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# Board Box

July 2017

<b>Item #</b>	<b>Item</b>	<b>Staff</b>	<b>Page</b>
1.	Key Performance Indicators – Jun 2017	M. Thompson	2-7
2.	Financial Report - May 2017	H. Rodriguez	8-12

July 24, 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	Apr-17	May-17	Jun-17	YTD
Certified Riders		172,433	171,647	171,275	171,275
Vehicle Trips		281,033	298,993	285,990	3,422,228
Passenger Trips		359,804	383,087	368,921	4,390,073
On-Time Performance	≥ 91%	92.4%	91.7%	91.8%	91.5%
Excessively Late Trips (L4)	≤ 0.10%	0.07%	0.08%	0.05%	0.09%
Answered Calls (Reservations)		263,686	279,114	268,746	3,218,465
Average Hold Time	≤ 120	80	76	76	83
Calls on Hold over 5 Minutes	≤ 5%	5.1%	4.5%	4.4%	4.5%
Denials (Negotiations outside 1 hr)	≤ 1.0%	0.22%	0.00%	0.28%	0.39%

# Trips Summary

## Vehicle Trips

	Apr-17	May-17	Jun-17	YTD
System	281,033	298,993	285,990	3,422,228
Antelope Valley	13,444	13,832	13,227	160,250
Eastern	79,179	83,960	79,783	947,973
Northern	50,133	53,492	51,683	620,093
Santa Clarita	3,278	3,609	3,017	39,782
Southern	93,213	98,043	93,724	1,138,588
West Central	41,768	46,043	44,539	514,893
Backup	18	14	16	648

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

	Apr-17	May-17	Jun-17	YTD
System	359,804	383,087	368,921	4,390,073
Antelope Valley	18,006	18,981	18,366	220,999
Eastern	105,252	110,691	105,561	1,253,725
Northern	62,719	66,592	64,419	776,710
Santa Clarita	3,901	4,204	3,579	46,256
Southern	113,957	121,487	117,327	1,406,307
West Central	55,951	61,118	59,650	685,425
Backup	18	14	16	648

## No-Shows

	Apr-17	May-17	Jun-17	YTD
System	3.5%	3.3%	3.5%	3.7%
Antelope Valley	2.8%	1.3%	3.1%	3.2%
Eastern	2.4%	2.5%	2.5%	2.7%
Northern	2.5%	2.2%	2.5%	2.9%
Santa Clarita	2.3%	2.9%	3.0%	2.7%
Southern	4.8%	4.6%	4.5%	4.5%
West Central	4.0%	4.1%	4.3%	4.2%

## Comparability of Access to Fixed Route Travel Times

	Apr-17	May-17	Jun-17	YTD
Equal to or Less	88.4%	87.8%	88.1%	87.5%
1-20 minutes longer	8.1%	8.5%	8.0%	8.5%
21-40 minutes longer	2.5%	2.7%	2.7%	2.8%
41-60 minutes longer	0.7%	0.7%	0.8%	0.8%
60 minutes or longer	0.3%	0.3%	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.

# Key Performance Indicators

## On-Time Performance – 91 percent or better

	Apr-17	May-17	Jun-17	YTD
System	92.4%	91.7%	91.8%	91.5%
Antelope Valley	91.2%	88.3%	90.1%	91.6%
Eastern	92.5%	91.0%	92.5%	91.9%
Northern	92.9%	95.9%	91.4%	91.9%
Santa Clarita	96.3%	91.8%	96.4%	96.3%
Southern	91.8%	92.2%	91.9%	90.6%
West Central	92.4%	91.7%	90.8%	91.2%

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

	Apr-17	May-17	Jun-17	YTD
System	0.07%	0.08%	0.05%	0.09%
Antelope Valley	0.00%	0.06%	0.04%	0.01%
Eastern	0.13%	0.19%	0.05%	0.10%
Northern	0.03%	0.00%	0.10%	0.07%
Santa Clarita	0.00%	0.05%	0.03%	0.03%
Southern	0.03%	0.03%	0.03%	0.11%
West Central	0.12%	0.03%	0.06%	0.08%

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

	Apr-17	May-17	Jun-17	YTD
System	0.22%	0.00%	0.28%	0.39%
Antelope Valley	0.00%	0.00%	0.00%	0.21%
Eastern	1.33%	0.00%	0.00%	0.40%
Northern	0.00%	0.00%	0.00%	0.43%
Santa Clarita	0.00%	0.00%	0.00%	0.63%
Southern	0.00%	0.00%	0.00%	0.37%
West Central	0.00%	0.00%	1.64%	0.31%

