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# Board Box

March 2020

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April 7, 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	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		298,683	313,726	300,974	2,493,791
Passenger Trips		383,596	399,410	385,412	3,196,106
Backup Trips		40	30	58	553
No Shows		3.2%	2.9%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	94.2%	92.5%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.02%	0.11%	0.11%
Excessively Long Trips	≤ 5%	3.2%	2.9%	3.1%	3.3%
Missed Trips	≤ 0.75%	0.34%	0.26%	0.62%	0.48%
Denials	≤ 0	3	1	0	12
On Time Performance (Access to Work)	≥ 94%	95.6%	97.8%	95.2%	95.4%

### Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		248,070	254,363	251,947	2,040,876
Average Initial Hold Time	≤ 120 sec	69	48	63	73
Calls On Hold > 5 Minutes	≤ 5%	2.5%	1.1%	1.9%	3.3%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		45,023	43,860	46,779	381,807
Average Initial Hold Time		73	58	70	79
Calls On Hold > 5 Minutes	≤ 10%	3.5%	2.4%	3.7%	4.5%

### Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	1.9	2.2	2.5
Commendations Per 1,000 Trips		1.1	1.0	1.1	1.1

### Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.11	0.21	0.19	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.63	0.74	0.69	0.74
Miles Between Road Calls	≥ 25,000	55,360	68,539	65,598	53,846

## Antelope Valley Region Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		12,583	13,651	13,489	108,636
Passenger Trips		17,541	18,622	18,258	148,422
No Shows		3.4%	2.8%	2.4%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	92.6%	91.5%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.03%	0.03%	0.12%
Excessively Long Trips	≤ 5%	3.2%	2.6%	2.6%	3.1%
Missed Trips	≤ 0.75%	0.77%	0.59%	0.57%	1.07%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	68.8%	94.1%	94.3%	84.7%

## Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		8,558	8,459	9,029	71,003
Average Initial Hold Time	≤ 120 sec	29	23	37	45
Calls On Hold > 5 Minutes	≤ 5%	0.5%	0.1%	1.2%	3.9%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,640	3,040	2,667	25,506
Average Initial Hold Time		100	83	78	105
Calls On Hold > 5 Minutes	≤ 10%	5.6%	6.3%	5.6%	7.8%

## Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.4	1.9	1.8	2.7
Commendations Per 1,000 Trips		2.0	1.0	0.5	0.9

## Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.54	0.55	0.48
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.55	0.21
Miles Between Road Calls	≥ 25,000	60,104	46,472	60,891	20,133

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		87,793	91,869	84,922	727,598
Passenger Trips		114,295	118,430	110,308	946,144
No Shows		3.0%	2.7%	2.5%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	93.6%	91.3%	90.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.01%	0.17%	0.19%
Excessively Long Trips	≤ 5%	1.2%	1.2%	1.2%	1.3%
Missed Trips	≤ 0.75%	0.33%	0.25%	0.60%	0.61%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	96.3%	95.7%	90.9%	93.0%

## Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		69,882	69,957	67,997	566,909
Average Initial Hold Time	≤ 120 sec	32	14	21	45
Calls On Hold > 5 Minutes	≤ 5%	0.9%	0.0%	0.0%	2.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,127	9,538	10,841	90,249
Average Initial Hold Time		27	11	18	47
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.0%	0.0%	3.4%

## Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	2.6	2.9	3.4
Commendations Per 1,000 Trips		1.1	1.0	1.5	1.4

## Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.18	0.19	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.69	0.91	0.75	0.78
Miles Between Road Calls	≥ 25,000	79,421	125,059	97,485	73,845

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		3,399	3,758	3,703	29,829
Passenger Trips		3,855	4,234	4,137	34,681
No Shows		1.9%	2.1%	1.8%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	94.6%	96.1%	94.5%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.10%	0.00%	0.10%
Excessively Long Trips	≤ 5%	3.0%	1.6%	2.3%	2.8%
Missed Trips	≤ 0.75%	0.45%	0.49%	0.46%	0.61%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		2,923	4,544	3,083	27,239
Average Initial Hold Time	≤ 120 sec	45	38	60	68
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.0%	2.2%	3.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		482	699	431	4,437
Average Initial Hold Time		60	39	74	72
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.3%	3.5%	4.1%

## Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	0.5	1.6	0.7
Commendations Per 1,000 Trips		0.3	0.5	0.0	0.4

## Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	3.49	0.81
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.58	3.99	0.00	0.71
Miles Between Road Calls	≥ 25,000	31,619	31,329	28,649	123,911

