access

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

Board Box

July 2018

Access Services is a public entity.

July 26, 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	Apr-18	May-18	Jun-18	YTD
Vehicle Trips		286,370	300,207	283,395	3,397,620
Passenger Trips		371,499	388,399	369,895	4,428,762
Backup Trips		3	12	14	150
No Shows		3.5%	3.6%	3.6%	4.0%
On Time Performance (Next Day Trips)	≥ 91%	93.5%	93.0%	93.6%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.03%	0.05%	0.04%	0.07%
Excessively Long Trips	≤ 5%	4.7%	4.9%	5.0%	4.7%
Missed Trips	≤ 0.75%	0.58%	0.59%	0.58%	0.73%
Denials	≤ 0	0	4	0	14
On Time Performance (Access to Work)	≥ 94%	96.1%	94.7%	96.9%	94.9%

Call Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Reservations					
Answered Calls		265,169	268,869	246,234	3,185,667
Average Initial Hold Time	≤ 120	95	73	112	83
Calls On Hold > 5 Minutes	≤ 5%	6.9%	4.3%	10.2%	5.1%
Estimated Time of Arrival (ETAs)					
Answered Calls		45,487	48,345	44,874	596,203
Average Initial Hold Time		76	85	76	144
Calls On Hold > 5 Minutes	≤ 10%	5.4%	6.7%	5.7%	15.6%

Complaints/Commendations

	Goal	Apr-18	May-18	Jun-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	3.0	3.4	3.6	3.4
Commendations Per 1,000 Trips		1.5	1.4	1.5	1.7

Safety

	Goal	Apr-18	May-18	Jun-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.16	0.16	0.28	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.76	0.79	0.70	0.68
Miles Between Road Calls	≥ 25,000	42,646	38,832	40,132	36,222

Antelope Valley Region

Trip Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Vehicle Trips		13,364	13,717	13,198	156,147
Passenger Trips		17,936	18,515	18,432	211,771
No Shows		3.0%	2.7%	3.0%	3.0%
On Time Performance (Next Day Trips)	≥ 91%*	92.5%	92.2%	92.6%	91.6%
Excessively Late Trips (45+ min late)	≤ 0.10%*	0.01%	0.07%	0.09%	0.08%
Excessively Long Trips	≤ 5%	2.0%	2.6%	2.0%	2.5%
Missed Trips	≤ 0.75%	1.08%	0.90%	1.06%	0.88%
Denials	≤ 0*	0	0	0	4
On Time Performance (Access to Work)	≥ 94%	-	87.0%	97.6%	97.6%

Call Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Reservations					
Answered Calls		8,523	8,205	8,139	98,288
Average Initial Hold Time	≤ 120*	72	54	57	85
Calls On Hold > 5 Minutes	≤ 5%*	0.9%	0.7%	2.5%	2.3%

	Goal	Apr-18	May-18	Jun-18	YTD
Estimated Time of Arrival (ETAs)					
Answered Calls		2,702	2,878	2,832	16,383
Average Initial Hold Time		77	29	37	32
Calls On Hold > 5 Minutes	≤ 10%	2.0%	1.0%	1.4%	1.1%

Complaints/Commendations

	Goal	Apr-18	May-18	Jun-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.0	2.5	2.3
Commendations Per 1,000 Trips		2.1	1.9	2.1	2.1

Safety

	Goal	Apr-18	May-18	Jun-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.60	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.50*	0.60	0.00	0.00	0.36
Miles Between Road Calls	≥ 25,000	18,511	42,819	20,819	22,160

Eastern Region

Trip Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Vehicle Trips		83,929	88,505	81,946	980,743
Passenger Trips		111,050	116,450	108,889	1,298,955
No Shows		2.3%	2.3%	2.3%	2.5%
On Time Performance (Next Day Trips)	≥ 91%*	94.6%	94.4%	95.6%	93.1%
Excessively Late Trips (45+ min late)	≤ 0.10%*	0.02%	0.01%	0.00%	0.05%
Excessively Long Trips	≤ 5%	1.1%	1.2%	0.9%	1.2%
Missed Trips	≤ 0.75%	0.24%	0.19%	0.15%	0.36%
Denials	≤ 0*	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	96.7%	95.7%	98.2%	95.5%

