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Board Box

August 2017

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August 28, 2017

TO: BOARD OF DIRECTORS
FROM: MELISSA THOMPSON, DATA ANALYST
RE: KEY PERFORMANCE INDICATORS

ISSUE:

The following pages provide a summary of the Key Performance Indicators for:

- Operations
- Eligibility and Appeals
- Safety
- Customer Service

Performance Summary

	Standard	May-17	Jun-17	Jul-17	YTD
Certified Riders		171,647	171,275	168,288	168,288
Vehicle Trips		298,993	285,990	275,194	275,194
Passenger Trips		383,087	368,921	361,897	361,897
On-Time Performance	≥ 91%	91.7%	91.8%	91.8%	91.8%
Excessively Late Trips (L4)	≤ 0.10%	0.08%	0.05%	0.09%	0.09%
Answered Calls (Reservations)		279,114	268,746	269,337	269,337
Average Hold Time	≤ 120	76	76	80	80
Calls on Hold over 5 Minutes	≤ 5%	4.5%	4.4%	4.5%	4.5%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.00%	0.28%	0.87%	0.87%

Trips Summary

Vehicle Trips

	May-17	Jun-17	Jul-17	YTD
System	298,993	285,990	275,194	275,194
Antelope Valley	13,832	13,227	12,589	12,589
Eastern	83,960	79,783	78,791	78,791
Northern	53,492	51,683	49,641	49,641
Santa Clarita	3,609	3,017	2,971	2,971
Southern	98,043	93,724	88,159	88,159
West Central	46,043	44,539	43,020	43,020
Backup	14	16	23	23

Passenger Trips – includes PCA's, Guests, Children

	May-17	Jun-17	Jul-17	YTD
System	383,087	368,921	361,897	361,897
Antelope Valley	18,981	18,366	17,665	17,665
Eastern	110,691	105,561	104,867	104,867
Northern	66,592	64,419	62,401	62,401
Santa Clarita	4,204	3,579	3,534	3,534
Southern	121,487	117,327	115,673	115,673
West Central	61,118	59,650	57,734	57,734
Backup	14	16	23	23

No-Shows

	May-17	Jun-17	Jul-17	YTD
System	3.3%	3.5%	3.8%	3.8%
Antelope Valley	1.3%	3.1%	2.9%	2.9%
Eastern	2.5%	2.5%	2.6%	2.6%
Northern	2.2%	2.5%	4.1%	4.1%
Santa Clarita	2.9%	3.0%	2.8%	2.8%
Southern	4.6%	4.5%	4.5%	4.5%
West Central	4.1%	4.3%	4.2%	4.2%

Comparability of Access to Fixed Route Travel Times

	May-17	Jun-17	Jul-17	YTD
Equal to or Less	87.8%	88.2%	88.9%	88.9%
1-20 minutes longer	8.5%	8.0%	7.6%	7.6%
21-40 minutes longer	2.7%	2.7%	2.5%	2.5%
41-60 minutes longer	0.7%	0.8%	0.7%	0.7%
60 minutes or longer	0.3%	0.4%	0.4%	0.4%

The data above highlights the degree to which Access trips are comparable in terms of travel time to trips of a similar distance, origin and destination taken on local fixed route transit.

Key Performance Indicators

On-Time Performance – 91 percent or better

	May-17	Jun-17	Jul-17	YTD
System	91.7%	91.8%	91.8%	91.8%
Antelope Valley	87.7%	90.1%	90.2%	90.2%
Eastern	91.0%	92.5%	92.3%	92.3%
Northern	95.9%	91.4%	92.3%	92.3%
Santa Clarita	91.8%	96.4%	96.9%	96.9%
Southern	92.2%	91.9%	91.2%	91.2%
West Central	91.7%	90.8%	92.3%	92.3%

Excessively Late Trips (Over 45 minutes late) – 0.10 percent or less

	May-17	Jun-17	Jul-17	YTD
System	0.08%	0.05%	0.09%	0.09%
Antelope Valley	0.09%	0.04%	0.01%	0.01%
Eastern	0.19%	0.05%	0.18%	0.18%
Northern	0.00%	0.10%	0.07%	0.07%
Santa Clarita	0.05%	0.03%	0.03%	0.03%
Southern	0.03%	0.03%	0.07%	0.07%
West Central	0.03%	0.06%	0.06%	0.06%

Denials (Negotiations outside 1 hour window) – 1 percent or less

	May-17	Jun-17	Jul-17	YTD
System	0.00%	0.28%	0.87%	0.87%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	0.00%	0.00%	0.00%	0.00%
Northern	0.00%	0.00%	1.28%	1.28%
Santa Clarita	0.00%	0.00%	0.00%	0.00%
Southern	0.00%	0.00%	3.80%	3.80%
West Central	0.00%	1.64%	0.00%	0.00%

Based on a sample of reservation calls

Answered Calls (Reservations)

	May-17	Jun-17	Jul-17	YTD
System	279,114	268,746	269,337	269,337
Antelope Valley	9,376	8,256	8,283	8,283
Eastern	70,653	66,941	67,834	67,834
Northern	44,913	43,768	44,802	44,802
Santa Clarita	7,400	6,473	4,790	4,790
Southern	96,600	94,293	94,848	94,848
West Central	50,172	49,015	48,780	48,780

Average Initial Hold Time (Reservations) – 120 seconds or less

	May-17	Jun-17	Jul-17	YTD
System	76	76	80	80
Antelope Valley	125	107	101	101
Eastern	73	61	66	66
Northern	76	89	91	91
Santa Clarita	35	31	48	48
Southern	79	88	90	90
West Central	76	63	66	66

Calls on Hold over 5 minutes (Reservations) – 5 percent or less

	May-17	Jun-17	Jul-17	YTD
System	4.5%	4.4%	4.5%	4.5%
Antelope Valley	5.1%	3.1%	2.9%	2.9%
Eastern	6.4%	5.1%	5.8%	5.8%
Northern	2.6%	4.1%	3.6%	3.6%
Santa Clarita	0.6%	0.6%	2.0%	2.0%
Southern	3.3%	4.2%	3.5%	3.5%
West Central	6.7%	5.1%	5.9%	5.9%

Complaints and Commendations

System (Ratio by 1,000 trips)

Category	May-17	Jun-17	Jul-17	YTD
ADA	0.1	0.1	0.0	0.0
Booking	0.5	0.6	0.7	0.7
Conduct	0.8	0.8	0.9	0.9
General Service	0.2	0.1	0.1	0.1
Late Trips	0.4	0.3	0.2	0.2
"Late 4" (+45 mins)	0.2	0.1	0.1	0.1
Procedure	1.9	1.5	1.6	1.6
Routing	0.3	0.3	0.4	0.4
Securement	0.0	0.0	0.0	0.0
Service Animal	0.0	0.0	0.0	0.0
Travel Time	0.1	0.0	0.1	0.1
Vehicle	0.0	0.0	0.0	0.0
Total	4.4	4.1	4.1	4.1

Complaints by Region (Ratio per 1,000 trips)

	May-17	Jun-17	Jul-17	YTD
System	4.4	4.1	4.1	4.1
Antelope Valley	3.9	2.5	2.7	2.7
Eastern	4.0	3.0	3.0	3.0
Northern	2.6	3.2	2.3	2.3
Santa Clarita	0.6	0.7	1.0	1.0
Southern	6.9	6.6	7.1	7.1
West Central	2.3	2.6	3.1	3.1

Commendations (Ratio per 1,000 trips)

	May-17	Jun-17	Jul-17	YTD
System	2.3	2.0	2.5	2.5

Complaint Response Time - 14 days or less

	May-17	Jun-17	Jul-17	YTD
Complaints requesting response	363	293	328	328
Average days for response	15.9	13.9	23.0	23.0

Eligibility and Appeals

Eligibility - 21 days or less

	May-17	Jun-17	Jul-17	YTD
ADA Evaluations Performed	3,257	2,047	2,649	2,649
Days From Application to Decision (avg)	7	6	19	19

Eligibility Determinations

	May-17	Jun-17	Jul-17	YTD
Unrestricted	1,743	1,068	1,497	1,497
Restricted	441	305	494	494
Temporary	169	103	204	204
Not Eligible	904	571	454	454
Total	3,257	2,047	2,649	2,649

Appeals - 30 days or less

	May-17	Jun-17	Jul-17	YTD
Appeals Performed	195	187	190	190
Days From Appeal to Decision (avg)	9	9	8	8

Safety

Preventable Collisions per 100,000 Miles - 0.50 or less

	May-17	Jun-17	Jul-17	YTD
System	0.94	0.75	0.45	0.45
Antelope Valley	1.23	0.64	0.00	0.00
Eastern	1.31	0.78	0.58	0.58
Northern	0.28	1.04	0.46	0.46
Santa Clarita	0.00	0.00	0.00	0.00
Southern	0.86	0.79	0.45	0.45
West Central	1.23	0.36	0.36	0.36

Customer Service

Phone Statistics

Customer Service

	Standard	May-17	Jun-17	Jul-17	YTD
Customer Service Calls		34,068	31,958	31,232	31,232
Average Initial Hold Time	≤ 180 sec	73	110	139	139
Calls on Hold over 5 Minutes	≤ 10%	7.2%	13.1%	16.3%	16.3%
Call Duration	≤ 300 sec	309	318	330	330
Calls Abandoned	≤ 10%	2.9%	4.0%	4.9%	4.9%

Operations Monitoring Center

	Standard	May-17	Jun-17	Jul-17	YTD
Customer Service Calls		12,074	10,965	11,100	11,100
Average Initial Hold Time	≤ 180 sec	98	104	121	121
Calls on Hold over 5 Minutes	≤ 10%	10.7%	11.7%	14.4%	14.4%
Call Duration	≤ 300 sec	429	431	457	457
Calls Abandoned	≤ 10%	7.8%	8.4%	9.3%	9.3%

AUGUST 28, 2017

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE
RE: FINANCIAL REPORT FOR JUNE 2017

Attached for your review are the draft financial reports for June 2017.

Approved FY 2016/17 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 6.4% under budget
- Contract Revenue Miles: 4.2% under budget
- Trips: 4.8% under budget
- Completed Eligibility Interviews: 33.9% under budget
- Average Trip Distance: 0.8% over budget at 9.15 miles
- Total cost per Passenger (before depreciation): 5.0% over budget
- Administration Function is 3% under budget
- Eligibility Determination Function is 0.2% under budget
- Paratransit Operations Function is 2.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: June 2016 to June 2017
- 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 June 2017**

	% of Cost	YTD Actual	YTD Budget	Variance	% over/ (Under) Budget	% Over / (Under) Prior Yr
Paratransit Operations	88%	\$133,338,214	\$135,935,408	(\$2,597,194)	-2%	6%
Eligibility Determinations	7%	\$10,204,168	\$10,228,516	(\$24,348)	-0.2%	9%
CTSA/Ride Information	0.4%	\$624,056	\$546,912	\$77,144	14%	19%
Administrative	5%	\$6,822,380	\$7,061,588	(\$239,208)	-3%	7%
Total Exp before Depreciation		\$150,988,818	\$153,772,424	(\$2,783,606)	-1.8%	6%

Statistics - For the YTD Period Ended June 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	37,559	56,811	(19,252)	-33.9%	-21%
Number of PAX	4,343,015	4,638,105	(295,090)	-6.4%	0%
Number of Contract Revenue Miles	30,926,180	32,267,553	(1,341,373)	-4.2%	1%
Number of Trips	3,381,723	3,552,113	(170,390)	-4.8%	1%
Average Trip Distance	9.15	9.08	0.07	0.8%	0%
Purchased Transportation Cost					
Cost per Trip	\$35.27	\$34.07	\$1.20	4%	4%
Cost per PAX	\$27.46	\$26.10	\$1.36	5%	5%
Cost per Contract Rev Mile	\$3.86	\$3.75	\$0.11	3%	4%
Total Cost per PAX before Depreciation	\$34.77	\$33.15	\$1.62	5%	6%

Budget Result for FY 2016-2017 For YTD Period Ending June 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Exp before Capital	\$150,988,818	\$153,772,424	(\$2,783,606)	-2%	11%
Revenue					
Passenger Fares	\$9,912,275	\$9,659,477	\$252,798		
Other Revenue	\$679,614	\$320,000	\$359,614		
Total Revenue	\$10,591,889	\$9,979,477	\$612,412	6%	17%
Capital Expenditures					
Vehicles	\$9,704,941	\$8,930,000	\$774,941		
Other Capital Expenditures	\$925,756	\$500,000	\$425,756		
Total Capital Expenditures	\$10,630,697	\$9,430,000	\$1,200,697	13%	204%
Over/(Under) Budget Feb 2017			(\$1,582,909)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

