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Board Box

August 2022

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

August 25, 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	May-22	Jun-22	Jul-22	YTD
Vehicle Trips		219,285	217,356	212,171	212,171
Passenger Trips		272,787	270,680	264,580	264,580
Backup Trips		42	26	23	23
No Shows		2.9%	2.6%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	84.3%	90.9%	92.6%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.48%	0.06%	0.03%	0.03%
Excessively Long Trips	≤ 5%	5.2%	4.2%	3.6%	3.6%
Missed Trips	≤ 0.75%	0.97%	0.49%	0.41%	0.41%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.4%	96.5%	97.0%	97.0%

Call Performance

	Goal	May-22	Jun-22	Jul-22	YTD
<i>Reservations</i>					
Answered Calls		177,813	175,559	167,474	167,474
Average Initial Hold Time	≤ 120 sec	87	76	63	63
Calls On Hold > 5 Minutes	≤ 5%	5.2%	4.5%	2.7%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		52,459	42,945	39,585	39,585
Average Initial Hold Time		81	59	48	48
Calls On Hold > 5 Minutes	≤ 10%	5.3%	2.6%	1.8%	1.8%

Complaints/Commendations

	Goal	May-22	Jun-22	Jul-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.1	3.1	2.8	2.8
Commendations Per 1,000 Trips		1.2	1.0	0.9	0.9

Safety

	Goal	May-22	Jun-22	Jul-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.24	0.34	0.34
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.63	0.70	0.85	0.85
Miles Between Road Calls	≥ 25,000	58,075	54,212	43,649	43,649

Antelope Valley Region Trip Performance

	Goal	May-22	Jun-22	Jul-22	YTD
Vehicle Trips		10,101	10,801	10,673	10,673
Passenger Trips		12,153	13,029	12,929	12,929
No Shows		4.4%	4.1%	4.0%	4.0%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	95.7%	96.3%	96.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.15%	0.01%	0.03%	0.03%
Excessively Long Trips	≤ 5%	2.6%	1.9%	1.6%	1.6%
Missed Trips	≤ 0.75%	0.84%	0.37%	0.29%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.2%	96.3%	93.5%	93.5%

Call Performance

	Goal	May-22	Jun-22	Jul-22	YTD
<i>Reservations</i>					
Answered Calls		7,487	7,409	7,215	7,215
Average Initial Hold Time	≤ 120 sec	80	62	41	41
Calls On Hold > 5 Minutes	≤ 5%	7.2%	4.5%	1.8%	1.8%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,488	2,174	2,091	2,091
Average Initial Hold Time		54	40	30	30
Calls On Hold > 5 Minutes	≤ 10%	3.6%	2.2%	1.1%	1.1%

Complaints/Commendations

	Goal	May-22	Jun-22	Jul-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.5	2.6	2.6	2.6
Commendations Per 1,000 Trips		1.9	0.9	1.2	1.2

Safety

	Goal	May-22	Jun-22	Jul-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.67	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.35	0.50	0.69	0.69
Miles Between Road Calls	≥ 25,000	72,185	29,944	14,568	14,568

Contractual Requirement

Eastern Region Trip Performance

	Goal	May-22	Jun-22	Jul-22	YTD
Vehicle Trips		61,810	61,499	59,729	59,729
Passenger Trips		78,244	78,138	75,954	75,954
No Shows		2.4%	2.2%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	86.1%	91.9%	93.3%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.32%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	1.5%	0.9%	0.9%	0.9%
Missed Trips	≤ 0.75%	0.68%	0.26%	0.22%	0.22%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	94.7%	96.2%	97.0%	97.0%

Call Performance

	Goal	May-22	Jun-22	Jul-22	YTD
<i>Reservations</i>					
Answered Calls		39,561	39,219	37,208	37,208
Average Initial Hold Time	≤ 120 sec	43	46	30	30
Calls On Hold > 5 Minutes	≤ 5%	2.1%	2.6%	0.8%	0.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,860	9,887	9,340	9,340
Average Initial Hold Time		31	27	20	20
Calls On Hold > 5 Minutes	≤ 10%	1.2%	0.6%	0.2%	0.2%

Complaints/Commendations

	Goal	May-22	Jun-22	Jul-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.2	2.0	2.0
Commendations Per 1,000 Trips		0.7	0.9	0.5	0.5

Safety

	Goal	May-22	Jun-22	Jul-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.45	0.00	0.25	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.36	0.64	0.83	0.83
Miles Between Road Calls	≥ 25,000	127,205	259,671	87,323	87,323

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	May-22	Jun-22	Jul-22	YTD
Vehicle Trips		2,558	2,494	2,488	2,488
Passenger Trips		2,731	2,779	2,835	2,835
No Shows		2.5%	1.7%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	93.9%	92.6%	91.6%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.16%	0.24%	0.24%
Excessively Long Trips	≤ 5%	1.7%	1.5%	2.0%	2.0%
Missed Trips	≤ 0.75%	0.88%	0.89%	0.98%	0.98%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	May-22	Jun-22	Jul-22	YTD
<i>Reservations</i>					
Answered Calls		2,169	2,095	1,923	1,923
Average Initial Hold Time	≤ 120 sec	98	77	96	96
Calls On Hold > 5 Minutes	≤ 5%	6.8%	5.1%	6.7%	6.7%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		307	258	213	213
Average Initial Hold Time		78	77	122	122
Calls On Hold > 5 Minutes	≤ 10%	5.2%	5.8%	8.9%	8.9%

Complaints/Commendations

	Goal	May-22	Jun-22	Jul-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	0.8	1.6	1.6
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	May-22	Jun-22	Jul-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	*	23,345	*	*

Contractual Requirement

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

Northern Region Trip Performance

	Goal	May-22	Jun-22	Jul-22	YTD
Vehicle Trips		31,051	30,830	29,560	29,560
Passenger Trips		38,648	38,206	36,548	36,548
No Shows		3.3%	2.9%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	73.0%	85.9%	89.6%	89.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	2.01%	0.24%	0.09%	0.09%
Excessively Long Trips	≤ 5%	5.1%	5.2%	4.5%	4.5%
Missed Trips	≤ 0.75%	2.00%	1.11%	0.79%	0.79%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	90.4%	99.4%	98.6%	98.6%

Call Performance

	Goal	May-22	Jun-22	Jul-22	YTD
<i>Reservations</i>					
Answered Calls		31,997	28,654	28,412	28,412
Average Initial Hold Time	≤ 120 sec	104	103	89	89
Calls On Hold > 5 Minutes	≤ 5%	5.7%	7.2%	4.6%	4.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		11,302	7,536	6,991	6,991
Average Initial Hold Time		99	77	65	65
Calls On Hold > 5 Minutes	≤ 10%	5.4%	4.0%	2.1%	2.1%

Complaints/Commendations

	Goal	May-22	Jun-22	Jul-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	5.9	4.0	3.2	3.2
Commendations Per 1,000 Trips		1.3	1.1	2.0	2.0

Safety

	Goal	May-22	Jun-22	Jul-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.55	0.10	0.32	0.32
Miles Between Road Calls	≥ 25,000	45,247	40,030	43,279	43,279

Contractual Requirement

Southern Region Trip Performance

	Goal	May-22	Jun-22	Jul-22	YTD
Vehicle Trips		77,604	75,640	74,519	74,519
Passenger Trips		94,785	92,397	91,322	91,322
No Shows		2.5%	2.4%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	85.6%	92.3%	93.3%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.02%	0.01%	0.01%
Excessively Long Trips	≤ 5%	9.4%	7.6%	6.4%	6.4%
Missed Trips	≤ 0.75%	0.85%	0.41%	0.39%	0.39%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	91.9%	95.6%	97.0%	97.0%

Call Performance

	Goal	May-22	Jun-22	Jul-22	YTD
<i>Reservations</i>					
Answered Calls		63,148	64,310	59,915	59,915
Average Initial Hold Time	≤ 120 sec	128	99	89	89
Calls On Hold > 5 Minutes	≤ 5%	7.9%	5.0%	3.9%	3.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,493	15,646	14,002	14,002
Average Initial Hold Time		131	88	74	74
Calls On Hold > 5 Minutes	≤ 10%	10.3%	4.2%	3.5%	3.5%

Complaints/Commendations

	Goal	May-22	Jun-22	Jul-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.5	3.6	3.2	3.2
Commendations Per 1,000 Trips		1.3	1.1	0.7	0.7

Safety

	Goal	May-22	Jun-22	Jul-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.29	0.39	0.69	0.69
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.78	1.16	1.19	1.19
Miles Between Road Calls	≥ 25,000	68,300	53,310	53,169	53,169

Contractual Requirement

West Central Region Trip Performance

	Goal	May-22	Jun-22	Jul-22	YTD
Vehicle Trips		36,119	36,066	35,179	35,179
Passenger Trips		46,184	46,105	44,969	44,969
No Shows		3.5%	3.2%	3.5%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	85.3%	89.1%	91.7%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.26%	0.09%	0.03%	0.03%
Excessively Long Trips	≤ 5%	3.3%	2.5%	2.0%	2.0%
Missed Trips	≤ 0.75%	0.78%	0.48%	0.39%	0.39%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.4%	95.7%	96.3%	96.3%

Call Performance

	Goal	May-22	Jun-22	Jul-22	YTD
<i>Reservations</i>					
Answered Calls		33,451	33,872	32,801	32,801
Average Initial Hold Time	≤ 120 sec	48	50	34	34
Calls On Hold > 5 Minutes	≤ 5%	2.5%	3.3%	1.0%	1.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,009	7,444	6,948	6,948
Average Initial Hold Time		34	29	22	22
Calls On Hold > 5 Minutes	≤ 5%	1.3%	0.8%	0.3%	0.3%

Complaints/Commendations

	Goal	May-22	Jun-22	Jul-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.2	3.1	2.9	2.9
Commendations Per 1,000 Trips		1.6	1.2	0.8	0.8

Safety

	Goal	May-22	Jun-22	Jul-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.41	0.21	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.01	0.52	0.84	0.84
Miles Between Road Calls	≥ 25,000	27,546	34,439	26,518	26,518

