



**Access Services**  
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# Board Box

November 2019

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**November 26, 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	Aug-19	Sep-19	Oct-19	YTD
Vehicle Trips		320,586	311,868	336,027	1,278,022
Passenger Trips		412,619	397,504	429,003	1,636,917
Backup Trips		133	81	91	364
No Shows		2.7%	2.8%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	90.6%	88.7%	91.8%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.26%	0.14%	0.15%
Excessively Long Trips	≤ 5%	3.3%	3.4%	3.0%	3.2%
Missed Trips	≤ 0.75%	0.59%	0.71%	0.61%	0.56%
Denials	≤ 0	2	2	2	7
On Time Performance (Access to Work)	≥ 94%	95.2%	92.3%	94.3%	94.9%

### Call Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
<i>Reservations</i>					
Answered Calls		257,384	260,959	269,433	1,035,008
Average Initial Hold Time	≤ 120 sec	91	89	89	85
Calls On Hold > 5 Minutes	≤ 5%	6.0%	4.7%	4.3%	4.6%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		53,375	51,921	51,145	201,542
Average Initial Hold Time		86	86	88	82
Calls On Hold > 5 Minutes	≤ 10%	5.9%	5.3%	5.5%	5.0%

### Complaints/Commendations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.5	2.4	2.8
Commendations Per 1,000 Trips		1.1	1.2	1.2	1.2

### Safety

	Goal	Aug-19	Sep-19	Oct-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.34	0.21	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.59	0.71	0.93	0.72
Miles Between Road Calls	≥ 25,000	59,988	49,272	76,616	61,653

## Antelope Valley Region Trip Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
Vehicle Trips		14,520	14,159	14,349	56,338
Passenger Trips		19,928	19,808	19,500	76,688
No Shows		2.4%	2.5%	2.7%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	87.0%	91.7%	90.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.50%	0.12%	0.19%
Excessively Long Trips	≤ 5%	3.4%	4.6%	3.4%	3.3%
Missed Trips	≤ 0.75%	0.74%	2.31%	1.76%	1.43%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	88.9%	91.7%	92.9%

## Call Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
<i>Reservations</i>					
Answered Calls		8,818	8,321	9,342	36,368
Average Initial Hold Time	≤ 120 sec	113	40	30	59
Calls On Hold > 5 Minutes	≤ 5%	11.9%	2.0%	0.8%	6.9%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		4,494	4,104	4,144	15,823
Average Initial Hold Time		47	59	35	48
Calls On Hold > 5 Minutes	≤ 10%	2.8%	4.6%	2.2%	3.2%

## Complaints/Commendations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	3.7	2.8	3.1
Commendations Per 1,000 Trips		0.6	0.9	0.9	0.8

## Safety

	Goal	Aug-19	Sep-19	Oct-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	1.03	0.52	0.53	0.66
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.65	0.00	0.27
Miles Between Road Calls	≥ 25,000	19,364	13,787	12,561	13,703

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
Vehicle Trips		93,420	91,355	99,289	374,562
Passenger Trips		122,362	118,496	129,002	488,836
No Shows		2.4%	2.7%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	88.4%	85.5%	90.3%	89.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.38%	0.52%	0.20%	0.28%
Excessively Long Trips	≤ 5%	1.3%	1.6%	1.3%	1.3%
Missed Trips	≤ 0.75%	0.87%	1.03%	0.96%	0.80%
Denials	≤ 0	1	1	0	2
On Time Performance (Access to Work)	≥ 95%	92.5%	87.4%	92.3%	92.0%

## Call Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
<i>Reservations</i>					
Answered Calls		72,053	73,250	73,784	289,440
Average Initial Hold Time	≤ 120 sec	77	70	62	66
Calls On Hold > 5 Minutes	≤ 5%	6.7%	5.7%	4.6%	5.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,424	12,708	12,135	47,660
Average Initial Hold Time		82	72	72	69
Calls On Hold > 5 Minutes	≤ 10%	7.4%	6.5%	6.5%	5.9%

## Complaints/Commendations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.8	5.1	3.2	3.8
Commendations Per 1,000 Trips		1.6	1.6	1.4	1.5

## Safety

	Goal	Aug-19	Sep-19	Oct-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.44	0.09	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.39	1.20	0.78	0.72
Miles Between Road Calls	≥ 25,000	72,434	59,444	60,417	76,204

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
Vehicle Trips		4,036	4,121	3,912	15,779
Passenger Trips		4,832	4,862	4,625	18,832
No Shows		2.6%	2.4%	2.1%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	91.2%	89.7%	91.9%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.19%	0.15%	0.11%
Excessively Long Trips	≤ 5%	2.8%	4.0%	3.7%	3.1%
Missed Trips	≤ 0.75%	0.86%	0.75%	0.67%	0.72%
Denials	≤ 0	0	1	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
<i>Reservations</i>					
Answered Calls		3,290	4,094	3,450	13,848
Average Initial Hold Time	≤ 120 sec	53	183	44	89
Calls On Hold > 5 Minutes	≤ 5%	1.8%	13.6%	1.0%	5.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		596	571	608	2,273
Average Initial Hold Time		85	99	89	87
Calls On Hold > 5 Minutes	≤ 10%	5.4%	5.3%	5.1%	5.1%