Contractual Requirement

## Northern Region Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		51,221	53,912	53,474	433,704
Passenger Trips		65,449	67,810	68,445	549,621
No Shows		2.5%	2.0%	2.0%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	93.2%	95.4%	94.3%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.04%	0.05%	0.07%
Excessively Long Trips	≤ 5%	4.6%	4.0%	4.5%	4.6%
Missed Trips	≤ 0.75%	0.28%	0.15%	0.21%	0.29%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	93.1%	99.0%	95.0%	95.5%

## Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		41,900	42,255	41,574	336,679
Average Initial Hold Time	≤ 120 sec	116	87	110	115
Calls On Hold > 5 Minutes	≤ 5%	3.5%	1.5%	3.3%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,028	6,502	6,933	54,858
Average Initial Hold Time		94	77	94	99
Calls On Hold > 5 Minutes	≤ 10%	2.3%	1.6%	2.4%	2.9%

## Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.4	1.6	1.7
Commendations Per 1,000 Trips		1.3	1.2	1.0	1.2

## Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.15	0.15	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.22	0.58	0.26	0.61
Miles Between Road Calls	≥ 25,000	135,582	62,468	333,620	94,430

Contractual Requirement

## Southern Region Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		97,950	102,472	98,488	813,320
Passenger Trips		121,889	127,123	122,571	1,013,435
No Shows		3.2%	3.0%	2.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	94.1%	92.6%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.01%	0.10%	0.03%
Excessively Long Trips	≤ 5%	4.4%	4.2%	4.3%	4.5%
Missed Trips	≤ 0.75%	0.29%	0.25%	0.90%	0.37%
Denials	≤ 0	3	1	0	7
On Time Performance (Access to Work)	≥ 92%	96.8%	99.0%	98.6%	97.1%

## Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		78,757	81,483	84,540	664,703
Average Initial Hold Time	≤ 120 sec	105	81	100	95
Calls On Hold > 5 Minutes	≤ 5%	4.6%	2.5%	3.9%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,362	16,986	18,417	144,990
Average Initial Hold Time		113	94	112	101
Calls On Hold > 5 Minutes	≤ 10%	7.0%	4.4%	7.5%	5.8%

## Complaints/Commendations

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

## Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.18	0.09	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.95	0.81	1.11	0.99
Miles Between Road Calls	≥ 25,000	31,783	56,820	43,261	43,318

Contractual Requirement



## West Central Region Trip Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
Vehicle Trips		45,697	48,034	46,840	380,151
Passenger Trips		60,527	63,161	61,635	503,250
No Shows		4.3%	4.2%	4.0%	3.9%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	94.1%	92.1%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.02%	0.11%	0.17%
Excessively Long Trips	≤ 5%	2.6%	2.5%	2.7%	2.8%
Missed Trips	≤ 0.75%	0.41%	0.32%	0.65%	0.61%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	97.9%	98.5%

## Call Performance

	Goal	Dec-19	Jan-20	Feb-20	YTD
<i>Reservations</i>					
Answered Calls		46,050	47,665	45,724	374,343
Average Initial Hold Time	≤ 120 sec	32	13	20	46
Calls On Hold > 5 Minutes	≤ 5%	1.0%	0.0%	0.0%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,384	7,095	7,490	61,767
Average Initial Hold Time		27	12	18	45
Calls On Hold > 5 Minutes	≤ 5%	0.7%	0.0%	0.0%	3.0%

## Complaints/Commendations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	1.9	2.5	2.6
Commendations Per 1,000 Trips		1.1	1.2	1.1	1.2

## Safety

	Goal	Dec-19	Jan-20	Feb-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.33	0.17	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.55	0.54	0.39	0.49
Miles Between Road Calls	≥ 25,000	53,432	54,850	41,104	53,312

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Dec-19	Jan-20	Feb-20	YTD
Eligible Customers		147,373	147,192	146,637	146,637
Total ADA Evaluations Performed		4,087	4,162	4,329	35,786
Days From Application to Decision (avg)	≤ 21	5	6	5	5

### In Person Evaluations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Unrestricted		1,485	1,644	1,598	13,228
Restricted		613	704	631	5,552
Temporary		181	187	178	1,491
Not Eligible		178	212	146	2,066
Total		2,457	2,747	2,553	22,337

### Paper Evaluations

	Goal	Dec-19	Jan-20	Feb-20	YTD
Unrestricted		1,630	1,415	1,776	13,449
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,630	1,415	1,776	13,449

