



**Access Services**  
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# Board Box

October 2022

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October 20, 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	Jul-22	Aug-22	Sep-22	YTD
Vehicle Trips		212,171	229,855	231,256	673,282
Passenger Trips		264,580	285,573	286,511	836,664
Backup Trips		23	56	85	164
No Shows		2.8%	2.7%	2.8%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	91.4%	90.2%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.03%	0.08%	0.05%
Excessively Long Trips	≤ 5%	3.6%	4.1%	4.6%	4.1%
Missed Trips	≤ 0.75%	0.41%	0.45%	0.51%	0.46%
Denials	≤ 0	0	0	2	2
On Time Performance (Access to Work)	≥ 94%	97.0%	95.7%	94.1%	95.6%

### Call Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
<i>Reservations</i>					
Answered Calls		167,474	218,261	178,133	563,868
Average Initial Hold Time	≤ 120 sec	63	63	76	67
Calls On Hold > 5 Minutes	≤ 5%	2.7%	2.0%	3.4%	2.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		39,585	53,837	43,867	137,289
Average Initial Hold Time		48	49	57	51
Calls On Hold > 5 Minutes	≤ 10%	1.8%	1.5%	2.8%	2.0%

### Complaints/Commendations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.7	3.6	3.4
Commendations Per 1,000 Trips		0.9	0.9	1.0	0.9

### Safety

	Goal	Jul-22	Aug-22	Sep-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.35	0.06	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.85	1.06	0.80	0.91
Miles Between Road Calls	≥ 25,000	43,649	46,017	48,134	45,909

## Antelope Valley Region Trip Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
Vehicle Trips		10,673	12,049	11,687	34,409
Passenger Trips		12,929	14,422	14,097	41,448
No Shows		4.0%	3.3%	3.7%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	96.3%	96.0%	95.3%	95.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	1.6%	1.9%	2.1%	1.9%
Missed Trips	≤ 0.75%	0.29%	0.30%	0.31%	0.30%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.5%	94.0%	95.2%	94.3%

## Call Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
<i>Reservations</i>					
Answered Calls		7,215	8,328	7,714	23,257
Average Initial Hold Time	≤ 120 sec	41	39	41	40
Calls On Hold > 5 Minutes	≤ 5%	1.8%	1.2%	1.1%	1.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,091	2,351	2,219	6,661
Average Initial Hold Time		30	24	38	31
Calls On Hold > 5 Minutes	≤ 10%	1.1%	0.6%	0.7%	0.8%

## Complaints/Commendations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.9	3.3	2.9
Commendations Per 1,000 Trips		1.2	0.9	2.3	1.5

## Safety

	Goal	Jul-22	Aug-22	Sep-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.60	0.00	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.69	1.20	0.32	0.75
Miles Between Road Calls	≥ 25,000	14,568	41,757	52,270	27,619

Contractual Requirement

## Eastern Region Trip Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
Vehicle Trips		59,729	64,845	65,573	190,147
Passenger Trips		75,954	81,956	82,627	240,537
No Shows		2.5%	2.3%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	91.1%	89.0%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.04%	0.09%	0.05%
Excessively Long Trips	≤ 5%	0.9%	1.1%	1.4%	1.1%
Missed Trips	≤ 0.75%	0.22%	0.30%	0.40%	0.31%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.0%	95.6%	88.7%	93.4%

## Call Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
<i>Reservations</i>					
Answered Calls		37,208	59,231	39,798	136,237
Average Initial Hold Time	≤ 120 sec	30	39	45	38
Calls On Hold > 5 Minutes	≤ 5%	0.8%	0.8%	2.3%	1.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,340	15,330	11,178	35,848
Average Initial Hold Time		20	27	31	26
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.3%	1.4%	0.6%

## Complaints/Commendations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.2	2.7	2.3
Commendations Per 1,000 Trips		0.5	0.5	0.5	0.5

## Safety

	Goal	Jul-22	Aug-22	Sep-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.25	0.12	0.12	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.83	1.13	0.30	0.75
Miles Between Road Calls	≥ 25,000	87,323	46,756	64,907	61,780

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
Vehicle Trips		2,488	2,656	2,374	7,518
Passenger Trips		2,835	2,923	2,577	8,335
No Shows		2.0%	2.8%	2.7%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	91.6%	91.5%	89.9%	91.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.24%	0.15%	0.34%	0.24%
Excessively Long Trips	≤ 5%	2.0%	1.8%	3.8%	2.5%
Missed Trips	≤ 0.75%	0.98%	1.39%	1.48%	1.28%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
<i>Reservations</i>					
Answered Calls		1,923	1,928	1,749	5,600
Average Initial Hold Time	≤ 120 sec	96	106	94	99
Calls On Hold > 5 Minutes	≤ 5%	6.7%	8.6%	4.5%	6.6%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		213	233	238	684
Average Initial Hold Time		122	121	69	103
Calls On Hold > 5 Minutes	≤ 10%	8.9%	12.4%	4.6%	8.6%

