



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

## Board Box

September 16, 2011

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# BOARD BOX ITEM # 1

SEPTEMBER 16, 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: "On Wednesday, August 31 President Barack Obama held a press conference to urge Congress to pass a clean extension of surface transportation authorizing law (SAFETEA-LU), emphasizing the need to preserve and create jobs by investing in infrastructure. Congress returns from its August district work period next week, with only eleven legislative days on the calendar before the most recent extension of the SAFETEA-LU law and the federal motor fuels taxes authorized under that law expire on September 30, the last day of Fiscal Year (FY) 2011.

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 working 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.

**Local Legislative Activities:** On August 31<sup>st</sup>, Access Services along with Global Paratransit, participated in the Congressional Black Congress Job Fair hosted by Congresswoman Maxine Waters in South Los Angeles. Congresswoman Barbara Lee and Reverend Jesse Jackson participated with Congresswoman Waters in some opening celebrations for the job fair. Approximately 150 public and private agencies were there to recruit potential candidates for employment. Approximately 5,000 to 7,000 job seekers were in attendance with their resumes and ready for interviews.

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

## BOARD BOX ITEM #2

SEPTEMBER 16, 2011

TO: BOARD OF DIRECTORS

FROM: KRISTINE HELIN, SENIOR ADMINISTRATIVE ASSISTANT FINANCE

RE: OUT OF STATE TRAVEL SEPTEMBER 2011

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The following is a list of out-of state paratransit meetings for September 2011. There was no out of state travel in August.

### Center for Security & Emergency Management Training

September 19 - 23, 2011

*Annapolis, MD*

The below mentioned Access Services staff travel to Annapolis, MD to attend the Center for Security & Emergency Management certified internal investigation officer training course.

*F Scott Jewell, Deputy Executive Director, Administration*

### ENO Mid- Manager Seminar

September 19 - 23, 2011

*Pittsburgh, PA*

The below mentioned Access Services staff travel to Pittsburgh, PA to attend the ENO Mid Manager Seminar.

*Luis Garcia, Project Administrator*

## BOARD BOX ITEM #3

SEPTEMBER 16, 2011

TO: BOARD OF DIRECTORS

FROM: LINDA ROSS, MANAGER OF HUMAN RESOURCES

RE: NEW EMPLOYEE UPDATE

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### New Employee

Kim Hogarth-Hindi has joined Access Services, taking over the Help Desk Coordinator position. Kim has many years of experience in the IT field, most recently she was the IT Support/Accounts Manager at Gard's Music in Glendora. Prior to that, she was the System Administrator for the McKinley Children's Center in San Dimas, a non-profit children's services agency. Kim has a solid background in both IT and in Accounting/Finance, so her experience is going to be a great access to all of us. She holds a BA in Accounting from the University of Akron, and an AA in Computer Networking from ITT Technical Institute.

## BOARD BOX ITEM #4

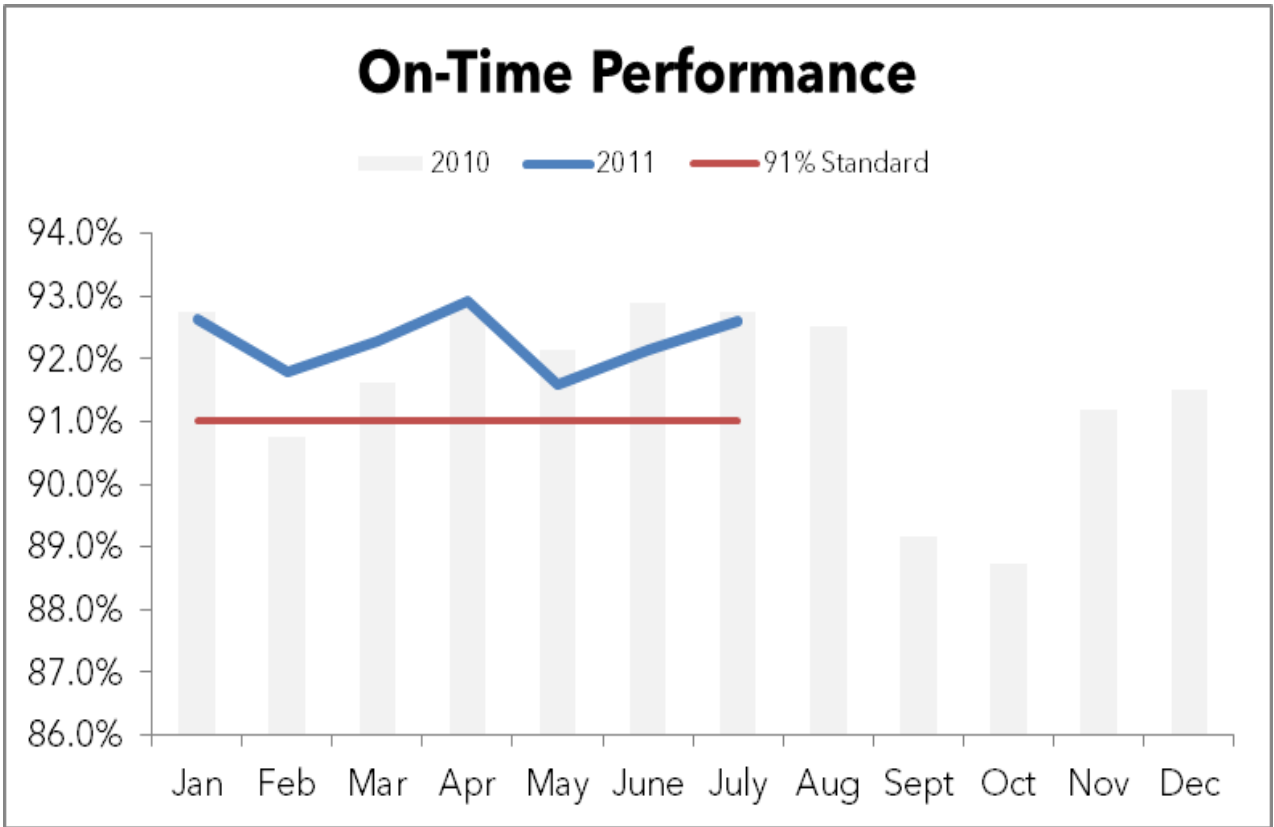
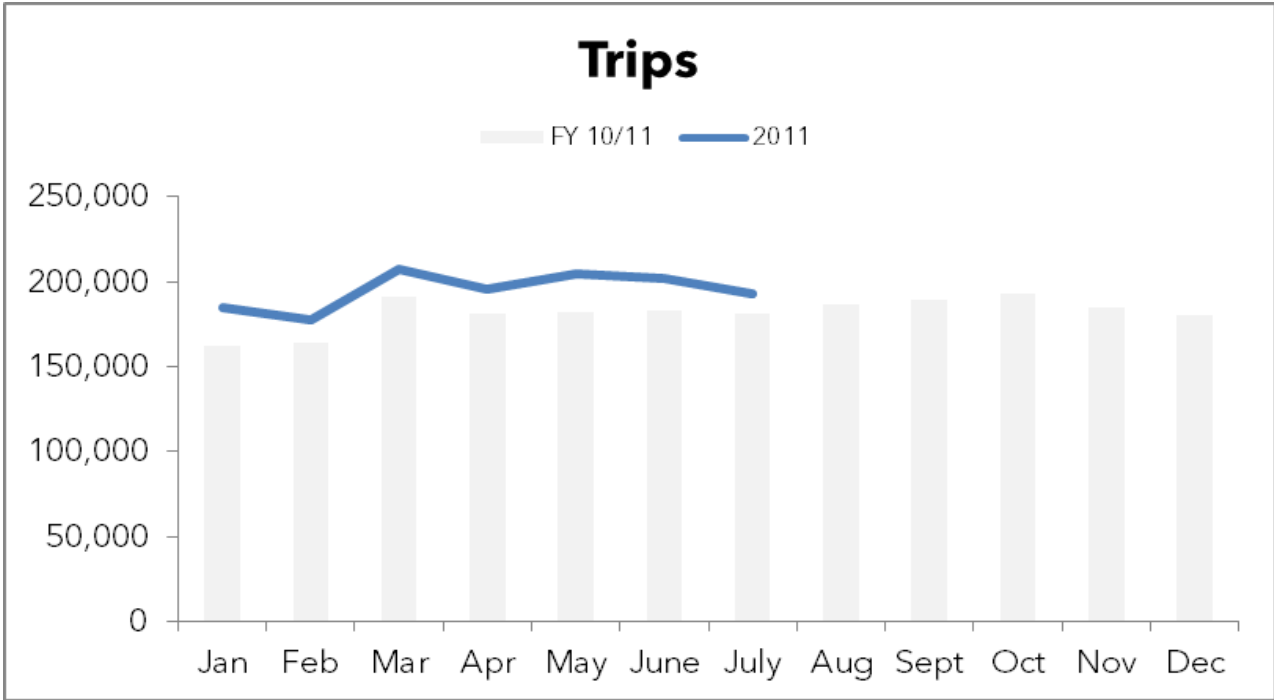
SEPTEMBER 16, 2011