## Answered Calls (Reservations)

	Apr-17	May-17	Jun-17	YTD
System	263,686	279,114	268,746	3,218,465
Antelope Valley*	8,534	9,376	8,256	105,140
Eastern	67,499	70,653	66,941	817,711
Northern	43,745	44,913	43,768	544,359
Santa Clarita	6,560	7,400	6,473	80,713
Southern	91,148	96,600	94,293	1,093,689
West Central	46,200	50,172	49,015	576,853

\*The Antelope Valley region experienced spike in demand on May 3-11, 2017, due to bus operator strike on local fixed route system. Service on these days considered premium service.

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

	Apr-17	May-17	Jun-17	YTD
System	80	76	76	83
Antelope Valley*	117	125	107	105
Eastern	74	73	61	61
Northern	85	76	89	93
Santa Clarita	35	35	31	36
Southern	85	79	88	106
West Central	73	76	63	62

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

	Apr-17	May-17	Jun-17	YTD
System	5.1%	4.5%	4.4%	4.5%
Antelope Valley*	4.4%	5.1%	3.1%	3.0%
Eastern	6.4%	6.4%	5.1%	4.7%
Northern	4.1%	2.6%	4.1%	3.2%
Santa Clarita	1.0%	0.6%	0.6%	1.1%
Southern	4.5%	3.3%	4.2%	5.2%
West Central	6.2%	6.7%	5.1%	4.7%

\*The Antelope Valley region experienced spike in demand on May 3-11, 2017, due to bus operator strike on local fixed route system. Service on these days considered premium service.

## Complaints and Commendations

**System (Ratio by 1,000 trips)**

Category	Apr-17	May-17	Jun-17	YTD
ADA	0.1	0.1	0.1	0.1
Booking	0.5	0.5	0.6	0.5
Conduct	0.7	0.8	0.8	0.7
General Service	0.2	0.2	0.1	0.1
Late Trips	0.2	0.4	0.3	0.3
“Late 4” (+45 mins)	0.2	0.2	0.1	0.2
Procedure	1.6	1.9	1.5	1.7
Routing	0.2	0.3	0.3	0.2
Securement	0.0	0.0	0.0	0.0
Service Animal	0.0	0.0	0.0	0.0
Travel Time	0.1	0.1	0.0	0.1
Vehicle	0.0	0.0	0.0	0.0
Total	3.8	4.4	4.1	3.8

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

	Apr-17	May-17	Jun-17	YTD
System	3.8	4.4	4.1	3.8
Antelope Valley	1.9	3.9	2.5	2.4
Eastern	3.0	4.0	3.0	3.0
Northern	2.1	2.6	3.2	2.1
Santa Clarita	0.3	0.6	0.7	0.5
Southern	6.6	6.9	6.6	6.6
West Central	2.1	2.3	2.6	2.3

**Commendations (Ratio per 1,000 trips)**

	Apr-17	May-17	Jun-17	YTD
System	1.9	2.3	2.0	2.0

**Complaint Response Time - 14 days or less**

	Apr-17	May-17	Jun-17	YTD
Complaints requesting response	418	363	293	3,647
Average days for response	8.9	15.9	13.9	12.2

## Eligibility and Appeals

**Eligibility - 21 days or less**

	Apr-17	May-17	Jun-17	YTD
ADA Evaluations Performed	2,862	3,257	2,047	37,147
Days From Application to Decision (avg)	7	7	6	7

**Eligibility Determinations**

	Apr-17	May-17	Jun-17	YTD
Unrestricted	1,457	1,743	1,068	18,548
Restricted	434	441	305	5,481
Temporary	183	169	103	2,034
Not Eligible	788	904	571	11,496
Total	2,862	3,257	2,047	37,559

**Appeals - 30 days or less**

	Apr-17	May-17	Jun-17	YTD
Appeals Performed	300	195	187	3,264
Days From Appeal to Decision (avg)	8	9	9	10

