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# Board Box

January 2017

<b>Item #</b>	<b>Item</b>	<b>Staff</b>	<b>Page</b>
1.	Key Performance Indicators Dec 2016	M. Thompson	2-8
2.	Financial Report Nov 2016	H. Rodriguez	9-13

FEBRUARY 8, 2017

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

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**ISSUE:**

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

- Operations
- Eligibility and Appeals
- Safety
- Customer Service

## Performance Summary

	Standard	Oct-16	Nov-16	Dec-16	YTD
Vehicle Trips		294,913	280,307	272,215	1,718,372
Passenger Trips		378,241	360,622	351,403	2,214,699
On-Time Performance	≥ 91%	90.7%	91.0%	92.8%	91.4%
Excessively Late Trips (L4)	≤ 0.10%	0.10%	0.11%	0.04%	0.10%
Average Hold Time	≤ 120	97	93	67	88
Calls on Hold over 5 Minutes	≤ 5%	6.5%	5.8%	2.7%	4.3%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.00%	0.85%	0.22%	0.37%

# Trips Summary

## Vehicle Trips

	Oct-16	Nov-16	Dec-16	YTD
System	294,913	280,307	272,215	1,718,372
Antelope Valley	13,743	12,414	12,627	79,921
Eastern	80,318	76,744	74,529	470,229
Northern	54,843	51,753	49,167	314,840
Santa Clarita	3,563	3,520	3,091	19,472
Southern	98,861	93,040	92,206	577,605
West Central	43,477	42,589	40,552	255,774
Backup	108	247	43	531

## Passenger Trips – includes PCA's, Guests, Children

	Oct-16	Nov-16	Dec-16	YTD
System	378,241	360,622	351,403	2,214,699
Antelope Valley	18,884	16,891	17,512	111,507
Eastern	105,773	101,308	99,339	622,824
Northern	69,456	65,588	62,118	398,824
Santa Clarita	4,110	4,087	3,581	22,556
Southern	122,133	115,640	114,980	717,164
West Central	57,777	56,861	53,830	341,293
Backup	108	247	43	531

## No-Shows

	Oct-16	Nov-16	Dec-16	YTD
System	3.8%	3.7%	4.0%	3.7%
Antelope Valley	3.9%	3.6%	3.7%	3.6%
Eastern	2.8%	2.8%	3.2%	2.8%
Northern	3.0%	2.8%	3.7%	3.2%
Santa Clarita	2.5%	2.6%	3.0%	2.6%
Southern	4.6%	4.4%	4.4%	4.3%
West Central	4.4%	4.2%	4.4%	4.3%

### Comparability of Access to Fixed Route Travel Times

	Oct-16	Nov-16	Dec-16	YTD
Equal to or Less	87.4%	87.2%	87.7%	87.6%
1-20 minutes longer	8.5%	8.7%	8.5%	8.5%
21-40 minutes longer	2.9%	3.0%	2.7%	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

	Oct-16	Nov-16	Dec-16	YTD
System	90.7%	91.0%	92.8%	91.4%
Antelope Valley	92.8%	93.2%	93.4%	92.2%
Eastern	90.6%	90.6%	93.1%	91.7%
Northern	92.6%	92.8%	92.5%	91.9%
Santa Clarita	95.8%	96.0%	96.8%	96.0%
Southern	89.1%	90.1%	92.5%	90.6%
West Central	90.6%	90.4%	92.6%	91.0%

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

	Oct-16	Nov-16	Dec-16	YTD
System	0.10%	0.11%	0.04%	0.10%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	0.11%	0.13%	0.03%	0.10%
Northern	0.04%	0.05%	0.03%	0.08%
Santa Clarita	0.08%	0.03%	0.00%	0.04%
Southern	0.15%	0.14%	0.06%	0.14%
West Central	0.11%	0.09%	0.04%	0.08%