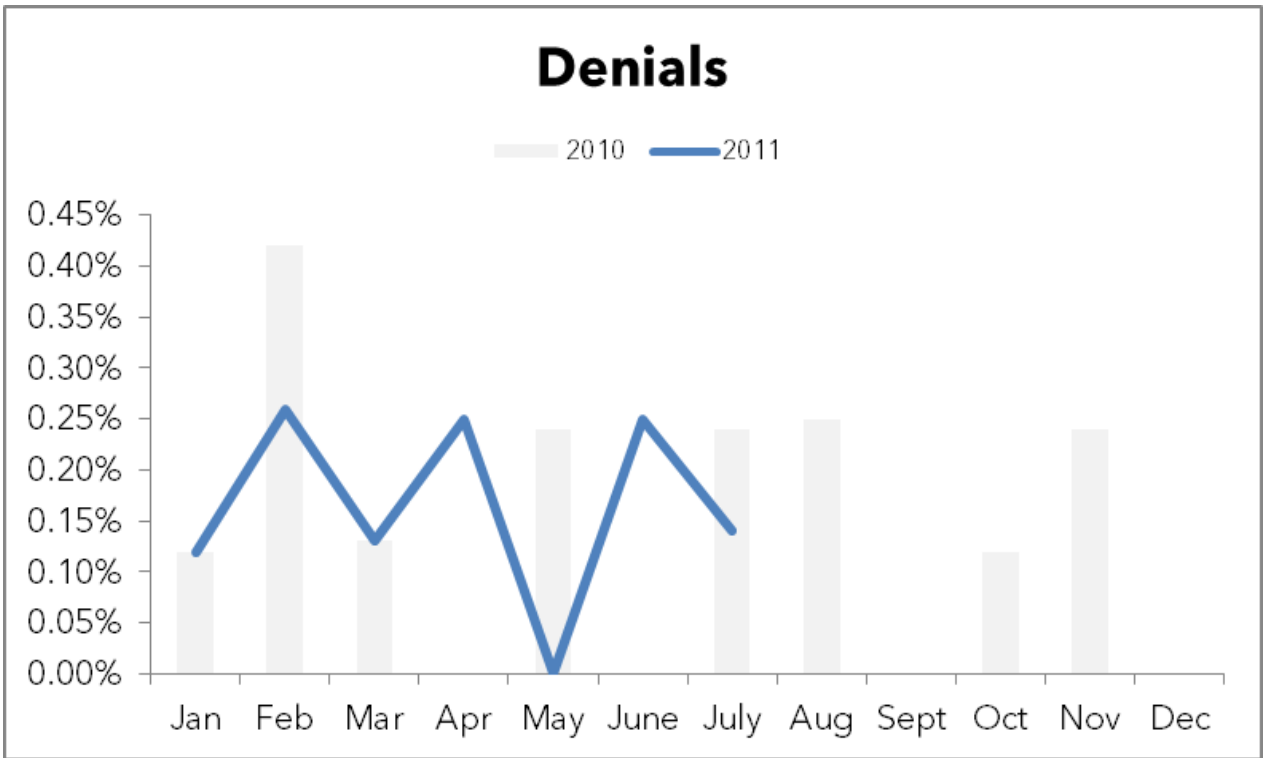
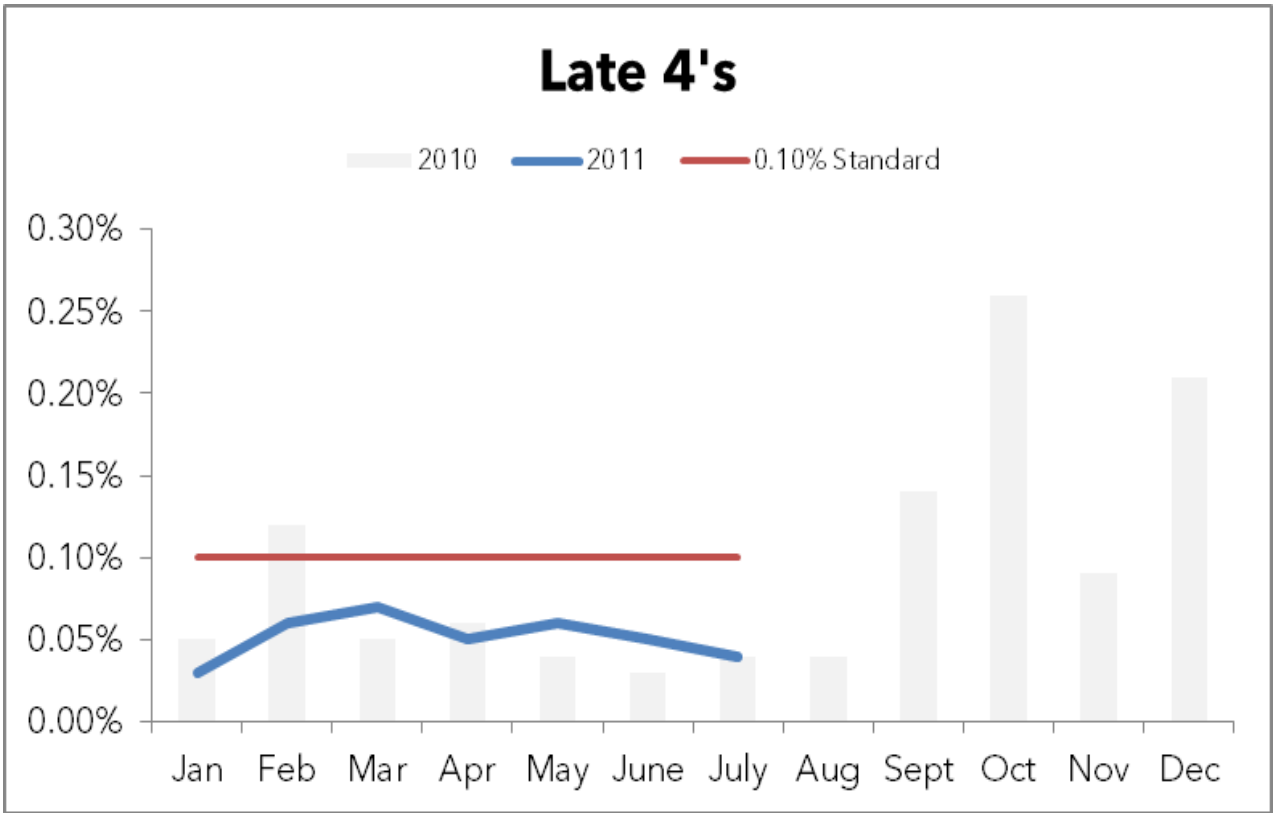
TO: BOARD OF DIRECTORS  
FROM: CJ SMITH, OPERATIONS ANALYST  
RE: KEY PERFORMANCE INDICATORS

