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January 2021

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January 25, 2021

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	Oct-20	Nov-20	Dec-20	YTD
Vehicle Trips		153,202	139,062	130,228	811,009
Passenger Trips		190,693	172,347	159,549	1,005,466
Backup Trips		1	29	0	33
No Shows		2.6%	2.6%	2.6%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	94.2%	95.7%	93.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.04%	0.01%	0.04%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.30%	0.26%	0.21%	0.30%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	98.2%	99.5%	99.5%	98.0%

Call Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Reservations</i>					
Answered Calls		131,001	120,971	109,427	684,072
Average Initial Hold Time	≤ 120 sec	53	45	34	48
Calls On Hold > 5 Minutes	≤ 5%	2.1%	1.7%	0.9%	1.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		32,131	27,289	24,753	161,824
Average Initial Hold Time		42	35	31	40
Calls On Hold > 5 Minutes	≤ 10%	1.6%	1.2%	1.0%	1.4%

Complaints/Commendations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.9	2.0	2.1
Commendations Per 1,000 Trips		1.3	1.1	1.5	1.3

Safety

	Goal	Oct-20	Nov-20	Dec-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.14	0.08	0.26	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.45	0.75	0.39	0.48
Miles Between Road Calls	≥ 25,000	70,362	69,293	60,164	61,532

Antelope Valley Region

Trip Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
Vehicle Trips		8,033	6,633	6,252	41,126
Passenger Trips		12,155	10,037	9,354	61,251
No Shows		2.3%	2.6%	2.7%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	87.4%	92.0%	91.6%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.39%	0.20%	0.11%	0.23%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.69%	0.56%	0.64%	0.64%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	100.0%	99.3%

Call Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Reservations</i>					
Answered Calls		5,051	3,973	3,438	26,313
Average Initial Hold Time	≤ 120 sec	63	79	57	71
Calls On Hold > 5 Minutes	≤ 5%	2.5%	5.4%	2.2%	4.2%

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,878	2,115	2,113	13,039
Average Initial Hold Time		87	72	66	78
Calls On Hold > 5 Minutes	≤ 10%	6.6%	4.9%	3.4%	5.1%

Complaints/Commendations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	3.3	2.4	3.1
Commendations Per 1,000 Trips		1.4	0.6	1.8	1.3

Safety

	Goal	Oct-20	Nov-20	Dec-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.76	0.79	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.64	1.32	0.00	0.39
Miles Between Road Calls	≥ 25,000	78,071	*	*	103,451

Contractual Requirement

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

Eastern Region

Trip Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
Vehicle Trips		38,858	35,277	32,356	203,821
Passenger Trips		48,205	43,632	39,630	252,355
No Shows		2.5%	2.6%	2.5%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	91.8%	92.0%	95.0%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.06%	0.00%	0.04%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.30%	0.34%	0.17%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	98.1%	99.3%	100.0%	98.9%

Call Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Reservations</i>					
Answered Calls		32,279	30,371	27,048	161,421
Average Initial Hold Time	≤ 120 sec	28	27	16	30
Calls On Hold > 5 Minutes	≤ 5%	1.8%	1.1%	0.2%	1.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,069	6,331	5,192	33,959
Average Initial Hold Time		17	19	12	20
Calls On Hold > 5 Minutes	≤ 10%	0.9%	0.6%	0.2%	0.8%

Complaints/Commendations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.3	2.0	2.3
Commendations Per 1,000 Trips		1.3	1.4	1.4	1.6

Safety

	Goal	Oct-20	Nov-20	Dec-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	0.43	0.79	0.60	0.50
Miles Between Road Calls	≥ 25,000	58,645	46,381	78,453	55,933

Contractual Requirement

Santa Clarita Region

Trip Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
Vehicle Trips		1,472	1,390	1,241	8,198
Passenger Trips		1,607	1,476	1,305	8,890
No Shows		2.4%	1.3%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	97.0%	96.3%	97.0%	95.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.02%
Excessively Long Trips	≤ 5%	0.1%	0.0%	0.0%	0.1%
Missed Trips	≤ 0.75%	0.41%	0.40%	0.36%	0.37%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Reservations</i>					
Answered Calls		1,309	1,149	1,095	7,117
Average Initial Hold Time	≤ 120 sec	50	34	45	49
Calls On Hold > 5 Minutes	≤ 5%	3.4%	1.7%	2.9%	3.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		140	101	110	863
Average Initial Hold Time		42	27	38	44
Calls On Hold > 5 Minutes	≤ 10%	2.9%	1.0%	2.7%	3.4%

Complaints/Commendations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	0.7	0.0	1.6
Commendations Per 1,000 Trips		0.0	0.0	0.8	0.1

Safety

	Goal	Oct-20	Nov-20	Dec-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	*	*	*	75,132

Contractual Requirement

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

Northern Region

Trip Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
Vehicle Trips		21,063	18,962	17,727	111,181
Passenger Trips		26,203	23,622	21,674	137,958
No Shows		2.9%	2.7%	3.2%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	94.4%	94.4%	93.6%	94.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.05%	0.04%	0.07%
Excessively Long Trips	≤ 5%	0.1%	0.1%	0.2%	0.1%
Missed Trips	≤ 0.75%	0.19%	0.23%	0.35%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.3%	100.0%	100.0%	96.5%

Call Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Reservations</i>					
Answered Calls		20,983	19,376	17,623	112,139
Average Initial Hold Time	≤ 120 sec	62	58	62	60
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.1%	1.8%	1.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,913	3,753	3,792	21,706
Average Initial Hold Time		51	49	46	52
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.6%	0.6%	0.8%

Complaints/Commendations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.8	2.4	2.7
Commendations Per 1,000 Trips		2.3	2.2	3.4	2.3

Safety

	Goal	Oct-20	Nov-20	Dec-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.23	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.20	0.38	0.23	0.19
Miles Between Road Calls	≥ 25,000	55,763	77,150	35,774	68,693

Contractual Requirement

Southern Region

Trip Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
Vehicle Trips		58,722	53,828	51,048	312,298
Passenger Trips		71,041	64,772	61,038	376,788
No Shows		2.2%	2.1%	2.2%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	95.3%	96.5%	93.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.32%	0.17%	0.17%	0.25%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 92%	98.8%	99.4%	98.8%	97.6%

Call Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Reservations</i>					
Answered Calls		48,343	44,712	41,378	260,756
Average Initial Hold Time	≤ 120 sec	76	58	41	59
Calls On Hold > 5 Minutes	≤ 5%	2.7%	2.3%	1.2%	2.2%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		13,181	10,551	9,807	67,771
Average Initial Hold Time		52	39	36	45
Calls On Hold > 5 Minutes	≤ 10%	1.7%	1.2%	1.3%	1.3%

Complaints/Commendations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	1.1	1.6	1.5
Commendations Per 1,000 Trips		1.0	0.7	1.1	0.9

Safety

	Goal	Oct-20	Nov-20	Dec-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.33	0.12	0.39	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.67	0.57	0.30	0.45
Miles Between Road Calls	≥ 25,000	75,108	92,053	69,217	63,909

Contractual Requirement

West Central Region

Trip Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
Vehicle Trips		25,053	22,943	21,604	134,352
Passenger Trips		31,481	28,779	26,548	168,191
No Shows		3.3%	3.6%	3.3%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	94.1%	95.1%	97.5%	94.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.03%	0.01%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.21%	0.29%	0.12%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.6%	100.0%	100.0%	99.0%

Call Performance

	Goal	Oct-20	Nov-20	Dec-20	YTD
<i>Reservations</i>					
Answered Calls		23,036	21,390	18,845	116,326
Average Initial Hold Time	≤ 120 sec	29	28	17	32
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.4%	0.2%	1.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,950	4,438	3,739	24,486
Average Initial Hold Time		16	20	11	20
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.6%	0.3%	0.7%

Complaints/Commendations

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

Safety

	Goal	Oct-20	Nov-20	Dec-20	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.26	0.04
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.52	1.27	0.58	0.85
Miles Between Road Calls	≥ 25,000	119,768	61,759	48,593	53,628

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Oct-20	Nov-20	Dec-20	YTD
Eligible Customers		134,472	133,526	132,394	132,394
Total ADA Evaluations Performed		3,801	3,599	2,941	18,588
Days From Application to Decision (avg)	≤ 21	5	5	6	5

