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June 2020

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JUNE 26, 2020

TO: BOARD OF DIRECTORS

FROM: VY VU, SYSTEM ADMINISTRATOR - DATA

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	Mar-20	Apr-20	May-20	YTD
Vehicle Trips		185,394	65,692	85,459	2,830,336
Passenger Trips		234,517	79,604	105,116	3,615,343
Backup Trips		13	0	0	566
No Shows		3.8%	4.6%	3.9%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	95.3%	97.2%	92.1%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.06%	0.06%	0.10%
Excessively Long Trips	≤ 5%	2.3%	0.3%	1.3%	3.1%
Missed Trips	≤ 0.75%	0.24%	0.25%	0.43%	0.46%
Denials	≤ 0	3	3	0	18
On Time Performance (Access to Work)	≥ 94%	97.2%	99.5%	99.8%	95.8%

Call Performance

	Goal	Mar-20	Apr-20	May-20	YTD
<i>Reservations</i>					
Answered Calls		155,601	49,684	64,292	2,310,453
Average Initial Hold Time	≤ 120 sec	46	41	61	71
Calls On Hold > 5 Minutes	≤ 5%	1.1%	2.2%	4.1%	3.2%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		27,855	9,203	14,469	433,334
Average Initial Hold Time		50	32	39	75
Calls On Hold > 5 Minutes	≤ 10%	2.3%	1.3%	1.7%	4.2%

Complaints/Commendations

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

Safety

	Goal	Mar-20	Apr-20	May-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.00	0.05	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.56	0.39	0.39	0.69
Miles Between Road Calls	≥ 25,000	51,853	66,930	92,473	55,459

Antelope Valley Region Trip Performance

	Goal	Mar-20	Apr-20	May-20	YTD
Vehicle Trips		9,371	4,135	5,494	127,636
Passenger Trips		13,222	5,897	7,774	175,315
No Shows		2.7%	2.6%	2.2%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	89.5%	97.6%	94.3%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.30%	0.10%	0.11%	0.14%
Excessively Long Trips	≤ 5%	3.4%	0.2%	0.1%	2.9%
Missed Trips	≤ 0.75%	0.75%	0.18%	0.60%	1.00%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	-	-	86.2%

Call Performance

	Goal	Mar-20	Apr-20	May-20	YTD
<i>Reservations</i>					
Answered Calls		6,435	3,016	3,979	84,433
Average Initial Hold Time	≤ 120 sec	40	29	35	43
Calls On Hold > 5 Minutes	≤ 5%	1.5%	0.5%	0.7%	3.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,057	960	1,521	30,044
Average Initial Hold Time		82	63	73	100
Calls On Hold > 5 Minutes	≤ 10%	5.7%	1.6%	4.2%	7.3%

Complaints/Commendations

	Goal	Mar-20	Apr-20	May-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	1.9	1.8	2.6
Commendations Per 1,000 Trips		1.3	0.0	0.4	0.9

Safety

	Goal	Mar-20	Apr-20	May-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.38
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.51	0.00	0.00	0.20
Miles Between Road Calls	≥ 25,000	18,493	34,393	44,287	21,320

Contractual Requirement

Eastern Region Trip Performance

	Goal	Mar-20	Apr-20	May-20	YTD
Vehicle Trips		50,572	15,845	21,193	815,208
Passenger Trips		64,669	19,110	25,763	1,055,686
No Shows		3.6%	5.6%	4.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	94.8%	95.6%	91.7%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.14%	0.04%	0.17%
Excessively Long Trips	≤ 5%	0.8%	0.0%	0.0%	1.2%
Missed Trips	≤ 0.75%	0.19%	0.43%	0.45%	0.57%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	93.2%	98.6%	100.0%	93.4%

Call Performance

	Goal	Mar-20	Apr-20	May-20	YTD
<i>Reservations</i>					
Answered Calls		41,225	13,775	19,698	641,607
Average Initial Hold Time	≤ 120 sec	16	35	62	44
Calls On Hold > 5 Minutes	≤ 5%	0.2%	2.7%	6.1%	2.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,265	2,353	3,643	102,510
Average Initial Hold Time		9	16	27	43
Calls On Hold > 5 Minutes	≤ 10%	0.1%	1.3%	2.1%	3.1%

Complaints/Commendations

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

Safety

	Goal	Mar-20	Apr-20	May-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.78	0.37	0.35	0.74
Miles Between Road Calls	≥ 25,000	52,429	404,677	501,062	78,550

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Mar-20	Apr-20	May-20	YTD
Vehicle Trips		2,248	656	791	33,524
Passenger Trips		2,460*	731	908	38,780
No Shows		2.3%	1.7%	1.4%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	94.6%	95.8%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.29%	0.25%	0.11%
Excessively Long Trips	≤ 5%	2.3%	0.2%	0.0%	2.7%
Missed Trips	≤ 0.75%	0.45%	0.51%	0.28%	0.58%
Denials	≤ 0	1	0	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	0.0%

*Note: Correction made to incorrect number reported.

