



**Access Services**  
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## Board Box

August 19, 2011

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# BOARD BOX ITEM #1

AUGUST 19, 2011

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

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**Federal Legislative Activities:** APTA reports: "An initial analysis of the Act (the recently passed law to raise the debt limit) reveals no specific impact on transportation accounts or the Highway Trust Fund/Mass Transit Account (HTF/MTA). Spending authority from the HTF/MTA is treated as mandatory spending, and thus not subject to the discretionary spending caps set forth in the Act. The Act does not provide for any additional revenues, to any federal accounts, and thus does nothing to ensure the solvency of the HTF/MTA. As a result, the scenario facing House and Senate transportation authorizing committees remains unchanged. It is expected that House Transportation and Infrastructure Chairman John Mica will continue to proceed with his six-year bill at revenue-constrained funding levels. While the leadership of the Senate Environment and Public Works (EPW) Committee, which has jurisdiction over the federal highway program, has proposed a two-year authorization bill that funds transit and highway programs at current levels, it is not clear how the Act will affect efforts to raise the estimated \$12 billion needed to fund that bill."

On July 21, our federal advocate Len Simon came to Los Angeles for a meeting of the United States Conference of Mayors. In between events at the Conference, we spirited Len away to take a tour of our new administrative offices in El Monte and to also get a close-up look at our contractor, San Gabriel Transit. We followed the tour with a lunch with Access staff. Chairman Doran Barnes and Director of Government Affairs for Foothill Transit, David Reyno, were also kind enough to attend to meet Len and discuss the latest news from Washington.

**Local Legislative Activities:** Matthew Avancena and Giovanna Gogreve attended a White House Roundtable on Transportation with Deputy FTA Administrator Therese McMillan on the campus of Cal State-Northridge. Matthew and Giovanna gave an update to the Administrator about some of the innovative projects that we have in the works. Matthew also expressed our support for the Consolidated Specialized Transportation Grant program (APTA's Coordinated Mobility Initiative) which would replace the 5310, New Freedom and JARC programs with one program. We think by consolidating these programs it will give agencies more flexibility to develop innovative initiatives to provide additional services to people with disabilities.

I made a presentation in early August at the APTA Sustainability and Public Transportation Workshop on the concept of "ADA Paratransit Sustainability." My presentation focused on how the costs of ADA paratransit are making up a growing portion of transit agency budgets and how a focus on mobility choices and other strategies can help reduce the growth of paratransit costs.

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

## BOARD BOX ITEM #2

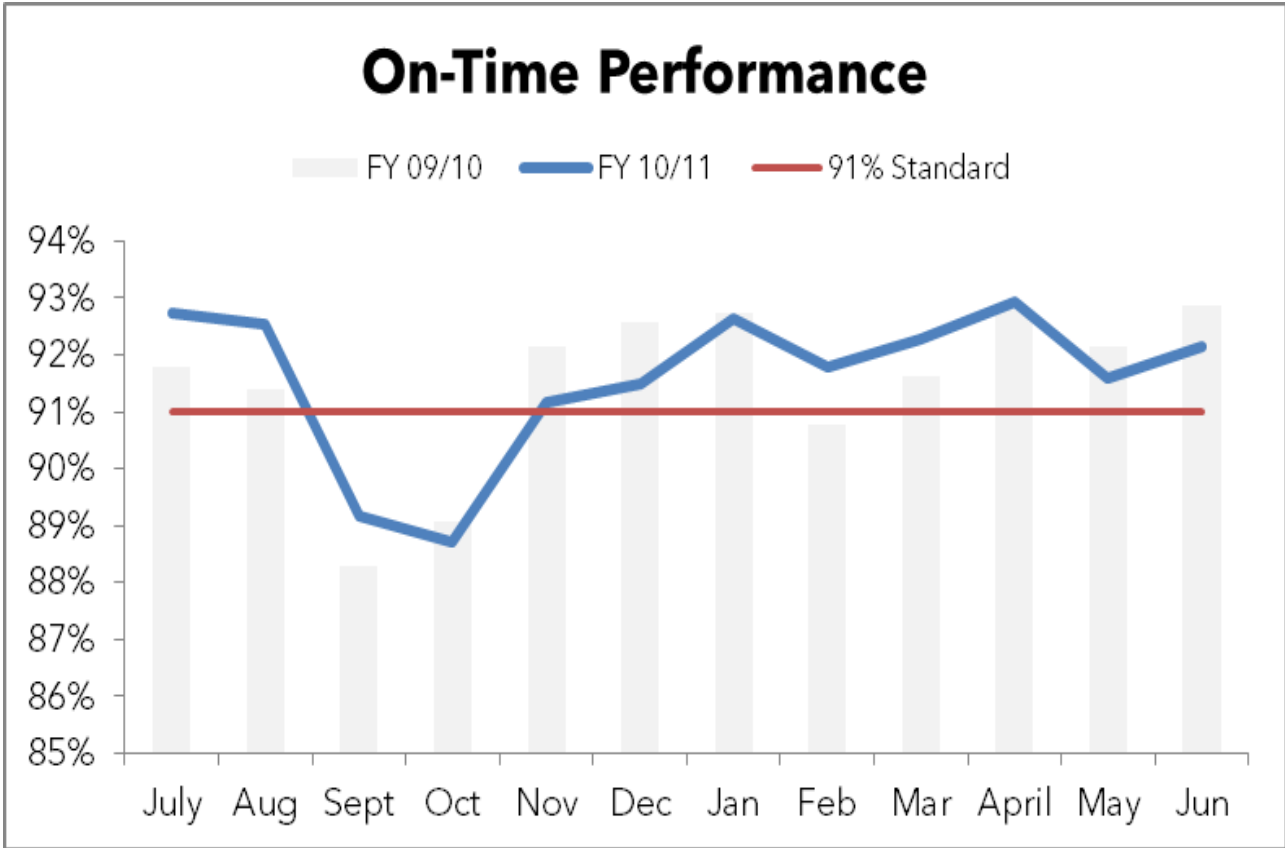
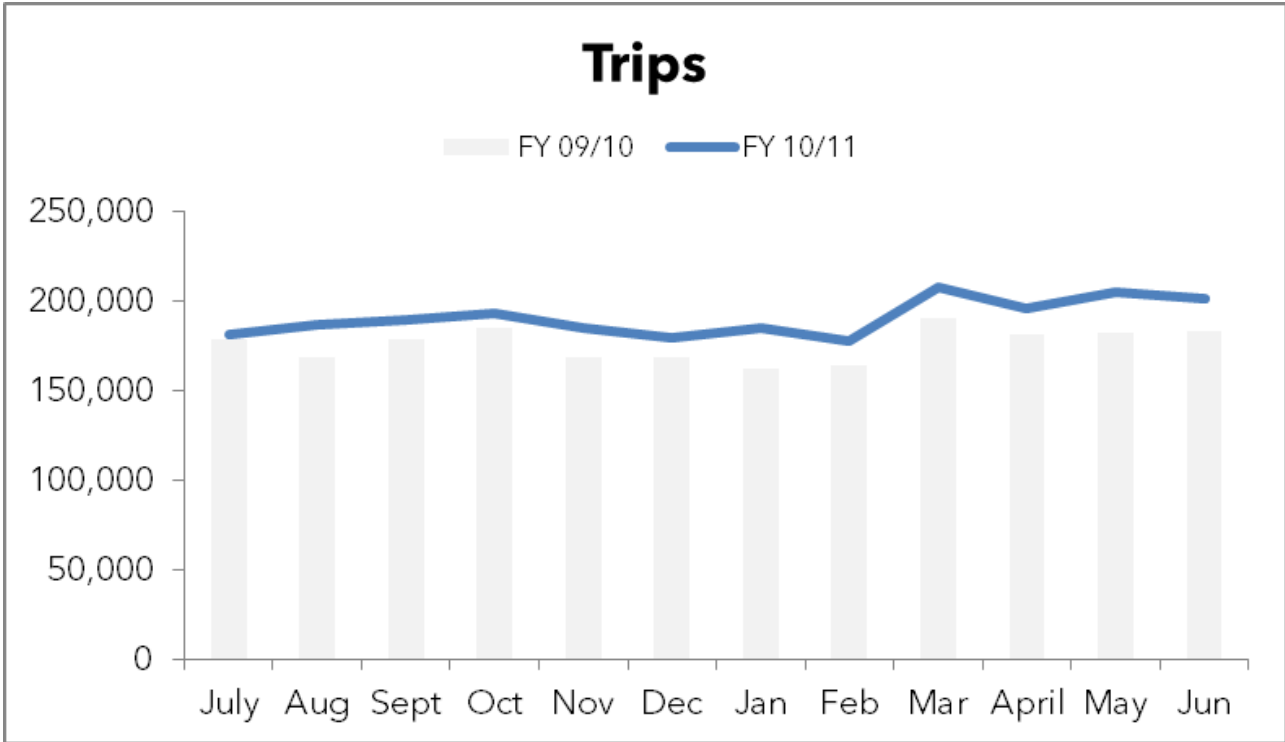
AUGUST 19, 2011

