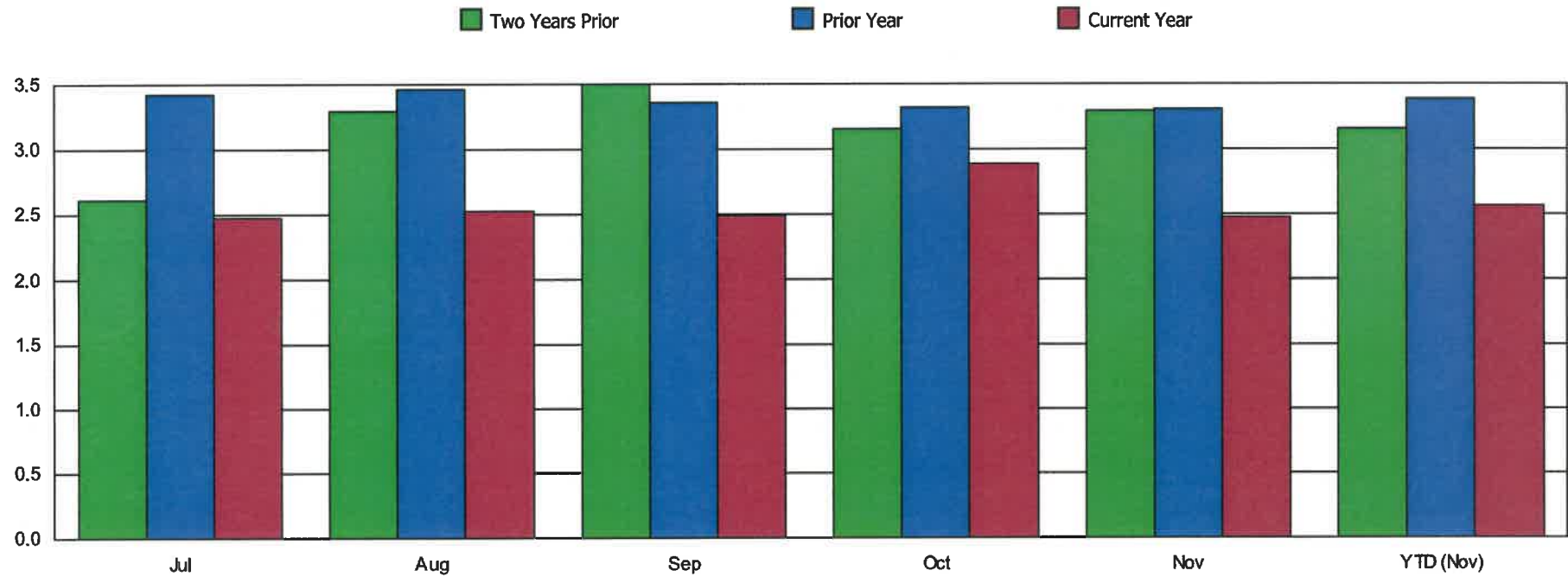
**Program - Barstow Demand Response**

**Year-To-Date through November**

**All Routes**

***Passengers Per Revenue Hour***

**Target: None**



**FY 2021 -- Monthly Performance Statistics by Mode**  
**Systemwide Summary**  
**All Routes**

**Performance Statistics for October**

Mode	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers Per Rev. Hour	Operating Cost Per Passenger	Operating Cost Per Rev. Hour	Passenger Revenue Per Passenger	Passenger Revenue Per Rev. Hour	Farebox Recovery Ratio
Bus (Motorbus)	53,367	16,625.3	\$1,871,305	\$108,095	3.2	\$35.06	\$112.56	\$2.03	\$6.50	5.78%
Commuter Bus	2,370	492.2	\$60,697	\$32,996	4.8	\$25.61	\$123.33	\$13.92	\$67.04	54.36%
Demand Response	5,337	3,133.7	\$361,958	\$11,867	1.7	\$67.82	\$115.50	\$2.22	\$3.79	3.28%
<b>System Total</b>	<b>61,074</b>	<b>20,251.2</b>	<b>\$2,293,960</b>	<b>\$152,958</b>	<b>3.0</b>	<b>\$37.56</b>	<b>\$113.28</b>	<b>\$2.50</b>	<b>\$7.55</b>	<b>6.67%</b>



**FY 2021 -- Monthly Performance Statistics by Mode**  
**Systemwide Summary**  
**All Routes**

**Performance Statistics for November**

Mode	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers Per Rev. Hour	Operating Cost Per Passenger	Operating Cost Per Rev. Hour	Passenger Revenue Per Passenger	Passenger Revenue Per Rev. Hour	Farebox Recovery Ratio
Bus (Motorbus)	43,182	15,318.1	\$1,709,396	\$75,814	2.8	\$39.59	\$111.59	\$1.76	\$4.95	4.44%
Commuter Bus	1,960	450.0	\$58,354	\$28,070	4.4	\$29.77	\$129.69	\$14.32	\$62.38	48.10%
Demand Response	4,534	2,643.7	\$313,297	\$13,020	1.7	\$69.10	\$118.51	\$2.87	\$4.93	4.16%
<b>System Total</b>	<b>49,676</b>	<b>18,411.7</b>	<b>\$2,081,047</b>	<b>\$116,904</b>	<b>2.7</b>	<b>\$41.89</b>	<b>\$113.03</b>	<b>\$2.35</b>	<b>\$6.35</b>	<b>5.62%</b>

