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# Board Box

November 2020

<b>Item #</b>	<b>Item</b>	<b>Staff</b>	<b>Page</b>
<b>1.</b>	Key Performance Indicators – October 2020	V. Vu	2-11
<b>2.</b>	Financial Report – October 2020	H. Rodriguez	12-16

**November 30, 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	Aug-20	Sep-20	Oct-20	YTD
Vehicle Trips		128,363	138,123	153,202	541,719
Passenger Trips		159,417	171,772	190,693	673,570
Backup Trips		0	0	1	4
No Shows		3.2%	2.8%	2.6%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	93.2%	92.8%	92.2%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.05%	0.04%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.32%	0.31%	0.30%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	98.3%	98.0%	98.2%	97.4%

### Call Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
<i>Reservations</i>					
Answered Calls		99,415	118,088	131,001	453,674
Average Initial Hold Time	≤ 120 sec	53	49	53	52
Calls On Hold > 5 Minutes	≤ 5%	2.8%	1.4%	2.1%	2.2%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		24,167	28,512	32,131	109,782
Average Initial Hold Time		42	45	42	42
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.5%	1.6%	1.5%

### Complaints/Commendations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.2	2.1	2.2
Commendations Per 1,000 Trips		1.4	1.3	1.3	1.3

### Safety

	Goal	Aug-20	Sep-20	Oct-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.00	0.14	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.27	0.44	0.45	0.43
Miles Between Road Calls	≥ 25,000	68,545	55,148	70,362	60,153

## Antelope Valley Region

### Trip Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
Vehicle Trips		6,618	7,211	8,033	28,241
Passenger Trips		9,684	10,663	12,155	41,860
No Shows		2.4%	2.3%	2.3%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	89.4%	88.6%	87.4%	89.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.32%	0.39%	0.26%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.0%	0.1%
Missed Trips	≤ 0.75%	0.58%	0.76%	0.69%	0.66%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	96.7%	100.0%	100.0%	99.1%

### Call Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
<i>Reservations</i>					
Answered Calls		4,546	4,639	5,051	18,902
Average Initial Hold Time	≤ 120 sec	78	64	63	72
Calls On Hold > 5 Minutes	≤ 5%	6.4%	2.9%	2.5%	4.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,119	1,862	2,878	8,811
Average Initial Hold Time		77	81	87	82
Calls On Hold > 5 Minutes	≤ 10%	4.3%	5.5%	6.6%	5.5%

### Complaints/Commendations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.5	3.5	2.2	3.2
Commendations Per 1,000 Trips		1.2	1.8	1.4	1.4

### Safety

	Goal	Aug-20	Sep-20	Oct-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	0.64	0.26
Miles Between Road Calls	≥ 25,000	66,969	47,697	78,071	71,111

Contractual Requirement

## Eastern Region

### Trip Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
Vehicle Trips		32,045	34,619	38,858	136,188
Passenger Trips		39,724	43,146	48,205	169,093
No Shows		3.2%	2.8%	2.5%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	93.2%	91.8%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.02%	0.02%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.36%	0.26%	0.30%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	99.3%	97.9%	98.1%	98.6%

### Call Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
<i>Reservations</i>					
Answered Calls		18,491	27,730	32,279	104,002
Average Initial Hold Time	≤ 120 sec	47	33	28	35
Calls On Hold > 5 Minutes	≤ 5%	4.2%	1.3%	1.8%	2.2%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,089	5,980	7,069	22,436
Average Initial Hold Time		25	27	17	22
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.0%	0.9%	1.0%

### Complaints/Commendations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.5	2.3	2.4
Commendations Per 1,000 Trips		2.1	2.0	1.3	1.7

### Safety

	Goal	Aug-20	Sep-20	Oct-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	0.22	0.85	0.43	0.41
Miles Between Road Calls	≥ 25,000	42,060	41,393	58,645	55,208

Contractual Requirement

## Santa Clarita Region

### Trip Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
Vehicle Trips		1,405	1,430	1,472	5,567
Passenger Trips		1,529	1,563	1,607	6,109
No Shows		2.3%	1.8%	2.4%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.7%	94.1%	97.0%	95.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.14%	0.00%	0.09%
Excessively Long Trips	≤ 5%	0.3%	0.2%	0.1%	0.2%
Missed Trips	≤ 0.75%	0.11%	0.43%	0.41%	0.37%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

