



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

Board Box

September 2019

Item #	Item	Staff	Page
1.	Key Performance Indicators – Aug 2019	M. Mungia	2-11
2.	Financial Report – Aug 2019	H. Rodriguez	12-16

September 26, 2019

TO: BOARD OF DIRECTORS
FROM: MELISSA MUNGIA, BUSINESS 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	Jun-19	Jul-19	Aug-19	YTD
Vehicle Trips		294,181	309,541	320,586	630,127
Passenger Trips		379,650	397,791	412,620	810,411
Backup Trips		54	59	133	192
No Shows		2.6%	2.7%	2.7%	2.7%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	92.8%	90.6%	91.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.07%	0.16%	0.11%
Excessively Long Trips	≤ 5%	3.0%	2.9%	3.3%	3.1%
Missed Trips	≤ 0.75%	0.34%	0.35%	0.59%	0.47%
Denials	≤ 0	2	1	2	3
On Time Performance (Access to Work)	≥ 94%	97.5%	97.2%	95.2%	96.2%

Call Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
<i>Reservations</i>					
Answered Calls		244,365	246,994	257,384	514,265
Average Initial Hold Time	≤ 120 sec	76	69	91	80
Calls On Hold > 5 Minutes	≤ 5%	3.8%	2.9%	6.0%	4.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		44,359	45,101	53,375	98,476
Average Initial Hold Time		73	64	86	76
Calls On Hold > 5 Minutes	≤ 10%	3.5%	3.0%	5.9%	4.5%

Complaints/Commendations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.6	2.8	2.7
Commendations Per 1,000 Trips		1.4	1.2	1.1	1.2

Safety

	Goal	Jun-19	Jul-19	Aug-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.14	0.19	0.10	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.45	0.70	0.59	0.63
Miles Between Road Calls	≥ 25,000	119,389	66,172	59,475	62,604

Antelope Valley Region Trip Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
Vehicle Trips		12,757	13,310	14,520	27,830
Passenger Trips		16,638	17,452	19,929	37,381
No Shows		2.6%	2.3%	2.4%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	92.9%	90.7%	90.5%	90.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.08%	0.10%	0.08%
Excessively Long Trips	≤ 5%	1.5%	2.3%	3.4%	2.9%
Missed Trips	≤ 0.75%	0.78%	1.01%	0.74%	0.87%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 92%	100.0%	90.9%	100.0%	95.3%

Call Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
<i>Reservations</i>					
Answered Calls		10,439	9,887	8,818	18,705
Average Initial Hold Time	≤ 120 sec	90	52	113	81
Calls On Hold > 5 Minutes	≤ 5%	2.2%	12.4%	11.9%	12.1%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,923	3,081	4,494	7,575
Average Initial Hold Time		54	51	47	49
Calls On Hold > 5 Minutes	≤ 10%	2.9%	3.2%	2.8%	3.0%

Complaints/Commendations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.5	2.3	2.9
Commendations Per 1,000 Trips		1.2	1.0	0.6	0.8

Safety

	Goal	Jun-19	Jul-19	Aug-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.56	1.03	0.81
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.42	0.00	0.20
Miles Between Road Calls	≥ 25,000	32,454	11,162	19,364	14,317

Contractual Requirement

Eastern Region Trip Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
Vehicle Trips		85,810	90,498	93,420	183,918
Passenger Trips		113,298	118,976	122,362	241,338
No Shows		2.2%	2.4%	2.4%	2.4%
On Time Performance (Next Day Trips)	≥ 91%	92.6%	91.9%	88.4%	90.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.06%	0.38%	0.22%
Excessively Long Trips	≤ 5%	1.0%	1.0%	1.3%	1.2%
Missed Trips	≤ 0.75%	0.28%	0.33%	0.87%	0.61%
Denials	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 95%	95.3%	94.5%	92.5%	93.5%

