



Access Services
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Board Box

April 22, 2011

ITEM	BOARD BOX ITEM	STAFF	PAGES
1.	RECAP OF RECENT LEGISLATIVE ACTIVITIES FOR APRIL 2011	A. COLAIACE	2-3
2.	KEY PERFORMANCE INDICATORS FEBRUARY 2011	A. TORALES	4-8
3.	FINANCIAL REPORT FOR FEBRUARY 2011	K. KUO	9-21
4.	EXECUTIVE SUMMARY UPDATE FOR FEBRUARY 2011	S. CHANG/S. FRYE/L. PACHECO/A. COLAIACE	22-26
5.	OPERATIONS REPORT FOR FEBRUARY 2011	A. TORALES	27-42

BOARD BOX ITEM # 1

APRIL 22, 2011

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING AND GOVERNMENTAL AFFAIRS

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

Federal Legislative Activities: Shelly Verrinder and I were scheduled to go to Washington for our annual lobbying trip but decided to postpone it until May given the uncertainty created by the budget negotiations.

APTA reports: "A government shutdown was narrowly averted late Friday night when U.S. House and Senate leaders negotiated a deal to fund government operations through the remainder of FY 2011. This agreement reduces spending by \$38.5 billion from FY 2010 levels. The total subcommittee discretionary budget authority allocation for Transportation, Housing, and Urban Development is \$55.5 billion in FY 2011, a reduction of 18 percent from the FY 2010 total of \$67.9 billion. The agreement includes steep reductions in the High Speed Rail program, and cuts in transit funds from FY 2010 levels. Under the agreement, transit formula programs will remain at FY 2010 levels of \$8.34 billion."

In other news, Shelly Verrinder, Mark Maloney and I participated in a conference call with economists from the Department of Transportation's John A. Volpe National Transportation System Center who are studying the potential effects of the DOT's 2006 "Reasonable Modification" Notice of Proposed Rulemaking. The proposed rule "would clarify that transportation providers, including, but not limited to, public transportation entities required to provide complementary paratransit service, must make reasonable modifications to their policies and practices to ensure program accessibility."

We had a good conversation and reiterated our view that the rule is vague and would impose significant unfunded costs on Access and other transit agencies around the United States.

State Legislative Activities: Matthew Avancena, Access Services Manager of Planning and Coordination, attended the California Transit Associations Annual Transit Lobby Day in Sacramento. Matthew met with a number of elected officials

and talked to them about transit's priorities and how Access Services fits into the wide array of Los Angeles County transit services.

Local Legislative Activities: Staff attended a Women's Transportation Seminar Luncheon featuring Los Angeles Mayor Antonio Villaraigosa. The Mayor gave an overview of his 30/10 program, which is supposed to accelerate the completion of Measure R transit projects.

If you have any concerns or questions, please feel free to contact me at 213/270-6007.

BOARD BOX ITEM #2

APRIL 22, 2011

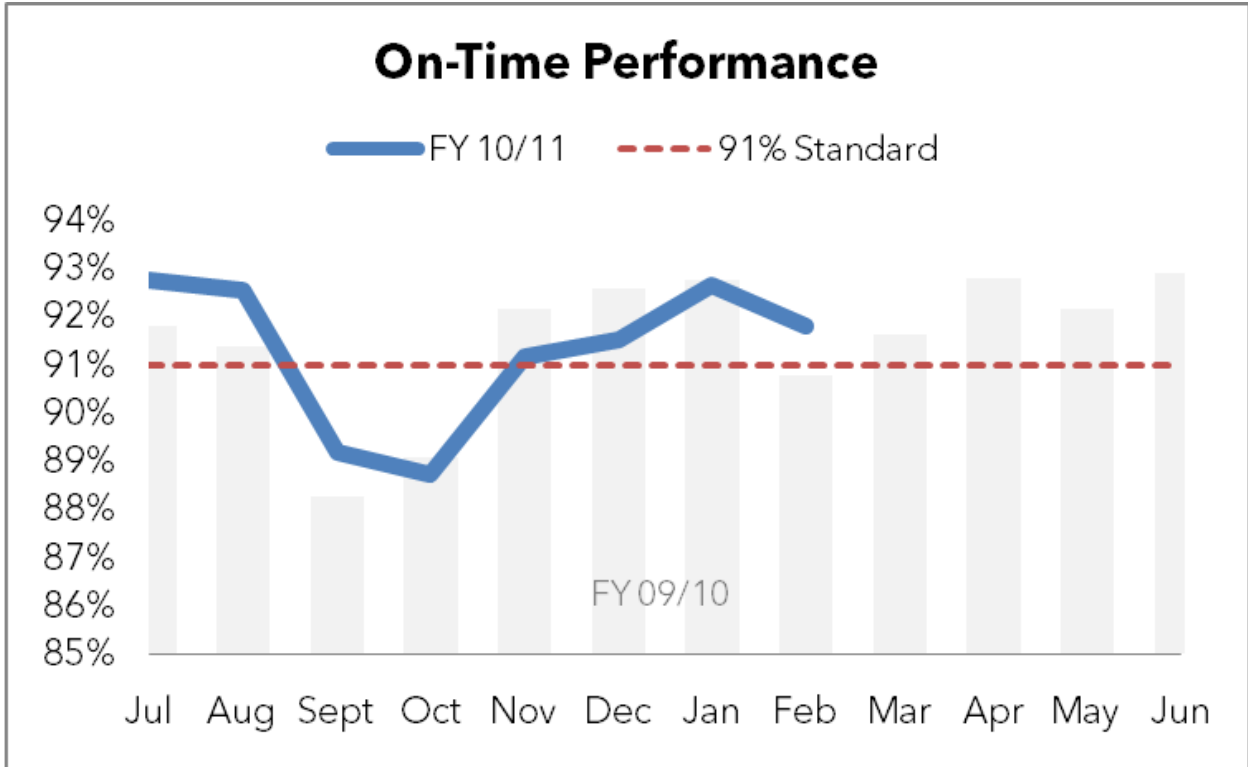
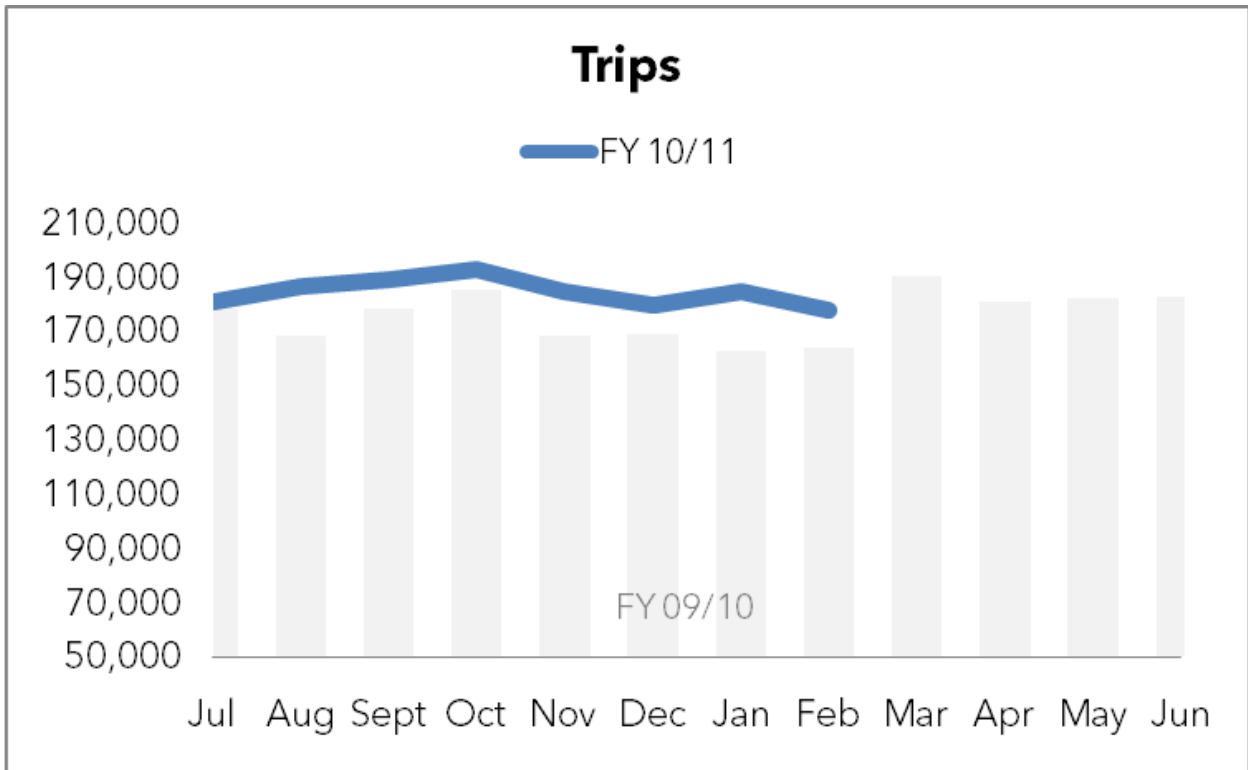
TO: BOARD OF DIRECTORS

