



**Access Services**  
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# Board Box

August 2019

<b>Item #</b>	<b>Item</b>	<b>Staff</b>	<b>Page</b>
1.	Key Performance Indicators – Jul 2019	M. Mungia	2-11
2.	Financial Report – Jul 2019	H. Rodriguez	12-16

**September 12, 2019**

**TO: BOARD OF DIRECTORS**  
**FROM: MELISSA MUNGIA, BUSINESS ANALYST**  
**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	May-19	Jun-19	Jul-19	YTD
Vehicle Trips		314,966	294,181	309,541	309,541
Passenger Trips		402,333	379,650	397,791	397,791
Backup Trips		57	54	50	50
No Shows		2.6%	2.6%	2.7%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	90.9%	92.4%	92.8%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.03%	0.07%	0.07%
Excessively Long Trips	≤ 5%	3.2%	3.0%	2.9%	2.9%
Missed Trips	≤ 0.75%	0.38%	0.34%	0.35%	0.35%
Denials	≤ 0	0	2	1	1
On Time Performance (Access to Work)	≥ 94%	94.6%	97.5%	97.2%	97.2%

### Call Performance

	Goal	May-19	Jun-19	Jul-19	YTD
<i>Reservations</i>					
Answered Calls		257,065	244,365	246,994	246,994
Average Initial Hold Time	≤ 120 sec	83	76	69	69
Calls On Hold > 5 Minutes	≤ 5%	4.0%	3.8%	2.9%	2.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		48,339	44,359	45,101	45,101
Average Initial Hold Time		79	73	64	64
Calls On Hold > 5 Minutes	≤ 10%	3.6%	3.5%	3.0%	3.0%

### Complaints/Commendations

	Goal	May-19	Jun-19	Jul-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.4	2.6	2.6
Commendations Per 1,000 Trips		1.5	1.4	1.2	1.2

### Safety

	Goal	May-19	Jun-19	Jul-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.14	0.19	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.48	0.45	0.70	0.70
Miles Between Road Calls	≥ 25,000	108,192	119,389	66,172	66,172

## Antelope Valley Region Trip Performance

	Goal	May-19	Jun-19	Jul-19	YTD
Vehicle Trips		13,811	12,757	13,310	13,310
Passenger Trips		17,366	16,638	17,452	17,452
No Shows		2.5%	2.6%	2.3%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	92.3%	92.9%	90.7%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.10%	0.08%	0.08%
Excessively Long Trips	≤ 5%	2.3%	1.5%	2.3%	2.3%
Missed Trips	≤ 0.75%	0.74%	0.78%	1.01%	1.01%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	100.0%	90.9%	90.9%

## Call Performance

	Goal	May-19	Jun-19	Jul-19	YTD
<i>Reservations</i>					
Answered Calls		9,920	10,439	9,649	9,649
Average Initial Hold Time	≤ 120 sec	95	90	65	65
Calls On Hold > 5 Minutes	≤ 5%	1.8%	2.2%	0.8%	0.8%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		3,166	2,923	3,081	3,081
Average Initial Hold Time		47	54	51	51
Calls On Hold > 5 Minutes	≤ 10%	2.4%	2.9%	3.2%	3.2%

## Complaints/Commendations

	Goal	May-19	Jun-19	Jul-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.7	3.0	3.5	3.5
Commendations Per 1,000 Trips		0.7	1.2	1.0	1.0

## Safety

	Goal	May-19	Jun-19	Jul-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.56	0.56
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.42	0.42
Miles Between Road Calls	≥ 25,000	34,481	32,454	11,162	11,162

Contractual Requirement

## Eastern Region Trip Performance

	Goal	May-19	Jun-19	Jul-19	YTD
Vehicle Trips		92,299	85,810	90,498	90,498
Passenger Trips		121,013	113,298	118,976	118,976
No Shows		2.3%	2.2%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	90.4%	92.6%	91.9%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.01%	0.06%	0.06%
Excessively Long Trips	≤ 5%	1.2%	1.0%	1.0%	1.0%
Missed Trips	≤ 0.75%	0.35%	0.28%	0.33%	0.33%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 95%	92.2%	95.3%	94.5%	94.5%

