



**Access Services**  
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# Board Box

February 2020

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March 18, 2020

**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	Nov-19	Dec-19	Jan-20	YTD
Vehicle Trips		302,035	298,683	313,726	2,192,817
Passenger Trips		387,863	383,596	399,410	2,810,694
Backup Trips		58	40	30	495
No Shows		2.6%	3.2%	2.9%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	93.0%	94.2%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.04%	0.02%	0.11%
Excessively Long Trips	≤ 5%	3.3%	3.2%	2.9%	3.3%
Missed Trips	≤ 0.75%	0.38%	0.34%	0.26%	0.46%
Denials	≤ 0	2	3	1	12
On Time Performance (Access to Work)	≥ 94%	94.1%	95.6%	97.8%	95.4%

## Call Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
<i>Reservations</i>					
Answered Calls		251,488	248,070	254,363	1,788,929
Average Initial Hold Time	≤ 120 sec	67	69	48	75
Calls On Hold > 5 Minutes	≤ 5%	2.6%	2.5%	1.1%	3.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		45,517	45,023	43,860	335,028
Average Initial Hold Time		77	73	58	80
Calls On Hold > 5 Minutes	≤ 10%	4.0%	3.5%	2.4%	4.6%

## Complaints/Commendations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.3	1.9	2.5
Commendations Per 1,000 Trips		0.9	1.1	1.0	1.1

## Safety

	Goal	Nov-19	Dec-19	Jan-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.11	0.21	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.64	0.63	0.74	0.75
Miles Between Road Calls	≥ 25,000	46,610	55,360	68,539	52,383

## Antelope Valley Region Trip Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
Vehicle Trips		13,052	12,583	13,651	95,147
Passenger Trips		18,143	17,541	18,622	130,164
No Shows		2.5%	3.4%	2.8%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	93.4%	92.6%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.07%	0.03%	0.14%
Excessively Long Trips	≤ 5%	2.8%	3.2%	2.6%	3.2%
Missed Trips	≤ 0.75%	1.06%	0.77%	0.59%	1.15%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	60.0%	68.8%	94.1%	82.9%

## Call Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
<i>Reservations</i>					
Answered Calls		8,589	8,558	8,459	61,974
Average Initial Hold Time	≤ 120 sec	31	29	23	46
Calls On Hold > 5 Minutes	≤ 5%	1.4%	0.5%	0.1%	4.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,250	2,640	3,040	22,839
Average Initial Hold Time		98	100	83	108
Calls On Hold > 5 Minutes	≤ 10%	5.1%	5.6%	6.3%	8.1%

## Complaints/Commendations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	3.4	1.9	2.8
Commendations Per 1,000 Trips		0.6	2.0	1.0	1.0

## Safety

	Goal	Nov-19	Dec-19	Jan-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.54	0.47
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.16
Miles Between Road Calls	≥ 25,000	25,241	60,104	46,472	18,361

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
Vehicle Trips		89,103	87,793	91,869	642,676
Passenger Trips		115,670	114,295	118,430	835,836
No Shows		2.6%	3.0%	2.7%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	90.7%	91.9%	93.6%	90.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.15%	0.03%	0.01%	0.19%
Excessively Long Trips	≤ 5%	1.3%	1.2%	1.2%	1.3%
Missed Trips	≤ 0.75%	0.42%	0.33%	0.25%	0.61%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	92.9%	96.3%	95.7%	93.4%

## Call Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
<i>Reservations</i>					
Answered Calls		69,633	69,882	69,957	498,912
Average Initial Hold Time	≤ 120 sec	29	32	14	49
Calls On Hold > 5 Minutes	≤ 5%	1.2%	0.9%	0.0%	3.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,083	11,127	9,538	79,408
Average Initial Hold Time		28	27	11	51
Calls On Hold > 5 Minutes	≤ 10%	1.4%	0.6%	0.0%	3.8%

## Complaints/Commendations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	3.0	2.6	3.5
Commendations Per 1,000 Trips		1.1	1.1	1.0	1.4

## Safety

	Goal	Nov-19	Dec-19	Jan-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.10	0.18	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.62	0.69	0.91	0.78
Miles Between Road Calls	≥ 25,000	49,592	79,421	125,059	71,187

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
Vehicle Trips		3,430	3,399	3,758	26,126
Passenger Trips		3,875	3,855	4,234	30,544
No Shows		2.1%	1.9%	2.1%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	94.6%	96.1%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.08%	0.10%	0.11%
Excessively Long Trips	≤ 5%	3.5%	3.0%	1.6%	2.9%
Missed Trips	≤ 0.75%	0.55%	0.45%	0.49%	0.63%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	0.0%

## Call Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
<i>Reservations</i>					
Answered Calls		2,841	2,923	4,544	24,156
Average Initial Hold Time	≤ 120 sec	42	45	38	68
Calls On Hold > 5 Minutes	≤ 5%	1.2%	1.7%	1.0%	3.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		552	482	699	4,006
Average Initial Hold Time		64	60	39	72
Calls On Hold > 5 Minutes	≤ 10%	3.6%	2.9%	2.3%	4.1%

