

# Board Box

June 17, 2011

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# BOARD BOX ITEM #1

JUNE 17, 2011

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

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**Federal Legislative Activities:** APTA reports: "On Wednesday, May 27, Senate Environment and Public Works Committee (EPW) Chairman Barbara Boxer (D-CA), Ranking Member James Inhofe (R-OK), Transportation & Infrastructure Subcommittee Chairman Max Baucus (D-MT), and Subcommittee Ranking Member David Vitter (R-LA) issued a joint statement on their draft transportation reauthorization legislation, Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21). While stating that there is still work to be done, the release announced that MAP-21 "will fund programs at current levels in order to maintain and modernize our critical transportation infrastructure."

"On the House side, the information released thus far from the Transportation & Infrastructure Committee indicates the committee intends to release its draft bill sometime in June. Chairman John Mica (R-FL) continues to hold his position that the bill will live within the means of the revenue currently generated by the Highway Trust Fund, which could result in as much as a 30 percent reduction in spending for federal transit and highway programs. Mica has also indicated that his bill will differ from previous authorization bills by including rail and maritime titles."

Obviously, if the House version is implemented, it would be devastating for transportation and transit programs throughout the United States. We will be keeping close tabs on this issue as it moves through the process.

**State Legislative Activities:** Along with our state advocate, Jason Gonsalves, I made the rounds in Sacramento a few weeks ago just before the annual California Transit Association Legislative Conference. We met with Assembly Transportation Committee Chair Bonnie Lowenthal, Assemblymember Kevin Jeffries (Vice Chair of the Assembly Transportation Committee), Senator Bob Huff and Senator Alan Lowenthal. We also met with staff from the offices of Senator Mark DeSaulnier, Senator Roderick Wright and Assemblymember Isadore Hall. We updated the legislators and their aides on Access issues in general and also handed out a letter

that we sent to the Department of Developmental Services (DDS) outlining our concerns with the Department's proposal to cut funding to Regional Centers.

The California Transit Association's Legislative Committee also addressed the DDS proposal and tried to insert language that would have *mandated* that the Regional Centers consult with local transit operators like Access Services before they transfer clients to public transit services. At this point, the only bill language related to this issue *encourages* the Regional Centers to coordinate but we are hopeful this can be strengthened as the bill moves through the process.

**Local Legislative Activities:** Chief Operations Officer Mark Maloney and I testified at a METRO Operations Committee meeting in May about Access' plans for using alternatively-fueled vehicles in our fleet. METRO Boardmember Mel Wilson asked Mark and me a number of questions about the Agency's plans. Mark handled the questions related to current accessible vehicle technology while I discussed our efforts in looking for grants to implement this technology. As discussed previously, we had met with Boardmember Wilson to discuss these issues and also invite him to take a ride on the new CNG-powered MV-1 vehicle, which could be one solution for our fleet.

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

## BOARD BOX ITEM #2

JUNE 17, 2011

TO: BOARD OF DIRECTORS

FROM: KRISTINE HELIN, SENIOR ADMINISTRATIVE ASSISTANT

RE: OUT OF STATE TRAVEL

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The following is a list of out-of state paratransit meetings for March through June 2011.

### APTA Legislative Conference

*March 12 - 15, 2011  
Washington, D.C.*

The below mentioned Access Services staff traveled to Washington, DC to attend the American Public Transportation Association (APTA) Legislative Conference.

*Andre Colaiace, Deputy Executive Director, Planning & Governmental Affairs  
Steve Chang, Director, Contract Administration*

### APTA Fare Collection Workshop & IT Tech Conference

*March 27 - 31, 2011  
Miami, FL*

The below mentioned Access Services staff traveled to Miami, FL to attend the American Public Transportation Association (APTA) Fare Collection and IT Tech Conferences.

*F Scott Jewell, Deputy Executive Director, Administration*

### Vehicle Manufacturing Pre-Production Meeting

*March 22 - 25, 2011  
Salina Kansas*

The below mentioned Access Services staff member traveled to Salina, KS, for the Pre-production meetings at the Eldorado National plant for the 2011 Dodge Caravan and

2011 Ford Aerotech Cutaways replacement vehicles purchased off the CalAct/MBTA contract for fiscal year 2010-2011. Access Services paid only per diem, airport shuttle and parking expenses. The manufacturer picked up all other travel costs.

*Rick Streiff, Fleet Maintenance Administrator*

### Legislative Meetings

*May 9 - 12, 2011  
Washington D.C.*

The below mentioned Access Services staff members, traveled to Washington, D.C., for Legislative meetings with elected officials.

*Shelly Verrinder, Executive Director  
Andre Colaiace, Deputy Executive Director, Planning & Governmental Affairs*

### APTA Bus & Paratransit Conference

*May 21 - 25, 2011  
Memphis TN*

This premier gathering annually brings together more than 2,000 transit industry professionals from across North America. The meeting combines educational sessions, focusing on today's important transit issues, with unmatched networking opportunities, technical tours, and social events to create an extraordinary event.

*Mark Maloney, Chief Operations Officer  
F Scott Jewell, Deputy Executive Director, Administration  
Joe Stitche, Treasurer, Access Services Board of Directors*

### FTA Civil Rights Training

*May 31 - June 3, 2011  
Washington D.C.*

The below mentioned Access Services staff member, traveled to Washington, D.C., for an FTA training session on Civil Rights. The event covered a variety of topics for transit agencies including requirements for developing an Equal Employment Opportunity (EEO) plan, developing a program to effectively communicate with Limited English Proficiency (LEP) communities and customers, and how an agency conducts public meetings to inform the community about the services that agency provides.

*Eric Haack, Strategic Planner*

## National Community Transportation Roadeo

*June 1 -3, 2011  
Indianapolis IN*

The below mentioned Access Services staff member, traveled to Indianapolis, IN., for the National Community Transportation Roadeo. This roadeo is the super bowl of all bus roadeos, where drivers from across the country compete against the very best.

*Phillip Rice, Road Supervisor  
Danny Rengifo, Driver*

## BOARD BOX ITEM #3

JUNE 17, 2011

TO: BOARD OF DIRECTORS

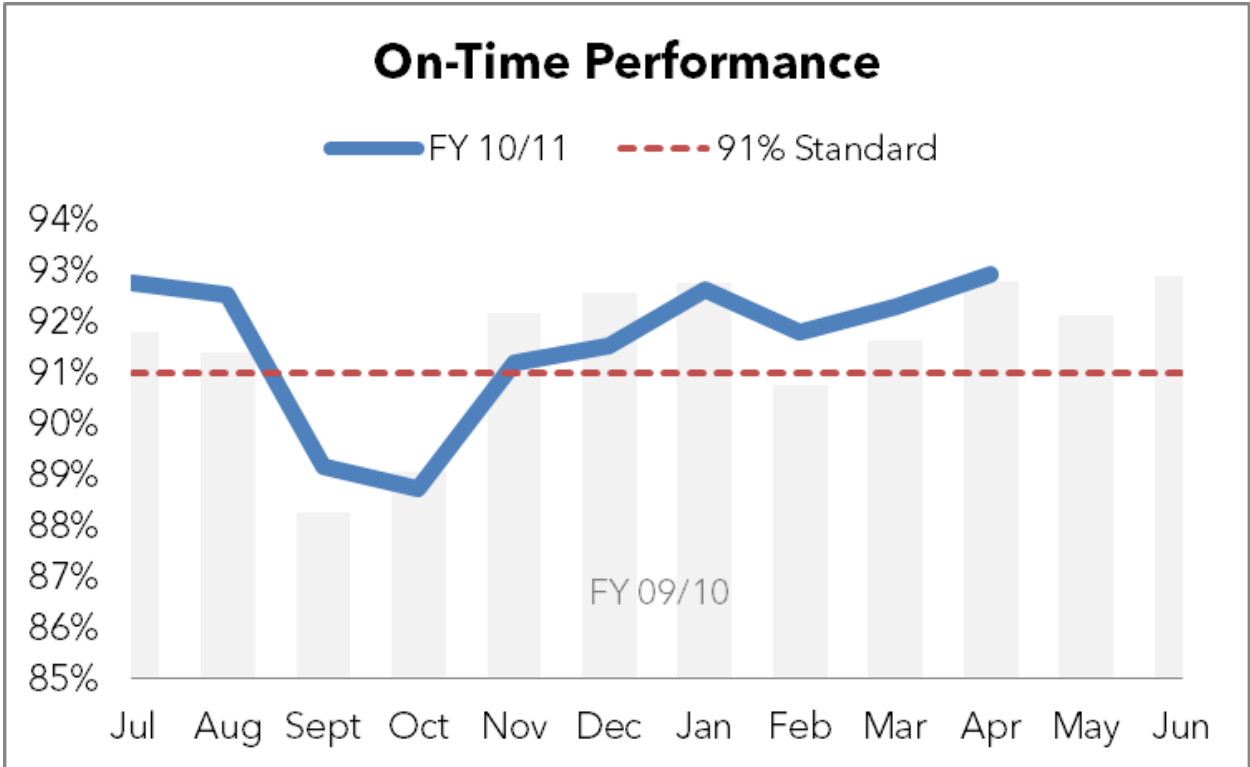
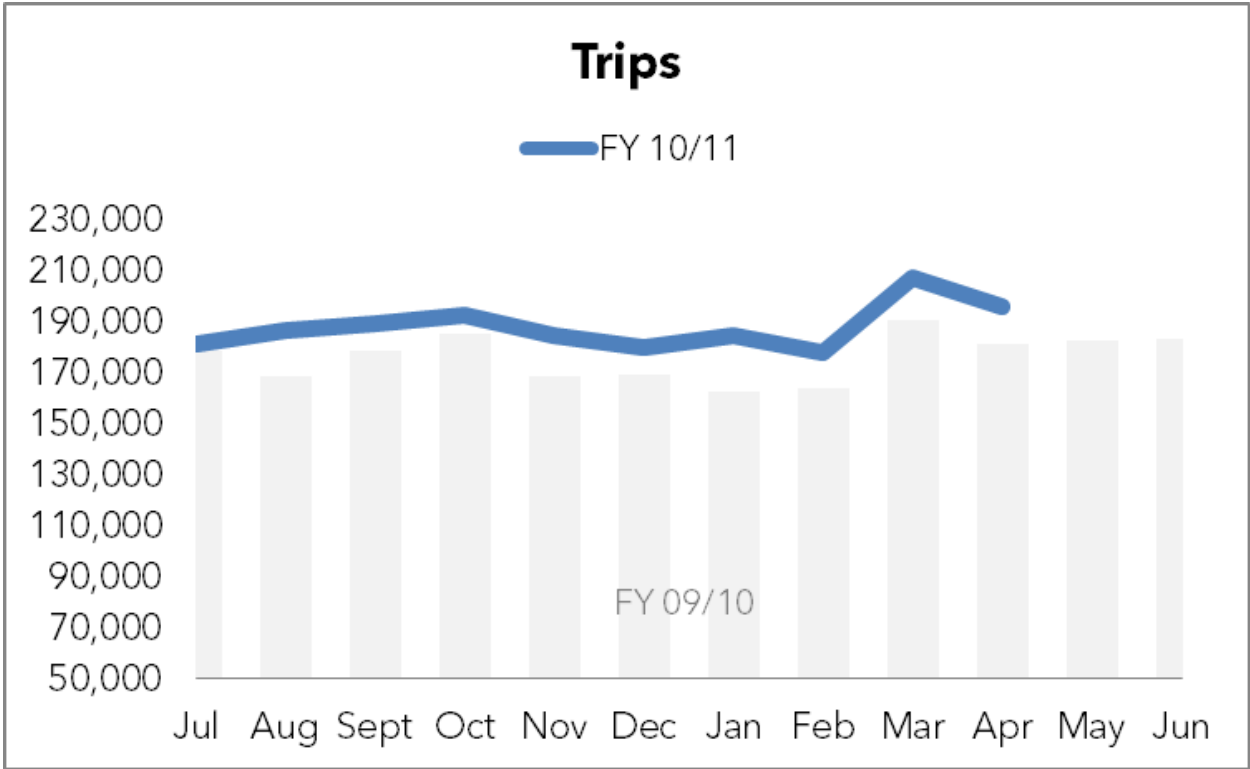
FROM: ALFREDO TORALES, OPERATIONS ANALYST

