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June 2018

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JUNE 25, 2018

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

ISSUE:

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

- Operations and Safety
- Eligibility and Appeals
- Customer Service

System Trip Performance

	Goal	Mar-18	Apr-18	May-18	YTD
Vehicle Trips		289,703	286,370	300,207	3,114,225
Passenger Trips		374,991	371,499	388,399	4,058,867
Backup Trips		13	0	0	121
No Shows		4.1%	3.5%	3.6%	4.0%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	93.5%	93.0%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.05%	0.03%	0.05%	0.07%
Excessively Long Trips	≤ 5%	5.3%	4.7%	4.9%	4.7%
Missed Trips	≤ 0.75%	0.67%	0.58%	0.59%	0.74%
Denials	≤ 0	0	0	4	14
On Time Performance (Access to Work)	≥ 94%	95.6%	96.1%	94.7%	94.4%

Call Performance

	Goal	Mar-18	Apr-18	May-18	YTD
<i>Reservations</i>					
Answered Calls		270,344	265,169	268,869	2,939,433
Average Initial Hold Time	≤ 120	83	95	73	81
Calls On Hold > 5 Minutes	≤ 5%	4.6%	6.9%	4.3%	4.7%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		46,731	42,785	48,345	542,546
Average Initial Hold Time		82	76	85	149
Calls On Hold > 5 Minutes	≤ 10%	5.4%	5.4%	6.7%	16.4%

Complaints/Commendations

	Goal	Mar-18	Apr-18	May-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.0	3.4	3.4
Commendations Per 1,000 Trips		1.7	1.5	1.4	1.7

Safety

	Goal	Mar-18	Apr-18	May-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.13	0.16	0.16	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.64	0.76	0.79	0.68
Miles Between Road Calls	≥ 25,000	35,098	42,646	38,832	35,908

Antelope Valley Region Trip Performance

	Goal	Mar-18	Apr-18	May-18	YTD
Vehicle Trips		13,343	13,364	13,717	142,949
Passenger Trips		18,037	17,936	18,515	193,339
No Shows		3.0%	3.0%	2.7%	3.0%
On Time Performance (Next Day Trips)*	≥ 91%	92.7%	92.5%	92.2%	91.5%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.42%	0.01%	0.07%	0.07%
Excessively Long Trips	≤ 5%	2.2%	2.0%	2.6%	2.5%
Missed Trips	≤ 0.75%	0.92%	1.08%	0.90%	0.87%
Denials*	≤ 0	0	0	0	4
On Time Performance (Access to Work)	≥ 94%	-	-	87.0%	97.6%

Call Performance

	Goal	Mar-18	Apr-18	May-18	YTD
<i>Reservations</i>					
Answered Calls		8,509	8,523	8,205	90,149
Average Initial Hold Time*	≤ 120	72	72	54	88
Calls On Hold > 5 Minutes*	≤ 5%	0.9%	0.9%	0.7%	2.3%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,709	2,702	2,878	13,551
Average Initial Hold Time		96	77	29	71
Calls On Hold > 5 Minutes	≤ 10%	5.2%	2.0%	1.0%	6.8%

Complaints/Commendations

	Goal	Mar-18	Apr-18	May-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.6	2.2	2.0	2.3
Commendations Per 1,000 Trips		1.8	2.1	1.9	2.1

Safety

	Goal	Mar-18	Apr-18	May-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.11
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.58	0.60	0.00	0.40
Miles Between Road Calls	≥ 25,000	12,254	18,511	42,819	22,296

*Contractual Requirement

Eastern Region Trip Performance

	Goal	Mar-18	Apr-18	May-18	YTD
Vehicle Trips		84,611	83,929	88,505	898,797
Passenger Trips		111,407	111,050	116,450	1,190,066
No Shows		2.5%	2.3%	2.3%	2.5%
On Time Performance (Next Day Trips)*	≥ 91%	94.8%	94.6%	94.4%	92.9%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.01%	0.02%	0.01%	0.06%
Excessively Long Trips	≤ 5%	1.1%	1.1%	1.2%	1.3%
Missed Trips	≤ 0.75%	0.24%	0.24%	0.19%	0.38%
Denials*	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	96.7%	96.7%	95.7%	95.3%

