



Access Services
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Board Box

DECEMBER 19, 2011

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BOARD BOX ITEM #1

DECEMBER 19, 2011

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

Federal Legislative Activities: I attended a meeting of the APTA Legislative Committee in Washington, DC in early December. In addition to meeting with our Federal Advocate, Len Simon, and his staff and outlining our federal affairs activities for the coming year, APTA staff gave a helpful update about where things stand on the federal level.

The effort to pass a new Surface Transportation bill continues to plod along. The website Politico recently reported that Senate Banking leaders Tim Johnson and Richard Shelby have both said the goal is to get their transit portion of the proposed two-year surface transportation bill done by the end of the year. The Senate is still looking for approximately \$12 billion to help fund the bill which is called "Moving Ahead for Progress in the 21st Century" or MAP-21.

In the House, Transportation and Infrastructure Chairman John Mica continues to insist on pushing a full 6-year proposal. Like the Senate, it appears that funding concerns are preventing the bill from moving forward at this time.

Other tidbits that I picked up include a House proposal to tighten Buy America requirements for transit vehicles. Proposals of this nature have implications for Access Services which uses minivans to perform a majority of its trips. If Congress banned transit agencies from purchasing vehicles with any foreign parts, it might force the agency to purchase larger, less economical vehicles.

In addition, the Senate Banking Committee has asked the Government Accountability Office (GAO) to undertake studies on the Coordination of Transportation Services and Paratransit Services (**see attached**). I have already talked to the researcher for the Coordination Study and am planning to discuss Access Services with the group who is working on the paratransit study.

State Legislative Activities: I attended the California Transit Association's Fall Conference in San Jose in early November. Before the conference, the CTA Legislative Committee, which I serve on, passed its 2012 Legislative Program which

was subsequently adopted by the CTA Executive Committee. This program will help guide the Association's legislative activities in the coming year. Please let me know if you would like a copy of the CTA's program.

Local Legislative Activities: Shelly Verrinder and I attended a luncheon hosted by the Los Angeles Current Events forum, which featured Art Leahy, Metro's CEO, as the guest speaker.

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

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United States Senate
COMMITTEE ON BANKING, HOUSING, AND
URBAN AFFAIRS

WASHINGTON, DC 20510-6075

June 15, 2011

The Honorable Gene L. Dodaro
Comptroller General of the United States
U.S. Government Accountability Office
441 G. Street NW – Room 7000
Washington DC 20548

Dear Comptroller General Dodaro:

Public transportation provides services to millions of Americans daily. Ridership has increased over the last 15 years while funding challenges have grown. As a result, improving efficiency has become critical for maintaining or enhancing service. Over the past decade, Bus Rapid Transit (BRT) has emerged as a cost-effective alternative to conventional bus and rail service for some public transit needs, but BRT has been hindered by a lack of clarity in how it fits under existing surface transportation programs. For those Americans who are unable to provide their own transportation—including the elderly, those with disabilities, and those with limited incomes—services are currently provided by myriad federally-funded programs, and the efficiency of these programs could be improved by eliminating duplicative services. Finally, paratransit services have experienced rising demand and increased costs, which impact both the level of service provided to the disabled as well as resources available for fixed-route service. Accordingly, we ask GAO to assist the Committee on Banking, Housing, and Urban Affairs in reviewing the following key areas and questions:

Bus Rapid Transit (BRT): Bus Rapid Transit systems worldwide have shown that bus systems can be created that mimic the characteristics of traditional fixed guideway systems, often at less cost. Some observers, however, are concerned that BRT systems approved under the Federal Transit Administration's (FTA) New Starts and Small Starts process may not have all of the characteristics necessary to replicate the benefits of traditional fixed guideway projects. The Committee would like GAO to:

- 1) catalog the characteristics of BRT projects approved by the FTA since the passage of SAFETEA-LU;
- 2) evaluate whether these BRT systems replicate the benefits of traditional fixed guideway systems, including economic development and ridership;
- 3) identify examples of BRT systems in the United States and internationally that succeed in replicating traditional fixed guideway system benefits; and,

- 4) make recommendations as to how FTA criteria for BRT systems might be improved so as to allow BRT systems to better replicate the benefits of traditional fixed guideway projects.

Coordination of Transportation Services: GAO and others have reported that the coordination of transportation services for the transportation disadvantaged can help reduce costs and address fragmentation, but it is not being fully pursued. The Committee would like GAO to:

- 1) review the extent of coordination of transportation services for the transportation disadvantaged at the local and state level and any resulting benefits or efficiencies that have been realized;
- 2) identify best practices in coordination;
- 3) analyze how to incentivize more communities to engage in those best practices;
- 4) identify key challenges in coordinating these services at the state and local level, including how to bring to the table agencies that administer non-transportation programs such as Medicaid;
- 5) review instances of cost-transferring, such as the cross-subsidization of specialized transit services when agencies pay only the base paratransit fare as opposed to the full cost of the ride;
- 6) review the participation of member agencies of the Coordinating Council on Access and Mobility and the overall effectiveness of the Council in addressing coordination challenges; and,
- 7) review the extent to which federal policies across stakeholder agencies align or conflict with the goals of coordination.

Paratransit Services: When public transit agencies provide fixed route service, they are required to provide complementary paratransit services to persons with disabilities who are unable to use the fixed route service under the Americans with Disabilities Act of 1990 (ADA). The demand for and cost of paratransit services have increased in recent years, and transit agencies have sought ways to rein in costs while assuring required services are maintained. The Committee would like GAO to:

- 1) review the ADA requirements for paratransit service and the effectiveness of state and local agencies in meeting these requirements;
- 2) identify trends in paratransit and fixed-route demand, funding, and services provided since enactment of the ADA;
- 3) analyze how state and local agencies use federal funds to provide paratransit service and meet ADA requirements; and,
- 4) identify options, such as feeder service to accessible fixed routes, that could improve the efficiency of paratransit services and continue to meet ADA requirements.

Findings from these studies will help assure that transit programs and projects provide needed services in the most appropriate and cost-effective way, and therefore are needed as soon as possible.

Thank you for your prompt attention to this request. To discuss this request, please contact Homer Carlisle at (202) 224-5586 and Shannon Hines at (202) 224-9384.

Sincerely,


Tim Johnson
Chairman


Richard Shelby
Ranking Member

BOARD BOX ITEM #2

DECEMBER 19, 2011

TO: BOARD OF DIRECTORS

FROM: LINDA ROSS, MANAGER OF HUMAN RESOURCES

RE: NEW EMPLOYEE UPDATE

New Employee

Christy Enriquez joined the Customer Support team on November 28th. Her most recent position was with Jones Wholesale, where she was the Receptionist. Christy worked for Southland Transit as a Supervisor in their call center, Storer Transit System in Modesto as a CSR, and also at Trimco SOS where she did accounting work. Christy attended both El Rancho High School and Downey Adult School.

BOARD BOX ITEM #3

DECEMBER 19, 2011

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR
ADMINISTRATION

RE: ROLLING BOARD MEETING CALENDAR

The following are items tentatively scheduled to be addressed by the Board through the next three regularly scheduled Board meetings.

January 23, 2012

Item	Description
CAC/TPAC	Approval of membership slates
HDR	Extension of vendor contract for demand projection services
Antelope Valley Region	Award of contract for transportation services in the Antelope Valley
Jones and Lester	Extension of vendor contract for legal services
Insight Strategies	Extension of vendor contract for management consulting
Vehicle Procurement	Approval for purchase of CNG service vehicles
TAP	Presentation of program status
Free Fare	Approval of new Free Fare participants and outline of potential changes to program

February 27, 2012

Item	Description
Corvel	Extension of vendor contract for 3 rd Party Risk Administration services
Pacific Interpreters	Extension of vendor contract for language interpretation services
Voice and Data Telecommunication Services	Award of contract for voice and telecommunication (800#, wide area network) services for entire agency
Accurate Telecom	Extension of vendor contract for telephone maintenance services
Grebb Petrie	Extension of vendor contract for appeal maintenance services
CTI	Extension of vendor contract for transportation services in

	the West/Central region
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March 28, 2012 **Annual Meeting**

Item	Description
Agency By-Laws	Potential changes requiring member agency vote

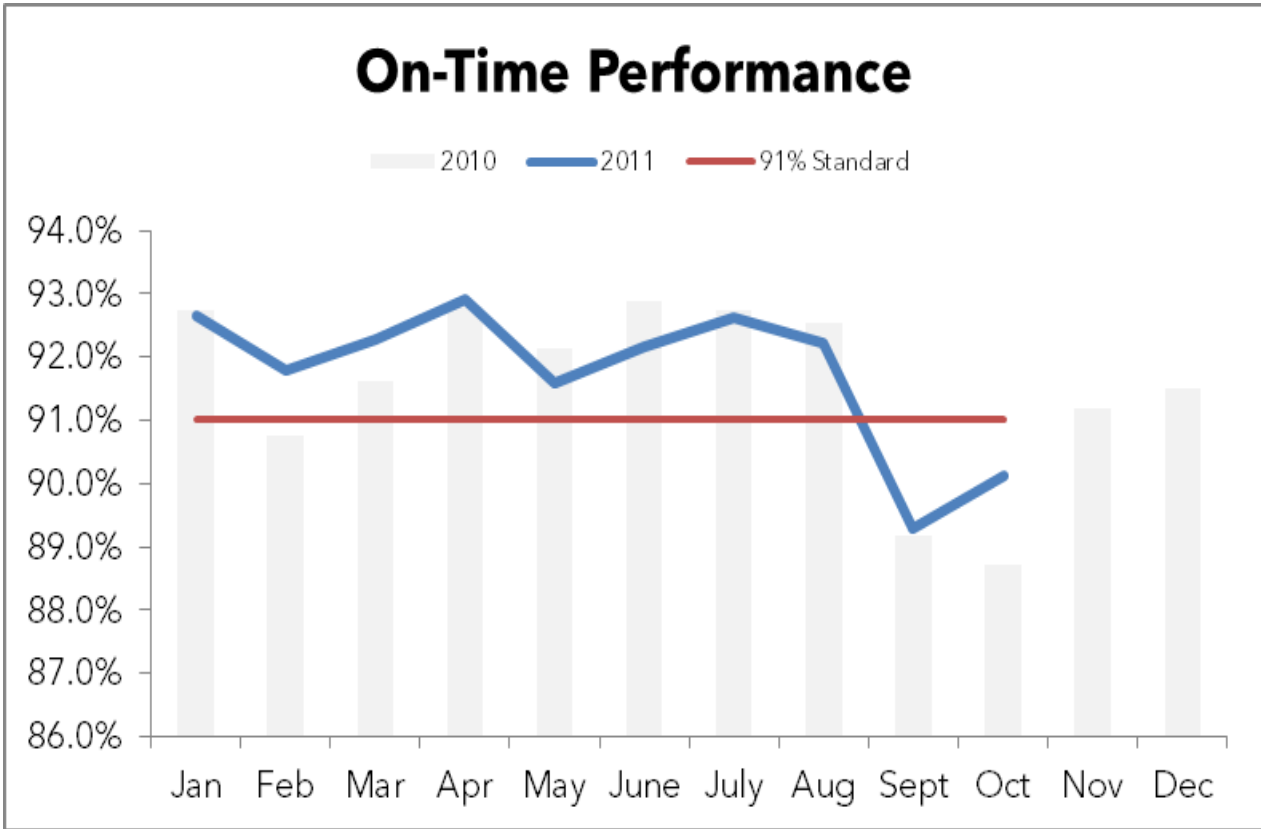
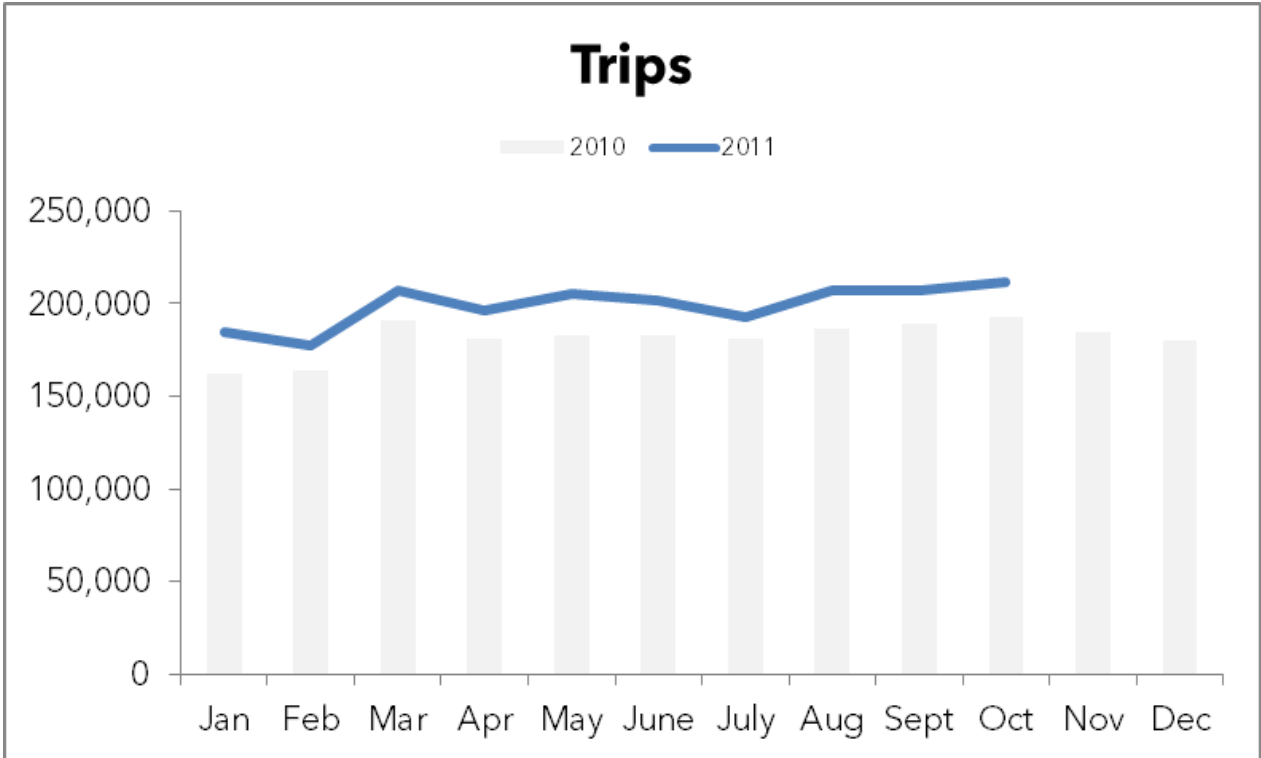
BOARD BOX ITEM #4

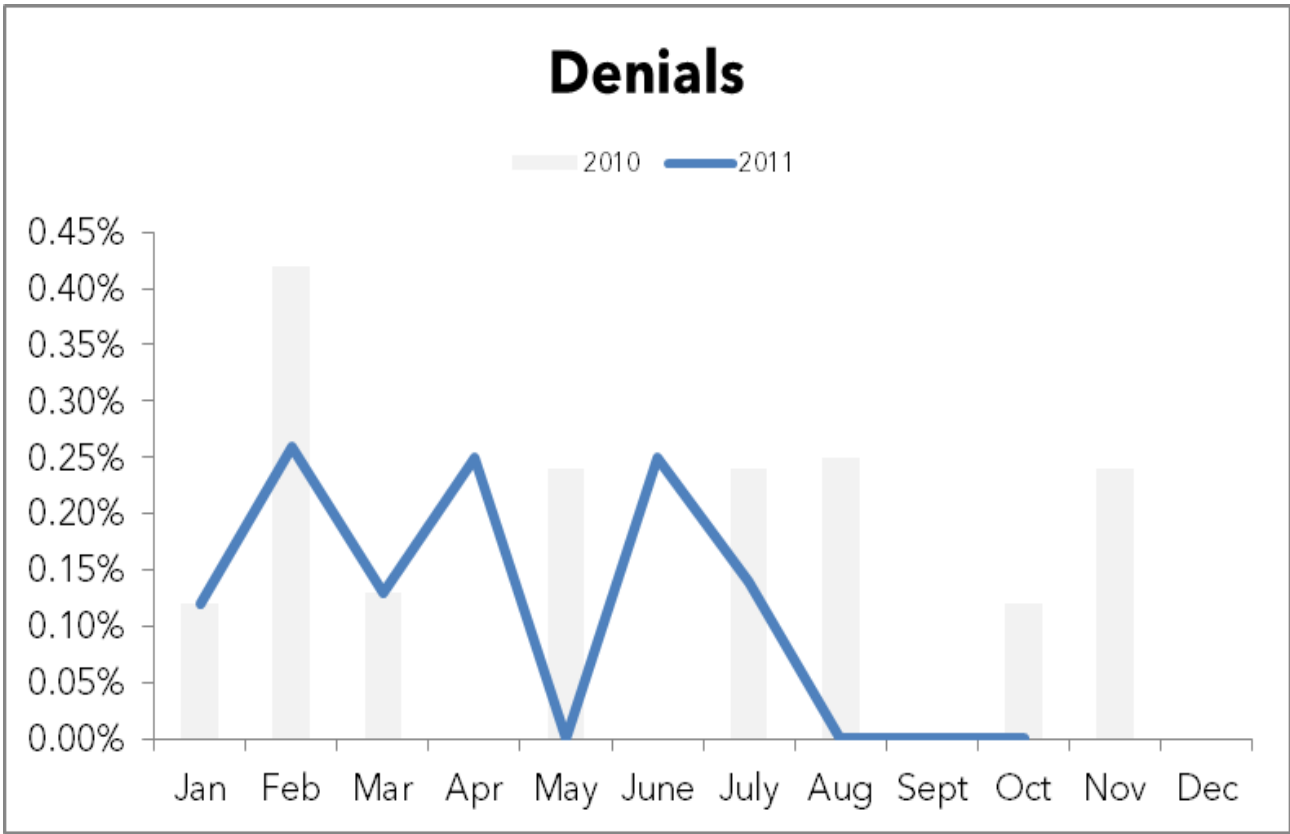
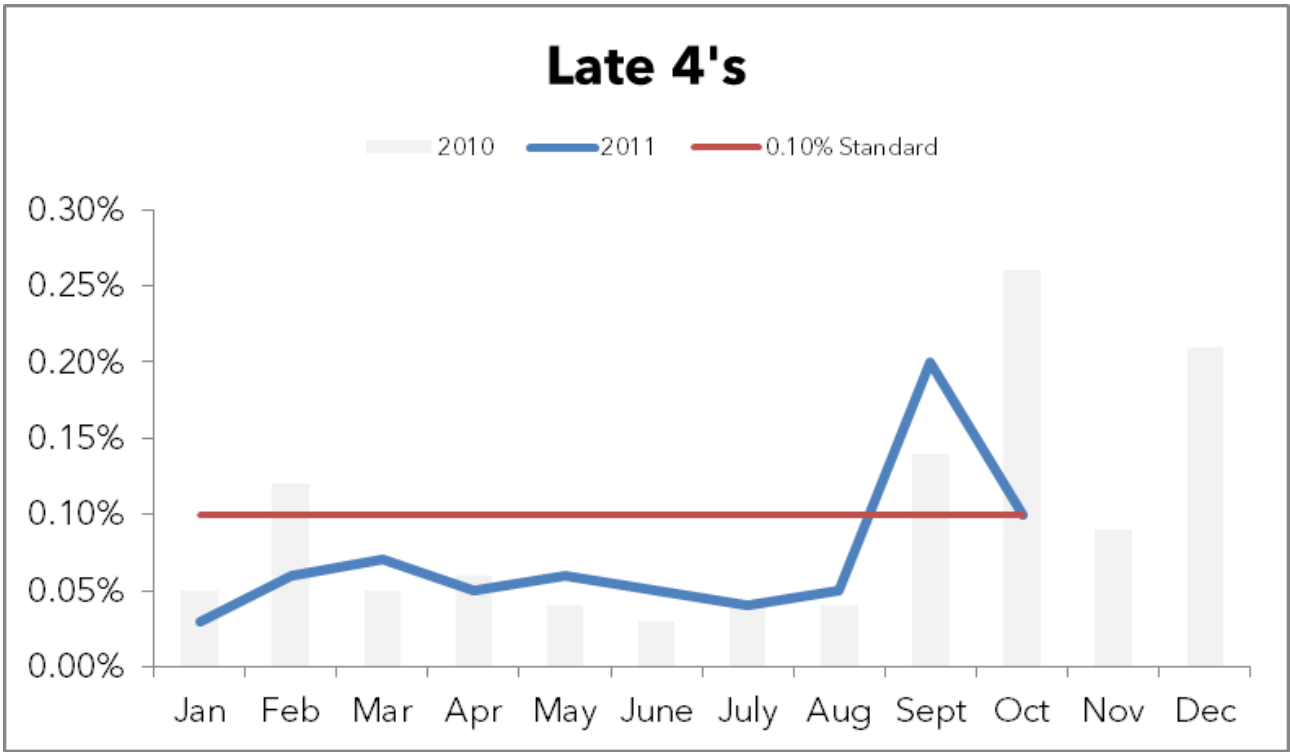
DECEMBER 19, 2011

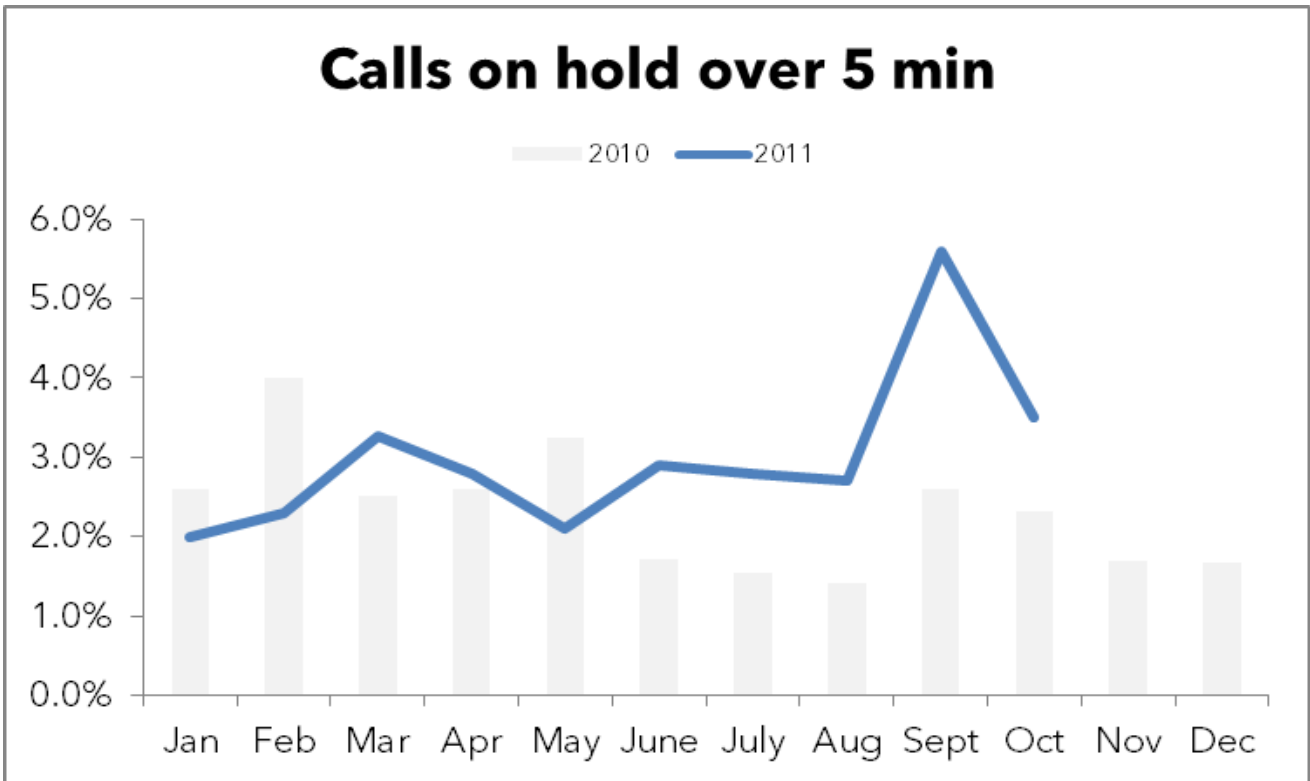
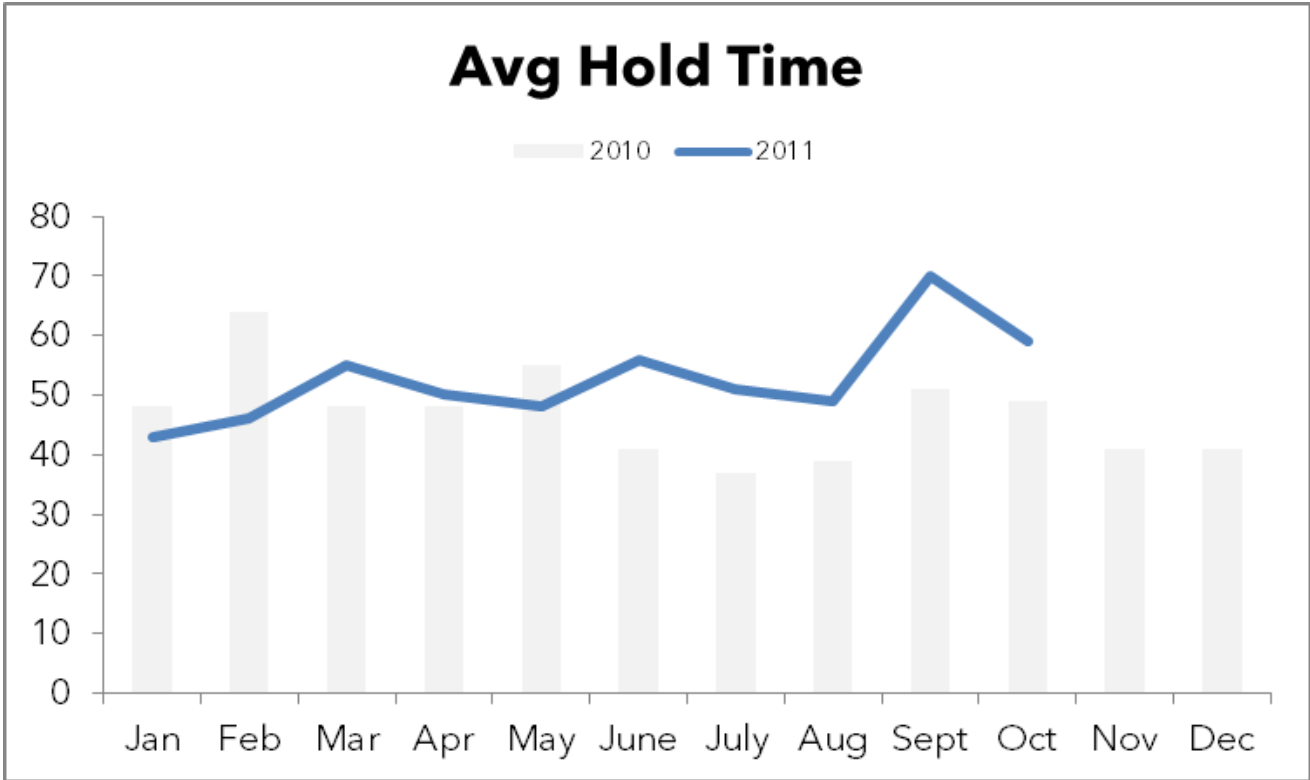
TO: BOARD OF DIRECTORS
FROM: CJ SMITH, OPERATIONS ANALYST
RE: KEY PERFORMANCE INDICATORS

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

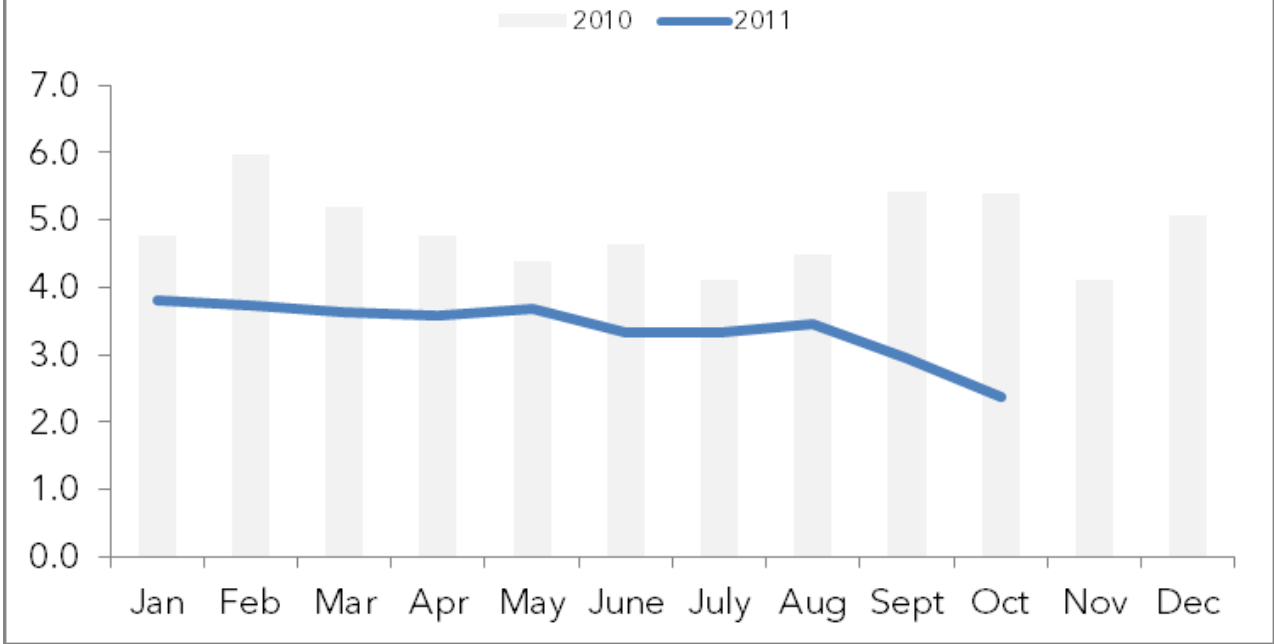
The operations team uses this and other performance information to monitor our service providers' performance. Information is also used to determine the level of service that our customers are experiencing when using Access.



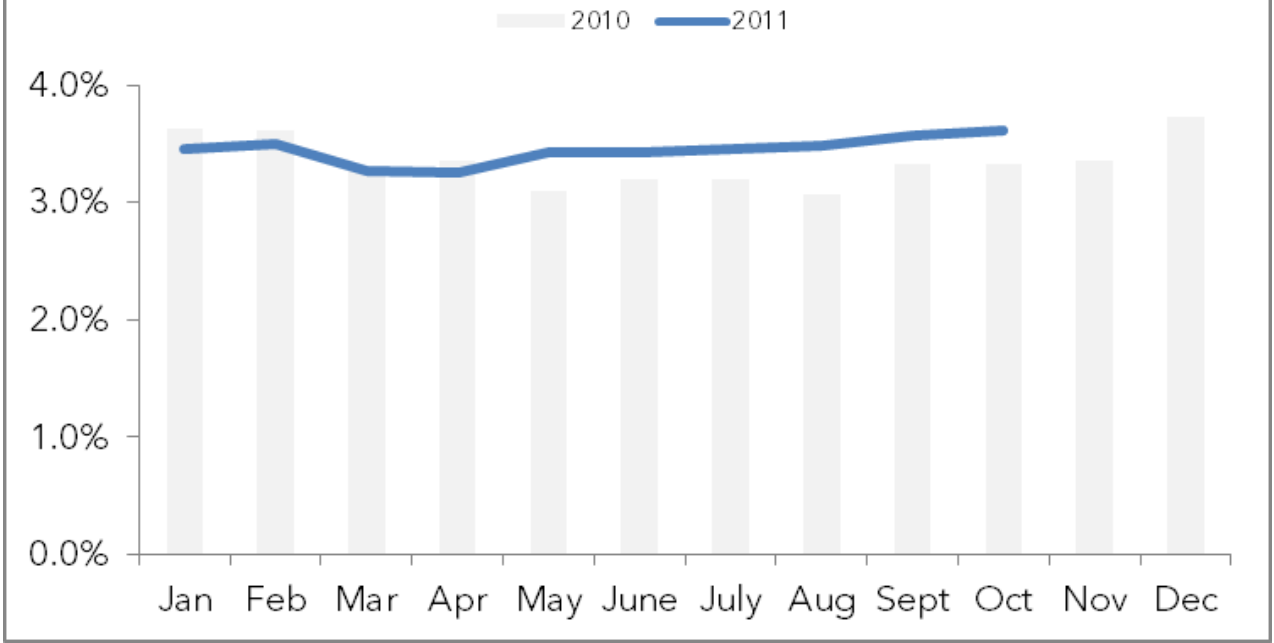




Complaints per 1,000 Trips



No Shows



BOARD BOX ITEM #5

DECEMBER 19, 2011

TO: BOARD OF DIRECTORS
FROM: KANDY KUO, MANAGER OF FINANCE
RE: FINANCIAL REPORT FOR OCTOBER 2011

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

Approved FY 2011/12 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 4.1% over budget
- ◆ Contract Revenue Miles: 0.4% over budget
- ◆ Trips: 2.3% over budget
- ◆ Completed Eligibility Interviews: 11.2% under budget
- ◆ Average Trip Distance: 1.8% under budget at 9.21 miles
- ◆ Total cost per Passenger (before depreciation): 5.4% under budget
- ◆ Administration Function is 2.4% under budget
- ◆ Eligibility Determination Function is 8.8% under budget
- ◆ Paratransit Operations Function is 0.9% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: October 2010 to October 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 October 2011

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Paratransit Operations	89.3%	\$ 32,318,603	\$ 32,609,196	\$ (290,593)	-0.9%	12.5%
Eligibility Determination	5.4%	1,970,242	2,160,848	(190,606)	-8.8%	12.7%
CTSA/Ride Information	0.3%	110,332	117,039	(6,707)	-5.7%	-2.5%
Administrative	5.0%	<u>1,792,446</u>	<u>1,835,738</u>	<u>(43,292)</u>	<u>-2.4%</u>	<u>20.8%</u>
Total Exp before Depreciation		<u>\$ 36,191,624</u>	<u>\$ 36,722,822</u>	<u>\$ (531,198)</u>	<u>-1.4%</u>	<u>12.9%</u>

Statistics - - For the YTD Period Ended October 2011

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Number of Completed Cert Interviews	15,952	17,958	(2,006)	-11.2%	10.7%
Number of PAX	1,070,685	1,028,247	42,438	4.1%	6.9%
Number of Contract Revenue Miles	7,544,847	7,515,271	29,576	0.4%	7.1%
Number of Trips	819,335	801,151	18,184	2.3%	9.3%
Average Trip Distance	9.21	9.38	(0.17)	-1.8%	-2.0%
Purchased Transportation Cost					
Cost per Trip	\$ 35.83	\$ 36.30	\$ (0.47)	-1.3%	3.1%
Cost per PAX	\$ 27.42	\$ 28.29	\$ (0.87)	-3.1%	5.5%
Cost per Contract Rev Mile	\$ 3.89	\$ 3.87	\$ 0.02	0.5%	5.3%
Total Cost per Pax before Depreciation	\$ 33.80	\$ 35.71	\$ (1.91)	-5.4%	5.6%

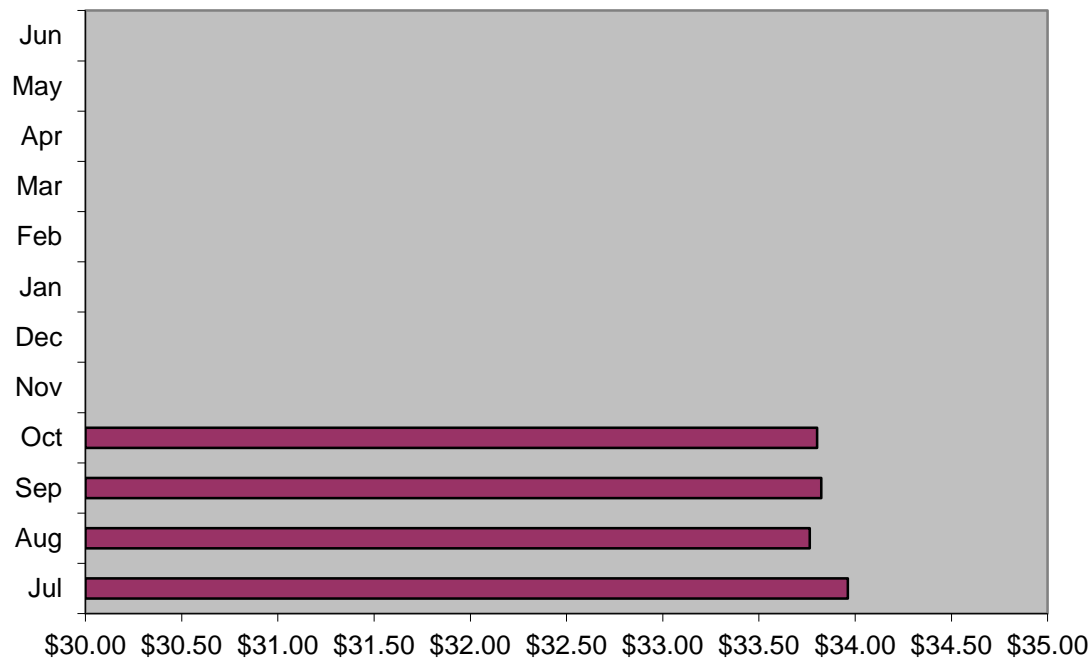
Budget Results for FY 2011/2012
For the YTD Period Ending October 2011

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Previous Yr</u>
Total Exp before Capital @ October 2011	\$ 36,191,624	\$36,722,822	\$ (531,198)	-1.4%	12.9%
Revenue					
Passenger Fares	1,925,384	1,832,458	(92,926)		
Other Revenue	<u>214,369</u>	<u>207,535</u>	<u>(6,834)</u>		
Total Revenue	2,139,753	2,039,993	(99,760)	-4.9%	10.6%
Capital Expenditures					
Vehicles	3,058,191	3,061,958	(3,767)		
Other Capital Expenditures	<u>408,179</u>	<u>408,277</u>	<u>(98)</u>		
Total Capital Expenditures	\$ 3,466,371	\$ 3,470,235	<u>(3,864)</u>	-0.1%	
Under Budget @ October 2011			<u>\$ (634,822)</u>		
Reserve - Access to Work Program Budget			279,930		
Reserve - Adult with Children/Tethering Program Budget			<u>88,480</u>		
Total Adjusted under Budget YTD October 2011			<u>\$ (266,412)</u>		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-10	Aug-10	Sep-10	Oct-10
\$ 32.10	\$ 31.68	\$ 31.96	\$ 32.01
Jul-11	Aug-11	Sep-11	Oct-11
\$ 33.96	\$ 33.76	\$ 33.82	\$ 33.80

YTD Amounts for Period Ended October 2011



Access Services Incorporated
 Balance Sheet
 October 31, 2011

ASSETS

Current Assets:

Cash	13,811,671	
Grant Receivable	493,095	
Due from FTA	13,611,181	
Due from MTA	60,038	
CMAQ Grant Receivable	452,943	
Accounts Receivable-Miscellaneous	151,391	
Prepaid Expenses	2,134,809	
Deposits	12,059	
	<hr/>	
Total Current Assets		30,727,187

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	25,383,113	
Office Furniture and Equipment	219,427	
Computer & Telephone Equipment	2,831,104	
Central Reservation Software/IVR	1,829,919	
Leasehold Improvements	156,965	
	<hr/>	
Total Property and Equipment	30,420,528	
Accumulated Amortization & Depreciation	(19,656,713)	
Property and Equipment, Net	<hr/>	<hr/>
	10,763,815	
Total Long Term Assets		10,763,815

TOTAL ASSETS		41,491,002
		<hr/> <hr/>

Access Services Incorporated
Balance Sheet
October 31, 2011

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	1,399,027
Accounts Payable-Providers	8,303,427
Insurance Reserve	1,818,777
Accrued Expenses	1,064,490
	<hr/>

Total Current Liabilities 12,585,721

Other Liabilities:

Deferred Revenue	<hr/> 27,155,705
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TOTAL LIABILITIES 39,741,426

Net Assets:

Temporarily Restricted	1,749,576
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TOTAL LIABILITIES AND NET ASSETS

41,491,002

Access Services Incorporated
Statement of Cash Flow
For Period Ending October 31, 2011

Cash - Beginning Balance 9/30/11	11,593,264
Cash Receipts:	
Proposition C revenue from LACMTA	4,166,667
FTA funding received	6,121,365
Section 5317 revenue from LACMTA	3,074
Passenger fare/coupons/ID revenue	513,071
Interest income	2,158
Miscellaneous revenues	53,895
Total Cash Received	10,860,231
Cash Payments:	
Vehicles/Vehicle equipment	0
Capital Equipment	302,591
Prepaid expenses/deposits	116,862
Payments to contract providers	7,145,122
Eligibility Determination expenses	57,171
Salaries and related benefits	509,677
Contract Labor	19,949
Other expenses	490,451
Total Cash Payments	8,641,824
Increase (Decrease) in Cash Reserves	2,218,407
Cash - Ending Balance 10/31/11	<u><u>13,811,671</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, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
REVENUE SOURCES:								
Funding Sources for Operating Expenses :								
FY 11/ 12 Prop C & Section 5310							\$102,234,380	
JARC Grant (Access to Work)							\$2,237,224	
FY 10/ 11 Carryforward - Unallocated (Estimated)							69,042	
Subtotal - Funding Sources & Carryforward Funds	8,670,804	8,634,879	35,924	34,045,745	34,337,510	(291,765)	104,540,646	32.57%
Funding Sources for Capital & Committed Expenses :								
FY 11/ 12 Prop C	3,150	3,150	0	9,245	9,246	(1)	4,799,620	0.19%
FY 07/ 08 & 08/ 09 - Allocated Carryforward Funds	54,973	72,975	(18,003)	321,173	339,175	(18,003)	2,411,572	13.32%
Section 5317 for New Freedom Grant	0	0	0	6,126	6,126	0	605,354	1.01%
Toll Credit (Match for Section 16)	0	0	0	0	0	0	68,820	0.00%
FY 09/ 10 - Allocated Carryforward Funds-Expenses	0	3,220	(3,220)	0	14,140	(14,140)	108,079	0.00%
FY 09/ 10 - Allocated Carryforward Funds-Capital	0	0	0	170,947	170,984	(37)	341,964	49.99%
FY 10/ 11 - Allocated Carryforward Funds-Expenses	0	75,273	(75,273)	0	198,093	(198,093)	623,543	0.00%
FY 10/ 11 - Allocated Carryforward Funds-Capital	0	0	0	2,965,006	3,077,790	(112,784)	4,102,540	72.27%
FY 10/ 11 - Allocated Carryforward	0	0	0	0	0	0	198,037	0.00%
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	0	0	531,180	0.00%
Subtotal - Funding Sources & Carryforward Funds	58,123	154,618	(96,496)	3,472,497	3,815,554	(343,057)	13,790,709	25.18%
Interest/ Miscellaneous Income	2,245	2,000	245	14,834	8,000	6,834	24,000	61.81%
Disposal of Vehicles	109,915	109,915	0	199,535	199,535	0	250,000	79.81%
Passenger Fares	486,101	467,889	18,212	1,925,384	1,832,458	92,926	5,468,492	35.21%
TOTAL - REVENUE FUNDING SOURCES	9,327,187	9,369,301	(42,115)	39,657,994	40,193,057	(535,063)	124,073,847	31.96%
Less : Total Capital Expenditure During FY 11/ 12	(58,123)		(58,123)	(3,466,371)		(3,466,371)		
Revenue Recognition for FY 11/ 12 Depreciation	437,810		437,810	1,675,226		1,675,226		
TOTAL - REVENUE RECOGNITION	9,706,874	9,369,301	337,573	37,866,849	40,193,057	(2,326,208)	124,073,847	

ACCESS SERVICES
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE
For Period Ending October 31, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	7,424,695	7,232,866	191,829	28,807,961	28,463,936	344,025	86,130,410	33.45%
Purchased Transportation Services - Adults With Children	0	22,295	(22,295)	0	88,480	(88,480)	263,572	0.00%
Purchased Transportation Services - Access To Work	0	69,965	(69,965)	0	279,930	(279,930)	839,867	0.00%
Communications - Telephone/Data Transmission	115,546	112,679	2,866	447,208	450,717	(3,509)	1,352,150	33.07%
Phone & Computer System Maintenance/License & Consulting	82,263	95,704	(13,441)	377,794	424,059	(46,264)	1,224,052	30.86%
Salaries & Related Benefits - Customer Svc & Complaint Response	54,135	67,740	(13,605)	248,583	270,959	(22,376)	818,169	30.38%
Total Customer Service & Complaints	54,135	67,740	(13,605)	248,583	270,959	(22,376)	818,169	30.38%
Salaries & Related Benefits - Operations Monitoring Center	40,911	43,085	(2,174)	172,517	172,339	178	520,622	33.14%
Vehicle Cost - Direct	(364)	6,378	(6,742)	48,210	64,473	(16,264)	119,000	40.51%
Community Events and Materials-Safety Incentive Program	6,109	6,110	(1)	6,535	6,540	(5)	60,000	10.89%
Office Rent	15,070	15,060	10	60,278	60,238	40	180,714	33.36%
Insurance - Commercial	339,840	360,582	(20,743)	1,359,922	1,442,330	(82,408)	4,326,990	31.43%
Travel & Conference	0	375	(375)	0	1,500	(1,500)	4,500	0.00%
Other Professional Expense	1,207	1,210	(3)	5,357	5,360	(3)	117,000	4.58%
Integrate Access Services to 511 (LA SAFE)	0	0	0	0	0	0	164,000	0.00%
Office Supplies	759	634	125	2,455	2,535	(80)	7,608	32.27%
Volunteer Driver Program	0	0	0	0	0	0	100,000	0.00%
Security Contract - Metro/LASD	14,626	14,630	(4)	58,504	58,520	(16)	227,461	25.72%
Total - Paratransit Operations - Direct Cost	8,094,796	8,049,313	45,483	31,595,325	31,791,917	(196,591)	96,456,115	32.76%
PARATRANSIT OPERATIONS - INDIRECT COST								
Salaries & Related Benefits - Operations	113,516	119,968	(6,452)	459,926	479,872	(19,946)	1,445,969	31.81%
Communications - Telephone & Data Transmission	3,492	5,075	(1,583)	14,364	20,300	(5,936)	60,900	23.59%
Other Professional Expense	(618)	500	(1,118)	25,600	27,685	(2,085)	109,288	23.42%
Vehicle Costs - Indirect	1,940	3,233	(1,294)	9,331	12,933	(3,602)	38,800	24.05%
Customer Satisfaction/ Free Fare Phone Survey	24,900	24,900	0	24,900	24,900	0	50,000	49.80%
Metro Studio Design/ Marketing Services	10,730	9,583	1,147	44,111	38,333	5,778	115,000	38.36%
Office Rent	9,494	9,494	(0)	37,975	37,975	(0)	113,924	33.33%
Insurance - Commercial	1,108	1,344	(236)	4,432	5,375	(943)	16,125	27.48%
Travel and Conference	2,028	1,150	878	5,883	4,600	1,283	13,800	42.63%
Office Supplies	698	628	70	2,357	2,512	(155)	7,536	31.28%
Community Events and Materials	3,503	5,300	(1,797)	39,279	75,834	(36,555)	136,151	28.85%
Publications/ Printed Materials - Riders Communication	4,728	13,037	(8,308)	34,425	65,067	(30,641)	190,660	18.06%
Postage/Mailing	3,190	2,500	690	20,173	21,200	(1,027)	50,000	40.35%
Professional Memberships	130	173	(43)	521	693	(172)	2,080	25.05%
Total - Paratransit Operations - Indirect Cost	178,839	196,885	(18,046)	723,278	817,280	(94,002)	2,350,233	30.77%
Total - Paratransit Operations Cost	8,273,635	8,246,198	27,436	32,318,603	32,609,197	(290,593)	98,806,348	32.71%

ACCESS SERVICES

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE
For Period Ending October 31, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
OTHER ACTIVITIES								
ELIGIBILITY DETERMINATION								
Salaries & Related Benefits - Certification & Appeals	34,383	38,719	(4,336)	145,851	154,874	(9,023)	467,125	31.22%
Eligibility and Appeal Contracts	225,548	241,969	(16,421)	889,666	950,197	(60,531)	2,896,365	30.72%
Purchased Transportation Services - Certification Trips	140,307	162,420	(22,113)	545,571	621,360	(75,789)	1,941,060	28.11%
Transportation Cost - Tethering Trips	0	0	0	0	0	0	25,000	0.00%
Travel Training	38,963	40,644	(1,681)	166,142	162,575	3,567	487,725	34.06%
Tether Strap Project	11,022	11,025	(3)	46,004	46,005	(1)	353,632	13.01%
Other Professional Expense	20,786	20,800	(14)	26,193	26,500	(307)	35,000	74.84%
Communications - Telephone/ Data Transmission	7,667	5,067	2,601	26,761	20,267	6,494	60,800	44.01%
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	115	117	(2)	1,157	467	690	1,400	82.63%
Office Rent	4,905	4,914	(9)	19,620	19,655	(35)	58,965	33.27%
Insurance - Commercial	3,914	4,251	(337)	15,655	17,005	(1,349)	51,014	30.69%
Travel and Conference	1,341	1,000	341	1,766	4,000	(2,234)	12,000	14.72%
Office Supplies	560	537	23	1,964	2,148	(184)	6,444	30.48%
Publications/ Printed Materials	11,313	24,083	(12,770)	33,792	73,193	(39,401)	169,000	20.00%
Postage/ Mailing/ Courier	21,839	22,267	(427)	50,035	55,767	(5,732)	134,000	37.34%
Professional Memberships	16	22	(5)	65	87	(22)	260	25.05%
Subtotal - Eligibility Determination	522,679	579,520	(56,841)	1,970,242	2,160,848	(190,606)	6,720,039	29.32%

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CTSA FUNCTION								
EDUCATION AND TRAINING								
Salaries & Related Benefits - CTSA	784	6,020	(5,236)	21,728	24,082	(2,354)	72,525	29.96%
Scholarships Programs	0	0	0	0	0	0	38,500	0.00%
Scholarships Programs, Education & Training Seminars	0	0	0	3,400	3,400	0	31,500	10.79%
Communications - Telephone	240	379	(139)	1,028	1,517	(489)	4,550	22.59%
Office Rent	633	633	(0)	2,532	2,532	(0)	7,595	33.33%
Insurance - Commercial	22	27	(5)	89	107	(19)	322	27.49%
Travel and Conference	0	167	(167)	1,147	667	481	2,000	57.37%
Office Supplies	176	172	4	624	688	(64)	2,064	30.25%
Community Events and Materials	243	333	(90)	377	1,333	(957)	4,000	9.42%
Publications/ Printed Materials	1,387	183	1,203	1,387	733	653	2,200	63.03%
Postage/ Mailing	638	500	138	1,791	2,000	(209)	6,000	29.85%
Professional Memberships	16	21	(5)	65	86	(21)	260	25.05%
Subtotal - Education and Training	4,140	8,436	(4,296)	34,167	37,145	(2,978)	171,517	19.92%
ACCESS RIDE-INFORMATION								
Salaries & Related Benefits - Ride-Information	16,340	16,939	(599)	62,741	67,756	(5,015)	204,206	30.72%
Communications - Telephone	1,420	921	499	4,937	3,683	1,254	11,050	44.68%
Phone & Computer System Maintenance/ License & Consulting	150	167	(17)	600	667	(67)	2,000	30.00%
Office Rent	1,544	1,546	(1)	6,177	6,183	(6)	18,548	33.30%
Office Supplies	120	113	7	417	452	(35)	1,356	30.75%
Publications/ Printed Materials	0	167	(167)	869	667	202	2,000	43.45%
Postage/ Mailing	128	100	28	358	400	(42)	1,200	29.85%
Professional Memberships	16	22	(5)	65	86	(21)	260	25.05%
Subtotal - Ride-Information	19,719	19,973	(255)	76,165	79,894	(3,729)	240,621	31.65%
Subtotal - CTSA Function	23,859	28,410	(4,551)	110,332	117,039	(6,707)	412,138	26.77%
Total - Other Activities	546,538	607,930	(61,392)	2,080,574	2,277,887	(197,313)	7,132,177	29.17%

ACCESS SERVICES
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ADMINISTRATIVE								
Salaries & Related Benefits	256,302	254,077	2,224	988,974	1,016,310	(27,336)	3,109,419	31.81%
Communications - Telephone & Data Transmission	3,041	4,613	(1,571)	12,763	18,450	(5,687)	55,350	23.06%
Office Rent	19,612	19,604	7	77,524	78,418	(894)	235,253	32.95%
Insurance - Commercial	10,031	11,194	(1,162)	40,126	44,776	(4,650)	134,327	29.87%
Office Supplies	3,288	2,791	497	8,658	11,164	(2,506)	33,492	25.85%
Promotional Events & Materials	24,076	24,105	(29)	34,970	35,000	(30)	35,000	0.00%
Other Professional Services	99,106	109,382	(10,276)	508,586	496,625	11,961	1,708,108	29.77%
Public Notice Advertising Expenses	47	833	(786)	423	3,333	(2,910)	10,000	4.23%
Equipment/ Other Rental	393	300	93	1,154	1,200	(46)	3,600	32.05%
Repairs & Maintenance	4,604	5,168	(564)	15,491	20,328	(4,837)	61,855	25.04%
Postage/ Mailing/ Messenger	7,216	5,318	1,898	19,528	21,273	(1,746)	63,820	30.60%
Publications/ Printed Materials/ Copying	2,583	1,850	733	9,094	10,604	(1,510)	25,404	35.80%
Network Support/ Supplies	6,111	7,740	(1,629)	26,040	37,970	(11,930)	124,066	20.99%
Subscription/ References	101	250	(149)	459	1,000	(541)	3,000	15.31%
Professional Memberships	262	412	(150)	1,078	1,647	(569)	4,940	21.82%
Board and Advisory Committee Compensation	7,649	3,708	3,941	20,586	14,833	5,752	44,500	46.26%
Annual Meeting	0	0	0	0	0	0	16,000	0.00%
Business Meetings & Meals	751	917	(166)	5,284	3,667	1,617	11,000	48.03%
Travel and Conference	3,520	4,042	(522)	19,809	16,167	3,643	48,500	40.84%
Mileage and Parking	38	208	(171)	1,335	833	501	2,500	53.39%
Bank Interest	0	0	0	0	0	0	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	161	535	(375)	565	2,141	(1,576)	6,426	8.79%
Total - Administrative Expense	448,892	457,048	(8,156)	1,792,446	1,835,738	(43,292)	5,786,561	30.98%
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	9,269,064	9,311,176	(42,112)	36,191,624	36,722,822	(531,198)	111,725,085	32.39%
Amortization and Depreciation Expense	437,810	0	437,810	1,675,226	0	1,675,226	0	
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	9,706,874	9,311,176	395,698	37,866,849	36,722,822	1,144,027	111,725,085	
CAPITAL EXPENDITURES								
Property & Equipment	58,123	58,125	(3)	3,466,371	3,470,235	(3,864)	12,081,683	28.69%
Total - Capital Expenditures	58,123	58,125	(3)	3,466,371	3,470,235	(3,864)	12,081,683	28.69%
Less: Amortization and Depreciation Expense	(437,810)	0	(437,810)	(1,675,226)	0	(1,675,226)	0	
TOTAL EXPENSES AND CAPITAL EXPENDITURES	9,327,187	9,369,301	(42,115)	39,657,994	40,193,057	(535,063)	123,806,768	32.03%
Uncommitted Carryforward from FY 10/ 11 (Estimated)						0	69,042	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 10/ 11						0	198,037	
TOTAL	9,327,187	9,369,301	(42,115)	39,657,994	40,193,057	(535,063)	124,073,847	31.96%

ACCESS SERVICES
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PROPERTY AND EQUIPMENT								
22 VEHICLES - Minivan (Fleet Replacement) (\$42,500 each)	0	0	0	0	0	0	935,000	0.00%
8 VEHICLES - Malibu (Fleet Replacement) (\$18,500 each)	0	0	0	0	0	0	148,000	0.00%
5 VEHICLES - Minivan (Expansion) (\$42,500 each)	0	0	0	0	0	0	212,500	0.00%
3 VEHICLES - Type II Cutaway (Fleet Replacement) (\$72,000 each)	0	0	0	0	0	0	216,000	0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$42,500 each)	0	0	0	0	0	0	552,500	0.00%
2 VEHICLES - Type III Cutaway (Fleet Replacement) (\$82,000 each)	0	0	0	0	0	0	164,000	0.00%
4 VEHICLES - Cutaway (Fleet Replacement) (\$56,000 each)	0	0	0	0	0	0	224,000	0.00%
3 VEHICLES - 2 Minivan (\$47,100 each) & 1 Cutaway (\$72,100) (Adult w/Children)	0	0	0	0	0	0	166,300	0.00%
50 VEHICLES - Minivan (\$47,100 each including MDT/Camera) (Access to Work)	0	0	0	0	0	0	2,355,000	0.00%
1 STAFF VEHICLE - Malibu (Expansion) (\$18,500)	0	0	0	0	0	0	18,500	0.00%
2 STAFF VEHICLES - Minivan (Replacement) (\$24,500 each)	0	0	0	0	0	0	49,000	0.00%
SUBTOTAL - VEHICLES - FY 11/12	0	0	0	0	0	0	5,040,800	
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	0	0	578,500	0.00%
49 VEHICLES - Minivan (Fleet Replacement) (\$42,056 each)	0	0	0	2,060,297	2,060,726	(429)	2,060,726	99.98%
12 VEHICLES - Type A/B Cutaway (Fleet Replacement) (\$61,575/\$72,746 each)	0	0	0	791,456	794,757	(3,301)	794,757	99.58%
1 VEHICLE - 2011 Ford Fusion	0	0	0	35,491	35,491	0	35,491	100.00%
SUBTOTAL - VEHICLES - FY 10/11	0	0	0	2,887,244	2,890,974	(3,730)	3,469,474	
8 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$42,746 each)	0	0	0	170,947	170,984	(\$37)	341,964	49.99%
SUBTOTAL - VEHICLES - FY 09/10	0	0	0	170,947	170,984	(37)	341,964	
TETHER STRAPS & MARKING PROGRAM CAPITAL	0	0	0	0	0	0	90,000	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	3,150	3,150	0	9,245	9,246	(1)	200,000	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 11/12	3,150	3,150	0	9,245	9,246	(1)	290,000	
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	530,000	0.00%
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	99,000	99,000	0	1,064,126	9.30%
CENTRALIZATION SOFTWARE/IVR	54,973	54,975	(3)	222,173	222,175	(3)	1,242,253	17.88%
MOBILITY RESOURCE CENTER	0	0	0	0	0	0	8,103	0.00%
OFFICE EQUIPMENT	0	0	0	29,804	29,800	4	46,907	63.54%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	47,958	48,056	(98)	48,056	99.80%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - PRIOR YEARS	54,973	54,975	(3)	398,934	399,031	(97)	2,939,445	
TOTAL CAPITAL EXPENDITURES	58,123	58,125	(3)	3,466,371	3,470,235	(3,864)	12,081,683	28.69%

BOARD BOX ITEM #6

DECEMBER 19, 2011

TO: BOARD OF DIRECTORS

FROM: ACCESS SERVICES MANAGEMENT STAFF

RE: EXECUTIVE SUMMARY UPDATE FOR OCTOBER 2011

STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

Access Services transported 212,070 trips in October, which represents 2.1% more trips serviced than the month of September! It appears the highly anticipated trip demand spike started building momentum in September and finally peaked in October. Unlike September, provider staff members were much more accustomed to the high trip volume and they had the necessary resources ready for deployment to meet the demand. System on-time performance for October was 90.1% with 0.10% Late4. As we move into the holiday season, trip demand usually drops in November and December, which will provide an opportunity for service providers to regroup and get ready for the second half of the fiscal year.

Rogelio Gomez - Acting Project Administrator, Eastern Regions - The Eastern Region service provider, San Gabriel Transit (SGT), experienced a challenging month in October. Despite high ridership demand and technical problems with the radio repeaters SGT was able to manage these challenges and finished the month with an on-time performance of 90.32% and a 0.07% Late4 rating.

October was an exciting and memorable month for SGT and Access Services. SGT driver Mr. Ali Ahmednor, aka Mr. Ali, was the first driver in the Access system to drive 100,000 miles without an accident or customer complaint. As part of the Access Driver Safety Incentive Program, Access sent Mr. Ali and his family to the happiest place on earth, the world famous Disneyland Park. Mr. Ali has paved the way and set high standards for all Access drivers to follow. Access is very proud to honor Mr. Ali and SGT for their commitment to safety and excellent customer service.

Geetu Banerjee - Project Administrator, Northern and Antelope Valley Regions - MV Transportation continued to surpass performance standards in October with an on-time performance of 91.70%, and 0.03% Late4. MV completed 43,807 trips in October. When compared to the same period last year, MV experienced 11.5% increase in completed trips. MV and Access regional staff continued to work in close collaboration to implement the strategies from the fall preparedness plan. The positive outcome of this preparation and plan implementation was that MV continued to operate seamlessly despite the increase in ridership.

MV Transportation has also strengthened their efforts to enhance their Safety Program. A dedicated Safety Manager, Mr. Norman Anderson was hired in October. Emphasis was placed on daily safety messages, continuous trainings, and increasing road supervision activities.

In Antelope Valley, Southland Transit, Inc. (STI) completed 5,244 trips in October with an on-time performance of 89.1% and 0.49% Late4 rating. Antelope Valley region experienced a 14% increase in completed trips when compared to the same period last year.

STI hired Mr. Rey Judd as its General Manager for the Access contract. Mr. Judd has extensive experience in managing ADA Paratransit operations. In addition, twelve new drivers completed their training in October and were certified for Access Services. With the increase in driver resource, STI is making steady progress in bringing its performance back to Access standards.

Alfredo Torales- Project Administrator, Southern and Santa Clarita Regions - The struggles in September continued into October. On-time performance standards were not met in October for the Southern Region. Southern Region service provider, Global Paratransit Inc. (GPI), completed 65,392 trips in October, which represents a 14% increase in completed trips when compared to October of last year. Average initial hold times for the region was 58 seconds and calls on hold over 5 minutes was at 3.4%, both phone standards were met. On the safety front, GPI driver Mr. Juan Lagunas became the second Access driver to reach the 90,000 milestone in the Access Driver Safety Incentive program. Mr. Lagunas was presented with a 32" LCD flat screen television for his commitment to safety and quality service at the Operations Safety Steering Committee Meeting on October 11th. Finally, as part of the Access community outreach effort, Access regional staff visited the Braille Institute of America in Anaheim on October 13, 2011, where the main topic of discussion was on the new Access ID/TAP card program.

Santa Clarita Transit (SCT), the Santa Clarita Region service provider, completed 3,352 trips in the month of October with 90.2% on-time and 0.51% Late4 rating. During the weekend of October 8-9, the SCT experienced technical problems with their phone system. The system was down between Saturday evening and Sunday afternoon. Despite the phone system problem, SCT was able to meet both Average Initial Hold Time and % of Call over 5-minute standards for the month. Average hold times for the region was 58 seconds and calls on hold over 5 minutes was at 3.7%.

Geoffrey Okamoto - Project Administrator, Eligibility and West Central Region - For the month of October 2011 the count for eligible customers in the Access system reached 115,785. This represents a nearly 19% increase in eligible customers since October 2010. The number of evaluations remains steady. There were a total of 3,199 evaluations conducted in October which included 568 re-certifications.

During the month of October C.A.R.E. Evaluators mobility device marking and tethering staff were invited to United Cerebral Palsy (UCP) in Van Nuys to mark and tether mobility devices for UCP clients. Access, UCP, and CARE Evaluator staff also took the opportunity to have a discussion about the service. The UCP participants were very pleased that Access provided this type of service. Terri Lantz from UCP was instrumental in helping to

coordinate this event. In the coming months there is plan to visit UCP's Culver City facility as staff found it to be very beneficial.

For the month of October 2011, California Transit Inc. (CTI), West Central Region service provider, completed 34,304 trips with an on-time performance of 89.7% and 0.05% Late4 rating. In comparison with October 2010, Access experienced nearly a 10% increase in completed trips. In preparation for the high ridership demand month, Access and CTI developed a plan of action to help address potential service issues to help minimize service disruptions to customers. There were minimal accident/incidents occurred during the month as well.

DAVID FOSTER, ACTING DIRECTOR OF CUSTOMER SUPPORT SERVICES

Customer Service, Operations Monitoring, and Customer Care Update:

In mid-October, as Acting Director of Customer Support Services, an analysis and peer reviews were conducted to determine productivity measures and quality assurance methodologies. These strategies are intended to more accurately assess future staffing needs for the call center and improve the quality of customer service provided to our customers. In tandem, development of dissemination strategies to call center staff of the newly developed productivity and quality assurance measures were initiated. A summary of the three components of the Customer Service Center are outlined below for the month of October.

Customer Service Center – October continued to experience a high volume of calls related to the delivery and activation of the new Access ID/TAP cards. The Access call center assisted 18,161 individuals in October 2011, representing a 1.9% increase from the previous month of September. The increase of call volume being attributed primarily to our customers actually having the new ID card in hand and calling to inquire how to activate and use the card, as well as issues when actually trying to use the card to pay the fare. This resulted in the handling of 864 calls per business day (peak hours) on average, equating to approximately six calls per hour, per agent. The decline in the number of calls handled by Customer Service agents compared to previous months can be attributed to the longer talk time explaining new ID features to our customers. Again hold times crept higher than usual this month, doubling for the second month in a row. Outside assistance from employees in other departments within Access was not available in the month of October. Customer Service Center agents were the proud recipients of seven commendations received from satisfied customers in the month of October.

Customer Care Department – There were a total of 878 tickets filed with Customer Service during the month of October. This is a 9.8% decrease from September's reported complaint total of 975. We are averaging 869 complaints per month, quite a difference from last year's average for the same period (July to October 2010) with a total of 1,065 complaints per month which represents an 18.4% decrease. October of 2010 alone had a total reported number of complaints of 1,155, a 23.9% difference from this month. Fewer complaints can be attributed to both better call handling, education during the initial call, and improved quality service. The service issues that were registered with the Customer Service Center fell into the following top three categories of Late 4, Urgent, and Service tickets (in that order). It is also common that we see monthly trends of drivers not waiting the full dwell time or drivers waiting at the wrong location due to either not being familiar

with an area or simply not arriving to the correct pick up location. Heavy traffic is another factor that hinders on time arrivals, particularly in the months of September and October due to school being back in session and this fall was no different. Heavy traffic patterns also resulted in complaints regarding excessive travel times. In spite of complaint totals averaging nearly 900 a month, Commendations still holds the top ticket category above all with a total of 276 submitted this month. It does say a lot for our staff and contractors who work diligently to provide superior service to the customers we assist every day.

The Operations Monitoring - The Operations Monitoring area (also known as OMC) manages urgent assistance functions of the Customer Service center. OMC saw a significant decrease in call volume during October 2011 as well, which can be attributed to a slight increase in on-time performance and a significant decrease in Late 4 trips compared to September. Only 4,070 requests for urgent assistance were registered during the month of October in Operations Monitoring. This is a decrease of 6.7 % from September 2011 and a nice 30% decrease from October of 2010. In October the OMC was asked to participate in Access's Emergency Preparedness Program by overseeing the daily roll call of the regional providers via the base station radio which is now located in the Call Center. This radio is the link between Access and the regional providers in the event of a major emergency, should phone service go down. OMC agents continue to garner commendations from satisfied customers, a total of ten in the month of October.

LUIS PACHECO, SAFETY ANALYST

The Access Driver Safety Incentive Program

The incentive program has significantly reinforced the safety culture in many ways and continues to influence the way drivers drive. The word on the street amongst the drivers is safety and this is due in part to the fast growing list of drivers that achieve the various milestone award levels. We now have drivers reaching the 70,000 mark and above.

Global Paratransit driver Juan Lagunas is the second driver to achieve 90,000 safe driving miles. Mr. Lagunas was honored at the October Operations Safety Steering Committee Meeting before the General Managers from all the providers and was presented with a flat screen TV.

Access continues to promote this program to the drivers; using on-site visits, provider safety meetings, and in our publication, *Frontline Safety*, a monthly newsletter published exclusively for drivers, dispatchers, and call takers. As we approach the end of the year, we have approximately 20 drivers who will be reaching the 80,000 and 90,000 award levels.

SmartDrive

SmartDrive continues to promote safety and reduce accidents and incidents for Access on a daily basis. October statistics continue a positive trend. There was an overall decrease in both category 3 and 4 events, which are the most severe, and the percentage of these events being coached remained high at 80%. These numbers prove the dedication of the providers and Access staff to safety as well as the efficiency and effectiveness of the SmartDrive program.

BOARD BOX ITEM #7

DECEMBER 19, 2011

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

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

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	212,070	207,708	2.1%	819,335
Passengers per Vehicle Trip	1.30	1.30	0.0%	1.31
Average Trip Distance	9.2	9.2	-0.3%	9.2
Total Calls to Providers	363,228	365,468	-0.6%	1,417,538
Average Initial Hold Time (seconds)	59	70	-15.7%	61
% of Calls on Hold More Than 5 minutes	3.5%	5.6%	-2.1%	4.4%
On-Time Performance	90.1%	89.3%	0.8%	91.0%
Late 4 Trips	0.10%	0.20%	-0.10%	0.10%
Total number Registered Riders	115,785	114,670	1.0%	115,785

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
System Wide				
SEP-11	269,910	207,708	1.30	1.00
OCT-11	274,719	212,070	1.30	1.00
% Change	1.8%	2.1%	0.0%	0.0%
SGT - Eastern Region				
SEP-11	77,766	58,440	1.33	0.95
OCT-11	78,808	59,602	1.32	0.95
% Change	1.3%	2.0%	-0.7%	0.0%
GPI - Southern Region				
SEP-11	83,511	63,933	1.31	1.02
OCT-11	85,197	65,392	1.30	1.02
% Change	2.0%	2.3%	-0.8%	0.0%
CTI - WC - West Central Region				
SEP-11	44,292	33,659	1.32	1.03
OCT-11	45,003	34,304	1.31	1.03
% Change	1.6%	1.9%	-0.8%	0.0%
MV - San Fernando Valley Region				
SEP-11	53,125	42,864	1.24	1.02
OCT-11	54,275	43,807	1.24	1.02
% Change	2.2%	2.2%	0.0%	0.0%
STI - AV - Antelope Valley Region				
SEP-11	6,767	5,043	1.34	1.04
OCT-11	7,066	5,244	1.35	1.04
% Change	4.4%	4.0%	0.8%	0.0%
SCT - Santa Clarita Region				
SEP-11	4,005	3,359	1.19	1.01
OCT-11	3,947	3,352	1.18	1.01
% Change	-1.5%	-0.2%	-0.8%	0.0%

PROVIDER SERVICE SUMMARY
PROVIDER MONITORING

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	32	75	56
SGT - Eastern Region	10	7	7.0
GPI - Southern Region	8	23	15.0
CTI - West - Central Region	4	21	7
MV Transit - San Fernando Valley Region	4	22	25.7
STI - Antelope Valley Region	4	2	6
SCT - Santa Clarita Region	2	0	3

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	106	98	120.3
SGT - Eastern Region	41	6	23.8
GPI - Southern Region	19	19	20.0
CTI - West - Central Region	28	6	23.3
MV Transit - San Fernando Valley Region	TBD*	23	16.8
STI - Antelope Valley Region	TBD*	24	17.5
SCT - Santa Clarita Region	17	20	19.0

* The data above represents the number of Order Takers and Dispatchers evaluated by the Operations Monitors2s. **TBD due to technical issues.*

Comparability of Access Paratransit to Fixed Route Travel Times*	Current Quarter	Previous Quarter
Equal to or Shorter than Comparable Fixed Route Trip	88.2%	91.0%
1-20 Minutes Longer than Fixed Route Trip	8.6%	6.9%
21-40 Minutes Longer than Fixed Route Trip	2.1%	1.4%
41-60 Minutes Longer than Fixed Route Trip	0.9%	0.8%
60 Minutes Longer than Fixed Route Trip	0.3%	0.0%

*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	284	250	257.5
Transfer Point to Antelope Valley	220	176	199.3
Santa Clarita to Transfer Point	130	138	135.3
Transfer Point to Santa Clarita	110	94	106.8

Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	0	3	1.0
Total Reported Incidents with Bodily Injury	0	0	0.0
SGT - Eastern Region	0	0	0.0
GPI - Southern Region	0	0	0.0
CTI - West/Central Region	0	0	0.0
MV Transit - San Fernando Valley Region	0	3	1.0
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	363,228	365,468*	354,385
SGT - Eastern Region	100,671	104,401	98,046
GPI - Southern Region	114,532	109,781	111,925
CTI - West - Central Region	78,982	82,820	77,488
MV Transit - San Fernando Valley Region	56,318	55,236	54,333
STI - Antelope Valley Region	9,252	9,786	9,157
SCT - Santa Clarita Region	3,473	3,459	3,440

* ALL PROVIDER TOTAL was previously reported as 365,483 but was updated by TMSI due to error. The corrected total now reads 365,468. which is represented in the "previous month" column above.

Customer Service/OMC Calls

	Current	Previous Month	YTD-Average
Customer Service Calls Answered	18,161	17,819	17,940
Ops. Monitoring Center Calls Answered	6,309	5,758	5,531
Ride Info Calls Offered	872	971	928

Travel Training Statistics

Travel Training, Fiscal Year 2011	Jul-11	Aug-11	Sep - 11	Oct - 11
Accepted Travel Training	29	40	28	27
Waiting for Travel Training	13	24	13	16
Started Travel Training	16	16	15	11
Completed Travel Training	25	22	23	20
Discontinued Services	-	0	1	1
People Currently in Travel Training	-	0	0	0
Total Follow-up Response Month 2	21	17	14	20
# Graduates Using Bus After 2 Months	20	17	13	20
Average # of Trips per-week, Month 2	8	9	8	9
<i>Estimated Bus Trips Taken, YTD</i>	<i>*2,811</i>	<i>2,011</i>	<i>906</i>	<i>797</i>

*Estimated Bus Trips Taken/YTD: For purposes of this calculation, we assume that individuals who report using the bus after two months will continue to do so. Bus trip statistics are calculated for each month by multiplying the number of graduates who report using the bus after 2 months by the average number of trips they report taking. This sum is then multiplied by the number of weeks that have passed in the fiscal year.

Average Initial Hold Times – Standard -Not to Exceed 120 Secs and % Calls on Hold > 5 minutes Systemwide	Current	Previous Month	YTD- Average
Average Initial Hold Time	59	70	61
% OF Calls On Hold More Than 5 minutes	3.5%	5.6%	4.4%
SGT – Eastern Region			
Average Initial Hold Time	66	86	60
% of Calls on Hold More Than 5 minutes	4.4%	8.1%	4.1%
GPI – Southern Region			
Average Initial Hold Time	58	50	52
% of Calls on Hold More Than 5 minutes	3.4%	3.3%	3.2%
CTI – West – Central Region			
Average Initial Hold Time	55	86	56
% of Calls on Hold More Than 5 minutes	3.3%	8.4%	3.9%
MV Transit – San Fernando Valley Region			
Average Initial Hold Time	54	63	65
% of Calls on Hold More Than 5 minutes	2.0%	2.8%	3.4%
STI – Antelope Valley Region			
Average Initial Hold Time	68	68	58
% of Calls on Hold More Than 5 minutes	6.0%	5.8%	4.9%
SCT – Santa Clarita Valley Region			
Average Initial Hold Time	58	44	51
% of Calls on Hold More Than 5 minutes	3.7%	2.6%	3.3%
Operations Monitoring Center			
Average Initial Hold Time	264	250	193
% of Calls on Hold More Than 5 minutes	34.1%	34.6%	24.8%
Customer Service			
Average Initial Hold Time	555	542	404
% of Calls on Hold More Than 5 minutes	73.8%	21.7%	42.2%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	1,909	1,982	2,143
RESTRICTED	565	484	412
TEMPORARY	336	305	310
NOT ELIGIBLE	389	366	366
TOTAL	3,199	3,137	3,230
Recertifications (in Person)	568	533	561
New Applicants	2,572	2,517	2,633
Eligibility Renewals			
Recertification Letters Sent	3,665	2,993	2,962
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	5	6	6
Scheduling Phone Call to Evaluation	14	14	13
Scheduling Phone Call to Mail Out	24	22	24

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	77	100	88
Closed	83	67	78
Withdrawn/Closed Before Completion	13	27	23
Pending	151	177	159
Increased	18	13	16
Decreased	4	3	2
Modified	2	6	4
Upheld	45	18	33
% Appeals not overturned	74%	68%	71%
Net Denied Rate (Year-to-Date)	11.6%	11.3%	11.0%
Process Time: Appeal Date to Mail Out (ADA>30)	9	8	8

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	4,070	4,363	4,393
Late calls	1,469	1,484	1,427
Other (CSC/Reservations)	2,601	2,879	2,967

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	206	251	213
ETA Given	790	749	720
Help Calls	0	2	4
Miscellaneous	473	482	490
TOTAL LATE CALLS	1,469	1,484	1,427

NOTE REGARDING DEFINITION OF CALLS TO OMC:

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

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

Late Trip Calls to OMC Resulting in Dispatch of B/U Vehicle (5.4.1.6)	Current	Previous Month	YTD-Average
Avg. Time Between 1 st Call and Arrival of B/U Vehicle at Rider's Location	52	55	53.9

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	0.0

PROVIDER REPORT CARD

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	90.1%	83.3%	91.0%
Percentage of Late Trips	9.9%	10.7%	9.0%
Late "1" (1-15 min. late)	7.4%	7.9%	6.9%
Late "2" (16-30 min. late)	1.9%	2.1%	1.6%
Late "3" (31-45 min. late)	0.4%	0.6%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.10%	0.20%	0.10%
No Shows	3.6%	3.6%	3.5%
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%	0.17%	0.07%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	90.3%	88.9%	91.7%
Percentage of Late Trips	9.7%	11.1%	8.3%
Late "1" (1-15 min. late)	7.4%	7.8%	6.4%
Late "2" (16-30 min. late)	1.8%	2.3%	1.5%
Late "3" (31-45 min. late)	0.4%	0.8%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.07%	0.30%	0.10%
No Shows	2.9%	2.9%	2.8%
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%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	89.7%	88.7%	91.2%
Percentage of Late Trips	10.3%	11.3%	8.8%
Late "1" (1-15 min. late)	7.9%	8.4%	6.9%
Late "2" (16-30 min. late)	1.9%	2.2%	1.6%
Late "3" (31-45 min. late)	0.4%	0.5%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.18%	0.06%
No Shows	4.7%	4.8%	4.6%

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%

GPI – Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	88.9%	89.0%	90.1%
Percentage of Late Trips	11.1%	11.0%	9.9%
Late "1" (1-15 min. late)	8.0%	8.1%	7.4%
Late "2" (16-30 min. late)	2.4%	2.2%	1.9%
Late "3" (31-45 min. late)	0.6%	0.5%	0.5%
Late "4" (>46 min. late)/Missed Trips	0.17%	0.17%	0.13%
No Shows	3.4%	4.8%	3.7%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.19%

MVT – Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.7%	90.6%	91.4%
Percentage of Late Trips	8.3%	9.4%	8.6%
Late "1" (1-15 min. late)	6.7%	7.4%	7.0%
Late "2" (16-30 min. late)	1.4%	1.6%	1.4%
Late "3" (31-45 min. late)	0.2%	0.3%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.03%	0.06%	0.04%
No Shows	3.0%	3.0%	3.0%
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%	0.70%	0.18%

STI – Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	89.1%	85.1%	88.5%
Percentage of Late Trips	10.9%	14.9%	11.6%
Late "1" (1-15 min. late)	7.3%	9.9%	7.9%

Late "2" (16-30 min. late)	2.3%	3.0%	2.5%
Late "3" (31-45 min. late)	0.8%	1.3%	0.8%
Late "4" (>46 min. late)/Missed Trips*	0.49%	0.65%	0.42%
No Shows	5.3%	5.0%	4.8%
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	90.2%	90.5%	91.8%
Percentage of Late Trips	9.8%	9.5%	8.2%
Late "1" (1-15 min. late)	7.2%	7.2%	6.2%
Late "2" (16-30 min. late)	1.6%	1.5%	1.3%
Late "3" (31-45 min. late)	0.5%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.51%	0.51%	0.41%
No Shows	1.4%	1.3%	1.3%
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%	0.00%

Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	0	0.0
Animal	1	1.3
Booking	41	58.2
Conduct	44	35.3
Discourteous	67	90.3
Late 1	39	26.8
Late 2	37	30.3
Late 3	17	14.8
Late 4	171	186.7
Risk Management	115	103.0

Routing	20	26.3
Wheelchair Securement	3	2.0
Service	57	92.7
Travel Time	40	32.8
Vehicle	5	6.0
TOTAL	657	706.2
Ratio per 1,000 Trips	3.1	3.4

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	14	18.0
Conduct	14	13.5
Discourteous	22	31.3
Late 1	8	5.7
Late 2	8	7.8
Late 3	5	5.3
Late 4	49	54.0
Risk Management	26	22.0
Routing	3	5.2
Wheelchair Securement	0	0.7
Service	13	20.8
Travel Time	9	8.3
Vehicle	1	1.2
TOTAL	172	194.0
Ratio per 1,000 Trips	2.9	3.3

CTI - West Central Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	7	11.0
Conduct	3	4.7
Discourteous	8	12.3
Late 1	6	5.2

Late 2	4	2.8
Late 3	1	1.8
Late 4	37	42.7
Risk Management	16	17.3
Routing	4	5.8
Wheelchair Securement	1	3.8
Service	9	13.8
Travel Time	7	6.7
Vehicle	1	0.8
TOTAL	104	128.8
Ratio per 1,000 Trips	3.0	3.8

GPI - Southern Region	Current	6-Month Average
ADA	0	0.0
Animal	1	0.8
Booking	12	20.3
Conduct	21	12.0
Discourteous	20	24.2
Late 1	19	11.0
Late 2	16	13.3
Late 3	9	5.3
Late 4	57	67.7
Risk Management	35	31.0
Routing	13	12.3
Wheelchair Securement	2	8.2
Service	15	27.3
Travel Time	18	12.8
Vehicle	0	1.0
TOTAL	238	247.3
Ratio per 1,000 Trips	3.6	4.0

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	5	5.5
Conduct	3	3.5
Discourteous	11	14.3
Late 1	4	3.5
Late 2	7	5.3
Late 3	1	1.8
Late 4	17	16.2
Risk Management	31	25.8
Routing	0	2.2
Wheelchair Securement	0	1.5
Service	10	10.5
Travel Time	3	2.2
Vehicle	2	1.5
TOTAL	94	93.8
Ratio per 1,000 Trips	2.1	2.2

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	2	2.7
Conduct	0	0.5
Discourteous	2	2.2
Late 1	2	1.0
Late 2	2	0.8
Late 3	1	0.2
Late 4	7	3.8
Risk Management	3	2.7
Routing	0	0.8
Wheelchair Securement	0	0.2
Service	1	2.8
Travel Time	2	2.2
Vehicle	1	0.8
TOTAL	23	20.7

Ratio per 1,000 Trips	4.4	4.0
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SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.3
Conduct	0	0.0
Discourteous	0	0.2
Late 1	0	0.3
Late 2	0	0.0
Late 3	0	0.0
Late 4	2	1.2
Risk Management	1	0.3
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	0	0.7
Travel Time	1	0.3
Vehicle	0	0.5
TOTAL	4	3.8
Ratio per 1,000 Trips	1.2	1.2

Total Trips Comparison

■ FY 10/11 ■ FY 11/12

