



Access Services
PO Box 5728
El Monte, CA 91734
213.270.6000
accessla.org

Board Box

January 2020

Item #	Item	Staff	Page
1.	Key Performance Indicators - Dec 2019	M. Mungia	2-11
2.	Financial Report - Dec 2019	H. Rodriguez	12-16

February 7, 2020

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	Oct-19	Nov-19	Dec-19	YTD
Vehicle Trips		336,051	301,977	298,643	1,878,645
Passenger Trips		428,837	387,805	383,556	2,410,839
Backup Trips		95	58	40	465
No Shows		2.8%	2.6%	3.2%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	91.9%	93.0%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.08%	0.04%	0.12%
Excessively Long Trips	≤ 5%	3.4%	3.3%	3.2%	3.3%
Missed Trips	≤ 0.75%	0.62%	0.38%	0.34%	0.49%
Denials	≤ 0	2	2	3	11
On Time Performance (Access to Work)	≥ 94%	94.5%	94.1%	95.6%	94.8%

Call Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
<i>Reservations</i>					
Answered Calls		269,433	251,488	248,070	1,534,566
Average Initial Hold Time	≤ 120 sec	89	67	69	79
Calls On Hold > 5 Minutes	≤ 5%	4.3%	2.6%	2.5%	3.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		49,387	45,517	45,023	291,168
Average Initial Hold Time		93	77	73	83
Calls On Hold > 5 Minutes	≤ 10%	5.7%	4.0%	3.5%	4.9%

Complaints/Commendations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.1	2.3	2.5
Commendations Per 1,000 Trips		1.2	0.9	1.1	1.1

Safety

	Goal	Oct-19	Nov-19	Dec-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.24	0.23	0.11	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.04	0.89	0.83	0.95
Miles Between Road Calls	≥ 25,000	48,138	46,610	55,360	48,188

Antelope Valley Region Trip Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
Vehicle Trips		14,696	13,052	12,583	81,496
Passenger Trips		19,967	18,143	17,541	111,542
No Shows		2.7%	2.5%	3.4%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	92.5%	93.4%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.12%	0.05%	0.07%	0.15%
Excessively Long Trips	≤ 5%	3.6%	2.8%	3.2%	3.3%
Missed Trips	≤ 0.75%	1.76%	1.06%	0.77%	1.26%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	87.5%	60.0%	68.8%	80.3%

Call Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
<i>Reservations</i>					
Answered Calls		9,342	8,589	8,558	53,515
Average Initial Hold Time	≤ 120 sec	30	31	29	49
Calls On Hold > 5 Minutes	≤ 5%	0.8%	1.4%	0.5%	5.0%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,386	2,250	2,640	19,799
Average Initial Hold Time		98	98	100	111
Calls On Hold > 5 Minutes	≤ 10%	4.4%	5.1%	5.6%	8.4%

Complaints/Commendations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	1.7	3.4	3.0
Commendations Per 1,000 Trips		0.9	0.6	2.0	1.0

Safety

	Goal	Oct-19	Nov-19	Dec-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.50	0.00	0.00	0.46
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.19
Miles Between Road Calls	≥ 25,000	13,225	25,241	60,104	16,627

Contractual Requirement

Eastern Region Trip Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
Vehicle Trips		98,617	89,103	87,793	550,807
Passenger Trips		127,580	115,670	114,295	717,406
No Shows		2.5%	2.6%	3.0%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	90.3%	90.7%	91.9%	89.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.20%	0.15%	0.03%	0.22%
Excessively Long Trips	≤ 5%	1.4%	1.3%	1.2%	1.3%
Missed Trips	≤ 0.75%	0.98%	0.42%	0.33%	0.66%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	92.3%	92.9%	96.3%	92.7%

Call Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
<i>Reservations</i>					
Answered Calls		73,784	69,633	69,882	428,955
Average Initial Hold Time	≤ 120 sec	62	29	32	55
Calls On Hold > 5 Minutes	≤ 5%	4.6%	1.2%	0.9%	3.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,135	11,083	11,127	69,870
Average Initial Hold Time		72	28	27	56
Calls On Hold > 5 Minutes	≤ 10%	6.5%	1.4%	0.6%	4.4%

Complaints/Commendations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.9	3.0	3.4
Commendations Per 1,000 Trips		1.4	1.1	1.1	1.3

Safety

	Goal	Oct-19	Nov-19	Dec-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.19	0.10	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.78	0.86	0.87	0.95
Miles Between Road Calls	≥ 25,000	60,400	49,592	79,421	63,685

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
Vehicle Trips		3,912	3,430	3,399	22,368
Passenger Trips		4,625	3,875	3,855	26,310
No Shows		2.1%	2.1%	1.9%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	92.4%	94.6%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.15%	0.16%	0.08%	0.12%
Excessively Long Trips	≤ 5%	3.5%	3.5%	3.0%	3.1%
Missed Trips	≤ 0.75%	0.67%	0.55%	0.45%	0.65%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
<i>Reservations</i>					
Answered Calls		3,450	2,841	2,923	19,612
Average Initial Hold Time	≤ 120 sec	44	42	45	76
Calls On Hold > 5 Minutes	≤ 5%	1.0%	1.2%	1.7%	4.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		608	552	482	3,307
Average Initial Hold Time		89	64	60	79
Calls On Hold > 5 Minutes	≤ 10%	5.1%	3.6%	2.9%	4.5%

Complaints/Commendations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.1	0.8	0.6
Commendations Per 1,000 Trips		1.3	0.3	0.3	0.4

Safety

	Goal	Oct-19	Nov-19	Dec-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	3.73	0.00	0.54
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	2.02	0.27
Miles Between Road Calls	≥ 25,000	23,849	26,833	24,725	92,745

Contractual Requirement

Northern Region Trip Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
Vehicle Trips		57,896	52,295	51,221	326,337
Passenger Trips		73,486	66,863	65,449	413,386
No Shows		2.5%	2.1%	2.5%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.8%	93.2%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.15%	0.06%	0.04%	0.08%
Excessively Long Trips	≤ 5%	4.8%	5.0%	4.6%	4.7%
Missed Trips	≤ 0.75%	0.42%	0.30%	0.28%	0.33%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 94%	94.6%	91.6%	93.1%	94.6%

Call Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
<i>Reservations</i>					
Answered Calls		46,517	42,202	41,900	252,850
Average Initial Hold Time	≤ 120 sec	133	120	116	120
Calls On Hold > 5 Minutes	≤ 5%	4.2%	3.2%	3.5%	4.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,174	6,996	7,028	41,423
Average Initial Hold Time		114	109	94	103
Calls On Hold > 5 Minutes	≤ 10%	3.6%	3.0%	2.3%	3.2%

Complaints/Commendations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.6	1.9	1.7
Commendations Per 1,000 Trips		1.3	0.8	1.3	1.1

Safety

	Goal	Oct-19	Nov-19	Dec-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.14	0.29	0.15	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.10	0.88	0.30	0.84
Miles Between Road Calls	≥ 25,000	363,323	67,989	135,582	91,227

Contractual Requirement

Southern Region Trip Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
Vehicle Trips		110,450	97,654	97,950	612,360
Passenger Trips		136,722	121,972	121,889	763,741
No Shows		2.8%	2.6%	3.2%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	93.3%	93.5%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.04%	0.02%
Excessively Long Trips	≤ 5%	4.8%	4.4%	4.4%	4.6%
Missed Trips	≤ 0.75%	0.30%	0.27%	0.29%	0.30%
Denials	≤ 0	1	1	3	6
On Time Performance (Access to Work)	≥ 92%	96.1%	97.5%	96.8%	96.5%

Call Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
<i>Reservations</i>					
Answered Calls		87,515	81,169	78,757	498,680
Average Initial Hold Time	≤ 120 sec	112	99	105	97
Calls On Hold > 5 Minutes	≤ 5%	4.5%	4.5%	4.6%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		18,885	16,988	16,362	109,587
Average Initial Hold Time		109	114	113	101
Calls On Hold > 5 Minutes	≤ 10%	6.2%	7.2%	7.0%	5.7%

Complaints/Commendations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.0	1.8	2.1
Commendations Per 1,000 Trips		1.1	0.8	0.9	0.8

Safety

	Goal	Oct-19	Nov-19	Dec-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.45	0.31	0.20	0.27
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.90	1.12	1.32	1.32
Miles Between Road Calls	≥ 25,000	30,649	40,783	31,783	38,030

Contractual Requirement

West Central Region

Trip Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
Vehicle Trips		50,480	46,443	45,697	285,277
Passenger Trips		66,457	61,282	60,527	378,454
No Shows		3.6%	3.6%	4.3%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	90.8%	93.3%	90.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.23%	0.10%	0.06%	0.20%
Excessively Long Trips	≤ 5%	3.0%	3.0%	2.6%	2.9%
Missed Trips	≤ 0.75%	0.67%	0.49%	0.41%	0.65%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 91%	97.3%	96.9%	100.0%	98.2%

Call Performance

	Goal	Oct-19	Nov-19	Dec-19	YTD
<i>Reservations</i>					
Answered Calls		48,825	47,054	46,050	280,954
Average Initial Hold Time	≤ 120 sec	63	30	32	55
Calls On Hold > 5 Minutes	≤ 5%	4.6%	1.1%	1.0%	3.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,199	7,648	7,384	47,182
Average Initial Hold Time		67	29	27	54
Calls On Hold > 5 Minutes	≤ 5%	5.5%	1.1%	0.7%	3.9%

Complaints/Commendations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	1.9	2.5	2.7
Commendations Per 1,000 Trips		1.3	1.0	1.1	1.1

Safety

	Goal	Oct-19	Nov-19	Dec-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.00	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.17	0.93	0.75	0.66
Miles Between Road Calls	≥ 25,000	95,987	41,543	53,432	51,749

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Oct-19	Nov-19	Dec-19	YTD
Eligible Customers		148,105	147,597	147,373	147,373
Total ADA Evaluations Performed		5,533	4,104	4,087	27,295
Days From Application to Decision (avg)	≤ 21	5	5	5	5

In Person Evaluations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Unrestricted		1,830	1,427	1,485	9,986
Restricted		746	610	613	4,217
Temporary		229	171	181	1,126
Not Eligible		263	260	178	1,708
Total		3,068	2,468	2,457	17,037

Paper Evaluations

	Goal	Oct-19	Nov-19	Dec-19	YTD
Unrestricted		2,465	1,636	1,630	10,258
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		2,465	1,636	1,630	10,258

Appeals

	Goal	Oct-19	Nov-19	Dec-19	YTD
Appeals Performed		88	83	117	651
Days From Appeal to Decision (avg)	≤ 30	7	7	6	6

Customer Service

Phone Statistics

Customer Service

	Goal	Oct-19	Nov-19	Dec-19	YTD
Customer Service Calls		32,966	25,084	25,296	178,909
Average Initial Hold Time	≤ 180 sec	25	37	26	48
Calls On Hold > 5 Minutes	≤ 10%	1.5%	3.1%	1.7%	4.6%
Call Duration	≤ 300 sec	258	254	250	265
Calls Abandoned	≤ 10%	1.1%	1.5%	1.0%	2.0%

Operations Monitoring Center

	Goal	Oct-19	Nov-19	Dec-19	YTD
Customer Service Calls		10,464	9,338	9,215	58,709
Average Initial Hold Time	≤ 180 sec	51	47	32	64
Calls On Hold > 5 Minutes	≤ 10%	4.7%	4.4%	2.6%	6.4%
Call Duration	≤ 300 sec	380	376	363	373
Calls Abandoned	≤ 10%	4.4%	4.4%	3.1%	5.3%

Contractual Requirement

February 7, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR DECEMBER 2019

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

- Passengers: 6.2% over budget
- Contract Revenue Miles: 7.8% over budget
- Trips: 10.6% over budget
- Total Eligibility Evaluations: 16.2% under budget
- Average Trip Distance: under budget by 0.24 miles at 9.05 miles
- Total cost per Passenger(before depreciation): 0.7% under budget at \$39.75
- Administration Function is 0.2% over budget
- Eligibility Determination Function is 8.5% under budget
- Purchased Transportation Function is 7.0% over budget
- Paratransit Operations Function is 1.8% over budget

Attached are the following reports for your review:

- Statistical Comparison: December 2018 to December 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 December 2019

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	83.1%	\$79,638,695	\$74,451,331	\$5,187,364	7.0%	16%
Paratransit Operations	8.9%	\$8,489,515	\$8,340,179	\$149,336	1.8%	9%
Eligibility Determination	3.9%	\$3,785,663	\$4,137,468	(\$351,805)	-8.5%	1%
CTSA/Ride Information	0.2%	\$228,342	\$233,452	(\$5,110)	-2.2%	29%
Administration	3.9%	\$3,709,639	\$3,703,370	\$6,269	0.2%	10%
Total Exp before Depreciation		\$95,851,854	\$90,865,800	\$4,986,054	5.5%	14%

Statistics – For the YTD Period Ended December 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	27,295	32,565	(5,270)	-16.2%	-4.6%
Number of Passengers	2,410,839	2,269,743	141,096	6.2%	7.2%
Number of Contract Revenue Miles	17,001,039	15,776,141	1,224,899	7.8%	4.6%
Number of Trips	1,878,645	1,698,691	179,954	10.6%	8.4%
Average Trip Distance	9.05	9.29	(0.24)	-2.6%	-3.5%
Purchased Transportation Cost					
Cost per Trip	\$42.39	\$43.83	(\$1.44)	-3.3%	7.1%
Cost per Passenger	\$33.03	\$32.80	\$0.23	0.7%	8.3%
Cost per Contract Rev Mile	\$4.68	\$4.72	(\$0.04)	0.0%	10.9%
Total Cost per Passenger before Depreciation	\$39.76	\$40.03	(\$0.27)	-0.7%	6.7%

Budget Results for FY 2019/2020 For YTD Period Ending December 2019

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
Revenue					
Passenger Fares	\$5,566,968	\$5,029,599	\$537,369		
Other Revenue	\$318,233	\$261,574	\$56,659		
Total Revenue	\$5,885,201	\$5,291,173	\$594,028	11.2%	7%
Total Exp before Capital	\$95,851,854	\$90,865,800	\$4,986,054	5.5%	14%
Capital Expenditures					
Vehicles	\$2,554,450	\$7,505,647	(\$4,951,197)		
Other Capital Expenditures	\$61,691	\$488,000	(\$426,309)		
Total Capital Expenditures	\$2,616,141	\$7,993,647	(\$5,377,506)	-67.3%	-53%
Over/(Under) Budget Nov 2019			(\$391,452)		

YTD Cost Per Passenger before Depreciation and Capital Cost

