



Access Services
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Board Box

September 17, 2010

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BOARD BOX ITEM # 1

SEPTEMBER 17, 2010

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE ACTIVITIES

Federal Legislative Activities: The big news in transportation policy circles over the last few weeks was President Obama's announcement of a \$50 billion infrastructure spending plan. Federal advocate Len Simon writes, "Amid growing concern regarding the economy, the President surprised the nation on Labor Day with a new transportation plan designed to spur economic growth. The six-year infrastructure plan call for the co-mingling of reauthorization with an upfront expenditure of \$50 billion - roughly equal to the transportation component of the original 2009 stimulus program. The White House is proposing that the \$50 billion be paid for by prohibiting oil and gas companies from taking advantage of manufacturer tax deduction and accelerated depreciation tax benefits. No new taxes are included in the President's plan. The Administration goes noticeably out of its way to indicate this is not a "second stimulus" for "shovel ready" projects. Rather, this is additional spending for long term growth. Significantly, the administration indicates it wants to be "moving away from the earmarks and formula debates of the past". Overall, the plan emphasizes "livability" which has been a hallmark of many Administration programs, and puts high-speed rail put on an equal footing with the rest of surface transportation investments, *"to ensure a sustained and effective commitment"* over the long term. The proposal calls for consolidating 100 programs into one that awards grants based on competitive, "Race to the Top" style standards recently used to distribute \$4.0 billion in education funding."

In other news, I had the opportunity recently to attend an event for United States Senator Barbara Boxer in Los Angeles. I was able to thank the Senator directly for her support of public transit in Los Angeles County and her support for transit for people with disabilities.

Local Legislative Activities: The recent highlight locally was the unveiling of Foothill Transit's new Ecoliner bus in Pomona several weeks ago. This all-electric, battery-powered bus, which can apparently recharge during a route in ten minutes at a special

charging station, is the first of its kind in the world to be put into regular revenue service. Mark Maloney, Steve Chang, Luis Garcia and I attended the event and heard from a number of elected officials, including Congressman David Dreier, Congresswoman Grace Napolitano and Congressman John Mica of Florida who is the top-ranking Minority member on the powerful House Transportation and Infrastructure committee.

In other news, I met with staff from the office of Los Angeles City Councilwoman Jan Perry. We had a good discussion about Access Services and how the agency serves people with disabilities in Los Angeles.

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

BOARD BOX ITEM #2

SEPTEMBER 17, 2010

TO: BOARD OF DIRECTORS

FROM: KRISTINE HELIN, SENIOR ADMINISTRATIVE ASSISTANT

RE: OUT OF STATE TRAVEL

The following is a list of out-of state paratransit meetings for August and September 2010.

August 16-17, 2010

Seattle, WA

Seattle WA, ADA Paratransit Roundtable

The below mentioned Access Services staff and Access Services Board members traveled to Seattle to attend an ADA Paratransit Roundtable.

Steve Chang, Director of Contracted Services

Matthew Avancena, Manager of Planning & Coordination

Evie Palicz, Project Administrator

September 2010

There will be no out of state travel in September

BOARD BOX ITEM #3

SEPTEMBER 17, 2010

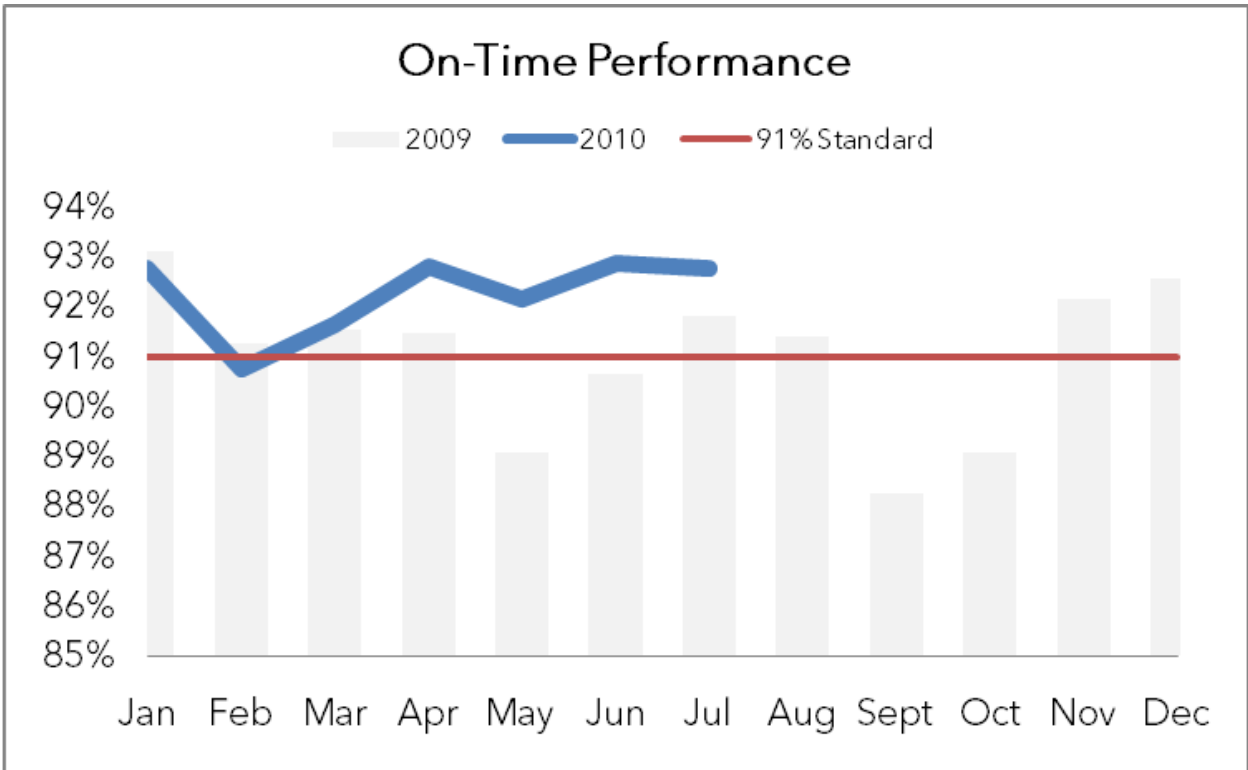
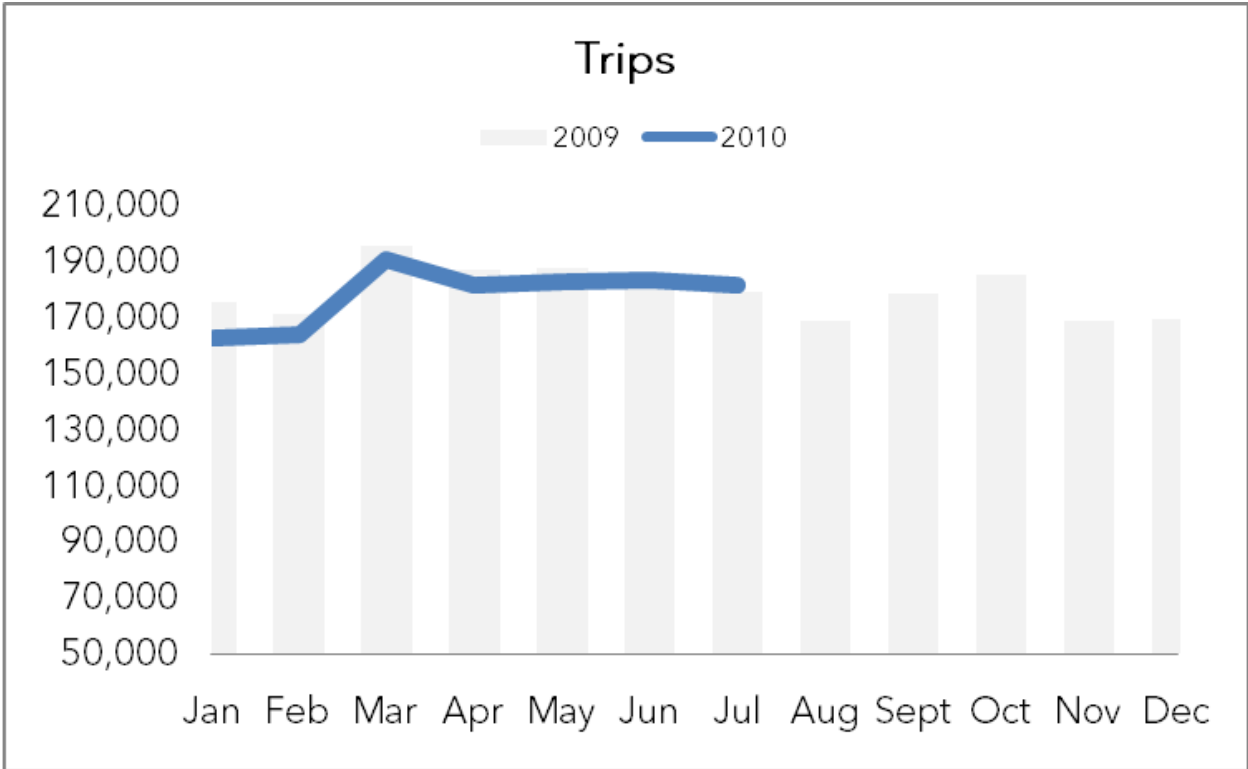
TO: BOARD OF DIRECTORS

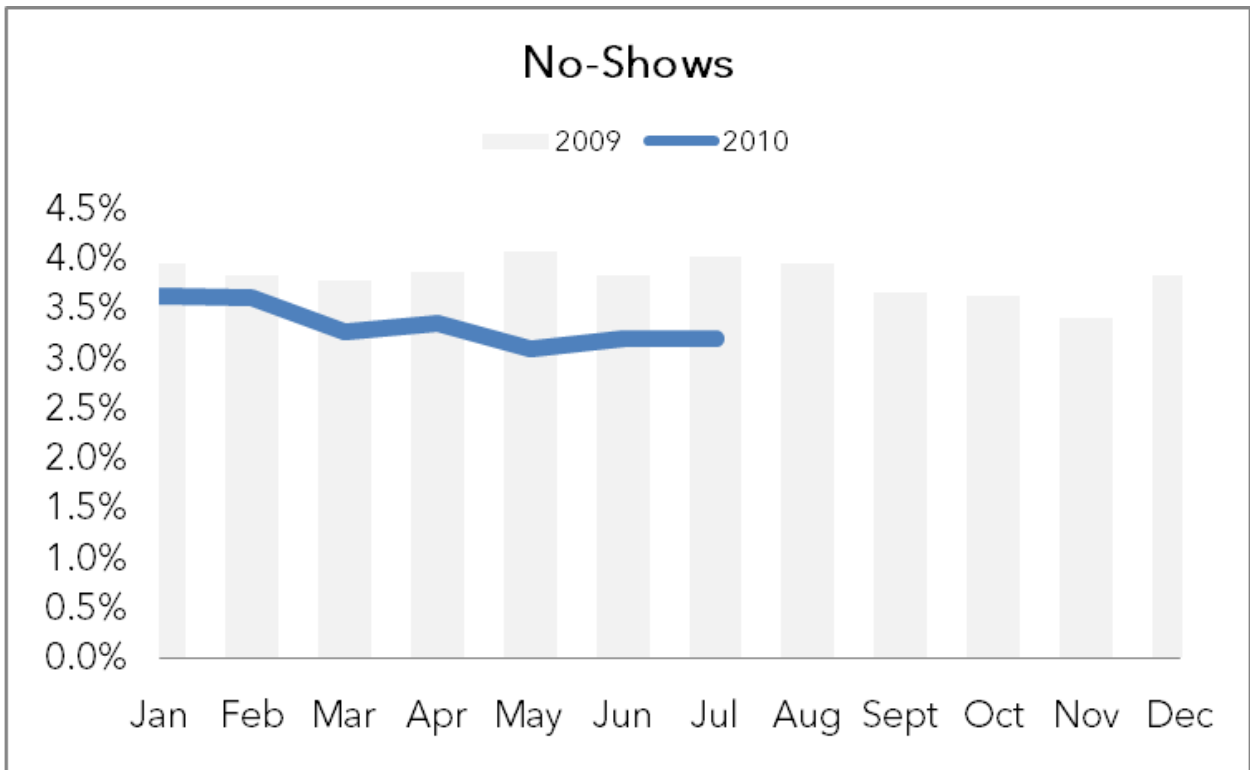
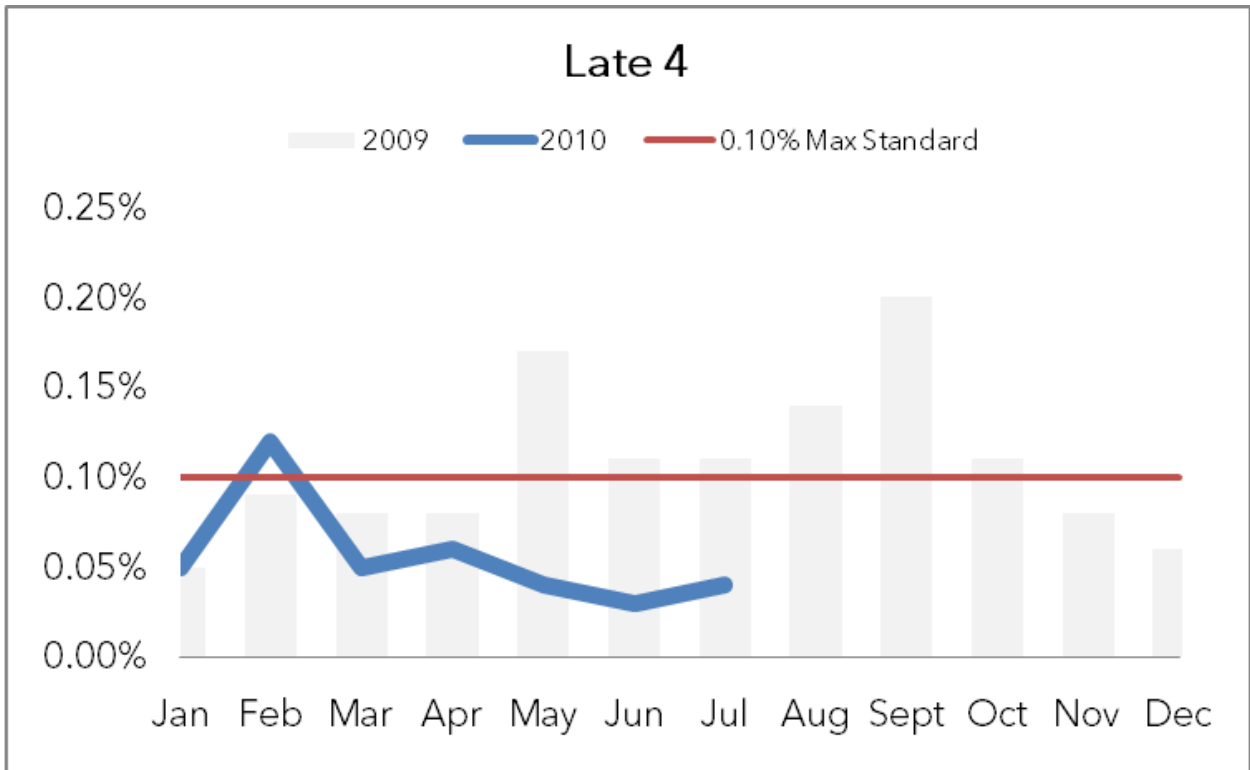
FROM: ALFREDO TORALES, OPERATIONS ANALYST

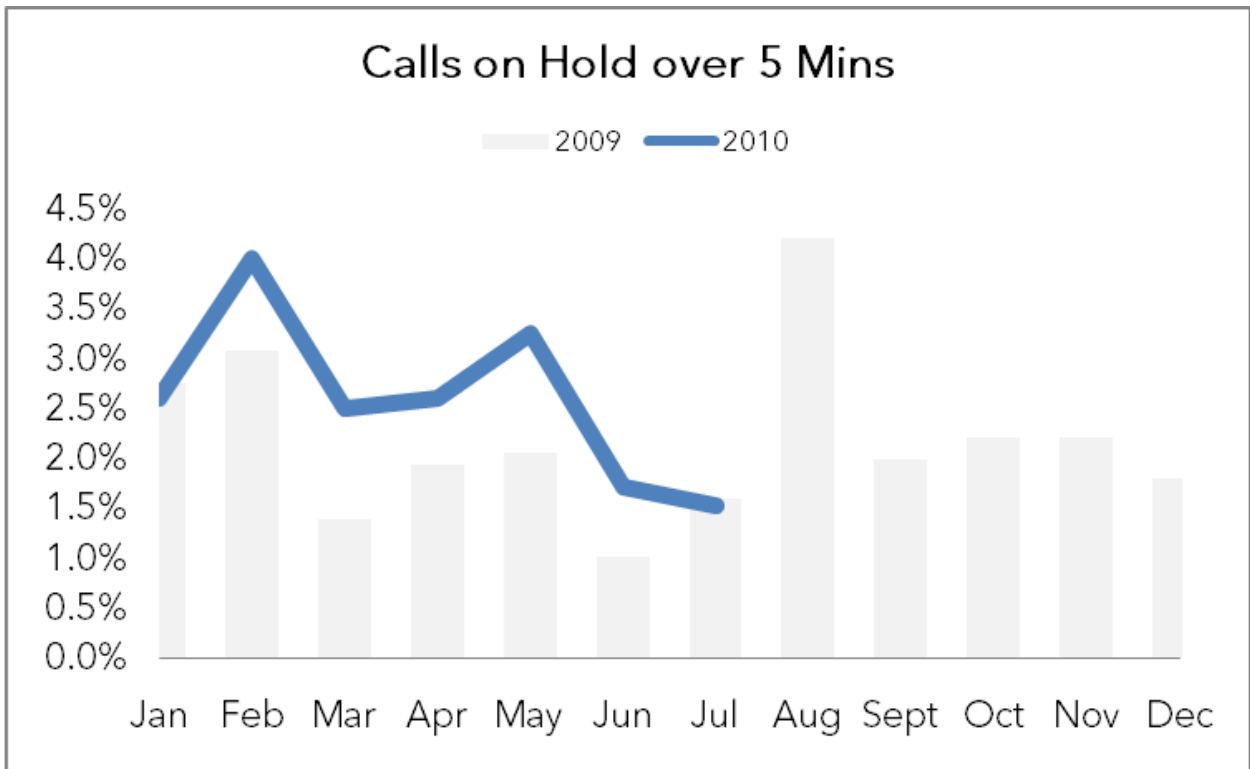
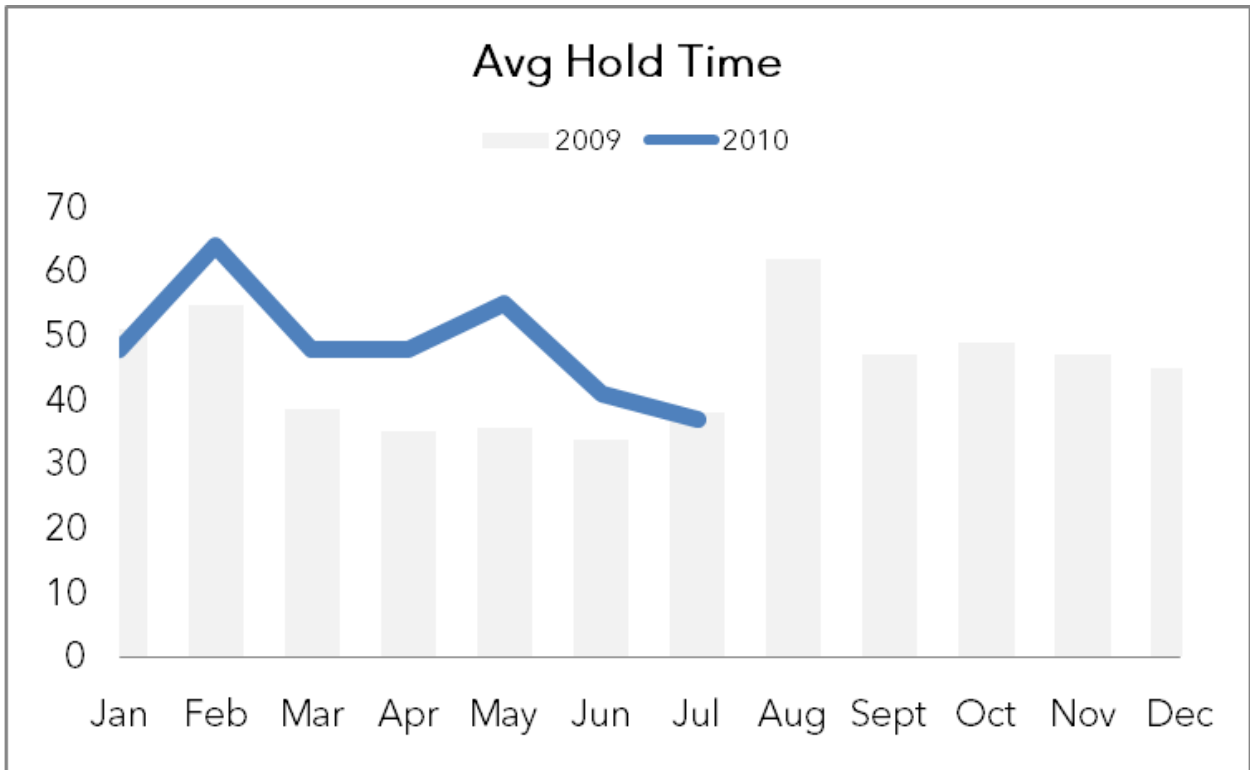
RE: KEY PERFORMANCE INDICATORS

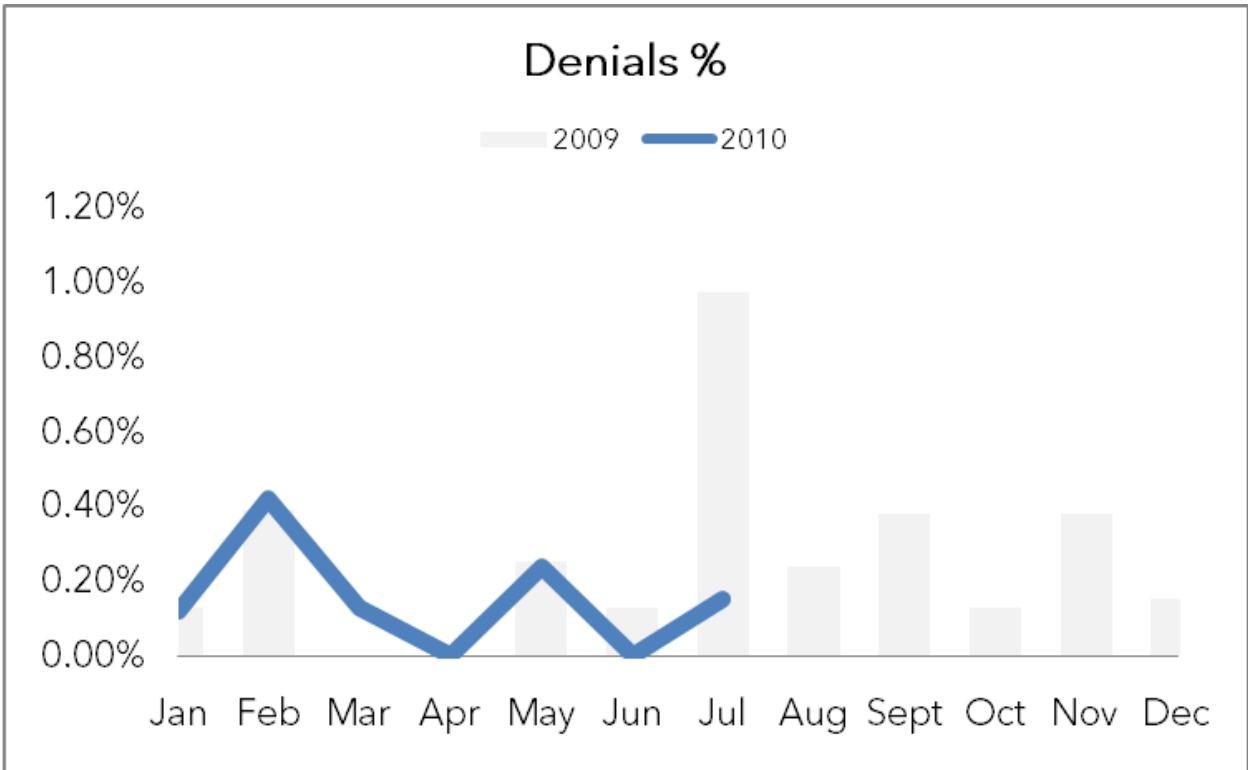
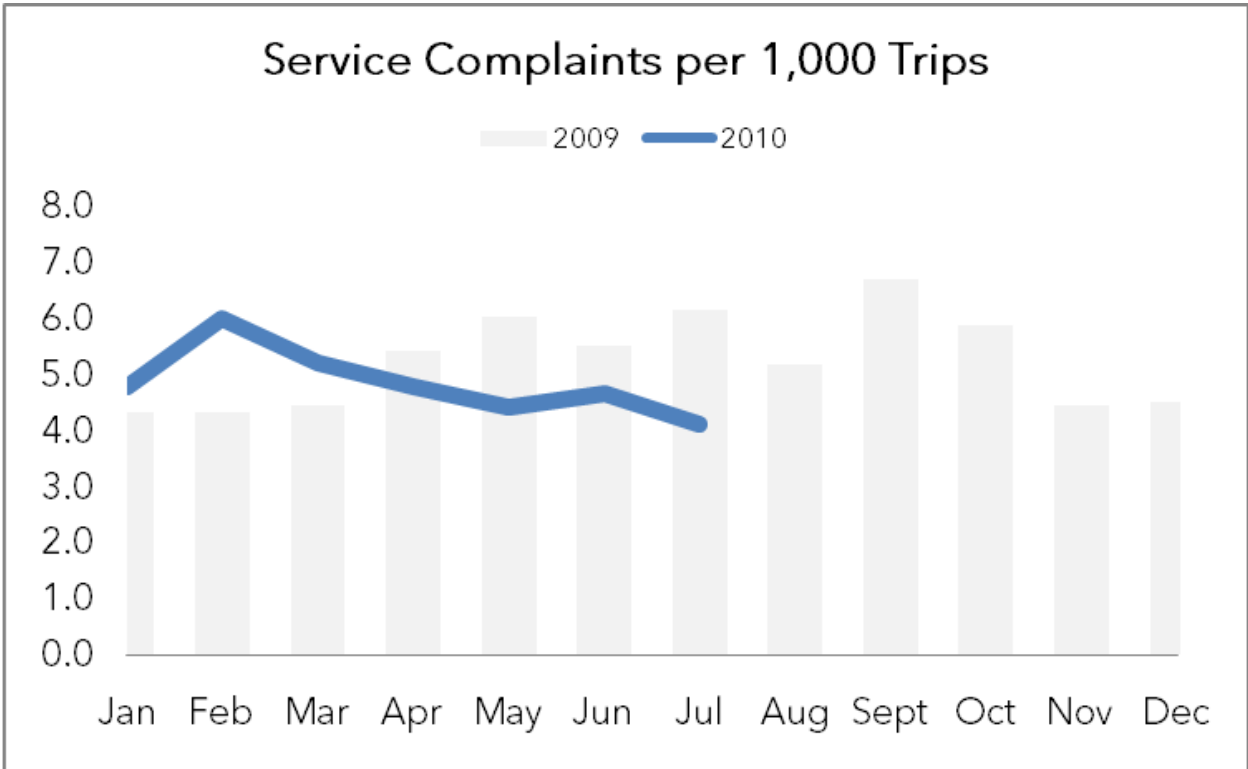
The following graphs represent key system indicators for the fiscal year as of July 2010. The goal of this communication is to keep everyone informed of the current service performance level in the field.

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









BOARD BOX ITEM # 4

SEPTEMBER 17, 2010

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR JULY 2010

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

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

- ◆ Passengers: 0.1% under budget
- ◆ Contract Revenue Miles: 3.8% under budget
- ◆ Trips: 2.9% under budget
- ◆ Completed Eligibility Interviews: 12.2% over budget
- ◆ Average Trip Distance: 0.9% under budget at 9.44 miles
- ◆ Total cost per Passenger (before depreciation): 3.1% under budget
- ◆ Administration Function is 13.3% under budget
- ◆ Eligibility Determination Function is 5.7% under budget
- ◆ Paratransit Operations Function is 2.5% under budget

Attached are the following reports for your review:

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

Expenses by Functional Area For the YTD Period Ending July 2010

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Paratransit Operations	89.6%	\$ 6,999,277	\$ 7,175,969	\$ (176,692)	-2.5%	3.1%
Eligibility Determination	5.3%	408,841	433,640	(24,800)	-5.7%	5.4%
CTSA/Ride Information	0.4%	33,277	35,182	(1,905)	-5.4%	0.9%
Administrative	4.7%	<u>368,451</u>	<u>424,838</u>	<u>(56,388)</u>	<u>-13.3%</u>	<u>5.8%</u>
Total Exp before Depreciation		<u>\$ 7,809,846</u>	<u>\$ 8,069,630</u>	<u>(259,785)</u>	<u>-3.2%</u>	<u>3.4%</u>

Statistics - - For the YTD Period Ended July 2010

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Number of Completed Cert Interviews	3,254	2,900	354	12.2%	3.1%
Number of PAX	243,312	243,661	(349)	-0.1%	4.5%
Number of Contract Revenue Miles	1,710,130	1,777,210	(67,080)	-3.8%	1.1%
Number of Trips	181,161	186,481	(5,320)	-2.9%	1.4%
Average Trip Distance	9.44	9.53	(0.09)	-0.9%	-0.3%
Purchased Transportation Cost					
Cost per Trip	\$ 34.64	\$ 34.76	\$ (0.12)	-0.3%	2.4%
Cost per PAX	\$ 25.79	\$ 26.60	\$ (0.81)	-3.0%	-0.6%
Cost per Contract Rev Mile	\$ 3.67	\$ 3.65	\$ 0.02	0.6%	2.7%
Total Cost per Pax before depreciation	\$ 32.10	\$ 33.12	\$ (1.02)	-3.1%	-1.1%

Budget Results for FY 2009/2010
For the YTD Period Ending July 2010

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Previous Yr</u>
Total Exp before Capital @ July 2010	\$ 7,809,846	\$ 8,069,630	\$ (259,785)	-3.2%	3.4%
Revenue					
Passenger Fares	454,613	434,390	(20,223)		
Other Revenue	<u>121,398</u>	<u>128,390</u>	<u>(6,992)</u>		
Total Revenue	576,011	562,780	(13,231)	-2.4%	46.0%
Capital Expenditures					
Vehicles	0	0	0		
Other Capital Expenditures	<u>0</u>	<u>0</u>	<u>0</u>		
Total Capital Expenditures	\$ 0	\$ 0	<u>0</u>	0.0%	
Under Budget @ July 2010			<u>\$ (273,016)</u>		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-09
\$ 32.44
Jul-10
\$ 32.10

YTD Amounts for Period Ended JULY 2010



Access Services Incorporated
Balance Sheet
July 31, 2010

(DRAFT)

ASSETS

Current Assets:

Cash	9,862,879
Due from FTA	4,784,878
Due from MTA	255,021
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	147,217
Prepaid Expenses	4,250,363
Deposits	<u>18,763</u>
Total Current Assets	19,772,064

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	21,369,027
Office Furniture and equipment	231,538
Computer & Telephone Equipment	2,397,657
Central Reservation Software	1,268,059
Leasehold Improvements	<u>156,965</u>
Total Property and Equipment	25,423,246
Accumulated Amortization & Depreciation	<u>(16,446,190)</u>
Property and Equipment, Net	<u>8,977,056</u>
Total Long Term Assets	<u>8,977,056</u>

Total Assets	<u><u>28,749,120</u></u>
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Access Services Incorporated
Balance Sheet
July 31, 2010

(DRAFT)

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	226,300
Accounts Payable-Providers	6,091,216
Other Liabilities	1,922,899
Insurance Reserve	1,141,773
Accrued Expenses	1,055,882
	<hr/>
Total Current Liabilities	10,438,070

Other Liabilities:

Deferred Revenue	<u>14,926,454</u>
Total Liabilities	25,364,525

Net Assets:

Temporarily Restricted	3,384,595
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TOTAL LIABILITIES AND NET ASSETS

28,749,120

Access Services Incorporated
Statement of Cashflow
For Period Ending July 31, 2010

Cash - Beginning Balance 6/30/10	11,537,238
Cash Receipts:	
Proposition C revenue from LACMTA	3,587,084
FTA funding received	1,670,379
Passenger fare/coupons/ID revenue	446,487
Interest income	1,752
Miscellaneous revenues	198,014
Total Cash Received	<u>5,903,716</u>
Cash Payments:	
Capital Equipment	99,634
Prepaid expenses/deposits	20,404
Payments to contract providers	6,315,671
Eligibility Determination expenses	222,919
Salaries and related benefits	459,049
Other expenses	460,397
Total Cash Payments	<u>7,578,074</u>
Increase (Decrease) in Cash Reserves	<u>(1,674,359)</u>
Cash - Ending Balance 7/31/10	<u><u>9,862,879</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, 2010								
(DRAFT)								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD	2010-11	% of 10/11
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET REACHED
REVENUE SOURCES:								
Funding Sources for Operating Expenses :								
FY 10/ 11 Prop C & Section 5310							\$93,271,180	
Section 5309 Grant for New Mobility Resource Center							\$0	
Call for Projects Grant(Regional Integration of Paratransit Res)							\$424,000	
FY 09/ 10 Carryforward - Unallocated (Estimated)							8,376	
Subtotal - Funding Sources & Carryforward Funds	7,233,834	7,506,850	(273,016)	7,233,834	7,506,850	(273,016)	93,703,556	7.72%
Funding Sources for Capital Expenses :								
FY 10/ 11 Prop C	0	0	0	0	0	0	5,484,820	
FY 08/ 09 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	3,233,630	
FY 09/ 10 Carryforward - Allocated Carryforward Funds							3,558,393	
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	0	0	531,180	
Subtotal - Funding Sources & Carryforward Funds	0	0	0	0	0	0	12,808,023	0.00%
Interest/ Miscellaneous Income	3,008	10,000	(6,992)	3,008	10,000	(6,992)	120,000	2.51%
MTA - Shuttle Reimbursement	0	0	0	0	0	0	0	0.00%
Disposal of Vehicles	118,390	118,390	0	118,390	118,390	0	250,000	47.36%
Passenger Fares	454,613	434,390	20,223	454,613	434,390	20,223	5,344,295	8.51%
TOTAL - REVENUE FUNDING SOURCES	7,809,846	8,069,630	(259,785)	7,809,846	8,069,630	(259,785)	112,225,874	6.96%
Less : Total Capital Expenditure During FY 10/ 11	0		0	0		0		
Revenue Recognition for FY 10/ 11 Depreciation	377,271		377,271	377,271		377,271		
TOTAL - REVENUE RECOGNITION	8,187,117	8,069,630	117,487	8,187,117	8,069,630	117,487	112,225,874	
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	6,162,125	6,358,212	(196,087)	6,162,125	6,358,212	(196,087)	79,249,861	7.78%
Communications - Telephone/ Data Transmission	84,988	111,235	(26,247)	84,988	111,235	(26,247)	1,334,825	6.37%
Phone & Computer System Maintenance/License & Consulting	59,111	65,681	(6,571)	59,111	65,681	(6,571)	788,175	7.50%
Salaries & Related Benefits - Customer Svc & Complaint Response	60,506	59,133	1,373	60,506	59,133	1,373	713,444	
Total Customer Service & Complaints	60,506	59,133	1,373	60,506	59,133	1,373	713,444	8.48%
Salaries & Related Benefits - Operations Monitoring Center	42,743	44,953	(2,210)	42,743	44,953	(2,210)	542,678	7.88%
Vehicle Cost - Direct	534	3,618	(3,084)	534	3,618	(3,084)	150,315	0.36%
Community Events and Materials	24,658	24,660	(2)	24,658	24,660	(2)	95,744	0.00%
Office Rent	14,881	14,861	20	14,881	14,861	20	178,336	8.34%
Insurance - Commercial	395,502	332,672	62,829	395,502	332,672	62,829	3,992,069	9.91%
Travel & Conference	0	375	(375)	0	375	(375)	4,500	0.00%
Other Professional Expense	2,275	2,275	0	2,275	2,275	0	38,800	0.00%
Office Supplies	562	520	42	562	520	42	6,240	9.00%
Total - Paratransit Operations - Direct Cost	6,847,885	7,018,196	(170,312)	6,847,885	7,018,196	(170,312)	87,094,987	7.86%

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending May 31, 2010								
	CURRENT	CURRENT	CURRENT	YTD	YTD	YTD	REVISED	% of 09/10
	MONTH	MONTH	VARIANCE			VARIANCE	2009-10	BUDGET
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
PARATRANSIT OPERATIONS - INDIRECT COST								
Salaries & Related Benefits - Operations	88,329	92,560	(4,230)	1,022,717	1,022,100	617	1,114,659	91.75%
Communications - Telephone & Data Transmission	5,325	4,300	1,025	49,541	47,300	2,241	51,600	96.01%
Other Professional Expense	0	167	(167)	3,000	1,833	1,167	2,000	150.00%
Vehicle Costs - Indirect	2,469	2,933	(464)	23,863	32,267	(8,404)	38,200	62.47%
Office Rent	76	7,406	(7,330)	73,720	81,464	(7,744)	88,870	82.95%
Insurance - Commercial	1,108	1,404	(296)	12,077	15,445	(3,368)	16,849	71.68%
Travel and Conference	0	833	(833)	1,460	9,167	(7,707)	10,000	14.60%
Office Supplies	585	450	135	4,195	4,950	(755)	5,400	77.68%
Community Events and Materials	13,696	14,958	(1,262)	109,278	164,542	(55,263)	179,500	60.88%
Publications/Printed Materials - Riders Communication	7,239	8,583	(1,344)	55,384	94,877	(39,493)	123,000	45.03%
Postage/Mailing	6,369	6,185	184	27,127	24,935	2,192	62,500	43.40%
Professional Memberships	147	133	14	1,518	1,466	52	1,600	94.87%
Total - Paratransit Operations - Indirect Cost	125,344	139,913	(14,569)	1,383,880	1,500,345	(116,465)	1,694,178	81.68%
Total - Paratransit Operations Cost	7,010,181	7,150,923	(140,743)	74,583,756	75,832,649	(1,248,893)	83,219,153	89.62%
OTHER ACTIVITIES								
ELIGIBILITY DETERMINATION								
Salaries & Related Benefits - Certification & Appeals	34,324	36,372	(2,048)	365,630	401,830	(36,200)	438,202	83.44%
Eligibility and Appeal Contracts	176,397	195,134	(18,737)	1,995,782	2,146,472	(150,690)	2,341,610	85.23%
Purchased Transportation Services - Certification Trips	102,802	115,601	(12,799)	1,166,869	1,271,611	(104,742)	1,387,216	84.12%
Travel Training	36,792	38,730	(1,938)	398,524	394,078	4,446	435,000	91.61%
Tether Pilot Program	9,864	0	9,864	44,861	0	44,861	0	N/A
Other Professional Expense	161	167	(6)	1,225	1,833	(609)	2,000	61.23%
Communications - Telephone/ Data Transmission	4,456	3,798	658	43,670	41,777	1,893	45,575	95.82%
Vehicle Costs - Mobile Certification	0	21	(21)	0	229	(229)	600	0.00%
Repairs & Maintenance	110	208	(99)	1,311	2,292	(981)	2,500	52.45%
Office Rent	39	3,773	(3,733)	37,473	41,498	(4,024)	45,270	82.78%
Insurance - Commercial	4,273	4,860	(586)	49,182	53,455	(4,273)	58,314	84.34%
Travel and Conference	617	250	367	7,620	2,750	4,870	3,000	253.98%
Office Supplies	540	398	142	3,787	4,373	(586)	4,770	79.38%
Publications/Printed Materials	5,421	3,667	1,754	41,064	40,333	731	44,000	93.33%
Postage/Mailing/Courier	7,250	7,500	(250)	88,758	82,500	6,258	90,000	98.62%
Professional Memberships	18	17	2	190	184	6	200	94.87%
Subtotal - Eligibility Determination	383,064	410,494	(27,430)	4,245,946	4,485,215	(239,269)	4,898,257	86.68%

ACCESS SERVICES											
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE				(DRAFT)							
For Period Ending July 31, 2010											
		CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED		
PARATRANSIT OPERATIONS - INDIRECT COST											
Salaries & Related Benefits - Operations		116,985	110,025	6,960	116,985	110,025	6,960	1,325,121	8.83%		
Communications - Telephone & Data Transmission		3,824	4,663	(839)	3,824	4,663	(839)	55,950	6.83%		
Other Professional Expense		4,160	3,500	660	4,160	3,500	660	42,000	9.90%		
Vehicle Costs - Indirect		1,783	2,833	(1,050)	1,783	2,833	(1,050)	34,000	5.24%		
Office Rent		9,375	9,375	0	9,375	9,375	0	112,500	8.33%		
Insurance - Commercial		1,108	1,256	(148)	1,108	1,256	(148)	15,069	7.35%		
Travel and Conference		201	833	(632)	201	833	(632)	10,000	2.01%		
Office Supplies		581	496	86	581	496	86	5,940	9.78%		
Community Events and Materials		9,111	14,627	(5,516)	9,111	14,627	(5,516)	175,520	5.19%		
Publications/ Printed Materials - Riders Communication		1,745	7,819	(6,074)	1,745	7,819	(6,074)	144,825	1.20%		
Postage/ Mailing		2,321	2,188	133	2,321	2,188	133	36,250	6.40%		
Professional Memberships		199	160	39	199	160	39	1,920	10.38%		
Total - Paratransit Operations - Indirect Cost		151,393	157,773	(6,380)	151,393	157,773	(6,380)	1,959,094	7.73%		
Total - Paratransit Operations Cost		6,999,277	7,175,969	(176,692)	6,999,277	7,175,969	(176,692)	89,054,081	7.86%		
OTHER ACTIVITIES											
ELIGIBILITY DETERMINATION											
Salaries & Related Benefits - Certification & Appeals		35,486	37,856	(2,370)	35,486	37,856	(2,370)	456,295	7.78%		
Eligibility and Appeal Contracts		190,315	191,817	(1,502)	190,315	191,817	(1,502)	2,301,804	8.27%		
Purchased Transportation Services - Certification Trips		114,066	124,339	(10,273)	114,066	124,339	(10,273)	1,492,073	7.64%		
Travel Training		32,916	38,375	(5,459)	32,916	38,375	(5,459)	460,500	7.15%		
Tether Pilot Program		11,140	11,140	0	11,140	11,140	0	220,931	5.04%		
Other Professional Expense		250	167	83	250	167	83	2,000	12.50%		
Communications - Telephone/ Data Transmission		3,902	3,992	(90)	3,902	3,992	(90)	47,900	8.15%		
Vehicle Costs - Mobile Certification		0	21	(21)	0	21	(21)	250	0.00%		
Repairs & Maintenance		110	117	(7)	110	117	(7)	1,400	7.82%		
Office Rent		4,844	4,861	(17)	4,844	4,861	(17)	58,331	8.30%		
Insurance - Commercial		4,171	4,188	(17)	4,171	4,188	(17)	50,260	8.30%		
Travel and Conference		0	500	(500)	0	500	(500)	6,000	0.00%		
Office Supplies		519	415	104	519	415	104	4,980	10.41%		
Publications/ Printed Materials		1,759	5,750	(3,991)	1,759	5,750	(3,991)	169,000	1.04%		
Postage/ Mailing/ Courier		9,339	8,417	922	9,339	8,417	922	101,000	9.25%		
Professional Memberships		25	20	5	25	20	5	240	10.38%		
Subtotal - Eligibility Determination		408,841	433,640	(24,800)	408,841	433,640	(24,800)	5,392,963	7.58%		

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
(DRAFT)									
For Period Ending July 31, 2010									
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED	
CTSA FUNCTION									
EDUCATION AND TRAINING									
Salaries & Related Benefits - CTSA	9,101	8,558	543	9,101	8,558	543	103,066	8.83%	
Scholarships Programs, Education & Training Seminars	4,500	4,500	0	4,500	4,500	0	56,950	7.90%	
Other Professional Expense	0	0	0	0	0	0	15,000	0.00%	
Communications - Telephone	296	310	(15)	296	310	(15)	3,725	7.94%	
Office Rent	625	625	0	625	625	0	7,500	8.33%	
Insurance - Commercial	22	25	(3)	22	25	(3)	301	7.35%	
Travel and Conference	0	167	(167)	0	167	(167)	2,000	0.00%	
Office Supplies	168	132	36	168	132	36	1,580	10.61%	
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	464	438	27	464	438	27	5,250	8.84%	
Professional Memberships	25	20	5	25	20	5	240	10.38%	
Subtotal - Education and Training	15,200	15,291	(90)	15,200	15,291	(90)	201,812	7.53%	
ACCESS RIDE-INFORMATION									
Salaries & Related Benefits - Ride-Information	15,476	17,170	(1,694)	15,476	17,170	(1,694)	206,886	7.48%	
Communications - Telephone	700	665	35	700	665	35	7,975	8.78%	
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	150	167	(17)	2,000	7.50%	
Travel and Conference	0	0	0	0	0	0	0	0.00%	
Office Rent	1,525	1,528	(3)	1,525	1,528	(3)	18,333	8.32%	
Office Supplies	108	88	20	108	88	20	1,060	10.18%	
Publications/ Printed Materials	0	167	(167)	0	167	(167)	2,000	0.00%	
Network Support	0	0	0	0	0	0	0	0.00%	
Postage/ Mailing	93	88	5	93	88	5	1,050	8.84%	
Professional Memberships	25	20	5	25	20	5	240	10.38%	
Subtotal - Ride-Information	18,076	19,892	(1,815)	18,076	19,892	(1,815)	239,544	7.55%	
Subtotal - CTSA Function	33,277	35,182	(1,905)	33,277	35,182	(1,905)	441,356	7.54%	
Total - Other Activities	442,117	468,823	(26,705)	442,117	468,823	(26,705)	5,834,320	7.58%	

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
(DRAFT)								
For Period Ending July 31, 2010								
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED
ADMINISTRATIVE								
Salaries & Related Benefits	213,434	236,549	(23,116)	213,434	236,549	(23,116)	2,858,535	7.47%
Communications - Telephone & Data Transmission	3,625	3,994	(369)	3,625	3,994	(369)	47,925	7.56%
Office Rent	19,200	19,850	(650)	19,200	19,850	(650)	238,200	8.06%
Insurance - Commercial	8,580	9,646	(1,066)	8,580	9,646	(1,066)	115,749	7.41%
Office Supplies	5,272	2,392	2,880	5,272	2,392	2,880	28,700	18.37%
Other Professional Services	87,583	122,747	(35,164)	87,583	122,747	(35,164)	1,203,256	7.28%
Public Notice Advertising Expenses	48	833	(785)	48	833	(785)	10,000	0.48%
Equipment/ Other Rental	182	267	(85)	182	267	(85)	3,200	5.68%
Repairs & Maintenance	3,661	3,833	(172)	3,661	3,833	(172)	46,000	7.96%
Postage/Mailing/Messenger	4,820	4,581	239	4,820	4,581	239	54,970	8.77%
Publications/ Printed Materials/ Copying	608	1,833	(1,226)	608	1,833	(1,226)	22,000	2.76%
Network Support/ Supplies	6,853	5,500	1,353	6,853	5,500	1,353	66,000	10.38%
Subscription/ References	101	250	(149)	101	250	(149)	3,000	3.38%
Professional Memberships	360	365	5	360	365	5	4,260	8.45%
Board and Advisory Committee Compensation	6,699	2,458	4,241	6,699	2,458	4,241	29,500	22.71%
Annual Meeting	0	0	0	0	0	0	16,000	0.00%
Business Meetings & Meals	169	917	(747)	169	917	(747)	11,000	1.54%
Travel and Conference	7,143	4,042	3,101	7,143	4,042	3,101	48,500	14.73%
Mileage and Parking	0	208	(208)	0	208	(208)	2,500	0.00%
Moving/ Relocation	0	0	0	0	0	0	0	0.00%
Bank Interest	0	4,167	(4,167)	0	4,167	(4,167)	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	113	417	(304)	113	417	(304)	5,000	2.26%
Total - Administrative Expense	368,451	424,838	(56,388)	368,451	424,838	(56,388)	4,864,295	7.57%
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	7,809,846	8,069,630	(259,785)	7,809,846	8,069,630	(259,785)	99,752,696	7.83%
Amortization and Depreciation Expense	377,271	0	377,271	377,271	0	377,271	0	
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	8,187,117	8,069,630	117,487	8,187,117	8,069,630	117,487	99,752,696	
CAPITAL EXPENDITURES								
Property & Equipment	0	0	0	0	0	0	12,396,722	0.00%
Total - Capital Expenditures	0	0	0	0	0	0	12,396,722	0.00%
Less: Amortization and Depreciation Expense	(377,271)	0	(377,271)	(377,271)	0	(377,271)	0	
TOTAL EXPENSES AND CAPITAL EXPENDITURES	7,809,846	\$8,069,630	(\$259,785)	\$7,809,846	\$8,069,630	(\$259,785)	\$112,149,418	6.96%
Uncommitted Carryforward from FY 09/ 10 (Estimated)						0	8,376	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 09/ 10						0	68,080	
TOTAL	7,809,846	\$8,069,630	(\$259,785)	\$7,809,846	\$8,069,630	(259,785)	\$112,225,874	6.96%

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending July 31, 2010								
(DRAFT)								
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED
PROPERTY AND EQUIPMENT								
75 VEHICLES - Minivan (Fleet Replacement) (\$44,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$3,337,500	0.00%
20 VEHICLES - Type II Cutaway (Fleet Replacement) (\$68,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$1,370,000	0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	0	0	578,500	0.00%
SUBTOTAL - VEHICLES - FY 10/11	0	0	0	0	0	0	\$5,286,000	
30 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$0	\$0	0	\$0	\$0	\$0	\$1,263,750	0.00%
11 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$0	\$0	0	\$0	\$0	\$0	\$463,375	0.00%
3 VEHICLES - Minivan (Fleet Replacement) (\$72,733 each)	\$0	\$0	0	\$0	\$0	\$0	\$218,199	0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$48,000 each)	\$0	\$0	0	\$0	\$0	\$0	\$624,000	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 09/10	0	0	0	0	0	0	2,569,324	
LEASEHOLD IMPROVEMENTS	0	0	0	0	0	0	100,000	0.00%
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	530,000	0.00%
OFFICE EQUIPMENT	0	0	0	0	0	0	0	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	0	0	0	100,000	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 10/11	0	0	0	0	0	0	730,000	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,430,376	0.00%
CENTRALIZATION SOFTWARE/IVR	0	0	0	0	0	0	1,581,941	0.00%
SMARTDRIVE - 1ST YEAR COST	0	0	0	0	0	0	563,618	0.00%
MOBILITY RESOURCE CENTER	0	0	0	0	0	0	235,463	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09 & FY 09/10	0	0	0	0	0	0	3,811,398	
TOTAL CAPITAL EXPENDITURES	\$0	\$0	\$0	\$0	\$0	\$0	\$12,396,722	0.00%

BOARD BOX ITEM #5

SEPTEMBER 17, 2010

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

STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

Operations update:

What a way to start the new fiscal year! System on-time performance for July was 92.75% that is almost 2% better than the contractual standard and Late4 trips remain low at 0.04%. The operating environment remains calm and overall performance trend remains stable.

As part of the Access Safety First initiative, we launched our very own Access Services Driver Safety Incentive Program. This incentive program promotes safe driving among all Access drivers and it rewards them when they reach certain levels of safety goals. Access staff members were dispatched into the field interacting with the Access drivers and promoting the incentive program. The initial report from the field is that Access drivers like the new incentive program.

C.A.R.E. Evaluators successfully transitioned over the Mobility Device Tethering and Marking contract from Access Services without any delay in productivity. We continue to hear from customers and providers positive feedback about the program.

David Foster - Project Administrator, Eastern and West Central Regions

From a performance standpoint, San Gabriel Transit, the Eastern Region service provider and California Transit, Inc. (CTI), our West Central Region service provider both met and/or exceeded the key performance standards for the month of July, including on-time performance, Late4 percentage, average initial hold time and the percentage of calls on hold for more than five minutes.

July saw the kick off of the Access sponsored Driver Safety Incentive Program by marketing directly to the drivers at the service provider locations. On July 20th and 22nd Access Operations Analyst, Luis Pacheco and myself arrived at both facilities at approximately 4 a.m. with refreshments and samples of the various incentive awards to generate further awareness and excitement about the program. During our visits we had the pleasure of handing out two 10,000 mile awards to drivers that had no preventable accidents and one driver who had already amassed 20,000 miles without a preventable accident.

Both Access Services staff and staff from the West Central Region provider, California Transit participated in and coordinated transportation for two events related to the 20th Anniversary of the signing of the Americans with Disabilities Act. The first event was at Dodger Stadium on Sunday, July 25th co-sponsored by the Abilities Expo and the (Christopher) Reeve Foundation in which they were attempting to gain entry into the Guinness World Book of Records by conducting the longest moving line of wheelchairs. The event had 193 people in attendance which broke the record by 87 people! The other event was held on Monday, July 26th by the City of Los Angeles Department on Disability in collaboration with Los Angeles World Airports, at Los Angeles City Hall. Access Services also had an Access Services van on display and our very own Road Supervisor, Rogelio Gomez was on hand to mark and tether individuals mobility devices to enhance their safety aboard Access Services and other public transit services.

Evie Palicz – Project Administrator, Eligibility

On July 21, 2010, Access Services staff assisted Señora Rosa Contreras through the certification evaluation process. Ms. Contreras is 110 years young with a mind and wit as sharp as someone in their 20's or 30's. She was born in the year 1900 and was alive during the Mexican Revolution and when Poncho Villa lived. Access Services is pleased to have Señora Rosa Contreras as one of our newest customers.

The word is getting out about the Access Services wheelchair marking and tether strap installation program offered to all applicants who come through the Access Evaluation Center operated by C.A.R.E. Evaluators. Access Road Supervisor Jeanette Cano, who helped develop and train the C.A.R.E. staff on the marking and tethering process, along with Eligibility Coordinator Norma DeAlba gave a presentation to staff and vendors of the South Central Los Angeles Regional Center (SCLARC). Ms. Cano explained how C.A.R.E. Evaluators is installing tether straps and marking wheelchairs to make it easier for customers when they travel on Access Services. Ms. DeAlba explained how to become an Access customer and the eligibility certification process. The center was so impressed that they asked for an encore presentation in August 2010.

Luis Garcia – Project Administrator, Northern and Antelope Valley Regions

The Antelope Valley Region experienced a 17% increase in ridership in July, however, Southland Transit was able to manage that demand and complete the month with an on-time performance of 91.9%. As part of the action plan developed to address the increasing ridership demand in the Antelope Valley region, Southland Transit plans to expand its vehicle operator count in the next few weeks. July 2010 was the inaugural month for the Access Services Driver Safety Incentive Program Award Presentation; Access operations staff visited Southland Transit on July 23rd and presented safety awards to vehicle operators. The event was welcomed and positively received by Southland Transit vehicle operator staff.

On July 21st Access staff launched the Driver Safety Incentive Award program at MV Transportation in the San Fernando Valley. The feedback received from vehicle operators regarding the program was very positive; the goal of the program is to commend those vehicle operators who radiate safety and strive to maintain Access Services' goal in

providing safe and dependable service. MV Transportation closed the month at 91% on-time with 37,454 customers transported. MV Transportation met all of the contractual performance standards during the month of July. In addition, they are leading the pack in the reduction of accident related events.

Geoffrey Okamoto – Project Administrator, Southern and Santa Clarita Regions

Southern Region service provider, Global Paratransit Inc., received two Service Excellence Note Awards for their staff Michael Jackson (driver) and Erika Moreno (Call Taker). Global Paratransit conducted two community outreach meetings during July and both meetings were well attended. In addition to educating the attendees about Access, staff also addressed service related concerns with customers. On-time performance continues to be at or above standard in the Southern Region. Internal software testing continues in the Southern Region, which consists of conducting street testing for route accuracy. Data collected from the street testing will be compared to the data collected from the system testing environment. Access staff met with Rancho Los Amigos staff to discuss ridership levels for the shuttle service. Both Access and Rancho staff agreed to step up in marketing the Rancho Shuttle service and see if we can increase ridership for the program.

Access staff visited City of Santa Clarita to promote the Access sponsored driver incentive program. Staff displayed the different award prizes for drivers to see and touch. Staff also talked to drivers about how they can become qualified for the safety award prizes. Access staff continues to work with Santa Clarita Transit (SCT) staff and their Accessibility Advisory Committee (AAC) on the gated community issue. Initial analysis findings will be shared with the AAC members and SCT staff for review and follow up. Appointments will be made with the gated community property managers of the concerned communities to open up the discussions. On-time performance for the Santa Clarita Region continues to be at or above standard.

SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

Customer Service, Customer Care and Operations Monitoring Update:

Customer Service – assisted 18,689 customers in July 2010, which represents a decrease of 3.5% from the month of June 2010. The end of the month “initial caller hold time” ended at 2.7 for July 2010, compared to 2.9 for June. Customer Service Representatives handled an average of 12 calls per hour, per agent in July 2010, compared to 13 calls per agent in June 2010. In addition to the calls handled by the Customer Service Representatives, Customer Service received support from other personnel within the Customer Support Department; this group handled a total 725 incoming calls during July. Customer Support Center personnel are continuing their “service excellence” by accumulating numerous quality service commendations. The group was again complimented with 22 commendations for the Month of July 2010, compared to 13 for the Month of May 2010. A review of monthly hold times as of 2007 are as follows: July 2007 (2.9), July 2008 (2.8), July 2009 (2.7). Customer Service demonstrates consistency in reaching its monthly hold times of under 4 minutes. Based on a few incoming calls, Customer Service is also seeing a slight increase of customers calling to reference information found in their Rider360 file.

Customer Care Center (Complaints) - had a total of 827 complaints and 456 commendations. Comparing those totals with June's numbers revealed a 12% decline in complaints (and a 27.2% decline in commendations). When comparing this month's totals with those from July 2009, we've seen a 32% decline. Usually our top three complaints account for more than 50% of complaints, however we found that this month the top three complaint accounted for 41% and consisted of Late 4, Service and Discourteous complaints (in that order). Customer Care determined that most of this month's complaints pertained to booking issues such as trips booked with the wrong time or with the wrong identification number. Driver conduct also contributed to the total number of complaints. In addition to that, some trips were also canceled in error by the providers.

Operations Monitoring- saw a slight decrease in call volume for July 2010. A total of 5,231 calls were registered in the Operations Monitoring Center for the month of July. This figure both represents an 4.9 % decrease from June of 2010 and a 15.9 % decrease in call volume from July, one year ago. In July 2010, Operations Monitoring provided 297 backup trips. More than half of these trips (221) were serviced by an Operations Monitoring overflow vehicle. The total number of Backup vehicles dispatched for July represents a 24 % decrease in backup trips over July 2009, where 392 backup trips were dispatched. Twenty eight trips were monitored in July 2010 by Operations Monitoring. The majority of these trips were monitored for Poor On Time Performance. In the first week of July, Metro began extensive elevator repair and maintenance at the Pershing Square Station. This required Operations Monitoring staff to remain available for after-shuttle hours assistance with overflow or backup vehicles until this project was completed approximately two weeks later. Finally, the Operation Monitoring continued to garner employee commendations; 10 in total, from satisfied customers in July 2010.

LUIS PACHECO, SAFETY ANALYST

The Access Driver Safety Incentive Program

The Access Driver Safety Incentive Program continues to thrive. Access staff continues to track and monitor accumulated mileage for drivers that have reached the established milestones without a single preventable accident/incident and with zero valid customer safety service related complaints. As of July 2010, a total of 495 drivers have qualified for the first tier of awards of 10K miles, 32 drivers for 20K and 2 drivers for 30K. As the word on safety continues to spread amongst drivers, we anticipate that the number of qualified drivers will continue to grow.

SmartDrive

Access Services' main focus has always been the safety of our customers and drivers. Access has always looked for ways to enhance and promote safety in our operation. We are pleased to announce that SmartDrive onboard camera system has been installed in all dedicated Access vehicles. SmartDrive is a camera system that delivers groundbreaking solutions for vehicle operator in advancing driver safety and fueling operational savings. SmartDrive cameras record comprehensive video-based data from the vehicles to be reviewed by management staff to help them easily identify safety hazards. Access Services will utilize this vital tool to help our drivers to become even more aware of their driver

habits and improve their driving skills. Smart Drive system will also help operators to have a better control over safety and risk management when vehicles are out on the road.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Update

The month of August saw a continuing trend for the Mobility Management program. At least 130 clients are continuing to call the Mobility Management phone line requesting immediate assistance for transportation that needs to be completed same day or within the approximate week of the call.

As of last month, Mobility Management staff completed 133 calls to non-Access riders whom make up a unique group of clients that are individuals who have, 1) just received an Access application, 2) just scheduled an evaluation for Access eligibility, or 3) just that very day completed the evaluation process. These are examples of the growing demand from the transportation users for more assistance to access affordable and/or accessible transportation that will transport them throughout the greater Los Angeles region.

With these additional clients and our regular eligibility list of non-eligible and restricted riders, we saw a positive growth in the number of calls that resulted with speaking to the clients to its largest percentage all year of 72% and voice messages down to 16%. More of our calls are resulting in successful communication and assistance to our ridership.

Nicole Leiva, Mobility Management Analyst

BOARD BOX ITEM #6

SEPTEMBER 17, 2010

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

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

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	181,161	183,044	-1.0%	181,161
Passengers per Vehicle Trip	1.34	1.33	0.8%	0.3
Average Trip Distance	9.4	9.4	0.3%	9.4
Total Calls to Providers	294,780	293,174	0.6%	294,780
Average Initial Hold Time (seconds)	37	41	-9.8%	37
% of Calls on Hold More Than 5 minutes	1.5%	1.7%	-12.2%	1.5%
On-Time Performance	92.8%	92.9%	-0.1%	92.8%
Late 4 Trips	0.04%	0.03%	33.3%	0.04%
Total number Registered Riders	92,906	91,826	1.2%	92,906

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
System Wide				
Jun-10	244,258	183,044	1.33	1.00
Jul-10	243,312	181,161	1.34	1.01
% Change	-0.4%	-1.0%	0.8%	1.0%
SGT - Eastern Region				
Jun-10	71,587	54,156	1.32	0.95
Jul-10	71,281	53,132	1.34	0.95
% Change	-0.4%	-1.9%	1.5%	0.0%
GPI - Southern Region				
Jun-10	75,410	54,156	1.32	0.95
Jul-10	75,192	54,316	1.38	1.03
% Change	-0.3%	-0.6%	0.0%	0.0%
CTI - WC - West Central Region				
Jun-10	39,124	29,853	1.31	1.03
Jul-10	39,126	29,681	1.32	1.03
% Change	0.0%	-0.6%	0.8%	0.0%
MV - San Fernando Valley Region				
Jun-10	48,588	36,720	1.32	1.02
Jul-10	48,260	36,416	1.33	1.02
% Change	-0.7%	-0.8%	0.8%	0.0%
STI - AV - Antelope Valley Region				
Jun-10	5,756	4,512	1.28	1.03
Jul-10	5,665	4,466	1.27	1.03
% Change	-1.6%	-1.0%	-0.8%	0.0%
SCT - Santa Clarita Region				
Jun-10	3,442	2,854	1.21	1.02
Jul-10	3,506	2,903	1.21	1.02
% Change	1.9%	1.7%	0.0%	0.0%

PROVIDER SERVICE SUMMARY
PROVIDER MONITORING

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	26	46	26.0
SGT - Eastern Region	4	18	4.0
GPI - Southern Region	5	7	5.0
CTI - West - Central Region	8	9	8.0
MV Transit - San Fernando Valley Region	7	7	7.0
STI - Antelope Valley Region	1	4	1.0
SCT - Santa Clarita Region	1	1	1.0

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

Road Supervision*	Current	Previous Month	YTD-Average
TOTAL	0	14	0.0
SGT - Eastern Region	0	2	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	12	0.0
SCT - Santa Clarita Region	0	0	0.0

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	182	182	182.0
SGT - Eastern Region	56	53	56.0
GPI - Southern Region	28	24	28.0
CTI - West - Central Region	31	38	31.0
MV Transit - San Fernando Valley Region	24	21	24.0
STI - Antelope Valley Region	23	22	23.0
SCT - Santa Clarita Region	20	24	20.0

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

Comparability of Access Paratransit to Fixed Route Travel Times*

Current Quarter

Previous Quarter

Equal to or Shorter than Comparable Fixed Route Trip	93.7%	92.3%
1-20 Minutes Longer than Fixed Route Trip	5.3%	5.6%
21-40 Minutes Longer than Fixed Route Trip	0.9%	1.4%
41-60 Minutes Longer than Fixed Route Trip	0.0%	0.6%
60 Minutes Longer than Fixed Route Trip	0.0%	0.1%

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

Travel Training	Current	Previous Month	YTD-Average
Accepted Travel Training	21	23	21.0
Waiting for Travel Training	10	9	10.0
Started Travel Training	10	17	10.0
Completed Travel Training	16	19	16.0
Discontinued Services	0	0	0.0
People Currently in Travel Training	6	2	6.0
Total Follow-up Response Month 1	15	11	15.0
Total Follow-up Response Month 2	17	14	17.0
# Graduates Using Bus After 1 Month	15	6	15.0
# Graduates Using Bus After 2 Months	16	14	16.0
Average # of Trips per-week, Month 1	6	7	6
Average # of Trips per-week, Month 2	6	5	6

NORTH COUNTY TRANSFER TRIPS

North County Trips Transferring at Olive View

Current

Previous Month

YTD-Average

Antelope Valley to Transfer Point	215	255	215.0
Transfer Point to Antelope Valley	240	219	240.0
Santa Clarita to Transfer Point	123	109	123.0
Transfer Point to Santa Clarita	89	100	89.0

**Systemwide Mobility Device
Securement Incidents**

	Current	Previous Month	YTD- Average
Total Reported Incidents	1	0	1.0
Total Reported Incidents with Bodily Injury	0	0	0.0
SGT - Eastern Region	0	0	0.0
GPI - Southern Region	1	0	1.0
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	4,780	293,174	294,780
SGT - Eastern Region	1,720	79,355	71,720
GPI - Southern Region	103,837	98,673	103,837
CTI - West - Central Region	63,125	61,157	63,125
MV Transit - San Fernando Valley Region	46,292	44,855	46,292
STI - Antelope Valley Region	7,299	6,667	7,299
SCT - Santa Clarita Region	2,507	2,467	2,507

Customer Service/OMC Calls

	Current	Previous Month	YTD- Average
Customer Service Calls Answered	18,702	19,067	18,702
Ops. Monitoring Center Calls Answered	6,019	6,126	6,019
<i>Ride Info</i> Calls Offered	754	837	754

Average Initial Hold Times - Standard -Not to Exceed 120 Secs and % Calls on Hold > 5 mins Systemwide	Current	Previous Month	YTD- Average
Average Initial Hold Time	37	41	37
% OF Calls On Hold More Than 5 minutes	1.5%	1.7%	1.5%
SGT - Eastern Region			
Average Initial Hold Time	26	38	26
% of Calls on Hold More Than 5 minutes	0.7%	1.3%	0.7%
GPI - Southern Region			
Average Initial Hold Time	33	29	33
% of Calls on Hold More Than 5 minutes	1.2%	0.7%	1.2%
CTI - West - Central Region			
Average Initial Hold Time	28	35	28
% of Calls on Hold More Than 5 minutes	0.8%	1.3%	0.8%
MV Transit - San Fernando Valley Region			
Average Initial Hold Time	74	78	74
% of Calls on Hold More Than 5 minutes	4.0%	4.6%	4.0%
STI - Antelope Valley Region			
Average Initial Hold Time	64	54	64
% of Calls on Hold More Than 5 minutes	5.3%	4.1%	5.3%
SCT - Santa Clarita Valley Region			
Average Initial Hold Time	53	61	53
% of Calls on Hold More Than 5 minutes	3.5%	4.7%	3.5%
Operations Monitoring Center			
Average Initial Hold Time	114	102	114
% of Calls on Hold More Than 5 minutes	12.6%	10.9%	12.6%
Customer Service			
Average Initial Hold Time	197	178	197
% of Calls on Hold More Than 5 minutes	23.0%	19.1%	23.0%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	1,988	2,146	1,988
RESTRICTED	304	276	304
TEMPORARY	169	157	169
NOT ELIGIBLE	118	139	118
TOTAL	2,579	2,718	2,579
Recertifications (in Person)	635	566	635
New Applicants	1,944	2,152	1,944
Eligibility Renewals			
Recertification Letters Sent	2,883	2,334	2,883
Process Time (avg. Days: Individ.)			
Evaluation to Mail Out (ADA <21 Days)	11	11	11
Scheduling Phone Call to Evaluation	12	10	12
Scheduling Phone Call to Mail Out	23	21	23

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	41	58	41
Closed	41	46	41
Withdrawn/Closed Before Completion	5	2	5
Pending	36	64	36
Increased	9	20	9
Decreased	1	0	1
Modified	0	2	0
Upheld	26	22	26
Subtotal	36	44	36
% Appeals not overturned	75%	55%	75%
Net Denied Rate (Year-to-Date)	11%	4%	11%
Process Time: Appeal Date to Mail Out (ADA>30)	9	9	9

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	5,231	5,503	5,231
Late calls	1,419	1,462	1,419
Other (CSC/Reservations)	3,812	4,041	3,812

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	158	170	158
ETA Given	704	709	704
Help Calls	3	5	3
Miscellaneous	554	578	554
TOTAL LATE CALLS	1,419	1,462	1,419

NOTE REGARDING DEFINITION OF CALLS TO OMC:

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

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

Late Trip Calls to OMC Resulting in Dispatch of B/U Vehicle (5.4.1.6)	Current	Previous Month	YTD-Average
Avg. Time Between 1 st Call and Arrival of B/U Vehicle at Rider's Location	62	53	62

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	92.8%	92.9%	92.8%
Percentage of Late Trips	7.3%	7.1%	7.3%
Late "1" (1-15 min. late)	5.8%	5.8%	5.8%
Late "2" (16-30 min. late)	1.2%	1.2%	1.2%
Late "3" (31-45 min. late)	0.2%	0.2%	0.2%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.03%	0.04%
No Shows	3.2%	3.2%	3.2%
Accessibility Violations** - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.24%	0.00%	0.24%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.2%	92.9%	94.2%
Percentage of Late Trips	5.8%	7.1%	5.8%
Late "1" (1-15 min. late)	4.7%	5.7%	4.7%
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%	0.03%	0.02%
No Shows	2.5%	2.8%	2.5%
Accessibility Violations** - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.68%	0.00%	0.68%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.4%	93.1%	94.4%
Percentage of Late Trips	5.7%	6.9%	5.7%
Late "1" (1-15 min. late)	4.7%	5.6%	4.7%
Late "2" (16-30 min. late)	0.8%	1.1%	0.8%
Late "3" (31-45 min. late)	0.1%	0.2%	0.1%
Late "4" (>46 min. late)/Missed Trips	0.02%	0.01%	0.02%

No Shows	4.5%	4.5%	4.5%
Accessibility Violations** - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.68%	0.00%	0.68%

GPI - Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.5%	92.5%	91.5%
Percentage of Late Trips	8.6%	7.5%	8.6%
Late "1" (1-15 min. late)	6.7%	6.0%	6.7%
Late "2" (16-30 min. late)	1.5%	1.3%	1.5%
Late "3" (31-45 min. late)	0.3%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.03%	0.06%
No Shows	2.9%	2.7%	2.9%
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%

MVT - Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.0%	92.7%	91.0%
Percentage of Late Trips	9.0%	7.3%	9.0%
Late "1" (1-15 min. late)	7.0%	6.1%	7.0%
Late "2" (16-30 min. late)	1.7%	1.0%	1.7%
Late "3" (31-45 min. late)	0.3%	0.1%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.02%	0.00%	0.02%
No Shows	2.7%	2.7%	2.7%
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%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.9%	94.0%	91.9%
Percentage of Late Trips	8.1%	6.0%	8.1%
Late "1" (1-15 min. late)	5.6%	4.6%	5.6%
Late "2" (16-30 min. late)	1.7%	1.0%	1.7%
Late "3" (31-45 min. late)	0.6%	0.3%	0.6%
Late "4" (>46 min. late)/Missed Trips*	0.17%	0.04%	0.17%
No Shows	4.8%	4.7%	4.8%
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%

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

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	93.8%	92.0%	93.8%
Percentage of Late Trips	6.2%	8.0%	6.2%
Late "1" (1-15 min. late)	5.5%	7.1%	5.5%
Late "2" (16-30 min. late)	0.7%	0.6%	0.7%
Late "3" (31-45 min. late)	0.1%	0.2%	0.1%
Late "4" (>46 min. late)/Missed Trips	0.00%	0.03%	0.00%
No Shows	2.4%	3.0%	2.4%
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	2	1.5
Animal	0	1.2
Booking	72	99.5
Conduct	65	84.2
Discourteous	85	92.3
Late 1	19	32.2
Late 2	36	40.2
Late 3	13	16.3
Late 4	193	200.7
Risk Management	79	80.5
Routing	25	33.7
Wheelchair Securement	10	5.2
Service	96	139.2
Travel Time	41	49.7
Vehicle	9	6.2
TOTAL	745	882.5
Ratio per 1,000 Trips	4.1	4.9

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.3
Animal	0	0.0
Booking	22	30.8
Conduct	25	29.7
Discourteous	26	26.5
Late 1	3	9.0
Late 2	7	9.0
Late 3	1	5.0
Late 4	45	47.8
Risk Management	17	19.5
Routing	3	7.7
Wheelchair Securement	1	1.2
Service	19	28.8
Travel Time	10	14.3

Vehicle	4	1.7
TOTAL	183	231.3
Ratio per 1,000 Trips	3.4	4.3

CTI - West Central Region	Current	6-Month Average
ADA	2	0.7
Animal	0	0.3
Booking	15	18.7
Conduct	10	11.2
Discourteous	16	19.8
Late 1	3	3.7
Late 2	1	5.2
Late 3	2	1.7
Late 4	46	40.0
Risk Management	17	15.7
Routing	0	4.0
Wheelchair Securement	3	1.5
Service	15	24.8
Travel Time	2	5.2
Vehicle	2	0.7
TOTAL	134	153.0
Ratio per 1,000 Trips	4.5	5.2

GPI - Southern Region	Current	6-Month Average
ADA	0	0.3
Animal	0	0.7
Booking	24	33.7
Conduct	17	27.2
Discourteous	30	26.7
Late 1	8	12.2
Late 2	15	17.2
Late 3	7	6.7
Late 4	68	84.2
Risk Management	28	25.8
Routing	21	19.2

Wheelchair Securement	5	2.2
Service	38	63.2
Travel Time	25	24.7
Vehicle	0	1.7
TOTAL	286	345.3
Ratio per 1,000 Trips	5.3	6.5

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.2
Booking	9	12.0
Conduct	12	11.5
Discourteous	9	12.3
Late 1	4	5.5
Late 2	11	7.2
Late 3	3	2.8
Late 4	22	21.0
Risk Management	15	14.5
Routing	1	2.7
Wheelchair Securement	1	0.2
Service	12	12.3
Travel Time	3	4.2
Vehicle	0	1.0
TOTAL	102	107.3
Ratio per 1,000 Trips	2.8	3.0

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	2	3.7
Conduct	1	1.8
Discourteous	1	2.2
Late 1	1	1.5
Late 2	2	1.3

Late 3	0	0.2
Late 4	12	6.7
Risk Management	0	1.2
Routing	0	0.2
Wheelchair Securement	0	0.2
Service	9	5.3
Travel Time	1	0.8
Vehicle	2	0.7
TOTAL	31	25.7
Ratio per 1,000 Trips	6.9	5.6

SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.2
Conduct	0	0.5
Discourteous	0	0.5
Late 1	0	0.2
Late 2	0	0.2
Late 3	0	0.0
Late 4	0	0.5
Risk Management	0	0.3
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	2	1.3
Travel Time	0	0.3
Vehicle	0	0.2
TOTAL	2	4.2
Ratio per 1,000 Trips	0.7	1.4

Total Trips Comparison

■ FY 09/10 ■ FY 10/11