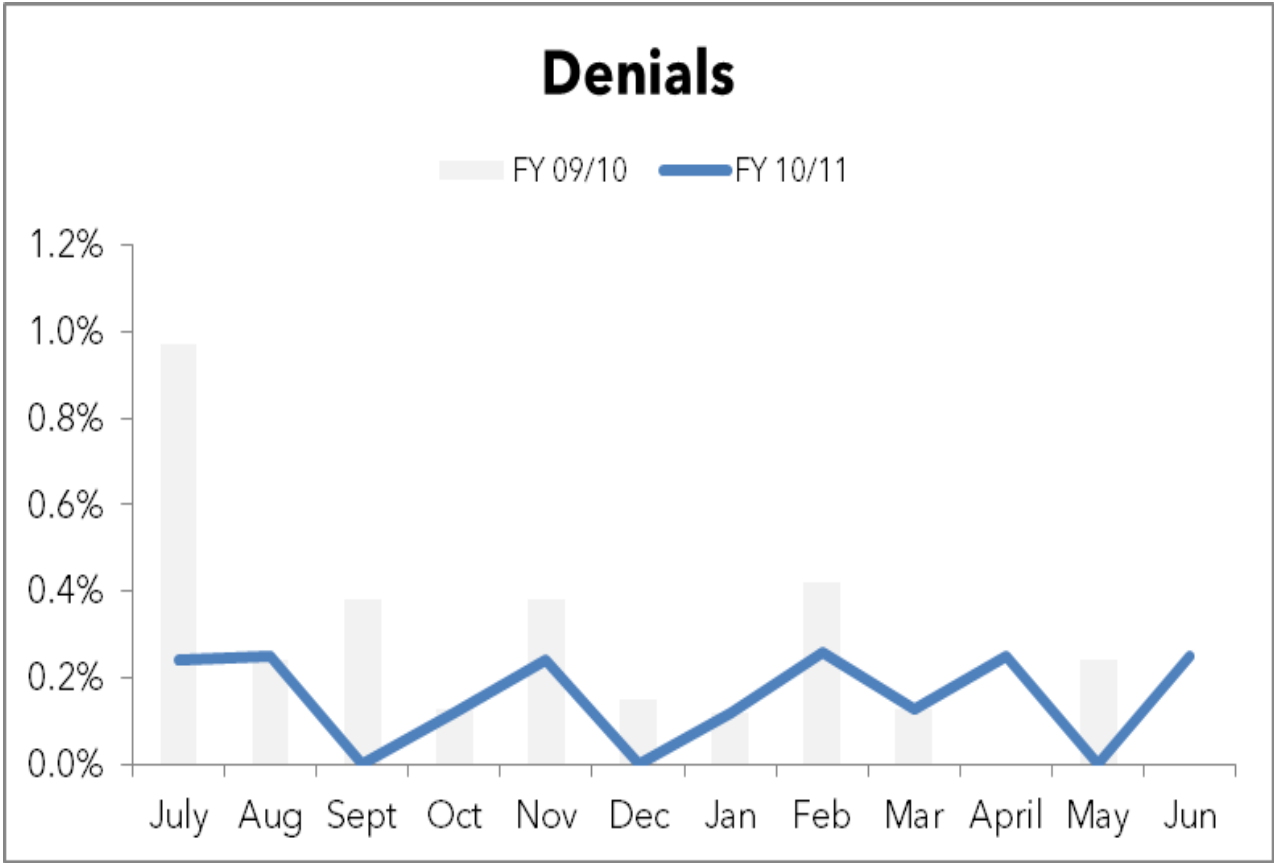
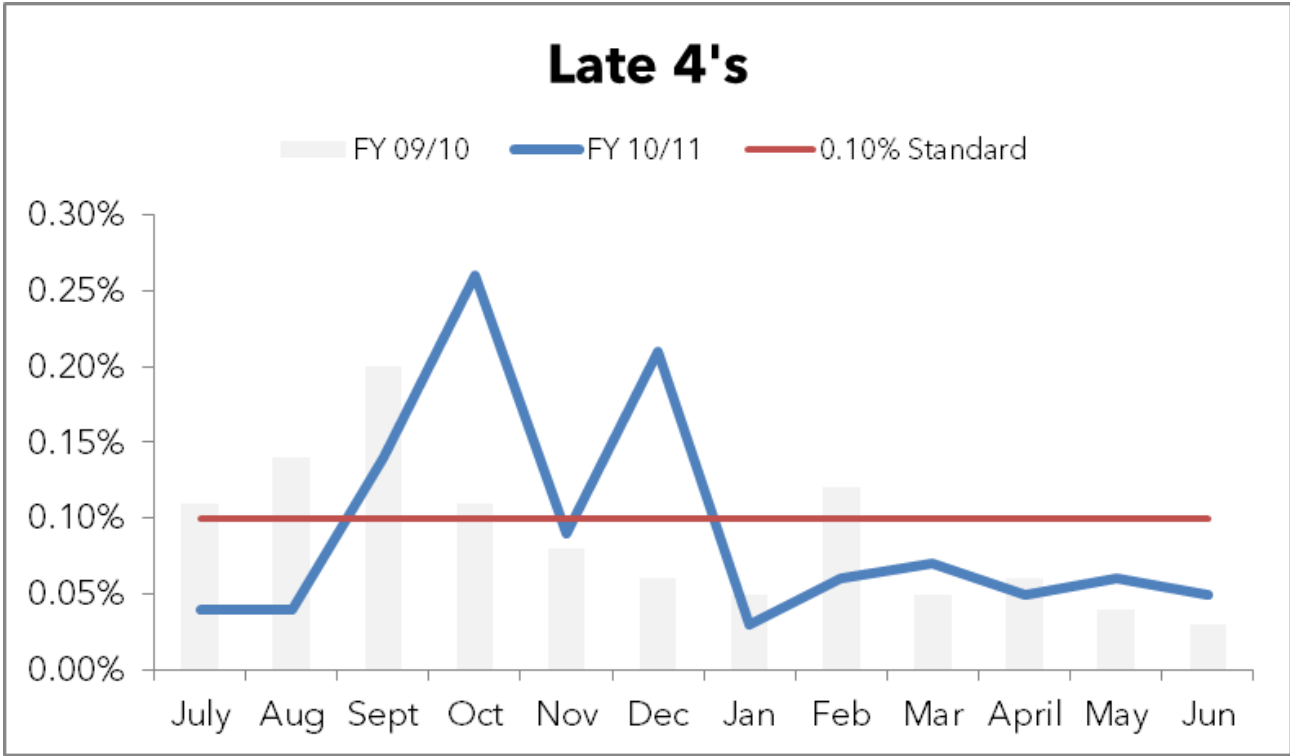
TO: BOARD OF DIRECTORS  
FROM: **CJ SMITH, OPERATIONS ANALYST**  
RE: KEY PERFORMANCE INDICATORS

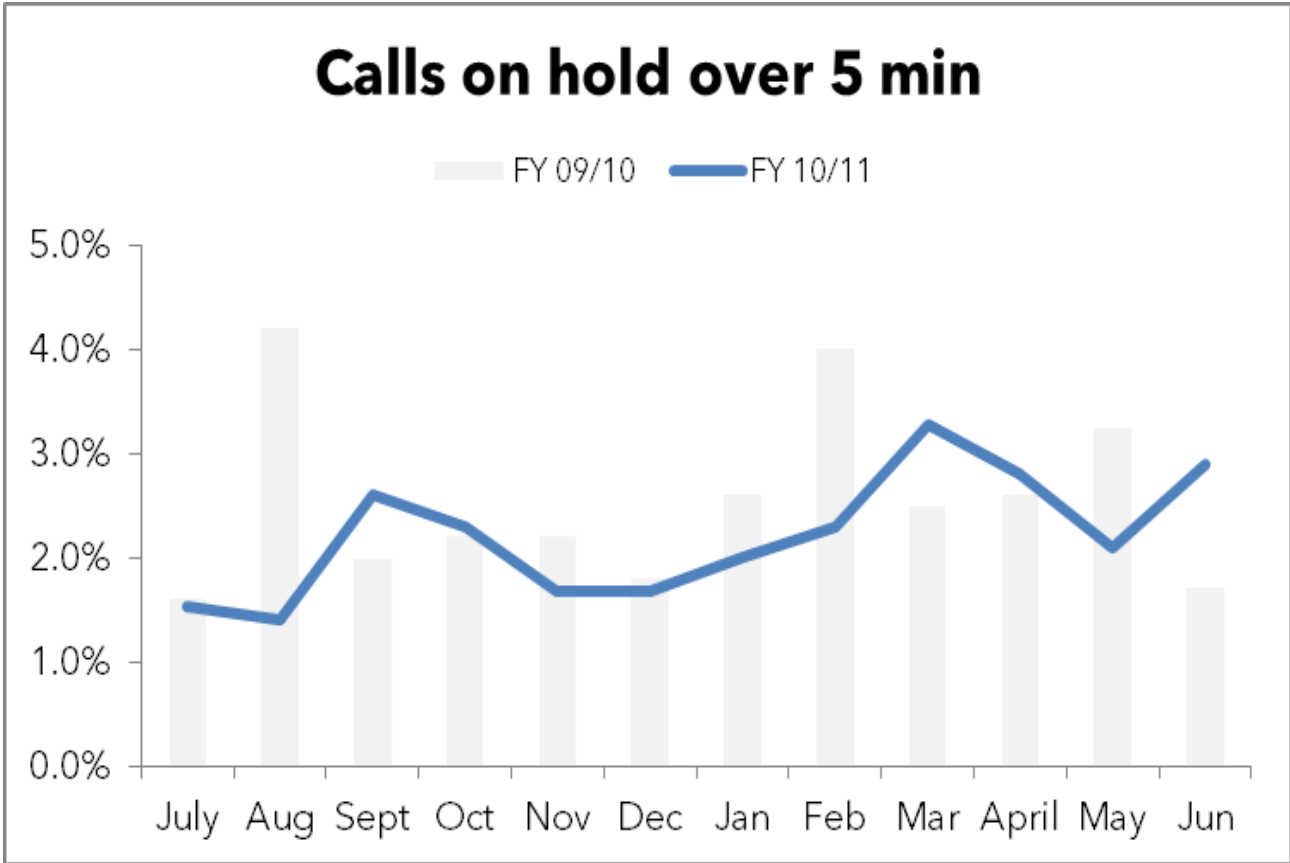
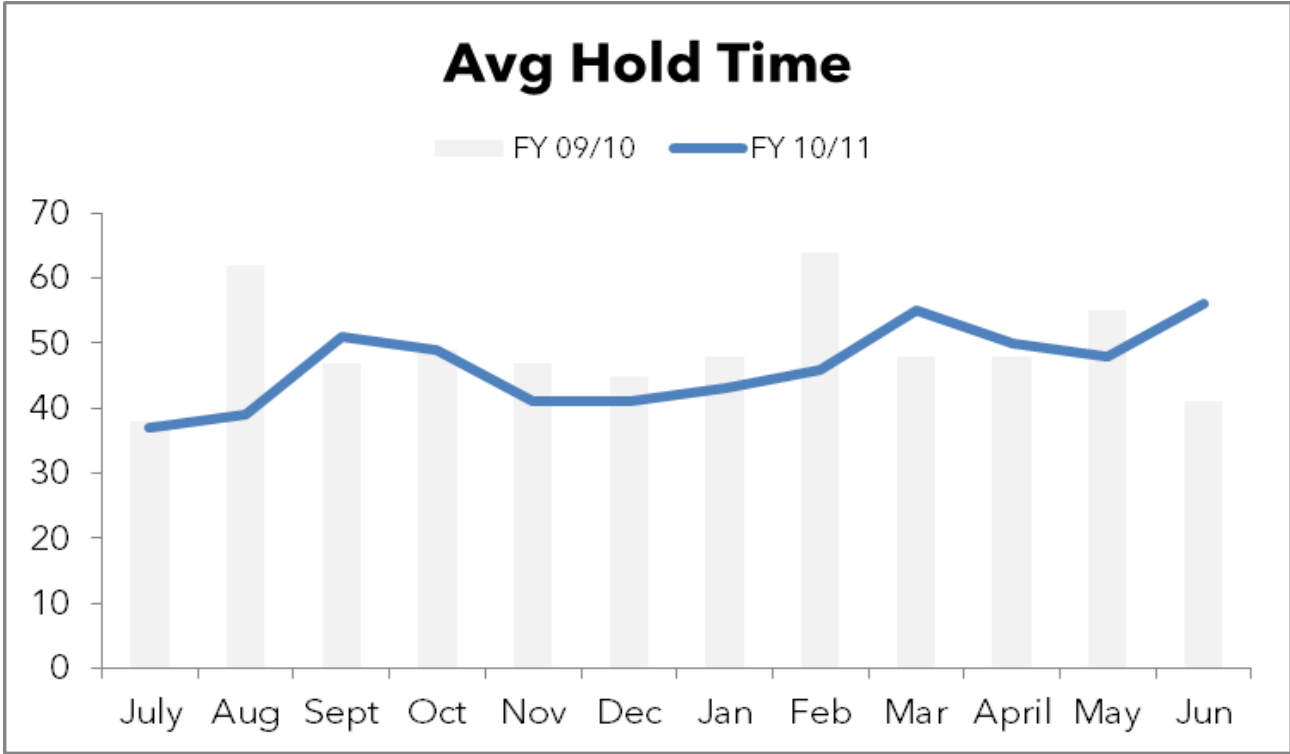
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The following graphs represent key system indicators for the fiscal year as of June 2011. The goal of this communication is to keep everyone informed of the current service performance level in the field.

