



**Access Services**  
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# Board Box

April 2022

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April 26, 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	Jan-22	Feb-22	Mar-22	YTD
Vehicle Trips		162,937	175,577	216,390	1,687,950
Passenger Trips		204,530	222,081	274,113	2,141,839
Backup Trips		10	22	23	272
No Shows		2.8%	2.7%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	95.6%	92.1%	90.3%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.05%	0.07%	0.09%
Excessively Long Trips	≤ 5%	2.4%	3.3%	3.7%	3.3%
Missed Trips	≤ 0.75%	0.21%	0.36%	0.44%	0.44%
Denials	≤ 0	2	0	2	6
On Time Performance (Access to Work)	≥ 94%	99.4%	96.8%	94.5%	96.3%

### Call Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
<i>Reservations</i>					
Answered Calls		128,729	145,046	176,587	1,395,360
Average Initial Hold Time	≤ 120 sec	47	55	68	59
Calls On Hold > 5 Minutes	≤ 5%	2.0%	1.5%	2.8%	2.5%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		30,474	36,781	44,734	363,024
Average Initial Hold Time		44	49	59	50
Calls On Hold > 5 Minutes	≤ 10%	2.2%	2.1%	2.8%	2.2%

### Complaints/Commendations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.5	2.8	3.0
Commendations Per 1,000 Trips		1.0	1.2	1.1	1.3

### Safety

	Goal	Jan-22	Feb-22	Mar-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.08	0.20	0.23	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.93	0.96	0.48	0.74
Miles Between Road Calls	≥ 25,000	55,182	80,213	52,510	61,994

## Antelope Valley Region Trip Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
Vehicle Trips		7,912	8,353	10,141	76,329
Passenger Trips		12,615	13,642	16,332	116,230
No Shows		2.3%	2.0%	2.1%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	90.5%	88.0%	88.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.23%	0.10%	0.19%	0.22%
Excessively Long Trips	≤ 5%	1.1%	1.5%	1.6%	1.7%
Missed Trips	≤ 0.75%	0.74%	0.71%	0.92%	1.00%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 92%	100.0%	94.4%	91.1%	96.6%

## Call Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
<i>Reservations</i>					
Answered Calls		4,693	4,675	5,476	45,801
Average Initial Hold Time	≤ 120 sec	55	38	54	90
Calls On Hold > 5 Minutes	≤ 5%	3.3%	1.6%	3.2%	6.2%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,515	2,752	3,299	24,384
Average Initial Hold Time		140	137	160	142
Calls On Hold > 5 Minutes	≤ 10%	12.9%	13.3%	14.8%	12.4%

## Complaints/Commendations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	1.9	3.0	3.5
Commendations Per 1,000 Trips		0.4	1.1	0.5	0.7

## Safety

	Goal	Jan-22	Feb-22	Mar-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.42	1.40	0.00	1.16
Miles Between Road Calls	≥ 25,000	29,976	41,734	24,517	28,521

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
Vehicle Trips		42,556	46,860	59,341	456,766
Passenger Trips		53,691	59,254	75,461	583,823
No Shows		2.4%	2.6%	2.4%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	96.0%	91.9%	89.9%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.08%	0.11%
Excessively Long Trips	≤ 5%	0.6%	1.0%	1.3%	1.1%
Missed Trips	≤ 0.75%	0.13%	0.30%	0.44%	0.42%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	99.6%	97.2%	95.1%	95.1%

## Call Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
<i>Reservations</i>					
Answered Calls		25,689	31,378	39,978	324,706
Average Initial Hold Time	≤ 120 sec	14	20	21	22
Calls On Hold > 5 Minutes	≤ 5%	0.2%	0.1%	0.3%	0.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,903	7,966	10,374	83,290
Average Initial Hold Time		13	16	17	17
Calls On Hold > 5 Minutes	≤ 10%	0.3%	0.1%	0.3%	0.3%

## Complaints/Commendations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.0	2.2	2.5
Commendations Per 1,000 Trips		0.6	0.6	0.9	1.0

## Safety

	Goal	Jan-22	Feb-22	Mar-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.48	0.26	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.37	1.11	0.55	0.67
Miles Between Road Calls	≥ 25,000	75,473	89,774	77,233	82,151

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
Vehicle Trips		2,461	2,116	2,504	20,228
Passenger Trips		2,679	2,245	2,706	21,899
No Shows		1.9%	1.5%	1.9%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	95.8%	96.0%	95.4%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.09%	0.00%	0.21%
Excessively Long Trips	≤ 5%	2.1%	2.8%	1.9%	2.4%
Missed Trips	≤ 0.75%	0.74%	0.56%	0.63%	1.00%
Denials	≤ 0	1	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
<i>Reservations</i>					
Answered Calls		1,664	1,647	1,918	16,375
Average Initial Hold Time	≤ 120 sec	35	71	73	70
Calls On Hold > 5 Minutes	≤ 5%	1.8%	3.5%	4.2%	4.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		204	195	218	2,162
Average Initial Hold Time		34	60	65	73
Calls On Hold > 5 Minutes	≤ 10%	1.5%	4.6%	3.7%	5.3%