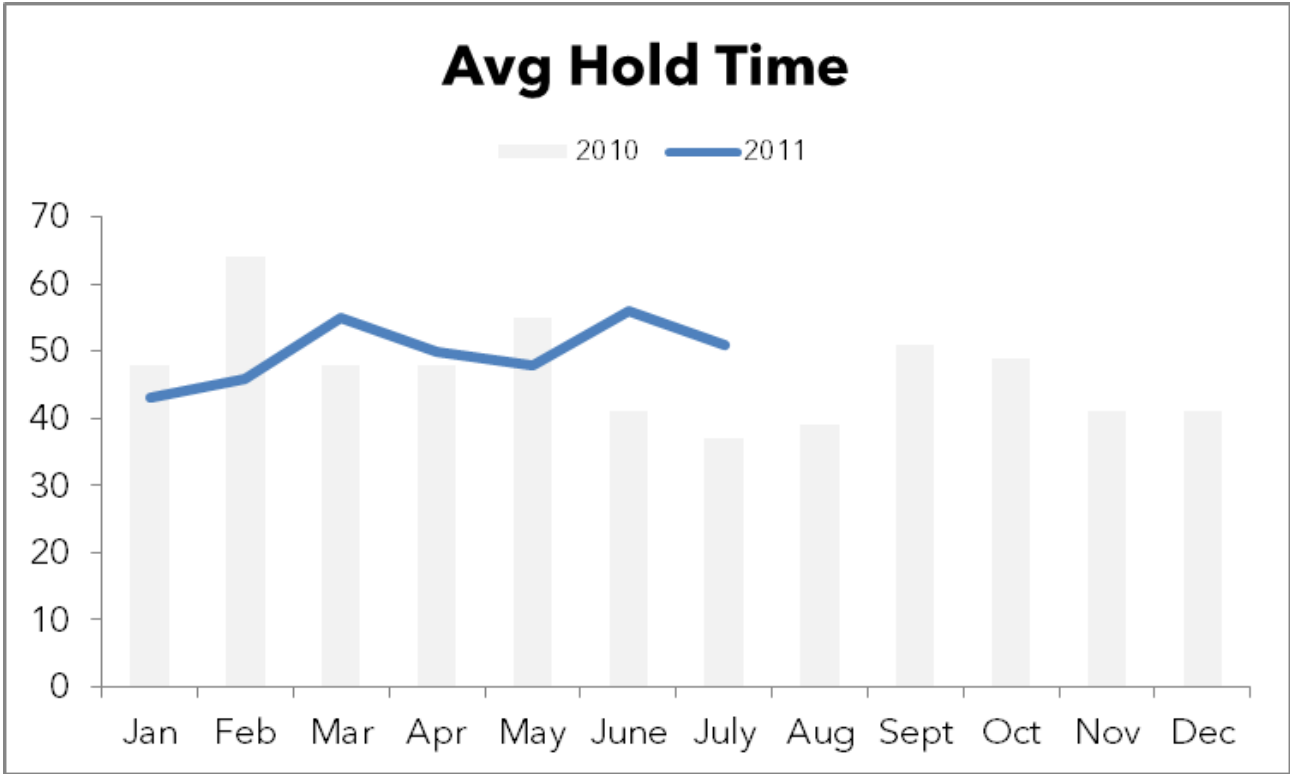
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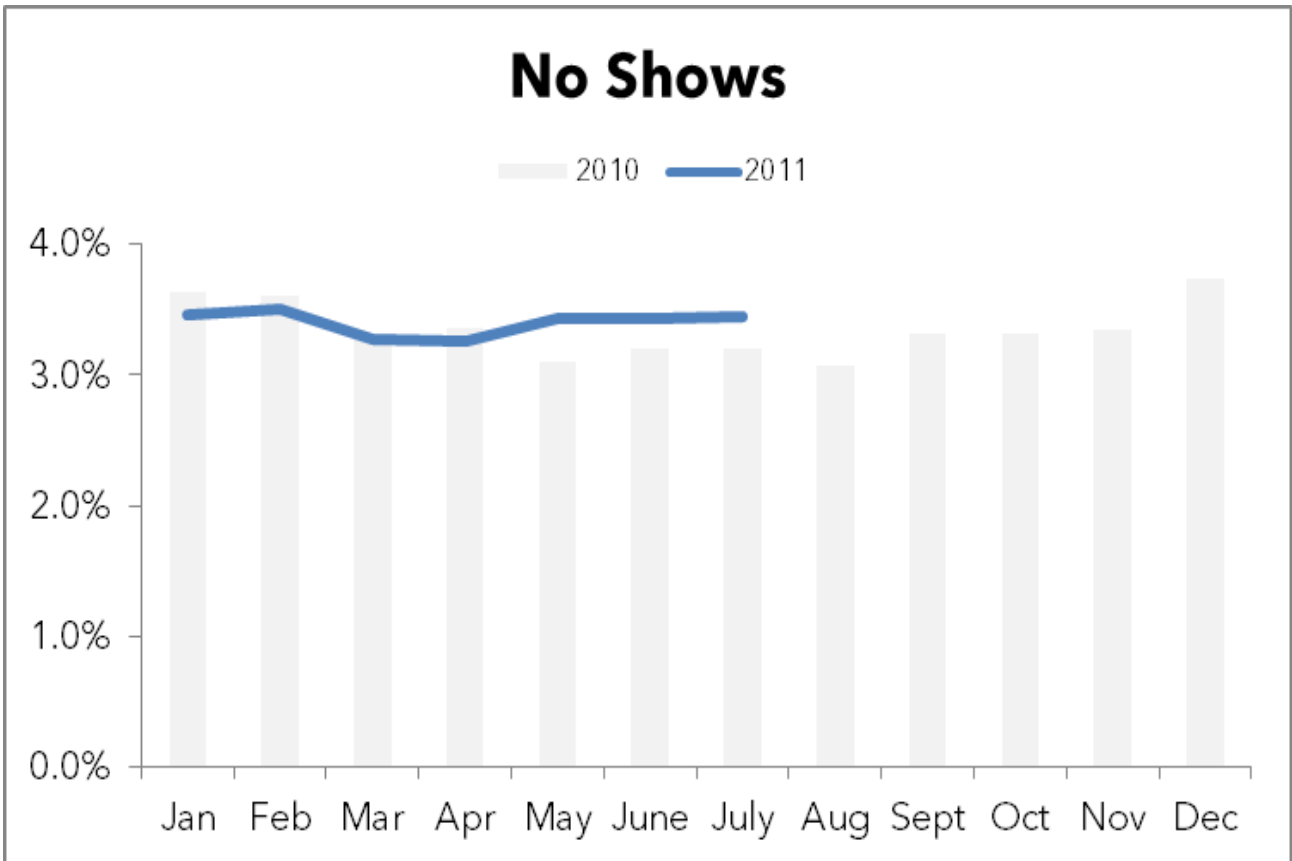
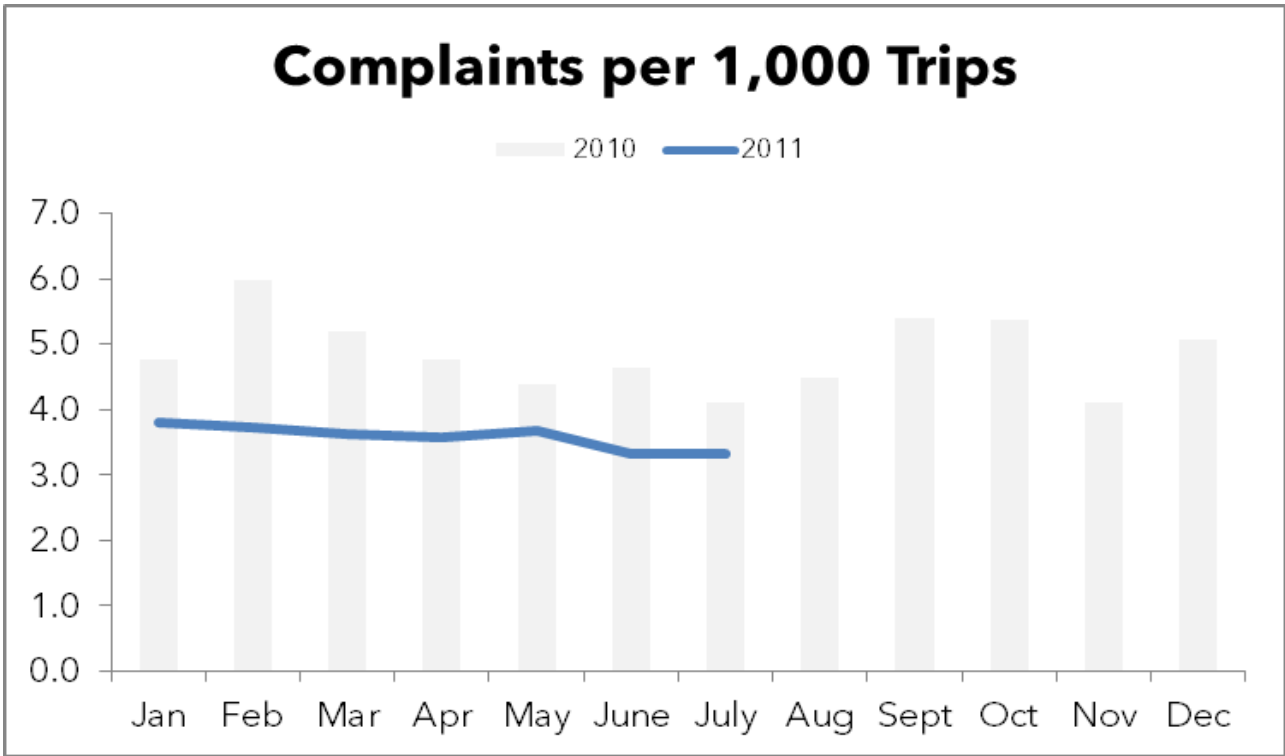
The following graphs represent key system indicators for the fiscal year as of July 2011. The goal of this communication is to keep everyone informed of the current service performance level in the field.

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









# BOARD BOX ITEM #5

SEPTEMBER 16, 2011

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

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

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

- ◆ Passengers: 0.1% over budget
- ◆ Contract Revenue Miles: 3.2% under budget
- ◆ Trips: 1.4% under budget
- ◆ Completed Eligibility Interviews: 10.0% under budget
- ◆ Average Trip Distance: 1.8% under budget at 9.21 miles
- ◆ Total cost per Passenger (before depreciation): 4.4% under budget
- ◆ Administration Function is 4.6% under budget
- ◆ Eligibility Determination Function is 11.6% under budget
- ◆ Paratransit Operations Function is 3.8% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: July 2010 to July 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 July 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%	\$ 7,672,679	\$ 7,9785,606	\$ (305,927)	-3.8%	9.6%
Eligibility Determination	5.2%	450,675	509,987	(59,312)	-11.6%	10.2%
CTSA/Ride Information	0.3%	25,546	28,410	(2,864)	-10.1%	-23.2%
Administrative	5.2%	<u>447,945</u>	<u>469,453</u>	<u>(21,508)</u>	<u>-4.6%</u>	<u>21.6%</u>
Total Exp before Depreciation		<u>\$ 8,596,845</u>	<u>\$ 8,986,456</u>	<u>\$ (389,611)</u>	<u>-4.3%</u>	<u>10.1%</u>

## Statistics - - For the YTD Period Ended July 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	3,558	3,955	(397)	-10.0%	9.3%
Number of PAX	253,130	252,872	258	0.1%	4.0%
Number of Contract Revenue Miles	1,771,908	1,830,072	(58,164)	-3.2%	3.6%
Number of Trips	192,439	195,093	(2,654)	-1.4%	6.2%
Average Trip Distance	9.21	9.38	(0.17)	-1.8%	-2.5%
Purchased Transportation Cost					
Cost per Trip	\$ 36.14	\$ 36.42	\$ (0.28)	-0.8%	4.3%
Cost per PAX	\$ 27.47	\$ 28.10	\$ (0.62)	-2.2%	6.5%
Cost per Contract Rev Mile	\$ 3.92	\$ 3.88	\$ 0.04	1.1%	6.9%
Total Cost per Pax before Depreciation	\$ 33.96	\$ 35.54	\$ (1.58)	-4.4%	5.8%

**Budget Results for FY 2011/2012**  
**For the YTD Period Ending July 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 @ July 2011	\$ 8,596,845	\$8,986,456	\$ (389,611)	-4.3%	10.1%
Revenue					
Passenger Fares	463,127	446,230	(16,897)		
Other Revenue	<u>23,616</u>	<u>21,245</u>	<u>(2,371)</u>		
Total Revenue	486,743	467,475	(19,268)	-4.1%	-15.5%
Capital Expenditures					
Vehicles	1,044,970	1,047,252	(2,282)		
Other Capital Expenditures	<u>47,958</u>	<u>48,056</u>	<u>(98)</u>		
Total Capital Expenditures	\$ 1,092,928	\$ 1,095,308	<u>(2,380)</u>	-0.2%	
Under Budget @ July 2011			<u>\$ (411,259)</u>		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-10
\$ 32.10
Jul-11
\$ 33.96

YTD Amounts for Period Ended July 2011



Access Services Incorporated  
Balance Sheet  
July 31, 2011

(DRAFT)

ASSETS

Current Assets:

Cash	7,058,331
Grant Receivable	493,095
Due from FTA	11,559,081
Due from MTA	4,235,051
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	74,378
Prepaid Expenses	2,458,332
Deposits	20,691
	<hr/>
<b>Total Current Assets</b>	<b>26,351,901</b>

Long Term Assets:

