



Access Services
PO Box 5728
El Monte, CA 91734
213.270.6000
accessla.org

Board Box

December 2018

Item #	Item	Staff	Page
1.	Key Performance Indicators – Nov 2018	M. Mungia	2-10
2.	Financial Report – Oct 2018	H. Rodriguez	11-15

December 27, 2018

TO: BOARD OF DIRECTORS
FROM: MELISSA MUNGIA, DATA ANALYST
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	Sep-18	Oct-18	Nov-18	YTD
Vehicle Trips		285,421	313,329	279,806	1,469,674
Passenger Trips		370,670	402,893	361,716	1,905,955
Backup Trips		5	12	28	100
No Shows		3.3%	3.3%	3.3%	3.3%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	91.8%	92.0%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.04%	0.09%	0.06%
Excessively Long Trips	≤ 5%	4.7%	5.1%	5.1%	4.6%
Missed Trips	≤ 0.75%	0.67%	0.65%	0.65%	0.65%
Denials	≤ 0	0	0	3	4
On Time Performance (Access to Work)	≥ 94%	94.7%	94.5%	94.4%	95.4%

Call Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
<i>Reservations</i>					
Answered Calls		261,019	281,988	259,601	1,328,124
Average Initial Hold Time	≤ 120	106	103	77	88
Calls On Hold > 5 Minutes	≤ 5%	7.6%	5.9%	3.7%	5.4%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		48,443	56,873	50,777	252,179
Average Initial Hold Time		121	99	90	102
Calls On Hold > 5 Minutes	≤ 10%	10.9%	6.6%	5.7%	8.0%

Complaints/Commendations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.2	4.7	4.2	4.0
Commendations Per 1,000 Trips		1.6	1.7	1.6	1.6

Safety

	Goal	Sep-18	Oct-18	Nov-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.17	0.31	0.17	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.83	0.64	0.82	0.84
Weighted Preventable Collisions Per 100,000 Miles		0.73	0.50	0.66	0.70
Miles Between Road Calls	≥ 25,000	37,203	53,605	42,538	40,208

Antelope Valley Region Trip Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
Vehicle Trips		13,197	14,947	12,677	68,657
Passenger Trips		16,946	19,178	16,573	89,773
No Shows		3.0%	2.5%	3.1%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	91.9%	91.7%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.05%	0.10%	0.05%
Excessively Long Trips	≤ 5%	1.8%	2.0%	2.1%	1.9%
Missed Trips	≤ 0.75%	0.92%	0.71%	0.95%	0.88%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 92%	88.2%	100.0%	100.0%	98.0%

Call Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
<i>Reservations</i>					
Answered Calls		8,442	9,748	9,274	45,252
Average Initial Hold Time	≤ 120	71	97	116	82
Calls On Hold > 5 Minutes	≤ 5%	2.3%	4.4%	5.6%	3.4%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,890	3,209	2,983	15,138
Average Initial Hold Time		42	47	50	43
Calls On Hold > 5 Minutes	≤ 10%	1.1%	1.9%	2.3%	1.6%

Complaints/Commendations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.3	2.5	2.2
Commendations Per 1,000 Trips		2.3	1.3	1.7	1.9

Safety

	Goal	Sep-18	Oct-18	Nov-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.12
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	1.09	1.25	0.70
Weighted Preventable Collisions Per 100,000 Miles		0.00	0.95	1.09	0.67
Miles Between Road Calls	≥ 25,000	23,438	183,809	26,763	31,866

Contractual Requirement

Eastern Region Trip Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
Vehicle Trips		85,193	93,932	84,654	437,894
Passenger Trips		112,949	123,557	111,690	579,548
No Shows		2.5%	2.5%	2.5%	2.5%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	91.6%	91.6%	93.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.09%	0.02%
Excessively Long Trips	≤ 5%	1.1%	1.2%	1.3%	1.1%
Missed Trips	≤ 0.75%	0.29%	0.32%	0.39%	0.27%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 95%	95.1%	95.1%	94.5%	95.4%

