



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

Board Box

May 20, 2011

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BOARD BOX ITEM #1

MAY 20, 2011

TO: BOARD OF DIRECTORS

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

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

Federal Legislative Activities: Shelly Verrinder and I traveled to Washington, DC last week for our annual lobbying trip which was put together by our federal advocate Len Simon. In the past, one of our main priorities was asking for Congressional earmarks for projects. However, given that earmarks have been eliminated by the current Congress, our main focus was on reaching out to officials at the Department of Transportation and the Congress to give them an update on the Agency and talk about some of the things we're working on.

One of the highlights of the trip was meeting with former Access Boardmember (and former CAC member) Richard Devylder, who was recently appointed Assistant to the Secretary of Transportation for Disability and Access Issues. As the title suggests, Richard is advising Secretary Ray LaHood and the Department on issues that affect people with disabilities. We had a great conversation and we believe it will be helpful to have someone of Richard's abilities and background working at the Department.

We also met with staff members from the offices of Senator Barbara Boxer, Senator Dianne Feinstein, Representative Judy Chu, Representative David Dreier and Representative Lucille Roybal-Allard. We discussed some of our initiatives (the staffers were particularly interested in our implementation of the TAP program) and also received updates on the future of the Transportation Reauthorization bill, which is still in limbo because Congress hasn't decided on an adequate funding mechanism for the country's transportation and transit programs.

State Legislative Activities: We submitted a letter (attached) in response to the Department of Developmental Services recent proposal to cut \$174 million in funding from Regional Center services.

I will be heading up to Sacramento to meet with some legislative offices and also attend the California Transit Association's Annual Legislative Conference. Look for a report next month!

Local Legislative Activities: David Gershwin and I met with newly-appointed METRO Boardmember Mel Wilson last week. (Boardmember Wilson was appointed by Los Angeles Mayor Antonio Villaraigosa.) We discussed Access Services in general and, in response to some comments Mr. Wilson made at a METRO Board meeting, also talked about some of the efforts we've made on investigating the use of alternatively-fueled vehicles for our fleet. We discussed the new CNG-powered MV-1 vehicle which we are in the process of road testing. We look forward to continuing this conversation with Boardmember Wilson and other METRO Board members.

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



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May 5, 2011

Ms. Patti Samuel
Office of the Director
Department of Developmental Services
1600 9th Street, Room 240, MS 2-13
Sacramento, CA 95814

Subject: Department of Developmental Services General Fund Savings Proposals

Dear Ms. Samuel:

Access Services is a public transit agency charged with providing ADA complementary paratransit services on behalf of 45 fixed route operators in Los Angeles County. We would like to make the following comments on what the Department of Developmental Services (DDS) has proposed for its transportation program.

As a public agency, we understand the funding challenges that DDS is facing. Access Services and other public transit agencies throughout the state are facing similar funding and service challenges brought about by the current economic recession.

While public transportation may be appropriate for some regional center clients, I would like to stress that public fixed-route and ADA paratransit are not designed for clients who require more personalized services such as door-to-door, same-day or personal care attendant services. In cases where a client uses an oversized wheelchair attached to specialized equipment, ADA paratransit may not be able to transport the client due to wheelchair size limitations. Specialized transportation programs provided by regional centers are the critical link for clients to access educational, daycare, behavioral and supported living services.

Furthermore, DDS has to realize that while it may be focused on purchasing the least expensive transportation option that meets the consumer's needs, there is a vast difference in the amount of public subsidy required to provide one fixed-route trip versus an ADA paratransit trip, which can often cost the transit agency upwards of \$30 per trip. We cannot have one arm of government "save money" at the great expense of other taxpayer-funded services.

I encourage DDS to limit its proposed cuts to its agency's transportation program and use this opportunity to work in sincere partnership with public transportation agencies in California. I was disappointed to hear that when my staff tried to get appointed to your working group on transportation standards that they were not

Access Services is a public entity.

invited to participate. This must change if we are going to have sustainable and coordinated transportation programs for people with disabilities.

I would be happy to discuss this and other issues with you at your convenience. I can be reached at 213-270-6000.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shelly Verrinder". The signature is written in black ink on a light-colored background.

Shelly Verrinder
Executive Director

Cc: Gus Khouri, California Transit Association
Jason Gonsalves, Joe A. Gonsalves & Sons

BOARD BOX ITEM #2

MAY 20, 2011

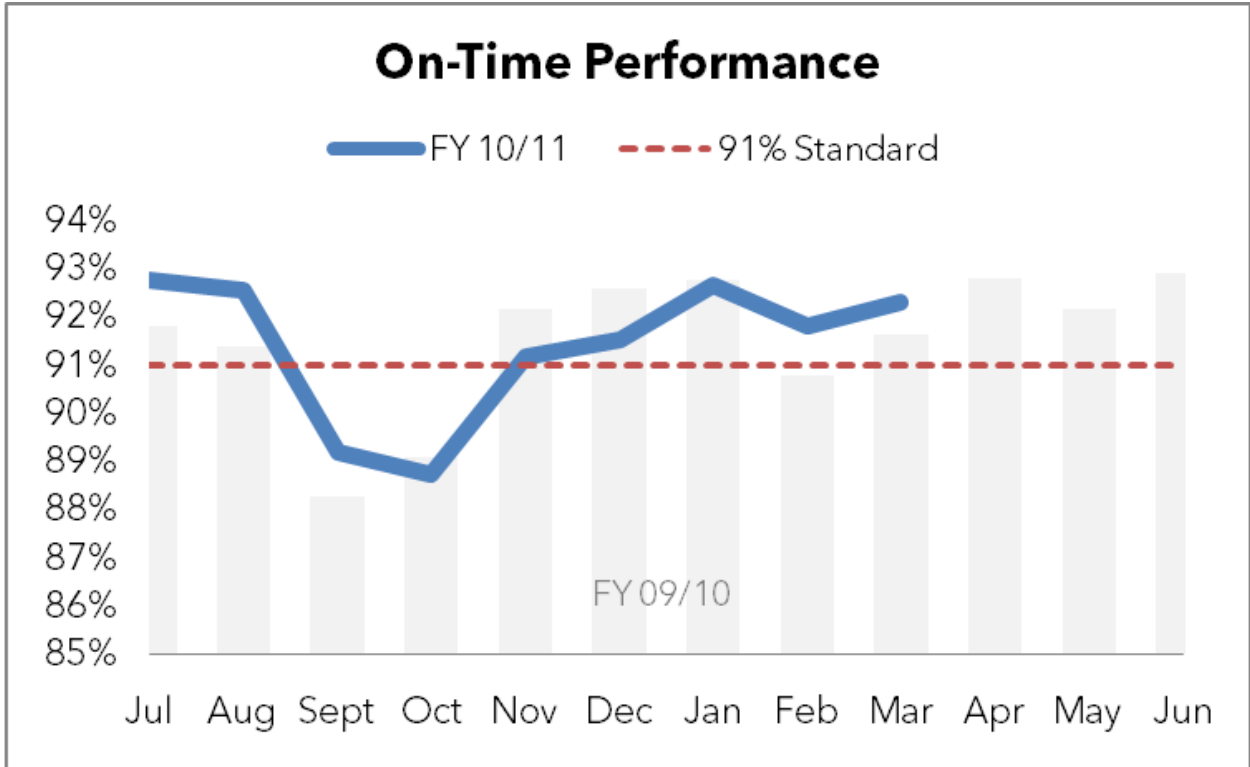
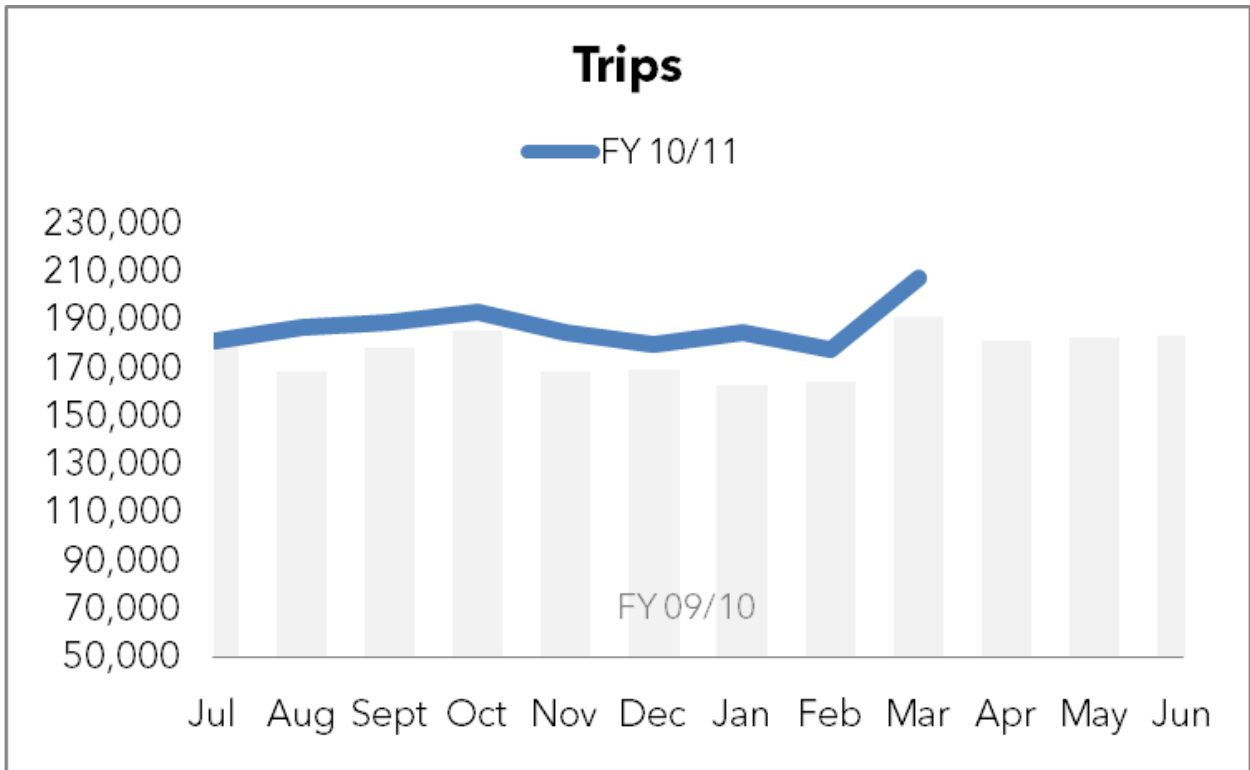
TO: BOARD OF DIRECTORS