Call Performance

	Goal	Mar-18	Apr-18	May-18	YTD
<i>Reservations</i>					
Answered Calls		70,671	69,607	72,780	764,714
Average Initial Hold Time*	≤ 120	79	114	68	72
Calls On Hold > 5 Minutes*	≤ 5%	5.0%	11.3%	5.5%	5.5%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		9,593	8,776	9,516	106,314
Average Initial Hold Time		61	77	60	93
Calls On Hold > 5 Minutes	≤ 10%	4.4%	6.9%	4.6%	9.2%

Complaints/Commendations

	Goal	Mar-18	Apr-18	May-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.8	2.8	2.8
Commendations Per 1,000 Trips		2.1	1.7	1.7	2.1

Safety

	Goal	Mar-18	Apr-18	May-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.00	0.18	0.17
Preventable Collisions Per 100,000 Miles*	≤ 0.50	1.12	0.66	0.90	0.78
Miles Between Road Calls	≥ 25,000	82,179	88,087	73,894	59,272

*Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Mar-18	Apr-18	May-18	YTD
Vehicle Trips		3,471	3,167	3,443	36,131
Passenger Trips		4,057	3,721	4,020	42,138
No Shows		3.0%	2.4%	2.4%	2.7%
On Time Performance (Next Day Trips)*	≥ 91%	95.0%	94.1%	93.9%	94.9%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.00%	0.03%	0.06%	0.04%
Excessively Long Trips	≤ 5%	3.5%	2.7%	2.9%	3.1%
Missed Trips	≤ 0.75%	0.66%	0.84%	0.58%	0.86%
Denials*	≤ 0	0	0	1	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Mar-18	Apr-18	May-18	YTD
<i>Reservations</i>					
Answered Calls		3,255	3,195	2,992	38,160
Average Initial Hold Time*	≤ 120	39	40	37	54
Calls On Hold > 5 Minutes*	≤ 5%	1.2%	1.2%	1.1%	2.2%

Complaints/Commendations

	Goal	Mar-18	Apr-18	May-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.3	0.6	2.0	0.6
Commendations Per 1,000 Trips		0.3	0.0	0.0	0.3

Safety

	Goal	Mar-18	Apr-18	May-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	3.60	0.00	1.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.30
Miles Between Road Calls	≥ 25,000	31,824	27,779	30,722	82,048

*Contractual Requirement

San Fernando Valley Region Trip Performance

	Goal	Mar-18	Apr-18	May-18	YTD
Vehicle Trips		50,917	51,323	53,251	551,812
Passenger Trips		64,004	64,325	66,395	688,320
No Shows		3.9%	3.4%	3.4%	4.0%
On Time Performance (Next Day Trips)*	≥ 91%	92.7%	92.2%	92.2%	92.1%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.04%	0.04%	0.06%	0.08%
Excessively Long Trips	≤ 5%	6.6%	6.0%	5.9%	6.9%
Missed Trips	≤ 0.75%	0.48%	0.61%	0.65%	0.77%
Denials*	≤ 0	0	0	1	2
On Time Performance (Access to Work)	≥ 94%	96.1%	97.9%	96.6%	92.9%

Call Performance

	Goal	Mar-18	Apr-18	May-18	YTD
<i>Reservations</i>					
Answered Calls		44,061	42,936	41,896	482,464
Average Initial Hold Time*	≤ 120	92	96	82	91
Calls On Hold > 5 Minutes*	≤ 5%	3.8%	3.3%	2.6%	3.5%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		2,253	2,096	2,221	29,750
Average Initial Hold Time		49	50	46	61
Calls On Hold > 5 Minutes	≤ 10%	1.8%	3.0%	2.7%	3.5%

Complaints/Commendations

	Goal	Mar-18	Apr-18	May-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.0	1.2	1.5	1.6
Commendations Per 1,000 Trips		1.5	1.7	1.1	1.8

Safety

	Goal	Mar-18	Apr-18	May-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.20
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.92	0.46	0.89	0.56
Miles Between Road Calls	≥ 25,000	38,566	72,512	48,008	57,755

