



Access Services
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Board Box

JUNE 17, 2010

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BOARD BOX ITEM #1

JUNE 17, 2010

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE ACTIVITIES

Federal Legislative Activities:

I attended the California Transit Association's Annual Legislative Conference in May. Boardmember and Chair of the CTA, Doran Barnes, was also in attendance. Attendees were treated to a compelling program, highlighted by Senator Alan Lowenthal (D-Long Beach) and Assemblyman Mike Eng (D-Monterey Park), that detailed both recent developments and future prospects with regard to state funding for transit. While transit operators in California scored a major victory when the Governor agreed to provide \$400 million in operating assistance through the State Transit Assistance program (which he had previously eliminated), there are still a number of interesting questions going forward given that the initiative that the CTA is supporting references funding sources that are no longer part of state law. Reading between the lines, it appears that, if the initiative passes in November, the CTA will be in a strong position according to CTA Executive Director Josh Shaw.

I will also be heading up to Sacramento tomorrow (June 16th) to meet with key lawmakers and the Governor's office to talk to them about Access Services and how state funding impacts our agency and customers. Jason Gonsalves, our state advocate, has been arranging the meetings and will be accompanying me during the day.

Local Legislative Activities: I attended a Special Council Meeting of the Los Angeles City Council on June 4th to listen to the discussion regarding the proposed cuts to Los Angeles transit and Dial-A-Ride programs. For the most part, the Council approved the final staff recommendations which will have an effect on the CityRide programs, which provide transportation services to the elderly and people with disabilities. We anticipate these cuts could lead to a small increase in Access ridership going forward although it is hard to quantify since we don't know exactly how many people are eligible for both CityRide and Access Services.

Overall, as local services get pared back in this recession, it is reasonable to assume that more people will turn to Access Services for their transportation needs. Staff will continue to monitor the level of services provided by our member agencies and others.

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

BOARD BOX ITEM #2

JUNE 17, 2010

TO: BOARD OF DIRECTORS

FROM: KRISTINE HELIN, SENIOR ADMINISTRATIVE ASSISTANT

RE: OUT OF STATE TRAVEL

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

June 7 - 11, 2010
New York City, NY

Information gathering trip to NYT

The below mentioned Access Services staff and contract staff traveled to NYC MTA to get a hands on view of the Stratagen software and how it is being utilized there. The goal is to return with a best practices approach to account for operational efficiency while maintaining cost effectiveness. Additionally, the team will be looking to identify components of the software that may need to be added to increase effectiveness for on-going and future implementations.

Geoffrey Okamoto, Project Administrator

Luis Garcia, Project Administrator

Ruben Prieto, Systems Analyst

Lee Habibi, Global General Manager

Ruben Santana, Global Scheduler

BOARD BOX ITEM #3

JUNE 17, 2010

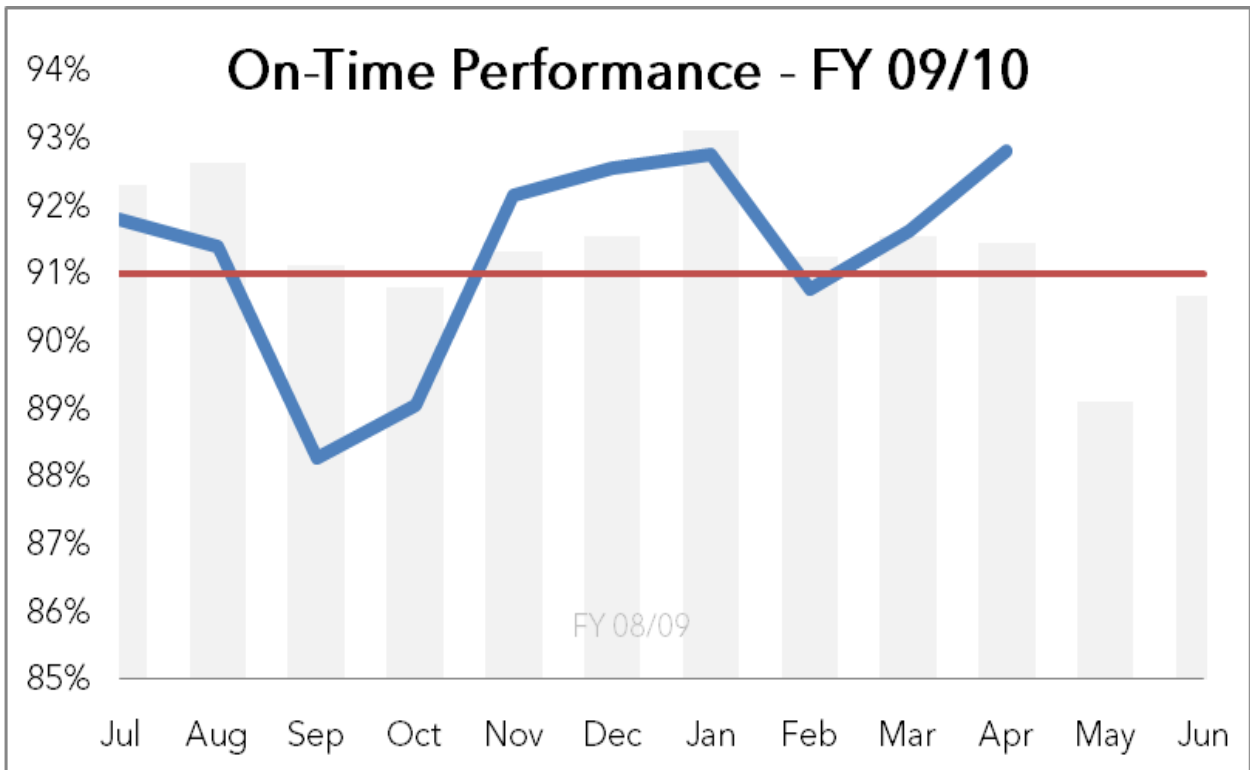
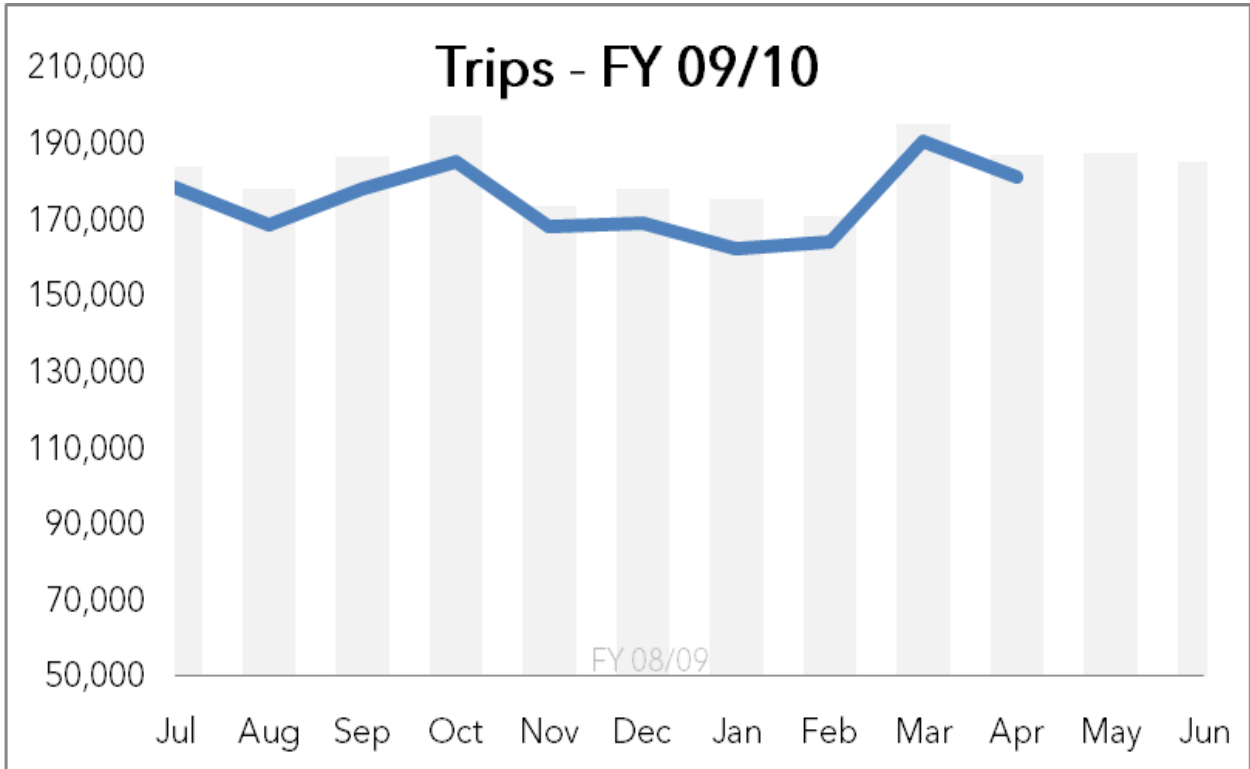
TO: BOARD OF DIRECTORS