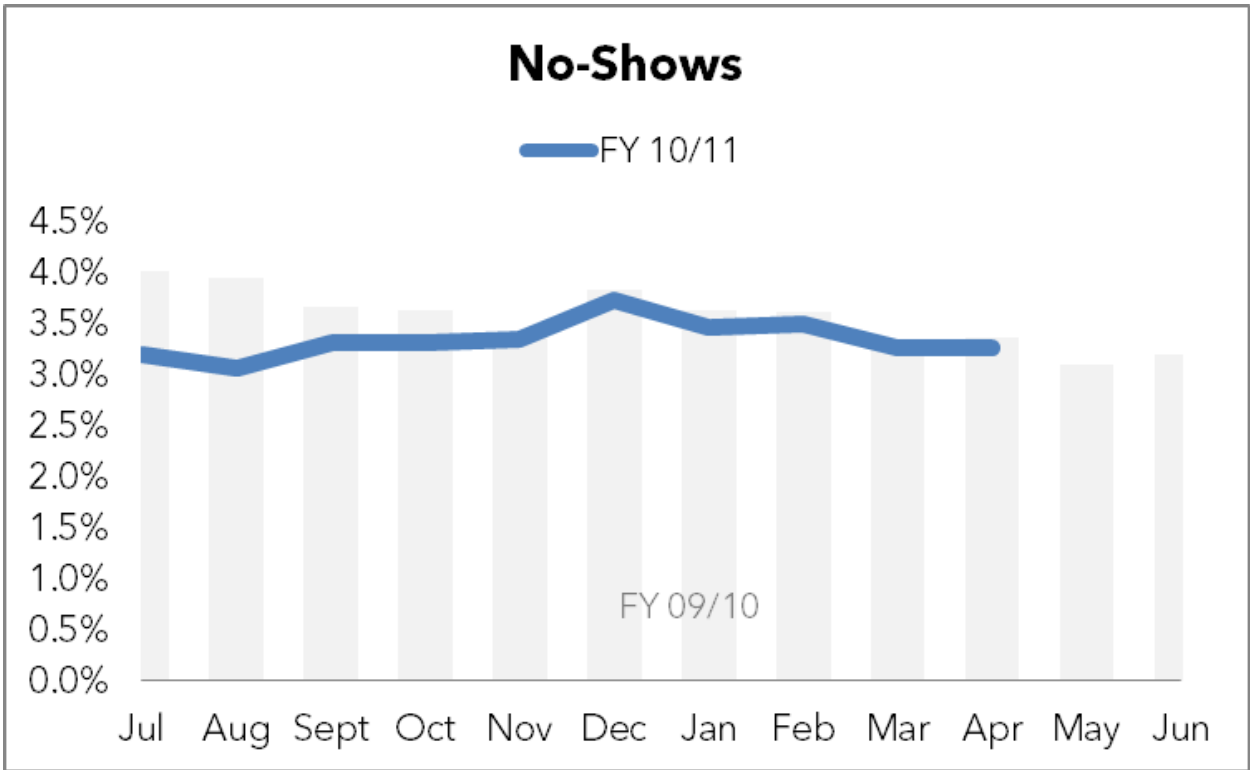
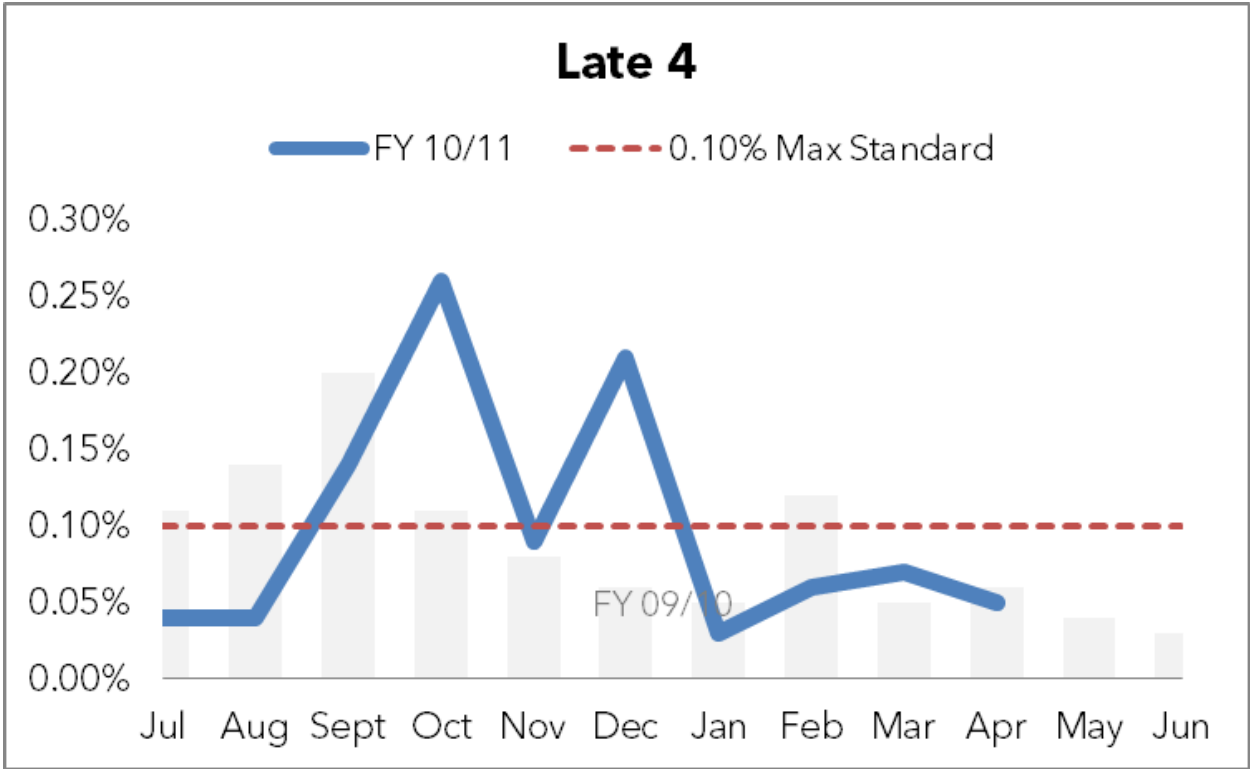
RE: KEY PERFORMANCE INDICATORS

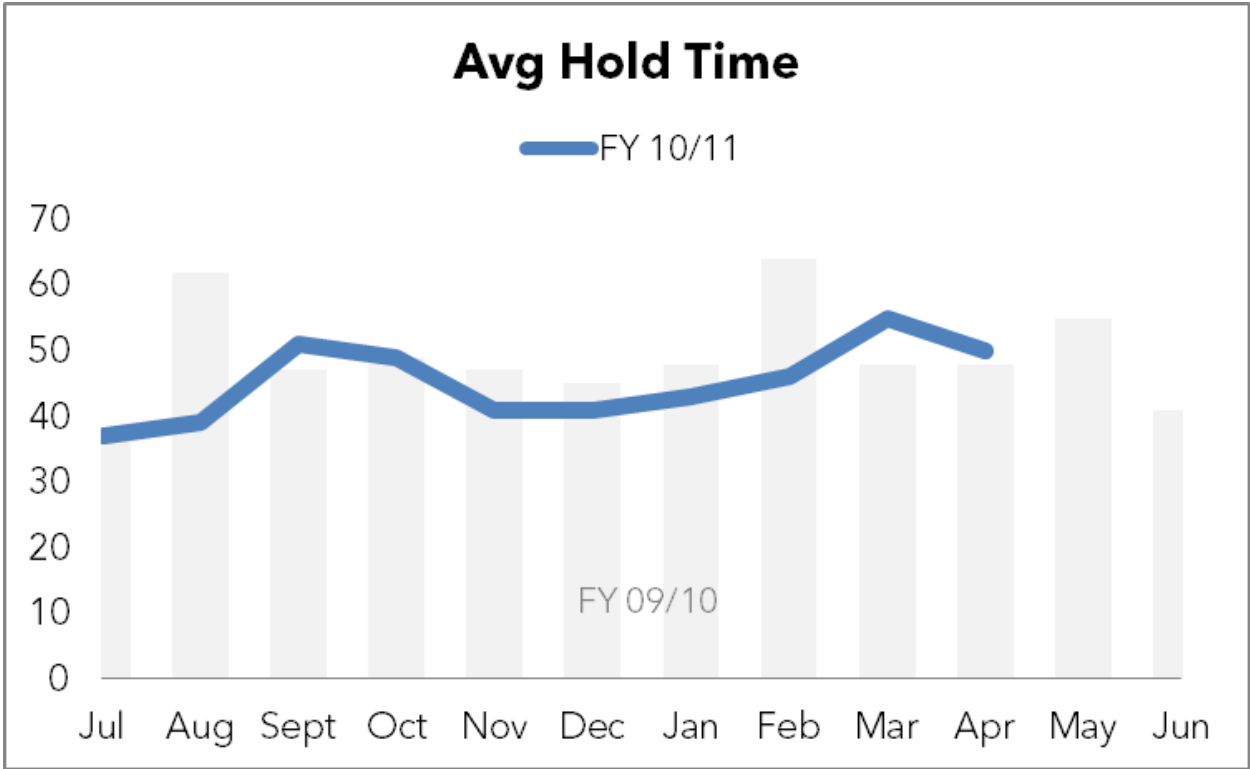
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The following graphs represent key system indicators for the fiscal year as of April 2011. The goal of this communication is to keep everyone informed of the current service performance level in the field.