**Total (All Day Types)**

Mode	Passengers		Passengers Per Revenue Hour		Farebox Recovery Ratio	
	Prior Year	Current Year	Prior Year	Current Year	Prior Year	Current Year
Bus (Motorbus)	153,463	53,367	9.1	3.2	13.27%	5.78%
Commuter Bus	3,043	2,370	5.9	4.8	56.73%	54.36%
Demand Response	17,736	5,337	3.1	1.7	8.64%	3.28%
<b>System Total</b>	<b>174,242</b>	<b>61,074</b>	<b>7.5</b>	<b>3.0</b>	<b>13.28%</b>	<b>6.67%</b>



## Monthly Ridership Report

November, FY 2021

Bus (Motorbus), Commuter Bus, Demand Response Only

### Total (All Day Types)

Mode	Passengers		Passengers Per Revenue Hour		Farebox Recovery Ratio	
	Prior Year	Current Year	Prior Year	Current Year	Prior Year	Current Year
Bus (Motorbus)	122,645	43,182	7.8	2.8	16.26%	4.44%
Commuter Bus	2,452	1,960	5.4	4.3	68.08%	48.10%
Demand Response	14,918	4,534	3.0	1.7	13.06%	4.16%
<b>System Total</b>	<b>140,015</b>	<b>49,676</b>	<b>6.6</b>	<b>2.7</b>	<b>16.89%</b>	<b>5.62%</b>

## FY 2021 -- Program Statistics

Year-To-Date Through November

Regional Routes

All Routes

Operating Costs					
Target: None					
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance
Jul	\$931,909	\$1,030,799	\$937,290	(\$93,509)	(9.07%)
Aug	\$1,027,778	\$1,030,799	\$938,605	(\$92,194)	(8.94%)
Sep	\$952,942	\$1,030,799	\$995,117	(\$35,681)	(3.46%)
Oct	\$1,027,940	\$1,030,799	\$1,310,346	\$279,547	27.11%
Nov	\$949,384	\$1,030,799	\$1,183,974	\$153,176	14.85%
YTD Total	\$4,889,954	\$5,153,993	\$5,365,332	\$211,339	4.10%

***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**County Routes**

**All Routes**

<b>Operating Costs</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Costs</b>	<b>FY 2021 Budget Costs</b>	<b>FY 2021 Actual Costs</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$139,541	\$167,133	\$163,951	(\$3,182)	(1.90%)
Aug	\$154,195	\$167,133	\$161,272	(\$5,861)	(3.50%)
Sep	\$143,061	\$167,133	\$164,388	(\$2,745)	(1.64%)
Oct	\$151,085	\$167,133	\$196,971	\$29,838	17.85%
Nov	\$145,099	\$167,133	\$184,916	\$17,783	10.63%
YTD Total	\$732,981	\$835,665	\$871,498	\$35,833	4.28%

# ***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**Community Transit**

**All Routes**

<b>Operating Costs</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Costs</b>	<b>FY 2021 Budget Costs</b>	<b>FY 2021 Actual Costs</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$403,391	\$445,146	\$238,151	(\$206,995)	(46.50%)
Aug	\$473,077	\$445,146	\$232,122	(\$213,024)	(47.85%)
Sep	\$435,119	\$445,146	\$249,861	(\$195,285)	(43.86%)
Oct	\$485,551	\$445,146	\$338,960	(\$106,186)	(23.85%)
Nov	\$430,506	\$445,146	\$291,148	(\$153,998)	(34.59%)
YTD Total	\$2,227,644	\$2,225,730	\$1,350,241	(\$875,489)	(39.33%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**Intercity**

**All Routes**

<b>Operating Costs</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Costs</b>	<b>FY 2021 Budget Costs</b>	<b>FY 2021 Actual Costs</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$60,267	\$70,716	\$66,768	(\$3,948)	(5.58%)
Aug	\$66,386	\$70,716	\$63,361	(\$7,355)	(10.40%)
Sep	\$59,818	\$70,716	\$64,309	(\$6,407)	(9.06%)
Oct	\$65,100	\$70,716	\$69,722	(\$994)	(1.40%)
Nov	\$64,592	\$70,716	\$65,458	(\$5,258)	(7.43%)
YTD Total	\$316,162	\$353,580	\$329,618	(\$23,962)	(6.77%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**Commuter Bus**

**All Routes**

<b>Operating Costs</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Costs</b>	<b>FY 2021 Budget Costs</b>	<b>FY 2021 Actual Costs</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$54,026	\$61,232	\$66,140	\$4,908	8.01%
Aug	\$54,830	\$61,232	\$58,333	(\$2,899)	(4.73%)
Sep	\$50,266	\$61,232	\$60,771	(\$462)	(0.75%)
Oct	\$55,918	\$61,232	\$60,697	(\$535)	(0.87%)
Nov	\$51,365	\$61,232	\$58,354	(\$2,878)	(4.70%)
YTD Total	\$266,405	\$306,160	\$304,294	(\$1,866)	(0.60%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November  
Barstow City Fixed Routes  
All Routes**