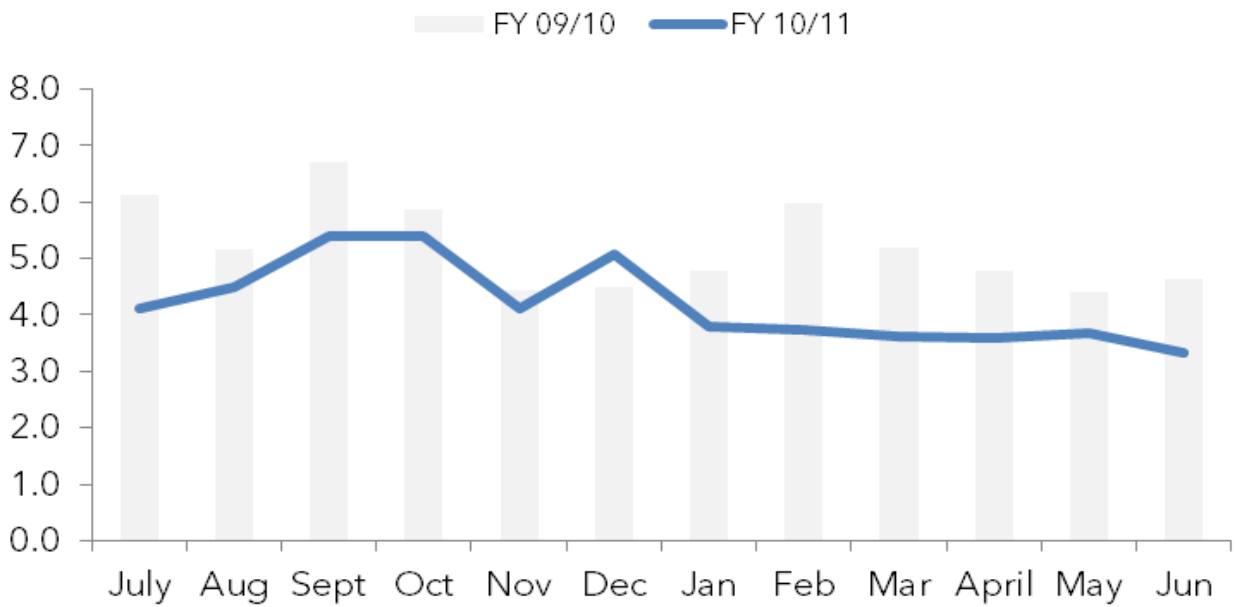
The operations team uses this and other performance information to monitor our service providers' performance. Information is also used to determine the level of service that our customers are experiencing when using Access.



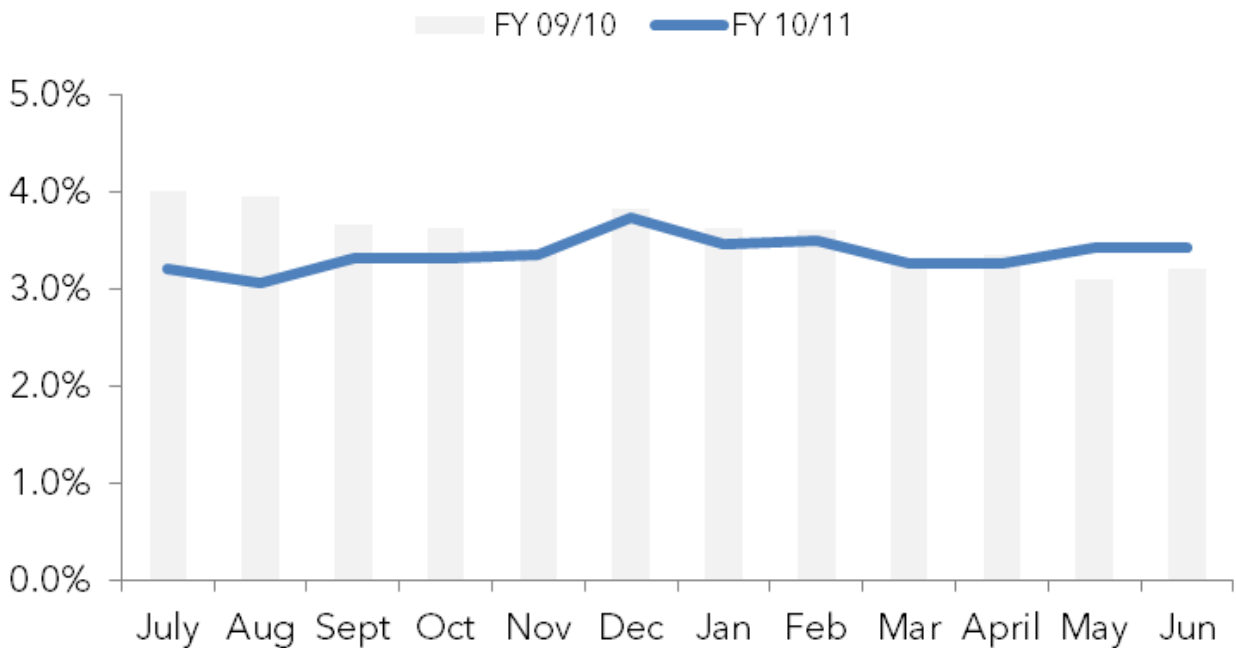




## Complaints per 1,000 Trips



## No Shows



# BOARD BOX ITEM # 3

AUGUST 19, 2011

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: **FINANCIAL REPORT FOR JUNE 2011 (unaudited results)**

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Attached for your review are the draft financial reports for June 2011.

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

- ◆ Passengers: 0.6% under budget
- ◆ Contract Revenue Miles: 2.8% under budget
- ◆ Trips: 0.4% under budget
- ◆ Completed Eligibility Interviews: 25.6% over budget
- ◆ Average Trip Distance: 2.4% under budget at 9.3 miles
- ◆ Total cost per Passenger (before depreciation): 0.1% under budget
- ◆ Administration Function is 8.1% under budget
- ◆ Eligibility Determination Function is 0.7% under budget
- ◆ Paratransit Operations Function is 0.1% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: June 2010 to June 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 June 2011

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% Over &lt;Under&gt; Previous Yr</u>
Paratransit Operations	89.3%	\$89,137,860	\$89,235,763	\$ (97,904)	-0.1%	9.2%
Eligibility Determination	5.6%	5,556,691	5,594,213	(37,523)	-0.7%	19.6%
CTSA/Ride Information	0.4%	362,084	441,356	(79,272)	-18.0%	-4.8%
Administrative	4.7%	<u>4,686,405</u>	<u>5,099,758</u>	<u>(413,354)</u>	<u>-8.1%</u>	<u>6.0%</u>
Total Exp before Depreciation		<u>\$ 99,743,039</u>	<u>\$100,371,091</u>	<u>\$ (628,052)</u>	<u>-0.6%</u>	<u>9.5%</u>

## Statistics - - For the YTD Period Ended June 2011

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% Over &lt;Under&gt; Previous Yr</u>
Number of Completed Cert Interviews	43,702	34,800	8,902	25.6%	26.0%
Number of PAX	2,980,888	2,997,758	(16,870)	-0.6%	7.3%
Number of Contract Revenue Miles	21,263,229	21,864,918	(601,689)	-2.8%	6.3%
Number of Trips	2,285,810	2,294,269	(8,459)	-0.4%	8.3%
Average Trip Distance	9.30	9.53	(0.23)	-2.4%	-1.8%
Purchased Transportation Cost					
Cost per Trip	\$ 35.47	\$ 35.19	\$ 0.28	0.8%	2.5%
Cost per PAX	\$ 27.20	\$ 26.93	\$ 0.27	1.0%	3.3%
Cost per Contract Rev Mile	\$ 3.81	\$ 3.69	\$ 0.12	3.2%	4.3%
Total Cost per Pax before Depreciation	\$ 33.46	\$ 33.48	\$ (0.02)	-0.1%	2.0%

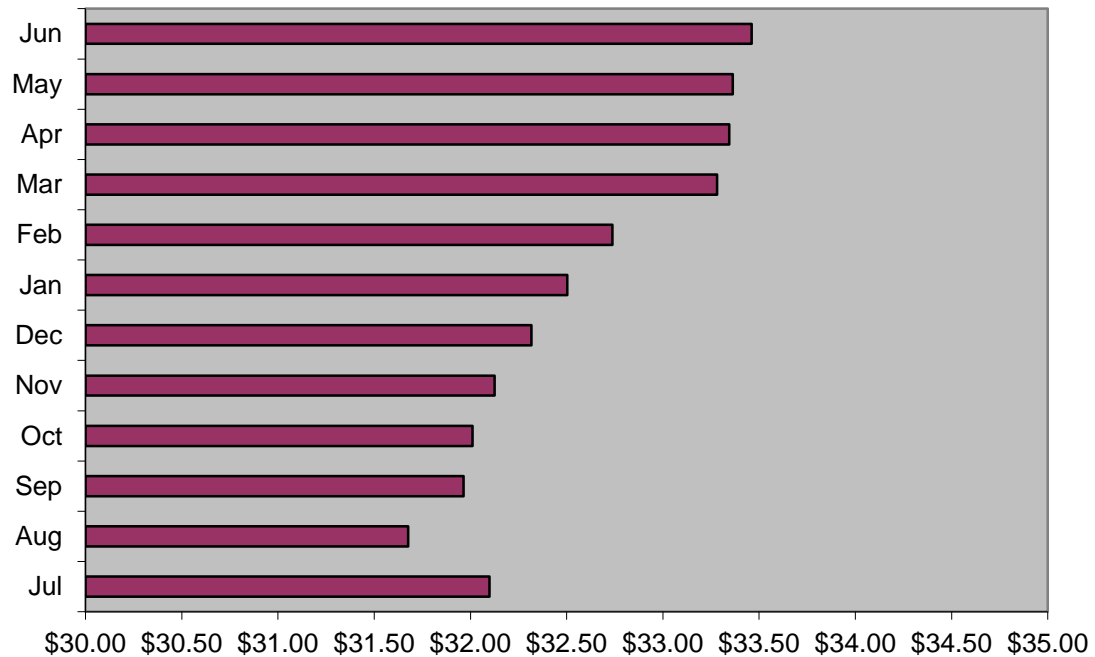
**Budget Results for FY 2010/2011**  
**For the YTD Period Ending June 2011**