### Appeals

	Goal	Dec-19	Jan-20	Feb-20	YTD
Appeals Performed		117	71	78	800
Days From Appeal to Decision (avg)	≤ 30	6	8	5	6

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Dec-19	Jan-20	Feb-20	YTD
Customer Service Calls		25,296	29,102	26,778	234,789
Average Initial Hold Time	≤ 180 sec	26	29	55	47
Calls On Hold > 5 Minutes	≤ 10%	1.7%	1.6%	5.2%	4.3%
Call Duration	≤ 300 sec	250	245	250	261
Calls Abandoned	≤ 10%	1.0%	1.1%	2.4%	2.0%

#### Operations Monitoring Center

	Goal	Dec-19	Jan-20	Feb-20	YTD
Customer Service Calls		9,215	9,103	9,449	77,261
Average Initial Hold Time	≤ 180 sec	32	20	48	57
Calls On Hold > 5 Minutes	≤ 10%	2.6%	1.0%	4.1%	5.5%
Call Duration	≤ 300 sec	363	321	359	365
Calls Abandoned	≤ 10%	3.1%	2.2%	4.2%	4.8%

Contractual Requirement

April 7, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR FEBRUARY 2020

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

- Passengers: 6.1% over budget
- Contract Revenue Miles: 7.4% over budget
- Trips: 10.6% over budget
- Total Eligibility Evaluations: 18.3% under budget
- Average Trip Distance: under plan by 0.28 miles at 9.01 miles
- Total cost per Passenger (before depreciation): 1.0% under budget at \$39.73
- Administration Function is 0.8% over budget
- Eligibility Determination Function is 14% under budget
- Purchased Transportation Function is 6.7% over budget
- Paratransit Operations Function is 1.4% over budget

Attached are the following reports for your review:

- Statistical Comparison: February 2019 to February 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 February 2020

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	83.3%	\$105,776,945	\$99,164,804	\$6,612,141	6.7%	16%
Paratransit Operations	8.8%	\$11,209,589	\$11,050,123	\$159,466	1.4%	8%
Eligibility Determination	3.8%	\$4,770,982	\$5,547,892	(\$776,910)	(-14.0%)	(-3%)
CTSA/Ride Information	0.2%	\$306,897	\$309,169	(\$2,272)	(-0.7%)	29%
Administration	3.9%	\$4,915,151	\$4,875,509	\$39,642	0.8%	6%
Total Exp before Depreciation		\$126,979,564	\$120,947,497	\$6,032,067	5.0%	14%

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	35,770	43,792	(8,022)	(-18.3%)	(-3.7%)
Number of Passengers	3,196,106	3,012,057	184,049	6.1%	8.4%
Number of Contract Revenue Miles	22,478,444	20,932,551	1,545,893	7.4%	6.2%
Number of Trips	2,493,791	2,254,260	239,531	10.6%	9.4%
Average Trip Distance	9.01	9.29	(0.28)	-3.0%	-3.0%
Purchased Transportation Cost					
Cost per Trip	\$42.42	\$43.99	(\$1.57)	(-3.6%)	6.5%
Cost per Passenger	\$33.10	\$32.92	\$0.18	0.5%	7.5%
Cost per Contract Rev Mile	\$4.71	\$4.74	(\$0.03)	0.0%	9.8%
Total Cost per Passenger before Depreciation	\$39.73	\$40.15	(\$0.42)	(1.0%)	5.6%

## Statistics – For the YTD Period Ended February 2020

## Budget Results for FY 2019/2020 For YTD Period Ending February 2020

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
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Revenue					
Passenger Fares	\$7,238,859	\$6,665,618	\$573,241		
Other Revenue	\$510,464	\$344,655	\$165,809		
Total Revenue	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	\$7,749,323	\$7,010,273	\$739,050	10.5%	6%
Total Exp before Capital	\$126,979,564	\$120,947,497	\$6,032,067	5.0%	14%
Capital Expenditures					
Vehicles	\$6,782,550	\$8,767,055	(\$1,984,505)		
Other Capital Expenditures	\$61,691	\$488,000	(\$426,309)		
Total Capital Expenditures	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	\$6,844,241	\$9,255,055	(\$2,410,814)	(26.0%)	21%
Over/(Under) Budget Feb 2020			<hr/>		
			\$3,621,253		

## YTD Cost Per Passenger before Depreciation and Capital Cost