## Call Performance

	Goal	May-19	Jun-19	Jul-19	YTD
<i>Reservations</i>					
Answered Calls		74,334	68,988	70,353	70,353
Average Initial Hold Time	≤ 120 sec	58	54	56	56
Calls On Hold > 5 Minutes	≤ 5%	4.1%	4.9%	3.8%	3.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,919	10,020	10,393	10,393
Average Initial Hold Time		42	37	47	47
Calls On Hold > 5 Minutes	≤ 10%	2.0%	2.3%	2.9%	2.9%

## Complaints/Commendations

	Goal	May-19	Jun-19	Jul-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.8	3.0	3.0
Commendations Per 1,000 Trips		1.6	1.6	1.5	1.5

## Safety

	Goal	May-19	Jun-19	Jul-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.26	0.09	0.18	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.53	0.84	0.51	0.51
Miles Between Road Calls	≥ 25,000	228,372	358,545	188,794	188,794

Contractual Requirement

## Santa Clarita Region Trip Performance

	Goal	May-19	Jun-19	Jul-19	YTD
Vehicle Trips		3,852	3,367	3,710	3,710
Passenger Trips		4,387	4,053	4,513	4,513
No Shows		2.3%	2.5%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	94.9%	94.6%	95.1%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.20%	0.16%	0.16%
Excessively Long Trips	≤ 5%	2.6%	2.5%	2.1%	2.1%
Missed Trips	≤ 0.75%	0.50%	0.51%	0.59%	0.59%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

## Call Performance

	Goal	May-19	Jun-19	Jul-19	YTD
<i>Reservations</i>					
Answered Calls		2,219	2,842	3,014	3,014
Average Initial Hold Time	≤ 120 sec	39	52	51	51
Calls On Hold > 5 Minutes	≤ 5%	0.8%	1.3%	2.0%	2.0%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		435	493	498	498
Average Initial Hold Time		49	65	73	73
Calls On Hold > 5 Minutes	≤ 10%	2.3%	3.9%	4.4%	4.4%

## Complaints/Commendations

	Goal	May-19	Jun-19	Jul-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	0.9	0.3	0.3
Commendations Per 1,000 Trips		1.3	0.0	0.3	0.3

## Safety

	Goal	May-19	Jun-19	Jul-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	2.97	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	33,651	31,734	26,517	26,517

Contractual Requirement

## Northern Region Trip Performance

	Goal	May-19	Jun-19	Jul-19	YTD
Vehicle Trips		55,088	50,883	54,332	54,332
Passenger Trips		68,732	63,626	67,667	67,667
No Shows		2.1%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	90.8%	92.2%	93.8%	93.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.05%	0.05%	0.05%
Excessively Long Trips	≤ 5%	4.8%	4.5%	4.4%	4.4%
Missed Trips	≤ 0.75%	0.33%	0.26%	0.21%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	93.2%	97.1%	99.0%	99.0%

## Call Performance

	Goal	May-19	Jun-19	Jul-19	YTD
<i>Reservations</i>					
Answered Calls		38,107	36,990	36,922	36,922
Average Initial Hold Time	≤ 120 sec	137	111	127	127
Calls On Hold > 5 Minutes	≤ 5%	4.6%	2.4%	3.8%	3.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,523	6,079	5,800	5,800
Average Initial Hold Time		121	108	105	105
Calls On Hold > 5 Minutes	≤ 10%	4.1%	2.5%	2.2%	2.2%

## Complaints/Commendations

	Goal	May-19	Jun-19	Jul-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.9	1.7	1.7
Commendations Per 1,000 Trips		1.3	1.5	1.5	1.5

## Safety

	Goal	May-19	Jun-19	Jul-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.28	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.43	0.30	1.25	1.25
Miles Between Road Calls	≥ 25,000	88,076	82,544	77,728	77,728

Contractual Requirement

## Southern Region Trip Performance

	Goal	May-19	Jun-19	Jul-19	YTD
Vehicle Trips		101,816	96,350	100,452	100,452
Passenger Trips		126,828	121,530	126,101	126,101
No Shows		2.9%	3.0%	3.0%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	91.2%	93.0%	94.0%	94.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	4.5%	4.4%	4.1%	4.1%
Missed Trips	≤ 0.75%	0.36%	0.31%	0.25%	0.25%
Denials	≤ 0	0	2	0	0
On Time Performance (Access to Work)	≥ 92%	96.2%	98.9%	98.3%	98.3%

