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# Board Box

February 2021

<b>Item #</b>	<b>Item</b>	<b>Staff</b>	<b>Page</b>
1.	Key Performance Indicators - January 2021	V. Vu	2-11
2.	Financial Report - January 2021	H. Rodriguez	12-16

February 25, 2021

**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	Nov-20	Dec-20	Jan-21	YTD
Vehicle Trips		139,062	130,228	119,688	930,697
Passenger Trips		172,347	159,549	145,431	1,150,897
Backup Trips		29	0	0	33
No Shows		2.6%	2.6%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	94.2%	95.7%	96.3%	93.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.01%	0.02%	0.04%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.26%	0.21%	0.18%	0.29%
Denials	≤ 0	1	0	1	2
On Time Performance (Access to Work)	≥ 94%	99.5%	99.5%	99.7%	98.2%

## Call Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
<i>Reservations</i>					
Answered Calls		120,971	109,427	105,263	789,335
Average Initial Hold Time	≤ 120 sec	45	34	30	46
Calls On Hold > 5 Minutes	≤ 5%	1.7%	0.9%	0.9%	1.8%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		27,289	24,753	23,298	185,122
Average Initial Hold Time		35	31	28	38
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.0%	0.7%	1.3%

## Complaints/Commendations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.0	1.7	2.1
Commendations Per 1,000 Trips		1.1	1.5	1.0	1.3

## Safety

	Goal	Nov-20	Dec-20	Jan-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.26	0.09	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.75	0.39	0.47	0.48
Miles Between Road Calls	≥ 25,000	69,293	60,164	77,186	63,133

## Antelope Valley Region Trip Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
Vehicle Trips		6,633	6,252	6,041	47,167
Passenger Trips		10,037	9,354	8,865	70,116
No Shows		2.6%	2.7%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	91.6%	91.1%	90.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.20%	0.11%	0.19%	0.22%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.56%	0.64%	0.56%	0.63%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	100.0%	99.4%

## Call Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
<i>Reservations</i>					
Answered Calls		3,973	3,438	3,561	29,874
Average Initial Hold Time	≤ 120 sec	79	57	60	70
Calls On Hold > 5 Minutes	≤ 5%	5.4%	2.2%	3.0%	4.1%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,115	2,113	1,997	15,036
Average Initial Hold Time		72	66	67	76
Calls On Hold > 5 Minutes	≤ 10%	4.9%	3.4%	3.3%	4.8%

## Complaints/Commendations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.4	2.2	3.0
Commendations Per 1,000 Trips		0.6	1.8	0.5	1.2

## Safety

	Goal	Nov-20	Dec-20	Jan-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.76	0.79	0.00	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.32	0.00	0.00	0.35
Miles Between Road Calls	≥ 25,000	*	*	37,797	85,545

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
Vehicle Trips		35,277	32,356	29,788	233,609
Passenger Trips		43,632	39,630	36,028	288,383
No Shows		2.6%	2.5%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	95.0%	96.2%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.00%	0.00%	0.04%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.34%	0.17%	0.15%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	99.3%	100.0%	98.9%	98.9%

## Call Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
<i>Reservations</i>					
Answered Calls		30,371	27,048	26,323	187,744
Average Initial Hold Time	≤ 120 sec	27	16	16	28
Calls On Hold > 5 Minutes	≤ 5%	1.1%	0.2%	0.7%	1.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,331	5,192	4,783	38,742
Average Initial Hold Time		19	12	11	19
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.2%	0.3%	0.8%

## Complaints/Commendations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.0	1.5	2.2
Commendations Per 1,000 Trips		1.4	1.4	0.5	1.5

## Safety

	Goal	Nov-20	Dec-20	Jan-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.17	0.04
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.79	0.60	0.95	0.56
Miles Between Road Calls	≥ 25,000	46,381	78,453	72,625	57,563

Contractual Requirement

## Santa Clarita Region

### Trip Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
Vehicle Trips		1,390	1,241	1,163	9,361
Passenger Trips		1,476	1,305	1,233	10,123
No Shows		1.3%	1.9%	1.1%	1.8%
On Time Performance (Next Day Trips)	≥ 91%	96.3%	97.0%	97.6%	95.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.08%	0.03%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.40%	0.36%	0.51%	0.39%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	0.0%

### Call Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
<i>Reservations</i>					
Answered Calls		1,149	1,095	970	8,087
Average Initial Hold Time	≤ 120 sec	34	45	46	48
Calls On Hold > 5 Minutes	≤ 5%	1.7%	2.9%	3.0%	3.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		101	110	100	963
Average Initial Hold Time		27	38	48	45
Calls On Hold > 5 Minutes	≤ 10%	1.0%	2.7%	4.0%	3.4%