## Complaints/Commendations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.2	0.5	0.4	0.7
Commendations Per 1,000 Trips		0.0	1.4	0.0	0.3

## Safety

	Goal	Jan-22	Feb-22	Mar-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	*	*	21,541	111,510

### Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
Vehicle Trips		22,187	24,791	31,190	241,567
Passenger Trips		27,285	30,964	39,025	303,288
No Shows		3.4%	3.5%	3.3%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	90.7%	88.6%	88.8%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.22%	0.07%	0.09%
Excessively Long Trips	≤ 5%	2.3%	2.9%	3.0%	2.8%
Missed Trips	≤ 0.75%	0.50%	0.63%	0.60%	0.55%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	99.5%	97.2%	98.2%	98.2%

## Call Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
<i>Reservations</i>					
Answered Calls		23,231	24,105	29,862	233,628
Average Initial Hold Time	≤ 120 sec	69	71	92	95
Calls On Hold > 5 Minutes	≤ 5%	3.7%	2.0%	4.8%	5.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		5,428	6,136	6,847	54,855
Average Initial Hold Time		49	55	65	65
Calls On Hold > 5 Minutes	≤ 10%	1.9%	1.2%	1.5%	2.1%

## Complaints/Commendations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.0	2.3	3.2
Commendations Per 1,000 Trips		1.4	1.6	1.4	1.5

## Safety

	Goal	Jan-22	Feb-22	Mar-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.00	0.00	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.83	0.58	0.52	0.63
Miles Between Road Calls	≥ 25,000	55,614	61,943	52,454	59,339

Contractual Requirement

## Southern Region Trip Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
Vehicle Trips		60,128	64,270	77,046	609,845
Passenger Trips		73,148	78,748	94,241	751,173
No Shows		2.8%	2.4%	2.3%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	97.4%	94.0%	91.9%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.03%	0.02%
Excessively Long Trips	≤ 5%	4.2%	5.7%	6.4%	5.7%
Missed Trips	≤ 0.75%	0.11%	0.25%	0.30%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	99.1%	96.8%	91.0%	96.1%

## Call Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
<i>Reservations</i>					
Answered Calls		50,394	55,012	64,285	512,364
Average Initial Hold Time	≤ 120 sec	66	85	112	79
Calls On Hold > 5 Minutes	≤ 5%	2.9%	2.8%	4.6%	2.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,621	13,263	15,820	136,197
Average Initial Hold Time		50	65	86	62
Calls On Hold > 5 Minutes	≤ 10%	1.8%	2.3%	3.8%	2.4%

## Complaints/Commendations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.8	3.0	2.9
Commendations Per 1,000 Trips		0.8	1.2	1.0	1.3

## Safety

	Goal	Jan-22	Feb-22	Mar-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.12	0.23	0.39	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.10	1.17	0.63	0.85
Miles Between Road Calls	≥ 25,000	64,396	219,165	86,468	89,484

Contractual Requirement



## West Central Region Trip Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
Vehicle Trips		27,683	29,187	36,145	282,943
Passenger Trips		35,102	37,228	46,325	365,154
No Shows		3.5%	3.7%	3.6%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	96.1%	91.2%	88.8%	89.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.10%	0.16%
Excessively Long Trips	≤ 5%	1.5%	2.8%	3.0%	2.4%
Missed Trips	≤ 0.75%	0.18%	0.37%	0.48%	0.51%
Denials	≤ 0	0	0	2	3
On Time Performance (Access to Work)	≥ 91%	100.0%	94.6%	96.5%	98.0%

## Call Performance

	Goal	Jan-22	Feb-22	Mar-22	YTD
<i>Reservations</i>					
Answered Calls		23,058	28,229	35,068	262,486
Average Initial Hold Time	≤ 120 sec	16	24	24	25
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.3%	0.5%	0.7%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		4,803	6,469	8,176	62,136
Average Initial Hold Time		12	16	17	17
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.1%	0.2%	0.4%

## Complaints/Commendations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.9	4.2	4.0
Commendations Per 1,000 Trips		2.2	1.8	1.7	1.9

## Safety

	Goal	Jan-22	Feb-22	Mar-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.20	0.10
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.73	0.56	0.20	0.63
Miles Between Road Calls	≥ 25,000	35,549	40,347	27,219	36,924

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Jan-22	Feb-22	Mar-22	YTD
Eligible Customers		116,276	115,035	115,005	115,005
Total ADA Evaluations Performed		3,986	4,712	6,155	42,085
Days From Application to Decision (avg)	≤ 21	10	10	10	10

### In Person Evaluations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Unrestricted		0	0	0	490
Restricted		0	0	0	146
Temporary		2,827	3,146	3,829	28,156
Not Eligible		29	23	27	261
Total		2,856	3,169	3,856	29,053

### Paper Evaluations

	Goal	Jan-22	Feb-22	Mar-22	YTD
Unrestricted		1,130	1,543	2,306	13,039
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,130	1,543	2,306	13,039

### Appeals

	Goal	Jan-22	Feb-22	Mar-22	YTD
Appeals Performed		5	9	9	80
Days From Appeal to Decision (avg)	≤ 30	11	20	8	10

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Jan-22	Feb-22	Mar-22	YTD
Customer Service Calls		21,340	20,696	26,743	199,184
Average Initial Hold Time	≤ 180 sec	139	99	145	96
Calls On Hold > 5 Minutes	≤ 10%	17.0%	10.8%	18.5%	10.4%
Call Duration	≤ 300 sec	302	285	284	297
Calls Abandoned	≤ 10%	3.8%	2.9%	4.9%	3.0%

#### Operations Monitoring Center

	Goal	Jan-22	Feb-22	Mar-22	YTD
Customer Service Calls		3,151	3,947	5,246	42,029
Average Initial Hold Time	≤ 180 sec	74	69	87	64
Calls On Hold > 5 Minutes	≤ 10%	7.3%	6.5%	8.9%	5.4%
Call Duration	≤ 300 sec	338	343	348	349
Calls Abandoned	≤ 10%	4.6%	3.9%	6.5%	4.4%

Contractual Requirement

April 26, 2022

**TO: BOARD OF DIRECTORS**

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

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

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

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

- ◆ Passengers: 7.2% under budget
- ◆ Contract Revenue Miles: 17.7% under budget
- ◆ Trips: 7.1% under budget
- ◆ Total Eligibility Evaluations: 3.6% over budget
- ◆ Average Trip Distance: under budget by 1.20 miles at 9.32 miles
- ◆ Total cost per Passenger (before depreciation): 11.0% under budget at \$57.27
- ◆ Administration Function is 5.6% under budget
- ◆ Eligibility Determination Function is 27.2% under budget
- ◆ Purchased Transportation Function is 18.8% under budget
- ◆ Paratransit Operations Function is 5.9% under budget

Attached are the following reports for your review:

- Statistical Comparison: MARCH 2021 to MARCH 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 March 2022

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81.5%	\$100,010,429	\$123,128,599	(\$23,118,170)	-18.8%	1%
Paratransit Operations	9.3%	\$11,462,619	\$12,175,364	(\$712,745)	-5.9%	8%
Eligibility Determination	3.6%	\$4,376,919	\$6,008,501	(\$1,631,582)	-27.2%	5%
CTSA/Ride Information	0.3%	\$399,150	\$409,883	(\$10,733)	-2.6%	-4%
Administration	5.2%	\$6,417,992	\$6,797,713	(\$379,721)	-5.6%	11%
<b>Total Exp before Depreciation</b>		<b>\$122,667,109</b>	<b>\$148,520,060</b>	<b>(\$25,852,951)</b>	<b>-17.4%</b>	<b>2%</b>

## Statistics - For the YTD Period Ended March 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	41,312	39,873	1,439	3.6%	56%
Number of PAX	2,141,839	2,309,218	(167,379)	-7.2%	42%
Number of Contract Revenue Miles	15,726,782	19,104,525	(3,377,743)	-17.7%	23%
Number of Trips	1,687,950	1,816,543	(128,593)	-7.1%	38%
Average Trip Distance	9.32	10.52	(1.20)	-11.4%	-11%
Purchased Transportation Cost					
Cost per Trip	\$59.25	\$67.78	(\$8.53)	-12.6%	-27%
Cost per PAX	\$46.69	\$53.32	(\$6.63)	-12.4%	-29%
Cost per Contract Rev Mile	\$6.36	\$6.44	(\$0.08)	-1.2%	-18%
Total Cost per Pax before Depreciation	\$57.27	\$64.32	(\$7.05)	-11.0%	-28%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$5,070,910	\$5,041,433	\$29,477		
Other Revenue	\$113,923	\$529,298	(\$415,375)		
Total Revenue	\$5,184,833	\$5,570,731	(\$385,898)	-7%	32%
 Total Exp before Capital	 \$122,667,109	 \$148,520,060	 (\$25,852,951)	 -17%	 2%
Capital Expenditures					
Vehicles	\$0	\$11,142,999	(\$11,142,999)		
Other Capital Expenditures	\$220,740	\$0	\$220,740		
Total Capital Expenditures	\$220,740	\$11,142,999	(\$10,922,259)	-98%	-91%
 Over/(Under) Budget March 2022			 (\$36,775,210)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

