

access

Board Box August 14, 2009

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BOARD BOX ITEM #1

AUGUST 14, 2009

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

RE: RECAP OF RECENT LEGISLATIVE ACTIVITIES

State Legislative Activities: The biggest recent news for state transit funding occurred when the Third District Court of Appeals in Sacramento ruled that annual raids on public transit funding violate state law. While the Court claims no authority to order repayment of funds re-routed in past budget deals, the decision means that continued diversion of voter-mandated transit funding is illegal going forward. As expected, the state has filed with the State Supreme Court to appeal the decision. Now that an appeal has been filed, the Supreme Court typically takes up to 60 days to declare whether or not it will accept the case - though that deadline is self-imposed and could theoretically be waived.

Access Services, in conjunction with our state advocates at Joe A. Gonsalves & Sons, has also been busy in Sacramento. In July, we worked with the Department of Motor Vehicles to ensure that we receive so-called "exempt plates" for our vehicles. The local DMV office had issued exempt plates to Access and then decided that we didn't qualify for them. Jason Gonsalves was instrumental in presenting our case to DMV management, who ultimately agreed with the Access position. Exempt plates save the agency money in registration fees and also lower our administrative burden since they are good for the life of the vehicle and don't have to be renewed annually.

Federal Legislative Activities: According to APTA, when Congress returns from its month-long recess in September, it must address the pending expiration of SAFETEA-LU prior to September 30. Considering the short time available, it is unlikely that Congress will have sufficient time to pass a full surface transportation authorization bill. Extensions for the surface transportation program are under development in the House and Senate. The Senate Environment and Public Works and Banking Committees have approved an 18-month extension, consistent with the Obama Administration's recommendations. However, the final length of an extension is still under debate.

Local Legislative Activities: We recently met with the new METRO leadership, CEO Art Leahy and Deputy CEO Paul Taylor, to discuss Access Services. We

also met with staff from Los Angeles City Councilmember and METRO Boardmember Jose Huizar to talk about Access.

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

BOARD BOX ITEM #2

AUGUST 14, 2009

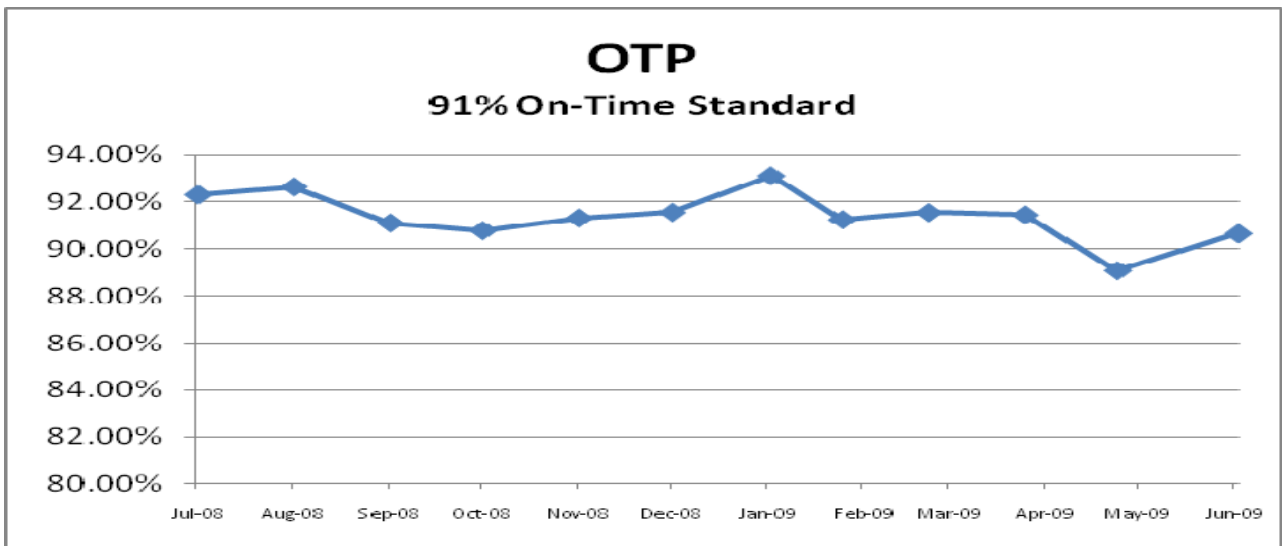
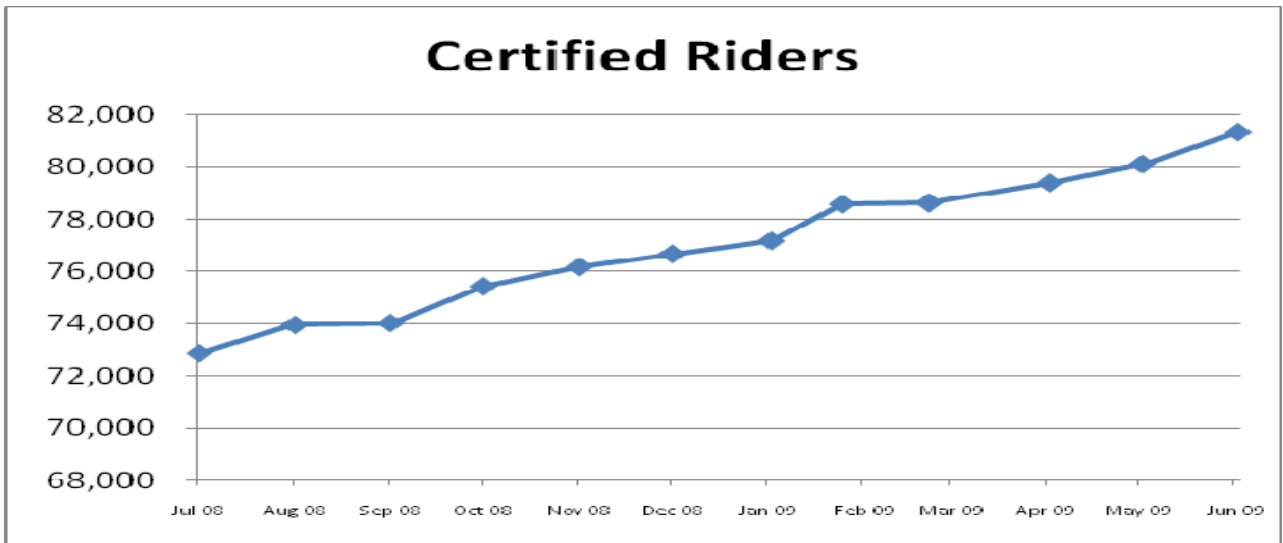
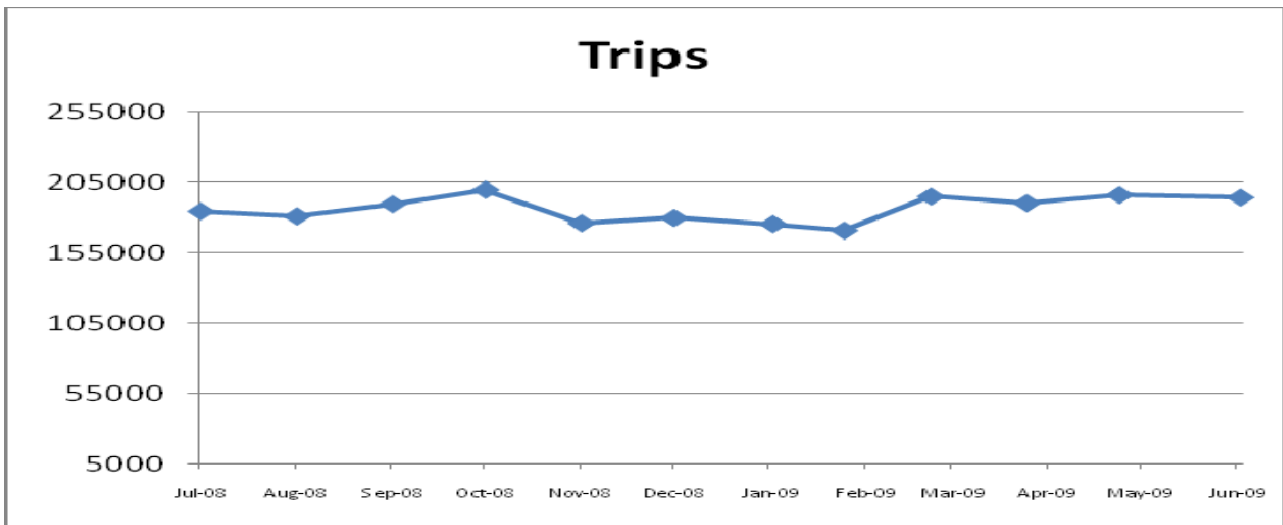
TO: BOARD OF DIRECTORS