**Property and Equipment:**

Vehicles & Vehicle Equipment	24,763,140
Office Furniture and equipment	219,427
Computer & Telephone Equipment	2,693,055
Central Reservation Software/IVR	1,607,747
Leasehold Improvements	156,965
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Total Property and Equipment	29,440,334
Accumulated Amortization & Depreciation	(19,780,153)
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Property and Equipment, Net 9,660,181

Total Long Term Assets 9,660,181

Total Assets 36,012,082

Access Services Incorporated  
Balance Sheet  
July 31, 2011

(DRAFT)

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	1,621,037	
Accounts Payable-Providers	7,930,937	
Other Liabilities	29,425	
Insurance Reserve	1,611,060	
Accrued Expenses	1,131,257	
	<hr/>	
Total Current Liabilities		12,323,717

Other Liabilities:

Deferred Revenue		<hr/> 21,938,790
Total Liabilities		34,262,506

Net Assets:

Temporarily Restricted		1,749,576
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TOTAL LIABILITIES AND NET ASSETS		<hr/> <hr/> 36,012,082
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Access Services Incorporated  
Statement of Cashflow  
For Period Ending July 31, 2011

(DRAFT)

Cash - Beginning Balance 6/30/11	12,515,520
<b>Cash Receipts:</b>	
Proposition C revenue from LACMTA	0
FTA funding received	161,000
Section 5317 revenue from LACMTA	19,994
Passenger fare/coupons/ID revenue	483,029
Interest income	2,489
Miscellaneous revenues	53,825
<b>Total Cash Received</b>	<u>720,337</u>
<b>Cash Payments:</b>	
Vehicles/Vehicle equipment	164,543
Capital equipment	78,845
Prepaid expenses/deposits	87,129
Payments to contract providers	4,496,873
Eligibility Determination expenses	319,196
Salaries and related benefits	572,834
Contract Labor	3,564
Other expenses	454,543
<b>Total Cash Payments</b>	<u>6,177,526</u>
<b>Increase (Decrease) in Cash Reserves</b>	<u>(5,457,190)</u>
Cash - Ending Balance 7/31/11	<u><u>7,058,331</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 July 31, 2011								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD VARIANCE	2011-12	% of 11/12
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	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)							0	
Subtotal - Funding Sources & Carryforward Funds	8,106,685	8,421,086	(314,401)	8,106,685	8,421,086	(314,401)	104,471,604	7.76%
Funding Sources for Capital & Committed Expenses :								
FY 11/ 12 Prop C	0	0	0	0	0	0	4,799,620	0.00%
FY 07/ 08 & 08/ 09 - Allocated Carryforward Funds	0	0	0	0	0	0	2,411,572	0.00%
Section 5317 for New Freedom Grant	3,416	3,416	0	3,416	3,416	0	605,354	0.56%
Toll Credit (Match for Section 16)	0	0	0	0	0	0	68,820	0.00%
FY 09/ 10 - Allocated Carryforward Funds-Expenses	0	4,580	(4,580)	0	4,580	(4,580)	108,079	0.00%
FY 09/ 10 - Allocated Carryforward Funds-Capital	42,737	42,746	(9)	42,737	42,746	(9)	341,964	12.50%
FY 10/ 11 - Allocated Carryforward Funds-Expenses	0	89,899	(89,899)	0	89,899	(89,899)	623,543	0.00%
FY 10/ 11 - Allocated Carryforward Funds-Capital	1,050,191	1,052,562	(2,371)	1,050,191	1,052,562	(2,371)	4,102,540	25.60%
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	1,096,344	1,193,203	(96,859)	1,096,344	1,193,203	(96,859)	13,592,672	8.07%
Interest/ Miscellaneous Income	4,371	2,000	2,371	4,371	2,000	2,371	24,000	18.21%
Disposal of Vehicles	19,245	19,245	0	19,245	19,245	0	250,000	7.70%
Passenger Fares	463,127	446,230	16,897	463,127	446,230	16,897	5,468,492	8.47%
<b>TOTAL - REVENUE FUNDING SOURCES</b>	<b>9,689,773</b>	<b>10,081,764</b>	<b>(391,991)</b>	<b>9,689,773</b>	<b>10,081,764</b>	<b>(391,991)</b>	<b>123,806,768</b>	<b>7.83%</b>
Less : Total Capital Expenditure During FY 10/ 11	(1,092,928)		(1,092,928)	(1,092,928)		(1,092,928)		
Revenue Recognition for FY 10/ 11 Depreciation	405,417		405,417	405,417		405,417		
<b>TOTAL - REVENUE RECOGNITION</b>	<b>9,002,262</b>	<b>10,081,764</b>	<b>(1,079,502)</b>	<b>9,002,262</b>	<b>10,081,764</b>	<b>(1,079,502)</b>	<b>123,806,768</b>	
<b>EXPENDITURES:</b>								
<b>PARATRANSIT OPERATIONS - DIRECT COST</b>								
Purchased Transportation Services - Regular Trips	6,832,802	6,969,453	(136,651)	6,832,802	6,969,453	(136,651)	86,130,410	7.93%
Purchased Transportation Services - Adults With Children	0	22,295	(22,295)	0	22,295	(22,295)	263,572	0.00%
Purchased Transportation Services - Access To Work	0	69,965	(69,965)	0	69,965	(69,965)	839,867	0.00%
Communications - Telephone/ Data Transmission	107,581	112,679	(5,098)	107,581	112,679	(5,098)	1,352,150	7.96%
Phone & Computer System Maintenance/ License & Consulting	89,509	101,946	(12,437)	89,509	101,946	(12,437)	1,154,052	7.76%
Salaries & Related Benefits - Customer Svc & Complaint Response	64,065	67,740	(3,675)	64,065	67,740	(3,675)	818,169	7.83%
Total Customer Service & Complaints	64,065	67,740	(3,675)	64,065	67,740	(3,675)	818,169	7.83%
Salaries & Related Benefits - Operations Monitoring Center	40,288	43,085	(2,797)	40,288	43,085	(2,797)	520,622	7.74%
Vehicle Cost - Direct	3,444	6,978	(3,534)	3,444	6,978	(3,534)	119,000	2.89%
Community Events and Materials-Safety Incentive Program	364	365	(1)	364	365	(1)	60,000	0.61%
Office Rent	15,070	15,060	10	15,070	15,060	10	180,714	8.34%
Insurance - Commercial	337,216	360,583	(23,366)	337,216	360,583	(23,366)	4,326,990	7.79%
Travel & Conference	0	375	(375)	0	375	(375)	4,500	0.00%
Other Professional Expense	0	0	0	0	0	0	117,000	0.00%
Integrate Access Services to 511 (LA SAFE)	0	0	0	0	0	0	164,000	0.00%
Office Supplies	570	634	(64)	570	634	(64)	7,608	7.49%
Volunteer Driver Program	0	0	0	0	0	0	100,000	0.00%
Security Contract - Metro/ LASD	14,626	14,630	(4)	14,626	14,630	(4)	227,461	6.43%
<b>Total - Paratransit Operations - Direct Cost</b>	<b>7,505,534</b>	<b>7,785,787</b>	<b>(280,253)</b>	<b>7,505,534</b>	<b>7,785,787</b>	<b>(280,253)</b>	<b>96,386,115</b>	<b>7.79%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending July 31, 2011								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD	2011-12	% of 11/12
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET REACHED
<b>PARATRANSIT OPERATIONS - INDIRECT COST</b>								
Salaries & Related Benefits - Operations	108,964	119,968	(11,004)	108,964	119,968	(11,004)	1,445,969	7.54%
Communications - Telephone & Data Transmission	3,938	5,075	(1,137)	3,938	5,075	(1,137)	60,900	6.47%
Other Professional Expense	2,685	3,185	(500)	2,685	3,185	(500)	38,192	7.03%
Vehicle Costs - Indirect	2,436	3,233	(797)	2,436	3,233	(797)	38,800	6.28%
Customer Satisfaction/ Free Fare Phone Survey	0	0	0	0	0	0	50,000	0.00%
Metro Studio Design/ Marketing Services	0	0	0	0	0	0	115,000	0.00%
Office Rent	9,494	9,494	(0)	9,494	9,494	(0)	113,924	8.33%
Insurance - Commercial	1,108	1,344	(236)	1,108	1,344	(236)	16,125	6.87%
Travel and Conference	0	1,150	(1,150)	0	1,150	(1,150)	13,800	0.00%
Office Supplies	544	628	(84)	544	628	(84)	7,536	7.21%
Community Events and Materials	28,512	31,672	(3,160)	28,512	31,672	(3,160)	136,151	20.94%
Publications/Printed Materials - Riders Communication	7,304	14,397	(7,093)	7,304	14,397	(7,093)	190,660	3.83%
Postage/ Mailing	2,030	2,500	(470)	2,030	2,500	(470)	50,000	4.06%
Professional Memberships	130	173	(43)	130	173	(43)	2,080	6.26%
<b>Total - Paratransit Operations - Indirect Cost</b>	<b>167,145</b>	<b>192,819</b>	<b>(25,674)</b>	<b>167,145</b>	<b>192,819</b>	<b>(25,674)</b>	<b>2,279,137</b>	<b>7.33%</b>
