



Access Services
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Board Box

JANUARY 13, 2012

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BOARD BOX ITEM #1

JANUARY 13, 2012

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

Federal Legislative Activities: The New Year started off with a bang when we got notification that the Department of Transportation has resurrected its long-simmering "Reasonable Modification" (or "Reasonable Accommodation") rule and declared their intent to publish it on August 31, 2012. Originally initiated as a Notice of Proposed Rulemaking in February of 2006, the rule would require "that regulated entities reasonably modify policies and practices where necessary to ensure nondiscriminatory transportation services for individuals with disabilities, except where doing so would fundamentally alter the service."

The American Public Transportation Association (APTA) and many transit agencies, including Access Services, opposed the rule as it was written in 2006. While the description above makes the rule sound "reasonable," in practice many transit agencies feel that it would be operationally unworkable and lead to substantial cost increases, particularly in the provision of ADA paratransit service. Given that the federal government appears poised to keep transit funding flat for the foreseeable future, the industry cannot afford a regulation that would increase its costs significantly.

I will keep you updated in the months ahead.

Local Legislative Activities: Several Access Services staff and I met with Mr. Aaron Nevarez from Supervisor Don Knabe's office. We discussed some operational issues and updated Mr. Nevarez about a number of recent Access initiatives.

F. Scott Jewell and I attended a luncheon hosted by the Los Angeles Current Events Forum, which featured Supervisor Zev Yaroslavsky as the guest speaker. Attendees enjoyed a lively conversation that centered on the Supervisor's future political plans, specifically whether he was going to run for Mayor of Los Angeles.

Perhaps the biggest highlight of the month so far was a visit from new APTA President Michael Melaniphy to Access Services. Michael spent an hour touring Access Services,

meeting Agency and contractor staff and talking about his plans for APTA going forward.

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

BOARD BOX ITEM #2

JANUARY 13, 2012

TO: BOARD OF DIRECTORS
FROM: KRISTINE HELIN, SENIOR ADMINISTRATIVE ASSISTANT FINANCE
RE: OUT OF STATE TRAVEL DECEMBER 2011 AND JANUARY 2012

The following is a list of out-of state paratransit meetings for December 2011 and January 2012.

Washington D.C., APTA Legislative Committee Meetings

December 1 - 3, 2011
Washington, DC

The below mentioned Access Services staff members traveled to Washington DC, for the APTA Legislative Committee Meeting. The committee met to discuss pending federal transit funding and regulatory issues.

Andre Colaiace, Deputy Executive Director, Planning & Governmental Affairs

Orlando, FL., APTA Transit CEOs Seminar

January 28 - 31, 2012
Orlando, FL.

The below mentioned Access Services staff will travel to Orlando, FL to attend the American Public Transportation Association (APTA) Transit CEOs Seminar.

Shelly Verrinder, Executive Director

BOARD BOX ITEM # 3

JANUARY 13, 2012

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.

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
City of Santa Clarita	Extension of vendor contract for transportation services in the Santa Clarita region

March 28, 2012

Annual Meeting

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

April 23, 2012

Item	Description
Auditing/Financial Recording Services	Award of contract for auditing services
Ad-Hoc Budget Committee	Establishment of ad-hoc committee to review FY2012/13 budget

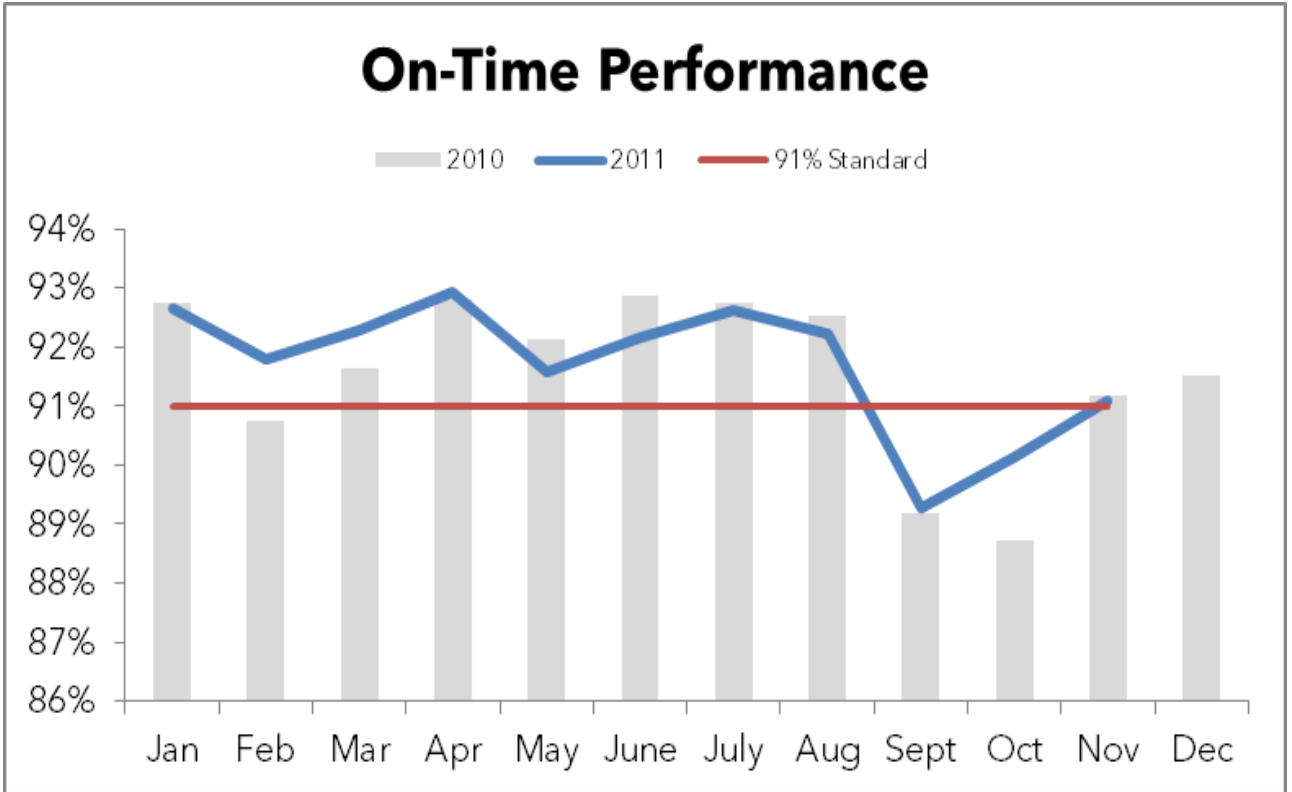
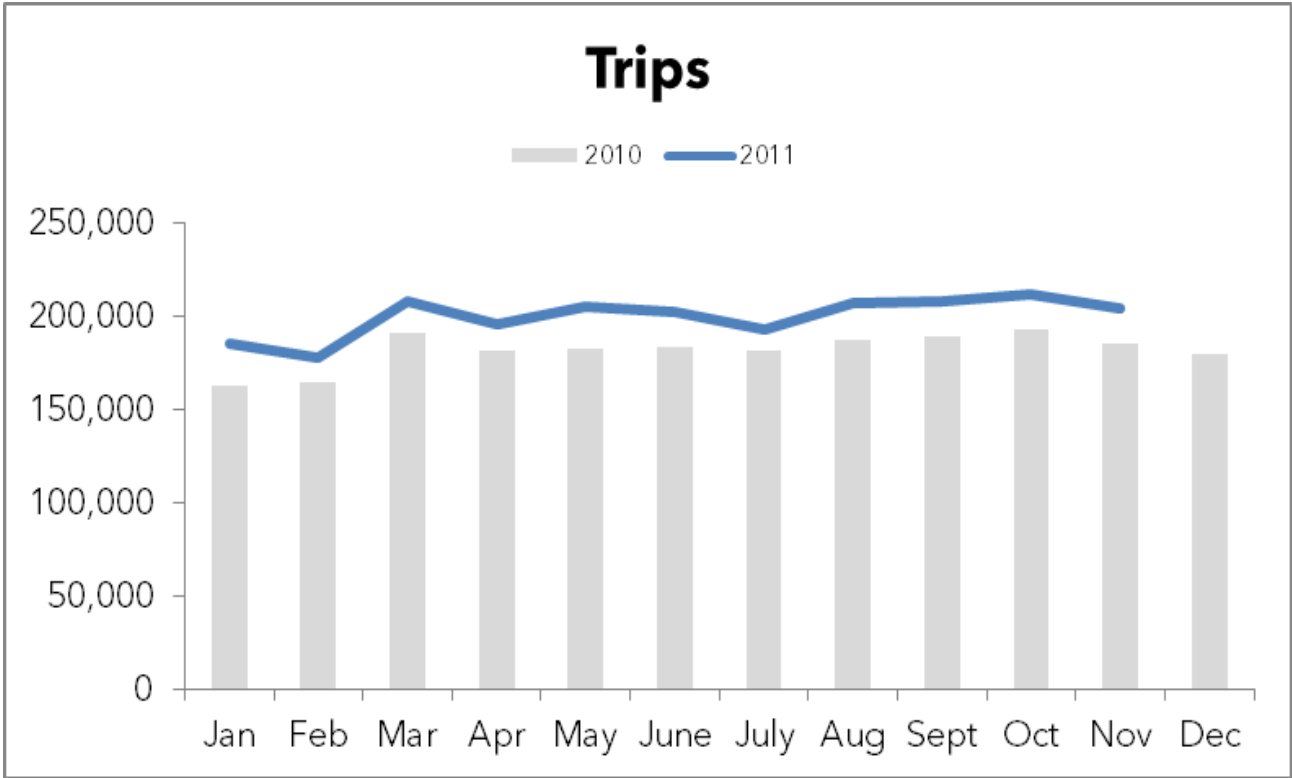
BOARD BOX ITEM #4

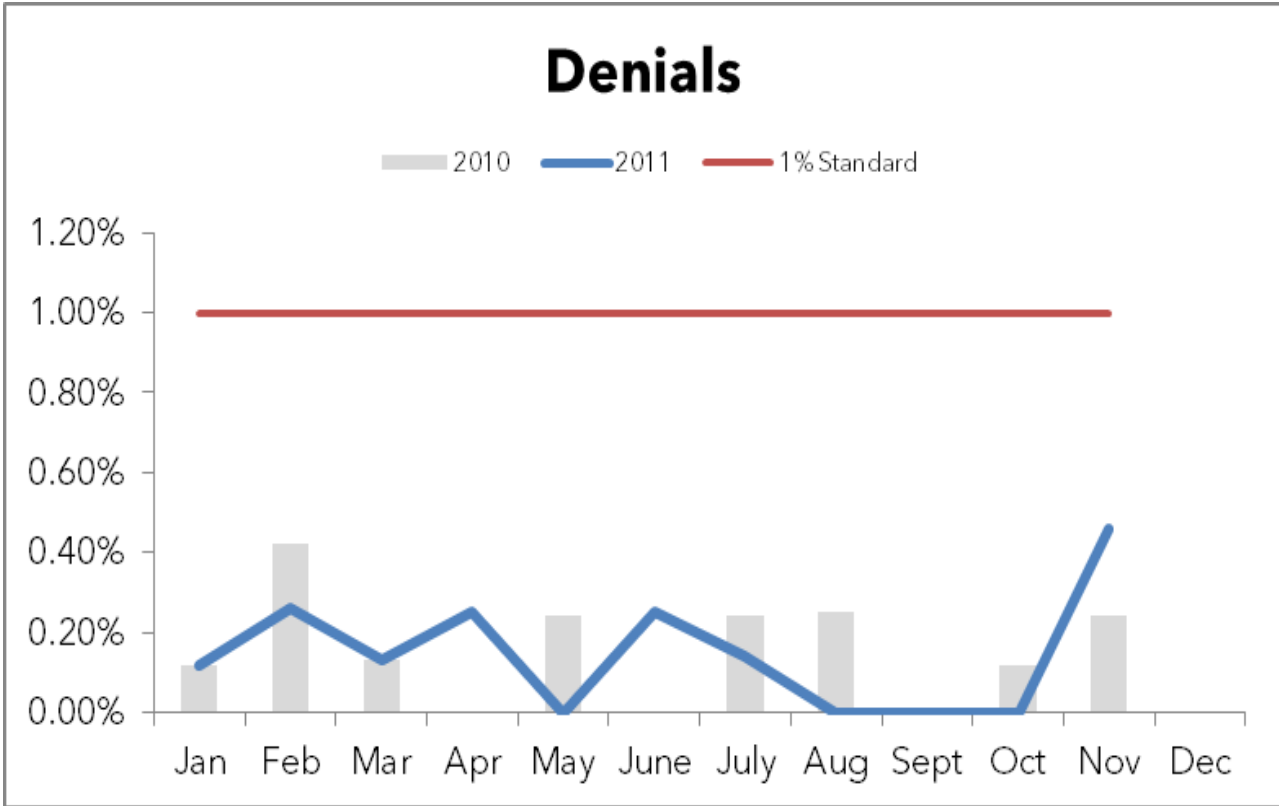
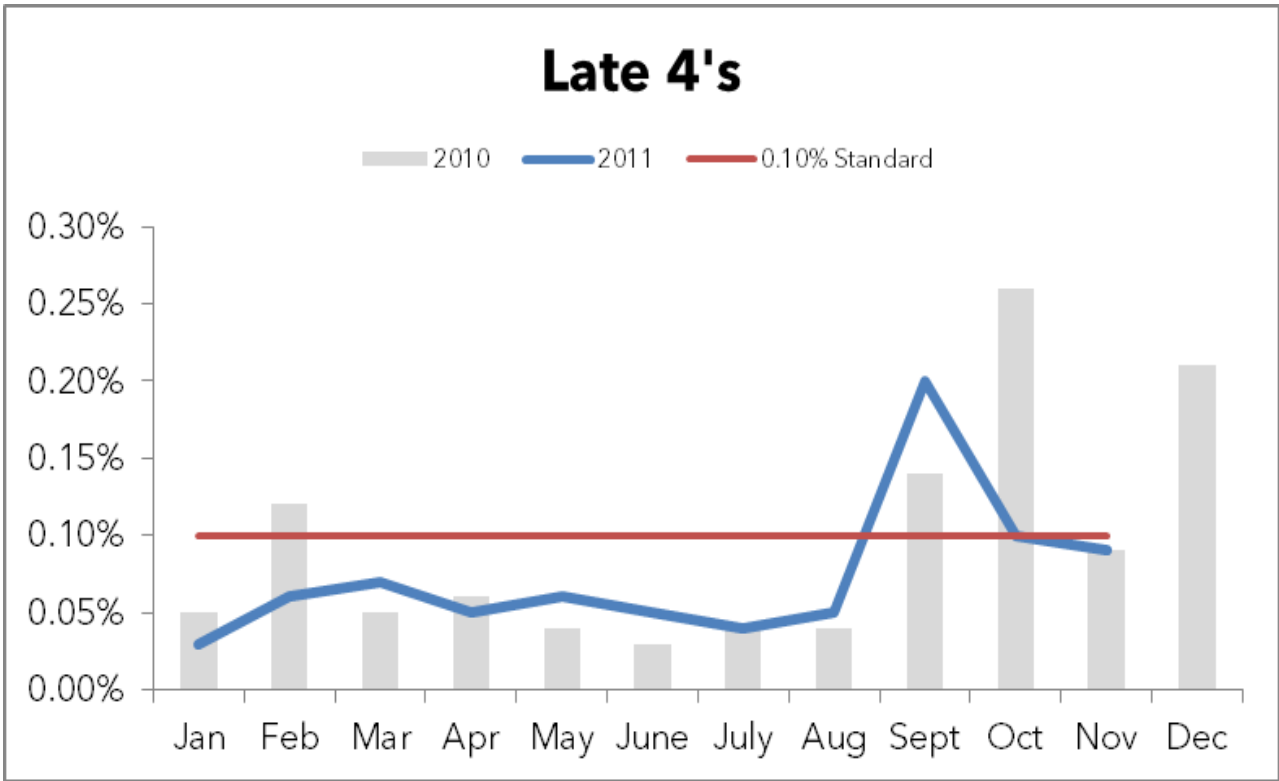
JANUARY 13, 2012

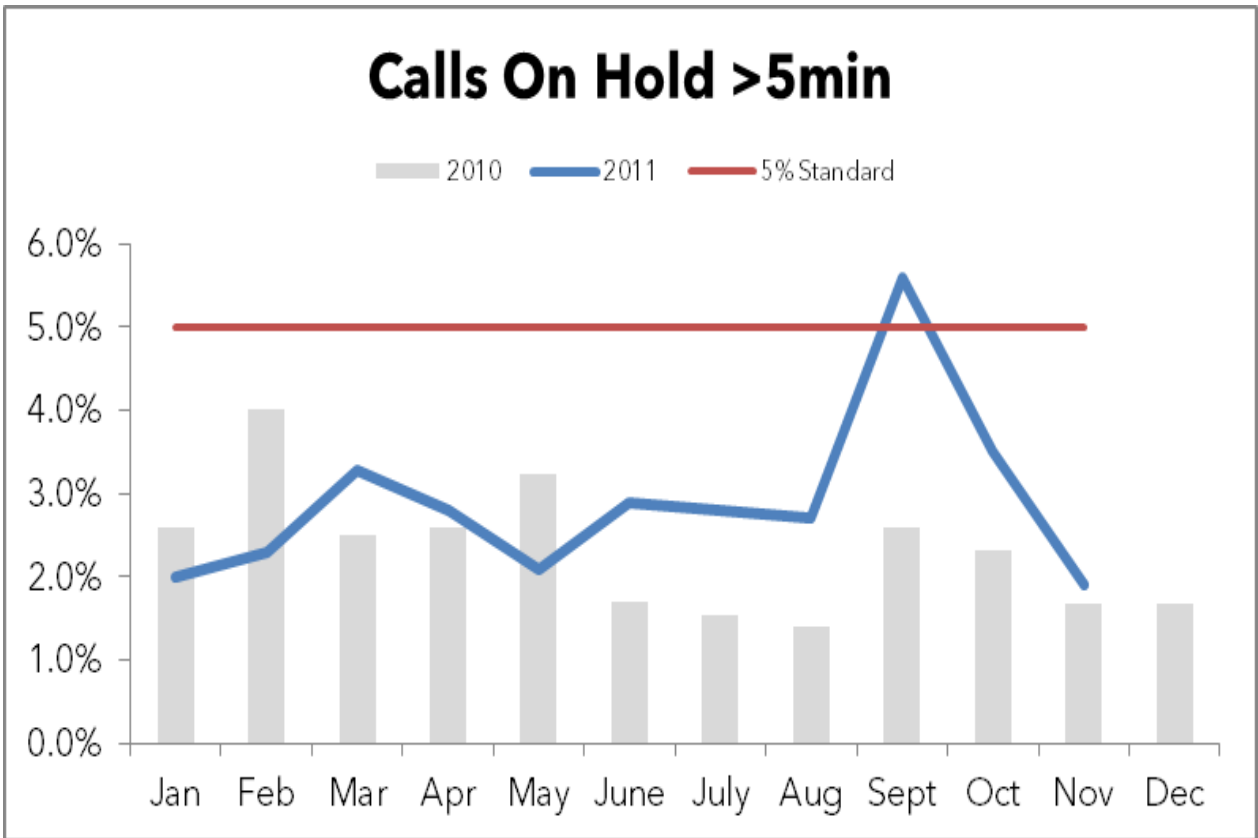
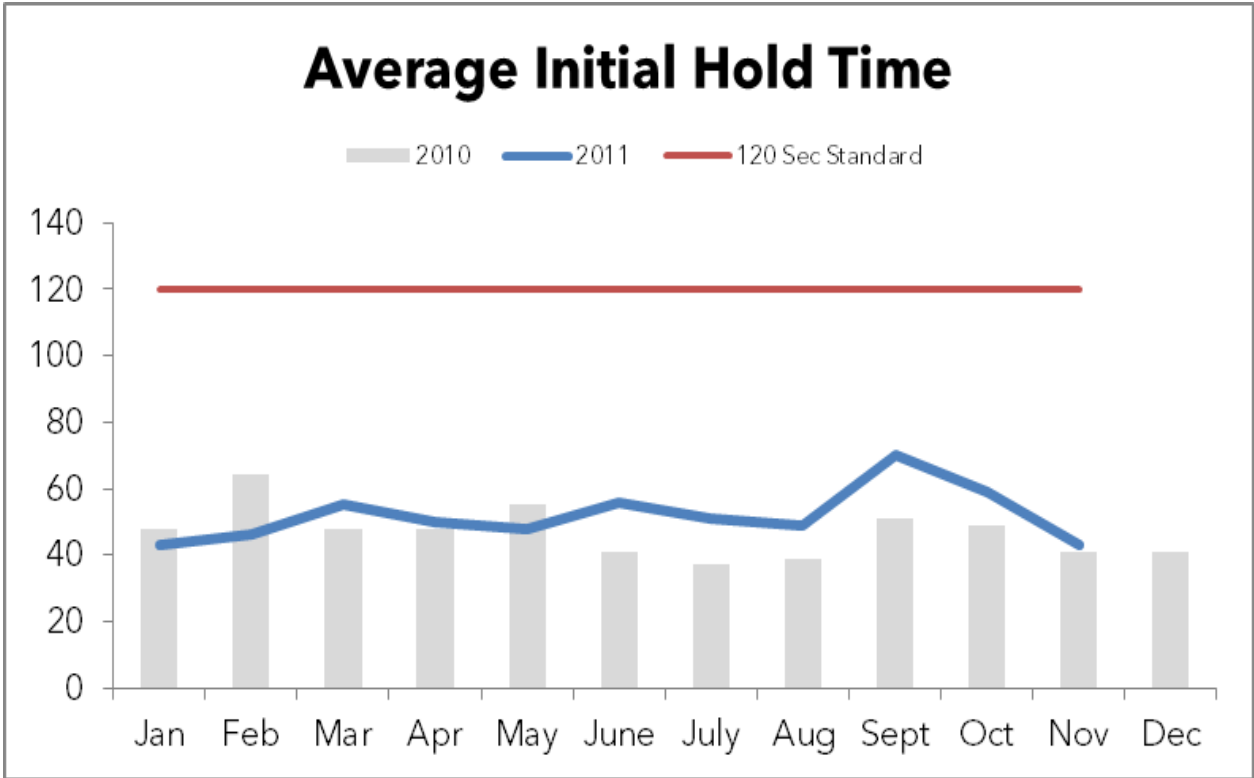
TO: BOARD OF DIRECTORS
FROM: CJ SMITH, OPERATIONS ANALYST
RE: KEY PERFORMANCE INDICATORS

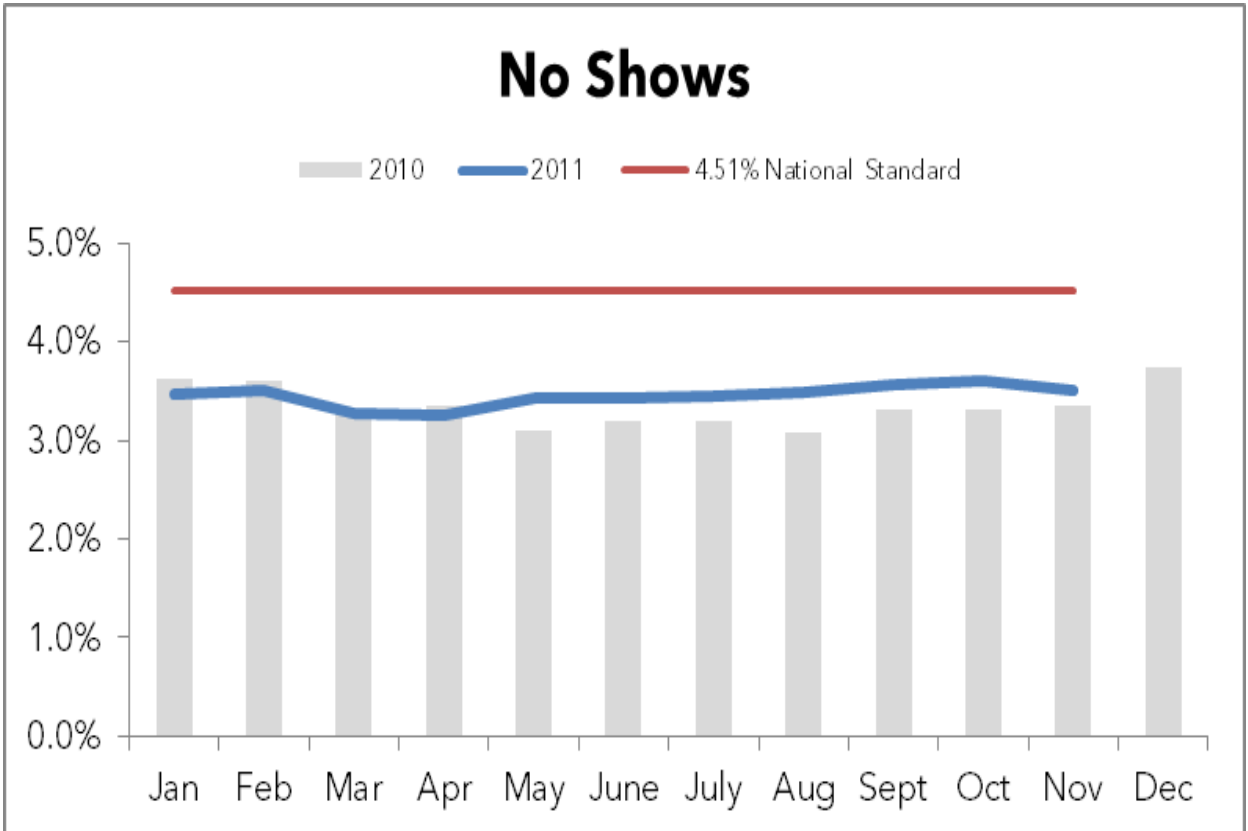
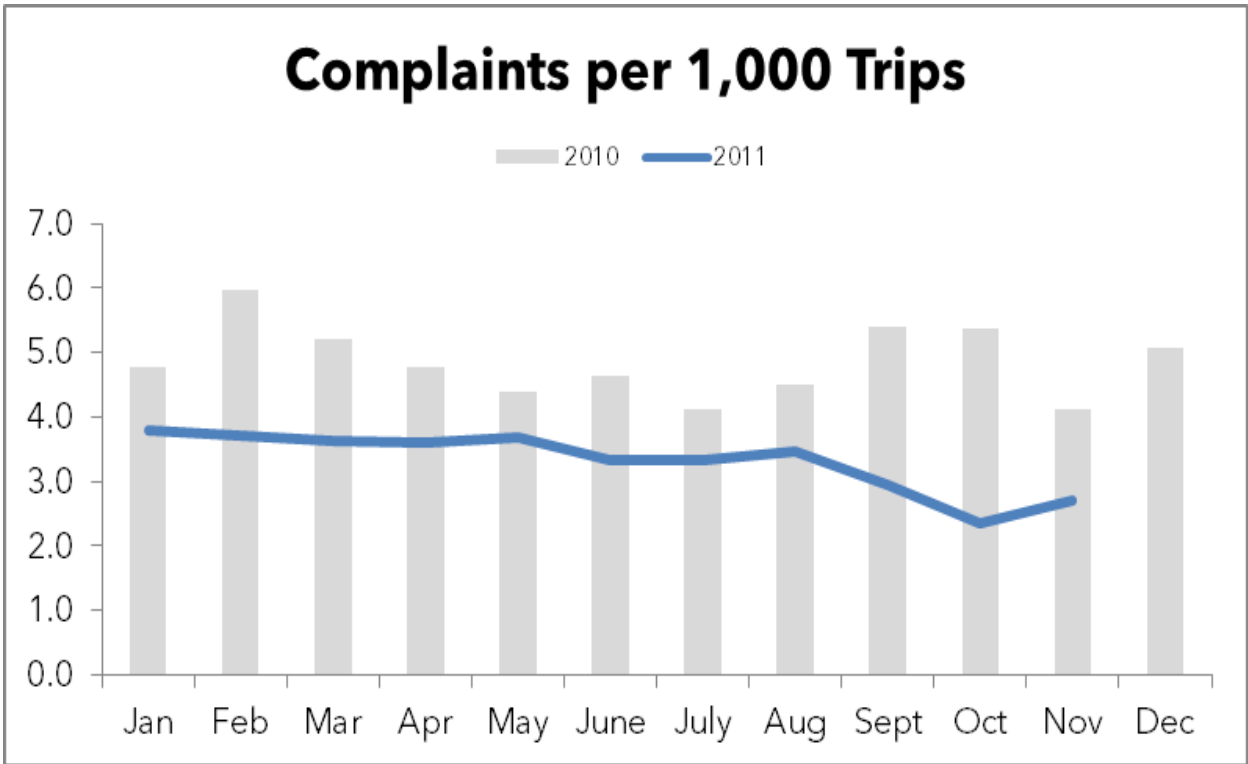
The following graphs represent key system indicators for the fiscal year as of **November 2011**. The goal of this communication is to keep everyone informed of the current service performance level in the field.

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.









BOARD BOX ITEM #5

JANUARY 13, 2011

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

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

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

- ◆ Passengers: 3.2% over budget
- ◆ Contract Revenue Miles: 0.5% over budget
- ◆ Trips: 2.5% over budget
- ◆ Completed Eligibility Interviews: 10.3% under budget
- ◆ Average Trip Distance: 2% under budget at 9.19 miles
- ◆ Total cost per Passenger (before depreciation): 4.7% under budget
- ◆ Administration Function is 4.4% under budget
- ◆ Eligibility Determination Function is 8.1% under budget
- ◆ Paratransit Operations Function is 1% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: November 2010 to November 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 November 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%	\$ 40,248,150	\$ 40,673,032	\$ (424,882)	-1.0%	12.1%
Eligibility Determination	5.5%	2,470,501	2,689,117	(218,616)	-8.1%	14.4%
CTSA/Ride Information	0.4%	170,468	180,428	(9,960)	-5.5%	24.1%
Administrative	4.8%	<u>2,155,937</u>	<u>2,255,762</u>	<u>(99,825)</u>	<u>-4.4%</u>	<u>16.1%</u>
Total Exp before Depreciation		<u>\$ 45,045,055</u>	<u>\$ 45,798,338</u>	<u>\$ (753,283)</u>	<u>-1.6%</u>	<u>12.5%</u>

Statistics - - For the YTD Period Ended November 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	20,104	22,410	(2,306)	-10.3%	13.1%
Number of PAX	1,335,329	1,293,390	41,939	3.2%	7.1%
Number of Contract Revenue Miles	9,404,012	9,360,533	43,479	0.5%	7.2%
Number of Trips	1,022,976	997,861	25,115	2.5%	9.5%
Average Trip Distance	9.19	9.38	(0.19)	-2.0%	-2.1%
Purchased Transportation Cost					
Cost per Trip	\$ 35.78	\$ 36.40	\$ (0.62)	-1.7%	2.7%
Cost per PAX	\$ 27.41	\$ 28.08	\$ (0.67)	-2.4%	5.0%
Cost per Contract Rev Mile	\$ 3.89	\$ 3.88	\$ 0.01	0.3%	4.9%
Total Cost per Pax before Depreciation	\$ 33.73	\$ 35.41	\$ (1.68)	-4.7%	5.0%

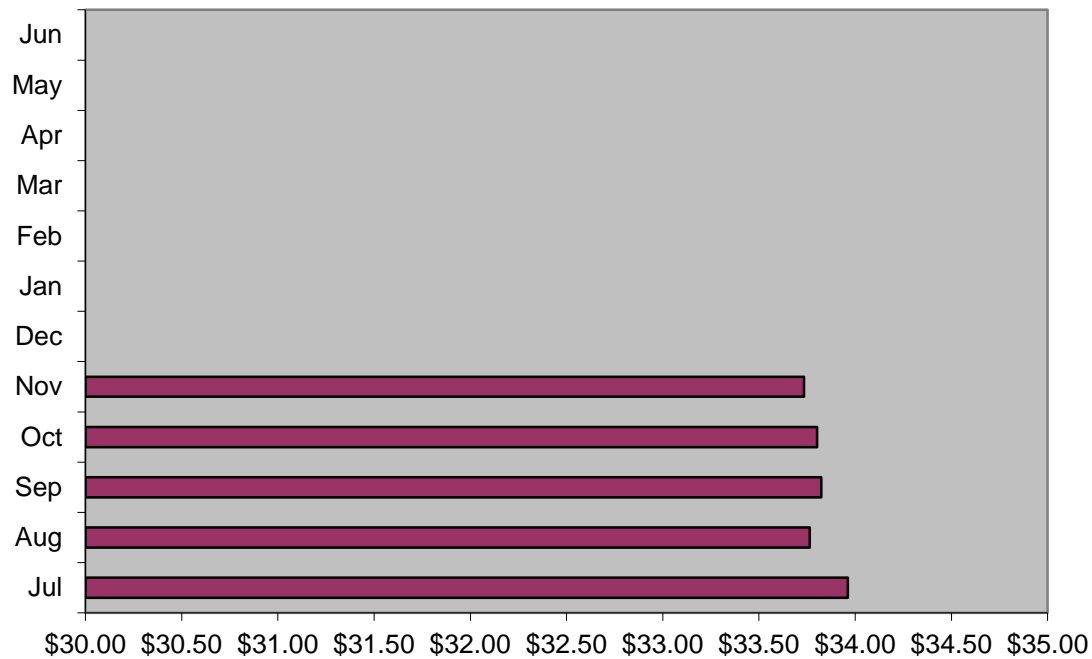
Budget Results for FY 2011/2012
For the YTD Period Ending November 2011

	<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 @ November 2011	\$ 45,045,055	\$45,798,338	\$ (753,283)	-1.6%	12.5%
Revenue					
Passenger Fares	2,415,945	2,282,389	(133,556)		
Other Revenue	<u>264,892</u>	<u>256,775</u>	<u>(8,117)</u>		
Total Revenue	2,680,837	2,539,164	(141,673)	-5.6%	12.7%
Capital Expenditures					
Vehicles	3,356,434	3,360,243	(3,809)		
Other Capital Expenditures	<u>408,179</u>	<u>408,277</u>	<u>(98)</u>		
Total Capital Expenditures	\$ 3,764,614	\$ 3,768,520	<u>(3,906)</u>	-0.1%	
Under Budget @ November 2011			<u>\$ (898,862)</u>		
Reserve - Access to Work Program Budget			349,895		
Reserve - Adult with Children/Tethering Program Budget			<u>110,075</u>		
Total Adjusted under Budget YTD November 2011			<u>\$ (438,892)</u>		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
\$ 32.10	\$ 31.68	\$ 31.96	\$ 32.01	\$ 32.13
Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
\$ 33.96	\$ 33.76	\$ 33.82	\$ 33.80	\$ 33.73

YTD Amounts for Period Ended November 2011



Access Services Incorporated
 Balance Sheet
 NOVEMBER 30, 2011

ASSETS

Current Assets:

Cash	16,424,307	
Grant Receivable	493,095	
Due from FTA	12,386,731	
Due from MTA	59,005	
CMAQ Grant Receivable	235,159	
Accounts Receivable-Miscellaneous	59,849	
Prepaid Expenses	1,911,827	
Deposits	12,791	
	<hr/>	
Total Current Assets		31,582,763

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	25,412,729	
Office Furniture and Equipment	214,463	
Computer & Telephone Equipment	2,831,104	
Central Reservation Software/IVR	1,829,919	
Leasehold Improvements	156,965	
	<hr/>	
Total Property and Equipment	30,445,181	
Accumulated Amortization & Depreciation	(19,824,150)	
	<hr/>	
Property and Equipment, Net	10,621,031	
	<hr/>	
Total Long Term Assets		10,621,031

TOTAL ASSETS		42,203,794
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Access Services Incorporated
Balance Sheet
November 30, 2011

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	721,377
Accounts Payable-Providers	7,784,014
Insurance Reserve	1,855,512
Accrued Expenses	1,033,586
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Total Current Liabilities 11,394,489

Other Liabilities:

Deferred Revenue	<hr/> 29,059,729
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TOTAL LIABILITIES 40,454,218

Net Assets:

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

42,203,794

Access Services Incorporated
Statement of Cash Flow
For Period Ending November 30, 2011

Cash - Beginning Balance 10/31/11	13,811,671
Cash Receipts:	
Proposition C revenue from LACMTA	4,166,667
FTA funding received	7,715,182
CMAQ Grant	217,784
Passenger fare/coupons/ID revenue	476,509
Interest income	2,815
Miscellaneous revenues	185,436
Total Cash Received	<u>12,764,393</u>
Cash Payments:	
Vehicles/Vehicle equipment	716,867
Capital Equipment	3,150
Prepaid expenses/deposits	295,770
Payments to contract providers	7,788,454
Eligibility Determination expenses	369,814
Salaries and related benefits	452,761
Contract Labor	15,103
Other expenses	509,840
Total Cash Payments	<u>10,151,757</u>
Increase (Decrease) in Cash Reserves	<u>2,612,636</u>
Cash - Ending Balance 11/30/11	<u><u>16,424,307</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 November 30, 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	8,312,348	8,563,565	(251,218)	42,358,093	42,901,075	(542,983)	104,540,646	40.52%
Funding Sources for Capital & Committed Expenses :								
FY 11/12 Prop C	127,296	127,305	(9)	136,541	136,551	(10)	4,799,620	2.84%
FY 07/08 & 08/09 - Allocated Carryforward Funds	0	0	0	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	3,300	(3,300)	0	17,440	(17,440)	108,079	0.00%
FY 09/10 - Allocated Carryforward Funds-Capital	170,947	170,980	(33)	341,894	341,964	(70)	341,964	99.98%
FY 10/11 - Allocated Carryforward Funds-Expenses	0	9,480	(9,480)	0	207,573	(207,573)	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	298,243	311,065	(12,822)	3,770,740	4,126,619	(355,879)	13,790,709	27.34%
Interest/ Miscellaneous Income	3,283	2,000	1,283	18,117	10,000	8,117	24,000	75.49%
Disposal of Vehicles	47,240	47,240	0	246,775	246,775	0	250,000	98.71%
Passenger Fares	490,561	449,931	40,630	2,415,945	2,282,389	133,556	5,468,492	44.18%
TOTAL - REVENUE FUNDING SOURCES	9,151,675	9,373,801	(222,127)	48,809,669	49,566,858	(757,189)	124,073,847	39.34%
Less : Total Capital Expenditure During FY 11/12	(298,243)		(298,243)	(3,764,614)		(3,764,614)		
Revenue Recognition for FY 11/12 Depreciation	441,027		441,027	2,116,253		2,116,253		
TOTAL - REVENUE RECOGNITION	9,294,459	9,373,801	(79,342)	47,161,308	49,566,858	(2,405,550)	124,073,847	

ACCESS SERVICES
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE
For Period Ending November 30, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/2 BUDGET REACHED
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	7,108,301	7,083,513	24,787	35,916,262	35,547,450	368,812	86,130,410	41.70%
Purchased Transportation Services - Adults With Children	0	21,595	(21,595)	0	110,075	(110,075)	263,572	0.00%
Purchased Transportation Services - Access To Work	0	69,965	(69,965)	0	349,895	(349,895)	839,867	0.00%
Communications - Telephone/ Data Transmission	109,069	112,679	(3,610)	556,277	563,396	(7,119)	1,352,150	41.14%
Phone & Computer System Maintenance/ License & Consulting	89,547	95,704	(6,157)	467,342	519,763	(52,421)	1,224,052	38.18%
Salaries & Related Benefits - Customer Svc & Complaint Response	58,835	67,740	(8,905)	307,418	338,699	(31,281)	818,169	37.57%
Total Customer Service & Complaints	58,835	67,740	(8,905)	307,418	338,699	(31,281)	818,169	37.57%
Salaries & Related Benefits - Operations Monitoring Center	44,245	43,085	1,160	216,762	215,424	1,339	520,622	41.64%
Vehicle Cost - Direct	1,601	4,688	(3,087)	49,811	69,162	(19,351)	119,000	41.86%
Community Events and Materials-Safety Incentive Program	0	0	0	6,535	6,540	(5)	60,000	10.89%
Office Rent	15,070	15,060	10	75,348	75,298	51	180,714	41.69%
Insurance - Commercial	343,765	360,582	(16,817)	1,703,687	1,802,912	(99,225)	4,326,990	39.37%
Travel & Conference	0	375	(375)	0	1,875	(1,875)	4,500	0.00%
Other Professional Expense	867	870	(3)	6,224	6,230	(6)	117,000	5.32%
Integrate Access Services to 511 (LA SAFE)	0	0	0	0	0	0	164,000	0.00%
Office Supplies	658	634	24	3,113	3,169	(56)	7,608	40.91%
Volunteer Driver Program	0	0	0	0	0	0	100,000	0.00%
Security Contract - Metro/LASD	14,626	14,630	(4)	73,130	73,150	(20)	227,461	32.15%
Total - Paratransit Operations - Direct Cost	7,786,583	7,891,120	(104,537)	39,381,909	39,683,037	(301,128)	96,456,115	40.83%
PARATRANSIT OPERATIONS - INDIRECT COST								
Salaries & Related Benefits - Operations	104,148	119,968	(15,820)	564,075	599,840	(35,766)	1,445,969	39.01%
Communications - Telephone & Data Transmission	3,401	5,075	(1,674)	17,765	25,375	(7,610)	60,900	29.17%
Other Professional Expense	533	500	33	26,133	28,185	(2,052)	109,288	23.91%
Vehicle Costs - Indirect	2,907	3,233	(326)	12,239	16,167	(3,928)	38,800	31.54%
Customer Satisfaction/ Free Fare Phone Survey	0	0	0	24,900	24,900	0	50,000	49.80%
Metro Studio Design/ Marketing Services	9,400	9,583	(183)	53,511	47,917	5,594	115,000	46.53%
Office Rent	9,494	9,494	(0)	47,468	47,468	(0)	113,924	41.67%
Insurance - Commercial	1,386	1,344	42	5,818	6,719	(901)	16,125	36.08%
Travel and Conference	0	1,150	(1,150)	5,883	5,750	133	13,800	42.63%
Office Supplies	524	628	(104)	2,882	3,140	(258)	7,536	38.24%
Community Events and Materials	72	4,550	(4,478)	39,351	80,384	(41,033)	136,151	28.90%
Publications/Printed Materials - Riders Communication	7,423	13,117	(5,693)	41,849	78,183	(36,335)	190,660	21.95%
Postage/ Mailing	3,545	3,900	(355)	23,718	25,100	(1,382)	50,000	47.44%
Professional Memberships	130	173	(43)	651	867	(215)	2,080	31.31%
Total - Paratransit Operations - Indirect Cost	142,963	172,715	(29,752)	866,241	989,995	(123,754)	2,350,233	36.86%
Total - Paratransit Operations Cost	7,929,547	8,063,835	(134,289)	40,248,150	40,673,032	(424,882)	98,806,348	40.73%

ACCESS SERVICES

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending November 30, 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	39,748	38,719	1,029	185,599	193,593	(7,994)	467,125	39.73%
Eligibility and Appeal Contracts	227,774	236,810	(9,036)	1,117,440	1,187,007	(69,567)	2,896,365	38.58%
Purchased Transportation Services - Certification Trips	139,816	154,320	(14,504)	685,387	775,680	(90,293)	1,941,060	35.31%
Transportation Cost - Tethering Trips	437	450	(13)	437	450	(13)	25,000	1.75%
Travel Training	43,079	40,644	2,435	209,221	203,219	6,002	487,725	42.90%
Tether Strap Project	12,804	12,805	(1)	58,808	58,810	(2)	353,632	16.63%
Other Professional Expense	1,840	2,542	(702)	28,032	29,041	(1,009)	35,000	80.09%
Communications - Telephone/ Data Transmission	7,784	5,067	2,718	34,545	25,333	9,212	60,800	56.82%
Phone & Computer System Maintenance/ License & Consulting	0	1,667	(1,667)	0	8,333	(8,333)	20,000	0.00%
Vehicle Costs - Mobile Certification	0	21	(21)	0	104	(104)	250	0.00%
Repairs & Maintenance	0	117	(117)	1,157	583	574	1,400	82.63%
Office Rent	4,905	4,914	(9)	24,525	24,569	(43)	58,965	41.59%
Insurance - Commercial	3,910	4,251	(341)	19,566	21,256	(1,690)	51,014	38.35%
Travel and Conference	0	1,000	(1,000)	1,766	5,000	(3,234)	12,000	14.72%
Office Supplies	359	537	(178)	2,323	2,685	(362)	6,444	36.05%
Publications/Printed Materials	4,777	11,618	(6,841)	38,569	84,812	(46,242)	169,000	22.82%
Postage/ Mailing/ Courier	13,008	12,767	242	63,044	68,533	(5,490)	134,000	47.05%
Professional Memberships	16	22	(5)	81	108	(27)	260	31.31%
Subtotal - Eligibility Determination	500,258	528,268	(28,010)	2,470,501	2,689,117	(218,616)	6,720,039	36.76%

ACCESS SERVICES
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE
For Period Ending November 30, 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
CTSA FUNCTION								
EDUCATION AND TRAINING								
Salaries & Related Benefits - CTSA	5,654	6,020	(367)	27,382	30,102	(2,720)	72,525	37.75%
Scholarships Programs	29,376	29,380	(4)	29,376	29,380	(4)	38,500	76.30%
Scholarships Programs, Education & Training Seminars	5,600	5,600	0	9,000	9,000	0	31,500	28.57%
Communications - Telephone	225	379	(154)	1,253	1,896	(643)	4,550	27.54%
Office Rent	633	633	(0)	3,165	3,165	(0)	7,595	41.67%
Insurance - Commercial	28	27	1	116	134	(18)	322	36.08%
Travel and Conference	0	167	(167)	1,147	833	314	2,000	57.37%
Office Supplies	107	172	(65)	731	860	(129)	2,064	35.44%
Community Events and Materials	36	333	(297)	413	1,667	(1,254)	4,000	10.32%
Publications/Printed Materials	0	183	(183)	1,387	917	470	2,200	63.03%
Postage/Mailing	430	500	(70)	2,221	2,500	(279)	6,000	37.01%
Professional Memberships	16	21	(5)	81	107	(26)	260	31.31%
Subtotal - Education and Training	42,104	43,416	(1,312)	76,272	80,561	(4,289)	171,517	44.47%
ACCESS RIDE-INFORMATION								
Salaries & Related Benefits - Ride-Information	14,719	16,939	(2,220)	77,460	84,695	(7,235)	204,206	37.93%
Communications - Telephone	1,434	921	513	6,371	4,604	1,767	11,050	57.66%
Phone & Computer System Maintenance/ License & Consulting	150	167	(17)	750	833	(83)	2,000	37.50%
Office Rent	1,544	1,546	(1)	7,722	7,728	(7)	18,548	41.63%
Office Supplies	82	113	(31)	499	565	(66)	1,356	36.80%
Publications/Printed Materials	0	167	(167)	869	833	36	2,000	43.45%
Postage/Mailing	86	100	(14)	444	500	(56)	1,200	37.01%
Professional Memberships	16	22	(5)	81	108	(26)	260	31.31%
Subtotal - Ride-Information	18,032	19,973	(1,942)	94,196	99,867	(5,671)	240,621	39.15%
Subtotal - CTSA Function	60,136	63,390	(3,253)	170,468	180,428	(9,960)	412,138	41.36%
Total - Other Activities	560,395	591,658	(31,263)	2,640,969	2,869,545	(228,576)	7,132,177	37.03%

ACCESS SERVICES

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending November 30, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/2 BUDGET REACHED
ADMINISTRATIVE								
Salaries & Related Benefits	235,533	258,667	(23,134)	1,224,507	1,274,977	(50,470)	3,109,419	39.38%
Communications - Telephone & Data Transmission	2,905	4,613	(1,708)	15,668	23,063	(7,395)	55,350	28.31%
Office Rent	19,315	19,604	(290)	96,839	98,022	(1,184)	235,253	41.16%
Insurance - Commercial	10,000	11,194	(1,193)	50,126	55,969	(5,843)	134,327	37.32%
Office Supplies	2,269	2,791	(522)	10,927	13,955	(3,028)	33,492	32.63%
Promotional Events & Materials	0	0	0	34,970	35,000	(30)	35,000	0.00%
Other Professional Services	76,194	91,872	(15,677)	584,780	588,496	(3,716)	1,708,108	34.24%
Public Notice Advertising Expenses	47	833	(786)	470	4,167	(3,697)	10,000	4.70%
Equipment/ Other Rental	183	300	(117)	1,337	1,500	(163)	3,600	37.13%
Repairs & Maintenance	3,458	5,168	(1,710)	18,949	25,497	(6,548)	61,855	30.63%
Postage/ Mailing/ Messenger	4,845	5,318	(474)	24,373	26,592	(2,219)	63,820	38.19%
Publications/ Printed Materials/ Copying	119	1,850	(1,731)	9,213	12,454	(3,241)	25,404	36.27%
Network Support/ Supplies	4,795	7,740	(2,945)	30,835	45,710	(14,875)	124,066	24.85%
Subscription/ References	245	250	(5)	704	1,250	(546)	3,000	23.47%
Professional Memberships	222	412	(190)	1,300	2,058	(758)	4,940	26.31%
Board and Advisory Committee Compensation	(389)	3,708	(4,097)	20,197	18,542	1,655	44,500	45.39%
Annual Meeting	0	0	0	0	0	0	16,000	0.00%
Business Meetings & Meals	819	917	(98)	6,103	4,583	1,519	11,000	55.48%
Travel and Conference	2,307	4,042	(1,734)	22,117	20,208	1,908	48,500	45.60%
Mileage and Parking	171	208	(37)	1,506	1,042	464	2,500	60.24%
Bank Interest	0	0	0	0	0	0	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	452	535	(83)	1,017	2,676	(1,659)	6,426	15.83%
Total - Administrative Expense	363,490	420,023	(56,533)	2,155,937	2,255,762	(99,825)	5,786,561	37.26%
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	8,853,432	9,075,516	(222,085)	45,045,055	45,798,338	(753,283)	111,725,085	40.32%
Amortization and Depreciation Expense	441,027	0	441,027	2,116,253	0	2,116,253	0	
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	9,294,459	9,075,516	218,943	47,161,308	45,798,339	1,362,970	111,725,085	

ACCESS SERVICES
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE
For Period Ending November 30, 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
CAPITAL EXPENDITURES								
Property & Equipment	298,243	298,285	(42)	3,764,614	3,768,520	(3,906)	12,081,683	31.16%
Total - Capital Expenditures	298,243	298,285	(42)	3,764,614	3,768,520	(3,906)	12,081,683	31.16%
Less: Amortization and Depreciation Expense	(441,027)	0	(441,027)	(2,116,253)	0	(2,116,253)	0	
TOTAL EXPENSES AND CAPITAL EXPENDITURES	9,151,675	9,373,801	(222,127)	48,809,669	49,566,858	(757,189)	123,806,768	39.42%
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	9,151,675	9,373,801	(222,127)	48,809,669	49,566,858	(757,189)	124,073,847	39.34%
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)	127,296	127,305	(9)	127,296	127,305	(9)	2,355,000	5.41%
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	127,296	127,305	(9)	127,296	127,305	(9)	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)	170,947	170,980	(33)	341,894	341,964	(70)	341,964	99.98%
SUBTOTAL - VEHICLES - FY 09/10	170,947	170,980	(33)	341,894	341,964	(70)	341,964	
TETHER STRAPS & MARKING PROGRAM CAPITAL	0	0	0	0	0	0	90,000	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	9,245	9,246	(1)	200,000	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 11/12	0	0	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	0	0	0	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	0	0	0	398,934	399,031	(97)	2,939,445	
TOTAL CAPITAL EXPENDITURES	298,243	298,285	(42)	3,764,614	3,768,520	(3,906)	12,081,683	31.16%

BOARD BOX ITEM #6

JANUARY 13, 2011

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

STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

As we approach the holiday season it is anticipated that trip demand will drop slightly over the holiday period. Access transported 203,641 trips system wide in November, which represents a 4% drop in trip volume from October. Fiscal year-to-date, we have transported over 1.02 million ADA trips in LA County. System on-time performance for the month improved to 91.1% with 0.09% Late4, which brings the fiscal year-to-date performance to 91.1% on-time and 0.10% Late4. The performance trend indicates a positive recovery from the peak demand months of September and October.

While Access staff members and Service Providers keep an eye on ridership demand growth, performance, and service quality, we are also working on several key projects that will be implemented during the second half of the fiscal year. Some of the projects include reservation software upgrade in the Southern region, reservation software transition in the Northern region, potential contract start-up in the Antelope Valley region, launching of the Access-to-Work service, managing the projected March demand spike, hosting the 2012 Access Services Rodeo event, cross training of Access Road Supervisors and Dispatch Coordinators, participating in the 2012 Abilities Expo, and conducting regional community meetings. It's going to be very busy during the months ahead; however, we love the excitement and looking forward to the new challenges.

Rogello Gomez - Acting Project Administrator, Eastern Regions - For the month of November San Gabriel Transit (SGT) serviced 57,491 trips. SGT completed the month with an on-time performance of 92% and 0.08% Late4. To reinforce their safety focus, SGT conducted several safety trainings as well as safety meetings during the month with their drivers. There were 20 SGT drivers in November that reached the Access Services Safety Incentive program's 40,000 milestone, these drivers were presented with Access Jackets in appreciation of their hard work and dedication to safety.

Geetu Banerjee - Project Administrator, Northern and Antelope Valley Regions - In November, MV Transportation completed 42,103 trips with an on-time performance of 91.3% and 0.05% Late4. MV has consistently met our performance standards and has made steady progress in reducing the number of late 4's, which is currently at 0.04% for the fiscal year.

MV Transportation has taken the initiative to migrate to the Access provided Stratagen software platform so that they can improve their reservation and dispatching features. At the November Board meeting, Access Board took action and approved the change of software. Staff is working in close collaboration with MV and the Stratagen team to plan and implement the new software during the second half of the fiscal year.

Among other highlights, MV Transportation has taken steps to go greener; they have complemented their fleet with 15 new 2012 Ford Fusion hybrids. MV staff also organized a chili-cook off event for their entire staff before the "Thanksgiving" weekend to show appreciation for their hard work and dedication during the busy fall season.

In Antelope Valley, Southland Transit (STI) completed 4,993 trips in November. With the increase in resources in drivers and vehicles, STI has made significant improvements to bring the performance back to our system standards. The on-time performance for November was at 95.0% and late 4's were at 0.19%. Some of the challenges anticipated in this region during the winter season are snowstorms, and staff is working with the STI team to monitor daily weather reports and alerts; so we can continue to transport our customers safely.

Alfredo Torales- Project Administrator, Southern and Santa Clarita Regions - In November 2011, the Santa Clarita Region provided 3,126 trips with an on-time performance of 94.6% and 0.17% Late4. On November 3, 2011, Access staff attended the City of Santa Clarita Transit Accessibility Advisory Committee (AAC) Meeting. The AAC was established for the purpose of providing guidance on the quality of its transportation programs and services for seniors and persons with disabilities. Access presented the latest information on the Access TAP cards and answered questions regarding policy concerns and operational issues.

In November 2011, the Southern Region provided 62,699 trips with an on-time performance of 90.3% and 0.12% Late4. The performance struggles in the region continued into the first two weeks of the month. GPI was able to recover and improve performance during the second half of the month. Concerning safety, the Southern Region continues to improve, reducing their overall claims compared to the previous two years. A wheelchair securement audit was conducted by Access staff on November 29, 2011. Drivers, supervisors and trainers were tested on their wheelchair securement knowledge and skills. The audit result was positive and encouraging.

Geoffrey Okamoto - Project Administrator, West Central Region and Eligibility - For the month of November 2011, we have 116,933 eligible customers, which represent a 5.33% increase from the start of the fiscal year. Overall CARE Evaluators has performed well considering the increase in number of evaluation requests in recent months. There are some cost-saving measures that are currently being developed to address evaluation appointment cancellations by customers. We hope that our efforts prove to make a positive impact so that we can fully utilize our existing resources. During November CARE Evaluators maintained its outreach efforts by providing marking and tethering services at United Cerebral Palsy (UCP) of Culver City. They have also committed to provide their marking and tethering services in January 2012 at UCP in the San Fernando Valley. CARE Evaluators will attend all upcoming regional community meetings and provide the mobility devise marketing and tethering services to meeting attendees.

For the month of November 2011, California Transit Inc. (CTI) transported 32,921 trips with an on-time performance of 90.3% and 0.06% Late4. A wheelchair audit was conducted at CTI in November with positive results. They also conducted safety meetings for all drivers to review safety and operational concerns. The Smart Drive tool continues to show positive trends in accident reduction and safety awareness.

DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

Customer Service, Operations Monitoring Update and Customer Care Update:

As is customary each month a summary of the three functions of the Customer Support Services Department are outlined below for the month of November:

Customer Service Center - The delivery of Tap cards continued to have an impact on the Customer Service Center's call volume. In November 2011 the call center assisted 16,625 individuals, representing an 8.5% decrease from the previous month of October. The decrease of call volume is being attributed primarily to our customers actually having the Tap card in hand. Inquiries and explanation on how to activate and use the card, along with the reporting of issues when actually trying to use the card equates to longer talk time on the majority of calls.

It's important to note that Access, in conjunction with ReadyCredit revised the phone tree in late November. The Access TAP ReadyCard Visa activation process was revised to address a number of concerns. The revised phone tree at the activation center now allows our customers to activate the TAP card component only without going through a live operator or providing any personal information by selecting option 2 on the phone tree show below. The customer will then be requested to enter the 16 digit card number located on the front of the new TAP ID Card which will complete the activation process.

Revised Phone tree (1-800-921-8470)

- 1) Activate TAP card and pre-paid Visa
- 2) Activate TAP card only
- 3) Information on prepaid Visa
- 4) Information on TAP Card
- 5) Activation Status

Additionally, the department is developing a scope of work in order to identify an outside call center that can assist with various types of calls that are more administrative in nature. This will allow our customer service representatives to focus on more customer service oriented issues, reduce call volume and subsequently, hold times.

Customer Care Department - There was a lot to be grateful for in the month of November 2011. All of our Customer Care Specialists were either promoted to other departments within the organization or left to endeavor in other business opportunities; congratulation was definitely an order. In other good news, we now have three new Customer Care Specialist eager to fill these shoes. We anticipate that they will also do a fabulous job and will dedicate their work to the safety of our customers and help to increase the quality of service.

This month's total number of complaints for November was 890 tickets that's a nominal increase of 1.3% from the previous month. Our top three complaint classifications were as usual, Late 4, Urgent, and Discourteous with a combined total of 417 tickets (47% of all complaint tickets combined). We determined that several of our tickets are attributed to common factors such as, late dispatching due to de-combined trips or heavy scheduling, drivers not waiting the full dwell time, excessive travel time, and various booking errors. The Operations staff continues to work hard to decrease the number of service breakdowns and their efforts are definitely proven by the number of commendations received each month, specifically 287 commendations for the month of November.

Customer Support Center - The Customer Support Center (also known as OMC) saw a significant decrease in call volume. During November 2011 only 3,678 requests for urgent assistance were registered in Operations Monitoring. This is a decrease of 9.6% from October 2011 and a whopping 30.5% decrease from November of 2010. During the month of November OMC also conducted ride monitoring, whereby customers who have experienced a service anomaly are, in effect, monitored and checked at various points during their trip in order to observe or identify irregularities before these irregularities become a persistent or more serious issue. Examples that could warrant a trip monitoring could be late arrivals or perhaps travel times deemed excessive. A total of 152 unduplicated trips were monitored during November. Last but certainly not least, OMC associates garnered 14 commendations from Access customers in November, a gesture that makes each agent's day.

LUIS PACHECO, SAFETY ANALYST

The Access Driver Safety Incentive Program

The program is now a year old and in the planning stages to start recognizing drivers that surpass the 100,000 mark. Program administrators have drafted a plan which is currently being presented to the drivers for their input. The most important thing is to be sure this program is valued by the drivers and the awards are what the drivers want.

Staff has scheduled meetings with the drivers using the Provider Monthly Safety Meetings as the forum to present current awards and discuss the next level awards. To date this has been quite successful in getting drivers excited about the continuing program and their valuable input.

Smart Drive

November saw a decrease in the total number of events coached. This decrease in coaching is due to a variety of factors, mainly personnel changes and IT issues. Once these problems are resolved, however, the number of coached events is expected to return to normal. Despite this decrease in coaching, the total number of events is still at its lowest since February. This shows the success of the Smartdrive program, specifically the coaching process, which reinforces positive safety behaviors among drivers throughout all of Access.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Call statistics for 2011 YTD

Month	Total # of Calls	Total # of MM List, Talked To	Total # of Non Access Customers Talked to	% of people talked to of total calls	Total # of Issues with Phone #s	% of issues with phone #s	# of Voice Messages	% of voice messages	# of Last Calls and No Answers	% of last calls and no answer	# of calls waiting follow-up.	% of calls waiting follow-up.
January	312	119	73	62%	27	9%	71	23%	21	7%	1	0%
February	291	122	74	67%	17	6%	69	24%	9	3%	0	0%
March	305	129	92	72%	19	6%	44	14%	20	7%	1	0%
April	239	67	117	77%	9	4%	39	16%	7	3%	0	0%
May	362	110	177	79%	12	3%	55	15%	8	2%	0	0%
June	366	120	153	75%	12	3%	69	19%	10	3%	2	1%
July	259	103	72	68%	16	6%	54	21%	12	5%	2	1%
August	352	150	112	74%	25	7%	49	14%	14	4%	2	1%
September	356	130	107	67%	20	6%	81	23%	15	4%	3	1%
October	312	105	112	70%	18	6%	62	20%	14	4%	1	0%
November	253	122	57	71%	14	6%	48	19%	12	5%	0	0%
December	143	63	32	66%	8	6%	31	22%	1	1%	8	6%
End of Year	3550	1340	1178	71%	197	6%	672	19%	143	4%	20	1%

The Mobility Management department had a very busy and productive year having completed over 3,500 calls for the year ending December 2011. Compared to the previous year 2010, Mobility Management call volume decreased slightly by 10% but experienced a 22% increase in calls when speaking to non-Access certified customers. The number of calls that resulted in “no-answer” or “last call” (calls where staff did not get a response) saw a slight reduction of 2% from the previous year. There were a number of changes in the Mobility Management department: former Mobility Management Analyst, Nicole Leiva moved to a new position in the Customer Service department; Stephen Wrenn was promoted to Senior Mobility Management Counselor; and a new staff member, Erik Washington was hired as the new Mobility Management Counselor. Staff participated in over 23 outreach events during the course of the year including presentations at the Veterans Home of California, the City of Long Beach’s ‘Disability Employment Awareness Month’, and various events highlighting elder abuse prevention and health and resource fairs throughout the County.

BOARD BOX ITEM #7

JANUARY 13, 2011

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

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

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	203,641	212,070	-4.0%	1,022,976
Passengers per Vehicle Trip	1.30	1.30	0.0%	1.31
Average Trip Distance	9.1	9.2	-0.6%	9.2
Total Calls to Providers	350,221	363,228	-3.6%	1,767,759
Average Initial Hold Time (seconds)	43	59	-27.1%	57
% of Calls on Hold More Than 5 minutes	1.9%	3.5%	-1.6%	3.9%
On-Time Performance	91.1%	90.1%	1.0%	91.1%
Late 4 Trips	0.09%	0.10%	-0.01%	0.10%
Total number Registered Riders	116,933	115,785	1.0%	116,933

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
System Wide				
OCT-11	274,719	212,070	1.30	1.00
NOV-11	264,644	203,641	1.30	1.00
% Change	-3.7%	-4.0%	0.0%	0.0%
SGT - Eastern Region				
OCT-11	78,808	59,602	1.32	0.95
NOV-11	76,342	57,491	1.33	0.94
% Change	-3.1%	-3.5%	0.8%	-1.1%
GPI - Southern Region				
OCT-11	85,197	65,392	1.30	1.02
NOV-11	82,199	62,699	1.31	1.03
% Change	-3.5%	-4.1%	0.8%	1.0%
CTI - WC - West Central Region				
OCT-11	45,003	34,304	1.31	1.03
NOV-11	43,150	32,921	1.31	1.02
% Change	-4.1%	-4.0%	0.0%	-1.0%
MV - San Fernando Valley Region				
OCT-11	54,275	43,807	1.24	1.02
NOV-11	52,295	42,103	1.24	1.02
% Change	-3.7%	-3.9%	0.0%	0.0%
STI - AV - Antelope Valley Region				
OCT-11	7,066	5,244	1.35	1.04
NOV-11	6,686	4,993	1.34	1.03
% Change	-5.4%	-4.8%	-0.7%	-1.0%
SCT - Santa Clarita Region				
OCT-11	3,947	3,352	1.18	1.01
NOV-11	3,627	3,126	1.16	1.01
% Change	-8.1%	-6.7%	-1.7%	0.0%

PROVIDER SERVICE SUMMARY
PROVIDER MONITORING

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	64	32	56
SGT - Eastern Region	25	10	7.0
GPI - Southern Region	10	8	15.0
CTI - West - Central Region	9	4	7
MV Transit - San Fernando Valley Region	18	4	25.7
STI - Antelope Valley Region	1	4	6
SCT - Santa Clarita Region	1	2	3

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	92	106	114.6
SGT - Eastern Region	33	41	25.6
GPI - Southern Region	17	19	19.4
CTI - West - Central Region	30	28	24.6
MV Transit - San Fernando Valley Region	TBD*	TBD*	16.8
STI - Antelope Valley Region	TBD*	TBD*	17.5
SCT - Santa Clarita Region	12	17	17.6

* The data above represents the number of Order Takers and Dispatchers evaluated by the Dispatch Coordinators. *Data unavailable 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	90.4%	91.0%
1-20 Minutes Longer than Fixed Route Trip	6.6%	6.9%
21-40 Minutes Longer than Fixed Route Trip	2.2%	1.4%
41-60 Minutes Longer than Fixed Route Trip	0.6%	0.8%
60 Minutes Longer than Fixed Route Trip	0.1%	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	317	284	269.4
Transfer Point to Antelope Valley	266	220	212.6
Santa Clarita to Transfer Point	132	130	134.6
Transfer Point to Santa Clarita	103	110	106.0

Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	0	0	0.8
Total Reported Incidents with Bodily Injury	0	0	0.0
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	0	0.8
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	350,221	363,228	353,552
SGT - Eastern Region	93,810	100,671	97,199
GPI - Southern Region	112,675	114,532	112,075
CTI - West - Central Region	75,348	78,982	77,060
MV Transit - San Fernando Valley Region	56,562	56,318	54,779
STI - Antelope Valley Region	8,411	9,252	9,007
SCT - Santa Clarita Region	3,415	3,473	3,435

Customer Service/OMC Calls

	Current	Previous Month	YTD-Average
Customer Service Calls Answered	16,626	18,161	17,677
Ops. Monitoring Center Calls Answered	6,035	6,309	5,631
<i>Ride Info</i> Calls Offered	782	872	899

