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June 2017

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JUNE 26, 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	Mar-17	Apr-17	May-17	YTD
Certified Riders		173,006	172,433	171,647	171,647
Vehicle Trips		306,897	281,033	298,993	3,136,238
Passenger Trips		387,263	359,804	383,087	4,021,152
On-Time Performance	≥ 91%	90.7%	92.4%	91.6%	91.4%
Excessively Late Trips (L4)	≤ 0.10%	0.10%	0.07%	0.08%	0.09%
Answered Calls (Reservations)		280,240	263,686	279,114	2,949,719
Average Hold Time	≤ 120	69	80	77	83
Calls on Hold over 5 Minutes	≤ 5%	3.9%	5.1%	4.6%	4.5%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.44%	0.22%	0.00%	0.40%

Trips Summary

Vehicle Trips

	Mar-17	Apr-17	May-17	YTD
System	306,897	281,033	298,993	3,136,238
Antelope Valley	14,677	13,444	13,832	147,023
Eastern	86,828	79,179	83,960	868,190
Northern	55,102	50,133	53,492	568,410
Santa Clarita	3,767	3,278	3,609	36,765
Southern	99,974	93,213	98,043	1,044,864
West Central	46,525	41,768	46,043	470,354
Backup	24	18	14	632

Passenger Trips – includes PCA's, Guests, Children

	Mar-17	Apr-17	May-17	YTD
System	387,263	359,804	383,087	4,021,152
Antelope Valley	19,286	18,006	18,981	202,633
Eastern	114,496	105,252	110,691	1,148,164
Northern	67,527	62,719	66,592	712,291
Santa Clarita	4,325	3,901	4,204	42,677
Southern	120,048	113,957	121,487	1,288,980
West Central	61,557	55,951	61,118	625,775
Backup	24	18	14	632

No-Shows

	Mar-17	Apr-17	May-17	YTD
System	3.7%	3.5%	3.3%	3.7%
Antelope Valley	2.2%	2.8%	1.3%	3.2%
Eastern	2.5%	2.4%	2.5%	2.7%
Northern	2.6%	2.5%	2.2%	3.0%
Santa Clarita	2.8%	2.3%	2.9%	2.7%
Southern	5.4%	4.8%	4.6%	4.5%
West Central	3.9%	4.0%	4.1%	4.2%

Comparability of Access to Fixed Route Travel Times

	Mar-17	*Apr-17	*May-17	YTD
Equal to or Less	86.8%			87.3%
1-20 minutes longer	8.9%			8.6%
21-40 minutes longer	3.0%			2.8%
41-60 minutes longer	1.0%			0.8%
60 minutes or longer	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.

*Data not yet available

Key Performance Indicators

On-Time Performance – 91 percent or better

	Mar-17	Apr-17	May-17	YTD
System	90.7%	92.4%	91.6%	91.4%
Antelope Valley*	90.7%	91.2%	87.7%	91.8%
Eastern	90.9%	92.5%	91.0%	91.8%
Northern	92.2%	92.9%	95.9%	96.2%
Santa Clarita	96.7%	96.3%	91.8%	91.9%
Southern	89.6%	91.8%	92.2%	90.7%
West Central	90.4%	92.4%	91.7%	91.2%

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

	Mar-17	Apr-17	May-17	YTD
System	0.10%	0.07%	0.08%	0.09%
Antelope Valley*	0.00%	0.00%	0.09%	0.01%
Eastern	0.13%	0.13%	0.19%	0.10%
Northern	0.07%	0.03%	0.00%	0.03%
Santa Clarita	0.06%	0.00%	0.05%	0.08%
Southern	0.11%	0.03%	0.03%	0.12%
West Central	0.08%	0.12%	0.03%	0.08%

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

	Mar-17	Apr-17	May-17	YTD
System	0.44%	0.22%	0.00%	0.40%
Antelope Valley	1.33%	0.00%	0.00%	0.22%
Eastern	0.00%	1.33%	0.00%	0.44%
Northern	0.00%	0.00%	0.00%	0.48%
Santa Clarita	1.33%	0.00%	0.00%	0.70%
Southern	0.00%	0.00%	0.00%	0.38%
West Central	0.00%	0.00%	0.00%	0.22%