Call Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
<i>Reservations</i>					
Answered Calls		72,095	77,003	71,941	364,075
Average Initial Hold Time	≤ 120	117	102	55	85
Calls On Hold > 5 Minutes	≤ 5%	12.0%	8.9%	3.2%	7.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,837	10,488	10,248	49,328
Average Initial Hold Time		82	67	52	62
Calls On Hold > 5 Minutes	≤ 10%	7.5%	4.4%	3.4%	4.7%

Complaints/Commendations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.3	3.0	3.0
Commendations Per 1,000 Trips		1.9	2.7	2.3	2.2

Safety

	Goal	Sep-18	Oct-18	Nov-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.28	0.09	0.19	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.50	1.32	0.69	0.76	0.98
Weighted Preventable Collisions Per 100,000 Miles		1.09	0.54	0.66	0.80
Miles Between Road Calls	≥ 25,000	75,646	115,436	62,327	79,893

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
Vehicle Trips		3,103	3,355	2,961	15,797
Passenger Trips		3,672	3,915	3,484	18,698
No Shows		3.4%	3.2%	3.1%	3.1%
On Time Performance (Next Day Trips)	≥ 91%	91.5%	92.7%	94.3%	93.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.06%	0.07%	0.07%
Excessively Long Trips	≤ 5%	3.2%	3.8%	2.9%	3.1%
Missed Trips	≤ 0.75%	0.94%	1.21%	1.09%	1.08%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
<i>Reservations</i>					
Answered Calls		3,081	2,722	2,378	14,959
Average Initial Hold Time	≤ 120	45	40	39	42
Calls On Hold > 5 Minutes	≤ 5%	1.3%	1.2%	1.3%	1.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		-	635	605	1,240
Average Initial Hold Time		-	34	39	36
Calls On Hold > 5 Minutes	≤ 10%	-	2.0%	2.5%	2.3%

Complaints/Commendations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.6	0.9	0.7	0.6
Commendations Per 1,000 Trips		1.0	0.0	0.0	0.4

Safety

	Goal	Sep-18	Oct-18	Nov-18	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
Weighted Preventable Collisions Per 100,000 Miles		0.00	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	28,397	30,298	26,968	139,363

Contractual Requirement

Northern Region Trip Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
Vehicle Trips		50,117	55,995	49,400	260,180
Passenger Trips		63,383	69,569	61,889	326,757
No Shows		2.1%	2.0%	2.2%	2.2%
On Time Performance (Next Day Trips)	≥ 91%	91.7%	91.5%	90.8%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.07%	0.10%	0.08%
Excessively Long Trips	≤ 5%	5.9%	6.2%	6.0%	5.9%
Missed Trips	≤ 0.75%	0.33%	0.34%	0.38%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.3%	93.6%	95.5%	95.0%

Call Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
<i>Reservations</i>					
Answered Calls		42,961	46,987	43,556	219,491
Average Initial Hold Time	≤ 120	89	104	116	100
Calls On Hold > 5 Minutes	≤ 5%	1.9%	3.0%	3.6%	2.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,383	2,280	1,351	10,933
Average Initial Hold Time		58	56	49	55
Calls On Hold > 5 Minutes	≤ 10%	4.5%	3.8%	2.5%	3.9%

Complaints/Commendations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.0	2.4	2.2
Commendations Per 1,000 Trips		1.3	1.0	1.3	1.3

Safety

	Goal	Sep-18	Oct-18	Nov-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.28	0.00	0.15
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.46	0.99	0.78	0.90
Weighted Preventable Collisions Per 100,000 Miles		0.38	0.78	0.58	0.71
Miles Between Road Calls	≥ 25,000	93,030	140,742	160,762	81,459