Call Performance

	Goal	Mar-20	Apr-20	May-20	YTD
<i>Reservations</i>					
Answered Calls		2,081	639	691	30,650
Average Initial Hold Time	≤ 120 sec	47	22	22	64
Calls On Hold > 5 Minutes	≤ 5%	1.6%	0.3%	0.7%	3.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		275	85	71	4,868
Average Initial Hold Time		83	22	14	71
Calls On Hold > 5 Minutes	≤ 10%	5.1%	0.0%	0.0%	4.0%

Complaints/Commendations

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

Safety

	Goal	Mar-20	Apr-20	May-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.71
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	7.99	0.00	0.80
Miles Between Road Calls	≥ 25,000	18,604	6,261	8,201	140,444

Contractual Requirement

Northern Region Trip Performance

	Goal	Mar-20	Apr-20	May-20	YTD
Vehicle Trips		30,600	8,521	11,293	484,118
Passenger Trips		38,593	10,338	13,885	612,437
No Shows		4.8%	4.6%	3.2%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	96.0%	97.1%	91.0%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.03%	0.10%	0.07%
Excessively Long Trips	≤ 5%	3.6%	2.0%	4.1%	4.5%
Missed Trips	≤ 0.75%	0.28%	0.18%	0.53%	0.29%
Denials	≤ 0	1	0	0	2
On Time Performance (Access to Work)	≥ 94%	97.8%	97.7%	98.5%	95.8%

Call Performance

	Goal	Mar-20	Apr-20	May-20	YTD
<i>Reservations</i>					
Answered Calls		24,425	7,931	10,764	379,799
Average Initial Hold Time	≤ 120 sec	92	39	77	111
Calls On Hold > 5 Minutes	≤ 5%	1.9%	0.5%	2.0%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,087	1,318	2,213	62,476
Average Initial Hold Time		74	32	59	95
Calls On Hold > 5 Minutes	≤ 10%	1.6%	1.4%	1.0%	2.7%

Complaints/Commendations

	Goal	Mar-20	Apr-20	May-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	2.0	2.8	1.7
Commendations Per 1,000 Trips		1.2	1.6	1.6	1.2

Safety

	Goal	Mar-20	Apr-20	May-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.44	0.00	0.00	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.23	0.35	0.54
Miles Between Road Calls	≥ 25,000	227,110	36,309	283,959	96,141

Contractual Requirement

Southern Region Trip Performance

	Goal	Mar-20	Apr-20	May-20	YTD
Vehicle Trips		64,361	26,281	33,676	937,638
Passenger Trips		79,049	30,956	40,474	1,163,914
No Shows		3.5%	3.8%	3.3%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	95.9%	97.8%	91.7%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.04%	0.05%	0.03%
Excessively Long Trips	≤ 5%	3.0%	0.0%	1.5%	4.2%
Missed Trips	≤ 0.75%	0.19%	0.17%	0.47%	0.35%
Denials	≤ 0	0	0	0	7
On Time Performance (Access to Work)	≥ 92%	99.0%	100.0%	100.0%	97.5%

Call Performance

	Goal	Mar-20	Apr-20	May-20	YTD
<i>Reservations</i>					
Answered Calls		53,962	14,713	16,198	749,576
Average Initial Hold Time	≤ 120 sec	65	53	60	92
Calls On Hold > 5 Minutes	≤ 5%	1.7%	2.8%	2.6%	3.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,903	2,922	4,752	163,567
Average Initial Hold Time		74	45	35	97
Calls On Hold > 5 Minutes	≤ 10%	4.1%	1.7%	0.9%	5.5%

Complaints/Commendations

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

Safety

	Goal	Mar-20	Apr-20	May-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.38	0.00	0.00	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.98	0.41	0.52	0.92
Miles Between Road Calls	≥ 25,000	43,887	61,158	69,067	44,968

Contractual Requirement

West Central Region Trip Performance

	Goal	Mar-20	Apr-20	May-20	YTD
Vehicle Trips		28,229	10,254	13,012	431,646
Passenger Trips		36,511	12,572	16,312	568,645
No Shows		4.5%	6.1%	5.7%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	95.8%	98.5%	97.2%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.00%	0.15%
Excessively Long Trips	≤ 5%	1.4%	0.0%	0.2%	2.6%
Missed Trips	≤ 0.75%	0.20%	0.17%	0.15%	0.55%
Denials	≤ 0	1	3	0	5
On Time Performance (Access to Work)	≥ 91%	98.8%	100.0%	100.0%	98.7%

Call Performance

	Goal	Mar-20	Apr-20	May-20	YTD
<i>Reservations</i>					
Answered Calls		27,473	9,610	12,962	424,388
Average Initial Hold Time	≤ 120 sec	15	35	59	44
Calls On Hold > 5 Minutes	≤ 5%	0.2%	2.6%	5.9%	2.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,268	1,565	2,269	69,869
Average Initial Hold Time		9	14	25	41
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.4%	1.8%	2.7%

Complaints/Commendations

	Goal	Mar-20	Apr-20	May-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.5	3.3	2.6
Commendations Per 1,000 Trips		1.6	1.3	1.0	1.2