<b>Total - Paratransit Operations Cost</b>	<b>7,672,679</b>	<b>7,978,606</b>	<b>(305,927)</b>	<b>7,672,679</b>	<b>7,978,606</b>	<b>(305,927)</b>	<b>98,665,252</b>	<b>7.78%</b>
<b>OTHER ACTIVITIES</b>								
<b>ELIGIBILITY DETERMINATION</b>								
Salaries & Related Benefits - Certification & Appeals	36,401	38,719	(2,318)	36,401	38,719	(2,318)	467,125	7.79%
Eligibility and Appeal Contracts	209,762	241,364	(31,602)	209,762	241,364	(31,602)	2,896,365	7.24%
Purchased Transportation Services - Certification Trips	121,668	135,120	(13,452)	121,668	135,120	(13,452)	1,941,060	6.27%
Transportation Cost - Tethering Trips	0	0	0	0	0	0	25,000	0.00%
Travel Training	44,108	40,644	3,464	44,108	40,644	3,464	487,725	9.04%
Tether Strap Project	11,130	11,130	0	11,130	11,130	0	353,632	3.15%
Other Professional Expense	0	167	(167)	0	167	(167)	2,000	0.00%
Communications - Telephone/ Data Transmission	5,401	5,067	334	5,401	5,067	334	60,800	8.88%
Phone & Computer System Maintenance/ License & Consulting	0	1,667	(1,667)	0	1,667	(1,667)	20,000	0.00%
Vehicle Costs - Mobile Certification	0	21	(21)	0	21	(21)	250	0.00%
Repairs & Maintenance	812	117	695	812	117	695	1,400	57.99%
Office Rent	4,905	4,914	(9)	4,905	4,914	(9)	58,965	8.32%
Insurance - Commercial	3,914	4,251	(337)	3,914	4,251	(337)	51,014	7.67%
Travel and Conference	0	1,000	(1,000)	0	1,000	(1,000)	12,000	0.00%
Office Supplies	450	537	(87)	450	537	(87)	6,444	6.99%
Publications/Printed Materials	3,181	14,083	(10,902)	3,181	14,083	(10,902)	255,096	1.25%
Postage/ Mailing/ Courier	8,926	11,167	(2,240)	8,926	11,167	(2,240)	134,000	6.66%
Professional Memberships	16	22	(5)	16	22	(5)	260	6.26%
<b>Subtotal - Eligibility Determination</b>	<b>450,675</b>	<b>509,987</b>	<b>(59,312)</b>	<b>450,675</b>	<b>509,987</b>	<b>(59,312)</b>	<b>6,773,134</b>	<b>6.65%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending July 31, 2011								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD VARIANCE	2011-12	% of 11/12
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET REACHED
<b>CTSA FUNCTION</b>								
<b>EDUCATION AND TRAINING</b>								
Salaries & Related Benefits - CTSA	6,167	6,020	147	6,167	6,020	147	72,525	8.50%
Scholarships Programs	0	0	0	0	0	0	38,500	0.00%
Scholarships Programs, Education & Training Seminars	0	0	0	0	0	0	31,500	0.00%
Communications - Telephone	315	379	(65)	315	379	(65)	4,550	6.92%
Office Rent	633	633	(0)	633	633	(0)	7,595	8.33%
Insurance - Commercial	22	27	(5)	22	27	(5)	322	6.87%
Travel and Conference	0	167	(167)	0	167	(167)	2,000	0.00%
Office Supplies	143	172	(29)	143	172	(29)	2,064	6.93%
Community Events and Materials	0	333	(333)	0	333	(333)	4,000	0.00%
Publications/Printed Materials	0	183	(183)	0	183	(183)	2,200	0.00%
Postage/Mailing	406	500	(94)	406	500	(94)	6,000	6.77%
Professional Memberships	16	21	(5)	16	21	(5)	260	6.26%
<b>Subtotal - Education and Training</b>	<b>7,702</b>	<b>8,436</b>	<b>(734)</b>	<b>7,702</b>	<b>8,436</b>	<b>(734)</b>	<b>171,517</b>	<b>4.49%</b>
<b>ACCESS RIDE-INFORMATION</b>								
Salaries & Related Benefits - Ride-Information	14,945	16,939	(1,994)	14,945	16,939	(1,994)	204,206	7.32%
Communications - Telephone	1,011	921	90	1,011	921	90	11,050	9.15%
Phone & Computer System Maintenance/ License & Consulting	150	167	(17)	150	167	(17)	2,000	7.50%
Office Rent	1,544	1,546	(1)	1,544	1,546	(1)	18,548	8.33%
Office Supplies	96	113	(17)	96	113	(17)	1,356	7.07%
Publications/Printed Materials	0	167	(167)	0	167	(167)	2,000	0.00%
Postage/Mailing	81	100	(19)	81	100	(19)	1,200	6.77%
Professional Memberships	16	22	(5)	16	22	(5)	260	6.26%
<b>Subtotal - Ride-Information</b>	<b>17,844</b>	<b>19,973</b>	<b>(2,130)</b>	<b>17,844</b>	<b>19,973</b>	<b>(2,130)</b>	<b>240,621</b>	<b>7.42%</b>
<b>Subtotal - CTSA Function</b>	<b>25,546</b>	<b>28,410</b>	<b>(2,864)</b>	<b>25,546</b>	<b>28,410</b>	<b>(2,864)</b>	<b>412,138</b>	<b>6.20%</b>
<b>Total - Other Activities</b>	<b>476,220</b>	<b>538,397</b>	<b>(62,176)</b>	<b>476,220</b>	<b>538,397</b>	<b>(62,176)</b>	<b>7,185,272</b>	<b>6.63%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending July 31, 2011								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD VARIANCE	2011-12	% of 11/12
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET REACHED
<b>ADMINISTRATIVE</b>								
Salaries & Related Benefits	232,571	254,078	(21,506)	232,571	254,078	(21,506)	3,109,419	7.48%
Communications - Telephone & Data Transmission	3,710	4,613	(902)	3,710	4,613	(902)	55,350	6.70%
Office Rent	19,283	19,604	(322)	19,283	19,604	(322)	235,253	8.20%
Insurance - Commercial	10,031	11,194	(1,162)	10,031	11,194	(1,162)	134,327	7.47%
Office Supplies	1,631	2,791	(1,160)	1,631	2,791	(1,160)	33,492	4.87%
Promotional Events & Materials	10,894	10,895	(1)	10,894	10,895	(1)	35,000	0.00%
Other Professional Services	133,840	131,477	2,363	133,840	131,477	2,363	1,708,108	7.84%
Public Notice Advertising Expenses	47	833	(786)	47	833	(786)	10,000	0.47%
Equipment/ Other Rental	395	300	95	395	300	95	3,600	10.98%
Repairs & Maintenance	2,777	4,823	(2,046)	2,777	4,823	(2,046)	61,855	4.49%
Postage/Mailing/Messenger	4,441	5,318	(877)	4,441	5,318	(877)	63,820	6.96%
Publications/ Printed Materials/ Copying	3,459	4,305	(846)	3,459	4,305	(846)	25,404	13.62%
Network Support/ Supplies	5,696	9,150	(3,454)	5,696	9,150	(3,454)	194,066	2.94%
Subscription/ References	156	250	(94)	156	250	(94)	3,000	5.18%
Professional Memberships	372	412	(40)	372	412	(40)	4,940	7.53%
Board and Advisory Committee Compensation	8,674	3,708	4,966	8,674	3,708	4,966	44,500	19.49%
Annual Meeting	0	0	0	0	0	0	16,000	0.00%
Business Meetings & Meals	490	917	(427)	490	917	(427)	11,000	4.45%
Travel and Conference	8,879	4,042	4,837	8,879	4,042	4,837	48,500	18.31%
Mileage and Parking	417	208	209	417	208	209	2,500	16.69%
Bank Interest	0	0	0	0	0	0	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	182	535	(353)	182	535	(353)	6,426	2.84%
<b>Total - Administrative Expense</b>	<b>447,945</b>	<b>469,453</b>	<b>(21,508)</b>	<b>447,945</b>	<b>469,453</b>	<b>(21,508)</b>	<b>5,856,561</b>	<b>7.65%</b>
<b>TOTAL EXPENSES BEFORE AMORT. &amp; DEPRECIATION</b>	<b>8,596,845</b>	<b>8,986,456</b>	<b>(389,611)</b>	<b>8,596,845</b>	<b>8,986,456</b>	<b>(389,611)</b>	<b>111,707,085</b>	<b>7.70%</b>
Amortization and Depreciation Expense	405,417	0	405,417	405,417	0	405,417	0	
<b>TOTAL EXPENSES AFTER AMORT. &amp; DEPRECIATION</b>	<b>9,002,262</b>	<b>8,986,456</b>	<b>15,806</b>	<b>9,002,262</b>	<b>8,986,456</b>	<b>15,806</b>	<b>111,707,085</b>	
<b>CAPITAL EXPENDITURES</b>								
Property & Equipment	1,092,928	1,095,308	(2,380)	1,092,928	1,095,308	(2,380)	12,099,683	9.03%
<b>Total - Capital Expenditures</b>	<b>1,092,928</b>	<b>1,095,308</b>	<b>(2,380)</b>	<b>1,092,928</b>	<b>1,095,308</b>	<b>(2,380)</b>	<b>12,099,683</b>	<b>9.03%</b>
Less: Amortization and Depreciation Expense	(405,417)	0	(405,417)	(405,417)	0	(405,417)	0	
<b>TOTAL EXPENSES AND CAPITAL EXPENDITURES</b>	<b>9,689,773</b>	<b>10,081,764</b>	<b>(391,991)</b>	<b>9,689,773</b>	<b>10,081,764</b>	<b>(391,991)</b>	<b>123,806,768</b>	<b>7.83%</b>
Uncommitted Carryforward from FY 09/ 10 (Estimated)						0	0	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 09/ 10						0	0	
<b>TOTAL</b>	<b>9,689,773</b>	<b>10,081,764</b>	<b>(391,991)</b>	<b>9,689,773</b>	<b>10,081,764</b>	<b>(391,991)</b>	<b>123,806,768</b>	<b>7.83%</b>

