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# Board Box

March 2022

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March 28, 2022

**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	Dec-21	Jan-22	Feb-22	YTD
Vehicle Trips		188,434	162,937	175,577	1,471,363
Passenger Trips		239,368	204,530	222,081	1,867,529
Backup Trips		0	10	0	52
No Shows		3.0%	2.8%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	88.4%	95.6%	92.1%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.22%	0.02%	0.05%	0.09%
Excessively Long Trips	≤ 5%	4.2%	2.4%	3.3%	3.2%
Missed Trips	≤ 0.75%	0.63%	0.21%	0.36%	0.44%
Denials	≤ 0	0	2	0	4
On Time Performance (Access to Work)	≥ 94%	94.4%	99.4%	96.8%	96.7%

## Call Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
<i>Reservations</i>					
Answered Calls		156,871	128,729	145,046	1,218,773
Average Initial Hold Time	≤ 120 sec	65	47	55	57
Calls On Hold > 5 Minutes	≤ 5%	3.1%	2.0%	1.5%	2.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		45,633	30,474	36,781	318,290
Average Initial Hold Time		57	44	49	49
Calls On Hold > 5 Minutes	≤ 10%	2.9%	2.2%	2.1%	2.1%

## Complaints/Commendations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.2	2.5	3.1
Commendations Per 1,000 Trips		1.4	1.0	1.2	1.3

## Safety

	Goal	Dec-21	Jan-22	Feb-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.08	0.20	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.68	0.93	0.96	0.78
Miles Between Road Calls	≥ 25,000	64,769	55,182	80,213	63,597

## Antelope Valley Region Trip Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
Vehicle Trips		8,404	7,912	8,353	66,188
Passenger Trips		13,182	12,615	13,642	99,898
No Shows		2.9%	2.3%	2.0%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	90.9%	91.5%	90.5%	88.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.19%	0.23%	0.10%	0.22%
Excessively Long Trips	≤ 5%	1.9%	1.1%	1.5%	1.8%
Missed Trips	≤ 0.75%	1.24%	0.74%	0.71%	1.01%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	94.4%	97.4%

## Call Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
<i>Reservations</i>					
Answered Calls		4,747	4,693	4,675	40,325
Average Initial Hold Time	≤ 120 sec	55	55	38	95
Calls On Hold > 5 Minutes	≤ 5%	3.3%	3.3%	1.6%	6.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,898	2,515	2,752	21,085
Average Initial Hold Time		174	140	137	139
Calls On Hold > 5 Minutes	≤ 10%	16.8%	12.9%	13.3%	12.1%

## Complaints/Commendations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.7	1.9	3.6
Commendations Per 1,000 Trips		1.2	0.4	1.1	0.8

## Safety

	Goal	Dec-21	Jan-22	Feb-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.33	0.42	1.40	1.33
Miles Between Road Calls	≥ 25,000	32,994	29,976	41,734	29,228

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
Vehicle Trips		51,232	42,556	46,860	397,425
Passenger Trips		65,698	53,691	59,254	508,362
No Shows		2.8%	2.4%	2.6%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	86.7%	96.0%	91.9%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.32%	0.01%	0.01%	0.11%
Excessively Long Trips	≤ 5%	1.8%	0.6%	1.0%	1.1%
Missed Trips	≤ 0.75%	0.67%	0.13%	0.30%	0.41%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	89.5%	99.6%	97.2%	95.1%

## Call Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
<i>Reservations</i>					
Answered Calls		34,304	25,689	31,378	284,728
Average Initial Hold Time	≤ 120 sec	26	14	20	22
Calls On Hold > 5 Minutes	≤ 5%	0.8%	0.2%	0.1%	0.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,342	5,903	7,966	72,916
Average Initial Hold Time		23	13	16	17
Calls On Hold > 5 Minutes	≤ 10%	0.7%	0.3%	0.1%	0.4%

## Complaints/Commendations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	1.8	2.0	2.6
Commendations Per 1,000 Trips		1.2	0.6	0.6	1.1

## Safety

	Goal	Dec-21	Jan-22	Feb-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.14	0.00	0.48	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.60	0.37	1.11	0.69
Miles Between Road Calls	≥ 25,000	178,381	75,473	89,774	82,899

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
Vehicle Trips		2,066	2,461	2,116	17,724
Passenger Trips		2,254	2,679	2,245	19,193
No Shows		2.2%	1.9%	1.5%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	95.8%	96.0%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.15%	0.00%	0.09%	0.24%
Excessively Long Trips	≤ 5%	4.5%	2.1%	2.8%	2.5%
Missed Trips	≤ 0.75%	0.66%	0.74%	0.56%	1.06%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
<i>Reservations</i>					
Answered Calls		1,840	1,664	1,647	14,457
Average Initial Hold Time	≤ 120 sec	40	35	71	69
Calls On Hold > 5 Minutes	≤ 5%	2.2%	1.8%	3.5%	4.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		306	204	195	1,944
Average Initial Hold Time		34	34	60	74
Calls On Hold > 5 Minutes	≤ 10%	1.6%	1.5%	4.6%	5.5%