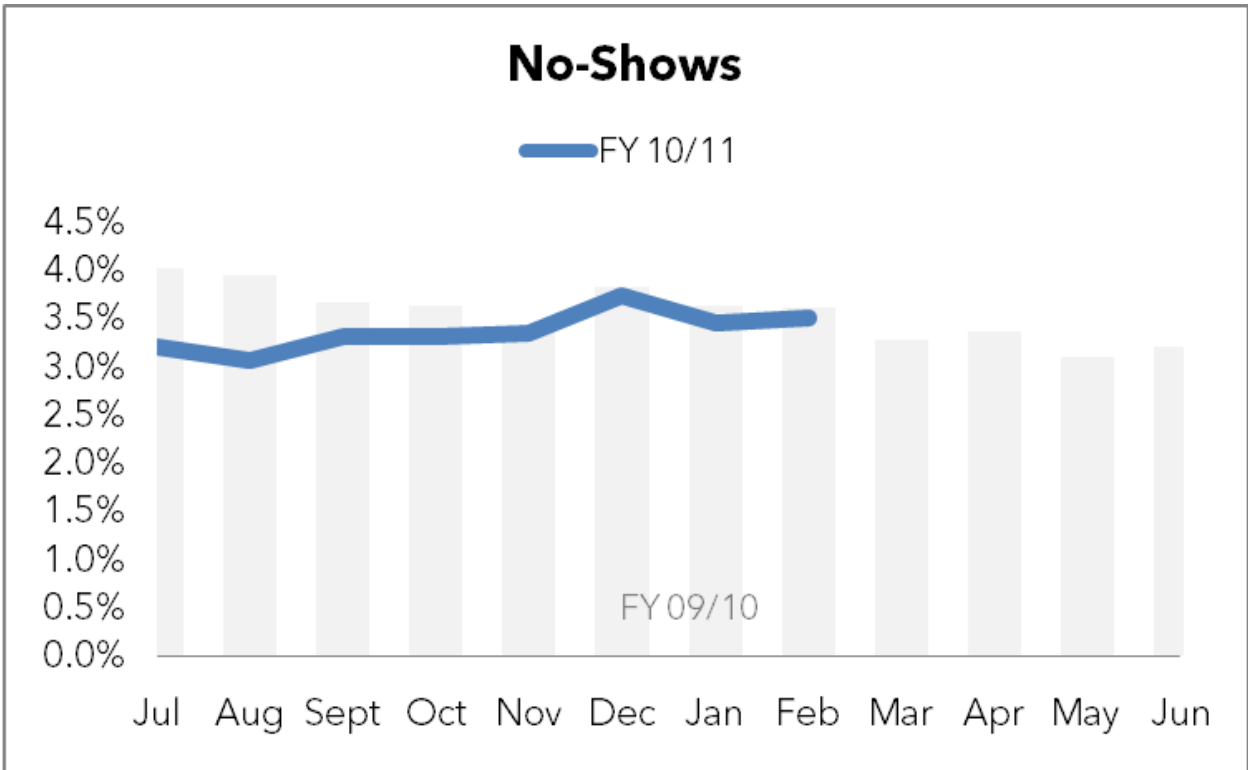
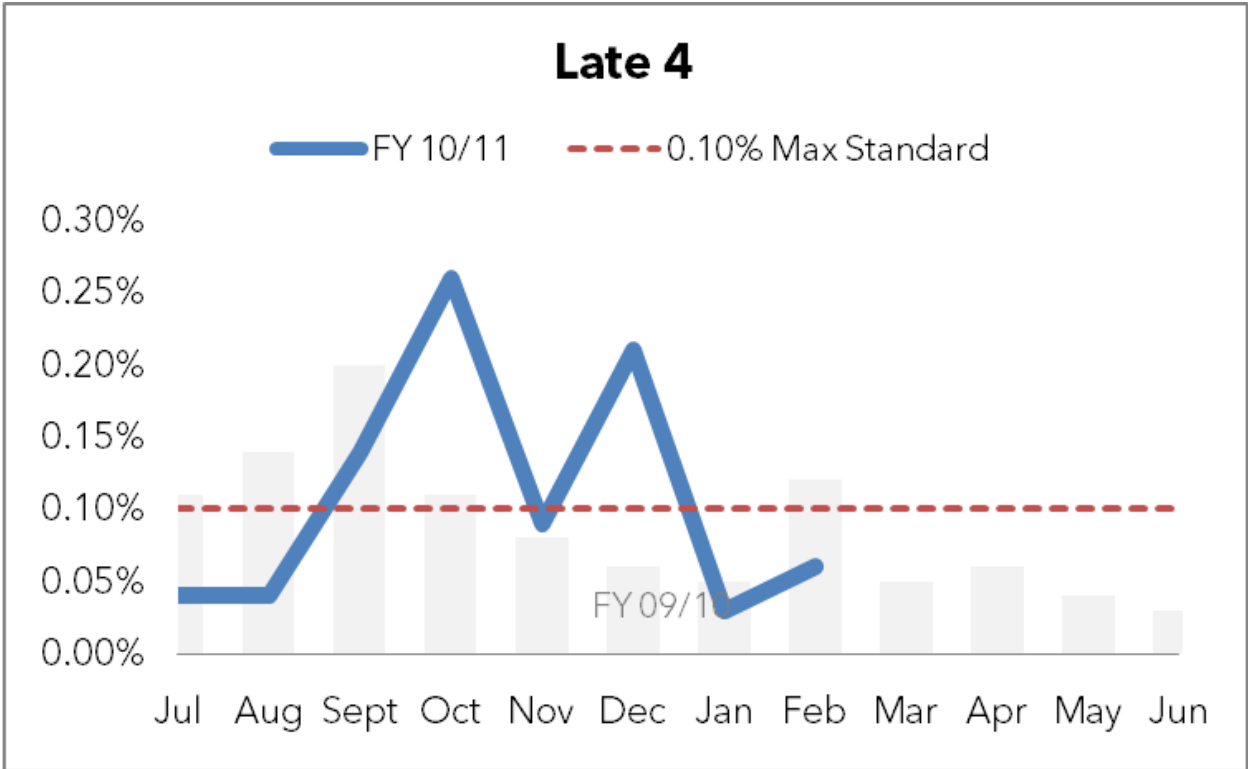
FROM: ALFREDO TORALES, OPERATIONS ANALYST

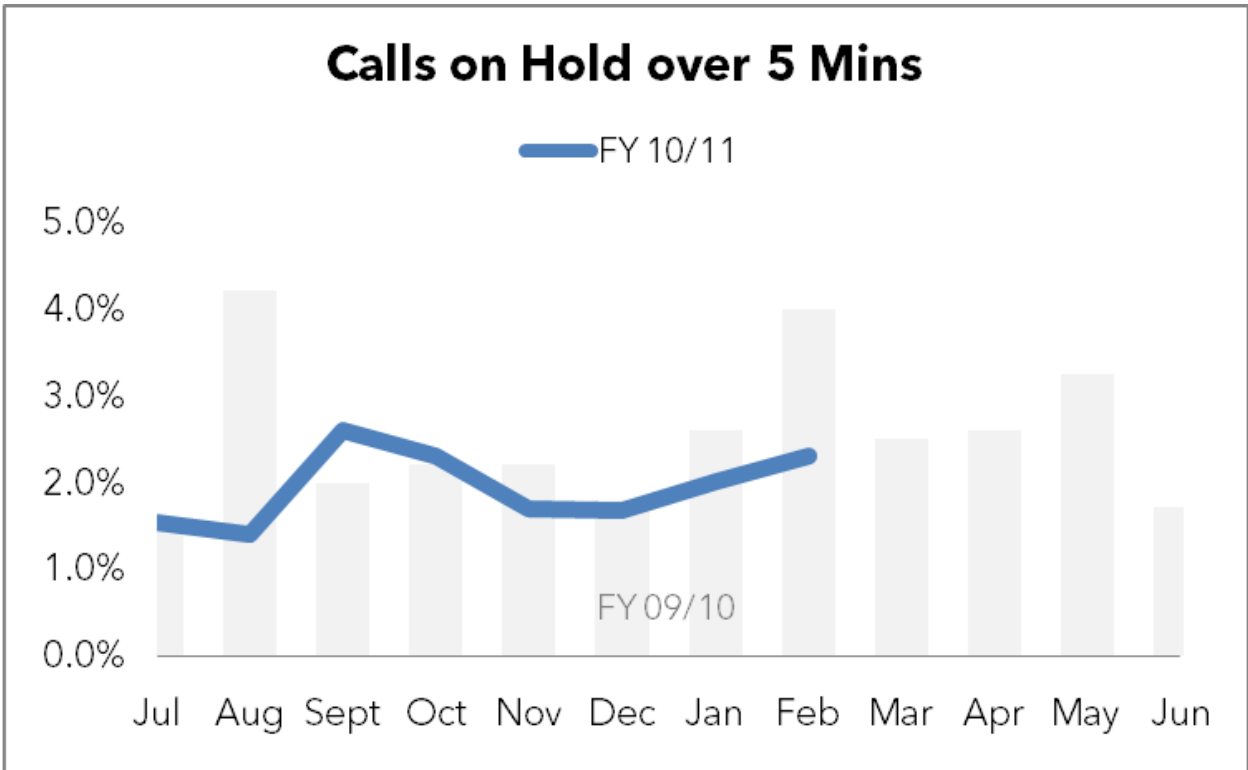
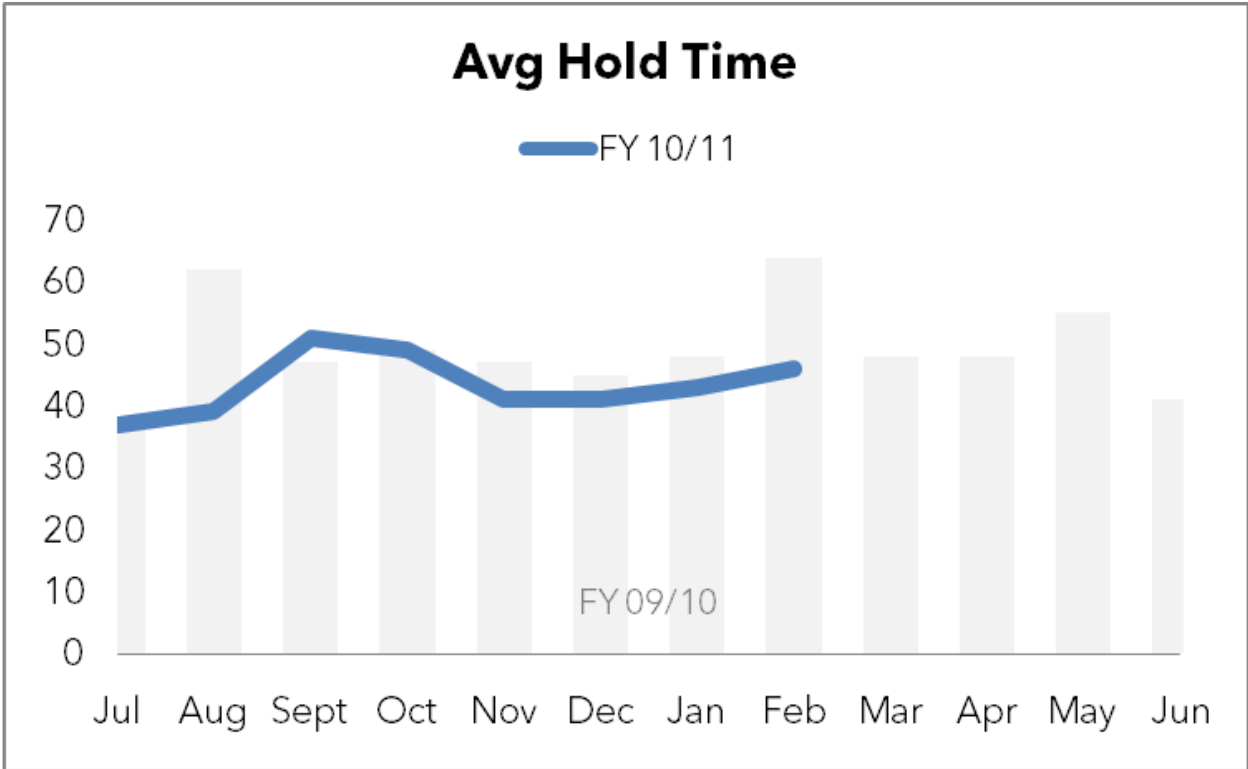
RE: KEY PERFORMANCE INDICATORS