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance Over</u> <u>&lt;Under&gt;</u> <u>Budget</u>	<u>% Over</u> <u>&lt;Under&gt;</u> <u>Budget</u>	<u>% Over</u> <u>&lt;Under&gt;</u> <u>Previous Yr</u>
Total Exp before Capital @ June 2011	\$ 99,743,039	\$100,371,091	\$ (628,052)	-0.6%	9.5%
Revenue					
Passenger Fares	5,418,808	5,344,295	(74,513)		
Other Revenue	<u>351,063</u>	<u>370,000</u>	<u>18,937</u>		
Total Revenue	5,769,871	5,714,295	(55,576)	-1.0%	6.5%
Capital Expenditures					
Vehicles	3,607,830	7,855,324	(4,247,494)		
Other Capital Expenditures	<u>1,037,719</u>	<u>3,923,003</u>	<u>(2,885,284)</u>		
Total Capital Expenditures	\$ 4,645,549	\$ 11,778,327	(7,132,778)	-60.6%	33.3%
Under Budget @ June 2011			<u>\$ (7,816,406)</u>		
<b>Adjustments:</b>					
Uncommitted Carry forward to FY 10/11 budget (approved by LACMTA)			(8,736)		
Reserve - Sales of Vehicle Proceeds over \$5K (FY 10/11)			198,036		
Committed Expenses and Capital carry forward to FY 11/12			7,519,619		
Section 16 Vehicle Funding Difference			<u>38,085</u>		
Total Adjusted Under Budget YTD June 30, 2011			<u>\$ (69,402)</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	Mar-10	Apr-10	May-10	Jun-10
\$ 32.44	\$ 32.76	\$ 32.83	\$ 32.83	\$ 33.04	\$ 32.98	\$ 32.97	\$ 33.08	\$ 32.92	\$ 32.93	\$ 32.87	\$ 32.17
Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
\$ 32.10	\$ 31.68	\$ 31.96	\$ 32.01	\$ 32.13	\$ 32.32	\$ 32.50	\$ 32.74	\$ 33.28	\$ 33.34	\$ 33.36	\$ 33.46

**YTD Amounts for Period Ended June 2011**



Access Services Incorporated  
Balance Sheet  
June 30, 2011

(DRAFT)

ASSETS

Current Assets:

Cash	12,515,520
Grant Receivable	493,095
Due from FTA	5,508,651
Due from MTA	109,274
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	126,602
Prepaid Expenses	2,661,175
Deposits	32,996
	<hr/>
<b>Total Current Assets</b>	<b>21,900,256</b>

Long Term Assets:

**Property and Equipment:**

Vehicles & Vehicle Equipment	23,832,593
Office Furniture and equipment	219,427
Computer & Telephone Equipment	2,645,097
Central Reservation Software/IVR	1,607,747
Leasehold Improvements	156,965
	<hr/>
Total Property and Equipment	28,461,829
Accumulated Amortization & Depreciation	(19,489,159)
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<b>Property and Equipment, Net</b>	<b>8,972,670</b>
	<hr/>
<b>Total Long Term Assets</b>	<b>8,972,670</b>
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<b>Total Assets</b>	<b>30,872,926</b>
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Access Services Incorporated  
Balance Sheet  
June 30, 2011

(DRAFT)

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	818,568	
Accounts Payable-Providers	5,479,038	
Other Liabilities	28,000	
Insurance Reserve	1,571,503	
Accrued Expenses	1,150,031	
	<hr/>	
Total Current Liabilities		9,047,139

Other Liabilities:

Deferred Revenue		<hr/> 18,441,192
Total Liabilities		27,488,331

Net Assets:

Temporarily Restricted		3,384,595
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TOTAL LIABILITIES AND NET ASSETS	<hr/>	<hr/> <u>30,872,926</u>
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Access Services Incorporated  
Statement of Cashflow  
For Period Ending June 30, 2011

(DRAFT)

Jun -11

Cash - Beginning Balance 5/31/11	20,684,806
<b>Cash Receipts:</b>	
Proposition C revenue from LACMTA	3,587,083
FTA funding received	0
Section 5317 revenue from LACMTA	0
Passenger fare/coupons/ID revenue	471,788
Interest income	3,999
Miscellaneous revenues	168,505
<b>Total Cash Received</b>	<u>4,231,374</u>
<b>Cash Payments:</b>	
Vehicles/Vehicle equipment	1,269,746
Capital equipment	45,250
Prepaid expenses/deposits	548,120
Payments to contract providers	9,272,924
Eligibility Determination expenses	342,912
Salaries and related benefits	382,902
Contract Labor	2,964
Other expenses	535,842
<b>Total Cash Payments</b>	<u>12,400,660</u>
<b>Increase (Decrease) in Cash Reserves</b>	<u>(8,169,286)</u>
Cash - Ending Balance 6/30/11	<u><u>12,515,520</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 June 30, 2011								
(DRAFT)								
	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
<b>REVENUE SOURCES:</b>								
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	8,555,498	8,505,192	50,306	93,385,891	93,703,556	(317,665)	93,703,556	99.66%
Funding Sources for Capital Expenses :								
FY 10/ 11 Prop C	687,448	712,000	(24,552)	1,622,270	5,484,820	(3,862,550)	5,484,820	
FY 08/ 09 & 9/ 10 Carryforward - Allocated Capital	288,586	313,500	(24,914)	3,023,279	5,762,327	(2,739,048)	5,762,327	
FY 08/ 09 Carryforward - Allocated Carryforward Funds	0	0	0	0	134,120	(134,120)	134,120	
FY 08/ 09 & 09/ 10 Carryforward - Allocated Carryforward Funds	0	0	0	405,389	592,033	(186,644)	592,033	
Section 5317 Grant for New Mobility Resource Center	10,634	10,650	(16)	181,888	235,463	(53,575)	235,463	
FY 09/ 10 Carryforward - Allocated Carryforward Funds	0	0	0	0	68,080	(68,080)	68,080	
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	531,180	(531,180)	531,180	
Subtotal - Funding Sources & Carryforward Funds	986,668	1,036,150	(49,482)	5,232,826	12,808,023	(7,575,197)	12,808,023	40.86%
Interest/ Miscellaneous Income	5,929	10,000	(4,071)	52,656	120,000	(67,344)	120,000	43.88%
Disposal of Vehicles	94,297	45,885	48,412	298,407	250,000	48,407	250,000	119.36%
Passenger Fares	451,597	458,037	(6,440)	5,418,808	5,344,295	74,513	5,344,295	101.39%
<b>TOTAL - REVENUE FUNDING SOURCES</b>	<b>10,093,990</b>	<b>10,055,264</b>	<b>38,726</b>	<b>104,388,588</b>	<b>112,225,874</b>	<b>(7,837,286)</b>	<b>112,225,874</b>	<b>93.02%</b>
Less : Total Capital Expenditure During FY 10/ 11	(976,035)		(976,035)	(4,645,549)		(4,645,549)		
Revenue Recognition for FY 10/ 11 Depreciation	410,316		410,316	4,847,939		4,847,939		
<b>TOTAL - REVENUE RECOGNITION</b>	<b>9,528,271</b>	<b>10,055,264</b>	<b>(526,993)</b>	<b>104,590,978</b>	<b>112,225,874</b>	<b>(7,634,896)</b>	<b>112,225,874</b>	
<b>EXPENDITURES:</b>								
<b>PARATRANSIT OPERATIONS - DIRECT COST</b>								
Purchased Transportation Services - Regular Trips	7,316,469	7,001,635	314,834	79,541,057	79,249,861	291,196	79,249,861	100.37%
Communications - Telephone/ Data Transmission	105,923	111,235	(5,313)	1,143,096	1,334,825	(191,729)	1,334,825	85.64%
Phone & Computer System Maintenance/ License & Consulting	87,020	82,716	4,304	947,620	969,857	(22,237)	969,857	97.71%
Salaries & Related Benefits - Customer Svc & Complaint Response	65,448	59,133	6,315	746,956	713,444	33,512	713,444	
Total Customer Service & Complaints	65,448	59,133	6,315	746,956	713,444	33,512	713,444	104.70%
Salaries & Related Benefits - Operations Monitoring Center	37,913	44,953	(7,040)	494,177	542,678	(48,501)	542,678	91.06%
Vehicle Cost - Direct	9,861	60,032	(50,171)	68,879	150,315	(81,436)	150,315	45.82%
Community Events and Materials-Safety Incentive Program	582	5,765	(5,183)	91,868	95,744	(3,876)	95,744	95.95%
Office Rent	14,881	14,861	20	178,575	178,336	239	178,336	100.13%
Insurance - Commercial	327,174	332,673	(5,498)	3,957,600	3,992,069	(34,470)	3,992,069	99.14%
Travel & Conference	1,529	375	1,154	6,218	4,500	1,718	4,500	138.17%
Other Professional Expense	1,425	11,555	(10,130)	28,657	38,800	(10,143)	38,800	73.86%
Office Supplies	493	520	(27)	6,675	6,240	435	6,240	106.97%
Security Contract - Metro/ LASD	37,672	0	37,672	75,344	0	75,344	0	n/a
<b>Total - Paratransit Operations - Direct Cost</b>	<b>8,006,390</b>	<b>7,725,454</b>	<b>280,936</b>	<b>87,286,721</b>	<b>87,276,669</b>	<b>10,052</b>	<b>87,276,669</b>	<b>100.01%</b>

