



**Access Services**  
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# Board Box

September 2022

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September 23, 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	Jun-22	Jul-22	Aug-22	YTD
Vehicle Trips		217,356	212,171	229,855	442,026
Passenger Trips		270,680	264,580	285,573	550,153
Backup Trips		26	23	56	79
No Shows		2.6%	2.8%	2.7%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	90.9%	92.6%	91.4%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.03%	0.03%	0.03%
Excessively Long Trips	≤ 5%	4.2%	3.6%	4.1%	3.8%
Missed Trips	≤ 0.75%	0.49%	0.41%	0.45%	0.43%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.5%	97.0%	95.7%	96.3%

### Call Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
<i>Reservations</i>					
Answered Calls		175,559	167,474	218,261	385,735
Average Initial Hold Time	≤ 120 sec	76	63	63	63
Calls On Hold > 5 Minutes	≤ 5%	4.5%	2.7%	2.0%	2.3%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		42,945	39,585	53,837	93,422
Average Initial Hold Time		59	48	49	49
Calls On Hold > 5 Minutes	≤ 10%	2.6%	1.8%	1.5%	1.6%

### Complaints/Commendations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.1	2.8	3.7	3.2
Commendations Per 1,000 Trips		1.0	0.9	0.9	0.9

### Safety

	Goal	Jun-22	Jul-22	Aug-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.24	0.34	0.35	0.35
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.70	0.85	1.06	0.96
Miles Between Road Calls	≥ 25,000	54,212	43,649	46,017	44,848

## Antelope Valley Region Trip Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
Vehicle Trips		10,801	10,673	12,049	22,722
Passenger Trips		13,029	12,929	14,422	27,351
No Shows		4.1%	4.0%	3.3%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	95.7%	96.3%	96.0%	96.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.01%	0.02%
Excessively Long Trips	≤ 5%	1.9%	1.6%	1.9%	1.7%
Missed Trips	≤ 0.75%	0.37%	0.29%	0.30%	0.29%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	96.3%	93.5%	94.0%	93.8%

## Call Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
<i>Reservations</i>					
Answered Calls		7,409	7,215	8,328	15,543
Average Initial Hold Time	≤ 120 sec	62	41	39	40
Calls On Hold > 5 Minutes	≤ 5%	4.5%	1.8%	1.2%	1.5%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,174	2,091	2,351	4,442
Average Initial Hold Time		40	30	24	27
Calls On Hold > 5 Minutes	≤ 10%	2.2%	1.1%	0.6%	0.8%

## Complaints/Commendations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.6	2.9	2.7
Commendations Per 1,000 Trips		0.9	1.2	0.9	1.1

## Safety

	Goal	Jun-22	Jul-22	Aug-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.67	0.00	0.60	0.32
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.50	0.69	1.20	0.96
Miles Between Road Calls	≥ 25,000	29,944	14,568	41,757	22,336

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
Vehicle Trips		61,499	59,729	64,845	124,574
Passenger Trips		78,138	75,954	81,956	157,910
No Shows		2.2%	2.5%	2.3%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	93.3%	91.1%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.04%	0.03%
Excessively Long Trips	≤ 5%	0.9%	0.9%	1.1%	1.0%
Missed Trips	≤ 0.75%	0.26%	0.22%	0.30%	0.27%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	96.2%	97.0%	95.6%	96.2%

## Call Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
<i>Reservations</i>					
Answered Calls		39,219	37,208	59,231	96,439
Average Initial Hold Time	≤ 120 sec	46	30	39	36
Calls On Hold > 5 Minutes	≤ 5%	2.6%	0.8%	0.8%	0.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,887	9,340	15,330	24,670
Average Initial Hold Time		27	20	27	24
Calls On Hold > 5 Minutes	≤ 10%	0.6%	0.2%	0.3%	0.2%

## Complaints/Commendations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.0	2.2	2.1
Commendations Per 1,000 Trips		0.9	0.5	0.5	0.5

## Safety

	Goal	Jun-22	Jul-22	Aug-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.25	0.12	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.64	0.83	1.13	0.98
Miles Between Road Calls	≥ 25,000	259,671	87,323	46,756	60,278

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
Vehicle Trips		2,494	2,488	2,656	5,144
Passenger Trips		2,779	2,835	2,923	5,758
No Shows		1.7%	2.0%	2.8%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	91.6%	91.5%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.16%	0.24%	0.15%	0.19%
Excessively Long Trips	≤ 5%	1.5%	2.0%	1.8%	1.9%
Missed Trips	≤ 0.75%	0.89%	0.98%	1.39%	1.19%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
<i>Reservations</i>					
Answered Calls		2,095	1,923	1,928	3,851
Average Initial Hold Time	≤ 120 sec	77	96	106	101
Calls On Hold > 5 Minutes	≤ 5%	5.1%	6.7%	8.6%	7.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		258	213	233	446
Average Initial Hold Time		77	122	121	121
Calls On Hold > 5 Minutes	≤ 10%	5.8%	8.9%	12.4%	10.8%

