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# Board Box

October 2020

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**October 26, 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	Jul-20	Aug-20	Sep-20	YTD
Vehicle Trips		122,031	128,363	138,123	388,517
Passenger Trips		151,688	159,417	171,772	482,877
Backup Trips		3	0	0	3
No Shows		3.4%	3.2%	2.8%	3.2%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	93.2%	92.8%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.03%	0.05%	0.06%
Excessively Long Trips	≤ 5%	0.1%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.42%	0.32%	0.31%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.4%	98.3%	98.0%	98.2%

### Call Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
<i>Reservations</i>					
Answered Calls		105,170	99,415	118,088	322,673
Average Initial Hold Time	≤ 120 sec	60	53	49	52
Calls On Hold > 5 Minutes	≤ 5%	2.5%	2.8%	1.4%	2.2%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		24,972	24,167	28,512	77,651
Average Initial Hold Time		48	42	45	43
Calls On Hold > 5 Minutes	≤ 10%	1.6%	1.5%	1.5%	1.5%

### Complaints/Commendations

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

### Safety

	Goal	Jul-20	Aug-20	Sep-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.12	0.00	0.07
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.55	0.27	0.44	0.42
Miles Between Road Calls	≥ 25,000	57,405	68,545	55,148	57,016

## Antelope Valley Region

### Trip Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
Vehicle Trips		6,379	6,618	7,211	20,208
Passenger Trips		9,358	9,684	10,663	29,705
No Shows		2.0%	2.4%	2.3%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	91.1%	89.4%	88.6%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.14%	0.32%	0.21%
Excessively Long Trips	≤ 5%	0.0%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.59%	0.58%	0.76%	0.65%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	96.7%	100.0%	98.8%

### Call Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
<i>Reservations</i>					
Answered Calls		4,666	4,546	4,639	13,851
Average Initial Hold Time	≤ 120 sec	83	78	64	75
Calls On Hold > 5 Minutes	≤ 5%	5.7%	6.4%	2.9%	5.0%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		1,952	2,119	1,862	5,933
Average Initial Hold Time		81	77	81	79
Calls On Hold > 5 Minutes	≤ 10%	5.3%	4.3%	5.5%	5.0%

### Complaints/Commendations

	Goal	Jul-20	Aug-20	Sep-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.9	3.5	3.5	3.6
Commendations Per 1,000 Trips		1.3	1.2	1.8	1.4

### Safety

	Goal	Jul-20	Aug-20	Sep-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	0.37	0.00	0.00	0.12
Miles Between Road Calls	≥ 25,000	135,716	66,969	47,697	68,791

Contractual Requirement

## Eastern Region

### Trip Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
Vehicle Trips		30,666	32,045	34,619	97,330
Passenger Trips		38,018	39,724	43,146	120,888
No Shows		3.8%	3.2%	2.8%	3.2%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	92.1%	93.2%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.05%	0.02%	0.06%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.53%	0.36%	0.26%	0.38%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	99.3%	99.3%	97.9%	98.8%

### Call Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
<i>Reservations</i>					
Answered Calls		25,502	18,491	27,730	71,723
Average Initial Hold Time	≤ 120 sec	38	47	33	38
Calls On Hold > 5 Minutes	≤ 5%	2.4%	4.2%	1.3%	2.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,298	4,089	5,980	15,367
Average Initial Hold Time		21	25	27	24
Calls On Hold > 5 Minutes	≤ 10%	1.0%	1.5%	1.0%	1.1%

### Complaints/Commendations

	Goal	Jul-20	Aug-20	Sep-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.3	2.5	2.5
Commendations Per 1,000 Trips		1.7	2.1	2.0	1.9

### Safety

	Goal	Jul-20	Aug-20	Sep-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	0.11	0.22	0.85	0.40
Miles Between Road Calls	≥ 25,000	135,323	42,060	41,393	54,033

Contractual Requirement

## Santa Clarita Region

### Trip Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
Vehicle Trips		1,260	1,405	1,430	4,095
Passenger Trips		1,410	1,529	1,563	4,502
No Shows		1.5%	2.3%	1.8%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	93.8%	94.7%	94.1%	94.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.23%	0.07%	0.14%	0.14%
Excessively Long Trips	≤ 5%	0.3%	0.3%	0.2%	0.2%
Missed Trips	≤ 0.75%	0.60%	0.11%	0.43%	0.38%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

