



**Access Services**  
PO Box 5728  
El Monte, CA 91734  
213.270.6000  
*asila.org*

## Board Box

November 4, 2011

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# BOARD BOX ITEM #1

NOVEMBER 4, 2011

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

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**Federal Legislative Activities:** APTA reports: "In September, Congress approved a six-month extension to SAFETEA-LU, the federal surface transportation authorizing law, which was set to expire on September 30. The bill extends federal transit and highway spending authority and federal motor fuels taxes for the same length of time. The extension provides spending authority at FY 2011 spending levels and does not make any program or policy changes. This extension, through March 31, 2012, provides the House and Senate authorizing committees time to reach an agreement on a longer term authorization bill.

Future Congressional action on a long-term extension of surface transportation law will almost certainly be influenced by the creation of a bipartisan, bicameral Joint Select Committee on Deficit Reduction. That committee is tasked with the goal of reducing the deficit by \$1.5 trillion over the period through FY 2021. The Joint Committee must vote to approve deficit reduction recommendations by November 23, 2011, and a vote on passage of the Joint Committee bill must occur in the House and Senate on or before December 23, 2011. Should Congress fail to pass the recommendations of the Joint Committee, additional across-the-board spending cuts are automatically implemented through a sequestration process and adjustment of the security and non-security spending caps."

**State Legislative Activities:** Staff has been continuing to work with our state advocate Jason Gonsalves to resolve a long-standing issue whereby our vehicles get pulled over and cited in the carpool lanes. A state law, which was originally proposed by Access Services, allows paratransit vehicles to use the carpool lane when only the driver is in the vehicle.

We are working on a few possible solutions to this problem. First, we would like the Highway Patrol to issue a memo to its Los Angeles County deputies reminding them of the law. Secondly, we are looking at the possibility of getting our paratransit vehicles carpool lane stickers so there will not be further confusion.

Gonsalves has reached out to the Highway Patrol on this issue as we pursue various solutions.

**Local Legislative Activities:** Our local advocate, David Gershwin, and I recently met with Gabriela Saravia, a policy analyst with Mayor Antonio Villaraigosa's Office of Transportation. We gave her an overview of Access Services and discussed numerous issues, including our newly-introduced Access TAP ID and how cutbacks in LADOT dial-a-ride service affect Access' ridership.

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

## BOARD BOX ITEM #2

NOVEMBER 4, 2011

TO: BOARD OF DIRECTORS  
FROM: KRISTINE HELIN, SENIOR ADMINISTRATIVE ASSISTANT FINANCE  
RE: OUT OF STATE TRAVEL NOVEMBER 2011

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The following is a list of out-of state paratransit meetings for November 2011.

### Las Vegas, NV, StrataGen User Conference

November 2 - 4, 2011  
*Las Vegas, NV*

The below mentioned Access Services staff member traveled to Las Vegas, NV, for the 2011 StrataGen North American User Conference. This premier gathering annually brings together StrataGen users from across North America. The meeting combines product training sessions with networking opportunities, and social events to create an extraordinary event.

*Ruben Prieto, Systems Analyst*

## BOARD BOX ITEM #3

NOVEMBER 4, 2011

TO: BOARD OF DIRECTORS

FROM: LINDA ROSS, MANAGER OF HUMAN RESOURCES

RE: NEW EMPLOYEE UPDATE

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### New Employee

Raquel Rivera has joined Access as a Customer Support Representative in the call center. Raquel was most recently employed by Driver Safety Schools Inc as the Office Manager. Prior to that, she worked for South Coast Insurance in their Customer Service Department. Other places Raquel has worked include All Yellow Taxi and Global Paratransit. Raquel is fluent in English and Spanish, and she attended Bryman College where she obtained a certificate in medical billing.

# BOARD BOX ITEM #4

NOVEMBER 4, 2011

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR  
ADMINISTRATION

RE: ROLLING BOARD MEETING CALENDAR

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

November 14, 2011

Item	Description
CARE	Extension of vendor contract for certification and securement services
MV Transportation	Extension of vendor contract for overflow transportation services
Regional Integration Project	Award of contract for consulting services
Mobility Management and the Aging of the Population	Presentation
San Gabriel Transit	Extension of vendor contract for transportation services in the Eastern region
MV Transportation	Approval of transportation vendor's request to migrate to the Stratagen/ADEPT reservation/scheduling and dispatch system for the Valley region
StrataGen	Amendment of contract for additional services

January 23, 2012

Item	Description
CAC/TPAC	Approval of membership slates
Sullivan Curtis Monroe	Extension of vendor contract for insurance brokerage services

HDR	Extension of vendor contract for demand projection services
Antelope Valley Region	Award of contract for transportation services in the Antelope Valley
Jones and Lester	Extension of vendor contract for legal services
Vehicle Procurement	Approval for purchase of CNG service vehicles
Voice and Data Telecommunication Services	Award of contract for voice and telecommunication (800#, wide area network) services for entire agency

February 27, 2012

Item	Description
Corvel	Extension of vendor contract for 3 <sup>rd</sup> Party Risk Administration services
Pacific Interpreters	Extension of vendor contract for language interpretation services
Accurate Telecom	Extension of vendor contract for telephone maintenance services
Grebb Petrie	Extension of vendor contract for appeal maintenance services
CTI	Extension of vendor contract for transportation services in the West/Central region

## BOARD BOX ITEM #5

NOVEMBER 4, 2011

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, ACTING DIRECTOR OF CUSTOMER SUPPORT SERVICES

RE: ACCESS SERVICES ADVISORY COMMITTEE (CAC) RESTRUCTURING UPDATE

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At the September, 2011 Access Services Board of Directors meeting, the Board approved the new CAC by-laws, application process and application form. Additionally, board members, Dolores Nason, Angela Nwokike, and Joe Stitcher volunteered to serve on the selection committee that will review and determine the 15 members that comprise the restructured CAC.

Subsequent to that action, staff has been preparing the following marketing materials to solicit applicants which will be distributed in November:

- Mailing letter (attachment A) of solicitation and application to approximately 1100 individuals housed in the Access social service agency database
- 6000 seat drops (Attachment B) distributed to the service providers to place in vehicles for customers; flyer will refer potential applicants to customer service center and website to obtain application
- Website update with link to application and description of restructured CAC

The following is the timeline in place in order to conduct the first meeting of the new CAC in February 2012:

- Mailing to social service database recipients - November 4, 2011
- Distribution of flyers to Access service providers - November 14, 2011
- Deadline for receipt of applications - December 8, 2011
- Convene Selection committee - TBD (first week in January 2012)
- Finalize member selection - January 13, 2012
- Board approval of selection committee recommendations - January 23, 2012
- Conduct first meeting of new CAC - February 2012 (TBA)

## Attachment A

**access**

**Access Services**  
PO Box 5728  
El Monte, CA 91734  
213.270.6000  
[asila.org](http://asila.org)

May 22, 2009

Mr. One Recipient  
000 North Street Avenue, Suite 0  
Los Angeles, CA 90071

RE: Access Services Community Advisory Committee

Dear Mr. Recipient,

Access Services (Access) is currently in the process of restructuring our Community Advisory Committee (CAC). Access established the CAC in 1995 as an advisory body intended to represent the voice of the disability community. The CAC has greatly assisted Access throughout the years with respect to developing the Access paratransit program to best meet the needs of the disability community in Los Angeles County.

As part of this restructuring, Access and our Board of Directors is seeking to ensure that the CAC represents our customers by ensuring that each of our six service regions are equally represented and also that the broad spectrum of disabilities have a voice on the CAC.

Access and our Board of Directors intend to select the committee members for the newly formed CAC by year's end and are actively looking for new applicants that best reflect the current landscape of persons with disabilities in Los Angeles County. If you are interested in serving on the CAC please complete the enclosed application and follow the mailing instructions provided in the application.

The application will assist you in determining if you qualify to serve; applicants should be either a registered Access customer or someone who works or volunteers with organizations that serve persons with disabilities in Los Angeles County.

In order for applications to be considered for this initial review they must be submitted no later than December 9, 2011.

Access Services is a public entity.

If you have any questions, please contact our Customer Service Center at 1-800-827-0829.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Foster', with a long horizontal flourish extending to the right.

David Foster  
Acting Director of Customer Support Services  
Access Services



**Access Services**  
Consolidated Transportation  
Services Agency  
PO Box 5728  
El Monte, CA 91734

Tel: 213.270.6000  
Fax: 213.270.6055  
Email: [info@asila.org](mailto:info@asila.org)  
Web: [asila.org](http://asila.org)

## Community Advisory Committee – Become a Member of the Access Team

Access Services (Access) is currently in the process of restructuring our **Community Advisory Committee (CAC)**. Access established the CAC in 1995 as an advisory body intended to represent the voice of the disability community. The CAC has greatly assisted Access throughout the years with respect to developing the Access paratransit program to best meet the needs of the disability community in Los Angeles County.

As part of this restructuring, Access and our Board of Directors wants to ensure that the CAC represents our customers by ensuring that each of our six service regions are equally represented and also that the broad spectrum of disabilities have a voice on the CAC.

Access and our Board of Directors intend to select the committee members for the newly formed CAC by year's end and are actively looking for new applicants that best reflect the current landscape of persons with disabilities in Los Angeles County. If you are interested in serving on the CAC, we strongly encourage you to apply; here's how:

- Contact Access at **1-800-827-0829** and request an application or visit our website at [http://www.asila.org/about\\_us/cac.html](http://www.asila.org/about_us/cac.html) to print an online application.
- The application will assist you in determining if you qualify to serve, applicants should be either a registered Access customer or someone who works or volunteers with organizations that serve persons with disabilities in Los Angeles County.
- Complete the application and mail to the return address provided.
- Submit your application to Access by **December 9, 2011**.

**access**

## BOARD BOX ITEM #6

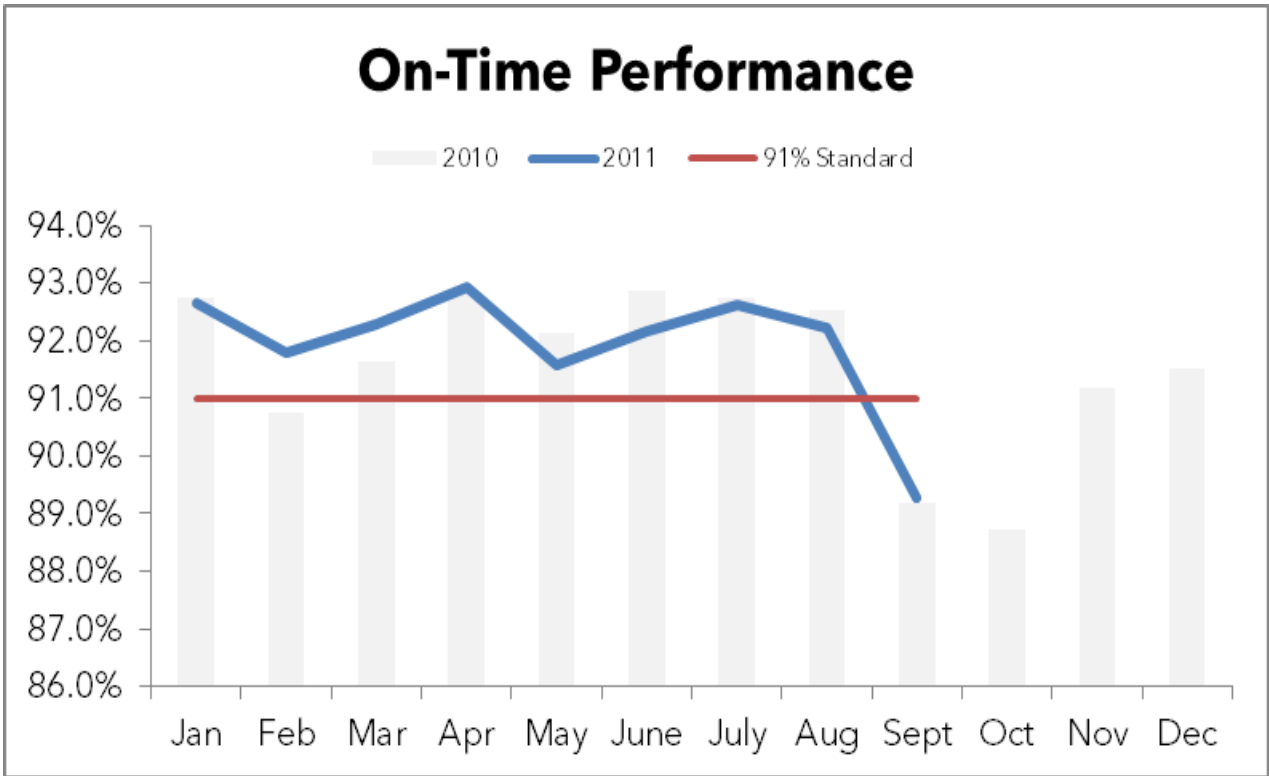
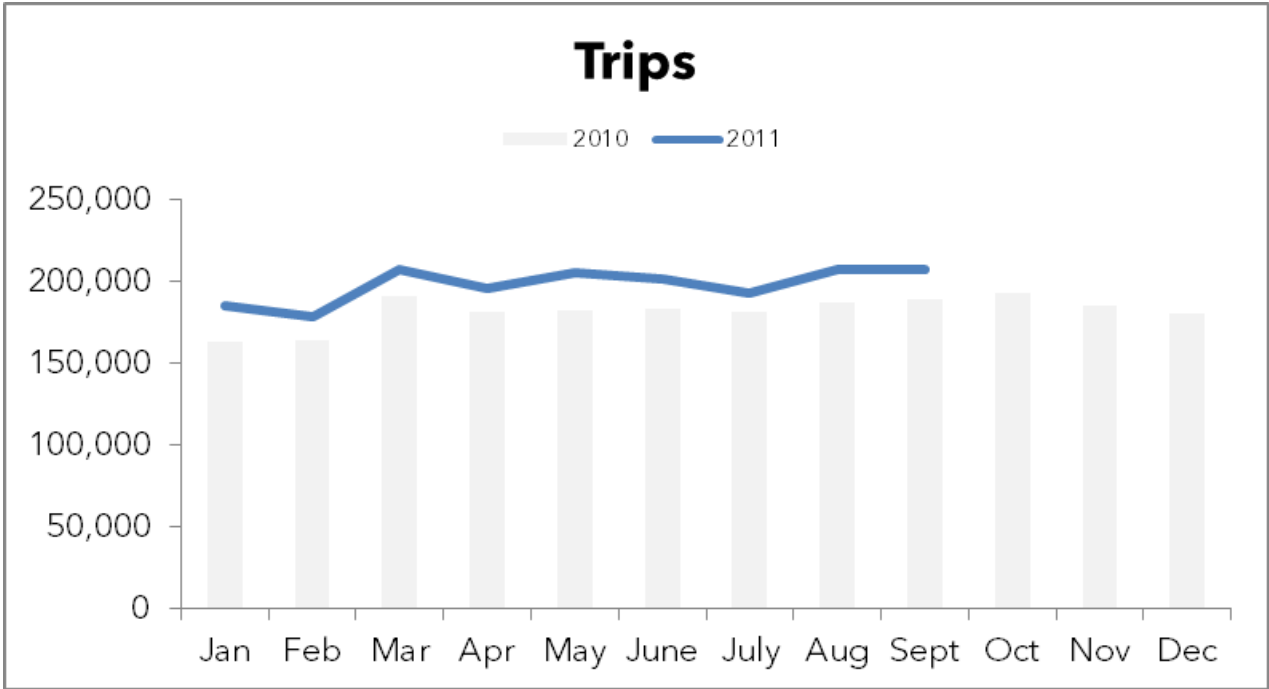
NOVEMBER 4, 2011

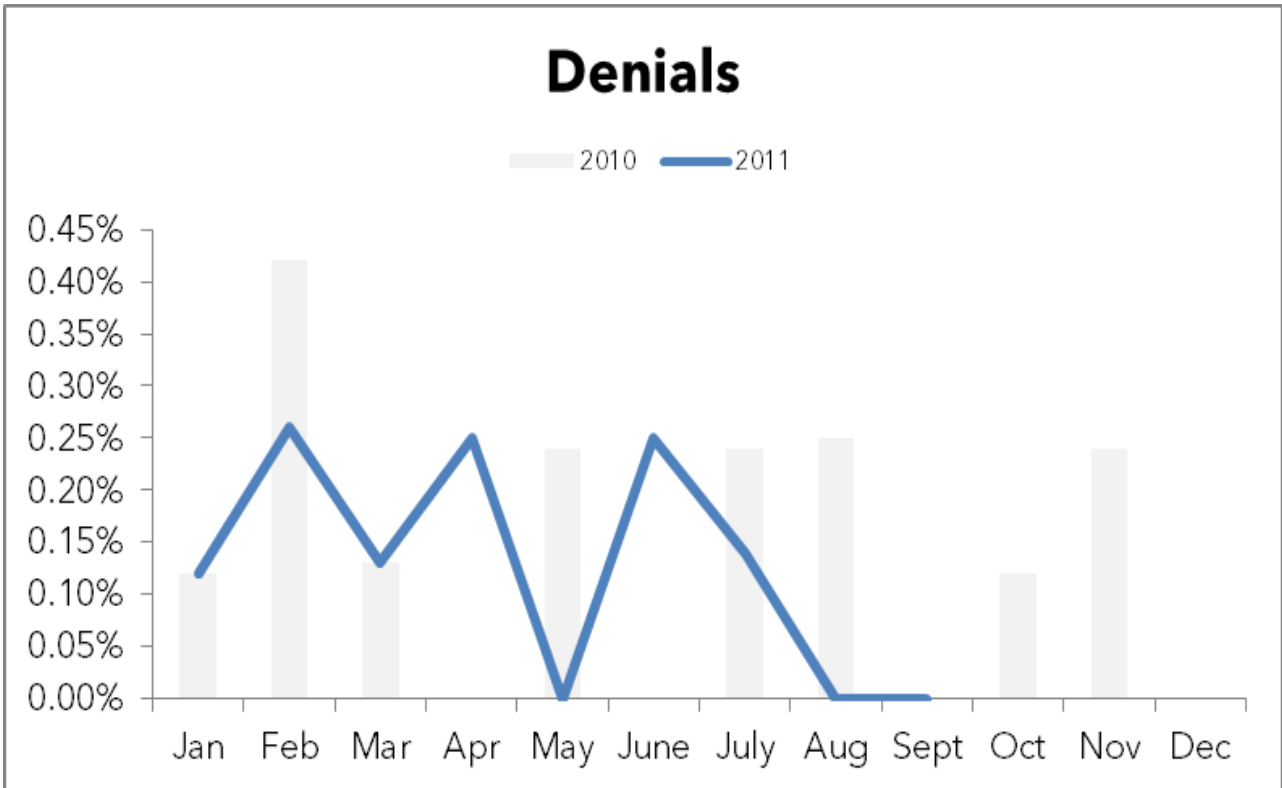
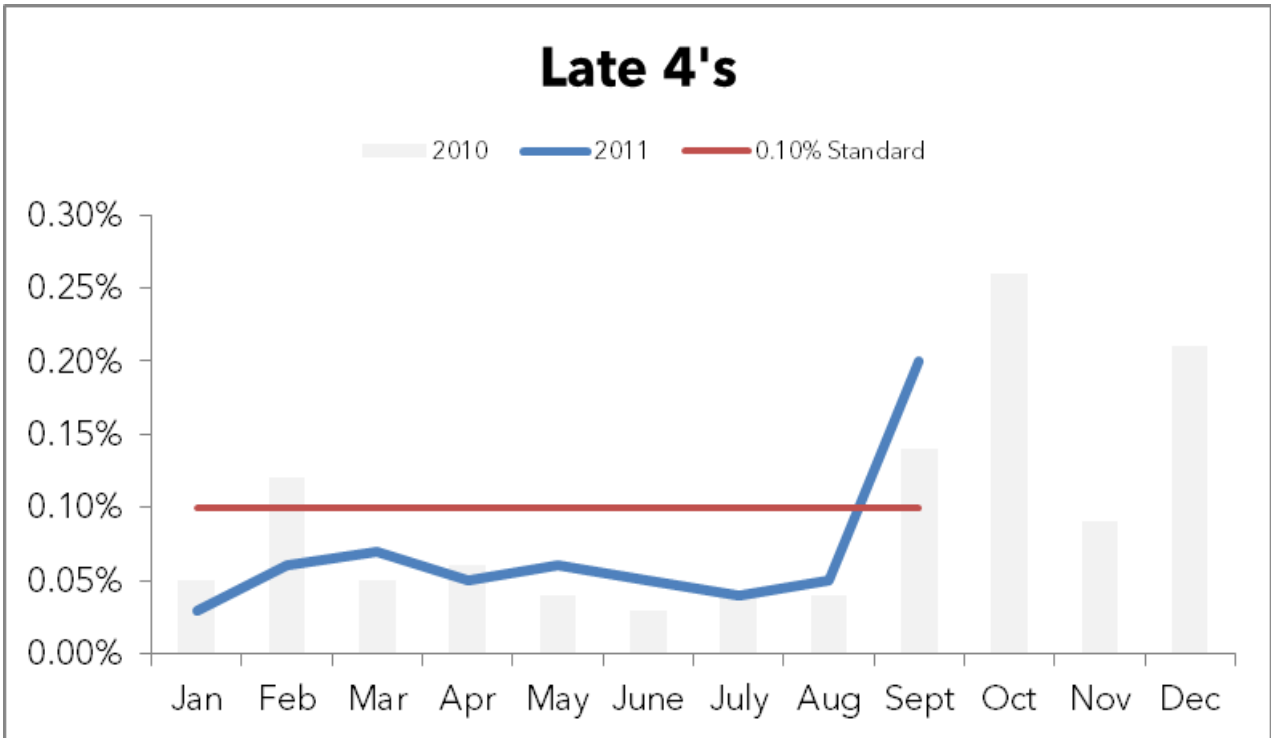
TO: BOARD OF DIRECTORS  
FROM: CJ SMITH, OPERATIONS ANALYST  
RE: KEY PERFORMANCE INDICATORS

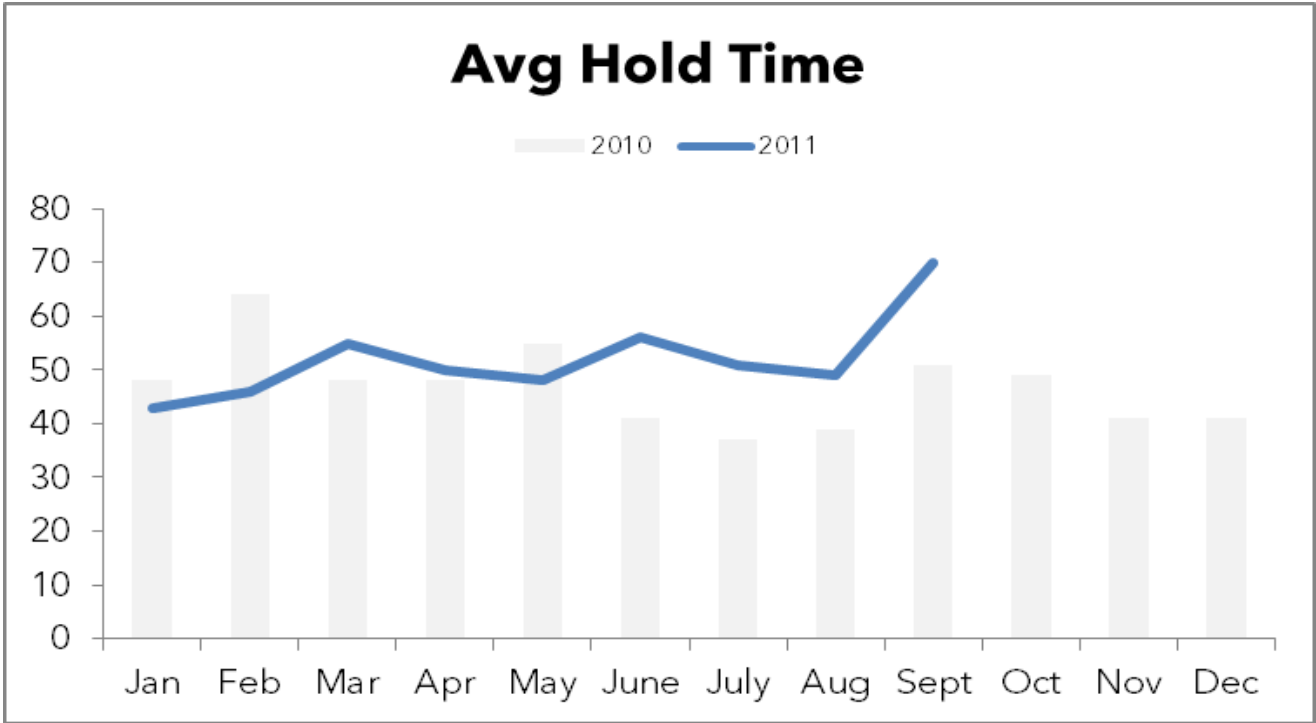
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The following graphs represent key system indicators for the fiscal year as of September 2011. The goal of this communication is to keep everyone informed of the current service performance level in the field.

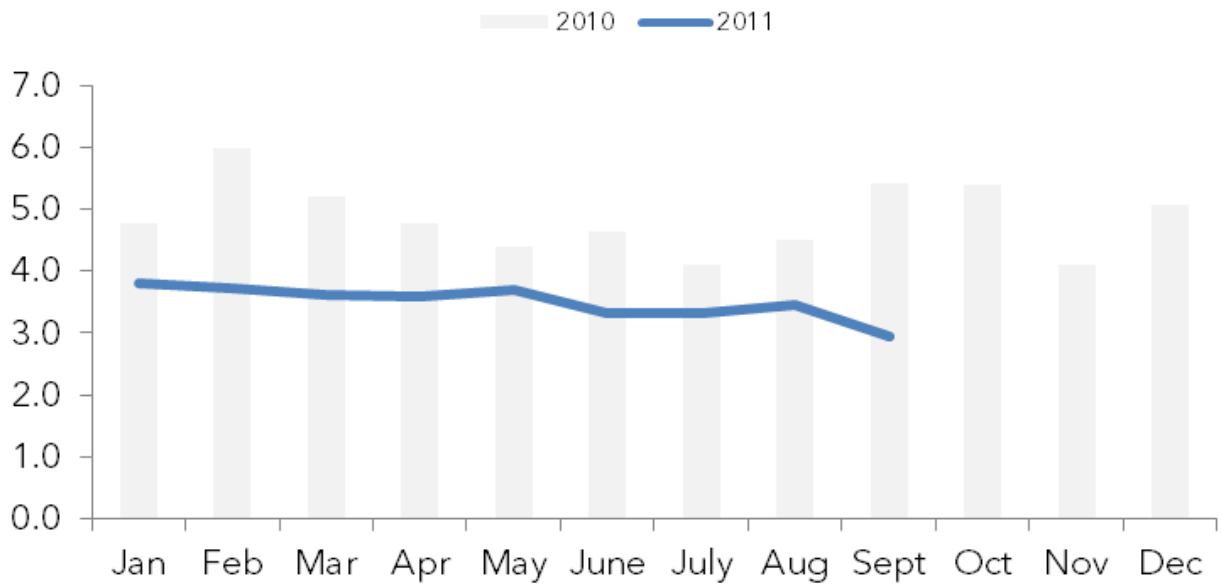
The operations team uses this and other performance information to monitor our service providers' performance. Information is also used to determine the level of service that our customers are experiencing when using Access.



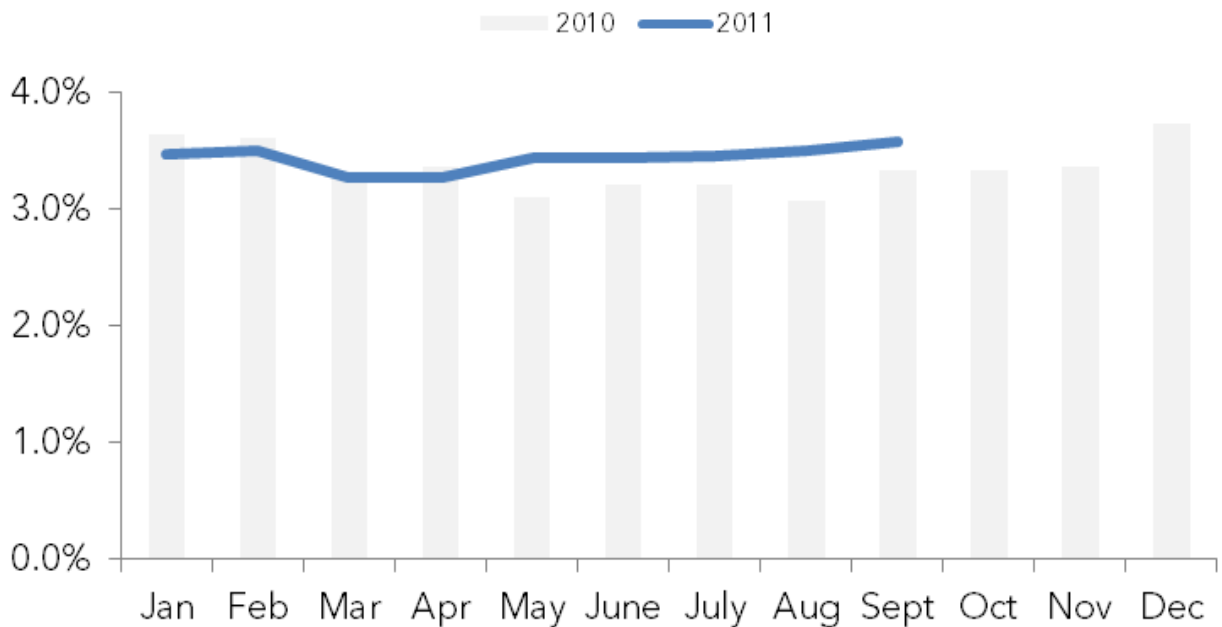




## Complaints per 1,000 Trips



## No Shows



# BOARD BOX ITEM # 7

NOVEMBER 4, 2011

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

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

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

- ◆ Passengers: 2.9% over budget
- ◆ Contract Revenue Miles: 0% over budget
- ◆ Trips: 1.8% over budget
- ◆ Completed Eligibility Interviews: 10% under budget
- ◆ Average Trip Distance: 1.7% under budget at 9.22 miles
- ◆ Total cost per Passenger (before depreciation): 4.6% under budget
- ◆ Administration Function is 2.5% under budget
- ◆ Eligibility Determination Function is 8.5% under budget
- ◆ Paratransit Operations Function is 1.3% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: September 2010 to September 2011
- ◆ Expenses by Functional Area
- ◆ Budget to Actual Comparison of Statistics
- ◆ YTD Budget Results
- ◆ Graph: YTD PAX Cost Comparison
- ◆ Detailed Financial Reports

## Expenses by Functional Area For the YTD Period Ending September 2011

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% Over &lt;Under&gt; Previous Yr</u>
Paratransit Operations	89.3%	\$ 24,044,969	\$ 24,362,998	\$ (318,029)	-1.3%	12.4%
Eligibility Determination	5.4%	1,447,563	1,581,328	(133,765)	-8.5%	11.2%
CTSA/Ride Information	0.3%	86,473	88,629	(2,156)	-2.4%	-0.8%
Administrative	5.0%	<u>1,343,555</u>	<u>1,378,690</u>	<u>(35,135)</u>	<u>-2.5%</u>	<u>19.3%</u>
Total Exp before Depreciation		<u>\$ 26,922,560</u>	<u>\$ 27,411,646</u>	<u>\$ (489,086)</u>	<u>-1.8%</u>	<u>12.6%</u>

# Statistics - - For the YTD Period Ended September 2011

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% Over &lt;Under&gt; Previous Yr</u>
Number of Completed Cert Interviews	11,940	13,273	(1,333)	-10.0%	10.9%
Number of PAX	795,966	773,278	22,688	2.6%	6.4%
Number of Contract Revenue Miles	5,596,816	5,596,365	451	0.0%	6.8%
Number of Trips	607,265	596,591	10,674	1.8%	9.1%
Average Trip Distance	9.22	9.38	(0.16)	-1.7%	-2.1%
Purchased Transportation Cost					
Cost per Trip	\$ 35.88	\$ 36.36	\$ (0.48)	-1.3%	3.2%
Cost per PAX	\$ 27.37	\$ 28.05	\$ (0.68)	-2.4%	5.8%
Cost per Contract Rev Mile	\$ 3.89	\$ 3.88	\$ 0.01	0.3%	5.5%
Total Cost per Pax before Depreciation	\$ 33.82	\$ 35.45	\$ (1.63)	-4.6%	5.8%

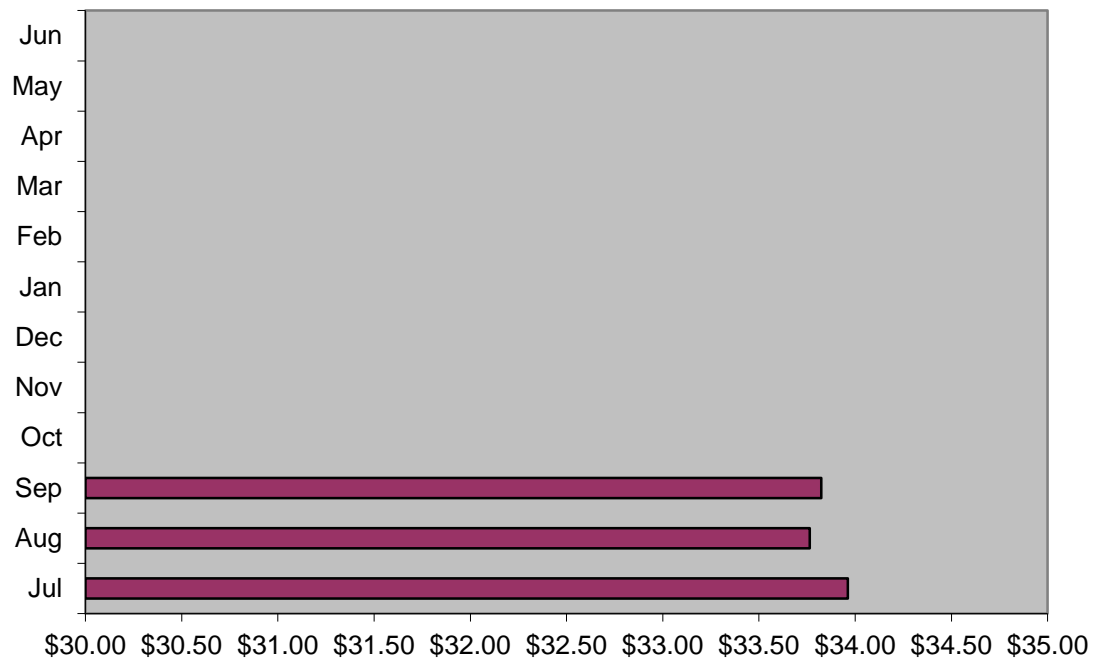
**Budget Results for FY 2011/2012**  
**For the YTD Period Ending September 2011**

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance Over</u> <u>&lt;Under&gt;</u> <u>Budget</u>	<u>% Over</u> <u>&lt;Under&gt;</u> <u>Budget</u>	<u>% Over</u> <u>&lt;Under&gt;</u> <u>Previous Yr</u>
Total Exp before Capital @ September 2011	\$ 26,922,560	\$27,411,646	\$ (489,086)	-1.8%	12.6%
Revenue					
Passenger Fares	1,439,283	1,364,569	(74,714)		
Other Revenue	<u>102,209</u>	<u>95,620</u>	<u>(6,589)</u>		
Total Revenue	1,541,492	1,460,189	(81,303)	-5.6%	4.5%
Capital Expenditures					
Vehicles	3,058,191	3,061,958	(3,767)		
Other Capital Expenditures	<u>350,057</u>	<u>350,152</u>	<u>(95)</u>		
Total Capital Expenditures	\$ 3,408,248	\$ 3,412,110	<u>(3,862)</u>	-0.1%	
Under Budget @ September 2011			<u>\$ (574,251)</u>		
Reserve - Access to Work Program Budget			209,965		
Reserve - Adult with Children/Tethering Program Budget			<u>66,185</u>		
Total Adjusted under Budget YTD September 2011			<u>\$ (298,101)</u>		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>
<b>\$ 32.10</b>	<b>\$ 31.68</b>	<b>\$ 31.96</b>
<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>
<b>\$ 33.96</b>	<b>\$ 33.76</b>	<b>\$ 33.82</b>

### YTD Amounts for Period Ended September 2011



Access Services Incorporated  
 Balance Sheet  
 September 3, 2011

ASSETS

Current Assets:

Cash	11,593,264
Grant Receivable	493,095
Due from FTA	13,025,910
Due from MTA	44,023
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	119,195
Prepaid Expenses	2,168,279
Deposits	<u>16,819</u>
<b>Total Current Assets</b>	<b>27,913,528</b>

Long Term Assets:

**Property and Equipment:**

Vehicles & Vehicle Equipment	26,235,712
Office Furniture and Equipment	219,427
Computer & Telephone Equipment	2,827,954
Central Reservation Software/IVR	1,774,947
Leasehold Improvements	<u>156,965</u>
Total Property and Equipment	31,215,005
Accumulated Amortization & Depreciation	(20,071,503)
Property and Equipment, Net	<u>11,143,502</u>
<b>Total Long Term Assets</b>	<b><u>11,143,502</u></b>

<b>TOTAL ASSETS</b>	<b><u><u>39,057,031</u></u></b>
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Access Services Incorporated  
Balance Sheet  
September 30, 2011

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	1,206,860
Accounts Payable-Providers	7,867,381
Insurance Reserve	1,767,534
Accrued Expenses	1,074,664
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Total Current Liabilities 11,916,439

Other Liabilities:

Deferred Revenue	<hr/> 25,391,016
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TOTAL LIABILITIES 37,307,455

Net Assets:

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

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39,057,031

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

Cash - Beginning Balance 8/31/11	11,663,904
<b>Cash Receipts:</b>	
Proposition C revenue from LACMTA	4,166,667
FTA funding received	6,247,749
Section 5317 revenue from LACMTA	9,571
Passenger fare/coupons/ID revenue	473,284
Interest income	2,035
Miscellaneous revenues	42,380
<b>Total Cash Received</b>	<b>10,941,686</b>
<b>Cash Payments:</b>	
Vehicles/Vehicle equipment	1,968,768
Capital Equipment	167,439
Prepaid expenses/deposits	249,747
Payments to contract providers	6,959,359
Eligibility Determination expenses	389,914
Salaries and related benefits	634,231
Contract Labor	12,702
Other expenses	630,166
<b>Total Cash Payments</b>	<b>11,012,326</b>
Increase (Decrease) in Cash Reserves	<u>(70,640)</u>
Cash - Ending Balance 9/30/11	<u><u>11,593,264</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, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
<b>REVENUE SOURCES:</b>								
Funding Sources for Operating Expenses :								
FY 11/ 12 Prop C & Section 5310							\$102,234,380	
JARC Grant (Access to Work)							\$2,237,224	
FY 10/ 11 Carryforward - Unallocated (Estimated)							69,042	
Subtotal - Funding Sources & Carryforward Funds	8,629,192.78	8,642,978	(13,785)	25,374,941	25,702,631	(327,689)	104,540,646	24.27%
Funding Sources for Capital & Committed Expenses :								
FY 11/ 12 Prop C	3,121	3,121	0	6,095	6,096	(1)	4,799,620	0.13%
FY 07/ 08 & 08/ 09 - Allocated Carryforward Funds	99,000	99,000	0	266,200	266,200	0	2,411,572	11.04%
Section 5317 for New Freedom Grant	2,710	2,710	0	6,126	6,126	0	605,354	1.01%
Toll Credit (Match for Section 16)	0	0	0	0	0	0	68,820	0.00%
FY 09/ 10 - Allocated Carryforward Funds-Expenses	0	6,340	(6,340)	0	10,920	(10,920)	108,079	0.00%
FY 09/ 10 - Allocated Carryforward Funds-Capital	128,210	128,238	(28)	170,947	170,984	(37)	341,964	49.99%
FY 10/ 11 - Allocated Carryforward Funds-Expenses	0	32,921	(32,921)	0	122,820	(122,820)	623,543	0.00%
FY 10/ 11 - Allocated Carryforward Funds-Capital	660,507	660,622	(115)	2,965,006	3,077,790	(112,784)	4,102,540	72.27%
FY 10/ 11 - Allocated Carryforward	0	0	0	0	0	0	198,037	0.00%
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	0	0	531,180	0.00%
Subtotal - Funding Sources & Carryforward Funds	893,548	932,952	(39,404)	3,414,374	3,660,936	(246,562)	13,790,709	24.76%
Interest/ Miscellaneous Income	2,203	2,000	203	12,589	6,000	6,589	24,000	52.45%
Disposal of Vehicles	51,375	51,375	0	89,620	89,620	0	250,000	35.85%
Passenger Fares	475,657	459,896	15,761	1,439,283	1,364,569	74,714	5,468,492	26.32%
<b>TOTAL - REVENUE FUNDING SOURCES</b>	10,051,977	10,089,201	(37,224)	30,330,808	30,823,756	(492,948)	124,073,847	24.45%
Less : Total Capital Expenditure During FY 11/ 12	(890,838)		(890,838)	(3,408,248)		(3,408,248)		
Revenue Recognition for FY 11/ 12 Depreciation	405,001		405,001	1,237,416		1,237,416		
<b>TOTAL - REVENUE RECOGNITION</b>	9,566,140	10,089,201	(523,061)	28,159,975	30,823,756	(2,663,780)	124,073,847	

ACCESS SERVICES

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE  
For Period Ending September 30, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
<b>EXPENDITURES:</b>								
<b>PARATRANSIT OPERATIONS - DIRECT COST</b>								
Purchased Transportation Services - Regular Trips	7,322,765	7,140,080	182,684	21,383,266	21,231,070	152,196	86,130,410	24.83%
Purchased Transportation Services - Adults With Children	0	21,595	(21,595)	0	66,185	(66,185)	263,572	0.00%
Purchased Transportation Services - Access To Work	0	70,035	(70,035)	0	209,965	(209,965)	839,867	0.00%
Communications - Telephone/ Data Transmission	119,348	112,679	6,669	331,662	338,038	(6,375)	1,352,150	24.53%
Phone & Computer System Maintenance/ License & Consulting	85,831	95,704	(9,873)	295,532	328,354	(32,823)	1,224,052	24.14%
Salaries & Related Benefits - Customer Svc & Complaint Response	62,910	67,740	(4,830)	194,448	203,219	(8,771)	818,169	23.77%
Total Customer Service & Complaints	62,910	67,740	(4,830)	194,448	203,219	(8,771)	818,169	23.77%
Salaries & Related Benefits - Operations Monitoring Center	44,590	43,085	1,505	131,607	129,254	2,352	520,622	25.28%
Vehicle Cost - Direct	12,997	16,023	(3,027)	48,573	58,095	(9,522)	119,000	40.82%
Community Events and Materials-Safety Incentive Program	18	20	(2)	427	430	(3)	60,000	0.71%
Office Rent	15,070	15,060	10	45,209	45,179	30	180,714	25.02%
Insurance - Commercial	338,997	360,582	(21,586)	1,020,082	1,081,748	(61,665)	4,326,990	23.57%
Travel & Conference	0	375	(375)	0	1,125	(1,125)	4,500	0.00%
Other Professional Expense	0	0	0	4,150	4,150	(0)	117,000	3.55%
Integrate Access Services to 511 (LA SAFE)	0	0	0	0	0	0	164,000	0.00%
Office Supplies	358	634	(276)	1,696	1,902	(205)	7,608	22.30%
Volunteer Driver Program	0	0	0	0	0	0	100,000	0.00%
Security Contract - Metro/ LASD	14,626	14,630	(4)	43,878	43,890	(12)	227,461	19.29%
<b>Total - Paratransit Operations - Direct Cost</b>	<b>8,017,508</b>	<b>7,958,243</b>	<b>59,265</b>	<b>23,500,529</b>	<b>23,742,603</b>	<b>(242,074)</b>	<b>96,456,115</b>	<b>24.36%</b>
<b>PARATRANSIT OPERATIONS - INDIRECT COST</b>								
Salaries & Related Benefits - Operations	117,577	119,968	(2,391)	346,410	359,904	(13,494)	1,445,969	23.96%
Communications - Telephone & Data Transmission	3,467	5,075	(1,608)	10,873	15,225	(4,352)	60,900	17.85%
Other Professional Expense	2,600	3,100	(500)	26,218	27,185	(967)	109,288	23.99%
Vehicle Costs - Indirect	2,224	3,233	(1,009)	7,392	9,700	(2,308)	38,800	19.05%
Customer Satisfaction/ Free Fare Phone Survey	0	0	0	0	0	0	50,000	0.00%
Metro Studio Design/ Marketing Services	0	0	0	23,981	19,167	4,814	115,000	20.85%
Office Rent	9,494	9,494	(0)	28,481	28,481	(0)	113,924	25.00%
Insurance - Commercial	1,108	1,344	(236)	3,324	4,031	(707)	16,125	20.61%
Travel and Conference	3,855	1,150	2,705	3,855	3,450	405	13,800	27.94%
Office Supplies	273	628	(355)	1,659	1,884	(225)	7,536	22.02%
Community Events and Materials	24,859	49,712	(24,854)	45,176	80,118	(34,942)	136,151	33.18%
Publications/Printed Materials - Riders Communication	5,154	16,157	(11,003)	29,697	52,030	(22,333)	190,660	15.58%
Postage/Mailing	1,988	2,500	(512)	16,983	18,700	(1,717)	50,000	33.97%
Professional Memberships	130	173	(43)	391	520	(129)	2,080	18.79%
<b>Total - Paratransit Operations - Indirect Cost</b>	<b>172,728</b>	<b>212,534</b>	<b>(39,806)</b>	<b>544,439</b>	<b>620,395</b>	<b>(75,956)</b>	<b>2,350,233</b>	<b>23.17%</b>
<b>Total - Paratransit Operations Cost</b>	<b>8,190,236</b>	<b>8,170,777</b>	<b>19,459</b>	<b>24,044,969</b>	<b>24,362,998</b>	<b>(318,029)</b>	<b>98,806,348</b>	<b>24.34%</b>

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

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
<b>OTHER ACTIVITIES</b>								
<b>ELIGIBILITY DETERMINATION</b>								
Salaries & Related Benefits - Certification & Appeals	37,207	38,719	(1,512)	111,468	116,156	(4,687)	467,125	23.86%
Eligibility and Appeal Contracts	221,893	225,501	(3,607)	664,118	708,228	(44,110)	2,896,365	22.93%
Purchased Transportation Services - Certification Trips	131,172	162,780	(31,608)	405,265	458,940	(53,675)	1,941,060	20.88%
Transportation Cost - Tethering Trips	0	0	0	0	0	0	25,000	0.00%
Travel Training	42,050	40,644	1,406	127,179	121,931	5,248	487,725	26.08%
Tether Strap Project	11,849	11,850	(1)	34,982	34,980	2	353,632	9.89%
Other Professional Expense	5,288	5,367	(78)	5,406	5,700	(294)	17,000	31.80%
Communications - Telephone/ Data Transmission	7,876	5,067	2,810	19,093	15,200	3,893	60,800	31.40%
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	115	117	(2)	1,042	350	692	1,400	74.42%
Office Rent	4,905	4,914	(9)	14,715	14,741	(26)	58,965	24.96%
Insurance - Commercial	3,914	4,251	(337)	11,742	12,753	(1,012)	51,014	23.02%
Travel and Conference	425	1,000	(575)	425	3,000	(2,575)	12,000	3.54%
Office Supplies	176	537	(361)	1,404	1,611	(207)	6,444	21.79%
Publications/Printed Materials	6,447	20,943	(14,496)	22,479	49,110	(26,631)	169,000	13.30%
Postage/ Mailing/ Courier	9,460	11,167	(1,707)	28,196	33,500	(5,304)	134,000	21.04%
Professional Memberships	16	22	(5)	49	65	(16)	260	18.78%
<b>Subtotal - Eligibility Determination</b>	<b>482,793</b>	<b>534,564</b>	<b>(51,770)</b>	<b>1,447,563</b>	<b>1,581,328</b>	<b>(133,765)</b>	<b>6,702,039</b>	<b>21.60%</b>

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

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
<b>CTSA FUNCTION</b>								
<b>EDUCATION AND TRAINING</b>								
Salaries & Related Benefits - CTSA	8,952	6,020	2,932	20,944	18,061	2,882	72,525	28.88%
Scholarships Programs	0	0	0	0	0	0	38,500	0.00%
Scholarships Programs, Education & Training Seminars	3,400	3,400	0	3,400	3,400	0	31,500	10.79%
Communications - Telephone	236	379	(143)	787	1,138	(350)	4,550	17.31%
Office Rent	633	633	(0)	1,899	1,899	(0)	7,595	25.00%
Insurance - Commercial	22	27	(5)	66	81	(14)	322	20.61%
Travel and Conference	1,147	167	981	1,147	500	647	2,000	57.37%
Office Supplies	51	172	(121)	449	516	(67)	2,064	21.73%
Community Events and Materials	133	333	(200)	133	1,000	(867)	4,000	3.34%
Publications/Printed Materials	0	183	(183)	0	550	(550)	2,200	0.00%
Postage/Mailing	398	500	(102)	1,153	1,500	(347)	6,000	19.22%
Professional Memberships	16	21	(5)	49	64	(16)	260	18.78%
<b>Subtotal - Education and Training</b>	<b>14,990</b>	<b>11,836</b>	<b>3,153</b>	<b>30,027</b>	<b>28,709</b>	<b>1,319</b>	<b>171,517</b>	<b>17.51%</b>
<b>ACCESS RIDE-INFORMATION</b>								
Salaries & Related Benefits - Ride-Information	15,874	16,939	(1,065)	46,400	50,817	(4,417)	204,206	22.72%
Communications - Telephone	1,459	921	538	3,517	2,763	755	11,050	31.83%
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	450	500	(50)	2,000	22.50%
Office Rent	1,544	1,546	(1)	4,633	4,637	(4)	18,548	24.98%
Office Supplies	41	113	(72)	297	339	(42)	1,356	21.87%
Publications/Printed Materials	0	167	(167)	869	500	369	2,000	43.45%
Postage/Mailing	80	100	(20)	231	300	(69)	1,200	19.22%
Professional Memberships	16	22	(5)	49	65	(16)	260	18.78%
<b>Subtotal - Ride-Information</b>	<b>19,164</b>	<b>19,973</b>	<b>(809)</b>	<b>56,446</b>	<b>59,920</b>	<b>(3,475)</b>	<b>240,621</b>	<b>23.46%</b>
<b>Subtotal - CTSA Function</b>	<b>34,154</b>	<b>31,810</b>	<b>2,344</b>	<b>86,473</b>	<b>88,629</b>	<b>(2,156)</b>	<b>412,138</b>	<b>20.98%</b>
<b>Total - Other Activities</b>	<b>516,947</b>	<b>566,374</b>	<b>(49,426)</b>	<b>1,534,036</b>	<b>1,669,957</b>	<b>(135,921)</b>	<b>7,114,177</b>	<b>21.56%</b>

ACCESS SERVICES

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending September 30, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
<b>ADMINISTRATIVE</b>								
Salaries & Related Benefits	258,446	254,077	4,369	732,673	762,232	(29,560)	3,109,419	23.56%
Communications - Telephone & Data Transmission	3,004	4,613	(1,608)	9,722	13,838	(4,116)	55,350	17.56%
Office Rent	19,315	19,604	(290)	57,912	58,813	(901)	235,253	24.62%
Insurance - Commercial	10,031	11,194	(1,162)	30,094	33,582	(3,487)	134,327	22.40%
Office Supplies	1,056	2,791	(1,735)	5,370	8,373	(3,003)	33,492	16.03%
Promotional Events & Materials	0	0	0	10,894	10,895	(1)	35,000	0.00%
Other Professional Services	136,828	135,435	1,393	409,480	387,243	22,237	1,708,108	23.97%
Public Notice Advertising Expenses	47	833	(786)	376	2,500	(2,124)	10,000	3.76%
Equipment/ Other Rental	212	300	(88)	761	900	(139)	3,600	21.15%
Repairs & Maintenance	4,414	5,753	(1,340)	10,887	15,160	(4,273)	61,855	17.60%
Postage/Mailing/Messenger	4,143	5,318	(1,175)	12,311	15,955	(3,644)	63,820	19.29%
Publications/ Printed Materials/ Copying	758	2,599	(1,841)	6,512	8,754	(2,242)	25,404	25.63%
Network Support/ Supplies	3,667	8,480	(4,813)	19,929	30,230	(10,301)	124,066	16.06%
Subscription/ References	101	250	(149)	358	750	(392)	3,000	11.93%
Professional Memberships	222	412	(190)	816	1,235	(419)	4,940	16.52%
Board and Advisory Committee Compensation	2,790	3,708	(919)	12,936	11,125	1,811	44,500	29.07%
Annual Meeting	0	0	0	0	0	0	16,000	0.00%
Business Meetings & Meals	1,608	917	691	4,533	2,750	1,783	11,000	41.21%
Travel and Conference	6,723	4,042	2,681	16,289	12,125	4,164	48,500	33.59%
Mileage and Parking	496	208	288	1,297	625	672	2,500	51.88%
Bank Interest	0	0	0	0	0	0	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	94	535	(441)	404	1,606	(1,201)	6,426	6.29%
<b>Total - Administrative Expense</b>	<b>453,955</b>	<b>461,070</b>	<b>(7,115)</b>	<b>1,343,555</b>	<b>1,378,690</b>	<b>(35,135)</b>	<b>5,786,561</b>	<b>23.22%</b>
<b>TOTAL EXPENSES BEFORE AMORT. &amp; DEPRECIATION</b>	<b>9,161,138</b>	<b>9,198,220</b>	<b>(37,082)</b>	<b>26,922,560</b>	<b>27,411,646</b>	<b>(489,086)</b>	<b>111,707,085</b>	<b>24.10%</b>
Amortization and Depreciation Expense	405,001	0	405,001	1,237,416	0	1,237,416	0	
<b>TOTAL EXPENSES AFTER AMORT. &amp; DEPRECIATION</b>	<b>9,566,140</b>	<b>9,198,220</b>	<b>367,920</b>	<b>28,159,975</b>	<b>27,411,646</b>	<b>748,330</b>	<b>111,707,085</b>	
<b>CAPITAL EXPENDITURES</b>								
Property & Equipment	890,838	890,981	(143)	3,408,248	3,412,110	(3,862)	12,099,683	28.17%
<b>Total - Capital Expenditures</b>	<b>890,838</b>	<b>890,981</b>	<b>(143)</b>	<b>3,408,248</b>	<b>3,412,110</b>	<b>(3,862)</b>	<b>12,099,683</b>	<b>28.17%</b>
Less: Amortization and Depreciation Expense	(405,001)	0	(405,001)	(1,237,416)	0	(1,237,416)	0	
<b>TOTAL EXPENSES AND CAPITAL EXPENDITURES</b>	<b>10,051,977</b>	<b>10,089,201</b>	<b>(37,224)</b>	<b>30,330,808</b>	<b>30,823,756</b>	<b>(492,948)</b>	<b>123,806,768</b>	<b>24.50%</b>
Uncommitted Carryforward from FY 10/ 11 (Estimated)						0	69,042	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 10/ 11						0	198,037	
<b>TOTAL</b>	<b>10,051,977</b>	<b>10,089,201</b>	<b>(37,224)</b>	<b>30,330,808</b>	<b>30,823,756</b>	<b>(492,948)</b>	<b>124,073,847</b>	<b>24.45%</b>

ACCESS SERVICES

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending September 30, 2011

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED
<b>PROPERTY AND EQUIPMENT</b>								
22 VEHICLES - Minivan (Fleet Replacement) (\$42,500 each)	0	0	0	0	0	0	935,000	0.00%
8 VEHICLES - Malibu (Fleet Replacement) (\$18,500 each)	0	0	0	0	0	0	148,000	0.00%
5 VEHICLES - Minivan (Expansion) (\$42,500 each)	0	0	0	0	0	0	212,500	0.00%
3 VEHICLES - Type II Cutaway (Fleet Replacement) (\$72,000 each)	0	0	0	0	0	0	216,000	0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$42,500 each)	0	0	0	0	0	0	552,500	0.00%
2 VEHICLES - Type III Cutaway (Fleet Replacement) (\$82,000 each)	0	0	0	0	0	0	164,000	0.00%
4 VEHICLES - Cutaway (Fleet Replacement) (\$56,000 each)	0	0	0	0	0	0	224,000	0.00%
3 VEHICLES - 2 Minivan (\$47,100 each) & 1 Cutaway (\$72,100) (Adult w/Children)	0	0	0	0	0	0	166,300	0.00%
50 VEHICLES - Minivan (\$47,100 each including MDT/Camera) (Access to Work)	0	0	0	0	0	0	2,355,000	0.00%
1 STAFF VEHICLE - Malibu (Expansion) (\$18,500)	0	0	0	0	0	0	18,500	0.00%
2 STAFF VEHICLES - Minivan (Replacement) (\$24,500 each)	0	0	0	0	0	0	49,000	0.00%
SUBTOTAL - VEHICLES - FY 11/12	0	0	0	0	0	0	5,040,800	
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	0	0	578,500	0.00%
49 VEHICLES - Minivan (Fleet Replacement) (\$42,056 each)	630,703	630,822	(119)	2,060,297	2,060,726	(429)	2,060,726	99.98%
12 VEHICLES - Type A/B Cutaway (Fleet Replacement) (\$61,575/\$72,746 each)	0	0	0	791,456	794,757	(3,301)	794,757	99.58%
1 VEHICLE - 2011 Ford Fusion	0	0	0	35,491	35,491	0	35,491	100.00%
SUBTOTAL - VEHICLES - FY 10/11	630,703	630,822	(119)	2,887,244	2,890,974	(3,730)	3,469,474	
8 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$42,746 each)	128,210	128,238	(28)	170,947	170,984	(\$37)	341,964	49.99%
SUBTOTAL - VEHICLES - FY 09/10	128,210	128,238	(28)	170,947	170,984	(37)	341,964	
TETHER STRAPS & MARKING PROGRAM CAPITAL	0	0	0	0	0	0	90,000	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	3,121	3,121	0	6,095	6,096	(1)	200,000	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 11/12	3,121	3,121	0	6,095	6,096	(1)	290,000	
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	530,000	0.00%
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	99,000	99,000	0	99,000	99,000	0	1,082,126	9.15%
CENTRALIZATION SOFTWARE/IVR	0	0	0	167,200	167,200	0	1,242,253	13.46%
MOBILITY RESOURCE CENTER	0	0	0	0	0	0	8,103	0.00%
OFFICE EQUIPMENT	29,804	29,800	4	29,804	29,800	4	46,907	63.54%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	47,958	48,056	(98)	48,056	99.80%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - PRIOR YEARS	128,804	128,800	4	343,962	344,056	(94)	2,957,445	
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>890,838</b>	<b>890,981</b>	<b>(143)</b>	<b>3,408,248</b>	<b>3,412,110</b>	<b>(3,862)</b>	<b>12,099,683</b>	<b>28.17%</b>

## BOARD BOX ITEM #8

NOVEMBER 4, 2011

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

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### STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

The month of September has always been action packed and full of challenges and excitements for our service providers and Access staff. We transport more customers during September than any other month in the fiscal year. We completed September with system on-time performance at 89.31% and 0.20% Late4. Even with the advance preparations, the system experienced initial shock during the first two weeks of the month with high trip volumes and heavy traffic patterns. Normally 8,300 trips are serviced on an average weekday, we experienced weekdays in September where we serviced over 9,000 trips in a day. Most providers were able to recover during the second half of September; however, they were unable to recover enough during the month to meet performance standards. Access staff will meet with service providers for an after action review.

Another significant event that occurred in September was the Second Annual Access Roadeo event. Due to the success of the First Annual Access Roadeo, we had more drivers and family members participating in this year's event. To say the least, everyone had a great time at the Roadeo. Thanks again to our sponsors for making a dream come true for our drivers and getting the safety messages out to them.

*David Foster - Project Administrator, West Central and Eastern Regions* - From a performance standpoint, San Gabriel Transit (SGT), the Eastern Region service provider and California Transit (CTI), the West Central Region service provider, experienced a challenging September as did all of the providers. The Eastern region fell below the on-time performance standard with 88.89% and a Late4 percentage of 0.30%. On a positive note, on-time performance and Late4's both improved as the month progressed and based on the trending, October's performance will be much improved. The West Central Region had an on-time performance of 88.77% and exceeded the Late 4 standard as well; similar to SGT, service improved during the second half of the month with a 38% improvement in Late4's compared to the first half of September.

In the first week of September SGT successfully completed the implementation of their upgraded call center, and with the exception of a brief power outage, there were no other technical issues with the new call center transition.

Both California Transit and San Gabriel Transit participated in the 2nd Annual Access Rodeo on Saturday, September 24<sup>th</sup>. Thanks to drivers' hard work and a great deal of practice, SGT took second place in the team competition and in the individual competition, SGT drivers placed first, second and fourth! California Transit took first place in the team competition for the second consecutive year and a CTI driver also took third place in the individual competition.

***Geetu Banerjee – Project Administrator, Northern and Antelope Valley Regions*** – For September, the on-time performance for MV Transportation was at 90.72%, and Late4's were at 0.05%. Historically September has been a high peak trip demand month for Access and meeting service performance standards during this month has been a challenge for all service providers. However, we worked in close collaboration with our service providers and planned ahead to minimize the impact on service performance. Some of the strategies MV Transportation implemented in September were adding extra resources; drivers, call takers, dispatchers, and vehicles. Route schedules and driver schedules were also adjusted in an effort to offset the trip demand. MV Transportation participated in the 2nd Annual Access Rodeo and won the third-place award in the team completion.

In Antelope Valley, Southland Transit (STI) encountered several service challenges in September. Shortage of drivers was the primary cause of STI's on-time performance being at 86% for the month. STI is in the process of implementing some of the strategies that were developed as part of the action plan to improve performance. STI has increased their hiring efforts, and eight drivers are currently receiving behind the wheel training. One part time dispatcher has been added to ensure effective route-scheduling and staff coverage. Two additional vehicles were also added into service. STI also participated in the 2nd Annual Access Rodeo on Saturday, September 24.

Staff developed a Request for Proposals (RFP) for providing Specialized Transportation Service (Access Services) in the Antelope Valley Region, and a pre-proposal conference was held on September 14. Staff briefed interested parties on some of the proposal requirements stated in the RFP.

***Alfredo Torales– Project Administrator, Southern and Santa Clarita Regions*** – September proved to be a challenging month once again this year. The beginning of the traditional school year always brings more congestion to the region, which makes operations on the road difficult. In preparation for this time of year, the Southern Region hired drivers and held training classes on a weekly basis in the summer, and implemented a new driver schedule to meet the increase in demand. Additionally, the Southern Region provider, Global Paratransit, met with subcontractor, All Yellow Taxi, and discussed the need to be prepared for an increase in trips and traffic flow. The first two weeks of the month, performance was below standard. The Southern Region adjusted parameters to their routing software to mitigate some of the hardship. The Southern Region finished the month with an on-time performance of 89.0% and 0.17% Late4 trips, both below standards. Average hold times for the region was 50 seconds and calls on hold over 5 minutes was at 3.3%, both meeting standards. Global Paratransit also competed in the Second Annual Access Rodeo on September 24, 2011.

The Santa Clarita Region prepared for the fall by taking several actions. The region conducted a new driver bid allowing Santa Clarita Transit to make adjustments to the number of drivers permanently assigned to the Access service. Three part time shifts were added for the morning and afternoon peak. Refresher training was conducted for dispatchers with an emphasis on routing and on-time adherence. On-time performance dipped somewhat slightly during the month. All call performance measures were met. Santa Clarita Transit competed in the Second Annual Access Roadeo on September 24, 2011 and received 4th place in the Team Category.

***Geoffrey Okamoto - Project Administrator, Eligibility*** - For the month of September, there continues to be a slow upward trend in eligible customers. The current customer count is at 114,670. New Access board member, Mr. Martin Gombert had an opportunity to tour the Eligibility Center. On a technical note regarding the Tap card development for Access, CARE Evaluators has completed the implementation of the new photo process. This change has not affected their existing process. The Eligibility Center continues to experience very high call volumes coming through the call center, because of this, a phone message reminding customers to call during slow call demand hours continues to be utilized to address this concern. Additionally, eligibility's mobile unit (Antelope Valley) service has experienced higher demand as well with a 25% increase during the first quarter of this fiscal year when compared to last fiscal year's first quarter. Going back a year; in the first quarter we found the average from July-Sep 2009 to be at 122, July-Sep 2010 Avg. 138 (13% increase) and July-Sept 2011 Avg. 173 (25% increase). The percentage increases are just another reflection of our ever increasing demand for the service.

#### **DAVID FOSTER, ACTING DIRECTOR OF CUSTOMER SUPPORT SERVICES**

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

***Customer Service Center*** - The focus of the Customer Service Center is to handle intake procedures and provide endless education opportunities for customers. The month of September saw a dramatic increase in call length as a result of the 110,000 Access ID Tap card notification letters mailed to our customers. Total calls answered by the call center in September were 17,818, compared to 19,351 in the previous month of August. This by the way represents a 7.9% decrease from the month of August. The decrease of call volume is attributed primarily to the longer talk time. Customer Service agents found themselves having to answer questions, clear up confusion and misinformation with respect to the Access ID Tap Cards. Accordingly, hold time rose dramatically, almost doubling when compared to August. To help alleviate some of the burden, a separate "Tap queue" was built into the initial Customer Service menu tree and three temporary employees were brought in exclusively to handle the calls. The actual Access ID Tap cards are being sent out in October, so it is anticipated that October will yield similar results. Commendations still come regularly into the Customer Service Center and agents were delighted by seven commendations that they received in the month of September from gratified customers.

**Customer Care Department** - After our first full month into the new school year, which usually translates into our busiest time of the year, the Complaints Center was surprised to see that our complaints totals for September 2011 were just shy of reaching 1,000, again evidence that service quality this September was improved from last year. This month's complaint total of 975 did represent an increase of 14% from the previous month of

August however, it was recognized that we saw a decrease of 18% from September 2010 totals. That is definitely a positive change for this time of year. The top complaint types for September were Late 4, Urgent, and Discourteous complaints. Just a few issues identified by Customer Service to be a cause to this month's complaints were excessive travel time of customer trips and late dispatching of trips. However, late dispatching is caused for numerous reasons such as traffic delays, incidents during pickups, provider staffing issues, etc. This cannot always be prevented. Any serious problems identified by the Complaints Center are forwarded to the Regional Project Administrators for an immediate course of action. On a more positive note, our most noteworthy statistic to report every month is that Commendations is once again the number one ticket classification with a total of 277 commendations. It's always a pleasure to hear that Access's commitment to service quality is being recognized by the customers we serve.

*The Operations Monitoring* - Operations Monitoring which is the area handling urgent assistance functions of the Customer Support Center, formerly known as "OMC", saw a slight decrease in call volume during September 2011 as well. A total of 4,363 calls were registered in Operations Monitoring during September. This represents a 6% decrease from August 2011 and, coincidentally, a 29% decrease from September of last year which is evidence of better performance by our service providers. Assisting Access customers, Operations Monitoring provided a total of 517 "Backup" trips in September 2011. These 517 trips represent a 9.7% increase from August 2011 and a 35% increase from September 2010. The majority of Operations Monitoring "Backup" trips (260) were serviced by Operations Monitoring-dedicated "Overflow" vehicles, which is usually the case. The remaining 257 "Backup" trips were serviced with the assistance of cab companies who participate with Access throughout Los Angeles County. Last but certainly not least, Operation Monitoring garnered six commendations from satisfied customers of Access Services.

## LUIS PACHECO, SAFETY ANALYST

### The Access Driver Safety Incentive Program

In August we announced that Ali Ahmednor from San Gabriel Transit was the first driver to reach 100,000 safe driving miles and he will be at the October Board meeting where he will be presented with the top honor, a trip to Disneyland for Ali and his family. Along with this great accomplishment there are many drivers that are on the same safety path. As of September 2011 we have 31 drivers that have reached 60,000 miles, 30 drivers with 70,000 miles and 10 drivers with 80,000 miles. All these drivers are truly committed to safe driving and we look forward to recognizing them in the near future.

### SmartDrive

The SmartDrive onboard camera system has become a tremendous training tool that is helping identify both positive and negative trends and is creating safety awareness throughout all the providers. The system has already been incorporated in all aspects of training both inside the classroom and behind the wheel. All the contractors have implemented video display monitors strategically placed throughout their facilities to create safety awareness. The monitors can be found in places such as the driver break rooms, training rooms and the driver key booths. This has been an eye opener for all drivers to see and is an added learning tool that has had an impact when the clips are

viewed. Along with showing the at fault clips, it is also reinforcing the positives of the defensive drivers that due to their immediate actions have avoided an incident/accident.

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

### Mobility Management Outreach in the Southern Region

Stephen Wrenn and Nicole Leiva attended two disability awareness events on Wednesday October 19<sup>th</sup> in Long Beach and Thursday October 20<sup>th</sup> in Torrance.

At the Long Beach Convention Center, the Citizens' Advisory Committee on Disabilities for the City of Long Beach held its annual "Disability Employment Awareness Month Celebration". Jacqueline Carlos (R&D Transportation Travel Training Supervisor) joined Stephen and me at our table, where we provided handouts on Access Paratransit, Mobility Management, and Travel Training. Several Access customers visited our table to ask questions about the service, the new Access ID TAP card, to show us their new Access ID TAP cards, and to thank us for the service. Access Boardmember Dolores Nason and CAC member Tina Fofoa came to visit our table, and they both thanked us for representing Access at the event. This was a great event to participate in because we were able to meet many Access customers and network with the many organizations that provide various services that we could refer as additional options to our customers.

On Thursday, we went to the American Honda Motor Company facilities in Torrance to participate in their annual Breast Cancer-Disability Awareness Expo. Honda sponsors this event to bring greater awareness, information, and resources about breast cancer and disabilities to their approximate 3,000 employees. Mr. Michael Yu, who is an Access customer and works for the American Honda Motor Company, contacted Stephen and invited Access to participate. Throughout the duration of the event, Honda employees would stroll out and talk to the vendors and most of the employees were unaware of what Access Services is and what we do. So we spent some time educating and informing the many visitors to our table about fixed route transportation, ADA Paratransit, and Access.

# BOARD BOX ITEM #9

NOVEMBER 4, 2011

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

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

## MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	207,708	207,118	0.3%	607,265
Passengers per Vehicle Trip	1.30	1.32	-1.5%	1.31
Average Trip Distance	9.2	9.2	0.0%	9.2
Total Calls to Providers	365,483	339,524	7.7%	1,054,325
Average Initial Hold Time (seconds)	70	63	11.1%	61
% of Calls on Hold More Than 5 minutes	5.6%	5.5%	0.1%	4.6%
On-Time Performance	89.3%	92.1%	-2.8%	91.4%
Late 4 Trips	0.20%	0.05%	0.15%	0.10%
Total number Registered Riders	114,670	113,180	1.3%	114,670

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
<b>System Wide</b>				
AUG-11	272,926	27,118	1.32	1.00
SEP-11	<b>269,910</b>	<b>207,708</b>	<b>1.30</b>	<b>1.00</b>
% Change	-1.1%	0.3%	-1.5%	0.0%
<b>SGT - Eastern Region</b>				
AUG-11	79,651	58,925	1.35	0.94
SEP-11	<b>77,766</b>	<b>58,440</b>	<b>1.33</b>	<b>0.95</b>
% Change	-2.4%	-0.8%	-1.5%	1.1%
<b>GPI - Southern Region</b>				
AUG-11	83,261	62,691	1.33	1.03
SEP-11	<b>83,511</b>	<b>63,933</b>	<b>1.31</b>	<b>1.02</b>
% Change	0.3%	2.0%	-1.5%	-1.0%
<b>CTI - WC - West Central Region</b>				
AUG-11	45,273	33,949	1.33	1.03
SEP-11	<b>44,292</b>	<b>33,659</b>	<b>1.32</b>	<b>1.03</b>
% Change	-2.2%	-0.8%	-0.7%	0.0%
<b>MV - San Fernando Valley Region</b>				
AUG-11	53,257	42,677	1.25	1.02
SEP-11	<b>53,125</b>	<b>42,864</b>	<b>1.24</b>	<b>1.02</b>
% Change	-0.2%	0.4%	-0.8%	0.0%
<b>STI - AV - Antelope Valley Region</b>				
AUG-11	7,075	5,216	1.36	1.05
SEP-11	<b>6,767</b>	<b>5,043</b>	<b>1.34</b>	<b>1.04</b>
% Change	-4.4%	-3.3%	-1.5%	-0.9%
<b>SCT - Santa Clarita Region</b>				
AUG-11	3,971	3,264	1.22	1.02
SEP-11	<b>4,005</b>	<b>3,359</b>	<b>1.19</b>	<b>1.01</b>
% Change	0.9%	2.9%	-2.5%	-1.0%

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

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	75	97	68
SGT - Eastern Region	7	5	5.5
GPI - Southern Region	23	24	18.5
CTI - West - Central Region	21	10	9
MV Transit - San Fernando Valley Region	22	48	36.5
STI - Antelope Valley Region	2	10	7
SCT - Santa Clarita Region	0	0	4

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	98	119	125.0
SGT - Eastern Region	6	17	18.0
GPI - Southern Region	19	19	20.3
CTI - West - Central Region	6	24	21.7
MV Transit - San Fernando Valley Region	23	22	22.3
STI - Antelope Valley Region	24	22	23.0
SCT - Santa Clarita Region	20	15	19.7

\* The data above represents the number of Order Takers and Dispatchers evaluated by the Operations Monitors2s. *The above numbers were not complete at the time of reporting.*

Comparability of Access Paratransit to Fixed Route Travel Times*	Current Quarter	Previous Quarter
Equal to or Shorter than Comparable Fixed Route Trip	91.0%	95.6%
1-20 Minutes Longer than Fixed Route Trip	6.9%	3.2%
21-40 Minutes Longer than Fixed Route Trip	1.4%	1.0%
41-60 Minutes Longer than Fixed Route Trip	0.8%	0.2%
60 Minutes Longer than Fixed Route Trip	0.0%	0.0%

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

## NORTH COUNTY TRANSFER TRIPS

### North County Trips Transferring at Olive View

	Current	Previous Month	YTD-Average
Antelope Valley to Transfer Point	250	275	248.7
Transfer Point to Antelope Valley	176	216	192.3
Santa Clarita to Transfer Point	138	125	137.0
Transfer Point to Santa Clarita	94	108	105.7

### Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	3	1	1.3
Total Reported Incidents with Bodily Injury	0	0	0.0
SGT - Eastern Region	0	0	0.0
GPI - Southern Region	0	0	0.0
CTI - West/Central Region	0	0	0.0
MV Transit - San Fernando Valley Region	3	1	1.3
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	365,483	339,524	351,442
SGT - Eastern Region	104,401	93,577	97,171
GPI - Southern Region	109,781	105,831	111,055
CTI - West - Central Region	82,820	74,728	76,989
MV Transit - San Fernando Valley Region	55,236	52,697	53,672
STI - Antelope Valley Region	9,786	9,232	9,125
SCT - Santa Clarita Region	3,459	3,459	3,429

### Customer Service/OMC Calls

	Current	Previous Month	YTD-Average
Customer Service Calls Answered	17,819	19,352	17,867
Ops. Monitoring Center Calls Answered	5,758	5,016	5,271
<i>Ride Info</i> Calls Offered	971	962	947

# Travel Training Statistics

Travel Training, Fiscal Year 2011

Travel Training, Fiscal Year 2011	Jul-11	Aug-11	Sep-11
Accepted Travel Training	29	40	28
Waiting for Travel Training	13	24	13
Started Travel Training	16	16	15
Completed Travel Training	25	22	23
Discontinued Services	40 -	0	1
People Currently in Travel Training	28 -	0	0
Total Follow-up Response Month 2	21	17	14
# Graduates Using Bus After 2 Months	24 20	17	13
Average # of Trips per-week, Month 2	13 8	9	8
Started Travel Training	16		
<b><i>Estimated Bus Trips Taken</i></b>	<b>2,103</b>	<b>1,333</b>	<b>446</b>