## Complaints/Commendations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.2	0.5	0.8
Commendations Per 1,000 Trips		0.4	0.0	1.4	0.3

## Safety

	Goal	Dec-21	Jan-22	Feb-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	*	*	200,430

### Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
Vehicle Trips		27,063	22,187	24,791	210,377
Passenger Trips		33,897	27,285	30,964	264,263
No Shows		3.6%	3.4%	3.5%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	85.3%	90.7%	88.6%	89.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.25%	0.03%	0.22%	0.09%
Excessively Long Trips	≤ 5%	3.2%	2.3%	2.9%	2.8%
Missed Trips	≤ 0.75%	0.88%	0.50%	0.63%	0.55%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	99.4%	99.5%	97.2%	98.2%

## Call Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
<i>Reservations</i>					
Answered Calls		27,403	23,231	24,105	203,766
Average Initial Hold Time	≤ 120 sec	104	69	71	95
Calls On Hold > 5 Minutes	≤ 5%	8.2%	3.7%	2.0%	6.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,789	5,428	6,136	48,008
Average Initial Hold Time		62	49	55	65
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.9%	1.2%	2.1%

## Complaints/Commendations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.9	2.8	3.0	3.3
Commendations Per 1,000 Trips		1.8	1.4	1.6	1.5

## Safety

	Goal	Dec-21	Jan-22	Feb-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.22	0.26	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.43	0.83	0.58	0.65
Miles Between Road Calls	≥ 25,000	46,314	55,614	61,943	60,411

Contractual Requirement

## Southern Region Trip Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
Vehicle Trips		67,916	60,128	64,270	532,799
Passenger Trips		83,511	73,148	78,748	656,932
No Shows		2.7%	2.8%	2.4%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	97.4%	94.0%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.00%	0.01%	0.02%
Excessively Long Trips	≤ 5%	6.9%	4.2%	5.7%	5.6%
Missed Trips	≤ 0.75%	0.33%	0.11%	0.25%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	95.7%	99.1%	96.8%	97.5%

## Call Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
<i>Reservations</i>					
Answered Calls		57,610	50,394	55,012	448,079
Average Initial Hold Time	≤ 120 sec	89	66	85	75
Calls On Hold > 5 Minutes	≤ 5%	3.1%	2.9%	2.8%	2.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,049	11,621	13,263	120,377
Average Initial Hold Time		71	50	65	59
Calls On Hold > 5 Minutes	≤ 10%	3.3%	1.8%	2.3%	2.2%

## Complaints/Commendations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.2	2.8	2.9
Commendations Per 1,000 Trips		1.0	0.8	1.2	1.3

## Safety

	Goal	Dec-21	Jan-22	Feb-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.11	0.12	0.23	0.27
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.98	1.10	1.17	0.89
Miles Between Road Calls	≥ 25,000	94,171	64,396	219,165	89,923

Contractual Requirement



## West Central Region Trip Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
Vehicle Trips		31,753	27,683	29,187	246,798
Passenger Trips		40,826	35,102	37,228	318,829
No Shows		3.9%	3.5%	3.7%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	85.6%	96.1%	91.2%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.49%	0.03%	0.03%	0.17%
Excessively Long Trips	≤ 5%	3.6%	1.5%	2.8%	2.4%
Missed Trips	≤ 0.75%	0.86%	0.18%	0.37%	0.52%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 91%	97.7%	100.0%	94.6%	98.3%

## Call Performance

	Goal	Dec-21	Jan-22	Feb-22	YTD
<i>Reservations</i>					
Answered Calls		30,967	23,058	28,229	227,418
Average Initial Hold Time	≤ 120 sec	31	16	24	25
Calls On Hold > 5 Minutes	≤ 5%	1.2%	0.3%	0.3%	0.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,249	4,803	6,469	53,960
Average Initial Hold Time		24	12	16	17
Calls On Hold > 5 Minutes	≤ 5%	0.8%	0.1%	0.1%	0.4%

## Complaints/Commendations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.7	2.5	2.9	3.9
Commendations Per 1,000 Trips		2.4	2.2	1.8	1.9

## Safety

	Goal	Dec-21	Jan-22	Feb-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.00	0.00	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.29	1.73	0.56	0.70
Miles Between Road Calls	≥ 25,000	33,595	35,549	40,347	38,863

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Dec-21	Jan-22	Feb-22	YTD
Eligible Customers		117,691	116,276	115,035	115,035
Total ADA Evaluations Performed		4,495	3,919	4,703	35,854
Days From Application to Decision (avg)	≤ 21	10	10	10	10