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

	Oct-16	Nov-16	Dec-16	YTD
System	0.00%	0.85%	0.22%	0.37%
Antelope Valley	0.00%	0.00%	0.00%	0.00%
Eastern	0.00%	1.33%	0.00%	0.55%
Northern	0.00%	0.00%	0.00%	0.20%
Santa Clarita	0.00%	0.00%	1.32%	0.60%
Southern	0.00%	4.00%	0.00%	0.73%
West Central	0.00%	0.00%	0.00%	0.18%

Based on monthly sample of reservation recordings

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

	Oct-16	Nov-16	Dec-16	YTD
System	97	93	67	88
Antelope Valley	102	102	100	99
Eastern	89	86	33	61
Northern	108	101	105	105
Santa Clarita	36	41	33	38
Southern	105	99	90	115
West Central	90	87	33	62

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

	Oct-16	Nov-16	Dec-16	YTD
System	6.5%	5.8%	2.7%	4.3%
Antelope Valley	2.3%	3.1%	2.8%	2.4%
Eastern	8.4%	8.5%	1.6%	4.7%
Northern	3.1%	2.0%	2.4%	3.0%
Santa Clarita	1.2%	1.4%	1.1%	1.2%
Southern	6.4%	4.7%	4.4%	4.7%
West Central	8.7%	8.7%	1.6%	4.8%

# Complaints and Commendations

## System (Ratio by 1,000 trips)

Category	Oct-16	Nov-16	Dec-16	YTD
ADA	0.1	0.1	0.0	0.1
Booking	0.4	0.4	0.4	0.4
Conduct	0.7	0.6	0.5	0.6
General Service	0.1	0.1	0.1	0.1
Late Trips	0.3	0.3	0.1	0.3
"Late 4" (+45 mins)	0.2	0.2	0.1	0.2
Procedure	1.4	1.6	1.5	1.5
Routing	0.2	0.1	0.1	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	0.1	0.0	0.0
Vehicle	0.0	0.0	0.0	0.0
Total	3.4	3.5	3.0	3.5

## Complaints by Region (Ratio per 1,000 trips)

	Oct-16	Nov-16	Dec-16	YTD
System	3.4	3.5	3.0	3.5
Antelope Valley	1.8	1.8	1.8	2.5
Eastern	2.6	3.1	2.3	3.0
Northern	1.5	1.2	1.7	1.9
Santa Clarita	0.8	0.6	0.0	0.5
Southern	6.1	6.1	4.9	5.8
West Central	1.8	2.1	2.1	2.3

## Commendations (Ratio per 1,000 trips)

	Oct-16	Nov-16	Dec-16	YTD
System	1.8	1.8	1.9	2.0

## Complaint Response Time - 14 days or less

	Oct-16	Nov-16	Dec-16	YTD
Complaints requesting response	250	246	211	1,707
Average days for response	13.3	10.8	7.7	13.3

# Eligibility and Appeals

## Eligibility - 21 days or less

	Oct-16	Nov-16	Dec-16	YTD
ADA Evaluations Performed	3,071	2,738	2,500	19,561
Days From Application to Decision (avg)	6	6	7	6.5

## Eligibility Determinations

	Oct-16	Nov-16	Dec-16	YTD
Unrestricted	1,507	1,373	1,266	9,623
Restricted	504	452	405	2,786
Temporary	172	152	141	1,054
Not Eligible	888	761	688	6,098
Total	3,071	2,738	2,500	19,561

## Appeals - 30 days or less

	Oct-16	Nov-16	Dec-16	YTD
Appeals Performed	329	250	252	1,814
Days From Appeal to Decision (avg)	7	14	14	11.3

# Safety

## Preventable Collisions per 100,000 Miles - 0.50 or less

	Oct-16	Nov-16	Dec-16	YTD
System	0.51	0.77	0.59	0.54
Antelope Valley	0.00	1.28	1.23	0.61
Eastern	0.17	1.19	0.71	0.63
Northern	0.41	0.28	0.14	0.32
Santa Clarita	3.23	0.00	0.00	1.06
Southern	0.73	0.93	0.61	0.67
West Central	0.88	0.18	0.76	0.32