<b>Operating Costs</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Costs</b>	<b>FY 2021 Budget Costs</b>	<b>FY 2021 Actual Costs</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$151,892	\$176,124	\$145,527	(\$30,597)	(17.37%)
Aug	\$165,440	\$176,124	\$138,784	(\$37,339)	(21.20%)
Sep	\$150,276	\$176,124	\$155,593	(\$20,531)	(11.65%)
Oct	\$165,911	\$176,124	\$208,166	\$32,042	18.19%
Nov	\$155,278	\$176,124	\$193,753	\$17,630	10.00%
YTD Total	\$788,798	\$880,618	\$841,823	(\$38,795)	(4.40%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**Barstow County Routes**

**All Routes**

<b>Operating Costs</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Costs</b>	<b>FY 2021 Budget Costs</b>	<b>FY 2021 Actual Costs</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$68,476	\$71,983	\$57,806	(\$14,177)	(19.69%)
Aug	\$71,679	\$71,983	\$55,929	(\$16,054)	(22.30%)
Sep	\$68,665	\$71,983	\$64,037	(\$7,946)	(11.03%)
Oct	\$76,123	\$71,983	\$86,100	\$14,117	19.61%
Nov	\$67,991	\$71,983	\$81,295	\$9,312	12.93%
YTD Total	\$352,934	\$359,915	\$345,166	(\$14,749)	(4.09%)

**FY 2021 -- Program Statistics**  
**Year-To-Date Through November**  
**Barstow Demand Response**  
**All Routes**

Operating Costs					
Target: None					
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance
Jul	\$27,773	\$30,914	\$25,504	(\$5,410)	(17.50%)
Aug	\$32,341	\$30,914	\$22,319	(\$8,594)	(27.80%)
Sep	\$25,811	\$30,914	\$20,670	(\$10,243)	(33.13%)
Oct	\$34,710	\$30,914	\$22,998	(\$7,915)	(25.60%)
Nov	\$28,058	\$30,914	\$22,149	(\$8,765)	(28.35%)
YTD Total	\$148,693	\$154,568	\$113,640	(\$40,928)	(26.47%)

# ***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**Regional Routes**

**All Routes**

<b>Passenger Revenue</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Revenue</b>	<b>FY 2021 Budget Revenue</b>	<b>FY 2021 Actual Revenue</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$67,816	\$75,148	\$85,660	\$10,512	13.98%
Aug	\$173,265	\$75,148	\$27,092	(\$48,055)	(63.94%)
Sep	\$122,743	\$75,148	\$29,043	(\$46,105)	(61.35%)
Oct	\$149,515	\$75,148	\$88,050	\$12,902	17.16%
Nov	\$180,729	\$75,148	\$63,942	(\$11,205)	(14.91%)
YTD Total	\$694,067	\$375,738	\$293,787	(\$81,951)	(21.81%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**County Routes**

**All Routes**

<b>Passenger Revenue</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Revenue</b>	<b>FY 2021 Budget Revenue</b>	<b>FY 2021 Actual Revenue</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$11,334	\$15,160	\$2,626	(\$12,535)	(82.68%)
Aug	\$95,782	\$15,160	\$3,730	(\$11,430)	(75.39%)
Sep	\$6,300	\$15,160	\$3,560	(\$11,600)	(76.51%)
Oct	\$8,804	\$15,160	\$3,098	(\$12,062)	(79.56%)
Nov	\$7,606	\$15,160	\$2,493	(\$12,667)	(83.55%)
YTD Total	\$129,826	\$75,802	\$15,508	(\$60,294)	(79.54%)

# ***FY 2021 -- Program Statistics***

**Year-To-Date Through November  
Community Transit  
All Routes**

Passenger Revenue					
Target: None					
Month	FY 2020 Actual Revenue	FY 2021 Budget Revenue	FY 2021 Actual Revenue	Budget Variance	% Variance
Jul	\$41,061	\$25,756	\$4,253	(\$21,503)	(83.48%)
Aug	\$43,104	\$25,756	\$5,592	(\$20,164)	(78.28%)
Sep	\$43,005	\$25,756	\$12,710	(\$13,046)	(50.65%)
Oct	\$42,440	\$25,756	\$11,044	(\$14,712)	(57.12%)
Nov	\$57,411	\$25,756	\$12,008	(\$13,748)	(53.37%)
YTD Total	\$227,021	\$128,780	\$45,608	(\$83,172)	(64.58%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**Intercity**

**All Routes**

<b>Passenger Revenue</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Revenue</b>	<b>FY 2021 Budget Revenue</b>	<b>FY 2021 Actual Revenue</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$16,842	\$12,820	\$9,010	(\$3,809)	(29.71%)
Aug	\$23,911	\$12,820	\$9,717	(\$3,103)	(24.20%)
Sep	\$17,888	\$12,820	\$9,874	(\$2,945)	(22.97%)
Oct	\$25,964	\$12,820	\$10,715	(\$2,105)	(16.41%)
Nov	\$25,146	\$12,820	\$5,448	(\$7,371)	(57.49%)
YTD Total	\$109,751	\$64,098	\$44,765	(\$19,334)	(30.16%)

