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Board Box

July 2021

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July 27, 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	Apr-21	May-21	Jun-21	YTD
Vehicle Trips		166,679	164,333	173,998	1,728,683
Passenger Trips		209,615	210,917	223,657	2,156,259
Backup Trips		0	1	26	61
No Shows		2.8%	2.6%	2.6%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	88.4%	93.0%	92.0%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.21%	0.07%	0.06%	0.07%
Excessively Long Trips	≤ 5%	0.5%	2.1%	2.4%	0.5%
Missed Trips	≤ 0.75%	0.68%	0.32%	0.35%	0.36%
Denials	≤ 0	1	0	1	4
On Time Performance (Access to Work)	≥ 94%	98.5%	98.1%	98.0%	97.8%

Call Performance

	Goal	Apr-21	May-21	Jun-21	YTD
<i>Reservations</i>					
Answered Calls		147,710	143,421	150,333	1,487,098
Average Initial Hold Time	≤ 120 sec	71	64	51	52
Calls On Hold > 5 Minutes	≤ 5%	5.7%	3.0%	1.5%	2.2%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		38,585	33,005	35,794	356,662
Average Initial Hold Time		60	48	44	43
Calls On Hold > 5 Minutes	≤ 10%	3.4%	1.8%	1.3%	1.5%

Complaints/Commendations

	Goal	Apr-21	May-21	Jun-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.7	2.7	3.0	2.5
Commendations Per 1,000 Trips		1.2	1.1	1.4	1.3

Safety

	Goal	Apr-21	May-21	Jun-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.40	0.24	0.31	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.55	0.62	0.27	0.50
Miles Between Road Calls	≥ 25,000	65,595	58,562	56,741	64,040

Antelope Valley Region Trip Performance

	Goal	Apr-21	May-21	Jun-21	YTD
Vehicle Trips		8,087	7,732	8,005	85,281
Passenger Trips		11,670	11,682	12,181	126,911
No Shows		2.8%	2.5%	2.5%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	87.5%	92.7%	93.3%	90.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.41%	0.14%	0.09%	0.21%
Excessively Long Trips	≤ 5%	0.2%	1.6%	1.6%	0.3%
Missed Trips	≤ 0.75%	0.73%	0.61%	0.67%	0.64%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	100.0%	99.7%

Call Performance

	Goal	Apr-21	May-21	Jun-21	YTD
<i>Reservations</i>					
Answered Calls		4,437	4,752	4,807	51,798
Average Initial Hold Time	≤ 120 sec	67	56	71	64
Calls On Hold > 5 Minutes	≤ 5%	5.4%	4.4%	6.5%	4.1%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,620	2,045	1,891	26,160
Average Initial Hold Time		88	86	80	78
Calls On Hold > 5 Minutes	≤ 10%	6.8%	6.6%	5.7%	5.2%

Complaints/Commendations

	Goal	Apr-21	May-21	Jun-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.5	3.2	3.4	3.1
Commendations Per 1,000 Trips		0.6	1.8	0.1	1.3

Safety

	Goal	Apr-21	May-21	Jun-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.86	0.00	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.52	0.86	0.00	0.73
Miles Between Road Calls	≥ 25,000	29,684	19,320	59,681	57,164

Contractual Requirement

Eastern Region Trip Performance

	Goal	Apr-21	May-21	Jun-21	YTD
Vehicle Trips		43,104	43,448	46,889	440,667
Passenger Trips		54,566	56,125	60,644	550,730
No Shows		2.6%	2.4%	2.5%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	89.1%	93.6%	92.3%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.40%	0.10%	0.12%	0.10%
Excessively Long Trips	≤ 5%	0.1%	0.5%	0.6%	0.1%
Missed Trips	≤ 0.75%	0.78%	0.27%	0.34%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	96.6%	98.7%	97.0%	96.8%