The following graphs represent key system indicators for the fiscal year as of February 2011. The goal of this communication is to keep everyone informed of the current service performance level in the field.

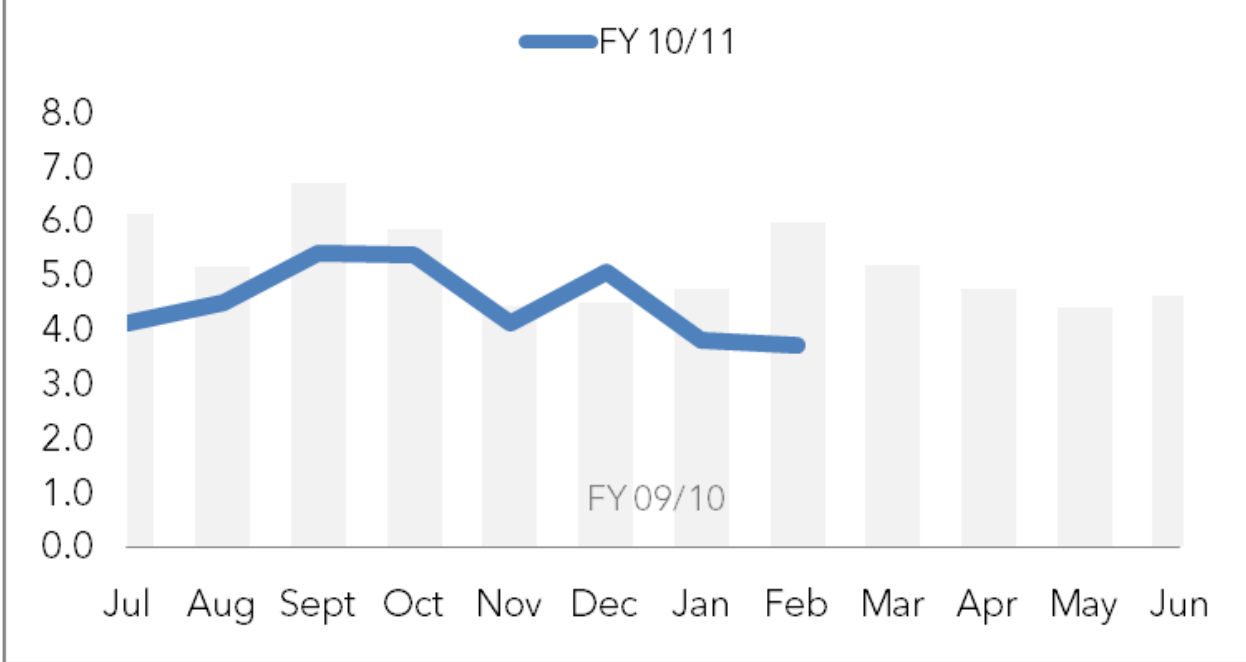
The operations team uses this and other performance information to monitor our service providers' performance. Information is also used to determine the level of service that our customers are experiencing when using Access Paratransit.



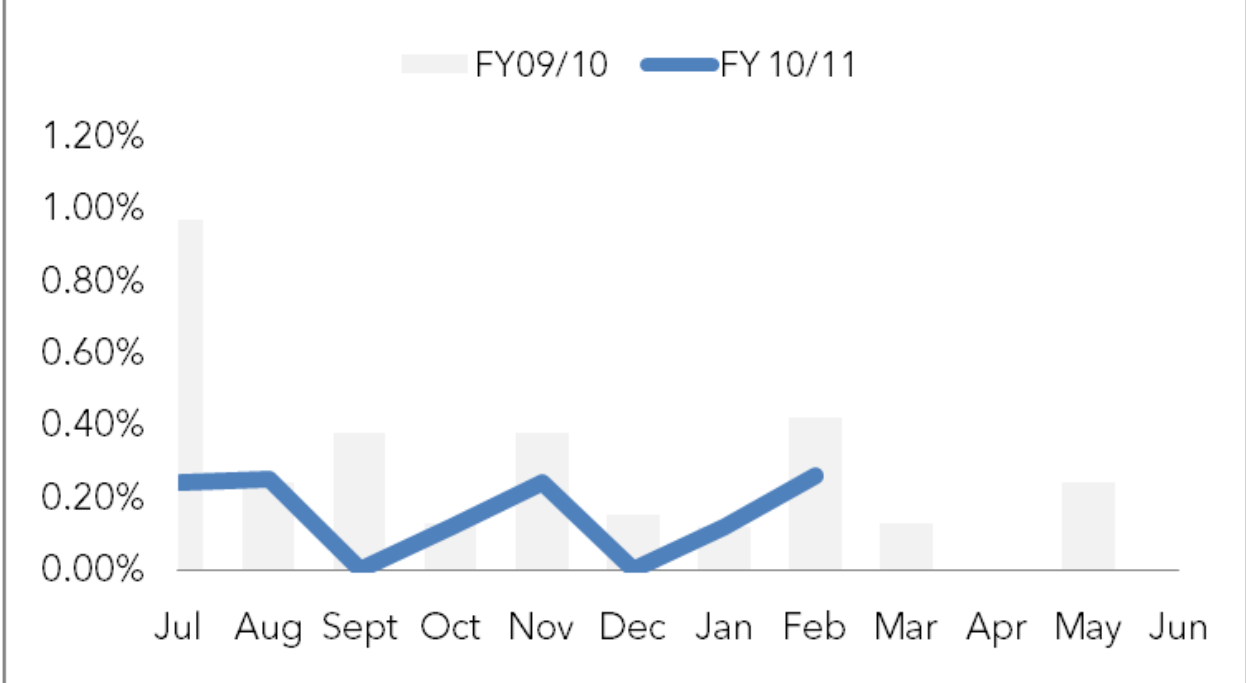




Service Complaints per 1,000 Trips



Denials %



BOARD BOX ITEM #3

APRIL 22, 2011

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR FEBRUARY 2011

Attached for your review are the financial reports for February 2011.

Revised and Approved FY 2010/11 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 0.8% under budget
- ◆ Contract Revenue Miles: 4% under budget
- ◆ Trips: 2.2% under budget
- ◆ Completed Eligibility Interviews: 21.9% over budget
- ◆ Average Trip Distance: 1.9% under budget at 9.35 miles
- ◆ Total cost per Passenger (before depreciation): 1.8% under budget
- ◆ Administration Function is 9.2% under budget
- ◆ Eligibility Determination Function is 1.4% under budget
- ◆ Paratransit Operations Function is 2.1% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: February 2010 to February 2011
- ◆ Expenses by Functional Area
- ◆ Budget to Actual Comparison of Statistics
- ◆ YTD Budget Results
- ◆ Graph: YTD PAX Cost Comparison
- ◆ Detailed Financial Reports

Expenses by Functional Area For the YTD Period Ending February 2011

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Paratransit Operations	89.5%	\$57,324,020	\$58,557,834	\$ (1,233,814)	-2.1%	7.2%
Eligibility Determination	5.4%	3,457,510	3,505,631	(48,121)	-1.4%	14.0%
CTSA/Ride Information	0.4%	247,852	292,117	(44,265)	-15.2%	-10.9%
Administrative	4.7%	<u>3,037,662</u>	<u>3,345,536</u>	<u>(307,874)</u>	<u>-9.2%</u>	<u>7.2%</u>
Total Exp before Depreciation		<u>\$ 64,067,044</u>	<u>\$ 65,701,118</u>	<u>\$ (1,634,074)</u>	<u>-2.5%</u>	<u>7.4%</u>

Statistics - - For the YTD Period Ended February 2011

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Number of Completed Cert Interviews	28,280	23,200	5,080	21.9%	28.4%
Number of PAX	1,956,949	1,971,742	(14,793)	-0.8%	8.6%
Number of Contract Revenue Miles	13,805,748	14,381,403	(575,655)	-4.0%	5.8%
Number of Trips	1,476,296	1,509,029	(32,733)	-2.2%	7.4%
Average Trip Distance	9.35	9.53	(0.18)	-1.9%	-1.5%
Purchased Transportation Cost					
Cost per Trip	\$ 35.24	\$ 35.11	\$ 0.13	0.4%	1.5%
Cost per PAX	\$ 26.58	\$ 26.87	\$ (0.29)	-1.1%	0.4%
Cost per Contract Rev Mile	\$ 3.77	\$ 3.68	\$ 0.09	2.3%	3.0%
Total Cost per Pax before depreciation	\$ 32.70	\$ 33.32	\$ (0.58)	-1.8%	-1.0%