Call Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Reservations					
Answered Calls		69,607	72,780	65,584	830,298
Average Initial Hold Time	≤ 120	114	68	159	79
Calls On Hold > 5 Minutes	≤ 5%	11.3%	5.5%	18.6%	6.5%

	Goal	Apr-18	May-18	Jun-18	YTD
Estimated Time of Arrival (ETA)					
Answered Calls		8,776	9,516	8,599	114,913
Average Initial Hold Time		77	60	76	91
Calls On Hold > 5 Minutes	≤ 10%	6.9%	4.6%	6.8%	9.0%

Complaints/Commendations

	Goal	Apr-18	May-18	Jun-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.8	3.2	2.8
Commendations Per 1,000 Trips		1.7	1.7	1.9	2.0

Safety

	Goal	Apr-18	May-18	Jun-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.18	0.19	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.50*	0.66	0.90	0.87	0.79
Miles Between Road Calls	≥ 25,000	88,087	73,894	36,996	56,463

Santa Clarita Region

Trip Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Vehicle Trips		3,167	3,443	3,002	39,133
Passenger Trips		3,721	4,020	3,543	45,681
No Shows		2.4%	2.4%	2.4%	2.7%
On Time Performance (Next Day Trips)	≥ 91%*	94.1%	93.9%	95.1%	94.9%
Excessively Late Trips (45+ min late)	≤ 0.10%*	0.03%	0.06%	0.10%	0.05%
Excessively Long Trips	≤ 5%	2.7%	2.9%	3.1%	3.1%
Missed Trips	≤ 0.75%	0.84%	0.58%	0.94%	0.87%
Denials	≤ 0*	0	1	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Reservations					
Answered Calls		3,195	2,992	3,019	41,179
Average Initial Hold Time	≤ 120*	40	37	40	53
Calls On Hold > 5 Minutes	≤ 5%*	1.2%	1.1%	1.4%	2.2%

Complaints/Commendations

	Goal	Apr-18	May-18	Jun-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.6	2.0	1.3	0.6
Commendations Per 1,000 Trips		0.0	0.0	2.3	0.5

Safety

	Goal	Apr-18	May-18	Jun-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	3.60	0.00	0.00	1.12
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.28
Miles Between Road Calls	≥ 25,000	27,779	30,722	27,530	88,930

SF Valley Region
Trip Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Vehicle Trips		51,323	53,251	50,920	602,723
Passenger Trips		64,325	66,395	64,277	752,596
No Shows		3.4%	3.4%	3.5%	4.0%
On Time Performance (Next Day Trips)	≥ 91%*	92.2%	92.2%	91.7%	92.1%
Excessively Late Trips (45+ min late)	≤ 0.10%*	0.04%	0.06%	0.06%	0.08%
Excessively Long Trips	≤ 5%	6.0%	5.9%	5.9%	6.8%
Missed Trips	≤ 0.75%	0.61%	0.65%	0.52%	0.75%
Denials	≤ 0*	0	1	0	2
On Time Performance (Access to Work)	≥ 94%	97.9%	96.6%	98.1%	93.4%

Call Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Reservations					
Answered Calls		42,936	41,896	40,227	522,691
Average Initial Hold Time	≤ 120*	96	82	88	91
Calls On Hold > 5 Minutes	≤ 5%*	3.3%	2.6%	3.5%	3.5%
Estimated Time of Arrival (ETA)					
Answered Calls		2,096	2,221	2,315	32,065
Average Initial Hold Time		50	46	44	60
Calls On Hold > 5 Minutes	≤ 10%	3.0%	2.7%	2.2%	3.4%

Complaints/Commendations

	Goal	Apr-18	May-18	Jun-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.2	1.5	1.9	1.7
Commendations Per 1,000 Trips		1.7	1.1	1.5	1.7

Safety

	Goal	Apr-18	May-18	Jun-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.62	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.50*	0.46	0.89	0.78	0.59
Miles Between Road Calls	≥ 25,000	72,512	48,008	71,507	58,685