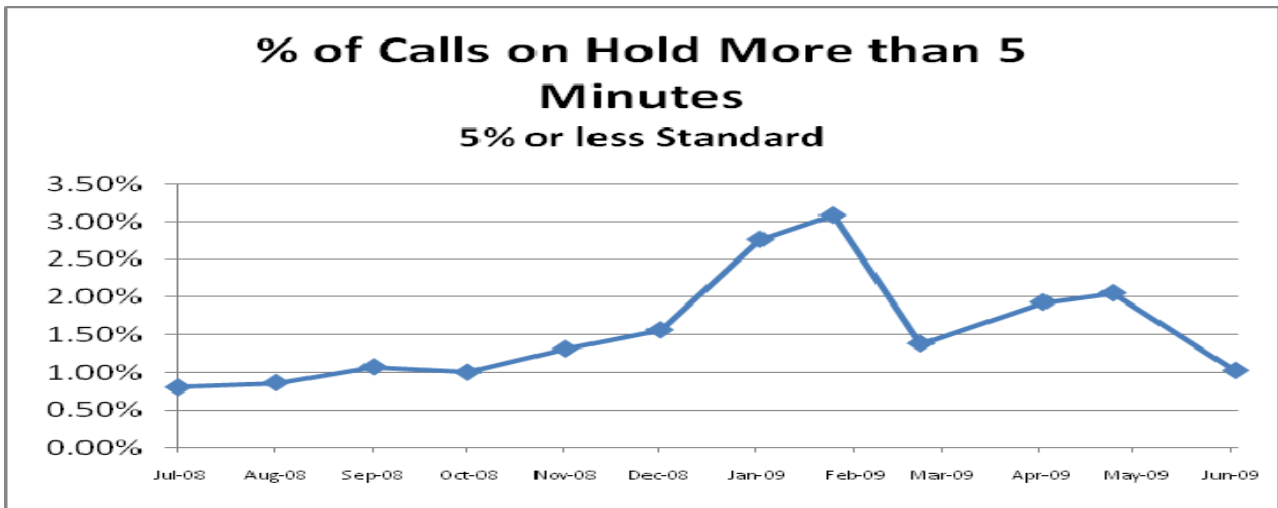
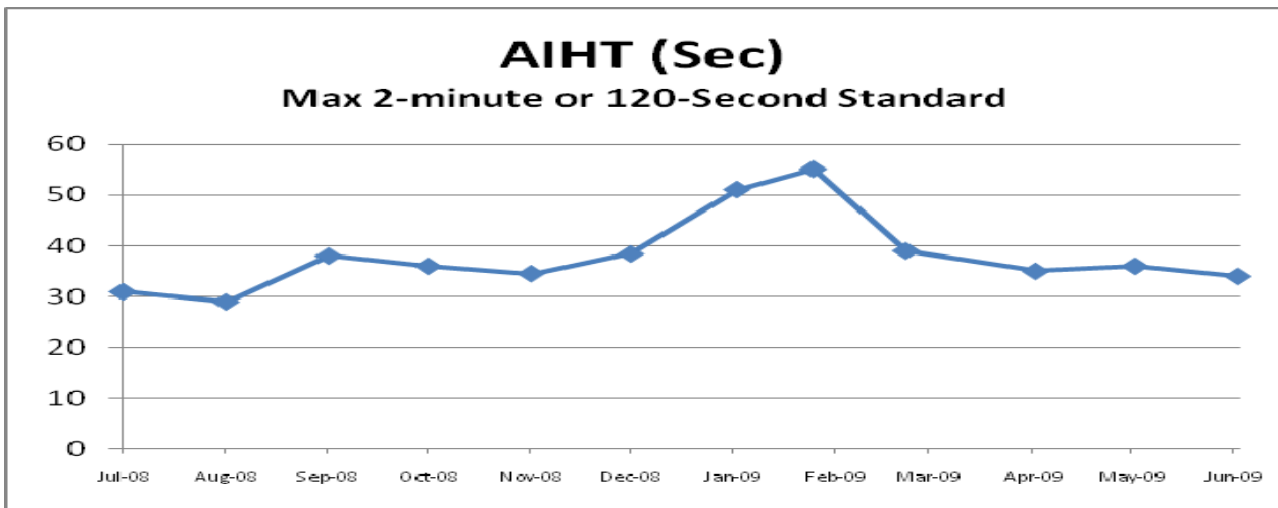
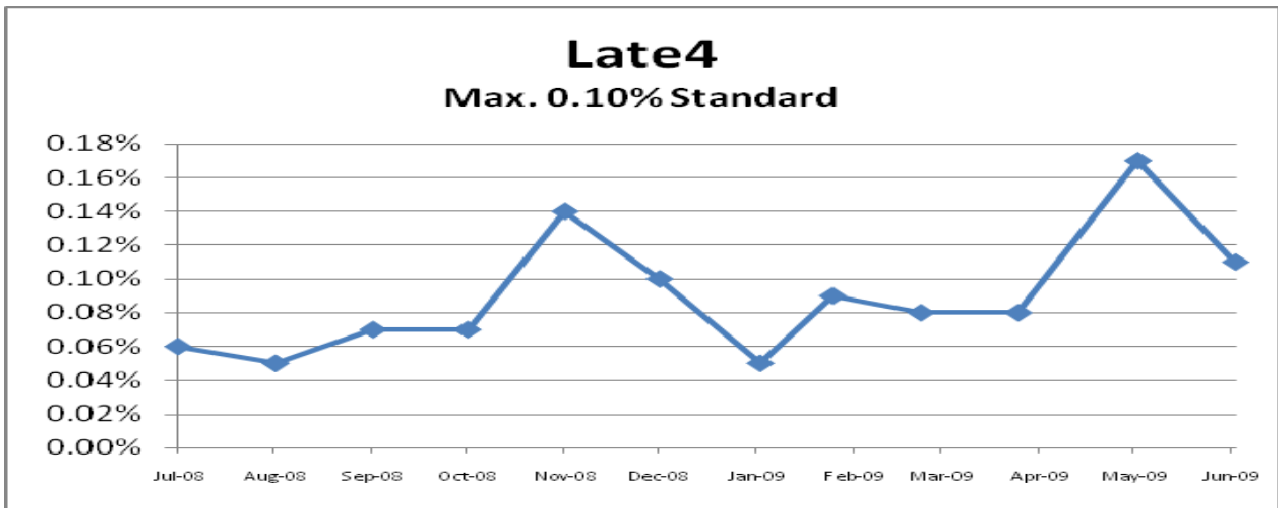
FROM: STEVE CHANG, ACTING DIRECTOR OF CONTRACT SERVICES

RE: KEY PERFORMANCE INDICATORS

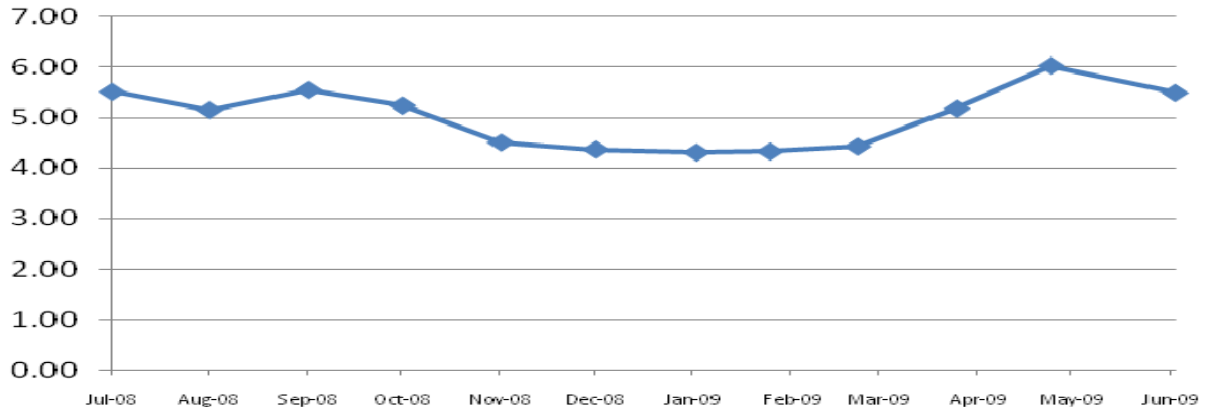
The following graphs represent key system indicators for the fiscal year as of June 2009. The goal of this communication is to keep everyone informed of the current service performance level in the field.

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.

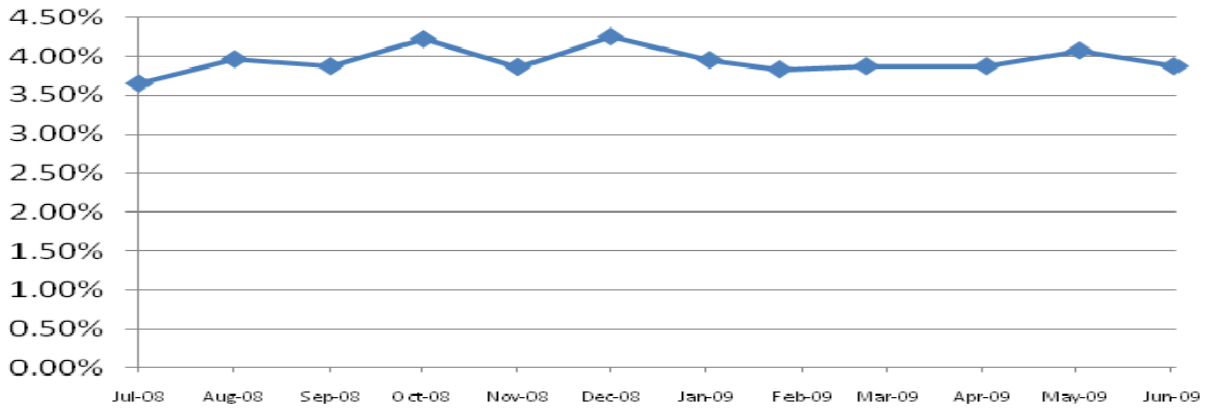




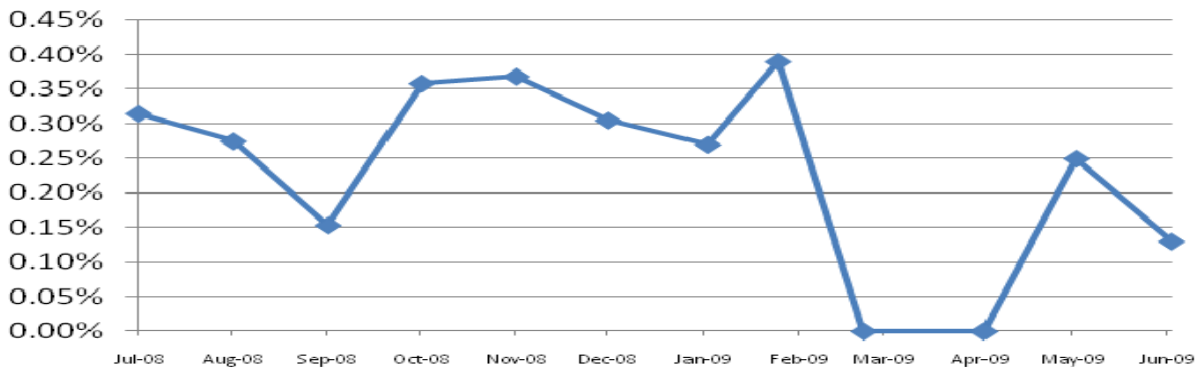
Complaint Ratio per 1,000 Trips



No Shows



Denials Max 1%



BOARD BOX ITEM #3

AUGUST 14, 2009

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, ACTING MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR JUNE 2009 (**unaudited results**)

Attached for your review are the financial reports for June 2009.