### Call Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
<i>Reservations</i>					
Answered Calls		1,230	1,250	1,309	4,873
Average Initial Hold Time	≤ 120 sec	55	52	50	53
Calls On Hold > 5 Minutes	≤ 5%	3.3%	3.1%	3.4%	3.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		178	184	140	652
Average Initial Hold Time		46	58	42	48
Calls On Hold > 5 Minutes	≤ 10%	3.4%	5.4%	2.9%	3.8%

### Complaints/Commendations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.1	1.4	2.1
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.0

### Safety

	Goal	Aug-20	Sep-20	Oct-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	*	50,069

### Contractual Requirement

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

## Northern Region

### Trip Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
Vehicle Trips		17,919	18,836	21,063	74,492
Passenger Trips		22,172	23,475	26,203	92,662
No Shows		3.8%	3.2%	2.9%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	95.2%	94.2%	94.4%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.06%	0.04%	0.09%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.32%	0.28%	0.19%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.7%	93.8%	96.3%	95.2%

### Call Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
<i>Reservations</i>					
Answered Calls		17,687	19,335	20,983	75,140
Average Initial Hold Time	≤ 120 sec	50	58	62	60
Calls On Hold > 5 Minutes	≤ 5%	0.4%	1.0%	1.7%	1.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,197	3,695	3,913	14,161
Average Initial Hold Time		54	51	51	55
Calls On Hold > 5 Minutes	≤ 10%	0.8%	1.0%	0.6%	1.0%

### Complaints/Commendations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.5	2.5	2.7
Commendations Per 1,000 Trips		1.9	1.6	2.3	2.0

### Safety

	Goal	Aug-20	Sep-20	Oct-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.47	0.00	0.00	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.12	0.00	0.20	0.13
Miles Between Road Calls	≥ 25,000	141,159	74,584	55,763	85,880

Contractual Requirement

## Southern Region

### Trip Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
Vehicle Trips		49,083	52,853	58,722	207,422
Passenger Trips		59,615	63,874	71,041	250,978
No Shows		2.9%	2.5%	2.2%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	92.3%	91.5%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.01%	0.01%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.26%	0.29%	0.32%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	95.9%	99.5%	98.8%	97.1%

### Call Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
<i>Reservations</i>					
Answered Calls		43,361	44,544	48,343	174,666
Average Initial Hold Time	≤ 120 sec	55	61	76	64
Calls On Hold > 5 Minutes	≤ 5%	2.4%	1.7%	2.7%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,700	12,226	13,181	47,413
Average Initial Hold Time		43	55	52	48
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.5%	1.7%	1.4%

### Complaints/Commendations

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

### Safety

	Goal	Aug-20	Sep-20	Oct-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.13	0.00	0.33	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.25	0.36	0.67	0.46
Miles Between Road Calls	≥ 25,000	78,716	58,774	75,108	58,342

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
Vehicle Trips		21,293	23,174	25,053	89,805
Passenger Trips		26,693	29,051	31,481	112,864
No Shows		4.0%	3.6%	3.3%	3.9%
On Time Performance (Next Day Trips)	≥ 91%	93.9%	93.3%	94.1%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.10%	0.05%	0.07%
Excessively Long Trips	≤ 5%	0.1%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.37%	0.33%	0.21%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	100.0%	97.8%	97.6%	98.6%

### Call Performance

	Goal	Aug-20	Sep-20	Oct-20	YTD
<i>Reservations</i>					
Answered Calls		14,100	20,590	23,036	76,091
Average Initial Hold Time	≤ 120 sec	48	34	29	36
Calls On Hold > 5 Minutes	≤ 5%	4.0%	1.2%	1.7%	2.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,884	4,565	4,950	16,309
Average Initial Hold Time		24	25	16	22
Calls On Hold > 5 Minutes	≤ 5%	1.1%	0.7%	0.4%	0.8%

### Complaints/Commendations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.4	2.4	2.6
Commendations Per 1,000 Trips		1.2	1.3	1.5	1.3

### Safety

	Goal	Aug-20	Sep-20	Oct-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	0.63	0.54	0.52	0.82
Miles Between Road Calls	≥ 25,000	87,558	77,079	119,768	53,138

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Aug-20	Sep-20	Oct-20	YTD
Eligible Customers		138,187	135,971	134,472	134,472
Total ADA Evaluations Performed		2,917	3,203	3,782	12,029
Days From Application to Decision (avg)	≤ 21	6	5	5	6