Southern Region

Trip Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Vehicle Trips		91,324	95,096	90,708	1,099,871
Passenger Trips		116,304	121,018	115,728	1,424,850
No Shows		4.5%	4.9%	4.7%	5.3%
On Time Performance (Next Day Trips)	≥ 91%*	92.9%	91.8%	92.5%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%*	0.05%	0.11%	0.06%	0.09%
Excessively Long Trips	≤ 5%	8.6%	9.4%	9.8%	7.7%
Missed Trips	≤ 0.75%	0.86%	0.96%	1.05%	1.08%
Denials	≤ 0*	0	2	0	5
On Time Performance (Access to Work)	≥ 94%	93.4%	91.4%	94.9%	95.0%

Call Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Reservations					
Answered Calls		90,516	90,557	81,978	1,091,437
Average Initial Hold Time	≤ 120*	73	76	61	87
Calls On Hold > 5 Minutes	≤ 5%*	3.5%	3.7%	2.4%	4.3%
Estimated Time of Arrival (ETA)					
Answered Calls		24,971	26,641	24,280	346,746
Average Initial Hold Time		78	111	82	185
Calls On Hold > 5 Minutes	≤ 10%	4.7%	9.1%	5.7%	21.0%

Complaints/Commendations

	Goal	Apr-18	May-18	Jun-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	5.1	5.9	5.6	5.8
Commendations Per 1,000 Trips		1.0	1.1	1.1	1.3

Safety

	Goal	Apr-18	May-18	Jun-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.32	0.08	0.09	0.21
Preventable Collisions Per 100,000 Miles	≤ 0.50*	0.81	0.80	0.69	0.65
Miles Between Road Calls	≥ 25,000	26,274	19,918	33,366	22,948

West Central Region

Trip Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Vehicle Trips		43,263	46,195	43,621	518,994
Passenger Trips		58,163	62,001	59,026	694,908
No Shows		3.8%	3.9%	3.7%	4.0%
On Time Performance (Next Day Trips)	≥ 91%*	93.8%	93.6%	94.5%	92.4%
Excessively Late Trips (45+ min late)	≤ 0.10%*	0.02%	0.01%	0.01%	0.05%
Excessively Long Trips	≤ 5%*	3.2%	3.6%	3.0%	3.5%
Missed Trips	≤ 0.75%*	0.38%	0.39%	0.29%	0.50%
Denials	≤ 0*	0	0	0	1
On Time Performance (Access to Work)	≥ 94%*	96.5%	96.3%	97.2%	96.3%

Call Performance

	Goal	Apr-18	May-18	Jun-18	YTD
Reservations					
Answered Calls		50,392	52,439	47,287	601,774
Average Initial Hold Time	≤ 120*	114	72	169	79
Calls On Hold > 5 Minutes	≤ 5%*	11.5%	5.7%	19.5%	6.7%
Estimated Time of Arrival (ETA)					
Answered Calls		6,942	7,089	6,848	86,096
Average Initial Hold Time		76	60	80	88
Calls On Hold > 5 Minutes	≤ 5%*	6.4%	4.5%	7.3%	8.5%

Complaints/Commendations

	Goal	Apr-18	May-18	Jun-18	YTD
Complaints Per 1,000 Trips	≤ 4.0*	1.8	2.0	2.3	2.3
Commendations Per 1,000 Trips		1.7	1.4	1.5	1.7

Safety

	Goal	Apr-18	May-18	Jun-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25*	0.19	0.52	0.37	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50*	1.31	0.70	0.56	0.75
Miles Between Road Calls	≥ 25,000*	59,361	287,110	59,695	50,937

Eligibility and Appeals

Eligibility

	Goal	Apr-18	May-18	Jun-18	YTD
Eligible Customers		158,713	158,175	157,560	157,560
ADA Evaluations Performed		3,000	3,770	2,838	32,581
Days From Application to Decision (avg)	≤ 21	12	12	12	13

Eligibility Determinations

	Goal	Apr-18	May-18	Jun-18	YTD
Unrestricted		1,617	1,978	1,424	16,997
Restricted		816	987	783	7,005
Temporary		146	231	194	2,090
Not Eligible		421	574	437	6,489
Total		3,000	3,770	2,838	32,581