*Contractual Requirement

Southern Region Trip Performance

	Goal	Mar-18	Apr-18	May-18	YTD
Vehicle Trips		92,739	91,324	95,096	1,009,163
Passenger Trips		117,925	116,304	121,018	1,309,122
No Shows		6.1%	4.5%	4.9%	5.3%
On Time Performance (Next Day Trips)*	≥ 91%	92.7%	92.9%	91.8%	90.8%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.07%	0.05%	0.11%	0.09%
Excessively Long Trips	≤ 5%	10.0%	8.6%	9.4%	7.6%
Missed Trips	≤ 0.75%	1.31%	0.86%	0.96%	1.08%
Denials*	≤ 0	0	0	2	5
On Time Performance (Access to Work)	≥ 94%	94.2%	93.4%	91.4%	93.7%

Call Performance

	Goal	Mar-18	Apr-18	May-18	YTD
<i>Reservations</i>					
Answered Calls		92,065	90,516	90,557	1,009,459
Average Initial Hold Time*	≤ 120	87	73	76	89
Calls On Hold > 5 Minutes*	≤ 5%	4.2%	3.5%	3.7%	4.4%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		27,433	24,971	26,641	322,466
Average Initial Hold Time		99	78	111	193
Calls On Hold > 5 Minutes	≤ 10%	6.6%	4.7%	9.1%	22.1%

Complaints/Commendations

	Goal	Mar-18	Apr-18	May-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	5.2	5.1	5.9	5.8
Commendations Per 1,000 Trips		1.2	1.0	1.1	1.3

Safety

	Goal	Mar-18	Apr-18	May-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.23	0.32	0.08	0.22
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.31	0.81	0.80	0.65
Miles Between Road Calls	≥ 25,000	23,822	26,274	19,918	22,328

*Contractual Requirement

West Central Region Trip Performance

	Goal	Mar-18	Apr-18	May-18	YTD
Vehicle Trips		44,622	43,263	46,195	475,373
Passenger Trips		59,561	58,163	62,001	635,882
No Shows		4.0%	3.8%	3.9%	4.0%
On Time Performance (Next Day Trips)*	≥ 91%	93.6%	93.8%	93.6%	92.2%
Excessively Late Trips (45+ min late)*	≤ 0.10%	0.03%	0.02%	0.01%	0.06%
Excessively Long Trips*	≤ 5%	3.5%	3.2%	3.6%	3.6%
Missed Trips*	≤ 0.75%	0.40%	0.38%	0.39%	0.52%
Denials*	≤ 0	0	0	0	1
On Time Performance (Access to Work)*	≥ 94%	95.8%	96.5%	96.3%	95.9%

Call Performance

	Goal	Mar-18	Apr-18	May-18	YTD
<i>Reservations</i>					
Answered Calls		51,783	50,392	52,439	554,487
Average Initial Hold Time*	≤ 120	77	114	72	71
Calls On Hold > 5 Minutes*	≤ 5%	6.4%	11.5%	5.7%	5.6%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		7,452	6,942	7,089	79,248
Average Initial Hold Time		54	76	60	88
Calls On Hold > 5 Minutes*	≤ 5%	3.3%	6.4%	4.5%	8.6%

Complaints/Commendations

	Goal	Mar-18	Apr-18	May-18	YTD
Complaints Per 1,000 Trips*	≤ 4.0	2.0	1.8	2.0	2.3
Commendations Per 1,000 Trips		2.1	1.7	1.4	1.7

Safety

	Goal	Mar-18	Apr-18	May-18	YTD
Preventable Incidents Per 100,000 Miles*	≤ 0.25	0.18	0.19	0.52	0.15
Preventable Collisions Per 100,000 Miles*	≤ 0.50	0.18	1.31	0.70	0.77
Miles Between Road Calls*	≥ 25,000	60,961	59,361	287,110	50,275

*Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Mar-18	Apr-18	May-18	YTD
Eligible Customers		160,915	158,713	158,175	158,175
ADA Evaluations Performed		2,787	3,000	3,770	29,743
Days From Application to Decision (avg)	≤ 21	12	12	12	14

Eligibility Determinations

	Goal	Mar-18	Apr-18	May-18	YTD
Unrestricted		1,312	1,617	1,978	15,573
Restricted		673	816	987	6,222
Temporary		172	146	231	1,896
Not Eligible		630	421	574	6,052
Total		2,787	3,000	3,770	29,743