**FY 2021 -- Program Statistics**

Year-To-Date Through November

Commuter Bus

All Routes

Passenger Revenue					
Target: None					
Month	FY 2020 Actual Revenue	FY 2021 Budget Revenue	FY 2021 Actual Revenue	Budget Variance	% Variance
Jul	\$34,067	\$37,333	\$32,745	(\$4,588)	(12.28%)
Aug	\$34,111	\$37,333	\$31,404	(\$5,929)	(15.88%)
Sep	\$30,833	\$37,333	\$31,178	(\$6,156)	(16.48%)
Oct	\$31,720	\$37,333	\$32,996	(\$4,337)	(11.61%)
Nov	\$34,969	\$37,333	\$28,070	(\$9,264)	(24.81%)
YTD Total	\$165,700	\$186,667	\$156,393	(\$30,274)	(16.21%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November  
Barstow City Fixed Routes  
All Routes**

<b>Passenger Revenue</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Revenue</b>	<b>FY 2021 Budget Revenue</b>	<b>FY 2021 Actual Revenue</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$5,017	\$5,248	\$5,706	\$458	8.72%
Aug	\$14,510	\$5,248	\$2,400	(\$2,848)	(54.27%)
Sep	\$10,523	\$5,248	\$6,858	\$1,611	30.69%
Oct	\$10,593	\$5,248	\$4,995	(\$253)	(4.81%)
Nov	\$8,870	\$5,248	\$3,179	(\$2,069)	(39.42%)
YTD Total	\$49,513	\$26,239	\$23,137	(\$3,102)	(11.82%)

# ***FY 2021 -- Program Statistics***

**Year-To-Date Through November**

**Barstow County Routes**

**All Routes**

<b>Passenger Revenue</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Revenue</b>	<b>FY 2021 Budget Revenue</b>	<b>FY 2021 Actual Revenue</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$2,336	\$4,839	\$1,584	(\$3,254)	(67.25%)
Aug	\$2,789	\$4,839	\$852	(\$3,987)	(82.39%)
Sep	\$3,363	\$4,839	\$2,265	(\$2,574)	(53.19%)
Oct	\$2,411	\$4,839	\$1,237	(\$3,602)	(74.44%)
Nov	\$2,450	\$4,839	\$751	(\$4,088)	(84.48%)
YTD Total	\$13,349	\$24,194	\$6,688	(\$17,505)	(72.35%)

***FY 2021 -- Program Statistics***

**Year-To-Date Through November  
Barstow Demand Response  
All Routes**

<b>Passenger Revenue</b>					
<b>Target: None</b>					
<b>Month</b>	<b>FY 2020 Actual Revenue</b>	<b>FY 2021 Budget Revenue</b>	<b>FY 2021 Actual Revenue</b>	<b>Budget Variance</b>	<b>% Variance</b>
Jul	\$2,477	\$4,843	\$715	(\$4,128)	(85.23%)
Aug	\$2,714	\$4,843	\$732	(\$4,111)	(84.88%)
Sep	\$2,827	\$4,843	\$730	(\$4,113)	(84.92%)
Oct	\$2,531	\$4,843	\$823	(\$4,019)	(82.99%)
Nov	\$2,490	\$4,843	\$1,012	(\$3,831)	(79.10%)
YTD Total	\$13,039	\$24,214	\$4,012	(\$20,202)	(83.43%)

Victor Valley Transit Authority

NTC-FT. IRWIN (REVENUES & EXPENSES)

	<u>JULY</u>	<u>AUGUST</u>	<u>SEPTEMBER</u>	<u>OCTOBER</u>	<u>NOVEMBER</u>	<u>DECEMBER</u>	<u>2020 JANUARY</u>	<u>Project to Date Totals</u>	<u>Avg (monthly)</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>		
Cash Fares	\$ 354	\$ 335	\$ 408	\$ 466	\$ 215			\$ 1,778	\$ 355.55
Prepaid Fares	\$ 32,325	\$ 30,990	\$ 30,675	\$ 32,445	\$ 27,855			\$ 154,290	\$ 30,858.00
Base Shuttle Subsidy	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000			\$ 20,000	\$ 4,000.00
<b>Total Revenue</b>	<b>\$ 36,679</b>	<b>\$ 35,325</b>	<b>\$ 35,083</b>	<b>\$ 36,911</b>	<b>\$ 32,070</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 176,068</b>	<b>\$ 35,214</b>
Operations Exp	\$ 41,023	\$ 37,394	\$ 37,394	\$ 45,781	\$ 41,688			\$ 203,279	\$ 40,655.87
Fuel Exp	\$ 7,574	\$ 7,453	\$ 9,196	\$ 5,362	\$ 8,057			\$ 37,643	\$ 7,528.60
Bank Fees	\$ 912	\$ 1,710	\$ 894	\$ 869	\$ 503			\$ 4,888	\$ 977.55
Other Exp	\$ 65	\$ 93	\$ 93	\$ 92	\$ 59			\$ 400	\$ 80.05
<b>Total Expense</b>	<b>\$ 49,574</b>	<b>\$ 46,649</b>	<b>\$ 47,577</b>	<b>\$ 52,104</b>	<b>\$ 50,307</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 246,210</b>	<b>\$ 49,242</b>
<b>Net Activity</b>	<b>\$ (12,895)</b>	<b>\$ (11,325)</b>	<b>\$ (12,494)</b>	<b>\$ (15,192)</b>	<b>\$ (18,237)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (70,143)</b>	<b>\$ (14,028.54)</b>
Income/Expense Ratio	74%	76%	74%	71%	64%	#DIV/0!	#DIV/0!	%	72%