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	May-22	Jun-22	Jul-22	YTD
Eligible Customers		113,270	111,694	110,455	110,455
Total ADA Evaluations Performed		4,923	4,567	5,544	5,544
Days From Application to Decision (avg)	≤ 21	10	10	10	10

In Person Evaluations

	Goal	May-22	Jun-22	Jul-22	YTD
Unrestricted		885	839	1,023	1,023
Restricted		274	231	255	255
Temporary		1,588	2,009	3,112	3,112
Not Eligible		25	19	26	26
Total		2,772	3,098	4,416	4,416

Paper Evaluations

	Goal	May-22	Jun-22	Jul-22	YTD
Unrestricted		2,151	1,469	1,128	1,128
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		2,151	1,469	1,128	1,128

Appeals

	Goal	May-22	Jun-22	Jul-22	YTD
Appeals Performed		7	6	5	5
Days From Appeal to Decision (avg)	≤ 30	8	15	11	11

Customer Service

Phone Statistics

Customer Service

	Goal	May-22	Jun-22	Jul-22	YTD
Customer Service Calls		26,211	27,620	27,765	27,765
Average Initial Hold Time	≤ 180 sec	244	112	34	34
Calls On Hold > 5 Minutes	≤ 10%	32.8%	12.6%	2.0%	2.0%
Call Duration	≤ 300 sec	306	290	271	271
Calls Abandoned	≤ 10%	8.5%	3.5%	0.8%	0.8%

Operations Monitoring Center

	Goal	May-22	Jun-22	Jul-22	YTD
Customer Service Calls		6,113	5,559	5,423	5,423
Average Initial Hold Time	≤ 180 sec	152	90	51	51
Calls On Hold > 5 Minutes	≤ 10%	19.2%	9.0%	3.4%	3.4%
Call Duration	≤ 300 sec	401	358	318	318
Calls Abandoned	≤ 10%	12.0%	6.5%	3.1%	3.1%

Contractual Requirement

August 25, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR JULY 2022 - DRAFT

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

DRAFT FY 2022/2023 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 3.3% over budget
- ◆ Contract Revenue Miles: 1.9% over budget
- ◆ Trips: 5.1% over budget
- ◆ Total Eligibility Evaluations: 18.9% over budget
- ◆ Average Trip Distance: under budget by 0.29 miles at 9.14 miles
- ◆ Total cost per Passenger (before depreciation): 10.0% under budget at \$58.57
- ◆ Administration Function is 22.5% under budget
- ◆ Eligibility Determination Function is 4.4% under budget
- ◆ Purchased Transportation Function is 5.8% under budget
- ◆ Paratransit Operations Function is 6.8% under budget

Attached are the following reports for your review:

- Statistical Comparison: JULY 2021 to JULY 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 July 2022

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	82.9%	\$12,849,110	\$13,640,234	(\$791,124)	-5.8%	22%
Paratransit Operations	8.4%	\$1,298,655	\$1,392,865	(\$94,210)	-6.8%	3%
Eligibility Determination	4.4%	\$687,219	\$719,078	(\$31,859)	-4.4%	44%
CTSA/Ride Information	0.0%	(\$5,632)	\$45,682	(\$51,314)	-112.3%	-113%
Administration	4.3%	\$664,866	\$857,527	(\$192,661)	-22.5%	7%
Total Exp before Depreciation		\$15,494,218	\$16,655,386	(\$1,161,168)	-7.0%	20%

Statistics - For the YTD Period Ended July 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	5,536	4,657	879	18.9%	28%
Number of PAX	264,557	256,038	8,519	3.3%	13%
Number of Contract Revenue Miles	1,938,927	1,902,992	35,936	1.9%	10%
Number of Trips	212,148	201,785	10,363	5.1%	16%
Average Trip Distance	9.14	9.43	(0.29)	-3.1%	-5%
Purchased Transportation Cost					
Cost per Trip	\$60.57	\$67.60	(\$7.03)	-10.4%	5%
Cost per PAX	\$48.57	\$53.27	(\$4.70)	-8.8%	8%
Cost per Contract Rev Mile	\$6.63	\$7.17	(\$0.54)	-7.5%	10%
Total Cost per Pax before Depreciation	\$58.57	\$65.05	(\$6.48)	-10.0%	6%

Budget Results for FY 2022/2023 For YTD Period Ending July 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$597,309	\$639,739	(\$42,430)		
Other Revenue	\$56,055	\$58,071	(\$2,016)		
Total Revenue	\$653,364	\$697,810	(\$44,446)	-6%	20%
 Total Exp before Capital	 \$15,494,218	 \$16,655,386	 (\$1,161,168)	 -7%	 20%
Capital Expenditures					
Vehicles	\$0	\$3,611,691	(\$3,611,691)		
Other Capital Expenditures	\$45,572	\$0	\$45,572		
Total Capital Expenditures	\$45,572	\$3,611,691	(\$3,566,119)	-99%	259%
 Over/(Under) Budget July 2022			 (\$4,727,287)		

YTD Cost Per Passenger before Depreciation and Capital Cost