## Call Performance

	Goal	May-19	Jun-19	Jul-19	YTD
<i>Reservations</i>					
Answered Calls		84,573	80,287	82,129	82,129
Average Initial Hold Time	≤ 120 sec	95	91	63	63
Calls On Hold > 5 Minutes	≤ 5%	3.8%	3.0%	1.5%	1.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		19,223	17,365	17,858	17,858
Average Initial Hold Time		108	100	70	70
Calls On Hold > 5 Minutes	≤ 10%	5.4%	5.0%	3.2%	3.2%

## Complaints/Commendations

	Goal	May-19	Jun-19	Jul-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.2	2.4	2.4
Commendations Per 1,000 Trips		1.5	1.1	1.0	1.0

## Safety

	Goal	May-19	Jun-19	Jul-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.34	0.27	0.26	0.26
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.52	0.45	0.83	0.83
Miles Between Road Calls	≥ 25,000	165,778	122,324	88,019	88,019

Contractual Requirement



## West Central Region Trip Performance

	Goal	May-19	Jun-19	Jul-19	YTD
Vehicle Trips		48,100	45,014	47,239	47,239
Passenger Trips		64,007	60,505	63,082	63,082
No Shows		3.5%	3.6%	3.8%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	90.0%	90.4%	90.7%	90.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.09%	0.23%	0.23%
Excessively Long Trips	≤ 5%	3.0%	2.8%	2.7%	2.7%
Missed Trips	≤ 0.75%	0.47%	0.50%	0.62%	0.62%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	97.8%	98.4%	100.0%	100.0%

## Call Performance

	Goal	May-19	Jun-19	Jul-19	YTD
<i>Reservations</i>					
Answered Calls		47,912	44,819	44,927	44,927
Average Initial Hold Time	≤ 120 sec	56	54	58	58
Calls On Hold > 5 Minutes	≤ 5%	4.1%	5.0%	4.1%	4.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,073	7,479	7,471	7,471
Average Initial Hold Time		39	38	46	46
Calls On Hold > 5 Minutes	≤ 5%	1.7%	2.8%	2.8%	2.8%

## Complaints/Commendations

	Goal	May-19	Jun-19	Jul-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.4	3.3	3.3
Commendations Per 1,000 Trips		1.6	1.7	1.1	1.1

## Safety

	Goal	May-19	Jun-19	Jul-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.52	0.18	0.17	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.52	0.00	0.30	0.30
Miles Between Road Calls	≥ 25,000	58,139	111,736	45,393	45,393

Contractual Requirement

## Eligibility and Appeals

### Eligibility

	Goal	May-19	Jun-19	Jul-19	YTD
Eligible Customers		150,069	149,724	149,535	149,535
Total ADA Evaluations Performed		4,875	4,225	4,835	4,835
Days From Application to Decision (avg)	≤ 21	6	5	5	5

### In Person Evaluations

	Goal	May-19	Jun-19	Jul-19	YTD
Unrestricted		1,660	1,458	1,720	1,720
Restricted		777	632	786	786
Temporary		191	164	172	172
Not Eligible		338	332	363	363
Total		2,966	2,586	3,041	3,041

### Paper Evaluations

	Goal	May-19	Jun-19	Jul-19	YTD
Unrestricted		1,909	1,638	1,794	1,794
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,909	1,638	1,794	1,794

### Appeals

	Goal	May-19	Jun-19	Jul-19	YTD
Appeals Performed		116	95	103	103
Days From Appeal to Decision (avg)	≤ 30	5	5	6	6

## Customer Service

### Phone Statistics

#### Customer Service

	Goal	May-19	Jun-19	Jul-19	YTD
Customer Service Calls		31,324	28,444	31,865	31,865
Average Initial Hold Time	≤ 180 sec	36	54	63	63
Calls On Hold > 5 Minutes	≤ 10%	3.4%	5.5%	6.4%	6.4%
Call Duration	≤ 300 sec	267	266	271	271
Calls Abandoned	≤ 10%	1.6%	2.7%	2.7%	2.7%

#### Operations Monitoring Center

	Goal	May-19	Jun-19	Jul-19	YTD
Customer Service Calls		9,220	8,548	8,949	8,949
Average Initial Hold Time	≤ 180 sec	31	40	58	58
Calls On Hold > 5 Minutes	≤ 10%	2.1%	3.5%	5.2%	5.2%
Call Duration	≤ 300 sec	346	363	360	360
Calls Abandoned	≤ 10%	2.7%	2.9%	4.0%	4.0%

Contractual Requirement

**September 12, 2019**

**TO: BOARD OF DIRECTORS**

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

**RE: FINANCIAL REPORT FOR JULY 2019**

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Approved FY 2019/20 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 7.2% over budget
- Contract Revenue Miles: 9.74% over budget
- Trips: 11.5% over budget
- Total Eligibility Evaluations: 14.5% under budget
- Average Trip Distance: under budget by 0.15 miles at 9.14 miles
- Total cost per Passenger(before depreciation):1.4% under budget at \$39.13
- Administration Function is 4.0% under budget
- Eligibility Determination Function is 7.2% under budget
- Purchased Transportation Function is 7.2% over budget
- Paratransit Operations Function is 4.0% over budget

Attached are the following reports for your review:

- Statistical Comparison: July 2018 to June 2019
- 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 2019

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	82.8%	\$12,885,639	\$12,018,926	\$866,713	7.2%	19%
Paratransit Operations	9.1%	\$1,419,816	\$1,364,900	\$54,916	4.0%	17%
Eligibility Determination	4.2%	\$656,051	\$706,592	(\$50,541)	-7.2%	-4%
CTSA/Ride Information	0.2%	\$35,622	\$38,291	(\$2,669)	-7.0%	7%
Administration	3.7%	\$569,096	\$592,991	(\$23,895)	-4.0%	7%
Total Exp before Depreciation		<b>\$15,566,224</b>	<b>\$14,721,700</b>	<b>\$844,524</b>	<b>5.7%</b>	<b>17%</b>

## Statistics – For the YTD Period Ended July 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	4,835	5,655	(820)	-14.5%	-17.7%
Number of Passengers	397,791	371,046	26,745	7.2%	6.3%
Number of Contract Revenue Miles	2,830,348	2,579,079	251,269	9.74%	5.7%
Number of Trips	309,541	277,618	31,923	11.5%	8.1%
Average Trip Distance	9.14	9.29	(0.15)	-1.6%	-2.2%
Purchased Transportation Cost					
Cost per Trip	\$41.63	\$43.29	(\$1.66)	-3.8%	10.4%
Cost per Passenger	\$32.39	\$32.39	\$0.00	0.0%	12.3%
Cost per Contract Revenue Mile	\$4.55	\$4.66	(\$0.11)	0.0%	12.9%
Total Cost per Passenger before Depreciation	\$39.13	\$39.68	(\$0.55)	-1.4%	10.5%

**Budget Results for FY 2019/2020  
For YTD Period Ending July 2019**

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
<b>Revenue</b>					
Passenger Fares	\$907,409	\$821,316	\$86,093		
Other Revenue	\$35,211	\$54,737	(\$19,526)		
<b>Total Revenue</b>	<b>\$942,620</b>	<b>\$876,053</b>	<b>\$66,567</b>	<b>7.6%</b>	<b>10%</b>
<b>Total Exp before Capital</b>	<b>\$15,566,224</b>	<b>\$14,721,700</b>	<b>\$844,524</b>	<b>5.7%</b>	<b>17%</b>
<b>Capital Expenditures</b>					
Vehicles	\$0	\$1,840,000	(\$1,840,000)		
Other Capital Expenditures	\$22,498	\$368,000	(\$345,502)		
<b>Total Capital Expenditures</b>	<b>\$22,498</b>	<b>\$2,208,000</b>	<b>(\$2,185,502)</b>	<b>-99.0%</b>	<b>-70%</b>
<b>Over/(Under) Budget July 2019</b>			<b>(\$1,340,978)</b>		

## YTD Cost Per Passenger before Depreciation and Capital Cost