# Victor Valley Transit Authority

## Monthly Report of Complaints

Fiscal Year 2020-2021

October 2020		SERVICE RELATED COMPLAINTS						DRIVER/DISPATCH RELATED COMPLAINTS					TOTAL COMPLAINTS	
		TIME		ROUTE	VEHICLE	COVID	CONCERNS	DISCOURTEOUS	UNSAFE OPERATING	FAILURE TO			CURRENT MONTH	YEAR TO DATE
		FAST	SLOW	DESIGN	CONDITION	FARES				PICKUP	TRANSFER	DROP OFF		
Regional Fixed Route														
	1												0	1
	2												0	1
	3												0	0
	6 Barstow College												0	0
	15		1										1	7
	101					1							1	1
	200												0	0
	25							1					1	1
	31												0	1
	32												0	1
	33												0	0
	40					1							1	3
	41												0	2
	42												0	0
	43												0	0
	46												0	0
	47												0	0
	50/50X												0	3
	51												0	0
	52												0	1
	53								1	1			2	4
	54												0	0
	55												0	0
	64												0	0
	66												0	1
	68							2					2	2
TOTAL REGIONAL FIXED RT		0	1	0	0	0	2	3	1	1	0	0	8	29
County Routes														
	21 Tri-Comm.												0	1
	22 Helendale												0	0
	23 Lucerne Valley												0	0
	28 Hinkley/Helendale												0	0
	29 Yermo/Newberry Springs												0	0
TOTAL COMMUNITY ROUTES		0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Paratransit														
	Direct Access		1										1	1
	Subscription												0	0
TOTAL ADA PARATRANSIT		0	1	0	0	0	0	0	0	0	0	0	1	1
Personnel														
	Customer Service												0	0
	Routing & Scheduling												0	0
	Dispatch												0	1
	Passenger to Passenger												0	0
TOTAL PERSONNEL		0	0	0	0	0	0	0	0	0	0	0	0	1
TOTAL COMPLAINTS		0	2	0	0	0	2	3	1	1	0	0	9	31

# Victor Valley Transit Authority Monthly Report of Complaints

Fiscal Year 2020/2021

November 2020	SERVICE RELATED COMPLAINTS						DRIVER/DISPATCH RELATED COMPLAINTS						TOTAL COMPLAINTS	
	TIME		ROUTE	VEHICLE	COVID	CONCERNS	DISCOURTEOUS	UNSAFE OPERATING	FAILURE TO			MISC.	CURRENT MONTH	YEAR TO DATE
	FAST	SLOW	DESIGN	CONDITION	FARES				PICKUP	TRANSFER	DROP OFF			
Regional Fixed Route														
1													0	1
2													0	1
3													0	0
6 Barstow College													0	0
15		1					1						2	9
101													0	1
200													0	0
25													0	1
31													0	1
32													0	1
33													0	0
40													0	3
41													0	2
42													0	0
43													0	0
46													0	0
47													0	0
50/50X													0	3
51													0	0
52							1						1	2
53								1					1	5
54													0	0
55													0	0
64													0	0
66													0	1
68													0	2
<b>TOTAL REGIONAL FIXED RT</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>33</b>
County Routes														
21 Tri-Comm.													0	1
22 Helendale													0	0
23 Lucerne Valley													0	0
28 Hinkley/Helendale													0	0
29 Yermo/Newberry Springs													0	0
<b>TOTAL COMMUNITY ROUTES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
ADA Paratransit														
Direct Access													0	1
Subscription													0	0
<b>TOTAL ADA PARATRANSIT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Personnel														
Customer Service													0	0
Routing & Scheduling													0	0
Dispatch													0	1
Passenger to Passenger													0	0
<b>TOTAL PERSONNEL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>TOTAL COMPLAINTS</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>36</b>



## Employee Commendations! Month of November 2020

ADA Passenger would like to compliment driver Mario. She stated he is an excellent driver and he is very kind and helpful.

