

**BOARD BOX ITEMS**  
**FEBRUARY 19, 2009**  
**ACCESS SERVICES**

<i>ITEM</i>	<i>BOARD BOX ITEM</i>	<i>STAFF</i>	<i>PAGES</i>
1.	LEGISLATIVE RECAP JANUARY 2009	A. COLAIACE	2
2.	YEAR TO DATE OPERATIONS PERFORMANCE UPDATE JANUARY 2009	S. CHANGE	3-4
3.	HANDOUT ON BROWN ACT	A. PREM	5-7
4.	FINANCIAL REPORT FOR DECEMBER 2008	L. SWEITZER	8-21
5.	OPERATIONS REPORT FOR DECEMBER 2008	S. CHANG	22-44

# BOARD BOX ITEM #1

FEBRAURY 19, 2009

**TO: BOARD OF DIRECTORS**  
**FROM: ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES**  
**RE: RECAP OF RECENT LEGISLATIVE ACTIVITIES**

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**State Legislative Activities:** In January, I attended a joint meeting of the California Transit Association's Executive and Legislative Committees in Sacramento. The committees met together in order to plan a strategy to respond to plans by the Legislature and the Governor to continue taking state funds that have traditionally gone to fund transit operations. Former Assembly Member Fred Keeley provided some "inside baseball" context for how legislative leaders and the governor are most likely currently making decisions on what programs to cut, and Brian Kelly, the Policy Director for Senate President pro Tempore Darrell Steinberg, spoke to us about the impact on transit funding. We also heard an update from our lead counsel on our appeal of the Association's litigation. The group provided tactical direction to staff regarding the budget fight, and, the Executive Committee ultimately recommitted funds to exploring, in partnership with key interest groups, the possibility of sponsoring a referendum initiative to protect transit funds.

**Federal Legislative Activities:** From APTA: "Today, the Senate passed the American Recovery and Reinvestment Act (H.R. 1) of 2009 by a vote of 61 to 37. As previously reported, the Senate bill contains \$8.4 billion for transit urban and rural formula programs, \$2 billion for high-speed passenger rail corridor investments, \$1.1 billion for Amtrak and intercity passenger rail grants, and \$60 million for ferryboat discretionary grants. The bill also includes \$5.5 billion for a new intermodal discretionary program that can be used for highways, bridges, public transportation projects, including New Starts and Small Starts, passenger and freight rail, and port infrastructure projects. The next step will be a conference between House and Senate leaders to develop a compromise version of the legislation. The House bill includes \$12 billion for transit and \$300 million for high-speed and intercity passenger rail projects."

We are still waiting for details about which transit projects will qualify for the stimulus funds but we have programmed several capital projects in the TIP in case we are able to secure stimulus funding from METRO.

In other federal news, our federal advocate Len Simon helped us submit our FY 2010 appropriations request to Senators Boxer and Feinstein and Congresswoman Lucille Roybal-Allard. We are asking for \$1.5 million to help us replace paratransit vehicles.

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

## **BOARD BOX ITEM #2**

**FEBRAURY 19, 2009**

**TO: BOARD OF DIRECTORS**

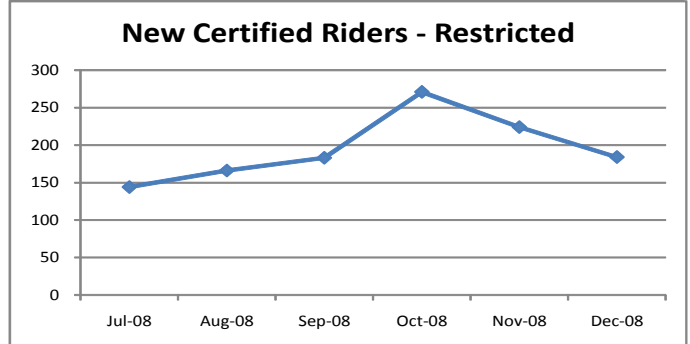
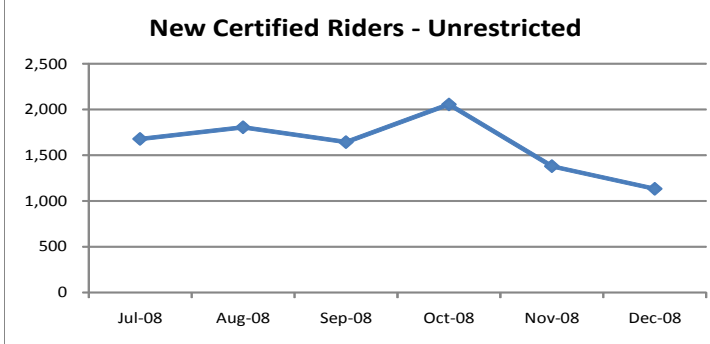
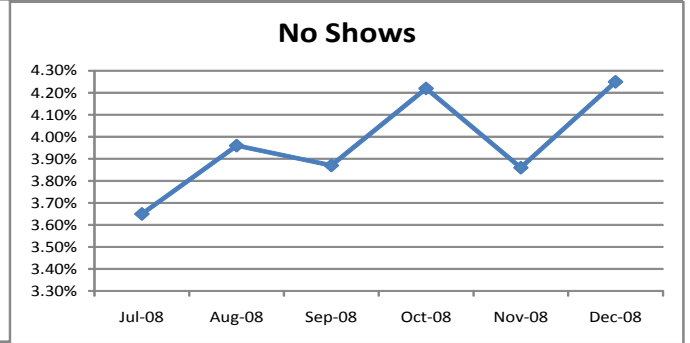
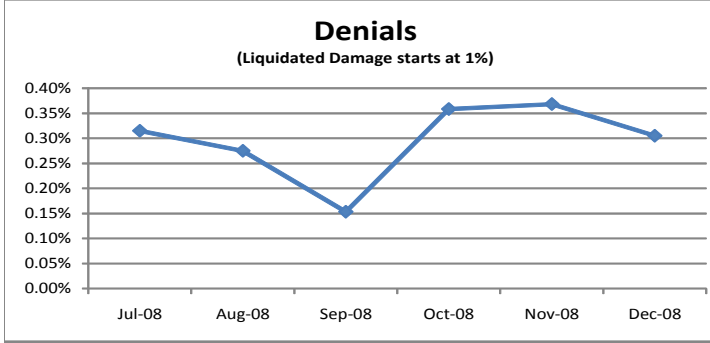
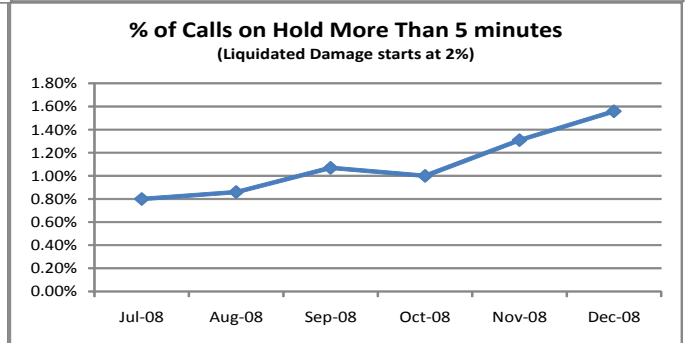
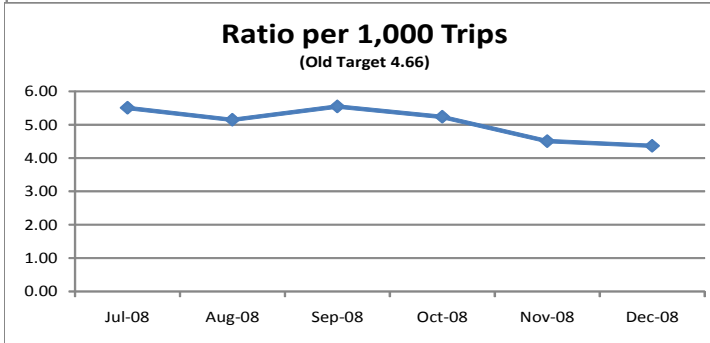
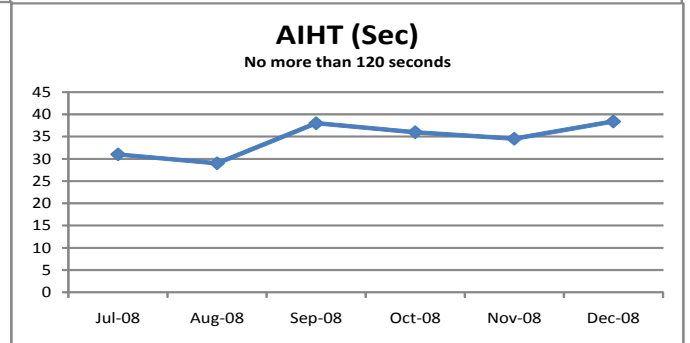
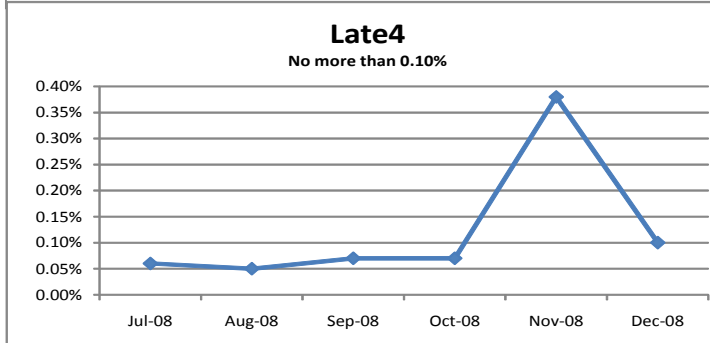
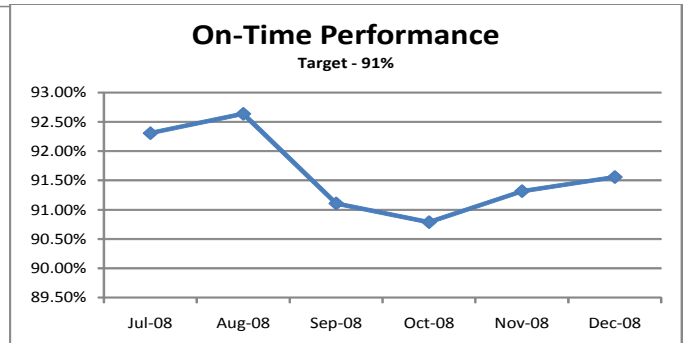
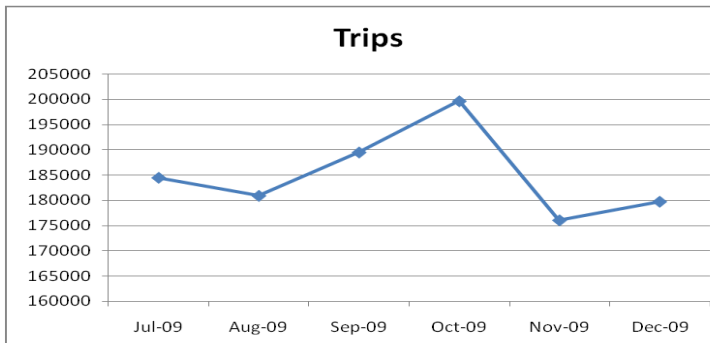
**FROM: STEVE CHANG, ACTING MANAGER OF CONTRACT SERVICES**