Approved FY 2008/09 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 9.0% over budget
- ◆ Contract Revenue Miles: 4.9% over budget
- ◆ Trips: 7.5% over budget
- ◆ Completed Eligibility Interviews: 17.7% under budget
- ◆ Average Trip Distance: 2.4% under budget at 9.4 miles
- ◆ Total cost per Passenger (before depreciation): 8.2% under budget
- ◆ Administration Function is 13.0% under budget
- ◆ Eligibility Determination Function is 4.7% under budget
- ◆ Paratransit Operations Function is 1.1% over budget

Attached are the following reports for your review:

- Statistical Comparison: June 2008 to June 2009
- Expenses by Functional Area
- Budget to Actual Comparison of Statistics
- YTD Budget Results
- Graph: YTD PAX Cost Comparison
- Detailed Financial Reports

Statistical Comparison 12 Months Ended June 2008 to June 2009

	<u>FY 07/08</u>	<u>FY 08/09</u>	<u>Variance</u>	FY 08/09 % of <u>Inc/(Dec)</u>
Number of PAX	2,561,346	2,812,307	250,961	9.8%
Number of Contact Revenue Miles	19,578,467	20,726,147	1,147,680	5.9%
Number of Trips	2,024,888	2,197,937	173,049	8.5%
Number of Eligibility Interviews	30,311	25,713	(4,598)	-15.2%

Expenses by Functional Area For the YTD Period Ending June 2009

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>
Paratransit Operations	89.8%	\$ 79,746,550	\$ 78,849,146	\$ 897,404	1.1%
Eligibility Determination	4.9%	4,349,307	4,564,849	(215,542)	-4.7%
CTSA/Ride Information	0.5%	425,191	434,256	(9,065)	-2.1%
Administrative	4.8%	<u>4,268,053</u>	<u>4,906,471</u>	<u>(638,418)</u>	<u>-13.0%</u>
Total Exp before Depreciation		<u>\$ 88,789,101</u>	<u>\$88,754,722</u>	<u>34,379</u>	<u>0.04%</u>

Statistics - - For the YTD Period Ended June 2009

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	% Over <Under> Budget
Number of Completed Cert Interviews	25,713	31,261	(5,548)	-17.7%
Number of PAX	2,812,307	2,580,889	231,418	9.0%
Number of Contract Revenue Miles	20,726,147	19,762,874	963,273	4.9%
Number of Trips	2,197,937	2,045,332	152,605	7.5%
Purchased Transportation Cost				
Cost per Trip	\$ 34.23	\$ 36.28	\$ (2.06)	-5.7%
Average Trip Distance	9.4	9.7	(0.23)	-2.4%
Cost per PAX	\$ 26.75	\$ 28.75	\$ (2.00)	-7.0%
Cost per Contract Rev Mile	\$ 3.63	\$ 3.75	\$ (0.13)	-3.3%
Total Cost per Pax before depreciat	\$ 31.57	\$ 34.39	\$ (2.82)	-8.2%

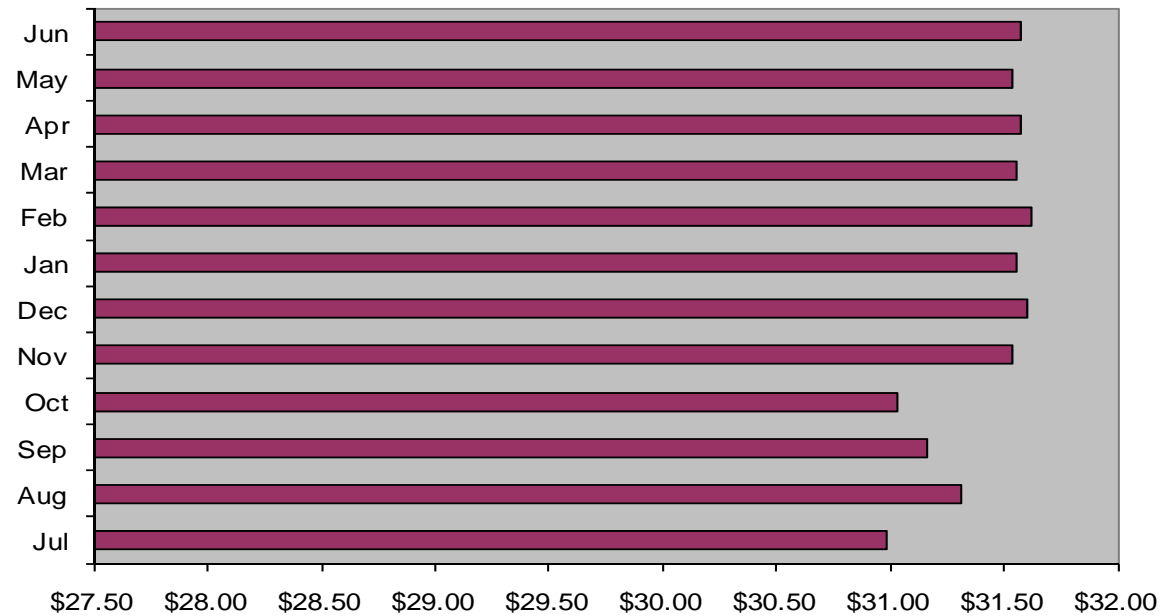
Budget Results for FY 2008/2009 For the YTD Period Ending June 2009

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	Expenses Over <Under> <u>Budget</u>
Total Exp before Capital @ June 2009	\$ 88,789,101	\$ 88,754,722	\$ 34,379
Revenue			
Passenger Fares	4,234,588	3,859,138	(375,450)
Other Revenue	<u>719,480</u>	<u>520,000</u>	<u>(199,480)</u>
Total Revenue	4,954,067	4,379,138	(574,929)
 Capital Expenditures			
Vehicles	4,926,648	7,636,834	(2,710,186)
Other Capital Expenditures	<u>922,099</u>	<u>4,008,825</u>	<u>(3,086,726)</u>
Total Capital Expenditures	\$ 5,848,747	\$ 11,645,659	<u>(5,796,912)</u>
 Under Budget @ June 2009			 \$ (6,337,462)
 Unspent but Committed Expenses			 <u>6,297,945</u>
Uncommitted Budget Rollover Amount			<u>\$ (39,517)</u>

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
\$ 30.72	\$ 30.44	\$ 30.50	\$ 30.81	\$ 30.80	\$ 31.00	\$ 31.01	\$ 31.04	\$ 31.01	\$ 30.89	\$ 30.87	\$ 30.95
Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
\$ 30.98	\$ 31.31	\$ 31.16	\$ 31.03	\$ 31.53	\$ 31.60	\$ 31.55	\$ 31.62	\$ 31.55	\$ 31.58	\$ 31.54	\$ 31.57

YTD Amounts for Period Ended June 2009



Access Services Incorporated
Balance Sheet
June 30, 2009

DRAFT

ASSETS

Current Assets:

Cash	9,423,946	
Due from FTA	270,142	
Due from MTA	3,077,620	
CMAQ Grant Receivable	452,943	
Accounts Receivable-Miscellaneous	70,931	
Prepaid Expenses	3,516,436	
Deposits	<u>51,290</u>	
Total Current Assets		16,863,308

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	23,370,444	
Office Furniture and equipment	282,683	
Computer & Telephone Equipment	2,266,697	
Central Reservation Software	751,048	
Leasehold Improvements	<u>226,283</u>	
Total Property and Equipment	26,897,154	
Accumulated Amortization & Depreciation	<u>(15,957,356)</u>	
Property and Equipment, Net	10,939,798	
Deposits - Long Term	<u>32,475</u>	
Total Long Term Assets		10,972,274
Total Assets		<u><u>27,835,582</u></u>

Access Services Incorporated
Balance Sheet
June 30, 2009

DRAFT

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	4,161,127
Accounts Payable-Providers	5,535,473
Accrued Expenses	933,422
	<hr/>
Total Current Liabilities	10,630,022

Other Liabilities:

Deferred Revenue	<u>8,573,038</u>
Total Liabilities	19,203,060

Net Assets:

Temporarily Restricted	8,632,522
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TOTAL LIABILITIES AND NET ASSETS	<u><u>27,835,582</u></u>
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Access Services Incorporated
Statement of Cashflow
For Period Ending June 30, 2009