### Complaints/Commendations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.7	0.0	0.9	1.5
Commendations Per 1,000 Trips		0.0	0.8	0.9	0.2

### Safety

	Goal	Nov-20	Dec-20	Jan-21	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	*	*	*	87,415

Contractual Requirement

\*Zero road calls

## Northern Region Trip Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
Vehicle Trips		18,962	17,727	15,766	126,947
Passenger Trips		23,622	21,674	19,126	157,084
No Shows		2.7%	3.2%	3.3%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	94.4%	93.6%	94.9%	94.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.04%	0.04%	0.07%
Excessively Long Trips	≤ 5%	0.1%	0.2%	0.1%	0.1%
Missed Trips	≤ 0.75%	0.23%	0.35%	0.33%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	100.0%	96.9%

## Call Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
<i>Reservations</i>					
Answered Calls		19,376	17,623	16,554	128,693
Average Initial Hold Time	≤ 120 sec	58	62	60	60
Calls On Hold > 5 Minutes	≤ 5%	1.1%	1.8%	1.9%	1.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		3,753	3,792	3,191	24,897
Average Initial Hold Time		49	46	44	51
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.6%	0.7%	0.8%

## Complaints/Commendations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.4	2.1	2.6
Commendations Per 1,000 Trips		2.2	3.4	2.7	2.3

## Safety

	Goal	Nov-20	Dec-20	Jan-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.23	0.00	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.38	0.23	0.00	0.17
Miles Between Road Calls	≥ 25,000	77,150	35,774	78,904	69,881

Contractual Requirement

## Southern Region Trip Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
Vehicle Trips		53,828	51,048	46,986	359,284
Passenger Trips		64,772	61,038	55,898	432,686
No Shows		2.1%	2.2%	2.2%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	95.3%	96.5%	96.7%	94.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.00%	0.00%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.17%	0.17%	0.13%	0.23%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 92%	99.4%	98.8%	100.0%	97.9%

## Call Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
<i>Reservations</i>					
Answered Calls		44,712	41,378	39,739	300,495
Average Initial Hold Time	≤ 120 sec	58	41	29	55
Calls On Hold > 5 Minutes	≤ 5%	2.3%	1.2%	0.7%	2.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,551	9,807	9,733	77,504
Average Initial Hold Time		39	36	29	43
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.3%	0.6%	1.3%

## Complaints/Commendations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	1.6	1.5	1.5
Commendations Per 1,000 Trips		0.7	1.1	0.8	0.8

## Safety

	Goal	Nov-20	Dec-20	Jan-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.39	0.00	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.57	0.30	0.46	0.45
Miles Between Road Calls	≥ 25,000	92,053	69,217	70,134	64,633

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
Vehicle Trips		22,943	21,604	19,944	154,296
Passenger Trips		28,779	26,548	24,281	192,472
No Shows		3.6%	3.3%	3.7%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	95.1%	97.5%	97.7%	94.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.01%	0.00%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.29%	0.12%	0.13%	0.27%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	100.0%	99.1%

### Call Performance

	Goal	Nov-20	Dec-20	Jan-21	YTD
<i>Reservations</i>					
Answered Calls		21,390	18,845	18,116	134,442
Average Initial Hold Time	≤ 120 sec	28	17	17	30
Calls On Hold > 5 Minutes	≤ 5%	1.4%	0.2%	0.6%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,438	3,739	3,494	27,980
Average Initial Hold Time		20	11	9	18
Calls On Hold > 5 Minutes	≤ 5%	0.6%	0.3%	0.1%	0.6%

### Complaints/Commendations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.4	1.8	2.4
Commendations Per 1,000 Trips		0.9	1.2	0.9	1.2

### Safety

	Goal	Nov-20	Dec-20	Jan-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.26	0.00	0.03
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.27	0.58	0.42	0.80
Miles Between Road Calls	≥ 25,000	61,759	48,593	179,339	58,560

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Nov-20	Dec-20	Jan-21	YTD
Eligible Customers		133,526	132,394	131,245	131,245
Total ADA Evaluations Performed		3,599	2,941	2,102	20,690
Days From Application to Decision (avg)	≤ 21	5	6	6	5

### In Person Evaluations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,913	1,842	1,304	11,379
Not Eligible		46	35	25	331
Total		1,959	1,877	1,329	11,710

