



**Access Services**  
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# Board Box

May 2020

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June 1, 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	Feb-20	Mar-20	Apr-20	YTD
Vehicle Trips		300,974	185,394	65,692	2,744,877
Passenger Trips		385,412	234,517	79,604	3,510,227
Backup Trips		58	13	0	566
No Shows		2.7%	3.8%	4.6%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	95.3%	97.2%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.02%	0.06%	0.10%
Excessively Long Trips	≤ 5%	3.1%	2.3%	0.3%	3.1%
Missed Trips	≤ 0.75%	0.62%	0.24%	0.25%	0.46%
Denials	≤ 0	0	3	3	18
On Time Performance (Access to Work)	≥ 94%	95.2%	97.2%	99.5%	95.7%

## Call Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
<i>Reservations</i>					
Answered Calls		251,947	155,601	49,684	2,246,161
Average Initial Hold Time	≤ 120 sec	63	46	41	71
Calls On Hold > 5 Minutes	≤ 5%	1.9%	1.1%	2.2%	3.2%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		46,779	27,855	9,203	418,865
Average Initial Hold Time		70	50	32	76
Calls On Hold > 5 Minutes	≤ 10%	3.7%	2.3%	1.3%	4.3%

## Complaints/Commendations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	1.9	1.8	2.4
Commendations Per 1,000 Trips		1.1	1.2	0.9	1.1

## Safety

	Goal	Feb-20	Mar-20	Apr-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.20	0.00	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.69	0.56	0.39	0.70
Miles Between Road Calls	≥ 25,000	65,598	51,853	66,930	54,217

## Antelope Valley Region Trip Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
Vehicle Trips		13,489	9,371	4,135	122,142
Passenger Trips		18,258	13,222	5,897	167,541
No Shows		2.4%	2.7%	2.6%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	89.5%	97.6%	91.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.30%	0.10%	0.14%
Excessively Long Trips	≤ 5%	2.6%	3.4%	0.2%	3.0%
Missed Trips	≤ 0.75%	0.57%	0.75%	0.18%	1.01%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	94.3%	100.0%	-	86.2%

## Call Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
<i>Reservations</i>					
Answered Calls		9,029	6,435	3,016	80,454
Average Initial Hold Time	≤ 120 sec	37	40	29	44
Calls On Hold > 5 Minutes	≤ 5%	1.2%	1.5%	0.5%	3.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,667	2,057	960	28,523
Average Initial Hold Time		78	82	63	102
Calls On Hold > 5 Minutes	≤ 10%	5.6%	5.7%	1.6%	7.5%

## Complaints/Commendations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.6	1.9	2.7
Commendations Per 1,000 Trips		0.5	1.3	0.0	0.9

## Safety

	Goal	Feb-20	Mar-20	Apr-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.55	0.00	0.00	0.41
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.55	0.51	0.00	0.22
Miles Between Road Calls	≥ 25,000	60,891	18,493	34,393	20,489

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
Vehicle Trips		84,922	50,572	15,845	794,015
Passenger Trips		110,308	64,669	19,110	1,029,923
No Shows		2.5%	3.6%	5.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	94.8%	95.6%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.17%	0.01%	0.14%	0.18%
Excessively Long Trips	≤ 5%	1.2%	0.8%	0.0%	1.2%
Missed Trips	≤ 0.75%	0.60%	0.19%	0.43%	0.57%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	90.9%	93.2%	98.6%	93.2%

## Call Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
<i>Reservations</i>					
Answered Calls		67,997	41,225	13,775	621,909
Average Initial Hold Time	≤ 120 sec	21	16	35	43
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.2%	2.7%	2.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,841	6,265	2,353	98,867
Average Initial Hold Time		18	9	16	44
Calls On Hold > 5 Minutes	≤ 10%	0.0%	0.1%	1.3%	3.1%

## Complaints/Commendations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.6	1.3	3.3
Commendations Per 1,000 Trips		1.5	1.7	1.5	1.4

## Safety

	Goal	Feb-20	Mar-20	Apr-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.19	0.00	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.75	0.78	0.37	0.76
Miles Between Road Calls	≥ 25,000	97,485	52,429	404,677	74,636

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
Vehicle Trips		3,703	2,248	656	32,733
Passenger Trips		4,137	38,593	731	74,005
No Shows		1.8%	2.3%	1.7%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	94.5%	93.4%	94.6%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.10%	0.29%	0.11%
Excessively Long Trips	≤ 5%	2.3%	2.3%	0.2%	2.8%
Missed Trips	≤ 0.75%	0.46%	0.45%	0.51%	0.59%
Denials	≤ 0	0	1	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
<i>Reservations</i>					
Answered Calls		3,083	2,081	639	29,959
Average Initial Hold Time	≤ 120 sec	60	47	22	65
Calls On Hold > 5 Minutes	≤ 5%	2.2%	1.6%	0.3%	3.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		431	275	85	4,797
Average Initial Hold Time		74	83	22	72
Calls On Hold > 5 Minutes	≤ 10%	3.5%	5.1%	0.0%	4.0%