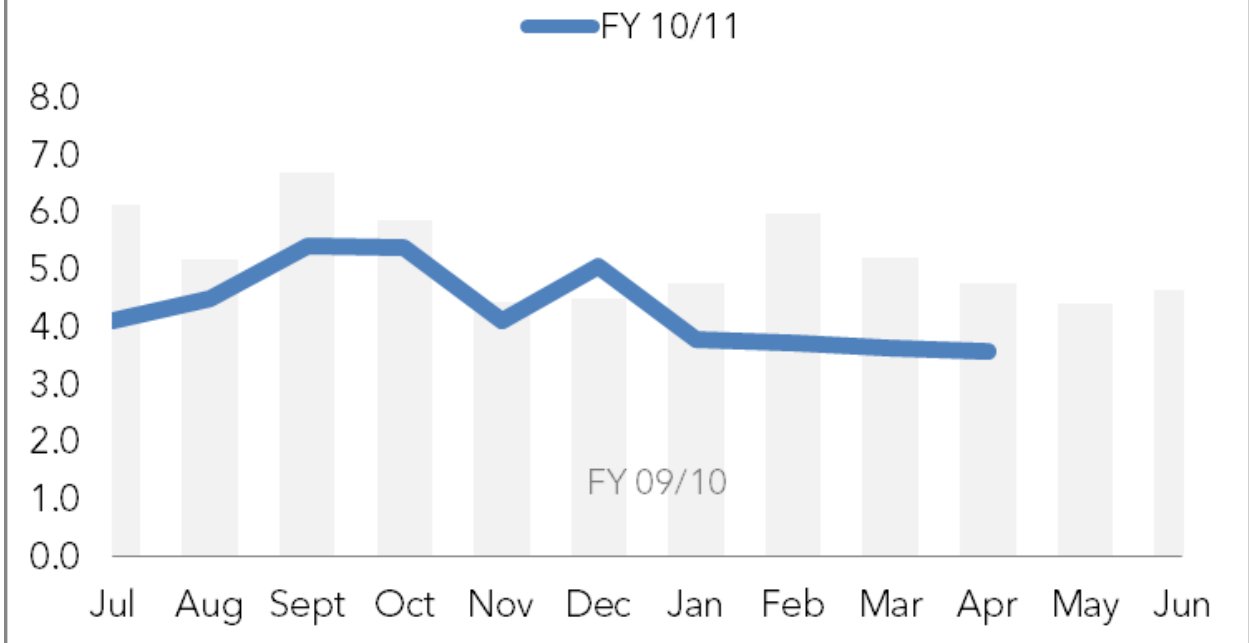
The operations team uses this and other performance information to monitor our service providers' performance. Information is also used to determine the level of service that our customers are experiencing when using Access Paratransit.



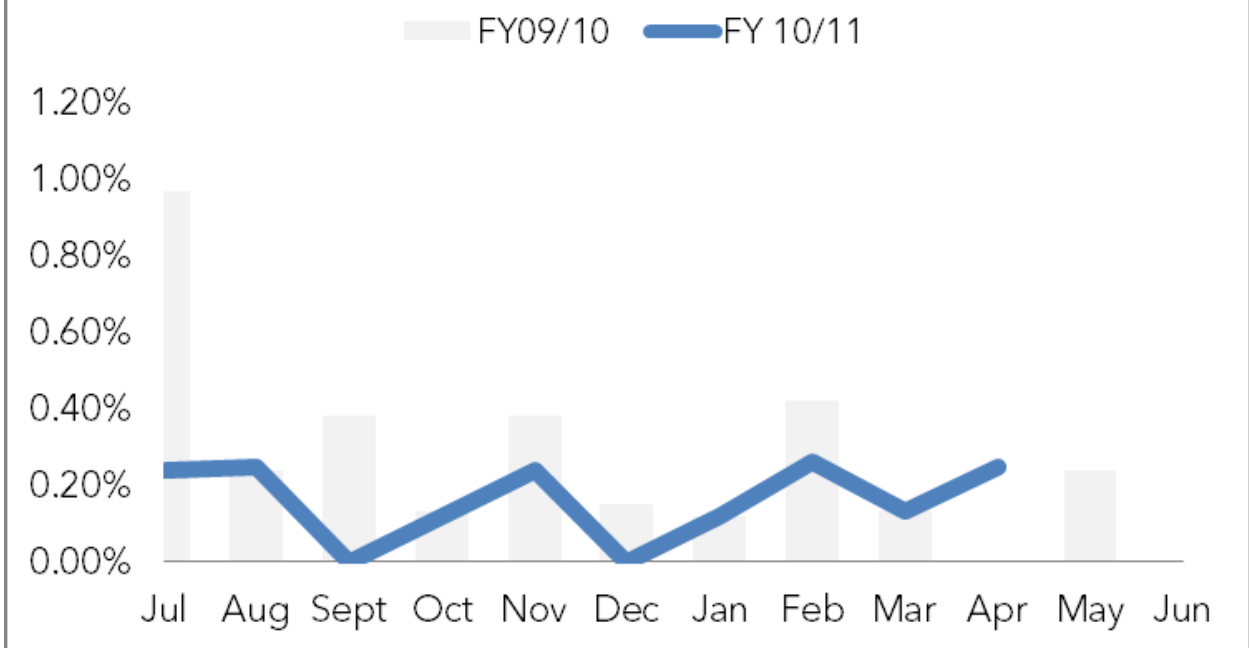




## Service Complaints per 1,000 Trips



## Denials %



## BOARD BOX ITEM #4

JUNE 17, 2011

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR APRIL 2011

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

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

- ◆ Passengers: 1.2% under budget
- ◆ Contract Revenue Miles: 3.2% under budget
- ◆ Trips: 1.1% under budget
- ◆ Completed Eligibility Interviews: 24.9% over budget
- ◆ Average Trip Distance: 2.2% under budget at 9.32 miles
- ◆ Total cost per Passenger (before depreciation): 0.1% under budget
- ◆ Administration Function is 7.9% under budget
- ◆ Eligibility Determination Function is 0.5% over budget
- ◆ Paratransit Operations Function is 0.9% under budget

Attached are the following reports for your review:

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

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

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% Over &lt;Under&gt; Previous Yr</u>
Paratransit Operations	89.2%	\$72,950,413	\$73,637,375	\$ (686,961)	-0.9%	8.0%
Eligibility Determination	5.7%	4,681,123	4,658,845	22,278	0.5%	21.2%
CTSA/Ride Information	0.4%	300,187	357,342	(57,155)	-16.0%	-8.5%
Administrative	4.7%	<u>3,857,074</u>	<u>4,187,296</u>	<u>(330,222)</u>	<u>-7.9%</u>	<u>4.3%</u>
Total Exp before Depreciation		<u>\$ 81,788,798</u>	<u>\$ 82,840,857</u>	<u>\$ (1,052,059)</u>	<u>-1.3%</u>	<u>8.4%</u>

## Statistics - - For the YTD Period Ended April 2011

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% Over &lt;Under&gt; Previous Yr</u>
Number of Completed Cert Interviews	36,232	29,000	7,232	24.9%	26.8%
Number of PAX	2,452,887	2,482,242	(29,355)	-1.2%	7.0%
Number of Contract Revenue Miles	17,521,892	18,104,866	(582,974)	-3.2%	5.9%
Number of Trips	1,879,394	1,899,729	(20,335)	-1.1%	7.6%
Average Trip Distance	9.32	9.53	(0.21)	-2.2%	-1.7%
Purchased Transportation Cost					
Cost per Trip	\$ 35.30	\$ 35.10	\$ 0.20	0.6%	2.1%
Cost per PAX	\$ 27.05	\$ 26.86	\$ 0.19	0.7%	2.7%
Cost per Contract Rev Mile	\$ 3.79	\$ 3.68	\$ 0.11	2.8%	3.8%
Total Cost per Pax before Depreciation	\$ 33.34	\$ 33.37	\$ (0.03)	-0.1%	1.3%

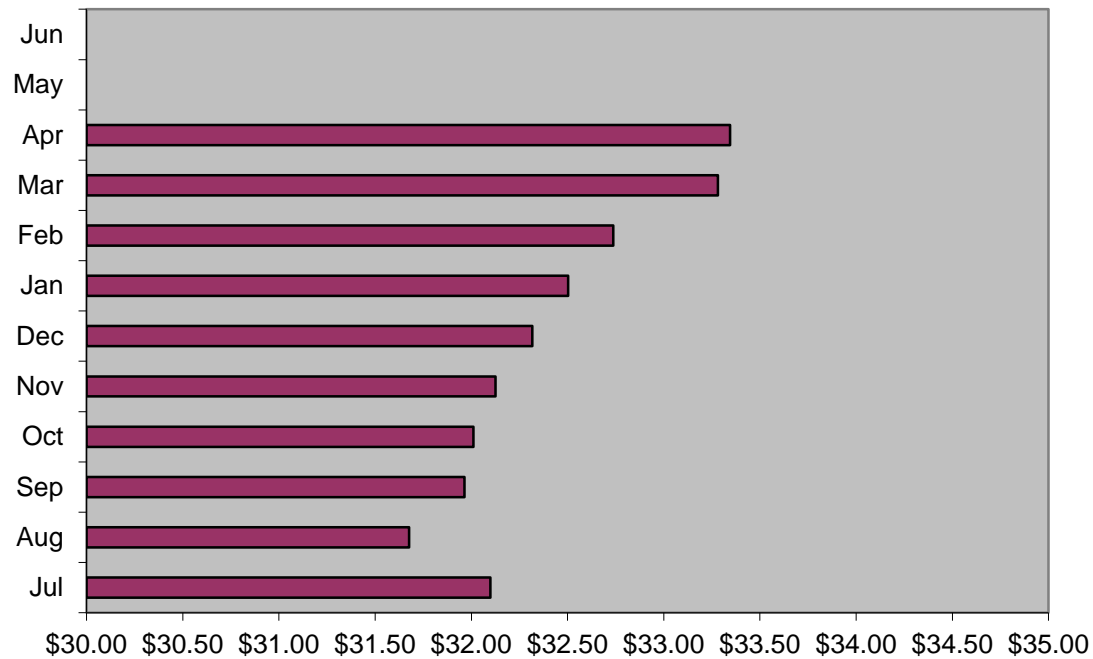
**Budget Results for FY 2010/2011**  
**For the YTD Period Ending April 2011**

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance Over</u> <u>&lt;Under&gt;</u> <u>Budget</u>	<u>% Over</u> <u>&lt;Under&gt;</u> <u>Budget</u>	<u>% Over</u> <u>&lt;Under&gt;</u> <u>Previous Yr</u>
Total Exp before Capital @ April 2011	\$ 81,788,798	\$ 82,840,857	\$ (1,052,059)	-1.3%	8.4%
Revenue					
Passenger Fares	4,462,564	4,425,253	(37,311)		
Other Revenue	<u>225,204</u>	<u>285,720</u>	<u>60,516</u>		
Total Revenue	4,687,768	4,710,973	23,205	0.5%	4.4%
Capital Expenditures					
Vehicles	1,935,391	1,945,324	(9,933)		
Other Capital Expenditures	<u>755,160</u>	<u>752,314</u>	<u>2,846</u>		
Total Capital Expenditures	\$ 2,690,551	\$ 2,697,638	<u>(7,087)</u>	-0.3%	
Under Budget @ April 2011			<u>\$ (1,035,941)</u>		

# YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
\$ 32.44	\$ 32.76	\$ 32.83	\$ 32.83	\$ 33.04	\$ 32.98	\$ 32.97	\$ 33.08	\$ 32.92	\$ 32.93
<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-11</b>	<b>Apr-11</b>
\$ 32.10	\$ 31.68	\$ 31.96	\$ 32.01	\$ 32.13	\$ 32.32	\$ 32.50	\$ 32.74	\$ 33.28	\$ 33.34

**YTD Amounts for Period Ended April 2011**



Access Services Incorporated  
Balance Sheet  
April 30, 2011

ASSETS

Current Assets:

Cash	22,851,982
Due from FTA	3,943,787
Due from MTA	125,520
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	79,942
Prepaid Expenses	2,641,819
Deposits	<u>21,560</u>
<b>Total Current Assets</b>	<b>30,117,552</b>

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	22,923,325
Office Furniture and equipment	232,652
Computer & Telephone Equipment	2,499,400
Central Reservation Software	1,607,747
Leasehold Improvements	<u>156,965</u>
Total Property and Equipment	27,420,089
Accumulated Amortization & Depreciation	<u>(19,479,714)</u>
<b>Property and Equipment, Net</b>	<b><u>7,940,375</u></b>
<b>Total Long Term Assets</b>	<b><u>7,940,375</u></b>

<b>Total Assets</b>	<b><u><u>38,057,927</u></u></b>
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Access Services Incorporated  
Balance Sheet  
April 30, 2011

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	518,374	
Accounts Payable-Providers	7,527,817	
Other Liabilities	318,483	
Insurance Reserve	1,664,366	
Accrued Expenses	971,766	
	<hr/>	
Total Current Liabilities		11,000,805

Other Liabilities:

Deferred Revenue		<u>23,672,527</u>
Total Liabilities		<u>34,673,332</u>

Net Assets:

Temporarily Restricted		3,384,595
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TOTAL LIABILITIES AND NET ASSETS		<hr/> <u><u>38,057,927</u></u>
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Access Services Incorporated  
Statement of Cashflow  
For Period Ending April 30, 2011

Cash - Beginning Balance 3/31/11	22,016,861
<b>Cash Receipts:</b>	
Proposition C revenue from LACMTA	3,587,084
FTA funding received	5,321,668
Section 5317 revenue from LACMTA	6,678
Passenger fare/coupons/ID revenue	475,856
Interest income	3,621
Miscellaneous revenues	26,466
<b>Total Cash Received</b>	<b>9,421,374</b>
<b>Cash Payments:</b>	
Capital equipment	99,251
Prepaid expenses/deposits	468,148
Payments to contract providers	6,534,894
Eligibility Determination expenses	358,102
Salaries and related benefits	430,561
Other expenses	695,297
<b>Total Cash Payments</b>	<b>8,586,253</b>
Increase (Decrease) in Cash Reserves	<b>835,120</b>
Cash - Ending Balance 4/30/11	<b>22,851,982</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								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending April 30, 2011								
	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD	YTD	YTD VARIANCE	2010-11	% of 10/11
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	BUDGET REACHED
<b>REVENUE SOURCES:</b>								
Funding Sources for Operating Expenses :								
FY 10/ 11 Prop C & Section 5310							\$93,271,180	
Call for Projects Grant(Regional Integration of Paratransit Res)							\$424,000	
FY 09/ 10 Carryforward - Unallocated (Estimated)							8,376	
Subtotal - Funding Sources & Carryforward Funds	8,182,155	7,988,041	194,115	76,939,676	77,457,728	(518,052)	93,703,556	82.11%
Funding Sources for Capital Expenses :								
FY 10/ 11 Prop C	1,115	0	1,115	102,858	100,000	2,858	5,484,820	
FY 08/ 09 & 9/ 10 Carryforward - Allocated Capital	41,800	41,800	0	2,587,693	2,597,638	(9,945)	5,688,827	
FY 08/ 09 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	134,120	
FY 08/ 09 & 09/ 10 Carryforward - Allocated Carryforward Funds	0	91,450	(91,450)	0	510,786	(510,786)	665,533	
Section 5317 Grant for New Mobility Resource Center	10,762	10,765	(3)	161,354	161,370	(16)	235,463	
FY 09/ 10 Carryforward - Allocated Carryforward Funds	0	0	0	0	0	0	68,080	
Section 16 Capital Funds - FY 09/ 10 (80% of \$700,000)	0	0	0	0	0	0	531,180	
Subtotal - Funding Sources & Carryforward Funds	53,677	144,015	(90,338)	2,851,905	3,369,794	(517,889)	12,808,023	22.27%
Interest/ Miscellaneous Income	5,498	10,000	(4,502)	39,486	100,000	(60,514)	120,000	32.90%
Disposal of Vehicles	3,949	3,950	(1)	185,718	185,720	(2)	250,000	74.29%
Passenger Fares	451,353	457,772	(6,420)	4,462,564	4,425,253	37,311	5,344,295	83.50%
<b>TOTAL - REVENUE FUNDING SOURCES</b>	<b>8,696,631</b>	<b>8,603,778</b>	<b>92,854</b>	<b>84,479,348</b>	<b>85,538,495</b>	<b>(1,059,147)</b>	<b>112,225,874</b>	<b>75.28%</b>
Less : Total Capital Expenditure During FY 10/ 11	(42,915)		(42,915)	(2,690,551)		(2,690,551)		
Revenue Recognition for FY 10/ 11 Depreciation	408,145		408,145	4,038,495		4,038,495		
<b>TOTAL - REVENUE RECOGNITION</b>	<b>9,061,862</b>	<b>8,603,778</b>	<b>458,084</b>	<b>85,827,293</b>	<b>85,538,495</b>	<b>288,798</b>	<b>112,225,874</b>	
<b>EXPENDITURES:</b>								
<b>PARATRANSIT OPERATIONS - DIRECT COST</b>								
Purchased Transportation Services - Regular Trips	6,924,145	6,777,466	146,679	65,096,432	65,435,700	(339,268)	79,249,861	82.14%
Communications - Telephone/Data Transmission	99,893	111,235	(11,343)	928,846	1,112,354	(183,508)	1,334,825	69.59%
Phone & Computer System Maintenance/License & Consulting	82,418	82,716	(298)	773,904	804,424	(30,520)	969,857	79.80%
Salaries & Related Benefits - Customer Svc & Complaint Response	60,079	60,095	(16)	616,156	595,177	20,979	713,444	
Total Customer Service & Complaints	60,079	60,095	(16)	616,156	595,177	20,979	713,444	86.36%
Salaries & Related Benefits - Operations Monitoring Center	38,808	45,764	(6,956)	414,044	452,772	(38,729)	542,678	76.30%
Vehicle Cost - Direct	33	3,098	(3,065)	51,172	82,814	(31,642)	150,315	34.04%
Community Events and Materials-Safety Incentive Program	747	750	(3)	57,132	55,824	1,308	95,744	59.67%
Office Rent	14,881	14,861	20	148,813	148,613	199	178,336	83.45%
Insurance - Commercial	324,595	332,673	(8,078)	3,309,566	3,326,725	(17,159)	3,992,069	82.90%
Travel & Conference	0	375	(375)	4,689	3,750	939	4,500	104.19%
Other Professional Expense	0	0	0	23,540	23,550	(10)	38,800	60.67%
Office Supplies	455	520	(65)	5,521	5,200	321	6,240	88.48%
<b>Total - Paratransit Operations - Direct Cost</b>	<b>7,546,053</b>	<b>7,429,554</b>	<b>116,499</b>	<b>71,429,814</b>	<b>72,046,904</b>	<b>(617,090)</b>	<b>87,276,669</b>	<b>81.84%</b>

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending April 30, 2011									
	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
<b>PARATRANSIT OPERATIONS - INDIRECT COST</b>									
Salaries & Related Benefits - Operations	114,768	111,230	3,537	1,154,406	1,105,071	49,335	1,325,121		87.12%
Communications - Telephone & Data Transmission	3,881	4,663	(781)	38,826	46,625	(7,799)	55,950		69.39%
Other Professional Expense	1,800	3,500	(1,700)	9,550	35,000	(25,450)	42,000		22.74%
Vehicle Costs - Indirect	2,332	2,833	(502)	23,553	28,333	(4,781)	34,000		69.27%
Office Rent	9,375	9,375	0	93,750	93,750	0	112,500		83.33%
Insurance - Commercial	1,108	1,256	(148)	11,080	12,558	(1,478)	15,069		73.53%
Travel and Conference	0	833	(833)	6,351	8,333	(1,983)	10,000		63.51%
Office Supplies	425	495	(70)	5,425	4,950	475	5,940		91.33%
Community Events and Materials	9,741	13,793	(4,053)	106,890	147,933	(41,043)	175,520		60.90%
Publications/ Printed Materials - Riders Communication	5,036	7,819	(2,782)	47,461	84,442	(36,981)	144,825		32.77%
Postage/ Mailing	2,018	2,188	(170)	21,716	21,875	(159)	36,250		59.91%
Professional Memberships	268	160	108	1,593	1,600	(7)	1,920		82.95%
<b>Total - Paratransit Operations - Indirect Cost</b>	<b>150,752</b>	<b>158,145</b>	<b>(7,392)</b>	<b>1,520,600</b>	<b>1,590,471</b>	<b>(69,871)</b>	<b>1,959,094</b>		<b>77.62%</b>
<b>Total - Paratransit Operations Cost</b>	<b>7,696,806</b>	<b>7,587,699</b>	<b>109,107</b>	<b>72,950,413</b>	<b>73,637,375</b>	<b>(686,961)</b>	<b>89,235,763</b>		<b>81.75%</b>
<b>OTHER ACTIVITIES</b>									
<b>ELIGIBILITY DETERMINATION</b>									
Salaries & Related Benefits - Certification & Appeals	28,805	38,362	(9,557)	324,000	380,583	(56,583)	456,295		71.01%
Eligibility and Appeal Contracts	201,976	191,817	10,159	2,023,850	1,918,170	105,680	2,301,804		87.92%
Purchased Transportation Services - Certification Trips	140,071	124,340	15,731	1,244,002	1,243,393	609	1,492,073		83.37%
Travel Training	45,137	38,375	6,762	367,228	383,750	(16,522)	460,500		79.75%
Tether Pilot Program	11,827	11,830	(3)	161,052	157,065	3,987	220,931		72.90%
Other Professional Expense	73,620	73,667	(47)	74,571	75,167	(596)	2,000		3728.53%
Communications - Telephone/Data Transmission	5,222	3,992	1,230	44,691	39,917	4,774	47,900		93.30%
Phone & Computer System Maintenance/License & Consulting	0	1,667	(1,667)	0	16,667	(16,667)	20,000		0.00%
Vehicle Costs - Mobile Certification	0	21	(21)	0	208	(208)	250		0.00%
Repairs & Maintenance	115	117	(2)	1,128	1,167	(39)	1,400		80.57%
Office Rent	4,844	4,861	(17)	48,438	48,609	(172)	58,331		83.04%
Insurance - Commercial	3,826	4,188	(362)	38,533	41,883	(3,350)	50,260		76.67%
Business Meetings & Meals	0	0	0	53	0	53	0		n/a
Travel and Conference	0	500	(500)	11,848	5,000	6,848	6,000		197.47%
Office Supplies	351	415	(64)	4,663	4,150	513	4,980		93.63%
Publications/ Printed Materials	8,836	5,750	3,086	245,268	258,750	(13,482)	443,750		55.27%
Postage/ Mailing/ Courier	11,842	8,417	3,426	91,601	84,167	7,434	101,000		90.69%
Professional Memberships	34	20	14	199	200	(1)	240		82.95%
<b>Subtotal - Eligibility Determination</b>	<b>536,506</b>	<b>508,337</b>	<b>28,169</b>	<b>4,681,123</b>	<b>4,658,845</b>	<b>22,278</b>	<b>5,667,713</b>		<b>82.59%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending April 30, 2011								
	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
<b>CTSA FUNCTION</b>								
<b>EDUCATION AND TRAINING</b>								
Salaries & Related Benefits - CTSA	3,450	8,651	(5,201)	50,717	85,950	(35,233)	103,066	49.21%
Scholarships Programs, Education & Training Seminars	3,250	3,250	0	44,599	49,300	(4,701)	56,950	78.31%
Other Professional Expense	0	0	0	0	0	0	15,000	0.00%
Communications - Telephone	305	310	(5)	3,055	3,104	(49)	3,725	82.02%
Office Rent	625	625	0	6,250	6,250	0	7,500	83.33%
Insurance - Commercial	22	25	(3)	222	251	(29)	301	73.53%
Travel and Conference	0	167	(167)	0	1,667	(1,667)	2,000	0.00%
Office Supplies	111	132	(21)	1,491	1,317	174	1,580	94.35%
Community Events and Materials	70	333	(264)	772	3,333	(2,561)	4,000	19.30%
Publications/ Printed Materials	0	183	(183)	1,408	1,833	(425)	2,200	64.00%
Postage/ Mailing	404	438	(34)	4,343	4,375	(32)	5,250	82.73%
Professional Memberships	34	20	14	199	200	(1)	240	82.95%
<b>Subtotal - Education and Training</b>	<b>8,270</b>	<b>14,134</b>	<b>(5,864)</b>	<b>113,056</b>	<b>157,580</b>	<b>(44,524)</b>	<b>201,812</b>	<b>56.02%</b>
<b>ACCESS RIDE-INFORMATION</b>								
Salaries & Related Benefits - Ride-Information	15,779	17,381	(1,602)	160,138	172,547	(12,409)	206,886	77.40%
Communications - Telephone	970	665	305	8,192	6,646	1,547	7,975	102.73%
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	1,500	1,667	(167)	2,000	75.00%
Office Rent	1,525	1,528	(3)	15,250	15,278	(28)	18,333	83.18%
Office Supplies	75	88	(13)	983	883	100	1,060	92.78%
Publications/ Printed Materials	0	167	(167)	0	1,667	(1,667)	2,000	0.00%
Postage/ Mailing	81	88	(7)	869	875	(6)	1,050	82.73%
Professional Memberships	34	20	14	199	200	(1)	240	82.95%
<b>Subtotal - Ride-Information</b>	<b>18,613</b>	<b>20,103</b>	<b>(1,490)</b>	<b>187,131</b>	<b>199,762</b>	<b>(12,630)</b>	<b>239,544</b>	<b>78.12%</b>
<b>Subtotal - CTSA Function</b>	<b>26,884</b>	<b>34,237</b>	<b>(7,353)</b>	<b>300,187</b>	<b>357,342</b>	<b>(57,155)</b>	<b>441,356</b>	<b>68.01%</b>
<b>Total - Other Activities</b>	<b>563,390</b>	<b>542,574</b>	<b>20,816</b>	<b>4,981,310</b>	<b>5,016,187</b>	<b>(34,876)</b>	<b>6,109,070</b>	<b>81.54%</b>

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending April 30, 2011									
	CURRENT	CURRENT	CURRENT				YTD		% of 10/11
	MONTH	MONTH	VARIANCE		YTD	YTD	VARIANCE	2010-11	BUDGET
	ACTUAL	BUDGET	OVER(UNDER)		ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
<b>ADMINISTRATIVE</b>									
Salaries & Related Benefits	227,026	239,773	(12,747)		2,275,096	2,379,211	(104,114)	2,858,535	79.59%
Communications - Telephone & Data Transmission	3,713	3,994	(281)		36,367	39,938	(3,571)	47,925	75.88%
Office Rent	19,533	19,850	(317)		194,486	198,500	(4,014)	238,200	81.65%
Insurance - Commercial	10,031	9,646	386		96,599	96,457	141	115,749	83.46%
Office Supplies	1,930	2,392	(461)		22,975	23,917	(941)	28,700	80.05%
Other Professional Services	102,696	126,390	(23,694)		986,563	1,136,665	(150,102)	1,438,719	68.57%
Public Notice Advertising Expenses	47	833	(786)		4,574	8,333	(3,760)	10,000	45.74%
Equipment/ Other Rental	386	267	119		2,407	2,667	(260)	3,200	75.21%
Repairs & Maintenance	4,433	3,833	600		38,131	38,333	(202)	46,000	82.89%
Postage/Mailing/Messenger	4,709	4,581	128		45,320	45,808	(488)	54,970	82.45%
Publications/Printed Materials/ Copying	2,535	1,833	702		11,284	18,333	(7,049)	22,000	51.29%
Network Support/ Supplies	5,884	5,500	384		61,192	55,000	6,192	66,000	92.72%
Subscription/ References	101	250	(149)		1,207	2,500	(1,293)	3,000	40.24%
Professional Memberships	333	355	(22)		3,587	3,550	37	4,260	84.20%
Board and Advisory Committee Compensation	1,371	2,458	(1,087)		18,753	24,583	(5,830)	29,500	63.57%
Annual Meeting	1,317	0	1,317		15,828	16,000	(172)	16,000	98.93%
Business Meetings & Meals	3,601	917	2,685		9,989	9,167	822	11,000	90.81%
Travel and Conference	3,452	4,042	(590)		28,011	40,417	(12,406)	48,500	57.75%
Mileage and Parking	809	208	601		1,448	2,083	(635)	2,500	57.91%
Bank Interest	0	4,167	(4,167)		0	41,667	(41,667)	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	(388)	417	(805)		3,256	4,167	(911)	5,000	65.12%
<b>Total - Administrative Expense</b>	<b>393,521</b>	<b>431,705</b>	<b>(38,184)</b>		<b>3,857,074</b>	<b>4,187,296</b>	<b>(330,222)</b>	<b>5,099,758</b>	<b>75.63%</b>
<b>TOTAL EXPENSES BEFORE AMORT. &amp; DEPRECIATION</b>	<b>8,653,717</b>	<b>8,561,978</b>	<b>91,739</b>		<b>81,788,798</b>	<b>82,840,857</b>	<b>(1,052,059)</b>	<b>100,444,591</b>	<b>81.43%</b>
Amortization and Depreciation Expense	408,145	0	408,145		4,038,495	0	4,038,495	0	
<b>TOTAL EXPENSES AFTER AMORT. &amp; DEPRECIATION</b>	<b>9,061,862</b>	<b>8,561,978</b>	<b>499,884</b>		<b>85,827,293</b>	<b>82,840,857</b>	<b>2,986,436</b>	<b>100,444,591</b>	
<b>CAPITAL EXPENDITURES</b>									
Property & Equipment	42,915	41,800	1,115		2,690,551	2,697,638	(7,087)	11,704,827	22.99%
<b>Total - Capital Expenditures</b>	<b>42,915</b>	<b>41,800</b>	<b>1,115</b>		<b>2,690,551</b>	<b>2,697,638</b>	<b>(7,087)</b>	<b>11,704,827</b>	<b>22.99%</b>
Less: Amortization and Depreciation Expense	(408,145)	0	(408,145)		(4,038,495)	0	(4,038,495)	0	
<b>TOTAL EXPENSES AND CAPITAL EXPENDITURES</b>	<b>8,696,631</b>	<b>\$8,603,778</b>	<b>\$92,854</b>		<b>\$84,479,348</b>	<b>\$85,538,495</b>	<b>(\$1,059,147)</b>	<b>\$112,149,418</b>	<b>75.33%</b>
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	
<b>TOTAL</b>	<b>8,696,631</b>	<b>\$8,603,778</b>	<b>\$92,854</b>		<b>\$84,479,348</b>	<b>\$85,538,495</b>	<b>(1,059,147)</b>	<b>\$112,225,874</b>	<b>75.28%</b>

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending April 30, 2011									
	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
<b>PROPERTY AND EQUIPMENT</b>									
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	\$1,259,624	\$1,263,750	(\$4,127)	\$1,263,750		99.67%
11 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$0	\$0	0	\$461,862	\$463,375	(\$1,513)	\$463,375		99.67%
3 VEHICLES - Minivan (Fleet Replacement) (\$72,733 each)	\$0	\$0	0	\$213,906	\$218,199	(\$4,293)	\$218,199		98.03%
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	1,935,391	1,945,324	(9,933)	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	1,115	0	1,115	1,115	0	1,115	0		0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	101,743	100,000	1,743	100,000		101.74%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 10/11	1,115	0	1,115	102,858	100,000	2,858	730,000		
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,155,626		0.00%
CENTRALIZATION SOFTWARE/IVR	41,800	41,800	0	339,688	339,700	(12)	1,581,941		21.47%
SMARTDRIVE - 1ST YEAR COST	0	0	0	312,614	312,614	(0)	381,936		81.85%
MOBILITY RESOURCE CENTER	0	0	0	0	0	0	0		0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09 & FY 09/10	41,800	41,800	0	652,302	652,314	(12)	3,119,503		
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$42,915</b>	<b>\$41,800</b>	<b>\$1,115</b>	<b>\$2,690,551</b>	<b>\$2,697,638</b>	<b>(\$7,087)</b>	<b>\$11,704,827</b>		<b>22.99%</b>

## BOARD BOX ITEM #5

JUNE 17, 2011

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

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STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

*Operations update:*

After a very busy March, the service providers were able to “catch their breath” during the month of April where they provided 5.5% less trips than the previous month. Nevertheless, 195,839 trips were provided with 255,425 passengers transported. System on time performance for April was 92.9% with 0.05% Late4. As the positive performance trend continues, we are well on target to meet our performance goals for the fiscal year.

The 2011 Abilities Expo event was held from April 15 thru 17, 2011 at the Los Angeles Convention Center. Like previous years, Access Services played a major role in coordinating transportation for Access customers to and from the event. Hundreds of Access customers attended the three-day expo event and they were appreciative of the service providers and Access staff stationed at the event coordinating transportation and making sure everyone gets home in a timely manner.

Access staff started planning for our next round of community meetings scheduled for May and June. We love to meet with our customers face to face and learn first-hand about their Access experiences.

*David Foster - Project Administrator, West Central and Eastern Regions* - From a performance standpoint, both San Gabriel Transit, the Eastern Region provider, and California Transit, the West Central Region provider, exceeded the key operations performance standards. The West Central Region achieved an on time performance of 92.93% and a Late 4 percentage of .04%, while the Eastern Region had an on time performance of 93.25% with a Late 4 percentage of .04% as well.

*Luis Garcia - Project Administrator, Southern and Santa Clarita Regions* - As we venture into spring, the ridership growth within the Southern Region continues to gain momentum with a 12% increase when compared to the previous year. Global Paratransit closed the month with 58,477 completed trips providing a very solid 93.09% on time performance. During the month Global Paratransit’s Executive and Risk Management team met with Access Services Customer Support team to further improve communication

and teamwork between the two agencies. The meeting was extremely beneficial in gaining a better understanding of the risk management process flow.

Santa Clarita Transit continued their efforts to manage the increase in ridership within the Santa Clarita Valley; exercising various operational tactics Santa Clarita Transit closed the month within contract compliance. Heighten focus on resources and their usage played a vital role in the assessment of tactics to be considered; call center hold times increased slightly due to the trip demand increase. The action plan developed proved to be successful in managing ridership demand and service delivery so that Santa Clarita Valley customers can continue to experience safe and dependable service.

***Geoffrey Okamoto – Project Administrator, Eligibility*** – CARE Evaluators participated in this year's Abilities Expo by providing the marking and tethering service of mobility devices for event participants. This was the first time CARE Evaluators participated in the Expo, the event participants were very appreciative of the free service provided by CARE Evaluators. During the three day event CARE Evaluators provided tether installs on 58 mobility devices that ranged from manual to power wheelchairs as well as some scooters. In May, CARE Evaluators is scheduled to conduct a site visit with the San Gabriel Pomona Regional Center, in which they will provide mobility device tethering and marking for the regional center guests.

***Geetu Banerjee – Project Administrator, Northern and Antelope Valley Regions*** – MV Transportation continued to exceed performance standards with an on time performance of 91.90% and Late 4's at 0.03%. Over 40,378 trips were completed and when compared to the same period last year, we observed a 4.27% increase in trips.

In Antelope Valley, Southland Transit continued to perform above performance standards completing 5,048 trips with an on time performance of 94.61% and 0.02% Late 4's.

One of the highlights for the month of April was that Access presented the Driver Incentive Awards at MV Transportation. Over 205 drivers were recognized for safe driving and received incentive awards from Access. In an effort to enhance service even further, Access staff is working in close collaboration with MV Transportation to develop innovative solutions. Some of them include possible software upgrades, hybrid vehicles, and air filters that are not only environmental friendly but will also bring about cost savings.

As part of outreach efforts, staff visited the Canyon Sages Community Senior Center in San Fernando Valley and gave a presentation on Access Services. We answered many of their questions related to service and explained to them about available transportation options in Topanga.

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

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

***Customer Service*** – Customer Service handles many forms of intake, provides voluminous education and information, and manages administrative functions that benefit the entire agency's customer base. April 2011 noted a significantly lower number of calls coming through the call center, as well as significantly lower initial customer hold times. A total of

17,292 "Customer Service" calls were registered in April 2011 (nearly 825 calls per business day, on average), that represents a 5 % decrease from total calls registered in March 2011. Efforts to maintain the Customer Support Center's internal hold time performance standard were met with tremendous success in April! Access initial customer hold times were reduced to 2.4 minutes, putting us well under our standard. Although we are only a few months into the year, the Customer Support Center is showing significant and steady hold time decreases from the beginning of 2011, when department restructuring began. Hard-working Customer Support Representatives (CSR's) averaged more than ten calls per hour/ per agent in April, all without compromising the excellent quality of customer service that we expect from our agents. Also, approximately 4% of total "Customer Service" calls in April were answered by trained Outside Assistance Access associates who assist the call center from other departments. Finally, a big "Thank You" to our valued CSRs in the customer service arena who garnered 12 commendations in April alone from appreciative Access customers.

*Customer Care Center* - With the recent drop in complaints, it looks like we're headed in the right direction again. The 2011 Spring Break (essentially taking a number of Access customers off the road, as it were) definitely had an impact in the number of complaints received by the Customer Care Center in April. April's 8.2% decrease in complaints from March was a welcome reprieve for associates of the complaints division. April 2011 closed-out with a grand total of only 766 complaints! Even better, this represents an 18.2% decrease from the number of April complaints in 2010. The top three ticket categories comprised the usual assortment: Late 4 concerns carried 180 tickets, followed by the "Urgent" concern category with 128 tickets, and running a close third were Service concerns with 117 tickets. These categories and their respective numbers combined accounted for more than 55% of all complaint tickets in April. This composition of top three tickets represents a 4% increase from last month, March 2011. Currently, the number one trend identified by the Customer Care Center is the late dispatching of trips, which is frequently done to prevent added delays caused either by contractors running behind and/or by unexpected circumstances, such as weather and traffic conditions. But unfortunately, these types of incidents also result in low customer on-time performance percentages. In the month of April, Customer Care noticed an inordinate number of trips where the originally scheduled due times were modified. Whether rebooked for legitimate scheduling reasons, or erroneously, this can have an adverse impact on reporting out precise, accurate data. This trend has been brought to the attention of Project Administrators and to the respective General Managers of the regional providers that they oversee. On an extremely positive note, the number one ticket category at Access continues to remain Commendations, with an April total of 323 tickets (41% of all tickets combined). Customer Care loves happy endings, but the happiness that seems to be reflected in the continuously high number of commendations tells us that this happiness isn't ending anytime soon!

*Operations Monitoring* - Operations Monitoring (also AKA the Customer Support Center) saw a significant decrease in call volume during April 2011 as well - quite a nice barometer of improved service, no doubt! A total of 4,847 calls were registered in Operations Monitoring (which is the area handling urgent assistance functions of the Customer Support Center, formerly known as "OMC") during April 2011. This drop in calls represents a 4.1 % decrease from March 2011 and, coincidentally, a full 8.5% decrease from April of 2010! On April 19<sup>th</sup> Operations Monitoring hosted a site visit for two senior

representatives of Access contractor, Global Paratransit. The objective of this visit was to shed some light on internal Customer Support Center functions and, in turn, give a better understanding to Global about specifically how the intake process works - especially about how Risk Management calls and issues are handled and managed on our end. Following the tour of the Center, Access associates met with Global representatives in order to exchange information, innovations and ideas on how to better receive and deliver vital information. Last but certainly not least, Operation Monitoring themselves garnered 10 commendations from satisfied Access customers. All in all, it was an excellent month on every front of the Customer Support Services Department!

## LUIS PACHECO, SAFETY ANALYST

### The Access Driver Safety Incentive Program

On April 26, 2011 Access visited MV Division 45 in the San Fernando Valley and presented drivers with the awards. It was a very special day at MV because Josefina Rodriguez was recognized with a 50,000 mile safe driver awareness award. Many other awards were given including four drivers that reached 40,000 miles. A ritual which has become very popular has been where management greets and meets all the recipients to congratulate them on a job well done.

April also marked the first year anniversary of the Access Driver Incentive Program. We've come a long ways since the program started tracking driver miles in April 2010. The **program's main objective is to recognize drivers** for their hard work, safe driving record as well as to enhance the Access safety culture. As of March 2011 many milestones have been reached including one driver who has reached the 70,000 and 80,000 safe miles mark. This means that soon we will have our first 100,000 miles recipient that will receive the top level award, five Disneyland Park Hopper tickets and a day off with pay.

### SmartDrive

Access in collaboration with the contractors is finding different ways to enhance and improve the SmartDrive process and manage the system more effectively. In the past we've reported methods such as improvement of the coaching process and the driver report card that identifies their overall driving performance. Other key reports are:

- The weekly reporting which allows the contractors to view and track their own personal performance numbers.
- The site health report which highlights SmartRecorders that may require further investigation or a vehicle which may be out of service. It also assists with updating any vehicles that have SmartRecorders with low remaining memory or that have not connected recently.
- The activity report is another way in which the contractors can see SmartRecorders that may be out of service, not offloading fully and require further investigation.
- The SmartDrive weekly coaching report which provides insight into the contractor's risky driving behavior for the week. This report can be utilized to spot trends in risky driving and take corrective action and identify drivers who should be coached and

the items to review with them.

## ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

### *Mobility Management Update*

#### Mobility Management Summit

On Wednesday, June 8, 2011, Access sponsored and hosted the first Mobility Management Strategy Summit in L.A. County. The Mobility Management Summit was the first meeting of its kind to bring various social service, regional centers, independent living centers and transit agencies together to discuss ways to improve and coordinate transportation services.

The genesis for the summit came about during outreach conducted by a consulting firm for Access' Regional Mobility Resource Center (MRC) Feasibility Study. The MRC Feasibility study was undertaken last year to assess the potential to establish a MRC that could serve as a centralized facility or 'one-stop-shop' for a number of transit and mobility management services.

So much interest was generated in developing a 'one stop shop' in the County where individuals could get comprehensive information on transportation and social service resources, that there was great interest in having a Summit where organizations could share ideas of what resources should be obtained.

The Summit was attended by over 40 representatives from various independent living centers, regional centers and transit agencies including Foothill Transit, L.A. Metro, Beach Cities Transit and L.A. DOT; Departments of Aging and representatives from other cities throughout the county.

Opening and closing remarks for the Summit were presented by Access Staff Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs and Matthew Avancena, Manager of Planning & Coordination along with Judith Norman Transportation Consultants, the consulting firm who developed the MRC study.

Guest speakers at the Summit included:

1. Jonathan Klein from the Federal Transit Administration to discuss funding alternatives that transportation and social services groups could pursue to fund projects they are interested in developing;
2. Brenda Bothel, Jewish Family Services of San Diego who manages a successful volunteer driver program in San Diego County and;
3. Steve Ewart who helped developed the scheduling software and design for the San Diego volunteer driver program.

After the study findings were presented, break-out sessions were held in which attendees were grouped together based upon the region of L.A. County they worked and the groups (representing the San Fernando Valley, San Gabriel Valley, Central L.A., South Bay

and West L.A. regions) developed potential programs that could improve services in their region and shared ideas of what services each of their regions needed.

The Summit was very successful as the room was filled with interested parties. Many left with new contacts and resources for projects that may improve services in their area.

# BOARD BOX ITEM #6

JUNE 17, 2011

TO: BOARD OF DIRECTORS  
 FROM: ALFREDO TORALES, OPERATIONS ANALYST  
 RE: OPERATIONS REPORT FOR APRIL 2011

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

## MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	195,839	207,259	-5.5%	1,879,394
Passengers per Vehicle Trip	1.30	1.29	0.8%	1.32
Average Trip Distance	9.3	9.1	1.9%	9.3
Total Calls to Providers	323,497	357,801	-9.6%	3,190,507
Average Initial Hold Time (seconds)	50	55	-9.3%	45
% of Calls on Hold More Than 5 minutes	2.8%	3.3%	-0.4%	2.2%
On-Time Performance	92.9%	92.3%	0.6%	91.6%
Late 4 Trips	0.05%	0.07%	-0.02%	0.10%
Total number Registered Riders	107,028	105,513	1.4%	107,028

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
<b>System Wide</b>				
MAR-11	267,022	207,259	1.29	1.00
<b>APR-11</b>	<b>255,423</b>	<b>195,839</b>	<b>1.30</b>	<b>1.00</b>
% Change	-4.3%	-5.5%	0.8%	0.0%
<b>SGT - Eastern Region</b>				
MAR 11	79,736	60,511	1.32	0.94
<b>APR-11</b>	<b>75,929</b>	<b>56,779</b>	<b>1.34</b>	<b>0.94</b>
% Change	-4.8%	-6.2%	1.5%	0.0%
<b>GPI - Southern Region</b>				
MAR-11	79,231	60,995	1.30	1.02
<b>APR-11</b>	<b>77,001</b>	<b>58,477</b>	<b>1.32</b>	<b>1.03</b>
% Change	-2.8%	-4.1%	1.5%	1.0%
<b>CTI - WC - West Central Region</b>				
MAR-11	44,921	34,384	1.31	1.02
<b>APR-11</b>	<b>41,771</b>	<b>31,647</b>	<b>1.32</b>	<b>1.03</b>
% Change	-7.0%	-8.0%	0.8%	
<b>MV - San Fernando Valley Region</b>				
MAR-11	51,917	42,425	1.22	1.02
<b>APR-11</b>	<b>49,927</b>	<b>40,378</b>	<b>1.24</b>	<b>1.02</b>
% Change	-3.8%	-4.8%	1.6%	0.0%
<b>STI - AV - Antelope Valley Region</b>				
MAR-11	6,821	5,183	1.32	1.03
<b>APR-11</b>	<b>6,683</b>	<b>5,048</b>	<b>1.32</b>	<b>1.03</b>
% Change	-2.0%	-2.6%	0.0%	0.0%
<b>SCT - Santa Clarita Region</b>				
MAR-11	4,055	3,447	1.18	1.01
<b>APR-11</b>	<b>3,726</b>	<b>3,161</b>	<b>1.18</b>	<b>1.01</b>
% Change	-8.1%	-8.3%	0.0%	0.0%

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

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	38	41	44.1
SGT - Eastern Region	5	6	9.6
GPI - Southern Region	11	23	13.9
CTI - West - Central Region	3	3	5.5
MV Transit - San Fernando Valley Region	4	7	9.5
STI - Antelope Valley Region	15	1	3.8
SCT - Santa Clarita Region	0	1	1.8

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	159	151	171.5
SGT - Eastern Region	49	49	43.2
GPI - Southern Region	21	18	23.4
CTI - West - Central Region	26	33	35.5
MV Transit - San Fernando Valley Region	21	21	28.2
STI - Antelope Valley Region	26	20	22.2
SCT - Santa Clarita Region	16	10	19.0

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

Comparability of Access Paratransit to Fixed Route Travel Times*	Current Quarter	Previous Quarter
Equal to or Shorter than Comparable Fixed Route Trip	94.4%	95.8%
1-20 Minutes Longer than Fixed Route Trip	4.4%	2.9%
21-40 Minutes Longer than Fixed Route Trip	0.9%	0.7%
41-60 Minutes Longer than Fixed Route Trip	0.3%	0.2%
60 Minutes Longer than Fixed Route Trip	0.0%	0.4%

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

## NORTH COUNTY TRANSFER TRIPS

### North County Trips Transferring at Olive View

	Current	Previous Month	YTD-Average
Antelope Valley to Transfer Point	255	237	233.0
Transfer Point to Antelope Valley	217	213	215.2
Santa Clarita to Transfer Point	176	135	122.8
Transfer Point to Santa Clarita	79	66	67.1

### Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	1	2	0.9
Total Reported Incidents with Bodily Injury	0	1	0.1
SGT - Eastern Region	0	0	0.3
GPI - Southern Region	0	0	0.2
CTI - West/Central Region	0	1	0.2
MV Transit - San Fernando Valley Region	1	0	0.1
STI - Antelope Valley Region	0	1	0.1
SCT - Santa Clarita Region	0	0	0.0

## Travel Training

Travel Training, Fiscal Year 2011	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-11	Feb-11	Mar-11	Apr-11	YTD
Accepted Travel Training	21	13	24	12	14	33	19	35	37	24	<b>262</b>
Waiting for Travel Training	10	2	-	-	-	17	8	18	23	12	<b>103</b>
Started Travel Training	10	21	13	16	3	14	11	13	13	12	<b>143</b>
Completed Travel Training	16	22	15	16	6	25	20	21	27	26	<b>221</b>
Discontinued Services	-	-	-	-	-	-	1	-	-	-	<b>1</b>
People Currently in Travel Training	6	2	-	-	1	-	-	-	-	-	<b>9</b>
Total Follow-up Response Month 2	17	8	8	29	11	8	13	9	24	20	<b>166</b>
# Graduates Using Bus After 2 Months	16	7	8	27	11	8	13	9	23	20	<b>161</b>
Average # of Trips per-week, Month 2	6	7	10	7	10	11	8	10	6	6	<b>87</b>
<i>Estimated Bus Trips Taken, YTD</i>	<b>4,169</b>	<b>1,911</b>	<b>2,766</b>	<b>5,724</b>	<b>2,844</b>	<b>1,898</b>	<b>1,783</b>	<b>1,144</b>	<b>1,203</b>	<b>514</b>	<b>22,240</b>

## COMMUNICATIONS

Providers: Monthly Calls	Current	Previous Month	YTD-Average
All PROVIDER TOTAL	323,497	357,801	319,051
SGT - Eastern Region	269,463	97,467	102,762
GPI - Southern Region	106,686	119,497	109,037
CTI - West - Central Region	67,902	74,174	66,773
MV Transit - San Fernando Valley Region	50,841	55,067	48,611
STI - Antelope Valley Region	7,552	8,163	7,335
SCT - Santa Clarita Region	3,113	3,433	2,739

Customer Service/OMC Calls	Current	Previous Month	YTD-Average
Customer Service Calls Answered	17,292	18,261	18,195
Ops. Monitoring Center Calls Answered	5,175	5,414	6,128
<i>Ride Info</i> Calls Offered	846	1,317	924

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	50	55	45
% OF Calls On Hold More Than 5 minutes	2.8%	3.3%	2.2%
<b>SGT - Eastern Region</b>			
Average Initial Hold Time	38	35	31
% of Calls on Hold More Than 5 minutes	1.4%	1.0%	0.9%
<b>GPI - Southern Region</b>			
Average Initial Hold Time	59	69	57
% of Calls on Hold More Than 5 minutes	4.0%	5.0%	3.3%
<b>CTI - West - Central Region</b>			
Average Initial Hold Time	29	28	26
% of Calls on Hold More Than 5 minutes	1.1%	1.2%	0.8%
<b>MV Transit - San Fernando Valley Region</b>			
Average Initial Hold Time	78	93	69
% of Calls on Hold More Than 5 minutes	4.7%	5.6%	3.4%

<b>STI - Antelope Valley Region</b>			
Average Initial Hold Time	39	58	47
% of Calls on Hold More Than 5 minutes	2.9%	4.7%	3.7%
<b>SCT - Santa Clarita Valley Region</b>			
Average Initial Hold Time	85	82	60
% of Calls on Hold More Than 5 minutes	7.6%	7.5%	4.5%
<b>Operations Monitoring Center</b>			
Average Initial Hold Time	103	111	113
% of Calls on Hold More Than 5 minutes	9.2%	10.4%	11.6%
<b>Customer Service</b>			
Average Initial Hold Time	148	162	217
% of Calls on Hold More Than 5 minutes	13.7%	16.5%	25.4%

### Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
<b>Completed</b>			
UNRESTRICTED	2,261	2,771	2,302
RESTRICTED	255	282	276
TEMPORARY	281	301	245
NOT ELIGIBLE	481	508	271
<b>TOTAL</b>	<b>3,278</b>	<b>3,862</b>	<b>3,094</b>
Recertifications (in Person)	827	929	653
New Applicants	2,451	2,933	2,453
<b>Eligibility Renewals</b>			
Recertification Letters Sent	1,580	2,467	2,489
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	14	11	11
Scheduling Phone Call to Evaluation	8	7	11
Scheduling Phone Call to Mail Out	22	18	22

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	59	46	57
Closed	50	53	55
Withdrawn/Closed Before Completion	9	10	13
Pending	92	66	92
Increased	18	19	13
Decreased	1	2	2
Modified	5	2	3
Upheld	17	20	23
% Appeals not overturned	56%	56%	69%
<b><i>Net Denied Rate (Year-to-Date)</i></b>	<b>14.1%</b>	<b>13.0%</b>	<b>10.0%</b>
Process Time: Appeal Date to Mail Out ADA>30)	11	11	8

## OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
<b>TOTAL CALLS:</b>	4,847	5,059	5,270
Late calls	1,496	1,655	1,729
Other (CSC/Reservations)	3,351	3,404	3,541

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	224	187	189
ETA Given	728	843	890
Help Calls	1	0	5
Miscellaneous	543	625	645
<b>TOTAL LATE CALLS</b>	<b>1,496</b>	<b>1,655</b>	<b>1,729</b>

### NOTE REGARDING DEFINITION OF CALLS TO OMC:

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

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

Late Trip Calls to OMC Resulting in Dispatch of B/U Vehicle (5.4.1.6)	Current	Previous Month	YTD-Average
Avg. Time Between 1 <sup>st</sup> Call and Arrival of B/U Vehicle at Rider's Location	57	54	56.3

**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	0.2

**PROVIDER REPORT CARD**

Systemwide	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.9%	92.3%	91.6%
Percentage of Late Trips	7.1%	7.7%	8.5%
Late "1" (1-15 min. late)	5.7%	6.2%	6.5%
Late "2" (16-30 min. late)	1.2%	1.3%	1.5%
Late "3" (31-45 min. late)	0.2%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.07%	0.10%
No Shows	3.3%	3.3%	3.4%
Accessibility Violations** - occurrences	0	0	0.4
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.25%	0.13%	0.16%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	93.3%	92.2%	91.5%
Percentage of Late Trips	6.8%	7.8%	8.5%
Late "1" (1-15 min. late)	5.5%	6.1%	6.3%
Late "2" (16-30 min. late)	1.1%	1.3%	1.6%
Late "3" (31-45 min. late)	0.1%	0.3%	0.4%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.12%	0.17%
No Shows	2.7%	2.7%	2.9%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.68%	0.00%	0.22%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.9%	92.1%	92.1%
Percentage of Late Trips	7.1%	7.9%	7.9%
Late "1" (1-15 min. late)	5.7%	6.2%	6.2%
Late "2" (16-30 min. late)	1.2%	1.4%	1.3%
Late "3" (31-45 min. late)	0.2%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.03%	0.07%
No Shows	4.3%	4.3%	4.3%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences		0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.69%	0.29%

GPI - Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	93.1%	92.5%	91.3%
Percentage of Late Trips	6.9%	7.5%	8.7%
Late "1" (1-15 min. late)	5.4%	6.1%	6.8%
Late "2" (16-30 min. late)	1.0%	1.2%	1.6%
Late "3" (31-45 min. late)	0.2%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.06%	0.05%	0.06%
No Shows	3.0%	3.0%	3.1%
Accessibility Violations** - occurrences	0	0	0.2
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.30%

MVT - Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.8%	91.7%	91.1%
Percentage of Late Trips	8.2%	8.3%	8.9%
Late "1" (1-15 min. late)	6.7%	6.7%	7.0%
Late "2" (16-30 min. late)	1.3%	1.3%	1.6%
Late "3" (31-45 min. late)	0.2%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.03%	0.04%	0.07%
No Shows	2.8%	2.9%	2.9%
Accessibility Violations** - occurrences	0	0	0.2
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.74%	0.00%	0.15%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.6%	94.3%	93.1%
Percentage of Late Trips	5.4%	5.7%	6.9%
Late "1" (1-15 min. late)	4.4%	4.8%	5.2%
Late "2" (16-30 min. late)	0.9%	0.8%	1.3%
Late "3" (31-45 min. late)	0.1%	0.1%	0.3%
Late "4" (>46 min. late)/Missed Trips*	0.02%	0.00%	0.12%
No Shows	5.4%	4.0%	4.3%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.4%	90.9%	93.0%
Percentage of Late Trips	9.4%	9.1%	7.1%
Late "1" (1-15 min. late)	7.6%	7.8%	5.5%
Late "2" (16-30 min. late)	0.8%	1.1%	0.8%
Late "3" (31-45 min. late)	0.1%	0.3%	0.1%
Late "4" (>46 min. late)/Missed Trips	0.09%	0.00%	0.0%
No Shows	2.6%	3.1%	2.4%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

## Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	0	0.7
Animal	0	0.8
Booking	53	72.3
Conduct	27	28.2
Discourteous	86	93.8
Late 1	20	20.7
Late 2	27	22.3
Late 3	9	17.3
Late 4	181	190.3
Risk Management	128	113.7
Routing	21	21.2
Wheelchair Securement	3	3.2
Service	117	128.5
Travel Time	28	35.0
Vehicle	3	3.3
<b>TOTAL</b>	<b>703</b>	<b>751.3</b>
Ratio per 1,000 Trips	3.6	4.1

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.3
Booking	17	21.0
Conduct	7	10.8
Discourteous	38	32.8
Late 1	7	6.2
Late 2	9	7.3
Late 3	5	6.8
Late 4	56	58.3
Risk Management	17	18.7
Routing	7	4.7
Wheelchair Securement	2	2.2
Service	30	32.7
Travel Time	3	8.7
Vehicle	0	1.2

TOTAL	198	211.7
Ratio per 1,000 Trips	3.5	4.0

CTI - West Central Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.2
Booking	14	13.8
Conduct	3	3.2
Discourteous	5	10.8
Late 1	2	2.8
Late 2	0	2.3
Late 3	1	2.8
Late 4	33	37.8
Risk Management	30	22.2
Routing	1	4.5
Wheelchair Securement	0	0.5
Service	18	23.0
Travel Time	6	8.8
Vehicle	1	0.3
TOTAL	114	133.2
Ratio per 1,000 Trips	3.6	4.4

GPI - Southern Region	Current	6-Month Average
ADA	0	0.3
Animal	0	0.3
Booking	12	26.2
Conduct	11	7.7
Discourteous	23	27.3
Late 1	4	7.0
Late 2	9	6.3
Late 3	1	5.0
Late 4	64	68.0
Risk Management	41	37.3
Routing	11	8.3

Wheelchair Securement	1	0.3
Service	42	48.8
Travel Time	14	14.2
Vehicle	1	0.8
<b>TOTAL</b>	<b>234</b>	<b>258.0</b>
Ratio per 1,000 Trips	4.0	4.7

<b>MV Transit - San Fernando Valley Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.2
Animal	0	0.0
Booking	3	7.8
Conduct	2	4.5
Discourteous	15	14.8
Late 1	7	3.5
Late 2	7	5.7
Late 3	2	2.3
Late 4	23	20.3
Risk Management	32	30.0
Routing	1	3.3
Wheelchair Securement	0	0.2
Service	21	16.3
Travel Time	5	3.2
Vehicle	1	0.7
<b>TOTAL</b>	<b>119</b>	<b>112.8</b>
Ratio per 1,000 Trips	2.9	2.9

<b>STI - AV Antelope Valley Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.2
Animal	0	0.0
Booking	6	1.8
Conduct	1	0.8
Discourteous	1	1.0
Late 1	0	0.7
Late 2	1	0.5

Late 3	0	0.3
Late 4	4	4.0
Risk Management	6	3.3
Routing	0	0.2
Wheelchair Securement	0	0.0
Service	3	3.8
Travel Time	0	0.2
Vehicle	0	0.0
<b>TOTAL</b>	<b>22</b>	<b>16.8</b>
Ratio per 1,000 Trips	4.4	3.8

<b>SCT - Santa Clarita Region</b>	<b>Current</b>	<b>6-Month Average</b>
ADA	0	0.0
Animal	0	0.0
Booking	0	0.7
Conduct	0	0.0
Discourteous	0	0.0
Late 1	0	0.0
Late 2	0	0.0
Late 3	0	0.0
Late 4	0	1.2
Risk Management	0	0.2
Routing	1	0.2
Wheelchair Securement	0	0.0
Service	0	0.5
Travel Time	0	0.0
Vehicle	0	0.2
<b>TOTAL</b>	<b>1</b>	<b>2.8</b>
Ratio per 1,000 Trips	0.3	0.8

# Total Trips Comparison

■ FY 09/10 ■ FY 10/11

