



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

Board Box

September 2017

Item #	Item	Staff	Page
1.	Key Performance Indicators – Aug 2017	M. Thompson	2-8
2.	Financial Report July 2017	H. Rodriguez	9-13

SEPTEMBER 25, 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	Jun-17	Jul-17	Aug-17	YTD
Certified Riders		171,275	168,288	167,771	167,771
Vehicle Trips		285,990	275,194	294,394	569,588
Passenger Trips		368,921	361,897	399,745	761,642
On-Time Performance	≥ 91%	91.8%	91.8%	91.5%	91.6%
Excessively Late Trips (L4)	≤ 0.10%	0.05%	0.09%	0.05%	0.07%
Answered Calls (Reservations)		268,746	269,337	278,410	547,747
Average Hold Time	≤ 120	76	80	83	81
Calls on Hold over 5 Minutes	≤ 5%	4.4%	4.5%	4.7%	4.6%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.28%	0.87%	0.22%	0.54%

Trips Summary

Vehicle Trips

	Jun-17	Jul-17	Aug-17	YTD
System	285,990	275,194	294,394	569,588
Antelope Valley	13,227	12,589	14,035	26,624
Eastern	79,783	78,791	83,925	162,716
Northern	51,683	49,641	52,812	102,453
Santa Clarita	3,017	2,971	3,533	6,504
Southern	93,724	88,159	95,292	183,451
West Central	44,539	43,020	44,791	87,811
Backup	16	23	6	29

Passenger Trips – includes PCA's, Guests, Children

	Jun-17	Jul-17	Aug-17	YTD
System	368,921	361,897	399,745	761,642
Antelope Valley	18,366	17,665	18,801	36,466
Eastern	105,561	104,867	111,491	216,358
Northern	64,419	62,401	65,531	127,932
Santa Clarita	3,579	3,534	4,151	7,685
Southern	117,327	115,673	139,937	255,610
West Central	59,650	57,734	59,828	117,562
Backup	16	23	6	29

No-Shows

	Jun-17	Jul-17	Aug-17	YTD
System	3.5%	3.8%	3.9%	3.9%
Antelope Valley	3.1%	2.9%	1.6%	2.2%
Eastern	2.5%	2.6%	2.6%	2.6%
Northern	2.5%	4.1%	4.3%	4.2%
Santa Clarita	3.0%	2.8%	2.9%	2.8%
Southern	4.5%	4.5%	4.8%	4.6%
West Central	4.3%	4.2%	4.3%	4.3%

Comparability of Access to Fixed Route Travel Times

	Jun-17	Jul-17	*Aug-17	YTD
Equal to or Less	88.2%	88.9%		88.9%
1-20 minutes longer	8.0%	7.6%		7.6%
21-40 minutes longer	2.7%	2.5%		2.5%
41-60 minutes longer	0.8%	0.7%		0.7%
60 minutes or longer	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.

*Data not yet available

Key Performance Indicators

On-Time Performance – 91 percent or better

	Jun-17	Jul-17	Aug-17	YTD
System	91.8%	91.8%	91.5%	91.6%
Antelope Valley	90.1%	90.2%	91.1%	90.7%
Eastern	92.5%	92.3%	92.7%	92.5%
Northern	91.4%	92.3%	91.1%	91.7%
Santa Clarita	96.4%	96.9%	94.9%	95.8%
Southern	91.9%	91.2%	90.4%	90.8%
West Central	90.8%	92.3%	91.9%	92.1%

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

	Jun-17	Jul-17	Aug-17	YTD
System	0.05%	0.09%	0.05%	0.07%
Antelope Valley	0.04%	0.01%	0.07%	0.04%
Eastern	0.05%	0.18%	0.02%	0.10%
Northern	0.10%	0.07%	0.07%	0.07%
Santa Clarita	0.03%	0.03%	0.06%	0.05%
Southern	0.03%	0.07%	0.06%	0.07%
West Central	0.06%	0.06%	0.05%	0.05%

