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Board Box

May 2022

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May 31, 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	Feb-22	Mar-22	Apr-22	YTD
Vehicle Trips		175,599	216,390	215,300	1,903,250
Passenger Trips		222,103	274,113	273,714	2,415,553
Backup Trips		22	23	29	301
No Shows		2.7%	2.7%	2.7%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	90.3%	87.0%	90.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.07%	0.22%	0.11%
Excessively Long Trips	≤ 5%	3.3%	3.7%	4.0%	3.4%
Missed Trips	≤ 0.75%	0.36%	0.44%	0.77%	0.54%
Denials	≤ 0	0	2	0	6
On Time Performance (Access to Work)	≥ 94%	96.8%	94.5%	93.5%	95.9%

Call Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
<i>Reservations</i>					
Answered Calls		145,046	176,587	176,084	1,571,444
Average Initial Hold Time	≤ 120 sec	55	68	91	62
Calls On Hold > 5 Minutes	≤ 5%	1.5%	2.8%	5.7%	2.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		36,781	44,734	48,841	411,865
Average Initial Hold Time		49	59	79	53
Calls On Hold > 5 Minutes	≤ 10%	2.1%	2.8%	4.7%	2.5%

Complaints/Commendations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.5	2.8	3.3	3.1
Commendations Per 1,000 Trips		1.2	1.1	1.1	1.3

Safety

	Goal	Feb-22	Mar-22	Apr-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.23	0.07	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.96	0.48	0.91	0.75
Miles Between Road Calls	≥ 25,000	80,213	52,510	44,360	59,455

Antelope Valley Region Trip Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
Vehicle Trips		8,353	10,141	9,887	86,216
Passenger Trips		13,642	16,332	16,146	132,376
No Shows		2.0%	2.1%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	88.0%	81.4%	86.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.19%	1.13%	0.52%
Excessively Long Trips	≤ 5%	1.5%	1.6%	1.8%	1.7%
Missed Trips	≤ 0.75%	0.71%	0.92%	1.65%	1.33%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 92%	94.4%	91.1%	84.8%	95.3%

Call Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
<i>Reservations</i>					
Answered Calls		4,675	5,476	5,258	51,059
Average Initial Hold Time	≤ 120 sec	38	54	87	90
Calls On Hold > 5 Minutes	≤ 5%	1.6%	3.2%	7.7%	6.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,752	3,299	3,573	27,957
Average Initial Hold Time		137	160	187	148
Calls On Hold > 5 Minutes	≤ 10%	13.3%	14.8%	17.9%	13.1%

Complaints/Commendations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	3.0	2.7	3.4
Commendations Per 1,000 Trips		1.1	0.5	1.5	0.8

Safety

	Goal	Feb-22	Mar-22	Apr-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.40	0.00	0.55	1.10
Miles Between Road Calls	≥ 25,000	41,734	24,517	22,901	27,788

Contractual Requirement

Eastern Region Trip Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
Vehicle Trips		46,860	59,341	60,389	517,155
Passenger Trips		59,254	75,461	76,770	660,593
No Shows		2.6%	2.4%	2.6%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	89.9%	85.3%	89.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.08%	0.38%	0.14%
Excessively Long Trips	≤ 5%	1.0%	1.3%	1.3%	1.1%
Missed Trips	≤ 0.75%	0.30%	0.44%	0.76%	0.47%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	97.2%	95.1%	92.8%	94.9%

Call Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
<i>Reservations</i>					
Answered Calls		31,378	39,978	39,921	364,627
Average Initial Hold Time	≤ 120 sec	20	21	41	24
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.3%	1.1%	0.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,966	10,374	11,784	95,074
Average Initial Hold Time		16	17	32	19
Calls On Hold > 5 Minutes	≤ 10%	0.1%	0.3%	0.8%	0.4%

Complaints/Commendations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.2	3.2	2.6
Commendations Per 1,000 Trips		0.6	0.9	0.7	1.0

Safety

	Goal	Feb-22	Mar-22	Apr-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.48	0.26	0.13	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.11	0.55	1.02	0.71
Miles Between Road Calls	≥ 25,000	89,774	77,233	157,578	86,750

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
Vehicle Trips		2,116	2,504	2,552	22,780
Passenger Trips		2,245	2,706	2,835	24,734
No Shows		1.5%	1.9%	2.4%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	96.0%	95.4%	93.6%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.00%	0.15%	0.25%
Excessively Long Trips	≤ 5%	2.8%	1.9%	1.8%	2.3%
Missed Trips	≤ 0.75%	0.56%	0.63%	1.23%	1.12%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	0.0%	0.0%

Call Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
<i>Reservations</i>					
Answered Calls		1,647	1,918	1,916	18,291
Average Initial Hold Time	≤ 120 sec	71	73	135	76
Calls On Hold > 5 Minutes	≤ 5%	3.5%	4.2%	10.8%	5.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		195	218	220	2,382
Average Initial Hold Time		60	65	138	79
Calls On Hold > 5 Minutes	≤ 10%	4.6%	3.7%	9.1%	5.7%

Complaints/Commendations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.5	0.4	1.1	0.8
Commendations Per 1,000 Trips		1.4	0.0	0.3	0.3

Safety

	Goal	Feb-22	Mar-22	Apr-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	*	123,036

Contractual Requirement

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

Northern Region Trip Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
Vehicle Trips		24,791	31,190	31,646	273,213
Passenger Trips		30,964	39,025	39,626	342,914
No Shows		3.5%	3.3%	3.1%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	88.6%	88.8%	84.0%	88.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.22%	0.07%	0.24%	0.11%
Excessively Long Trips	≤ 5%	2.9%	3.0%	3.6%	2.9%
Missed Trips	≤ 0.75%	0.63%	0.60%	1.11%	0.69%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	97.2%	98.2%	95.8%	97.9%

Call Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
<i>Reservations</i>					
Answered Calls		24,105	29,862	30,419	264,047
Average Initial Hold Time	≤ 120 sec	71	92	122	98
Calls On Hold > 5 Minutes	≤ 5%	2.0%	4.8%	9.6%	6.3%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,136	6,847	8,265	63,120
Average Initial Hold Time		55	65	90	68
Calls On Hold > 5 Minutes	≤ 10%	1.2%	1.5%	5.1%	2.5%

Complaints/Commendations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	2.3	3.6	3.2
Commendations Per 1,000 Trips		1.6	1.4	1.2	1.5

Safety

	Goal	Feb-22	Mar-22	Apr-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.13
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.58	0.52	0.75	0.65
Miles Between Road Calls	≥ 25,000	61,943	52,454	45,514	57,484

Contractual Requirement

Southern Region Trip Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
Vehicle Trips		64,270	77,046	76,037	685,882
Passenger Trips		78,748	94,241	93,471	844,644
No Shows		2.4%	2.3%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	94.0%	91.9%	90.2%	92.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.04%	0.02%
Excessively Long Trips	≤ 5%	5.7%	6.4%	7.1%	5.8%
Missed Trips	≤ 0.75%	0.25%	0.30%	0.49%	0.40%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	96.8%	91.0%	93.3%	95.8%

Call Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
<i>Reservations</i>					
Answered Calls		55,012	64,285	63,763	576,127
Average Initial Hold Time	≤ 120 sec	85	112	131	85
Calls On Hold > 5 Minutes	≤ 5%	2.8%	4.6%	8.8%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		13,263	15,820	16,715	152,912
Average Initial Hold Time		65	86	106	67
Calls On Hold > 5 Minutes	≤ 10%	2.3%	3.8%	6.3%	2.8%

Complaints/Commendations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.0	3.3	3.0
Commendations Per 1,000 Trips		1.2	1.0	1.0	1.2

Safety

	Goal	Feb-22	Mar-22	Apr-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.39	0.00	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.17	0.63	1.02	0.86
Miles Between Road Calls	≥ 25,000	219,165	86,468	40,158	79,128

Contractual Requirement

West Central Region Trip Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
Vehicle Trips		29,187	36,145	34,760	317,703
Passenger Trips		37,228	46,325	44,837	409,991
No Shows		3.7%	3.6%	3.6%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	91.2%	88.8%	86.8%	89.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.10%	0.07%	0.15%
Excessively Long Trips	≤ 5%	2.8%	3.0%	2.6%	2.5%
Missed Trips	≤ 0.75%	0.37%	0.48%	0.72%	0.56%
Denials	≤ 0	0	2	0	3
On Time Performance (Access to Work)	≥ 91%	94.6%	96.5%	95.7%	97.6%

Call Performance

	Goal	Feb-22	Mar-22	Apr-22	YTD
<i>Reservations</i>					
Answered Calls		28,229	35,068	34,807	297,293
Average Initial Hold Time	≤ 120 sec	24	24	44	27
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.5%	1.4%	0.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,469	8,176	8,284	70,420
Average Initial Hold Time		16	17	33	19
Calls On Hold > 5 Minutes	≤ 5%	0.1%	0.2%	0.6%	0.4%

Complaints/Commendations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	4.2	3.4	3.9
Commendations Per 1,000 Trips		1.8	1.7	1.8	1.9

Safety

	Goal	Feb-22	Mar-22	Apr-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.20	0.21	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.56	0.20	0.84	0.66
Miles Between Road Calls	≥ 25,000	40,347	27,219	24,991	35,139