In Person Evaluations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,934	1,913	1,842	10,075
Not Eligible		56	46	35	306
Total		1,990	1,959	1,877	10,381

Paper Evaluations

	Goal	Oct-20	Nov-20	Dec-20	YTD
Unrestricted		1,807	1,638	1,064	8,193
Restricted		0	0	0	0
Temporary		4	2	0	14
Not Eligible		0	0	0	0
Total		1,811	1,640	1,064	8,207

Appeals

	Goal	Oct-20	Nov-20	Dec-20	YTD
Appeals Performed		12	40	17	91
Days From Appeal to Decision (avg)	≤ 30	6	4	6	5

Customer Service

Phone Statistics

Customer Service

	Goal	Oct-20	Nov-20	Dec-20	YTD
Customer Service Calls		16,657	12,999	12,627	88,538
Average Initial Hold Time	≤ 180 sec	77	106	37	68
Calls On Hold > 5 Minutes	≤ 10%	8.3%	11.0%	2.4%	6.7%
Call Duration	≤ 300 sec	278	273	258	271
Calls Abandoned	≤ 10%	2.7%	4.0%	1.0%	2.3%

Operations Monitoring Center

	Goal	Oct-20	Nov-20	Dec-20	YTD
Customer Service Calls		4,024	3,739	3,359	22,126
Average Initial Hold Time	≤ 180 sec	36	31	21	33
Calls On Hold > 5 Minutes	≤ 10%	2.5%	1.4%	0.8%	2.0%
Call Duration	≤ 300 sec	350	315	313	338
Calls Abandoned	≤ 10%	3.1%	2.1%	1.4%	2.5%

Contractual Requirement

January 20, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR DECEMBER 2020 - DRAFT

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

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

- Passengers: 33% over budget
- Contract Revenue Miles: 59% over budget
- Trips: 37% over budget
- Total Eligibility Evaluations: 11% over budget
- Average Trip Distance: over budget by 1.43 miles at 10.49 miles
- Total cost per Passenger (before depreciation): 21% under budget at \$79.85
- Administration Function is 9% under budget
- Eligibility Determination Function is 17% under budget
- Purchased Transportation Function is 9% over budget
- Paratransit Operations Function is 9% under budget

Attached are the following reports for your review:

- Statistical Comparison: DECEMBER 2019 to DECEMBER 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 December 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%	\$3,166,311	\$3,494,337	(\$328,026)	-9%	1%
Total Exp before Depreciation		\$67,322,869	\$64,625,748	\$2,697,121	4%	-16%

Statistics - - For the YTD Period Ended December 2020

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	18,309	16,485	1,824	11%	-33%
Number of PAX	1,005,495	758,034	247,461	33%	-58%
Number of Contract Revenue Miles	8,504,589	5,361,787	3,142,802	59%	-50%
Number of Trips	811,038	591,930	219,108	37%	-57%
Average Trip Distance	10.49	9.06	1.43	16%	16%
Purchased Transportation Cost					
Cost per Trip	\$81.59	\$102.95	(\$21.36)	-21%	92%
Cost per PAX	\$65.81	\$80.39	(\$14.58)	-18%	99%
Cost per Contract Rev Mile	\$7.78	\$11.37	(\$3.59)	0%	66%
Total Cost per Pax before Depreciation	\$79.85	\$101.23	(\$21.38)	-21%	101%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$2,356,229	\$1,875,218	\$481,011		
Other Revenue	\$263,021	\$281,574	(\$18,553)		
Total Revenue	\$2,619,250	\$2,156,792	\$462,458	21%	-55%
Total Exp before Capital	\$80,287,133	\$76,737,880	\$3,549,253	5%	-16%
Capital Expenditures					
Vehicles	\$1,234,238	\$9,411,751	(\$8,177,513)		
Other Capital Expenditures	\$998,658	\$0	\$998,658		
Total Capital Expenditures	\$2,232,896	\$9,411,751	(\$7,178,855)	-76%	-15%
Over/(Under) Budget December 2020			(\$3,629,602)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

