



Access Services
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Board Box

November 19, 2010

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BOARD BOX ITEM #1

NOVEMBER 19, 2010

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE ACTIVITIES

Federal Legislative Activities: As expected, the mid-term elections brought a lot of changes to the national political scene which will undoubtedly have an impact on national transit funding going forward. The Republicans established themselves quite securely as the majority party in the US House of Representatives which will likely mean the end of earmarks in that body and certainly means that a gas tax increase is unlikely to be the funding cornerstone of a new transportation authorization bill.

Federal advocate Len Simon writes: "The future of earmarks for appropriations and authorization bills is hanging in the balance on the House side. There is lots of conflicting information, which will need to be sorted out in the near future. Both Republican candidates for the chairmanship of the Appropriations Committee have pledged to continue the ban on earmarks imposed by the House Republicans earlier this year. Whether that is done, and whether it is extended to authorization bills will remain to be seen as the new majority gets about the organizing process. If they do ban them, then a very challenging situation could occur in trying to reconcile bills with the Senate, because current Senate appropriations and authorization chairs and ranking minority members continue to support the earmarking process."

We will be keeping tabs on this as it develops.

State Legislative Activities: The California Transit Association Reports, "As you may have heard, our nearly two-year effort to bring a transit funding protection measure to the statewide ballot culminated in last week's resounding victory for Proposition 22. In the latest tally, Prop 22 received 61 percent approval and garnered 4,777,286 votes in favor - the second-highest "yes" vote total of any measure on the ballot!

With this accomplishment, we have succeeded in constitutionally protecting more than \$1.8 billion a year in state and local funding for transit, and prevented these funds from being raided, diverted or outright stolen as part of the state budget

process. This victory will allow us to begin the process of recovery from the epidemic of fare hikes, service cuts and job layoffs recently inflicted on transit providers and those they serve.”

However, while this was a victory for transit, the passage of the anti-tax measure Proposition 26 makes this a less clear-cut victory given the retroactive provisions of that measure. As a member of the CTA Legislative Committee, I will be monitoring how much the passage of Prop 26 will affect the implementation of Prop 22.

Local Legislative Activities: On November 3rd, Strategic Planning Analyst Giovanna Gogreve and I attended a public hearing hosted by both the Los Angeles City Commission on Disabilities and the Los Angeles City Council Committee on Arts, Parks, Health and Aging. The hearing topics focused on critical issues related to the Americans with Disabilities Act such as emergency preparedness, employment, education, HIV/Aids testing and prevention and accessible transportation. Los Angeles City Councilman Tom LaBonge, Chairman of the Committee on Arts, Parks, Health and Aging presided over the two-hour hearing.

Several Access riders attended and provided comments about Access’ service. Most of the comments received were positive and related to the progress that Access has made over the last year. Daniel Garcia, Systems Change Advocate for the Community Rehabilitation Center commended Access and suggested that improvements can be made by placing additional stand signs in large venues such as Dodger Stadium, public schools and locations that are frequently visited. Ms. Bernice Keenan also commended Access and stated that thanks to the service she has her independence.

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

BOARD BOX ITEM #2

SEPTEMBER 19, 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 November 2010.

November 15 - 19, 2010

Baltimore, MD.

ENO Transit Mid Manager Seminar

The below mentioned Access Services staff and Access Services Board members traveled to Baltimore, MD to attend the ENO Transit Mid Managers Seminar

David Foster, Project Administrator

Louis Burns, Customer Service Administrator

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BOARD BOX ITEM #3

NOVEMBER 19, 2010

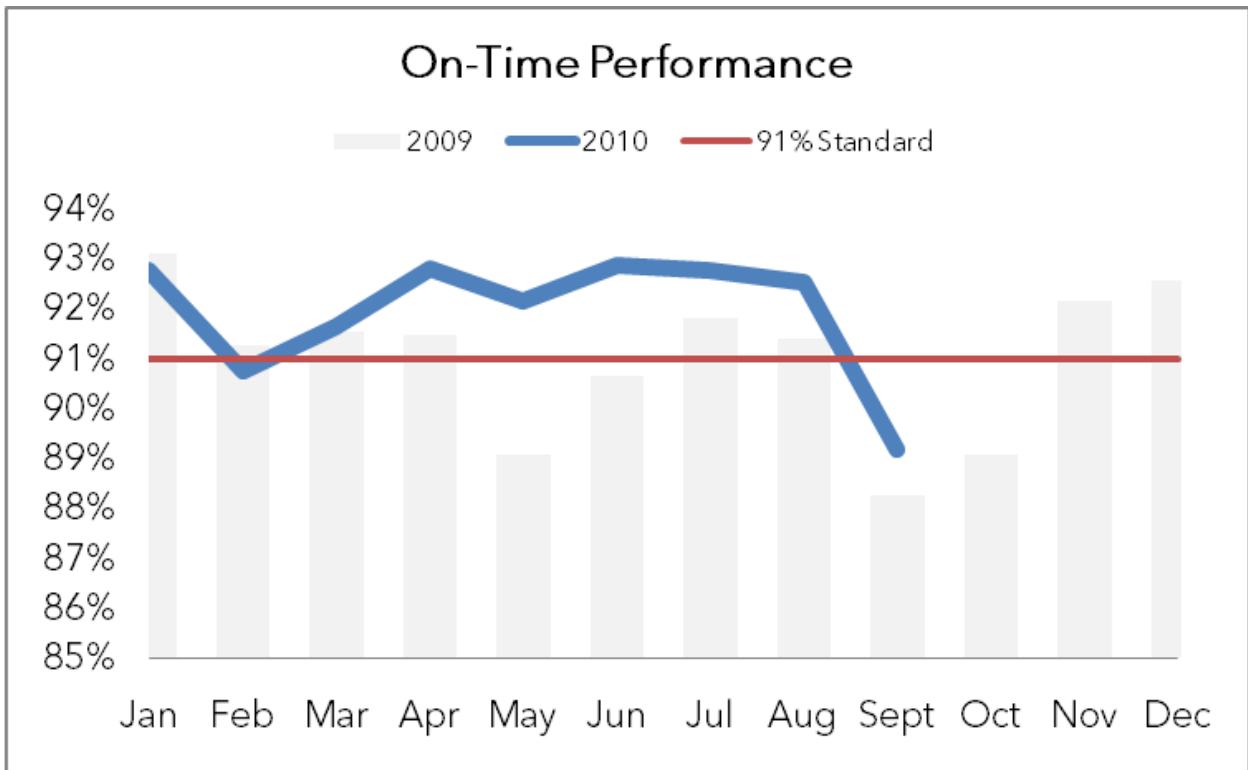
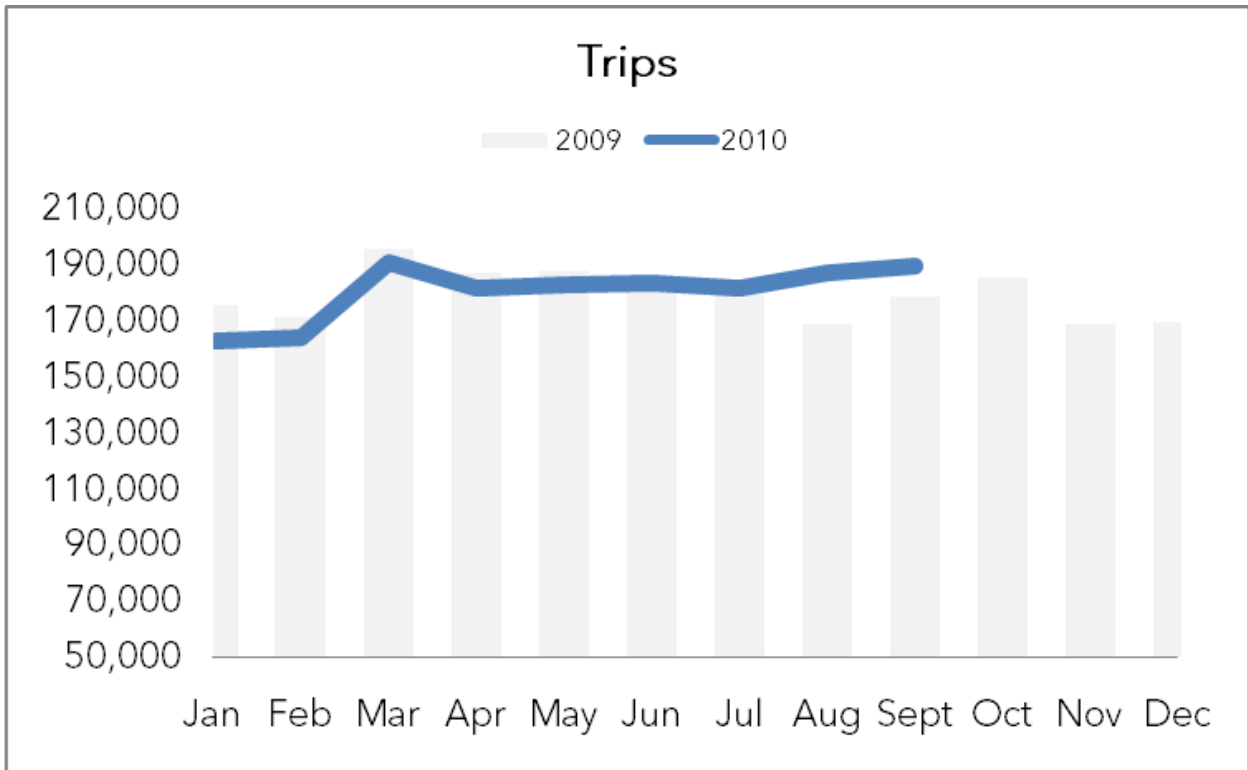
TO: BOARD OF DIRECTORS