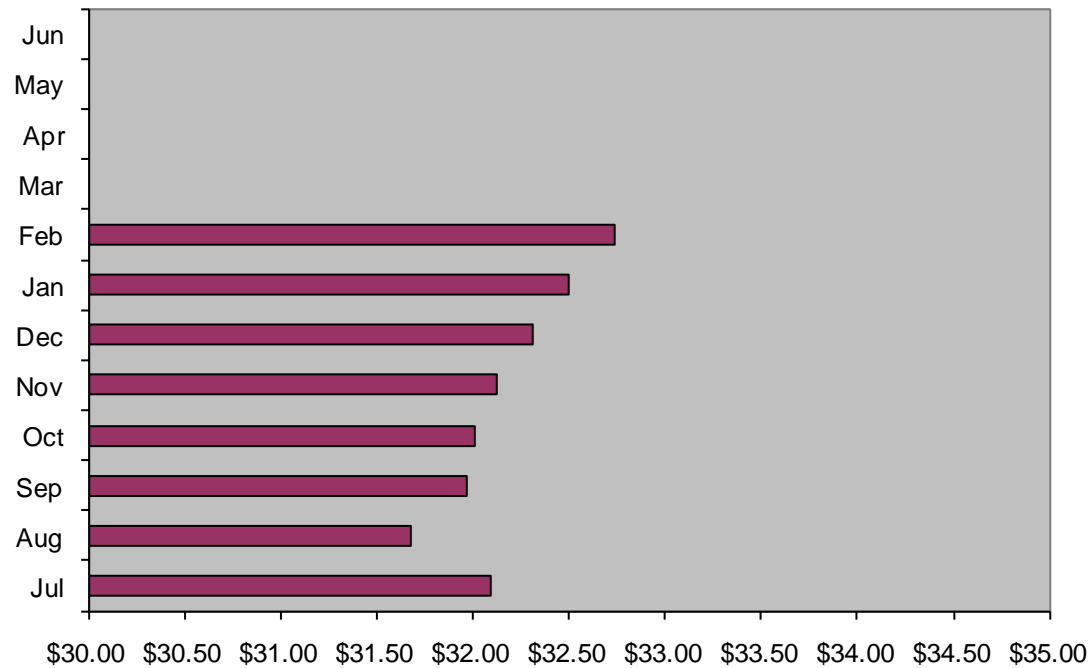
Budget Results for FY 2010/2011
For the YTD Period Ending February 2011

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Previous Yr</u>
Total Exp before Capital @ February 2011	\$ 64,067,044	\$ 65,701,118	\$ (1,634,074)	-2.5%	7.4%
Revenue					
Passenger Fares	3,526,211	3,515,149	(11,062)		
Other Revenue	<u>206,202</u>	<u>258,285</u>	<u>52,083</u>		
Total Revenue	3,732,413	3,773,434	41,021	1.1%	5.4%
Capital Expenditures					
Vehicles	1,935,391	1,945,324	(9,933)		
Other Capital Expenditures	<u>612,994</u>	<u>613,009</u>	<u>(15)</u>		
Total Capital Expenditures	\$ 2,548,385	\$ 2,558,333	<u>(9,948)</u>	-0.4%	
Under Budget @ February 2011			<u>\$ (1,603,001)</u>		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
\$ 32.44	\$ 32.76	\$ 32.83	\$ 32.83	\$ 33.04	\$ 32.98	\$ 32.97	\$ 33.08
Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11
\$ 32.10	\$ 31.68	\$ 31.96	\$ 32.01	\$ 32.13	\$ 32.32	\$ 32.50	\$ 32.74

YTD Amounts for Period Ended February 2011



Access Services Incorporated
Balance Sheet
February 28, 2011

ASSETS

Current Assets:

Cash	20,006,697
Due from FTA	6,551,030
Due from MTA	144,580
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	71,005
Prepaid Expenses	3,051,167
Deposits	<u>8,047</u>
Total Current Assets	30,285,469

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	23,067,161
Office Furniture and equipment	231,538
Computer & Telephone Equipment	2,400,149
Central Reservation Software	1,565,947
Leasehold Improvements	<u>156,965</u>
Total Property and Equipment	27,421,760
Accumulated Amortization & Depreciation	<u>(18,765,143)</u>
Property and Equipment, Net	<u>8,656,617</u>
Total Long Term Assets	<u>8,656,617</u>

Total Assets	<u><u>38,942,086</u></u>
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Access Services Incorporated
Balance Sheet
February 28, 2011

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	228,291	
Accounts Payable-Providers	6,275,298	
Other Liabilities	957,539	
Insurance Reserve	1,594,770	
Accrued Expenses	1,098,602	
	<hr/>	
Total Current Liabilities		10,154,501

Other Liabilities:

Deferred Revenue		<u>25,402,990</u>
Total Liabilities		35,557,491

Net Assets:

Temporarily Restricted		3,384,595
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TOTAL LIABILITIES AND NET ASSETS		<hr/> <u><u>38,942,086</u></u>
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Access Services Incorporated
Statement of Cashflow
For Period Ending February 28, 2011

Cash - Beginning Balance 1/31/11	18,428,334
Cash Receipts:	
Proposition C revenue from LACMTA	3,587,083
FTA funding received	5,730,878
Section 5317 revenue from LACMTA	32,479
Passenger fare/coupons/ID revenue	418,001
Interest income	2,539
Miscellaneous revenues	20,829
Total Cash Received	<u>9,791,809</u>
Cash Payments:	
Capital equipment	2,492
Prepaid expenses/deposits	84,126
Payments to contract providers	6,590,436
Eligibility Determination expenses	352,485
Salaries and related benefits	508,348
Other expenses	675,559
Total Cash Payments	<u>8,213,447</u>
Increase (Decrease) in Cash Reserves	<u>1,578,362</u>
Cash - Ending Balance 2/28/11	<u><u>20,006,697</u></u>

Note: The above statement of cash flow presents the more significant financial categories and their changes for internal use only. This statement is not prepared in accordance with generally accepted accounting reporting standards.

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending February 28, 2011								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD	2010-11	% of 10/11
	ACTUAL	BUDGET	OVER (UNDER)	ACTUAL	BUDGET	OVER (UNDER)	BUDGET	BUDGET REACHED
REVENUE SOURCES:								
Funding Sources for Operating Expenses :								
FY 10/ 11 Prop C & Section 5310							\$93,271,180	
Call for Projects Grant (Regional Integration of Paratransit Res)							\$424,000	
FY 09/ 10 Carryforward - Unallocated (Estimated)							8,376	
Subtotal - Funding Sources & Carryforward Funds	7,467,402	7,670,373	(202,971)	60,195,493	61,588,398	(1,392,905)	93,703,556	64.24%
Funding Sources for Capital Expenses :								
FY 10/ 11 Prop C	0	0	0	2,492	2,495	(3)	5,484,820	
FY 08/ 09 & 9/ 10 Carryforward - Allocated Capital	0	0	0	2,545,893	2,555,838	(9,945)	5,963,577	
FY 08/ 09 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	134,120	
FY 08/ 09 & 09/ 10 Carryforward - Allocated Carryforward Funds	0	21,205	(21,205)	0	200,136	(200,136)	390,783	
Section 5317 Grant for New Mobility Resource Center	7,560	7,560	0	139,138	139,150	(12)	235,463	
FY 09/ 10 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	68,080	
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	0	0	531,180	
Subtotal - Funding Sources & Carryforward Funds	7,560	28,765	(21,205)	2,687,522	2,897,619	(210,097)	12,808,023	20.98%
Interest/ Miscellaneous Income	4,179	10,000	(5,821)	27,918	80,000	(52,082)	120,000	23.26%
Disposal of Vehicles	13,270	13,270	(0)	178,284	178,285	(1)	250,000	71.31%
Passenger Fares	428,828	435,304	(6,476)	3,526,211	3,515,149	11,062	5,344,295	65.98%
TOTAL - REVENUE FUNDING SOURCES	7,921,238	8,157,712	(236,474)	66,615,428	68,259,451	(1,644,023)	112,225,874	59.36%
Less : Total Capital Expenditure During FY 10/ 11	0		0	(2,548,385)		(2,548,385)		
Revenue Recognition for FY 10/ 11 Depreciation	419,265		419,265	3,205,026		3,205,026		
TOTAL - REVENUE RECOGNITION	8,340,503	8,157,712	182,791	67,272,070	68,259,451	(987,381)	112,225,874	
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	6,317,077	6,488,536	(171,459)	51,060,234	51,986,094	(925,860)	79,249,861	64.43%
Communications - Telephone/ Data Transmission	91,252	111,235	(19,984)	721,677	889,883	(168,206)	1,334,825	54.07%
Phone & Computer System Maintenance/ License & Consulting	81,217	82,716	(1,499)	601,113	638,992	(37,879)	969,857	61.98%
Salaries & Related Benefits - Customer Svc & Complaint Response	60,345	60,095	250	489,587	474,987	14,600	713,444	
Total Customer Service & Complaints	60,345	60,095	250	489,587	474,987	14,600	713,444	68.62%
Salaries & Related Benefits - Operations Monitoring Center	39,777	45,764	(5,987)	333,146	361,245	(28,098)	542,678	61.39%
Vehicle Cost - Direct	(300)	3,083	(3,383)	50,998	76,488	(25,490)	150,315	33.93%
Community Events and Materials-Safety Incentive Program	(16)	0	(16)	47,099	45,784	1,315	95,744	0.00%
Office Rent	14,881	14,861	20	119,050	118,891	160	178,336	66.76%
Insurance - Commercial	329,757	332,672	(2,916)	2,661,778	2,661,379	398	3,992,069	66.68%
Travel & Conference	0	375	(375)	4,689	3,000	1,689	4,500	104.19%
Other Professional Expense	2,905	2,905	(0)	22,740	22,750	(10)	38,800	0.00%
Office Supplies	897	520	377	4,636	4,160	476	6,240	74.30%
Total - Paratransit Operations - Direct Cost	6,937,791	7,142,763	(204,972)	56,116,747	57,283,653	(1,166,905)	87,276,669	64.30%