## Complaints/Commendations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	2.3	2.9	2.3
Commendations Per 1,000 Trips		0.0	0.0	0.4	0.1

## Safety

	Goal	Jul-22	Aug-22	Sep-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	*	*	*	*

### Contractual Requirement

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

## Northern Region Trip Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
Vehicle Trips		29,560	32,852	32,714	95,126
Passenger Trips		36,548	40,665	40,333	117,546
No Shows		2.9%	2.8%	3.0%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	89.6%	91.6%	89.4%	90.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.05%	0.11%	0.08%
Excessively Long Trips	≤ 5%	4.5%	3.6%	5.2%	4.4%
Missed Trips	≤ 0.75%	0.79%	0.70%	0.81%	0.77%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	98.6%	97.3%	96.5%	97.3%

## Call Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
<i>Reservations</i>					
Answered Calls		28,412	31,211	31,011	90,634
Average Initial Hold Time	≤ 120 sec	89	79	76	81
Calls On Hold > 5 Minutes	≤ 5%	4.6%	3.6%	3.4%	3.9%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,991	7,766	7,081	21,838
Average Initial Hold Time		65	57	57	60
Calls On Hold > 5 Minutes	≤ 10%	2.1%	1.6%	2.7%	2.1%

## Complaints/Commendations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	4.8	4.1	4.1
Commendations Per 1,000 Trips		2.0	2.4	1.4	2.0

## Safety

	Goal	Jul-22	Aug-22	Sep-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	0.32	0.39	0.45	0.39
Miles Between Road Calls	≥ 25,000	43,279	36,761	99,175	49,598

Contractual Requirement

## Southern Region Trip Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
Vehicle Trips		74,519	79,653	80,892	235,064
Passenger Trips		91,322	97,309	98,491	287,122
No Shows		2.5%	2.5%	2.4%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	93.3%	92.1%	92.5%	92.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.03%	0.02%
Excessively Long Trips	≤ 5%	6.4%	7.6%	8.1%	7.4%
Missed Trips	≤ 0.75%	0.39%	0.40%	0.41%	0.40%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.0%	94.3%	97.0%	96.3%

## Call Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
<i>Reservations</i>					
Answered Calls		59,915	66,447	64,012	190,374
Average Initial Hold Time	≤ 120 sec	89	92	112	98
Calls On Hold > 5 Minutes	≤ 5%	3.9%	2.9%	4.6%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		14,002	16,642	15,287	45,931
Average Initial Hold Time		74	82	90	82
Calls On Hold > 5 Minutes	≤ 10%	3.5%	3.2%	4.6%	3.8%

## Complaints/Commendations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.2	4.5	3.9	3.9
Commendations Per 1,000 Trips		0.7	0.7	0.8	0.7

## Safety

	Goal	Jul-22	Aug-22	Sep-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.69	0.65	0.09	0.48
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.19	1.75	1.23	1.39
Miles Between Road Calls	≥ 25,000	53,169	62,947	132,221	71,332

Contractual Requirement



## West Central Region Trip Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
Vehicle Trips		35,179	37,744	37,931	110,854
Passenger Trips		44,969	48,242	48,301	141,512
No Shows		3.5%	3.6%	3.7%	3.6%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	89.2%	86.7%	89.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.04%	0.14%	0.07%
Excessively Long Trips	≤ 5%	2.0%	2.7%	2.9%	2.6%
Missed Trips	≤ 0.75%	0.39%	0.52%	0.64%	0.52%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.3%	98.1%	97.9%	97.5%

## Call Performance

	Goal	Jul-22	Aug-22	Sep-22	YTD
<i>Reservations</i>					
Answered Calls		32,801	51,116	33,849	117,766
Average Initial Hold Time	≤ 120 sec	34	44	50	43
Calls On Hold > 5 Minutes	≤ 5%	1.0%	1.1%	3.0%	1.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,948	11,515	7,864	26,327
Average Initial Hold Time		22	29	35	29
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.5%	1.8%	0.8%

## Complaints/Commendations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	3.8	4.1	3.6
Commendations Per 1,000 Trips		0.8	1.0	1.3	1.0

## Safety

	Goal	Jul-22	Aug-22	Sep-22	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.21	0.39	0.00	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.84	0.20	1.29	0.77
Miles Between Road Calls	≥ 25,000	26,518	33,951	14,375	21,907

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	Jul-22	Aug-22	Sep-22	YTD
Eligible Customers		110,455	109,260	107,593	109,260
Total ADA Evaluations Performed		5,544	6,179	5,563	17,286
Days From Application to Decision (avg)	≤ 21	10	10	10	10

### In Person Evaluations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Unrestricted		1,023	1,142	969	3,134
Restricted		255	245	176	676
Temporary		3,112	3,215	2,476	8,803
Not Eligible		26	35	18	79
Total		4,416	4,637	3,639	12,692

