



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

Board Box

March 2017

Item #	Item	Staff	Page
1.	Key Performance Indicators Feb 2017	M. Thompson	2-7
2.	Financial Report Jan 2017	H. Rodriguez	8-12

MARCH 23, 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	Dec-16	Jan-17	Feb-17	YTD
Vehicle Trips		272,215	270,767	260,176	1,989,139
Passenger Trips		351,403	346,318	329,981	2,561,017
On-Time Performance	≥ 91%	92.8%	92.2%	90.5%	91.4%
Excessively Late Trips (L4)	≤ 0.10%	0.04%	0.06%	0.13%	0.10%
Answered Calls (Reservations)		256,049	263,572	251,517	2,126,679
Average Hold Time	≤ 120	67	72	95	87
Calls on Hold over 5 Minutes	≤ 5%	2.7%	2.7%	7.4%	4.4%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.22%	1.31%	0.22%	0.46%

Trips Summary

Vehicle Trips

	Dec-16	Jan-17	Feb-17	YTD
System	272,215	270,767	260,176	2,249,315
Antelope Valley	12,627	12,692	12,457	105,070
Eastern	74,529	74,722	73,272	618,223
Northern	49,167	48,512	46,331	409,683
Santa Clarita	3,091	3,380	3,259	26,111
Southern	92,206	90,767	85,262	753,634
West Central	40,552	40,674	39,570	336,018
Backup	43	20	25	576

Passenger Trips – includes PCA's, Guests, Children

	Dec-16	Jan-17	Feb-17	YTD
System	351,403	346,318	329,981	2,890,998
Antelope Valley	17,512	17,703	17,150	146,360
Eastern	99,339	98,377	96,524	817,725
Northern	62,118	60,615	56,014	515,453
Santa Clarita	3,581	3,915	3,776	30,247
Southern	114,980	111,982	104,342	933,488
West Central	53,830	53,706	52,150	447,149
Backup	43	20	25	576

No-Shows

	Dec-16	Jan-17	Feb-17	YTD
System	4.0%	3.8%	4.1%	3.8%
Antelope Valley	3.7%	3.5%	3.4%	3.6%
Eastern	3.2%	3.0%	2.8%	2.8%
Northern	3.7%	3.6%	3.7%	3.3%
Santa Clarita	3.0%	2.9%	3.0%	2.7%
Southern	4.4%	4.3%	5.3%	4.4%
West Central	4.4%	4.2%	4.0%	4.2%

Comparability of Access to Fixed Route Travel Times

	Dec-16	Jan-17	Feb-17	YTD
Equal to or Less	87.7%	87.5%	86.9%	87.5%
1-20 minutes longer	8.5%	8.6%	8.9%	8.5%
21-40 minutes longer	2.7%	2.8%	3.0%	2.8%
41-60 minutes longer	0.8%	0.8%	0.8%	0.8%
60 minutes or longer	0.4%	0.4%	0.4%	0.4%

The data above (based on a statistically valid sample) 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

	Dec-16	Jan-17	Feb-17	YTD
System	92.8%	92.2%	90.5%	91.4%
Antelope Valley	93.4%	93.5%	92.8%	92.4%
Eastern	93.1%	93.9%	91.9%	92.0%
Northern	92.5%	91.6%	91.3%	91.8%
Santa Clarita	96.8%	97.0%	97.1%	96.2%
Southern	92.5%	90.6%	87.8%	90.3%
West Central	92.6%	92.4%	91.0%	91.2%

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

	Dec-16	Jan-17	Feb-17	YTD
System	0.04%	0.06%	0.13%	0.10%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	0.03%	0.02%	0.11%	0.09%
Northern	0.03%	0.06%	0.11%	0.08%
Santa Clarita	0.00%	0.00%	0.03%	0.03%
Southern	0.06%	0.11%	0.20%	0.14%
West Central	0.04%	0.07%	0.12%	0.08%

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

	Dec-16	Jan-17	Feb-17	YTD
System	0.22%	1.31%	0.22%	0.46%
Antelope Valley	0.00%	0.00%	1.33%	0.15%
Eastern	0.00%	0.00%	0.00%	0.43%
Northern	0.00%	3.95%	0.00%	0.62%
Santa Clarita	1.32%	2.56%	0.00%	0.77%
Southern	0.00%	0.00%	0.00%	0.53%
West Central	0.00%	1.33%	0.00%	0.29%

