



**Access Services**  
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# Board Box

October 2019

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**November 18, 2019**

**TO: BOARD OF DIRECTORS**  
**FROM: MELISSA MUNGIA, BUSINESS ANALYST**  
**RE: KEY PERFORMANCE INDICATORS**

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**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	Jul-19	Aug-19	Sep-19	YTD
Vehicle Trips		309,541	320,586	311,868	941,995
Passenger Trips		397,791	412,619	397,504	1,207,914
Backup Trips		59	133	81	273
No Shows		2.7%	2.7%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	90.6%	88.7%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.16%	0.26%	0.16%
Excessively Long Trips	≤ 5%	2.9%	3.3%	3.4%	3.2%
Missed Trips	≤ 0.75%	0.35%	0.59%	0.71%	0.54%
Denials	≤ 0	1	2	2	5
On Time Performance (Access to Work)	≥ 94%	97.2%	95.2%	92.3%	94.9%

### Call Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
<i>Reservations</i>					
Answered Calls		246,994	257,384	260,959	765,575
Average Initial Hold Time	≤ 120 sec	69	91	89	83
Calls On Hold > 5 Minutes	≤ 5%	2.9%	6.0%	4.7%	4.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		45,101	53,375	51,921	150,397
Average Initial Hold Time		64	86	86	80
Calls On Hold > 5 Minutes	≤ 10%	3.0%	5.9%	5.3%	4.8%

### Complaints/Commendations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.8	3.5	3.0
Commendations Per 1,000 Trips		1.2	1.1	1.2	1.2

### Safety

	Goal	Jul-19	Aug-19	Sep-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.10	0.34	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.70	0.59	0.71	0.65
Miles Between Road Calls	≥ 25,000	66,332	59,988	49,272	57,659

## Antelope Valley Region Trip Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
Vehicle Trips		13,310	14,520	14,159	41,989
Passenger Trips		17,452	19,928	19,808	57,188
No Shows		2.3%	2.4%	2.5%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	90.7%	90.5%	87.0%	89.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.10%	0.50%	0.22%
Excessively Long Trips	≤ 5%	2.3%	3.4%	4.6%	3.3%
Missed Trips	≤ 0.75%	1.01%	0.74%	2.31%	1.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	90.9%	100.0%	88.9%	93.4%

## Call Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
<i>Reservations</i>					
Answered Calls		9,887	8,818	8,321	27,026
Average Initial Hold Time	≤ 120 sec	52	113	40	68
Calls On Hold > 5 Minutes	≤ 5%	12.4%	11.9%	2.0%	9.0%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		3,081	4,494	4,104	11,679
Average Initial Hold Time		51	47	59	52
Calls On Hold > 5 Minutes	≤ 10%	3.2%	2.8%	4.6%	3.5%

## Complaints/Commendations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.5	2.3	3.7	3.2
Commendations Per 1,000 Trips		1.0	0.6	0.9	0.8

## Safety

	Goal	Jul-19	Aug-19	Sep-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.56	1.03	0.52	0.71
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.42	0.00	0.65	0.35
Miles Between Road Calls	≥ 25,000	11,162	19,364	13,787	14,131

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
Vehicle Trips		90,498	93,420	91,355	275,273
Passenger Trips		118,976	122,362	118,496	359,834
No Shows		2.4%	2.4%	2.7%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	88.4%	85.5%	88.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.38%	0.52%	0.32%
Excessively Long Trips	≤ 5%	1.0%	1.3%	1.6%	1.3%
Missed Trips	≤ 0.75%	0.33%	0.87%	1.03%	0.75%
Denials	≤ 0	0	1	1	2
On Time Performance (Access to Work)	≥ 95%	94.5%	92.5%	87.4%	91.5%

## Call Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
<i>Reservations</i>					
Answered Calls		70,353	72,053	73,250	215,656
Average Initial Hold Time	≤ 120 sec	56	77	70	68
Calls On Hold > 5 Minutes	≤ 5%	3.8%	6.7%	5.7%	5.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,393	12,424	12,708	35,525
Average Initial Hold Time		47	82	72	68
Calls On Hold > 5 Minutes	≤ 10%	2.9%	7.4%	6.5%	5.7%

## Complaints/Commendations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.8	5.1	4.0
Commendations Per 1,000 Trips		1.5	1.6	1.6	1.6

## Safety

	Goal	Jul-19	Aug-19	Sep-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.00	0.44	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.51	0.39	1.20	0.69
Miles Between Road Calls	≥ 25,000	188,794	72,434	59,444	83,519

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
Vehicle Trips		3,710	4,036	4,121	11,867
Passenger Trips		4,513	4,832	4,862	14,207
No Shows		2.0%	2.6%	2.4%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	95.1%	91.2%	89.7%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.08%	0.19%	0.10%
Excessively Long Trips	≤ 5%	2.1%	2.8%	4.0%	3.0%
Missed Trips	≤ 0.75%	0.59%	0.86%	0.75%	0.74%
Denials	≤ 0	1	0	1	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
<i>Reservations</i>					
Answered Calls		3,014	3,290	4,094	10,398
Average Initial Hold Time	≤ 120 sec	51	53	183	104
Calls On Hold > 5 Minutes	≤ 5%	2.0%	1.8%	13.6%	6.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		498	596	571	1,665
Average Initial Hold Time		73	85	99	86
Calls On Hold > 5 Minutes	≤ 10%	4.4%	5.4%	5.3%	5.0%

