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# Board Box

April 2020

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April 27, 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	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		313,726	300,974	185,394	2,679,185
Passenger Trips		399,410	385,412	234,517	3,430,623
Backup Trips		30	58	13	566
No Shows		2.9%	2.7%	3.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	92.5%	95.3%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.11%	0.02%	0.11%
Excessively Long Trips	≤ 5%	2.9%	3.1%	2.3%	3.2%
Missed Trips	≤ 0.75%	0.26%	0.62%	0.24%	0.49%
Denials	≤ 0	1	0	3	14
On Time Performance (Access to Work)	≥ 94%	97.8%	95.2%	97.2%	95.2%

## Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		254,363	251,947	155,601	1,942,114
Average Initial Hold Time	≤ 120 sec	48	63	46	75
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.9%	1.1%	3.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		43,860	46,779	27,855	365,802
Average Initial Hold Time		58	70	50	79
Calls On Hold > 5 Minutes	≤ 10%	2.4%	3.7%	2.3%	4.6%

## Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.2	1.9	2.5
Commendations Per 1,000 Trips		1.0	1.1	1.2	1.1

## Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.19	0.20	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.74	0.69	0.56	0.72
Miles Between Road Calls	≥ 25,000	68,539	65,598	51,853	52,090

## Antelope Valley Region Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		13,651	13,489	9,371	118,007
Passenger Trips		18,622	18,258	13,222	161,644
No Shows		2.8%	2.4%	2.7%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	91.5%	89.5%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.30%	0.15%
Excessively Long Trips	≤ 5%	2.6%	2.6%	3.4%	3.2%
Missed Trips	≤ 0.75%	0.59%	0.57%	0.75%	1.10%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	94.1%	94.3%	100.0%	84.9%

## Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		8,459	9,029	6,435	68,979
Average Initial Hold Time	≤ 120 sec	23	37	40	47
Calls On Hold > 5 Minutes	≤ 5%	0.1%	1.2%	1.5%	4.2%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		3,040	2,667	2,057	24,523
Average Initial Hold Time		83	78	82	105
Calls On Hold > 5 Minutes	≤ 10%	6.3%	5.6%	5.7%	7.8%

## Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.8	2.6	2.8
Commendations Per 1,000 Trips		1.0	0.5	1.3	1.0

## Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.54	0.55	0.00	0.43
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.55	0.51	0.27
Miles Between Road Calls	≥ 25,000	46,472	60,891	18,493	18,574

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		91,869	84,922	50,572	778,170
Passenger Trips		118,430	110,308	64,669	1,010,813
No Shows		2.7%	2.5%	3.6%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	93.6%	91.3%	94.8%	90.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.17%	0.01%	0.20%
Excessively Long Trips	≤ 5%	1.2%	1.2%	0.8%	1.2%
Missed Trips	≤ 0.75%	0.25%	0.60%	0.19%	0.62%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	95.7%	90.9%	93.2%	92.7%

## Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		69,957	67,997	41,225	538,177
Average Initial Hold Time	≤ 120 sec	14	21	16	47
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.0%	0.2%	3.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,538	10,841	6,265	86,976
Average Initial Hold Time		11	18	9	48
Calls On Hold > 5 Minutes	≤ 10%	0.0%	0.0%	0.1%	3.5%

## Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.9	2.6	3.5
Commendations Per 1,000 Trips		1.0	1.5	1.7	1.5

## Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.19	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.91	0.75	0.78	0.76
Miles Between Road Calls	≥ 25,000	125,059	97,485	52,429	67,426

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		3,758	3,703	2,248	32,077
Passenger Trips		4,234	4,137	38,593	73,274
No Shows		2.1%	1.8%	2.3%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	96.1%	94.5%	93.4%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.00%	0.10%	0.10%
Excessively Long Trips	≤ 5%	1.6%	2.3%	2.3%	3.0%
Missed Trips	≤ 0.75%	0.49%	0.46%	0.45%	0.61%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		4,544	3,083	2,081	24,776
Average Initial Hold Time	≤ 120 sec	38	60	47	71
Calls On Hold > 5 Minutes	≤ 5%	1.0%	2.2%	1.6%	3.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		699	431	275	4,013
Average Initial Hold Time		39	74	83	79
Calls On Hold > 5 Minutes	≤ 10%	2.3%	3.5%	5.1%	4.4%

## Complaints/Commendations

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

## Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	3.49	0.00	0.75
Preventable Collisions Per 100,000 Miles	≤ 0.50	3.99	0.00	0.00	0.66
Miles Between Road Calls	≥ 25,000	31,329	28,649	18,604	133,213

