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Board Box

February 2022

Item #	Item	Staff	Page
1.	Key Performance Indicators - Jan 2022	V. Vu	2-11
2.	Financial Report - Jan 2022	H. Rodriguez	12-16

February 23, 2022

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	Nov-21	Dec-21	Jan-22	YTD
Vehicle Trips		193,082	188,434	162,937	1,295,786
Passenger Trips		244,797	239,368	204,530	1,645,448
Backup Trips		0	0	10	52
No Shows		2.7%	3.0%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	88.8%	88.4%	95.6%	90.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.17%	0.22%	0.02%	0.10%
Excessively Long Trips	≤ 5%	3.7%	4.2%	2.4%	3.2%
Missed Trips	≤ 0.75%	0.55%	0.63%	0.21%	0.45%
Denials	≤ 0	0	0	2	4
On Time Performance (Access to Work)	≥ 94%	96.5%	94.4%	99.4%	96.8%

Call Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
<i>Reservations</i>					
Answered Calls		157,567	156,871	128,729	1,073,727
Average Initial Hold Time	≤ 120 sec	73	65	47	58
Calls On Hold > 5 Minutes	≤ 5%	4.3%	3.1%	2.0%	2.6%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		41,760	45,633	30,474	281,509
Average Initial Hold Time		63	57	44	49
Calls On Hold > 5 Minutes	≤ 10%	3.5%	2.9%	2.2%	2.1%

Complaints/Commendations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.4	3.2	2.2	3.1
Commendations Per 1,000 Trips		1.2	1.4	1.0	1.3

Safety

	Goal	Nov-21	Dec-21	Jan-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.36	0.15	0.08	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.89	0.68	0.93	0.75
Miles Between Road Calls	≥ 25,000	63,175	64,769	55,182	61,875

Antelope Valley Region Trip Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
Vehicle Trips		8,478	8,404	7,912	57,835
Passenger Trips		12,353	13,182	12,615	86,256
No Shows		2.8%	2.9%	2.3%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	87.6%	90.9%	91.5%	88.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.22%	0.19%	0.23%	0.24%
Excessively Long Trips	≤ 5%	1.4%	1.9%	1.1%	1.8%
Missed Trips	≤ 0.75%	1.16%	1.24%	0.74%	1.05%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 92%	95.8%	100.0%	100.0%	99.1%

Call Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
<i>Reservations</i>					
Answered Calls		5,129	4,747	4,693	35,650
Average Initial Hold Time	≤ 120 sec	83	55	55	102
Calls On Hold > 5 Minutes	≤ 5%	7.1%	3.3%	3.3%	7.2%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,692	2,898	2,515	18,333
Average Initial Hold Time		242	174	140	140
Calls On Hold > 5 Minutes	≤ 10%	19.5%	16.8%	12.9%	11.9%

Complaints/Commendations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.4	3.3	2.7	3.9
Commendations Per 1,000 Trips		0.8	1.2	0.4	0.7

Safety

	Goal	Nov-21	Dec-21	Jan-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.50	2.70	1.33	0.42	1.32
Miles Between Road Calls	≥ 25,000	25,944	32,994	29,976	28,018

Contractual Requirement

Eastern Region Trip Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
Vehicle Trips		52,430	51,232	42,556	350,565
Passenger Trips		67,100	65,698	53,691	449,108
No Shows		2.4%	2.8%	2.4%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	86.1%	86.7%	96.0%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.29%	0.32%	0.01%	0.13%
Excessively Long Trips	≤ 5%	1.6%	1.8%	0.6%	1.1%
Missed Trips	≤ 0.75%	0.63%	0.67%	0.13%	0.43%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	93.9%	89.5%	99.6%	94.8%

Call Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
<i>Reservations</i>					
Answered Calls		34,937	34,304	25,689	253,350
Average Initial Hold Time	≤ 120 sec	32	26	14	22
Calls On Hold > 5 Minutes	≤ 5%	1.6%	0.8%	0.2%	0.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,466	10,342	5,903	64,950
Average Initial Hold Time		25	23	13	17
Calls On Hold > 5 Minutes	≤ 10%	0.9%	0.7%	0.3%	0.4%

Complaints/Commendations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.4	1.8	2.7
Commendations Per 1,000 Trips		0.9	1.2	0.6	1.1

Safety

	Goal	Nov-21	Dec-21	Jan-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.27	0.14	0.00	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.55	0.60	0.37	0.63
Miles Between Road Calls	≥ 25,000	72,902	178,381	75,473	82,130

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
Vehicle Trips		2,275	2,066	2,461	15,608
Passenger Trips		2,486	2,254	2,679	16,948
No Shows		2.4%	2.2%	1.9%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	93.4%	92.2%	95.8%	92.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.15%	0.00%	0.26%
Excessively Long Trips	≤ 5%	1.6%	4.5%	2.1%	2.4%
Missed Trips	≤ 0.75%	0.87%	0.66%	0.74%	1.13%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
<i>Reservations</i>					
Answered Calls		1,884	1,840	1,664	12,810
Average Initial Hold Time	≤ 120 sec	59	40	35	69
Calls On Hold > 5 Minutes	≤ 5%	3.6%	2.2%	1.8%	4.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		220	306	204	1,749
Average Initial Hold Time		52	34	34	76
Calls On Hold > 5 Minutes	≤ 10%	2.7%	1.6%	1.5%	5.6%

