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# Board Box

December 2020

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**December 22, 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	Sep-20	Oct-20	Nov-20	YTD
Vehicle Trips		138,123	153,202	139,062	680,781
Passenger Trips		171,772	190,693	172,347	845,917
Backup Trips		0	1	29	33
No Shows		2.8%	2.6%	2.6%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.8%	92.2%	94.2%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.04%	0.04%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.31%	0.30%	0.26%	0.32%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	98.0%	98.2%	99.5%	97.8%

### Call Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
<i>Reservations</i>					
Answered Calls		118,088	131,001	120,971	574,645
Average Initial Hold Time	≤ 120 sec	49	53	45	51
Calls On Hold > 5 Minutes	≤ 5%	1.4%	2.1%	1.7%	2.1%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		28,512	32,131	27,289	137,071
Average Initial Hold Time		45	42	35	41
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.6%	1.2%	1.5%

### Complaints/Commendations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.1	1.9	2.1
Commendations Per 1,000 Trips		1.3	1.3	1.1	1.3

### Safety

	Goal	Sep-20	Oct-20	Nov-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.14	0.08	0.08
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.44	0.45	0.75	0.50
Miles Between Road Calls	≥ 25,000	55,148	70,362	69,293	61,787

## Antelope Valley Region

### Trip Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
Vehicle Trips		7,211	8,033	6,633	34,874
Passenger Trips		10,663	12,155	10,037	51,897
No Shows		2.3%	2.3%	2.6%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	88.6%	87.4%	92.0%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.32%	0.39%	0.20%	0.25%
Excessively Long Trips	≤ 5%	0.1%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.76%	0.69%	0.56%	0.64%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	100.0%	99.2%

### Call Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
<i>Reservations</i>					
Answered Calls		4,639	5,051	3,973	22,875
Average Initial Hold Time	≤ 120 sec	64	63	79	73
Calls On Hold > 5 Minutes	≤ 5%	2.9%	2.5%	5.4%	4.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		1,862	2,878	2,115	10,926
Average Initial Hold Time		81	87	72	80
Calls On Hold > 5 Minutes	≤ 10%	5.5%	6.6%	4.9%	5.4%

### Complaints/Commendations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.5	2.2	3.3	3.2
Commendations Per 1,000 Trips		1.8	1.4	0.6	1.3

### Safety

	Goal	Sep-20	Oct-20	Nov-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.76	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.64	1.32	0.46
Miles Between Road Calls	≥ 25,000	47,697	78,071	*	87,633

#### Contractual Requirement

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

## Eastern Region

### Trip Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
Vehicle Trips		34,619	38,858	35,277	171,465
Passenger Trips		43,146	48,205	43,632	212,725
No Shows		2.8%	2.5%	2.6%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	93.2%	91.8%	92.0%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.06%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.26%	0.30%	0.34%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	97.9%	98.1%	99.3%	98.7%

### Call Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
<i>Reservations</i>					
Answered Calls		27,730	32,279	30,371	134,373
Average Initial Hold Time	≤ 120 sec	33	28	27	33
Calls On Hold > 5 Minutes	≤ 5%	1.3%	1.8%	1.1%	2.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,980	7,069	6,331	28,767
Average Initial Hold Time		27	17	19	21
Calls On Hold > 5 Minutes	≤ 10%	1.0%	0.9%	0.6%	0.9%

### Complaints/Commendations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.3	2.3	2.4
Commendations Per 1,000 Trips		2.0	1.3	1.4	1.7

### Safety

	Goal	Sep-20	Oct-20	Nov-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	0.85	0.43	0.79	0.48
Miles Between Road Calls	≥ 25,000	41,393	58,645	46,381	53,202

Contractual Requirement

## Santa Clarita Region

### Trip Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
Vehicle Trips		1,430	1,472	1,390	6,957
Passenger Trips		1,563	1,607	1,476	7,585
No Shows		1.8%	2.4%	1.3%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	94.1%	97.0%	96.3%	95.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.00%	0.00%	0.07%
Excessively Long Trips	≤ 5%	0.2%	0.1%	0.0%	0.2%
Missed Trips	≤ 0.75%	0.43%	0.41%	0.40%	0.38%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

### Call Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
<i>Reservations</i>					
Answered Calls		1,250	1,309	1,149	6,022
Average Initial Hold Time	≤ 120 sec	52	50	34	49
Calls On Hold > 5 Minutes	≤ 5%	3.1%	3.4%	1.7%	3.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		184	140	101	753
Average Initial Hold Time		58	42	27	45
Calls On Hold > 5 Minutes	≤ 10%	5.4%	2.9%	1.0%	3.5%