Appeals

	Goal	Mar-18	Apr-18	May-18	YTD
Appeals Performed		173	198	162	1,295
Days From Appeal to Decision (avg)	≤ 30	7	8	8	9

Customer Service

Phone Statistics

Customer Service

	Goal	Mar-18	Apr-18	May-18	YTD
Customer Service Calls		36,752	37,176	37,002	376,374
Average Initial Hold Time	≤ 180 sec	24	32	22	134
Calls on Hold over 5 Minutes	≤ 10%	2.0%	2.4%	1.4%	17.2%
Call Duration	≤ 300 sec	266	255	249	296
Calls Abandoned	≤ 10%	0.8%	1.2%	0.8%	4.8%

Operations Monitoring Center

	Goal	Mar-18	Apr-18	May-18	YTD
Customer Service Calls		11,875	11,158	11,673	123,079
Average Initial Hold Time	≤ 180 sec	38	37	37	109
Calls on Hold over 5 Minutes	≤ 10%	2.6%	2.8%	2.7%	13.0%
Call Duration	≤ 300 sec	370	355	4	417
Calls Abandoned	≤ 10%	2.6%	2.9%	3.4%	8.4%

JUNE 25, 2018

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE
RE: FINANCIAL REPORT FOR APRIL 2018

Attached for your review are the draft financial reports for April 2018.

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

- Passengers: 4.9% under budget
- Contract Revenue Miles: 4.6% under budget
- Trips: 4.6% under budget
- Completed Eligibility Interviews: 22.1% under budget
- Average Trip Distance: on budget at 9.36 miles
- Total cost per Passenger (before depreciation): 3.6% under budget
- Administration Function is 4% under budget
- Eligibility Determination Function is 31% under budget
- Purchased Transportation Function is 5% under budget
- Paratransit Operations Function is 20% under budget

Attached are the following reports for your review:

- Statistical Comparison: April 2017 to April 2018
- 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 2018

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	\$102,415,289	\$107,509,729	(\$5,094,440)	-5%	6%
Paratransit Operations	9%	\$11,079,820	\$13,848,300	(\$2,768,480)	-20%	-25%
Eligibility Determination	6%	\$7,320,268	\$10,665,011	(\$3,344,743)	-31%	-11%
CTSA/Ride Information	0.1%	\$86,313	\$261,880	(\$175,567)	-67%	-83%
Administrative	5%	\$5,826,812	\$6,055,350	(\$228,538)	-4%	14%
Total Exp before Depreciation		\$126,728,502	\$138,340,270	(\$11,611,768)	-8.4%	0.9%

Statistics - - For the YTD Period Ended April 2018

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	26,465	33,962	(7,497)	-22.1%	-18.0%
Number of PAX	3,632,290	3,821,252	(188,962)	-4.9%	0.9%
Number of Contract Revenue Miles	26,037,302	27,293,064	(1,255,762)	-4.6%	1.6%
Number of Trips	2,781,277	2,914,599	(133,322)	-4.6%	-0.8%
Average Trip Distance	9.36	9.36	(0.00)	0.0%	2.4%
Purchased Transportation Cost					
Cost per Trip	\$36.82	\$36.89	(\$0.07)	-0.2%	6.5%
Cost per PAX	\$28.20	\$28.13	\$0.07	0.3%	4.7%
Cost per Contract Rev Mile	\$3.93	\$3.94	(\$0.01)	0.0%	4.0%
Total Cost per Pax before Depreciation	\$34.89	\$36.20	(\$1.31)	-3.6%	0.0%

**Budget Results for FY 2017/2018
For YTD Period Ending April 2018**

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$7,849,261	\$8,136,724	(\$287,463)		
Other Revenue	\$684,342	\$266,660	\$417,682		
Total Revenue	\$8,533,603	\$8,403,384	\$130,219	1.5%	2%
 Total Exp before Capital	 \$126,728,502	 \$138,340,270	 (\$11,611,768)	 -8%	 1%
Capital Expenditures					
Vehicles	\$167,665	\$8,104,740	(\$7,937,075)		
Other Capital Expenditures	\$684,291	\$0	\$684,291		
Total Capital Expenditures	\$851,956	\$8,104,740	(\$7,252,786)	-89%	-90%
 Over/(Under) Budget April 2018			 (\$18,864,554)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