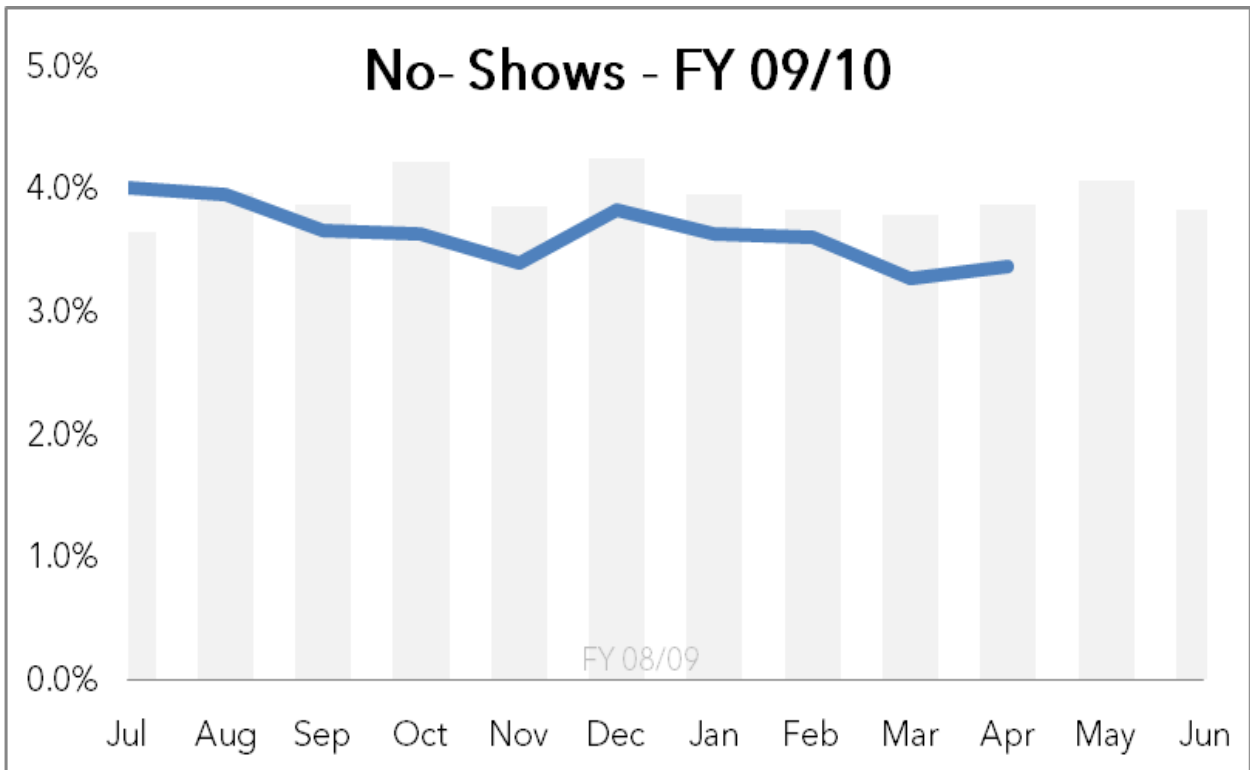
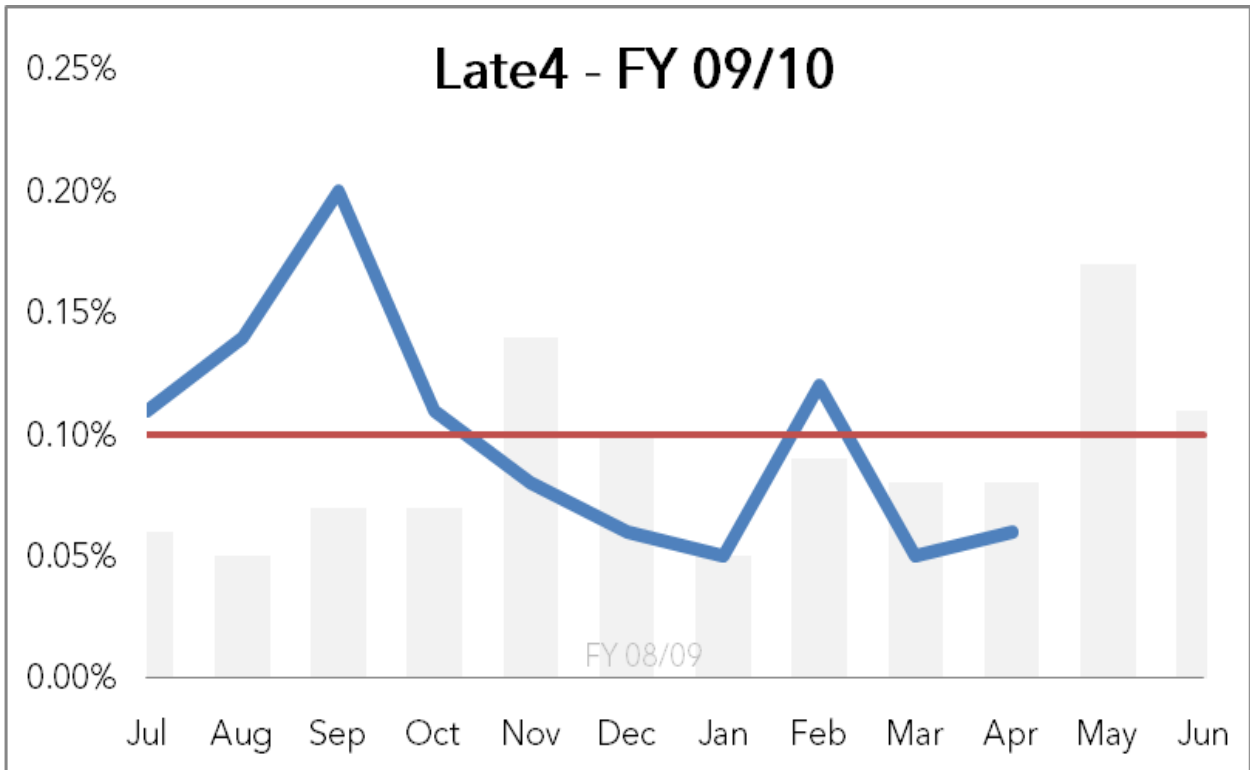
FROM: ALFREDO TORALES, OPERATIONS ANALYST

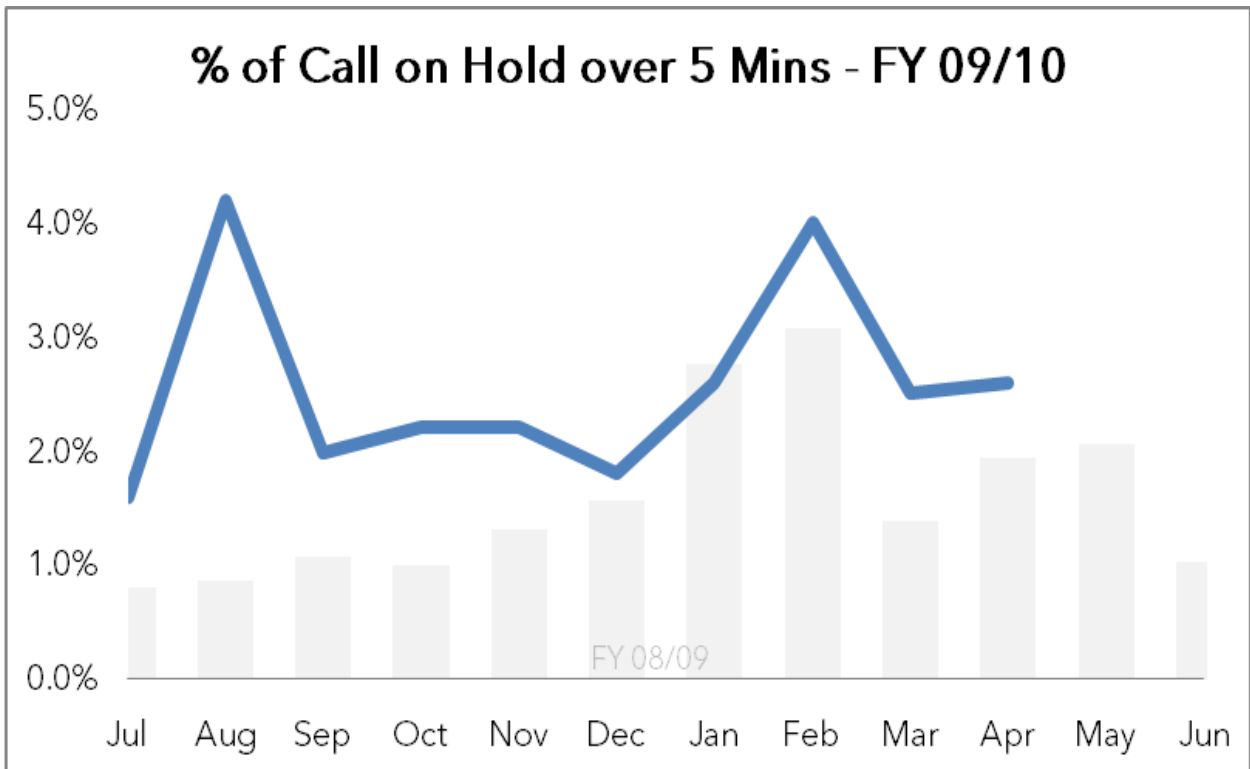
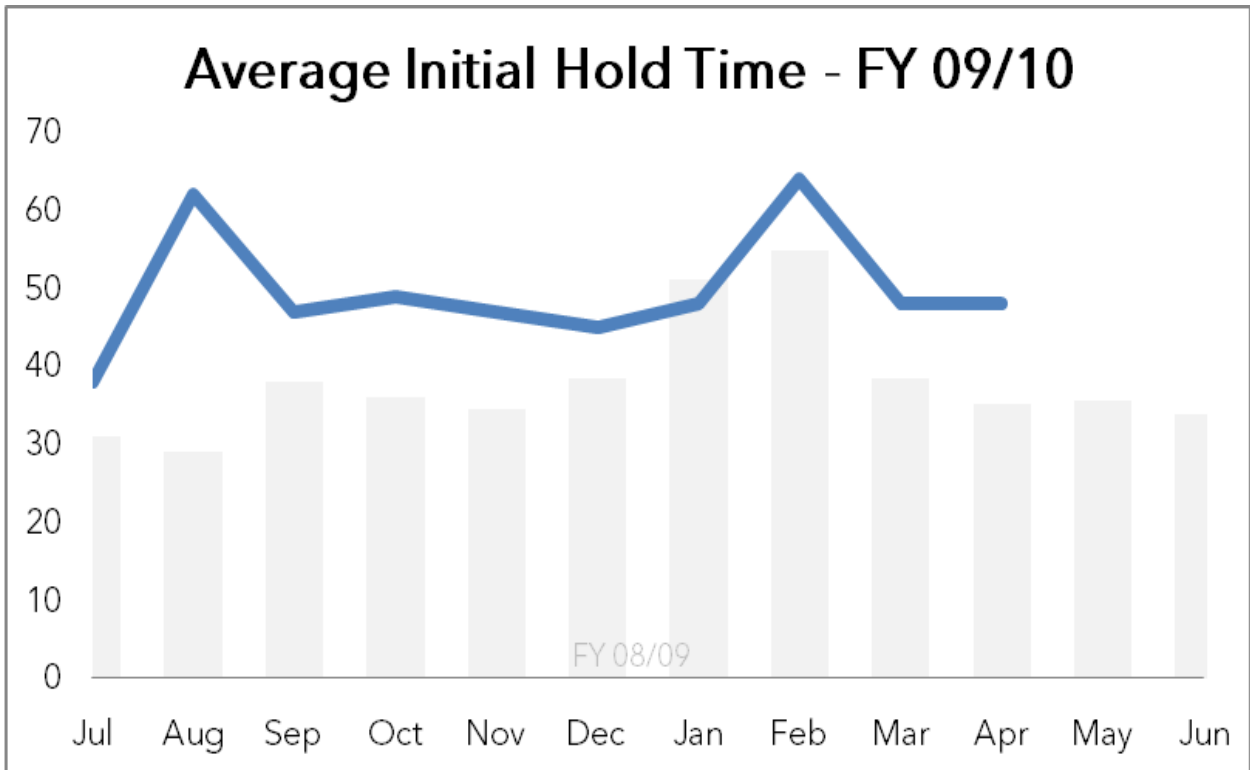
RE: KEY PERFORMANCE INDICATORS

