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# Board Box

July 2020

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July 27, 2020

TO: BOARD OF DIRECTORS  
FROM: VY VU, SYSTEM ADMINISTRATOR - DATA  
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	Apr-20	May-20	Jun-20	YTD
Vehicle Trips		65,692	85,459	109,737	2,940,073
Passenger Trips		79,604	105,116	136,221	3,751,564
Backup Trips		0	0	37	603
No Shows		4.6%	3.9%	3.7%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	97.2%	92.1%	89.7%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.06%	0.21%	0.10%
Excessively Long Trips	≤ 5%	0.3%	1.3%	0.0%	2.9%
Missed Trips	≤ 0.75%	0.25%	0.43%	0.62%	0.46%
Denials	≤ 0	3	0	0	18
On Time Performance (Access to Work)	≥ 94%	99.5%	99.8%	98.5%	95.9%

## Call Performance

	Goal	Apr-20	May-20	Jun-20	YTD
<i>Reservations</i>					
Answered Calls		49,684	64,292	102,610	2,413,063
Average Initial Hold Time	≤ 120 sec	41	61	80	71
Calls On Hold > 5 Minutes	≤ 5%	2.2%	4.1%	5.5%	3.3%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		9,203	14,469	24,699	458,033
Average Initial Hold Time		32	39	52	73
Calls On Hold > 5 Minutes	≤ 10%	1.3%	1.7%	2.6%	4.1%

## Complaints/Commendations

	Goal	Apr-20	May-20	Jun-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.2	3.4	2.5
Commendations Per 1,000 Trips		0.9	0.9	1.1	1.1

## Safety

	Goal	Apr-20	May-20	Jun-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.05	0.09	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.39	0.39	0.40	0.67
Miles Between Road Calls	≥ 25,000	66,930	92,473	68,513	56,104

## Antelope Valley Region Trip Performance

	Goal	Apr-20	May-20	Jun-20	YTD
Vehicle Trips		4,135	5,494	6,104	133,740
Passenger Trips		5,897	7,774	8,679	183,994
No Shows		2.6%	2.2%	2.1%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	97.6%	94.3%	90.5%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.11%	0.17%	0.14%
Excessively Long Trips	≤ 5%	0.2%	0.1%	0.1%	2.8%
Missed Trips	≤ 0.75%	0.18%	0.60%	0.69%	0.98%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	-	-	100.0%	86.7%

## Call Performance

	Goal	Apr-20	May-20	Jun-20	YTD
<i>Reservations</i>					
Answered Calls		3,016	3,979	5,068	89,501
Average Initial Hold Time	≤ 120 sec	29	35	45	43
Calls On Hold > 5 Minutes	≤ 5%	0.5%	0.7%	1.0%	3.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		960	1,521	1,998	32,042
Average Initial Hold Time		63	73	78	99
Calls On Hold > 5 Minutes	≤ 10%	1.6%	4.2%	5.2%	7.2%

## Complaints/Commendations

	Goal	Apr-20	May-20	Jun-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.8	3.8	2.7
Commendations Per 1,000 Trips		0.0	0.4	0.7	0.9

## Safety

	Goal	Apr-20	May-20	Jun-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.35
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.19
Miles Between Road Calls	≥ 25,000	34,393	44,287	36,722	22,004

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Apr-20	May-20	Jun-20	YTD
Vehicle Trips		15,845	21,193	27,637	842,845
Passenger Trips		19,110	25,763	34,312	1,089,998
No Shows		5.6%	4.6%	4.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	95.6%	91.7%	87.7%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.04%	0.34%	0.18%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	1.1%
Missed Trips	≤ 0.75%	0.43%	0.45%	0.87%	0.58%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 95%	98.6%	100.0%	99.2%	93.6%

