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# Board Box

August 2020

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September 2, 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	May-20	Jun-20	Jul-20	YTD
Vehicle Trips		85,459	109,737	122,031	122,031
Passenger Trips		105,116	136,221	151,688	151,688
Backup Trips		0	37	3	3
No Shows		3.9%	3.7%	3.4%	3.4%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	89.7%	92.8%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.21%	0.09%	0.09%
Excessively Long Trips	≤ 5%	1.3%	0.0%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.43%	0.62%	0.42%	0.42%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.8%	98.5%	97.6%	97.6%

## Call Performance

	Goal	May-20	Jun-20	Jul-20	YTD
<i>Reservations</i>					
Answered Calls		64,292	102,610	101,279	70,785
Average Initial Hold Time	≤ 120 sec	61	80	60	60
Calls On Hold > 5 Minutes	≤ 5%	4.1%	5.5%	2.5%	2.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		14,469	24,699	23,013	17,723
Average Initial Hold Time		39	52	48	48
Calls On Hold > 5 Minutes	≤ 10%	1.7%	2.6%	1.6%	1.6%

## Complaints/Commendations

	Goal	May-20	Jun-20	Jul-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	3.4	2.4	2.4
Commendations Per 1,000 Trips		0.9	1.1	1.2	1.2

## Safety

	Goal	May-20	Jun-20	Jul-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.05	0.09	0.08	0.08
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.39	0.40	0.55	0.55
Miles Between Road Calls	≥ 25,000	92,473	68,513	50,041	50,041

## Antelope Valley Region Trip Performance

	Goal	May-20	Jun-20	Jul-20	YTD
Vehicle Trips		5,494	6,104	6,379	6,379
Passenger Trips		7,774	8,679	9,358	9,358
No Shows		2.2%	2.1%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.3%	90.5%	91.1%	91.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.17%	0.16%	0.16%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.60%	0.69%	0.59%	0.59%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	-	100.0%	100.0%	100.0%

## Call Performance

	Goal	May-20	Jun-20	Jul-20	YTD
<i>Reservations</i>					
Answered Calls		3,979	5,068	4,666	4,666
Average Initial Hold Time	≤ 120 sec	35	45	83	83
Calls On Hold > 5 Minutes	≤ 5%	0.7%	1.0%	5.7%	5.7%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		1,521	1,998	1,952	1,952
Average Initial Hold Time		73	78	81	81
Calls On Hold > 5 Minutes	≤ 10%	4.2%	5.2%	5.3%	5.3%

## Complaints/Commendations

	Goal	May-20	Jun-20	Jul-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	3.8	3.9	3.9
Commendations Per 1,000 Trips		0.4	0.7	1.3	1.3

## Safety

	Goal	May-20	Jun-20	Jul-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.37	0.37
Miles Between Road Calls	≥ 25,000	44,287	36,722	135,716	135,716

Contractual Requirement

## Eastern Region Trip Performance

	Goal	May-20	Jun-20	Jul-20	YTD
Vehicle Trips		21,193	27,637	30,666	30,666
Passenger Trips		25,763	34,312	38,018	38,018
No Shows		4.6%	4.0%	3.8%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	87.7%	92.1%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.34%	0.11%	0.11%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.45%	0.87%	0.53%	0.53%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	100.0%	99.2%	99.3%	99.3%

## Call Performance

	Goal	May-20	Jun-20	Jul-20	YTD
<i>Reservations</i>					
Answered Calls		19,698	26,571	25,502	25,502
Average Initial Hold Time	≤ 120 sec	62	80	38	26
Calls On Hold > 5 Minutes	≤ 5%	6.1%	8.4%	2.4%	1.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,643	5,586	5,298	5,298
Average Initial Hold Time		27	37	21	22
Calls On Hold > 5 Minutes	≤ 10%	2.1%	3.7%	1.0%	1.0%

## Complaints/Commendations

	Goal	May-20	Jun-20	Jul-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	4.6	2.6	2.6
Commendations Per 1,000 Trips		1.5	1.3	1.7	1.7

## Safety

	Goal	May-20	Jun-20	Jul-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.35	0.57	0.11	0.11
Miles Between Road Calls	≥ 25,000	501,062	614,980	135,323	135,323

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	May-20	Jun-20	Jul-20	YTD
Vehicle Trips		791	1,099	1,260	1,260
Passenger Trips		908	1,241	1,410	1,410
No Shows		1.4%	2.2%	1.5%	1.5%
On Time Performance (Next Day Trips)	≥ 91%	95.8%	94.8%	93.8%	93.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.25%	0.00%	0.23%	0.23%
Excessively Long Trips	≤ 5%	0.0%	0.1%	0.3%	0.3%
Missed Trips	≤ 0.75%	0.28%	0.68%	0.60%	0.60%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	May-20	Jun-20	Jul-20	YTD
<i>Reservations</i>					
Answered Calls		691	1,016	1,084	1,084
Average Initial Hold Time	≤ 120 sec	22	53	55	55
Calls On Hold > 5 Minutes	≤ 5%	0.7%	3.2%	3.5%	3.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		71	102	150	150
Average Initial Hold Time		14	39	46	46
Calls On Hold > 5 Minutes	≤ 10%	0.0%	2.9%	3.3%	3.3%

## Complaints/Commendations

	Goal	May-20	Jun-20	Jul-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	2.8	2.4	2.4
Commendations Per 1,000 Trips		0.0	1.9	0.0	0.0

## Safety

	Goal	May-20	Jun-20	Jul-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	8,201	10,787	11,672	11,672

Contractual Requirement

## Northern Region Trip Performance

	Goal	May-20	Jun-20	Jul-20	YTD
Vehicle Trips		11,293	14,857	16,674	16,674
Passenger Trips		13,885	18,546	20,812	20,812
No Shows		3.2%	4.7%	4.1%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	91.0%	83.4%	91.8%	91.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.57%	0.24%	0.24%
Excessively Long Trips	≤ 5%	4.1%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.53%	1.17%	0.50%	0.50%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.5%	98.6%	97.4%	97.4%

## Call Performance

	Goal	May-20	Jun-20	Jul-20	YTD
<i>Reservations</i>					
Answered Calls		10,764	15,515	17,135	17,135
Average Initial Hold Time	≤ 120 sec	77	102	70	70
Calls On Hold > 5 Minutes	≤ 5%	2.0%	2.6%	1.2%	1.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,213	3,669	3,356	3,356
Average Initial Hold Time		59	86	65	65
Calls On Hold > 5 Minutes	≤ 10%	1.0%	1.3%	1.4%	1.4%

## Complaints/Commendations

	Goal	May-20	Jun-20	Jul-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	5.9	3.0	3.0
Commendations Per 1,000 Trips		1.6	1.9	2.2	2.2

## Safety

	Goal	May-20	Jun-20	Jul-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.35	0.22	0.22	0.22
Miles Between Road Calls	≥ 25,000	283,959	173,519	172,375	172,375

Contractual Requirement

## Southern Region Trip Performance

	Goal	May-20	Jun-20	Jul-20	YTD
Vehicle Trips		33,676	42,269	46,764	46,764
Passenger Trips		40,474	51,119	56,448	56,448
No Shows		3.3%	2.7%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.9%	93.7%	93.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	1.5%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.47%	0.39%	0.28%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	99.6%	99.6%	99.6%

## Call Performance

	Goal	May-20	Jun-20	Jul-20	YTD
<i>Reservations</i>					
Answered Calls		16,198	36,070	38,418	38,418
Average Initial Hold Time	≤ 120 sec	60	76	60	60
Calls On Hold > 5 Minutes	≤ 5%	2.6%	3.7%	3.1%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,752	9,843	10,306	10,306
Average Initial Hold Time		35	49	41	41
Calls On Hold > 5 Minutes	≤ 10%	0.9%	1.5%	1.1%	1.1%

## Complaints/Commendations

	Goal	May-20	Jun-20	Jul-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.7	1.6	1.6
Commendations Per 1,000 Trips		0.3	0.7	0.6	0.6

## Safety

	Goal	May-20	Jun-20	Jul-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.29	0.26	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.52	0.44	0.53	0.53
Miles Between Road Calls	≥ 25,000	69,067	48,999	37,799	37,799

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	May-20	Jun-20	Jul-20	YTD
Vehicle Trips		13,012	17,734	20,285	20,285
Passenger Trips		16,312	22,287	25,639	25,639
No Shows		5.7%	5.1%	4.6%	4.6%
On Time Performance (Next Day Trips)	≥ 91%	97.2%	93.5%	93.1%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.17%	0.11%	0.11%
Excessively Long Trips	≤ 5%	0.2%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.15%	0.41%	0.43%	0.43%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	81.8%	61.9%	61.9%

### Call Performance

	Goal	May-20	Jun-20	Jul-20	YTD
<i>Reservations</i>					
Answered Calls		12,962	18,370	18,365	14,471
Average Initial Hold Time	≤ 120 sec	59	79	38	28
Calls On Hold > 5 Minutes	≤ 5%	5.9%	8.6%	2.6%	1.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,269	3,501	3,910	3,140
Average Initial Hold Time		25	35	23	26
Calls On Hold > 5 Minutes	≤ 5%	1.8%	3.3%	1.3%	1.3%

### Complaints/Commendations

	Goal	May-20	Jun-20	Jul-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	3.2	2.9	2.9
Commendations Per 1,000 Trips		1.0	1.2	1.4	1.4

### Safety

	Goal	May-20	Jun-20	Jul-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.41	0.39	1.64	1.64
Miles Between Road Calls	≥ 25,000	43,112	32,227	22,485	22,485

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	May-20	Jun-20	Jul-20	YTD
Eligible Customers		142,783	141,195	139,738	139,738
Total ADA Evaluations Performed		3,016	1,648	2,126	2,126
Days From Application to Decision (avg)	≤ 21	4	5	7	7

### In Person Evaluations

	Goal	May-20	Jun-20	Jul-20	YTD
Unrestricted		0	0	5	5
Restricted		1	0	0	0
Temporary		385	673	1,342	1,342
Not Eligible		22	39	62	62
Total		408	712	1,409	1,409

### Paper Evaluations

	Goal	May-20	Jun-20	Jul-20	YTD
Unrestricted		2,192	936	715	715
Restricted		301	0	0	0
Temporary		115	0	2	2
Not Eligible		0	0	0	0
Total		2,608	936	717	717

### Appeals

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

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	May-20	Jun-20	Jul-20	YTD
Customer Service Calls		11,539	14,593	14,713	14,713
Average Initial Hold Time	≤ 180 sec	34	59	57	57
Calls On Hold > 5 Minutes	≤ 10%	2.8%	6.2%	5.2%	5.2%
Call Duration	≤ 300 sec	237	258	269	269
Calls Abandoned	≤ 10%	1.2%	2.4%	2.0%	2.0%

#### Operations Monitoring Center

	Goal	May-20	Jun-20	Jul-20	YTD
Customer Service Calls		2,916	4,003	3,819	3,819
Average Initial Hold Time	≤ 180 sec	30	32	28	28
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.9%	1.1%	1.1%
Call Duration	≤ 300 sec	323	320	359	359
Calls Abandoned	≤ 10%	1.5%	1.9%	1.5%	1.5%

Contractual Requirement

September 2, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JULY 2020

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

DRAFT FY 2020/2021 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 6% over budget
- Contract Revenue Miles: 27% over budget
- Trips: 9% over budget
- Total Eligibility Evaluations: 29% under budget
- Average Trip Distance: over budget by 1.45 miles at 10.48 miles
- Total cost per Passenger (before depreciation): 10% under budget at \$84.74
- Administration Function is 6% under budget
- Eligibility Determination Function is 18% under budget
- Purchased Transportation Function is 2% under budget
- Paratransit Operations Function is 16% under budget

Attached are the following reports for your review:

- Statistical Comparison: July 2019 to July 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 July 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	82.5%	\$10,599,262	\$10,795,836	(\$196,574)	-2%	-18%
Paratransit Operations	8.6%	\$1,108,559	\$1,324,094	(\$215,535)	-16%	-22%
Eligibility Determination	3.6%	\$461,306	\$563,874	(\$102,568)	-18%	-28%
CTSA/Ride Information	0.3%	\$38,645	\$42,431	(\$3,786)	-9%	8%
Administration	5.0%	<u>\$645,935</u>	<u>\$687,622</u>	<u>(\$41,687)</u>	<u>-6%</u>	<u>14%</u>
Total Exp before Depreciation		<u>\$12,853,707</u>	<u>\$13,413,857</u>	<u>(\$560,150)</u>	<u>-4%</u>	<u>-17%</u>

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	2,038	2,862	(824)	-29%	-58%
Number of PAX	151,688	142,692	8,996	6%	-62%
Number of Contract Revenue Miles	1,278,674	1,007,872	270,802	27%	-55%
Number of Trips	122,031	111,649	10,382	9%	-61%
Average Trip Distance	10.48	9.03	1.45	16%	15%
Purchased Transportation Cost					
Cost per Trip	\$86.86	\$96.69	(\$9.83)	-10%	108%
Cost per PAX	\$69.88	\$75.66	(\$5.78)	-8%	115%
Cost per Contract Rev Mile	\$8.29	\$10.71	(\$2.42)	0%	82%
Total Cost per Pax before Depreciation	\$84.74	\$94.01	(\$9.27)	-10%	117%

## Budget Results for FY 2020/2021 For YTD Period Ending July 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$326,210	\$381,656	(\$55,446)		
Other Revenue	\$45,833	\$58,071	(\$12,238)		
Total Revenue	\$372,043	\$439,727	(\$67,684)	-15%	-61%
Total Exp before Capital	\$12,853,707	\$13,413,857	(\$560,150)	-4%	-17%
Capital Expenditures					
Vehicles	\$594,169	\$1,840,000	(\$1,245,831)		
Other Capital Expenditures	\$108,868	\$0	\$108,868		
Total Capital Expenditures	\$703,037	\$1,840,000	(\$1,136,963)	-62%	3025%
Over/(Under) Budget July 2020			(\$1,697,113)		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