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending February 28, 2011									
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD	2010-11	% of 10/11	
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	VARIANCE OVER(UNDER)	BUDGET	BUDGET	REACHED
PARATRANSIT OPERATIONS - INDIRECT COST									
Salaries & Related Benefits - Operations	111,709	111,230	479	913,686	882,610	31,075	1,325,121	68.95%	
Communications - Telephone & Data Transmission	3,994	4,663	(668)	31,054	37,300	(6,246)	55,950	55.50%	
Other Professional Expense	0	3,500	(3,500)	7,750	28,000	(20,250)	42,000	18.45%	
Vehicle Costs - Indirect	1,457	2,833	(1,377)	18,097	22,667	(4,570)	34,000	53.23%	
Office Rent	9,375	9,375	0	75,000	75,000	0	112,500	66.67%	
Insurance - Commercial	1,108	1,256	(148)	8,864	10,046	(1,182)	15,069	58.82%	
Travel and Conference	0	833	(833)	6,061	6,667	(606)	10,000	60.61%	
Office Supplies	944	495	449	4,602	3,960	642	5,940	77.47%	
Community Events and Materials	10,460	13,793	(3,334)	87,082	120,346	(33,264)	175,520	49.61%	
Publications/ Printed Materials - Riders Communication	8,374	11,074	(2,700)	36,529	68,805	(32,276)	144,825	25.22%	
Postage/Mailing	1,978	2,188	(209)	17,355	17,500	(145)	36,250	47.88%	
Professional Memberships	130	160	(30)	1,194	1,280	(86)	1,920	62.19%	
Total - Paratransit Operations - Indirect Cost	149,529	161,400	(11,871)	1,207,273	1,274,181	(66,908)	1,959,094	61.62%	
Total - Paratransit Operations Cost	7,087,320	7,304,163	(216,843)	57,324,020	58,557,834	(1,233,814)	89,235,763	64.24%	
OTHER ACTIVITIES									
ELIGIBILITY DETERMINATION									
Salaries & Related Benefits - Certification & Appeals	28,780	38,362	(9,582)	264,525	303,860	(39,335)	456,295	57.97%	
Eligibility and Appeal Contracts	200,218	191,817	8,401	1,608,699	1,534,536	74,163	2,301,804	69.89%	
Purchased Transportation Services - Certification Trips	126,518	124,340	2,178	958,297	994,713	(36,416)	1,492,073	64.23%	
Travel Training	37,761	38,375	(614)	275,925	307,000	(31,075)	460,500	59.92%	
Tether Pilot Program	11,235	11,235	(0)	128,607	124,615	3,992	220,931	58.21%	
Other Professional Expense	120	167	(47)	951	1,333	(383)	2,000	47.53%	
Communications - Telephone/ Data Transmission	4,817	3,992	825	34,104	31,933	2,171	47,900	71.20%	
Phone & Computer System Maintenance/ License & Consulting	0	1,667	(1,667)	0	13,333	(13,333)	20,000	0.00%	
Vehicle Costs - Mobile Certification	0	21	(21)	0	167	(167)	250	0.00%	
Repairs & Maintenance	115	117	(2)	898	933	(35)	1,400	64.14%	
Office Rent	4,844	4,861	(17)	38,750	38,887	(137)	58,331	66.43%	
Insurance - Commercial	3,826	4,188	(362)	30,880	33,507	(2,627)	50,260	61.44%	
Business Meetings & Meals	53	0	53	53	0	53	0	0.00%	
Travel and Conference	0	500	(500)	9,309	4,000	5,309	6,000	155.16%	
Office Supplies	852	415	437	3,986	3,320	666	4,980	80.03%	
Publications/ Printed Materials	5,265	5,750	(485)	31,185	46,000	(14,815)	169,000	18.45%	
Postage/Mailing/ Courier	8,936	8,417	520	71,192	67,333	3,859	101,000	70.49%	
Professional Memberships	16	20	(4)	149	160	(11)	240	62.20%	
Subtotal - Eligibility Determination	433,356	434,242	(886)	3,457,510	3,505,631	(48,121)	5,392,963	64.11%	

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending February 28, 2011									
	CURRENT	CURRENT	CURRENT	YTD	YTD	YTD	2010-11	% of 10/11	
	MONTH	MONTH	VARIANCE	ACTUAL	BUDGET	VARIANCE	BUDGET	BUDGET	REACHED
	ACTUAL	BUDGET	OVER (UNDER)			OVER (UNDER)			
CTSA FUNCTION									
EDUCATION AND TRAINING									
Salaries & Related Benefits - CTSA	3,584	8,651	(5,067)	43,284	68,648	(25,364)	103,066	42.00%	
Scholarships Programs, Education & Training Seminars	2,000	2,000	0	41,349	46,050	(4,701)	56,950	72.61%	
Other Professional Expense	0	0	0	0	0	0	15,000	0.00%	
Communications - Telephone	324	310	14	2,443	2,483	(40)	3,725	65.58%	
Office Rent	625	625	0	5,000	5,000	0	7,500	66.67%	
Insurance - Commercial	22	25	(3)	177	201	(23)	301	58.82%	
Travel and Conference	0	167	(167)	0	1,333	(1,333)	2,000	0.00%	
Office Supplies	276	132	145	1,277	1,053	224	1,580	80.83%	
Community Events and Materials	108	333	(225)	653	2,667	(2,014)	4,000	16.31%	
Publications/ Printed Materials	0	183	(183)	1,408	1,467	(59)	2,200	64.00%	
Postage/ Mailing	396	438	(42)	3,471	3,500	(29)	5,250	66.11%	
Professional Memberships	16	20	(4)	149	160	(11)	240	62.20%	
Subtotal - Education and Training	7,351	12,884	(5,533)	99,211	132,561	(33,350)	201,812	49.16%	
ACCESS RIDE-INFORMATION									
Salaries & Related Benefits - Ride-Information	15,424	17,381	(1,957)	127,336	137,784	(10,448)	206,886	61.55%	
Communications - Telephone	900	665	235	6,224	5,317	907	7,975	78.04%	
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	1,200	1,333	(133)	2,000	60.00%	
Office Rent	1,525	1,528	(3)	12,200	12,222	(22)	18,333	66.55%	
Office Supplies	177	88	88	838	707	132	1,060	79.07%	
Publications/ Printed Materials	0	167	(167)	0	1,333	(1,333)	2,000	0.00%	
Postage/ Mailing	79	88	(8)	694	700	(6)	1,050	66.11%	
Professional Memberships	16	20	(4)	149	160	(11)	240	62.20%	
Subtotal - Ride-Information	18,271	20,103	(1,832)	148,641	159,555	(10,915)	239,544	62.05%	
Subtotal - CTSA Function	25,623	32,987	(7,364)	247,852	292,117	(44,265)	441,356	56.16%	
Total - Other Activities	458,979	467,229	(8,250)	3,705,362	3,797,747	(92,386)	5,834,320	63.51%	

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending February 28, 2011									
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD	2010-11	% of 10/11	
	ACTUAL	BUDGET	OVER (UNDER)	ACTUAL	BUDGET	OVER (UNDER)	BUDGET	BUDGET	REACHED
ADMINISTRATIVE									
Salaries & Related Benefits	221,483	238,652	(17,170)	1,797,828	1,900,681	(102,853)	2,858,535	62.89%	
Communications - Telephone & Data Transmission	3,749	3,994	(245)	29,014	31,950	(2,936)	47,925	60.54%	
Office Rent	19,533	19,850	(317)	155,419	158,800	(3,381)	238,200	65.25%	
Insurance - Commercial	11,918	9,646	2,273	76,536	77,166	(630)	115,749	66.12%	
Office Supplies	3,282	2,392	890	19,686	19,133	553	28,700	68.59%	
Other Professional Services	88,076	80,965	7,111	781,578	919,360	(137,781)	1,438,719	54.32%	
Public Notice Advertising Expenses	291	833	(542)	4,480	6,667	(2,187)	10,000	44.80%	
Equipment/ Other Rental	215	267	(51)	1,845	2,133	(288)	3,200	57.66%	
Repairs & Maintenance	4,169	3,833	336	29,053	30,667	(1,613)	46,000	63.16%	
Postage/Mailing/ Messenger	4,289	4,581	(292)	35,485	36,647	(1,162)	54,970	64.55%	
Publications/ Printed Materials/ Copying	962	1,833	(871)	6,330	14,667	(8,336)	22,000	28.77%	
Network Support/ Supplies	11,196	5,500	5,696	49,509	44,000	5,509	66,000	75.01%	
Subscription/ References	223	250	(27)	978	2,000	(1,022)	3,000	32.59%	
Professional Memberships	314	355	(41)	3,056	2,840	216	4,260	71.75%	
Board and Advisory Committee Compensation	856	2,458	(1,602)	16,101	19,667	(3,565)	29,500	54.58%	
Annual Meeting	1,159	1,160	(1)	1,159	1,160	(1)	16,000	7.24%	
Business Meetings & Meals	614	917	(303)	5,823	7,333	(1,510)	11,000	52.93%	
Travel and Conference	1,545	4,042	(2,497)	20,083	32,333	(12,250)	48,500	41.41%	
Mileage and Parking	101	208	(107)	507	1,667	(1,160)	2,500	20.27%	
Bank Interest	0	4,167	(4,167)	0	33,334	(33,334)	50,000	0.00%	
Other Expenses - bank charges, tax filing fees, etc.	964	417	547	3,191	3,334	(142)	5,000	63.83%	
Total - Administrative Expense	374,940	386,320	(11,380)	3,037,662	3,345,536	(307,874)	5,099,758	59.56%	
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	7,921,238	8,157,712	(236,474)	64,067,044	65,701,118	(1,634,074)	100,169,841	63.96%	
Amortization and Depreciation Expense	419,265	0	419,265	3,205,026	0	3,205,026	0		
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	8,340,503	8,157,712	182,791	67,272,070	65,701,118	1,570,952	100,169,841		
CAPITAL EXPENDITURES									
Property & Equipment	0	0	0	2,548,385	2,558,333	(9,948)	11,979,577	21.27%	
Total - Capital Expenditures	0	0	0	2,548,385	2,558,333	(9,948)	11,979,577	21.27%	
Less: Amortization and Depreciation Expense	(419,265)	0	(419,265)	(3,205,026)	0	(3,205,026)	0		
TOTAL EXPENSES AND CAPITAL EXPENDITURES	7,921,238	\$8,157,712	(\$236,474)	\$66,615,428	\$68,259,451	(\$1,644,023)	\$112,149,418	59.40%	
Uncommitted Carryforward from FY 09/10 (Estimated)						0	8,376		
Sales of Veh. Proceeds over \$5,000 Rollover from FY 09/10						0	68,080		
TOTAL	7,921,238	\$8,157,712	(\$236,474)	\$66,615,428	\$68,259,451	(1,644,023)	\$112,225,874	59.36%	