## Complaints/Commendations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.3	0.0	0.2	0.2
Commendations Per 1,000 Trips		0.3	0.2	0.0	0.2

## Safety

	Goal	Jul-19	Aug-19	Sep-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	35,453	38,177	36,452	110,082

Contractual Requirement

## Northern Region Trip Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
Vehicle Trips		54,332	56,470	53,729	164,531
Passenger Trips		67,667	70,788	65,849	204,304
No Shows		2.0%	2.0%	2.2%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.8%	91.7%	91.0%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.05%	0.13%	0.07%
Excessively Long Trips	≤ 5%	4.4%	4.7%	1.3%	4.0%
Missed Trips	≤ 0.75%	0.21%	0.32%	0.43%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.0%	95.1%	94.2%	96.3%

## Call Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
<i>Reservations</i>					
Answered Calls		36,922	42,723	42,586	122,231
Average Initial Hold Time	≤ 120 sec	127	122	104	117
Calls On Hold > 5 Minutes	≤ 5%	3.8%	6.8%	3.0%	4.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,800	7,671	6,754	20,225
Average Initial Hold Time		105	92	108	101
Calls On Hold > 5 Minutes	≤ 10%	2.2%	4.0%	3.8%	3.4%

## Complaints/Commendations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.9	1.9	1.9
Commendations Per 1,000 Trips		1.5	1.2	1.1	1.3

## Safety

	Goal	Jul-19	Aug-19	Sep-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.14	0.29	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.25	0.34	0.29	0.63
Miles Between Road Calls	≥ 25,000	77,728	65,882	138,387	84,645

Contractual Requirement

## Southern Region Trip Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
Vehicle Trips		100,452	103,720	101,495	305,667
Passenger Trips		126,101	129,825	126,254	382,180
No Shows		3.0%	3.0%	3.0%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	94.0%	92.4%	91.3%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.02%	0.01%
Excessively Long Trips	≤ 5%	4.1%	4.7%	5.4%	4.7%
Missed Trips	≤ 0.75%	0.25%	0.40%	0.37%	0.31%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	98.3%	96.4%	94.6%	96.4%

## Call Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
<i>Reservations</i>					
Answered Calls		82,129	83,986	85,124	251,239
Average Initial Hold Time	≤ 120 sec	63	93	109	89
Calls On Hold > 5 Minutes	≤ 5%	1.5%	4.1%	3.9%	3.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,858	20,089	19,405	57,352
Average Initial Hold Time		70	98	101	90
Calls On Hold > 5 Minutes	≤ 10%	3.2%	5.9%	4.9%	4.8%

## Complaints/Commendations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.3	3.1	2.7
Commendations Per 1,000 Trips		1.0	0.8	0.9	0.9

## Safety

	Goal	Jul-19	Aug-19	Sep-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.09	0.17	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.83	0.91	0.58	0.78
Miles Between Road Calls	≥ 25,000	88,019	58,785	39,899	56,089

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
Vehicle Trips		47,239	48,420	47,009	142,668
Passenger Trips		63,082	64,884	62,235	190,201
No Shows		3.8%	3.9%	3.7%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	90.7%	89.1%	86.1%	88.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.23%	0.19%	0.43%	0.27%
Excessively Long Trips	≤ 5%	2.7%	2.9%	3.2%	2.9%
Missed Trips	≤ 0.75%	0.62%	0.85%	0.84%	0.77%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	94.0%	98.1%

### Call Performance

	Goal	Jul-19	Aug-19	Sep-19	YTD
<i>Reservations</i>					
Answered Calls		44,927	46,514	47,584	139,025
Average Initial Hold Time	≤ 120 sec	58	80	70	69
Calls On Hold > 5 Minutes	≤ 5%	4.1%	7.0%	5.9%	5.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,471	8,101	8,379	23,951
Average Initial Hold Time		46	81	69	66
Calls On Hold > 5 Minutes	≤ 5%	2.8%	7.1%	5.8%	5.3%

### Complaints/Commendations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.9	3.4	3.2
Commendations Per 1,000 Trips		1.1	1.2	1.4	1.2

### Safety

	Goal	Jul-19	Aug-19	Sep-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.00	0.51	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.30	0.90	0.60	0.49
Miles Between Road Calls	≥ 25,000	45,393	83,390	58,602	59,362

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Jul-19	Aug-19	Sep-19	YTD
Eligible Customers		149,535	149,481	148,444	148,444
Total ADA Evaluations Performed		4,835	4,938	3,798	13,571
Days From Application to Decision (avg)	≤ 21	5	5	7	6