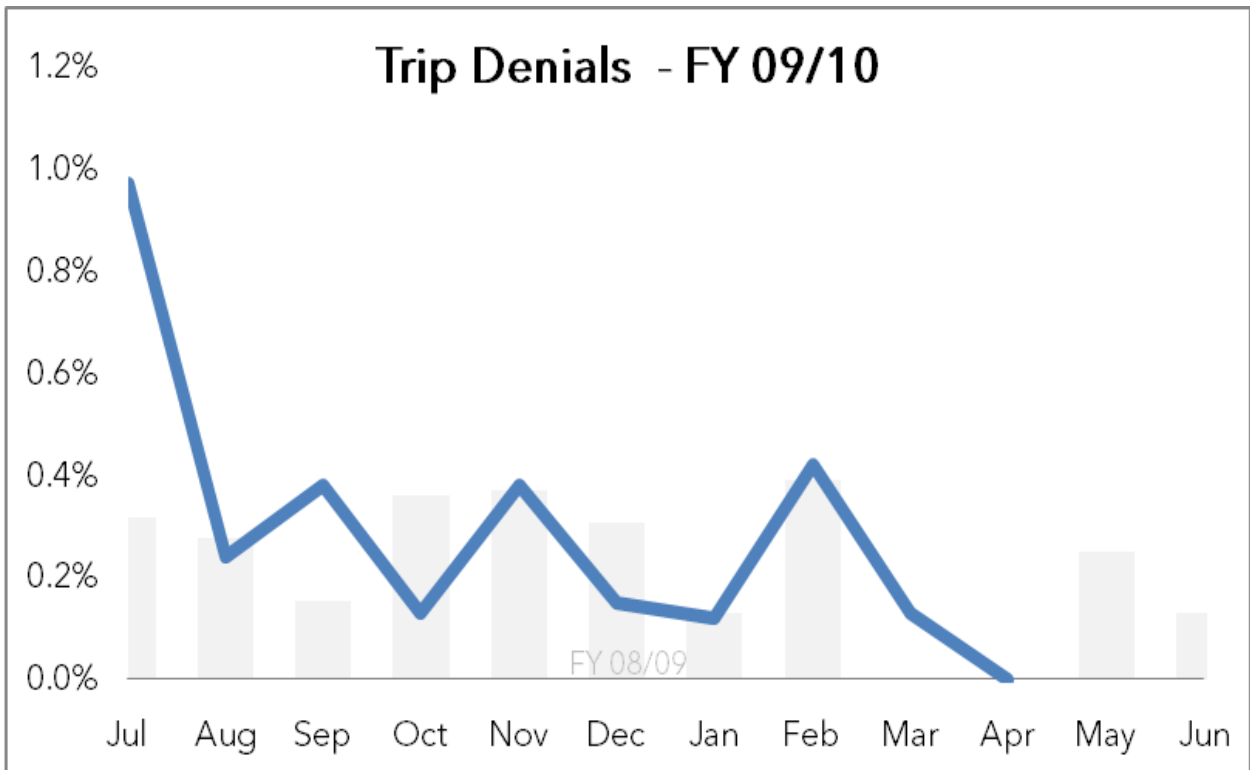
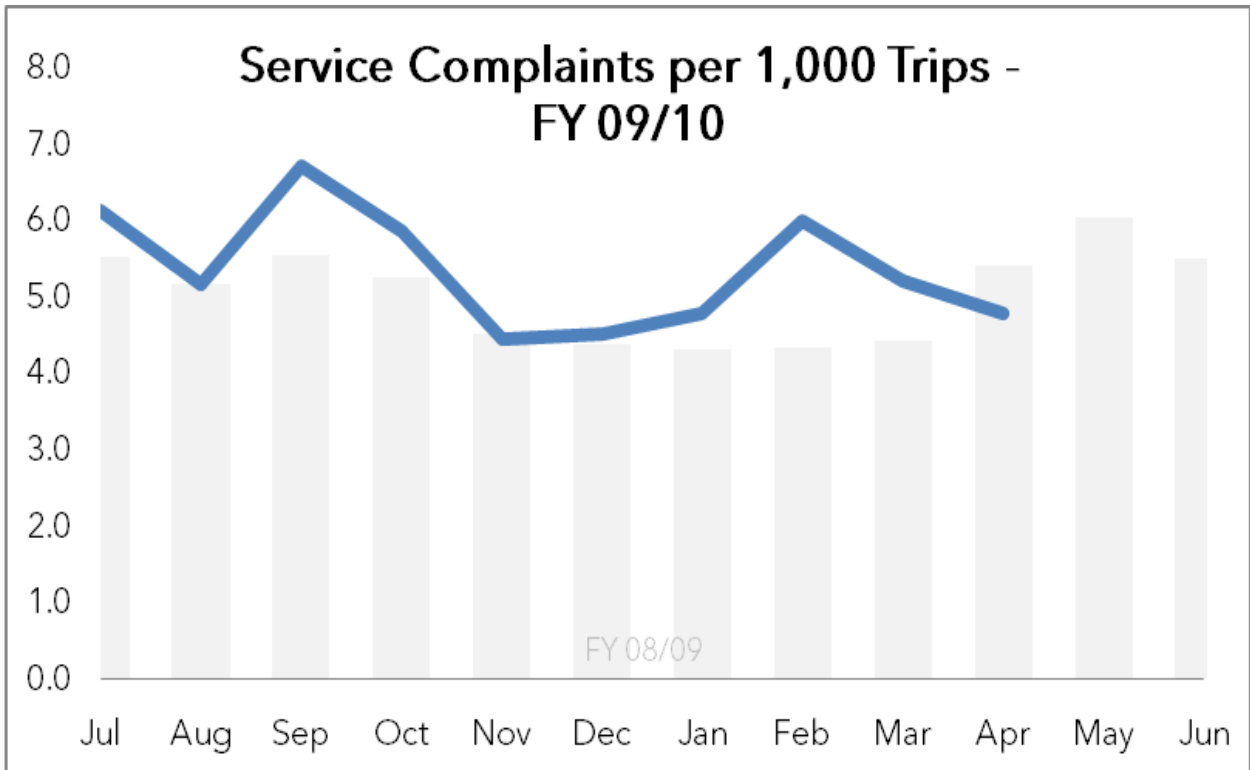
The following graphs represent key system indicators for the fiscal year as of April 2010. The goal of this communication is to keep everyone informed of the current service performance level in the field.

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









BOARD BOX ITEM # 4

JUNE 17, 2010

TO: BOARD OF DIRECTORS

FROM: LINDA J. ROSS, MANAGER OF HUMAN RESOURCES

RE: HEALTH INSURANCE RECAP

ISSUE:

As discussed at the May Board Meeting, Access and Anthem/Blue Cross were still negotiating details of the proposed change to Anthem/Blue Cross (PPO and HMO plans) from Aetna. At the conclusion of the negotiations, Access requested and received authorization from Dolores Nason, Chair of the Access Board of Directors to move forward and bind coverage.

Access is pleased to continue to offer two different medical insurance options for the employees - Anthem/Blue Cross and Kaiser. Anthem/Blue Cross' rates are lower than Kaiser's rates, and the plan requires that at least 40 employees be enrolled in the Anthem plan. If we should fall short in enrolling 40 employees, then Anthem may review our policies during the plan year. From our brief internal poll it looks like we will meet this requirement. The annual cost realizes an 11% savings over our health insurance costs for the current year.

To recap, Access' insurance benefits are as follows:

- Approved health plan coverage for the period of July 1, 2010 to June 30, 2011 at a cost not to exceed \$814,759 with Anthem/ Blue Cross (PPO and HMO plans) and Kaiser (HMO plan).
- Approved contract change to Guardian for the period of July 1, 2010 through June 30, 2011 in the amount not to exceed \$77,102 (dental \$53,815 and \$23,287 for life insurance, accidental death/dismemberment coverage, employee assistance program).
- Approved contract with Unum for the period of July 1, 2010 through June 30, 2011 in an amount not to exceed \$12,000 for an employer funded base with employee buy up long-term care.

- Approved renewal of the contract with VSP for vision insurance for the period of July 1, 2010 through June 30, 2011, for an amount not to exceed of \$12,033. This renewal incorporates a new \$25 co-pay for materials.
- Approved renewal of chiropractic coverage for the period July 1, 2010 through June 30, 2011 for an amount not to exceed of \$3,741. This renewal incorporates an increase in co-pay to \$20 per office visit.
- Approved the implementation of cost-sharing for HMO medical coverage of 5% of premiums for both employee and dependents. Employees with PPO coverage will continue to pay 5% of the cost of premiums. This cost-sharing is made via payroll deduction.

BOARD BOX ITEM #5

JUNE 17, 2010

TO: BOARD OF DIRECTORS

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

RE: REPORT ON "WC-19" MOBILITY DEVICE ISSUE

At the last Board meeting, Director Stitcher requested that staff prepare a report on the WC-19 mobility device standard and the initiatives that are being made, both within the agency and legislatively, to respond to the issue of safely transporting non WC-19 compliant mobility devices.

To paraphrase Doug Cross, a transportation consultant who specializes in wheelchair securement: *Standard No. WC-19: "Wheelchairs Used as Seats in Motor Vehicles" was approved by the American National Standards Institute (ANSI) in 2000, as a voluntary U.S. national standard. It specifies strength and geometric requirements for at least 4 securement points and seat/shoulder belt anchorage points that can withstand crash forces, as well as accessible geometry that can receive a securement hook or buckle. (The ADA does NOT require specific performance, such as a minimum number of tie-down points. Nor does it specify a particular level of safety for wheelchair users. Rather, the guidelines are intended to make wheelchairs comparable to regular vehicle seats, which are solidly attached to the floor. The principle is stated as a "securement system to ensure that the wheelchair remains within the securement area.") (Please see "Developing a Wheelchair Marking and Tether Strap Program" at douglasjcross.com for an overview of the issue.)*

But while a standard does exist, it has not been widely implement for a variety of reasons. As a result, Access Services and other agencies must transport any "Common Wheelchair" as defined by the Americans with Disabilities Act whether they are WC-19 compliant or not. As a result, not only must Access transport people in mobility devices that may not be safe in the event of an accident, Access drivers must safely secure a bewildering array of mobility devices that do not necessarily have common securement points.

In response, Access has implemented a program to help ensure our riders are transported safely that involves talking to them about safety procedures on Access vehicles, asking them to sign an acknowledgement form that spells out the risk of

using a non WC-19 compliant mobility device on Access Services and, lastly, marking or tethering their wheelchair to ensure the drivers secure it properly when they get on the vehicle. The Access CTSA will also be hosting classes on securing mobility devices later this year.

On the national level, the American Public Transportation Association (APTA) is trying to work on the WC-19 issue to try and help resolve a disconnect in federal government policy. One of the reasons that there are so many non WC-19 mobility devices is that the federal government, the largest purchaser of mobility devices through its many health and human services programs (Medicare, Medicaid, VA etc.), does not require that the wheelchairs it purchases be WC-19 compliant. (The reasons for this are complicated but are related to the fact that the focus of federal government wheelchair purchases is for use in the person's home not on vehicles. There is also a "low-cost" procurement variable that colors government procurement decisions.)

In its adopted principles for SAFETEA-LU reauthorization, APTA has proposed the following language in the hopes of broadening the criteria the federal government uses when it makes mobility device purchasing decisions:

The Department of Health and Human Service, Veterans Administration, and other federal agencies that provide wheelchairs and other mobility devices (or funding for such) to/for clients should be encouraged to include "informed consent" in their criteria for determining the "most appropriate device," and a concept akin to a human services version of life-cycle costing (e.g., taking into account the financial and quality of life impacts, rather than merely looking at only the initial cost of procurement) in determining "low cost" for purchasing and prescribing such devices.

Staff will continue to follow this issue closely as it evolves. Please contact me at 213-270-6007 if you have any questions or comments.

BOARD BOX ITEM #6

JUNE 17, 2010

TO: BOARD OF DIRECTORS
FROM: SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES
RE: ACCESS SERVICES CONDUCT AND NO SHOW APPEAL HEARING
PANELISTS SELECTION PROCESS

Issue:

The CAC is being asked to revisit a long-standing practice which Access Services uses to select the non-staff panelists for the Conduct and No Show suspension appeals hearings it holds. The policy itself is not necessarily in question but rather the practice which has been followed for at least the past 11 years.

Background:

In June of 1999 and again in October 2000, Access Services implemented two policies dealing with the Rules of Conduct for customers and the Due Process steps to be followed when holding suspension appeal hearings. Reading these passages in the chronological order they were written, the relevant clauses are as follows:

June 1999:

"Appeals will be heard before a three-person panel.

The panel will be made up of two members appointed by the ACCESS PARATRANSIT Advisory Committee and an individual appointed by ACCESS PARATRANSIT senior staff.

With the exception of the ACCESS PARATRANSIT staff person, panel members will serve one year beginning January 1st and ending December 31st of each year."

October 2000:

"An appeal of a suspension will be heard by a panel which will include riders appointed by the ACCESS PARATRANSIT Advisory Committee."

It is difficult to research exactly when and why the current practice of approaching and then selecting individual CAC appeal panelists differ from that which was

originally proposed. One chief reason is the amount of archival materials which must be located, identified and then analyzed to learn just what did happen. But if one consults the memories of those closely involved with the appeals process, then some barriers that did occur in the written selection process could explain this shift to the practice used by Access Services staff. These include: certain members refusing on personal grounds to commit to yearly or even shorter periods of participation; prospective panelists have been ineligible because they are on a current suspension or some form of corrective action for No Show infractions, making them inappropriate panelists at the time of the hearing; and alternate panelists were unavailable when needed to fill-in for those that had already committed to participate.

RECOMMENDATION:

It is suggested that the Community Advisory Committee (CAC) and Quality Services Subcommittee (QSS) do two things. First, the selection process itself shall be referred to the QSS for further review and recommendations. Those recommendations will then be forwarded to the CAC for discussion and action. Pending the outcome of the action the CAC will then nominate and ratify a pool of CAC members to participate in the Conduct and No Show Appeal Hearing Panelists selection process. Those selected (a suggested minimum of five committee members) will be put on a list. Participants shall be chosen from the top of the list and will alternate through the list in order. This shall constitute the "new" Conduct and No Show Appeal Hearing Panelists selection process.

BOARD BOX ITEM #7

JUNE 17, 2010

TO: BOARD OF DIRECTORS
FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR
RE: AUTO INSURANCE RECAP

At the May, 2010 meeting, the Board of Directors authorized staff to renew the Access insurance policies for Excess Business Auto for revenue service vehicles at a not-to-exceed cost of \$2,500,000. SullivanCurtisMonroe (SCM), Access' insurance broker, has confirmed that the total cost has come in at \$2.3 million, \$200,000 less than the Board originally authorized. The chart below details the layering of the Access Services Automobile Liability Program.

Upon the advice of our broker, the insurance term will continue to end on June 21, 2010. At the meeting on May 24, 2010, staff requested and the Board authorized a change in the policy period to June 30, 2011. According to Mark Nimmo from SullivanCurtisMonroe Access Services receives more attention having a policy period ending on June 21 because many insurance policies expire on June 30 and underwriters are very busy around that date.

**Access Services
Automobile Liability Program
June 21, 2010 - 2011**

Scottsdale Ins. Co. Excess Coverage \$5,000,000 excess of \$20,000,000 excess of \$1,000,000 Primary
National Union Fire Ins. Co. Excess Coverage \$16,000,000 excess of \$4,000,000 excess of \$1,000,000 Primary
James River Ins. Co. Excess Coverage \$3,000,000 excess of \$1,000,000 excess of \$1,000,000 Primary
Catlin Ins. Co. Excess Coverage \$1,000,000 excess of \$1,000,000
Scottsdale Ins. Co. Primary Liability Coverage \$1,000,000 limit excess of SIR
\$50,000 Self-Insured Retention (SIR) Each Accident

Notes:

- ASI is first named insured on all policies with Provider listed as an additional insured.
- Coverage applies to all ASI-owned vehicles, Provider-owned vehicles

BOARD BOX ITEM #8

JUNE 17, 2010

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR APRIL 2010

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

Revised and Approved FY 2009/10 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 0.1% over budget
- ◆ Contract Revenue Miles: 2.5% under budget
- ◆ Trips: 2.6% under budget
- ◆ Completed Eligibility Interviews: 10.9% under budget
- ◆ Average Trip Distance: 0.1% over budget at 9.48 miles
- ◆ Total cost per Passenger (before depreciation): 2.4% under budget
- ◆ Administration Function is 11.0% under budget
- ◆ Eligibility Determination Function is 5.2% under budget
- ◆ Paratransit Operations Function is 1.6% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: April 2009 to April 2010
- ◆ Expenses by Functional Area
- ◆ Budget to Actual Comparison of Statistics
- ◆ YTD Budget Results
- ◆ Graph: YTD PAX Cost Comparison
- ◆ Detailed Financial Reports

Expenses by Functional Area For the YTD Period Ending April 2010

	<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	89.6%	\$ 67,573,576	\$ 68,681,726	\$ (1,108,150)	-1.6%	2.3%
Eligibility Determination	5.1%	3,862,881	4,074,721	(211,839)	-5.2%	7.8%
CTSA/Ride Information	0.4%	328,235	351,025	(22,790)	-6.5%	-9.2%
Administrative	4.9%	<u>3,697,999</u>	<u>4,155,564</u>	<u>(457,566)</u>	<u>-11.0%</u>	<u>4.1%</u>
Total Exp before Depreciation		<u>\$ 75,462,691</u>	<u>\$ 77,263,036</u>	<u>(1,800,345)</u>	<u>-2.3%%</u>	<u>2.6%</u>

Statistics - - For the YTD Period Ended April 2010

	<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	28,564	32,070	(3,506)	-10.9%	11.3%
Number of PAX	2,291,609	2,289,653	1,956	0.1%	-1.6%
Number of Contract Revenue Miles	16,553,395	16,978,962	(425,567)	-2.5%	-3.8%
Number of Trips	1,746,122	1,793,496	(47,374)	-2.6%	-4.3%
Average Trip Distance	9.48	9.47	0.01	0.1%	0.6%
Purchased Transportation Cost					
Cost per Trip	\$ 34.58	\$ 34.17	\$ 0.41	1.2%	1.2%
Cost per PAX	\$ 26.35	\$ 26.77	\$ (0.42)	-1.6%	-1.6%
Cost per Contract Rev Mile	\$ 3.65	\$ 3.61	\$ 0.04	1.0%	0.6%
Total Cost per Pax before depreciation	\$ 32.93	\$ 33.74	\$ (0.81)	-2.4%	4.3%

Budget Results for FY 2009/2010

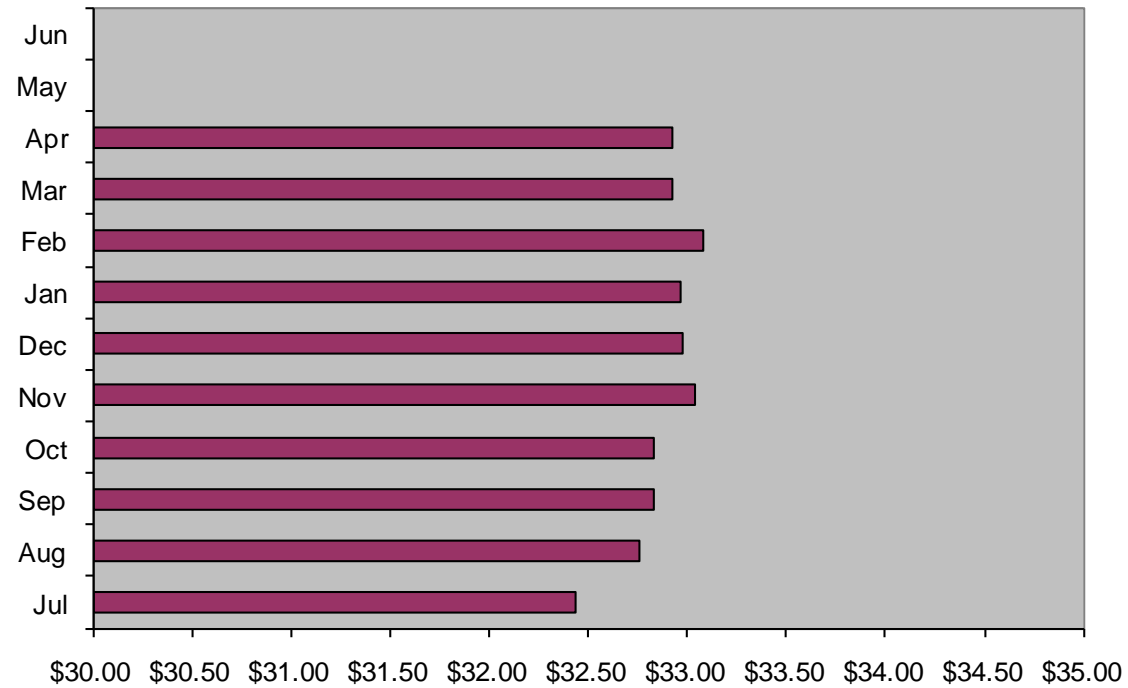
For the YTD Period Ending April 2010

	<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 @ April 2010	\$75,462,691	\$ 77,263,036	\$ (1,800,345)	-2.3%	2.6%
Revenue					
Passenger Fares	4,154,666	3,918,858	(235,808)		
Other Revenue	<u>333,915</u>	<u>350,000</u>	<u>16,085</u>		
Total Revenue	4,488,581	4,268,858	(219,723)	-5.1%	9.8%
Capital Expenditures					
Vehicles	2,651,788	2,434,563	217,225		
Other Capital Expenditures	<u>675,360</u>	<u>670,173</u>	<u>5,187</u>		
Total Capital Expenditures	\$ 3,327,148	\$ 3,104,736	<u>222,411</u>	<u>7.2%</u>	
Under Budget @ April 2010			<u>\$ (1,797,657)</u>		
Adjustments:					
Board Approved capital purchase (30 replacement vehicles per PO)				<u>1,279,013</u>	
Total Adjusted Under Budget YTD April 30, 2010				<u><u>(518,644)</u></u>	

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
\$ 30.98	\$ 31.31	\$ 31.16	\$ 31.03	\$ 31.53	\$ 31.60	\$ 31.55	\$ 31.62	\$ 31.55	\$ 31.58
Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
\$ 32.44	\$ 32.76	\$ 32.83	\$ 32.83	\$ 33.04	\$ 32.98	\$ 32.97	\$ 33.08	\$ 32.92	\$ 32.93

YTD Amounts for Period Ended APRIL 2010



Access Services Incorporated
 Balance Sheet
 April 30, 2010

ASSETS

Current Assets:

Cash	12,958,949
Grant Receivable	601,602
Due from FTA	4,156,725
Due from MTA	2,884,624
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	185,533
Prepaid Expenses	744,859
Deposits	55,374
	<hr/>
Total Current Assets	22,040,608

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	22,725,393
Office Furniture and equipment	287,889
Computer & Telephone Equipment	2,404,553
Central Reservation Software	1,244,059
Leasehold Improvements	39,287
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Total Property and Equipment	26,701,180
Accumulated Amortization & Depreciation	(16,723,556)
	<hr/>
Property and Equipment, Net	9,977,624
	<hr/>
Total Long Term Assets	9,977,624
	<hr/>
Total Assets	32,018,232
	<hr/> <hr/>

Access Services Incorporated
Balance Sheet
April 30, 2010

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	228,273	
Accounts Payable-Providers	5,986,325	
Insurance Reserve	955,511	
Accrued Expenses	949,819	
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Total Current Liabilities		8,119,928

Other Liabilities:

Deferred Revenue		<u>17,307,681</u>
Total Liabilities		25,427,608

Net Assets:

Temporarily Restricted		6,590,624
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TOTAL LIABILITIES AND NET ASSETS		<hr/> <u>32,018,232</u> <hr/>
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Access Services Incorporated
Statement of Cashflow
For Period Ending April 30, 2010

Cash - Beginning Balance 3/31/10	11,197,478
Cash Receipts:	
Proposition C revenue from LACMTA	2,848,250
FTA funding received	5,528,071
Section 16 revenue	0
Passenger fare/coupons/ID revenue	422,831
Interest income	3,689
Providers' contract penalties	0
Miscellaneous revenues	138,062
Total Cash Received	8,940,903
Cash Payments:	
Vehicles/Vehicle equipment	0
Capital Equipment	49,414
Leasehold Improvement	0
Prepaid expenses/deposits	33,344
Payments to contract providers	5,821,791
Eligibility Determination expenses	230,090
Salaries and related benefits	663,450
Contract Labor	0
Other expenses	381,343
Total Cash Payments	7,179,432
Increase (Decrease) in Cash Reserves	<u>1,761,471</u>
Cash - Ending Balance 4/30/10	<u><u>12,958,949</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 April 30, 2010									
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD VARIANCE	REVISED 2009-10	% of 09/10 BUDGET	
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED	
REVENUE SOURCES:									
Funding Sources for Operating Expenses :									
FY 09/10 Prop C & Section 5310							\$82,886,180		
Section 5309 Grant for New Mobility Resource Center							\$200,000		
JARC Grant							\$0		
FY 08/09 Carryforward - Unallocated (Estimated)							39,517		
Subtotal - Funding Sources & Carryforward Funds	7,425,960	7,599,793	(173,833)	70,974,110	72,994,178	(2,020,068)	83,125,697	85.38%	
Funding Sources for Capital Expenses :									
FY 09/10 Prop C & Section 5310	48,187	48,205	(18)	360,976	139,355	221,621	5,692,820		
FY 07/08 & 08/09 Carryforward - Allocated Capital	24,000	24,000	0	2,966,172	2,965,381	791	6,163,822		
FY 07/08 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	251,563		
FY 07/08 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	76,071		
FY 08/09 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	134,121		
Section 16 Capital Funds - FY 07/08 (80% of \$700,000)	0	0	0	0	0	0	531,180		
Subtotal - Funding Sources & Carryforward Funds	72,187	72,205	(18)	3,327,148	3,104,736	222,411	12,849,577	25.89%	
Interest/ Miscellaneous Income	5,001	10,000	(4,999)	32,253	100,000	(67,747)	120,000	26.88%	
Disposal of Vehicles	39,865	0	39,865	301,662	250,000	51,662	250,000	120.66%	
Passenger Fares	408,844	407,470	1,374	4,154,666	3,918,858	235,808	4,737,480	87.70%	
TOTAL - REVENUE FUNDING SOURCES	7,951,855	8,089,468	(137,612)	78,789,838	80,367,772	(1,577,934)	101,082,754	77.95%	
Less : Total Capital Expenditure During FY 09/10	(72,187)		(72,187)	(3,327,148)		(3,327,148)			
Revenue Recognition for FY 09/10 Depreciation	401,963		401,963	4,284,575		4,284,575			
TOTAL - REVENUE RECOGNITION	8,281,632	8,089,468	192,164	79,747,266	80,367,772	(620,506)	101,082,754		
EXPENDITURES:									
PARATRANSIT OPERATIONS - DIRECT COST									
Purchased Transportation Services - Regular Trips	6,159,063	6,258,021	(98,958)	59,309,882	60,129,239	(819,357)	72,849,879	81.41%	
Communications - Telephone/ Data Transmission	105,837	111,263	(5,425)	857,465	1,112,625	(255,160)	1,335,150	64.22%	
Phone & Computer System Maintenance/ License & Consulting	64,374	63,233	1,141	607,803	632,333	(24,530)	758,800	80.10%	
Salaries & Related Benefits - Customer Svc & Complaint Response	62,477	66,328	(3,850)	644,409	657,523	(13,113)	788,260		
Total Customer Service & Complaints	62,477	66,328	(3,850)	644,409	657,523	(13,113)	788,260	81.75%	
Salaries & Related Benefits - Operations Monitoring Center	50,772	52,862	(2,090)	508,468	523,828	(15,361)	627,955	80.97%	
Vehicle Cost - Direct	1,332	1,417	(85)	119,243	67,312	51,932	126,810	94.03%	
Office Rent	12,879	12,873	6	128,112	128,732	(619)	154,478	82.93%	
Insurance - Commercial	412,643	405,983	6,660	4,132,439	4,059,828	72,611	4,871,793	84.82%	
Travel & Conference	0	500	(500)	0	5,000	(5,000)	6,000	0.00%	
Other Professional Expense	3,450	0	3,450	3,450	0	3,450	0	0.00%	
Office Supplies	305	488	(182)	3,769	4,875	(1,106)	5,850	64.43%	
Total - Paratransit Operations - Direct Cost	6,873,133	6,972,967	(99,834)	66,315,040	67,321,294	(1,006,254)	81,524,975	81.34%	

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending April 30, 2010								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD VARIANCE	REVISED	% of 09/10
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	2009-10 BUDGET	BUDGET REACHED
PARATRANSIT OPERATIONS - INDIRECT COST								
Salaries & Related Benefits - Operations	97,310	93,546	3,764	934,387	929,540	4,847	1,114,659	83.83%
Communications - Telephone & Data Transmission	13,392	4,300	9,092	44,216	43,000	1,216	51,600	85.69%
Other Professional Expense	500	167	333	3,000	1,667	1,333	2,000	150.00%
Vehicle Costs - Indirect	3,259	2,933	326	21,394	29,333	(7,940)	38,200	56.00%
Office Rent	7,422	7,406	16	73,644	74,058	(414)	88,870	82.87%
Insurance - Commercial	1,108	1,404	(296)	10,969	14,041	(3,072)	16,849	65.10%
Travel and Conference	0	833	(833)	1,460	8,333	(6,874)	10,000	14.60%
Office Supplies	218	450	(232)	3,610	4,500	(890)	5,400	66.85%
Community Events and Materials	10,299	14,958	(4,659)	95,582	149,583	(54,001)	179,500	53.25%
Publications/Printed Materials - Riders Communication	3,345	8,583	(5,239)	48,145	86,293	(38,148)	123,000	39.14%
Postage/Mailing	2,177	1,875	302	20,759	18,750	2,009	62,500	33.21%
Professional Memberships	147	133	14	1,371	1,333	38	1,600	85.67%
Total - Paratransit Operations - Indirect Cost	139,177	136,589	2,588	1,258,536	1,360,432	(101,896)	1,694,178	74.29%
Total - Paratransit Operations Cost	7,012,310	7,109,556	(97,246)	67,573,576	68,681,726	(1,108,150)	83,219,153	81.20%
OTHER ACTIVITIES								
ELIGIBILITY DETERMINATION								
Salaries & Related Benefits - Certification & Appeals	36,181	36,806	(624)	331,306	365,457	(34,151)	438,202	75.61%
Eligibility and Appeal Contracts	185,890	195,134	(9,244)	1,819,385	1,951,338	(131,953)	2,341,610	77.70%
Purchased Transportation Services - Certification Trips	112,152	115,601	(3,449)	1,064,068	1,156,010	(91,942)	1,387,216	76.71%
Travel Training	40,668	38,730	1,938	361,732	355,348	6,384	435,000	83.16%
Tether Pilot Program	5,456	0	5,456	34,997	0	34,997	0	N/A
Other Professional Expense	301	167	134	1,064	1,667	(603)	2,000	53.20%
Communications - Telephone/ Data Transmission	8,010	3,798	4,212	39,214	37,979	1,234	45,575	86.04%
Vehicle Costs - Mobile Certification	0	21	(21)	0	208	(208)	600	0.00%
Repairs & Maintenance	110	208	(99)	1,202	2,084	(882)	2,500	48.07%
Office Rent	3,798	3,773	25	37,434	37,725	(291)	45,270	82.69%
Insurance - Commercial	4,273	4,860	(586)	44,909	48,595	(3,687)	58,314	77.01%
Travel and Conference	4,696	250	4,446	7,003	2,500	4,503	3,000	233.42%
Office Supplies	164	398	(233)	3,247	3,975	(728)	4,770	68.07%
Publications/Printed Materials	6,963	3,667	3,297	35,644	36,667	(1,023)	44,000	81.01%
Postage/Mailing/Courier	8,243	7,500	743	81,507	75,000	6,507	90,000	90.56%
Professional Memberships	18	17	2	171	167	4	200	85.67%
Subtotal - Eligibility Determination	416,923	410,928	5,995	3,862,881	4,074,721	(211,839)	4,898,257	78.86%

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending April 30, 2010								
	CURRENT	CURRENT	CURRENT	YTD	YTD	YTD	REVISED	% of 09/10
	MONTH	MONTH	VARIANCE			VARIANCE	2009-10	BUDGET
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
CTSA FUNCTION								
EDUCATION AND TRAINING								
Salaries & Related Benefits - CTSA	7,021	10,287	(3,266)	84,876	102,259	(17,383)	122,628	69.21%
Scholarships Programs, Education & Training Seminars	0	0	0	35,441	35,000	441	35,000	101.26%
Other Professional Expense	0	0	0	9,089	10,340	(1,251)	40,000	22.72%
Communications - Telephone	784	250	534	2,529	2,500	29	3,000	84.29%
Office Rent	530	529	1	5,260	5,290	(30)	6,348	82.87%
Insurance - Commercial	22	28	(6)	232	281	(49)	337	68.87%
Travel and Conference	0	167	(167)	0	1,667	(1,667)	2,000	0.00%
Office Supplies	55	133	(78)	1,082	1,325	(243)	1,590	68.07%
Community Events and Materials	0	417	(417)	2,605	4,167	(1,561)	5,000	52.10%
Publications/Printed Materials	0	208	(208)	0	2,083	(2,083)	2,500	0.00%
Postage/Mailing	435	375	60	4,152	3,750	402	4,500	92.26%
Professional Memberships	18	17	2	171	168	4	200	85.67%
Subtotal - Education and Training	8,866	12,410	(3,544)	145,438	168,829	(23,391)	223,103	65.19%
ACCESS RIDE-INFORMATION								
Salaries & Related Benefits - Ride-Information	16,894	16,020	874	159,308	159,078	230	190,743	83.52%
Communications - Telephone	1,135	590	546	5,921	5,896	25	7,075	83.69%
Phone & Computer System Maintenance/ License & Consulting	150	167	(17)	1,500	1,667	(167)	2,000	75.00%
Travel and Conference	0	0	0	0	0	0	0	0.00%
Office Rent	1,347	1,340	7	13,304	13,398	(94)	16,078	82.74%
Office Supplies	36	83	(47)	670	825	(155)	990	67.69%
Publications/Printed Materials	0	42	(42)	1,093	417	676	500	218.62%
Network Support	0	0	0	0	0	0	0	0.00%
Postage/Mailing	87	75	12	830	750	80	900	92.26%
Professional Memberships	18	17	2	171	166	5	200	85.67%
Subtotal - Ride-Information	19,668	18,332	1,336	182,797	182,196	601	218,486	83.67%
Subtotal - CTSA Function	28,534	30,743	(2,209)	328,235	351,025	(22,790)	441,589	74.33%
Total - Other Activities	445,457	441,670	3,786	4,191,116	4,425,746	(234,629)	5,339,847	78.49%

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending April 30, 2010									
	CURRENT	CURRENT	CURRENT			YTD	REVISED		
	MONTH	MONTH	VARIANCE		YTD	YTD	VARIANCE	2009-10	% of 09/10
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET	REACHED
ADMINISTRATIVE									
Salaries & Related Benefits	237,528	251,643	(14,116)	2,339,768	2,494,824	(155,057)	3,038,830		77.00%
Communications - Telephone & Data Transmission	9,365	3,450	5,915	35,206	34,500	706	41,400		85.04%
Office Rent	16,878	17,050	(172)	167,834	170,496	(2,662)	204,595		82.03%
Insurance - Commercial	8,511	7,331	1,180	79,575	73,311	6,264	87,974		90.45%
Office Supplies	1,239	2,575	(1,336)	16,398	25,750	(9,352)	30,900		53.07%
Other Professional Services	49,520	74,850	(25,330)	731,292	937,730	(206,438)	1,240,500		58.95%
Public Notice Advertising Expenses	42	833	(791)	7,603	8,333	(731)	10,000		76.03%
Equipment/ Other Rental	174	233	(60)	2,238	2,333	(96)	2,800		79.91%
Repairs & Maintenance	5,475	4,000	1,475	39,447	40,000	(553)	48,000		82.18%
Postage/Mailing/Messenger	4,579	3,950	629	43,480	39,500	3,980	47,400		91.73%
Publications/ Printed Materials/ Copying	725	1,250	(525)	13,495	12,500	995	15,000		89.96%
Network Support/ Supplies	12,189	5,310	6,878	57,180	59,379	(2,199)	70,000		81.69%
Subscription/ References	101	250	(149)	1,541	2,500	(959)	3,000		51.37%
Professional Memberships	302	317	(15)	3,305	3,167	138	3,800		86.98%
Board and Advisory Committee Compensation	797	2,458	(1,661)	15,573	24,583	(9,010)	29,500		52.79%
Annual Meeting	0	0	0	5,038	16,000	(10,962)	16,000		31.49%
Business Meetings & Meals	1,038	1,000	38	8,180	10,000	(1,821)	12,000		68.16%
Travel and Conference	72	4,167	(4,095)	13,655	41,667	(28,011)	50,000		27.31%
Mileage and Parking	1,767	2,473	(706)	22,333	24,733	(2,400)	29,680		75.25%
Moving/ Relocation	71,393	78,470	(7,077)	82,917	90,000	(7,083)	90,000		92.13%
Bank Interest	0	4,167	(4,167)	7,500	41,667	(34,167)	50,000		15.00%
Other Expenses - bank charges, tax filing fees, etc.	208	259	(51)	4,442	2,590	1,853	3,108		142.94%
Total - Administrative Expense	421,902	466,037	(44,134)	3,697,999	4,155,564	(457,566)	5,124,487		72.16%
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	7,879,669	8,017,263	(137,594)	75,462,691	77,263,036	(1,800,345)	93,683,487		80.55%
Amortization and Depreciation Expense	401,963	0	401,963	4,284,575	0	4,284,575	0		
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	8,281,632	8,017,263	264,369	79,747,266	77,263,036	2,484,230	93,683,487		
CAPITAL EXPENDITURES									
Property & Equipment	72,187	72,205	(18)	3,327,148	3,104,736	222,411	7,225,629		46.05%
Total - Capital Expenditures	72,187	72,205	(18)	3,327,148	3,104,736	222,411	7,225,629		46.05%
Less: Amortization and Depreciation Expense	(401,963)	0	(401,963)	(4,284,575)	0	(4,284,575)	0		
TOTAL EXPENSES AND CAPITAL EXPENDITURES	7,951,855	\$8,089,468	(\$137,612)	\$78,789,838	\$80,367,772	(\$1,577,934)	\$100,909,116		78.08%
Uncommitted Carryforward from FY 08/ 09 (Estimated)						0	39,517		
Sales of Veh. Proceeds over \$5,000 Rollover from FY 08/ 09						0	134,121		
TOTAL	7,951,855	\$8,089,468	(\$137,612)	\$78,789,838	\$80,367,772	(1,577,934)	\$101,082,754		77.95%
TOTAL EXP. & CAPITAL EXPENDITURES UNDER BUDGET									
Revenue Shortfall (Excess) - Passenger Fares & Other Revenue						(1,577,934)			
Board approved capital purchase (30 replacement vehicles)						(\$219,723)			
TOTAL YTD ADJUSTED UNDER BUDGET						(\$518,644)			

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending April 30, 2010								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD ACTUAL	YTD BUDGET	YTD VARIANCE	REVISED 2009-10 BUDGET	% of 09/10 BUDGET REACHED
PROPERTY AND EQUIPMENT								
104 VEHICLES - Minivan (Fleet Replacement) (\$48,000 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	N/A
12 VEHICLES - Chevrolet Malibu	\$0	\$0	\$0	\$217,758	\$0	\$217,758	\$0	N/A
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$48,000 each)	0	0	0	0	0	0	624,000	0.00%
SUBTOTAL - VEHICLES - FY 09/10	0	0	0	217,758	0	217,758	\$624,000	
48 VEHICLES - Minivan (Fleet Replacement) (\$39,910.87 each)	\$0	\$0	0	\$1,915,302	\$1,915,722	(\$420)	\$1,915,722	99.98%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$39,910.87 each)	\$0	\$0	0	\$518,728	\$518,841	(\$114)	\$518,841	99.98%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09	0	0	0	2,434,029	2,434,563	(534)	2,434,563	
LEASEHOLD IMPROVEMENTS	26,735	26,800	(65)	39,287	39,355	(68)	250,000	15.71%
NEW MOBILITY MANAGEMENT RESOURCE CENTER	0	0	0	0	0	0	250,000	0.00%
OFFICE EQUIPMENT	1,251	0	1,251	5,206	0	5,206	0	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	20,201	21,405	(1,204)	98,725	100,000	(1,275)	100,000	98.73%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 09/10	48,187	48,205	(18)	143,217	139,355	3,862	600,000	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,430,376	0.00%
CENTRALIZATION SOFTWARE/IVR	24,000	24,000	0	493,011	493,080	(69)	2,098,952	23.49%
INTEGRATED DATA SYSTEM	0	0	0	0	0	0	0	N/A
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	39,131	37,738	1,393	37,738	103.69%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09	24,000	24,000	0	532,142	530,818	1,324	3,567,066	
TOTAL CAPITAL EXPENDITURES	\$72,187	\$72,205	(\$18)	\$3,327,148	\$3,104,736	\$222,411	\$7,225,629	46.05%

BOARD BOX ITEM #9

JUNE 17, 2010

TO: BOARD OF DIRECTORS
FROM: ACCESS SERVICES MANAGEMENT STAFF
RE: EXECUTIVE SUMMARY UPDATE FOR APRIL 2010

STEVE CHANG – DIRECTOR OF CONTRACT ADMINISTRATION

Operations update:

As we move into the last quarter of the fiscal year, April's performance is a good indication that system performance is healthy and stable. We finished the month with system wide on-time performance at 92.8% and a Late 4 percentage of 0.06%. Our focus is to maintain current performance and finish the fiscal year meeting and exceeding set performance standards.

We are planning for our next round of community meetings around the regions with the first meeting tentatively scheduled for May. The focus of the community meetings this year is to share with our customers some of the customer perception and safety related projects we're working on to improve their overall Access experience.

David Foster – Project Administrator, West Central and Eastern Regions – From a performance standpoint, San Gabriel Transit, the Eastern Region service provider and California Transit, Inc. (CTI), our West Central Region provider both met and/or exceeded the key performance standards for the month of April, including on time performance, Late 4 percentage, average initial hold time and the percentage of calls on hold for more than five minutes. The Eastern Region saw a 6.7% decrease in completed trips compared to April 2009, while the West Central Region realized a 4.3% increase.

In the West Central Region, CTI, with assistance from all the service providers coordinated the trips to and from the Abilities Expo at the Los Angeles Convention Center. The expo occurred on Friday, April 9 through Sunday, April 11 and nearly 400 trips were provided to and from event. The event coordinators were very pleased with the smooth coordination. Thanks to all of the hard work of our service providers and Access Services staff.

Evie Palicz – Project Administrator, Southern Region and Eligibility – The current pilot project to mark and install tether straps on mobility devices at our Eligibility Center has been receiving very positive feedback from all involved. The customers like it because they know exactly where the drivers will be putting the securement straps; the drivers like

it because it is easy to identify the safest place for the securement straps. This month Access Services hired temporary employees to take over the pilot project from the Access Road Supervisors and the Providers' Road Supervisors, Safety Trainers, and Behind-the-Wheel Trainers.

Luis Garcia - Project Administrator, Northern, Santa Clarita and Antelope Valley Regions - Santa Clarita Transit - For the month of April the Antelope Valley experienced a 2% increase in on time performance in comparison to the previous year. Southland Transit closed with an on time performance of 95.84% and a total passenger count of 4,665. In addition, Southland Transit call center staff received multiple commendations expressing that the staff are courteous and professional. The commendations are a great indicator of the commitment Southland Transit is employing regarding their continuous campaign to improve the perception of our customers.

The San Fernando Valley experienced a 3% increase in ridership for the month of April, closing the month with an on time performance of 90.65% and a total passenger count of 37,697. MV Transportation conducted their bi-annual employee appreciation BBQ, during the later part of April. As a part of the festivities Access Services Project Administrator David Foster presented the Miles of Smiles awards to those staff that were nominated by our customers. The event was very positive and reinforced safety as the key element of our service.

Geoffrey Okamoto - Project Administrator, Southern and Santa Clarita Regions - For Global Paratransit, Inc (GPI), the Southern Region service provider, there was continued improvement in on time performance up from March, and most notably, two consecutive months at or above the standard. GPI also conducted two (2) community outreach meetings in cities of Anaheim and Maywood. They continue to obtain confirmation dates to conduct other community outreach programs throughout their region in the coming months. GPI's call center closed mid month for a few hours due to the relocation of Access Services corporate office. Customer perception posters were given to GPI for them to display them for the contest of best display that will be judged by a panel. Updated Interpreter codes were provided for use. GPI assisted with their service for Metro's Blue Line Elevator Closure project.

In the Santa Clarita Region, customer perception posters were delivered to the facility for staff to display them in their call center in preparation for the poster contest. The contest will reward the contractor that best displays the posters with a pizza party courtesy of Access Services. The contractor was also provided with updated access code information to utilize the language interpreting service; the service, utilized by both Access Services Customer service center and the contractors' call centers allows the call taker to assist customers speaking a language other than English or Spanish.

SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

Customer Service, Customer Care and Operations Monitoring Update:

Customer Service - assisted 17,138 customers in April 2010, which represents an increase of 2.72% from the month of March 2010. The end of the month "initial caller hold time" was up to 3.0 (compared to 2.6 for March 2010). Customer Service Representatives handled an average of eleven calls per hour, compared to nine calls per hour, per agent in

March 2010. Customer Support Personnel continue to demonstrate their ability to provide a high level of good service by receiving 31 commendations for the month of April 2010 (compared to twenty two for March 2010). With some added clarity to the purchase of coupons, and the ability to provide numerous options to our Customers, walk-ins are close to 1-2 per Month. This also supports our Vision Statement here at Access to provide options that will work to satisfy the needs of our Customers. The growing increase in commendations provides Access assurances that personnel are focused in providing the "Best Possible Service."

Customer Care (Complaints) - April revealed a dramatic decrease in complaint totals (937) in comparison to the previous month of March with 1,068. Calculated that decrease as 12.2%. Looking at the previous year, April 2009 had a total of 1,098 complaints which represents an increase of 14.6% from this month. As of April, the average number of complaints received per month this fiscal year is 1,024 complaints per month. However, when comparing that average with last year's fiscal year (July '08-March '09), we calculated a 4.4% decrease with an average of 979 complaints per month for that period. Although, Late 4, Service and Booking are usually Customer Care's top three complaint types, it is noteworthy to mention that Customer Care received a total of 557 commendations for this month which is over 21% more than the total of our top three complaint types combined (435). It was apparent that most of this month's late complaints pertained to the late dispatching of vehicles. There are many factors that contribute to this, such as traffic, vehicle availability, shared rides and other unforeseen circumstances. Our trend reporting also revealed that Booking issues such as rescheduling trips for different times has also contributed to April's complaints.

Operations Monitoring - has seen a significant decrease in call volume for April 2010, which is always a barometer for better service "on the street." A total of 5,302 calls were registered in the Operations Monitoring Center for the month of April. This figure both represents an 10 % decrease from March of 2010 and a 27% decrease in call volume from April, one year ago. In April 2010, Operations Monitoring provided 369 backup trips. More than two thirds of these trips (247) were serviced by an Operations Monitoring overflow vehicle. The total number of Backup vehicles dispatched for April represents a 22 % decrease in backup trips over March 2010, where 487 backup trips were dispatched. April brought a flurry of activity to the OMC, with the upcoming move to El Monte. OMC staff were not only responsible for packing up their own workstations, but also their section of the call center. This included a inventory of supplies, cleaning out cabinets and making sure everything was packed up and ready to go on the day of the move. Finally, the OMC continued to garner employee commendations, 22 in total (as opposed to eight in March), from satisfied customers in April 2010.

LUIS PACHECO, SAFETY ANALYST

Safety Program Update:

The Safety Steering Committee will meet on June 8, 2010 to review projects updates and new initiatives.

Smart Drive Process Flow:

The Safety Steering Committee got an opportunity to learn about the upcoming SmartDrive software which once in operation, will assist Access with recording and capturing comprehensive vehicle data from triggered events. The SmartRecorder is triggered by an advanced process including an accelerometer that measures sudden movements such as swerving and sudden braking, and a speed sensor that determines when a driver exceeds a safe speed. These triggered events will automatically be sent to the SmartDrive Review Center, which in turn will review and store each event to a customized set of four categories. Examples of Category 4 events include:

- Incomplete Stop at Stop Sign + Driver Seatbelt Unfastened
- Excessive Speed; 10 mph Over Limit + Mobile Phone - Handheld
- Unsafe Following Distance + Driver Seatbelt Unfastened

Driver Safety Incentive Program:

Access Services Driver Safety Incentive Program has started tracking driver miles as of April 2010. The first-tier awards will be presented in June of 2010 and drivers who have reached 10,000 miles without a preventable accident/incident and a valid customer service complaint will be eligible to receive this award. The first tier and second tier awards will be arriving in June and the procurement process for the rest of the awards has also been initiated.

Safety Trainers Subcommittee:

The Safety Trainers Subcommittee comprised of Access staff and service providers held their third meeting on Tuesday, May 18, 2010. The subcommittee's role is to provide input on critical areas of training and to ensure that the training programs are tailored to address Access Services safety concerns and issues. At this meeting the committee reviewed and discussed course outlines for Accident Investigation and Dealing with Disruptive Riders workshop. The suggestions received from our service providers will be incorporated in the training curriculum and are also helpful to identify policies and procedures that need further clarification.

Two safety trainings have been scheduled; Accident Investigation on June 17, 2010 and Dealing with Rider Disruptions on July 1, 2010. A series of safety trainings have been planned for the new fiscal year and the five training programs prioritized are: Sexual Harassment, Defensive Driving Plus, Passenger Assistance, Wheelchair Securement, and Presentation Skills.

Accident Review Subcommittee:

The Accident Review Subcommittee held their second meeting on Thursday, May 20, 2010. The purpose of this subcommittee is to review recent collisions; analyze their cause and impact and discuss how they can be minimized in future. The committee will identify safety hazards, training needs; re-think policies and procedures and improve hiring strategies.

The focus of this meeting was rear end collisions and the discussion was facilitated by Safety Consultant with Access staff and service providers. A video tape on a recent rear-end collision was reviewed and the committee brainstormed and shared their suggestions on how these incidents can be controlled even when an Access vehicle is not at fault. The goal is to learn from the event and to collaborate in ways to prevent or reduce the type of accidents frequency.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Update

Nicole Leiva, Mobility Management Coordinator

The month of May was a very productive month for Mobility Management. Stephen Wrenn and I made nearly 500 calls in addition to attending three outreach events in South Los Angeles, East Los Angeles and Burbank. Stephen made over 100 phone calls to non-Access riders and we are finding that we are starting to get contacted more and more by people who need immediate transportation assistance but have not gone through the Access eligibility center. The number of contacts (as opposed to voicemail etc.) has increased for the second month in a row. In addition, the percentage of calls that either had non-working phone numbers or disconnected phone lines have also decreased from the peak of sixteen percent in January down to eight percent in May.

Month	Total # of Calls	Total # of MM List, Talked To	Total # of Non Access People 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	304	131	30	53%	48	16%	62	20%	28	9%	5	2%
February	400	185	26	53%	53	13%	101	25%	33	8%	2	1%
March	441	211	33	55%	55	12%	109	25%	25	6%	8	2%
April	288	133	49	63%	21	7%	71	25%	12	4%	2	1%
May	497	206	100	62%	41	8%	120	24%	26	5%	4	1%

BOARD BOX ITEM #10

MAY 17, 2010

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

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

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	181,155	190,616	-5.0%	1,746,122
Passengers per Vehicle Trip	1.32	1.31	0.8%	1.3
Average Trip Distance	9.5	9.4	0.5%	9.5
Total Calls to Providers	300,602	308,325	-2.5%	2,979,398
Average Initial Hold Time (seconds)	48	48	0.0%	49
% of Calls on Hold More Than 5 minutes	2.6%	2.5%	2.3%	2.6%
On-Time Performance	92.8%	91.6%	1.3%	91.3%
Late 4 Trips	0.06%	0.05%	20.0%	0.10%
Total number Registered Riders	89,650	88,641	1.1%	89,650

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
System Wide				
Mar-10	250,146	190,616	1.31	1.00
Apr-10	238,784	181,155	1.32	1.00
% Change	-4.5%	-5.0%	0.8%	0.0%
SGT - Eastern Region				
Mar-10	75,343	56,934	1.32	0.95
Apr-10	71,214	53,718	1.33	0.95
% Change	-5.5%	-5.7%	0.8%	0.0%
GPI - Southern Region				
Mar-10	76,191	56,170	1.36	1.03
Apr-10	72,891	53,618	1.36	1.03
% Change	-4.3%	-4.5%	0.0%	0.0%
CTI - WC - West Central Region				
Mar-10	39,824	30,940	1.29	1.02
Apr-10	37,894	29,277	1.29	1.03
% Change	-4.9%	-5.4%	0.0%	1.0%
MV - San Fernando Valley Region				
Mar-10	48,298	37,857	1.28	1.02
Apr-10	47,299	36,600	1.29	1.02
% Change	-2.1%	-3.3%	0.8%	0.0%
STI - AV - Antelope Valley Region				
Mar-10	6,121	5,010	1.22	1.02
Apr-10	5,548	4,646	1.19	1.02
% Change	-9.4%	-7.3%	-2.5%	0.0%
SCT - Santa Clarita Region				
Mar-10	3,948	3,341	1.18	1.03
Apr-10	3,591	2,985	1.20	1.03
% Change	-9.0%	-10.7%	1.7%	0.0%

PROVIDER SERVICE SUMMARY
PROVIDER MONITORING

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	41	56	50.0
SGT - Eastern Region	9	12	12.2
GPI - Southern Region	16	11	16.4
CTI - West - Central Region	4	10	7.5
MV Transit - San Fernando Valley Region	10	17	11.9
STI - Antelope Valley Region	1	4	1.3
SCT - Santa Clarita Region	1	2	0.7

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

Road Supervision*	Current	Previous Month	YTD-Average
TOTAL	8	0	26.6
SGT - Eastern Region	4	0	9.6
GPI - Southern Region	0	0	7.7
CTI - West - Central Region	2	0	4.6
MV Transit - San Fernando Valley Region	0	0	3.6
STI - Antelope Valley Region	2	0	0.6
SCT - Santa Clarita Region	0	0	0.5

* Access Road Supervisors are involved with the Mobility Devise Marking and Tethering project between January 2010 and June 2010.

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	174	182	178.0
SGT - Eastern Region	43	36	45.1
GPI - Southern Region	38	24	26.8
CTI - West - Central Region	34	50	45.6
MV Transit - San Fernando Valley Region	19	26	22.9
STI - Antelope Valley Region	15	23	19.5
SCT - Santa Clarita Region	25	23	18.1

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

Comparability of Access Paratransit to Fixed Route Travel Times*

Current Quarter

Previous Quarter

Equal to or Shorter than Comparable Fixed Route Trip	93.3%	93.1%
1-20 Minutes Longer than Fixed Route Trip	5.0%	5.1%
21-40 Minutes Longer than Fixed Route Trip	1.1%	1.3%
41-60 Minutes Longer than Fixed Route Trip	0.5%	0.3%
60 Minutes Longer than Fixed Route Trip	0.2%	0.2%

* The data above (based on a sample of all trips) highlights the degree to which Access Paratransit trips are comparable in terms of travel time to trips of a similar distance, origin and destination taken on local fixed route transit.

Travel Training	Current	Previous Month	YTD-Average
Accepted Travel Training	16	23	21.4
Waiting for Travel Training	10	15	12.2
Started Travel Training	19	8	14.9
Completed Travel Training	24	20	20.9
Discontinued Services	1	0	0.2
People Currently in Travel Training	10	8	5.3
Total Follow-up Response Month 1*	18	22	18.5
Total Follow-up Response Month 2*	21	18	17.3
# Graduates Using Bus After 1 Month	16	18	14.6
# Graduates Using Bus After 2 Months	20	17	15.3
Average # of Trips per-week, Month 1*	9	8	8
Average # of Trips per-week, Month 2*	5	10	8

*New Categories

NORTH COUNTY TRANSFER TRIPS

North County Trips Transferring at Olive View

Current

Previous Month

YTD-Average

Antelope Valley to Transfer Point	163	192	181.5
Transfer Point to Antelope Valley	186	195	178.1
Santa Clarita to Transfer Point	95	95	77.6
Transfer Point to Santa Clarita	99	107	78.4

Previous

YTD-

**Systemwide Mobility Device
Securement Incidents**

	Current	Month	Average
Total Reported Incidents	0	0	0.3
Total Reported Incidents with Bodily Injury	0	0	0.4
SGT - Eastern Region	0	0	0.2
GPI - Southern Region	0	0	0.0
CTI - West/Central Region	0	0	0.3
MV Transit - San Fernando Valley Region	0	0	0.0
STI - Antelope Valley Region	0	0	0.0
SCT - Santa Clarita Region	0	0	0.0

COMMUNICATIONS

Providers: Monthly Calls	Current	Previous Month	YTD-Average
All PROVIDER TOTAL	300,602	308,325	297,940
SGT - Eastern Region	80,375	83,376	77,809
GPI - Southern Region	101,579	104,467	104,524
CTI - West - Central Region	60,621	62,243	59,467
MV Transit - San Fernando Valley Region	48,313	48,547	46,274
STI - Antelope Valley Region	7,068	7,629	7,725
SCT - Santa Clarita Region	2,646	2,063	2,141

Customer Service/OMC Calls	Current	Previous Month	YTD-Average
Customer Service Calls Answered	7,138	18,232	15,885
Ops. Monitoring Center Calls Answered	5,433	6,204	5,998
<i>Ride Info</i> Calls Offered	661	740	916

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	48	48	49
% OF Calls On Hold More Than 5 minutes	2.6%	2.5%	2.6%
SGT - Eastern Region			
Average Initial Hold Time	32	31	34
% of Calls on Hold More Than 5 minutes	0.9%	0.7%	1.4%
GPI - Southern Region			
Average Initial Hold Time	58	59	61
% of Calls on Hold More Than 5 minutes	3.6%	3.9%	3.7%
CTI - West - Central Region			
Average Initial Hold Time	21	23	26
% of Calls on Hold More Than 5 minutes	0.3%	0.7%	0.7%
MV Transit - San Fernando Valley Region			
Average Initial Hold Time	89	86	75
% of Calls on Hold More Than 5 minutes	6.1%	4.9%	3.7%
STI - Antelope Valley Region			
Average Initial Hold Time	44	51	78
% of Calls on Hold More Than 5 minutes	3.1%	3.7%	7.4%
SCT - Santa Clarita Valley Region			
Average Initial Hold Time	61	60	55
% of Calls on Hold More Than 5 minutes	4.3%	4.3%	3.4%
Operations Monitoring Center			
Average Initial Hold Time	95	101	95
% of Calls on Hold More Than 5 minutes	9.7%	10.1%	9.2%
Customer Service			
Average Initial Hold Time	177	156	150
% of Calls on Hold More Than 5 minutes	19.0%	15.5%	14.6%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	1,700	1,895	1,620
RESTRICTED	224	265	254
TEMPORARY	155	189	179
NOT ELIGIBLE	120	175	192
TOTAL	2,199	2,524	2,244
Recertifications (in Person)	481	650	558
New Applicants	1,718	1,874	1,686
Eligibility Renewals			
Recertification Letters Sent	2,447	2,796	2,210
Process Time (avg. Days: Individ.)			
Evaluation to Mail Out (ADA <21 Days)	8	7	7
Scheduling Phone Call to Evaluation	10	10	11
Scheduling Phone Call to Mail Out	18	17	18

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	36	44	64
Closed	66	63	71
Withdrawn/Closed Before Completion	27	16	19
Pending	48	68	88
Increased	14	18	19
Decreased	3	0	1
Modified	3	3	4
Upheld	18	26	27
Subtotal	38	47	51
% Appeals not overturned	63%	62%	63%
Net Denied Rate (Year-to-Date)	5%	6%	8%
Process Time: Appeal Date to Mail Out (ADA>30)	9	10	11

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	5,301	5,898	5,799
Late calls	1,440	1,891	1,852
Other (CSC/Reservations)	3,861	4,007	3,947

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	166	256	227
ETA Given	749	941	936
Help Calls	3	1	5
Miscellaneous	522	693	683
TOTAL LATE CALLS	1,440	1,891	1,852

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	58	53	54

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	1	0.1

PROVIDER REPORT CARD

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.8%	91.6%	91.3%
Percentage of Late Trips	7.2%	8.4%	8.7%
Late "1" (1-15 min. late)	5.7%	6.6%	6.6%
Late "2" (16-30 min. late)	1.2%	1.4%	1.6%
Late "3" (31-45 min. late)	0.2%	0.3%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.05%	0.10%
No Shows	3.4%	3.3%	3.6%
Accessibility Violations** - occurrences	1	0	0.5
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.13%	0.29%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	93.0%	92.0%	92.9%
Percentage of Late Trips	7.0%	8.0%	7.1%
Late "1" (1-15 min. late)	5.5%	6.1%	5.6%
Late "2" (16-30 min. late)	1.2%	1.5%	1.3%
Late "3" (31-45 min. late)	0.2%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.05%	0.06%
No Shows	2.7%	2.5%	2.9%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.72%	0.28%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.1%	92.0%	93.5%
Percentage of Late Trips	6.0%	8.1%	6.5%
Late "1" (1-15 min. late)	5.0%	6.4%	5.2%
Late "2" (16-30 min. late)	0.9%	1.3%	1.0%
Late "3" (31-45 min. late)	0.1%	0.3%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.03%	0.08%	0.04%

No Shows	4.7%	4.6%	4.6%
Accessibility Violations** - occurrences	1	0	0.1
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.07%

GPI - Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.8%	91.3%	88.2%
Percentage of Late Trips	7.2%	8.7%	11.8%
Late "1" (1-15 min. late)	5.8%	7.0%	8.6%
Late "2" (16-30 min. late)	1.1%	1.5%	2.4%
Late "3" (31-45 min. late)	0.2%	0.2%	0.6%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.04%	0.16%
No Shows	3.1%	2.9%	3.7%
Accessibility Violations** - occurrences	0	0	0.2
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.67%

MVT - Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	90.7%	90.6%	90.9%
Percentage of Late Trips	9.4%	9.4%	9.1%
Late "1" (1-15 min. late)	7.2%	7.5%	7.2%
Late "2" (16-30 min. late)	1.6%	1.5%	1.5%
Late "3" (31-45 min. late)	0.4%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.12%	0.04%	0.10%
No Shows	3.04%	3.1%	3.1%
Accessibility Violations** - occurrences	0	0	0.2
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.30%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	95.8%	94.9%	93.6%
Percentage of Late Trips	4.2%	5.1%	6.4%
Late "1" (1-15 min. late)	3.4%	3.9%	5.0%
Late "2" (16-30 min. late)	0.7%	0.9%	1.1%
Late "3" (31-45 min. late)	0.1%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips*	0.04%	0.06%	0.09%
No Shows	4.0%	4.4%	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%	0.39%

*Three (3) Late 4's in ATBOS found invalid.

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.9%	93.7%	94.6%
Percentage of Late Trips	7.1%	6.3%	5.5%
Late "1" (1-15 min. late)	6.2%	5.8%	4.8%
Late "2" (16-30 min. late)	0.7%	0.5%	4.8%
Late "3" (31-45 min. late)	0.2%	0.0%	0.6%
Late "4" (>46 min. late)/Missed Trips	0.00%	0.00%	0.1%
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%	0.00%	0.08%

Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	2	1.3
Animal	2	2.2
Booking	103	103.0
Conduct	88	71.7
Discourteous	94	77.8
Late 1	33	29.5
Late 2	28	32.3
Late 3	16	15.3
Late 4	175	182.8
Risk Management	83	74.2
Routing	29	26.7
Wheelchair Securement	6	5.7
Service	159	178.3
Travel Time	42	42.8
Vehicle	4	5.5
TOTAL	864	851.0
Ratio per 1,000 Trips	4.8	5.0

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.3
Animal	0	0.2
Booking	29	32.5
Conduct	34	26.2
Discourteous	25	25.5
Late 1	7	6.7
Late 2	6	7.5
Late 3	4	4.7
Late 4	46	43.3
Risk Management	16	16.8
Routing	8	7.7
Wheelchair Securement	1	1.2
Service	45	41.3
Travel Time	11	14.3

Vehicle	2	1.2
TOTAL	234	229.3
Ratio per 1,000 Trips	4.4	4.5

CTI - West Central Region	Current	6-Month Average
ADA	2	0.3
Animal	2	0.7
Booking	18	15.7
Conduct	11	10.8
Discourteous	19	13.2
Late 1	6	3.8
Late 2	1	4.3
Late 3	0	1.8
Late 4	37	32.8
Risk Management	16	12.7
Routing	5	2.7
Wheelchair Securement	2	2.0
Service	36	28.0
Travel Time	5	4.8
Vehicle	0	1.0
TOTAL	160	134.7
Ratio per 1,000 Trips	5.5	4.9

GPI - Southern Region	Current	6-Month Average
ADA	0	0.5
Animal	0	1.2
Booking	32	37.2
Conduct	23	21.7
Discourteous	30	20.7
Late 1	9	12.0
Late 2	9	13.8
Late 3	7	6.3
Late 4	56	82.0
Risk Management	32	24.7
Routing	13	13.5

Wheelchair Securement	2	2.2
Service	56	83.8
Travel Time	21	18.3
Vehicle	1	1.8
TOTAL	291	339.7
Ratio per 1,000 Trips	5.4	6.7

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.2
Booking	21	8.8
Conduct	12	7.7
Discourteous	9	10.3
Late 1	6	3.7
Late 2	9	4.8
Late 3	5	2.2
Late 4	25	15.0
Risk Management	13	12.2
Routing	3	1.8
Wheelchair Securement	1	0.3
Service	11	13.3
Travel Time	5	3.8
Vehicle	0	0.5
TOTAL	120	84.7
Ratio per 1,000 Trips	3.3	2.9

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	2	5.7
Conduct	2	1.2
Discourteous	4	1.8
Late 1	4	1.8
Late 2	2	1.2

N Late 3	0	0.2
Late 4	9	6.7
Risk Management	1	1.5
Routing	0	0.2
Wheelchair Securement	0	0.0
Service	5	4.8
Travel Time	0	0.8
Vehicle	1	0.3
TOTAL	30	26.2
Ratio per 1,000 Trips	6.5	5.7

SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.7
Conduct	1	0.3
Discourteous	1	0.3
Late 1	0	0.0
Late 2	0	0.0
Late 3	0	0.2
Late 4	2	0.7
Risk Management	0	0.0
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	3	1.3
Travel Time	0	0.2
Vehicle	0	0.2
TOTAL	7	3.8
Ratio per 1,000 Trips	2.3	1.3

Total Trips Comparison

FY 08/09 FY 09/10