Appeals

	Goal	Apr-18	May-18	Jun-18	YTD
Appeals Performed		198	162	163	1,458
Days From Appeal to Decision (avg)	≤ 30	8	8	9	9

Customer Service
Phone Statistics
Customer Service

	Goal	Apr-18	May-18	Jun-18	YTD
Customer Service Calls		37,176	37,002	34,313	410,687
Average Initial Hold Time	≤ 180 sec	32	22	41	126
Calls on Hold over 5 Minutes	≤ 10%	2.4%	1.4%	3.3%	16.1%
Call Duration	≤ 300 sec	255	249	256	292
Calls Abandoned	≤ 10%	1.2%	0.8%	1.5%	4.5%

Operations Monitoring Center

	Goal	Apr-18	May-18	Jun-18	YTD
Customer Service Calls		11,158	11,673	10,818	133,897
Average Initial Hold Time	≤ 180 sec	37	37	36	103
Calls on Hold over 5 Minutes	≤ 10%	2.8%	2.7%	3.1%	12.2%
Call Duration	≤ 300 sec	355	351	351	412
Calls Abandoned	≤ 10%	2.9%	3.4%	3.4%	8.0%

July 26, 2018

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE

RE: FINANCIAL REPORT FOR MAY 2018

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

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

- Passengers: 4.3% under budget
- Contract Revenue Miles: 3.9% under budget
- Trips: 3.7% under budget
- Completed Eligibility Interviews: 19.8% under budget
- Average Trip Distance: on budget at 9.35 miles
- Total cost per Passenger (before depreciation): 3.9% under budget
- Administration Function is 3% under budget
- Eligibility Determination Function is 29% under budget
- Purchased Transportation Function is 5% under budget
- Paratransit Operations Function is 19% under budget

Attached are the following reports for your review:

- Statistical Comparison: May 2017 to May 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 May 2018

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	$113,363,188	$118,805,708	($5,442,520)	-5%	-4%
Paratransit Operations	9%	$12,278,179	$15,233,130	($2,954,951)	-19%	-31%
Eligibility Determination	6%	$8,192,025	$11,618,982	($3,426,957)	-29%	-21%
CTSA/Ride Information	0.1%	$89,172	$288,068	($198,896)	-69%	-84%
Administrative	5%	$6,421,847	$6,645,235	($223,388)	-3%	3%
Total Exp before Depreciation		**$140,344,411**	**$152,591,123**	**($12,246,712)**	**-8.0%**	**-8.3%**

Statistics - - For the YTD Period Ended May 2018

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	30,245	37,726	(7,481)	-19.8%	-14.8%
Number of PAX	4,041,885	4,222,819	(180,934)	-4.3%	1.6%
Number of Contract Revenue Miles	28,996,535	30,161,473	(1,164,938)	-3.9%	2.4%
Number of Trips	3,100,312	3,220,943	(120,631)	-3.7%	0.0%
Average Trip Distance	9.35	9.36	(0.01)	-0.1%	2.4%
Purchased Transportation Cost					
Cost per Trip	$36.57	$36.89	($0.32)	-0.9%	6.2%
Cost per PAX	$28.05	$28.13	($0.08)	-0.3%	4.6%
Cost per Contract Rev Mile	$3.91	$3.94	($0.03)	0.0%	3.8%
Total Cost per Pax before Depreciation	$34.72	$36.13	($1.41)	-3.9%	0.0%

Budget Results for FY 2017/2018
For YTD Period Ending May 2018

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	$8,750,912	$8,997,604	($246,692)		
Other Revenue	$691,381	$293,326	$398,055		
Total Revenue	$9,442,293	$9,290,930	$151,363	1.6%	1%
Total Exp before Capital	$140,344,411	$152,591,123	($12,246,712)	-8.0%	2%
Capital Expenditures					
Vehicles	$340,416	$10,130,925	($9,790,509)		
Other Capital Expenditures	$737,752	$0	$737,752		
Total Capital Expenditures	$1,078,168	$10,130,925	($9,052,757)	-89.4%	-90%
Over/(Under) Budget May 2018			($21,299,469)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST