



**Access Services**  
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Los Angeles, CA 90071-0684  
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*asila.org*

## Board Box

December 17, 2010

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# BOARD BOX ITEM #1

DECEMBER 16, 2010

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: "On December 31, the most recent extension to the Safe, Accountable, Flexible, Equity Act: A Legacy for Users (SAFETEA-LU) will expire. The length of the next extension is under negotiation. Senate leaders and current Transportation and Infrastructure Committee Chairman Jim Oberstar favor a longer 9-month extension. Incoming Transportation and Infrastructure Committee Chairman John Mica (R-FL) has expressed a preference for an extension that would keep the pressure on Congress to approve a new, long-term authorization as early as possible next year."

Also, Federal Advocate Len Simon attended the annual APTA Legislative Committee meeting in Washington, DC on December 3<sup>rd</sup>. He reported that APTA staff gave updates on how the midterm elections would affect transit issues over the next two years, specifically earmarks and the reauthorization of SAFETEA-LU.

We also submitted comments (attached) to the Access Board on their proposed accessibility guidelines for transportation vehicles.

**State Legislative Activities:** While Governor Schwarzenegger continues to propose ideas for closing the state's seemingly annual 25 billion deficit, the Legislature appears content to wait for incoming Governor Jerry Brown to take office. The Governor-elect has promised a bare-bones budget and has hinted that he may go to the voters for additional revenues after the full extent of the necessary cuts becomes known.

**Local Legislative Activities:** Shelly Verrinder, Luis Garcia, David Gershwin and I traveled to the Antelope Valley last Thursday for a series of meetings. Our first stop was at the Lancaster Veterans Administration building where we met with Mark Chapa, who handles community affairs for the Lancaster VA. We discussed how Access can better serve the veterans in the Antelope Valley and we agreed to support Mark's efforts to get a loading zone in front of the clinic and some reserved parking

near the clinic to help with the pick-up and drop-off of Access customers. At our next stop, we met with Michael Cano and Norm Hickling, who serve as the Transportation Deputy and Field Deputy, respectively, for Supervisor Mike Antonovich. We discussed the service quality in Santa Clarita and the Antelope Valleys, constituent issues and also talked about larger Access issues. After a wide-ranging, big-picture discussion about Access Services and the role it plays in Los Angeles County, Michael felt that we should have a larger presence at METRO and invited us to make presentations to the METRO Operations Committee as well as METRO Board staff.

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



**Access Services**  
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November 23, 2010

Office of Technical and Informational Services  
Access Board  
1331 F Street, NW  
Suite 1000  
Washington, DC 20004-1111

**RE: Docket Number ATBCB 2010-0004**

Dear Docket Clerk:

Access Services, which provides Americans with Disabilities Act Paratransit on behalf of people with disabilities in Los Angeles County, is writing to provide comments on the Architectural and Transportation Barriers Compliance Board's (ATBCB) Notice of Proposed Rulemaking (NPRM); request for comments on Americans With Disabilities Act (ADA) Accessibility Guidelines for Transportation Vehicles, published July 26, 2010, at 75 FR 43748.

Access Services supports the Access Board's efforts to establish fair and practical changes to the Access Guidelines. Access concurs with the proposal to retain the 600 pound weight limit for wheelchairs and mobility devices that must be transported.

While these guidelines will increase access and mobility for all riders, it is essential that transit providers are also allowed the flexibility of using vehicles that best meet the needs of the agency and their customers.

Access Services mainly utilizes converted minivans because they are a better operational and environmental solution than larger vehicles. Operationally, our minivans cost far less to operate and are able to access narrow streets that would be off limits to larger vehicles. Environmentally, we are proud that our minivans are certified Ultra Low Emission II (ULEV II) vehicles that consume far less fuel than larger vehicles.

With that in mind, Access Services would like to make the following comments.

#### **Circulation Paths**

Access Services recommends that the Access Board consider a waiver for small cutaway vehicles and minivans used for paratransit service, because the vehicles are too small to support the proposed clearance width and drivers currently provide assistance to riders when boarding a vehicle and securing their mobility device. While Access agrees that performance specifications would be helpful to transit agencies and wheelchair manufacturers, the variance in wheelchairs makes

Access Services is a public entity.

it very difficult to determine if larger circulation paths will increase maneuverability of wheelchairs.

### **Wheelchair Space Maneuvering Clearances**

Access Services further recommends that the Access Board consider an exemption for minivans regarding the clearance provision, because it will be impossible to provide two wheelchair spaces in a minivan that will meet the 30X54" space requirements. We urge the Access Board to be flexible in defining clearance guidelines required in minivans so that providers have the option, at their discretion, to be able to transport two wheelchairs simultaneously in a minivan; this allows passengers with mobility devices to travel together, and also provides the ability for more productive service by operators.

We appreciate the opportunity to provide comments to the Access Board about the proposed guidelines. If you have any questions or need additional information please call me at 213-270-6000.

Sincerely,

Shelly Verrinder  
Executive Director  
Access Services

## BOARD BOX ITEM #2

DECEMBER 16, 2010

TO: BOARD OF DIRECTORS

FROM: KRISTINE HELIN, SENIOR ADMINISTRATIVE ASSISTANT

RE: OUT OF STATE TRAVEL

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The following is a list of out-of state paratransit meetings for December 2010.

December 1 - 5, 2010

*Washington, D.C.*

Washington D.C., APTA Leadership Development Council - December session

The below mentioned Access Services staff traveled to Washington, DC to attend the American Public Transportation Association (APTA) Leadership Development Councils December session.

*Steve Chang, Director of Contract Services*

December 7 - 8, 2010

*Arlington, VA*

NCMA Government contract management conference & pre-conference seminar

The below mentioned Access Services staff traveled to Washington, DC to attend the National Contract Management Association (NCMA) conference & pre-conference seminar.

*Brian Selwyn, Manager of Procurement & Contracts*

## BOARD BOX ITEM #3

DECEMBER 16, 2010

TO: BOARD OF DIRECTORS

FROM: SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

RE: COMMUNITY ADVISORY COMMITTEE (CAC) VACANCIES

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**Issue:**

Members of the Access Services Community Advisory Committee (CAC) are appointed by the Access Board of Directors in order to serve as advocates for Access customers and to make recommendations to the Board of Directors that members feel will improve the service.

There are currently eight (8) membership seats open out of the twenty-seven possible openings on the Committee. Policy dictates that each Access Board member is allowed to appoint three (3) persons to the CAC for an unmeasured term. The chart on the following page enumerates each Board member and their respective appointments currently holding positions on the CAC, including any vacancies on the Committee.

**Recommendation:**

It is suggested by staff that the Access Board of Directors consider filling positions that are open on the CAC. Currently, there are CAC vacancies with Director Baghdanian, Director Barnes, Director Stitcher, Director Garcia, Director Greenwood, and Director Hagen. Please do not hesitate to contact me at Access Services directly should you have any questions or require additional information.

<u>APPROINTEED BY:</u>	<u>CAC MEMBER:</u>
Director Baghdanian	<b>Vacant</b>
Director Baghdanian	Tommy Johnson
Director Baghdanian	Tonni Yee Hemphill
Director Varga	Hugh Hallenberg
Director Varga	Kurt Baldwin
Director Varga	Terri Lantz
Director Barnes	<b>Vacant</b>
Director Barnes	Frances Kitrell
Director Barnes	Gary Jansen
Director DeVera	Michael Arrigo
Director DeVera	James Hogan
Director DeVera	Pamela Hill-Metz
Director Stitcher	<b>Vacant</b>
Director Stitcher	<b>Vacant</b>
Director Stitcher	Nicole Maguire
Director Garcia	<b>Vacant</b>
Director Garcia	<b>Vacant</b>
Director Garcia	Ken Schwartz
Director Greenwood	<b>Vacant</b>
Director Greenwood	Jesse Padilla
Director Greenwood	Michael Williams
Director Nason	Tina Fofoa
Director Nason	Angela Nwokike
Director Nason	Gay Parrish
Director Hagen	<b>Vacant</b>
Director Hagen	Gloria Broderick
Director Hagen	Michael Conrad