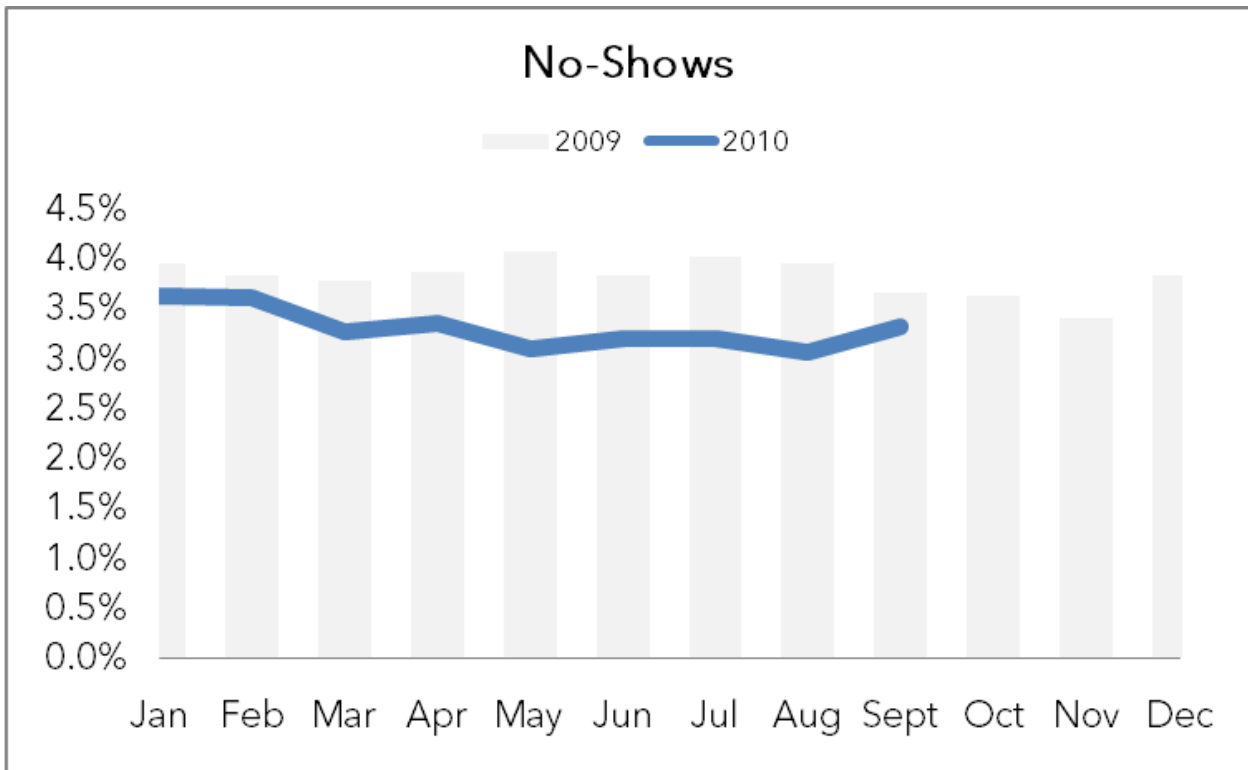
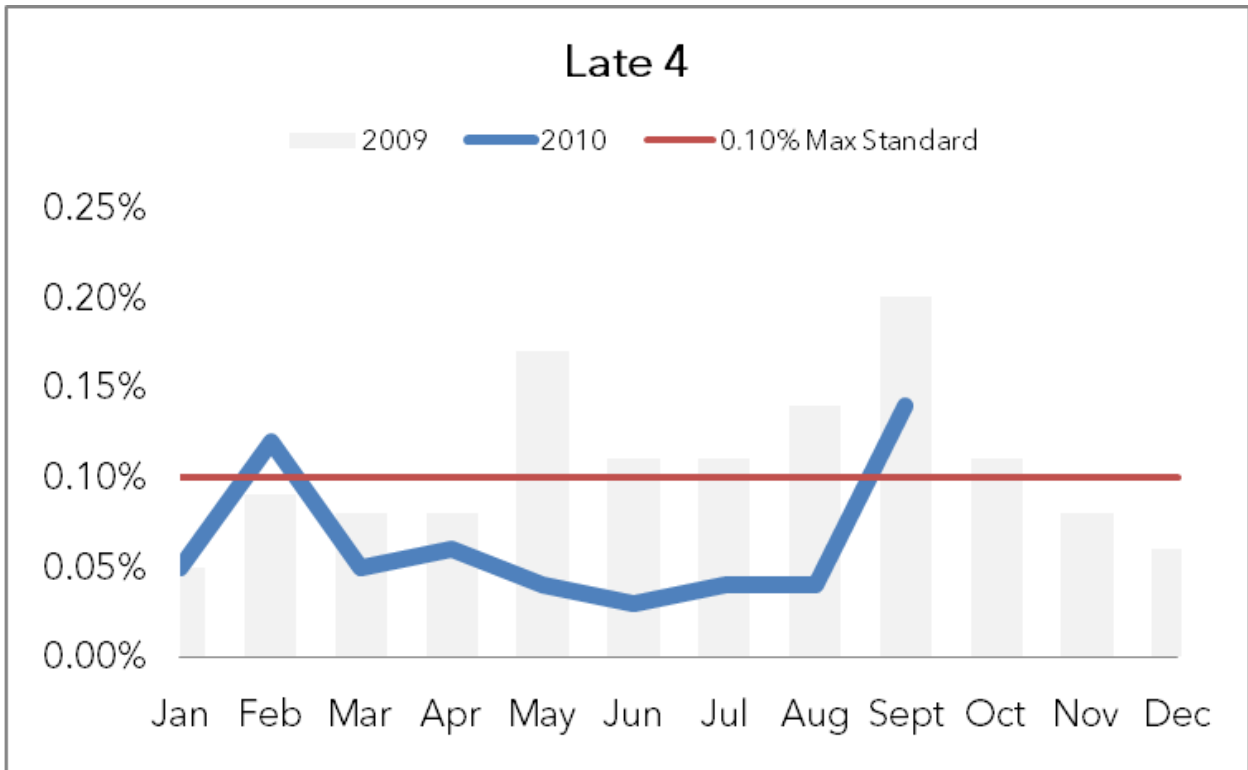
FROM: ALFREDO TORALES, OPERATIONS ANALYST