### Paper Evaluations

	Goal	Nov-20	Dec-20	Jan-21	YTD
Unrestricted		1,638	1,064	773	8,966
Restricted		0	0	0	0
Temporary		2	0	0	14
Not Eligible		0	0	0	0
Total		1,640	1,064	773	8,980

### Appeals

	Goal	Nov-20	Dec-20	Jan-21	YTD
Appeals Performed		40	17	16	110
Days From Appeal to Decision (avg)	≤ 30	4	6	6	6

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Nov-20	Dec-20	Jan-21	YTD
Customer Service Calls		12,999	12,627	11,428	99,966
Average Initial Hold Time	≤ 180 sec	106	37	31	64
Calls On Hold > 5 Minutes	≤ 10%	11.0%	2.4%	1.8%	6.2%
Call Duration	≤ 300 sec	273	258	258	269
Calls Abandoned	≤ 10%	4.0%	1.0%	0.8%	2.1%

#### Operations Monitoring Center

	Goal	Nov-20	Dec-20	Jan-21	YTD
Customer Service Calls		3,739	3,359	2,932	25,058
Average Initial Hold Time	≤ 180 sec	31	21	21	31
Calls On Hold > 5 Minutes	≤ 10%	1.4%	0.8%	0.5%	1.8%
Call Duration	≤ 300 sec	315	313	324	337
Calls Abandoned	≤ 10%	2.1%	1.4%	1.3%	2.4%

Contractual Requirement

February 19, 2021

**TO: BOARD OF DIRECTORS**

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

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

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Attached for your review are the draft financial reports for JANUARY 2021.

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

- Passengers: 32% over budget
- Contract Revenue Miles: 58% over budget
- Trips: 37% over budget
- Total Eligibility Evaluations: 6% over budget
- Average Trip Distance: over budget by 1.40 miles at 10.46 miles
- Total cost per Passenger (before depreciation): 21% under budget at \$80.81
- Administration Function is 6% under budget
- Eligibility Determination Function is 17% under budget
- Purchased Transportation Function is 8% over budget
- Paratransit Operations Function is 10% under budget

Attached are the following reports for your review:

- Statistical Comparison: JANUARY 2020 to JANUARY 2021
- 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 January 2021

	<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	82.2%	\$76,478,385	\$70,567,544	\$5,910,841	8%	-18%
Paratransit Operations	9.0%	\$8,351,332	\$9,279,243	(\$927,911)	-10%	-16%
Eligibility Determination	3.5%	\$3,263,289	\$3,943,423	(\$680,134)	-17%	-22%
CTSA/Ride Information	0.3%	\$305,436	\$300,233	\$5,203	2%	16%
Administration	5.0%	\$4,604,639	\$4,897,753	(\$293,114)	-6%	8%
Total Exp before Depreciation		<b>\$93,003,081</b>	<b>\$88,988,196</b>	<b>\$4,014,885</b>	<b>5%</b>	<b>-17%</b>

## Statistics - - For the YTD Period Ended January 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	20,406	19,214	1,192	6%	-35%
Number of PAX	1,150,926	870,807	280,119	32%	-59%
Number of Contract Revenue Miles	9,735,314	6,159,933	3,575,381	58%	-51%
Number of Trips	930,726	679,982	250,744	37%	-58%
Average Trip Distance	10.46	9.06	1.40	15%	16%
Purchased Transportation Cost					
Cost per Trip	\$82.17	\$103.78	(\$21.61)	-21%	93%
Cost per PAX	\$66.45	\$81.04	(\$14.59)	-18%	101%
Cost per Contract Rev Mile	\$7.86	\$11.46	(\$3.60)	0%	67%
Total Cost per Pax before Depreciation	\$80.81	\$102.19	(\$21.38)	-21%	103%

## Budget Results for FY 2020/2021

### For YTD Period Ending January 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$2,794,842	\$2,149,411	\$645,431		
Other Revenue	\$267,531	\$326,732	(\$59,201)		
Total Revenue	\$3,062,373	\$2,476,143	\$586,230	24%	-55%
Total Exp before Capital	\$93,003,081	\$88,988,196	\$4,014,885	5%	-17%
Capital Expenditures					
Vehicles	\$1,348,871	\$10,200,001	(\$8,851,130)		
Other Capital Expenditures	\$884,025	\$0	\$884,025		
Total Capital Expenditures	\$2,232,896	\$10,200,001	(\$7,967,105)	-78%	-52%
Over/(Under) Budget January 2021			(\$3,952,220)		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