Cash - Beginning Balance 5/31/09	13,434,518
Cash Receipts:	
Proposition C revenue from LACMTA	3,047,404
FTA funding received	0
Section 16 revenue	0
Passenger fare/coupons/ID revenue	357,625
Interest income	5,219
Providers' contract penalties	6,050
Miscellaneous revenues	<u>31,207</u>
Total Cash Received	3,447,505
Cash Payments:	
Vehicles/Vehicle equipment	0
Capital Equipment	200,721
Leasehold Improvement	0
Prepaid expenses/deposits	118,997
Payments to contract providers	6,111,519
Eligibility Determination expenses	213,906
Salaries and related benefits	433,404
Contract Labor	0
Other expenses	<u>379,530</u>
Total Cash Payments	7,458,077
	<u><u>(4,010,571)</u></u>
Cash - Ending Balance 6/30/09	<u><u>9,423,946</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 INCORPORATED								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending June 30, 2009								
DRAFT								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD ACTUAL	YTD BUDGET	YTD VARIANCE	APPROVED 2008-09 BUDGET	% of 08/09 BUDGET REACHED
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
REVENUE SOURCES:								
Funding Sources for Operating Expenses :								
FY 08/09 Prop C & Section 5310							\$83,455,250	
MOU SCRRRA & GRANT							\$0	
Section 5309 Grant for UFS							\$735,000	
FY 07/08 Carryforward - Unallocated (Estimated)							251,563	
Subtotal - Funding Sources & Carryforward Funds	7,167,002	7,690,900	(523,898)	83,835,034	84,441,813	(606,779)	84,441,813	99.28%
Funding Sources for Capital Expenses :								
FY 08/09 Prop C & Section 5310	238,581	252,000	(13,419)	1,997,206	5,453,750	(3,456,544)	5,453,750	
FY 06/07 & 07/08 Carryforward - Allocated Capital	250,764	250,765	(1)	3,851,542	5,674,703	(1,823,161)	5,674,703	
FY 06/07 Carryforward - Allocated Carryforward Funds	0	0	0	0	142,540	(142,540)	142,540	
FY 07/08 Carryforward - Allocated Carryforward Funds	0	0	0	0	76,071	(76,071)	76,071	
Section 16 Capital Funds - FY 07/08 (80% of \$700,000)	0	0	0	0	560,000	(560,000)	560,000	
Subtotal - Funding Sources & Carryforward Funds	489,345	502,765	(13,420)	5,848,747	11,907,064	(6,058,317)	11,907,064	49.12%
Interest/ Miscellaneous Income	106,265	20,000	86,265	437,082	220,000	217,082	220,000	198.67%
Disposal of Vehicles	33,533	51,015	(17,482)	282,398	300,000	(17,602)	300,000	94.13%
Passenger Fares	363,371	321,160	42,211	4,234,588	3,859,138	375,450	3,859,138	109.73%
TOTAL - REVENUE FUNDING SOURCES	8,159,516	8,585,840	(426,324)	94,637,848	100,728,015	(6,090,167)	100,728,015	93.95%
Less : Total Capital Expenditure During FY 08/09	(489,345)		(489,345)	(5,848,747)		(5,848,747)		
Revenue Recognition for FY 08/09 Depreciation	407,757		407,757	4,770,194		4,770,194		
TOTAL - REVENUE RECOGNITION	8,077,928	8,585,840	(507,913)	93,559,295	100,728,015	(7,168,720)	100,728,015	
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	6,232,664	6,510,605	(277,941)	73,931,261	72,832,221	1,099,040	72,832,221	101.51%
Communications - Telephone/ Data Transmission	86,704	110,107	(23,402)	1,104,294	1,321,280	(216,986)	1,321,280	83.58%
Phone & Computer System Maintenance/ License & Consulting	58,451	62,667	(4,215)	701,703	752,000	(50,297)	752,000	93.31%
Salaries & Related Benefits - Customer Svc & Complaint Response	68,787	69,054	(267)	816,404	832,686	(16,283)	832,686	
Total Customer Service & Complaints	68,787	69,054	(267)	816,404	832,686	(16,283)	832,686	98.04%
Salaries & Related Benefits - Operations Monitoring Center	55,153	60,555	(5,402)	703,005	730,399	(27,395)	730,399	96.25%
Vehicle Cost - Direct	27,021	46,113	(19,092)	120,347	150,545	(30,198)	150,545	79.94%
Office Rent	13,855	13,524	331	164,195	162,293	1,902	162,293	101.17%
Insurance - Commercial	175,385	39,164	136,221	640,866	469,955	170,911	469,955	136.37%
Travel & Conference	0	500	(500)	0	6,000	(6,000)	6,000	0.00%
Office Supplies	577	500	78	4,956	5,994	(1,038)	5,994	82.68%
Total - Paratransit Operations - Direct Cost	6,718,599	6,912,788	(194,190)	78,187,029	77,263,373	923,655	77,263,373	101.20%

ACCESS SERVICES INCORPORATED										
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE					DRAFT					
For Period Ending June 30, 2009										
			CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	APPROVED 2008-09 BUDGET	% of 08/09 BUDGET REACHED
PARATRANSIT OPERATIONS - INDIRECT COST										
	Salaries & Related Benefits - Operations		82,004	95,497	(13,493)	1,060,981	1,149,786	(88,806)	1,149,786	92.28%
	Communications - Telephone & Data Transmission		3,427	3,265	162	38,480	39,180	(700)	39,180	98.21%
	Other Professional Expense		0	167	(167)	0	2,000	(2,000)	2,000	0.00%
	Vehicle Costs - Indirect		2,315	2,917	(601)	29,928	36,500	(6,572)	36,500	82.00%
	Office Rent		6,914	6,744	170	81,823	80,927	896	80,927	101.11%
	Insurance - Commercial		2,317	2,204	113	27,723	26,449	1,274	26,449	104.82%
	Travel and Conference		910	417	493	6,569	5,000	1,569	5,000	131.38%
	Office Supplies		639	465	174	4,641	5,580	(939)	5,580	83.17%
	Community Events and Materials		8,398	1,625	6,773	217,888	125,000	92,888	125,000	174.31%
	Publications/Printed Materials - Riders Communication		11,205	12,847	(1,641)	49,494	55,000	(5,506)	55,000	89.99%
	Postage/Mailing		5,420	11,508	(6,087)	40,442	58,750	(18,308)	58,750	68.84%
	Professional Memberships		130	134	(3)	1,552	1,600	(48)	1,600	97.00%
	Total - Paratransit Operations - Indirect Cost		123,680	137,788	(14,108)	1,559,521	1,585,772	(26,251)	1,585,772	98.34%
	Total - Paratransit Operations Cost		6,842,279	7,050,576	(208,297)	79,746,550	78,849,146	897,403	78,849,146	101.14%
OTHER ACTIVITIES										
ELIGIBILITY DETERMINATION										
	Salaries & Related Benefits - Certification & Appeals		26,633	28,856	(2,224)	336,571	347,647	(11,075)	347,647	96.81%
	Eligibility and Appeal Contracts		176,598	184,612	(8,014)	2,043,508	2,203,769	(160,260)	2,203,769	92.73%
	Purchased Transportation Services - Certification Trips		118,104	113,318	4,786	1,296,199	1,376,157	(79,958)	1,376,157	94.19%
	Travel Training		42,944	60,390	(17,446)	402,160	420,000	(17,840)	420,000	95.75%
	Other Professional Expense		440	83	357	1,986	1,000	986	1,000	198.60%
	Communications - Telephone/ Data Transmission		3,726	3,305	421	42,557	39,660	2,897	39,660	107.30%
	Phone & Computer System Maintenance/ License & Consulting		0	1,042	(1,042)	9,061	12,500	(3,439)	12,500	72.49%
	Vehicle Costs - Mobile Certification		0	261	(261)	108	600	(492)	600	18.00%
	Repairs & Maintenance		136	209	(73)	2,279	2,500	(221)	2,500	91.17%
	Office Rent		2,645	2,572	74	31,121	30,863	258	30,863	100.84%
	Insurance - Commercial		5,512	5,000	512	58,316	60,003	(1,686)	60,003	97.19%
	Travel and Conference		0	250	(250)	1,500	3,000	(1,500)	3,000	49.99%
	Office Supplies		611	413	199	4,129	4,950	(821)	4,950	83.41%
	Publications/Printed Materials		10,924	2,917	8,007	46,507	35,000	11,507	35,000	132.88%
	Postage/Mailing/ Courier		9,535	2,250	7,285	73,111	27,000	46,111	27,000	270.78%
	Professional Memberships		16	17	(0)	194	200	(6)	200	96.99%
	Subtotal - Eligibility Determination		397,825	405,494	(7,669)	4,349,307	4,564,849	(215,542)	4,564,849	95.28%

ACCESS SERVICES INCORPORATED								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending June 30, 2009								
DRAFT								
	CURRENT	CURRENT	CURRENT			YTD	APPROVED	% of 08/09
	MONTH	MONTH	VARIANCE	YTD	YTD	VARIANCE	2008-09	BUDGET
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
CTSA FUNCTION								
EDUCATION AND TRAINING								
Salaries & Related Benefits - CTSA	10,257	10,619	(362)	123,814	127,841	(4,027)	127,841	96.85%
Scholarships Programs, Education & Training Seminars	0	0	0	34,884	35,000	(116)	35,000	99.67%
Other Professional Expense	0	0	0	27,053	26,000	1,053	26,000	104.05%
Communications - Telephone	194	282	(87)	2,362	3,380	(1,018)	3,380	69.88%
Office Rent	494	482	12	5,844	5,780	64	5,780	101.11%
Insurance - Commercial	25	24	1	309	290	19	290	106.40%
Travel and Conference	0	167	(167)	169	2,000	(1,831)	2,000	8.45%
Office Supplies	204	138	66	1,376	1,650	(274)	1,650	83.41%
Community Events and Materials	167	333	(166)	5,003	4,000	1,003	4,000	125.08%
Publications/Printed Materials	0	208	(208)	1,907	2,500	(593)	2,500	76.29%
Postage/Mailing	579	563	16	4,323	6,750	(2,427)	6,750	64.04%
Professional Memberships	16	17	(1)	194	200	(6)	200	96.99%
Subtotal - Education and Training	11,936	12,832	(896)	207,239	215,392	(8,153)	215,392	96.21%
ACCESS RIDE-INFORMATION								
Salaries & Related Benefits - Ride-Information	16,705	15,892	813	192,041	191,467	574	191,467	100.30%
Communications - Telephone	584	615	(31)	6,576	7,380	(804)	7,380	89.10%
Phone & Computer System Maintenance/ License & Consulting	150	167	(17)	1,800	2,000	(200)	2,000	90.00%
Travel and Conference	0	0	0	100	0	100	0	0.00%
Office Rent	1,279	1,245	34	15,086	14,941	144	14,941	100.97%
Office Supplies	124	86	38	855	1,026	(171)	1,026	83.34%
Publications/Printed Materials	0	42	(42)	435	500	(65)	500	87.00%
Network Support	0	0	0	0	0	0	0	
Postage/Mailing	116	113	3	865	1,350	(485)	1,350	64.04%
Professional Memberships	16	17	(1)	194	200	(6)	200	96.99%
Subtotal - Ride-Information	18,973	18,175	798	217,951	218,865	(913)	218,865	99.58%
Subtotal - CTSA Function	30,909	31,008	(98)	425,191	434,257	(9,066)	434,257	97.91%
Total - Other Activities	428,734	436,502	(7,767)	4,774,498	4,999,105	(224,607)	4,999,105	95.51%