## Complaints/Commendations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	0.0	1.5	0.7
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.2

## Safety

	Goal	Feb-20	Mar-20	Apr-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	3.49	0.00	0.00	0.73
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	7.99	0.83
Miles Between Road Calls	≥ 25,000	28,649	18,604	6,261	136,343

Contractual Requirement

## Northern Region Trip Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
Vehicle Trips		53,474	30,600	8,521	472,825
Passenger Trips		68,445	2,460	10,338	562,419
No Shows		2.0%	4.8%	4.6%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	94.3%	96.0%	97.1%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.02%	0.03%	0.06%
Excessively Long Trips	≤ 5%	4.5%	3.6%	2.0%	4.5%
Missed Trips	≤ 0.75%	0.21%	0.28%	0.18%	0.29%
Denials	≤ 0	0	1	0	2
On Time Performance (Access to Work)	≥ 94%	95.0%	97.8%	97.7%	95.7%

## Call Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
<i>Reservations</i>					
Answered Calls		41,574	24,425	7,931	369,035
Average Initial Hold Time	≤ 120 sec	110	92	39	112
Calls On Hold > 5 Minutes	≤ 5%	3.3%	1.9%	0.5%	3.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,933	4,087	1,318	60,263
Average Initial Hold Time		94	74	32	96
Calls On Hold > 5 Minutes	≤ 10%	2.4%	1.6%	1.4%	2.8%

## Complaints/Commendations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.3	2.0	1.7
Commendations Per 1,000 Trips		1.0	1.2	1.6	1.2

## Safety

	Goal	Feb-20	Mar-20	Apr-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.44	0.00	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.26	0.00	0.23	0.55
Miles Between Road Calls	≥ 25,000	333,620	227,110	36,309	93,159

Contractual Requirement

## Southern Region Trip Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
Vehicle Trips		98,488	64,361	26,281	903,962
Passenger Trips		122,571	79,049	30,956	1,123,440
No Shows		2.8%	3.5%	3.8%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	95.9%	97.8%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.00%	0.04%	0.03%
Excessively Long Trips	≤ 5%	4.3%	3.0%	0.0%	4.3%
Missed Trips	≤ 0.75%	0.90%	0.19%	0.17%	0.35%
Denials	≤ 0	0	0	0	7
On Time Performance (Access to Work)	≥ 92%	98.6%	99.0%	100.0%	97.4%

## Call Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
<i>Reservations</i>					
Answered Calls		84,540	53,962	14,713	733,378
Average Initial Hold Time	≤ 120 sec	100	65	53	92
Calls On Hold > 5 Minutes	≤ 5%	3.9%	1.7%	2.8%	3.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		18,417	10,903	2,922	158,815
Average Initial Hold Time		112	74	45	98
Calls On Hold > 5 Minutes	≤ 10%	7.5%	4.1%	1.7%	5.6%

## Complaints/Commendations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.7	1.7	2.1
Commendations Per 1,000 Trips		0.8	0.7	0.3	0.9

## Safety

	Goal	Feb-20	Mar-20	Apr-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.38	0.00	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.11	0.98	0.41	0.95
Miles Between Road Calls	≥ 25,000	43,261	43,887	61,158	44,000

Contractual Requirement



## West Central Region Trip Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
Vehicle Trips		46,840	28,229	10,254	418,634
Passenger Trips		61,635	36,511	12,572	552,333
No Shows		4.0%	4.5%	6.1%	4.0%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	95.8%	98.5%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.02%	0.02%	0.15%
Excessively Long Trips	≤ 5%	2.7%	1.4%	0.0%	2.7%
Missed Trips	≤ 0.75%	0.65%	0.20%	0.17%	0.57%
Denials	≤ 0	0	1	3	5
On Time Performance (Access to Work)	≥ 91%	97.9%	98.8%	100.0%	98.6%

## Call Performance

	Goal	Feb-20	Mar-20	Apr-20	YTD
<i>Reservations</i>					
Answered Calls		45,724	27,473	9,610	411,426
Average Initial Hold Time	≤ 120 sec	20	15	35	44
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.2%	2.6%	2.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,490	4,268	1,565	67,600
Average Initial Hold Time		18	9	14	42
Calls On Hold > 5 Minutes	≤ 5%	0.0%	0.1%	0.4%	2.8%

## Complaints/Commendations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.2	2.5	2.6
Commendations Per 1,000 Trips		1.1	1.6	1.3	1.2

## Safety

	Goal	Feb-20	Mar-20	Apr-20	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	0.39	0.00	0.50	0.45
Miles Between Road Calls	≥ 25,000	41,104	56,578	50,247	53,362