Contractual Requirement

## Northern Region Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		53,912	53,474	30,600	464,304
Passenger Trips		67,810	68,445	2,460	552,081
No Shows		2.0%	2.0%	4.8%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	95.4%	94.3%	96.0%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.05%	0.02%	0.07%
Excessively Long Trips	≤ 5%	4.0%	4.5%	3.6%	4.6%
Missed Trips	≤ 0.75%	0.15%	0.21%	0.28%	0.31%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 94%	99.0%	95.0%	97.8%	95.3%

## Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		42,255	41,574	24,425	318,849
Average Initial Hold Time	≤ 120 sec	87	110	92	117
Calls On Hold > 5 Minutes	≤ 5%	1.5%	3.3%	1.9%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,502	6,933	4,087	52,443
Average Initial Hold Time		77	94	74	100
Calls On Hold > 5 Minutes	≤ 10%	1.6%	2.4%	1.6%	2.9%

## Complaints/Commendations

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

## Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.15	0.44	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.58	0.26	0.00	0.56
Miles Between Road Calls	≥ 25,000	62,468	333,620	227,110	107,862

Contractual Requirement

## Southern Region Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		102,472	98,488	64,361	877,681
Passenger Trips		127,123	122,571	79,049	1,092,484
No Shows		3.0%	2.8%	3.5%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	94.1%	92.6%	95.9%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.10%	0.00%	0.03%
Excessively Long Trips	≤ 5%	4.2%	4.3%	3.0%	4.5%
Missed Trips	≤ 0.75%	0.25%	0.90%	0.19%	0.37%
Denials	≤ 0	1	0	0	6
On Time Performance (Access to Work)	≥ 92%	99.0%	98.6%	99.0%	97.0%

## Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		81,483	84,540	53,962	637,182
Average Initial Hold Time	≤ 120 sec	81	100	65	95
Calls On Hold > 5 Minutes	≤ 5%	2.5%	3.9%	1.7%	3.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,986	18,417	10,903	138,907
Average Initial Hold Time		94	112	74	100
Calls On Hold > 5 Minutes	≤ 10%	4.4%	7.5%	4.1%	5.8%

## Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	1.8	1.7	2.2
Commendations Per 1,000 Trips		1.0	0.8	0.7	0.9

## Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.09	0.38	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.81	1.11	0.98	1.01
Miles Between Road Calls	≥ 25,000	56,820	43,261	43,887	41,989

Contractual Requirement



## West Central Region Trip Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
Vehicle Trips		48,034	46,840	28,229	408,380
Passenger Trips		63,161	61,635	36,511	539,761
No Shows		4.2%	4.0%	4.5%	3.9%
On Time Performance (Next Day Trips)	≥ 91%	94.1%	92.1%	95.8%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.11%	0.02%	0.17%
Excessively Long Trips	≤ 5%	2.5%	2.7%	1.4%	2.8%
Missed Trips	≤ 0.75%	0.32%	0.65%	0.20%	0.61%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 91%	100.0%	97.9%	98.8%	98.3%

## Call Performance

	Goal	Jan-20	Feb-20	Mar-20	YTD
<i>Reservations</i>					
Answered Calls		47,665	45,724	27,473	354,151
Average Initial Hold Time	≤ 120 sec	13	20	15	48
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.0%	0.2%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,095	7,490	4,268	58,940
Average Initial Hold Time		12	18	9	46
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.0%	0.1%	3.1%

## Complaints/Commendations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.5	2.2	2.7
Commendations Per 1,000 Trips		1.2	1.1	1.6	1.2

## Safety

	Goal	Jan-20	Feb-20	Mar-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.33	0.17	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.54	0.39	0.00	0.44
Miles Between Road Calls	≥ 25,000	54,850	41,104	56,578	53,353

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Jan-20	Feb-20	Mar-20	YTD
Eligible Customers		147,192	146,637	146,250	146,637
Total ADA Evaluations Performed		4,162	4,329	4,600	40,386
Days From Application to Decision (avg)	≤ 21	6	5	5	5

### In Person Evaluations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Unrestricted		1,644	1,598	890	14,118
Restricted		704	631	361	5,913
Temporary		187	178	210	1,701
Not Eligible		212	146	87	2,153
Total		2,747	2,553	1,548	23,885