Call Performance

	Goal	Apr-21	May-21	Jun-21	YTD
<i>Reservations</i>					
Answered Calls		38,382	37,583	39,803	367,718
Average Initial Hold Time	≤ 120 sec	71	36	22	33
Calls On Hold > 5 Minutes	≤ 5%	7.0%	2.2%	0.4%	2.1%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,667	7,067	7,982	75,973
Average Initial Hold Time		36	19	12	19
Calls On Hold > 5 Minutes	≤ 10%	2.3%	0.5%	0.2%	0.8%

Complaints/Commendations

	Goal	Apr-21	May-21	Jun-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.8	2.2	2.6	2.4
Commendations Per 1,000 Trips		1.0	0.9	1.7	1.3

Safety

	Goal	Apr-21	May-21	Jun-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.41	0.30	0.72	0.13
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.24	0.78	0.32	0.54
Miles Between Road Calls	≥ 25,000	92,218	134,496	87,280	66,145

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Apr-21	May-21	Jun-21	YTD
Vehicle Trips		1,971	1,850	2,080	18,220
Passenger Trips		2,195	2,041	2,226	19,817
No Shows		2.0%	1.7%	1.9%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	93.7%	93.3%	94.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.20%	0.05%	0.09%	0.05%
Excessively Long Trips	≤ 5%	0.5%	0.9%	1.8%	0.4%
Missed Trips	≤ 0.75%	0.68%	0.41%	0.52%	0.45%
Denials	≤ 0	1	0	1	2
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Apr-21	May-21	Jun-21	YTD
<i>Reservations</i>					
Answered Calls		1,602	1,531	1,688	15,505
Average Initial Hold Time	≤ 120 sec	75	71	64	59
Calls On Hold > 5 Minutes	≤ 5%	5.1%	5.2%	3.6%	3.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		203	167	162	1,764
Average Initial Hold Time		77	63	80	55
Calls On Hold > 5 Minutes	≤ 10%	4.4%	5.4%	5.6%	4.0%

Complaints/Commendations

	Goal	Apr-21	May-21	Jun-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.5	0.0	1.8	1.5
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.1

Safety

	Goal	Apr-21	May-21	Jun-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	*	*	17,120	84,026

Contractual Requirement

Northern Region Trip Performance

	Goal	Apr-21	May-21	Jun-21	YTD
Vehicle Trips		23,052	23,043	24,347	236,852
Passenger Trips		28,784	29,219	30,911	294,296
No Shows		3.2%	3.4%	3.1%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	90.3%	93.4%	91.0%	92.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.09%	0.02%	0.06%
Excessively Long Trips	≤ 5%	0.5%	1.8%	2.3%	0.5%
Missed Trips	≤ 0.75%	0.50%	0.39%	0.44%	0.37%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	95.6%	92.2%	97.1%

Call Performance

	Goal	Apr-21	May-21	Jun-21	YTD
<i>Reservations</i>					
Answered Calls		22,400	23,411	24,961	240,271
Average Initial Hold Time	≤ 120 sec	32	99	99	72
Calls On Hold > 5 Minutes	≤ 5%	5.1%	4.0%	4.0%	2.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,750	5,095	5,666	49,367
Average Initial Hold Time		29	77	69	59
Calls On Hold > 5 Minutes	≤ 10%	2.6%	2.1%	1.4%	1.1%

Complaints/Commendations

	Goal	Apr-21	May-21	Jun-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	3.1	3.8	3.1
Commendations Per 1,000 Trips		2.3	2.2	2.0	2.3

Safety

	Goal	Apr-21	May-21	Jun-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.41	0.00	0.00	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.61	0.39	0.27	0.27
Miles Between Road Calls	≥ 25,000	61,556	50,470	46,165	65,665

Contractual Requirement

Southern Region Trip Performance

	Goal	Apr-21	May-21	Jun-21	YTD
Vehicle Trips		62,162	60,187	62,969	657,665
Passenger Trips		76,585	75,463	78,970	799,711
No Shows		2.4%	2.3%	2.3%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	87.7%	92.2%	91.8%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.03%	0.02%	0.01%
Excessively Long Trips	≤ 5%	0.8%	3.8%	4.3%	0.8%
Missed Trips	≤ 0.75%	0.57%	0.32%	0.27%	0.29%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 92%	99.4%	98.0%	99.5%	98.3%