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending June 30, 2011									
(DRAFT)									
	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
<b>PARATRANSIT OPERATIONS - INDIRECT COST</b>									
Salaries & Related Benefits - Operations	118,604	110,025	8,579	1,394,731	1,325,121	69,610	1,325,121	105.25%	
Communications - Telephone & Data Transmission	4,133	4,663	(529)	46,890	55,950	(9,060)	55,950	83.81%	
Other Professional Expense	4,110	3,500	610	21,816	42,000	(20,184)	42,000	51.94%	
Vehicle Costs - Indirect	2,554	2,833	(280)	28,956	34,000	(5,044)	34,000	85.17%	
Office Rent	9,375	9,375	0	112,500	112,500	0	112,500	100.00%	
Insurance - Commercial	1,108	1,256	(148)	13,295	15,069	(1,773)	15,069	88.23%	
Travel and Conference	1,397	833	564	7,748	10,000	(2,252)	10,000	77.48%	
Office Supplies	407	495	(88)	6,390	5,940	450	5,940	107.57%	
Community Events and Materials	12,013	13,793	(1,781)	128,800	175,520	(46,720)	175,520	73.38%	
Publications/ Printed Materials - Riders Communication	3,864	52,564	(48,700)	62,077	144,825	(82,748)	144,825	42.86%	
Postage/ Mailing	2,154	12,188	(10,034)	26,082	36,250	(10,168)	36,250	71.95%	
Professional Memberships	130	160	(30)	1,853	1,920	(67)	1,920	96.52%	
<b>Total - Paratransit Operations - Indirect Cost</b>	<b>159,848</b>	<b>211,684</b>	<b>(51,836)</b>	<b>1,851,139</b>	<b>1,959,094</b>	<b>(107,955)</b>	<b>1,959,094</b>	<b>94.49%</b>	
<b>Total - Paratransit Operations Cost</b>	<b>8,166,238</b>	<b>7,937,138</b>	<b>229,100</b>	<b>89,137,860</b>	<b>89,235,763</b>	<b>(97,904)</b>	<b>89,235,763</b>	<b>99.89%</b>	
<b>OTHER ACTIVITIES</b>									
<b>ELIGIBILITY DETERMINATION</b>									
Salaries & Related Benefits - Certification & Appeals	31,273	37,856	(6,583)	384,997	456,295	(71,298)	456,295	84.37%	
Eligibility and Appeal Contracts	223,074	191,817	31,257	2,451,819	2,301,804	150,015	2,301,804	106.52%	
Purchased Transportation Services - Certification Trips	144,649	124,340	20,309	1,528,098	1,492,073	36,025	1,492,073	102.41%	
Travel Training	45,137	38,375	6,762	458,531	460,500	(1,969)	460,500	99.57%	
Tether Pilot Program	12,246	52,021	(39,775)	185,142	220,931	(35,789)	220,931	83.80%	
Other Professional Expense	0	167	(167)	1,441	2,000	(559)	2,000	72.03%	
Communications - Telephone/ Data Transmission	5,881	3,992	1,889	56,191	47,900	8,291	47,900	117.31%	
Phone & Computer System Maintenance/ License & Consulting	0	1,667	(1,667)	0	20,000	(20,000)	20,000	0.00%	
Vehicle Costs - Mobile Certification	0	21	(21)	0	250	(250)	250	0.00%	
Repairs & Maintenance	115	117	(2)	1,358	1,400	(42)	1,400	97.00%	
Office Rent	4,844	4,861	(17)	58,125	58,331	(206)	58,331	99.65%	
Insurance - Commercial	3,852	4,188	(336)	46,212	50,260	(4,048)	50,260	91.95%	
Business Meetings & Meals	0	0	0	116	0	116	0	n/a	
Travel and Conference	0	500	(500)	11,848	6,000	5,848	6,000	197.47%	
Office Supplies	299	415	(116)	5,381	4,980	401	4,980	108.06%	
Publications/ Printed Materials	6,602	105,750	(99,148)	256,524	370,250	(113,726)	370,250	69.28%	
Postage/ Mailing/ Courier	9,639	8,417	1,223	110,675	101,000	9,675	101,000	109.58%	
Professional Memberships	16	20	(4)	232	240	(8)	240	96.52%	
<b>Subtotal - Eligibility Determination</b>	<b>487,628</b>	<b>574,522</b>	<b>(86,894)</b>	<b>5,556,691</b>	<b>5,594,213</b>	<b>(37,523)</b>	<b>5,594,213</b>	<b>99.33%</b>	

ACCESS SERVICES											
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE				(DRAFT)							
For Period Ending June 30, 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		
<b>CTSA FUNCTION</b>											
<b>EDUCATION AND TRAINING</b>											
Salaries & Related Benefits - CTSA	13,786	8,558	5,228	68,340	103,066	(34,725)	103,066		66.31%		
Scholarships Programs, Education & Training Seminars	0	5,895	(5,895)	46,354	56,950	(10,596)	56,950		81.39%		
Other Professional Expense	0	15,000	(15,000)	0	15,000	(15,000)	15,000		0.00%		
Communications - Telephone	347	310	37	3,716	3,725	(9)	3,725		99.76%		
Office Rent	625	625	0	7,500	7,500	0	7,500		100.00%		
Insurance - Commercial	22	25	(3)	266	301	(35)	301		88.24%		
Travel and Conference	0	167	(167)	0	2,000	(2,000)	2,000		0.00%		
Office Supplies	91	132	(41)	1,710	1,580	130	1,580		108.21%		
Community Events and Materials	33	333	(300)	846	4,000	(3,154)	4,000		21.14%		
Publications/ Printed Materials	0	183	(183)	1,408	2,200	(792)	2,200		64.00%		
Postage/ Mailing	431	438	(7)	5,216	5,250	(34)	5,250		99.36%		
Professional Memberships	16	20	(4)	232	240	(8)	240		96.52%		
<b>Subtotal - Education and Training</b>	<b>15,351</b>	<b>31,686</b>	<b>(16,335)</b>	<b>135,588</b>	<b>201,812</b>	<b>(66,224)</b>	<b>201,812</b>		<b>67.19%</b>		
<b>ACCESS RIDE-INFORMATION</b>											
Salaries & Related Benefits - Ride-Information	16,999	17,170	(171)	193,605	206,886	(13,281)	206,886		93.58%		
Communications - Telephone	1,127	665	462	10,373	7,975	2,398	7,975		130.07%		
Phone & Computer System Maintenance/ License & Consulting	150	167	(17)	1,800	2,000	(200)	2,000		90.00%		
Office Rent	1,525	1,528	(3)	18,300	18,333	(33)	18,333		99.82%		
Office Supplies	67	88	(21)	1,144	1,060	84	1,060		107.88%		
Publications/ Printed Materials	0	167	(167)	0	2,000	(2,000)	2,000		0.00%		
Postage/ Mailing	86	88	(1)	1,043	1,050	(7)	1,050		99.36%		
Professional Memberships	16	20	(4)	232	240	(8)	240		96.52%		
<b>Subtotal - Ride-Information</b>	<b>19,971</b>	<b>19,892</b>	<b>79</b>	<b>226,496</b>	<b>239,544</b>	<b>(13,048)</b>	<b>239,544</b>		<b>94.55%</b>		
<b>Subtotal - CTSA Function</b>	<b>35,322</b>	<b>51,577</b>	<b>(16,255)</b>	<b>362,084</b>	<b>441,356</b>	<b>(79,272)</b>	<b>441,356</b>		<b>82.04%</b>		
<b>Total - Other Activities</b>	<b>522,950</b>	<b>626,100</b>	<b>(103,150)</b>	<b>5,918,775</b>	<b>6,035,570</b>	<b>(116,794)</b>	<b>6,035,570</b>		<b>98.06%</b>		

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending June 30, 2011								
(DRAFT)								
	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
<b>ADMINISTRATIVE</b>								
Salaries & Related Benefits	249,774	242,775	7,000	2,762,132	2,858,535	(96,403)	2,858,535	96.63%
Communications - Telephone & Data Transmission	4,004	3,994	10	43,984	47,925	(3,941)	47,925	91.78%
Office Rent	19,678	19,850	(172)	233,697	238,200	(4,503)	238,200	98.11%
Insurance - Commercial	10,031	9,646	386	116,661	115,749	912	115,749	100.79%
Office Supplies	2,754	2,392	362	27,320	28,700	(1,380)	28,700	95.19%
Other Professional Services	119,857	158,209	(38,352)	1,202,896	1,438,719	(235,823)	1,438,719	83.61%
Public Notice Advertising Expenses	47	833	(786)	4,667	10,000	(5,333)	10,000	46.67%
Equipment/ Other Rental	563	267	297	3,146	3,200	(54)	3,200	98.31%
Repairs & Maintenance	2,575	3,833	(1,259)	43,733	46,000	(2,267)	46,000	95.07%
Postage/ Mailing/ Messenger	4,669	4,581	88	55,118	54,970	148	54,970	100.27%
Publications/ Printed Materials/ Copying	646	1,833	(1,188)	13,161	22,000	(8,839)	22,000	59.82%
Network Support/ Supplies	8,615	5,500	3,115	79,166	66,000	13,166	66,000	119.95%
Subscription/ References	101	250	(149)	1,410	3,000	(1,590)	3,000	46.99%
Professional Memberships	237	355	(118)	4,072	4,260	(188)	4,260	95.59%
Board and Advisory Committee Compensation	659	2,458	(1,799)	22,189	29,500	(7,311)	29,500	75.22%
Annual Meeting	0	0	0	16,078	16,000	78	16,000	100.49%
Business Meetings & Meals	2,774	917	1,858	13,001	11,000	2,001	11,000	118.19%
Travel and Conference	1,477	4,042	(2,564)	38,632	48,500	(9,868)	48,500	79.65%
Mileage and Parking	127	208	(81)	1,666	2,500	(834)	2,500	66.66%
Bank Interest	0	4,167	(4,167)	0	50,000	(50,000)	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	178	417	(239)	3,673	5,000	(1,327)	5,000	73.46%
<b>Total - Administrative Expense</b>	<b>428,767</b>	<b>466,526</b>	<b>(37,759)</b>	<b>4,686,405</b>	<b>5,099,758</b>	<b>(413,354)</b>	<b>5,099,758</b>	<b>91.89%</b>
<b>TOTAL EXPENSES BEFORE AMORT. &amp; DEPRECIATION</b>	<b>9,117,955</b>	<b>9,029,764</b>	<b>88,191</b>	<b>99,743,039</b>	<b>100,371,091</b>	<b>(628,052)</b>	<b>100,371,091</b>	<b>99.37%</b>
Amortization and Depreciation Expense	410,316	0	410,316	4,847,939	0	4,847,939	0	
<b>TOTAL EXPENSES AFTER AMORT. &amp; DEPRECIATION</b>	<b>9,528,271</b>	<b>9,029,764</b>	<b>498,507</b>	<b>104,590,978</b>	<b>100,371,091</b>	<b>4,219,887</b>	<b>100,371,091</b>	
<b>CAPITAL EXPENDITURES</b>								
Property & Equipment	976,035	1,025,500	(49,465)	4,645,549	11,778,327	(7,132,778)	11,778,327	39.44%
<b>Total - Capital Expenditures</b>	<b>976,035</b>	<b>1,025,500</b>	<b>(49,465)</b>	<b>4,645,549</b>	<b>11,778,327</b>	<b>(7,132,778)</b>	<b>11,778,327</b>	<b>39.44%</b>
Less: Amortization and Depreciation Expense	(410,316)	0	(410,316)	(4,847,939)	0	(4,847,939)	0	
<b>TOTAL EXPENSES AND CAPITAL EXPENDITURES</b>	<b>10,093,990</b>	<b>\$10,055,264</b>	<b>\$38,726</b>	<b>\$104,388,588</b>	<b>\$112,149,418</b>	<b>(\$7,760,830)</b>	<b>\$112,149,418</b>	<b>93.08%</b>
Uncommitted Carryforward from FY 09/ 10 (Estimated)					8,376	(8,376)	8,376	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 09/ 10					68,080	(68,080)	68,080	
<b>TOTAL</b>	<b>10,093,990</b>	<b>\$10,055,264</b>	<b>\$38,726</b>	<b>\$104,388,588</b>	<b>\$112,225,874</b>	<b>(7,837,286)</b>	<b>\$112,225,874</b>	<b>93.02%</b>
<b>TOTAL EXP. &amp; CAPITAL EXPENDITURES UNDER BUDGET</b>						<b>(\$7,837,286)</b>		
Reserve - Sales of Veh. Proceeds over \$5,000 (FY 09/ 10 & FY 10/ 11)						266,116		
Committed Expenses and Capital Project Carryforward to FY11/ 12						7,519,619		
<b>SUBTOTAL - UNADJUSTED EXP. &amp; CAPITAL EXPENDITURES UNDER BUDGET</b>						<b>(51,551)</b>		
Adjustment for Section 16 funding difference for FY09/ 10						38,085		
<b>REVENUE SHORTFALL (EXCESS) - Passenger Fares &amp; Other Revenue</b>						<b>(55,576)</b>		
<b>TOTAL ADJUSTED UNDER BUDGET</b>						<b>(69,042)</b>		