**RE: KEY PERFORMANCE INDICATORS**

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Starting February 2009, the operations department will publish a monthly recap of key system performance for the fiscal year in graphical format for “at-a-glance” viewing. The goal of this communication is to inform all interested parties of current service performance levels.

Currently, the operations team uses the performance information to monitor our service providers’ performance, they are also used as indicators to determine the level of service that our customers are experiencing when using Access Paratransit.



## ***BOARD BOX ITEM #3***

**FEBRAURY 19, 2009**

**TO: BOARD OF DIRECTORS**

**FROM: ARUN PREM, DIRECTOR OF STRATEGIC PLANNING**

**RE: HANDOUTS ON BROWN ACT**

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At the request of Vice Chairperson Dolores Nason, this item has been included in the February 2009 Board Box. These handouts were provided to the Community Advisory Committee at their February meeting by the consultant who is providing training on the Brown Act. A full report on the training will be contained in the next Board Box.

# “Understanding the “Brown Act”

## 1) What is the Brown Act?

The Brown Act was sponsored by Ralph M Brown and passed by the California legislator to govern the process of meetings by governmental entities which are, by their purpose, open to the public. These governing entities include: The Legislation, City Councils, Boards of Supervisors, School Boards, and any organization charged by a governing entity to serve the public.

## 2) Why does Access Services need to follow the Brown Act for its governing meetings? (Board of Directors, Commissions, Advisory Committees)

Access Services has been granted the responsibility of paratransit services by a governing entity, Thus, even though Access Services is a non-profit agency, it's scope of services to the public places it under the jurisdiction of the Brown Act for its governing meetings.

## 3) What parts of the governing meetings does the Brown Act regulate?

The Brown Act directs all aspects of the governing meetings, which are open to the public. It identifies and guides components of governing meetings, which do not or cannot be open to the public (example: legal issues, personnel issues, etc)

## 4) What areas does the Brown Act not regulate?

The Brown Act does not regulate interactions by public entities where official business effecting the public is NOT being conducted.

## 5) What are the major directives of the Brown Act?

The Major directives of the Brown Act include:

- a) **Meeting schedules:** Governing Bodies shall designate regular meeting dates and times which are posted for public information and attendance.
- b) **Meeting notices:** Notices of meetings and meeting agendas must be posted for public information prior to governing meetings.
- c) **Meeting results/decisions:** Decisions and actions taken by a governing body must be available for public information through meeting minutes, reports and other appropriate documents.
- d) **Public Comment:** The public must have an opportunity to express their view point at the governing body meeting before action is taken on any appropriate topic.

- e) **Governing Body members:** Members of the governing body MAY NOT conduct business outside of the regular or special meeting. This includes “Serial” meetings.
- f) **Discussions of topics:** Governing body members must be cautious in discussing official business topics or share information outside the meeting structure, especially in public arenas.
- g) **Governing Body Officers:** Officers may discuss components of a meeting for the purpose of developing agendas and meeting action items.
- h) **Sub committees jurisdiction:** Sub committees, both Ad hoc and Standing do not fall under the Brown Act jurisdiction since they do not make decisions effecting public service.
- g) **Facilities:** Governing bodies must conduct their meetings in a facility that is ADA compliant and has easy access.
- h) **PublicRights:**
  - 1) The public has the right to attend meetings and express their opinion regarding agenda and action items at the meeting where those items are being addressed and before decisions are made.
  - 2) The Public may share opinions or express concerns regarding non agenda items at a designated time during a meeting.
  - 3) The Public may not be disruptive during the meetings nor take excessive time in sharing their opinions /concerns.
  - 4) The governing body may set time limits on individual Public comments/input.
- i) **Exemptions:** There are designated meetings and times when the Brown act does not need to be enacted. These are listed in the body of the Brown act document. Some include: 1) Emergency meetings 2) Closed session meetings. However, the results of these meetings must be posted for public information with a reasonable time after the meeting conclusion. Supplemental documents, tapes, videos etc. must be made available to the public after the meeting.

## **BOARD BOX ITEM #4**

**FEBRUARY 19, 2009**

**TO: BOARD OF DIRECTORS**

**FROM: LANCE SWEITZER, DIRECTOR OF FINANCE**

**RE: FINANCIAL REPORT FOR DECEMBER 2008**

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Attached for your review are the financial reports for December 2008.

Approved FY 2008/09 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 9.0% over budget
- ◆ Contract Revenue Miles: 5.7% over budget
- ◆ Trips: 7.6% over budget
- ◆ Completed Eligibility Interviews: 14.3% under budget
- ◆ Average Trip Distance 1.8% under budget at 9.5 miles
- ◆ Total cost per Passenger (before depreciation): 5.9% under budget
- ◆ Administration Function is 5.3% under budget
- ◆ Eligibility Determination Function is 4.1% under budget
- ◆ Paratransit Operations Function is 3.5% over budget

Attached are the following reports for your review:

- Statistical Comparison: December 2007 to December 2008
- Expenses by Functional Area
- Budget to Actual Comparison of Expenses, Misc. Revenues and Cap. Expenditures
- Graph: YTD PAX Cost Comparison
- YTD Budget Results
- Detailed Financial Reports

**Statistical Comparison**  
**6 Months Ended December 2007 to December 2008**

	<u>FY 07/08</u>	<u>FY 08/09</u>	<u>Variance</u>	FY 08/09 % of <u>Inc/(Dec)</u>
Number of PAX	1,252,936	1,402,904	149,968	12.0%
Number of Contact Revenue Miles	9,625,920	10,410,542	784,622	8.2%
Number of Trips	991,014	1,097,051	106,037	10.7%
Number of Eligibility Interviews	14,972	13,247	(1,725)	-11.5%

Expenses by Functional Area  
For the YTD Period Ending December 2008

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>
Paratransit Operations	89.4%	\$39,669,572	\$38,340,406	\$1,329,166	3.5%
Eligibility Determination	5.0%	2,168,820	2,261,390	(92,570)	-4.1%
CTSA/Ride Information	0.5%	230,498	231,791	(1,293)	-0.6%
Administrative	5.1%	<u>2,257,595</u>	<u>2,382,816</u>	<u>(125,221)</u>	<u>-5.3%</u>
Total Exp before Depreciation		<u>\$44,326,485</u>	<u>\$43,216,403</u>	<u>1,110,082</u>	<u>2.6%</u>