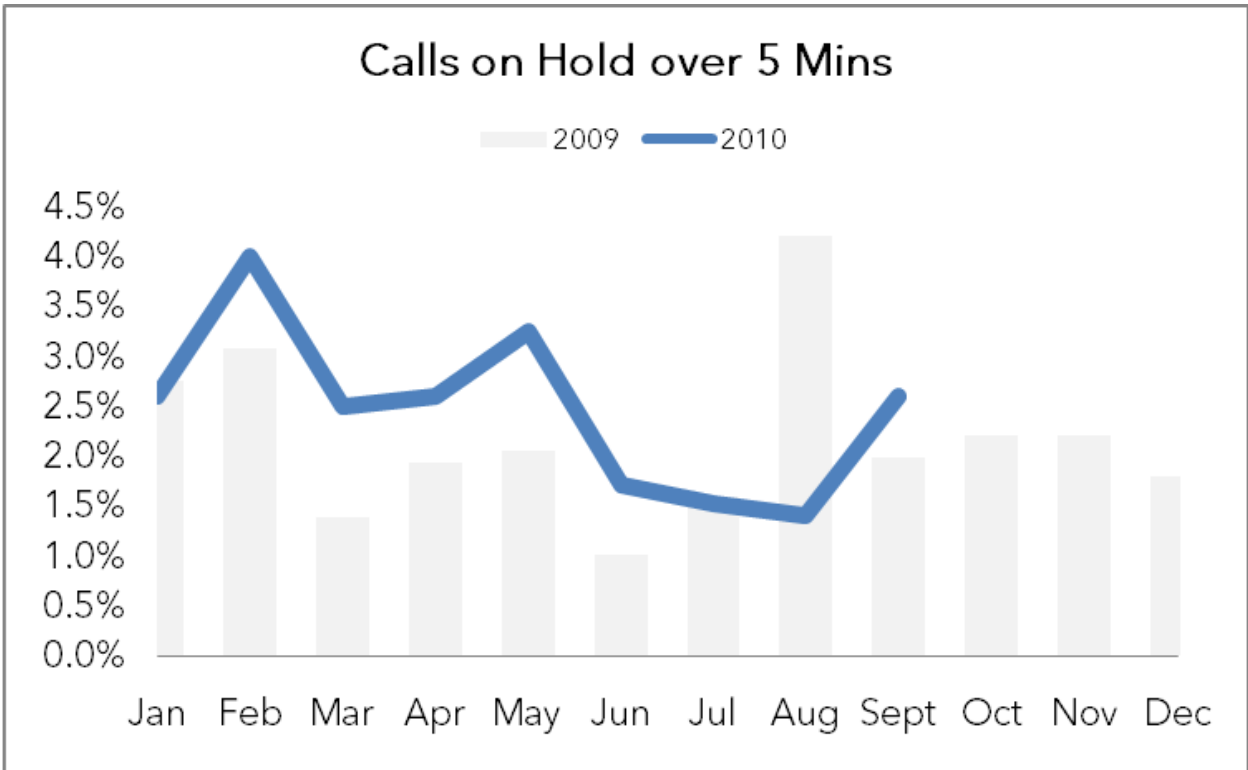
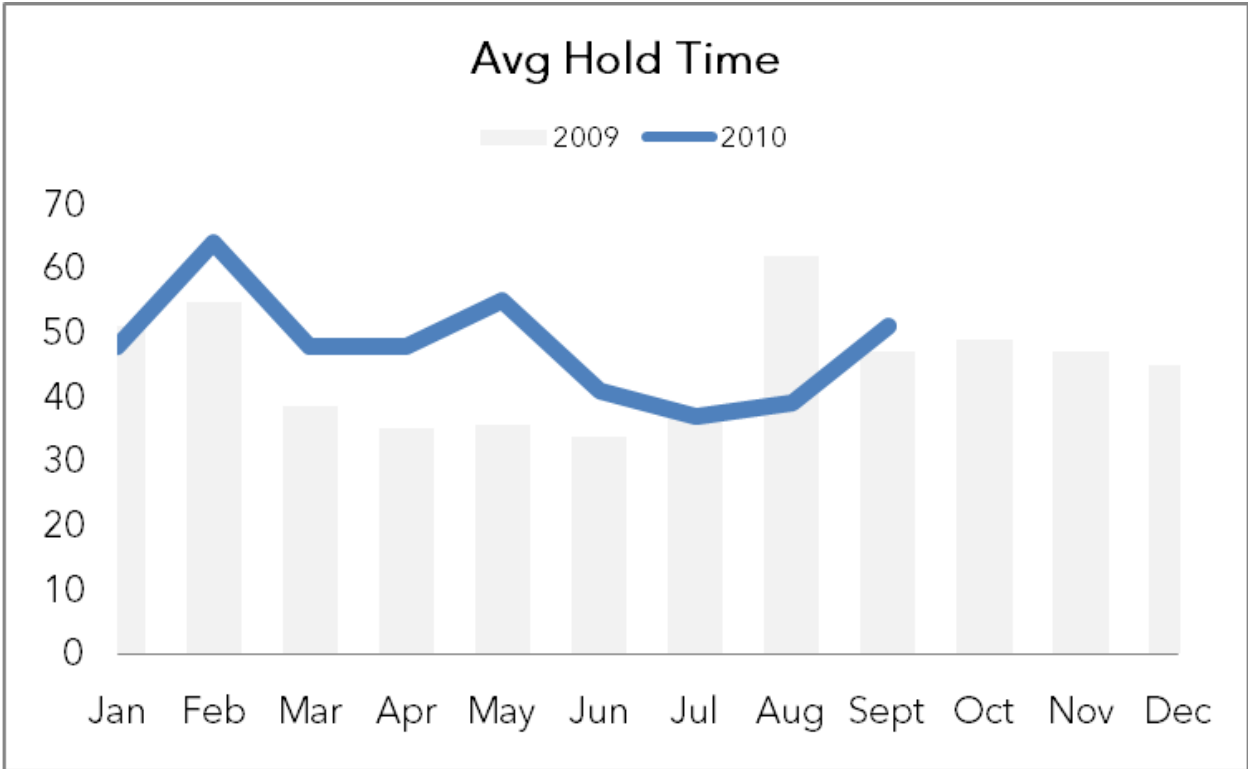
RE: KEY PERFORMANCE INDICATORS

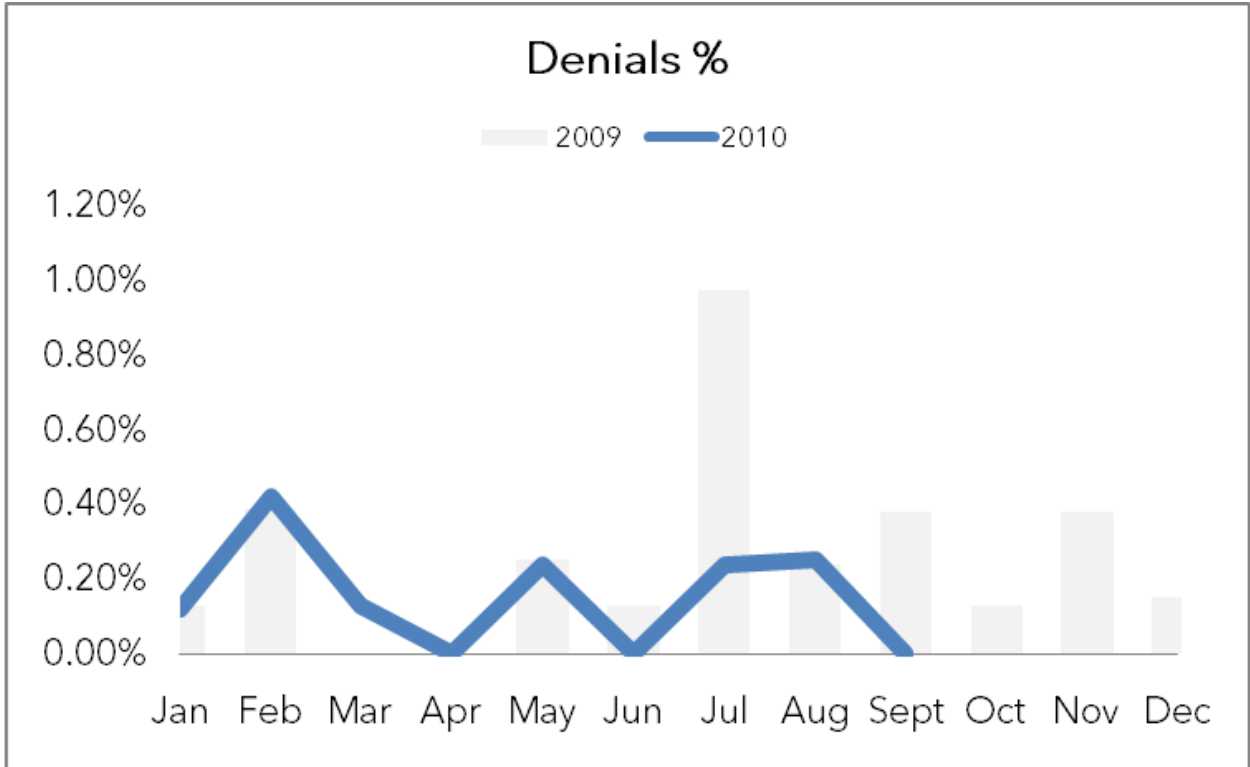
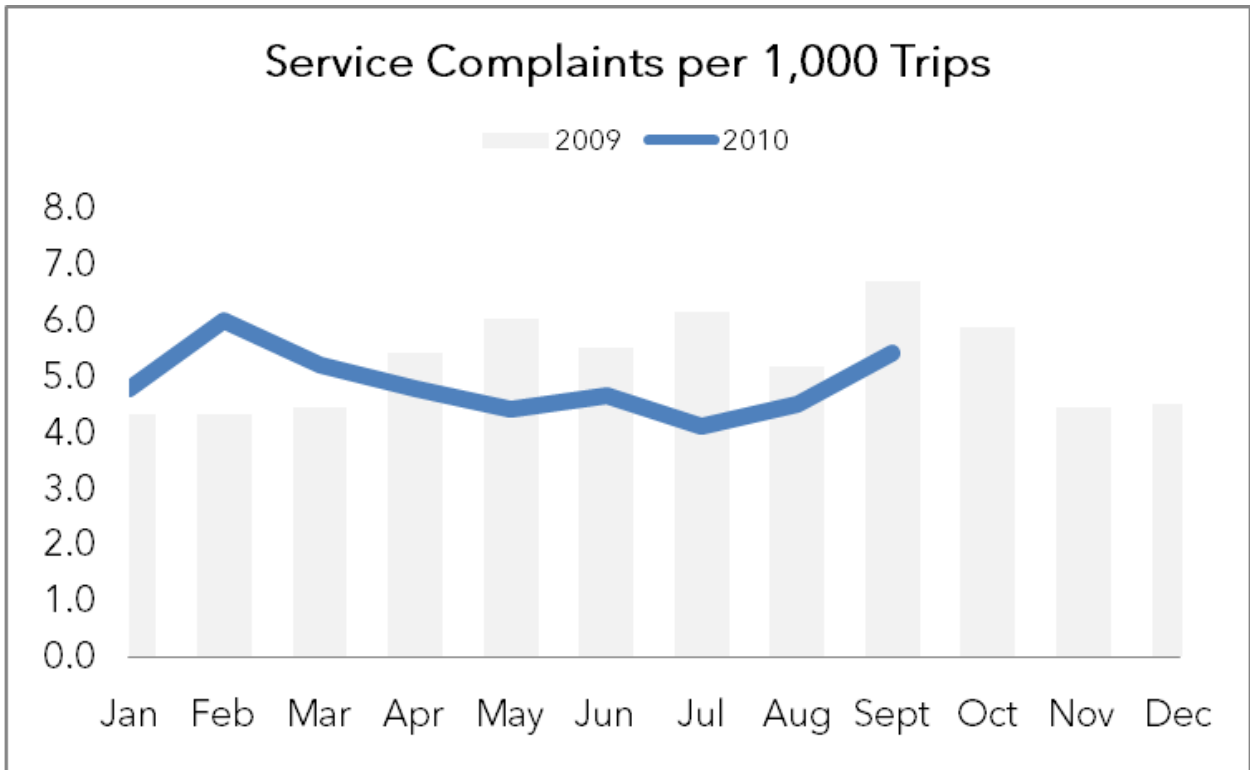
The following graphs represent key system indicators for the fiscal year as of September 2010. The goal of this communication is to keep everyone informed of the current service performance level in the field.