Complaints/Commendations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	1.9	1.2	0.8
Commendations Per 1,000 Trips		0.0	0.4	0.0	0.2

Safety

	Goal	Nov-21	Dec-21	Jan-22	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	*	33,200	*	180,273

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
Vehicle Trips		28,511	27,063	22,187	185,586
Passenger Trips		35,702	33,897	27,285	233,299
No Shows		3.1%	3.6%	3.4%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	88.7%	85.3%	90.7%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.25%	0.03%	0.07%
Excessively Long Trips	≤ 5%	3.1%	3.2%	2.3%	2.8%
Missed Trips	≤ 0.75%	0.57%	0.88%	0.50%	0.54%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	96.9%	99.4%	99.5%	98.4%

Call Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
<i>Reservations</i>					
Answered Calls		25,281	27,403	23,231	179,661
Average Initial Hold Time	≤ 120 sec	130	104	69	99
Calls On Hold > 5 Minutes	≤ 5%	11.7%	8.2%	3.7%	6.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,542	7,789	5,428	41,872
Average Initial Hold Time		84	62	49	67
Calls On Hold > 5 Minutes	≤ 10%	4.4%	2.1%	1.9%	2.3%

Complaints/Commendations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.9	2.8	3.4
Commendations Per 1,000 Trips		1.5	1.8	1.4	1.5

Safety

	Goal	Nov-21	Dec-21	Jan-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.42	0.22	0.26	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.78	0.43	0.83	0.66
Miles Between Road Calls	≥ 25,000	43,477	46,314	55,614	60,104

Contractual Requirement

Southern Region Trip Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
Vehicle Trips		68,728	67,916	60,128	468,529
Passenger Trips		84,777	83,511	73,148	578,184
No Shows		2.3%	2.7%	2.8%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	91.7%	97.4%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.02%	0.00%	0.02%
Excessively Long Trips	≤ 5%	6.1%	6.9%	4.2%	5.6%
Missed Trips	≤ 0.75%	0.33%	0.33%	0.11%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	99.2%	95.7%	99.1%	97.6%

Call Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
<i>Reservations</i>					
Answered Calls		58,706	57,610	50,394	393,067
Average Initial Hold Time	≤ 120 sec	92	89	66	73
Calls On Hold > 5 Minutes	≤ 5%	3.8%	3.1%	2.9%	2.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,182	16,049	11,621	107,114
Average Initial Hold Time		69	71	50	58
Calls On Hold > 5 Minutes	≤ 10%	3.6%	3.3%	1.8%	2.2%

Complaints/Commendations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.9	2.2	2.9
Commendations Per 1,000 Trips		1.1	1.0	0.8	1.3

Safety

	Goal	Nov-21	Dec-21	Jan-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.63	0.11	0.12	0.28
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.06	0.98	1.10	0.85
Miles Between Road Calls	≥ 25,000	118,265	94,171	64,396	83,248

Contractual Requirement

West Central Region Trip Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
Vehicle Trips		32,660	31,753	27,683	217,611
Passenger Trips		42,379	40,826	35,102	281,601
No Shows		3.5%	3.9%	3.5%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	87.2%	85.6%	96.1%	89.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.32%	0.49%	0.03%	0.19%
Excessively Long Trips	≤ 5%	3.0%	3.6%	1.5%	2.3%
Missed Trips	≤ 0.75%	0.67%	0.86%	0.18%	0.53%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	100.0%	97.7%	100.0%	98.8%

Call Performance

	Goal	Nov-21	Dec-21	Jan-22	YTD
<i>Reservations</i>					
Answered Calls		31,630	30,967	23,058	199,189
Average Initial Hold Time	≤ 120 sec	36	31	16	26
Calls On Hold > 5 Minutes	≤ 5%	2.0%	1.2%	0.3%	0.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,658	8,249	4,803	47,491
Average Initial Hold Time		26	24	12	17
Calls On Hold > 5 Minutes	≤ 5%	0.9%	0.8%	0.1%	0.4%

Complaints/Commendations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.5	4.7	2.5	4.1
Commendations Per 1,000 Trips		1.9	2.4	2.2	1.9

Safety

	Goal	Nov-21	Dec-21	Jan-22	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	0.76	0.29	1.73	0.72
Miles Between Road Calls	≥ 25,000	46,349	33,595	35,549	38,681

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Nov-21	Dec-21	Jan-22	YTD
Eligible Customers		118,608	117,691	116,276	116,276
Total ADA Evaluations Performed		4,419	4,495	3,919	31,151
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Unrestricted		0	490	0	490
Restricted		0	146	0	146
Temporary		2,866	2,437	2,760	21,114
Not Eligible		18	30	29	211
Total		2,884	3,103	2,789	21,961