## Complaints/Commendations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	0.8	0.5	0.6
Commendations Per 1,000 Trips		0.3	0.3	0.5	0.4

## Safety

	Goal	Nov-19	Dec-19	Jan-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	3.32	0.00	0.00	0.46
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	1.58	3.99	0.80
Miles Between Road Calls	≥ 25,000	30,109	31,619	31,329	109,586

Contractual Requirement

## Northern Region Trip Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
Vehicle Trips		52,295	51,221	53,912	380,230
Passenger Trips		66,863	65,449	67,810	481,176
No Shows		2.1%	2.5%	2.0%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	93.2%	95.4%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.04%	0.04%	0.07%
Excessively Long Trips	≤ 5%	5.0%	4.6%	4.0%	4.6%
Missed Trips	≤ 0.75%	0.30%	0.28%	0.15%	0.30%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	91.6%	93.1%	99.0%	95.6%

## Call Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
<i>Reservations</i>					
Answered Calls		42,202	41,900	42,255	295,105
Average Initial Hold Time	≤ 120 sec	120	116	87	116
Calls On Hold > 5 Minutes	≤ 5%	3.2%	3.5%	1.5%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,996	7,028	6,502	47,925
Average Initial Hold Time		109	94	77	100
Calls On Hold > 5 Minutes	≤ 10%	3.0%	2.3%	1.6%	2.9%

## Complaints/Commendations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.9	1.4	1.8
Commendations Per 1,000 Trips		0.8	1.3	1.2	1.2

## Safety

	Goal	Nov-19	Dec-19	Jan-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.15	0.15	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.63	0.22	0.58	0.66
Miles Between Road Calls	≥ 25,000	67,989	135,582	62,468	85,254

Contractual Requirement

## Southern Region Trip Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
Vehicle Trips		97,654	97,950	102,472	714,832
Passenger Trips		121,972	121,889	127,123	890,864
No Shows		2.6%	3.2%	3.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	93.5%	94.1%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.04%	0.01%	0.02%
Excessively Long Trips	≤ 5%	4.4%	4.4%	4.2%	4.6%
Missed Trips	≤ 0.75%	0.27%	0.29%	0.25%	0.29%
Denials	≤ 0	1	3	1	7
On Time Performance (Access to Work)	≥ 92%	97.5%	96.8%	99.0%	96.9%

## Call Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
<i>Reservations</i>					
Answered Calls		81,169	78,757	81,483	580,163
Average Initial Hold Time	≤ 120 sec	99	105	81	95
Calls On Hold > 5 Minutes	≤ 5%	4.5%	4.6%	2.5%	3.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,988	16,362	16,986	126,573
Average Initial Hold Time		114	113	94	100
Calls On Hold > 5 Minutes	≤ 10%	7.2%	7.0%	4.4%	5.5%

## Complaints/Commendations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.8	1.5	2.2
Commendations Per 1,000 Trips		0.8	0.9	1.0	0.9

## Safety

	Goal	Nov-19	Dec-19	Jan-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.31	0.20	0.18	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.78	0.95	0.81	0.97
Miles Between Road Calls	≥ 25,000	40,783	31,783	56,820	43,252

Contractual Requirement



## West Central Region Trip Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
Vehicle Trips		46,443	45,697	48,034	333,311
Passenger Trips		61,282	60,527	63,161	441,615
No Shows		3.6%	4.3%	4.2%	3.9%
On Time Performance (Next Day Trips)	≥ 91%	90.8%	93.3%	94.1%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.06%	0.02%	0.17%
Excessively Long Trips	≤ 5%	3.0%	2.6%	2.5%	2.8%
Missed Trips	≤ 0.75%	0.49%	0.41%	0.32%	0.60%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 91%	96.9%	100.0%	100.0%	98.6%

## Call Performance

	Goal	Nov-19	Dec-19	Jan-20	YTD
<i>Reservations</i>					
Answered Calls		47,054	46,050	47,665	328,619
Average Initial Hold Time	≤ 120 sec	30	32	13	49
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.0%	0.0%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,648	7,384	7,095	54,277
Average Initial Hold Time		29	27	12	48
Calls On Hold > 5 Minutes	≤ 5%	1.1%	0.7%	0.0%	3.4%

## Complaints/Commendations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.5	1.9	2.7
Commendations Per 1,000 Trips		1.0	1.1	1.2	1.2

## Safety

	Goal	Nov-19	Dec-19	Jan-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.33	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.63	0.55	0.54	0.51
Miles Between Road Calls	≥ 25,000	41,543	53,432	54,850	55,658

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Nov-19	Dec-19	Jan-20	YTD
Eligible Customers		147,597	147,373	147,192	147,192
Total ADA Evaluations Performed		4,104	4,087	4,162	31,457
Days From Application to Decision (avg)	≤ 21	5	5	6	5

### In Person Evaluations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Unrestricted		1,427	1,485	1,644	11,630
Restricted		610	613	704	4,921
Temporary		171	181	187	1,313
Not Eligible		260	178	212	1,920
Total		2,468	2,457	2,747	19,784

### Paper Evaluations

	Goal	Nov-19	Dec-19	Jan-20	YTD
Unrestricted		1,636	1,630	1,415	11,673
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,636	1,630	1,415	11,673

### Appeals

	Goal	Nov-19	Dec-19	Jan-20	YTD
Appeals Performed		83	117	71	722
Days From Appeal to Decision (avg)	≤ 30	7	6	8	6

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Nov-19	Dec-19	Jan-20	YTD
Customer Service Calls		25,084	25,296	29,102	208,011
Average Initial Hold Time	≤ 180 sec	37	26	29	46
Calls On Hold > 5 Minutes	≤ 10%	3.1%	1.7%	1.6%	4.2%
Call Duration	≤ 300 sec	254	250	245	262
Calls Abandoned	≤ 10%	1.5%	1.0%	1.1%	1.9%

#### Operations Monitoring Center

	Goal	Nov-19	Dec-19	Jan-20	YTD
Customer Service Calls		9,338	9,215	9,103	67,812
Average Initial Hold Time	≤ 180 sec	47	32	20	58
Calls On Hold > 5 Minutes	≤ 10%	4.4%	2.6%	1.0%	5.7%
Call Duration	≤ 300 sec	376	363	321	366
Calls Abandoned	≤ 10%	4.4%	3.1%	2.2%	4.9%

Contractual Requirement

March 18, 2020

**TO: BOARD OF DIRECTORS**

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

**RE: FINANCIAL REPORT FOR JANUARY 2020**

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

- Passengers: 6.3% over budget
- Contract Revenue Miles: 7.6% over budget
- Trips: 10.8% over budget
- Total Eligibility Evaluations: 17.1% under budget
- Average Trip Distance: under budget by 0.27 miles at 9.02 miles
- Total cost per Passenger (before depreciation): 0.9% under budget at \$39.75
- Administration Function is 1.5% under budget
- Eligibility Determination Function is 13.9% under budget
- Purchased Transportation Function is 7.2% over budget
- Paratransit Operations Function is 1.8% over budget

Attached are the following reports for your review:

- Statistical Comparison: January 2019 to January 2020
- 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 January 2020

	Cost	YTD Actual	YTD Budget	Variance	% O (Un Buc
Purchased Transportation	83.4%	\$93,154,996	\$86,909,904	\$6,245,092	7.
Paratransit Operations	8.9%	\$9,891,193	\$9,714,156	\$177,037	1.
Eligibility Determination	3.7%	\$4,170,486	\$4,844,045	(\$673,559)	-13
CTSA/Ride Information	0.2%	\$263,010	\$273,759	(\$10,749)	-3.
Administration	3.8%	\$4,258,135	\$4,324,019	(\$65,884)	-1.
<b>Total Exp before Depreciation</b>		<b>\$111,737,820</b>	<b>\$106,065,883</b>	<b>\$5,671,937</b>	<b>5.</b>

## Statistics - For the YTD Period Ended January 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	31,456	37,959	(6,503)	-17.1%	-6.5%
Number of Passengers	2,810,694	2,645,042	165,652	6.3%	7.8%
Number of Contract Revenue Miles	19,775,984	18,384,544	1,391,440	7.6%	5.3%
Number of Trips	2,192,817	1,979,614	213,203	10.8%	8.9%
Average Trip Distance	9.02	9.29	(0.27)	-2.9%	-3.3%
Purchased Transportation Cost					
Cost per Trip	\$42.48	\$43.90	(\$1.42)	-3.2%	7.1%
Cost per Passenger	\$33.14	\$32.86	\$0.28	0.9%	8.2%
Cost per Contract Rev Mile	\$4.71	\$4.73	(\$0.02)	0.0%	10.8%
Total Cost per Passenger before Depreciation	\$39.75	\$40.10	(\$0.35)	-0.9%	6.2%

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

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
<b>Revenue</b>					
Passenger Fares	\$6,441,607	\$5,857,740	\$583,867		
Other Revenue	\$375,384	\$303,399	\$71,985		
<b>Total Revenue</b>	<b>\$6,816,991</b>	<b>\$6,161,139</b>	<b>\$655,852</b>	<b>10.6%</b>	<b>6%</b>
<b>Total Exp before Capital</b>	<b>\$111,737,820</b>	<b>\$106,065,883</b>	<b>\$5,671,937</b>	<b>5.3%</b>	<b>14%</b>
<b>Capital Expenditures</b>					
Vehicles	\$4,591,219	\$8,767,055	(\$4,175,836)		
Other Capital Expenditures	\$61,691	\$488,000	(\$426,309)		
<b>Total Capital Expenditures</b>	<b>\$4,652,911</b>	<b>\$9,255,055</b>	<b>(\$4,602,144)</b>	<b>-49.7%</b>	<b>-17%</b>
<b>Over/(Under) Budget Jan 2020</b>			<b>\$1,069,793</b>		

# YTD Cost Per Passenger before Depreciation and Capital Cost