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

SEPTEMBER 19, 2010

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR SEPTEMBER 2010

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

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

- ◆ Passengers: 1.9% over budget
- ◆ Contract Revenue Miles: 2.0% under budget
- ◆ Trips: 0.8% under budget
- ◆ Completed Eligibility Interviews: 23.8% over budget
- ◆ Average Trip Distance: 1.2% under budget at 9.41 miles
- ◆ Total cost per Passenger (before depreciation): 4.0% under budget
- ◆ Administration Function is 11.8% under budget
- ◆ Eligibility Determination Function is 1.6% under budget
- ◆ Paratransit Operations Function is 1.6% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: September 2009 to September 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 September 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	89.5%	\$ 21,386,180	\$ 21,726,328	\$ (340,148)	-1.6%	5.4%
Eligibility Determination	5.4%	1,302,194	1,322,861	(20,667)	-1.6%	13.8%
CTSA/Ride Information	0.4%	87,145	97,997	(10,852)	-11.1%	-6.9%
Administrative	4.7%	<u>1,125,964</u>	<u>1,277,045</u>	<u>(151,081)</u>	<u>-11.8%</u>	<u>9.5%</u>
Total Exp before Depreciation		<u>\$ 23,901,483</u>	<u>\$ 24,424,231</u>	<u>\$ (522,748)</u>	<u>-2.1%</u>	<u>6.0%</u>

Statistics - - For the YTD Period Ended September 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	10,767	8,700	2,067	23.8%	27.0%
Number of PAX	747,759	733,632	14,127	1.9%	8.9%
Number of Contract Revenue Miles	5,242,875	5,350,930	(108,055)	-2.0%	4.7%
Number of Trips	556,866	561,469	(4,603)	-0.8%	6.0%
Average Trip Distance	9.41	9.53	(0.12)	-1.2%	-1.2%
Purchased Transportation Cost					
Cost per Trip	\$ 34.76	\$ 34.95	\$ (0.19)	-0.5%	1.4%
Cost per PAX	\$ 25.88	\$ 26.75	\$ (0.87)	-3.2%	-1.4%
Cost per Contract Rev Mile	\$ 3.69	\$ 3.67	\$ 0.02	0.5%	2.5%
Total Cost per Pax before depreciation	\$ 31.96	\$ 33.29	\$ (1.33)	-4.0%	-2.7%

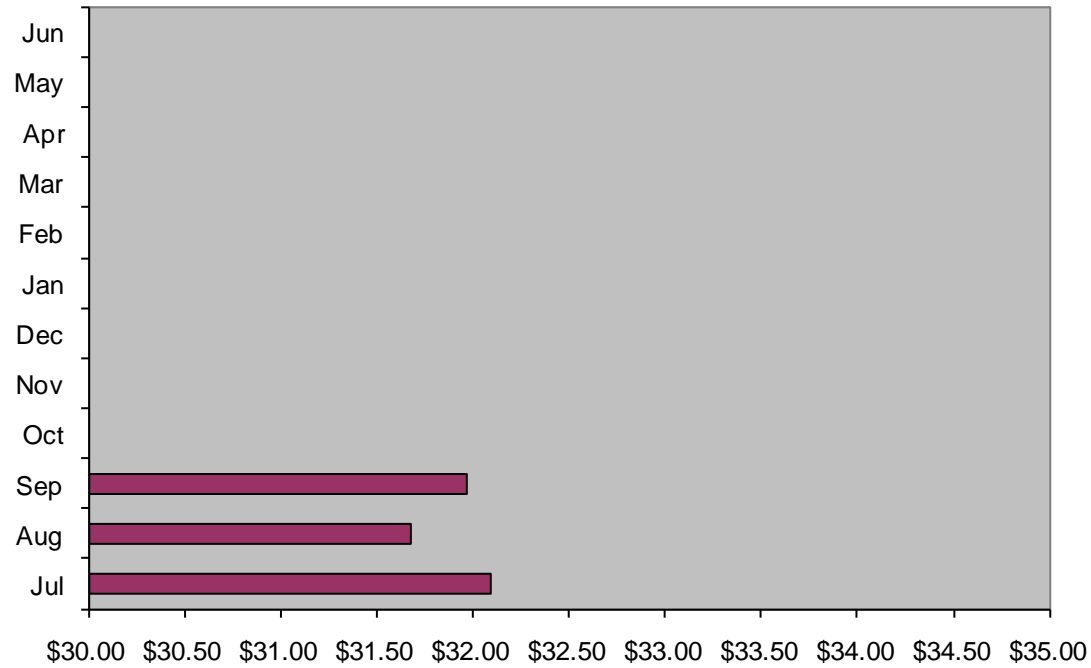
Budget Results for FY 2010/2011
For the YTD Period Ending September 2010

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance Over <Under> Budget</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Total Exp before Capital @ September 2010	\$ 23,901,483	\$ 24,424,231	\$ (522,748)	-2.1%	6.0%
Revenue					
Passenger Fares	1,328,213	1,307,893	(20,320)		
Other Revenue	<u>146,548</u>	<u>167,730</u>	<u>21,146</u>		
Total Revenue	1,474,797	1,475,623	826	0.0%	10.2%
Capital Expenditures					
Vehicles	0	0	0		
Other Capital Expenditures	<u>732,488</u>	<u>733,864</u>	<u>(1,376)</u>		
Total Capital Expenditures	\$ 732,488	\$ 733,864	<u>(1,376)</u>	0.2%	
Under Budget @ September 2010			<u>\$ (523,298)</u>		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-09	Aug-09	Sep-09
\$ 32.44	\$ 32.76	\$ 32.83
Jul-10	Aug-10	Sep-10
\$ 32.10	\$ 31.68	\$ 31.96

YTD Amounts for Period Ended SEPTEMBER 2010



Access Services Incorporated
 Balance Sheet
 September 30, 2010

ASSETS

Current Assets:

Cash	11,835,073
Due from FTA	7,210,304
Due from MTA	238,368
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	93,864
Prepaid Expenses	3,930,796
Deposits	<u>37,461</u>
Total Current Assets	23,798,808

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	21,945,925
Office Furniture and equipment	231,538
Computer & Telephone Equipment	2,397,657
Central Reservation Software	1,268,059
Leasehold Improvements	<u>156,965</u>
Total Property and Equipment	26,000,144
Accumulated Amortization & Depreciation	<u>(17,071,963)</u>
Property and Equipment, Net	<u>8,928,181</u>
Total Long Term Assets	<u>8,928,181</u>

Total Assets	<u><u>32,726,990</u></u>
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Access Services Incorporated
Balance Sheet
September 30, 2010

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	790,661	
Accounts Payable-Providers	6,421,433	
Other Liabilities	1,954,918	
Insurance Reserve	1,287,715	
Accrued Expenses	931,554	
	<hr/>	
Total Current Liabilities		11,386,282

Other Liabilities:

Deferred Revenue		<u>17,956,113</u>
Total Liabilities		29,342,394

Net Assets:

Temporarily Restricted		3,384,595
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TOTAL LIABILITIES AND NET ASSETS		<hr/> <u><u>32,726,990</u></u>
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Access Services Incorporated
Statement of Cashflow
For Period Ending September 30, 2010

Cash - Beginning Balance 8/31/10	0,438,101
Cash Receipts:	
Proposition C revenue from LACMTA	3,587,083
FTA funding received	5,287,868
Passenger fare/coupons/ID revenue	439,581
Interest income	1,482
Miscellaneous revenues	122,902
Total Cash Received	9,438,916
Cash Payments:	
Capital equipment	312,614
Prepaid expenses/deposits	106,193
Payments to contract providers	6,381,084
Eligibility Determination expenses	240,075
Salaries and related benefits	591,479
Other expenses	410,500
Total Cash Payments	8,041,944
Increase (Decrease) in Cash Reserves	<u>1,396,972</u>
Cash - Ending Balance 9/30/10	<u><u>11,835,073</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 September 30, 2010								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD	2010-11	% of 10/11
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET REACHED
REVENUE SOURCES:								
Funding Sources for Operating Expenses :								
FY 10/ 11 Prop C & Section 5310							\$93,271,180	
Section 5317 Grant for New Mobility Resource Center							\$235,463	
Call for Projects Grant(Regional Integration of Paratransit Res)							\$424,000	
FY 09/ 10 Carryforward - Unallocated (Estimated)							8,376	
Subtotal - Funding Sources & Carryforward Funds	8,091,002	7,726,973	364,029	22,426,687	22,853,732	(427,046)	93,939,019	23.87%
Funding Sources for Capital Expenses :								
FY 10/ 11 Prop C	0	0	0	0	0	0	5,484,820	
FY 08/ 09 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	3,233,630	
FY 09/ 10 Carryforward - Allocated Carryforward Funds	0	454,201	(454,201)	0	828,740	(828,740)	3,322,930	
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	0	0	531,180	
Subtotal - Funding Sources & Carryforward Funds	0	454,201	(454,201)	0	828,740	(828,740)	12,572,560	0.00%
Interest/ Miscellaneous Income	2,961	10,000	(7,039)	8,854	30,000	(21,146)	120,000	7.38%
Disposal of Vehicles	17,285	17,285	0	137,730	137,730	(0)	250,000	55.09%
Passenger Fares	446,836	440,979	5,857	1,328,213	1,307,893	20,320	5,344,295	24.85%
TOTAL - REVENUE FUNDING SOURCES	8,558,084	8,649,438	(91,354)	23,901,483	25,158,095	(1,256,612)	112,225,874	21.30%
Less : Total Capital Expenditure During FY 10/ 11	0		0	0		0		
Revenue Recognition for FY 10/ 11 Depreciation	380,717		380,717	1,132,310		1,132,310		
TOTAL - REVENUE RECOGNITION	8,938,801	8,649,438	289,363	25,033,793	25,158,095	(124,302)	112,225,874	
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	6,551,236	6,511,406	39,830	18,991,707	19,251,450	(259,743)	79,249,861	23.96%
Communications - Telephone/ Data Transmission	93,956	111,235	(17,279)	264,335	333,706	(69,371)	1,334,825	19.80%
Phone & Computer System Maintenance/ License & Consulting	88,300	82,716	5,584	215,804	225,411	(9,607)	969,857	22.25%
Salaries & Related Benefits - Customer Svc & Complaint Response	58,795	59,133	(338)	180,196	177,398	2,797	713,444	
Total Customer Service & Complaints	58,795	59,133	(338)	180,196	177,398	2,797	713,444	25.26%
Salaries & Related Benefits - Operations Monitoring Center	40,223	44,953	(4,730)	125,503	134,859	(9,356)	542,678	23.13%
Vehicle Cost - Direct	18,854	21,579	(2,725)	20,503	28,281	(7,778)	150,315	13.64%
Community Events and Materials-Safety Incentive Program	0	0	0	47,077	45,744	1,333	95,744	0.00%
Office Rent	14,881	14,861	20	44,644	44,584	60	178,336	25.03%
Insurance - Commercial	325,303	332,672	(7,370)	1,047,220	998,017	49,202	3,992,069	26.23%
Travel & Conference	0	375	(375)	0	1,125	(1,125)	4,500	0.00%
Other Professional Expense	18	20	(2)	7,870	7,875	(5)	38,800	0.00%
Office Supplies	668	520	148	1,863	1,560	303	6,240	29.85%
Total - Paratransit Operations - Direct Cost	7,192,235	7,179,471	12,763	20,946,720	21,250,010	(303,290)	87,276,669	24.00%

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending September 30, 2010								
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED
PARATRANSIT OPERATIONS - INDIRECT COST								
Salaries & Related Benefits - Operations	110,834	110,025	809	332,127	330,075	2,052	1,325,121	25.06%
Communications - Telephone & Data Transmission	3,875	4,663	(787)	11,582	13,988	(2,406)	55,950	20.70%
Other Professional Expense	2,755	3,500	(745)	6,915	10,500	(3,585)	42,000	16.47%
Vehicle Costs - Indirect	2,607	2,833	(226)	7,045	8,500	(1,455)	34,000	20.72%
Office Rent	9,375	9,375	0	28,125	28,125	0	112,500	25.00%
Insurance - Commercial	1,108	1,256	(148)	3,324	3,767	(443)	15,069	22.06%
Travel and Conference	0	833	(833)	201	2,500	(2,299)	10,000	2.01%
Office Supplies	729	495	234	1,891	1,485	406	5,940	31.83%
Community Events and Materials	10,759	14,627	(3,867)	29,395	43,880	(14,485)	175,520	16.75%
Publications/ Printed Materials - Riders Communication	2,732	7,819	(5,087)	11,560	26,456	(14,896)	144,825	7.98%
Postage/Mailing	2,268	2,188	81	6,852	6,563	289	36,250	18.90%
Professional Memberships	147	160	(13)	442	480	(38)	1,920	23.01%
Total - Paratransit Operations - Indirect Cost	147,191	157,773	(10,582)	439,459	476,318	(36,859)	1,959,094	22.43%
Total - Paratransit Operations Cost	7,339,426	7,337,244	2,181	21,386,180	21,726,328	(340,149)	89,235,763	23.97%
OTHER ACTIVITIES								
ELIGIBILITY DETERMINATION								
Salaries & Related Benefits - Certification & Appeals	37,986	37,856	130	112,359	113,568	(1,209)	456,295	24.62%
Eligibility and Appeal Contracts	194,705	191,817	2,888	586,981	575,451	11,530	2,301,804	25.50%
Purchased Transportation Services - Certification Trips	119,433	124,339	(4,906)	362,391	373,017	(10,626)	1,492,073	24.29%
Travel Training	31,947	38,375	(6,428)	103,593	115,125	(11,532)	460,500	22.50%
Tether Pilot Program	18,410	18,410	(0)	55,357	55,360	(3)	220,931	25.06%
Other Professional Expense	0	167	(167)	303	500	(197)	2,000	15.13%
Communications - Telephone/ Data Transmission	4,478	3,992	487	12,531	11,975	556	47,900	26.16%
Phone & Computer System Maintenance/License & Consulting	0	1,667	(1,667)	0	5,000	(5,000)	20,000	0.00%
Vehicle Costs - Mobile Certification	0	21	(21)	0	62	(62)	250	0.00%
Repairs & Maintenance	110	117	(7)	329	350	(22)	1,400	23.46%
Office Rent	4,844	4,861	(17)	14,531	14,583	(51)	58,331	24.91%
Insurance - Commercial	3,826	4,188	(362)	11,823	12,565	(742)	50,260	23.52%
Travel and Conference	242	500	(258)	2,366	1,500	866	6,000	39.43%
Office Supplies	674	415	259	1,665	1,245	420	4,980	33.44%
Publications/ Printed Materials	5,009	5,750	(741)	9,853	17,250	(7,397)	169,000	5.83%
Postage/Mailing/Courier	10,962	8,417	2,546	28,057	25,250	2,807	101,000	27.78%
Professional Memberships	18	20	(2)	55	60	(5)	240	23.01%
Subtotal - Eligibility Determination	432,644	440,910	(8,266)	1,302,194	1,322,861	(20,667)	5,392,963	24.15%

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending September 30, 2010									
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED	
CTSA FUNCTION									
EDUCATION AND TRAINING									
Salaries & Related Benefits - CTSA	6,926	8,558	(1,632)	23,346	25,673	(2,326)	103,066	22.65%	
Scholarships Programs, Education & Training Seminars	1,450	1,450	0	2,750	5,950	(3,200)	56,950	4.83%	
Other Professional Expense	0	0	0	0	0	0	15,000	0.00%	
Communications - Telephone	304	310	(6)	906	931	(26)	3,725	24.31%	
Office Rent	625	625	0	1,875	1,875	0	7,500	25.00%	
Insurance - Commercial	22	25	(3)	66	75	(9)	301	22.06%	
Travel and Conference	0	167	(167)	0	500	(500)	2,000	0.00%	
Mileage and Parking	0	0	0	0	0	0	0		
Office Supplies	220	132	89	536	395	141	1,580	33.94%	
Community Events and Materials	94	333	(239)	168	1,000	(832)	4,000	4.20%	
Publications/ Printed Materials	1,408	183	1,225	1,408	550	858	2,200	64.00%	
Postage/Mailing	454	438	16	1,370	1,313	58	5,250	26.10%	
Professional Memberships	18	20	(2)	55	60	(5)	240	23.01%	
Subtotal - Education and Training	11,522	12,241	(719)	32,481	38,322	(5,840)	201,812	16.09%	
ACCESS RIDE-INFORMATION									
Salaries & Related Benefits - Ride-Information	15,199	17,170	(1,972)	46,685	51,510	(4,825)	206,886	22.57%	
Communications - Telephone	820	665	156	2,276	1,994	282	7,975	28.54%	
Phone & Computer System Maintenance/ License & Consulting	150	167	(17)	450	500	(50)	2,000	22.50%	
Office Rent	1,525	1,528	(3)	4,575	4,583	(8)	18,333	24.95%	
Office Supplies	139	88	50	348	265	83	1,060	32.84%	
Publications/ Printed Materials	0	167	(167)	0	500	(500)	2,000	0.00%	
Postage/Mailing	91	88	3	274	263	12	1,050	26.10%	
Professional Memberships	18	20	(2)	55	60	(5)	240	23.01%	
Subtotal - Ride-Information	17,942	19,892	(1,950)	54,664	59,675	(5,011)	239,544	22.82%	
Subtotal - CTSA Function	29,463	32,132	(2,669)	87,145	97,997	(10,852)	441,356	19.74%	
Total - Other Activities	462,107	473,043	(10,935)	1,389,339	1,420,858	(31,518)	5,834,320	23.81%	