ACCESS SERVICES INCORPORATED								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending June 30, 2009								
DRAFT								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD ACTUAL	YTD BUDGET	YTD VARIANCE	APPROVED 2008-09 BUDGET	% of 08/09 BUDGET REACHED
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
ADMINISTRATIVE								
Salaries & Related Benefits	237,603	251,615	(14,012)	2,752,338	3,005,636	(253,297)	3,005,636	91.57%
Communications - Telephone & Data Transmission	2,717	3,210	(493)	31,677	38,520	(6,843)	38,520	82.23%
Office Rent	16,862	16,403	459	193,443	196,835	(3,392)	196,835	98.28%
Insurance - Commercial	8,215	9,268	(1,053)	92,735	111,214	(18,480)	111,214	83.38%
Office Supplies	2,755	2,625	130	25,340	31,500	(6,160)	31,500	80.45%
Other Professional Services	104,261	272,144	(167,883)	875,965	1,169,294	(293,329)	1,169,294	74.91%
Public Notice Advertising Expenses	43	833	(791)	7,030	10,000	(2,970)	10,000	70.30%
Equipment/ Other Rental	174	233	(60)	2,173	2,800	(627)	2,800	77.62%
Repairs & Maintenance	4,134	4,000	134	48,097	48,000	97	48,000	100.20%
Postage/ Mailing/ Messenger	5,961	5,704	257	46,047	68,450	(22,403)	68,450	67.27%
Publications/ Printed Materials/ Copying	1,551	1,250	301	8,683	15,000	(6,317)	15,000	57.89%
Network Support/ Supplies	4,626	17,942	(13,315)	55,358	65,000	(9,642)	65,000	85.17%
Subscription/ References	101	279	(177)	2,376	3,342	(966)	3,342	71.09%
Professional Memberships	425	317	108	4,218	3,800	418	3,800	110.99%
Board and Advisory Committee Compensation	1,831	2,458	(627)	24,308	29,500	(5,192)	29,500	82.40%
Annual Meeting	0	0	0	15,069	15,000	69	15,000	100.46%
Business Meetings & Meals	1,917	1,000	917	11,202	12,000	(798)	12,000	93.35%
Travel and Conference	3,080	4,167	(1,087)	41,400	50,000	(8,600)	50,000	82.80%
Mileage and Parking	2,861	2,383	478	29,559	28,600	959	28,600	103.35%
Other Expenses - bank fees, tax filing fees, etc.	42	166	(123)	1,036	1,980	(944)	1,980	52.32%
Total - Administrative Expense	399,158	595,997	(196,840)	4,268,053	4,906,471	(638,418)	4,906,471	86.99%
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	7,670,171	8,083,075	(412,904)	88,789,101	88,754,722	34,379	88,754,722	100.04%
Amortization and Depreciation Expense	407,757	0	407,757	4,770,194	0	4,770,194	0	
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	8,077,928	8,083,075	(5,148)	93,559,295	88,754,722	4,804,573	88,754,722	
CAPITAL EXPENDITURES								
Property & Equipment	489,345	502,765	(13,420)	5,848,747	11,645,659	(5,796,912)	11,645,659	50.22%
Total - Capital Expenditures	489,345	502,765	(13,420)	5,848,747	11,645,659	(5,796,912)	11,645,659	50.22%
Less: Amortization and Depreciation Expense	(407,757)	0	(407,757)	(4,770,194)	0	(4,770,194)	0	
TOTAL EXPENSES AND CAPITAL EXPENDITURES	8,159,516	\$8,585,840	(\$426,324)	\$94,637,848	\$100,400,381	(\$5,762,533)	\$100,400,381	94.26%
Uncommitted Carryforward from FY 07/ 08 (Estimated)					251,563	(251,563)	251,563	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 06/ 07					0	0	0	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 07/ 08					76,071	(76,071)	76,071	
TOTAL	8,159,516	\$8,585,840	(\$426,324)	\$94,637,848	\$100,728,015	(6,090,167)	\$100,728,015	93.95%
TOTAL EXP. & CAPITAL EXPENDITURES UNDER BUDGET						(6,090,167)		
Reserve - Sales of Veh. Proceeds over \$5,000 (FY 07/ 08 & FY 08/ 09)						210,193		
Amount rollover to FY 09/ 10 budget						251,563		
Committed Capital Project Carryforward to FY 09/ 10						6,163,823		
SUBTOTAL - UNADJUSTED EXP. & CAPITAL EXPENDITURES OVER (UNDER) BUDGET						535,412		
REVENUE SHORTFALL (EXCESS) - Passenger Fares & Other Revenue						(574,929)		
TOTAL ADJUSTED OVER (UNDER) BUDGET (UNCOMMITTED)						(39,517)		

ACCESS SERVICES INCORPORATED

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE
For Period Ending June 30, 2009

DRAFT

	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD	APPROVED	% of 08/09
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	2008-09 BUDGET	BUDGET REACHED
PROPERTY AND EQUIPMENT								
93 VEHICLES - Minivan (Fleet Replacement) (\$42,000 each)	\$198,818	\$210,000	(\$11,182)	\$1,782,708	\$3,906,000	(\$2,123,292)	\$3,906,000	45.64%
17 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$42,000 each)	39,764	42,000	(2,236)	158,500	714,000	(555,500)	714,000	22.20%
SUBTOTAL - VEHICLES - FY 08/09	238,581	252,000	(13,419)	1,941,208	4,620,000	(2,678,792)	\$4,620,000	
20 VEHICLES - Minivan (Fleet Replacement) (\$39,700 each)	\$0	\$0	0	790,024	794,000	(\$3,976)	794,000	99.50%
15 VEHICLES - Tranzporter (Fleet Replacement) (\$45,300 each)	\$0	\$0	0	673,261	679,500	(\$6,239)	679,500	99.08%
7 VEHICLES - Tranzporter (3 Expansion, 4 Replacement) (\$45,300 each)	\$0	\$0	0	312,948	317,100	(\$4,152)	317,100	98.69%
4 VEHICLES - Minivan (Expansion) (\$39,700 each)	\$0	\$0	0	157,296	158,800	(\$1,504)	158,800	99.05%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 07/08	0	0	0	1,933,530	1,949,400	(15,870)	1,949,400	
1 VEHICLES - Minivan (Fleet Replacement) (\$46,934)	\$0	\$0	0	41,895	46,934	(\$5,039)	46,934	89.26%
5 VEHICLES - Tranzporter (Fleet Replacement) (\$45,300 each)	\$0	\$0	0	223,534	226,500	(\$2,966)	226,500	98.69%
20 VEHICLES - Minivan (Expansion) (\$39,700 each)	\$0	\$0	0	786,481	794,000	(\$7,519)	794,000	99.05%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 06/07	0	0	0	1,051,910	1,067,434	(15,524)	1,067,434	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	918,750	(918,750)	918,750	0.00%
MATCH FOR NEW FREEDOM APPLICATION	0	0	0	0	400,000	(400,000)	400,000	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	55,997	75,000	(19,003)	75,000	74.66%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09	0	0	0	55,997	1,393,750	(1,337,753)	1,393,750	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	500,000	(500,000)	500,000	0.00%
CENTRALIZATION SOFTWARE	250,764	250,765	(1)	751,048	2,000,000	(1,248,952)	2,000,000	37.55%
INTEGRATED DATA SYSTEM	0	0	0	115,054	115,075	(21)	115,075	99.98%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 07/08	250,764	250,765	(1)	866,102	2,615,075	(1,748,973)	2,615,075	
TOTAL CAPITAL EXPENDITURES	\$489,345	\$502,765	(\$13,420)	\$5,848,747	\$11,645,659	(\$5,796,912)	\$11,645,659	50.22%

BOARD BOX ITEM #4

AUGUST 14, 2009

TO: BOARD OF DIRECTORS
FROM: ACCESS SERVICES MANAGEMENT STAFF
RE: EXECUTIVE SUMMARY UPDATE FOR JUNE 2009

*Steve Chang - Acting Director of Contract Service
Operations update:*

As we wrap up the fiscal year, the Access team can say with pride that during this past year we have made a positive contribution towards improving our customers' ride experience when using Access. This past fiscal year, Access Services transported over 2.3 million trips and close to 2.7 million customers, which represents a 4.76% increase in trip volume and 9.9% increase in ridership from the previous year. Our registered customer count continues to grow with over 81,000 customers have registered with our agency. Despite the growth in the system, our service providers and Access regional teams worked together and were able to meet the service demand challenge, at the same time, the team was able to meet and exceed all of the key performance standards for the year. One region in particular where Access customers may have experienced significant service quality improvement is in the West Central service region (proudly operated by California Transit Inc.). Since Access redefined and reduced the dense populated service area boundaries for the West Central region, we are able to turn a historically difficult to serve and poorly performed service area into one of the best performed region in the system. This achievement clearly demonstrates that when everyone involved work together as a creative team, we can overcome some of the most difficult challenges.