### Paper Evaluations

	Goal	Jul-22	Aug-22	Sep-22	YTD
Unrestricted		1,128	1,542	1,924	4,594
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,128	1,542	1,924	4,594

### Appeals

	Goal	Jul-22	Aug-22	Sep-22	YTD
Appeals Performed		5	12	19	36
Days From Appeal to Decision (avg)	≤ 30	11	14	8	11

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	Jul-22	Aug-22	Sep-22	YTD
Customer Service Calls		27,765	34,668	31,247	93,680
Average Initial Hold Time	≤ 180 sec	34	51	19	35
Calls On Hold > 5 Minutes	≤ 10%	2.0%	5.3%	0.6%	2.8%
Call Duration	≤ 300 sec	271	291	262	275
Calls Abandoned	≤ 10%	0.8%	1.7%	0.3%	1.0%

#### Operations Monitoring Center

	Goal	Jul-22	Aug-22	Sep-22	YTD
Customer Service Calls		5,423	6,195	6,522	18,140
Average Initial Hold Time	≤ 180 sec	51	65	43	53
Calls On Hold > 5 Minutes	≤ 10%	3.4%	5.6%	3.8%	4.3%
Call Duration	≤ 300 sec	318	340	345	335
Calls Abandoned	≤ 10%	3.1%	5.6%	3.1%	4.0%

Contractual Requirement

October 19, 2022

**TO: BOARD OF DIRECTORS**

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

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

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

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

- ◆ Passengers: 7.8% over budget
- ◆ Contract Revenue Miles: 4.8% over budget
- ◆ Trips: 10.0% over budget
- ◆ Total Eligibility Evaluations: 24.0% over budget
- ◆ Average Trip Distance: under budget by 0.45 miles at 8.98 miles
- ◆ Total cost per Passenger (before depreciation): 10.6% under budget at \$58.40
- ◆ Administration Function is 16.4% under budget
- ◆ Eligibility Determination Function is 5.9% over budget
- ◆ Purchased Transportation Function is 3.3% under budget
- ◆ Paratransit Operations Function is 1.3% under budget

Attached are the following reports for your review:

- Statistical Comparison: SEPTEMBER 2021 to SEPTEMBER 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 September 2022

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over / (Under) Budget</u>	<u>% Over / (Under) Prior Yr</u>
Purchased Transportation	82.3%	\$40,220,845	\$41,609,730	(\$1,388,885)	-3.3%	23%
Paratransit Operations	8.5%	\$4,155,078	\$4,211,680	(\$56,602)	-1.3%	14%
Eligibility Determination	4.6%	\$2,234,391	\$2,109,751	\$124,640	5.9%	55%
CTSA/Ride Information	0.1%	\$52,473	\$141,599	(\$89,126)	-62.9%	-63%
Administration	4.5%	<u>\$2,198,679</u>	<u>\$2,629,134</u>	<u>(\$430,455)</u>	<u>-16.4%</u>	<u>0%</u>
Total Exp before Depreciation		<b>\$48,861,466</b>	<b>\$50,701,894</b>	<b>(\$1,840,428)</b>	<b>-3.6%</b>	<b>22%</b>

## Statistics - For the YTD Period Ended September 2022

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	17,263	13,919	3,345	24.0%	26%
Number of PAX	836,641	776,318	60,323	7.8%	18%
Number of Contract Revenue Miles	6,044,205	5,768,761	275,444	4.8%	15%
Number of Trips	673,259	611,872	61,387	10.0%	21%
Average Trip Distance	8.98	9.43	(0.45)	-4.8%	-5%
Purchased Transportation Cost					
Cost per Trip	\$59.74	\$68.00	(\$8.26)	-12.1%	1%
Cost per PAX	\$48.07	\$53.60	(\$5.53)	-10.3%	4%
Cost per Contract Rev Mile	\$6.65	\$7.21	(\$0.56)	-7.8%	7%
Total Cost per Pax before Depreciation	\$58.40	\$65.31	(\$6.91)	-10.6%	3%

**Budget Results for FY 2022/2023  
For YTD Period Ending September 2022**

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$1,883,045	\$1,939,026	(\$55,981)		
Other Revenue	\$181,041	\$176,933	\$4,108		
Total Revenue	\$2,064,086	\$2,115,959	(\$51,873)	-2%	23%
Total Exp before Capital	\$48,861,466	\$50,701,894	(\$1,840,428)	-4%	22%
Capital Expenditures					
Vehicles	\$0	\$10,510,471	(\$10,510,471)		
Other Capital Expenditures	\$84,973	\$0	\$84,973		
Total Capital Expenditures	\$84,973	\$10,510,471	(\$10,425,497)	-99%	-38%
Over/(Under) Budget September 2022			(\$12,265,925)		

## YTD Cost Per Passenger before Depreciation and Capital Cost