Completed Travel Training

25  
22  
23

Discontinued Services

-  
0  
1

People Currently in Travel Training

-  
0  
0

Total Follow-up Response Month 2

21  
17  
14

# Graduates Using Bus After 2 Months

20  
17  
13

<b>Average Initial Hold Times – Standard -Not to Exceed 120 Secs and % Calls on Hold &gt; 5 mins Systemwide</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD- Average</b>
Average Initial Hold Time	70	63	61
% OF Calls On Hold More Than 5 minutes	5.60%	5.5%	4.6%
<b>SGT – Eastern Region</b>			
Average Initial Hold Time	86	43	58
% of Calls on Hold More Than 5 minutes	8.10%	2.0%	3.9%
<b>GPI – Southern Region</b>			
Average Initial Hold Time	50	42	50
% of Calls on Hold More Than 5 minutes	3.30%	2.0%	3.1%
<b>CTI – West – Central Region</b>			
Average Initial Hold Time	86	49	57
% of Calls on Hold More Than 5 minutes	8.40%	2.6%	4.0%
<b>MV Transit – San Fernando Valley Region</b>			
Average Initial Hold Time	63	73	69
% of Calls on Hold More Than 5 minutes	2.80%	4.9%	3.8%
<b>STI – Antelope Valley Region</b>			
Average Initial Hold Time	68	63	55
% of Calls on Hold More Than 5 minutes	5.80%	5.5%	4.5%
<b>SCT – Santa Clarita Valley Region</b>			
Average Initial Hold Time	44	50	49
% of Calls on Hold More Than 5 minutes	2.60%	3.6%	3.2%
<b>Operations Monitoring Center</b>			
Average Initial Hold Time	250	139	169
% of Calls on Hold More Than 5 minutes	34.60%	16.8%	21.7%
<b>Customer Service</b>			
Average Initial Hold Time	542	280	354
% of Calls on Hold More Than 5 minutes	21.70%	41.7%	31.7%

## Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
<b>Completed</b>			
UNRESTRICTED	1,982	2,718	2,221
RESTRICTED	484	327	361
TEMPORARY	305	347	302
NOT ELIGIBLE	366	395	358
<b>TOTAL</b>	<b>3,137</b>	<b>3,787</b>	<b>3,241</b>
Recertifications (in Person)	533	638	559
New Applicants	2,517	3,149	2,654
<b>Eligibility Renewals</b>			
Recertification Letters Sent	2,993	2,656	2,727
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	6	6	6
Scheduling Phone Call to Evaluation	14	12	12
Scheduling Phone Call to Mail Out	22	20	24

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	100	96	92
Closed	67	97	76
Withdrawn/Closed Before Completion	27	37	26
Pending	177	177	162
Increased	13	23	15
Decreased	3	0	1
Modified	6	6	5
Upheld	18	31	29
% Appeals not overturned	68%	62%	70%
<b><i>Net Denied Rate (Year-to-Date)</i></b>	<b>11.3%</b>	<b>10.0%</b>	<b>10.8%</b>
Process Time: Appeal Date to Mail Out (ADA>30)	8	8	7

## OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
<b>TOTAL CALLS:</b>	4,363	4,650	4,501
Late calls	1,484	1,373	1,412
Other (CSC/Reservations)	2,879	3,277	3,088

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	251	207	215
ETA Given	749	642	697
Help Calls	2	8	5
Miscellaneous	482	516	495
<b>TOTAL LATE CALLS</b>	<b>1,484</b>	<b>1,373</b>	<b>1,412</b>

### NOTE REGARDING DEFINITION OF CALLS TO OMC:

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

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

Late Trip Calls to OMC Resulting in Dispatch of B/U Vehicle (5.4.1.6)	Current	Previous Month	YTD-Average
Avg. Time Between 1 <sup>st</sup> Call and Arrival of B/U Vehicle at Rider's Location	55	51	54.6

Late Trip Calls to OMC Resulting In "Wait" and B/U Vehicles Sent (5.4.1.7)	Current	Previous Month	YTD-Average
Incidence of Vehicles Sent to Wait w/the Rider until Arrival of Accessible Vehicle	0	0	0.0

## PROVIDER REPORT CARD

<b>Systemwide</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	83.3%	92.1%	91.4%
Percentage of Late Trips	10.7%	7.9%	8.6%
Late "1" (1-15 min. late)	7.9%	6.3%	6.7%
Late "2" (16-30 min. late)	2.1%	1.3%	1.5%
Late "3" (31-45 min. late)	0.6%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.20%	0.05%	0.10%
No Shows	3.6%	3.5%	3.5%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.17%	0.00%	0.10%

<b>SGT - Eastern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	88.9%	93.5%	92.1%
Percentage of Late Trips	11.1%	6.5%	7.9%
Late "1" (1-15 min. late)	7.8%	5.3%	6.0%
Late "2" (16-30 min. late)	2.3%	1.0%	1.4%
Late "3" (31-45 min. late)	0.8%	0.2%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.30%	0.02%	0.11%
No Shows	2.9%	2.8%	2.8%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>CTI - West Central Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	88.7%	93.1%	91.6%
Percentage of Late Trips	11.3%	6.9%	8.4%
Late "1" (1-15 min. late)	8.4%	5.6%	6.6%
Late "2" (16-30 min. late)	2.2%	1.2%	1.5%
Late "3" (31-45 min. late)	0.5%	0.1%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.18%	0.01%	0.06%
No Shows	4.8%	4.6%	4.6%

Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>GPI - Southern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	89.0%	91.3%	90.5%
Percentage of Late Trips	11.0%	8.7%	9.5%
Late "1" (1-15 min. late)	8.1%	6.8%	7.2%
Late "2" (16-30 min. late)	2.2%	1.5%	1.8%
Late "3" (31-45 min. late)	0.5%	0.3%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.17%	0.09%	0.12%
No Shows	4.8%	3.4%	3.8%
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%	0.25%

<b>MVT - Northern Next Day Trips</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	90.6%	91.0%	91.3%
Percentage of Late Trips	9.4%	9.0%	8.7%
Late "1" (1-15 min. late)	7.4%	7.4%	7.1%
Late "2" (16-30 min. late)	1.6%	1.3%	1.4%
Late "3" (31-45 min. late)	0.3%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.02%	0.04%
No Shows	3.0%	2.9%	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	0.70%	0.00%	0.23%

<b>STI - Antelope Valley</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	85.1%	87.6%	88.2%
Percentage of Late Trips	14.9%	12.5%	11.8%
Late "1" (1-15 min. late)	9.9%	8.4%	8.1%

Late "2" (16-30 min. late)	3.0%	2.9%	2.5%
Late "3" (31-45 min. late)	1.3%	0.7%	0.7%
Late "4" (>46 min. late)/Missed Trips*	0.65%	0.40%	0.39%
No Shows	5.0%	4.8%	4.7%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>SCT - Santa Clarita Valley</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	90.5%	92.3%	92.3%
Percentage of Late Trips	9.5%	7.7%	7.7%
Late "1" (1-15 min. late)	7.2%	5.5%	5.8%
Late "2" (16-30 min. late)	1.5%	1.3%	1.2%
Late "3" (31-45 min. late)	0.3%	0.5%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.51%	0.38%	0.37%
No Shows	1.3%	1.3%	1.2%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

### Customer Reported Service Complaints

<b>Systemwide</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	1.0
Booking	52	60.2
Conduct	43	32.5
Discourteous	81	93.5
Late 1	26	23.7
Late 2	30	28.7
Late 3	25	13.5
Late 4	157	188.3
Risk Management	101	105.2

Routing	31	26.5
Wheelchair Securement	1	2.0
Service	71	102.7
Travel Time	40	30.8
Vehicle	6	5.7
<b>TOTAL</b>	<b>664</b>	<b>713.8</b>
Ratio per 1,000 Trips	3.2	3.5

<b>SGT - Eastern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.0
Booking	13	18.5
Conduct	15	12.3
Discourteous	28	34.0
Late 1	4	5.5
Late 2	9	8.0
Late 3	9	5.3
Late 4	47	55.2
Risk Management	24	20.7
Routing	8	5.8
Wheelchair Securement	0	1.0
Service	15	23.7
Travel Time	12	7.3
Vehicle	1	1.0
<b>TOTAL</b>	<b>185</b>	<b>198.3</b>
Ratio per 1,000 Trips	3.2	3.4

<b>CTI - West Central Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.0
Booking	10	12.2
Conduct	6	4.7
Discourteous	3	11.8
Late 1	5	4.5

Late 2	2	2.2
Late 3	4	1.8
Late 4	37	42.0
Risk Management	13	19.7
Routing	5	5.3
Wheelchair Securement	0	3.7
Service	15	15.3
Travel Time	8	6.5
Vehicle	1	0.8
<b>TOTAL</b>	<b>109</b>	<b>130.5</b>
Ratio per 1,000 Trips	3.2	3.9

<b>GPI - Southern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.7
Booking	21	20.3
Conduct	17	10.3
Discourteous	23	24.7
Late 1	13	8.5
Late 2	16	12.2
Late 3	8	4.0
Late 4	57	68.8
Risk Management	24	32.0
Routing	17	12.0
Wheelchair Securement	1	8.0
Service	24	31.8
Travel Time	18	12.2
Vehicle	0	1.2
<b>TOTAL</b>	<b>239</b>	<b>246.7</b>
Ratio per 1,000 Trips	3.7	4.0

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	6	5.2
Conduct	4	3.3
Discourteous	17	15.0
Late 1	4	4.0
Late 2	2	5.3
Late 3	4	2.0
Late 4	10	17.2
Risk Management	31	26.0
Routing	1	2.3
Wheelchair Securement	0	1.5
Service	9	12.3
Travel Time	0	2.5
Vehicle	2	1.3
TOTAL	90	98.0
Ratio per 1,000 Trips	2.1	2.3

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	2	3.3
Conduct	1	0.7
Discourteous	3	2.0
Late 1	0	0.7
Late 2	1	0.7
Late 3	0	0.0
Late 4	3	3.3
Risk Management	6	3.2
Routing	0	0.8
Wheelchair Securement	0	0.2
Service	2	3.2
Travel Time	2	1.8
Vehicle	1	0.7
TOTAL	21	20.5

Ratio per 1,000 Trips	4.2	4.0
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SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.3
Conduct	0	0.0
Discourteous	0	0.2
Late 1	0	0.3
Late 2	0	0.0
Late 3	0	0.0
Late 4	3	0.8
Risk Management	0	0.2
Routing	0	0.2
Wheelchair Securement	0	0.0
Service	0	0.7
Travel Time	0	0.2
Vehicle	0	0.5
TOTAL	3	3.3
Ratio per 1,000 Trips	0.9	1.0

# Total Trips Comparison

■ FY 10/11 ■ FY 11/12

