Board Box

February 2018

Access Services is a public entity.

February 22, 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	Nov-17	Dec-17	Jan-18	YTD
Vehicle Trips		282,625	261,713	275,654	1,970,548
Passenger Trips		364,032	341,659	355,507	2,578,050
Backup Trips		10	16	12	102
No Shows		3.9%	5.0%	4.4%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	92.4%	93.0%	91.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.06%	0.04%	0.09%
Excessively Long Trips	≤ 5%	4.7%	4.2%	4.5%	4.4%
Missed Trips	≤ 0.75%	0.64%	0.70%	0.63%	0.72%
Denials	≤ 0%	0.88%	0.00%	0.00%	0.32%
On Time Performance (Access to Work)	≥ 94%	92.9%	95.1%	93.5%	93.2%

Call Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Reservations					
Answered Calls		267,834	252,969	262,811	1,885,647
Average Initial Hold Time	≤ 120	76	79	68	79
Calls On Hold > 5 Minutes	≤ 5%	3.5%	5.5%	3.2%	3.9%
Estimated Time of Arrival (ETAs)					
Answered Calls		59,741	45,178	41,366	360,079
Average Initial Hold Time		129	164	136	182
Calls On Hold > 5 Minutes	≤ 10%	13.8%	19.3%	13.9%	21.5%

Complaints/Commendations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.6	3.0	3.6
Commendations Per 1,000 Trips		1.6	1.4	1.9	1.8

Safety

	Goal	Nov-17	Dec-17	Jan-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.20	0.28	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.60	0.70	0.67	0.66
Miles Between Road Calls	≥ 25,000	46,182	36,077	51,350	34,089

Antelope Valley Region

Trip Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Vehicle Trips		12,445	11,612	12,329	90,183
Passenger Trips		16,658	15,787	16,812	122,335
No Shows		3.5%	3.9%	3.7%	3.2%
On Time Performance (Next Day Trips)	≥ 91%	90.5%	92.3%	94.9%	90.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.07%	0.04%	0.03%
Excessively Long Trips	≤ 5%	2.5%	2.0%	2.0%	2.6%
Missed Trips	≤ 0.75%	0.67%	0.76%	0.86%	0.71%
Denials	≤ 0%	5.26%	0.00%	0.00%	0.79%
On Time Performance (Access to Work)	≥ 94%	100.0%	100.0%	-	100.0%

Call Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Reservations					
Answered Calls		8,100	7,577	8,069	58,017
Average Initial Hold Time	≤ 120	105	101	76	99
Calls On Hold > 5 Minutes	≤ 5%	3.9%	3.7%	0.9%	3.2%

Complaints/Commendations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.4	1.9	2.4
Commendations Per 1,000 Trips		1.5	1.7	2.1	2.2

Safety

	Goal	Nov-17	Dec-17	Jan-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	0.67	0.00	0.63	0.32
Miles Between Road Calls	≥ 25,000	16,920	36,954	19,771	21,938

Eastern Region
Trip Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Vehicle Trips		81,481	76,579	80,073	565,068
Passenger Trips		107,779	102,418	105,933	749,710
No Shows		2.6%	2.8%	2.4%	2.6%
On Time Performance (Next Day Trips)	≥ 91%	92.1%	93.1%	94.6%	91.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.06%	0.02%	0.08%
Excessively Long Trips	≤ 5%	1.5%	1.3%	1.2%	1.4%
Missed Trips	≤ 0.75%	0.42%	0.34%	0.24%	0.45%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.19%
On Time Performance (Access to Work)	≥ 94%	94.1%	95.6%	95.5%	94.5%

Call Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Reservations					
Answered Calls		70,815	65,799	68,366	487,261
Average Initial Hold Time	≤ 120	50	55	69	63
Calls On Hold > 5 Minutes	≤ 5%	1.9%	3.2%	3.7%	2.9%

	Goal	Nov-17	Dec-17	Jan-18	YTD
Estimated Time of Arrival (ETA)					
Answered Calls		10,592	10,154	9,195	69,733
Average Initial Hold Time		54	53	49	106
Calls On Hold > 5 Minutes	≤ 10%	3.2%	3.9%	2.9%	11.1%

Complaints/Commendations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.9	2.4	2.1	2.8
Commendations Per 1,000 Trips		1.8	1.5	2.6	2.1

Safety

	Goal	Nov-17	Dec-17	Jan-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.10	0.20	0.29	0.18
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.38	0.80	0.49	0.75
Miles Between Road Calls	≥ 25,000	94,982	76,690	127,192	51,736

Santa Clarita Region

Trip Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Vehicle Trips		3,206	2,811	3,216	22,875
Passenger Trips		3,716	3,254	3,749	26,673
No Shows		3.0%	3.3%	2.6%	2.8%
On Time Performance (Next Day Trips)	≥ 91%	94.5%	94.7%	94.0%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.04%	0.09%	0.05%
Excessively Long Trips	≤ 5%	3.6%	3.7%	3.0%	3.1%
Missed Trips	≤ 0.75%	0.76%	0.64%	0.73%	0.60%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.00%
On Time Performance (Access to Work)	≥ 94%	-	-	-	0.0%