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending February 28, 2011								
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER (UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER (UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED
PROPERTY AND EQUIPMENT								
75 VEHICLES - Minivan (Fleet Replacement) (\$44,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$3,337,500	0.00%
20 VEHICLES - Type II Cutaway (Fleet Replacement) (\$68,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$1,370,000	0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	0	0	578,500	0.00%
SUBTOTAL - VEHICLES - FY 10/11	0	0	0	0	0	0	\$5,286,000	
30 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$0	\$0	0	\$1,259,624	\$1,263,750	(\$4,127)	\$1,263,750	99.67%
11 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$0	\$0	0	\$461,862	\$463,375	(\$1,513)	\$463,375	99.67%
3 VEHICLES - Minivan (Fleet Replacement) (\$72,733 each)	\$0	\$0	0	\$213,906	\$218,199	(\$4,293)	\$218,199	98.03%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$48,000 each)	\$0	\$0	0	\$0	\$0	\$0	\$624,000	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 09/10	0	0	0	1,935,391	1,945,324	(9,933)	2,569,324	
LEASEHOLD IMPROVEMENTS	0	0	0	0	0	0	100,000	0.00%
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	530,000	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	2,492	2,495	(3)	100,000	2.49%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 10/11	0	0	0	2,492	2,495	(3)	730,000	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,430,376	0.00%
CENTRALIZATION SOFTWARE/IVR	0	0	0	297,888	297,900	(12)	1,581,941	18.83%
SMARTDRIVE - 1ST YEAR COST	0	0	0	312,614	312,614	(0)	381,936	81.85%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09 & FY 09/10	0	0	0	610,502	610,514	(12)	3,394,253	
TOTAL CAPITAL EXPENDITURES	\$0	\$0	\$0	\$2,548,385	\$2,558,333	(\$9,948)	\$11,979,577	21.27%

BOARD BOX ITEM #4

APRIL 22, 2011

TO: BOARD OF DIRECTORS
FROM: ACCESS SERVICES MANAGEMENT STAFF
RE: EXECUTIVE SUMMARY UPDATE FOR FEBRUARY 2011

STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

Operations update:

February was a strong month operationally with no major service interruptions. Due to severe weather condition in the Antelope Valley area, early morning service was put on hold until road condition were cleared and safe to travel. For the month, system on-time performance was 91.80% with 0.06% Late4. As we approach one of the busiest months of the year in March, Access regional teams continue to work with service providers in finalizing their regional March Preparedness Plans. The purpose of these regional plans is to ensure the service providers are prepared operationally in meeting the spike in service demand during the month of March. Areas of focus include driver and call taker availability and staffing schedules, vehicle availability, vehicle maintenance schedule, peak operating periods, historic service anomalies and trends. When we are prepared, our customers will experience less delays and safer rides during a very challenging month.

David Foster - Project Administrator, West Central and Eastern Regions - From a performance standpoint, both San Gabriel Transit, the Eastern Region service provider, and California Transit, the West Central Region provider, exceeded the key operations performance standards. Both San Gabriel Transit and California Transit completed the month with an on-time performance of 91.51% and Late 4 percentages of .05%.

On February 9, 2011, San Gabriel Transit hosted a Ricon lift training at their facility where representatives from Ricon provided training of the Ricon lift in the new Access vehicles. Trainers and other key staff from each contractor as well as Access staff attended the training. Beginning in mid-February Access Services' service providers began sharing resources through a plan developed by Access Services' Operations Department. The concept, Cross Regional Road Supervisor Utilization, will allow service providers to enlist the assistance of other regions' road supervision staff in conducting on site accident investigations. The benefits of this process are:

- Potentially quicker response to an accident scene e.g. the San Fernando Valley provider's driver has an accident in Long Beach, and their road supervisors are all conducting business in the San Fernando Valley; a road supervisor assigned to the Southern Region contractor would in all likelihood be much closer to the accident scene.

- More Consistency in the Accident Investigation Process Road supervision staff conducting accident investigations in other regions will allow more consistency in the process in terms of how the respective road supervision staff conducts an accident investigation. Towards that end our Manager of Safety, Training and Emergency Preparedness will be working with me to devise future training courses for the service provider staff targeted at accident investigation.

Luis Garcia - Project Administrator, Southern and Santa Clarita Regions - The Southern region experienced a substantial increase in performance during the month of February, Global Paratransit closed the month at 91.52% which is 4.1% improvement in service performance from the previous year. Though February is considered a short month, it was certainly a busy one for Global Paratransit. Global management hosted the second installment of their driver incentive program; the program showcases those drivers who accumulate an established amount of mileage without a preventable accident; the drivers must also be free of any risk management or safety related concerns filed by Access customers. The stringent criteria did not deter the driver staff as a large portion of the staff was presented awards in excess of 30,000 miles. The driver incentive program **compliments Global Paratransit's existing safety culture which Access customers are the benefactors.** Global Paratransit also introduced Mr. Edward Muncy as the organizations new Chief Operations Officer. Mr. Muncy has a profound transportation background which encompasses taxi, fixed route, and paratransit. His addition to the Global Paratransit managerial infrastructure will expand the organizations existing diverse management team; Access Services welcomes Mr. Muncy and wishes him well in his new venture.

Santa Clarita Transit continued their positive trend in on-time performance, closing the month at 92% on-time. Access Services initiated discussions regarding preparations for the annual March increase in trip demand.

Geoffrey Okamoto - Project Administrator, Eligibility - For the month of February the number of Access customers coming in for evaluation comminutes to be strong at the Access Eligibility Center the total customers in our database is now at 103,567. Access is in the process of planning for the implementation of the new Access identification card for our customers, which it will be in the form of a "Tap Card." New photo station will be added at the Eligibility Center to process the new identification cards.

Geetu Banerjee - Project Administrator, Northern and Antelope Valley Regions - The San Fernando Valley closed the month of February with 36,768 trips. When compared to the number of trips for the same period last year, we observed a 14% increase in trips. However, MV Transportation has consistently exceeded performance standards with an on-time performance of 91.77% and late4's at 0.04%.

In the Antelope Valley, Southland Transit completed 4,614 trips and continued to perform above performance standards with an OTP of 92.52% and late 4's at 0.09%.

In the month of February, Access staff worked in close collaboration with MV Transportation and Southland Transit Management staff to develop solutions in anticipation of increased ridership projected for the month of March. A March Preparedness plan was developed for both the providers and presented at the monthly Operations meeting. Some of the strategies included; analyzing historical trend, driver

schedules adjustments to accommodate peak periods, new drivers being trained so they can be added in service, and utilization of some of the subcontractor resources to offset demand.

Access also surpassed the 100,000th customer milestone in February and Ms. Martiza Chavez who resides in San Fernando Valley was interviewed by Access staff. We presented Ms. Chavez with some free coupons and balloons for being the landmark customer.

SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

Customer Service, Customer Care, and Operations Monitoring Update:

Customer Service – With its informative voice scripts and voicemail options, the Phone Tree appears initially to be achieving the goals it was designed to meet. Though February is only the first full month of operation for the Phone Tree, Customer Service has noted significantly lower numbers of calls coming through to live operators, as well as significantly lower customer initial hold times. A total of 14,822 calls were registered in February, which represents an 18% decrease from January 2011. Sustaining Access' average initial hold time standard in February was met with great success. We came in at three minutes even, putting us well under our goal of four minutes. Hooray! Our hard-working Customer Support Representatives (CSR's) averaged 11 calls per hour, per agent. The need for outside assistance from trained employees in other departments also showed a significant decrease. These folks handled 324 assistance calls in February as compared to 730 assistance calls in January. Also an extra pat on the back to the noteworthy CSRs who garnered 16 commendations from happy customers!

Customer Care Center – closed February 2011 having received 2% less complaints than last month's all-time low of 740 tickets. And, that is nearly 20% less than same time last year (912 complaints). It just goes to show the progress being made at Access lately. Helping to make the customer's experience as satisfying as possible is our primary goal in Customer Care. On that note, recognition commendations for employees who "make a difference" at Access totaled 312 in February. This type of reinforcement reassures our employees that their quality of customer service is being well received. We also noticed a change in our top three complaints types during February. Urgent complaints landed the 3rd spot in February, while the Late 4 and Service complaints types remained our top two tickets (in that order). Urgent complaints commonly include minor injuries (such as bumps or scratches), minor rear-end collisions, and replacement of damaged properties. Our investigations in Customer Care identified that a good portion of February's complaints were attributable to excessive travel times resulting from both questionable routing and the late dispatching of vehicles. It is Customer Care's objective to continue identifying these trends and improve overall service for customers by keeping the Operations Department apprised of all pattern issues. February 2011 was also the first full month that the newly-designed Phone Tree was functioning in

Operations Monitoring – saw a significant decrease in call volume during February 2011. A nice barometer of improved service! Statistically, 4,450 calls were registered in the Operations Monitoring Center for February, which represents a 8.7% decrease from last month and a substantial decrease of 24% from February of 2010. Further assisting Access

customers, the OMC provided a total of 382 "Backup" trips in February 2011, which represents a 15.7% decrease from last month and a 21.5% decrease from February of 2010. The majority of OMC "Backup" trips (235) were serviced by OMC-dedicated "Overflow" vehicles (the OMC keeps its Overflow drivers in a virtual state of constant motion). In an effort to help cut down on costs, the OMC was asked to monitor all Appeal trips during the month of February in an effort to help management determine if "No Show" fees charged by the Appeal Specialists are being caused by last minute customer cancellations, excessive travel times, late pickups, or other service issues - a total of 37 Appeal Trips were monitored for the month. Finally in February 2011, the Operation Monitoring Center continued to garner employee commendations (6 in total) from satisfied customers.

LUIS PACHECO, SAFETY ANALYST

The Access Driver Safety Incentive Program

The Access Driver Safety Incentive Program is nearing its first year anniversary and as expected drivers are reaching different award levels as they continue to drive safely.

Milestones for February 2011:

10,000 safe miles driven	904 drivers
20,000 safe miles driven	762 drivers
30,000 safe miles driven	312 drivers
40,000 safe miles driven	69 drivers
50,000 safe miles driven	13 drivers
60,000 safe miles driven	1 driver
70,000 safe miles driven	1 driver

SmartDrive

SmartDrive onboard camera system offers many advantages in capturing critical service events as well as identifying good and bad driving behaviors. As drivers are brought in to review events, not only are they provided with their own personalized report card, they are also informed of the most frequent events triggering the camera.

For the month of February 2011, the top five triggering events that needed coaching were excessive speed, other work/task or object in hand, incomplete stop at stop sign, passenger seatbelt unfastened and yawning. Along with sharing the negative factors contributing to the events, we also like to share the positive factors that drivers should be aware of so that they may continue their good driving habits.

February 2011 reported the top five triggering camera factors that had little or no impact on the reports but still need to be looked at and shared with the drivers in order to create pride awareness in their daily job functions, events like failure to yield to vehicles(s), competitive/aggressive driving, failure to use turn signal, and departure/straddling lanes, unsafe braking and collision with pedestrian. These events are a clear indication of driver behavior improvement as well as their commitment to safety.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Update

Abilities Expo 2011

From April 15th to 17th, Access Services participated in the annual Abilities Expo at the Los Angeles Convention Center. Access Services shared a booth with Metro, in which Metro staff and Access staff worked together to promote ADA accessible fixed route transportation and Access paratransit services.

We provided Expo visitors with information about Access Services, but also promoted to visitors the many benefits of using various modes of transportation. We also stressed the importance of gaining greater social independence through travel instruction with our Access Services travel training program.

Additionally, two Access evaluation center staff persons were in attendance all three days to evaluate wheelchairs for safety strap installation and tie down markings; they assisted 58 fixed route and/or Paratransit customers that visited our booth.

Great thanks goes to all of the Access staff who took turns working shifts at the booth: Stephen Wrenn, Galen Hale, Eric Haack, Louis Burns and Giovanna Gogreve. Special thanks also goes out to R&D Transportation Travel Training Supervisor Jacqueline Carlos for coming out for our Sunday morning shift. And last but not least, many thanks to the Operations staff that worked all weekend at the pick-up/drop-off location to help Access riders attend this wonderful event.

BOARD BOX ITEM #5

APRIL 22, 2011

TO: BOARD OF DIRECTORS
 FROM: ALFREDO TORALES, OPERATIONS ANALYST
 RE: OPERATIONS REPORT FOR FEBRUARY 2011

Below is a summary of the key operating statistics for FEBRUARY 2011, as well as, operation data for the previous month (JANUARY 2011) and Year to Date (YTD):

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	177,716	184,55	-3.7%	1,476,296
Passengers per Vehicle Trip	1.29	1.31	-1.5%	1.33
Average Trip Distance	9.2	9.3	-1.5%	9.4
Total Calls to Providers	297,106	316,850	-6.2%	2,509,209
Average Initial Hold Time (seconds)	46	43	6.7%	43
% of Calls on Hold More Than 5 minutes	2.3%	2.0%	0.3%	1.9%
On-Time Performance	91.8%	92.6%	-0.8%	91.3%
Late 4 Trips	0.06%	0.03%	0.03%	0.11%
Total number Registered Riders	103,567	101,211	2.3%	103,567

MONTHLY PROVIDER SUMMARY: ALL TRIPS
(including OMC Dispatched Backup Trips)

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
System Wide				
JAN-11	241,061	184,555	1.31	1.00
FEB-11	229,541	177,716	1.29	1.00
% Change	-4.8%	-3.7%	-1.5%	0.0%
SGT - Eastern Region				
JAN 11	70,669	53,339	1.32	0.95
FEB 11	67,978	51,347	1.32	0.94
% Change	-3.8%	-3.7%	0.0%	-1.1%
GPI - Southern Region				
JAN-11	71,959	54,905	1.31	1.03
FEB-11	67,977	52,291	1.30	1.03
% Change	-5.5%	-4.8%	-0.8%	0.0%
CTI - WC - West Central Region				
JAN-11	40,203	30,804	1.31	1.02
FEB-11	38,858	29,773	1.31	1.02
% Change	-3.4%	-3.4%	0.0%	0.0%
MV - San Fernando Valley Region				
JAN-11	48,661	37,885	1.28	1.02
FEB-11	45,061	36,565	1.23	1.02
% Change	-7.4%	-3.5%	-3.9%	0.0%
STI - AV - Antelope Valley Region				
JAN-11	5,714	4,428	1.29	1.03
FEB-11	5,924	4,566	1.30	1.03
% Change	3.7%	3.1%	0.8%	0.0%
SCT - Santa Clarita Region				
JAN-11	3,553	2,934	1.21	1.03
FEB-11	3,393	2,868	1.18	1.01
% Change	-4.5%	-2.3%	-2.5%	-1.9%

PROVIDER SERVICE SUMMARY
PROVIDER MONITORING

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	45	24	45.3
SGT - Eastern Region	3	3	10.6
GPI - Southern Region	22	4	13.1
CTI - West - Central Region	11	7	6.1
MV Transit - San Fernando Valley Region	7	6	10.5
STI - Antelope Valley Region	1	2	2.8
SCT - Santa Clarita Region	1	2	2.1

* The data above represents the number of vehicles evaluated at the contractor locations

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	157	161	175.6
SGT - Eastern Region	45	50	41.8
GPI - Southern Region	23	25	24.4
CTI - West - Central Region	29	24	37.0
MV Transit - San Fernando Valley Region	24	21	30.0
STI - Antelope Valley Region	22	22	22.0
SCT - Santa Clarita Region	14	19	20.5

* The data above represents the number of Order Takers and Dispatchers evaluated by the Operations Monitors2s.

Comparability of Access Paratransit to Fixed Route Travel Times*	Current Quarter	Previous Quarter
Equal to or Shorter than Comparable Fixed Route Trip	97.5%	92.7%
1-20 Minutes Longer than Fixed Route Trip	1.9%	5.7%
21-40 Minutes Longer than Fixed Route Trip	0.4%	1.2%
41-60 Minutes Longer than Fixed Route Trip	0.0%	0.2%
60 Minutes Longer than Fixed Route Trip	0.1%	0.2%

*The data above (based on a sample of all trips) highlights the degree to which Access Paratransit trips are comparable in terms of travel time to trips of a similar distance, origin and destination taken on local fixed route transit.

NORTH COUNTY TRANSFER TRIPS

North County Trips Transferring at Olive View

	Current	Previous Month	YTD-Average
Antelope Valley to Transfer Point	218	181	229.8
Transfer Point to Antelope Valley	189	186	215.3
Santa Clarita to Transfer Point	112	99	114.6
Transfer Point to Santa Clarita	45	40	65.8

Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	0	3	0.8
Total Reported Incidents with Bodily Injury	0	0	0.0
SGT - Eastern Region	0	2	0.4
GPI - Southern Region	0	1	0.3
CTI - West/Central Region	0	0	0.1
MV Transit - San Fernando Valley Region	0	0	0.0
STI - Antelope Valley Region	0	0	0.0
SCT - Santa Clarita Region	0	0	0.0

Travel Training

Travel Training, Fiscal Year 2010-2011	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	YTD
Accepted Travel Training	21	13	24	12	14	33	19	35	171
Waiting for Travel Training	10	2	0	0	0	17	8	18	55
Started Travel Training	10	21	13	16	3	14	11	13	101
Completed Travel Training	16	22	15	16	6	25	20	21	141
Discontinued Services	0	0	0	0	0	0	1	0	1
People Currently in Travel Training	6	2	0	0	1	0	0	0	9
Total Follow-up Response Month 2	17	8	8	29	11	8	13	9	103
# Graduates Using Bus After 2 Months	16	7	8	27	11	8	13	9	99
Average # of Trips per-week, Month 2	6	7	10	7	10	11	8	10	69
<i>Estimated Bus Trips Taken, YTD</i>	3,333	1,484	2,069	4,077	1,886	1,131	877	360	15,216

COMMUNICATIONS

Providers: Monthly Calls	Current	Previous Month	YTD-Average
All PROVIDER TOTAL	297,106	316,850	313,651
SGT - Eastern Region	78,074	85,169	82,586
GPI - Southern Region	103,865	109,354	108,023
CTI - West - Central Region	61,542	66,591	65,707
MV Transit - San Fernando Valley Region	44,216	46,351	47,525
STI - Antelope Valley Region	6,944	6,704	7,205
SCT - Santa Clarita Region	2,465	2,681	2,606

Customer Service/OMC Calls	Current	Previous Month	YTD-Average
Customer Service Calls Answered	14,812	18,098	18,300
Ops. Monitoring Center Calls Answered	4,781	5,917	6,336
<i>Ride Info</i> Calls Offered	1,705	676	884