### In Person Evaluations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,419	1,628	1,934	6,320
Not Eligible		58	45	56	225
Total		1,477	1,673	1,990	6,545

### Paper Evaluations

	Goal	Aug-20	Sep-20	Oct-20	YTD
Unrestricted		1,437	1,527	1,807	5,491
Restricted		0	0	0	0
Temporary		3	3	4	12
Not Eligible		0	0	0	0
Total		1,440	1,530	1,811	5,503

### Appeals

	Goal	Aug-20	Sep-20	Oct-20	YTD
Appeals Performed		4	12	12	34
Days From Appeal to Decision (avg)	≤ 30	7	7	6	7

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Aug-20	Sep-20	Oct-20	YTD
Customer Service Calls		15,266	16,276	16,657	62,912
Average Initial Hold Time	≤ 180 sec	68	63	77	67
Calls On Hold > 5 Minutes	≤ 10%	7.0%	6.0%	8.3%	6.7%
Call Duration	≤ 300 sec	273	272	278	273
Calls Abandoned	≤ 10%	2.2%	1.9%	2.7%	2.2%

#### Operations Monitoring Center

	Goal	Aug-20	Sep-20	Oct-20	YTD
Customer Service Calls		3,475	3,710	4,024	15,028
Average Initial Hold Time	≤ 180 sec	38	42	36	36
Calls On Hold > 5 Minutes	≤ 10%	2.7%	3.1%	2.5%	2.4%
Call Duration	≤ 300 sec	349	341	350	350
Calls Abandoned	≤ 10%	3.6%	3.2%	3.1%	2.8%

Contractual Requirement

November 19, 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 OCTOBER 2020.

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

- Passengers: 27% over budget
- Contract Revenue Miles: 51% over budget
- Trips: 30% over budget
- Total Eligibility Evaluations: 3% over budget
- Average Trip Distance: over budget by 1.44 miles at 10.50 miles
- Total cost per Passenger (before depreciation): 19% under budget at \$79.60
- Administration Function is 7% under budget
- Eligibility Determination Function is 16% under budget
- Purchased Transportation Function is 6% over budget
- Paratransit Operations Function is 5% under budget

Attached are the following reports for your review:

- Statistical Comparison: OCTOBER 2019 to OCTOBER 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 October 2020

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget
Purchased Transportation	82.2%	\$44,056,386	\$41,747,284	\$2,309,102	6%
Paratransit Operations	9.3%	\$4,992,605	\$5,263,751	(\$271,146)	-5%
Eligibility Determination	3.5%	\$1,886,990	\$2,252,058	(\$365,068)	-16%
CTSA/Ride Information	0.3%	\$173,027	\$164,564	\$8,463	5%
Administration	4.7%	\$2,505,448	\$2,687,017	(\$181,569)	-7%
Total Exp before Depreciation		<b>\$53,614,456</b>	<b>\$52,114,674</b>	<b>\$1,499,782</b>	<b>3%</b>

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget
Total Eligibility Evaluations	11,800	11,473	327	3%
Number of PAX	673,570	532,397	141,173	27%
Number of Contract Revenue Miles	5,689,722	3,765,238	1,924,484	51%
Number of Trips	541,719	415,808	125,911	30%
Average Trip Distance	10.50	9.06	1.44	16%
Purchased Transportation Cost				
Cost per Trip	\$81.33	\$100.40	(\$19.07)	-19%
Cost per PAX	\$65.41	\$78.41	(\$13.00)	-17%
Cost per Contract Rev Mile	\$7.74	\$11.09	(\$3.35)	0%
Total Cost per Pax before Depreciation	\$79.60	\$97.89	(\$18.29)	-19%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget
Revenue				
Passenger Fares	\$1,626,999	\$1,324,656	\$302,343	
Other Revenue	\$162,058	\$194,146	(\$32,088)	
Total Revenue	\$1,789,057	\$1,518,802	\$270,255	18%
Total Exp before Capital	\$53,614,456	\$52,114,674	\$1,499,782	3%
Capital Expenditures				
Vehicles	\$1,234,238	\$5,383,251	(\$4,149,013)	
Other Capital Expenditures	\$952,677	\$0	\$952,677	
Total Capital Expenditures	\$2,186,915	\$5,383,251	(\$3,196,336)	-59%
Over/(Under) Budget October 2020			(\$1,696,554)	

## YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