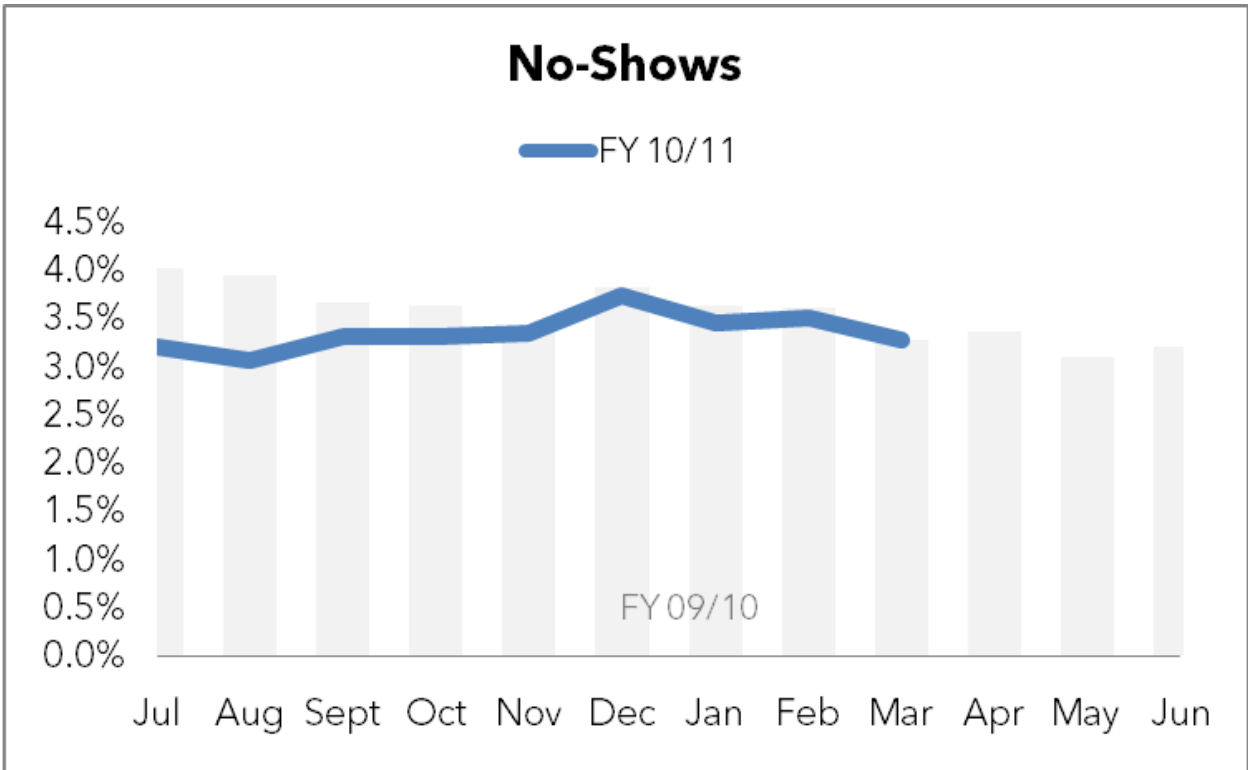
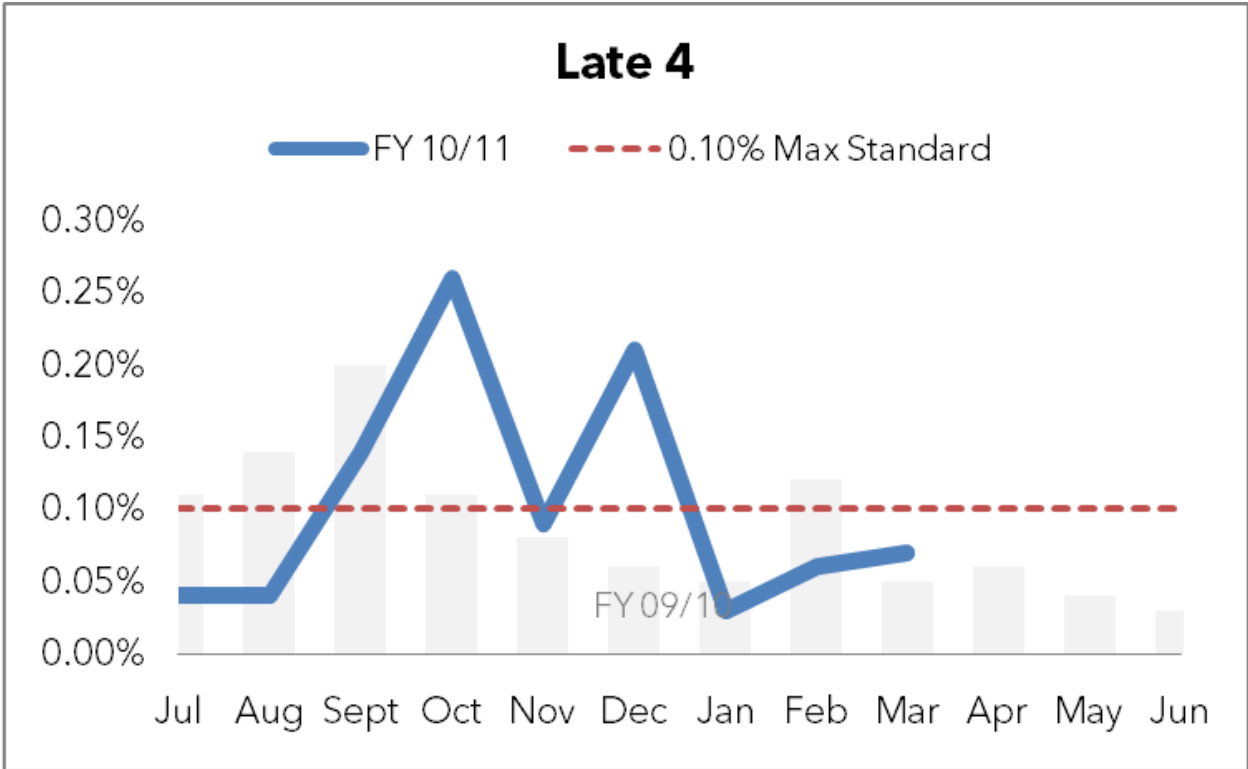
FROM: ALFREDO TORALES, OPERATIONS ANALYST