Paper Evaluations

	Goal	Nov-21	Dec-21	Jan-22	YTD
Unrestricted		1,535	1,392	1,128	9,188
Restricted		0	0	0	0
Temporary		0	0	2	2
Not Eligible		0	0	0	0
Total		1,535	1,392	1,130	9,190

Appeals

	Goal	Nov-21	Dec-21	Jan-22	YTD
Appeals Performed		12	9	5	62
Days From Appeal to Decision (avg)	≤ 30	8	9	11	8

Customer Service

Phone Statistics
Customer Service

	Goal	Nov-21	Dec-21	Jan-22	YTD
Customer Service Calls		21,605	20,028	21,340	151,745
Average Initial Hold Time	≤ 180 sec	82	39	139	87
Calls On Hold > 5 Minutes	≤ 10%	7.2%	2.1%	17.0%	9.0%
Call Duration	≤ 300 sec	301	293	302	301
Calls Abandoned	≤ 10%	2.4%	1.0%	3.8%	2.7%

Operations Monitoring Center

	Goal	Nov-21	Dec-21	Jan-22	YTD
Customer Service Calls		5,153	5,464	3,151	32,836
Average Initial Hold Time	≤ 180 sec	66	57	74	60
Calls On Hold > 5 Minutes	≤ 10%	5.1%	4.2%	7.3%	4.8%
Call Duration	≤ 300 sec	347	367	338	350
Calls Abandoned	≤ 10%	4.6%	3.3%	4.6%	4.1%

Contractual Requirement

ITEM 2

February 22, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JANUARY 2022 - DRAFT

Attached for your review are the draft financial reports for JANUARY 2022.

DRAFT FY 2021/2022 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 5.4% under budget
- ◆ Contract Revenue Miles: 15.7% under budget
- ◆ Trips: 5.3% under budget
- ◆ Total Eligibility Evaluations: 6.5% over budget
- ◆ Average Trip Distance: under budget by 1.15 miles at 9.37 miles
- ◆ Total cost per Passenger (before depreciation): 12.7% under budget at \$57.24
- ◆ Administration Function is 8.4% under budget
- ◆ Eligibility Determination Function is 24.5% under budget
- ◆ Purchased Transportation Function is 18.7% under budget
- ◆ Paratransit Operations Function is 6.9% under budget

Attached are the following reports for your review:

- Statistical Comparison: JANUARY 2021 to JANUARY 2022
- 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 2022

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81.4%	\$76,709,037	\$94,342,126	(\$17,633,089)	-18.7%	0%
Paratransit Operations	9.4%	\$8,829,615	\$9,484,206	(\$654,591)	-6.9%	6%
Eligibility Determination	3.6%	\$3,429,805	\$4,543,939	(\$1,114,134)	-24.5%	5%
CTSA/Ride Information	0.3%	\$317,628	\$320,949	(\$3,321)	-1.0%	4%
Administration	5.2%	\$4,900,070	\$5,349,589	(\$449,519)	-8.4%	6%
Total Exp before Depreciation		\$94,186,155	\$114,040,809	(\$19,854,654)	-17.4%	1%

Statistics - For the YTD Period Ended January 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	30,973	29,070	1,903	6.5%	52%
Number of PAX	1,645,448	1,739,772	(94,324)	-5.4%	43%
Number of Contract Revenue Miles	12,138,513	14,393,405	(2,254,892)	-15.7%	25%
Number of Trips	1,295,786	1,368,589	(72,803)	-5.3%	39%
Average Trip Distance	9.37	10.52	(1.15)	-10.9%	-10%
Purchased Transportation Cost					
Cost per Trip	\$59.20	\$68.93	(\$9.73)	-14.1%	-28%
Cost per PAX	\$46.62	\$54.23	(\$7.61)	-14.0%	-30%
Cost per Contract Rev Mile	\$6.32	\$6.55	(\$0.23)	-3.5%	-20%
Total Cost per Pax before Depreciation	\$57.24	\$65.55	(\$8.31)	-12.7%	-29%

Budget Results for FY 2021/2022 For YTD Period Ending January 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$3,926,216	\$3,798,232	\$127,984		
Other Revenue	\$93,044	\$411,332	(\$318,288)		
Total Revenue	\$4,019,260	\$4,209,564	(\$190,304)	-5%	31%
 Total Exp before Capital	 \$94,186,155	 \$114,040,809	 (\$19,854,654)	 -17%	 1%
Capital Expenditures					
Vehicles	\$0	\$11,142,999	(\$11,142,999)		
Other Capital Expenditures	\$156,761	\$0	\$156,761		
Total Capital Expenditures	\$156,761	\$11,142,999	(\$10,986,238)	-99%	-93%
 Over/(Under) Budget January 2022			 (\$30,840,892)		

YTD Cost Per Passenger before Depreciation and Capital Cost