**LIFT DEPLOYMENT REPORT**  
**FY 20-21**

Route #	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	YTD TOTAL
1	196	247	262	286	267								1258
101	2	0	0	2	1								5
2	54	55	99	109	114								431
200	0	0	0	0	0								0
3	59	80	87	81	39								346
6	59	66	61	57	43								286
15	30	5	12	20	23								90
21	1	2	4	7	3								17
22	6	6	1	13	4								30
23	13	18	24	13	39								107
25	0	2	2	2	3								9
28	0	1	2	0	1								4
29	6	8	22	10	9								55
31	16	22	23	52	40								153
32	53	35	39	55	82								264
33	8	10	5	12	15								50
40	2	3	5	2	8								20
41	85	43	33	45	46								252
42	7	10	9	5	2								33
43	31	77	54	37	25								224
47	4	5	6	2	7								24
50	98	62	92	205	169								626
51	44	17	40	29	24								154
52	20	17	23	49	61								170
53	38	15	29	79	42								203
54	12	3	11	14	3								43
55	7	11	12	3	8								41
64	17	30	24	38	22								131
66	6	7	10	21	20								64
68	50	61	42	40	48								241
TOTAL, CURRENT	851	820	957	1189	1078	0	0	0	0	0	0	0	5331
TOTAL, LAST YEAR	901	1379	1672	1966	1640								7558

There was no wheel chair pass up in the month of October and three (3) pass ups in November, 2020.

Prepared by: Debi Lorrain

**BIKE RACK REPORT**  
**FY 20-21**

Route #	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	YTD TOTAL
1	61	110	97	52	34								344
191	23	1	22	8	12								66
2	15	11	26	17	9								78
200	0	0	0	0	0								0
3	47	45	65	41	29								227
6	39	35	20	26	20								140
15	161	59	93	174	126								613
21	67	65	43	10	47								232
22	42	43	32	68	43								228
23	65	70	67	45	59								326
25	1	2	0	3	8								14
28	2	8	0	0	1								11
29	9	16	18	30	25								98
31	61	37	38	109	76								321
32	198	135	124	176	183								816
33	28	55	44	64	55								246
40	106	35	83	14	43								283
41	140	140	155	175	189								799
42	23	32	39	29	62								175
43	191	148	129	194	137								799
47	16	28	27	32	69								172
50/50X	125	137	144	392	137								935
51	61	77	55	35	132								360
52	140	87	102	257	222								808
53	59	54	56	152	83								404
54	31	14	41	34	27								147
55	98	95	92	76	20								381
54	31	25	56	28	25								166
66	62	5	44	71	50								232
68	118	119	95	103	128								563
TOTAL, CURRENT	2,032	1,689	1,807	2,415	2,041	0	0	0	0	0	0	0	9,984
TOTAL, LAST YEAR	1,860	3,913	3,874	4,282	3,454								17,383

There was no bicycle pass ups in October and November, 2020

Prepared By: Debi Lorrah

## ADA Dispatch Denial Report

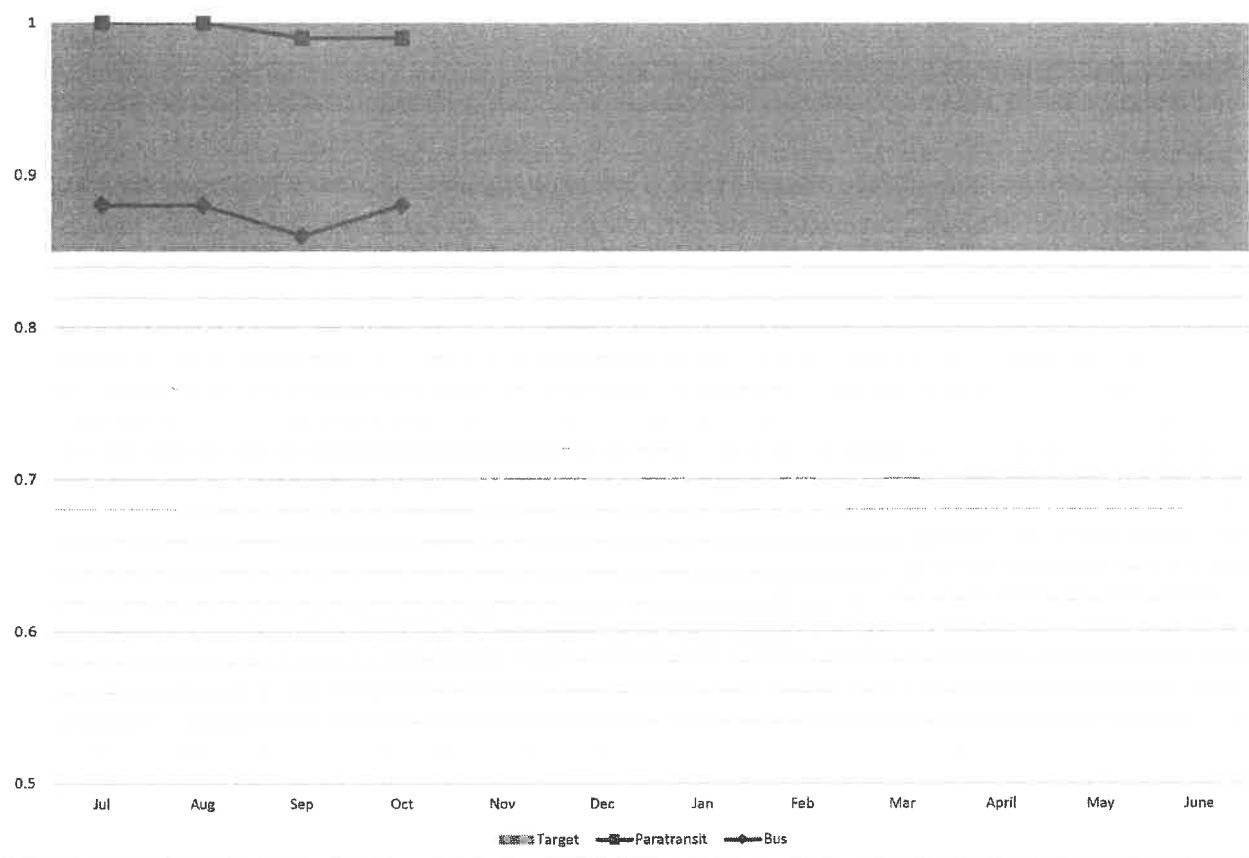
### For the Month of October 2020

[illegible]

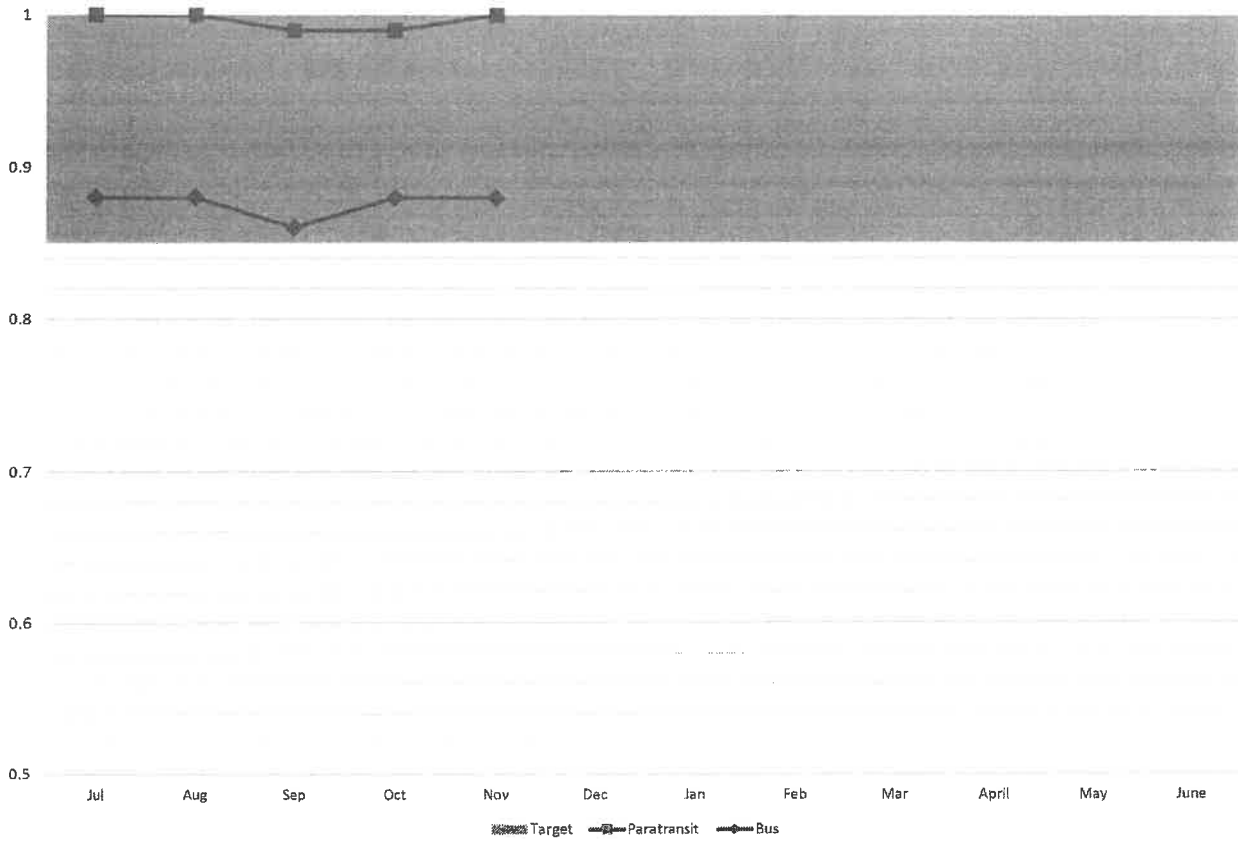
## For the Month of November 2020

[illegible]

FY 21 System Wide Schedule Adherence



FY 21 System Wide Schedule Adherence



**October 2020**  
**Major and Non-Major**  
**Miles between road calls - VVTA and Barstow**

	Total Miles	Road Calls	Miles Between Road Calls
Demand Response	45,923	6	7,654
Commuter Bus	19,251	5	3,850
Motor Bus	285,972	115	2,487
<b>Total System</b>	<b>351,146</b>	<b>126</b>	<b>2,787</b>