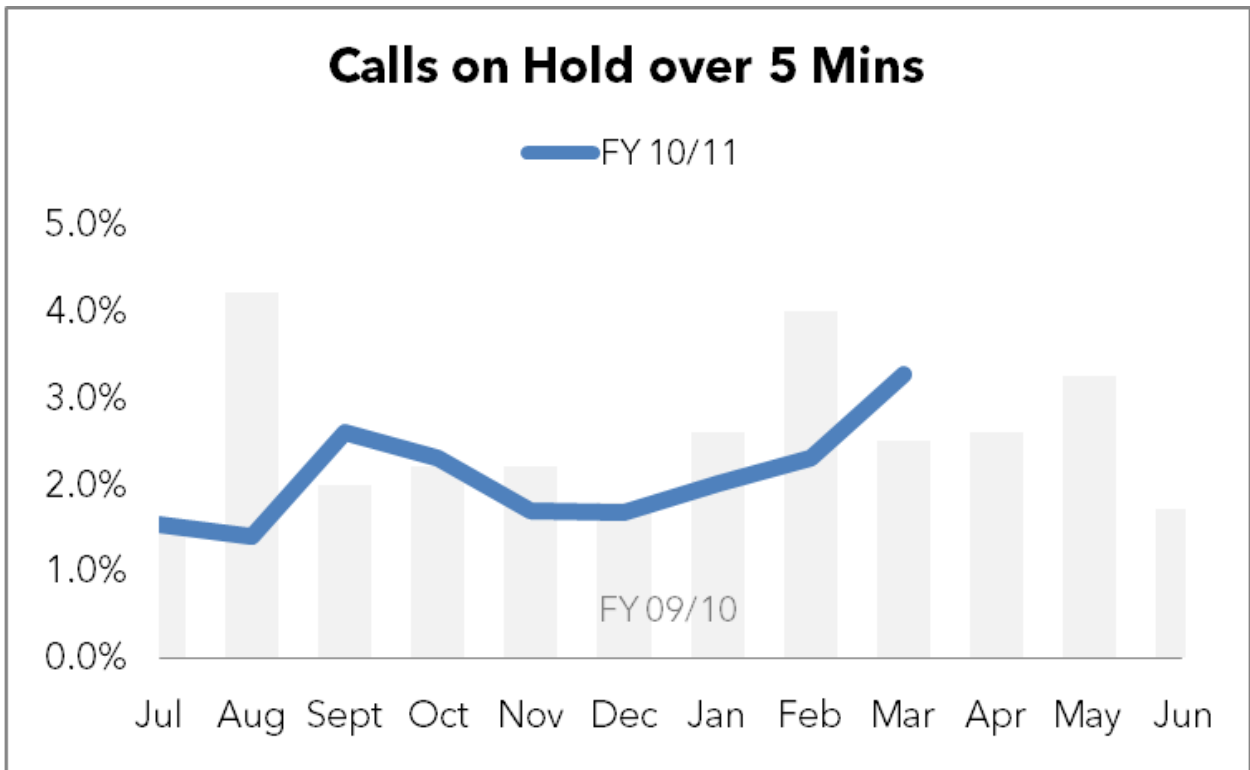
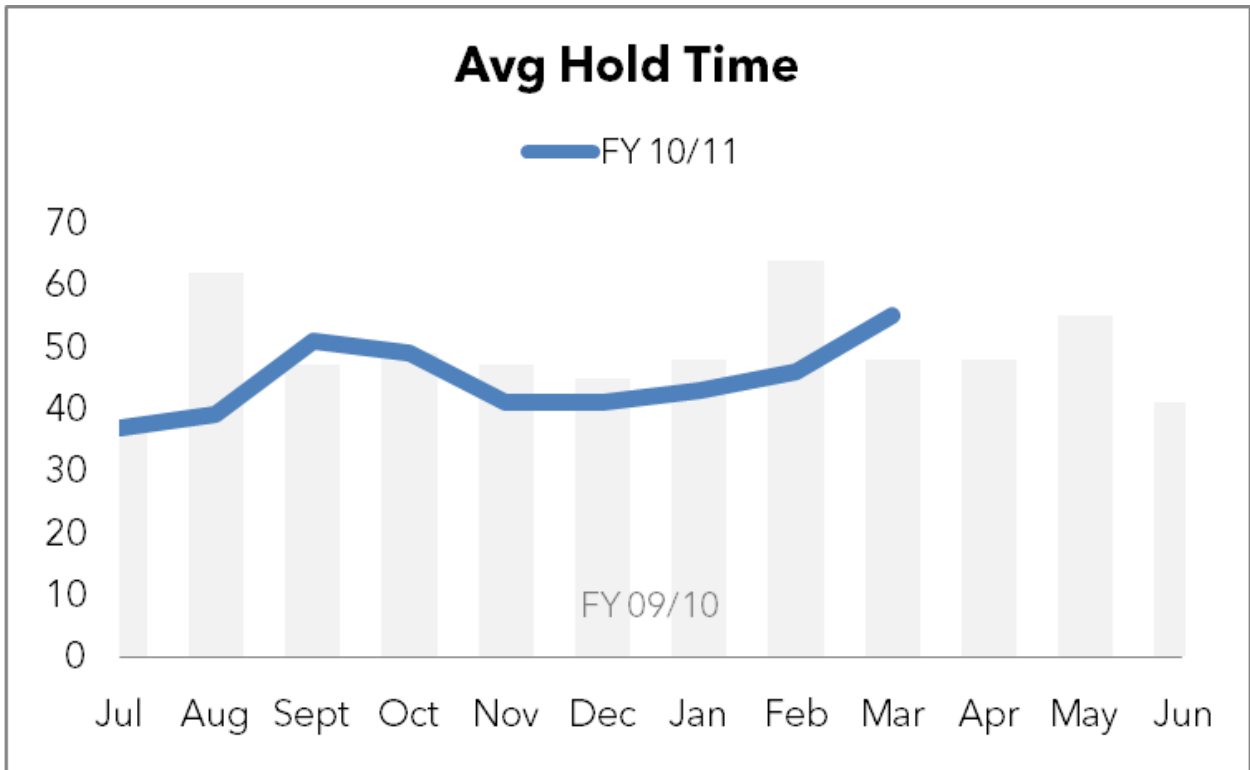
RE: KEY PERFORMANCE INDICATORS