## Complaints/Commendations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.8	1.6	2.3	1.9
Commendations Per 1,000 Trips		0.0	0.0	0.0	0.0

## Safety

	Goal	Jun-22	Jul-22	Aug-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	Jun-22	Jul-22	Aug-22	YTD
Vehicle Trips		30,830	29,560	32,852	62,412
Passenger Trips		38,206	36,548	40,665	77,213
No Shows		2.9%	2.9%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	85.9%	89.6%	91.6%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.24%	0.09%	0.05%	0.07%
Excessively Long Trips	≤ 5%	5.2%	4.5%	3.6%	4.0%
Missed Trips	≤ 0.75%	1.11%	0.79%	0.70%	0.75%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	99.4%	98.6%	97.3%	97.8%

### Call Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
<i>Reservations</i>					
Answered Calls		28,654	28,412	31,211	59,623
Average Initial Hold Time	≤ 120 sec	103	89	79	84
Calls On Hold > 5 Minutes	≤ 5%	7.2%	4.6%	3.6%	4.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,536	6,991	7,766	14,757
Average Initial Hold Time		77	65	57	61
Calls On Hold > 5 Minutes	≤ 10%	4.0%	2.1%	1.6%	1.8%

### Complaints/Commendations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.0	3.2	4.8	4.1
Commendations Per 1,000 Trips		1.1	2.0	2.4	2.2

### Safety

	Goal	Jun-22	Jul-22	Aug-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	0.10	0.32	0.39	0.35
Miles Between Road Calls	≥ 25,000	40,030	43,279	36,761	39,664

Contractual Requirement

## Southern Region

### Trip Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
Vehicle Trips		75,640	74,519	79,653	154,172
Passenger Trips		92,397	91,322	97,309	188,631
No Shows		2.4%	2.5%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	93.3%	92.1%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	7.6%	6.4%	7.6%	7.0%
Missed Trips	≤ 0.75%	0.41%	0.39%	0.40%	0.40%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	95.6%	97.0%	94.3%	95.6%

### Call Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
<i>Reservations</i>					
Answered Calls		64,310	59,915	66,447	126,362
Average Initial Hold Time	≤ 120 sec	99	89	92	91
Calls On Hold > 5 Minutes	≤ 5%	5.0%	3.9%	2.9%	3.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		15,646	14,002	16,642	30,644
Average Initial Hold Time		88	74	82	78
Calls On Hold > 5 Minutes	≤ 10%	4.2%	3.5%	3.2%	3.3%

### Complaints/Commendations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.6	3.2	4.5	3.9
Commendations Per 1,000 Trips		1.1	0.7	0.7	0.7

### Safety

	Goal	Jun-22	Jul-22	Aug-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.39	0.69	0.65	0.67
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.16	1.19	1.75	1.48
Miles Between Road Calls	≥ 25,000	53,310	53,169	62,947	57,787

Contractual Requirement



## West Central Region

### Trip Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
Vehicle Trips		36,066	35,179	37,744	72,923
Passenger Trips		46,105	44,969	48,242	93,211
No Shows		3.2%	3.5%	3.6%	3.5%
On Time Performance (Next Day Trips)	≥ 91%	89.1%	91.7%	89.2%	90.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.03%	0.04%	0.03%
Excessively Long Trips	≤ 5%	2.5%	2.0%	2.7%	2.4%
Missed Trips	≤ 0.75%	0.48%	0.39%	0.52%	0.46%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	95.7%	96.3%	98.1%	97.3%

### Call Performance

	Goal	Jun-22	Jul-22	Aug-22	YTD
<i>Reservations</i>					
Answered Calls		33,872	32,801	51,116	83,917
Average Initial Hold Time	≤ 120 sec	50	34	44	40
Calls On Hold > 5 Minutes	≤ 5%	3.3%	1.0%	1.1%	1.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,444	6,948	11,515	18,463
Average Initial Hold Time		29	22	29	26
Calls On Hold > 5 Minutes	≤ 5%	0.8%	0.3%	0.5%	0.4%

### Complaints/Commendations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.1	2.9	3.8	3.3
Commendations Per 1,000 Trips		1.2	0.8	1.0	0.9

### Safety

	Goal	Jun-22	Jul-22	Aug-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.41	0.21	0.39	0.30
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.52	0.84	0.20	0.51
Miles Between Road Calls	≥ 25,000	34,439	26,518	33,951	29,897

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Jun-22	Jul-22	Aug-22	YTD
Eligible Customers		111,694	110,455	109,260	109,260
Total ADA Evaluations Performed		4,567	5,544	6,179	11,723
Days From Application to Decision (avg)	≤ 21	10	10	10	10