### Call Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
<i>Reservations</i>					
Answered Calls		1,084	1,230	1,250	3,564
Average Initial Hold Time	≤ 120 sec	55	55	52	54
Calls On Hold > 5 Minutes	≤ 5%	3.5%	3.3%	3.1%	3.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		150	178	184	512
Average Initial Hold Time		46	46	58	50
Calls On Hold > 5 Minutes	≤ 10%	3.3%	3.4%	5.4%	4.1%

### Complaints/Commendations

	Goal	Jul-20	Aug-20	Sep-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.8	2.1	2.4
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.0

### Safety

	Goal	Jul-20	Aug-20	Sep-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	*	*	12,385	36,357

#### Contractual Requirement

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

## Northern Region

### Trip Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
Vehicle Trips		16,674	17,919	18,836	53,429
Passenger Trips		20,812	22,172	23,475	66,459
No Shows		4.1%	3.8%	3.2%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	95.2%	94.2%	93.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.24%	0.06%	0.06%	0.11%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.50%	0.32%	0.28%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.4%	95.7%	93.8%	94.8%

### Call Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
<i>Reservations</i>					
Answered Calls		17,135	17,687	19,335	54,157
Average Initial Hold Time	≤ 120 sec	70	50	58	59
Calls On Hold > 5 Minutes	≤ 5%	1.2%	0.4%	1.0%	0.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,356	3,197	3,695	10,248
Average Initial Hold Time		65	54	51	56
Calls On Hold > 5 Minutes	≤ 10%	1.4%	0.8%	1.0%	1.1%

### Complaints/Commendations

	Goal	Jul-20	Aug-20	Sep-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	2.9	2.5	2.8
Commendations Per 1,000 Trips		2.2	1.9	1.6	1.9

### Safety

	Goal	Jul-20	Aug-20	Sep-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.47	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.22	0.12	0.00	0.10
Miles Between Road Calls	≥ 25,000	172,375	141,159	74,584	110,521

Contractual Requirement

## Southern Region

### Trip Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
Vehicle Trips		46,764	49,083	52,853	148,700
Passenger Trips		56,448	59,615	63,874	179,937
No Shows		2.8%	2.9%	2.5%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	93.7%	93.5%	92.3%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.00%	0.01%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.28%	0.26%	0.29%	0.28%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	99.6%	95.9%	99.5%	99.0%

### Call Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
<i>Reservations</i>					
Answered Calls		38,418	43,361	44,544	126,323
Average Initial Hold Time	≤ 120 sec	60	55	61	59
Calls On Hold > 5 Minutes	≤ 5%	3.1%	2.4%	1.7%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,306	11,700	12,226	34,232
Average Initial Hold Time		41	43	55	47
Calls On Hold > 5 Minutes	≤ 10%	1.1%	1.2%	1.5%	1.3%

### Complaints/Commendations

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

### Safety

	Goal	Jul-20	Aug-20	Sep-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.13	0.00	0.13
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.53	0.25	0.36	0.38
Miles Between Road Calls	≥ 25,000	37,799	78,716	58,774	53,783

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
Vehicle Trips		20,285	21,293	23,174	64,752
Passenger Trips		25,639	26,693	29,051	81,383
No Shows		4.6%	4.0%	3.6%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	93.1%	93.9%	93.3%	93.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.11%	0.03%	0.10%	0.08%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.43%	0.37%	0.33%	0.38%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	97.8%	99.0%

### Call Performance

	Goal	Jul-20	Aug-20	Sep-20	YTD
<i>Reservations</i>					
Answered Calls		18,365	14,100	20,590	53,055
Average Initial Hold Time	≤ 120 sec	38	48	34	39
Calls On Hold > 5 Minutes	≤ 5%	2.6%	4.0%	1.2%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,910	2,884	4,565	11,359
Average Initial Hold Time		23	24	25	24
Calls On Hold > 5 Minutes	≤ 5%	1.3%	1.1%	0.7%	1.0%

### Complaints/Commendations

	Goal	Jul-20	Aug-20	Sep-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.6	2.4	2.7
Commendations Per 1,000 Trips		1.4	1.2	1.3	1.3

### Safety

	Goal	Jul-20	Aug-20	Sep-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	1.64	0.63	0.54	0.92
Miles Between Road Calls	≥ 25,000	22,485	87,558	77,079	44,254

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Jul-20	Aug-20	Sep-20	YTD
Eligible Customers		139,738	138,187	135,971	135,971
Total ADA Evaluations Performed		2,127	2,917	3,203	8,247
Days From Application to Decision (avg)	≤ 21	7	6	5	6

### In Person Evaluations

	Goal	Jul-20	Aug-20	Sep-20	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,339	1,419	1,628	4,386
Not Eligible		66	58	45	169
Total		1,405	1,477	1,673	4,555