Answered Calls (Reservations)

	Mar-17	Apr-17	May-17	YTD
System	280,240	263,686	279,114	2,949,719
Antelope Valley	9,125	8,534	9,376	96,884
Eastern	71,968	67,499	70,653	750,770
Northern	45,789	43,745	44,913	500,591
Santa Clarita	7,115	6,560	7,400	74,240
Southern	96,708	91,148	96,600	999,396
West Central	49,535	46,200	50,172	527,838

*The Antelope Valley region experienced spike in demand on May 3-11, 2017, due to bus operator strike on local fixed route system. Service on these days considered premium service.

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

	Mar-17	Apr-17	May-17	YTD
System	69	80	77	83
Antelope Valley*	113	117	125	105
Eastern	60	74	73	61
Northern	75	85	76	94
Santa Clarita	33	35	35	37
Southern	77	85	79	108
West Central	60	73	76	62

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

	Mar-17	Apr-17	May-17	YTD
System	3.9%	5.1%	4.6%	4.5%
Antelope Valley*	3.7%	4.4%	5.1%	3.0%
Eastern	3.5%	6.4%	6.4%	4.6%
Northern	4.1%	4.1%	2.6%	3.1%
Santa Clarita	0.7%	1.0%	0.6%	1.1%
Southern	4.5%	4.5%	3.3%	5.3%
West Central	3.5%	6.2%	6.7%	4.7%

*The Antelope Valley region experienced spike in demand on May 3-11, 2017, due to bus operator strike on local fixed route system. Service on these days considered premium service.

Complaints and Commendations

System (Ratio by 1,000 trips)

Category	Mar-17	Apr-17	May-17	YTD
ADA	0.0	0.1	0.1	0.1
Booking	0.5	0.5	0.5	0.4
Conduct	0.7	0.7	0.8	0.7
General Service	0.2	0.2	0.2	0.1
Late Trips	0.3	0.2	0.4	0.3
"Late 4" (+45 mins)	0.3	0.2	0.2	0.2
Procedure	2.1	1.6	1.9	1.7
Routing	0.2	0.2	0.3	0.2
Securement	0.0	0.0	0.0	0.0
Service Animal	0.0	0.0	0.0	0.0
Travel Time	0.1	0.1	0.1	0.1
Vehicle	0.0	0.0	0.0	0.0
Total	4.5	3.8	4.4	3.8

Complaints by Region (Ratio per 1,000 trips)

	Mar-17	Apr-17	May-17	YTD
System	4.5	3.8	4.4	3.8
Antelope Valley	1.8	1.9	3.9	2.4
Eastern	2.7	3.0	4.0	3.0
Northern	2.0	2.1	2.6	2.0
Santa Clarita	0.0	0.3	0.6	0.5
Southern	9.2	6.6	6.9	6.6
West Central	1.7	2.1	2.3	2.2

Commendations (Ratio per 1,000 trips)

	Mar-17	Apr-17	May-17	YTD
System	1.6	1.9	2.3	2.0

Complaint Response Time - 14 days or less

	Mar-17	Apr-17	May-17	YTD
Complaints requesting response	381	418	363	3,354
Average days for response	8.6	8.9	15.9	12.0

Eligibility and Appeals

Eligibility - 21 days or less

	Mar-17	Apr-17	May-17	YTD
ADA Evaluations Performed	3,799	2,862	3,257	35,100
Days From Application to Decision (avg)	8	7	7	7

Eligibility Determinations

	Mar-17	Apr-17	May-17	YTD
Unrestricted	1,897	1,457	1,743	17,480
Restricted	614	434	441	5,176
Temporary	191	183	169	1,931
Not Eligible	1,097	788	904	10,925
Total	3,799	2,862	3,257	35,512

Appeals - 30 days or less

	Mar-17	Apr-17	May-17	YTD
Appeals Performed	226	300	195	3,077
Days From Appeal to Decision (avg)	8	8	9	10

Safety

Preventable Collisions per 100,000 Miles - 0.50 or less

	Mar-17	Apr-17	May-17	YTD
System	0.66	0.79	0.94	0.63
Antelope Valley	0.00	0.63	1.23	0.56
Eastern	0.73	1.17	1.31	0.80
Northern	0.82	0.60	0.28	0.40
Santa Clarita	0.00	0.00	0.00	0.58
Southern	0.50	0.80	0.86	0.68
West Central	0.86	0.38	1.23	0.55

Customer Service

Phone Statistics

Customer Service

	Standard	Mar-17	Apr-17	May-17	YTD
Customer Service Calls		32,199	29,420	34,068	333,244
Average Initial Hold Time	≤ 180 sec	220	143	73	133
Calls on Hold over 5 Minutes	≤ 10%	29.9%	18.0%	7.2%	15.3%
Call Duration	≤ 300 sec	298	299	309	274
Calls Abandoned	≤ 10%	9.7%	6.0%	2.9%	6.1%

Operations Monitoring Center

	Standard	Mar-17	Apr-17	May-17	YTD
Customer Service Calls		11,795	10,930	12,074	110,870
Average Initial Hold Time	≤ 180 sec	194	141	98	128
Calls on Hold over 5 Minutes	≤ 10%	26.2%	18.0%	10.7%	15.4%
Call Duration	≤ 300 sec	482	443	429	432
Calls Abandoned	≤ 10%	14.3%	11.2%	7.8%	10.4%

JUNE 26, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE

RE: FINANCIAL REPORT FOR APRIL 2017

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

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

- Passengers: 6.2% under budget
- Contract Revenue Miles: 4.0% under budget
- Trips: 4.6% under budget
- Completed Eligibility Interviews: 31.5% under budget
- Average Trip Distance: 0.6% over budget at 9.14 miles
- Total cost per Passenger (before depreciation): 3.0% over budget
- Administration Function is 8% under budget
- Eligibility Determination Function is 4.0% under budget
- Paratransit Operations Function is 4.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: April 2016 to April 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 April 2017

	% of Cost	YTD Actual	YTD Budget	Variance	% over/ (Under) Budget	% Over / (Under) Prior Yr
Paratransit Operations	89%	\$109,058,854	\$113,279,507	(\$4,220,653)	-4%	4%
Eligibility Determinations	7%	\$8,214,666	\$8,523,763	(\$309,097)	-4%	5%
CTSA/Ride Information	0.4%	\$505,353	\$455,760	\$49,593	11%	15%
Administrative	4%	\$5,431,753	\$5,884,657	(\$452,904)	-8%	11%
Total Exp before Depreciation		\$123,210,626	\$128,143,687	(\$4,933,061)	-3.8%	5%

Statistics - For the YTD Period Ended April 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	32,255	47,065	(14,810)	-31.5%	-19%
Number of PAX	3,598,891	3,837,894	(239,003)	-6.2%	0%
Number of Contract Revenue Miles	25,621,309	26,700,361	(1,079,052)	-4.0%	1%
Number of Trips	2,803,421	2,939,309	(135,888)	-4.6%	1%
Average Trip Distance	9.14	9.08	0.06	0.6%	0%
Purchased Transportation Cost					
Cost per Trip	\$33.54	\$33.07	\$0.47	1%	-1%
Cost per PAX	\$26.13	\$25.31	\$0.82	3%	0%
Cost per Contract Rev Mile	\$3.67	\$3.64	\$0.03	1%	-1%
Total Cost per PAX before Depreciation	\$34.24	\$33.39	\$0.85	3%	5%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Exp before Capital	\$123,210,626	\$128,143,687	(\$4,933,061)	-4%	-0.2%
Revenue					
Passenger Fares	\$7,725,358	\$7,993,100	(\$267,742)		
Other Revenue	\$658,205		\$658,205		
Total Revenue	\$8,383,563	\$7,993,100	\$390,463	5%	2%
Capital Expenditures					
Vehicles	\$7,937,993	\$7,441,667	\$496,326		
Other Capital Expenditures	\$870,747	\$416,667	\$454,080		
Total Capital Expenditures	\$8,808,740	\$7,858,334	\$950,406	12%	159%
Over/(Under) Budget Feb 2017			(\$3,982,655)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