## BOARD BOX ITEM #4

DECEMBER 16, 2010

TO: BOARD OF DIRECTORS

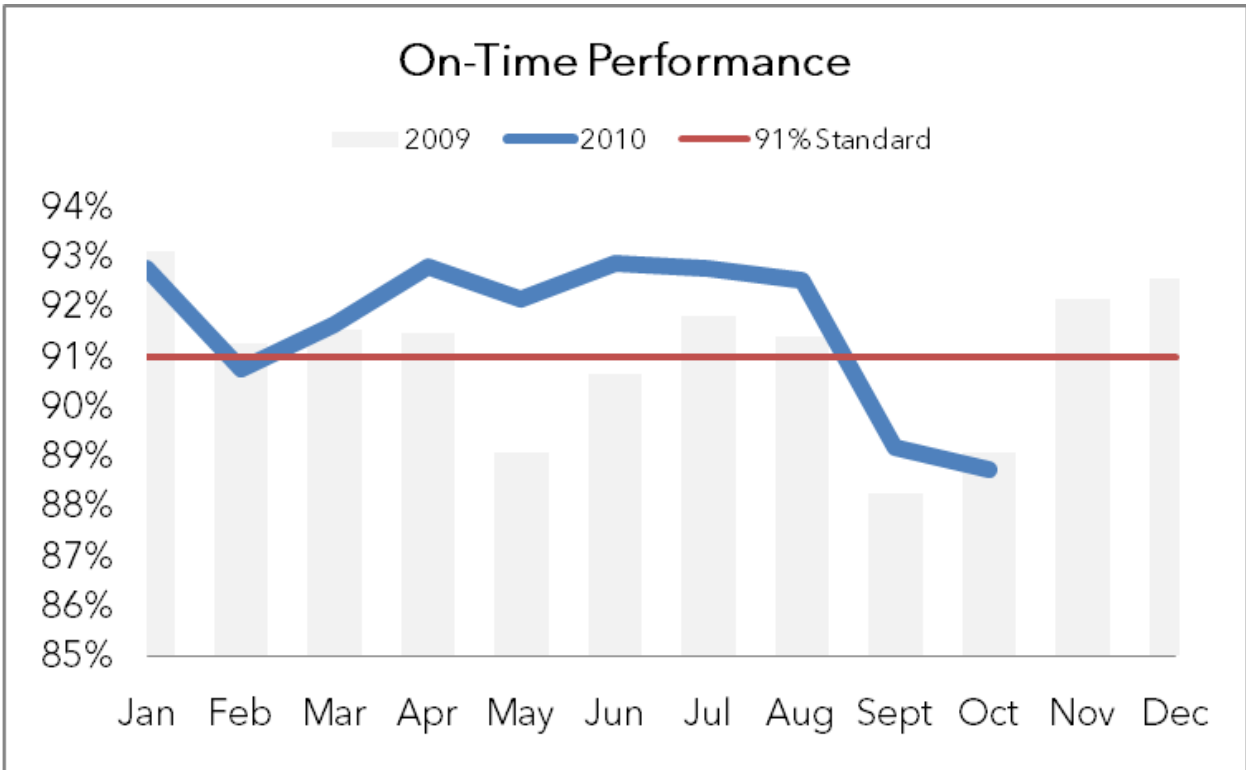
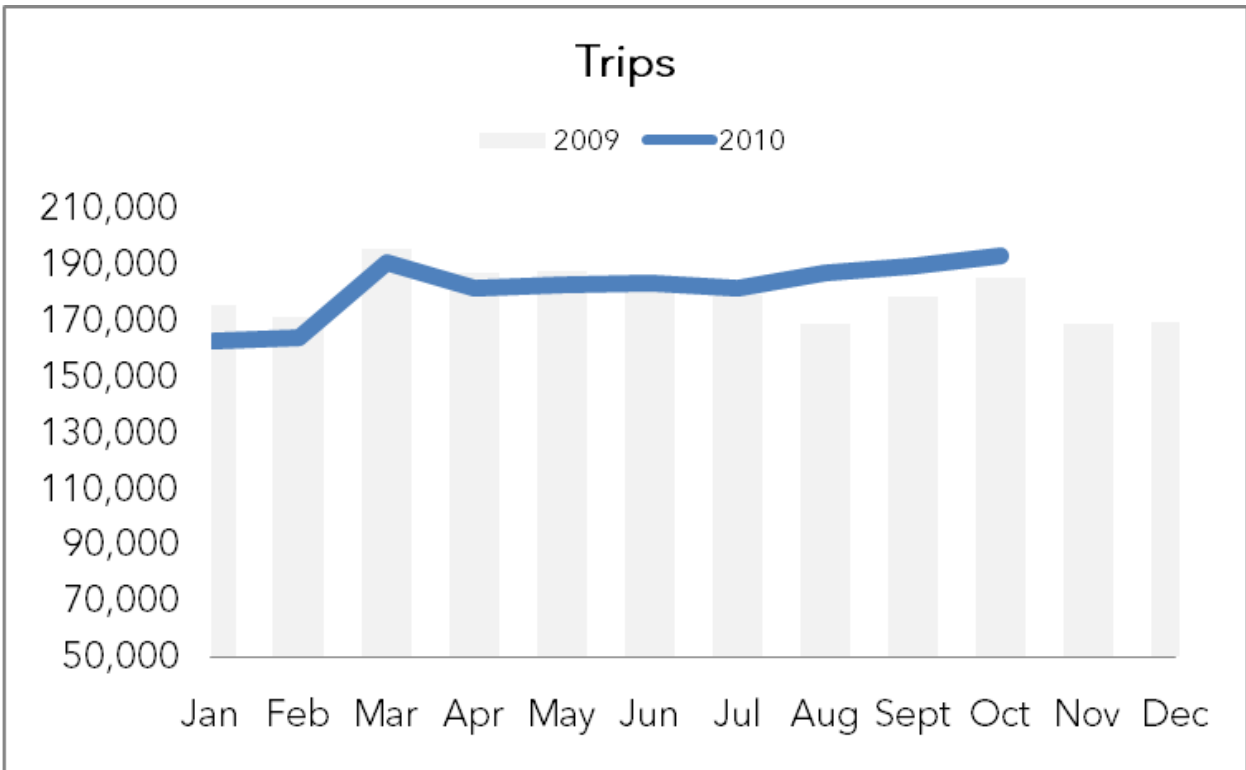
FROM: ALFREDO TORALES, OPERATIONS ANALYST

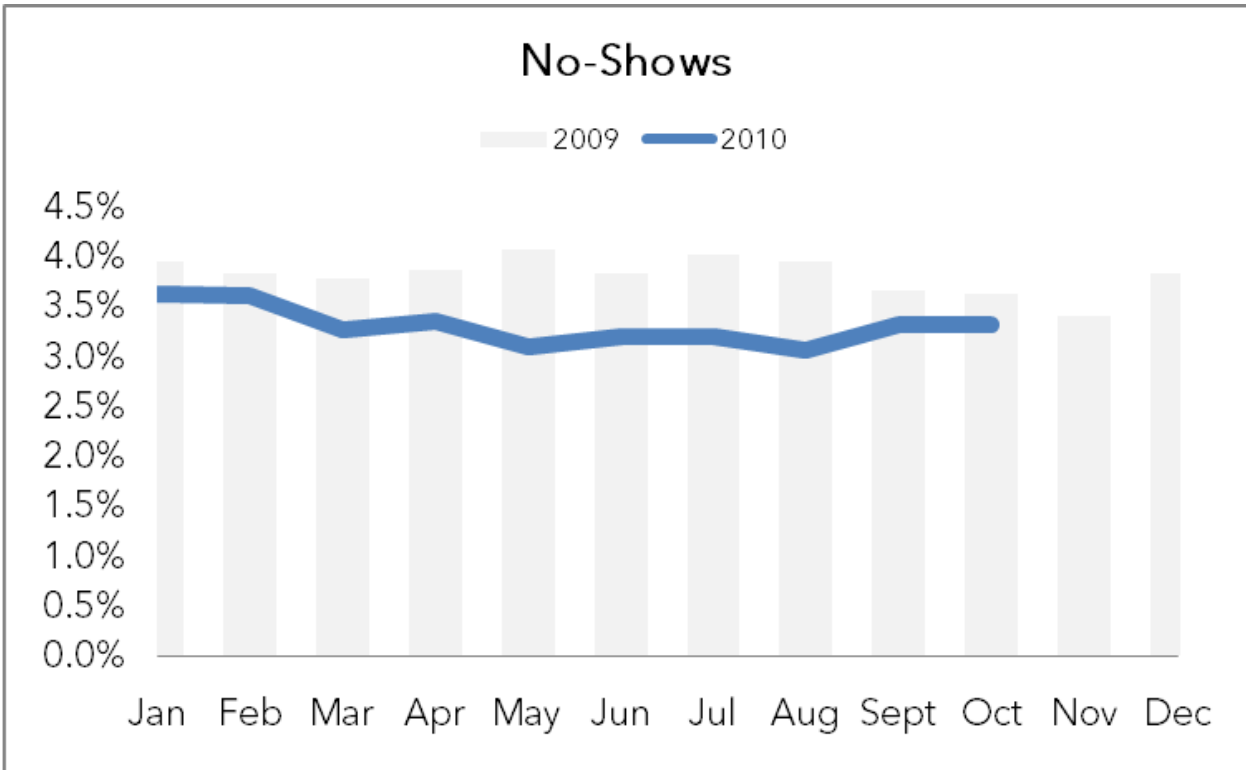
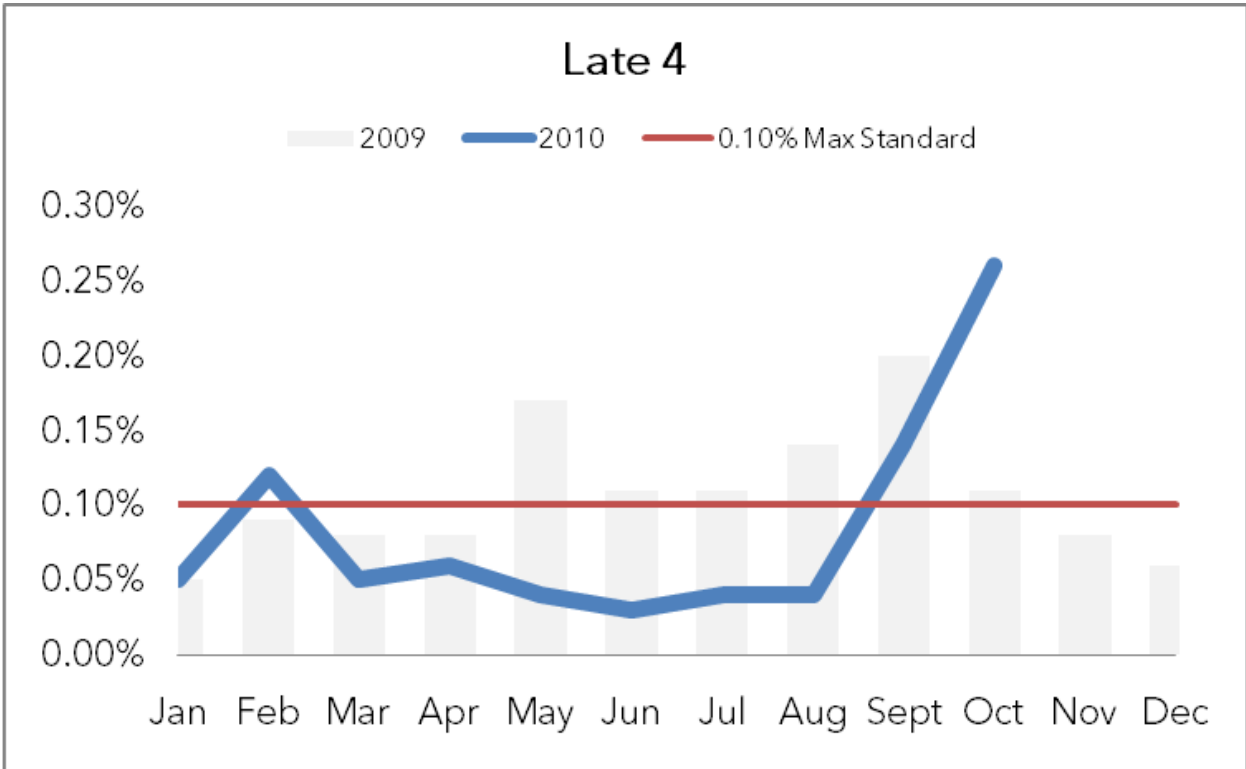
RE: KEY PERFORMANCE INDICATORS

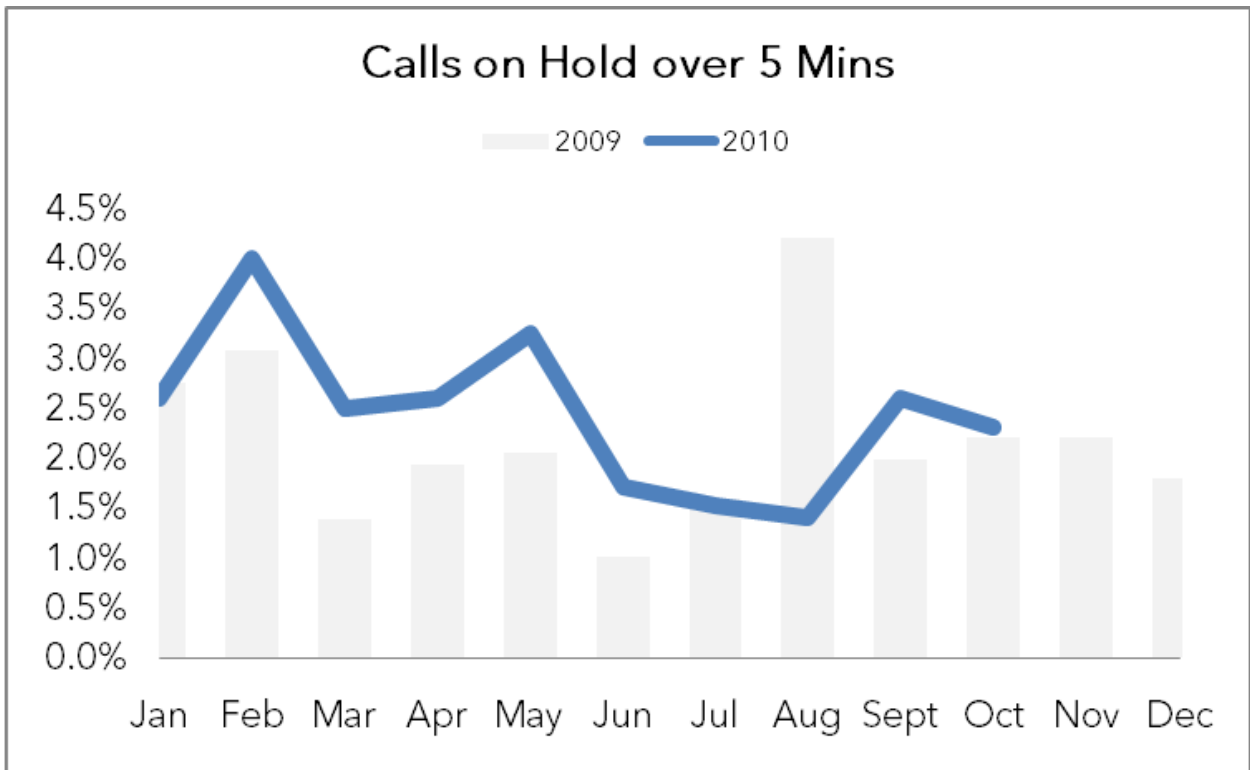
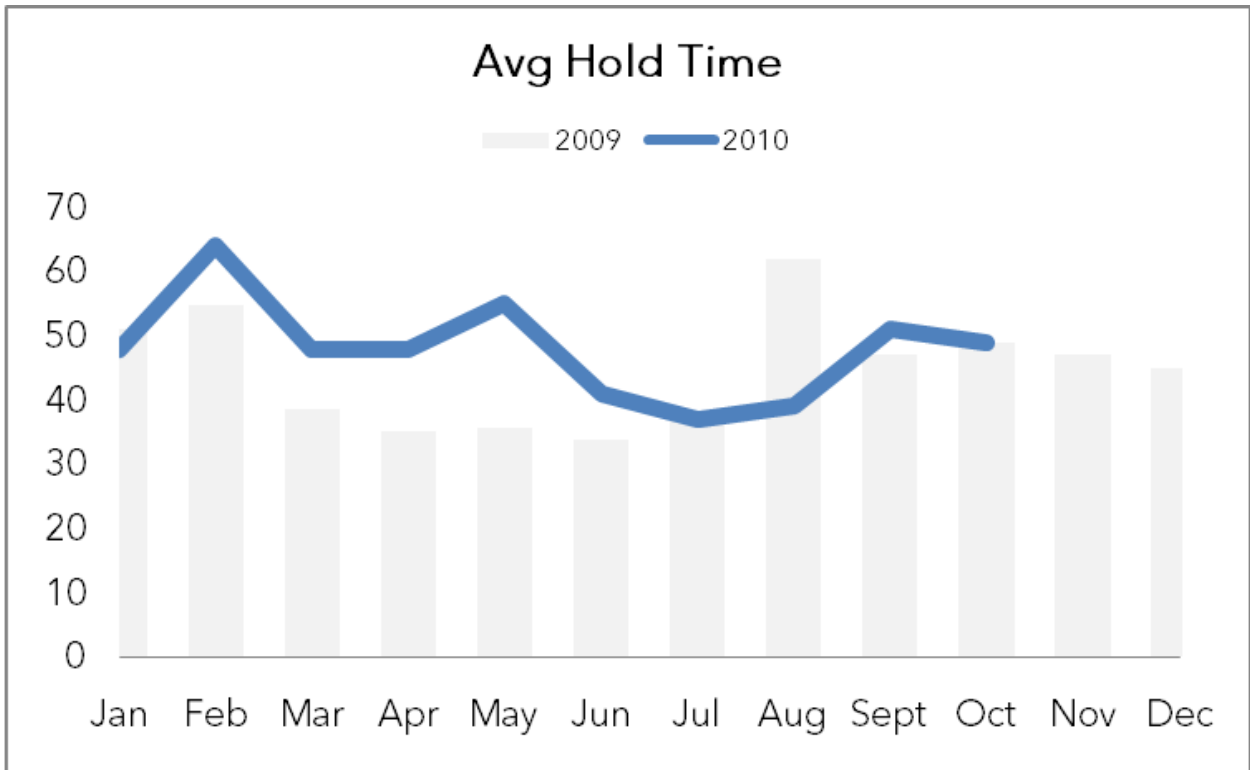
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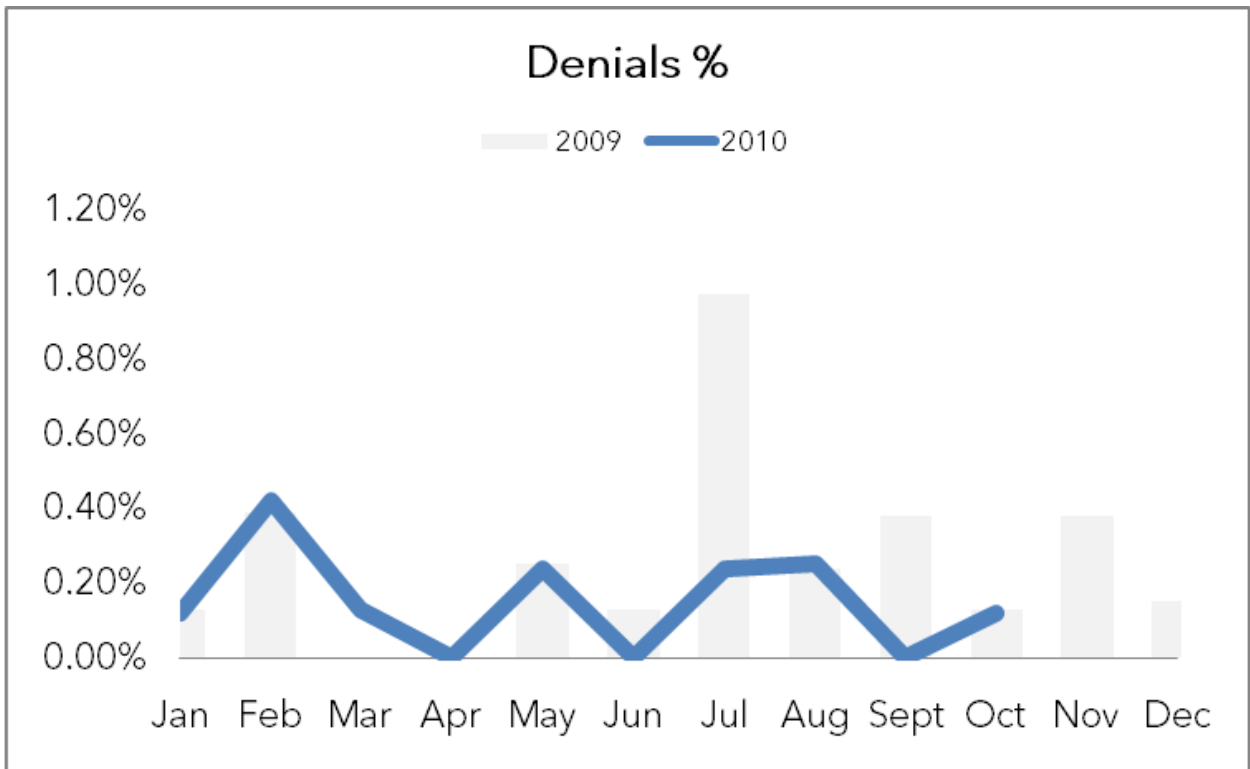
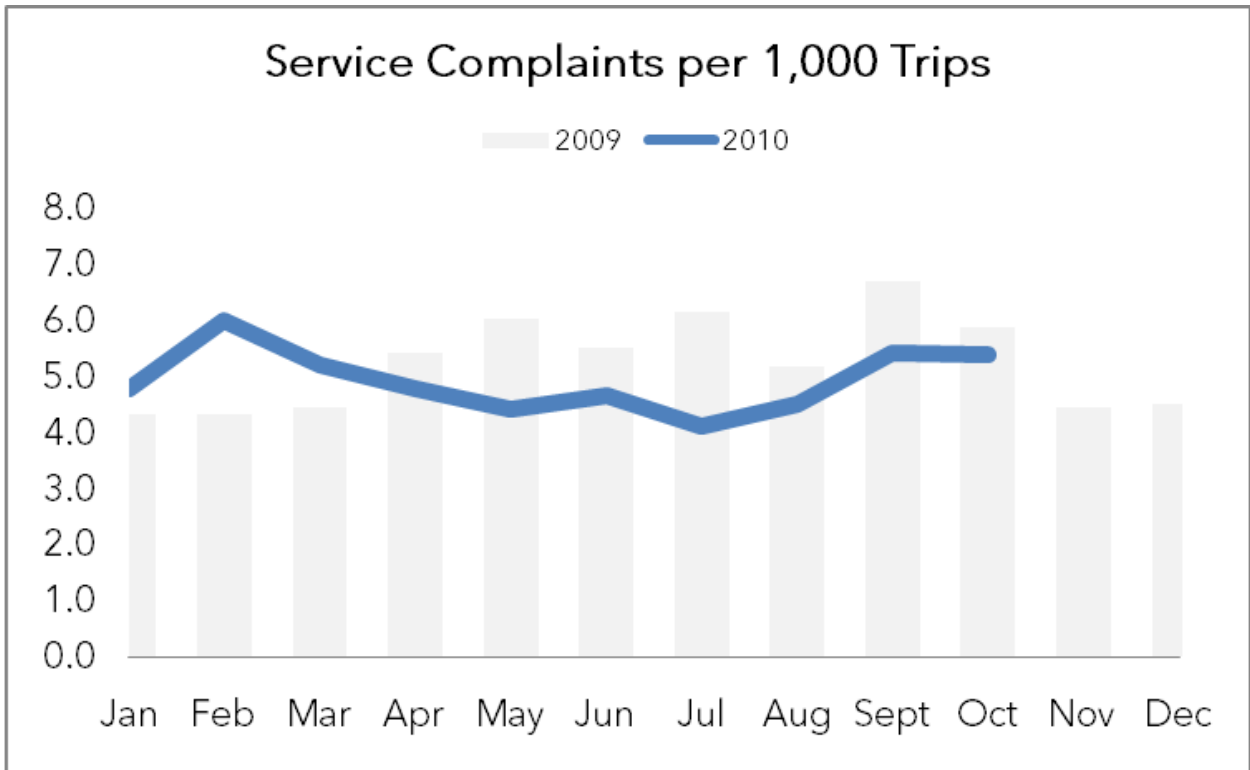
The following graphs represent key system indicators for the fiscal year as of October 2010. The goal of this communication is to keep everyone informed of the current service performance level in the field.

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.









## BOARD BOX ITEM #5

DECEMBER 16, 2010

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR OCTOBER 2010

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Attached for your review are the financial reports for October 2010.

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

- ◆ Passengers: 1.0% over budget
- ◆ Contract Revenue Miles: 2.6% under budget
- ◆ Trips: 1.3% under budget
- ◆ Completed Eligibility Interviews: 24.2% over budget
- ◆ Average Trip Distance: 1.4% under budget at 9.4 miles
- ◆ Total cost per Passenger (before depreciation): 3.3% under budget
- ◆ Administration Function is 12.1% under budget
- ◆ Eligibility Determination Function is 0.5% under budget
- ◆ Paratransit Operations Function is 1.9% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: October 2009 to October 2010
- ◆ 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 October 2010

	<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	89.6%	\$ 28,722,672	\$ 29,276,949	\$ (554,277)	-1.9%	5.2%
Eligibility Determination	5.4%	1,747,695	1,756,431	(8,736)	-0.5%	13.0%
CTSA/Ride Information	0.4%	113,198	128,679	(15,481)	-12.0%	-30.6%
Administrative	4.6%	<u>1,483,878</u>	<u>1,687,544</u>	<u>(203,667)</u>	<u>-12.1%</u>	<u>5.5%</u>
Total Exp before Depreciation		<u>\$ 32,067,443</u>	<u>\$ 32,849,604</u>	<u>\$ (782,161)</u>	<u>-2.4%</u>	<u>5.4%</u>

## Statistics - - For the YTD Period Ended October 2010

	<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	14,409	11,600	2,809	24.2%	25.6%
Number of PAX	1,001,779	992,245	9,534	1.0%	8.1%
Number of Contract Revenue Miles	7,046,118	7,237,191	(191,073)	-2.6%	4.2%
Number of Trips	749,630	759,393	(9,763)	-1.3%	5.5%
Average Trip Distance	9.40	9.53	(0.13)	-1.4%	-1.2%
Purchased Transportation Cost					
Cost per Trip	\$ 34.74	\$ 34.86	\$ (0.12)	-0.4%	1.6%
Cost per PAX	\$ 25.99	\$ 26.68	\$ (0.69)	-2.6%	-0.8%
Cost per Contract Rev Mile	\$ 3.70	\$ 3.66	\$ 0.04	1.0%	2.9%
Total Cost per Pax before depreciation	\$ 32.01	\$ 33.11	\$ (1.10)	-3.3%	-2.5%

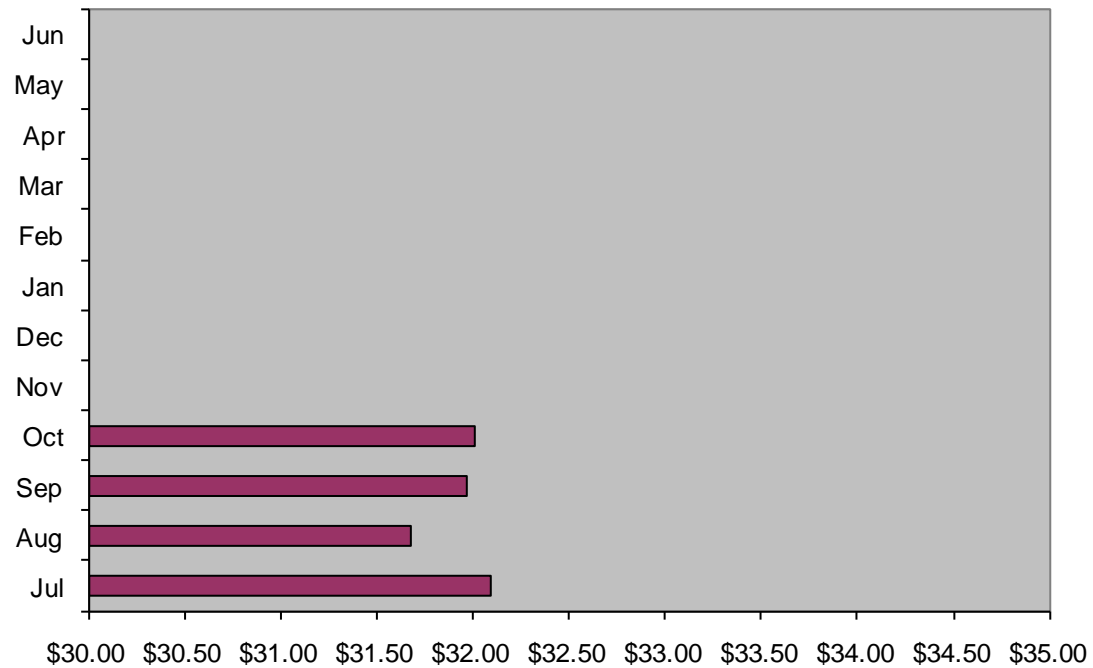
**Budget Results for FY 2010/2011**  
**For the YTD Period Ending October 2010**

	<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 @ October 2010	\$ 32,067,443	\$ 32,849,604	\$ (782,161)	-2.4%	5.4%
Revenue					
Passenger Fares	1,769,799	1,768,939	(860)		
Other Revenue	<u>164,320</u>	<u>192,330</u>	<u>28,010</u>		
Total Revenue	1,934,119	1,961,269	27,150	1.4%	7.1%
Capital Expenditures					
Vehicles	1,007,698	1,011,000	(3,302)		
Other Capital Expenditures	<u>312,614</u>	<u>312,614</u>	<u>0</u>		
Total Capital Expenditures	\$ 1,320,312	\$ 1,323,614	<u>(3,302)</u>	-0.2%	
Under Budget @ October 2010			<u>\$ (758,313)</u>		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
<b>\$ 32.44</b>	<b>\$ 32.76</b>	<b>\$ 32.83</b>	<b>\$ 32.83</b>
<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>
<b>\$ 32.10</b>	<b>\$ 31.68</b>	<b>\$ 31.96</b>	<b>\$ 32.01</b>

**YTD Amounts for Period Ended OCTOBER 2010**



Access Services Incorporated  
 Balance Sheet  
 October 31, 2010

ASSETS

Current Assets:

Cash	14,223,092
Due from FTA	6,758,869
Due from MTA	232,403
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	63,882
Prepaid Expenses	3,904,520
Deposits	<u>9,629</u>
<b>Total Current Assets</b>	<b>25,645,338</b>

Long Term Assets:

**Property and Equipment:**

Vehicles & Vehicle Equipment	22,457,303
Office Furniture and equipment	231,538
Computer & Telephone Equipment	2,397,657
Central Reservation Software	1,268,059
Leasehold Improvements	<u>156,965</u>
Total Property and Equipment	26,511,522
Accumulated Amortization & Depreciation	<u>(17,396,933)</u>
<b>Property and Equipment, Net</b>	<b><u>9,114,589</u></b>
<b>Total Long Term Assets</b>	<b><u>9,114,589</u></b>

<b>Total Assets</b>	<b><u><u>34,759,926</u></u></b>
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Access Services Incorporated  
Balance Sheet  
October 31, 2010

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	1,020,945
Accounts Payable-Providers	6,615,562
Other Liabilities	1,927,309
Insurance Reserve	1,383,258
Accrued Expenses	944,963
	<hr/>
Total Current Liabilities	11,892,036

Other Liabilities:

Deferred Revenue	<u>19,483,295</u>
Total Liabilities	31,375,331

Net Assets:

Temporarily Restricted	3,384,595
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TOTAL LIABILITIES AND NET ASSETS	<hr/> <u><u>34,759,926</u></u>
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Access Services Incorporated  
Statement of Cashflow  
For Period Ending October 31, 2010

Cash - Beginning Balance 9/30/10	11,835,073
<b>Cash Receipts:</b>	
Proposition C revenue from LACMTA	3,587,084
FTA funding received	6,499,587
Section 5317 revenue from LACMTA	10,467
Passenger fare/coupons/ID revenue	456,535
Interest income	1,588
Miscellaneous revenues	44,827
<b>Total Cash Received</b>	<u>10,600,088</u>
<b>Cash Payments:</b>	
Capital equipment	419,875
Prepaid expenses/deposits	103,194
Payments to contract providers	6,508,665
Eligibility Determination expenses	339,777
Salaries and related benefits	478,694
Other expenses	361,865
<b>Total Cash Payments</b>	<u>8,212,069</u>
<b>Increase (Decrease) in Cash Reserves</b>	<u>2,388,019</u>
Cash - Ending Balance 10/31/10	<u><u>14,223,092</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 October 31, 2010								
	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>REVENUE SOURCES:</b>								
Funding Sources for Operating Expenses :								
FY 10/ 11 Prop C & Section 5310							\$93,271,180	
Section 5317 Grant for New Mobility Resource Center							\$235,463	
Call for Projects Grant(Regional Integration of Paratransit Res)							\$424,000	
FY 09/ 10 Carryforward - Unallocated (Estimated)							8,376	
Subtotal - Funding Sources & Carryforward Funds	7,706,637	7,922,692	(216,055)	30,133,323	30,776,424	(643,101)	93,939,019	32.08%
Funding Sources for Capital Expenses :								
FY 10/ 11 Prop C	0	0	0	0	0	0	5,484,820	
FY 08/ 09 & 9/ 10 Carryforward - Allocated Capital	587,824	589,750	(1,926)	1,320,312	1,323,614	(3,302)	6,145,259	
FY 08/ 09 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	134,120	
FY 08/ 09 & 09/ 10 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	209,101	
FY 09/ 10 Carryforward - Allocated Carryforward Funds	0	17,035	(17,035)	0	111,911	(111,911)	68,080	
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	0	0	531,180	
Subtotal - Funding Sources & Carryforward Funds	587,824	606,785	(18,961)	1,320,312	1,435,525	(115,213)	12,572,560	10.50%
Interest/ Miscellaneous Income	3,136	10,000	(6,864)	11,991	40,000	(28,009)	120,000	9.99%
Disposal of Vehicles	14,600	14,600	0	152,330	152,330	(0)	250,000	60.93%
Passenger Fares	441,587	461,046	(19,459)	1,769,799	1,768,939	860	5,344,295	33.12%
<b>TOTAL - REVENUE FUNDING SOURCES</b>	<b>8,753,784</b>	<b>9,015,123</b>	<b>(261,339)</b>	<b>33,387,755</b>	<b>34,173,218</b>	<b>(785,463)</b>	<b>112,225,874</b>	<b>29.75%</b>
Less : Total Capital Expenditure During FY 10/ 11	(587,824)		(587,824)	(1,320,312)		(1,320,312)		
Revenue Recognition for FY 10/ 11 Depreciation	401,417		401,417	1,533,727		1,533,727		
<b>TOTAL - REVENUE RECOGNITION</b>	<b>8,567,377</b>	<b>9,015,123</b>	<b>(447,746)</b>	<b>33,601,169</b>	<b>34,173,218</b>	<b>(572,048)</b>	<b>112,225,874</b>	
<b>EXPENDITURES:</b>								
<b>PARATRANSIT OPERATIONS - DIRECT COST</b>								
Purchased Transportation Services - Regular Trips	6,566,027	6,726,692	(160,665)	25,557,734	25,978,142	(420,408)	79,249,861	32.25%
Communications - Telephone/ Data Transmission	93,225	111,235	(18,010)	357,560	444,942	(87,381)	1,334,825	26.79%
Phone & Computer System Maintenance/License & Consulting	73,829	82,716	(8,887)	289,633	308,127	(18,494)	969,857	29.86%
Salaries & Related Benefits - Customer Svc & Complaint Response	59,642	59,133	510	239,838	236,531	3,307	713,444	
Total Customer Service & Complaints	59,642	59,133	510	239,838	236,531	3,307	713,444	33.62%
Salaries & Related Benefits - Operations Monitoring Center	40,228	44,953	(4,725)	165,731	179,812	(14,080)	542,678	30.54%
Vehicle Cost - Direct	4,107	7,193	(3,087)	24,610	35,474	(10,865)	150,315	16.37%
Community Events and Materials-Safety Incentive Program	0	0	0	47,077	45,744	1,333	95,744	0.00%
Office Rent	14,881	14,861	20	59,525	59,445	80	178,336	33.38%
Insurance - Commercial	329,907	332,672	(2,766)	1,377,126	1,330,690	46,436	3,992,069	34.50%
Travel & Conference	0	375	(375)	0	1,500	(1,500)	4,500	0.00%
Other Professional Expense	5,827	5,830	(3)	13,697	13,705	(8)	38,800	0.00%
Office Supplies	657	520	137	2,520	2,080	440	6,240	40.38%
<b>Total - Paratransit Operations - Direct Cost</b>	<b>7,188,330</b>	<b>7,386,181</b>	<b>(197,851)</b>	<b>28,135,051</b>	<b>28,636,192</b>	<b>(501,141)</b>	<b>87,276,669</b>	<b>32.24%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending October 31, 2010								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD VARIANCE	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	103,572	110,025	(6,453)	435,700	440,100	(4,400)	1,325,121	32.88%
Communications - Telephone & Data Transmission	3,865	4,663	(798)	15,447	18,650	(3,203)	55,950	27.61%
Other Professional Expense	0	3,500	(3,500)	6,915	14,000	(7,085)	42,000	16.47%
Vehicle Costs - Indirect	3,250	2,833	417	10,295	11,333	(1,038)	34,000	30.28%
Office Rent	9,375	9,375	0	37,500	37,500	0	112,500	33.33%
Insurance - Commercial	1,108	1,256	(148)	4,432	5,023	(591)	15,069	29.41%
Travel and Conference	1,789	833	955	1,990	3,333	(1,344)	10,000	19.90%
Office Supplies	643	495	148	2,534	1,980	554	5,940	42.66%
Community Events and Materials	18,760	21,293	(2,533)	48,156	65,173	(17,018)	175,520	27.44%
Publications/Printed Materials - Riders Communication	3,536	7,819	(4,283)	15,096	34,275	(19,179)	144,825	10.42%
Postage/Mailing	2,116	2,188	(72)	8,968	8,750	218	36,250	24.74%
Professional Memberships	147	160	(13)	589	640	(51)	1,920	30.68%
<b>Total - Paratransit Operations - Indirect Cost</b>	<b>148,162</b>	<b>164,439</b>	<b>(16,277)</b>	<b>587,622</b>	<b>640,757</b>	<b>(53,136)</b>	<b>1,959,094</b>	<b>29.99%</b>
<b>Total - Paratransit Operations Cost</b>	<b>7,336,492</b>	<b>7,550,621</b>	<b>(214,128)</b>	<b>28,722,672</b>	<b>29,276,949</b>	<b>(554,277)</b>	<b>89,235,763</b>	<b>32.19%</b>
<b>OTHER ACTIVITIES</b>								
<b>ELIGIBILITY DETERMINATION</b>								
Salaries & Related Benefits - Certification & Appeals	37,511	37,856	(345)	149,870	151,424	(1,554)	456,295	32.84%
Eligibility and Appeal Contracts	212,356	191,817	20,539	799,337	767,268	32,069	2,301,804	34.73%
Purchased Transportation Services - Certification Trips	118,817	124,339	(5,522)	481,208	497,356	(16,148)	1,492,073	32.25%
Travel Training	32,916	38,375	(5,459)	136,509	153,500	(16,991)	460,500	29.64%
Tether Pilot Program	11,069	11,070	(1)	66,426	66,430	(4)	220,931	30.07%
Other Professional Expense	250	167	83	553	667	(114)	2,000	27.63%
Communications - Telephone/ Data Transmission	4,304	3,992	313	16,836	15,967	869	47,900	35.15%
Phone & Computer System Maintenance/License & Consulting	0	1,667	(1,667)	0	6,667	(6,667)	20,000	0.00%
Vehicle Costs - Mobile Certification	0	21	(21)	0	83	(83)	250	0.00%
Repairs & Maintenance	110	117	(7)	438	467	(29)	1,400	31.29%
Office Rent	4,844	4,861	(17)	19,375	19,444	(69)	58,331	33.22%
Insurance - Commercial	3,826	4,188	(362)	15,649	16,753	(1,104)	50,260	31.14%
Travel and Conference	5,564	500	5,064	7,930	2,000	5,930	6,000	132.16%
Office Supplies	551	415	136	2,217	1,660	557	4,980	44.51%
Publications/Printed Materials	5,248	5,750	(502)	15,101	23,000	(7,899)	169,000	8.94%
Postage/Mailing/Courier	8,116	8,417	(301)	36,173	33,667	2,507	101,000	35.82%
Professional Memberships	18	20	(2)	74	80	(6)	240	30.68%
<b>Subtotal - Eligibility Determination</b>	<b>445,501</b>	<b>433,570</b>	<b>11,930</b>	<b>1,747,695</b>	<b>1,756,431</b>	<b>(8,736)</b>	<b>5,392,963</b>	<b>32.41%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending October 31, 2010								
	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>CTSA FUNCTION</b>								
<b>EDUCATION AND TRAINING</b>								
Salaries & Related Benefits - CTSA	6,119	8,558	(2,439)	29,465	34,230	(4,765)	103,066	28.59%
Scholarships Programs, Education & Training Seminars	0	0	0	2,750	5,950	(3,200)	56,950	4.83%
Other Professional Expense	0	0	0	0	0	0	15,000	0.00%
Communications - Telephone	303	310	(8)	1,208	1,242	(33)	3,725	32.43%
Office Rent	625	625	0	2,500	2,500	0	7,500	33.33%
Insurance - Commercial	22	25	(3)	89	100	(12)	301	29.41%
Travel and Conference	0	167	(167)	0	667	(667)	2,000	0.00%
Office Supplies	176	132	44	712	527	186	1,580	45.09%
Community Events and Materials	46	333	(288)	214	1,333	(1,120)	4,000	5.34%
Publications/Printed Materials	0	183	(183)	1,408	733	675	2,200	64.00%
Postage/Mailing	423	438	(14)	1,794	1,750	44	5,250	34.16%
Professional Memberships	18	20	(2)	74	80	(6)	240	30.68%
<b>Subtotal - Education and Training</b>	<b>7,732</b>	<b>10,791</b>	<b>(3,059)</b>	<b>40,213</b>	<b>49,112</b>	<b>(8,899)</b>	<b>201,812</b>	<b>19.93%</b>
<b>ACCESS RIDE-INFORMATION</b>								
Salaries & Related Benefits - Ride-Information	15,642	17,170	(1,528)	62,327	68,681	(6,353)	206,886	30.13%
Communications - Telephone	785	665	120	3,060	2,658	402	7,975	38.38%
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	600	667	(67)	2,000	30.00%
Office Rent	1,525	1,528	(3)	6,100	6,111	(11)	18,333	33.27%
Office Supplies	116	88	28	464	353	111	1,060	43.82%
Publications/ Printed Materials	0	167	(167)	0	667	(667)	2,000	0.00%
Postage/Mailing	85	88	(3)	359	350	9	1,050	34.16%
Professional Memberships	18	20	(2)	74	80	(6)	240	30.68%
<b>Subtotal - Ride-Information</b>	<b>18,321</b>	<b>19,892</b>	<b>(1,571)</b>	<b>72,985</b>	<b>79,566</b>	<b>(6,582)</b>	<b>239,544</b>	<b>30.47%</b>
<b>Subtotal - CTSA Function</b>	<b>26,053</b>	<b>30,682</b>	<b>(4,629)</b>	<b>113,198</b>	<b>128,679</b>	<b>(15,481)</b>	<b>441,356</b>	<b>25.65%</b>
<b>Total - Other Activities</b>	<b>471,554</b>	<b>464,253</b>	<b>7,301</b>	<b>1,860,893</b>	<b>1,885,110</b>	<b>(24,217)</b>	<b>5,834,320</b>	<b>31.90%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending October 31, 2010								
	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>ADMINISTRATIVE</b>								
Salaries & Related Benefits	217,649	236,549	(18,900)	878,149	949,247	(71,098)	2,858,535	30.72%
Communications - Telephone & Data Transmission	3,687	3,994	(307)	14,472	15,975	(1,503)	47,925	30.20%
Office Rent	19,362	19,850	(488)	77,286	79,400	(2,114)	238,200	32.45%
Insurance - Commercial	8,580	9,646	(1,066)	34,320	38,583	(4,263)	115,749	29.65%
Office Supplies	1,991	2,392	(401)	12,693	9,567	3,127	28,700	44.23%
Other Professional Services	82,773	108,408	(25,635)	371,534	476,130	(104,596)	1,438,719	25.82%
Public Notice Advertising Expenses	239	833	(594)	3,149	3,333	(184)	10,000	31.49%
Equipment/ Other Rental	299	267	33	962	1,067	(105)	3,200	30.05%
Repairs & Maintenance	3,513	3,833	(320)	13,660	15,333	(1,673)	46,000	29.70%
Postage/Mailing/Messenger	4,213	4,581	(368)	18,059	18,323	(264)	54,970	32.85%
Publications/Printed Materials/ Copying	608	1,833	(1,226)	2,747	7,333	(4,587)	22,000	12.49%
Network Support/ Supplies	5,576	5,500	76	23,763	22,000	1,763	66,000	36.00%
Subscription/ References	101	250	(149)	405	1,000	(595)	3,000	13.50%
Professional Memberships	302	355	(53)	1,337	1,420	(83)	4,260	31.38%
Board and Advisory Committee Compensation	3,700	2,458	1,242	12,462	9,833	2,628	29,500	42.24%
Annual Meeting	0	0	0	0	0	0	16,000	0.00%
Business Meetings & Meals	348	917	(569)	1,227	3,667	(2,440)	11,000	11.16%
Travel and Conference	4,642	4,042	601	16,252	16,167	85	48,500	33.51%
Mileage and Parking	70	208	(138)	192	833	(641)	2,500	7.69%
Bank Interest	0	4,167	(4,167)	0	16,667	(16,667)	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	260	417	(157)	1,209	1,667	(457)	5,000	24.19%
<b>Total - Administrative Expense</b>	<b>357,913</b>	<b>410,499</b>	<b>(52,586)</b>	<b>1,483,878</b>	<b>1,687,544</b>	<b>(203,667)</b>	<b>5,099,758</b>	<b>29.10%</b>
<b>TOTAL EXPENSES BEFORE AMORT. &amp; DEPRECIATION</b>	<b>8,165,960</b>	<b>8,425,373</b>	<b>(259,413)</b>	<b>32,067,443</b>	<b>32,849,604</b>	<b>(782,161)</b>	<b>100,169,841</b>	<b>32.01%</b>
Amortization and Depreciation Expense	401,417	0	401,417	1,533,727	0	1,533,727	0	
<b>TOTAL EXPENSES AFTER AMORT. &amp; DEPRECIATION</b>	<b>8,567,377</b>	<b>8,425,373</b>	<b>142,004</b>	<b>33,601,169</b>	<b>32,849,604</b>	<b>751,566</b>	<b>100,169,841</b>	
<b>CAPITAL EXPENDITURES</b>								
Property & Equipment	587,824	589,750	(1,926)	1,320,312	1,323,614	(3,302)	11,979,577	11.02%
<b>Total - Capital Expenditures</b>	<b>587,824</b>	<b>589,750</b>	<b>(1,926)</b>	<b>1,320,312</b>	<b>1,323,614</b>	<b>(3,302)</b>	<b>11,979,577</b>	<b>11.02%</b>
Less: Amortization and Depreciation Expense	(401,417)	0	(401,417)	(1,533,727)	0	(1,533,727)	0	
<b>TOTAL EXPENSES AND CAPITAL EXPENDITURES</b>	<b>8,753,784</b>	<b>\$9,015,123</b>	<b>(\$261,339)</b>	<b>\$33,387,755</b>	<b>\$34,173,218</b>	<b>(\$785,463)</b>	<b>\$112,149,418</b>	<b>29.77%</b>
Uncommitted Carryforward from FY 09/ 10 (Estimated)						0	8,376	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 09/ 10						0	68,080	
<b>TOTAL</b>	<b>8,753,784</b>	<b>\$9,015,123</b>	<b>(\$261,339)</b>	<b>\$33,387,755</b>	<b>\$34,173,218</b>	<b>(785,463)</b>	<b>\$112,225,874</b>	<b>29.75%</b>

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending October 31, 2010									
	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>PROPERTY AND EQUIPMENT</b>									
75 VEHICLES - Minivan (Fleet Replacement) (\$44,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$3,337,500		0.00%
20 VEHICLES - Type II Cutaway (Fleet Replacement) (\$68,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$1,370,000		0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	0	0	578,500		0.00%
SUBTOTAL - VEHICLES - FY 10/11	0	0	0	0	0	0	\$5,286,000		
30 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$461,862	\$463,375	(1,513)	\$881,736	\$884,625	(\$2,889)	\$1,263,750		69.77%
11 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$125,962	\$126,375	(413)	\$125,962	\$126,375	(\$413)	\$463,375		27.18%
3 VEHICLES - Minivan (Fleet Replacement) (\$72,733 each)	\$0	\$0	0	\$0	\$0	\$0	\$218,199		0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$48,000 each)	\$0	\$0	0	\$0	\$0	\$0	\$624,000		0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 09/10	587,824	589,750	(1,926)	1,007,699	1,011,000	(3,301)	2,569,324		
LEASEHOLD IMPROVEMENTS	0	0	0	0	0	0	100,000		0.00%
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	530,000		0.00%
OFFICE EQUIPMENT	0	0	0	0	0	0	0		0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	0	0	0	100,000		0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 10/11	0	0	0	0	0	0	730,000		
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,430,376		0.00%
CENTRALIZATION SOFTWARE/IVR	0	0	0	0	0	0	1,581,941		0.00%
SMARTDRIVE - 1ST YEAR COST	0	0	0	312,614	312,614	(0)	381,936		81.85%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09 & FY 09/10	0	0	0	312,614	312,614	(0)	3,394,253		
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$587,824</b>	<b>\$589,750</b>	<b>(\$1,926)</b>	<b>\$1,320,312</b>	<b>\$1,323,614</b>	<b>(\$3,302)</b>	<b>\$11,979,577</b>		<b>11.02%</b>

## BOARD BOX ITEM #6

DECEMBER 16, 2010

TO: BOARD OF DIRECTORS

FROM: ACCESS SERVICES MANAGEMENT STAFF

RE: EXECUTIVE SUMMARY UPDATE FOR OCTOBER 2010

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### STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

#### *Operations update:*

High ridership demand continued into October where Access provided over 197,000 ADA Paratransit trips during the month, which represents 4% more trips transported when compared to the same period last year. Major rain storms in the Los Angeles area, driver shortage due to terminations, and San Gabriel Transit's data channel went out of services for a couple of days which presented a real challenge to the Access operation during the month. System wide, Access completed the month with 88.73% on-time and 0.26% Late4. Total registered customer count went up again to a new total of 97,886.

Access Services hosted its first Paratransit Roadeo on Saturday, October 9, 2010 at Santa Anita Race Track Lot C. The Roadeo is designed for drivers to demonstrate safe driving skills in a competitive environment; and to promote safety by encouraging and rewarding professional driving skills. Thirty-two drivers representing five Access contractors competed in areas including pre-trip inspection, mobility device loading and unloading, lift operation, wheelchair securement, passenger assistance, precision turning, quick stops, judgment stops, reverse maneuvering, and tight clearance exercises. Over 300 spectators, friends, family, and co-workers were on hand to cheer on their team and favorite driver.

*David Foster - Project Administrator, Eastern and West Central Regions* - From a performance standpoint, San Gabriel Transit, the Eastern Region service provider and California Transit (CTI), the West Central Region service provider both finished the month of October below the on-time performance standard, at 87% and 87.5% respectively. Consequently both providers' Late 4 percentage exceeded the established performance standard as well. For both contractors October presented a myriad of technical problems with respect to data channels which allow the trip data to flow between the dispatch centers and the vehicles; the two contractors have designated data channels, however, when one or more channels are down, they have to share the existing data channels which can cause the system to slow down and affect performance. The technical issues were resolved as of October 25<sup>th</sup>.

In October, California Transit was the proud victors in the team competition of the inaugural Access Roadeo. The winning team of drivers were; Hugo Lam, Mauro Hernandez, Oscar Ortega, Clifford Leblanc, Patricia Pacheco, Pablo Barrientos, and Josemaria Mendoza. The winning team conveyed their thanks to Mr. Kim for his assistance in preparing them for the competition; Mr. Kim as you may recall was the inaugural recipient of the Jerry Walker Commitment to Quality Services Award!

CTI was extremely helpful in providing transportation to individuals that Access was hosting during Disability Mentoring Day. This event was part of the Disability Awareness month activities going on throughout the county and the United States. The participants were college students who were first provided with a tour of Access headquarters before visiting other locations in the county to learn more about the provision of Paratransit services.

***Luis Garcia - Project Administrator, Northern and Antelope Valley Regions*** - During the month of October Antelope Valley region experienced a 10 percent decrease in trip demand when compared to the same period last year. The slight reduction in trip demand allowed Southland Transit to complete the month at 92.94% on-time. Despite heavy rain and irregular weather conditions in the North County which caused delays with the transfer connecting trips, our customers were safely transported to their final destinations by Southland Transit.

The San Fernando Valley continued to experience an increase in ridership; closing the month of October with 40,447 customer transported. The 4.4% increase in trip demand was the main attribute to the drop in performance with MV Transportation's monthly performance closing at 88.91%. MV management worked diligently to develop creative solutions to address the demand from altered driver schedules to expansion in fleet resources. The added resources will be factored into the month of November in the event the demand moves further into the winter months. MV management is in the process of identifying the cause for the spike in trip demand.

***Geoffrey Okamoto - Project Administrator, Southern and Santa Clarita Regions*** - Even though Global Paratransit (GPI) experienced a rather high driver turnover rate in September, they were able to bring their on-time performance back up in October to 90.19 and 0.06% Late 4's. Access offered an on-site smart drive-defensive driving training at GPI that was facilitated by Evie Palicz (Mgr. of Safety, Training, & Emergency Preparedness). The training was very well attended and received by GPI training staff. GPI was awarded 3<sup>rd</sup> place in the team competition during the Access Annual Roadeo competition.

MV Transportation has been in contract negotiation with its driver union in Santa Clarita since August 23<sup>rd</sup>. Although a strike is not expected, contingency plans have been developed to ensure critical transportation services including Access continue without interruption. Santa Clarita region continued to perform at above standard performance. MV Transportation Road Supervisor Yahron Castillo was honored at the first annual Access Services Roadeo for taking 4<sup>th</sup> place in the individual competition. Congratulations to Mr. Castillo.

## *Evie Palicz – Project Administrator, Eligibility*

### Metro Citizens Advisory Council Members Tour Access Eligibility Center

On October 1, 2010, Neil Bjornsen-Chairman of the Metro Citizens Advisory Council and other members of the council took a tour of the Access Eligibility Center in downtown Los Angeles. David Lee, President and CEO for C.A.R.E. Evaluators, began the tour onboard a Gillig 40 foot transit bus permanently positioned inside the center. Once inside the bus, Mr. Lee explained that the bus is part of the transit evaluation process used to determine if an applicant is eligible for paratransit service. The part of the tour that most impressed the group was the Wheelchair Marking and Tether Strap Installation program. All were very impressed with the facilities, the staff, and the thoroughness of the testing.

### Regional Monthly General Managers' Meeting Held at the Eligibility Center

On October 13, 2010, the Regional General Managers' meeting was held at the Access Eligibility Center in Los Angeles. Shelly Verrinder, Access Service Executive Director hosted the event.

Attending the meeting were Transit Agency General Managers from Los Angeles County. The purpose of visit was to allow the transit general managers to experience and understand how Access Eligibility Center evaluates a potential rider for Paratransit eligibility through an in -person transit evaluation.

The large group was divided into small groups and members of the C.A.R.E. Evaluators management team gave guided tours of the facility. Metro and Transit Agency Managers were impressed with the functional testing and especially the Wheelchair Marking and Tether Strap Installation program done at the Eligibility Center.

## **SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES**

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

**Customer Service** - did not assist quite as many customers in October as it did in September, showing a 4% drop in numbers. The Customer Support Center makes it their goal to reach an average initial hold time of under four minutes each day. Hooray for October and September, where our hold time averages both fell well below the standard - let's hope the trend continues! Incoming call data shows our highest intake of calls is from 10:00-12:30 and again from 1:00-3:30. Our hard working Customer Support Representatives (CSRs) averaged 15 calls per hour, per agent in October 2010. With a desire to provide fast and efficient service, each CSR has an individual goal to increase their number of calls handled from previous months. CSRs and the entire Customer Support Team continue to receive outstanding support from employees in other departments of Access Services when our call volume becomes unexpectedly high. Assistance from other departments accounts for the handling of 1,076 calls in October, compared to 557 for September! The Customer Support Center also received 42 compliments for the month of October, compared to 24 for the month of September. Also noteworthy, the Customer Support Center is closer to implementing the use of a phone tree and voicemail system, so definitely stay tuned on that item!

*Customer Care Center (Complaints)* – Unfortunately, this past October held the highest number of complaints for 2010 thus far at 1,116. Also, Customer Care usually sees a drop in complaints during the school session. But not this year! In fact, the August, September and October levels steadily rose by nearly 200 complaints. Being October, we thought we would add a “spooky” statistic as well. Customer Care looked at the past four or so years worth of October complaint statistics and found them to be virtually identical within merely a few numbers on either side. Boo! In any case, even though October was our highest month it was within the usual range for October, which averages 1,128 complaints. The Miles of Smiles program continues to be a success, raking in a total of 483 commendations. Having the highest amount of “tickets” in this category is undoubtedly a positive reflection on our commitment at Access to provide quality service. The top three complaint types for October remain doggedly the same as previous months, with Late 4, Discourteous and Service complaints taking the lead at more than half of all complaints received. Operations statistics aligned with Customer Care trend monitoring in October, showing a lower 88.7% in On Time Performance. Aside from the usual traffic and other unforeseen circumstances, Customer Care found that the late dispatching of trips contributed mostly to low On Time Performance.

*Operations Monitoring-* activities were a little less interesting during the month of October. We saw a slight decrease in call volume for October, but noticed a slight improvement in overall service quality. A total of 5,997 calls were registered in the Operations Monitoring Center (OMC) for the month of October, which is a 3% decrease from September 2010 and a 2% decrease from October one year ago. Operations Monitoring provided 400 “backup” trips in October 2010, the same number as September in fact. This represents a 6% decrease from one year ago. As usual, the majority of our backup trips (245) were serviced by “overflow” vehicles. The OMC also continued to garner employee commendations (19 in total) from satisfied customers in October 2010. Probably most noteworthy in the month of October, OMC and Customer Service staff schedules were completely reconfigured based on our busiest periods of call volume. Customer Support has ongoing goals to provide the best possible service to our community and we are constantly thinking of ways to better accommodate our customers and their needs. Opening up more phone time in the call center is one of the ways that we thought could help improve the Access Services experience!

## **LUIS PACHECO, SAFETY ANALYST**

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

Access Services began tracking driver miles in April 2010 and we are happy to report that as of October 2010, a total of 511 drivers have reached 10K miles without a single preventable accident/incident or safety service related complaint. The program has also produced 129 drivers for 20K miles, 26 drivers for 30K miles and 2 drivers for 40K miles. In the beginning we considered presenting the awards quarterly but after further discussion and review, we felt that the program would lose its momentum, therefore we decided to do it monthly. Each month Access will pick a provider to visit and present them with the awards. Global Paratransit was selected as the provider of choice and in November, Access staff including Shelly Verrinder, Executive Director, Mark Maloney, Chief Operations Officer, Steve Chang, Director of Contract Administration, and Luis Garcia, Project Administrator Southern Region arrived at 6:30 a.m. to meet the award winning drivers and present their awards. The drivers’ reactions and appreciation for the

recognition made withstanding the cold weather conditions worth wile. We look forward to continue to recognize our safe driver's.

### **SmartDrive Update**

Since the implementation of SmartDrive onboard camera system, Access has seen a steady improvement trend in driver behavior. Access is happy to report that this new technology is already paying dividends as well as improving our safety culture. As of October 2010, the number of total reported events has dramatically decreased. Through constant reviews of operational and safety performances, the service providers are coaching drivers on safety events and taking appropriate actions to enhance safe driving behaviors, which is why we are seeing the trend downwards. As we continue to find ways to help the providers with the coaching process, we are confident that we will continue to see improvements in driver behavior and improve the overall safety culture.

### **Driver Pledge ID and Holder**

Access Services has received the final driver pledge photos and they are ready for installation. The driver pledge photo will identify the driver and their mission statement. These two items will be placed in a holder that will be mounted in front of the passenger on the dashboard. Installation of the holders has started and we anticipate installation will be completed by the end of November 2010.

## **ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES**

### *Mobility Management Update*

On December 8<sup>th</sup>, the Mobility Management staff participated in the "Transition Community of Partners Workshop" hosted by the Workability Program of the Pasadena Unified School District. Ms. Ana Gonzalez, Workability Program Community Liaison invited Access Services to participate and provide information on Access and the other transportation resources that are available for their transitional specials needs students.

There were about 100 students, teachers and parents in attendance. Representatives of various organizations, including Access Services, provided presentations on the services we provide. We also had a table where we were able to answer questions, speak one-on-one with attendees and hand-out Access informational materials and applications.

On December 10<sup>th</sup>, Jacqueline Carlos of R&D Transportation, Steve Montes and I participated in the South Central Los Angeles Regional Center "Family Resource Center Holiday Information Fair." This event had representatives of various health and human services agencies to provide resources for families that have children with disabilities. Many parents had a lot of questions about Access and wanted to know how their children could get on Access. Together we effectively answered their questions and informed them about Access Services policies as related to children under the age of 5. These parents were appreciative of our attention to their questions and thanked us for participating in the fair.

# BOARD BOX ITEM #7

DECEMBER 16, 2010

TO: BOARD OF DIRECTORS  
 FROM: ALFREDO TORALES, OPERATIONS ANALYST  
 RE: OPERATIONS REPORT FOR OCTOBER 2010

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Below is a summary of the key operating statistics for OCTOBER 2010, as well as, operation data for the previous month (SEPTEMBER) and Year to Date (YTD):

## MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	192,764	189,035	2.0%	749,630
Passengers per Vehicle Trip	1.32	1.33	-0.7%	1.34
Average Trip Distance	9.4	9.4	-0.4%	9.4
Total Calls to Providers	323,659	319,337	1.4%	1,236,913
Average Initial Hold Time (seconds)	49	51	-2.4%	44
% of Calls on Hold More Than 5 minutes	2.3%	2.6%	0.3%	2.0%
On-Time Performance	88.7%	89.2%	0.4%	90.8%
Late 4 Trips	0.26%	0.14%	-0.12%	0.12%
Total number Registered Riders	97,421	95,837	1.7%	97,421

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
<b>System Wide</b>				
SEP-10	251,348	189,035	1.33	1.00
OCT-10	<b>254,020</b>	<b>192,764</b>	<b>1.32</b>	<b>1.00</b>
% Change	1.1%	2.0%	-0.7%	0.0%
<b>SGT - Eastern Region</b>				
SEP-10	74,893	55,881	1.34	0.94
OCT-10	<b>75,333</b>	<b>56,519</b>	<b>1.33</b>	<b>0.94</b>
% Change	0.6%	1.1%	-0.7%	0.0%
<b>GPI - Southern Region</b>				
SEP-10	75,015	56,189	1.34	1.03
OCT-10	<b>74,978</b>	<b>57,237</b>	<b>1.31</b>	<b>1.03</b>
% Change	0.0%	1.9%	-2.2%	0.0%
<b>CTI - WC - West Central Region</b>				
SEP-10	40,315	30,778	1.31	1.03
OCT-10	<b>40,734</b>	<b>31,525</b>	<b>1.29</b>	<b>1.02</b>
% Change	1.0%	2.4%	-1.5%	-1.0%
<b>MV - San Fernando Valley Region</b>				
SEP-10	50,934	38,009	1.34	1.02
OCT-10	<b>52,869</b>	<b>39,276</b>	<b>1.35</b>	<b>1.02</b>
% Change	3.8%	3.3%	0.8%	0.0%
<b>STI - AV - Antelope Valley Region</b>				
SEP-10	6,058	4,701	1.29	1.03
OCT-10	<b>5,857</b>	<b>4,600</b>	<b>1.27</b>	<b>1.03</b>
% Change	-3.3%	-2.2%	-1.6%	0.0%
<b>SCT - Santa Clarita Region</b>				
SEP-10	3,813	3,192	1.19	1.04
OCT-10	<b>3,889</b>	<b>3,280</b>	<b>1.19</b>	<b>1.03</b>
% Change	2.0%	2.8%	0.0%	-1.0%

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

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	53	61	43.5
SGT - Eastern Region	5	22	12.3
GPI - Southern Region	12	32	13.3
CTI - West - Central Region	2	1	4.8
MV Transit - San Fernando Valley Region	32	3	11.0
STI - Antelope Valley Region	1	2	1.3
SCT - Santa Clarita Region	1	1	1.0

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

Road Supervision*	Current	Previous Month	YTD-Average
TOTAL	4	0	1.3
SGT - Eastern Region	0	0	0.0
GPI - Southern Region	2	0	0.5
CTI - West - Central Region	0	0	0.0
MV Transit - San Fernando Valley Region	0	0	0.3
STI - Antelope Valley Region	2	0	0.5
SCT - Santa Clarita Region	0	0	0.0

\* Access Road Supervisors are involved with the Access Roadeo planning until October 2010.

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	186	184	182.0
SGT - Eastern Region	51	47	49.0
GPI - Southern Region	24	21	25.0
CTI - West - Central Region	41	40	37.5
MV Transit - San Fernando Valley Region	25	28	25.3
STI - Antelope Valley Region	23	26	23.5
SCT - Santa Clarita Region	22	22	21.8

\* The data above represents the number of Order Takers and Dispatchers evaluated by the Dispatch Coordinators.

**Comparability of Access Paratransit to Fixed Route Travel Times\***

	Current Quarter	Previous Quarter
Equal to or Shorter than Comparable Fixed Route Trip	91.2%	91.4%
1-20 Minutes Longer than Fixed Route Trip	7.4%	6.5%
21-40 Minutes Longer than Fixed Route Trip	1.2%	1.4%
41-60 Minutes Longer than Fixed Route Trip	0.0%	0.6%
60 Minutes Longer than Fixed Route Trip	0.3%	0.1%

\* 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	12	24	17.5
Waiting for Travel Training	0	0	3.0
Started Travel Training	16	13	15.0
Completed Travel Training	16	15	17.3
Discontinued Services	0	0	0.0
People Currently in Travel Training	0	0	2.0
Total Follow-up Response Month 1	7	17	11.0
Total Follow-up Response Month 2	29	8	15.5
# Graduates Using Bus After 1 Month	7	13	10.0
# Graduates Using Bus After 2 Months	27	8	14.5
Average # of Trips per-week, Month 1	7	5	6
Average # of Trips per-week, Month 2	7	10	8

**NORTH COUNTY TRANSFER TRIPS**

**North County Trips Transferring at Olive View**

	Current	Previous Month	YTD-Average
Antelope Valley to Transfer Point	241	241	246.8
Transfer Point to Antelope Valley	223	226	228.8
Santa Clarita to Transfer Point	114	111	130.8
Transfer Point to Santa Clarita	68	76	75.3

**Systemwide Mobility Device  
Securement Incidents**

	Current	Previous Month	YTD- Average
Total Reported Incidents	0	1	0.5
Total Reported Incidents with Bodily Injury	0	0	0.0
SGT - Eastern Region	0	1	0.3
GPI - Southern Region	0	0	0.3
CTI - West/Central Region	0	0	0.0
MV Transit - San Fernando Valley Region	0	0	0.0
STI - Antelope Valley Region	0	0	0.0
SCT - Santa Clarita Region	0	0	0.0