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending September 30, 2010								
	CURRENT	CURRENT	CURRENT	YTD	YTD	YTD	2010-11	% of 10/11
	MONTH	MONTH	VARIANCE	ACTUAL	BUDGET	VARIANCE	BUDGET	BUDGET
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
ADMINISTRATIVE								
Salaries & Related Benefits	228,804	236,549	(7,745)	660,500	712,697	(52,197)	2,858,535	23.11%
Communications - Telephone & Data Transmission	3,532	3,994	(462)	10,785	11,981	(1,196)	47,925	22.50%
Office Rent	19,362	19,850	(488)	57,924	59,550	(1,626)	238,200	24.32%
Insurance - Commercial	8,580	9,646	(1,066)	25,740	28,937	(3,197)	115,749	22.24%
Office Supplies	2,585	2,392	194	10,703	7,175	3,528	28,700	37.29%
Other Professional Services	92,029	115,810	(23,781)	288,761	367,722	(78,961)	1,228,273	23.51%
Public Notice Advertising Expenses	48	833	(785)	2,910	2,500	410	10,000	29.10%
Equipment/ Other Rental	299	267	33	662	800	(138)	3,200	20.70%
Repairs & Maintenance	3,215	3,833	(618)	10,147	11,500	(1,353)	46,000	22.06%
Postage/Mailing/Messenger	4,505	4,581	(76)	13,846	13,743	104	54,970	25.19%
Publications/Printed Materials/Copying	608	1,833	(1,226)	2,139	5,500	(3,361)	22,000	9.72%
Network Support/Supplies	6,952	5,500	1,452	18,187	16,500	1,687	66,000	27.56%
Subscription/References	101	250	(149)	304	750	(446)	3,000	10.13%
Professional Memberships	302	355	(53)	1,035	1,065	(30)	4,260	24.30%
Board and Advisory Committee Compensation	834	2,458	(1,624)	8,762	7,375	1,387	29,500	29.70%
Annual Meeting	0	0	0	0	0	0	16,000	0.00%
Business Meetings & Meals	256	917	(661)	879	2,750	(1,871)	11,000	7.99%
Travel and Conference	3,353	4,042	(689)	11,609	12,125	(516)	48,500	23.94%
Mileage and Parking	62	208	(147)	122	625	(503)	2,500	4.89%
Bank Interest	0	4,167	(4,167)	0	12,500	(12,500)	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	408	417	(9)	949	1,250	(301)	5,000	18.99%
Total - Administrative Expense	375,834	417,901	(42,068)	1,125,964	1,277,045	(151,081)	4,889,313	23.03%
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	8,177,367	8,228,188	(50,821)	23,901,483	24,424,231	(522,748)	99,959,395	23.91%
Amortization and Depreciation Expense	380,717	0	380,717	1,132,310	0	1,132,310	0	
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	8,558,084	8,228,188	329,896	25,033,793	24,424,231	609,562	99,959,395	
CAPITAL EXPENDITURES								
Property & Equipment	419,875	421,250	(1,376)	732,488	733,864	(1,376)	12,190,023	6.01%
Total - Capital Expenditures	419,875	421,250	(1,376)	732,488	733,864	(1,376)	12,190,023	6.01%
Less: Amortization and Depreciation Expense	(380,717)	0	(380,717)	(1,132,310)	0	(1,132,310)	0	
TOTAL EXPENSES AND CAPITAL EXPENDITURES	8,597,241	\$8,649,438	(\$52,197)	\$24,633,971	\$25,158,095	(\$524,124)	\$112,149,418	21.97%
Uncommitted Carryforward from FY 09/10 (Estimated)						0	8,376	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 09/10						0	68,080	
TOTAL	8,597,241	\$8,649,438	(\$52,197)	\$24,633,971	\$25,158,095	(524,124)	\$112,225,874	21.95%

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending September 30, 2010									
	CURRENT	CURRENT	CURRENT	YTD	YTD	YTD	2010-11	% of 10/11	
	MONTH	MONTH	VARIANCE	ACTUAL	BUDGET	VARIANCE	BUDGET	BUDGET	REACHED
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET	REACHED
PROPERTY AND EQUIPMENT									
75 VEHICLES - Minivan (Fleet Replacement) (\$44,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$3,337,500		0.00%
20 VEHICLES - Type II Cutaway (Fleet Replacement) (\$68,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$1,370,000		0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	0	0	578,500		0.00%
SUBTOTAL - VEHICLES - FY 10/11	0	0	0	0	0	0	\$5,286,000		
30 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$419,875	\$421,250	(1,376)	\$419,875	\$421,250	(1,376)	\$1,263,750		33.22%
11 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$0	\$0	0	\$0	\$0	\$0	\$463,375		0.00%
3 VEHICLES - Minivan (Fleet Replacement) (\$72,733 each)	\$0	\$0	0	\$0	\$0	\$0	\$218,199		0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$48,000 each)	\$0	\$0	0	\$0	\$0	\$0	\$624,000		0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 09/10	419,875	421,250	(1,376)	419,875	421,250	(1,376)	2,569,324		
LEASEHOLD IMPROVEMENTS	0	0	0	0	0	0	100,000		0.00%
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	530,000		0.00%
OFFICE EQUIPMENT	0	0	0	0	0	0	0		0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	0	0	0	100,000		0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 10/11	0	0	0	0	0	0	730,000		
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,430,376		0.00%
CENTRALIZATION SOFTWARE/IVR	0	0	0	0	0	0	1,581,941		0.00%
SMARTDRIVE - 1ST YEAR COST	0	0	0	312,614	312,614	(0)	381,936		81.85%
MOBILITY RESOURCE CENTER	0	0	0	0	0	0	210,446		0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09 & FY 09/10	0	0	0	312,614	312,614	(0)	3,604,699		
TOTAL CAPITAL EXPENDITURES	\$419,875	\$421,250	(1,376)	\$732,488	\$733,864	(1,376)	\$12,190,023		6.01%

BOARD BOX ITEM #5

NOVEMBER 19, 2010

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

STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

Operations update:

The month of September tends to be busier than any other month during the year and this year was no exception. High ridership demand, implementation of new on-board camera system, technical difficulties with Mobile Data Terminals, staffing issues, heat waves, and rain were factors that challenged the Access operation during the month of September. System wide, Access completed the month with 89.17% on-time and 0.14% Late4. Total registered customers went up by 1.7% to 95,837.

David Foster - Project Administrator, Eastern and West Central Regions - From a performance standpoint, San Gabriel Transit, the Eastern Region service provider performed slightly below the on-time performance standard, finishing the month at 89.29%. The drop in on-time performance was attributed to the implementation of Smart Drive which resulted in some driver terminations and an overall heightened awareness of drivers with unsafe driving activities (speeding, hard accelerations, hard stops, and other erratic driving maneuvers) will trigger the camera and result in coaching by the contract management.

California Transit, Inc. (CTI), our West Central Region provider did meet the on-time performance standard for the month of September. However, CTI's on-time performance was down to 91.64% compared to January - August with an average on-time performance of 93.38%; the drop was attributed to a 10% increase in demand as well as the implementation of Smart Drive.

In September, Access Services provided a tour of the San Gabriel Transit facility to Metro Marketing and Design to assist them in developing their campaign concepts for the Safety Posters. Staff from Metro visited the facility to identify "touch points", marketing terminology for identifying the optimal locations to place visual materials for the target audience. Since in this case the target audience is drivers, the primary locations would be training rooms, driver break areas and the vehicle checkout locations. The campaign is intended to remind drivers of key safety issues that will facilitate Access Services mission to provide safe, reliable and cost effective transportation service.

Luis Garcia – Project Administrator, Northern and Antelope Valley Regions - During the month of September, Southland Transit experienced several operational hurdles that contributed to the decline in performance. During the beginning of the month Southland Transit was plagued with technical difficulties surrounding their mobile data terminals (MDT). The technical disruption hindered data and voice communication between their dispatch operation and vehicle operators; after several attempts at rectifying the issue, the root cause was finally addressed with their radio vendor. In conjunction with the technical communication issues, Southland Transit experienced a reduction in their vehicle operator roster due to the implementation of the Smart Drive camera system. Southland Transit management proactively developed operational adjustments to ensure the documented events would not occur again in the near future.

As anticipated for the month of September, the San Fernando Valley experienced a 22% increase in ridership, closing the month with 39,248 customers transported. MV Transportation management team worked diligently to assess the ridership demand trend and allocate appropriated resources to the necessary areas; investigations were conducted to define primary source of the demand spike as the momentum surged throughout the entire month.

Geoffrey Okamoto – Project Administrator, Southern and Santa Clarita Regions - Smart drive system was installed in all dedicated vehicles to further enhance overall customer and driver safety. Global Paratransit experienced driver turnover as a direct result of the implementation of the Smart Drive system. Additionally, Global Paratransit experienced a 20% increase in trip volume when compared to the same time last year. Global completed the month of September at 87.18% on-time. Global management made adjustments to improve performance going forward.

MV Transportation's union contract in Santa Clarita expired on August 4th, 2010, however, it was extended through August 23rd, 2010. Since then, MV and the union have been negotiating. There is no word if a strike is looming, however a contingency plan has been developed just in case if there is a labor strike. MV Transportation and the union met this month to discuss each side's latest proposal. Both sides came to the table with cost saving ideas that were presented and discussed. Both sides agreed to continue negotiations under the existing contract and scheduled a follow-up meeting next month. With the return of school for many students, performance was not affected in the Santa Clarita region and remains above standard performance.

Evie Palicz – Project Administrator, Eligibility - September was a very busy month for C.A.R.E. Evaluators. 2,953 applicants were evaluated at the eligibility center. Of those 2,540 ambulatory customers were briefed and 383 customers had their mobility devices either marked and/or tether straps installed. 98% of the customers that came through the eligibility center received an orientation briefing and/or mobility device markings/tether installations.

SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

Customer Service, Customer Care and Operations Monitoring Update:

Customer Service – assisted 19,441 customers in September 2010, which represents a decrease of 2.4% from the month of August 2010. The monthly “average initial hold time” ended at 3.2 minutes for September 2010, as compared to 2.8 minutes for August 2010. Customer Support Representatives handled an average of 13 calls per hour, per agent in September 2010. This, compared to 14 calls per agent in August 2010. In addition to the calls handled by the Customer Support Representatives, the Customer Support Center continues to request assistance from personnel outside the Customer Support Services Department – this, as a means to manage calls and avoid hold time complaints. The employees outside of Customer Support handled a total of 557 calls, compared to 536 for the month of August 2010. Commendations are still coming regularly into the Customer Support Center as well. The Customer Support Center was complimented with 24 commendations for the month of September 2010, as compared to 21 commendations for the month of August 2010. Also noteworthy, the Customer Support Center is reviewing the use of a phone tree system for the call center. Our goal with a phone tree and voicemail options is to reduce hold times and better serve our customers.