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

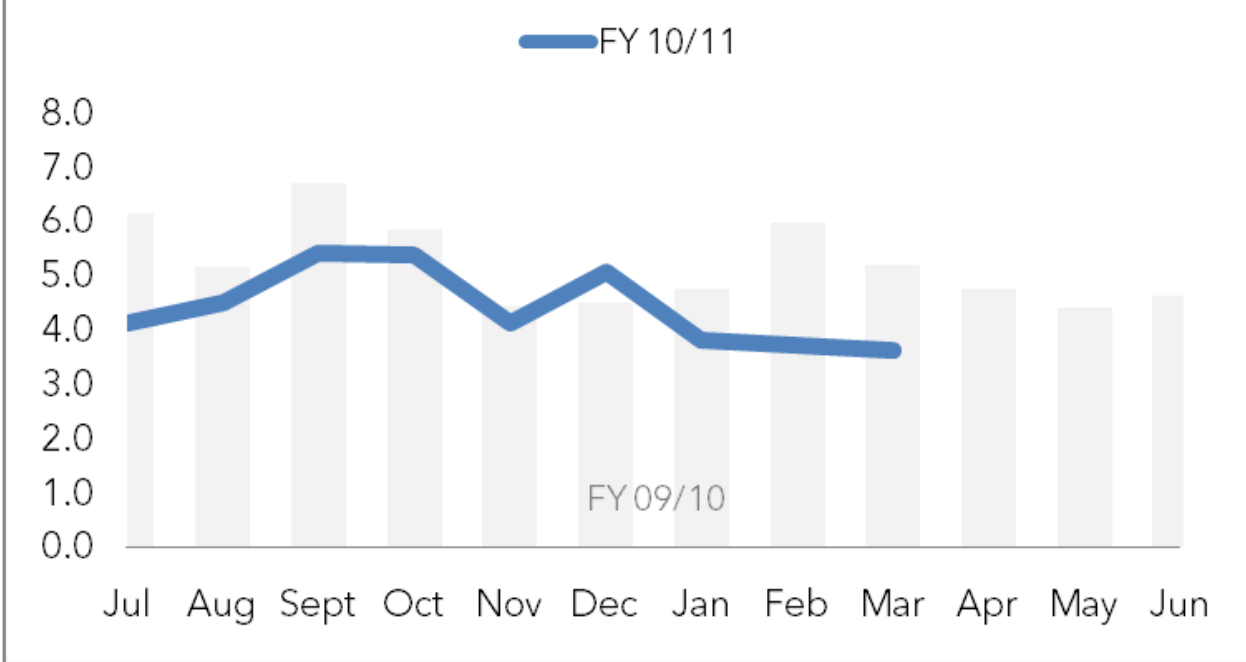
The operations team uses this and other performance information to monitor our service providers' performance. Information is also used to determine the level of service that our customers are experiencing when using Access Paratransit.



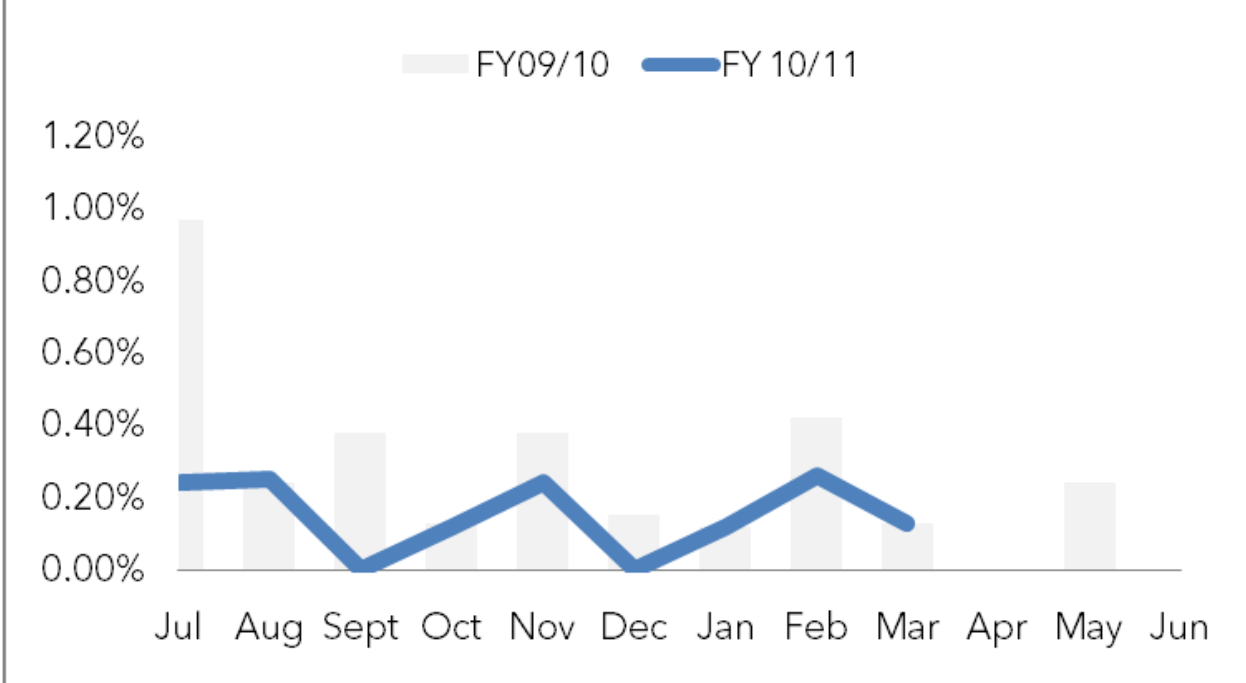




Service Complaints per 1,000 Trips



Denials %



BOARD BOX ITEM #3

MAY 20, 2011

TO: BOARD OF DIRECTORS

FROM: KANDY KUO, MANAGER OF FINANCE

RE: FINANCIAL REPORT FOR MARCH 2011

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

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

- ◆ Passengers: 1.3% under budget
- ◆ Contract Revenue Miles: 3.3% under budget
- ◆ Trips: 1.2% under budget
- ◆ Completed Eligibility Interviews: 24.1% over budget
- ◆ Average Trip Distance: 2.2% under budget at 9.33 miles
- ◆ Total cost per Passenger (before depreciation): 0.3% under budget
- ◆ Administration Function is 7.8% under budget
- ◆ Eligibility Determination Function is 0.1% under budget
- ◆ Paratransit Operations Function is 1.2% under budget

Attached are the following reports for your review:

- ◆ Statistical Comparison: March 2010 to March 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 March 2011

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Paratransit Operations	82.2%	\$65,253,608	\$66,049,676	\$ (796,068)	-1.2%	7.7%
Eligibility Determination	5.7%	4,144,617	4,150,508	(5,891)	-0.1%	20.3%
CTSA/Ride Information	0.4%	273,304	323,105	(49,801)	-15.4%	-8.8%
Administrative	4.7%	<u>3,463,553</u>	<u>3,755,592</u>	<u>(292,039)</u>	<u>-7.8%</u>	<u>5.7%</u>
Total Exp before Depreciation		<u>\$ 73,135,082</u>	<u>\$ 74,278,880</u>	<u>\$ (1,143,798)</u>	<u>-1.5%</u>	<u>8.2%</u>

Statistics - - For the YTD Period Ended March 2011

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over <Under> Budget</u>	<u>% Over <Under> Previous Yr</u>
Number of Completed Cert Interviews	32,381	26,100	6,281	24.1%	27.8%
Number of PAX	2,197,464	2,225,466	(28,002)	-1.3%	7.0%
Number of Contract Revenue Miles	15,699,168	16,231,998	(532,830)	-3.3%	5.8%
Number of Trips	1,683,555	1,703,211	(19,656)	-1.2%	7.6%
Average Trip Distance	9.33	9.53	(0.20)	-2.2%	-1.7%
Purchased Transportation Cost					
Cost per Trip	\$ 35.21	\$ 35.10	\$ 0.11	0.3%	1.8%
Cost per PAX	\$ 26.97	\$ 26.86	\$ 0.11	0.4%	2.4%
Cost per Contract Rev Mile	\$ 3.78	\$ 3.68	\$ 0.10	2.5%	3.6%
Total Cost per Pax before Depreciation	\$ 33.28	\$ 33.38	\$ (0.10)	-0.3%	1.1%