Evie Palicz - Project Administrator, Southern Region and Eligibility - The fiscal year June 08 to July 09, has been an eventful year for GPI. They successfully moved from a facility that was too small for their growing operation to a new facility that allows them to have their entire vehicle fleet in one location. In addition they have a maintenance facility that can service over twice as many vehicles at one time and the facility houses a state-of-the-art call and dispatch center.

Statistically GPI's on-time performance factor finished at 88.92% for the year. Contributing factors to the slight dip in performance was their move, software implementation, and steady increase in ridership, all of which have seemed to stabilize. The increase in ridership has slowed. The reservations agents have adjusted

quickly to the ADEPT reservations software, finishing the year with an Average Initial Telephone Hold time of 66 seconds, well under the two minute standard.

For the fiscal year June 08 to July 09, C.A.R.E. Evaluators evaluated 25,813 applicants of which 90.37% or 18,564 were granted some degree of eligibility. Only 9.63% were found to be not eligible for Paratransit services.

C.A.R.E. also completed one year of operation at their new state-of-the-art evaluation center. This new facility has virtually eliminated customer complaints about the climate control or lack of seating. The C.A.R.E. Transit Evaluators courteously and efficiently assist the applicant through the transit evaluator process and have them on their way home in no time.

New board members and current board members who have not had the chance to tour the C.A.R.E. Evaluation Center or the new Global Paratransit facility, a tour can be arranged for you.

Luis Garcia - Project Administrator, Northern, Santa Clarita and Antelope Valley Regions - Southland Transit began relocating their call center and dispatch operation from Sun Valley to El Monte on June 18th, 2009. The first phase of the relocation comprised of moving the dispatch operation from their Sun Valley office to their facility in Lancaster. The dispatch center transition was completed with minimal service disruption to the daily operation; the second phase of the relocation, Southland Transit will relocate the call center to their El Monte facility, which is planned for late summer or early fall 2009. Southland Transit closed the month with above standard on-time performance and average initial phone hold time.

Santa Clarita Transit commenced the replacement of seven GPS Ranger MDT units during the month of June; the replacement of the troubled units allows Santa Clarita Access fleet to incorporate GPS detected data into its performance reporting. Santa Clarita Transit continues to deliver good and consistent service to our customers with an above 96% on-time performance in June.

MV Transportation experienced several technical issues throughout the month of June. On four different occasions MV Transportation experienced computer system shut downs, which limited data communication between base and drivers. These disruptions had an adverse effect on their on-time performance. MV Transportation is working in conjunction with Digital Dispatch Systems and Access IT to resolve the issue; as a result, MV Transportation closed the month of June with 90.58% on-time.

David Foster - Project Administrator, West Central and Eastern Regions - Both the Eastern Region (San Gabriel Transit) and the West Central Region (California Transit, Inc.) continue to meet or exceed performance standards. In the Eastern Region, significant improvement was achieved in comparison to June 2008 while seeing a 4.07% increase in trips:

- June 2009 on time performance: 94.53%
- June 2008 on time performance: 89.96%

In the West Central Region steady improvement has been achieved in comparison to June 2008 with a .75% increase in trips:

- June 2009 on time performance: 94.32%
- June 2008 on time performance: 92.40%

June was the kick off of the Hollywood Bowl season and, as in years past; Access has coordinated with the Hollywood Bowl staff to ensure that riders attending events at the Bowl will have trouble free access to and from the event aboard.

SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

Customer Service, Customer Care and Operations Monitoring Update:

Customer Service - handled 15,280 calls in June 2009, representing an increase of 4.5% from the previous month of May. The average initial hold time for callers was 3.2 minutes in June, as compared to 3.4 for May 2009. Less than 0.09% of total calls handled concerned pickup times being rescheduled by the new computer software in the Southern Region. We have had no further complaints regarding the fare increase in the month of June. We have also completed final steps toward the integration of OMC and Customer Service. Substantial preparation is required for this transition to go smoothly. The final phase of the department integration involves making sure that each customer support representative is fluent in the policies and procedures of each of the three workgroups (OMC, Customer Service and Complaints).

Customer Care (Complaints) - reported a decrease in overall complaints for the month of June. Total complaints numbered 1,085, which indicates a 9.1% decrease from May 2009 and an 8.1% decrease over June of the previous year. Complaint year-to-date (YTD) totals numbered 12,080 this past June. One year ago YTD complaint totals numbered 14,223, which indicates a 15.1% decline in YTD complaint totals. June's top three complaint types accounted for over half (55.4%) of all complaints and were comprised of the following categories: Late 4, Service, and Booking - in that order. Customer Care is seeing a sharp trend in booking concerns; primarily changes in customer pick up times with no advanced notice. These booking changes, in addition to the late dispatching of vehicles, are adversely impacting many rider trips. However, efforts continue in Contracted Services (operations) to refine and improve the Southern Region's reservation system. Certainly, the Customer Care Center will continue to uphold its commitment to keep operations staff apprised of any changes or trends to help resolve these and all reported concerns.

Operations Monitoring - felt a fairly steep decrease in call volume for the month of June 2009 with a total of 6,757 calls handled. June was the second lowest monthly OMC call total thus far in 2009, which represents a 17.2% decrease from the previous month of May. Also in June, the OMC saw an increase in the number of Backup Vehicles sent. A total of 256 Backup Vehicles were dispatched in June 2009 (this being the second highest month for Backup Vehicles in 2009). One factor explaining the increase in demand for Backup Vehicles is yet again the issue of customer-

reported discrepancies with reservation times. Finally, with July 1st as the projected date for integration of the OMC and Customer Service, June brought intense intra-departmental cross training to the OMC.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management, Travel Training and Ride Info Update:

Spotlight on Travel Training Outreach at CARE

For nearly one-year Ms. Necole Cordoba has been representing R&D Transportation at CARE Evaluators as the Resource Center Representative. She provides information to Access riders about the complimentary Travel Training program and the public transit options available in Los Angeles County.

One of the ways that she accomplishes these important goals is by providing English and Spanish presentations throughout the day to groups of riders after they have completed their evaluations. She also provides materials on regional public transportation options, Travel Training literature, and trip planning resources to interested riders.

Most importantly Ms. Cordoba gives Access riders' one-on-one personal attention while providing an opportunity to respond to their inquiries about the Travel Training program in person. On an average monthly basis, Ms. Cordoba provides assistance to approximately 100 riders to complete and submit their Travel Training application.

In conclusion, the collaboration between R&D and CARE has allowed Ms. Cordoba the opportunity to develop a great working rapport with Access Riders and CARE staff.

Below is a summary of the unaudited key operating statistics for June 2009, as well as, operation data for the previous month (May) and Year to Date (YTD):

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	185,013	187,433	-1.29%	2,197,937
Passengers per Vehicle Trip	1.30	1.30	0.00%	1.28
Average Trip Distance	9.39	9.52	-1.37%	9.43
Total Calls to Providers	309,020	336,860	-8.26%	3,898,788
Average Initial Hold Time(seconds)	34	36	-5.78%	38
% of Calls on Hold More Than 5 minutes	1.02%	2.05%	-50.24%	1.6%
On-Time Performance	90.66%	89.09%	1.76%	91.46%
Late 4 Trips	0.11%	0.17%	-35.29%	0.09%
Total # Registered Riders	80,847	79,863	1.23%	80,847

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

	Passenger s	Trips	Passenge rs per Trip	Eligible Passenger s per Trip
SYSTEM WIDE				
May-09	242,887	187,433	1.30	1.01
June-09	240,291	185,013	1.30	1.01
% Change	-1.07%	-1.29%	0.00%	0.00%
SGT - Eastern Region				
May-09	74,856	56,401	1.33	0.97
June-09	73,521	55,338	1.33	0.96
% Change	-1.78%	-1.88%	0.00%	-1.03%
GPI- Southern Region				
May-09	78,431	58,927	1.33%	1.03
June-09	77,321	57,400	1.35%	1.03
% Change	1.42%	-2.59%	1.50%	0.00%
CTI-WC - West Central Region				
May-09	37,733	28,833	1.31	1.03
June-09	37,596	28,853	1.30	1.03
% Change	-0.36%	0.07%	-0.76%	0.00%
MV - San Fernando Valley Region				
May-09	44,505	36,416	1.22	1.02
June-09	44,746	36,799	1.22	1.02
% Change	0.54%	1.05%	0.00%	0.00%
STI-AV - Antelope Valley Region				
May-09	4,154	4.131	1.01	1.00
June-09	4,072	4.050	1.01	1.00
% Change	-1.97%	-1.96%	0.00%	0.00%
SCT - Santa Clarita Region				
May-09	2,745	2,315	1.19	1.02
June-09	2,654	2,245	1.18	1.01
% Change	-3.32%	-3.02%	-0.84%	-0.98%

**PROVIDER SERVICE SUMMARY
PROVIDER MONITORING**

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	23	27	39
SGT- Eastern Region	6	5	11
GPI-Southern Region	7	7	11
CTI-West-Central Region	5	5	7
MV Transit-San Fernando Valley Region	4	4	8
STI-Antelope Valley Region	1	3	2
SCT-Santa Clarita Region	0	3	1

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

Road Supervision*	Current	Previous Month	YTD-Average
TOTAL	80	119	73
SGT- Eastern Region	22	14	21
GPI-Southern Region	18	12	17
CTI-West-Central Region	27	15	14
MV Transit-San Fernando Valley Region	9	75	19
STI-Antelope Valley Region	4	3	2
SCT-Santa Clarita Region	0	4	1

*The data above represents the number of drivers evaluated by the Road Supervisors at various locations throughout the County.