Customer Care Center (Complaints) – saw an increase in calls and complaints. This year our total number of complaints for September is 1,107. Since January, September holds the highest number of complaints so far. However, we found that this total represents a decrease of 12 % in comparison with September 2009, where the total was 1,260. Commendations, as we have seen in the past few months, still hold the highest number of tickets (552 for that category) in comparison to any of the complaint types reported monthly. Our top three complaint types are: 1) Late 4’s with 273 tickets, 2) Service with 148 tickets and 3) Discourteous with 109 tickets. These three categories combined represent nearly 48% of complaint totals. Customer Care found several issues that contributed to these numbers, which were mainly low on time performance (verified through operational statistics), late dispatching and excessive travel time.

Operations Monitoring- saw a slight increase in call volume for September 2010. A total of 6,211 calls were registered in the Operations Monitoring Center for the month of September. This figure represents an 16 % increase in calls from August of 2010 and an 6 % decrease in calls from September, one year ago. Operations Monitoring also provided 371 “backup” trips in September 2010. The majority of these trips (229) were serviced by Operations Monitoring overflow vehicles. The total number of all backup vehicles dispatched for September 2010 (371) represents a 19 % decrease in backup vehicles dispatched in September 2009 (459). The Operation Monitoring also continued to garner employee commendations (16 in total) from satisfied customers in September 2010.

LUIS PACHECO, SAFETY ANALYST

SmartDrive

With the recent rollout of the SmartDrive onboard camera system, Access is pleased to note positive and encouraging trends. Access Services and the providers review weekly reports that help monitor daily events that are triggered by vehicle reactions such as hard braking, hard acceleration, erratic vehicle maneuvers, and other triggering maneuvers as well as drivers activating the camera manually. The weekly coaching reports point out which events need to be viewed and addressed with the drivers. The coaching report is a

vital training tool that that can help to improve the overall driver behavior to a higher level of safety.

The Access Driver Safety Incentive Program

The Access Driver Safety Incentive Program continues to see drivers reach the set milestones. As of September 2010, a total of 420 drivers have reached the first tier of awards at 10,000 miles, 80 drivers reached 20,000 miles, and 20 drivers reached the 30,000 miles award level. All of these drivers have not had one single preventable accident/incident or valid customer service related complaints. In the months to come, even more drivers will qualify for Safety Incentive Awards.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Update

In the month of October, Mobility Management made the decision to target our outreach calls to people who had gone through the Access eligibility process and were found to not be eligible. (Access riders who are given restricted eligibility can still call us if they need mobility options.)

After speaking with many non-eligible riders (Access-denied riders and the general public), we discovered that many of these riders had a lot of misconceptions about Access Services. When we took the time to speak thoroughly about ADA Paratransit, Access eligibility and other options some riders said Access is not the option for me, and many realized that the other options available in their communities, like the local dial-a-ride, would work better for them.

Of the 127 non-eligible Access riders we spoke with, 60% were referred to local public transit options. The overwhelming majority of the 73 other non- Access riders that contacted Mobility Management were referred to Non Emergency Medical Transportation to accommodate their common request for immediate transportation services.

In addition, in the month of October, Mobility Management staff participated in three community outreach events. R&D Transportation staff joined me at the Familia Unida Wheelchair Wash Day in East Los Angeles. Stephen Wrenn and I joined Metro Staff for an informational presentation for California Children Services staff. Lastly, Stephen Wrenn and I participated as vendors in the Seniors Celebrating Life Luncheon that was hosted by Councilwoman Jan Perry at the Los Angeles Convention Center.

Nicole Leiva
Mobility Management Analyst

BOARD BOX ITEM #6

NOVEMBER 19, 2010

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

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

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	189,035	186,670	1.3%	556,866
Passengers per Vehicle Trip	1.33	1.36	-2.2%	1.34
Average Trip Distance	9.4	9.4	-0.3%	9.4
Total Calls to Providers	319,337	299,137	6.7%	913,254
Average Initial Hold Time (seconds)	51	39	30.6%	38
% of Calls on Hold More Than 5 minutes	2.6%	1.4%	-1.2%	1.5%
On-Time Performance	89.2%	92.5%	3.4%	91.5%
Late 4 Trips	0.14%	0.04%	-0.10%	0.7%
Total number Registered Riders	95,837	94,274	1.7%	95,837

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
System Wide				
Aug-10	253,099	186,670	1.36	1.00
SEP-10	251,348	189,035	1.33	1.00
% Change	-0.7%	1.3%	-2.2%	0.0%
SGT - Eastern Region				
Aug-10	74,630	55,036	1.36	0.94
SEP-10	74,893	55,881	1.34	0.94
% Change	0.4%	1.5%	-1.5%	0.0%
GPI - Southern Region				
Aug-10	39,676	29,830	1.33	1.04
SEP-10	75,015	56,189	1.34	1.03
% Change	-2.1%	1.6%	-3.6%	0.0%
CTI - WC - West Central Region				
Aug-10	39,676	29,830	1.33	1.04
SEP-10	40,315	30,778	1.31	1.03
% Change	1.6%	3.2%	-1.5%	-1.0%
MV - San Fernando Valley Region				
Aug-10	51,295	37,856	1.36	1.02
SEP-10	50,934	38,009	1.34	1.02
% Change	-0.7%	0.4%	-1.5%	0.0%
STI - AV - Antelope Valley Region				
Aug-10	6,508	5,010	1.30	1.03
SEP-10	6,058	4,701	1.29	1.03
% Change	-6.9%	-6.2%	-0.8%	0.0%
SCT - Santa Clarita Region				
Aug-10	6,508	5,010	1.30	1.03
SEP-10	3,813	3,192	1.19	1.04
% Change	-6.9%	-6.0%	-1.7%	1.0%

PROVIDER SERVICE SUMMARY
PROVIDER MONITORING

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	61	34	40.3
SGT - Eastern Region	22	18	14.7
GPI - Southern Region	32	4	13.7
CTI - West - Central Region	1	8	5.7
MV Transit - San Fernando Valley Region	3	2	4.0
STI - Antelope Valley Region	2	1	1.3
SCT - Santa Clarita Region	1	1	1.0

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

Road Supervision*	Current	Previous Month	YTD-Average
TOTAL	0	1	0.3
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	1	0.3
STI - Antelope Valley Region	0	0	0.0
SCT - Santa Clarita Region	0	0	0.0

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	184	176	180.7
SGT - Eastern Region	47	42	48.3
GPI - Southern Region	21	27	25.3
CTI - West - Central Region	40	38	36.3
MV Transit - San Fernando Valley Region	28	24	25.3
STI - Antelope Valley Region	26	22	23.7
SCT - Santa Clarita Region	22	23	21.7

* 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	91.4%	92.6%
1-20 Minutes Longer than Fixed Route Trip	6.5%	5.0%
21-40 Minutes Longer than Fixed Route Trip	1.4%	1.6%
41-60 Minutes Longer than Fixed Route Trip	0.6%	0.7%
60 Minutes Longer than Fixed Route Trip	0.1%	0.1%

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

Travel Training	Current	Previous Month	YTD-Average
Accepted Travel Training	24	13	19.3
Waiting for Travel Training	0	2	4.0
Started Travel Training	13	21	14.7
Completed Travel Training	15	22	17.7
Discontinued Services	0	0	0.0
People Currently in Travel Training	0	2	2.7
Total Follow-up Response Month 1	17	5	12.3
Total Follow-up Response Month 2	8	8	11.0
# Graduates Using Bus After 1 Month	13	5	11.0
# Graduates Using Bus After 2 Months	8	7	10.3
Average # of Trips per-week, Month 1	5	7	6
Average # of Trips per-week, Month 2	10	7	8

NORTH COUNTY TRANSFER TRIPS

North County Trips Transferring at Olive View

	Current	Previous Month	YTD-Average
Antelope Valley to Transfer Point	241	251	248.7
Transfer Point to Antelope Valley	226	265	230.7
Santa Clarita to Transfer Point	111	172	135.3
Transfer Point to Santa Clarita	76	68	77.7

**Systemwide Mobility Device
Securement Incidents**

	Current	Previous Month	YTD- Average
Total Reported Incidents	1	0	0.7
Total Reported Incidents with Bodily Injury	0	0	0.0
SGT - Eastern Region	1	0	0.3
GPI - Southern Region	0	0	0.3
CTI - West/Central Region	0	0	0.0
MV Transit - San Fernando Valley Region	0	0	0.0
STI - Antelope Valley Region	0	0	0.0
SCT - Santa Clarita Region	0	0	0.0

COMMUNICATIONS

Providers: Monthly Calls

	Current	Previous Month	YTD- Average
All PROVIDER TOTAL	319,337	299,137	304,418
SGT - Eastern Region	83,752	79,044	78,172
GPI - Southern Region	109,503	101,696	105,012
CTI - West - Central Region	66,681	61,971	63,926
MV Transit - San Fernando Valley Region	49,351	45,702	47,115
STI - Antelope Valley Region	7,428	8,083	7,603
SCT - Santa Clarita Region	2,622	2,641	2,590

Customer Service/OMC Calls

	Current	Previous Month	YTD- Average
Customer Service Calls Answered	19,445	20,196	19,448
Ops. Monitoring Center Calls Answered	7,416	6,319	6,585
<i>Ride Info</i> Calls Offered	890	874	839