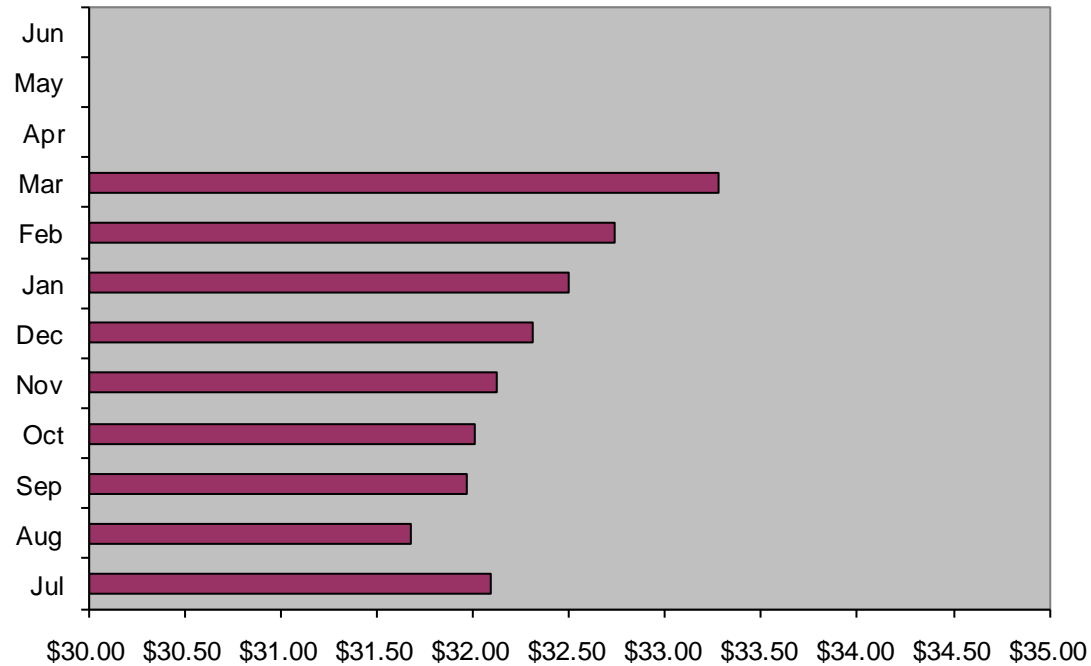
Budget Results for FY 2010/2011
For the YTD Period Ending March 2011

	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Budget</u>	<u>% Over</u> <u><Under></u> <u>Previous Yr</u>
Total Exp before Capital @ March 2011	\$ 73,135,082	\$ 74,278,880	\$ (1,143,798)	-1.5%	8.2%
Revenue					
Passenger Fares	4,011,212	3,967,481	(43,731)		
Other Revenue	<u>215,757</u>	<u>271,770</u>	<u>56,013</u>		
Total Revenue	4,226,969	4,239,251	12,282	0.3%	4.8%
Capital Expenditures					
Vehicles	1,935,391	1,945,324	(9,933)		
Other Capital Expenditures	<u>712,245</u>	<u>710,514</u>	<u>1,731</u>		
Total Capital Expenditures	\$ 2,647,636	\$ 2,655,838	<u>(8,202)</u>	-0.3%	
Under Budget @ February 2011			<u>\$ (1,139,718)</u>		

YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST

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

YTD Amounts for Period Ended March 2011



Access Services Incorporated
 Balance Sheet
 March 31, 2011

ASSETS

Current Assets:

Cash	22,016,861
Due from FTA	7,057,828
Due from MTA	130,257
CMAQ Grant Receivable	452,943
Accounts Receivable-Miscellaneous	77,878
Prepaid Expenses	2,881,442
Deposits	9,425
	<hr/>
Total Current Assets	32,626,634

Long Term Assets:

Property and Equipment:

Vehicles & Vehicle Equipment	23,026,887
Office Furniture and equipment	231,538
Computer & Telephone Equipment	2,499,400
Central Reservation Software	1,565,947
Leasehold Improvements	156,965
	<hr/>
Total Property and Equipment	27,480,737
Accumulated Amortization & Depreciation	(19,150,193)
	<hr/>
Property and Equipment, Net	8,330,544
	<hr/>
Total Long Term Assets	8,330,544

Total Assets	40,957,178
	<hr/> <hr/>

Access Services Incorporated
Balance Sheet
March 31, 2011

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable-Trade	813,766	
Accounts Payable-Providers	6,977,779	
Other Liabilities	636,966	
Insurance Reserve	1,606,309	
Accrued Expenses	1,058,884	
	<hr/>	
Total Current Liabilities		11,093,705

Other Liabilities:

Deferred Revenue		<u>26,478,878</u>
Total Liabilities		37,572,583

Net Assets:

Temporarily Restricted		3,384,595
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TOTAL LIABILITIES AND NET ASSETS		<hr/> <u><u>40,957,178</u></u>
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Access Services Incorporated
Statement of Cashflow
For Period Ending March 31, 2011

Cash - Beginning Balance 2/28/11	20,006,697
Cash Receipts:	
Proposition C revenue from LACMTA	3,587,083
FTA funding received	5,980,813
Section 5317 revenue from LACMTA	29,845
Passenger fare/coupons/ID revenue	484,388
Interest income	2,964
Miscellaneous revenues	7,672
Total Cash Received	<u>10,092,764</u>
Cash Payments:	
Capital equipment	
Prepaid expenses/deposits	422,432
Payments to contract providers	6,563,144
Eligibility Determination expenses	173,656
Salaries and related benefits	614,682
Other expenses	308,686
	<u>8,082,599</u>
Total Cash Payments	<u>8,082,599</u>
Increase (Decrease) in Cash Reserves	<u>2,010,165</u>
Cash - Ending Balance 3/31/11	<u><u>22,016,861</u></u>

Note: The above statement of cash flow presents the more significant financial categories and their changes for internal use only. This statement is not prepared in accordance with generally accepted accounting reporting standards.

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending March 31, 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
REVENUE SOURCES:								
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	8,562,027	7,881,290	680,738	68,757,521	69,469,688	(712,167)	93,703,556	73.38%
Funding Sources for Capital Expenses :								
FY 10/ 11 Prop C	99,251	97,505	1,746	101,743	100,000	1,743	5,484,820	
FY 08/ 09 & 9/ 10 Carryforward - Allocated Capital	0	0	0	2,545,893	2,555,838	(9,945)	5,762,327	
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	219,200	(219,200)	0	419,336	(419,336)	592,033	
Section 5317 Grant for New Mobility Resource Center	11,454	11,455	(1)	150,592	150,605	(13)	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	110,706	328,160	(217,454)	2,798,228	3,225,779	(427,551)	12,808,023	21.85%
Interest/ Miscellaneous Income	6,070	10,000	(3,930)	33,988	90,000	(56,012)	120,000	28.32%
Disposal of Vehicles	3,485	3,485	0	181,769	181,770	(1)	250,000	72.71%
Passenger Fares	485,000	452,332	32,668	4,011,212	3,967,481	43,731	5,344,295	75.06%
TOTAL - REVENUE FUNDING SOURCES	9,167,288	8,675,267	492,022	75,782,717	76,934,718	(1,152,001)	112,225,874	67.53%
Less : Total Capital Expenditure During FY 10/ 11	(99,251)		(99,251)	(2,647,636)		(2,647,636)		
Revenue Recognition for FY 10/ 11 Depreciation	425,324		425,324	3,630,351		3,630,351		
TOTAL - REVENUE RECOGNITION	9,493,362	8,675,267	818,095	76,765,432	76,934,718	(169,286)	112,225,874	
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	7,112,053	6,672,140	439,913	58,172,287	58,658,234	(485,947)	79,249,861	73.40%
Communications - Telephone/Data Transmission	107,276	111,235	(3,959)	828,953	1,001,119	(172,165)	1,334,825	62.10%
Phone & Computer System Maintenance/License & Consulting	90,372	82,716	7,656	691,486	721,708	(30,223)	969,857	71.30%
Salaries & Related Benefits - Customer Svc & Complaint Response	66,490	60,095	6,394	556,077	535,082	20,995	713,444	
Total Customer Service & Complaints	66,490	60,095	6,394	556,077	535,082	20,995	713,444	77.94%
Salaries & Related Benefits - Operations Monitoring Center	42,089	45,764	(3,674)	375,236	407,009	(31,773)	542,678	69.15%
Vehicle Cost - Direct	141	3,228	(3,087)	51,139	79,716	(28,577)	150,315	34.02%
Community Events and Materials-Safety Incentive Program	9,287	9,290	(3)	56,386	55,074	1,312	95,744	0.00%
Office Rent	14,881	14,861	20	133,931	133,752	179	178,336	75.10%
Insurance - Commercial	323,193	332,673	(9,479)	2,984,971	2,994,052	(9,081)	3,992,069	74.77%
Travel & Conference	0	375	(375)	4,689	3,375	1,314	4,500	104.19%
Other Professional Expense	800	800	0	23,540	23,550	(10)	38,800	60.67%
Office Supplies	431	520	(89)	5,067	4,680	387	6,240	81.20%
Total - Paratransit Operations - Direct Cost	7,767,013	7,333,698	433,315	63,883,761	64,617,350	(733,590)	87,276,669	73.20%