Call Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
<i>Reservations</i>					
Answered Calls		68,988	70,353	72,053	142,406
Average Initial Hold Time	≤ 120 sec	54	56	77	66
Calls On Hold > 5 Minutes	≤ 5%	4.9%	3.8%	6.7%	5.3%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		10,020	10,393	12,424	22,817
Average Initial Hold Time		37	47	82	66
Calls On Hold > 5 Minutes	≤ 10%	2.3%	2.9%	7.4%	5.3%

Complaints/Commendations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	3.0	3.8	3.4
Commendations Per 1,000 Trips		1.6	1.5	1.6	1.5

Safety

	Goal	Jun-19	Jul-19	Aug-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.18	0.00	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.84	0.51	0.39	0.45
Miles Between Road Calls	≥ 25,000	358,545	188,794	72,434	104,169

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
Vehicle Trips		3,367	3,710	4,036	7,746
Passenger Trips		4,053	4,513	4,832	9,345
No Shows		2.5%	2.0%	2.6%	2.3%
On Time Performance (Next Day Trips)	≥ 91%	94.6%	95.1%	91.2%	93.3%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.20%	0.16%	0.08%	0.05%
Excessively Long Trips	≤ 5%	2.5%	2.1%	2.8%	2.5%
Missed Trips	≤ 0.75%	0.51%	0.59%	0.86%	0.73%
Denials	≤ 0	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
<i>Reservations</i>					
Answered Calls		2,842	3,014	3,290	6,304
Average Initial Hold Time	≤ 120 sec	52	51	53	52
Calls On Hold > 5 Minutes	≤ 5%	1.3%	2.0%	1.8%	1.9%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		493	498	596	1,094
Average Initial Hold Time		65	73	85	79
Calls On Hold > 5 Minutes	≤ 10%	3.9%	4.4%	5.4%	4.9%

Complaints/Commendations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.9	0.3	0.0	0.1
Commendations Per 1,000 Trips		0.0	0.3	0.2	0.3

Safety

	Goal	Jun-19	Jul-19	Aug-19	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
Miles Between Road Calls	≥ 25,000	31,734	26,517	29,175	55,692

Contractual Requirement

Northern Region Trip Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
Vehicle Trips		50,883	54,332	56,470	110,802
Passenger Trips		63,626	67,667	70,788	138,455
No Shows		2.0%	2.0%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	92.2%	93.8%	91.7%	92.8%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.05%	0.05%	0.04%
Excessively Long Trips	≤ 5%	4.5%	4.4%	4.7%	4.5%
Missed Trips	≤ 0.75%	0.26%	0.21%	0.32%	0.27%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.1%	99.0%	95.1%	97.0%

Call Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
<i>Reservations</i>					
Answered Calls		36,990	36,922	42,723	79,645
Average Initial Hold Time	≤ 120 sec	111	127	122	124
Calls On Hold > 5 Minutes	≤ 5%	2.4%	3.8%	6.8%	5.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		6,079	5,800	7,671	13,471
Average Initial Hold Time		108	105	92	98
Calls On Hold > 5 Minutes	≤ 10%	2.5%	2.2%	4.0%	3.2%

Complaints/Commendations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.7	1.9	1.9
Commendations Per 1,000 Trips		1.5	1.5	1.2	1.4

Safety

	Goal	Jun-19	Jul-19	Aug-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.14	0.07
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.30	1.25	0.34	0.79
Miles Between Road Calls	≥ 25,000	82,544	77,728	65,882	71,213

Contractual Requirement

Southern Region Trip Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
Vehicle Trips		96,350	100,452	103,720	204,172
Passenger Trips		121,530	126,101	129,825	255,926
No Shows		3.0%	3.0%	3.0%	3.0%
On Time Performance (Next Day Trips)	≥ 91%	93.0%	94.0%	92.4%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.01%	0.01%
Excessively Long Trips	≤ 5%	4.4%	4.1%	4.7%	4.4%
Missed Trips	≤ 0.75%	0.31%	0.25%	0.40%	0.33%
Denials	≤ 0	2	0	1	1
On Time Performance (Access to Work)	≥ 92%	98.9%	98.3%	96.4%	97.3%