Call Performance

	Goal	Apr-21	May-21	Jun-21	YTD
<i>Reservations</i>					
Answered Calls		54,330	51,520	52,759	554,856
Average Initial Hold Time	≤ 120 sec	90	83	62	63
Calls On Hold > 5 Minutes	≤ 5%	4.3%	3.4%	1.1%	2.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,261	13,052	14,110	146,280
Average Initial Hold Time		89	60	59	52
Calls On Hold > 5 Minutes	≤ 10%	4.0%	2.1%	1.7%	1.6%

Complaints/Commendations

	Goal	Apr-21	May-21	Jun-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.7	2.8	2.0
Commendations Per 1,000 Trips		1.1	1.0	1.2	1.0

Safety

	Goal	Apr-21	May-21	Jun-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.57	0.38	0.23	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.45	0.61	0.26	0.46
Miles Between Road Calls	≥ 25,000	80,418	56,050	62,858	66,194

Contractual Requirement

West Central Region Trip Performance

	Goal	Apr-21	May-21	Jun-21	YTD
Vehicle Trips		28,303	28,072	29,682	289,937
Passenger Trips		35,815	36,386	38,699	364,733
No Shows		3.6%	3.2%	3.4%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	87.5%	93.8%	92.3%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.35%	0.08%	0.05%	0.10%
Excessively Long Trips	≤ 5%	0.4%	1.2%	1.5%	0.3%
Missed Trips	≤ 0.75%	0.92%	0.28%	0.38%	0.39%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	100.0%	100.0%	100.0%	99.4%

Call Performance

	Goal	Apr-21	May-21	Jun-21	YTD
<i>Reservations</i>					
Answered Calls		26,559	24,624	26,315	256,950
Average Initial Hold Time	≤ 120 sec	68	34	21	33
Calls On Hold > 5 Minutes	≤ 5%	7.4%	1.9%	0.3%	2.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,084	5,579	5,983	57,118
Average Initial Hold Time		38	17	12	19
Calls On Hold > 5 Minutes	≤ 5%	2.7%	0.5%	0.2%	0.7%

Complaints/Commendations

	Goal	Apr-21	May-21	Jun-21	YTD
Complaints Per 1,000 Trips	≤ 4.0	5.5	3.1	3.4	3.3
Commendations Per 1,000 Trips		1.1	0.8	1.6	1.1

Safety

	Goal	Apr-21	May-21	Jun-21	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.00	0.23	0.08
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.90	0.60	0.29	0.69
Miles Between Road Calls	≥ 25,000	47,418	51,990	39,426	57,811

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Apr-21	May-21	Jun-21	YTD
Eligible Customers		128,033	126,433	125,192	125,192
Total ADA Evaluations Performed		3,033	3,097	3,736	36,592
Days From Application to Decision (avg)	≤ 21	5	10	10	6

In Person Evaluations

	Goal	Apr-21	May-21	Jun-21	YTD
Unrestricted		0	0	0	0
Restricted		0	0	0	0
Temporary		1,870	1,929	2,222	20,168
Not Eligible		19	20	25	419
Total		1,889	1,949	2,247	20,587

Paper Evaluations

	Goal	Apr-21	May-21	Jun-21	YTD
Unrestricted		1,144	1,148	1,489	15,988
Restricted		0	0	0	0
Temporary		0	0	0	17
Not Eligible		0	0	0	0
Total		1,144	1,148	1,489	16,005

Appeals

	Goal	Apr-21	May-21	Jun-21	YTD
Appeals Performed		5	8	3	141
Days From Appeal to Decision (avg)	≤ 30	8	5	11	8