### In Person Evaluations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Unrestricted		839	1,023	1,142	2,165
Restricted		231	255	245	500
Temporary		2,009	3,112	3,215	6,327
Not Eligible		19	26	35	61
Total		3,098	4,416	4,637	9,053

### Paper Evaluations

	Goal	Jun-22	Jul-22	Aug-22	YTD
Unrestricted		1,469	1,128	1,542	2,670
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,469	1,128	1,542	2,670

### Appeals

	Goal	Jun-22	Jul-22	Aug-22	YTD
Appeals Performed		6	5	12	17
Days From Appeal to Decision (avg)	≤ 30	15	11	14	12

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Jun-22	Jul-22	Aug-22	YTD
Customer Service Calls		27,620	27,765	34,668	62,433
Average Initial Hold Time	≤ 180 sec	112	34	51	43
Calls On Hold > 5 Minutes	≤ 10%	12.6%	2.0%	5.3%	3.9%
Call Duration	≤ 300 sec	290	271	291	282
Calls Abandoned	≤ 10%	3.5%	0.8%	1.7%	1.3%

#### Operations Monitoring Center

	Goal	Jun-22	Jul-22	Aug-22	YTD
Customer Service Calls		5,559	5,423	6,195	11,618
Average Initial Hold Time	≤ 180 sec	90	51	65	58
Calls On Hold > 5 Minutes	≤ 10%	9.0%	3.4%	5.6%	4.6%
Call Duration	≤ 300 sec	358	318	340	330
Calls Abandoned	≤ 10%	6.5%	3.1%	5.6%	4.4%

Contractual Requirement

September 23, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR AUGUST 2022 - DRAFT

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

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

- ◆ Passengers: 6.6% over budget
- ◆ Contract Revenue Miles: 4.4% over budget
- ◆ Trips: 8.7% over budget
- ◆ Total Eligibility Evaluations: 24.9% over budget
- ◆ Average Trip Distance: under budget by 0.37 miles at 9.06 miles
- ◆ Total cost per Passenger (before depreciation): 11.8% under budget at \$57.51
- ◆ Administration Function is 19.2% under budget
- ◆ Eligibility Determination Function is 7.4% over budget
- ◆ Purchased Transportation Function is 5.9% under budget
- ◆ Paratransit Operations Function is 2.4% under budget

Attached are the following reports for your review:

- Statistical Comparison: AUGUST 2021 to AUGUST 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 August 2022**

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81.9%	\$25,928,089	\$27,554,564	(\$1,626,475)	-5.9%	22%
Paratransit Operations	8.7%	\$2,741,132	\$2,807,120	(\$65,988)	-2.4%	13%
Eligibility Determination	4.8%	\$1,520,713	\$1,416,485	\$104,228	7.4%	59%
CTSA/Ride Information	0.1%	\$33,022	\$94,399	(\$61,377)	-65.0%	-63%
Administration	4.5%	\$1,417,067	\$1,753,089	(\$336,022)	-19.2%	10%
<b>Total Exp before Depreciation</b>		<b>\$31,640,023</b>	<b>\$33,625,657</b>	<b>(\$1,985,634)</b>	<b>-5.9%</b>	<b>21%</b>

## Statistics - For the YTD Period Ended August 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	11,704	9,371	2,333	24.9%	28%
Number of PAX	550,130	515,883	34,247	6.6%	17%
Number of Contract Revenue Miles	4,002,988	3,833,542	169,446	4.4%	14%
Number of Trips	442,003	406,541	35,462	8.7%	20%
Average Trip Distance	9.06	9.43	(0.37)	-3.9%	-5%
Purchased Transportation Cost					
Cost per Trip	\$58.66	\$67.78	(\$9.12)	-13.5%	2%
Cost per PAX	\$47.13	\$53.41	(\$6.28)	-11.8%	4%
Cost per Contract Rev Mile	\$6.48	\$7.19	(\$0.71)	-9.9%	7%
Total Cost per Pax before Depreciation	\$57.51	\$65.18	(\$7.67)	-11.8%	4%

## Budget Results for FY 2022/2023 For YTD Period Ending August 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$1,255,267	\$1,288,322	(\$33,055)		
Other Revenue	\$115,230	\$117,934	(\$2,704)		
Total Revenue	\$1,370,497	\$1,406,256	(\$35,759)	-3%	29%
 Total Exp before Capital	 \$31,640,023	 \$33,625,657	 (\$1,985,634)	 -6%	 21%
Capital Expenditures					
Vehicles	\$0	\$6,780,883	(\$6,780,883)		
Other Capital Expenditures	\$67,924	\$0	\$67,924		
Total Capital Expenditures	\$67,924	\$6,780,883	(\$6,712,959)	-99%	-71%
 Over/(Under) Budget August 2022			 (\$8,698,593)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