## Complaints/Commendations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	0.2	1.3	0.4
Commendations Per 1,000 Trips		0.2	0.0	1.3	0.4

## Safety

	Goal	Aug-19	Sep-19	Oct-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	38,177	36,452	30,456	140,538

Contractual Requirement

## Northern Region Trip Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
Vehicle Trips		56,470	53,729	57,546	222,077
Passenger Trips		70,788	65,849	72,696	277,000
No Shows		2.0%	2.2%	2.5%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.0%	91.7%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.13%	0.18%	0.10%
Excessively Long Trips	≤ 5%	4.7%	1.3%	1.5%	3.6%
Missed Trips	≤ 0.75%	0.32%	0.43%	0.41%	0.34%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	95.1%	94.2%	94.1%	95.8%

## Call Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
<i>Reservations</i>					
Answered Calls		42,723	42,586	46,517	168,748
Average Initial Hold Time	≤ 120 sec	122	104	133	122
Calls On Hold > 5 Minutes	≤ 5%	6.8%	3.0%	4.2%	4.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,671	6,754	7,174	27,399
Average Initial Hold Time		92	108	114	105
Calls On Hold > 5 Minutes	≤ 10%	4.0%	3.8%	3.6%	3.4%

## Complaints/Commendations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.9	1.7	1.8
Commendations Per 1,000 Trips		1.2	1.1	1.3	1.3

## Safety

	Goal	Aug-19	Sep-19	Oct-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.14	0.29	0.14	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.34	0.29	0.99	0.71
Miles Between Road Calls	≥ 25,000	65,882	138,387	352,687	104,500

Contractual Requirement

## Southern Region Trip Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
Vehicle Trips		103,720	101,495	110,451	416,118
Passenger Trips		129,825	126,254	136,723	518,903
No Shows		3.0%	3.0%	2.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	91.3%	93.7%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.02%	0.02%	0.02%
Excessively Long Trips	≤ 5%	4.7%	5.4%	4.9%	4.8%
Missed Trips	≤ 0.75%	0.40%	0.37%	0.26%	0.30%
Denials	≤ 0	1	0	1	2
On Time Performance (Access to Work)	≥ 94%	96.4%	94.6%	95.5%	96.2%

## Call Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
<i>Reservations</i>					
Answered Calls		83,986	85,124	87,515	338,754
Average Initial Hold Time	≤ 120 sec	93	109	112	95
Calls On Hold > 5 Minutes	≤ 5%	4.1%	3.9%	4.5%	3.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		20,089	19,405	18,885	76,237
Average Initial Hold Time		98	101	109	95
Calls On Hold > 5 Minutes	≤ 10%	5.9%	4.9%	6.2%	5.1%

## Complaints/Commendations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	3.1	2.1	2.5
Commendations Per 1,000 Trips		0.8	0.9	1.1	0.9

## Safety

	Goal	Aug-19	Sep-19	Oct-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.17	0.45	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.91	0.58	1.63	0.98
Miles Between Road Calls	≥ 25,000	58,785	39,899	184,358	67,406

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
Vehicle Trips		48,420	47,009	50,480	193,148
Passenger Trips		64,884	62,235	66,457	256,658
No Shows		3.9%	3.7%	3.6%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	89.1%	86.1%	90.5%	89.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.19%	0.43%	0.23%	0.26%
Excessively Long Trips	≤ 5%	2.9%	3.2%	2.8%	2.9%
Missed Trips	≤ 0.75%	0.85%	0.84%	0.66%	0.74%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	94.0%	97.3%	97.8%

### Call Performance

	Goal	Aug-19	Sep-19	Oct-19	YTD
<i>Reservations</i>					
Answered Calls		46,514	47,584	48,825	187,850
Average Initial Hold Time	≤ 120 sec	80	70	63	68
Calls On Hold > 5 Minutes	≤ 5%	7.0%	5.9%	4.6%	5.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,101	8,379	8,199	32,150
Average Initial Hold Time		81	69	67	66
Calls On Hold > 5 Minutes	≤ 5%	7.1%	5.8%	5.5%	5.3%

### Complaints/Commendations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	3.4	2.6	3.1
Commendations Per 1,000 Trips		1.2	1.4	1.3	1.3

### Safety

	Goal	Aug-19	Sep-19	Oct-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.51	0.00	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.90	0.60	0.17	0.42
Miles Between Road Calls	≥ 25,000	83,390	58,602	95,978	65,465

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Aug-19	Sep-19	Oct-19	YTD
Eligible Customers		149,481	148,444	148,105	148,105
Total ADA Evaluations Performed		4,938	3,798	5,533	19,104
Days From Application to Decision (avg)	≤ 21	5	7	5	6