## Call Performance

	Goal	Apr-20	May-20	Jun-20	YTD
<i>Reservations</i>					
Answered Calls		13,775	19,698	26,571	668,178
Average Initial Hold Time	≤ 120 sec	35	62	80	45
Calls On Hold > 5 Minutes	≤ 5%	2.7%	6.1%	8.4%	3.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,353	3,643	5,586	108,096
Average Initial Hold Time		16	27	37	43
Calls On Hold > 5 Minutes	≤ 10%	1.3%	2.1%	3.7%	3.1%

## Complaints/Commendations

	Goal	Apr-20	May-20	Jun-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.7	4.6	3.3
Commendations Per 1,000 Trips		1.5	1.5	1.3	1.4

## Safety

	Goal	Apr-20	May-20	Jun-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	0.37	0.35	0.57	0.73
Miles Between Road Calls	≥ 25,000	404,677	501,062	614,980	83,355

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Apr-20	May-20	Jun-20	YTD
Vehicle Trips		656	791	1,099	34,623
Passenger Trips		731	908	1,241	40,021
No Shows		1.7%	1.4%	2.2%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	94.6%	95.8%	94.8%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.29%	0.25%	0.00%	0.10%
Excessively Long Trips	≤ 5%	0.2%	0.0%	0.1%	2.6%
Missed Trips	≤ 0.75%	0.51%	0.28%	0.68%	0.59%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Apr-20	May-20	Jun-20	YTD
<i>Reservations</i>					
Answered Calls		639	691	1,016	31,666
Average Initial Hold Time	≤ 120 sec	22	22	53	64
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.7%	3.2%	3.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		85	71	102	4,970
Average Initial Hold Time		22	14	39	71
Calls On Hold > 5 Minutes	≤ 10%	0.0%	0.0%	2.9%	4.0%

## Complaints/Commendations

	Goal	Apr-20	May-20	Jun-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	0.0	2.8	0.8
Commendations Per 1,000 Trips		0.0	0.0	1.9	0.3

## Safety

	Goal	Apr-20	May-20	Jun-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.69
Preventable Collisions Per 100,000 Miles	≤ 0.50	7.99	0.00	0.00	0.77
Miles Between Road Calls	≥ 25,000	6,261	8,201	10,787	145,837

Contractual Requirement

## Northern Region Trip Performance

	Goal	Apr-20	May-20	Jun-20	YTD
Vehicle Trips		8,521	11,293	14,857	498,975
Passenger Trips		10,338	13,885	18,546	630,983
No Shows		4.6%	3.2%	4.7%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	97.1%	91.0%	83.4%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.10%	0.57%	0.08%
Excessively Long Trips	≤ 5%	2.0%	4.1%	0.1%	4.2%
Missed Trips	≤ 0.75%	0.18%	0.53%	1.17%	0.31%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 94%	97.7%	98.5%	98.6%	96.0%

## Call Performance

	Goal	Apr-20	May-20	Jun-20	YTD
<i>Reservations</i>					
Answered Calls		7,931	10,764	15,515	395,314
Average Initial Hold Time	≤ 120 sec	39	77	102	110
Calls On Hold > 5 Minutes	≤ 5%	0.5%	2.0%	2.6%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		1,318	2,213	3,669	66,145
Average Initial Hold Time		32	59	86	94
Calls On Hold > 5 Minutes	≤ 10%	1.4%	1.0%	1.3%	2.6%

## Complaints/Commendations

	Goal	Apr-20	May-20	Jun-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.8	5.9	1.9
Commendations Per 1,000 Trips		1.6	1.6	1.9	1.2

## Safety

	Goal	Apr-20	May-20	Jun-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.23	0.35	0.22	0.52
Miles Between Road Calls	≥ 25,000	36,309	283,959	173,519	98,485

Contractual Requirement

## Southern Region Trip Performance

	Goal	Apr-20	May-20	Jun-20	YTD
Vehicle Trips		26,281	33,676	42,269	979,907
Passenger Trips		30,956	40,474	51,119	1,215,033
No Shows		3.8%	3.3%	2.7%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	97.8%	91.7%	91.9%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.05%	0.02%	0.03%
Excessively Long Trips	≤ 5%	0.0%	1.5%	0.0%	4.0%
Missed Trips	≤ 0.75%	0.17%	0.47%	0.39%	0.35%
Denials	≤ 0	0	0	0	7
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	99.6%	97.5%

## Call Performance

	Goal	Apr-20	May-20	Jun-20	YTD
<i>Reservations</i>					
Answered Calls		14,713	16,198	36,070	785,646
Average Initial Hold Time	≤ 120 sec	53	60	76	91
Calls On Hold > 5 Minutes	≤ 5%	2.8%	2.6%	3.7%	3.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,922	4,752	9,843	173,410
Average Initial Hold Time		45	35	49	94
Calls On Hold > 5 Minutes	≤ 10%	1.7%	0.9%	1.5%	5.2%

## Complaints/Commendations

	Goal	Apr-20	May-20	Jun-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	2.1	1.7	2.1
Commendations Per 1,000 Trips		0.3	0.3	0.7	0.8

## Safety

	Goal	Apr-20	May-20	Jun-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.29	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.41	0.52	0.44	0.89
Miles Between Road Calls	≥ 25,000	61,158	69,067	48,999	45,199

Contractual Requirement



## West Central Region Trip Performance

	Goal	Apr-20	May-20	Jun-20	YTD
Vehicle Trips		10,254	13,012	17,734	449,380
Passenger Trips		12,572	16,312	22,287	590,932
No Shows		6.1%	5.7%	5.1%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	98.5%	97.2%	93.5%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.00%	0.17%	0.15%
Excessively Long Trips	≤ 5%	0.0%	0.2%	0.1%	2.6%
Missed Trips	≤ 0.75%	0.17%	0.15%	0.41%	0.55%
Denials	≤ 0	3	0	0	5
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	81.8%	98.2%

## Call Performance

	Goal	Apr-20	May-20	Jun-20	YTD
<i>Reservations</i>					
Answered Calls		9,610	12,962	18,370	442,758
Average Initial Hold Time	≤ 120 sec	35	59	79	45
Calls On Hold > 5 Minutes	≤ 5%	2.6%	5.9%	8.6%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		1,565	2,269	3,501	73,370
Average Initial Hold Time		14	25	35	41
Calls On Hold > 5 Minutes	≤ 5%	0.4%	1.8%	3.3%	2.7%

## Complaints/Commendations

	Goal	Apr-20	May-20	Jun-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	3.3	3.2	2.6
Commendations Per 1,000 Trips		1.3	1.0	1.2	1.2

## Safety

	Goal	Apr-20	May-20	Jun-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.50	0.41	0.39	0.45
Miles Between Road Calls	≥ 25,000	50,247	43,112	32,227	50,533

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Apr-20	May-20	Jun-20	YTD
Eligible Customers		144,228	142,783	141,195	141,195
Total ADA Evaluations Performed		2,981	3,016	1,648	48,031
Days From Application to Decision (avg)	≤ 21	4	4	5	5

### In Person Evaluations

	Goal	Apr-20	May-20	Jun-20	YTD
Unrestricted		8	0	0	14,126
Restricted		0	1	0	5,914
Temporary		433	385	673	3,192
Not Eligible		20	22	39	2,234
Total		461	408	712	25,466

### Paper Evaluations

	Goal	Apr-20	May-20	Jun-20	YTD
Unrestricted		2,001	2,192	936	20,795
Restricted		354	301	0	1,310
Temporary		164	115	0	449
Not Eligible		1	0	0	11
Total		2,520	2,608	936	22,565

### Appeals

	Goal	Apr-20	May-20	Jun-20	YTD
Appeals Performed		41	30	27	990
Days From Appeal to Decision (avg)	≤ 30	5	5	6	5

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Apr-20	May-20	Jun-20	YTD
Customer Service Calls		11,494	11,539	14,593	294,620
Average Initial Hold Time	≤ 180 sec	20	34	59	45
Calls On Hold > 5 Minutes	≤ 10%	1.0%	2.8%	6.2%	4.1%
Call Duration	≤ 300 sec	249	237	258	258
Calls Abandoned	≤ 10%	0.5%	1.2%	2.4%	1.9%

#### Operations Monitoring Center

	Goal	Apr-20	May-20	Jun-20	YTD
Customer Service Calls		2,351	2,916	4,003	93,531
Average Initial Hold Time	≤ 180 sec	19	30	32	52
Calls On Hold > 5 Minutes	≤ 10%	0.9%	2.1%	1.9%	4.8%
Call Duration	≤ 300 sec	317	323	320	357
Calls Abandoned	≤ 10%	1.3%	1.5%	1.9%	4.3%

Contractual Requirement

August 12, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JUNE 2020

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

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

- Passengers: 18% under budget
- Contract Revenue Miles: 16% under budget
- Trips: 14% under budget
- Total Eligibility Evaluations: 28% under budget
- Average Trip Distance: under budget by 0.17 miles at 9.11 miles
- Total cost per Passenger (before depreciation): 14% over budget at \$45.86
- Administration Function is 8% over budget
- Eligibility Determination Function is 21% under budget
- Purchased Transportation Function is 6% under budget
- Paratransit Operations Function is 7% under budget

Attached are the following reports for your review:

- Statistical Comparison: June 2019 to June 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 June 2020

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over / (Under) Budget</u>	<u>% Over / (Under) Prior Yr</u>
Purchased Transportation	82.4%	\$141,716,102	\$151,288,977	(\$9,572,875)	-6%	0%
Paratransit Operations	9.0%	\$15,420,181	\$16,520,084	(\$1,099,903)	-7%	1%
Eligibility Determination	3.9%	\$6,719,707	\$8,459,781	(\$1,740,074)	-21%	-7%
CTSA/Ride Information	0.3%	\$462,110	\$457,314	\$4,796	1%	27%
Administration	4.5%	<u>\$7,733,515</u>	<u>\$7,178,368</u>	<u>\$555,147</u>	<u>8%</u>	<u>-1%</u>
Total Exp before Depreciation		\$172,051,615	\$183,904,524	(\$11,852,909)	-6%	0%

## Statistics - - For the YTD Period Ended June 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	47,991	66,806	(18,815)	-28%	-14%
Number of PAX	3,751,762	4,574,918	(823,156)	-18%	-17%
Number of Contract Revenue Miles	26,779,140	31,780,377	(5,001,237)	-16%	-17%
Number of Trips	2,940,271	3,423,717	(483,446)	-14%	-16%
Average Trip Distance	9.11	9.28	(0.17)	-2%	-1%
Purchased Transportation Cost					
Cost per Trip	\$48.20	\$44.19	\$4.01	9%	19%
Cost per PAX	\$37.77	\$33.07	\$4.70	14%	20%
Cost per Contract Rev Mile	\$5.29	\$4.76	\$0.53	0%	21%
Total Cost per Pax before Depreciation	\$45.86	\$40.20	\$5.66	14%	20%

## Budget Results for FY 2019/2020

### For YTD Period Ending June 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$8,986,894	\$10,091,728	(\$1,104,834)		
Other Revenue	\$787,439	\$509,766	\$277,673		
Total Revenue	\$9,774,333	\$10,601,494	(\$827,161)	-8%	-12%
 Total Exp before Capital	 \$172,051,615	 \$183,904,524	 (\$11,852,909)	 -6%	 0%
Capital Expenditures					
Vehicles	\$9,224,572	\$8,767,055	\$457,517		
Other Capital Expenditures	\$1,755,763	\$488,000	\$1,267,763		
Total Capital Expenditures	\$10,980,335	\$9,255,055	\$1,725,280	19%	89%
 Over/(Under) Budget June 2020			 (\$10,127,629)		

## YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