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	130	162	115
SGT- Eastern Region	33	42	28
GPI-Southern Region	21	24	22
CTI-West-Central Region	28	40	25
MV Transit-San Fernando Valley Region	26	30	20
STI-Antelope Valley Region	22	26	14
SCT-Santa Clarita Region	17	24	11

*The data above represents the number of Order Takers and Dispatchers evaluated by the Operations Monitor 2s

Comparability of Access Paratransit to Fixed Route Travel Times*	Current Quarter	Previous Quarter
Equal to or Shorter than Comparable Fixed Route Trip	95.7%	91.6%
1-20 Minutes Longer than Fixed Route Trip	3.32%	6.15%
21-40 Minutes Longer than Fixed Route Trip	0.59%	1.69%
41-60 Minutes Longer than Fixed Route Trip	0.59%	0.20%
60 Minutes + Longer than Fixed Route Trip	0.20%	0.41%

*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.

Travel Training	Current	Previous Month	YTD-Average
Accepted Travel Training	29	30	23
Waiting for Travel Training	9	16	8
Started Travel Training	24	23	21
Completed Travel Training	28	22	19
Discontinued Services	1	1	1
People Currently in Travel Training	2	6	9
# Graduates Using Bus After 1 Month	30	13	12
# Graduates Using Bus After 2 Months	3	13	6

NORTH COUNTY TRANSFER TRIPS

North County Trips Transferring at Olive View	Current	Previous Month	YTD-Average
Antelope Valley to Transfer Point	143	157	152
Transfer Point to Antelope Valley	160	193	171
Santa Clarita to Transfer Point	66	63	59
Transfer Point to Santa Clarita	51	47	55

COMMUNICATIONS

Providers: Monthly Calls	Current	Previous Month	YTD-Average
ALL PROVIDER TOTAL	309,020	336,860	324,993
SGT-Eastern Region	78,925	82,223	86,671
GPI-Southern Region	108,586	123,420	112,500
CTI-West-Central Region	64,785	65,440	68,268
MV Transit - San Fernando Valley Region	47,674	55,912	48,618
STI-Antelope Valley Region	7,139	7,585	7,047
SCT-Santa Clarita Region	1,911	2,280	1,888

Customer Service/OMC Calls	Current	Previous Month	YTD-Average
Customer Service Calls Answered	15,811	14,607	15,253
Ops. Monitoring Center Calls Answered	6,591	7,558	7,133
<i>Ride Info</i> Calls Offered	1,275	1,197	1,202

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	34	36
% of Calls on Hold More Than 5 minutes	1.02%	2.05%	1.60%
SGT-Eastern Region			
Average Initial Hold Time	37	32	28
% of Calls on Hold More Than 5 minutes	1.3%	0.6%	0.89%
GPI-Southern Region			
Average Initial Hold Time	25	30	40
% of Calls on Hold More Than 5 minutes	0.87%	1.67%	2.17%
CTI-West-Central Region			
Average Initial Hold Time	25	28	29
% of Calls on Hold More Than 5 minutes	0.6%	0.7%	0.80%
MV Transit - San Fernando Valley Region			
Average Initial Hold Time	61	63	60
% of Calls on Hold More Than 5 minutes	1.40%	2.01%	1.53%
STI -Antelope Valley Region			
Average Initial Hold Time	31	38	63
% of Calls on Hold More Than 5 minutes	1.17%	1.89%	5.40%
SCT- Santa Clarita Valley Region			
Average Initial Hold Time	50	44	63
% of Calls on Hold More Than 5 minutes	2.58%	1.42%	4.57%
Operations Monitoring Ctr.			
Average Initial Hold Time	105	148	74
% of Calls on Hold More Than 5 minutes	11.22%	15.29%	6.66%
Customer Service			
Average Initial Hold Time	227	214	198
% of Calls on Hold More Than 5 minutes	29.77%	27.66%	22.35%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	2,103	1,384	1,547
RESTRICTED	137	233	203
TEMPORARY	253	212	194
NOT ELIGIBLE	279	179	199
TOTAL	2772	2008	2143
Recertifications (in Person)	693	510	595
New Applicants	2,080	1,498	1,556
Eligibility Renewals			
Recertification Letters Sent	2,777	2,318	2,311
Process Time (avg. Days:Individ.)			
Evaluation to Mail Out (ADA<21 Days)	6	6	8
Scheduling Phone Call to Evaluation	10	10	10
Scheduling Phone Call to Mail Out	16	16	17

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	67	58	65
Closed	87	64	70
Withdrawn/Closed Before Completion	18	3	18
Pending	110	107	94
Increased	20	13	15
Decreased	5	2	3
Modified	7	11	5
Upheld	34	35	29
Subtotal	66	61	52
% Appeals not overturned	70%	79%	71%
Net Denied Rate (Year- to - Date)	9%	8%	9%
Process Time: Appeal Date to Mail Out (ADA<30)	9		11

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	6,757	7,992	7,411
Late calls	2,155	2,963	2,423
Other (CSC/Reservations)	4,602	4,959	4,987

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	255	339	257
ETA Given	1,189	1,704	1,295
Help Calls	1	0	8
Miscellaneous	710	920	863
TOTAL LATE CALLS	2,155	2,963	2,423

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 1st Call and Arrival of B/U Vehicle at Rider's Location	53	45	51

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	0	0

PROVIDER REPORT CARD

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	90.66%	89.09%	91.46%
Percentage of Late Trips	9.34%	10.91%	8.54%
Late "1" (1-15 min. late)	6.93%	7.74%	6.45%
Late "2" (16-30 min. late)	1.84%	2.34%	1.64%
Late "3" (31-45 min. late)	0.46%	0.66%	0.37%
Late "4" (>46 min.late)/Missed Trips	0.11%	0.17%	0.09%
No Shows	3.83%	4.07%	3.93%
Accessibility Violations**			
- occurrences	0	2	0.58
A/C Failure			
- occurrences	0	0	0.17
Denied Trips			
-% of Next Day Trip Requests Denied	0.00%	0.25%	0.23%
SGT- Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.53%	93.76%	91.81%
Percentage of Late Trips	5.47%	6.24%	8.19%
Late "1" (1-15 min. late)	4.37%	4.99%	6.20%
Late "2" (16-30 min. late)	0.89%	1.04%	1.55%
Late "3" (31-45 min. late)	0.17%	0.20%	0.33%
Late "4" (>46 min.late)/Missed Trips	0.04%	0.01%	0.11%
No Shows	2.96%	3.05%	3.41%
Accessibility Violations**			
- occurrences	0	1	0.17
A/C Failure			
- occurrences	0	0	0
Denied Trips			
'-% of Next Day Trip Requests Denied	0.00%	0.00%	0.23%

CTI :West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.32%	93.85%	93.23%
Percentage of Late Trips	5.68%	6.15%	6.77%
Late "1" (1-15 min. late)	4.54%	4.98%	5.12%
Late "2" (16-30 min. late)	0.95%	0.87%	1.29%
Late "3" (31-45 min. late)	0.14%	0.25%	0.28%
Late "4" (>46 min.late)/Missed Trips	0.04%	0.06%	0.08%
No Shows	4.21%	4.56%	5.01%
Accessibility Violations - occurrences	0	0	0.17
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.71%	0.06%

GPI: Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	84.72%	80.04%	90.94%
Percentage of Late Trips	15.28%	19.96%	9.06%
Late "1" (1-15 min. late)	10.59%	12.80%	6.79%
Late "2" (16-30 min. late)	3.42%	5.04%	1.80%
Late "3" (31-45 min. late)	1.03%	1.64%	0.40%
Late "4" (>46 min.late)/Missed Trips	0.25%	0.48%	0.06%
No Shows	4.61%	5.16%	3.72%
Accessibility Violations - occurrences	0	1	0.17
A/C Failure - occurrences	0	0	0
Denied Trips* -% of Next Trip Requests Denied	0.00%	0.00%	0.00%

MVT-Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	90.58%	90.72%	91.47%
Percentage of Late Trips	9.42%	9.28%	8.53%
Late "1" (1-15 min. late)	7.39%	7.15%	6.77%
Late "2" (16-30 min. late)	1.63%	1.71%	1.45%
Late "3" (31-45 min. late)	0.34%	0.35%	0.27%
Late "4" (>46 min.late)	0.06%	0.07%	0.04%
No Shows	3.14%	2.93%	3.64%
Accessibility Violations - occurrences	0	0	0.25
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trips Denied	0.00%	0.00%	0.00%

STI-Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	95.06%	93.16%	92.26%
Percentage of Late Trips	4.94%	6.84%	7.74%
Late "1" (1-15 min. late)	4.11%	5.64%	6.26%
Late "2" (16-30 min. late)	0.70%	1.08%	1.10%
Late "3" (31-45 min. late)	0.03%	0.10%	0.26%
Late "4" (>46 min.late)	0.10%	0.02%	0.11%
No Shows	4.83%	5.74%	4.73%
Accessibility Violations - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trips Denied	0.00%	0.00%	0.13%

SCT-Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	96.19%	96.25%	91.01%
Percentage of Late Trips	3.90%	3.84%	9.56%
Late "1" (1-15 min. late)	3.68%	3.54%	7.17%
Late "2" (16-30 min. late)	0.13%	0.25%	1.46%
Late "3" (31-45 min. late)	0.04%	0.00%	0.41%
Late "4" (>46 min.late)	0.04%	0.04%	0.53%
No Shows	2.69%	2.40%	5.99%
Accessibility Violations - occurrences	0	0	0.08
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trips Denied	0.00%	0.79%	0.78%

Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	3	2.33
Animal	3	1.83
Booking	168	127.66
Conduct	42	38.50
Discourteous	127	136.33
Late 1	19	30.66
Late 2	59	52.66
Late 3	26	29.16
Late 4	227	184.66
Risk Management	34	28.83
Routing	40	35.33
Service	211	196.83
Travel Time	54	64.00
Vehicle	4	9.00
TOTAL	1017	937.83
Ratio per 1,000 Trips	5.49	5.03

SGT - Eastern Region	Current	6-Month Average
ADA	1	0.50
Animal	2	0.33
Booking	39	37.33
Conduct	11	11.00
Discourteous	34	43.67
Late 1	4	5.17
Late 2	10	7.67
Late 3	1	4.17
Late 4	55	48.83
Risk Management	8	10.17
Routing	13	7.00
Service	48	50.50
Travel Time	17	15.83
Vehicle	0	3.50
TOTAL	243	245.67
Ratio per 1,000 Trips	4.39	4.45

CTI - West Central Region	Current	6-Month Average
ADA	0	0.17
Animal	1	0.67
Booking	28	21.33
Conduct	11	7.00
Discourteous	21	20.50
Late 1	3	3.17
Late 2	3	4.83
Late 3	3	2.83
Late 4	30	33.00
Risk Management	4	3.50
Routing	2	3.83
Service	30	34.17
Travel Time	7	7.83
Vehicle	0	1.00
TOTAL	143	143.83
Ratio per 1,000 Trips	4.95	4.94

GPI - Southern Region	Current	6-Month Average
ADA	2	1.33
Animal	0	0.83
Booking	76	52.17
Conduct	14	13.50
Discourteous	42	45.00
Late 1	10	15.17
Late 2	39	30.83
Late 3	19	18.33
Late 4	122	84.67
Risk Management	13	8.67
Routing	21	20.50
Service	108	90.17
Travel Time	26	33.67
Vehicle	3	4.00
TOTAL	495	418.83
Ratio per 1,000 Trips	8.62	7.05

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.33
Animal	0	0.00
Booking	17	13.33
Conduct	4	4.17
Discourteous	15	18.00
Late 1	2	5.67
Late 2	5	6.83
Late 3	3	3.00
Late 4	16	13.50
Risk Management	1	3.00
Routing	4	3.83
Service	19	15.00
Travel Time	4	6.17
Vehicle	0	0.33
TOTAL	90	93.17
Ratio per 1,000 Trips	2.44	2.56

STI-AV - Antelope Valley Region	Current	6-Month Average
ADA	0	0.00
Animal	0	0.00
Booking	6	2.50
Conduct	2	1.50
Discourteous	5	2.00
Late 1	0	0.50
Late 2	0	1.17
Late 3	0	0.83
Late 4	2	4.00
Risk Management	1	0.50
Routing	0	0.00
Service	2	3.83
Travel Time	0	0.50
Vehicle	1	0.17
TOTAL	19	17.50
Ratio per 1,000 Trips	4.69	4.65

SCT-Santa Clarita Region	Current	6-Month Average
ADA	0	0.00
Animal	0	0.00
Booking	2	1.00
Conduct	0	0.00
Discourteous	0	0.17
Late 1	0	0.00
Late 2	0	0.00
Late 3	0	0.00
Late 4	0	0.33
Risk Management	0	0.00
Routing	0	0.00
Service	0	0.17
Travel Time	0	0.00
Vehicle	0	0.00
TOTAL	2	1.67
Ratio per 1,000 Trips	0.89	0.76

INCENTIVES AND LIQUIDATED DAMAGES

FY 2008-2009

SGT - Eastern Region	June - 2009			YTD	
	Actual	Amount	Totals	Amount	Totals
Incentives					
AIHT less than 2 minutes & maximum 2% of all calls over 5 Minutes (\$20,000)	38/1.25%	\$ 20,000.00		\$ 240,000.00	
OTP-93% - 94.9% (\$5,000)	94.53%	\$ 5,000.00		\$ 25,000.00	
Total Incentives			\$ 25,000.00		\$ 265,000.00
Liquidated Damages					
Late Trips 45 minutes past p/u time-(\$250/incident)				\$ (7,500.00)	
Denied Exceeds 1% (\$5,000)				\$ (5,000.00)	
ADA Violation -(\$250/incident)				\$ (500.00)	
Uniform Violation- (\$75/Incident)	3	\$ (220.00)		\$ (1,725.00)	
Total Liquidated Damages			\$ (225.00)		\$ (14,725.00)
NET TOTAL			\$ 24,775.00		\$ 250,275.00

GPI- Southern Region	June - 2009			YTD		
	Incentives	Actual	Amount	Totals	Amount	Totals
Average Initial Hold Time(secs)	0.25/0.87%	\$20,000.00				
Total Incentives			\$ 20,000.00			\$180,000.00
Liquidated Damages						
AIHT exceeds 2 minutes or more than 5% of all calls exceed 5 minutes (\$25,000)					\$ (50,000.00)	
Late Trips 45 minutes past p/u time-(\$250/incident)					\$ (1,750.00)	
Failure to File Loss Run- (\$100/day)					\$ (500.00)	
ADA Violation -(\$250/incident)	2	\$ (500.00)			\$ (4,000.00)	
Uniform Violation-(\$75/Incident)					\$ (1,600.00)	
Total Liquidated Damages				\$ (500.00)		\$ (57,850.00)
NET TOTAL				\$ 19,500.00		\$ 122,150.00

CTI-West-Central Region	June - 2009			YTD	
	Actual	Amount	Totals	Amount	Totals
Incentives					
AIHT less than 2 minutes & maximum 2% of all calls over 5 minutes (\$20,000)	25/0.62%	\$20,000.00		\$240,000.00	
OTP-93% - 94.9% (\$5,000)	94.32%	\$ 5,000.00		\$ 35,000.00	
95% - 96.9% (\$10,000)				\$ 10,000.00	
Total Incentives			\$ 25,000.00		\$285,000.00
Liquidated Damages					
Late Trips 45 minutes past p/u time-(\$250/incident)				\$ (3,750.00)	
ADA violations - (\$250/incident)				\$ (250.00)	
Uniform Violation- (\$75/Incident)	1	\$ (75.00)		\$ (150.00)	
Total Liquidated Damages			\$ (75.00)		\$ (4,150.00)
NET TOTAL			\$ 24,925.00		\$280,850.00

MV- San Fernando Valley Region	June - 2009			YTD	
	Actual	Amount	Totals	Amount	Totals
Incentives					
AIHT less than 2 minutes & maximum 2% of all calls over 5 minutes (\$15,000)	61/1.40%	\$ 15,000.00			
Total Incentives			\$15,000.00		\$175,000.00
Liquidated Damages					
OTP-89.1% -91% (\$5,000)	90.58%	\$ (5,000.00)	\$ (5,000.00)	\$ (15,000.00)	
Improper Wheelchair securement (\$250/incident)				\$ (250.00)	
ADA violations -(\$250/incident)				\$ (500.00)	
Uniform Violation-(\$75/Incident)				\$ (75.00)	
Total Liquidated Damages			\$(5,000.00)		\$(15,825.00)
NET TOTAL			\$10,000.00		\$159,175.00

STI-Antelope Valley Region	June - 2009			YTD		
	Incentives	Actual	Amount	Totals	Amount	Totals
AIHT less than 2 minutes & maximum 4% of all call over 5 minutes (\$4,000)	31/1.17%	\$10,000.00			\$ 34,000.00	
95% - 96.9% (\$4,000)	95.06%	\$ 4,000.00			\$ 8,000.00	
93% - 94.9% (\$2,000)					\$ 4,000.00	
Total Incentives			\$14,000.00			\$ 46,000.00
Liquidated Damages						
OTP-87.1% - 89% (\$2,000)					\$ (2,000.00)	
Late Trips 45 minutes past p/u time-(\$250/incident)	0.01%	\$ (250.00)			\$ (5,000.00)	
AIHT exceeds 2 minutes or more than 5% of all calls exceed 5 minutes (\$12,500)					\$ (75,000.00)	
Total Liquidated Damages			\$ (250.00)			\$ (82,000.00)
NET TOTAL			\$12,000.00			\$ (36,000.00)

SCT-Santa Clarita Region	June - 2009			YTD	
	Actual	Amount	Totals	Amount	Totals
Incentives					
AIHT less than 2 minutes & maximum 3% of all calls over 5 minutes (\$8,000)	49.74/2.58%	\$ 8,000.00		\$ 64,000.00	
OTP- 95% - 96.9% (\$3,000)				\$ 4,000.00	
No late trips 45 minutes past p/u (\$5,000)				\$ 15,000.00	
Total Incentives			\$ 8,000.00		\$ 83,000.00
Liquidated Damages					
OTP				\$ (4,000.00)	
Denials				\$ (2,000.00)	
Late Trips 45 minutes past p/u time- (\$250/incident)				\$ (11,500.00)	
AIHT & Calls on hold > 5 minutes				\$ (26,000.00)	
Improper W/C Securement- (\$250/incident)				\$ (250.00)	
Total Liquidated Damages					\$(43,750.00)
NET TOTAL			\$ 8,000.00		\$ 39,250.00

All Providers	June-2009	YTD
Incentives		Amount
Total Incentives	\$ 107,000.00	\$ 1,034,000.00
Total Liquidated Damages	\$ (6,050.00)	\$ (218,300.00)
<i>NET TOTAL</i>	\$ 100,950.00	\$ 815,700.00

Total Trips Comparison

FY 07/08 FY 08/09