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending March 31, 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
PARATRANSIT OPERATIONS - INDIRECT COST								
Salaries & Related Benefits - Operations	125,953	111,230	14,722	1,039,638	993,841	45,797	1,325,121	78.46%
Communications - Telephone & Data Transmission	3,891	4,663	(772)	34,945	41,963	(7,018)	55,950	62.46%
Other Professional Expense	0	3,500	(3,500)	7,750	31,500	(23,750)	42,000	18.45%
Vehicle Costs - Indirect	3,124	2,833	291	21,221	25,500	(4,279)	34,000	62.41%
Office Rent	9,375	9,375	0	84,375	84,375	0	112,500	75.00%
Insurance - Commercial	1,108	1,256	(148)	9,972	11,302	(1,330)	15,069	66.17%
Travel and Conference	290	833	(543)	6,351	7,500	(1,149)	10,000	63.51%
Office Supplies	398	495	(97)	5,000	4,455	545	5,940	84.17%
Community Events and Materials	10,067	13,793	(3,726)	97,150	134,140	(36,990)	175,520	55.35%
Publications/Printed Materials - Riders Communication	5,895	7,819	(1,923)	42,424	76,623	(34,199)	144,825	29.29%
Postage/Mailing	2,343	2,188	156	19,698	19,688	10	36,250	54.34%
Professional Memberships	130	160	(30)	1,324	1,440	(116)	1,920	68.98%
Total - Paratransit Operations - Indirect Cost	162,574	158,145	4,429	1,369,847	1,432,326	(62,479)	1,959,094	69.92%
Total - Paratransit Operations Cost	7,929,587	7,491,843	437,745	65,253,608	66,049,676	(796,068)	89,235,763	73.12%
OTHER ACTIVITIES								
ELIGIBILITY DETERMINATION								
Salaries & Related Benefits - Certification & Appeals	30,670	38,362	(7,692)	295,195	342,221	(47,026)	456,295	64.69%
Eligibility and Appeal Contracts	213,174	191,817	21,357	1,821,874	1,726,353	95,521	2,301,804	79.15%
Purchased Transportation Services - Certification Trips	145,635	124,340	21,295	1,103,931	1,119,053	(15,122)	1,492,073	73.99%
Travel Training	46,166	38,375	7,791	322,091	345,375	(23,284)	460,500	69.94%
Tether Pilot Program	20,618	20,620	(2)	149,225	145,235	3,990	220,931	67.54%
Other Professional Expense	0	167	(167)	951	1,500	(549)	2,000	47.53%
Communications - Telephone/Data Transmission	5,365	3,992	1,373	39,469	35,925	3,544	47,900	82.40%
Phone & Computer System Maintenance/License & Consulting	0	1,667	(1,667)	0	15,000	(15,000)	20,000	0.00%
Vehicle Costs - Mobile Certification	0	21	(21)	0	187	(187)	250	0.00%
Repairs & Maintenance	115	117	(2)	1,013	1,050	(37)	1,400	72.36%
Office Rent	4,844	4,861	(17)	43,594	43,748	(154)	58,331	74.73%
Insurance - Commercial	3,826	4,188	(362)	34,706	37,695	(2,989)	50,260	69.05%
Business Meetings & Meals	0	0	0	53	0	53	0	n/a
Travel and Conference	2,539	500	2,039	11,848	4,500	7,348	6,000	197.47%
Office Supplies	326	415	(89)	4,312	3,735	577	4,980	86.58%
Publications/Printed Materials	205,247	207,000	(1,753)	236,432	253,000	(16,568)	370,250	63.86%
Postage/Mailing/Courier	8,566	8,417	149	79,758	75,750	4,008	101,000	78.97%
Professional Memberships	16	20	(4)	166	180	(14)	240	68.98%
Subtotal - Eligibility Determination	687,107	644,877	42,230	4,144,617	4,150,508	(5,891)	5,594,213	74.09%

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending March 31, 2011								
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER (UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER (UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED
CTSA FUNCTION								
EDUCATION AND TRAINING								
Salaries & Related Benefits - CTSA	3,983	8,651	(4,668)	47,267	77,299	(30,032)	103,066	45.86%
Scholarships Programs, Education & Training Seminars	0	0	0	41,349	46,050	(4,701)	56,950	72.61%
Other Professional Expense	0	0	0	0	0	0	15,000	0.00%
Communications - Telephone	307	310	(4)	2,750	2,794	(44)	3,725	73.82%
Office Rent	625	625	0	5,625	5,625	0	7,500	75.00%
Insurance - Commercial	22	25	(3)	199	226	(26)	301	66.18%
Travel and Conference	0	167	(167)	0	1,500	(1,500)	2,000	0.00%
Office Supplies	103	132	(29)	1,380	1,185	195	1,580	87.33%
Community Events and Materials	50	333	(284)	702	3,000	(2,298)	4,000	17.56%
Publications/Printed Materials	0	183	(183)	1,408	1,650	(242)	2,200	64.00%
Postage/ Mailing	469	438	31	3,940	3,938	2	5,250	75.04%
Professional Memberships	16	20	(4)	166	180	(14)	240	68.98%
Subtotal - Education and Training	5,574	10,884	(5,310)	104,786	143,446	(38,660)	201,812	51.92%
ACCESS RIDE-INFORMATION								
Salaries & Related Benefits - Ride-Information	17,023	17,381	(359)	144,358	155,165	(10,807)	206,886	69.78%
Communications - Telephone	999	665	335	7,223	5,981	1,242	7,975	90.57%
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	1,350	1,500	(150)	2,000	67.50%
Office Rent	1,525	1,528	(3)	13,725	13,750	(25)	18,333	74.86%
Office Supplies	70	88	(18)	908	795	113	1,060	85.68%
Publications/Printed Materials	0	167	(167)	0	1,500	(1,500)	2,000	0.00%
Postage/ Mailing	94	88	6	788	788	0	1,050	75.04%
Professional Memberships	16	20	(4)	166	180	(14)	240	68.98%
Subtotal - Ride-Information	19,877	20,103	(226)	168,518	179,658	(11,140)	239,544	70.35%
Subtotal - CTSA Function	25,451	30,987	(5,535)	273,304	323,104	(49,800)	441,356	61.92%
Total - Other Activities	712,559	675,864	36,695	4,417,920	4,473,611	(55,691)	6,035,570	73.20%