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending July 31, 2011									
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2011-12 BUDGET	% of 11/12 BUDGET REACHED	
<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)	420,469	420,560	(91)	420,469	420,560	(91)	2,060,726	20.40%	
12 VEHICLES - Type A/B Cutaway (Fleet Replacement) (\$61,575/\$72,746 each)	546,273	548,455	(2,182)	546,273	548,455	(2,182)	794,757	68.73%	
1 VEHICLE - 2011 Ford Fusion	35,491	35,491	0	35,491	35,491	0	35,491	100.00%	
SUBTOTAL - VEHICLES - FY 10/11	1,002,233	1,004,506	(2,273)	1,002,233	1,004,506	(2,273)	3,469,474		
8 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$42,746 each)	42,737	42,746	(9)	42,737	42,746	(9)	341,964	12.50%	
SUBTOTAL - VEHICLES - FY 09/10	42,737	42,746	(9)	42,737	42,746	(9)	341,964		
TETHER STRAPS & MARKING PROGRAM CAPITAL	0	0	0	0	0	0	90,000	0.00%	
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	0	0	0	200,000	0.00%	
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 11/12	0	0	0	0	0	0	290,000		
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	530,000	0.00%	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,082,126	0.00%	
CENTRALIZATION SOFTWARE/IVR	0	0	0	0	0	0	1,242,253	0.00%	
MOBILITY RESOURCE CENTER	0	0	0	0	0	0	8,103	0.00%	
OFFICE EQUIPMENT	0	0	0	0	0	0	46,907	0.00%	
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	47,958	48,056	(98)	47,958	48,056	(98)	48,056	99.80%	
SUBTOTAL - OTHER CAPITAL EXPENDITURES - PRIOR YEARS	47,958	48,056	(98)	47,958	48,056	(98)	2,957,445		
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>1,092,928</b>	<b>1,095,308</b>	<b>(2,380)</b>	<b>1,092,928</b>	<b>1,095,308</b>	<b>(2,380)</b>	<b>12,099,683</b>	<b>9.03%</b>	

## BOARD BOX ITEM #6

SEPTEMBER 16, 2011

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

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### STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

A very nice start for the new fiscal year, system on-time performance ended the month of July at 92.61% with 0.04% Late4. For fiscal year 2012, the Operations team is committed to continue our efforts in Operation Safety by looking for more ways to further reduce system accidents, passenger injuries, and claims. We will track and monitor existing safety initiatives that were implemented in 2011 to ensure that they are working and generating positive results. These include our efforts in the Miles of Smile customer perception improvement program to further enhance our customers' service experiences when using Access; work with our contractors to ensure effective communication across the board and that provider staff have a solid understanding of Access policies and procedures; and lastly, continue to provide consistent and reliable service to our customers by meeting and exceeding set performance standards. It's going to be an awesome year and we are looking forward to the challenges ahead.

*David Foster - Project Administrator, West Central and Eastern Regions* - From a performance standpoint, both San Gabriel Transit, the Eastern Region service provider, and California Transit, the West Central Region provider, exceeded the key operations performance standards. The Eastern region achieved an on-time performance of 93.93% and a Late 4 percentage of 0.02%, the West Central Region achieved an on-time performance of 93.10% and a Late 4 percentage of 0%.

In fact, the West Central Region established a precedent for Access Services in July by being the first contractor serving the metropolitan Los Angeles area to have zero Late 4's for an entire month. Not only is this a tremendous feat for any contractor, but considering the traffic of the West Central Region and the Interstate 405 closure, this was a tremendous accomplishment. This is also a landmark event for the West Central Region, which historically has been one of, if not the most difficult regions to service due to the extreme traffic patterns, particularly in the West End of the region.

On July 12th, during the Access Safety Steering Committee meeting, Access Services Executive Director, Shelly Verrinder presented San Gabriel Transit driver, Mr. Ali Ahmednor, with a spectacular prize for completing 90,000 accident free miles as part of the Driver Safety Incentive program. Mr. Ahmednor received a 42" flat screen television

and will all likelihood be the first driver to achieve the 100,000 milestone! The Driver Incentive Program recognizes the 100,000 milestone with accommodations for five at Disneyland. On July 13th, Access Services staff, including Executive Director, Shelly Verrinder, and Chief Operations Officer, Mark Maloney visited the West Central contractor's facility to hand out awards to drivers as part of the Driver Safety Incentive Program.

***Geetu Banerjee – Project Administrator, Northern and Antelope Valley Regions*** – MV Transportation completed over 39,834 passenger trips in July. MV continued to exceed our performance standards with an on-time performance of 92.17% and Late 4's at 0.03%.

In Antelope Valley, Southland Transit completed over 4,588 passenger trips with an on-time performance of 92%. A significant event in July was that Antelope Valley Transportation Authority (AVTA) was anticipating a possible driver work stoppage. AVTA's strike could potentially impact Access Services operations since some of the AVTA dial-a-ride customers are also certified to use Access Services. The situation was closely monitored and Southland Transit was advised to be prepared in the event we experienced an increase in trip demand. However, there were no fluctuations in trips and service continued without any disruptions.

In July, we hosted a special event "Provider Appreciation Week" for all our service providers. We invited "In and Out Burger Trucks" to come out to each of our service regions. The purpose of the event was to celebrate our success with our service providers and show our appreciation for their hard work and dedication in providing safe and dependable service to our customers. We also wanted to commend them for increasing their Safety related efforts along with meeting all our contractual obligations in the past fiscal year, amidst a challenging year. We kicked off the event in San Fernando Valley with MV Transportation on July 11th. MV staff and vehicle operators enjoyed the whole experience with the lunch truck and were very appreciative for this incentive. In Antelope Valley, we distributed "In and Out Burger Certificates" and received very positive feedback from their staff as well.

***Geoffrey Okamoto – Project Administrator, Eligibility*** – For the month of July 2011, there continues to be a slow upward trend in eligible customers coming into the system. The current Access customer count is at 111,011. The Eligibility Center has been experiencing very high call volumes for several months now, especially on Mondays. CARE Evaluators is in the works to implement a phone message that informs callers of the high call volume days and encourages them to call during non-peak days. CARE Evaluators, on a proactive approach, has developed a contingency plan to manage the increasing call volume.

Access provided CARE Evaluators with a Provider Appreciation Day to extend our appreciation for the hard work and dedication that CARE Evaluators provides. This month consisted of two marking and tethering sessions that were provided at Community Rehabilitation Services, Inc. in their San Gabriel and East LA offices. Staff and participants were very appreciative for the outreach efforts that took place. While there, staff was able to continue our education efforts regarding the marking and tethering program.

On a technical note regarding the Tap card development for Access, CARE Evaluators has been in the works to develop a new photo process and is working diligently to help streamline that process. This process is expected to be completed by close of next month.

**Alfredo Torales- Project Administrator, Southern and Santa Clarita Regions** – The Santa Clarita Region provided 3,016 trips in July 2011. All performance measures were met without any major operational challenges. Access staff visited Santa Clarita Transit on July 13, 2011, to meet and greet drivers, call takers, and dispatchers. Access staff awarded gift certificates in appreciation for their hard work in providing reliable ADA paratransit service in the area.

The Southern Region started the new fiscal year positively. The region provided 58,120 trips with a 91.2 percent on-time performance in the month of July. Compared to July 2010, the region experienced a 7 percent increase in total trips completed. The region prepared for Carmageddon, the weekend of July 16-17, in which a portion of the 405 freeway was closed for construction. Fortunately, fears of massive congestion did not come to fruition, allowing the Southern Region to provide excellent service for the weekend. Access staff held a Provider Appreciation Day at the Global Paratransit Inc. facility in Gardena. It was an opportunity for Access staff to meet, greet, and thank many of the frontline staff that helped Access in providing quality and safe ADA paratransit service.

## **SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES**

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

**Customer Service Center** – The focus of the Customer Service contact center is to handle intake procedures, provide endless education opportunities for customers, and perform functions that “turn the administrative wheels” at Access. July 2011 brought a slight reprieve in call volume to the Center with a total of 16,429 Customer Service calls registered. Graphically, this would show us a decrease of 8.4% from June of last Fiscal Year. Customer Service Agents averaged 960 calls per business day on average in July and, according to July data, incoming calls peaked for the Center between 9:00 a.m. and 11:00 a.m. throughout the entire month. Valued “Outside Assistance” employees from other departments handled 687 calls themselves, compared to the 633 that they assisted us with in June. The Average Initial Hold Time for July was under our standard. Access customers were also gracious enough to commend Customer Service staff with 12 commendations in July, which is a nice assurance to us that we are headed in the right direction and focused on providing the best service possible.

**The Complaints Center** – We are enthusiastically off and running into a new Fiscal Year in the Complaints Center with a total of only 718 incoming concerns for July 2011. This is a near one-quarter percent overall drop in our complaint average from last Fiscal Year and a near 15% drop in total complaints from July 2010. Customer Service sees this drop in the number of concerns as proof positive that Access staff is hard at work and making good progress toward continuously improving service quality and delivery for and to our customers. Of note in July, Complaints shifted its trend type analysis from a tracking system of routine observations to a daily manual process of monitoring specific types of issues and concerns. This provides a more detailed “trend image” for the whole workgroup to examine and operate from. Trends rising to the surface with the new

process in July were not surprising: Access customers reported drivers dwelling at erroneous pickup locations or not waiting the entire five-minute dwell period. Other trends observed pertained to driver conduct, which were split fairly evenly between perceived rudeness and failing to approach customers. We also identified issues related to errors in booking; mostly the transposing of address numbers or of morning and evening times. Bringing up the rear was the reporting of Access trips being dispatched late (which is often done in an effort to prevent even further delays) and, finally, customer reports of excessive travel times. There was a 26% decline in customer "Thank Yous" from last month's total, but commendations remain a top ticket category at Access - and taking a sneak peak at next month's commendation numbers, it looks like we may be in for a positive spike!