### Complaints/Commendations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.4	0.7	1.9
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.0

### Safety

	Goal	Sep-20	Oct-20	Nov-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	*	*	62,326

#### Contractual Requirement

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

## Northern Region

### Trip Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
Vehicle Trips		18,836	21,063	18,962	93,454
Passenger Trips		23,475	26,203	23,622	116,284
No Shows		3.2%	2.9%	2.7%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	94.4%	94.4%	94.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.04%	0.05%	0.08%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.28%	0.19%	0.23%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.8%	96.3%	100.0%	96.0%

### Call Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
<i>Reservations</i>					
Answered Calls		19,335	20,983	19,376	94,516
Average Initial Hold Time	≤ 120 sec	58	62	58	60
Calls On Hold > 5 Minutes	≤ 5%	1.0%	1.7%	1.1%	1.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,695	3,913	3,753	17,914
Average Initial Hold Time		51	51	49	54
Calls On Hold > 5 Minutes	≤ 10%	1.0%	0.6%	0.6%	0.9%

### Complaints/Commendations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.5	2.8	2.7
Commendations Per 1,000 Trips		1.6	2.3	2.2	2.0

### Safety

	Goal	Sep-20	Oct-20	Nov-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.20	0.38	0.18
Miles Between Road Calls	≥ 25,000	74,584	55,763	77,150	83,865

Contractual Requirement

## Southern Region

### Trip Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
Vehicle Trips		52,853	58,722	53,828	261,250
Passenger Trips		63,874	71,041	64,772	315,750
No Shows		2.5%	2.2%	2.1%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	91.5%	95.3%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.00%	0.01%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.29%	0.32%	0.17%	0.26%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 92%	99.5%	98.8%	99.4%	97.4%

### Call Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
<i>Reservations</i>					
Answered Calls		44,544	48,343	44,712	219,378
Average Initial Hold Time	≤ 120 sec	61	76	58	63
Calls On Hold > 5 Minutes	≤ 5%	1.7%	2.7%	2.3%	2.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,226	13,181	10,551	57,964
Average Initial Hold Time		55	52	39	46
Calls On Hold > 5 Minutes	≤ 10%	1.5%	1.7%	1.2%	1.4%

### Complaints/Commendations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.6	1.1	1.5
Commendations Per 1,000 Trips		0.8	1.0	0.7	0.8

### Safety

	Goal	Sep-20	Oct-20	Nov-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.33	0.12	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.36	0.67	0.57	0.48
Miles Between Road Calls	≥ 25,000	58,774	75,108	92,053	63,010

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
Vehicle Trips		23,174	25,053	22,943	112,748
Passenger Trips		29,051	31,481	28,779	141,643
No Shows		3.6%	3.3%	3.6%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	94.1%	95.1%	93.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.05%	0.03%	0.06%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.33%	0.21%	0.29%	0.32%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.8%	97.6%	100.0%	98.9%

### Call Performance

	Goal	Sep-20	Oct-20	Nov-20	YTD
<i>Reservations</i>					
Answered Calls		20,590	23,036	21,390	97,481
Average Initial Hold Time	≤ 120 sec	34	29	28	34
Calls On Hold > 5 Minutes	≤ 5%	1.2%	1.7%	1.4%	2.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,565	4,950	4,438	20,747
Average Initial Hold Time		25	16	20	21
Calls On Hold > 5 Minutes	≤ 5%	0.7%	0.4%	0.6%	0.8%

### Complaints/Commendations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.4	2.0	2.5
Commendations Per 1,000 Trips		1.3	1.5	0.9	1.2

### Safety

	Goal	Sep-20	Oct-20	Nov-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	0.54	0.52	1.27	0.90
Miles Between Road Calls	≥ 25,000	77,079	119,768	61,759	54,610

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Sep-20	Oct-20	Nov-20	YTD
Eligible Customers		135,971	134,472	133,526	133,526
Total ADA Evaluations Performed		3,203	3,801	3,599	15,647
Days From Application to Decision (avg)	≤ 21	5	5	5	5

### In Person Evaluations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,628	1,934	1,913	8,233
Not Eligible		45	56	46	271
Total		1,673	1,990	1,959	8,504