Contractual Requirement

Southern Region Trip Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
Vehicle Trips		90,349	97,305	86,793	461,516
Passenger Trips		114,893	122,548	109,346	585,291
No Shows		4.8%	4.8%	4.7%	4.7%
On Time Performance (Next Day Trips)	≥ 91%	91.0%	91.7%	92.8%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.05%	0.10%	0.12%
Excessively Long Trips	≤ 5%	8.7%	9.6%	9.6%	8.5%
Missed Trips	≤ 0.75%	1.39%	1.27%	1.16%	1.30%
Denials	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 92%	95.3%	94.3%	92.8%	95.0%

Call Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
<i>Reservations</i>					
Answered Calls		84,007	91,011	82,150	427,946
Average Initial Hold Time	≤ 120	103	106	86	90
Calls On Hold > 5 Minutes	≤ 5%	4.5%	3.5%	4.5%	4.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		26,420	33,285	28,912	140,360
Average Initial Hold Time		159	124	118	135
Calls On Hold > 5 Minutes	≤ 10%	14.7%	8.2%	7.7%	10.9%

Complaints/Commendations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	7.4	9.3	7.5	7.1
Commendations Per 1,000 Trips		1.3	1.3	1.0	1.3

Safety

	Goal	Sep-18	Oct-18	Nov-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.25	0.71	0.27	0.40
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.93	0.47	0.99	0.78
Weighted Preventable Collisions Per 100,000 Miles		0.89	0.38	0.79	0.68
Miles Between Road Calls	≥ 25,000	22,272	23,899	24,211	22,720

Contractual Requirement

West Central Region Trip Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
Vehicle Trips		43,462	47,795	43,321	225,630
Passenger Trips		58,827	64,126	58,734	305,888
No Shows		3.7%	3.8%	3.8%	3.7%
On Time Performance (Next Day Trips)	≥ 91%	92.5%	91.7%	91.9%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.03%	0.07%	0.03%
Excessively Long Trips	≤ 5%	3.3%	4.2%	4.2%	3.5%
Missed Trips	≤ 0.75%	0.33%	0.47%	0.41%	0.36%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.9%	94.6%	95.5%	97.5%

Call Performance

	Goal	Sep-18	Oct-18	Nov-18	YTD
<i>Reservations</i>					
Answered Calls		50,433	54,517	50,302	256,401
Average Initial Hold Time	≤ 120	121	101	54	86
Calls On Hold > 5 Minutes	≤ 5%	12.4%	8.8%	3.1%	7.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,913	7,611	7,283	36,420
Average Initial Hold Time		85	71	53	64
Calls On Hold > 5 Minutes	≤ 5%	7.9%	5.2%	3.3%	5.0%

Complaints/Commendations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.3	2.9	2.5
Commendations Per 1,000 Trips		2.0	1.8	1.7	1.5

Safety

	Goal	Sep-18	Oct-18	Nov-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.19	0.11
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.38	0.34	0.56	0.69
Weighted Preventable Collisions Per 100,000 Miles		0.38	0.26	0.38	0.54
Miles Between Road Calls	≥ 25,000	33,240	116,202	59,236	46,678

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Sep-18	Oct-18	Nov-18	YTD
Eligible Customers		154,135	153,550	152,273	152,273
ADA Evaluations Performed		3,034	3,469	2,681	15,804
Days From Application to Decision (avg)	≤ 21	7	7	6	8

Eligibility Determinations

	Goal	Sep-18	Oct-18	Nov-18	YTD
Unrestricted		1,559	1,915	1,463	8,331
Restricted		793	974	708	4,217
Temporary		183	248	167	1,024
Not Eligible		499	512	343	2,412
Total		3,034	3,649	2,681	15,984

Appeals

	Goal	Sep-18	Oct-18	Nov-18	YTD
Appeals Performed		131	248	201	985
Days From Appeal to Decision (avg)	≤ 30	11	7	9	9