Call Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
<i>Reservations</i>					
Answered Calls		80,287	82,129	83,986	166,115
Average Initial Hold Time	≤ 120 sec	91	63	93	78
Calls On Hold > 5 Minutes	≤ 5%	3.0%	1.5%	4.1%	2.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		17,365	17,858	20,089	37,947
Average Initial Hold Time		100	70	98	85
Calls On Hold > 5 Minutes	≤ 10%	5.0%	3.2%	5.9%	4.7%

Complaints/Commendations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.4	2.3	2.4
Commendations Per 1,000 Trips		1.1	1.0	0.8	0.9

Safety

	Goal	Jun-19	Jul-19	Aug-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.27	0.26	0.09	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.45	0.83	0.91	0.87
Miles Between Road Calls	≥ 25,000	122,324	88,019	58,785	70,302

Contractual Requirement

West Central Region Trip Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
Vehicle Trips		45,014	47,239	48,420	95,659
Passenger Trips		60,505	63,082	64,884	127,966
No Shows		3.6%	3.8%	3.9%	3.8%
On Time Performance (Next Day Trips)	≥ 91%	90.4%	90.7%	89.1%	90.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.09%	0.23%	0.19%	0.19%
Excessively Long Trips	≤ 5%	2.8%	2.7%	2.9%	2.8%
Missed Trips	≤ 0.75%	0.50%	0.62%	0.85%	0.73%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	98.4%	100.0%	100.0%	100.0%

Call Performance

	Goal	Jun-19	Jul-19	Aug-19	YTD
<i>Reservations</i>					
Answered Calls		44,819	44,927	46,514	91,441
Average Initial Hold Time	≤ 120 sec	54	58	80	69
Calls On Hold > 5 Minutes	≤ 5%	5.0%	4.1%	7.0%	5.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,479	7,471	8,101	15,572
Average Initial Hold Time		38	46	81	64
Calls On Hold > 5 Minutes	≤ 5%	2.8%	2.8%	7.1%	5.0%

Complaints/Commendations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.4	3.3	2.9	3.1
Commendations Per 1,000 Trips		1.7	1.1	1.2	1.2

Safety

	Goal	Jun-19	Jul-19	Aug-19	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.18	0.17	0.00	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.30	0.90	0.45
Miles Between Road Calls	≥ 25,000	111,736	45,393	83,390	58,691

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Jun-19	Jul-19	Aug-19	YTD
Eligible Customers		149,724	149,535	149,481	149,481
Total ADA Evaluations Performed		4,225	4,835	4,938	9,773
Days From Application to Decision (avg)	≤ 21	5	5	5	5

In Person Evaluations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Unrestricted		1,458	1,720	1,770	3,490
Restricted		632	786	779	1,565
Temporary		164	172	196	368
Not Eligible		332	363	358	721
Total		2,586	3,041	3,103	6,144

Paper Evaluations

	Goal	Jun-19	Jul-19	Aug-19	YTD
Unrestricted		1,638	1,794	1,835	3,629
Restricted		0	0	0	0
Temporary		0	0	0	0
Not Eligible		0	0	0	0
Total		1,638	1,794	1,835	3,629

Appeals

	Goal	Jun-19	Jul-19	Aug-19	YTD
Appeals Performed		95	103	113	216
Days From Appeal to Decision (avg)	≤ 30	5	6	6	6

Customer Service Phone Statistics

Customer Service

	Goal	Jun-19	Jul-19	Aug-19	YTD
Customer Service Calls		28,444	31,865	31,954	63,819
Average Initial Hold Time	≤ 180 sec	54	63	78	70
Calls On Hold > 5 Minutes	≤ 10%	5.5%	6.4%	8.1%	7.3%
Call Duration	≤ 300 sec	266	271	278	275
Calls Abandoned	≤ 10%	2.7%	2.7%	3.1%	2.9%