### In Person Evaluations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Unrestricted		1,770	1,754	1,830	7,074
Restricted		779	683	746	2,994
Temporary		196	177	229	774
Not Eligible		358	286	263	1,270
Total		3,103	2,900	3,068	12,112

### Paper Evaluations

	Goal	Aug-19	Sep-19	Oct-19	YTD
Unrestricted		1,835	898	2,465	6,992
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,835	898	2,465	6,992

### Appeals

	Goal	Aug-19	Sep-19	Oct-19	YTD
Appeals Performed		113	147	88	451
Days From Appeal to Decision (avg)	≤ 30	6	4	7	6

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Aug-19	Sep-19	Oct-19	YTD
Customer Service Calls		31,954	31,744	32,966	128,529
Average Initial Hold Time	≤ 180 sec	78	56	25	55
Calls On Hold > 5 Minutes	≤ 10%	8.1%	6.0%	1.5%	5.5%
Call Duration	≤ 300 sec	278	274	258	270
Calls Abandoned	≤ 10%	3.1%	2.5%	1.1%	2.3%

#### Operations Monitoring Center

	Goal	Aug-19	Sep-19	Oct-19	YTD
Customer Service Calls		9,898	10,845	10,464	40,156
Average Initial Hold Time	≤ 180 sec	112	80	51	76
Calls On Hold > 5 Minutes	≤ 10%	11.8%	9.3%	4.7%	7.8%
Call Duration	≤ 300 sec	389	369	380	375
Calls Abandoned	≤ 10%	8.7%	6.3%	4.4%	5.9%

Contractual Requirement

**November 26, 2019**

**TO: BOARD OF DIRECTORS**

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

**RE: FINANCIAL REPORT FOR OCTOBER 2019**

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

- Passengers: 6.0% over budget
- Contract Revenue Miles: 7.9% over budget
- Trips: 10.6% over budget
- Total Eligibility Evaluations: 15.7% under budget
- Average Trip Distance: under budget by 0.23 miles at 9.06 miles
- Total cost per Passenger(before depreciation):0.4% under budget at \$39.40
- Administration Function is 7.4% over budget
- Eligibility Determination Function is 8.6% under budget
- Purchased Transportation Function is 6.7% over budget
- Paratransit Operations Function is 1.8% over budget

Attached are the following reports for your review:

- Statistical Comparison: October 2018 to October 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 October 2019

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	83.0%	\$53,504,669	\$50,133,300	\$3,371,369	6.7%	15%
Paratransit Operations	8.8%	\$5,703,637	\$5,605,523	\$98,114	1.8%	12%
Eligibility Determination	4.0%	\$2,579,026	\$2,820,978	(\$241,952)	-8.6%	5%
CTSA/Ride Information	0.2%	\$150,306	\$150,158	\$148	0.1%	33%
Administration	4.0%	\$2,552,077	\$2,375,367	\$176,710	7.4%	15%
Total Exp before Depreciation		<b>\$64,489,715</b>	<b>\$61,085,326</b>	<b>\$3,404,389</b>	<b>5.6%</b>	<b>15%</b>

## Statistics – For the YTD Period Ended October 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	19,103	22,662	(3,559)	-15.7%	-9.1%
Number of Passengers	1,636,917	1,544,353	92,564	6.0%	6.0%
Number of Contract Revenue Miles	11,576,848	10,732,772	844,076	7.9%	4.0%
Number of Trips	1,278,022	1,155,750	122,272	10.6%	7.4%
Average Trip Distance	9.06	9.29	(0.23)	-2.4%	-3.1%
Purchased Transportation Cost					
Cost per Trip	\$41.87	\$43.38	(\$1.51)	-3.5%	7.5%
Cost per Passenger	\$32.69	\$32.46	\$0.23	0.7%	9.0%
Cost per Contract Rev Mile	\$4.62	\$4.67	(\$0.05)	0.0%	11.1%
Total Cost per Passenger before Depreciation	\$39.40	\$39.55	(\$0.15)	-0.4%	8.2%

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

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
<b>Revenue</b>					
Passenger Fares	\$3,708,957	\$3,420,601	\$288,356		
Other Revenue	\$201,554	\$180,813	\$20,741		
<b>Total Revenue</b>	<b>\$3,910,511</b>	<b>\$3,601,414</b>	<b>\$309,097</b>	<b>8.6%</b>	<b>5%</b>
<b>Total Exp before Capital</b>	<b>\$64,489,715</b>	<b>\$61,085,326</b>	<b>\$3,404,389</b>	<b>5.6%</b>	<b>15%</b>
<b>Capital Expenditures</b>					
Vehicles	\$826,603	\$1,192,963	(\$366,360)		
Other Capital Expenditures	\$41,769	\$0	\$41,769		
<b>Total Capital Expenditures</b>	<b>\$868,372</b>	<b>\$1,192,963</b>	<b>(\$324,591)</b>	<b>-27.2%</b>	<b>-74%</b>
<b>Over/(Under) Budget October 2019</b>			<b>\$3,079,798</b>		

## YTD Cost Per Passenger before Depreciation and Capital Cost