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending June 30, 2011									
(DRAFT)									
	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	
<b>PROPERTY AND EQUIPMENT</b>									
75 VEHICLES - Minivan (Fleet Replacement) (\$44,500 each)	\$677,198	\$712,000	(\$34,802)	\$1,439,046	\$3,337,500	(\$1,898,454)	\$3,337,500	43.12%	
20 VEHICLES - Type II Cutaway (Fleet Replacement) (\$68,500 each)	\$0	\$0	\$0	\$0	\$1,370,000	(\$1,370,000)	\$1,370,000	0.00%	
1 VEHICLE - Chevy Malibu (Fleet Replacement)	\$0	\$0	\$0	\$18,307	\$0	\$18,307	\$0	n/a	
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	578,500	(578,500)	578,500	0.00%	
SUBTOTAL - VEHICLES - FY 10/11	677,198	712,000	(34,802)	1,457,353	5,286,000	(3,828,647)	\$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)	\$215,086	\$240,000	(24,914)	\$215,086	\$624,000	(\$408,914)	\$624,000	34.47%	
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 09/10	215,086	240,000	(24,914)	2,150,478	2,569,324	(418,846)	2,569,324		
LEASEHOLD IMPROVEMENTS	0	0	0	0	100,000	(100,000)	100,000	0.00%	
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	530,000	(530,000)	530,000	0.00%	
OFFICE EQUIPMENT	7,760	0	7,760	8,874	0	8,874	0	n/a	
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	2,491	0	2,491	156,043	100,000	56,043	100,000	156.04%	
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 10/11	10,250	0	10,250	164,917	730,000	(565,083)	730,000		
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	73,500	73,500	0	220,500	1,229,126	(1,008,626)	1,229,126	17.94%	
CENTRALIZATION SOFTWARE/IVR	0	0	0	339,688	1,581,941	(1,242,253)	1,581,941	21.47%	
SMARTDRIVE - 1ST YEAR COST	0	0	0	312,614	381,936	(69,322)	381,936	81.85%	
MOBILITY RESOURCE CENTER	0	0	0	0	0	0	0	n/a	
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09 & FY 09/10	73,500	73,500	0	872,802	3,193,003	(2,320,201)	3,193,003		
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$976,035</b>	<b>\$1,025,500</b>	<b>(\$49,465)</b>	<b>\$4,645,549</b>	<b>\$11,778,327</b>	<b>(\$7,132,778)</b>	<b>\$11,778,327</b>	<b>39.44%</b>	

## BOARD BOX ITEM # 4

AUGUST 19, 2011

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

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### STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

*Operations update:* With over 200,000 trips performed in June, all service regions experienced above 91% on-time performance! In fact, we completed the month of June at 92.14% on-time and 0.05% Late4, which brings the year end performance to 91.61% on-time with 0.09% Late4 (Access Performance Standards: 91% on-time and 0.10% Late4). Access and provider staff members alike are very proud of our efforts in not only finishing the last month of the fiscal year on a strong note but also finishing the fiscal year meeting all performance standards. The Operations team is looking forward to presenting to the board at the August 2011 Board meeting on all of our major accomplishments.

*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. The West Central Region achieved an on-time performance of 91.98% and a Late 4 percentage of 0.01%, while the Eastern Region had an on-time performance of 92.53% with a Late 4 percentage of .04%.

On June 14 Access conducted a community meeting in the West Central Region at Plummer Park in West Hollywood. The customers in attendance had insightful questions and great suggestions, and the service provider staff provided refreshments, assisted in answering questions and addressing concerns. Also in attendance were Community Advisory Committee members Michael Williams, Toni Hemphill, Nicole McGuire and Michael Arrigo, as well as Access Board member Sandy Varga. The presentation covered topics in the area of Travel Training, Free Fare Program, Smart Drive, Marking and Tethering Program, and the Role of the OMC.

In addition to providing an overview of the marking and tethering program, each meeting was also attended by a staff person from the CARE Evaluation Center that works in the marking and tethering department; this staff person was available to mark or tether mobility devices for the community meeting attendees.

Access also conducted a promotional event at both the Eastern and West Central Region service providers to promote participation in the second annual Access Roadeo.

California Transit is anxious to repeat last year's team victory and their sister company San Gabriel Transit is extremely motivated as a result of California Transit's victory to bring home the trophy this year.

***Geetu Banerjee - Project Administrator, Northern and Antelope Valley Regions*** - From a performance standpoint, MV Transportation continued its trend of consistently exceeding performance standards. For the month of June, the on-time performance was at 92.18%, and Late4 was at 0.02%. MV completed 50,896 passenger trips which is a 4.5% increase in comparison to the same period last year.

The Antelope Valley Region experienced an increase in ridership throughout the month of June. Southland Transit (STI) completed 6,516 passenger trips which is an 11.6% increase in comparison to the same period last year. The increase in trips did not hinder STI's efforts to exceed performance standards and they closed the month with an on-time performance of 92.66% and 0.06% Late4.

On Thursday, June 9th Access Services' Operations Department scheduled a community meeting in the Antelope Valley Region at Lancaster Regional Library. The meeting was well attended with approximately 30 people in attendance. Representing STI were General Manager - Dan Thomas, Director - Scott Manchan, Trainer - Dan Feil and Community Relations Manager - Anne Perkins-Yen. In attendance from Access Services were Dispatch Coordinator - Cynthia Perkins and Road Supervisor - Rogelio Gomez. Staff gave an educational presentation that covered topics on travel training, Free Fare, Mobility Management and encouraged customers to take advantage of these programs. We also talked about the safety initiatives Access has implemented in the last fiscal year with Smart Drive and Wheelchair Tethering Marking project. Access and Southland Transit staff answered many of their questions related to service. The positive feedback we received from customers was that they appreciated the service and the quality of customer service provided by STI drivers.

***Geoffrey Okamoto - Project Administrator, Eligibility*** - CARE Evaluators participated in Santa Clarita's community meeting by providing marking and tethering services to those in attendance. In an effort to improve no show and late cancellation procedures for Appeals Specialists, the eligibility team met with the Appeals Specialists to discuss ways in which no shows and late cancellations can be reduced. In an effort to improve customer experience, CARE Evaluators and its Cert Trip provider San Gabriel Transit have started discussions on ways to improve routing of the cert trips to allow more efficiency and coordination of pick-ups and drop-off times.

***Alfredo Torales- Project Administrator, Southern and Santa Clarita Regions*** - Global Paratransit Inc (GPI), the Southern Region provider, finished the Fiscal Year 10/11 by providing 678,658 trips with an on-time performance of 91.4%. Furthermore, GPI finished the fiscal year exceeding all operational performance standards. A lot of progress was made during the fiscal year towards making the Southern Region safer for Access customers. In June, key GPI staff members participated in a 3-day long training on Emergency Preparedness. The emergency preparedness training helps GPI to be ready for any major natural disaster or incident that could significantly affect Los Angeles County. GPI continues to improve its utilization of the onboard camera system "Smart Drive" by increasing the coaching sessions with drivers to enhance their safety awareness.

Santa Clarita Transit (SCT), Santa Clarita Region provider, serviced 3,304 trips in June and 37,199 for the entire fiscal year, a 14 percent increase from the previous year. The growth in the region is affecting the reservation hold times, however, SCT managed to meet all the operations standards for the year. On June 1, Access staff along with Santa Clarita Transit staff held a community meeting at the Santa Clarita Senior Center. The community meeting allows local customers an opportunity to provide Access feedback. Customers described concerns about travel times and limited resources, but also acknowledged that Access has improved overall in the last 10 years.

## SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

*Customer Service, Customer Care, and Operations Monitoring Update:*

**Customer Service Center** - The Customer Service function of Customer Support manages various forms of information intake, provides voluminous education and executes administrative functions throughout the Customer Support Center. As we know, June represents the end of Fiscal Year 2011 (FY11) during which Customer Service agents answered a total of 212,145 calls. Quite a hefty call volume! Customer Service was also able to meet the monthly Average Initial Hold Time (AIHT) eleven out of the twelve months that comprised FY11, with an annual average of three minutes. Customer Service agents received a grand total of 265 commendations from thankful Access customers in 2011 as well. Quite a lot of satisfied clients! Now on to June's performance. Customer Service noted a higher number of calls coming through the Center during the last month of the passing Fiscal Year. A total of 17,947 Customer Service-type calls were registered in June, equating to an average of 815 calls per business day. Illustrated, that would represent an increase of 7.7 % from total calls registered in May 2011. Almost double the amount of calls were handled through "Outside Assistance" (1,210 calls in June, compared to 633 in May), who are Access employees from other departments specially trained to process customer service calls - a clear demonstration of the team approach that Access takes with every challenge it faces!

**Customer Care Center** - Customer Care is excited to report that Fiscal Year 2011 (FY11) complaint totals reflect a marked increase in positive service, overshadowing previous years. The 11,061 concerns registered with Access in FY11 (only 921 per month on average) represent nearly a 10% decrease in complaints compared to FY10. October 2011 got a little "scary" with 1,155 concerns registered (a relative anomaly compared to other months reported), but February brought us some "love" with just 732 concerns registered. Throughout Fiscal Year 2011 the top three complaint categories remained consistently Late 4, Service, and Urgent concerns respectively. And these three categories unwaveringly accounted for 50% of all incoming concerns. Working closely with Contract Administration and Access contractors, Customer Care has compiled and reported data on trending (albeit usually temporary and isolated to a single customer issue), such as excessive travel time, late dispatching of Access vehicles, booking discrepancies, drivers not meeting customers at the proper location and/or not connecting with the customer at all. It is our monthly objective to help Contract Administration assess customer feedback so that Access can drill down on the root cause of service issues, make adjustments, and find solutions. However, this report is supposed to be about June. So speaking of June, the last month of FY11 indicates that positive trending is on the rise with just 826 concerns registered (again, 10% less than FY11's monthly average). Commendations are always a

highlight of our everyday tasks in Customer Care, but no one was prepared for the colossal 5,000 acknowledgements registered for FY11 (an increase of 28% from the previous Fiscal Year) - undoubtedly our most impressive statistic to report for the year!