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

	Jun-17	Jul-17	Aug-17	YTD
System	0.28%	0.87%	0.22%	0.54%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	0.00%	0.00%	1.33%	0.67%
Northern	0.00%	1.28%	0.00%	0.65%
Santa Clarita	0.00%	0.00%	0.00%	0.00%
Southern	0.00%	3.80%	0.00%	1.90%
West Central	1.64%	0.00%	0.00%	0.00%

Answered Calls (Reservations)

	Jun-17	Jul-17	Aug-17	YTD
System	268,746	269,337	278,410	547,747
Antelope Valley	8,256	8,283	9,169	17,452
Eastern	66,941	67,834	71,207	139,041
Northern	43,768	44,802	46,368	91,170
Santa Clarita	6,473	4,790	3,520	8,310
Southern	94,293	94,848	96,980	191,828
West Central	49,015	48,780	51,166	99,946

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

	Jun-17	Jul-17	Aug-17	YTD
System	76	80	83	81
Antelope Valley	107	101	104	103
Eastern	61	66	66	66
Northern	89	91	99	95
Santa Clarita	31	48	51	49
Southern	88	90	98	94
West Central	63	66	61	64

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

	Jun-17	Jul-17	Aug-17	YTD
System	4.4%	4.5%	4.7%	4.6%
Antelope Valley	3.1%	2.9%	3.5%	3.2%
Eastern	5.1%	5.8%	4.7%	5.2%
Northern	4.1%	3.6%	5.0%	4.3%
Santa Clarita	0.6%	2.0%	2.4%	2.2%
Southern	4.2%	3.5%	5.0%	4.3%
West Central	5.1%	5.9%	4.3%	5.1%

Complaints and Commendations

System (Ratio by 1,000 trips)

Category	Jun-17	Jul-17	Aug-17	YTD
ADA	0.1	0.0	0.0	0.0
Booking	0.6	0.7	0.6	0.7
Conduct	0.8	0.9	0.9	0.9
General Service	0.1	0.1	0.1	0.1
Late Trips	0.3	0.2	0.3	0.3
“Late 4” (+45 mins)	0.1	0.1	0.2	0.1
Procedure	1.5	1.6	1.9	1.8
Routing	0.3	0.4	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	0.0	0.1	0.1	0.1
Vehicle	0.0	0.0	0.0	0.0
Total	4.1	4.1	4.6	4.3

Complaints by Region (Ratio per 1,000 trips)

	Jun-17	Jul-17	Aug-17	YTD
System	4.1	4.1	4.6	4.3
Antelope Valley	2.5	2.7	3.6	3.2
Eastern	3.0	3.0	3.3	3.1
Northern	3.2	2.3	2.3	2.3
Santa Clarita	0.7	1.0	0.8	0.9
Southern	6.6	7.1	8.1	7.6
West Central	2.6	3.1	3.1	3.1

Commendations (Ratio per 1,000 trips)

	Jun-17	Jul-17	Aug-17	YTD
System	2.0	2.5	2.3	2.4

Complaint Response Time - 14 days or less

	Jun-17	Jul-17	Aug-17	YTD
Complaints requesting response	293	328	371	699
Average days for response	13.9	23.0	22.5	22.8

Eligibility and Appeals

Eligibility - 21 days or less

	Jun-17	Jul-17	Aug-17	YTD
ADA Evaluations Performed	2,047	1,989	2,050	4,039
Days From Application to Decision (avg)	6	19	15	17

Eligibility Determinations

	Jun-17	Jul-17	Aug-17	YTD
Unrestricted	1,068	1,146	1,240	2,386
Restricted	305	349	311	660
Temporary	103	177	183	360
Not Eligible	571	317	316	633
Total	2,047	1,989	2,050	4,039

Appeals - 30 days or less

	Jun-17	Jul-17	Aug-17	YTD
Appeals Performed	187	190	118	308
Days From Appeal to Decision (avg)	9	8	7	8

Safety

Preventable Collisions per 100,000 Miles - 0.50 or less

	Jun-17	Jul-17	Aug-17	YTD
System	0.75	0.45	0.76	0.61
Antelope Valley	0.64	0.00	0.00	0.00
Eastern	0.78	0.58	1.10	0.85
Northern	1.04	0.46	0.29	0.37
Santa Clarita	0.00	0.00	3.23	1.61
Southern	0.79	0.45	1.02	0.74
West Central	0.36	0.36	0.17	0.27