Operations Monitoring Center

	Goal	Jun-19	Jul-19	Aug-19	YTD
Customer Service Calls		8,548	8,949	9,898	18,847
Average Initial Hold Time	≤ 180 sec	40	58	112	86
Calls On Hold > 5 Minutes	≤ 10%	3.5%	5.2%	11.8%	8.7%
Call Duration	≤ 300 sec	363	360	389	375
Calls Abandoned	≤ 10%	2.9%	4.0%	8.7%	6.6%

Contractual Requirement

September 26, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FINANCIAL REPORT FOR AUGUST 2019

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

- Passengers: 6.6% over budget
- Contract Revenue Miles: 9.1% over budget
- Trips: 10.8% over budget
- Total Eligibility Evaluations: 14.4% under budget
- Average Trip Distance: under budget by 0.15 miles at 9.14 miles
- Total cost per Passenger(before depreciation):1.8% under budget at \$38.91
- Administration Function is 2.4% under budget
- Eligibility Determination Function is 6.4% under budget
- Purchased Transportation Function is 6.5% over budget
- Paratransit Operations Function is 1.8% under budget

Attached are the following reports for your review:

- Statistical Comparison: August 2018 to August 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 August 2019

	Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Purchased Transportation	83.0%	\$26,163,032	\$24,568,468	\$1,594,564	6.5%	15%
Paratransit Operations	9.0%	\$2,830,847	\$2,881,646	(\$50,799)	-1.8%	10%
Eligibility Determination	4.2%	\$1,321,963	\$1,412,951	(\$90,988)	-6.4%	1%
CTSA/Ride Information	0.2%	\$71,842	\$75,580	(\$3,738)	-4.9%	20%
Administration	3.6%	\$1,148,081	\$1,176,207	(\$28,126)	-2.4%	4%
Total Exp before Depreciation		\$31,535,765	\$30,114,852	\$1,420,913	4.7%	14%

Statistics – For the YTD Period Ended August 2019

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over/ (Under) Prior Yr
Total Eligibility Evaluations	9,773	11,411	(1,638)	-14.4%	-12.9%
Number of Passengers	810,411	760,182	50,229	6.6%	5.1%
Number of Contract Revenue Miles	5,762,262	5,283,912	478,350	9.1%	4.5%
Number of Trips	630,127	568,895	61,232	10.8%	6.6%
Average Trip Distance	9.14	9.29	(0.15)	-1.6%	-2.0%
Purchased Transportation Cost					
Cost per Trip	\$41.52	\$43.19	(\$1.67)	-3.9%	8.4%
Cost per Passenger	\$32.28	\$32.32	(\$0.04)	-0.1%	9.8%
Cost per Contract Rev Mile	\$4.54	\$4.65	(\$0.11)	0.0%	10.5%
Total Cost per Passenger before Depreciation	\$38.91	\$39.62	(\$0.71)	-1.8%	8.3%

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

	YTD Actual	YTD Budget	Variance	% Over/ (Under) Budget	% Over/ (Under) Prior Yr
Revenue					
Passenger Fares	\$1,822,012	\$1,686,794	\$135,218		
Other Revenue	\$52,931	\$97,168	(\$44,237)		
Total Revenue	\$1,874,943	\$1,783,962	\$90,981	5.1%	10%
Total Exp before Capital	\$31,535,765	\$30,114,852	\$1,420,913	4.7%	14%
Capital Expenditures					
Vehicles	\$543,618	\$528,285	\$15,334		
Other Capital Expenditures	\$22,498	\$120,000	(\$97,502)		
Total Capital Expenditures	\$566,116	\$648,285	(\$82,168)	-12.7%	-74%
Over/(Under) Budget July 2019			\$1,338,745		

YTD Cost Per Passenger before Depreciation and Capital Cost