Call Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Reservations					
Answered Calls		3,193	2,995	3,567	25,058
Average Initial Hold Time	≤ 120	59	55	51	53
Calls On Hold > 5 Minutes	≤ 5%	2.4%	2.5%	2.3%	2.3%

Complaints/Commendations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	0.0	0.6	0.3
Commendations Per 1,000 Trips		0.3	0.0	0.0	0.4

Safety

	Goal	Nov-17	Dec-17	Jan-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	3.90	0.00	1.68
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.00	0.00	0.00	0.56
Miles Between Road Calls	≥ 25,000	29,443	25,650	28,974	29,658

SF Valley Region
Trip Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Vehicle Trips		49,714	44,999	48,510	349,614
Passenger Trips		61,539	56,949	60,431	435,269
No Shows		4.2%	5.1%	4.0%	4.3%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	93.7%	92.9%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.14%	0.09%	0.04%	0.11%
Excessively Long Trips	≤ 5%	7.4%	6.2%	6.8%	7.2%
Missed Trips	≤ 0.75%	0.62%	0.59%	0.55%	0.68%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.19%
On Time Performance (Access to Work)	≥ 94%	89.4%	93.7%	89.9%	89.5%

Call Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Reservations					
Answered Calls		44,648	43,036	40,907	311,545
Average Initial Hold Time	≤ 120	94	77	82	91
Calls On Hold > 5 Minutes	≤ 5%	3.8%	2.9%	3.0%	3.6%
Estimated Time of Arrival (ETA)					
Answered Calls		3,358	2,701	2,654	20,780
Average Initial Hold Time		75	68	53	66
Calls On Hold > 5 Minutes	≤ 10%	4.7%	4.5%	1.9%	4.0%

Complaints/Commendations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.4	1.3	1.6	1.8
Commendations Per 1,000 Trips		1.8	1.9	1.6	1.9

Safety

	Goal	Nov-17	Dec-17	Jan-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.16	0.32	0.25
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.31	0.49	0.96	0.43
Miles Between Road Calls	≥ 25,000	108,103	47,295	56,980	68,325

Southern Region
Trip Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Vehicle Trips		92,770	86,300	89,771	641,790
Passenger Trips		116,754	110,045	112,979	841,619
No Shows		4.6%	6.8%	6.5%	5.3%
On Time Performance (Next Day Trips)	≥ 91%	90.1%	90.6%	90.9%	89.9%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.10%	0.03%	0.06%	0.09%
Excessively Long Trips	≤ 5%	6.5%	6.3%	7.4%	6.4%
Missed Trips	≤ 0.75%	0.84%	1.06%	1.03%	0.97%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.56%
On Time Performance (Access to Work)	≥ 94%	94.1%	100.0%	97.1%	97.1%

Call Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Reservations					
Answered Calls		90,740	87,067	92,425	651,252
Average Initial Hold Time	≤ 120	101	111	65	93
Calls On Hold > 5 Minutes	≤ 5%	5.6%	10.2%	2.3%	4.7%
Estimated Time of Arrival (ETA)					
Answered Calls		37,992	25,488	22,376	218,658
Average Initial Hold Time		170	250	210	236
Calls On Hold > 5 Minutes	≤ 10%	19.9%	31.3%	23.4%	29.0%

Complaints/Commendations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	4.4	3.9	5.4	5.9
Commendations Per 1,000 Trips		1.2	0.9	1.4	1.3

Safety

	Goal	Nov-17	Dec-17	Jan-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.28	0.26	0.32	0.22
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.83	0.71	0.48	0.74
Miles Between Road Calls	≥ 25,000	25,321	21,408	34,802	21,097

West Central Region

Trip Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Vehicle Trips		42,999	39,412	41,743	300,932
Passenger Trips		57,576	53,190	55,591	402,342
No Shows		3.8%	4.3%	3.9%	4.1%
On Time Performance (Next Day Trips)	≥ 91%	91.3%	93.5%	93.8%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.08%	0.08%	0.04%	0.08%
Excessively Long Trips	≤ 5%	4.2%	3.3%	3.1%	3.6%
Missed Trips	≤ 0.75%	0.52%	0.49%	0.39%	0.56%
Denials	≤ 0%	0.00%	0.00%	0.00%	0.19%
On Time Performance (Access to Work)	≥ 94%	95.5%	97.1%	94.4%	95.5%

Call Performance

	Goal	Nov-17	Dec-17	Jan-18	YTD
Reservations					
Answered Calls		50,338	46,495	49,477	352,514
Average Initial Hold Time	≤ 120	49	52	63	61
Calls On Hold > 5 Minutes	≤ 5%	2.0%	3.1%	4.7%	4.2%
Estimated Time of Arrival (ETA)					
Answered Calls		7,799	6,835	7,141	50,908
Average Initial Hold Time		53	49	44	102
Calls On Hold > 5 Minutes	≤ 10%	2.5%	3.0%	2.6%	10.7%