Customer Service

Phone Statistics

Customer Service

	Goal	Sep-18	Oct-18	Nov-18	YTD
Customer Service Calls		30,906	35,316	27,416	164,298
Average Initial Hold Time	≤ 180 sec	102	95	104	94
Calls On Hold > 5 Minutes	≤ 10%	10.8%	9.3%	9.8%	8.9%
Call Duration	≤ 300 sec	277	268	271	269
Calls Abandoned	≤ 10%	3.4%	3.1%	3.2%	3.1%

Operations Monitoring Center

	Goal	Sep-18	Oct-18	Nov-18	YTD
Customer Service Calls		12,019	13,975	12,079	61,774
Average Initial Hold Time	≤ 180 sec	64	73	76	70
Calls On Hold > 5 Minutes	≤ 10%	5.3%	6.7%	6.9%	6.4%
Call Duration	≤ 300 sec	404	400	377	401
Calls Abandoned	≤ 10%	4.6%	5.2%	5.1%	4.9%

Contractual Requirement

December 27, 2018

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR OCTOBER 2018

Attached for your review are the draft financial reports for October 2018.

Approved FY 2018/19 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 0.7% over budget
- Contract Revenue Miles: 6.2% over budget
- Trips: 6.2% over budget
- Completed Eligibility Interviews: 10.7% over budget
- Average Trip Distance: on budget at 9.35 miles
- Total cost per Passenger (before depreciation): 2% under budget
- Administration Function is 5% under budget
- Eligibility Determination Function is 11% over budget
- Purchased Transportation Function is 1% under budget
- Paratransit Operations Function is 1% under budget

Attached are the following reports for your review:

- Statistical Comparison: October 2017 to October 2018
- 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 October 2018**

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	\$45,780,280	\$46,405,897	(\$625,617)	-1%	12%
Paratransit Operations	9%	\$5,036,972	\$5,087,851	(\$50,879)	-1%	5%
Eligibility Determination	6%	\$3,128,727	\$2,824,008	\$304,719	11%	31%
CTSA/Ride Information	0.2%	\$122,004	\$219,379	(\$97,375)	-44%	87%
Administration	4%	\$2,142,755	\$2,263,675	(\$120,920)	-5%	-11%
Total Exp before Depreciation		\$56,210,738	\$56,800,810	(\$590,072)	-1%	11%

Statistics - - For the YTD Period Ended October 2018

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	12,789	11,549	1,240	10.7%	46.5%
Number of PAX	1,543,965	1,533,029	10,936	0.7%	1.8%
Number of Contract Revenue Miles	11,125,908	10,478,515	647,393	6.2%	4.0%
Number of Trips	1,189,637	1,120,646	68,991	6.2%	3.4%
Average Trip Distance	9.35	9.35	0.00	0.0%	0.6%
Purchased Transportation Cost					
Cost per Trip	\$38.48	\$41.41	(\$2.93)	-7.1%	11.8%
Cost per PAX	\$29.65	\$30.27	(\$0.62)	-2.0%	10.6%
Cost per Contract Rev Mile	\$4.11	\$4.43	(\$0.32)	0.0%	9.1%
Total Cost per Pax before Depreciation	\$36.41	\$37.05	(\$0.64)	-1.7%	4.8%

**Budget Results for FY 2018/2019
For YTD Period Ending October 2018**

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$3,478,789	\$3,208,256	\$270,533		
Other Revenue	\$233,230	\$133,481	\$99,749		
Total Revenue	\$3,712,019	\$3,341,737	\$370,282	11.1%	23%
 Total Exp before Capital	 \$56,210,738	 \$56,800,810	 (\$590,072)	 -1.0%	 11%
Capital Expenditures					
Vehicles	\$3,131,733	\$4,000,000	(\$868,267)		
Other Capital Expenditures	\$168,275	\$0	\$168,275		
Total Capital Expenditures	\$3,300,009	\$4,000,000	(\$699,991)	-17.5%	1316%
 Over/(Under) Budget October 2018			 (\$1,290,063)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