***Operations Monitoring*** - The Operations Monitoring function (formerly known as "OMC") handles all urgent assistance demands of the Customer Support Center. Operations Monitoring also saw the end of the Fiscal Year 2010-2011 in June. The "OMC" was exceptionally busy this past year with a total of 63,064 calls registered, 20,487 of which were calls about Late Trips. Operations Monitoring dispatched 4,625 backup vehicles, 2,826 of which were serviced by Operations Monitoring's own limited fleet of Overflow Vehicles. Operations Monitoring agents received a total of 144 commendations from satisfied customers this past year as well. Just a few highlights of the past year included coordination and assistance with after-hours shuttle service during Metro's Gold station repairs. A site visit for senior representatives of Access contractor, Global Paratransit, was hosted by Operations Monitoring for several hours at Access headquarters. The objective of this meeting and tour (the beginning of several site visits of its kind) was to shed light on internal Customer Support Center functions in order to give Access contractors a better understanding about specifically what takes place during customer intake, how our departmental processes works, and especially about how risk management calls and concomitant issues are handled and managed on our end. But let's not forget the June report! Operations Monitoring saw a significant decrease in overall call volume during June 2011, which is always a great barometer of improved service. June requests for urgent assistance totaled 4,856, a substantial decrease (11.7%) from May of 2011 - a subset of statistics that further reinforces service improvement for June. Operations Monitoring was able to successfully maintain both call volume and a diverse array of administrative functions to include monthly "service improvements" that each agent must complete for at least one customer, assessment of location evaluations, auditing customer trips for ride time comparability, navigation of No Show disputes, and coordination of appeal hearing transportation. No doubt, a great year for Customer Support and Access Services across the board!

## **LUIS PACHECO, SAFETY ANALYST**

### **The Access Driver Safety Incentive Program**

It has been over a year since the Access Driver Safety Incentive Program started tracking driver miles and we can proudly say that the program has been a success in many ways. Along with other safety initiatives, the program has helped reduce accidents and incident claims filed against Access and its contractors. In FY 2010 142 claims were reported compared to 124 in FY 2011 claims, which is about a 13% reduction.

FY 2012 looks promising as the program will continue to recognize and reward drivers for their commitment to safety.

### **Smart Drive**

June started on a positive note by reporting an increase in the percentage of Category 3 and 4 events coached by the service contractors. The contractors are now working closely with drivers to continue this positive trend and one step they have taken in addressing the

coaching process has been to designate a staff person that meets with drivers and coaches them accordingly. Responding quickly in addressing driving behaviors is important and SmartDrive helps coaches and fleet managers to quickly answer the most important questions and take corrective actions. Who are my riskiest drivers and what the riskiest behaviors are and how often are they occurring are just a few questions that are answered by coaching appropriately.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Call Statistics, January-July, 2011

Month	Total # of Calls	Total # of MM List, Talked To	Total # of Non Access Customers Talked to	% of people talked to of total calls	Total # of Issues with Phone #s	% of issues with phone #s	# of Voice Messages	% of voice messages	# of Last Calls and No Answers	% of last calls and no answer	# of calls waiting follow-up.	% of calls waiting follow-up.	Services Wanted in Mobility Database	Services Provided, Non-Access Customers
January	312	119	73	62%	27	9%	71	23%	21	7%	1	0%	51	72
February	291	122	74	67%	17	6%	69	24%	9	3%	0	0%	80	74
March	305	129	92	72%	19	6%	44	14%	20	7%	1	0%	75	87
April	239	67	117	77%	9	4%	39	16%	7	3%	0	0%	44	69
May	362	110	177	79%	12	3%	55	15%	8	2%	0	0%	45	75
June	366	120	153	75%	12	3%	69	19%	10	3%	2	1%	75	73
July	259	103	72	68%	16	6%	54	21%	12	5%	2	1%	63	72

In addition to making and answering calls for mobility management (and in customer service), both Stephen Wrenn and I participated in outreach events in the City of Downey and in East Los Angeles. Over the past couple of months it has become apparent to both Stephen and I that more of our customers (call us or we call) are asking for more resources and making more complicated unique requests for referrals that require much more time to research as well as much more time dedicated to individual customers.

## BOARD BOX ITEM #5

AUGUST 19, 2011

TO: BOARD OF DIRECTORS  
 FROM: C.J. SMITH, OPERATIONS ANALYST  
 RE: OPERATIONS REPORT FOR JUNE 2011

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

### MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	201,575	195,839	2.9%	2,285,810
Passengers per Vehicle Trip	1.30	1.30	0.0%	1.32
Average Trip Distance	9.2	9.3	-0.9%	9.3
Total Calls to Providers	364,909	323,497	12.8%	3,893,897
Average Initial Hold Time (seconds)	48	50	-3.3%	46
% of Calls on Hold More Than 5 minutes	2.1%	2.8%	-0.7%	2.1%
On-Time Performance	91.6%	92.9%	-1.3%	91.6%
Late 4 Trips	0.06%	0.05%	0.01%	0.09%
Total number Registered Riders	108,309	107,028	1.2%	108,309

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
<b>System Wide</b>				
MAY-11	265,658	204,841	1.30	1.00
JUN-11	<b>262,343</b>	<b>201,575</b>	<b>1.30</b>	<b>1.00</b>
% Change	-1.3%	-1.6%	0.0%	0.0%
<b>SGT - Eastern Region</b>				
MAY-11	79,223	59,798	1.32	0.94
JUN-11	<b>77,501</b>	<b>58,423</b>	<b>1.33</b>	<b>0.94</b>
% Change	-2.2%	-2.3%	0.8%	0.0%
<b>GPI - Southern Region</b>				
MAY-11	79,904	61,113	1.31	10.3
JUN-11	<b>79,218</b>	<b>60,168</b>	<b>1.32</b>	<b>1.02</b>
% Change	-0.9%	-1.6%	0.8%	-1.0%
<b>CTI - WC - West Central Region</b>				
MAY-11	44,200	33,706	1.31	1.03
JUN-11	<b>44,149</b>	<b>33,573</b>	<b>1.32</b>	<b>1.03</b>
% Change	-0.1%	-0.4%	0.8%	0.0%
<b>MV - San Fernando Valley Region</b>				
MAY-11	51,493	41,593	1.24	1.02
JUN-11	<b>50,896</b>	<b>41,089</b>	<b>1.24</b>	<b>1.02</b>
% Change	-1.2%	-1.2%	0.0%	0.0%
<b>STI - AV - Antelope Valley Region</b>				
MAY-11	6,599	4,959	1.33	1.04
JUN-11	<b>6,516</b>	<b>4,876</b>	<b>1.34</b>	<b>1.04</b>
% Change	-1.3%	-1.7%	0.8%	0.0%
<b>SCT - Santa Clarita Region</b>				
MAY-11	3,756	3,239	1.16	1.01
JUN-11	<b>3,606</b>	<b>3,034</b>	<b>1.19</b>	<b>1.03</b>
% Change	-4.0%	-6.3%	2.6%	2.0%

**PROVIDER SERVICE SUMMARY**  
**PROVIDER MONITORING**

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	70	35	45.5
SGT - Eastern Region	11	4	9.3
GPI - Southern Region	4	7	12.5
CTI - West - Central Region	18	16	7.4
MV Transit - San Fernando Valley Region	31	6	11.0
STI - Antelope Valley Region	6	1	3.8
SCT - Santa Clarita Region	0	1	1.6

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	185	135	169.6
SGT - Eastern Region	45	42	43.3
GPI - Southern Region	26	25	23.8
CTI - West - Central Region	38	28	35.1
MV Transit - San Fernando Valley Region	24	25	27.6
STI - Antelope Valley Region	24	22	22.3
SCT - Santa Clarita Region	28	26	20.3

\* 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	95.6%	95.8%
1-20 Minutes Longer than Fixed Route Trip	3.2%	2.9%
21-40 Minutes Longer than Fixed Route Trip	1.0%	0.7%
41-60 Minutes Longer than Fixed Route Trip	0.2%	0.2%
60 Minutes Longer than Fixed Route Trip	0.0%	0.4%

\*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	232	257	234.9
Transfer Point to Antelope Valley	209	238	216.6
Santa Clarita to Transfer Point	154	160	128.5
Transfer Point to Santa Clarita	126	116	76.1

### Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	0	0	0.8
Total Reported Incidents with Bodily Injury	0	0	0.1
SGT - Eastern Region	0	0	0.3
GPI - Southern Region	0	0	0.2
CTI - West/Central Region	0	0	0.2
MV Transit - San Fernando Valley Region	0	0	0.1
STI - Antelope Valley Region	0	0	0.1
SCT - Santa Clarita Region	0	0	0.0

## COMMUNICATIONS

### Providers: Monthly Calls

	Current	Previous Month	YTD-Average
All PROVIDER TOTAL	364,909	323,497	323,220
SGT - Eastern Region	101,561	87,403	86,102
GPI - Southern Region	120,366	106,686	110,067
CTI - West - Central Region	77,615	67,902	67,759
MV Transit - San Fernando Valley Region	54,605	50,841	49,156
STI - Antelope Valley Region	7,306	7,552	7,332
SCT - Santa Clarita Region	3,456	3,113	2,804

### Customer Service/OMC Calls

	Current	Previous Month	YTD-Average
Customer Service Calls Answered	16,669	17,292	18,057
Ops. Monitoring Center Calls Answered	7,435	5,175	6,246
<i>Ride Info</i> Calls Offered	870	846	919

## Travel Training Statistics

Travel Training, Fiscal Year 2011	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	YTD
Accepted Travel Training	21	13	24	12	14	33	19	35	37	24	30	36	<b>298</b>
Waiting for Travel Training	10	2	-	-	-	17	8	18	23	12	13	12	<b>115</b>
Started Travel Training	10	21	13	16	3	14	11	13	13	12	17	23	<b>166</b>
Completed Travel Training	16	22	15	16	6	25	20	21	27	26	27	26	<b>247</b>
Discontinued Services	-	-	-	-	-	-	1	-	-	-	-	-	<b>1</b>
People Currently in Travel Training	6	2	-	-	1	-	-	-	-	-	-	-	<b>9</b>
Total Follow-up Response Month 2	17	8	8	29	11	8	13	9	24	20	19	12	<b>178</b>
# Graduates Using Bus After 2 Months	16	7	8	27	11	8	13	9	23	20	19	12	<b>173</b>
Average # of Trips per-week, Month 2	6	7	10	7	10	11	8	10	6	6	5.5	6	<b>93</b>
<i>Estimated Bus Trips Taken, YTD</i>	<b>5,006</b>	<b>2,338</b>	<b>3,463</b>	<b>7,371</b>	<b>3,803</b>	<b>2,665</b>	<b>2,689</b>	<b>1,929</b>	<b>2,405</b>	<b>1,560</b>	<b>911</b>	<b>309</b>	<b>29,263</b>