***Operations Monitoring*** - The Operations Monitoring area (also known as OMC) manages urgent assistance functions of the Customer Service contact center. OMC saw a significant decrease in call volume during July 2011 as well, which we usually interpret as a positive barometer of improved service. Only 4,489 requests for urgent assistance were registered during the month of July in Operations Monitoring. This is a decrease of 7.5 % from last June 2011 and a nice 14% decrease from July of 2010. On July 17th Operations Monitoring participated in the "8th Annual Wheelchair Wash" sponsored by the organization Familia Unida. Operations Monitoring representatives were able to explain many Access procedures in intimate detail, helping customers in both Spanish and English to understand the concepts and functions of shared riding, subscription service, as well as the Access service area. We even assisted with the coordination of return-ride transportation. Our representatives received quite a positive response from event participants and were asked to return next year (which is already on our calendar!). Playing "Access ambassador for the day" was very gratifying for OMC staff. And lastly, our busy Operation Monitoring associates garnered a total of eight commendations from satisfied Access customers in July.

## LUIS PACHECO, SAFETY ANALYST

### The Access Driver Safety Incentive Program

We are happy to announce that San Gabriel Transit driver Ali Ahmednor is the first driver to have reached 90,000 safe driving miles as of July 2011 and he is on his way to reaching the 100,000 miles mark. For reaching 90,000 miles without a single preventable accident/incident and zero safety service complaint he received a 32" flat screen TV. Access Services appreciates Mr. Ali's commitment to safety and we are looking forward to presenting him with the grand prize, Disneyland tickets for a family of five and a day off with pay once he reaches 100,000 safe driving miles. Behind Mr. Ali are 10 drivers that have already reached 70,000 safe driving miles so stay tuned for more exciting updates to come.

### Smart Drive Program

July saw a dramatic increase in the total amount of Category 3's and 4's being coached. By the end of the month, the total of coached events had risen from 18% to 80%. This increase is due to the designation of staff persons who work on meeting with drivers and coaching them accordingly. Our expectation is to continue to see a rise in the number of

coaching sessions performed and a decline in at-fault accidents and incidents. Smart Drive is helping Access continue to foster a culture of safety, and keeps drivers staying focused on critical driving skills which help to avoid future accidents. With Smart Drive, coaches and fleet managers are able to see exactly what went wrong and why, and then utilize that information in the coaching process.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Statistics Report, August 2011

Month	Total # of Calls	Total # of MM List, Talked To	Total # of Non Access Customers Talked to	% of people talked to of total calls	Total # of Issues with Phone #s	% of issues with phone #s	# of Voice Messages	% of voice messages	# of Last Calls and No Answers	% of last calls and no answer	# of calls waiting follow-up.	% of calls waiting follow-up.	Services Wanted In Mobility Database	Services Provided, Non-Access Customers
January	312	119	73	62%	27	9%	71	23%	21	7%	1	0%	51	72
February	291	122	74	67%	17	6%	69	24%	9	3%	0	0%	80	74
March	305	129	92	72%	19	6%	44	14%	20	7%	1	0%	75	87
April	239	67	117	77%	9	4%	39	16%	7	3%	0	0%	44	69
May	362	110	177	79%	12	3%	55	15%	8	2%	0	0%	45	75
June	366	120	153	75%	12	3%	69	19%	10	3%	2	1%	75	73
July	259	103	72	68%	16	6%	54	21%	12	5%	2	1%	63	72
August	352	150	112	74%	25	7%	49	14%	14	4%	2	1%	103	110

In the month of August Mobility Management calls increased by 36% from the previous month, finishing with 352 total calls and 74% of those calls resulted with speaking with the customer. The percentage of calls that resulted in voice mails decreased to 14%; the lowest percentage since March. This month experienced the largest demand for resource referrals from both Access customers (103) and non-Access customers (110).

Overall, August was a successful month for Mobility Management because we increased our overall number of calls while managing time demanding requests from customers needing unique transportation resources. Additionally, it was also observed that more customers are in greater need for low cost transportation therefore most were satisfied with a referral to the Metro Reduced Fares for seniors and disabled.

In addition to helping out in the call center, we also attended a number of events during the month. On August 31<sup>st</sup> Access Services along with Global Paratransit participated in the Congressional Black Congress Job Fair hosted by Congresswoman Maxine Waters in South Los Angeles. Congresswoman Barbara Lee and Reverend Jesse Jackson participated with

Congresswoman Waters in some opening celebrations for the job fair. Approximately 150 public and private agencies were there to recruit potential candidates for employment. Approximately 5,000 to 7,000 job seekers were in attendance with their resumes and ready for interviews.

## BOARD BOX ITEM #5

SEPTEMBER 16, 2011

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

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

### MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	192,439	201,575	-4.5%	192,439
Passengers per Vehicle Trip	1.32	1.30	1.5%	1.32
Average Trip Distance	9.2	9.2	-0.2%	9.2
Total Calls to Providers	349,318	364,909	-4.3%	349,318
Average Initial Hold Time (seconds)	51	48	5.3%	51
% of Calls on Hold More Than 5 minutes	2.8%	2.1%	0.7%	2.8%
On-Time Performance	92.6%	91.6%	1.0%	92.6%
Late 4 Trips	0.04%	0.06%	-0.02%	0.04%
Total number Registered Riders	111,011	108,309	2.5%	111,011

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
<b>System Wide</b>				
JUN-11	262,343	201,575	1.30	1.00
JUL-11	<b>253,130</b>	<b>192,439</b>	<b>1.33</b>	<b>1.01</b>
% Change	-3.5%	-4.5%	1.5%	1.0%
<b>SGT - Eastern Region</b>				
JUN-11	77,501	58,423	1.33	0.94
JUL-11	<b>74,183</b>	<b>55,015</b>	<b>1.35</b>	<b>0.96</b>
% Change	-4.3%	-5.8%	1.5%	2.1%
<b>GPI - Southern Region</b>				
JUN-11	79,218	60,168	1.32	1.02
JUL-11	<b>77,360</b>	<b>58,120</b>	<b>1.33</b>	<b>1.03</b>
% Change	-2.4%	-3.4%	0.8%	-1.0%
<b>CTI - WC - West Central Region</b>				
JUN-11	44,149	33,573	1.32	1.03
JUL-11	<b>41,694</b>	<b>31,500</b>	<b>1.32</b>	<b>1.03</b>
% Change	-5.6%	-6.2%	0.0%	0.0%
<b>MV - San Fernando Valley Region</b>				
JUN-11	50,896	41,089	1.24	1.02
JUL-11	<b>49,703</b>	<b>39,834</b>	<b>1.25</b>	<b>1.02</b>
% Change	-2.3%	-3.1%	0.8%	0.0%
<b>STI - AV - Antelope Valley Region</b>				
JUN-11	6,516	4,876	1.34	1.04
JUL-11	<b>6,130</b>	<b>4,588</b>	<b>1.34</b>	<b>1.04</b>
% Change	-5.9%	-5.9%	0.0%	0.0%
<b>SCT - Santa Clarita Region</b>				
JUN-11	3,606	3,034	1.19	1.03
JUL-11	<b>3,656</b>	<b>3,016</b>	<b>1.21</b>	<b>1.02</b>
% Change	1.4%	-0.6%	1.7%	-1.0%

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

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	60	70	60.0
SGT - Eastern Region	6	11	6.0
GPI - Southern Region	13	4	13.0
CTI - West - Central Region	8	18	8.0
MV Transit - San Fernando Valley Region	25	31	25.0
STI - Antelope Valley Region	4	6	4.0
SCT - Santa Clarita Region	4	0	4.0

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	158	185	158.0
SGT - Eastern Region	31	45	31.0
GPI - Southern Region	23	26	23.0
CTI - West - Central Region	35	38	35.0
MV Transit - San Fernando Valley Region	22	24	22.0
STI - Antelope Valley Region	23	24	23.0
SCT - Santa Clarita Region	24	28	24.0

\* The data above represents the number of Order Takers and Dispatchers evaluated by the Operations Monitors2s.

Comparability of Access Paratransit to Fixed Route Travel Times*	Current Quarter	Previous Quarter
Equal to or Shorter than Comparable Fixed Route Trip	96.8%	95.6%
1-20 Minutes Longer than Fixed Route Trip	3.2%	3.2%
21-40 Minutes Longer than Fixed Route Trip	0.6%	1.0%
41-60 Minutes Longer than Fixed Route Trip	0.0%	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	221	232	221.0
Transfer Point to Antelope Valley	185	209	185.0
Santa Clarita to Transfer Point	148	154	148.0
Transfer Point to Santa Clarita	115	126	115.0

### Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	0	0	0.0
Total Reported Incidents with Bodily Injury	0	0	0.0
SGT - Eastern Region	0	0	0.0
GPI - Southern Region	0	0	0.0
CTI - West/Central Region	0	0	0.0
MV Transit - San Fernando Valley Region	0	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	349,318	338,481	349,318
SGT - Eastern Region	93,536	94,459	93,536
GPI - Southern Region	117,554	111,213	117,554
CTI - West - Central Region	73,420	73,408	73,420
MV Transit - San Fernando Valley Region	53,082	49,237	53,082
STI - Antelope Valley Region	8,356	7,094	8,356
SCT - Santa Clarita Region	3,370	3,070	3,370

### Customer Service/OMC Calls

	Current	Previous Month	YTD-Average
Customer Service Calls Answered	16,429	17,954	16,429
Ops. Monitoring Center Calls Answered	5,039	5,188	5,039
<i>Ride Info</i> Calls Offered	907	822	907

## Travel Training Statistics

Travel Training, Fiscal Year 2011	Jul-11	YTD
Accepted Travel Training	29	29
Waiting for Travel Training	13	13
Started Travel Training	16	16
Completed Travel Training	25	25
Discontinued Services	-	-
People Currently in Travel Training	-	-
Total Follow-up Response Month 2	21	21
# Graduates Using Bus After 2 Months	20	20
Average # of Trips per-week, Month 2	8	8
<i>Estimated Bus Trips Taken, YTD</i>	709	709

<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	51	56	51
% OF Calls On Hold More Than 5 minutes	2.80%	2.9%	2.8%
<b>SGT – Eastern Region</b>			
Average Initial Hold Time	46	50	46
% of Calls on Hold More Than 5 minutes	1.70%	1.9%	1.7%
<b>GPI – Southern Region</b>			
Average Initial Hold Time	57	69	57
% of Calls on Hold More Than 5 minutes	4.00%	5.0%	4.0%
<b>CTI – West – Central Region</b>			
Average Initial Hold Time	35	43	35
% of Calls on Hold More Than 5 minutes	1.10%	1.8%	1.1%
<b>MV Transit – San Fernando Valley Region</b>			
Average Initial Hold Time	70	56	70
% of Calls on Hold More Than 5 minutes	3.80%	1.6%	3.8%
<b>STI – Antelope Valley Region</b>			
Average Initial Hold Time	34	32	34
% of Calls on Hold More Than 5 minutes	2.20%	5.8%	3.3%
<b>SCT – Santa Clarita Valley Region</b>			
Average Initial Hold Time	53	69	53
% of Calls on Hold More Than 5 minutes	3.30%	5.8%	3.3%
<b>Operations Monitoring Center</b>			
Average Initial Hold Time	117	129	117
% of Calls on Hold More Than 5 minutes	13.70%	11.4%	13.7%
<b>Customer Service</b>			
Average Initial Hold Time	239	248	239
% of Calls on Hold More Than 5 minutes	31.70%	34.5%	31.7%

## Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
<b>Completed</b>			
UNRESTRICTED	1,963	2,351	1,963
RESTRICTED	271	335	271
TEMPORARY	253	295	253
NOT ELIGIBLE	313	307	313
<b>TOTAL</b>	<b>2,798</b>	<b>3,288</b>	<b>2,798</b>
Recertifications (in Person)	505	649	505
New Applicants	2,295	2,639	2,295
<b>Eligibility Renewals</b>			
Recertification Letters Sent	2,532	2,943	2,532
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	6	7	6
Scheduling Phone Call to Evaluation	11	8	11
Scheduling Phone Call to Mail Out	30	15	30

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	80	99	80
Closed	64	104	64
Withdrawn/Closed Before Completion	13	24	13
Pending	132	109	132
Increased	9	30	9
Decreased	1	5	1
Modified	2	5	2
Upheld	38	40	38
% Appeals not overturned	82%	63%	82%
<b>Net Denied Rate (Year-to-Date)</b>	<b>11.0%</b>	<b>8.4%</b>	<b>11.0%</b>
Process Time: Appeal Date to Mail Out (ADA>30)	6	8	6

## OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
<b>TOTAL CALLS:</b>	4,489	4,856	4,489
Late calls	1,380	1,559	1,380
Other (CSC/Reservations)	3,109	3,297	3,109

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	187	222	187
ETA Given	700	798	700
Help Calls	6	3	6
Miscellaneous	487	536	487
<b>TOTAL LATE CALLS</b>	<b>1,380</b>	<b>1,559</b>	<b>1,380</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	57	58	57.1

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

PROVIDER REPORT CARD

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.6%	92.1%	92.6%
Percentage of Late Trips	7.4%	7.9%	7.4%
Late "1" (1-15 min. late)	5.9%	6.3%	5.9%
Late "2" (16-30 min. late)	1.2%	1.3%	1.2%
Late "3" (31-45 min. late)	0.2%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.05%	0.04%
No Shows	3.4%	3.4%	3.4%
Accessibility Violations** - occurrences	1	0	1.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.12%	0.25%	0.12%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	93.9%	92.5%	93.9%
Percentage of Late Trips	6.1%	7.5%	6.1%
Late "1" (1-15 min. late)	5.0%	6.0%	5.0%
Late "2" (16-30 min. late)	0.9%	1.2%	0.9%
Late "3" (31-45 min. late)	0.2%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.02%	0.04%	0.02%
No Shows	2.8%	2.9%	2.8%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	1.61%	0.00%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	93.1%	92.0%	93.1%
Percentage of Late Trips	6.9%	8.0%	6.9%
Late "1" (1-15 min. late)	5.7%	6.5%	5.7%
Late "2" (16-30 min. late)	1.1%	1.3%	1.1%
Late "3" (31-45 min. late)	0.2%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.00%	0.01%	0.00%
No Shows	4.5%	4.4%	4.5%

Accessibility Violations** - occurrences	0	0	0
A/C Failure - occurrences	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	91.2%	91.6%	91.2%
Percentage of Late Trips	8.8%	8.4%	8.8%
Late "1" (1-15 min. late)	6.8%	6.4%	6.8%
Late "2" (16-30 min. late)	1.6%	1.6%	1.6%
Late "3" (31-45 min. late)	0.3%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.09%	0.08%	0.09%
No Shows	3.2%	3.0%	3.2%
Accessibility Violations** - occurrences	1	0	1
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.75%	0.00%	0.75%

<b>MVT – Northern Next Day Trips</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.2%	92.0%	92.2%
Percentage of Late Trips	7.8%	8.0%	7.8%
Late "1" (1-15 min. late)	6.6%	6.7%	6.6%
Late "2" (16-30 min. late)	1.1%	1.0%	1.1%
Late "3" (31-45 min. late)	0.2%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.03%	0.04%	0.03%
No Shows	3.1%	3.1%	3.1%
Accessibility Violations** - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>STI – Antelope Valley</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.0%	92.7%	92.0%
Percentage of Late Trips	8.0%	7.3%	8.0%
Late "1" (1-15 min. late)	6.0%	5.4%	6.0%

Late "2" (16-30 min. late)	1.7%	1.4%	1.7%
Late "3" (31-45 min. late)	0.2%	0.4%	0.2%
Late "4" (>46 min. late)/Missed Trips*	0.13%	0.06%	0.13%
No Shows	4.3%	5.0%	4.3%
Accessibility Violations** - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.1%	93.6%	94.1%
Percentage of Late Trips	5.9%	6.4%	5.9%
Late "1" (1-15 min. late)	4.7%	4.8%	4.7%
Late "2" (16-30 min. late)	0.8%	1.0%	0.8%
Late "3" (31-45 min. late)	0.1%	0.2%	0.1%
Late "4" (>46 min. late)/Missed Trips	0.22%	0.32%	0.22%
No Shows	1.1%	1.8%	1.1%
Accessibility Violations** - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

### Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	0	0.8
Animal	1	1.3
Booking	61	64.7
Conduct	20	23.0
Discourteous	93	94.8
Late 1	23	21.3
Late 2	22	25.8
Late 3	11	12.2
Late 4	171	185.7
Risk Management	99	110.5

Routing	25	21.5
Wheelchair Securement	0	3.2
Service	95	116.2
Travel Time	20	29.7
Vehicle	8	4.8
<b>TOTAL</b>	<b>649</b>	<b>714.7</b>
Ratio per 1,000 Trips	3.4	3.6

<b>SGT - Eastern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.3
Booking	17	20.5
Conduct	7	8.8
Discourteous	37	31.7
Late 1	9	6.0
Late 2	6	7.2
Late 3	5	4.3
Late 4	56	59.5
Risk Management	22	19.3
Routing	7	4.8
Wheelchair Securement	0	2.2
Service	19	29.3
Travel Time	4	7.2
Vehicle	2	1.5
<b>TOTAL</b>	<b>191</b>	<b>202.5</b>
Ratio per 1,000 Trips	3.5	3.5

<b>CTI - West Central Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.3
Booking	11	13.3
Conduct	3	3.3
Discourteous	15	14.0
Late 1	6	2.7

Late 2	1	2.3
Late 3	0	1.8
Late 4	41	39.7
Risk Management	16	22.0
Routing	6	4.7
Wheelchair Securement	22	3.8
Service	0	18.0
Travel Time	4	7.8
Vehicle	1	0.7
<b>TOTAL</b>	<b>126</b>	<b>134.3</b>
Ratio per 1,000 Trips	4.0	4.1

<b>GPI - Southern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.5
Animal	1	0.8
Booking	22	21.2
Conduct	4	6.3
Discourteous	15	27.0
Late 1	7	7.5
Late 2	6	9.8
Late 3	3	3.7
Late 4	51	64.2
Risk Management	28	34.8
Routing	10	9.7
Wheelchair Securement	43	7.7
Service	0	35.8
Travel Time	9	10.3
Vehicle	2	1.2
<b>TOTAL</b>	<b>201</b>	<b>240.0</b>
Ratio per 1,000 Trips	3.5	4.1

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	5	6.0
Conduct	5	2.5
Discourteous	19	14.3
Late 1	1	3.8
Late 2	8	5.7
Late 3	3	1.8
Late 4	18	16.8
Risk Management	20	28.5
Routing	2	2.2
Wheelchair Securement	8	1.7
Service	0	14.3
Travel Time	1	3.0
Vehicle	2	0.8
<b>TOTAL</b>	<b>92</b>	<b>101.5</b>
Ratio per 1,000 Trips	2.3	2.5

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.2
Animal	0	0.0
Booking	5	2.8
Conduct	0	0.5
Discourteous	2	1.2
Late 1	0	0.7
Late 2	1	0.7
Late 3	0	0.2
Late 4	3	3.0
Risk Management	3	2.2
Routing	0	0.0
Wheelchair Securement	1	0.2
Service	0	3.3
Travel Time	2	1.0
Vehicle	0	0.2
<b>TOTAL</b>	<b>17</b>	<b>16.0</b>

Ratio per 1,000 Trips	3.7	3.3
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SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	1	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	0	1.2
Risk Management	0	0.2
Routing	0	0.2
Wheelchair Securement	0	0.0
Service	0	0.7
Travel Time	0	0.2
Vehicle	1	0.3
TOTAL	2	3.5
Ratio per 1,000 Trips	0.7	1.1

# Total Trips Comparison

■ FY 10/11 ■ FY 11/12