Average Initial Hold Times – Standard -Not to Exceed 120 Secs and % Calls on Hold > 5 mins Systemwide	Current	Previous Month	YTD- Average
Average Initial Hold Time	43	59	57
% OF Calls On Hold More Than 5 minutes	1.9%	3.5%	3.9%
SGT – Eastern Region			
Average Initial Hold Time	29	66	54
% of Calls on Hold More Than 5 minutes	0.5%	4.4%	3.3%
GPI – Southern Region			
Average Initial Hold Time	52	58	52
% of Calls on Hold More Than 5 minutes	3.5%	3.4%	3.2%
CTI – West – Central Region			
Average Initial Hold Time	32	55	51
% of Calls on Hold More Than 5 minutes	0.9%	3.3%	3.3%
MV Transit – San Fernando Valley Region			
Average Initial Hold Time	59	54	64
% of Calls on Hold More Than 5 minutes	2.0%	2.0%	3.1%
STI – Antelope Valley Region			
Average Initial Hold Time	52	68	57
% of Calls on Hold More Than 5 minutes	3.9%	6.0%	4.7%
SCT – Santa Clarita Valley Region			
Average Initial Hold Time	67	58	54
% of Calls on Hold More Than 5 minutes	4.6%	3.7%	3.6%
Operations Monitoring Center			
Average Initial Hold Time	284	264	211
% of Calls on Hold More Than 5 minutes	40.7%	34.1%	28.0%
Customer Service			
Average Initial Hold Time	634	555	450
% of Calls on Hold More Than 5 minutes	87.1%	73.8%	51.2%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	2,102	1,909	2,135
RESTRICTED	487	565	427
TEMPORARY	354	336	319
NOT ELIGIBLE	353	389	363
TOTAL	3,296	3,199	3,243
Recertifications (in Person)	699	627	618
New Applicants	2,597	2,572*	2,626
Eligibility Renewals			
Recertification Letters Sent	2,397	3,133*	2,484
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	6	5	6
Scheduling Phone Call to Evaluation	14	14	13
Scheduling Phone Call to Mail Out	25	24	24

* New Applicants and Recertification Letters Sent changed due to technical issues with reporting.

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	234	77	117
Closed	95	83	81
Withdrawn/Closed Before Completion	28	13	24
Pending	139	151	155
Increased	24	18	17
Decreased	1	4	2
Modified	4	2	4
Upheld	38	45	34
% Appeals not overturned	64%	74%	70%
Net Denied Rate (Year-to-Date)	10.0%	11.6%	10.8%
Process Time: Appeal Date to Mail Out (ADA>30)	9	9	8

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	3,678	4,070	4,250
Late calls	1,205	1,469	1,382
Other (CSC/Reservations)	2,473	2,601	2,868

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	206	206	211
ETA Given	599	790	696
Help Calls	1	0	3
Miscellaneous	399	473	471
TOTAL LATE CALLS	1,205	1,469	1,382

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	53	52	53.8

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	91.1%	90.1%	91.1%
Percentage of Late Trips	8.9%	9.9%	8.9%
Late "1" (1-15 min. late)	6.7%	7.4%	6.8%
Late "2" (16-30 min. late)	1.7%	1.9%	1.6%
Late "3" (31-45 min. late)	0.4%	0.4%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.09%	0.10%	0.10%
No Shows	3.5%	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	0.18%	0.00%	0.09%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.0%	90.3%	91.7%
Percentage of Late Trips	8.0%	9.7%	8.3%
Late "1" (1-15 min. late)	6.1%	7.4%	6.3%
Late "2" (16-30 min. late)	1.5%	1.8%	1.5%
Late "3" (31-45 min. late)	0.3%	0.4%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.08%	0.07%	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	90.3%	89.7%	91.0%
Percentage of Late Trips	9.7%	10.3%	9.0%
Late "1" (1-15 min. late)	7.5%	7.9%	7.0%
Late "2" (16-30 min. late)	1.8%	1.9%	1.6%
Late "3" (31-45 min. late)	0.3%	0.4%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.05%	0.06%
No Shows	4.5%	4.7%	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	0.79%	0.00%	0.16%

GPI - Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	90.3%	88.9%	90.1%
Percentage of Late Trips	9.7%	11.1%	9.9%
Late "1" (1-15 min. late)	7.1%	8.0%	7.3%
Late "2" (16-30 min. late)	2.0%	2.4%	1.9%
Late "3" (31-45 min. late)	0.5%	0.6%	0.5%
Late "4" (>46 min. late)/Missed Trips	0.12%	0.17%	0.13%
No Shows	3.4%	3.4%	3.6%
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%	0.15%

MVT - Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.3%	91.7%	91.4%
Percentage of Late Trips	8.7%	8.3%	8.6%
Late "1" (1-15 min. late)	6.7%	6.7%	7.0%
Late "2" (16-30 min. late)	1.7%	1.4%	1.4%
Late "3" (31-45 min. late)	0.3%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.03%	0.04%
No Shows	2.8%	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%	0.00%	0.14%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	95.0%	89.1%	89.8%
Percentage of Late Trips	5.0%	10.9%	10.2%
Late "1" (1-15 min. late)	3.7%	7.3%	7.1%

Late "2" (16-30 min. late)	0.8%	2.3%	2.1%
Late "3" (31-45 min. late)	0.3%	0.8%	0.7%
Late "4" (>46 min. late)/Missed Trips*	0.19%	0.49%	0.37%
No Shows	4.7%	5.3%	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	94.6%	90.2%	92.3%
Percentage of Late Trips	5.4%	9.8%	7.7%
Late "1" (1-15 min. late)	4.5%	7.2%	5.8%
Late "2" (16-30 min. late)	0.6%	1.6%	1.2%
Late "3" (31-45 min. late)	0.1%	0.5%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.17%	0.51%	0.36%
No Shows	1.2%	1.4%	1.2%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	0	0.0
Animal	2	1.4
Booking	54	55.0
Conduct	50	39.5
Discourteous	101	93.0
Late 1	23	27.0
Late 2	39	31.0
Late 3	16	14.5
Late 4	218	189.3
Risk Management	119	104.3

Routing	13	25.5
Wheelchair Securement	2	1.7
Service	53	81.8
Travel Time	48	34.0
Vehicle	6	6.5
TOTAL	744	704.3
Ratio per 1,000 Trips	3.5	3.4

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.0
Animal	1	0.2
Booking	21	18.0
Conduct	24	16.2
Discourteous	33	32.3
Late 1	3	5.3
Late 2	7	7.2
Late 3	3	4.7
Late 4	58	52.2
Risk Management	29	23.5
Routing	0	4.5
Wheelchair Securement	0	0.3
Service	13	17.5
Travel Time	16	9.0
Vehicle	1	1.2
TOTAL	209	192.0
Ratio per 1,000 Trips	3.5	3.3

CTI - West Central Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	10	10.0
Conduct	5	4.8
Discourteous	15	12.3
Late 1	4	5.3

Late 2	5	3.5
Late 3	0	1.2
Late 4	58	45.8
Risk Management	17	17.2
Routing	4	6.0
Wheelchair Securement	0	3.8
Service	7	11.5
Travel Time	12	6.7
Vehicle	2	1.0
TOTAL	139	129.2
Ratio per 1,000 Trips	4.1	3.8

GPI - Southern Region	Current	6-Month Average
ADA	0	0.0
Animal	1	1.0
Booking	18	18.3
Conduct	13	12.5
Discourteous	27	23.5
Late 1	12	11.8
Late 2	17	13.7
Late 3	8	6.2
Late 4	71	66.8
Risk Management	41	30.8
Routing	8	12.3
Wheelchair Securement	1	8.2
Service	21	23.5
Travel Time	14	13.2
Vehicle	1	1.2
TOTAL	253	243.0
Ratio per 1,000 Trips	3.9	3.8

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	3	5.5
Conduct	7	4.3
Discourteous	20	16.2
Late 1	4	3.2
Late 2	9	5.5
Late 3	3	2.0
Late 4	25	18.0
Risk Management	27	25.8
Routing	1	1.8
Wheelchair Securement	1	1.5
Service	5	9.7
Travel Time	5	2.7
Vehicle	1	1.5
TOTAL	111	97.7
Ratio per 1,000 Trips	2.5	2.3

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	0	2.2
Late 1	0	1.0
Late 2	0	0.8
Late 3	2	0.5
Late 4	4	4.2
Risk Management	4	3.3
Routing	0	0.8
Wheelchair Securement	0	0.2
Service	2	2.3
Travel Time	1	1.8
Vehicle	1	1.0
TOTAL	16	21.3

Ratio per 1,000 Trips	3.1	4.1
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SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.2
Conduct	0	0.0
Discourteous	1	0.3
Late 1	0	0.3
Late 2	0	0.0
Late 3	0	0.0
Late 4	0	1.0
Risk Management	0	0.2
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	1	0.5
Travel Time	0	0.3
Vehicle	0	0.5
TOTAL	2	3.3
Ratio per 1,000 Trips	0.6	1.0

Travel Training Statistics

Travel Training, Fiscal Year 2011-2012	Jul-11	Aug-11	Sep - 11	Oct - 11	Nov - 11
Accepted Travel Training	29	40	28	27	24
Waiting for Travel Training	13	24	13	16	14
Started Travel Training	16	16	15	11	14
Completed Travel Training	25	22	23	20	24
Discontinued Services	-	0	1	1	0
People Currently in Travel Training	-	0	0	0	0
Total Follow-up Response Month 2	21	17	14	20	17
# Graduates Using Bus After 2 Months	20	17	13	20	16
Average # of Trips per-week, Month 2	8	9	8	9	7
<i>Estimated Bus Trips Taken, YTD</i>	8,352	7,313	4,526	7,038	3,898

*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.

Total Trips Comparison

■ FY 10/11 ■ FY 11/12