Customer Service

Phone Statistics

Customer Service

	Goal	Apr-21	May-21	Jun-21	YTD
Customer Service Calls		16,142	14,550	18,985	178,225
Average Initial Hold Time	≤ 180 sec	192	466	266	134
Calls On Hold > 5 Minutes	≤ 10%	24.8%	58.4%	29.6%	15.1%
Call Duration	≤ 300 sec	302	336	334	286
Calls Abandoned	≤ 10%	6.3%	12.5%	9.5%	4.5%

Operations Monitoring Center

	Goal	Apr-21	May-21	Jun-21	YTD
Customer Service Calls		4,449	3,199	3,641	44,071
Average Initial Hold Time	≤ 180 sec	102	170	109	57
Calls On Hold > 5 Minutes	≤ 10%	11.6%	20.2%	11.2%	5.1%
Call Duration	≤ 300 sec	376	397	385	351
Calls Abandoned	≤ 10%	8.7%	14.8%	9.4%	4.8%

Contractual Requirement

July 27, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JUNE 2021 - DRAFT

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

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

- ◆ Passengers: 47% over budget
- ◆ Contract Revenue Miles: 73% over budget
- ◆ Trips: 51% over budget
- ◆ Total Eligibility Evaluations: 7% over budget
- ◆ Average Trip Distance: over budget by 1.31 miles at 10.37 miles
- ◆ Total cost per Passenger (before depreciation): 29% under budget at \$73.62
- ◆ Administration Function is 13% under budget
- ◆ Eligibility Determination Function is 17% under budget
- ◆ Purchased Transportation Function is 10% over budget
- ◆ Paratransit Operations Function is 11% under budget

Attached are the following reports for your review:

- Statistical Comparison: JUNE 2020 to JUNE 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 June 2021

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	82.7%	\$131,312,830	\$119,271,483	\$12,041,347	10%	0%
Paratransit Operations	8.9%	\$14,119,578	\$15,916,405	(\$1,796,827)	-11%	-5%
Eligibility Determination	3.5%	\$5,583,417	\$6,758,905	(\$1,175,488)	-17%	-11%
CTSA/Ride Information	0.4%	\$581,415	\$503,641	\$77,774	15%	39%
Administration	4.5%	\$7,137,792	\$8,227,146	(\$1,089,354)	-13%	7%
Total Exp before Depreciation		\$158,735,032	\$150,677,580	\$8,057,452	5%	-1%

Statistics - For the YTD Period Ended June 2021

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	36,181	33,810	2,371	7%	-22%
Number of PAX	2,156,279	1,462,982	693,297	47%	-40%
Number of Contract Revenue Miles	17,921,951	10,344,340	7,577,611	73%	-30%
Number of Trips	1,728,707	1,141,985	586,722	51%	-39%
Average Trip Distance	10.37	9.06	1.31	14%	14%
Purchased Transportation Cost					
Cost per Trip	\$75.96	\$104.44	(\$28.48)	-27%	64%
Cost per PAX	\$60.90	\$81.53	(\$20.63)	-25%	67%
Cost per Contract Rev Mile	\$7.33	\$11.53	(\$4.20)	-36%	43%
Total Cost per Pax before Depreciation	\$73.62	\$102.99	(\$29.37)	-29%	67%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$5,074,353	\$3,574,367	\$1,499,986		
Other Revenue	\$333,952	\$549,766	(\$215,814)		
Total Revenue	\$5,408,305	\$4,124,133	\$1,284,172	31%	-42%
 Total Exp before Capital	 \$158,735,032	 \$150,677,580	 \$8,057,452	 5%	 -1%
Capital Expenditures					
Vehicles	\$1,211,260	\$10,200,000	(\$8,988,740)		
Other Capital Expenditures	\$1,742,038	\$3,000,000	(\$1,257,962)		
Total Capital Expenditures	\$2,953,298	\$13,200,000	(\$10,246,702)	-78%	-58%
 Over/(Under) Budget June 2021			 (\$2,189,250)		

YTD Cost Per Passenger before Depreciation and Capital Cost