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Feb-20	Mar-20	Apr-20	YTD
Eligible Customers		146,637	146,250	144,228	144,228
Total ADA Evaluations Performed		4,329	4,600	2,981	43,367
Days From Application to Decision (avg)	≤ 21	5	5	4	5

### In Person Evaluations

	Goal	Feb-20	*Mar-20	*Apr-20	YTD
Unrestricted		1,598	890	8	14,126
Restricted		631	361	0	5,913
Temporary		178	210	433	2,134
Not Eligible		146	87	20	2,173
Total		2,553	1,548	461	24,346

### Paper Evaluations

	Goal	Feb-20	Mar-20	Apr-20	YTD
Unrestricted		1,776	2,217	2,001	17,667
Restricted		0	655	354	1,009
Temporary		0	170	164	334
Not Eligible		0	10	1	11
Total		1,776	3,052	2,520	19,021

### Appeals

	Goal	Feb-20	Mar-20	Apr-20	YTD
Appeals Performed		78	92	41	933
Days From Appeal to Decision (avg)	≤ 30	5	5	5	6

\*In Person Interviews have been conducted over the phone as part of Access' COVID-19 response effort.

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Feb-20	Mar-20	Apr-20	YTD
Customer Service Calls		26,778	22,205	11,494	268,488
Average Initial Hold Time	≤ 180 sec	55	34	20	45
Calls On Hold > 5 Minutes	≤ 10%	5.2%	2.8%	1.0%	4.0%
Call Duration	≤ 300 sec	250	245	249	259
Calls Abandoned	≤ 10%	2.4%	1.5%	0.5%	1.9%

#### Operations Monitoring Center

	Goal	Feb-20	Mar-20	Apr-20	YTD
Customer Service Calls		9,449	7,000	2,351	86,612
Average Initial Hold Time	≤ 180 sec	48	22	19	53
Calls On Hold > 5 Minutes	≤ 10%	4.1%	1.4%	0.9%	5.1%
Call Duration	≤ 300 sec	359	310	317	359
Calls Abandoned	≤ 10%	4.2%	1.6%	1.3%	4.5%

Contractual Requirement

June 1, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR APRIL 2020

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

- Passengers: 7.5% under budget
- Contract Revenue Miles: 6.0% under budget
- Trips: 3.4% under budget
- Total Eligibility Evaluations: 16.4% under budget
- Average Trip Distance: under plan by 0.25 miles at 9.03 miles
- Total cost per Passenger (before depreciation): 5.9% over budget at \$42.49
- Administration Function is 2.1% over budget
- Eligibility Determination Function is 16.5% under budget
- Purchased Transportation Function is 1.6% under budget
- Paratransit Operations Function is 0.8% under budget

Attached are the following reports for your review:

- Statistical Comparison: April 2019 to April 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 April 2020

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	82.5%	\$123,057,195	\$125,120,923	(\$2,063,728)	-1.6%	7%
Paratransit Operations	9.2%	\$13,679,891	\$13,787,392	(\$107,501)	-0.8%	6%
Eligibility Determination	3.9%	\$5,846,757	\$7,002,132	(\$1,155,375)	-16.5%	-4%
CTSA/Ride Information	0.3%	\$388,747	\$383,747	\$5,000	1.3%	29%
Administration	4.1%	\$6,165,524	\$6,036,139	\$129,385	2.1%	6%
<b>Total Exp before Depreciation</b>		<b>\$149,138,114</b>	<b>\$152,330,333</b>	<b>(\$3,192,219)</b>	<b>-2.1%</b>	<b>6%</b>

## Statistics – For the YTD Period Ended April 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	46,338	55,435	(9,097)	-16.4%	-0.2%
Number of Passengers	3,510,227	3,796,234	(286,007)	-7.5%	-5.7%
Number of Contract Revenue Miles	24,780,404	26,375,076	(1,594,671)	-6.0%	-7.0%
Number of Trips	2,744,877	2,841,066	(96,189)	-3.4%	-4.8%
Average Trip Distance	9.03	9.28	(0.25)	-2.7%	-2.3%
Purchased Transportation Cost					
Cost per Trip	\$44.83	\$44.04	\$0.79	1.8%	11.9%
Cost per Passenger	\$35.06	\$32.96	\$2.10	6.4%	13.0%
Cost per Contract Rev Mile	\$4.97	\$4.74	\$0.23	0.0%	14.8%
Total Cost per Passenger before Depreciation	\$42.49	\$40.13	\$2.36	5.9%	12.5%

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

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
Revenue					
Passenger Fares	\$8,176,484	\$8,386,008	(\$209,524)		
Other Revenue	\$657,431	\$427,231	\$230,200		
Total Revenue	\$8,833,915	\$8,813,239	\$20,676	0.2%	-3%
Total Exp before Capital	\$149,138,114	\$152,330,333	(\$3,192,219)	-2.1%	6%
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 Apr 2020			(\$5,601,273)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