### Paper Evaluations

	Goal	Jul-20	Aug-20	Sep-20	YTD
Unrestricted		720	1,437	1,527	3,684
Restricted		0	0	0	0
Temporary		2	3	3	8
Not Eligible		0	0	0	0
Total		722	1,440	1,530	3,692

### Appeals

	Goal	Jul-20	Aug-20	Sep-20	YTD
Appeals Performed		6	4	12	22
Days From Appeal to Decision (avg)	≤ 30	6	7	7	7

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Jul-20	Aug-20	Sep-20	YTD
Customer Service Calls		14,713	15,266	16,276	46,255
Average Initial Hold Time	≤ 180 sec	57	68	63	63
Calls On Hold > 5 Minutes	≤ 10%	5.2%	7.0%	6.0%	6.1%
Call Duration	≤ 300 sec	269	273	272	271
Calls Abandoned	≤ 10%	2.0%	2.2%	1.9%	2.1%

#### Operations Monitoring Center

	Goal	Jul-20	Aug-20	Sep-20	YTD
Customer Service Calls		3,819	3,475	3,710	11,004
Average Initial Hold Time	≤ 180 sec	28	38	42	36
Calls On Hold > 5 Minutes	≤ 10%	1.1%	2.7%	3.1%	2.3%
Call Duration	≤ 300 sec	359	349	341	350
Calls Abandoned	≤ 10%	1.5%	3.6%	3.2%	2.7%

Contractual Requirement

October 15, 2020

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: FINANCIAL REPORT FOR SEPTEMBER 2020**

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

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

- ◆ Passengers: 18% over budget
- ◆ Contract Revenue Miles: 41% over budget
- ◆ Trips: 21% over budget
- ◆ Total Eligibility Evaluations: 6% under budget
- ◆ Average Trip Distance: over budget by 1.44 miles at 10.49 miles
- ◆ Total cost per Passenger (before depreciation): 16% under budget at \$81.33
- ◆ Administration Function is 8% under budget
- ◆ Eligibility Determination Function is 17% under budget
- ◆ Purchased Transportation Function is 1% over budget
- ◆ Paratransit Operations Function is 5% under budget

Attached are the following reports for your review:

- Statistical Comparison: SEPTEMBER 2019 to SEPTEMBER 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 September 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	81.9%	\$32,146,592	\$31,694,964	\$451,628	1%	-18%
Paratransit Operations	9.5%	\$3,737,443	\$3,947,814	(\$210,371)	-5%	-13%
Eligibility Determination	3.6%	\$1,402,340	\$1,688,304	(\$285,964)	-17%	-26%
CTSA/Ride Information	0.3%	\$131,167	\$123,423	\$7,744	6%	17%
Administration	4.7%	<u>\$1,857,115</u>	<u>\$2,015,263</u>	<u>(\$158,148)</u>	<u>-8%</u>	<u>-1%</u>
Total Exp before Depreciation		<b>\$39,274,657</b>	<b>\$39,469,768</b>	<b>(\$195,111)</b>	<b>0%</b>	<b>-17%</b>

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	8,050	8,539	(489)	-6%	-41%
Number of PAX	482,877	409,422	73,455	18%	-60%
Number of Contract Revenue Miles	4,074,891	2,895,610	1,179,281	41%	-53%
Number of Trips	388,517	319,782	68,735	21%	-59%
Average Trip Distance	10.49	9.06	1.44	16%	15%
Purchased Transportation Cost					
Cost per Trip	\$82.74	\$99.11	(\$16.37)	-17%	98%
Cost per PAX	\$66.57	\$77.41	(\$10.84)	-14%	105%
Cost per Contract Rev Mile	\$7.89	\$10.95	(\$3.06)	0%	73%
Total Cost per Pax before Depreciation	\$81.33	\$96.40	(\$15.07)	-16%	107%

**Budget Results for FY 2020/2021**  
**For YTD Period Ending September 2020**

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$1,166,516	\$1,023,461	\$143,055		
Other Revenue	\$120,278	\$148,733	(\$28,455)		
Total Revenue	\$1,286,794	\$1,172,194	\$114,600	10%	-55%
Total Exp before Capital	\$39,274,657	\$39,469,768	(\$195,111)	0%	-17%
Capital Expenditures					
Vehicles	\$1,196,260	\$3,940,001	(\$2,743,741)		
Other Capital Expenditures	\$388,427	\$0	\$388,427		
Total Capital Expenditures	\$1,584,687	\$3,940,001	(\$2,355,314)	-60%	105%
Over/(Under) Budget September 2020			(\$2,550,425)		

## YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