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending March 31, 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
ADMINISTRATIVE									
Salaries & Related Benefits	250,242	238,758	11,485	2,048,070	2,139,438	(91,368)	2,858,535	71.65%	
Communications - Telephone & Data Transmission	3,640	3,994	(354)	32,654	35,944	(3,290)	47,925	68.14%	
Office Rent	19,533	19,850	(317)	174,952	178,650	(3,698)	238,200	73.45%	
Insurance - Commercial	10,031	9,646	386	86,567	86,812	(244)	115,749	74.79%	
Office Supplies	1,359	2,392	(1,033)	21,045	21,525	(480)	28,700	73.33%	
Other Professional Services	102,289	90,915	11,374	883,867	1,010,275	(126,408)	1,438,719	61.43%	
Public Notice Advertising Expenses	47	833	(786)	4,527	7,500	(2,973)	10,000	45.27%	
Equipment/ Other Rental	176	267	(91)	2,021	2,400	(379)	3,200	63.16%	
Repairs & Maintenance	4,645	3,833	811	33,698	34,500	(802)	46,000	73.26%	
Postage/Mailing/ Messenger	5,127	4,581	546	40,612	41,227	(616)	54,970	73.88%	
Publications/ Printed Materials/ Copying	2,419	1,833	586	8,749	16,500	(7,751)	22,000	39.77%	
Network Support/ Supplies	5,799	5,500	299	55,308	49,500	5,808	66,000	83.80%	
Subscription/ References	128	250	(122)	1,106	2,250	(1,144)	3,000	36.87%	
Professional Memberships	197	355	(158)	3,253	3,195	58	4,260	76.37%	
Board and Advisory Committee Compensation	1,281	2,458	(1,177)	17,382	22,125	(4,743)	29,500	58.92%	
Annual Meeting	13,353	14,840	(1,487)	14,511	16,000	(1,489)	16,000	90.70%	
Business Meetings & Meals	565	917	(352)	6,388	8,250	(1,862)	11,000	58.07%	
Travel and Conference	4,476	4,042	434	24,559	36,375	(11,816)	48,500	50.64%	
Mileage and Parking	132	208	(76)	639	1,875	(1,236)	2,500	25.54%	
Bank Interest	0	4,167	(4,167)	0	37,500	(37,500)	50,000	0.00%	
Other Expenses - bank charges, tax filing fees, etc.	453	417	36	3,644	3,751	(107)	5,000	72.88%	
Total - Administrative Expense	425,891	410,055	15,836	3,463,553	3,755,592	(292,039)	5,099,758	67.92%	
TOTAL EXPENSES BEFORE AMORT. & DEPRECIATION	9,068,037	8,577,762	490,276	73,135,082	74,278,880	(1,143,798)	100,371,091	72.86%	
Amortization and Depreciation Expense	425,324	0	425,324	3,630,351	0	3,630,351	0		
TOTAL EXPENSES AFTER AMORT. & DEPRECIATION	9,493,362	8,577,762	915,600	76,765,432	74,278,880	2,486,552	100,371,091		
CAPITAL EXPENDITURES									
Property & Equipment	99,251	97,505	1,746	2,647,636	2,655,838	(8,202)	11,778,327	22.48%	
Total - Capital Expenditures	99,251	97,505	1,746	2,647,636	2,655,838	(8,202)	11,778,327	22.48%	
Less: Amortization and Depreciation Expense	(425,324)	0	(425,324)	(3,630,351)	0	(3,630,351)	0		
TOTAL EXPENSES AND CAPITAL EXPENDITURES	9,167,288	\$8,675,267	\$492,022	\$75,782,717	\$76,934,718	(\$1,152,001)	\$112,149,418	67.57%	
Uncommitted Carryforward from FY 09/10 (Estimated)						0	8,376		
Sales of Veh. Proceeds over \$5,000 Rollover from FY 09/10						0	68,080		
TOTAL	9,167,288	\$8,675,267	\$492,022	\$75,782,717	\$76,934,718	(1,152,001)	\$112,225,874	67.53%	

ACCESS SERVICES									
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE									
For Period Ending March 31, 2011									
	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2010-11 BUDGET	% of 10/11 BUDGET REACHED	
PROPERTY AND EQUIPMENT									
75 VEHICLES - Minivan (Fleet Replacement) (\$44,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$3,337,500	0.00%	
20 VEHICLES - Type II Cutaway (Fleet Replacement) (\$68,500 each)	\$0	\$0	\$0	\$0	\$0	\$0	\$1,370,000	0.00%	
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$44,500 each)	0	0	0	0	0	0	578,500	0.00%	
SUBTOTAL - VEHICLES - FY 10/11	0	0	0	0	0	0	\$5,286,000		
30 VEHICLES - Minivan (Fleet Replacement) (\$42,125 each)	\$0	\$0	0	\$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%	
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	99,251	97,505	1,746	101,743	100,000	1,743	100,000	101.74%	
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 10/11	99,251	97,505	1,746	101,743	100,000	1,743	730,000		
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	1,229,126	0.00%	
CENTRALIZATION SOFTWARE/IVR	0	0	0	297,888	297,900	(12)	1,581,941	18.83%	
SMARTDRIVE - 1ST YEAR COST	0	0	0	312,614	312,614	(0)	381,936	81.85%	
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 08/09 & FY 09/10	0	0	0	610,502	610,514	(12)	3,193,003		
TOTAL CAPITAL EXPENDITURES	\$99,251	\$97,505	\$1,746	\$2,647,636	\$2,655,838	(\$8,202)	\$11,778,327	22.48%	

BOARD BOX ITEM # 4

MAY 20, 2011

TO: BOARD OF DIRECTORS

FROM: ACCESS SERVICES MANAGEMENT STAFF

RE: EXECUTIVE SUMMARY UPDATE FOR FEBRUARY 2011

STEVE CHANG - DIRECTOR OF CONTRACT ADMINISTRATION

Operations update:

As anticipated, we did experience a ridership spike during March, where we performed more trips this March than any other March in the past seven years. 207,259 trips were completed in March 2011; the closest single month with that many trips completed was back in October 2008, where 199,691 trips were completed. In addition to the record number of trips performed in a month, we were able to finish the month at 92.3% on-time, which represents the highest on-time performance ever achieved for March in seven years! We kept Late4 trips to a minimal at 0.07%, which represents approximately 138 trips. The March Preparedness Plan that was developed by the regional teams and service providers really paid off and our customers ultimately experienced a more seamless service experience during one of the busiest months of the year.

We reached a milestone in our Emergency Planning and Preparedness efforts, where Access Services hosted its first Emergency table top exercise on wild fire disaster management. Management staff from Access, service providers, and Metro staff all participated in the half day exercise. All participants enjoyed the exercise and walked away feeling more confident on our ability to manage the Access operation under a crisis situation.

David Foster - Project Administrator, West Central and Eastern Regions - From a performance standpoint, both San Gabriel Transit, the Eastern Region service provider, and California Transit, the West Central Region service provider, exceeded the key operations performance standards. Thanks to the March Preparedness Plan and the hard work of the two contractors, their performance contributed to the best on time performance ever in the month of March which has historically been a challenging month for all service providers.

On March 20, 2011 the Los Angeles Marathon took place and California Transit, as in years past, worked very closely with the event coordinators to ensure that the Elite Wheelchair racing division participants had transportation while in town. Margie Morales, Operations Manager for California Transit worked very closely with event coordinator, Laura Rivera,

and the participants were transported by Access Services to and from the airport as well as to and from the event. Thanks to California Transit, everything went according to plan and all the Elite Wheelchair participants were at the starting line. On March 29, 2011 California Transit attended the final walk through for the Abilities Expo scheduled for April 15-17th along with other contractors, Access staff and event coordinators to finalize the pick-up and drop off procedures Access Customers attending the Expo.