### Paper Evaluations

	Goal	Jan-20	Feb-20	Mar-20	YTD
Unrestricted		1,415	1,776	2,217	15,666
Restricted		0	0	655	655
Temporary		0	0	170	170
Not Eligible		0	0	10	10
Total		1,415	1,776	3,052	16,501

### Appeals

	Goal	Jan-20	Feb-20	Mar-20	YTD
Appeals Performed		71	78	92	892
Days From Appeal to Decision (avg)	≤ 30	8	5	5	6

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Jan-20	Feb-20	Mar-20	YTD
Customer Service Calls		29,102	26,778	22,205	256,994
Average Initial Hold Time	≤ 180 sec	29	55	34	46
Calls On Hold > 5 Minutes	≤ 10%	1.6%	5.2%	2.8%	4.2%
Call Duration	≤ 300 sec	245	250	245	259
Calls Abandoned	≤ 10%	1.1%	2.4%	1.5%	1.9%

#### Operations Monitoring Center

	Goal	Jan-20	Feb-20	Mar-20	YTD
Customer Service Calls		9,103	9,449	7,000	84,261
Average Initial Hold Time	≤ 180 sec	20	48	22	54
Calls On Hold > 5 Minutes	≤ 10%	1.0%	4.1%	1.4%	5.2%
Call Duration	≤ 300 sec	321	359	310	361
Calls Abandoned	≤ 10%	2.2%	4.2%	1.6%	4.5%

Contractual Requirement

April 27, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR MARCH 2020

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

- Passengers: 0.5% over budget
- Contract Revenue Miles: 1.8% over budget
- Trips: 4.9% over budget
- Total Eligibility Evaluations: 19% under budget
- Average Trip Distance: under plan by 0.27 miles at 9.01 miles
- Total cost per Passenger (before depreciation): 1.9% under budget at \$40.82
- Administration Function is 1.1% over budget
- Eligibility Determination Function is 15.1% under budget
- Purchased Transportation Function is 3.7% over budget
- Paratransit Operations Function is 0.5% over budget

Attached are the following reports for your review:

- Statistical Comparison: March 2019 to March 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 March 2020

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	83.1%	\$116,345,702	\$112,205,390	\$4,140,312	3.7%	12%
Paratransit Operations	8.9%	\$12,483,154	\$12,418,758	\$64,396	0.5%	8%
Eligibility Determination	3.8%	\$5,347,593	\$6,298,317	(\$950,724)	-15.1%	-3%
CTSA/Ride Information	0.2%	\$349,541	\$346,458	\$3,083	0.9%	30%
Administration	3.9%	\$5,516,717	\$5,455,326	\$61,391	1.1%	5%
<b>Total Exp before Depreciation</b>		<b>\$140,042,707</b>	<b>\$136,724,249</b>	<b>\$3,318,458</b>	<b>2.4%</b>	<b>10%</b>

## Statistics – For the YTD Period Ended March 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	40,370	49,841	(9,471)	-19.0%	-2.0%
Number of Passengers	3,430,623	3,412,154	18,469	0.5%	3.0%
Number of Contract Revenue Miles	24,145,187	23,708,994	436,193	1.8%	1.1%
Number of Trips	2,679,185	2,553,689	125,496	4.9%	3.9%
Average Trip Distance	9.01	9.28	(0.27)	-3.0%	-2.7%
Purchased Transportation Cost					
Cost per Trip	\$43.43	\$43.94	(\$0.51)	-1.2%	7.3%
Cost per Passenger	\$33.91	\$32.88	\$1.03	3.1%	8.3%
Cost per Contract Rev Mile	\$4.82	\$4.73	\$0.09	0.0%	10.3%
Total Cost per Passenger before Depreciation	\$40.82	\$40.07	\$0.75	1.9%	7.1%

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

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
Revenue					
Passenger Fares	\$7,895,776	\$7,544,867	\$350,909		
Other Revenue	\$610,864	\$386,498	\$224,366		
Total Revenue	\$8,506,640	\$7,931,365	\$575,275	7.3%	3%
Total Exp before Capital	\$140,042,707	\$136,724,249	\$3,318,458	2.4%	10%
Capital Expenditures					
Vehicles	\$6,782,550	\$8,767,055	(\$1,984,505)		
Other Capital Expenditures	\$63,451	\$488,000	(\$424,549)		
Total Capital Expenditures	\$6,846,001	\$9,255,055	(\$2,409,054)	-26.0%	20%
Over/(Under) Budget Mar 2020			\$909,404		

## YTD Cost Per Passenger before Depreciation and Capital Cost