### Paper Evaluations

	Goal	Sep-20	Oct-20	Nov-20	YTD
Unrestricted		1,527	1,807	1,638	7,129
Restricted		0	0	0	0
Temporary		3	4	2	14
Not Eligible		0	0	0	0
Total		1,530	1,811	1,640	7,143

### Appeals

	Goal	Sep-20	Oct-20	Nov-20	YTD
Appeals Performed		12	12	40	74
Days From Appeal to Decision (avg)	≤ 30	7	6	4	5

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Sep-20	Oct-20	Nov-20	YTD
Customer Service Calls		16,276	16,657	12,999	75,911
Average Initial Hold Time	≤ 180 sec	63	77	106	73
Calls On Hold > 5 Minutes	≤ 10%	6.0%	8.3%	11.0%	7.4%
Call Duration	≤ 300 sec	272	278	273	273
Calls Abandoned	≤ 10%	1.9%	2.7%	4.0%	2.5%

#### Operations Monitoring Center

	Goal	Sep-20	Oct-20	Nov-20	YTD
Customer Service Calls		3,710	4,024	3,739	18,767
Average Initial Hold Time	≤ 180 sec	42	36	31	35
Calls On Hold > 5 Minutes	≤ 10%	3.1%	2.5%	1.4%	2.2%
Call Duration	≤ 300 sec	341	350	315	343
Calls Abandoned	≤ 10%	3.2%	3.1%	2.1%	2.7%

Contractual Requirement

December 17, 2020

**TO: BOARD OF DIRECTORS**

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

**RE: FINANCIAL REPORT FOR NOVEMBER 2020 - DRAFT**

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

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

- Passengers: 30% over budget
- Contract Revenue Miles: 56% over budget
- Trips: 34% over budget
- Total Eligibility Evaluations: 9% over budget
- Average Trip Distance: over budget by 1.46 miles at 10.52 miles
- Total cost per Passenger (before depreciation): 20% under budget at \$79.59
- Administration Function is 9% under budget
- Eligibility Determination Function is 16% under budget
- Purchased Transportation Function is 8% over budget
- Paratransit Operations Function is 8% under budget

Attached are the following reports for your review:

- Statistical Comparison: NOVEMBER 2019 to NOVEMBER 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 November 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%	\$55,471,909	\$51,464,861	\$4,007,048	8%	-17%
Paratransit Operations	9.1%	\$6,107,935	\$6,631,391	(\$523,456)	-8%	-14%
Eligibility Determination	3.5%	\$2,359,698	\$2,819,780	(\$460,082)	-16%	-24%
CTSA/Ride Information	0.3%	\$217,016	\$215,379	\$1,637	1%	15%
Administration	4.7%	<u>\$3,166,311</u>	<u>\$3,494,337</u>	<u>(\$328,026)</u>	<u>-9%</u>	<u>1%</u>
Total Exp before Depreciation		<b>\$67,322,869</b>	<b>\$64,625,748</b>	<b>\$2,697,121</b>	<b>4%</b>	<b>-16%</b>

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	15,376	14,043	1,333	9%	-34%
Number of PAX	845,917	648,269	197,648	30%	-58%
Number of Contract Revenue Miles	7,164,449	4,585,891	2,578,558	56%	-50%
Number of Trips	680,781	506,233	174,548	34%	-57%
Average Trip Distance	10.52	9.06	1.46	16%	16%
Purchased Transportation Cost					
Cost per Trip	\$81.48	\$101.66	(\$20.18)	-20%	92%
Cost per PAX	\$65.58	\$79.39	(\$13.81)	-17%	98%
Cost per Contract Rev Mile	\$7.74	\$11.22	(\$3.48)	0%	65%
Total Cost per Pax before Depreciation	\$79.59	\$99.69	(\$20.10)	-20%	100%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$2,004,219	\$1,601,783	\$402,436		
Other Revenue	\$218,972	\$237,066	(\$18,094)		
Total Revenue	\$2,223,191	\$1,838,849	\$384,342	21%	-55%
Total Exp before Capital	\$67,322,869	\$64,625,748	\$2,697,121	4%	-16%
Capital Expenditures					
Vehicles	\$1,234,238	\$7,221,501	(\$5,987,263)		
Other Capital Expenditures	\$975,858	\$0	\$975,858		
Total Capital Expenditures	\$2,210,096	\$7,221,501	(\$5,011,405)	-69%	152%
Over/(Under) Budget November 2020			(\$2,314,284)		

## YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