**COMMUNICATIONS**

**Providers: Monthly Calls**

	Current	Previous Month	YTD- Average
All PROVIDER TOTAL	323,659	319,337	309,228
SGT - Eastern Region	86,425	83,752	80,235
GPI - Southern Region	111,082	109,503	106,530
CTI - West - Central Region	68,089	66,681	64,967
MV Transit - San Fernando Valley Region	48,614	49,351	47,490
STI - Antelope Valley Region	6,863	7,428	7,418
SCT - Santa Clarita Region	2,586	2,622	2,589

**Customer Service/OMC Calls**

	Current	Previous Month	YTD- Average
Customer Service Calls Answered	18,688	19,445	19,258
Ops. Monitoring Center Calls Answered	6,796	7,416	6,638
<i>Ride Info</i> Calls Offered	874	890	848

<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	49	51	44
% OF Calls On Hold More Than 5 minutes	2.3%	2.6%	2.0%
<b>SGT - Eastern Region</b>			
Average Initial Hold Time	38	31	31
% of Calls on Hold More Than 5 minutes	1.4%	0.8%	0.9%
<b>GPI - Southern Region</b>			
Average Initial Hold Time	60	58	53
% of Calls on Hold More Than 5 minutes	3.6%	3.4%	3.0%
<b>CTI - West - Central Region</b>			
Average Initial Hold Time	37	25	29
% of Calls on Hold More Than 5 minutes	1.5%	0.4%	0.8%
<b>MV Transit - San Fernando Valley Region</b>			
Average Initial Hold Time	63	67	67
% of Calls on Hold More Than 5 minutes	2.1%	2.9%	3.0%
<b>STI - Antelope Valley Region</b>			
Average Initial Hold Time	37	39	45
% of Calls on Hold More Than 5 minutes	2.2%	2.4%	3.1%
<b>SCT - Santa Clarita Valley Region</b>			
Average Initial Hold Time	39	50	48
% of Calls on Hold More Than 5 minutes	2.0%	3.3%	3.0%
<b>Operations Monitoring Center</b>			
Average Initial Hold Time	143	131	124
% of Calls on Hold More Than 5 minutes	15.5%	14.6%	13.6%
<b>Customer Service</b>			
Average Initial Hold Time	287	313	253
% of Calls on Hold More Than 5 minutes	36.9%	40.1%	31.0%

## Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
<b>Completed</b>			
UNRESTRICTED	2,282	2,293	2,218
RESTRICTED	335	333	323
TEMPORARY	258	243	230
NOT ELIGIBLE	241	255	207
<b>TOTAL</b>	<b>3,116</b>	<b>3,124</b>	<b>2,977</b>
Recertifications (in Person)	541	559	589
New Applicants	2,575	2,565	2,388
<b>Eligibility Renewals</b>			
Recertification Letters Sent	2,556	2,379	2,718
<b>Process Time (avg. Days: Individ.)</b>			
Evaluation to Mail Out (ADA <21 Days)	10	9	11
Scheduling Phone Call to Evaluation	15	13	13
Scheduling Phone Call to Mail Out	25	22	24

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	105	51	58
Closed	53	18	41
Withdrawn/Closed Before Completion	5	2	6
Pending	118	134	94
Increased	12	3	8
Decreased	1	2	2
Modified	11	2	5
Upheld	24	9	21
<b>Subtotal</b>	<b>48</b>	<b>16</b>	<b>36</b>
% Appeals not overturned	75%	81%	79%
<b>Net Denied Rate (Year-to-Date)</b>	<b>11%</b>	<b>10%</b>	<b>11%</b>
Process Time: Appeal Date to Mail Out (ADA>30)	9	13	10

## OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
<b>TOTAL CALLS:</b>	5,997	6,211	5,690
Late calls	2,179	2,269	1,852
Other (CSC/Reservations)	3,818	3,942	3,839

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	204	223	183
ETA Given	1,170	1,271	990
Help Calls	4	9	6
Miscellaneous	801	766	674
<b>TOTAL LATE CALLS</b>	<b>2,179</b>	<b>2,269</b>	<b>1,852</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	52	56	56.3

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	88.7%	89.2%	90.8%
Percentage of Late Trips	11.3%	10.8%	9.2%
Late "1" (1-15 min. late)	8.1%	7.9%	7.0%
Late "2" (16-30 min. late)	2.2%	2.2%	1.7%
Late "3" (31-45 min. late)	0.7%	0.5%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.26%	0.14%	0.12%
No Shows	3.3%	3.3%	3.2%
Accessibility Violations** - occurrences	0	1	0.5
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.12%	0.00%	0.15%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	87.0%	89.3%	91.0%
Percentage of Late Trips	13.0%	10.7%	9.0%
Late "1" (1-15 min. late)	8.7%	7.4%	6.5%
Late "2" (16-30 min. late)	2.8%	2.3%	1.8%
Late "3" (31-45 min. late)	1.0%	0.7%	0.5%
Late "4" (>46 min. late)/Missed Trips	0.49%	0.27%	0.21%
No Shows	2.8%	2.8%	2.7%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.68%	0.00%	0.35%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	87.6%	91.6%	91.9%
Percentage of Late Trips	12.5%	8.4%	8.1%
Late "1" (1-15 min. late)	9.1%	6.6%	6.3%
Late "2" (16-30 min. late)	2.3%	1.5%	1.4%
Late "3" (31-45 min. late)	0.7%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.38%	0.02%	0.11%

No Shows	4.4%	4.2%	4.3%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.36%

<b>GPI - Southern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	90.2%	87.2%	90.1%
Percentage of Late Trips	9.8%	12.8%	9.9%
Late "1" (1-15 min. late)	7.7%	9.4%	7.6%
Late "2" (16-30 min. late)	1.7%	2.7%	1.9%
Late "3" (31-45 min. late)	0.4%	0.6%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.11%	0.07%
No Shows	3.1%	3.1%	2.9%
Accessibility Violations** - occurrences	0	1	0.3
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>MVT - Northern Next Day Trips</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	88.9%	89.6%	90.2%
Percentage of Late Trips	11.1%	10.4%	9.8%
Late "1" (1-15 min. late)	8.1%	7.9%	7.5%
Late "2" (16-30 min. late)	2.2%	2.0%	1.9%
Late "3" (31-45 min. late)	0.7%	0.4%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.16%	0.06%	0.07%
No Shows	3.0%	3.0%	2.9%
Accessibility Violations** - occurrences	0	0	0.3
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.19%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.9%	88.7%	91.1%
Percentage of Late Trips	7.1%	11.3%	8.9%
Late "1" (1-15 min. late)	5.2%	7.8%	6.5%
Late "2" (16-30 min. late)	1.4%	2.4%	1.7%
Late "3" (31-45 min. late)	0.3%	0.8%	0.5%
Late "4" (>46 min. late)/Missed Trips*	0.20%	0.32%	0.23%
No Shows	3.5%	3.9%	4.2%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.3%	93.1%	93.2%
Percentage of Late Trips	5.7%	6.9%	7.0%
Late "1" (1-15 min. late)	4.5%	5.8%	5.7%
Late "2" (16-30 min. late)	0.8%	0.9%	0.9%
Late "3" (31-45 min. late)	0.3%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.16%	0.03%	0.1%
No Shows	1.1%	2.4%	2.1%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

## Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	1	1.2
Animal	2	1.0
Booking	79	86.5
Conduct	32	66.2
Discourteous	129	104.7
Late 1	36	36.7
Late 2	53	42.8
Late 3	39	23.3
Late 4	298	224.8
Risk Management	99	86.7
Routing	23	28.8
Wheelchair Securement	3	4.5
Service	161	122.7
Travel Time	77	58.0
Vehicle	6	7.7
<b>TOTAL</b>	<b>1,038</b>	<b>895.5</b>
Ratio per 1,000 Trips	5.4	4.8

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.0
Animal	1	0.2
Booking	31	28.2
Conduct	15	23.8
Discourteous	39	30.5
Late 1	12	10.3
Late 2	18	10.7
Late 3	14	8.0
Late 4	86	59.3
Risk Management	19	19.2
Routing	1	5.5
Wheelchair Securement	1	1.0
Service	47	28.8
Travel Time	18	14.7

Vehicle	1	1.7
TOTAL	303	241.8
Ratio per 1,000 Trips	5.4	4.4

CTI - West Central Region	Current	6-Month Average
ADA	0	0.3
Animal	0	0.0
Booking	12	18.0
Conduct	1	9.8
Discourteous	24	21.0
Late 1	9	4.3
Late 2	5	3.3
Late 3	1	1.3
Late 4	60	46.3
Risk Management	13	13.5
Routing	4	4.0
Wheelchair Securement	0	0.7
Service	31	21.8
Travel Time	6	6.2
Vehicle	0	0.7
TOTAL	166	151.3
Ratio per 1,000 Trips	5.3	5.0

GPI - Southern Region	Current	6-Month Average
ADA	0	0.3
Animal	1	0.7
Booking	27	28.3
Conduct	10	21.2
Discourteous	34	28.8
Late 1	12	14.3
Late 2	21	18.8
Late 3	14	9.2
Late 4	109	86.8
Risk Management	39	32.5
Routing	15	16.3

Wheelchair Securement	0	1.8
Service	60	49.5
Travel Time	42	29.5
Vehicle	3	2.5
<b>TOTAL</b>	<b>387</b>	<b>340.7</b>
Ratio per 1,000 Trips	6.8	6.1

<b>MV Transit - San Fernando Valley Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.0
Booking	5	9.2
Conduct	2	7.7
Discourteous	20	15.0
Late 1	2	6.3
Late 2	7	7.7
Late 3	7	3.5
Late 4	33	23.3
Risk Management	21	15.5
Routing	3	2.5
Wheelchair Securement	2	0.7
Service	13	12.5
Travel Time	10	6.2
Vehicle	2	2.2
<b>TOTAL</b>	<b>127</b>	<b>112.2</b>
Ratio per 1,000 Trips	3.2	3.0

<b>STI - AV Antelope Valley Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.2
Animal	0	0.2
Booking	4	2.8
Conduct	0	1.5
Discourteous	0	1.2
Late 1	1	1.2
Late 2	1	1.7

Late 3	2	1.2
Late 4	9	7.7
Risk Management	4	2.0
Routing	0	0.5
Wheelchair Securement	0	0.3
Service	8	5.8
Travel Time	1	1.2
Vehicle	0	0.5
<b>TOTAL</b>	<b>30</b>	<b>27.8</b>
Ratio per 1,000 Trips	6.5	6.1

<b>SCT - Santa Clarita Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.0
Booking	0	0.0
Conduct	1	0.5
Discourteous	0	0.7
Late 1	0	0.2
Late 2	0	0.3
Late 3	1	0.2
Late 4	1	0.8
Risk Management	0	1.2
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	1	1.5
Travel Time	0	0.3
Vehicle	0	0.0
<b>TOTAL</b>	<b>4</b>	<b>5.7</b>
Ratio per 1,000 Trips	1.2	1.8

# Total Trips Comparison

■ FY 09/10 ■ FY 10/11