Customer Service

Phone Statistics

Customer Service

	Standard	Jun-17	Jul-17	Aug-17	YTD
Customer Service Calls		31,958	31,232	38,965	70,197
Average Initial Hold Time	≤ 180 sec	110	139	148	144
Calls on Hold over 5 Minutes	≤ 10%	13.1%	16.3%	19.3%	18.0%
Call Duration	≤ 300 sec	318	330	337	334
Calls Abandoned	≤ 10%	4.0%	4.9%	5.2%	5.1%

Operations Monitoring Center

	Standard	Jun-17	Jul-17	Aug-17	YTD
Customer Service Calls		10,965	11,100	12,891	23,991
Average Initial Hold Time	≤ 180 sec	104	121	126	124
Calls on Hold over 5 Minutes	≤ 10%	11.7%	14.4%	15.6%	15.0%
Call Duration	≤ 300 sec	431	457	488	474
Calls Abandoned	≤ 10%	8.4%	9.3%	9.4%	9.3%

SEPTEMBER 25, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE

RE: FINANCIAL REPORT FOR JULY 2017

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

Approved FY 2017/18 Budget to Actual Fiscal Year-to-Date Comparison:

- Passengers: 2.9% under budget
- Contract Revenue Miles: 2.7% under budget
- Trips: 1.9% under budget
- Completed Eligibility Interviews: 44.8% under budget
- Average Trip Distance: 0.8% Under budget at 9.42 miles
- Total cost per Passenger (before depreciation): 3% under budget
- Administration Function is 7% over budget
- Eligibility Determination Function is 68% under budget
- Purchased Transportation Function is 0.4% under budget
- Paratransit Operations Function is 35% under budget

Attached are the following reports for your review:

- Statistical Comparison: July 2016 to July 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 July 2017

	% of Cost	YTD Actual	YTD Budget	Variance	% over/ (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	79%	\$9,847,404	\$9,886,759	(\$39,355)	-0.4%	6
Paratransit Operations	9%	\$1,154,568	\$1,773,598	(\$619,030)	-35%	-18%
Eligibility Determinations	6%	\$744,600	\$2,329,580	(\$1,584,980)	-68%	38%
CTSA/Ride Information	0.1%	\$15,874	\$26,188	(\$10,314)	-39%	-33%
Administrative	5%	\$628,269	\$589,885	\$38,384	7%	95%
Total Exp before Depreciation		\$12,390,715	\$14,606,010	(\$2,215,295)	-15.2%	7%

Statistics - For the YTD Period Ended July 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	1,988	3,599	(1,611)	-44.8%	-45%
Number of PAX	358,355	368,976	(10,621)	-2.9%	0%
Number of Contract Revenue Miles	2,564,537	2,634,935	(70,398)	-2.7%	1%
Number of Trips	272,214	277,530	(5,316)	-1.9%	-1%
Average Trip Distance	9.42	9.49	(0.07)	-0.8%	2%
Purchased Transportation Cost					
Cost per Trip	\$36.18	\$35.62	\$0.56	2%	7%
Cost per PAX	\$27.48	\$26.80	\$0.68	3%	6%
Cost per Contract Rev Mile	\$3.84	\$3.75	\$0.09	2%	4%
Total Cost per PAX before Depreciation	\$34.58	\$39.59	(\$5.01)	-13%	7%

Budget Result for FY 2017-2018
For YTD Period Ending July 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Exp before Captial	\$12,390,715	\$14,606,010	(\$2,215,295)	-15%	7%
Revenue					
Passenger Fares	\$809,215	\$789,207	\$20,008		
Other Revenue	\$7,307	\$26,666	(\$19,359)		
Total Revenue	\$816,522	\$815,873	\$649	0%	2%
Capital Expenditures					
Vehicles	\$0	\$0	\$0		
Other Capital Expenditures	\$0	\$0	\$0		
Total Capital Expenditures	\$0	\$0	\$0		
Over/(Under) Budget Feb 2017			(\$2,215,295)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