## Statistics - - For the YTD Period Ended December 2008

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	% Over <Under> Budget
Number of Completed Cert Interviews	13,247	15,457	(2,210)	-14.3%
Number of PAX	1,402,904	1,286,628	116,276	9.0%
Number of Contract Revenue Miles	10,410,542	9,852,206	558,336	5.7%
Number of Trips	1,097,051	1,019,642	77,409	7.6%
 Purchased Transportation Cost				
Cost per Trip	\$34.41	\$35.70	(\$1.29)	-3.6%
Average Trip Distance	9.5	9.7	(0.17)	-1.8%
Cost per PAX	\$26.91	\$28.29	(\$1.39)	-4.9%
Cost per Contract Rev Mile	\$3.63	\$3.69	(\$0.07)	-1.9%
Total Cost per Pax before depreciation	\$31.60	\$33.59	(\$1.99)	-5.9%

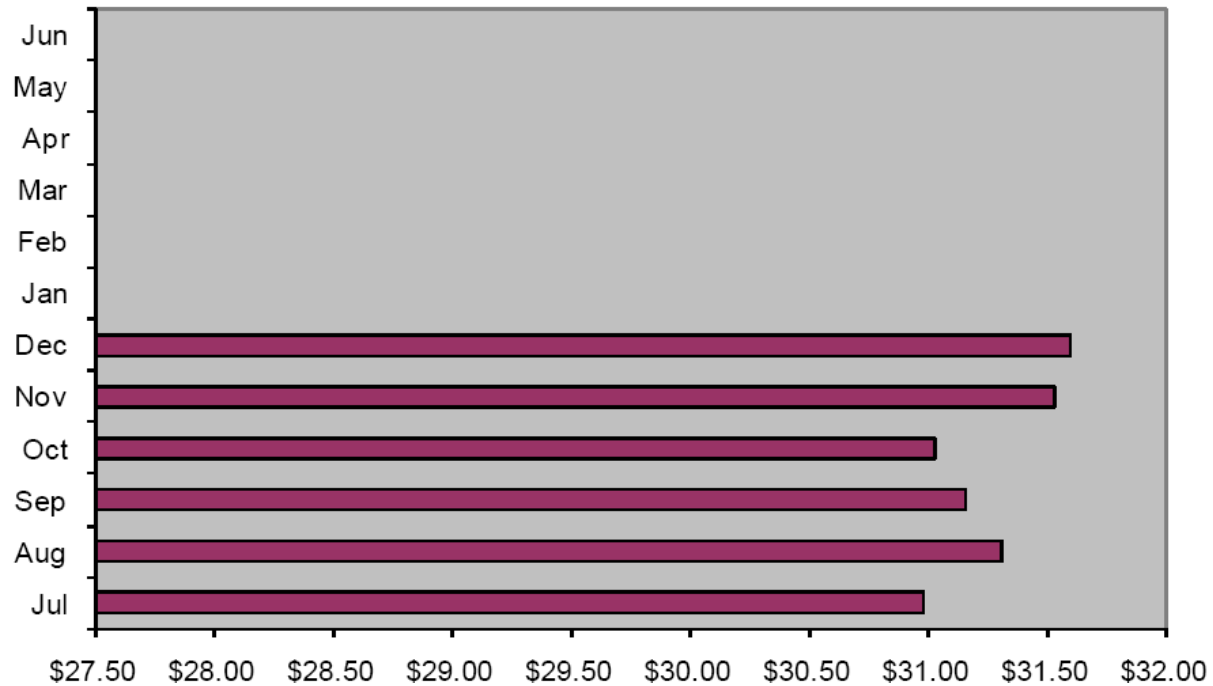
**Budget Results for FY 2008/2009**  
**For the YTD Period Ending December 2008**

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	Expenses Over <Under> <u>Budget</u>
Total Exp before Capital @ December 2008	\$44,326,485	\$43,216,403	\$1,110,082
Revenue			
Passenger Fares	2,156,642	1,923,863	(232,779)
Other Revenue	<u>417,776</u>	<u>240,615</u>	<u>(177,161)</u>
Total Revenue	2,574,418	2,164,478	(409,940)
Capital Expenditures			
Vehicles	2,985,440	3,016,834	(31,394)
Other Capital Expenditures	<u>611,682</u>	<u>611,715</u>	<u>(33)</u>
Total Capital Expenditures	\$3,597,122	\$3,628,549	<u>(31,427)</u>
Over Budget @ December 2008			<u><u>\$668,715</u></u>

## YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
\$ 30.72	\$ 30.44	\$ 30.50	\$ 30.81	\$ 30.80	\$ 31.00
Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
\$ 30.98	\$ 31.31	\$ 31.16	\$ 31.03	\$ 31.53	\$ 31.60

### YTD Amounts for Period Ended December 2008



**Access Services Incorporated  
Balance Sheet  
December 31, 2008**

**ASSETS**

**Current Assets:**

Cash	10,456,592	
Due from FTA	5,753,452	
Due from MTA	2,728,505	
CMAQ Grant Receivable	452,943	
Accounts Receivable-Miscellaneous	83,141	
Employee Receivable-Advances	294	
Prepaid Expenses	343,824	
Deposits	<u>4,081</u>	
<b>Total Current Assets</b>		<b>19,822,831</b>

**Long Term Assets:**

**Property and Equipment:**

Vehicles & Vehicle Equipment	23,857,223	
Office Furniture and equipment	284,629	
Computer & Telephone Equipment	2,264,620	
Central Reservation Software	500,284	
Leasehold Improvements	<u>226,283</u>	
Total Property and Equipment	27,133,039	
Accumulated Amortization & Depreciation	<u>(15,994,776)</u>	
<b>Property and Equipment, Net</b>	11,138,262	
<b>Deposits – Long Germ</b>	<u>32,475</u>	
<b>Total Long Term Assets</b>		<b>11,170,738</b>
<b>Total Assets</b>		<b><u><u>30,993,569</u></u></b>

**Access Services Incorporated  
Balance Sheet  
December 31, 2008**

**LIABILITIES AND NET ASSETS**

**Current Liabilities:**

Accounts Payable-Trade	1,124,198
Accounts Payable-Providers	4,471,939
Insurance and Litigation Reserve	100,000
Accrued Expenses	897,013
	<hr/>
<b>Total Current Liabilities</b>	<b>6,593,150</b>

**Other Liabilities:**

Deferred Revenue	<u>15,767,898</u>
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<b>Total Liabilities</b>	<b>22,361,047</b>
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**Net Assets:**

Temporarily Restricted	8,632,522
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<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b><u><u>30,993,569</u></u></b>
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**ACCESS SERVICES INCORPORATED**

**STATEMENT OF CASHFLOW  
For Period Ending December 31, 2008**

<b>Cash – Beginning Balance 11/30/08</b>	<b>10,813,648</b>
<b>Cash Receipts:</b>	
Proposition C revenue from LACMTA	2,705,997
FTA funding received	6,131,879
Section 16 revenue	0
Passenger fare/coupons/ID revenue	355,160
Interest income	17,424
Providers’ contract penalties	18,850
Miscellaneous revenues	<u>69,869</u>
<b>Total Cash Received</b>	<b>9,299,178</b>
<b>Cash Payments:</b>	
Vehicles/Vehicle equipment	550,536
Capital Equipment	18,578
Leasehold Improvement	0
Prepaid expenses/deposits	110,910
Payments to contract providers	7,947,440
Eligibility Determination expenses	216,703
Salaries and related benefits	441,160
Contract Labor	2,592
Other expenses	<u>368,316</u>
<b>Total Cash Payments</b>	<b>9,656,234</b>
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<b>Increase (Decrease) in Cash Reserves</b>	<b><u>357,056</u></b>
<b>Cash – Ending Balance 12/31/08</b>	<b><u><u>10,456,592</u></u></b>

*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 INCORPORATED

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending December 31, 2008

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	APPROVED 2008-09 BUDGET	% of 08/09 BUDGET REACHED
<b>REVENUE SOURCES:</b>								
Funding Sources for Operating Expenses :							\$81,748,217	
FY 08/09 Prop C & Section 5310							\$0	
MOU SCRRA & GRANT							\$735,000	
Section 5309 Grant for UFS							251,563	
FY 07/08 Carryforward - Unallocated (Estimated)								
Subtotal - Funding Sources & Carryforward Funds	6,863,661	6,846,588	17,073	41,752,067	41,051,924	700,143	82,734,780	50.46%
Funding Sources for Capital Expenses :								
FY 08/09 Prop C & Section 5310	0	0	0	18,788	18,800	(12)	5,453,750	
FY 06/07 & 07/08 Carryforward - Allocated Capital	682,762	689,055	(6,293)	3,578,334	3,609,749	(31,415)	5,674,703	
FY 06/07 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	142,540	
FY 07/08 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	76,071	
Section 16 Capital Funds - FY 07/08 (80% of \$700,000)	0	0	0	0	0	0	560,000	
Subtotal - Funding Sources & Carryforward Funds	682,762	689,055	(6,293)	3,597,121	3,628,549	(31,428)	11,907,064	30.21%
Interest/Miscellaneous Income	18,482	20,000	(1,518)	277,265	100,000	177,265	220,000	126.03%
Disposal of Vehicles	25,124	25,220	(96)	140,511	140,615	(104)	300,000	46.84%
Passenger Fares	369,719	317,279	52,440	2,156,642	1,923,863	232,779	3,859,138	55.88%
<b>TOTAL - REVENUE FUNDING SOURCES</b>	<b>7,959,747</b>	<b>7,898,142</b>	<b>61,605</b>	<b>47,923,607</b>	<b>46,844,951</b>	<b>1,078,656</b>	<b>99,020,982</b>	<b>48.40%</b>
Less : Total Capital Expenditure During FY 08/09	(682,762)		(682,762)	(3,597,121)		(3,597,121)		
Revenue Recognition for FY 08/09 Depreciation	397,971		397,971	2,375,991		2,375,991		
<b>TOTAL - REVENUE RECOGNITION</b>	<b>7,674,956</b>	<b>7,898,142</b>	<b>(223,186)</b>	<b>46,702,476</b>	<b>46,844,951</b>	<b>(142,475)</b>	<b>99,020,982</b>	
<b>EXPENDITURES:</b>								
<b>PARATRANSIT OPERATIONS - DIRECT COST</b>								
Purchased Transportation Services - Regular Trips	5,935,428	5,839,041	96,387	36,722,583	35,304,453	1,418,130	71,125,188	51.63%
Communications - Telephone/Data Transmission	91,613	110,107	(18,494)	561,719	660,640	(98,921)	1,321,280	42.51%
Phone & Computer System Maintenance/License & Consulting	59,578	62,667	(3,089)	356,795	376,000	(19,205)	752,000	47.45%
Salaries & Related Benefits - Customer Svc & Complaint Response	68,542	69,054	(511)	426,726	414,323	12,403	832,686	
Total Customer Service & Complaints	68,542	69,054	(511)	426,726	414,323	12,403	832,686	51.25%
Salaries & Related Benefits - Operations Monitoring Center	65,391	60,555	4,836	367,906	363,329	4,576	730,399	50.37%
Vehicle Cost - Direct	3,460	4,298	(838)	56,843	62,720	(5,877)	150,545	37.76%
Office Rent	13,464	13,524	(60)	80,021	81,147	(1,126)	162,293	49.31%
Insurance - Commercial	46,395	39,163	7,232	237,381	234,978	2,404	469,955	50.51%
Travel & Conference	0	500	(500)	0	3,000	(3,000)	6,000	0.00%
Office Supplies	295	500	(204)	2,321	2,997	(676)	5,994	38.71%
<b>Total - Paratransit Operations - Direct Cost</b>	<b>6,284,167</b>	<b>6,199,408</b>	<b>84,759</b>	<b>38,812,294</b>	<b>37,503,586</b>	<b>1,308,708</b>	<b>75,556,340</b>	<b>51.37%</b>

**ACCESS SERVICES INCORPORATED**  
**STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE**  
For Period Ending December 31, 2008

	CURRENT MONTH <b>ACTUAL</b>	CURRENT MONTH <b>BUDGET</b>	CURRENT VARIANCE OVER/(UNDER)	YTD <b>ACTUAL</b>	YTD <b>BUDGET</b>	YTD VARIANCE OVER/(UNDER)	<b>APPROVED 2008-09 BUDGET</b>	<b>% of 08/09 BUDGET REACHED</b>
<b>PARATRANSIT OPERATIONS - INDIRECT COST</b>								
Salaries & Related Benefits - Operations	91,124	95,497	(4,373)	557,373	572,982	(15,609)	1,149,786	48.48%
Communications - Telephone & Data Transmission	4,646	3,265	1,381	18,651	19,590	(939)	39,180	47.60%
Other Professional Expense	0	167	(167)	0	1,000	(1,000)	2,000	0.00%
Vehicle Costs - Indirect	1,965	3,357	(1,392)	15,818	18,705	(2,887)	36,500	43.34%
Office Rent	6,691	6,744	(53)	39,872	40,464	(592)	80,927	49.27%
Insurance - Commercial	2,317	2,204	113	13,821	13,225	596	26,449	52.25%
Travel and Conference	2,148	417	1,732	3,534	2,500	1,034	5,000	70.69%
Office Supplies	317	465	(148)	2,052	2,790	(738)	5,580	36.78%
Community Events and Materials	126,894	69,950	56,944	168,428	115,250	53,178	125,000	134.74%
Publications/Printed Materials - Riders Communication	2,701	2,917	(215)	17,570	22,540	(4,970)	55,000	31.95%
Postage/Mailing	1,351	2,813	(1,461)	19,390	26,975	(7,585)	58,750	33.00%
Professional Memberships	128	133	(5)	770	800	(30)	1,600	48.15%
<b>Total - Paratransit Operations - Indirect Cost</b>	<b>240,284</b>	<b>187,927</b>	<b>52,356</b>	<b>857,278</b>	<b>836,820</b>	<b>20,459</b>	<b>1,585,772</b>	<b>54.06%</b>
<b>Total - Paratransit Operations Cost</b>	<b>6,524,451</b>	<b>6,387,335</b>	<b>137,116</b>	<b>39,669,572</b>	<b>38,340,406</b>	<b>1,329,167</b>	<b>77,142,113</b>	<b>51.42%</b>
<b>OTHER ACTIVITIES</b>								
<b>ELIGIBILITY DETERMINATION</b>								
Salaries & Related Benefits - Certification & Appeals	40,925	28,857	12,068	183,072	173,141	9,930	347,647	52.66%
Eligibility and Appeal Contracts	157,075	180,376	(23,301)	1,023,566	1,098,197	(74,631)	2,203,769	46.45%
Purchased Transportation Services - Certification Trips	93,875	110,864	(16,989)	664,490	702,284	(37,795)	1,376,157	48.29%
Travel Training	30,433	30,440	(7)	179,158	179,195	(37)	420,000	42.66%
Other Professional Expense	130	83	47	1,139	500	639	1,000	113.85%
Communications - Telephone/Data Transmission	4,262	3,305	957	21,451	19,830	1,621	39,660	54.09%
Phone & Computer System Maintenance/License & Consulting	1,007	1,042	(35)	6,041	6,250	(209)	12,500	48.33%
Vehicle Costs - Mobile Certification	108	131	(23)	108	235	(127)	600	18.00%
Repairs & Maintenance	136	208	(72)	791	1,250	(459)	2,500	31.64%
Office Rent	2,516	2,572	(56)	15,157	15,432	(274)	30,863	49.11%
Insurance - Commercial	4,944	5,000	(56)	28,407	30,001	(1,594)	60,003	47.34%
Travel and Conference	0	250	(250)	0	1,500	(1,500)	3,000	0.00%
Office Supplies	300	413	(113)	1,773	2,475	(702)	4,950	35.81%
Publications/Printed Materials	2,758	2,917	(159)	11,675	17,500	(5,825)	35,000	33.36%
Postage/Mailing/Courier	5,307	2,250	3,057	31,897	13,500	18,397	27,000	118.14%
Professional Memberships	16	17	(1)	96	100	(4)	200	48.15%
<b>Subtotal - Eligibility Determination</b>	<b>343,791</b>	<b>368,724</b>	<b>(24,933)</b>	<b>2,168,820</b>	<b>2,261,390</b>	<b>(92,570)</b>	<b>4,564,849</b>	<b>47.51%</b>

**ACCESS SERVICES INCORPORATED**  
**STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE**  
**For Period Ending December 31, 2008**

	CURRENT MONTH <b>ACTUAL</b>	CURRENT MONTH <b>BUDGET</b>	CURRENT VARIANCE OVER(UNDER)	YTD <b>ACTUAL</b>	YTD <b>BUDGET</b>	YTD VARIANCE OVER(UNDER)	<b>APPROVED 2008-09 BUDGET</b>	<b>% of 08/09 BUDGET REACHED</b>
<b>CTSA FUNCTION</b>								
<b>EDUCATION AND TRAINING</b>								
Salaries & Related Benefits - CTSA	11,306	10,619	687	63,151	63,716	(565)	127,841	49.40%
Scholarships Programs, Education & Training Seminars	34,884	35,000	(116)	34,884	35,000	(116)	35,000	99.67%
Other Professional Expense	0	0	0	10,745	10,750	(5)	26,000	41.33%
Communications - Telephone	192	282	(89)	1,218	1,690	(472)	3,380	36.04%
Office Rent	478	482	(4)	2,848	2,890	(42)	5,780	49.27%
Insurance - Commercial	25	24	1	160	145	15	290	55.16%
Travel and Conference	0	167	(167)	169	1,000	(831)	2,000	8.45%
Office Supplies	100	138	(38)	591	825	(234)	1,650	35.81%
Community Events and Materials	448	333	115	2,484	2,000	484	4,000	62.11%
Publications/Printed Materials	0	208	(208)	0	1,250	(1,250)	2,500	0.00%
Postage/Mailing	270	563	(292)	1,859	3,375	(1,516)	6,750	27.53%
Professional Memberships	16	17	(1)	96	100	(3)	200	48.15%
<b>Subtotal - Education and Training</b>	<b>47,719</b>	<b>47,832</b>	<b>(113)</b>	<b>118,205</b>	<b>122,741</b>	<b>(4,536)</b>	<b>215,392</b>	<b>54.88%</b>
<b>ACCESS RIDE-INFORMATION</b>								
Salaries & Related Benefits - Ride-Information	13,991	15,892	(1,901)	99,387	95,351	4,036	191,467	51.91%
Communications - Telephone	587	615	(28)	3,284	3,690	(406)	7,380	44.49%
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	900	1,000	(100)	2,000	45.00%
Travel and Conference	0	0	0	100	0	100	0	0.00%
Office Rent	1,226	1,245	(19)	7,349	7,470	(121)	14,941	49.19%
Office Supplies	61	86	(25)	371	513	(142)	1,026	36.11%
Publications/Printed Materials	0	42	(42)	435	250	185	500	87.00%
Network Support	0	0	0	0	0	0	0	#DIV/0!
Postage/Mailing	54	113	(58)	372	675	(303)	1,350	27.53%
Professional Memberships	16	17	(1)	96	100	(4)	200	48.15%
<b>Subtotal - Ride-Information</b>	<b>16,085</b>	<b>18,175</b>	<b>(2,090)</b>	<b>112,294</b>	<b>109,050</b>	<b>3,244</b>	<b>218,865</b>	<b>51.31%</b>
<b>Subtotal - CTSA Function</b>	<b>63,804</b>	<b>66,007</b>	<b>(2,202)</b>	<b>230,498</b>	<b>231,791</b>	<b>(1,292)</b>	<b>434,257</b>	<b>53.08%</b>
<b>Total - Other Activities</b>	<b>407,596</b>	<b>434,731</b>	<b>(27,135)</b>	<b>2,399,318</b>	<b>2,493,181</b>	<b>(93,863)</b>	<b>4,999,105</b>	<b>47.99%</b>

ACCESS SERVICES INCORPORATED  
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE  
For Period Ending December 31, 2008

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	APPROVED 2008-09 BUDGET	% of 08/09 BUDGET REACHED
<b>ADMINISTRATIVE</b>								
Salaries & Related Benefits	237,342	249,609	(12,268)	1,398,275	1,497,110	(98,835)	3,005,636	46.52%
Communications - Telephone & Data Transmission	3,228	3,210	18	15,824	19,260	(3,436)	38,520	41.08%
Office Rent	15,593	16,403	(810)	93,727	98,418	(4,691)	196,835	47.62%
Insurance - Commercial	7,547	9,268	(1,721)	50,231	55,607	(5,376)	111,214	45.17%
Office Supplies	3,570	2,625	945	13,059	15,750	(2,691)	31,500	41.46%
Other Professional Services	56,337	78,500	(22,163)	522,507	520,960	1,547	1,054,475	49.55%
Public Notice Advertising Expenses	709	833	(124)	2,472	5,000	(2,528)	10,000	24.72%
Equipment/Other Rental	150	233	(84)	1,182	1,400	(218)	2,800	42.21%
Repairs & Maintenance	5,013	4,000	1,013	26,251	24,000	2,251	48,000	54.69%
Postage/Mailing/Messenger	3,052	5,704	(2,652)	19,897	34,225	(14,327)	68,450	29.07%
Publications/Printed Materials/Copying	0	1,250	(1,250)	3,102	7,500	(4,398)	15,000	20.68%
Network Support/Supplies	5,108	4,617	492	32,753	23,975	8,778	65,000	50.39%
Subscription/References	221	279	(58)	1,094	1,671	(577)	3,342	32.74%
Professional Memberships	258	317	(59)	2,435	1,900	535	3,800	64.08%
Board and Advisory Committee Compensation	983	2,458	(1,475)	18,424	14,750	3,674	29,500	62.45%
Annual Meeting	0	0	0	14,914	15,000	(86)	15,000	99.43%
Business Meetings & Meals	189	1,000	(812)	3,988	6,000	(2,012)	12,000	33.23%
Travel and Conference	2,375	4,167	(1,791)	22,434	25,000	(2,566)	50,000	44.87%
Mileage and Parking	2,965	2,383	582	14,702	14,300	402	28,600	51.41%
Other Expenses - bank fees, tax filing fees, etc.	300	165	135	325	990	(665)	1,980	16.43%
<b>Total - Administrative Expense</b>	<u>344,939</u>	<u>387,021</u>	<u>(42,082)</u>	<u>2,257,595</u>	<u>2,382,816</u>	<u>(125,220)</u>	<u>4,791,652</u>	<u>47.12%</u>
<b>TOTAL EXPENSES BEFORE AMORT. &amp; DEPRECIATION</b>	<u>7,276,985</u>	<u>7,209,087</u>	<u>67,898</u>	<u>44,326,485</u>	<u>43,216,402</u>	<u>1,110,083</u>	<u>86,932,870</u>	<u>50.99%</u>
Amortization and Depreciation Expense	397,971	0	397,971	2,375,991	0	2,375,991	0	
<b>TOTAL EXPENSES AFTER AMORT. &amp; DEPRECIATION</b>	<u>7,674,956</u>	<u>7,209,087</u>	<u>465,869</u>	<u>46,702,476</u>	<u>43,216,402</u>	<u>3,486,074</u>	<u>86,932,870</u>	
<b>CAPITAL EXPENDITURES</b>								
Property & Equipment	682,762	689,055	(6,293)	3,597,121	3,628,549	(31,428)	11,760,478	30.59%
<b>Total - Capital Expenditures</b>	<u>682,762</u>	<u>689,055</u>	<u>(6,293)</u>	<u>3,597,121</u>	<u>3,628,549</u>	<u>(31,428)</u>	<u>11,760,478</u>	<u>30.59%</u>
Less: Amortization and Depreciation Expense	(397,971)	0	(397,971)	(2,375,991)	0	(2,375,991)	0	
<b>TOTAL EXPENSES AND CAPITAL EXPENDITURES</b>	<u>7,959,747</u>	<u>\$7,898,142</u>	<u>\$61,605</u>	<u>\$47,923,607</u>	<u>\$46,844,951</u>	<u>\$1,078,656</u>	<u>\$98,693,348</u>	<u>48.56%</u>
Uncommitted Carryforward from FY 07/08 (Estimated)						0	251,563	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 06/07						0	0	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 07/08						0	76,071	
<b>TOTAL</b>	<u>7,959,747</u>	<u>\$7,898,142</u>	<u>\$61,605</u>	<u>\$47,923,607</u>	<u>\$46,844,951</u>	<u>1,078,656</u>	<u>\$99,020,982</u>	<u>48.40%</u>

**ACCESS SERVICES INCORPORATED**  
**STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE**  
**For Period Ending December 31, 2008**

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	APPROVED 2008-09 BUDGET	% of 08/09 BUDGET REACHED
<b>PROPERTY AND EQUIPMENT</b>								
93 VEHICLES - Minivan (Fleet Replacement) (\$42,000 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$3,906,000	0.00%
17 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$42,000 each)	0	0	0	0	0	0	714,000	0.00%
SUBTOTAL - VEHICLES - FY 08/09	0	0	0	0	0	0	\$4,620,000	
20 VEHICLES - Minivan (Fleet Replacement) (\$39,700 each)	\$0	\$0	0	\$790,024	\$794,000	(\$3,976)	\$794,000	99.50%
15 VEHICLES - Tranzporter (Fleet Replacement) (\$45,300 each)	\$179,536	\$181,200	(1,664)	\$673,261	\$679,500	(\$6,239)	\$679,500	99.08%
7 VEHICLES - Tranzporter (3 Expansion, 4 Replacement) (\$45,300 each)	\$178,828	\$181,200	(2,372)	\$312,948	\$317,100	(\$4,152)	\$317,100	98.69%
4 VEHICLES - Minivan (Expansion) (\$39,700 each)	\$0	\$0	0	\$157,296	\$158,800	(\$1,504)	\$158,800	99.05%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 07/08	358,364	362,400	(4,036)	1,933,530	1,949,400	(15,870)	1,949,400	
1 VEHICLES - Minivan (Fleet Replacement) (\$46,934 )	\$0	\$0	0	\$41,895	\$46,934	(\$5,039)	\$46,934	89.26%
5 VEHICLES - Tranzporter (Fleet Replacement) (\$45,300 each)	\$0	\$0	0	\$223,534	\$226,500	(\$2,966)	\$226,500	98.69%
20 VEHICLES - Minivan (Expansion) (\$39,700 each)	\$235,944	\$238,200	(2,256)	\$786,481	\$794,000	(\$7,519)	\$794,000	99.05%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 06/07	235,944	238,200	(2,256)	1,051,910	1,067,434	(15,524)	1,067,434	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	918,750	0.00%
MATCH FOR NEW FREEDOM APPLICATION	0	0	0	0	0	0	400,000	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	18,788	18,800	(12)	75,000	25.05%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09	0	0	0	18,788	18,800	(12)	1,393,750	
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	500,000	0.00%
CENTRALIZATION SOFTWARE	75,865	75,865	0	500,284	500,290	(6)	2,000,000	25.01%
INTEGRATED DATA SYSTEM	12,589	12,590	(1)	92,611	92,625	(15)	229,894	40.28%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 07/08	88,454	88,455	(1)	592,894	592,915	(21)	2,729,894	
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$682,762</b>	<b>\$689,055</b>	<b>(\$6,293)</b>	<b>\$3,597,121</b>	<b>\$3,628,549</b>	<b>(\$31,428)</b>	<b>\$11,760,478</b>	<b>30.59%</b>

## Operation Report

### Executive Summary December 2008

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During the month of December, Access Paratransit actually experienced a 2.54% increase in trip volume when compared to the previous month in November. The last time that Access Paratransit experienced an increase in trip volume during December was in 2004. Access Paratransit transported 177,869 trips in December. System on-time performance increased again by 0.26% and ended the month at 91.56% on-time. Over an hour late trips or Late4 trips decreased by 28.57% from the previous month at 0.10%. Access Paratransit successfully completed the 2008 calendar year at 91.43% on-time with 0.09% Late4 trips and over 2.1 million trips performed.

During December Access Paratransit handled 326,765 calls, which represents a drop in call volume of 0.91% when compared to November. System Average Initial Hold Time experienced an increase of 8.57% from 35 seconds to 38 seconds. Percentage of calls on hold over 5 minutes increased from 1.31% to 1.56%. When compared to November, customer reported service complaints decreased again to 4.37 complaints per 1,000 trips.

In the month of December, the number of eligible riders increased slightly by 1.58% over November. This brings the number of eligible riders from 75,246 to 76,433.

Sincerely,

Steve Chang  
Acting Manager of Contract Services

## ***BOARD BOX ITEM #5***

**DATE: FEBRUARY 17, 2009**  
**TO: BOARD OF DIRECTORS**  
**FROM: STEVE CHANG, ACTING MANAGER OF CONTRACT SERVICES**  
**RE: OPERATIONS REPORT FOR DECEMBER 2008**

Below is a summary of key operating statistics for December 2008, as well as, operation data for the previous month (November) and Year to Date (YTD):

### **MONTHLY OPERATIONS REPORT SUMMARY**

	Current	Last Month	% change	YTD
Total Trips	177,869	173,471	-2.54%	1,097,051
Passengers per Vehicle Trip	1.28	1.28	0.00%	1.28
Average Trip Distance	9.46	9.39	0.75%	9.49
Total Calls to Providers	326,765	329,759	-0.91%	2,007,394
Average Initial Hold Time(seconds)	38	35	8.57%	35
% of Calls on Hold More Than 5 minutes	1.56%	1.31%	19.08%	1.1%
On-Time Performance	91.56%	91.32%	0.26%	91.62%
Late 4 Trips	0.10%	0.14%	-28.57%	0.08%
Total # Registered Riders	76,433	75,246	1.58%	72,899

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

		Passengers	Trips	Passenger s per Trip	Eligible Passengers per Trip
<b>SYSTEM WIDE</b>					
	<b>Nov-08</b>	221,418	173,471	1.28	1.01
	<b>Dec-08</b>	<b>227,909</b>	<b>177,869</b>	<b>1.28</b>	<b>1.01</b>
	% Change	2.93%	2.54%	0.00%	0.00%
<b>SGT - Eastern Region</b>					
	<b>Nov-08</b>	63,389	48,309	1.31	0.96
	<b>Dec-08</b>	<b>71,441</b>	<b>54,065</b>	<b>1.32</b>	<b>0.98</b>
	% Change	12.70%	11.91%	0.76%	2.08%
<b>GPI- Southern Region</b>					
	<b>Nov-08</b>	72,548	56,594	1.28	1.03
	<b>Dec-08</b>	<b>73,002</b>	<b>56,876</b>	<b>1.28</b>	<b>1.03</b>
	% Change	0.63%	0.50%	0.00%	0.00%
<b>STI-WC - West Central Region</b>					
	<b>Nov-08</b>	37,511	28,841	1.30	1.03
	<b>Dec-08</b>	<b>37,511</b>	<b>26,334</b>	<b>1.31</b>	<b>1.03</b>
	% Change	-8.33%	-8.69%	0.77%	0.00%
<b>MV - San Fernando Valley Region</b>					
	<b>Nov-08</b>	42,258	34,397	1.23	1.02
	<b>Dec-08</b>	<b>42,846</b>	<b>34,840</b>	<b>1.23</b>	<b>1.02</b>
	% Change	1.39%	1.29%	0.00%	0.00%
<b>STI-AV - Antelope Valley Region</b>					
	<b>Nov-08</b>	3,186	3,163	1.01	1.00
	<b>Dec-08</b>	<b>3,214</b>	<b>3,191</b>	<b>1.01</b>	<b>1.00</b>
	% Change	0.88%	0.89%	0.00%	0.00%
<b>SCT - Santa Clarita Region</b>					
	<b>Nov-08</b>	2,164	1,844	1.17	1.00
	<b>Dec-08</b>	<b>2,639</b>	<b>2,226</b>	<b>1.19</b>	<b>1.04</b>
	% Change	21.95%	20.72%	1.71%	4.00%

**PROVIDER SERVICE SUMMARY  
PROVIDER MONITORING**

<b>Maintenance Inspections*</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
TOTAL	29	40	42
SGT- Eastern Region	7	25	14
GPI-Southern Region	1	10	11
STI-West-Central Region	7	3	6
MV Transit-San Fernando Valley Region	13	1	10
STI-Antelope Valley Region	0	1	3
SCT-Santa Clarita Region	1	0	1

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

<b>Road Supervision*</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
TOTAL	64	67	64
SGT- Eastern Region	23	14	14
GPI-Southern Region	15	22	21
STI-West-Central Region	3	16	12
MV Transit-San Fernando Valley Region	20	14	16
STI-Antelope Valley Region	3	1	2
SCT-Santa Clarita Region	1	1	0

\*The data above represents the number of drivers evaluated by the Road Supervisors at various locations throughout the County.

<b>Dispatch Coordination*</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
TOTAL	84	83	94
SGT- Eastern Region	33	33	25
GPI-Southern Region	8	8	20
STI-West-Central Region	24	24	23
MV Transit-San Fernando Valley Region	10	10	14
STI-Antelope Valley Region	9	9	9
SCT-Santa Clarita Region	1	1	4

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

<b>Comparability of Access Paratransit to Fixed Route Travel Times*</b>	<b>Current Quarter</b>	<b>Previous Quarter</b>
Equal to or Shorter than Comparable Fixed Route Trip	<b>92.30%</b>	<b>87.00%</b>
1-20 Minutes Longer than Fixed Route Trip	5.68%	9.44%
21-40 Minutes Longer than Fixed Route Trip	1.42%	2.41%
41-60 Minutes Longer than Fixed Route Trip	0.22%	0.70%
60 Minutes + Longer than Fixed Route Trip	0.33%	0.40%

\*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.

<b>Travel Training</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Accepted Travel Training	19	16	21
Waiting for Travel Training	11	8	7
Started Travel Training	21	15	18
Completed Travel Training	16	19	15
Discontinued Services	0	0	2
People Currently in Travel Training	5	13	11
# Graduates Using Bus After 1 Month	13	9	9
# Graduates Using Bus After 2 Months	5	3	6

### **NORTH COUNTY TRANSFER TRIPS**

<b>North County Trips Transferring at Olive View</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Antelope Valley to Transfer Point	136	123	138
Transfer Point to Antelope Valley	191	153	172
Santa Clarita to Transfer Point	64	76	53
Transfer Point to Santa Clarita	70	62	47

## COMMUNICATIONS

<b>Providers: Monthly Calls</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
<b>ALL PROVIDER TOTAL</b>	<b>326,765</b>	<b>329,759</b>	<b>334,566</b>
SGT-Eastern Region	<b>89,303</b>	<b>89,139</b>	<b>92,217</b>
GPI-Southern Region	<b>108,138</b>	<b>113,762</b>	<b>113,672</b>
STI-West-Central Region	<b>71,086</b>	<b>70,402</b>	<b>71,686</b>
MV Transit - San Fernando Valley Region	<b>49,008</b>	<b>47,862</b>	<b>48,313</b>
STI-Antelope Valley Region	<b>7,404</b>	<b>6,907</b>	<b>6,837</b>
SCT-Santa Clarita Region	<b>1,826</b>	<b>1,687</b>	<b>1,841</b>
<b>Customer Service/OMC Calls</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Customer Service Calls Answered	<b>13,381</b>	<b>12,418</b>	<b>15,516</b>
Ops. Monitoring Center Calls Answered	<b>7,060</b>	<b>7,206</b>	<b>7,358</b>
<i>Ride Info</i> Calls Offered	<b>1,271</b>	<b>718</b>	<b>1,099</b>

<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	<b>38</b>	<b>35</b>	<b>34</b>
% of Calls on Hold More Than 5 minutes	1.56%	1.31%	1.10%
<b>SGT-Eastern Region</b>			
Average Initial Hold Time	<b>29</b>	<b>25</b>	<b>27</b>
% of Calls on Hold More Than 5 minutes	1.1%	0.09%	0.9%
<b>GPI-Southern Region</b>			
Average Initial Hold Time	<b>37</b>	<b>29</b>	<b>30</b>
% of Calls on Hold More Than 5 minutes	1.75%	1.00%	0.94%
<b>STI-West-Central Region</b>			
Average Initial Hold Time	<b>30</b>	<b>33</b>	<b>31</b>
% of Calls on Hold More Than 5 minutes	0.9%	1.3%	0.9%
<b>MV Transit - San Fernando Valley Region</b>			
Average Initial Hold Time	<b>66</b>	<b>61</b>	<b>61</b>
% of Calls on Hold More Than 5 minutes	1.92%	1.85%	1.76%
<b>STI -Antelope Valley Region</b>			
Average Initial Hold Time	<b>97</b>	<b>103</b>	<b>73</b>
% of Calls on Hold More Than 5 minutes	10.90%	11.79%	7.12%
<b>SCT- Santa Clarita Valley Region</b>			
Average Initial Hold Time	<b>41</b>	<b>57</b>	<b>85</b>
% of Calls on Hold More Than 5 minutes	2.21%	3.30%	6.63%
<b>Operations Monitoring Ctr.</b>			
Average Initial Hold Time	<b>65</b>	<b>83</b>	<b>61</b>
% of Calls on Hold More Than 5 minutes	6.09%	8.20%	5.29%
<b>Customer Service</b>			
Average Initial Hold Time	<b>193</b>	<b>199</b>	<b>187</b>
% of Calls on Hold More Than 5 minutes	23.96%	22.53%	19.01%

## Eligibility Determinations

	Current	Previous Month	YTD-Average
<b>ADA Paratransit Evaluations</b>			
<b>Completed</b>			
UNRESTRICTED	1,134	1,381	1,617
RESTRICTED	184	224	195
TEMPORARY	152	191	186
NOT ELIGIBLE	212	190	194
<b>TOTAL</b>	<b>1,682</b>	<b>1,986</b>	<b>2,191</b>
Recertifications (in Person)	445	510	697
New Applicants	1,237	1,476	1,511
<b>Eligibility Renewals</b>			
Recertification Letters Sent	1,684	1,856	2,045
<b>Process Time (avg. Days:Individ.)</b>			
Evaluation to Mail Out (ADA<21 Days)	8	8	10
Scheduling Phone Call to Evaluation	8	5	9
Scheduling Phone Call to Mail Out	16	13	18

	Current	Previous Month	YTD-Average
<b>ADA Paratransit Eligibility Appeals</b>			
Appeals Requested	76	39	62
Closed	78	46	80
Withdrawn/Closed Before Completion	29	13	26
Pending	86	81	77
Increased	18	9	16
Decreased	0	0	2
Modified	7	2	5
Upheld	24	21	32
<b>Subtotal</b>	<b>49</b>	<b>32</b>	<b>54</b>
% Appeals not overturned	63%	72%	70%
<b>Net Denied Rate (Year- to - Date)</b>	<b>12%</b>	<b>9%</b>	<b>9%</b>
Process Time: Appeal Date to Mail Out (ADA<30)	11	11	12

## OPERATIONS MONITORING CENTER ACTIVITY

<b>Calls to OMC</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
TOTAL CALLS:	7,803	7,240	7,531
Late calls	2,680	2,426	2,510
Other (CSC/Reservations)	5,123	4,814	5,021

<b>Disposition of Late Calls</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Back-Up Vehicle Sent	281	300	272
ETA Given	1,419	1,278	1,285
Help Calls	9	8	14
Miscellaneous	941	840	939
<b>TOTAL LATE CALLS</b>	<b>2,680</b>	<b>2,426</b>	<b>2,510</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**

	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Resulting in Dispatch of B/U Vehicle (5.4.1.6)			
Avg. Time Between 1st Call and Arrival of B/U Vehicle at Rider's Location	53	50	51

### **Late Trip Calls to OMC Resulting**

	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
in "Wait" and B/U Vehicles Sent (5.4.1.7)			
Incidence of Vehicles Sent to Wait w/the Rider until Arrival of Accessible Vehicle	-	-	0

**PROVIDER REPORT CARD**

<b>Systemwide</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	91.56%	91.32%	91.62%
Percentage of Late Trips	8.44%	8.66%	8.38%
Late "1" (1-15 min. late)	6.24%	6.55%	6.38%
Late "2" (16-30 min. late)	1.69%	1.60%	1.58%
Late "3" (31-45 min. late)	0.40%	0.14%	0.30%
Late "4" (>46 min.late)/Missed Trips	0.10%	0.38%	0.12%
No Shows	4.25%	3.86%	3.97%
Accessibility Violations** - occurrences	1	2	0.83
A/C Failure - occurrences	0	2	0.33
Denied Trips '-% of Next Day Trip Requests Denied	0.31%	0.37%	0.30%
<b>SGT- Eastern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.92%	91.92%	91.99%
Percentage of Late Trips	7.18%	8.08%	8.02%
Late "1" (1-15 min. late)	5.38%	5.73%	6.06%
Late "2" (16-30 min. late)	1.40%	1.62%	1.54%
Late "3" (31-45 min. late)	0.33%	0.42%	0.33%
Late "4" (>46 min.late)/Missed Trips	0.08%	0.31%	0.10%
No Shows	3.47%	3.11%	3.42%
Accessibility Violations** - occurrences	0	0	16.67%
A/C Failure - occurrences	0	0	0
Denied Trips '-% of Next Day Trip Requests Denied	0.75%	0.69%	0.24%

<b>STI :West Central Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	93.80%	92.69%	93.25%
Percentage of Late Trips	6.20%	7.31%	6.75%
Late "1" (1-15 min. late)	4.72%	5.47%	5.09%
Late "2" (16-30 min. late)	1.21%	1.37%	1.29%
Late "3" (31-45 min. late)	0.22%	0.32%	0.28%
Late "4" (>46 min.late)/Missed Trips	0.05%	0.14%	0.08%
No Shows	5.50%	4.95%	5.05%
Accessibility Violations - occurrences	0	0	0.33
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	89.32%	90.73%	90.85%
Percentage of Late Trips	10.68%	9.27%	9.15%
Late "1" (1-15 min. late)	7.57%	7.03%	6.86%
Late "2" (16-30 min. late)	2.36%	1.75%	1.81%
Late "3" (31-45 min. late)	0.62%	0.43%	0.41%
Late "4" (>46 min.late)/Missed Trips	0.14%	0.06%	0.07%
No Shows	4.17%	3.74%	3.66%
Accessibility Violations - occurrences	0	0	0.17
A/C Failure - occurrences	0	0	0
Denied Trips* -% of Next Trip Requests Denied	0.00%	0.00%	0.00%

<b>MVT-Northern Next Day Trips</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	91.74%	90.25%	91.47%
Percentage of Late Trips	8.26%	9.75%	8.53%
Late "1" (1-15 min. late)	6.44%	7.84%	6.80%
Late "2" (16-30 min. late)	1.45%	1.57%	1.42%
Late "3" (31-45 min. late)	0.29%	0.31%	0.26%
Late "4" (>46 min.late)	0.08%	0.03%	0.04%
No Shows	4.20%	3.58%	3.66%
Accessibility Violations - occurrences	2	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trips Denied	0.74%	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	90.88%	90.76%	92.20%
Percentage of Late Trips	9.12%	9.24%	7.80%
Late "1" (1-15 min. late)	7.42%	7.32%	6.34%
Late "2" (16-30 min. late)	1.24%	1.37%	0.96%
Late "3" (31-45 min. late)	0.42%	0.27%	0.24%
Late "4" (>46 min.late)	0.03%	0.27%	0.13%
No Shows	4.52%	4.35%	4.69%
Accessibility Violations - occurrences	0	0	0
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trips Denied	0.00%	0.78%	0.00%

<b>SCT-Santa Clarita Valley</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	86.81%	91.61%	89.19%
Percentage of Late Trips	13.94%	8.89%	11.49%
Late "1" (1-15 min. late)	11.31%	7.84%	8.21%
Late "2" (16-30 min. late)	2.19%	0.77%	1.92%
Late "3" (31-45 min. late)	0.29%	0.28%	0.52%
Late "4" (>46 min.late)	0.15%	0.00%	0.80%
No Shows	5.44%	5.58%	7.14%
Accessibility Violations - occurrences	0	0	0.17
A/C Failure - occurrences	0	0	0
Denied Trips -% of Next Day Trips Denied	1.08%	0.00%	1.15%

### Customer Reported Service Complaints

<b>Systemwide</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	2	3.00
Animal	1	1.83
Booking	92	104.83
Conduct	31	74.00
Discourteous	135	157.33
Late 1	18	23.33
Late 2	26	29.83
Late 3	29	22.50
Late 4	236	281.67
Risk Management	34	31.50
Routing	21	46.67
Service	104	88.33
Travel Time	43	62.83
Vehicle	5	12.00
<b>TOTAL</b>	<b>777</b>	<b>939.67</b>
Ratio per 1,000 Trips	4.37	5.14

<b>SGT - Eastern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.50
Animal	1	0.83
Booking	20	35.67
Conduct	11	28.17
Discourteous	48	51.17
Late 1	8	8.00
Late 2	8	8.17
Late 3	8	8.00
Late 4	68	103.00
Risk Management	9	9.67
Routing	6	14.83
Service	24	24.17
Travel Time	17	22.33
Vehicle	0	4.17
<b>TOTAL</b>	<b>228</b>	<b>318.67</b>
Ratio per 1,000 Trips	4.22	6.06

<b>STI - West Central Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.33
Animal	0	
Booking	14	19.83
Conduct	6	10.83
Discourteous	28	26.00
Late 1	1	3.33
Late 2	3	3.50
Late 3	3	2.83
Late 4	44	57.17
Risk Management	6	4.83
Routing	3	6.67
Service	22	16.33
Travel Time	2	8.67
Vehicle	0	0.83
<b>TOTAL</b>	<b>132</b>	<b>161.17</b>
Ratio per 1,000 Trips	5.01	5.35

<b>GPI - Southern Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	1	1.33
Animal	0	0.83
Booking	41	33.00
Conduct	8	23.50
Discourteous	45	55.00
Late 1	5	7.00
Late 2	8	12.00
Late 3	13	8.67
Late 4	102	96.00
Risk Management	9	10.67
Routing	11	20.33
Service	39	34.33
Travel Time	20	23.83
Vehicle	4	4.50
<b>TOTAL</b>	<b>306</b>	<b>318.67</b>
Ratio per 1,000 Trips	5.38	5.61

<b>MV Transit - San Fernando Valley Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	1	0.50
Animal	0	0.17
Booking	11	11.00
Conduct	5	8.17
Discourteous	9	18.67
Late 1	4	3.67
Late 2	4	4.17
Late 3	4	2.83
Late 4	14	19.00
Risk Management	3	3.33
Routing	1	4.83
Service	12	7.50
Travel Time	4	7.67
Vehicle	1	2.17
<b>TOTAL</b>	<b>73</b>	<b>93.67</b>
<b>Ratio per 1,000 Trips</b>	<b>2.10</b>	<b>2.61</b>

<b>STI-AV - Antelope Valley Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.00
Animal	0	0.00
Booking	0	4.67
Conduct	0	0.83
Discourteous	1	3.17
Late 1	0	0.17
Late 2	0	0.67
Late 3	0	0.17
Late 4	0	5.83
Risk Management	0	0.33
Routing	0	0.00
Service	0	2.33
Travel Time	0	0.33
Vehicle	0	0.33
<b>TOTAL</b>	<b>1</b>	<b>18.83</b>
<b>Ratio per 1,000 Trips</b>	<b>0.31</b>	<b>5.84</b>

<b>SCT-Santa Clarita Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.00
Animal	0	0.00
Booking	1	0.50
Conduct	0	0.00
Discourteous	0	0.50
Late 1	0	0.00
Late 2	0	0.00
Late 3	0	0.00
Late 4	0	0.50
Risk Management	0	0.00
Routing	0	0.00
Service	1	1.00
Travel Time	0	0.00
Vehicle	0	0.00
<b>TOTAL</b>	<b>2</b>	<b>2.50</b>
<b>Ratio per 1,000 Trips</b>	<b>1.00</b>	<b>1.44</b>

**INCENTIVES AND LIQUIDATED DAMAGES**

**FY 2008-2009**

<b>SGT - Eastern Region</b>	<b>December - 2008</b>			<b>YTD</b>	
<b>Incentives</b>	<b>Actual</b>	<b>Amount</b>	<b>Totals</b>	<b>Amount</b>	<b>Totals</b>
Average Initial Hold Time (secs)	29	\$ 20,000.00		\$ 120,000.00	
OTP				\$ 5,000.00	
<b>Total Incentives</b>			<b>\$ 20,000.00</b>		<b>\$ 125,000.00</b>
<b>Liquidated Damages</b>					
Late Trips 45 minutes past p/u time-(\$250/incident)				\$ (4,000.00)	
ADA Violation -(\$250/incident)		\$ -		\$ (250.00)	
Uniform Violation-(\$75/Incident)	3	\$ (225.00)		\$ (825.00)	
<b>Total Liquidated Damages</b>	<b>-</b>		<b>\$ (4,150.00)</b>		<b>\$ (4,850.00)</b>
<b>NET TOTAL</b>			<b>\$ 15,850.00</b>		<b>\$ 100,150.00</b>

GPI- Southern Region	December - 2008			YTD	
	Actual	Amount	Totals	Amount	Totals
Incentives					
Average Initial Hold Time(secs)	37	\$ 20,000.00		\$ 100,000.00	
<b>Total Incentives</b>			<b>\$ 20,000.00</b>		<b>\$ 100,000.00</b>
<b>Liquidated Damages</b>					
Late Trips 45 minutes past p/u time-(\$250/incident)	7	\$(1,750.00)		\$(1,750.00)	
ADA Violation -(\$250/incident)	1	\$ (250.00)		\$ (2,000.00)	
Uniform Violation-(\$75/Incident)	6	\$ (450.00)		\$ (1,450.00)	
<b>Total Liquidated Damages</b>			<b>\$ (2,450.00)</b>		<b>\$ (5,200.00)</b>
<b>NET TOTAL</b>			<b>\$ 17,55000</b>		<b>\$ 94,800.00</b>

<b>STI-West-Central Region</b>	<b>December - 2008</b>			<b>YTD</b>	
	<b>Actual</b>	<b>Amount</b>	<b>Totals</b>	<b>Amount</b>	<b>Totals</b>
<b>Incentives</b>					
Average Initial Hold Time-secs				\$ 100,000.00	
OTP	93.80%	\$ 5,000.00		\$ 5,000.00	
<b>Total Incentives</b>			<b>\$ 20,000.00</b>		<b>\$ 105,000.00</b>
<b>Liquidated Damages</b>					
Late Trips 45 minutes past p/u time-(\$250/incident)				\$ (3,750.00)	
ADA violations -(\$250/incident)				\$ (250.00)	
Uniform Violation-(\$75/Incident)				\$ (75.00)	
<b>Total Liquidated Damages</b>					<b>\$ (4,075.00)</b>
<b>NET TOTAL</b>			<b>\$ 25,000.00</b>		<b>\$ 125,925.00</b>

MV- San Fernando Valley Region	December - 2008			YTD	
	Actual	Amount	Totals	Amount	Totals
<b>Incentives</b>					
Average Initial Hold Time(secs)	66	\$ 15,000.00		\$ 90,000.00	
<b>Total Incentives</b>			<b>\$ 15,000.00</b>		<b>\$ 90,000.00</b>
<b>Liquidated Damages</b>					
<b>OTP</b>		\$ (250.00)		\$ (5,000.00)	
ADA violations -(\$250/incident)	1	\$ (75.00)		\$ (500.00)	
Uniform Violation-(\$75/Incident)	1			\$ (75.00)	
<b>Total Liquidated Damages</b>			<b>\$ (325.00)</b>		<b>\$ (5,575.00)</b>
<b>NET TOTAL</b>			<b>\$ 14,675.00</b>		<b>\$ 84,425.00</b>

STI-Antelope Valley Region	December – 2008			YTD	
	Actual	Amount	Totals	Amount	Totals
<b>Incentives</b>					
Average Initial Hold Time(secs)				\$ 8,000.00	
<b>Total Incentives</b>					<b>\$ 8,000.00</b>
<b>Liquidated Damages</b>					
Late Trips 45 minutes past p/u time-(\$250/incident)	5	\$(12,500.00)		\$ (3,250.00)	
Hold Times/Calls on hold > 5 minutes	10.90%	\$(12,500.00)		\$ (50,000.00)	
<b>Total Liquidated Damages</b>			<b>\$ (12,500.00)</b>		<b>\$ (53,250.00)</b>
<b>NET TOTAL</b>					<b>\$ (45,250.00)</b>

SCT-Santa Clarita Region	December - 2008			YTD	
	Incentives	Actual	Amount	Totals	Amount
Average Initial Hold Time(secs)	41	\$ 8,000.00		\$ 12,000.00	
No Late Trips				\$ 5,000.00	
<b>Total Incentives</b>			<b>\$ 8,000.00</b>		<b>\$ 17,000.00</b>
<b>Liquidated Damages</b>					
OTP	86.81%	\$ (3,000.00)		\$ (4,000.00)	
Denials				\$ (2,000.00)	
Late Trips 45 minutes past p/u time- (\$250/incident)	1	\$ (250.00)		\$ (11,500.00)	
AIHT & Calls on hold> 5 minutes	1			\$ (26,000.00)	
<b>Total Liquidated Damages</b>			<b>\$ (3,250.00)</b>		<b>\$ (43,500.00)</b>
<b>NET TOTAL</b>			<b>\$ 4,750.00</b>		<b>\$ (26,500.00)</b>

All Providers		
	December-2008	YTD
		Amount
<b>Total Incentives</b>	<b>\$88,000.00</b>	<b>\$470,000.00</b>
<b>Total Liquidated Damages</b>	<b>\$(18,750.00)</b>	<b>\$(116,675.00)</b>
<b>NET TOTAL</b>	<b>\$69,250.00</b>	<b>\$353,325.00</b>

# Total Trips Comparison

FY 07/08