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
Weeks	52.1	47.7	43.3	39.0	34.6	30.3	25.9	21.4	17.4	13.0	8.7	4.3
	5005.7	2338.0	3462.9	7371.0	3802.9	2665.1	2689.1	1928.6	2405.1	1560.0	910.6	308.6

<b>Average Initial Hold Times – Standard -Not to Exceed 120 Secs and % Calls on Hold &gt; 5 mins Systemwide</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD- Average</b>
Average Initial Hold Time	56	48	47
% OF Calls On Hold More Than 5 minutes	2.90%	2.1%	2.2%
<b>SGT – Eastern Region</b>			
Average Initial Hold Time	50	46	34
% of Calls on Hold More Than 5 minutes	1.90%	2.1%	1.1%
<b>GPI – Southern Region</b>			
Average Initial Hold Time	69	55	58
% of Calls on Hold More Than 5 minutes	5.00%	2.6%	3.4%
<b>CTI – West – Central Region</b>			
Average Initial Hold Time	43	36	28
% of Calls on Hold More Than 5 minutes	1.80%	1.4%	0.9%
<b>MV Transit – San Fernando Valley Region</b>			
Average Initial Hold Time	56	54	67
% of Calls on Hold More Than 5 minutes	1.60%	1.3%	3.0%
<b>STI – Antelope Valley Region</b>			
Average Initial Hold Time	32	43	46
% of Calls on Hold More Than 5 minutes	2.20%	3.4%	3.5%
<b>SCT – Santa Clarita Valley Region</b>			
Average Initial Hold Time	69	89	63
% of Calls on Hold More Than 5 minutes	5.80%	8.9%	5.0%
<b>Operations Monitoring Center</b>			
Average Initial Hold Time	129	91	112
% of Calls on Hold More Than 5 minutes	11.35%	9.5%	11.4%
<b>Customer Service</b>			
Average Initial Hold Time	248	237	212
% of Calls on Hold More Than 5 minutes	34.50%	31.3%	25.3%

## Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
<b>Completed</b>			
UNRESTRICTED	2,351	2,258	2,302
RESTRICTED	335	307	284
TEMPORARY	295	233	248
NOT ELIGIBLE	307	273	225
<b>TOTAL</b>	<b>3,288</b>	<b>3,071</b>	<b>3,059</b>
Recertifications (in Person)	649	678	655
New Applicants	2,639	2,393	2,464
<b>Eligibility Renewals</b>			
Recertification Letters Sent	2,943	2,788	2,552
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	7	8	11
Scheduling Phone Call to Evaluation	8	8	10
Scheduling Phone Call to Mail Out	15	16	21

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	99	96	64
Closed	104	51	58
Withdrawn/Closed Before Completion	24	6	13
Pending	109	115	95
Increased	30	11	15
Decreased	5	2	2
Modified	5	5	4
Upheld	40	27	25
% Appeals not overturned	63%	76%	69%
<b><i>Net Denied Rate (Year-to-Date)</i></b>	<b>8.4%</b>	<b>8.5%</b>	<b>6.8%</b>
Process Time: Appeal Date to Mail Out ADA>30)	8	11	8

## OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
<b>TOTAL CALLS:</b>	4,856	5,502	5,255
Late calls	1,559	1,631	1,707
Other (CSC/Reservations)	3,297	3,871	3,548

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	222	250	197
ETA Given	798	843	879
Help Calls	3	8	5
Miscellaneous	536	530	626
<b>TOTAL LATE CALLS</b>	<b>1,559</b>	<b>1,631</b>	<b>1,707</b>

### 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 <sup>st</sup> Call and Arrival of B/U Vehicle at Rider's Location	58	54	56.2

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	0.2

## PROVIDER REPORT CARD

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.1%	91.6%	91.6%
Percentage of Late Trips	7.9%	8.4%	8.4%
Late "1" (1-15 min. late)	6.3%	6.6%	6.5%
Late "2" (16-30 min. late)	1.3%	1.5%	1.5%
Late "3" (31-45 min. late)	0.2%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.06%	0.09%

No Shows	3.4%	3.4%	3.4%
Accessibility Violations** - occurrences	0	0	0.4
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.25%	0.00%	0.15%

<b>SGT - Eastern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.5%	90.5%	91.5%
Percentage of Late Trips	7.5%	9.5%	8.5%
Late "1" (1-15 min. late)	6.0%	7.2%	6.4%
Late "2" (16-30 min. late)	1.2%	1.8%	1.6%
Late "3" (31-45 min. late)	0.2%	0.5%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.08%	0.15%
No Shows	2.9%	2.9%	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	1.61%	0.00%	0.30%

<b>CTI - West Central Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.0%	91.3%	92.0%
Percentage of Late Trips	8.0%	8.7%	8.0%
Late "1" (1-15 min. late)	6.5%	6.9%	6.3%
Late "2" (16-30 min. late)	1.3%	1.6%	1.3%
Late "3" (31-45 min. late)	0.2%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.01%	0.02%	0.06%
No Shows	4.4%	4.3%	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%	0.00%	0.25%

<b>GPI - Southern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	91.6%	92.4%	91.4%
Percentage of Late Trips	8.4%	7.6%	8.6%
Late "1" (1-15 min. late)	6.4%	6.0%	6.7%
Late "2" (16-30 min. late)	1.6%	1.3%	1.5%
Late "3" (31-45 min. late)	0.3%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.08%	0.07%	0.06%
No Shows	3.0%	3.2%	3.1%
Accessibility Violations** - occurrences	0	0	0.2
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.25%

<b>MVT - Northern Next Day Trips</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.0%	91.7%	91.2%
Percentage of Late Trips	8.0%	8.3%	8.8%
Late "1" (1-15 min. late)	6.7%	6.8%	7.0%
Late "2" (16-30 min. late)	1.0%	1.3%	1.5%
Late "3" (31-45 min. late)	0.2%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.01%	0.06%
No Shows	3.1%	2.8%	3.0%
Accessibility Violations** - occurrences	0	0	0.2
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.12%

<b>STI - Antelope Valley</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.7%	94.7%	93.2%
Percentage of Late Trips	7.3%	5.3%	6.8%
Late "1" (1-15 min. late)	5.4%	4.3%	5.1%
Late "2" (16-30 min. late)	1.4%	1.0%	1.3%
Late "3" (31-45 min. late)	0.4%	0.0%	0.3%
Late "4" (>46 min. late)/Missed Trips*	0.06%	0.00%	0.11%
No Shows	5.0%	5.1%	4.4%
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	93.6%	92.9%	93.07%
Percentage of Late Trips	6.4%	7.1%	7.07%
Late "1" (1-15 min. late)	4.8%	6.0%	5.50%
Late "2" (16-30 min. late)	1.0%	0.8%	0.83%
Late "3" (31-45 min. late)	0.2%	0.1%	0.12%
Late "4" (>46 min. late)/Missed Trips	0.32%	0.09%	0.07%
No Shows	1.8%	3.2%	2.38%
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	0	1.0
Animal	0	1.3
Booking	62	65.2
Conduct	19	24.2
Discourteous	115	92.0
Late 1	26	21.7
Late 2	36	24.8
Late 3	7	14.3
Late 4	218	186.3
Risk Management	92	111.3
Routing	34	21.0
Wheelchair Securement	1	3.2
Service	124	121.8
Travel Time	24	31.8
Vehicle	7	4.2
TOTAL	765	723.3
Ratio per 1,000 Trips	3.8	3.7

<b>SGT – Eastern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.5
Booking	25	20.8
Conduct	10	9.3
Discourteous	33	30.5
Late 1	3	5.7
Late 2	8	6.8
Late 3	3	5.3
Late 4	61	57.7
Risk Management	15	18.0
Routing	7	4.3
Wheelchair Securement	1	2.2
Service	28	31.3
Travel Time	5	7.7
Vehicle	1	1.2
<b>TOTAL</b>	<b>200</b>	<b>201.2</b>
Ratio per 1,000 Trips	3.4	3.5

<b>CTI – West Central Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.3
Booking	10	13.3
Conduct	4	3.5
Discourteous	19	12.5
Late 1	3	3.2
Late 2	7	2.8
Late 3	0	2.5
Late 4	57	40.0
Risk Management	23	22.0
Routing	8	4.8
Wheelchair Securement	0	0.2
Service	24	22.5
Travel Time	5	8.7
Vehicle	1	0.5
<b>TOTAL</b>	<b>161</b>	<b>136.7</b>
Ratio per 1,000 Trips	4.8	4.2

<b>GPI – Southern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.5
Animal	0	0.5
Booking	18	21.7
Conduct	2	6.5
Discourteous	34	27.2
Late 1	12	7.2
Late 2	18	9.5
Late 3	4	4.2
Late 4	76	65.8
Risk Management	28	35.0
Routing	13	8.8
Wheelchair Securement	0	0.5
Service	41	44.5
Travel Time	8	11.5
Vehicle	2	1.0
<b>TOTAL</b>	<b>256</b>	<b>244.0</b>
Ratio per 1,000 Trips	4.3	4.2

<b>MV Transit – San Fernando Valley Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.3
Animal	0	0.0
Booking	8	6.3
Conduct	1	2.8
Discourteous	16	13.7
Late 1	4	4.0
Late 2	2	5.0
Late 3	0	1.7
Late 4	18	16.8
Risk Management	22	31.3
Routing	6	2.8
Wheelchair Securement	0	0.3
Service	23	15.5
Travel Time	3	3.0
Vehicle	1	1.0
<b>TOTAL</b>	<b>104</b>	<b>104.5</b>
Ratio per 1,000 Trips	2.5	2.6

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.2
Animal	0	0.0
Booking	1	2.2
Conduct	0	0.5
Discourteous	3	1.0
Late 1	2	0.8
Late 2	1	0.5
Late 3	0	0.3
Late 4	3	3.3
Risk Management	1	2.3
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	5	4.0
Travel Time	1	0.7
Vehicle	1	0.2
<b>TOTAL</b>	<b>18</b>	<b>16.0</b>
Ratio per 1,000 Trips	3.7	3.3

SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.2
Conduct	0	0.0
Discourteous	1	0.2
Late 1	2	0.3
Late 2	0	0.0
Late 3	0	0.0
Late 4	1	1.5
Risk Management	0	0.2
Routing	0	0.2
Wheelchair Securement	0	0.0
Service	1	1.0
Travel Time	1	0.2
Vehicle	1	0.2
<b>TOTAL</b>	<b>7</b>	<b>3.8</b>
Ratio per 1,000 Trips	2.3	1.2

# Total Trips Comparison

■ FY 09/10 ■ FY 10/11