# Safety

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

	Apr-17	May-17	Jun-17	YTD
System	0.79	0.94	0.75	0.64
Antelope Valley	0.63	1.23	0.64	0.57
Eastern	1.17	1.31	0.78	0.80
Northern	0.60	0.28	1.04	0.45
Santa Clarita	0.00	0.00	0.00	0.53
Southern	0.80	0.86	0.79	0.68
West Central	0.38	1.23	0.36	0.53

# Customer Service

## Phone Statistics

### Customer Service

	Standard	Apr-17	May-17	Jun-17	YTD
Customer Service Calls		29,420	34,068	31,958	365,202
Average Initial Hold Time	≤ 180 sec	143	73	110	131
Calls on Hold over 5 Minutes	≤ 10%	18.0%	7.2%	13.1%	15.1%
Call Duration	≤ 300 sec	299	309	318	277
Calls Abandoned	≤ 10%	6.0%	2.9%	4.0%	5.9%

### Operations Monitoring Center

	Standard	Apr-17	May-17	Jun-17	YTD
Customer Service Calls		10,930	12,074	10,965	121,835
Average Initial Hold Time	≤ 180 sec	141	98	104	126
Calls on Hold over 5 Minutes	≤ 10%	18.0%	10.7%	11.7%	15.1%
Call Duration	≤ 300 sec	443	429	431	432
Calls Abandoned	≤ 10%	11.2%	7.8%	8.4%	10.2%

July 24, 2017

**TO: BOARD OF DIRECTORS**  
**FROM: HECTOR RODRIGUEZ, DEPUTY EX. DIRECTOR, FINANCE**  
**RE: FINANCIAL REPORT FOR MAY 2017**

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

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

- Passengers: 6.2% under budget
- Contract Revenue Miles: 4.0% under budget
- Trips: 4.5% under budget
- Completed Eligibility Interviews: 31.1% under budget
- Average Trip Distance: 0.6% over budget at 9.14 miles
- Total cost per Passenger (before depreciation): 2.0% over budget
- Administration Function is 7% under budget
- Eligibility Determination Function is 2.0% under budget
- Paratransit Operations Function is 4.0% under budget

Attached are the following reports for your review:

- Statistical Comparison: May 2016 to May 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 May 2017

	% of Cost	YTD Actual	YTD Budget	Variance	% over/ (Under) Budget	% Over / (Under) Prior Yr
Paratransit Operations	88%	\$119,650,640	\$124,607,457	(\$4,956,817)	-4%	4%
Eligibility Determinations	7%	\$9,196,980	\$9,376,139	(\$179,159)	-2%	7%
CTSA/Ride Information	0.4%	\$551,850	\$501,336	\$50,514	10%	15%
Administrative	4%	\$6,029,658	\$6,473,123	(\$443,465)	-7%	12%
Total Exp before Depreciation		\$135,429,128	\$140,958,055	(\$5,528,927)	-3.9%	4%

## Statistics - For the YTD Period Ended April 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Number of Completed Cert Interviews	35,512	51,525	(16,013)	-31.1%	-19%
Number of PAX	3,977,689	4,238,452	(260,763)	-6.2%	0%
Number of Contract Revenue Miles	28,314,527	29,487,363	(1,172,836)	-4.0%	1%
Number of Trips	3,098,766	3,246,088	(147,322)	-4.5%	1%
Average Trip Distance	9.14	9.08	0.06	0.6%	0%
Purchased Transportation Cost					
Cost per Trip	\$33.59	\$29.94	\$3.65	12%	-1%
Cost per PAX	\$26.17	\$22.93	\$3.24	14%	0%
Cost per Contract Rev Mile	\$3.68	\$3.30	\$0.38	12%	-1%
Total Cost per PAX before Depreciation	\$34.05	\$33.26	\$0.79	2%	4%

## Budget Result for FY 2016-2017 For YTD Period Ending May 2017

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Exp before Capital	\$135,429,128	\$140,958,056	(\$5,528,928)	-4%	-1%
Revenue					
Passenger Fares	\$8,721,941	\$8,827,380	(\$105,439)		
Other Revenue	\$673,295		\$673,295		
Total Revenue	\$9,395,236	\$8,827,380	\$567,856	6%	4%
Capital Expenditures					
Vehicles	\$9,704,941	\$8,185,833	\$1,519,108		
Other Capital Expenditures	\$925,756	\$458,333	\$467,423		
Total Capital Expenditures	\$10,630,697	\$8,644,166	\$1,986,531	23%	204%
Over/(Under) Budget Feb 2017			(\$3,542,397)		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