### In Person Evaluations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Unrestricted		1,720	1,770	1,754	5,244
Restricted		786	779	683	2,248
Temporary		172	196	177	545
Not Eligible		363	358	286	1,007
Total		3,041	3,103	2,900	9,044

### Paper Evaluations

	Goal	Jul-19	Aug-19	Sep-19	YTD
Unrestricted		1,794	1,835	898	4,527
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,794	1,835	898	4,527

### Appeals

	Goal	Jul-19	Aug-19	Sep-19	YTD
Appeals Performed		103	113	147	363
Days From Appeal to Decision (avg)	≤ 30	6	6	4	5

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Jul-19	Aug-19	Sep-19	YTD
Customer Service Calls		31,865	31,954	31,744	95,563
Average Initial Hold Time	≤ 180 sec	63	78	56	66
Calls On Hold > 5 Minutes	≤ 10%	6.4%	8.1%	6.0%	6.9%
Call Duration	≤ 300 sec	271	278	274	274
Calls Abandoned	≤ 10%	2.7%	3.1%	2.5%	2.7%

#### Operations Monitoring Center

	Goal	Jul-19	Aug-19	Sep-19	YTD
Customer Service Calls		8,949	9,898	10,845	29,692
Average Initial Hold Time	≤ 180 sec	58	112	80	84
Calls On Hold > 5 Minutes	≤ 10%	5.2%	11.8%	9.3%	8.9%
Call Duration	≤ 300 sec	360	389	369	373
Calls Abandoned	≤ 10%	4.0%	8.7%	6.3%	6.5%

Contractual Requirement

**November 18, 2019**

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: FINANCIAL REPORT FOR SEPTEMBER 2019**

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Approved FY 2019/20 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 5.9% over budget
- Contract Revenue Miles: 8.4% over budget
- Trips: 10.3% over budget
- Total Eligibility Evaluations: 19.5% under budget
- Average Trip Distance: under budget by 0.17 miles at 9.12 miles
- Total cost per Passenger(before depreciation):1.1% under budget at \$39.29
- Administration Function is 6.9% over budget
- Eligibility Determination Function is 7.5% under budget
- Purchased Transportation Function is 5.8% over budget
- Paratransit Operations Function is 1.2% over budget

Attached are the following reports for your review:

- Statistical Comparison: September 2018 to September 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 September 2019

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	82.7%	\$39,229,138	\$37,081,757	\$2,147,381	5.8%	15%
Paratransit Operations	9.0%	\$4,283,344	\$4,231,010	\$52,334	1.2%	13%
Eligibility Determination	4.1%	\$1,953,866	\$2,112,732	(\$158,866)	-7.5%	5%
CTSA/Ride Information	0.2%	\$111,655	\$111,867	(\$212)	-0.2%	29%
Administration	4.0%	\$1,883,083	\$1,761,361	\$121,722	6.9%	8%
Total Exp before Depreciation		<b>\$47,461,086</b>	<b>\$45,298,727</b>	<b>\$2,162,359</b>	<b>4.8%</b>	<b>14%</b>

## Statistics – For the YTD Period Ended September 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	13,570	16,867	(3,297)	-19.5%	-12.5%
Number of Passengers	1,207,914	1,140,780	67,134	5.9%	5.8%
Number of Contract Revenue Miles	8,593,947	7,928,800	665,147	8.4%	4.8%
Number of Trips	941,995	853,732	88,263	10.3%	7.5%
Average Trip Distance	9.12	9.29	(0.17)	-1.8%	-2.5%
Purchased Transportation Cost					
Cost per Trip	\$41.64	\$43.43	(\$1.79)	-4.1%	6.9%
Cost per Passenger	\$32.48	\$32.51	(\$0.03)	-0.1%	8.6%
Cost per Contract Rev Mile	\$4.56	\$4.68	(\$0.12)	0.0%	9.6%
Total Cost per Passenger before Depreciation	\$39.29	\$39.71	(\$0.42)	-1.1%	7.7%

**Budget Results for FY 2019/2020  
For YTD Period Ending September 2019**

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
<b>Revenue</b>					
Passenger Fares	\$2,740,775	\$2,529,649	\$211,126		
Other Revenue	\$120,713	\$138,733	(\$18,020)		
<b>Total Revenue</b>	<b>\$2,861,488</b>	<b>\$2,668,382</b>	<b>\$193,106</b>	<b>7.2%</b>	<b>25%</b>
<b>Total Exp before Capital</b>	<b>\$47,461,086</b>	<b>\$45,298,727</b>	<b>\$2,162,359</b>	<b>4.8%</b>	<b>14%</b>
<b>Capital Expenditures</b>					
Vehicles	\$748,089	\$528,284	\$219,806		
Other Capital Expenditures	\$24,904	\$0	\$24,904		
<b>Total Capital Expenditures</b>	<b>\$772,993</b>	<b>\$528,284</b>	<b>\$244,710</b>	<b>46.3%</b>	<b>-75%</b>
<b>Over/(Under) Budget Sep 2019</b>			<b>\$2,407,069</b>		

## YTD Cost Per Passenger before Depreciation and Capital Cost