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Feb-22	Mar-22	Apr-22	YTD
Eligible Customers		115,035	115,005	114,427	114,427
Total ADA Evaluations Performed		4,712	6,162	4,090	46,182
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Unrestricted		0	0	703	1,193
Restricted		0	0	247	393
Temporary		3,146	3,829	2,283	30,439
Not Eligible		23	27	18	279
Total		3,169	3,856	3,251	32,304

Paper Evaluations

	Goal	Feb-22	Mar-22	Apr-22	YTD
Unrestricted		1,543	2,306	839	13,878
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,543	2,306	839	13,878

Appeals

	Goal	Feb-22	Mar-22	Apr-22	YTD
Appeals Performed		9	9	4	84
Days From Appeal to Decision (avg)	≤ 30	20	8	11	10

Customer Service

Phone Statistics

Customer Service

	Goal	Feb-22	Mar-22	Apr-22	YTD
Customer Service Calls		20,696	26,743	24,870	224,054
Average Initial Hold Time	≤ 180 sec	99	145	238	112
Calls On Hold > 5 Minutes	≤ 10%	10.8%	18.5%	33.2%	13.0%
Call Duration	≤ 300 sec	285	284	304	298
Calls Abandoned	≤ 10%	2.9%	4.9%	8.6%	3.7%

Operations Monitoring Center

	Goal	Feb-22	Mar-22	Apr-22	YTD
Customer Service Calls		3,947	5,246	5,949	47,978
Average Initial Hold Time	≤ 180 sec	69	87	143	74
Calls On Hold > 5 Minutes	≤ 10%	6.5%	8.9%	18.5%	7.1%
Call Duration	≤ 300 sec	343	348	372	352
Calls Abandoned	≤ 10%	3.9%	6.5%	10.6%	5.2%

Contractual Requirement

May 31, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR APRIL 2022 - DRAFT

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

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

- ◆ Passengers: 7.6% under budget
- ◆ Contract Revenue Miles: 18.2% under budget
- ◆ Trips: 7.4% under budget
- ◆ Total Eligibility Evaluations: 0.7% over budget
- ◆ Average Trip Distance: under budget by 1.23 miles at 9.29 miles
- ◆ Total cost per Passenger (before depreciation): 10.6% under budget at \$56.98
- ◆ Administration Function is 5.5% under budget
- ◆ Eligibility Determination Function is 26.4% under budget
- ◆ Purchased Transportation Function is 18.7% under budget
- ◆ Paratransit Operations Function is 6.5% under budget

Attached are the following reports for your review:

- Statistical Comparison: APRIL 2021 to APRIL 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 April 2022

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81.7%	\$112,479,491	\$138,364,912	(\$25,885,421)	-18.7%	2%
Paratransit Operations	9.2%	\$12,639,217	\$13,517,915	(\$878,698)	-6.5%	8%
Eligibility Determination	3.6%	\$4,958,136	\$6,736,620	(\$1,778,484)	-26.4%	7%
CTSA/Ride Information	0.3%	\$465,687	\$453,549	\$12,138	2.7%	-7%
Administration	5.2%	\$7,099,384	\$7,512,939	(\$413,555)	-5.5%	11%
Total Exp before Depreciation		\$137,641,915	\$166,585,935	(\$28,944,020)	-17.4%	3%

Statistics - For the YTD Period Ended April 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	45,395	45,061	334	0.7%	54%
Number of PAX	2,415,553	2,613,387	(197,834)	-7.6%	40%
Number of Contract Revenue Miles	17,687,190	21,620,961	(3,933,770)	-18.2%	21%
Number of Trips	1,903,250	2,055,817	(152,567)	-7.4%	37%
Average Trip Distance	9.29	10.52	(1.23)	-11.7%	-11%
Purchased Transportation Cost					
Cost per Trip	\$59.10	\$67.30	(\$8.20)	-12.2%	-26%
Cost per PAX	\$46.56	\$52.94	(\$6.38)	-12.1%	-27%
Cost per Contract Rev Mile	\$6.36	\$6.40	(\$0.04)	-0.6%	-16%
Total Cost per Pax before Depreciation	\$56.98	\$63.74	(\$6.76)	-10.6%	-27%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$5,659,954	\$5,705,489	(\$45,535)		
Other Revenue	\$130,099	\$587,464	(\$457,365)		
Total Revenue	\$5,790,053	\$6,292,953	(\$502,900)	-8%	30%
 Total Exp before Capital	 \$137,641,915	 \$166,585,935	 (\$28,944,020)	 -17%	 3%
Capital Expenditures					
Vehicles	\$0	\$12,642,999	(\$12,642,999)		
Other Capital Expenditures	\$229,638	\$0	\$229,638		
Total Capital Expenditures	\$229,638	\$12,642,999	(\$12,413,361)	-98%	-91%
 Over/(Under) Budget April 2022			 (\$41,357,381)		

YTD Cost Per Passenger before Depreciation and Capital Cost