# Customer Service

## Phone Statistics

### Customer Service

	Standard	Oct-16	Nov-16	Dec-16	YTD
Customer Service Calls		30,306	26,884	26,363	178,961
Average Initial Hold Time	≤ 180 sec	190	112	85	142
Calls on Hold over 5 Minutes	≤ 10%	23.3%	10.6%	7.8%	16.1%
Call Duration	≤ 300 sec	257	253	253	262
Calls Abandoned	≤ 10%	8.9%	4.8%	4.1%	6.6%

### Operations Monitoring Center

	Standard	Oct-16	Nov-16	Dec-16	YTD
Customer Service Calls		9,296	9,861	8,980	55,628
Average Initial Hold Time	≤ 180 sec	195	104	81	129
Calls on Hold over 5 Minutes	≤ 10%	24.4%	11.1%	8.4%	15.4%
Call Duration	≤ 300 sec	505	486	462	408
Calls Abandoned	≤ 10%	15.6%	8.3%	7.4%	10.7%



**FEBRUARY 8, 2017**

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE**

**RE: FINANCIAL REPORT FOR NOVEMBER 2016**

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Attached for your review are the draft financial reports for November 2016.

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

- Passengers: 3.4% under budget
- Contract Revenue Miles: 1.6% under budget
- Trips: 2.2% under budget
- Completed Eligibility Interviews: 26.8% under budget
- Average Trip Distance: 0.6% over budget at 9.14 miles
- Total cost per Passenger (before depreciation): 1.0% under budget
- Administration Function is 13% under budget
- Eligibility Determination Function is 12.0% under budget
- Paratransit Operations Function is 3.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: November 2015 to November 2016
- 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 November 2016**

	<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%	\$55,060,004	\$56,639,753	(\$1,579,749)	-3%	5%
Eligibility Determination	6%	\$3,733,226	\$4,261,882	(\$528,655)	-12%	-8%
CTSA/Ride Information	0.2%	\$129,209	\$227,880	(\$98,671)	-43%	-42%
Administrative	4%	\$2,561,562	\$2,942,328	(\$380,767)	-13%	0%
<b>Total Exp before Depreciation</b>		<b>\$61,484,001</b>	<b>\$64,071,844</b>	<b>(\$2,587,843)</b>	<b>-4.0%</b>	<b>4%</b>

## Statistics - - For the YTD Period Ended November 2016

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	17,087	23,349	(6,262)	-26.8%	-24%
Number of PAX	1,843,827	1,908,578	(64,751)	-3.4%	1%
Number of Contract Revenue Miles	13,062,975	13,281,235	(218,260)	-1.6%	2%
Number of Trips	1,429,290	1,461,731	(32,441)	-2.2%	2%
Average Trip Distance	9.14	9.09	0.05	0.6%	0%
Purchased Transportation Cost					
Cost per Trip	\$32.31	\$33.00	(\$0.69)	-2%	-4%
Cost per PAX	\$25.04	\$25.27	(\$0.23)	-1%	-3%
Cost per Contract Rev Mile	\$3.54	\$3.63	(\$0.10)	-3%	-4%
Total Cost per Pax before Depreciation	\$33.35	\$33.57	(\$0.22)	-1%	3%

## Budget Results for FY 2016/2017 For YTD Period Ending November 2016

	YTD <u>Actual</u>	YTD <u>Budget</u>	<u>Variance</u>	% Over / (Under) <u>Budget</u>	% Over / (Under) <u>Prior Yr</u>
Total Exp before Capital	\$61,484,001	\$64,071,844	(\$2,587,843)	-4%	4%
Revenue					
Passenger Fares	4,195,554	3,974,246	221,308		
Other Revenue	282,720		282,720		
Total Revenue	<u>4,478,274</u>	<u>3,974,246</u>	<u>504,028</u>	13%	9%
Capital Expenditures					
Vehicles	6,949,929	3,720,833	3,229,096		
Other Capital Expenditures	327,121	208,333	118,788		
Total Capital Expenditures	<u>\$7,277,050</u>	<u>\$3,929,167</u>	<u>\$3,347,883</u>	85%	230%
Over/(Under) Budget Nov 2016			<u>\$760,041</u>		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