Safety

	Goal	Mar-20	Apr-20	May-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.50	0.41	0.45
Miles Between Road Calls	≥ 25,000	56,578	50,247	43,112	52,666

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Mar-20	Apr-20	May-20	YTD
Eligible Customers		146,250	144,228	142,783	142,783
Total ADA Evaluations Performed		4,600	2,981	3,016	46,383
Days From Application to Decision (avg)	≤ 21	5	4	4	5

In Person Evaluations

	Goal	Mar-20	Apr-20	May-20	YTD
Unrestricted		890	8	0	14,126
Restricted		361	0	1	5,914
Temporary		210	433	385	2,519
Not Eligible		87	20	22	2,195
Total		1,548	461	408	24,754

Paper Evaluations

	Goal	Mar-20	Apr-20	May-20	YTD
Unrestricted		2,217	2,001	2,192	19,859
Restricted		655	354	301	1,310
Temporary		170	164	115	449
Not Eligible		10	1	0	11
Total		3,052	2,520	2,608	21,629

Appeals

	Goal	Mar-20	Apr-20	May-20	YTD
Appeals Performed		92	41	30	963
Days From Appeal to Decision (avg)	≤ 30	5	5	5	6

Customer Service

Phone Statistics

Customer Service

	Goal	Mar-20	Apr-20	May-20	YTD
Customer Service Calls		22,205	11,494	11,539	280,027
Average Initial Hold Time	≤ 180 sec	34	20	34	44
Calls On Hold > 5 Minutes	≤ 10%	2.8%	1.0%	2.8%	4.0%
Call Duration	≤ 300 sec	245	249	237	258
Calls Abandoned	≤ 10%	1.5%	0.5%	1.2%	1.8%

Operations Monitoring Center

	Goal	Mar-20	Apr-20	May-20	YTD
Customer Service Calls		7,000	2,351	2,916	89,528
Average Initial Hold Time	≤ 180 sec	22	19	30	52
Calls On Hold > 5 Minutes	≤ 10%	1.4%	0.9%	2.1%	5.0%
Call Duration	≤ 300 sec	310	317	323	358
Calls Abandoned	≤ 10%	1.6%	1.3%	1.5%	4.4%

Contractual Requirement

JUNE 26, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR MAY 2020

Attached for your review are the draft financial reports for May 2020.

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

- ◆ Passengers: 14% under budget
- ◆ Contract Revenue Miles: 12% under budget
- ◆ Trips: 10% under budget
- ◆ Total Eligibility Evaluations: 20% under budget
- ◆ Average Trip Distance: under budget by 0.22 miles at 9.06 miles
- ◆ Total cost per Passenger (before depreciation): 10% over budget at \$44.18
- ◆ Administration Function is 1% over budget
- ◆ Eligibility Determination Function is 19% under budget
- ◆ Purchased Transportation Function is 5% under budget
- ◆ Paratransit Operations Function is 2% under budget

Attached are the following reports for your review:

- Statistical Comparison: May 2019 to May 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 May 2020

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	82.3%	\$131,476,912	\$138,325,155	(\$6,848,243)	-5%	2%
Paratransit Operations	9.3%	\$14,847,304	\$15,151,457	(\$304,153)	-2%	5%
Eligibility Determination	3.9%	\$6,298,439	\$7,760,481	(\$1,462,042)	-19%	-6%
CTSA/Ride Information	0.3%	\$416,993	\$420,033	(\$3,040)	-1%	25%
Administration	4.2%	\$6,670,312	\$6,600,575	\$69,737	1%	3%
Total Exp before Depreciation		\$159,709,960	\$168,257,701	(\$8,547,741)	-5%	2%

Statistics - - For the YTD Period Ended May 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	49,327	61,530	(12,203)	-20%	-4%
Number of PAX	3,615,343	4,190,742	(575,399)	-14%	-12%
Number of Contract Revenue Miles	25,638,008	29,112,188	(3,474,180)	-12%	-13%
Number of Trips	2,830,336	3,136,222	(305,886)	-10%	-11%
Average Trip Distance	9.06	9.28	(0.22)	-2%	-2%
Purchased Transportation Cost					
Cost per Trip	\$46.45	\$44.11	\$2.34	5%	16%
Cost per PAX	\$36.37	\$33.01	\$3.36	10%	17%
Cost per Contract Rev Mile	\$5.13	\$4.75	\$0.38	0%	18%
Total Cost per Pax before Depreciation	\$44.18	\$40.15	\$4.03	10%	17%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$8,553,935	\$9,249,470	(\$695,535)		
Other Revenue	\$743,625	\$468,455	\$275,170		
Total Revenue	\$9,297,560	\$9,717,925	(\$420,365)	-4%	-9%
Total Exp before Capital	\$159,709,960	\$168,257,701	(\$8,547,741)	-5%	2%
Capital Expenditures					
Vehicles	\$6,940,058	\$8,767,055	(\$1,826,997)		
Other Capital Expenditures	\$73,451	\$488,000	(\$414,549)		
Total Capital Expenditures	\$7,013,510	\$9,255,055	(\$2,241,545)	-24%	22%
Over/(Under) Budget May 2020			(\$10,789,286)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