Complaints/Commendations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.1	1.9	2.6
Commendations Per 1,000 Trips		1.4	1.3	1.7	1.7

Safety

	Goal	Nov-17	Dec-17	Jan-18	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.37	0.00	0.19	0.09
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.92	0.99	1.15	0.73
Miles Between Road Calls	≥ 25,000	77,768	46,128	74,624	42,995

Eligibility and Appeals
Eligibility

	Goal	Nov-17	Dec-17	Jan-18	YTD
Eligible Customers		166,531	164,836	161,536	161,536
ADA Evaluations Performed		2,625	2,823	3,069	17,124
Days From Application to Decision (avg)	≤ 21	13	14	13	15

Eligibility Determinations

	Goal	Nov-17	Dec-17	Jan-18	YTD
Unrestricted		1,422	1,378	1,473	9,224
Restricted		484	574	559	3,130
Temporary		150	150	179	1,186
Not Eligible		569	721	858	3,584
Total		2,625	2,823	3,069	17,124

Appeals

	Goal	Nov-17	Dec-17	Jan-18	YTD
Appeals Performed		49	70	80	637
Days From Appeal to Decision (avg)	≤ 30	10	12	13	9

Customer Service
Phone Statistics

Customer Service

	Goal	Nov-17	Dec-17	Jan-18	YTD
Customer Service Calls		29,261	29,729	36,810	232,662
Average Initial Hold Time	≤ 180 sec	258	106	55	193
Calls on Hold over 5 Minutes	≤ 10%	34.8%	13.2%	5.3%	25.7%
Call Duration	≤ 300 sec	317	308	275	318
Calls Abandoned	≤ 10%	8.3%	3.7%	2.1%	6.6%

Operations Monitoring Center

	Goal	Nov-17	Dec-17	Jan-18	YTD
Customer Service Calls		10,181	9,720	11,004	78,188
Average Initial Hold Time	≤ 180 sec	175	102	54	146
Calls on Hold over 5 Minutes	≤ 10%	22.5%	12.3%	4.6%	18.4%
Call Duration	≤ 300 sec	401	437	421	444
Calls Abandoned	≤ 10%	12.2%	8.2%	4.3%	10.8%

February 22, 2018

TO: **BOARD OF DIRECTORS**

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

RE: **FINANCIAL REPORT FOR DECEMBER 2017**

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

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

- Passengers: 3.1% under budget
- Contract Revenue Miles: 3.6% under budget
- Trips: 3.2% under budget
- Completed Eligibility Interviews: 30.6% under budget
- Average Trip Distance: 0.4% under budget at 9.32 miles
- Total cost per Passenger (before depreciation): 5.9% under budget
- Administration Function is 6% under budget
- Eligibility Determination Function is 39% under budget
- Purchased Transportation Function is 4.1% under budget
- Paratransit Operations Function is 20% under budget

Attached are the following reports for your review:

- Statistical Comparison: December 2016 to December 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 December 2017

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	81%	$61,045,505	$63,683,859	($2,638,354)	-4.1%	6%
Paratransit Operations	9%	$6,675,064	$8,308,980	($1,633,916)	-20%	-31%
Eligibility Determination	6%	$4,164,795	$6,853,342	($2,688,547)	-39%	-13%
CTSA/Ride Information	0.1%	$73,110	$157,128	($84,018)	-53%	-77%
Administrative	5%	$3,424,723	$3,650,810	($226,087)	-6%	14%
Total Exp before Depreciation		**$75,383,196**	**$82,654,119**	**($7,270,923)**	**-8.8%**	**0.2%**

Statistics - - For the YTD Period Ended December 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	13,599	19,593	(5,994)	-30.6%	-30.5%
Number of PAX	2,202,983	2,272,594	(69,611)	-3.1%	0.5%
Number of Contract Revenue Miles	15,645,034	16,230,808	(585,774)	-3.6%	0.7%
Number of Trips	1,677,771	1,733,457	(55,686)	-3.2%	-1.2%
Average Trip Distance	9.32	9.36	(0.04)	-0.4%	1.9%
Purchased Transportation Cost					
Cost per Trip	$36.38	$36.74	($0.35)	-1.0%	7.5%
Cost per PAX	$27.71	$28.02	($0.31)	-1.1%	5.6%
Cost per Contract Rev Mile	$3.90	$3.92	($0.01)	-0.3%	5.5%
Total Cost per Pax before Depreciation	$34.22	$36.37	($2.15)	-5.9%	-0.3%

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

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	$4,673,932	$4,921,958	($248,026)		
Other Revenue	$105,700	$159,996	($54,296)		
Total Revenue	$4,779,632	$5,081,954	($302,322)	-5.9%	-10%
Total Exp before Capital	$75,383,196	$82,654,119	($7,270,923)	-9%	0%
Capital Expenditures					
Vehicles	$75,081	$0	$75,081		
Other Capital Expenditures	$309,597	$0	$309,597		
Total Capital Expenditures	$384,678	$0	$384,678		
Over/(Under) Budget December 2017			($6,886,246)		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST