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September 2020

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September 29, 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	Jun-20	Jul-20	Aug-20	YTD
Vehicle Trips		109,737	122,031	128,363	250,394
Passenger Trips		136,221	151,688	159,417	311,105
Backup Trips		37	3	0	3
No Shows		3.7%	3.4%	3.2%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	89.7%	92.8%	93.2%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.21%	0.09%	0.03%	0.06%
Excessively Long Trips	≤ 5%	0.0%	0.1%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.62%	0.42%	0.32%	0.37%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.5%	98.4% *	98.3%	98.4%

Call Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
<i>Reservations</i>					
Answered Calls		102,610	105,170	99,415	204,585
Average Initial Hold Time	≤ 120 sec	80	54	53	53
Calls On Hold > 5 Minutes	≤ 5%	5.5%	2.6%	2.8%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		24,699	24,972	24,167	49,139
Average Initial Hold Time		52	40	42	41
Calls On Hold > 5 Minutes	≤ 10%	2.6%	1.5%	1.5%	1.5%

Complaints/Commendations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.4	2.4	2.2	2.3
Commendations Per 1,000 Trips		1.1	1.2	1.4	1.3

Safety

	Goal	Jun-20	Jul-20	Aug-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.08	0.12	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.40	0.55	0.27	0.41
Miles Between Road Calls	≥ 25,000	68,513	57,405	68,545	58,066

*Note: Correction made to incorrect number reported.

Antelope Valley Region Trip Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
Vehicle Trips		6,104	6,379	6,618	12,997
Passenger Trips		8,679	9,358	9,684	19,042
No Shows		2.1%	2.0%	2.4%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	91.1%	89.4%	90.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.17%	0.16%	0.14%	0.15%
Excessively Long Trips	≤ 5%	0.1%	0.0%	0.1%	0.0%
Missed Trips	≤ 0.75%	0.69%	0.59%	0.58%	0.58%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	96.7%	98.0%

Call Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
<i>Reservations</i>					
Answered Calls		5,068	4,666	4,546	9,212
Average Initial Hold Time	≤ 120 sec	45	83	78	81
Calls On Hold > 5 Minutes	≤ 5%	1.0%	5.7%	6.4%	6.1%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		1,998	1,952	2,119	4,071
Average Initial Hold Time		78	81	77	79
Calls On Hold > 5 Minutes	≤ 10%	5.2%	5.3%	4.3%	4.8%

Complaints/Commendations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.8	3.9	3.5	3.7
Commendations Per 1,000 Trips		0.7	1.3	1.2	1.2

Safety

	Goal	Jun-20	Jul-20	Aug-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	0.37	0.00	0.19
Miles Between Road Calls	≥ 25,000	36,722	135,716	66,969	89,884

Contractual Requirement

Eastern Region Trip Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
Vehicle Trips		27,637	30,666	32,045	62,711
Passenger Trips		34,312	38,018	39,724	77,742
No Shows		4.0%	3.8%	3.2%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	87.7%	92.1%	92.1%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.34%	0.11%	0.05%	0.08%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.87%	0.53%	0.36%	0.45%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	99.2%	99.3%	99.3%	99.3%

Call Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
<i>Reservations</i>					
Answered Calls		26,571	25,502	18,491	43,993
Average Initial Hold Time	≤ 120 sec	80	38	47	42
Calls On Hold > 5 Minutes	≤ 5%	8.4%	2.4%	4.2%	3.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,586	5,298	4,089	9,387
Average Initial Hold Time		37	21	25	22
Calls On Hold > 5 Minutes	≤ 10%	3.7%	1.0%	1.5%	1.2%

Complaints/Commendations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.6	2.6	2.3	2.5
Commendations Per 1,000 Trips		1.3	1.7	2.1	1.9

Safety

	Goal	Jun-20	Jul-20	Aug-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	0.57	0.11	0.22	0.17
Miles Between Road Calls	≥ 25,000	614,980	135,323	42,060	64,257

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
Vehicle Trips		1,099	1,260	1,405	2,665
Passenger Trips		1,241	1,410	1,529	2,939
No Shows		2.2%	1.5%	2.3%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	94.8%	93.8%	94.7%	94.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.23%	0.07%	0.15%
Excessively Long Trips	≤ 5%	0.1%	0.3%	0.3%	0.3%
Missed Trips	≤ 0.75%	0.68%	0.60%	0.11%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
<i>Reservations</i>					
Answered Calls		1,016	1,084	1,230	2,314
Average Initial Hold Time	≤ 120 sec	53	55	55	55
Calls On Hold > 5 Minutes	≤ 5%	3.2%	3.5%	3.3%	3.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		102	150	178	328
Average Initial Hold Time		39	46	46	46
Calls On Hold > 5 Minutes	≤ 10%	2.9%	3.3%	3.4%	3.4%

Complaints/Commendations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.4	2.8	2.6
Commendations Per 1,000 Trips		1.9	0.0	0.0	0.0

Safety

	Goal	Jun-20	Jul-20	Aug-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	10,787	**	**	**

Contractual Requirement

**Note: There were zero (0) road calls for these months.

Northern Region Trip Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
Vehicle Trips		14,857	16,674	17,919	34,593
Passenger Trips		18,546	20,812	22,172	42,984
No Shows		4.7%	4.1%	3.8%	4.0%
On Time Performance (Next Day Trips)	≥ 91%	83.4%	91.8%	95.2%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.57%	0.24%	0.06%	0.14%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	1.17%	0.50%	0.32%	0.41%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.6%	97.4%	95.7%	95.3%

Call Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
<i>Reservations</i>					
Answered Calls		15,515	17,135	17,687	34,822
Average Initial Hold Time	≤ 120 sec	102	70	50	60
Calls On Hold > 5 Minutes	≤ 5%	2.6%	1.2%	0.4%	0.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,669	3,356	3,197	6,553
Average Initial Hold Time		86	65	54	59
Calls On Hold > 5 Minutes	≤ 10%	1.3%	1.4%	0.8%	1.1%

Complaints/Commendations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	5.9	3.0	2.9	2.9
Commendations Per 1,000 Trips		1.9	2.2	1.9	2.0

Safety

	Goal	Jun-20	Jul-20	Aug-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.47	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.22	0.22	0.12	0.16
Miles Between Road Calls	≥ 25,000	173,519	172,375	141,159	153,645

Contractual Requirement

Southern Region Trip Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
Vehicle Trips		42,269	46,764	49,083	95,847
Passenger Trips		51,119	56,448	59,615	116,063
No Shows		2.7%	2.8%	2.9%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	93.7%	93.5%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.00%	0.01%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.39%	0.28%	0.26%	0.27%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	99.6%	99.6%	95.9%	97.4%

Call Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
<i>Reservations</i>					
Answered Calls		36,070	38,418	43,361	81,779
Average Initial Hold Time	≤ 120 sec	76	60	55	58
Calls On Hold > 5 Minutes	≤ 5%	3.7%	3.1%	2.4%	2.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,843	10,306	11,700	22,006
Average Initial Hold Time		49	41	43	42
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.1%	1.2%	1.2%

Complaints/Commendations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.7	1.6	1.4	1.5
Commendations Per 1,000 Trips		0.7	0.6	1.0	0.8

Safety

	Goal	Jun-20	Jul-20	Aug-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.26	0.13	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.44	0.53	0.25	0.39
Miles Between Road Calls	≥ 25,000	48,999	37,799	78,716	51,438

Contractual Requirement

West Central Region

Trip Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
Vehicle Trips		17,734	20,285	21,293	41,578
Passenger Trips		22,287	25,639	26,693	52,332
No Shows		5.1%	4.6%	4.0%	4.3%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	93.1%	93.9%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.17%	0.11%	0.03%	0.07%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.41%	0.43%	0.37%	0.40%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	81.8%	100.0% *	100.0%	100.0%

Call Performance

	Goal	Jun-20	Jul-20	Aug-20	YTD
<i>Reservations</i>					
Answered Calls		18,370	18,365	14,100	32,465
Average Initial Hold Time	≤ 120 sec	79	38	48	43
Calls On Hold > 5 Minutes	≤ 5%	8.6%	2.6%	4.0%	3.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,501	3,910	2,884	6,794
Average Initial Hold Time		35	23	24	24
Calls On Hold > 5 Minutes	≤ 5%	3.3%	1.3%	1.1%	1.2%

Complaints/Commendations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.9	2.6	2.8
Commendations Per 1,000 Trips		1.2	1.4	1.2	1.3

Safety

	Goal	Jun-20	Jul-20	Aug-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	0.39	1.64	0.63	1.13
Miles Between Road Calls	≥ 25,000	32,227	22,485	87,558	36,047

Contractual Requirement

*Note: Correction made to incorrect number reported.

Eligibility and Appeals

Eligibility

	Goal	Jun-20	Jul-20	Aug-20	YTD
Eligible Customers		141,195	139,738	138,187	138,187
Total ADA Evaluations Performed		1,648	2,149	2,903	5,052
Days From Application to Decision (avg)	≤ 21	5	7	5	6

In Person Evaluations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		673	1,339	1,419	2,758
Not Eligible		39	66	58	124
Total		712	1,405	1,477	2,882

Paper Evaluations

	Goal	Jun-20	Jul-20	Aug-20	YTD
Unrestricted		936	720	1,437	2,157
Restricted		0	0	0	0
Temporary		0	2	3	5
Not Eligible		0	0	0	0
Total		936	722	1,440	2,162

Appeals

	Goal	Jun-20	Jul-20	Aug-20	YTD
Appeals Performed		27	6	4	10
Days From Appeal to Decision (avg)	≤ 30	6	6	7	6

Customer Service

Phone Statistics

Customer Service

	Goal	Jun-20	Jul-20	Aug-20	YTD
Customer Service Calls		14,593	14,713	15,266	29,979
Average Initial Hold Time	≤ 180 sec	59	57	68	62
Calls On Hold > 5 Minutes	≤ 10%	6.2%	5.2%	7.0%	6.1%
Call Duration	≤ 300 sec	258	269	273	271
Calls Abandoned	≤ 10%	2.4%	2.0%	2.2%	2.1%

Operations Monitoring Center

	Goal	Jun-20	Jul-20	Aug-20	YTD
Customer Service Calls		4,003	3,819	3,475	7,294
Average Initial Hold Time	≤ 180 sec	32	28	38	33
Calls On Hold > 5 Minutes	≤ 10%	1.9%	1.1%	2.7%	1.9%
Call Duration	≤ 300 sec	320	359	349	354
Calls Abandoned	≤ 10%	1.9%	1.5%	3.6%	2.5%

Contractual Requirement

September 21, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR AUGUST 2020

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

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

- Passengers: 8% over budget
- Contract Revenue Miles: 29% over budget
- Trips: 11% over budget
- Total Eligibility Evaluations: 15% under budget
- Average Trip Distance: over budget by 1.42 miles at 10.47 miles
- Total cost per Passenger (before depreciation): 12% under budget at \$81.72
- Administration Function is 11% under budget
- Eligibility Determination Function is 18% under budget
- Purchased Transportation Function is 4% under budget
- Paratransit Operations Function is 7% under budget

Attached are the following reports for your review:

- Statistical Comparison: AUGUST 2019 to AUGUST 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 August 2020

	<u>% of</u> <u>Cost</u>	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance</u>	<u>% Over /</u> <u>(Under)</u> <u>Budget</u>	<u>% Over /</u> <u>(Under)</u> <u>Prior Yr</u>
Purchased Transportation	81.8%	\$20,786,142	\$21,735,686	(\$949,544)	-4%	-21%
Paratransit Operations	9.6%	\$2,443,778	\$2,631,876	(\$188,098)	-7%	-14%
Eligibility Determination	3.6%	\$922,411	\$1,126,204	(\$203,793)	-18%	-28%
CTSA/Ride Information	0.3%	\$82,306	\$82,282	\$24	0%	15%
Administration	4.7%	\$1,190,015	\$1,343,508	(\$153,493)	-11%	4%
Total Exp before Depreciation		\$25,424,652	\$26,919,556	(\$1,494,904)	-6%	-19%

Statistics - - For the YTD Period Ended August 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	4,882	5,776	(894)	-15%	-50%
Number of PAX	311,105	288,289	22,816	8%	-62%
Number of Contract Revenue Miles	2,621,460	2,039,858	581,602	29%	-55%
Number of Trips	250,394	225,336	25,058	11%	-60%
Average Trip Distance	10.47	9.05	1.42	16%	15%
Purchased Transportation Cost					
Cost per Trip	\$83.01	\$96.46	(\$13.45)	-14%	100%
Cost per PAX	\$66.81	\$75.40	(\$8.59)	-11%	107%
Cost per Contract Rev Mile	\$7.93	\$10.66	(\$2.73)	0%	74%
Total Cost per Pax before Depreciation	\$81.72	\$93.38	(\$11.66)	-12%	110%

Budget Results for FY 2020/2021
For YTD Period Ending August 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$731,268	\$736,533	(\$5,265)		
Other Revenue	\$95,012	\$103,834	(\$8,822)		
Total Revenue	\$826,280	\$840,367	(\$14,087)	-2%	-56%
Total Exp before Capital	\$25,424,652	\$26,919,556	(\$1,494,904)	-6%	-19%
Capital Expenditures					
Vehicles	\$1,196,260	\$2,890,001	(\$1,693,741)		
Other Capital Expenditures	\$261,420	\$0	\$261,420		
Total Capital Expenditures	\$1,457,680	\$2,890,001	(\$1,432,321)	-50%	157%
Over/(Under) Budget August 2020			(\$2,927,225)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