Average Initial Hold Times - Standard -Not to Exceed 120 Secs and % Calls on Hold > 5 mins Systemwide	Current	Previous Month	YTD-Average
Average Initial Hold Time	46	43	43
% OF Calls On Hold More Than 5 minutes	2.3%	2.0%	1.9%
SGT - Eastern Region			
Average Initial Hold Time	32	23	30
% of Calls on Hold More Than 5 minutes	1.0%	0.5%	0.8%
GPI - Southern Region			
Average Initial Hold Time	55	61	55
% of Calls on Hold More Than 5 minutes	2.9%	3.2%	3.0%
CTI - West - Central Region			
Average Initial Hold Time	24	17	25
% of Calls on Hold More Than 5 minutes	1.1%	0.2%	0.7%
MV Transit - San Fernando Valley Region			
Average Initial Hold Time	72	69	65
% of Calls on Hold More Than 5 minutes	3.7%	3.7%	2.9%

STI - Antelope Valley Region			
Average Initial Hold Time	65	44	47
% of Calls on Hold More Than 5 minutes	6.7%	4.1%	3.6%
SCT - Santa Clarita Valley Region			
Average Initial Hold Time	73	60	52
% of Calls on Hold More Than 5 minutes	6.0%	4.8%	3.5%
Operations Monitoring Center			
Average Initial Hold Time	107	100	114
% of Calls on Hold More Than 5 minutes	11.3%	9.6%	12.0%
Customer Service			
Average Initial Hold Time	182	194	232
% of Calls on Hold More Than 5 minutes	21.2%	21.6%	27.9%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	2,342	2,266	2,248
RESTRICTED	191	212	278
TEMPORARY	246	220	233
NOT ELIGIBLE	326	156	215
TOTAL	3,105	2,854	2,975
Recertifications (in Person)	669	647	597
New Applicants	5,436	2,335	2,769
Eligibility Renewals			
Recertification Letters Sent	2,312	2,562	2,605
Process Time (avg. Days: Individ.)			
Evaluation to Mail Out (ADA <21 Days)	12	12	11
Scheduling Phone Call to Evaluation	14	13	13
Scheduling Phone Call to Mail Out	26	25	24

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	45	60	58
Closed	71	70	55
Withdrawn/Closed Before Completion	32	17	13
Pending	59	103	95
Increased	11	13	12
Decreased	2	3	2
Modified	0	1	3
Upheld	25	36	24
<i>Subtotal</i>	38	53	42
% Appeals not overturned	71%	75%	72%
<i>Net Denied Rate</i>	10.1%	5.7%	9.2%
Process Time: Appeal Date to Mail Out (ADA>30)	2	2	8

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	4,450	4,878	5,349
Late calls	1,575	1,557	1,768
Other (CSC/Reservations)	2,875	3,321	3,582

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	200	167	185
ETA Given	781	778	916
Help Calls	3	3	6
Miscellaneous	591	609	660
TOTAL LATE CALLS	1,575	1,557	1,768

NOTE REGARDING DEFINITION OF CALLS TO OMC:

"Late Trips" are trips from 21 to 65 minutes past due time.

"Missed Trips" are trips over 65 minutes past due time.

Late Trip Calls to OMC Resulting in Dispatch of B/U Vehicle (5.4.1.6)	Current	Previous Month	YTD-Average
Avg. Time Between 1 st Call and Arrival of B/U Vehicle at Rider's Location	55	53	56.5

Late Trip Calls to OMC Resulting

In "Wait" and B/U Vehicles Sent (5.4.1.7)

	Current	Previous Month	YTD-Average
Incidence of Vehicles Sent to Wait w/the Rider until Arrival of Accessible Vehicle	0	1	0.2

PROVIDER REPORT CARD

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.8%	92.6%	91.3%
Percentage of Late Trips	8.2%	7.4%	8.7%
Late "1" (1-15 min. late)	6.5%	5.9%	6.7%
Late "2" (16-30 min. late)	1.4%	1.2%	1.6%
Late "3" (31-45 min. late)	0.3%	0.2%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.03%	0.11%
No Shows	3.5%	3.5%	3.4%
Accessibility Violations** - occurrences	0	2	0.5
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.26%	0.11%	0.15%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.0%	92.6%	91.1%
Percentage of Late Trips	8.0%	7.4%	8.9%
Late "1" (1-15 min. late)	6.3%	5.8%	6.5%
Late "2" (16-30 min. late)	1.3%	1.3%	1.7%
Late "3" (31-45 min. late)	0.3%	0.3%	0.5%
Late "4" (>46 min. late)/Missed Trips	0.09%	0.05%	0.20%
No Shows	3.1%	3.2%	2.9%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.18%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.5	92.4%	92.0%
Percentage of Late Trips	8.5%	7.6%	8.0%
Late "1" (1-15 min. late)	6.6%	6.0%	6.3%
Late "2" (16-30 min. late)	1.5%	1.3%	1.3%
Late "3" (31-45 min. late)	0.3%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.01%	0.07%
No Shows	4.3%	4.2%	4.3%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.54%	0.27%

GPI - Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.5%	92.9%	90.8%
Percentage of Late Trips	8.5%	7.1%	9.2%
Late "1" (1-15 min. late)	6.8%	5.8%	7.1%
Late "2" (16-30 min. late)	1.4%	1.0%	1.7%
Late "3" (31-45 min. late)	0.3%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.02%	0.06%
No Shows	3.3%	3.2%	3.1%
Accessibility Violations** - occurrences	0	1	0.3
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	1.67%	0.00%	0.36%

MVT - Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.5%	91.7%	90.9%
Percentage of Late Trips	8.5%	8.4%	9.1%
Late "1" (1-15 min. late)	6.9%	6.8%	7.1%
Late "2" (16-30 min. late)	1.4%	1.3%	1.6%
Late "3" (31-45 min. late)	0.2%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.03%	0.08%
No Shows	3.0%	2.9%	3.0%
Accessibility Violations** - occurrences	0	1	0.3
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.09%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.5%	94.6%	92.7%
Percentage of Late Trips	7.5%	5.4%	7.3%
Late "1" (1-15 min. late)	5.4%	3.9%	5.4%
Late "2" (16-30 min. late)	1.5%	1.2%	1.4%
Late "3" (31-45 min. late)	0.4%	0.4%	0.4%
Late "4" (>46 min. late)/Missed Trips*	0.09%	0.05%	0.15%
No Shows	3.7%	4.4%	4.2%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.3%	94.8%	93.4%
Percentage of Late Trips	6.8%	5.2%	6.6%
Late "1" (1-15 min. late)	0.8%	4.8%	5.0%
Late "2" (16-30 min. late)	0.8%	0.4%	0.8%
Late "3" (31-45 min. late)	0.0%	0.0%	0.1%
Late "4" (>46 min. late)/Missed Trips	0.03%	0.00%	0.0%
No Shows	3.1%	2.8%	2.2%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	1	0.7
Animal	2	1.2
Booking	66	78.2
Conduct	19	32.7
Discourteous	76	101.7
Late 1	21	30.2
Late 2	15	32.2
Late 3	13	25.2
Late 4	151	223.5
Risk Management	110	105.8
Routing	16	24.2
Wheelchair Securement	3	2.8
Service	127	140.8
Travel Time	40	50.8
Vehicle	4	4.0
TOTAL	664	853.8
Ratio per 1,000 Trips	3.7	4.9

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.0
Animal	1	0.5
Booking	19	23.5
Conduct	9	13.0
Discourteous	12	32.3
Late 1	7	8.2
Late 2	0	9.5
Late 3	2	10.2
Late 4	47	63.0
Risk Management	15	17.8
Routing	2	4.0
Wheelchair Securement	3	1.3
Service	31	35.3
Travel Time	12	12.8
Vehicle	3	1.2

TOTAL	163	232.5
Ratio per 1,000 Trips	3.2	4.6

CTI - West Central Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	10	13.0
Conduct	1	3.8
Discourteous	16	14.5
Late 1	2	4.8
Late 2	2	3.3
Late 3	4	2.7
Late 4	29	43.3
Risk Management	25	16.8
Routing	6	5.0
Wheelchair Securement	0	0.3
Service	24	25.3
Travel Time	13	9.3
Vehicle	0	0.3
TOTAL	132	142.7
Ratio per 1,000 Trips	4.4	4.9

GPI - Southern Region	Current	6-Month Average
ADA	1	0.3
Animal	1	0.7
Booking	30	30.8
Conduct	6	9.2
Discourteous	29	30.2
Late 1	8	12.0
Late 2	8	11.8
Late 3	6	8.7
Late 4	57	86.3
Risk Management	35	39.2
Routing	7	10.8

Wheelchair Securement	0	0.5
Service	53	57.3
Travel Time	11	22.7
Vehicle	1	1.0
TOTAL	253	321.5
Ratio per 1,000 Trips	4.8	6.2

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.2
Animal	0	0.0
Booking	5	7.8
Conduct	2	4.5
Discourteous	9	15.2
Late 1	2	3.7
Late 2	4	6.3
Late 3	0	2.8
Late 4	11	23.2
Risk Management	32	25.7
Routing	1	4.0
Wheelchair Securement	0	0.5
Service	14	14.0
Travel Time	4	5.2
Vehicle	0	1.3
TOTAL	84	114.3
Ratio per 1,000 Trips	2.3	3.1

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	1	1.8
Conduct	1	0.8
Discourteous	0	1.0
Late 1	1	1.0
Late 2	1	0.8

Late 3	1	0.7
Late 4	3	6.0
Risk Management	1	3.3
Routing	0	0.3
Wheelchair Securement	0	0.2
Service	4	5.0
Travel Time	0	0.8
Vehicle	0	0.0
TOTAL	13	21.8
Ratio per 1,000 Trips	2.8	5.2

SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.7
Conduct	0	0.3
Discourteous	0	0.2
Late 1	0	0.0
Late 2	0	0.2
Late 3	0	0.2
Late 4	2	1.2
Risk Management	0	0.8
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	1	1.2
Travel Time	0	0.0
Vehicle	0	0.2
TOTAL	3	4.8
Ratio per 1,000 Trips	1.0	1.6

Total Trips Comparison

■ FY 09/10 ■ FY 10/11