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	51	39	38
% OF Calls On Hold More Than 5 minutes	2.6%	1.4%	1.5%
SGT - Eastern Region			
Average Initial Hold Time	31	24	25
% of Calls on Hold More Than 5 minutes	0.8%	0.4%	0.5%
GPI - Southern Region			
Average Initial Hold Time	58	50	42
% of Calls on Hold More Than 5 minutes	3.4%	2.2%	1.8%
CTI - West - Central Region			
Average Initial Hold Time	25	19	24
% of Calls on Hold More Than 5 minutes	0.4%	0.3%	0.6%
MV Transit - San Fernando Valley Region			
Average Initial Hold Time	67	63	68
% of Calls on Hold More Than 5 minutes	2.9%	2.5%	3.2%
STI - Antelope Valley Region			
Average Initial Hold Time	39	46	55
% of Calls on Hold More Than 5 minutes	2.4%	3.1%	4.1%
SCT - Santa Clarita Valley Region			
Average Initial Hold Time	50	54	54
% of Calls on Hold More Than 5 minutes	3.3%	3.8%	3.7%
Operations Monitoring Center			
Average Initial Hold Time	131	105	109
% of Calls on Hold More Than 5 minutes	14.6%	11.2%	11.9%
Customer Service			
Average Initial Hold Time	313	214	206
% of Calls on Hold More Than 5 minutes	40.1%	24.2%	23.6%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	2,293	2,309	2,197
RESTRICTED	333	318	318
TEMPORARY	243	249	220
NOT ELIGIBLE	255	214	196
TOTAL	3,124	3,090	2,326
Recertifications (in Person)	559	621	605
New Applicants	2,565	2,469	2,326
Eligibility Renewals			
Recertification Letters Sent	2,379	3,052	2,771
Process Time (avg. Days: Individ.)			
Evaluation to Mail Out (ADA <21 Days)	9	12	11
Scheduling Phone Call to Evaluation	13	12	12
Scheduling Phone Call to Mail Out	22	24	23

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	51	35	42
Closed	18	51	37
Withdrawn/Closed Before Completion	2	10	6
Pending	134	89	86
Increased	3	7	6
Decreased	2	4	2
Modified	2	7	3
Upheld	9	24	20
Subtotal	16	42	31
% Appeals not overturned	81%	83%	80%
Net Denied Rate (Year-to-Date)	10%	11%	11%
Process Time: Appeal Date to Mail Out (ADA>30)	13	7	10

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	6,211	5,321	5,588
Late calls	2,269	1,539	1,742
Other (CSC/Reservations)	3,942	3,782	3,845

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	223	147	176
ETA Given	1,271	813	929
Help Calls	9	6	6
Miscellaneous	766	573	631
TOTAL LATE CALLS	2,269	1,539	1,742

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	56	55	57.7

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	0.2

PROVIDER REPORT CARD

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	89.2%	92.5%	91.5%
Percentage of Late Trips	10.8%	7.5%	8.5%
Late "1" (1-15 min. late)	7.9%	5.9%	6.6%
Late "2" (16-30 min. late)	2.2%	1.3%	1.6%
Late "3" (31-45 min. late)	0.5%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.14%	0.04%	0.07%
No Shows	3.3%	3.1%	3.2%
Accessibility Violations** - occurrences	1	1	0.7
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.25%	0.24%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	89.3%	93.7%	92.3%
Percentage of Late Trips	10.7%	6.4%	7.7%
Late "1" (1-15 min. late)	7.4%	5.1%	5.8%
Late "2" (16-30 min. late)	2.3%	1.1%	1.5%
Late "3" (31-45 min. late)	0.7%	0.2%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.27%	0.04%	0.11%
No Shows	2.8%	2.5%	2.6%
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%	0.35%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.6%	94.4%	93.5%
Percentage of Late Trips	8.4%	5.6%	6.6%
Late "1" (1-15 min. late)	6.6%	4.7%	5.4%
Late "2" (16-30 min. late)	1.5%	0.7%	1.0%
Late "3" (31-45 min. late)	0.3%	0.1%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.02%	0.01%	0.01%

No Shows	4.2%	4.3%	4.3%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.78%	0.72%

GPI - Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	87.2%	91.6%	90.0%
Percentage of Late Trips	12.8%	8.4%	10.0%
Late "1" (1-15 min. late)	9.4%	6.6%	7.6%
Late "2" (16-30 min. late)	2.7%	1.5%	1.9%
Late "3" (31-45 min. late)	0.6%	0.3%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.11%	0.04%	0.07%
No Shows	3.1%	2.6%	2.9%
Accessibility Violations** - occurrences	1	0	0.3
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

MVT - Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	89.6%	91.3%	90.6%
Percentage of Late Trips	10.4%	8.7%	9.4%
Late "1" (1-15 min. late)	7.9%	6.8%	7.3%
Late "2" (16-30 min. late)	2.0%	1.6%	1.8%
Late "3" (31-45 min. late)	0.4%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.03%	0.04%
No Shows	3.0%	2.6%	2.8%
Accessibility Violations** - occurrences	0	1	0.3
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.79%	0.39%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	88.7%	90.7%	90.5%
Percentage of Late Trips	11.3%	9.4%	9.5%
Late "1" (1-15 min. late)	7.8%	7.1%	6.8%
Late "2" (16-30 min. late)	2.4%	1.5%	1.8%
Late "3" (31-45 min. late)	0.8%	0.5%	0.6%
Late "4" (>46 min. late)/Missed Trips*	0.32%	0.21%	0.23%
No Shows	3.9%	4.4%	4.4%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

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

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	93.1%	91.5%	92.6%
Percentage of Late Trips	6.9%	9.3%	7.8%
Late "1" (1-15 min. late)	5.8%	7.2%	6.3%
Late "2" (16-30 min. late)	0.9%	1.2%	1.0%
Late "3" (31-45 min. late)	0.2%	0.1%	0.1%
Late "4" (>46 min. late)/Missed Trips	0.03%	0.03%	0.01%
No Shows	2.4%	2.4%	2.4%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	1	1.3
Animal	2	1.0
Booking	82	89.7
Conduct	50	76.0
Discourteous	118	98.7
Late 1	57	36.0
Late 2	53	38.7
Late 3	32	19.2
Late 4	273	203.3
Risk Management	105	8.0
Routing	31	29.8
Wheelchair Securement	6	4.7
Service	146	121.3
Travel Time	71	52.3
Vehicle	5	7.3
TOTAL	1,032	863.3
Ratio per 1,000 Trips	5.5	4.7

SGT - Eastern Region	Current	6-Month Average
ADA	24	27.7
Animal	17	27.0
Booking	39	28.3
Conduct	12	9.7
Discourteous	13	8.7
Late 1	15	6.2
Late 2	66	52.8
Late 3	19	18.7
Late 4	4	6.7
Risk Management	1	1.0
Routing	34	27.8
Wheelchair Securement	17	13.5
Service	1	1.8
Travel Time	262	229.8

Vehicle	4.7	4.2
TOTAL	24	27.7
Ratio per 1,000 Trips	17	27.0

CTI - West Central Region	Current	6-Month Average
ADA	0	0.7
Animal	0	0.3
Booking	16	18.7
Conduct	11	11.5
Discourteous	17	20.0
Late 1	5	3.7
Late 2	4	2.7
Late 3	1	1.2
Late 4	45	41.7
Risk Management	5	14.0
Routing	4	4.2
Wheelchair Securement	0	0.8
Service	22	23.0
Travel Time	10	6.0
Vehicle	1	0.7
TOTAL	141	149.0
Ratio per 1,000 Trips	4.6	5.0

GPI - Southern Region	Current	6-Month Average
ADA	1	0.3
Animal	2	0.5
Booking	28	29.0
Conduct	15	23.8
Discourteous	36	28.3
Late 1	29	13.7
Late 2	24	16.8
Late 3	14	7.8
Late 4	126	77.7
Risk Management	48	31.3
Routing	20	16.0

Wheelchair Securement	3	2.2
Service	68	48.2
Travel Time	31	26.2
Vehicle	0	2.2
TOTAL	445	324.0
Ratio per 1,000 Trips	7.9	5.9

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	10	11.8
Conduct	3	9.3
Discourteous	15	13.0
Late 1	9	7.0
Late 2	9	8.0
Late 3	2	3.2
Late 4	24	22.0
Risk Management	23	14.2
Routing	2	2.5
Wheelchair Securement	1	0.3
Service	12	12.0
Travel Time	10	5.3
Vehicle	3	1.8
TOTAL	123	110.5
Ratio per 1,000 Trips	3.2	3.0

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.2
Animal	0	0.2
Booking	4	2.3
Conduct	2	1.8
Discourteous	2	1.8
Late 1	2	1.7
Late 2	2	1.8

Late 3	0	0.8
Late 4	10	7.7
Risk Management	4	1.5
Routing	1	0.5
Wheelchair Securement	1	0.3
Service	5	5.3
Travel Time	3	1.0
Vehicle	0	0.7
TOTAL	36	27.7
Ratio per 1,000 Trips	7.7	6.0

SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.0
Conduct	1	0.5
Discourteous	1	0.8
Late 1	0	0.2
Late 2	1	0.3
Late 3	0	0.0
Late 4	2	1.0
Risk Management	4	1.2
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	3	1.8
Travel Time	0	0.3
Vehicle	0	0.0
TOTAL	12	6.2
Ratio per 1,000 Trips	3.8	2.0

Total Trips Comparison

■ FY 09/10 ■ FY 10/11