Based on monthly sample of reservations

Answered Calls (Reservations)

	Dec-16	Jan-17	Feb-17	YTD
System	256,049	263,572	251,517	2,126,679
Antelope Valley	8,004	8,503	8,033	69,849
Eastern	64,363	65,480	63,169	540,650
Northern	45,796	47,239	43,452	366,144
Santa Clarita	6,440	6,528	6,558	53,165
Southern	86,487	89,346	86,390	714,940
West Central	44,959	46,476	43,915	381,931

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

	Dec-16	Jan-17	Feb-17	YTD
System	67	72	95	87
Antelope Valley	100	93	109	100
Eastern	33	44	55	59
Northern	105	91	69	99
Santa Clarita	33	37	40	38
Southern	90	98	159	119
West Central	33	43	55	59

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

	Dec-16	Jan-17	Feb-17	YTD
System	2.7%	2.7%	7.4%	4.4%
Antelope Valley	2.8%	2.3%	2.5%	2.4%
Eastern	1.6%	2.2%	3.9%	4.3%
Northern	2.4%	1.7%	3.9%	2.9%
Santa Clarita	1.1%	1.3%	1.4%	1.3%
Southern	4.4%	4.1%	14.4%	5.8%
West Central	1.6%	2.1%	4.0%	4.4%

Complaints and Commendations

System (Ratio by 1,000 trips)

Category	Dec-16	Jan-17	Feb-17	YTD
ADA	0.0	0.1	0.0	0.1
Booking	0.4	0.5	0.4	0.4
Conduct	0.5	0.7	0.6	0.6
General Service	0.1	0.1	0.1	0.1
Late Trips	0.1	0.2	0.3	0.3
“Late 4” (+45 mins)	0.1	0.2	0.2	0.2
Procedure	1.5	1.8	2.4	1.6
Routing	0.1	0.2	0.2	0.2
Securement	0.0	0.0	0.0	0.0
Service Animal	0.0	0.0	0.0	0.0
Travel Time	0.0	0.0	0.0	0.0
Vehicle	0.0	0.0	0.0	0.0
Total	3.0	3.6	4.5	3.6

Complaints by Region (Ratio per 1,000 trips)

	Dec-16	Jan-17	Feb-17	YTD
System	3.0	3.6	4.5	3.6
Antelope Valley	1.8	1.9	1.9	2.4
Eastern	2.3	2.6	2.7	2.9
Northern	1.7	1.8	1.7	1.9
Santa Clarita	0.0	0.9	0.3	0.5
Southern	4.9	6.5	9.3	6.3
West Central	2.1	2.4	2.2	2.3

Commendations (Ratio per 1,000 trips)

	Dec-16	Jan-17	Feb-17	YTD
System	1.9	1.8	1.7	2.0

Complaint Response Time - 14 days or less

	Dec-16	Jan-17	Feb-17	YTD
Complaints requesting response	211	216	269	2,192
Average days for response	7.7	8.4	10.6	12.4

Eligibility and Appeals

Eligibility - 21 days or less

	Dec-16	Jan-17	Feb-17	YTD
ADA Evaluations Performed	2,500	2,630	2,991	25,182
Days From Application to Decision (avg)	7	6	7	6.5

Eligibility Determinations

	Dec-16	Jan-17	Feb-17	YTD
Unrestricted	1,266	1,339	1,421	12,383
Restricted	405	480	421	3,687
Temporary	141	180	154	1,388
Not Eligible	688	1,043	995	8,136
Total	2,500	3,042	2,991	25,594

Appeals - 30 days or less

	Dec-16	Jan-17	Feb-17	YTD
Appeals Performed	252	284	258	2,356
Days From Appeal to Decision (avg)	14	6	12	10.8

Safety

Preventable Collisions per 100,000 Miles - 0.50 or less

	Dec-16	Jan-17	Feb-17	YTD
System	0.59	0.72	0.64	0.57
Antelope Valley	1.23	0.63	0.00	0.54
Eastern	0.71	0.83	0.97	0.69
Northern	0.14	0.31	0.49	0.34
Santa Clarita	0.00	0.00	0.00	0.80
Southern	0.61	0.89	0.38	0.66
West Central	0.76	0.77	1.01	0.45

Customer Service

Phone Statistics

Customer Service

	Standard	Dec-16	Jan-17	Feb-17	YTD
Customer Service Calls		26,363	31,977	26,619	237,557
Average Initial Hold Time	≤ 180 sec	85	53	134	129
Calls on Hold over 5 Minutes	≤ 10%	7.8%	2.8%	14.1%	14.1%
Call Duration	≤ 300 sec	253	251	272	262
Calls Abandoned	≤ 10%	4.1%	2.3%	6.0%	6.0%

Operations Monitoring Center

	Standard	Dec-16	Jan-17	Feb-17	YTD
Customer Service Calls		8,980	10,096	10,347	76,071
Average Initial Hold Time	≤ 180 sec	81	59	138	121
Calls on Hold over 5 Minutes	≤ 10%	8.4%	4.8%	16.0%	14.1%
Call Duration	≤ 300 sec	462	440	485	423
Calls Abandoned	≤ 10%	7.4%	5.1%	10.3%	10.0%

MARCH 23, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE

RE: FINANCIAL REPORT FOR JANUARY 2017

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

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

- Passengers: 4.6% under budget
- Contract Revenue Miles: 2.8% under budget
- Trips: 3.4% under budget
- Completed Eligibility Interviews: 29.7% under budget
- Average Trip Distance: 0.6% over budget at 9.14 miles
- Total cost per Passenger (before depreciation): 1.0% over budget
- Administration Function is 13% under budget
- Eligibility Determination Function is 17.0% under budget
- Paratransit Operations Function is 2.0% under budget

Attached are the following reports for your review:

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

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over / (Under) Budget</u>	<u>% Over / (Under) Prior Yr</u>
Paratransit Operations	90%	\$78,066,924	\$79,295,655	(\$1,228,731)	-2%	7%
Eligibility Determination	6%	\$4,971,726	\$5,966,634	(\$994,908)	-17%	-9%
CTSA/Ride Information	0.2%	\$179,444	\$319,032	(\$139,588)	-44%	-42%
Administrative	4%	<u>\$3,581,986</u>	<u>\$4,119,260</u>	<u>(\$537,274)</u>	<u>-13%</u>	<u>2%</u>
Total Exp before Depreciation		\$86,800,080	\$89,700,581	(\$2,900,501)	-3.2%	6%

Statistics - - For the YTD Period Ended January 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	22,603	32,168	(9,565)	-29.7%	-21%
Number of PAX	2,533,918	2,656,591	(122,673)	-4.6%	1%
Number of Contract Revenue Miles	17,965,423	18,485,161	(519,738)	-2.8%	2%
Number of Trips	1,965,690	2,034,664	(68,974)	-3.4%	2%
Average Trip Distance	9.14	9.09	0.05	0.6%	0%
Purchased Transportation Cost					
Cost per Trip	\$32.99	\$33.09	(\$0.10)	0%	-2%
Cost per PAX	\$25.59	\$25.35	\$0.24	1%	-1%
Cost per Contract Rev Mile	\$3.61	\$3.64	(\$0.03)	-1%	-2%
Total Cost per Pax before Depreciation	\$34.26	\$33.77	\$0.49	1%	6%

Budget Results for FY 2016/2017 For YTD Period Ending January 2017

	YTD	YTD		% Over / (Under)	% Over / (Under)
	Actual	Budget	Variance	Budget	Prior Yr
Total Exp before Capital	\$86,800,081	\$89,700,581	(\$2,900,500)	-3%	1%
Revenue					
Passenger Fares	5,776,286	5,532,486	243,800		
Other Revenue	449,840		449,840		
Total Revenue	6,226,126	5,532,486	693,640	13%	9%
Capital Expenditures					
Vehicles	7,937,993	5,209,167	2,728,826		
Other Capital Expenditures	381,491	291,667	89,824		
Total Capital Expenditures	\$8,319,484	\$5,500,833	\$2,818,651	51%	156%
Over/(Under) Budget Jan 2017			(\$81,849)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