**November 2020**  
**Major and Non-Major**  
**Miles between road calls - VVTA and Barstow**

	Total Miles	Road Calls	Miles Between Road Calls
Demand Response	37,788	4	9,447
Commuter Bus	17,603	1	17,603
Motor Bus	263,415	87	3,028
<b>Total System</b>	<b>318,806</b>	<b>92</b>	<b>3,465</b>

# VICTOR VALLEY TRANSIT

## Policy Year Summary

Print Date: 10/30/2020

Page 1

Policy Year	Claim Count			Reserves			Payments			Total Incurred		
Code	Open	Closed	Total	Indemnity	Expenses	Total	Indemnity	Expenses	Total	Indemnity	Expenses	Total
FY1998	0	7	7	0	0	0	9,207	21,571	30,778	9,207	21,571	30,778
FY1999	0	3	3	0	0	0	0	0	0	0	0	0
FY2000	0	3	3	0	0	0	965	0	965	965	0	965
FY2001	0	4	4	0	0	0	0	0	0	0	0	0
FY2001NC	0	1	1	0	0	0	0	0	0	0	0	0
FY2002	0	7	7	0	0	0	0	0	0	0	0	0
FY2003	0	1	1	0	0	0	0	0	0	0	0	0
FY2004	0	3	3	0	0	0	0	0	0	0	0	0
FY2005	0	2	2	0	0	0	0	0	0	0	0	0
FY2006	0	3	3	0	0	0	0	0	0	0	0	0
FY2007	0	3	3	0	0	0	0	0	0	0	0	0
FY2008	0	2	2	0	0	0	0	0	0	0	0	0
FY2009	0	1	1	0	0	0	0	0	0	0	0	0
FY2010	0	1	1	0	0	0	0	0	0	0	0	0
FY2012	0	2	2	0	0	0	0	0	0	0	0	0
FY2013	0	3	3	0	0	0	0	0	0	0	0	0
FY2014	1	4	5	0	0	0	0	19,206	19,206	0	19,206	19,206
FY2015	0	4	4	0	0	0	0	0	0	0	0	0
FY2016	0	7	7	0	0	0	2,991	0	2,991	2,991	0	2,991
FY2017	1	8	9	0	0	0	0	0	0	0	0	0
FY2018	1	6	7	0	0	0	0	0	0	0	0	0
FY2019	2	8	10	0	0	0	0	0	0	0	0	0
FY2020	2	0	2	0	0	0	0	0	0	0	0	0
FY2021	2	0	2	0	0	0	0	0	0	0	0	0
<b>Totals:</b>	<b>9</b>	<b>83</b>	<b>92</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13,164</b>	<b>40,777</b>	<b>53,941</b>	<b>13,164</b>	<b>40,777</b>	<b>53,941</b>

# VICTOR VALLEY TRANSIT

## Policy Year Summary

Print Date: 11/30/2020

Page 1

Policy Year	Claim Count			Reserves			Payments			Total Incurred		
	Open	Closed	Total	Indemnity	Expenses	Total	Indemnity	Expenses	Total	Indemnity	Expenses	Total
FY1998	0	7	7	0	0	0	9,207	21,571	30,778	9,207	21,571	30,778
FY1999	0	3	3	0	0	0	0	0	0	0	0	0
FY2000	0	3	3	0	0	0	965	0	965	965	0	965
FY2001	0	4	4	0	0	0	0	0	0	0	0	0
FY2001NC	0	1	1	0	0	0	0	0	0	0	0	0
FY2002	0	7	7	0	0	0	0	0	0	0	0	0
FY2003	0	1	1	0	0	0	0	0	0	0	0	0
FY2004	0	3	3	0	0	0	0	0	0	0	0	0
FY2005	0	2	2	0	0	0	0	0	0	0	0	0
FY2006	0	3	3	0	0	0	0	0	0	0	0	0
FY2007	0	3	3	0	0	0	0	0	0	0	0	0
FY2008	0	2	2	0	0	0	0	0	0	0	0	0
FY2009	0	1	1	0	0	0	0	0	0	0	0	0
FY2010	0	1	1	0	0	0	0	0	0	0	0	0
FY2012	0	2	2	0	0	0	0	0	0	0	0	0
FY2013	0	3	3	0	0	0	0	0	0	0	0	0
FY2014	1	4	5	0	0	0	0	19,206	19,206	0	19,206	19,206
FY2015	0	4	4	0	0	0	0	0	0	0	0	0
FY2016	0	7	7	0	0	0	2,991	0	2,991	2,991	0	2,991
FY2017	1	8	9	0	0	0	0	0	0	0	0	0
FY2018	1	6	7	0	0	0	0	0	0	0	0	0
FY2019	2	8	10	0	0	0	0	0	0	0	0	0
FY2020	2	0	2	0	0	0	0	0	0	0	0	0
FY2020NC	1	0	1	0	0	0	0	0	0	0	0	0
FY2021	2	0	2	0	0	0	0	0	0	0	0	0
<b>Totals:</b>	<b>10</b>	<b>83</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13,164</b>	<b>40,777</b>	<b>53,941</b>	<b>13,164</b>	<b>40,777</b>	<b>53,941</b>