### In Person Evaluations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Unrestricted		490	0	0	490
Restricted		146	0	0	146
Temporary		2,437	2,827	3,146	24,327
Not Eligible		30	29	23	234
Total		3,103	2,856	3,169	25,197

### Paper Evaluations

	Goal	Dec-21	Jan-22	Feb-22	YTD
Unrestricted		1,392	1,130	1,543	10,733
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,392	1,130	1,543	10,733

### Appeals

	Goal	Dec-21	Jan-22	Feb-22	YTD
Appeals Performed		9	5	9	71
Days From Appeal to Decision (avg)	≤ 30	9	11	20	10

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Dec-21	Jan-22	Feb-22	YTD
Customer Service Calls		20,028	21,340	20,696	172,441
Average Initial Hold Time	≤ 180 sec	39	139	99	88
Calls On Hold > 5 Minutes	≤ 10%	2.1%	17.0%	10.8%	9.2%
Call Duration	≤ 300 sec	293	302	285	299
Calls Abandoned	≤ 10%	1.0%	3.8%	2.9%	2.7%

#### Operations Monitoring Center

	Goal	Dec-21	Jan-22	Feb-22	YTD
Customer Service Calls		5,464	3,151	3,947	36,783
Average Initial Hold Time	≤ 180 sec	57	74	69	61
Calls On Hold > 5 Minutes	≤ 10%	4.2%	7.3%	6.5%	4.9%
Call Duration	≤ 300 sec	367	338	343	349
Calls Abandoned	≤ 10%	3.3%	4.6%	3.9%	4.1%

Contractual Requirement

**TO: BOARD OF DIRECTORS**

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

**RE: FINANCIAL REPORT FOR FEBRUARY 2022 - DRAFT**

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

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

- ◆ Passengers: 7.4% under budget
- ◆ Contract Revenue Miles: 17.6% under budget
- ◆ Trips: 7.3% under budget
- ◆ Total Eligibility Evaluations: 3.4% over budget
- ◆ Average Trip Distance: under budget by 1.18 miles at 9.34 miles
- ◆ Total cost per Passenger (before depreciation): 11.6% under budget at \$57.39
- ◆ Administration Function is 8.4% under budget
- ◆ Eligibility Determination Function is 25.8% under budget
- ◆ Purchased Transportation Function is 19.5% under budget
- ◆ Paratransit Operations Function is 7.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: FEBRUARY 2021 to FEBRUARY 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 February 2022

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81.5%	\$87,305,483	\$108,458,930	(\$21,153,447)	-19.5%	0%
Paratransit Operations	9.4%	\$10,057,262	\$10,814,200	(\$756,938)	-7.0%	6%
Eligibility Determination	3.7%	\$3,913,444	\$5,273,932	(\$1,360,488)	-25.8%	6%
CTSA/Ride Information	0.3%	\$360,386	\$363,342	(\$2,956)	-0.8%	-2%
Administration	5.2%	<u>\$5,542,577</u>	<u>\$6,047,835</u>	<u>(\$505,258)</u>	<u>-8.4%</u>	<u>7%</u>
Total Exp before Depreciation		<b>\$107,179,152</b>	<b>\$130,958,239</b>	<b>(\$23,779,087)</b>	<b>-18.2%</b>	<b>1%</b>

## Statistics - For the YTD Period Ended February 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	35,622	34,450	1,172	3.4%	53%
Number of PAX	1,867,529	2,016,842	(149,313)	-7.4%	42%
Number of Contract Revenue Miles	13,749,689	16,685,656	(2,935,967)	-17.6%	24%
Number of Trips	1,471,363	1,586,547	(115,184)	-7.3%	38%
Average Trip Distance	9.34	10.52	(1.18)	-11.2%	-11%
Purchased Transportation Cost					
Cost per Trip	\$59.34	\$68.36	(\$9.02)	-13.2%	-28%
Cost per PAX	\$46.75	\$53.78	(\$7.03)	-13.1%	-30%
Cost per Contract Rev Mile	\$6.35	\$6.50	(\$0.15)	-2.3%	-19%
Total Cost per Pax before Depreciation	\$57.39	\$64.93	(\$7.54)	-11.6%	-29%

## Budget Results for FY 2021/2022 For YTD Period Ending February 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$4,375,637	\$4,403,126	(\$27,489)		
Other Revenue	\$91,909	\$470,022	(\$378,113)		
Total Revenue	\$4,467,546	\$4,873,148	(\$405,602)	-8%	28%
 Total Exp before Capital	 \$107,179,152	 \$130,958,239	 (\$23,779,087)	 -18%	 1%
Capital Expenditures					
Vehicles	\$0	\$11,142,999	(\$11,142,999)		
Other Capital Expenditures	\$219,231	\$0	\$219,231		
Total Capital Expenditures	\$219,231	\$11,142,999	(\$10,923,768)	-98%	-90%
 Over/(Under) Budget February 2022			 (\$34,702,855)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