Both contractors participated in the first Table Top Exercise conducted by Access Service as part of the development of our Disaster Preparedness plan on Wednesday March 2, 2011. As the two contractors service approximately 46% of all daily Access trips it is imperative that both San Gabriel Transit and California Transit are active participants and can provide feedback as the plan is finalized.

Luis Garcia - Project Administrator, Southern and Santa Clarita Regions - Amidst the anticipation for the traditional March increase in trip demand, Global Paratransit worked closely with the Access regional team in the development of the March Preparedness Plan for the southern region. Trip demand in the southern region increased by 14.7% when compared to the previous month, closing the month with 60,995 trips transported. Global Paratransit continued to exceed performance standards with an on-time performance of 92.5% and late 4's at 0.05%. Revisions to driver schedules and an assessment of their routing and scheduling practices were considered in the action plan development. Through due diligence and careful planning, our customers in the southern region were able to experience dependable service during the month of March.

Santa Clarita Transit (SCT), service provider for the Santa Clarita region, experienced a minor technical issue mid-March; staff was able to quickly address the issue and avoided any negative impact to the operation. Continuing the positive on time performance trend, SCT closed the month above contract performance standard by utilizing their diverse operational resources with the focus to providing safety and dependable transportation for Access customers.

Geoffrey Okamoto - Project Administrator, Eligibility - For the month of March, Access Eligibility Center experienced a slight growth in number of certifications when compared to the previous month, which brings total eligible customer count to 105,513. Ventura County Transit Agency requested a tour of Access Eligibility Center, it was an educational experience for the Ventura County Transit Agency staff to learn about our eligibility process. On behalf of Access Services, CARE Evaluators attended the Abilities Expo at the Los Angeles Convention center, where staff introduced event participants on Access Services' Mobility Devise Marking and Tethering program.

Geetu Banerjee - Project Administrator, Northern and Antelope Valley Regions - The San Fernando Valley closed the month of March with 42,425 trips. When compared to the number of trips for the same period last year, we observed a 10.98% increase in trips. Some of the operational challenges that MV faced during the month of March were that the land lines that connect to Mount Lukens repeater went down. This had an impact on data channels that allow the trip data to flow between the dispatch centers and the vehicles. However, despite these challenges, MV Transportation continued to exceed performance standards with an on-time performance of 91.91% and late 4's at 0.02%.

In Antelope Valley - Southland Transit Inc. continued to perform above performance standards completing 5,183 trips with an on-time performance of 94.32% and zero late 4's.

In the month of March, Access staff scheduled a "Transfer Trip" meeting with both providers - MV Transportation and Southland Transit to improve service performance and coordination at the Olive View Transfer point. Staff also discussed the Federal directive for emergency preparedness and the role of an Incident Command Structure so both providers can be better prepared to meet these responsibilities in a consistent and organized manner if and when disasters occur.

SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES

Customer Service, Customer Care, and Operations Monitoring Update:

Customer Service - (which handles intake, education and administrative functions through the Customer Support Center) in March 2011 and, conversely, a significantly lower Average Initial Hold Time (AIHT) for customers. A total of 18,263 Customer Service calls were registered in March (nearly 900 calls per business day on average), which represents an 23% increase from February 2011. Efforts to maintain the Customer Support Center's internal hold time standard were met with great success in March, reducing Access customer hold times down to 2.7 minutes. Hard-working Customer Support Representatives (CSR's) averaged more than 10 calls per hour/ per agent in March without sacrificing any quality of service. Additionally, 4% of total Customer Service calls were answered by trained "outside assistance" Access employees who help us from other departments. Finally, a pat on the back to our valued CSRs who garnered 20 commendations in March alone from happy users of Access Customer Service!

Customer Care Center - For the past few months, Customer Care experienced a slow but steady decline in complaints. That was not the case for the Month of March 2011. Customer Care reports a 12% increase in complaints for March as compared to February 2011. March closed-out having received a total of 835 tickets (complaints). This is still 21% less than the amount of tickets received in March of the previous year. The top complaint categories for March followed the usual suit, Late 4 being the highest total ticket count at 191. Late 4 tickets increased by 21% as compared to last month. Through careful examination however, Customer Care was able to validate that only 42 of these 191 Late 4 tickets were attributable to actual service failures on the part of Access providers. Seventy-eight percent (78%) were primarily attributable to 1) customers not being curbside during the 20-minute on-time arrival window, or 2) misunderstandings on the part of the customer regarding the pickup location or time of pickup. Trends identified contributing to the remaining 22% were primarily attributable to a reduced on-time performance stemming from 1) the late dispatching of vehicles, and 2) provider modification of trip information. On a positive note, Commendation tickets acknowledging Access associates for a job well done remain the highest ticket category with a total of 312 registered in March. Access noted a significant increase in the number of calls coming into

Operations Monitoring – saw a significant increase in call volume during March 2011 as well. A total of 5,059 calls were registered in Operations Monitoring (which handles the urgent assistance functions of the Customer Support Center) during March. This represents a 14% increase from April 2011 and, coincidentally, a 14% decrease from March of last year. Assisting Access customers, Operations Monitoring provided a total of 382 “Backup” trips in March 2011 – which happens to be exactly the same number as last month. These 382 trips represent a 20% decrease from March of 2010. The majority of Operations Monitoring “Backup” trips (281) were serviced by Operations Monitoring-dedicated “Overflow” vehicles, which is usually the case. The remaining 101 “Backup” trips were serviced with the assistance of cab companies who participate with Access throughout Los Angeles County. Last but certainly not least, Operation Monitoring garnered 15 commendations from satisfied customers of Access Services – that’s a total of 35 commendations for Customer Support Center associates in March alone!

LUIS PACHECO, SAFETY ANALYST

The Access Driver Safety Incentive Program

Access drivers continue to provide safe and courteous service to our customers and in doing so many continue to reach the established milestones without a single preventable accident/incident and no valid safety service complaints. MV Division 45 is the next stop destination where Access will meet, greet and present drivers with the awards and it will mark the program’s first year anniversary so stay tuned for more exiting updates.

SmartDrive

SmartDrive offers a wide range of operating functions that help administer the process and identify potential barriers that may delay the way the contractors manage the system. Recently we identified a coaching process that made it more efficient and effective when drivers were brought in to review events and we are pleased to report that the contractors have found this to be very helpful when addressing large number of events. For example a driver may have 50 events in 30 days. These events may be a combination of categories ones, twos, threes, or fours. It was suggested that drivers be coached by reviewing the most severe events along with identifying the other events. The purpose of this is to create driver awareness once they have reviewed the events. Drivers also take with them their own personal report card that gives them a better understanding of their overall driving performance.

It has been six months since SmartDrive onboard camera system was fully implemented and by now drivers have gotten used to the system and its perimeters. Access is taking another approach to improve and enhance the capabilities offered by SmartDrive. The first step will be to obtain feedback from the contractors to see what has worked and what has not. Getting this critical feedback will be essential because it will give us a clear indication on how we can help the contractors manage the system better. The second step will be to reach out to the drivers. One way will be to campaign the system’s capabilities and recent trends triggering the camera. By doing this we will reinforce the purpose of this vital tool and serve as a retraining tool for all drivers.

ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

Mobility Management Update

In the month of April, Mobility Management staff participated in nine outreach meetings/events throughout Los Angeles County. Three of the largest outreach events were the Abilities Expo, the Automobile Club Senior Driver Expo, and the Mexican American Opportunity Foundation Annual Family Caregiver Conference.

As a result of being out in the field, Mobility Management counseling calls were lower than previous months, but of those calls, more of them resulted in speaking with the customers. April experienced the highest results for these calls with approximately $\frac{3}{4}$ of all calls resulting with speaking to a customer.

Finally, an important trend to observe is the growth in the number of non-Access customers that Mobility Management is speaking with. Since January, the numbers have been on the rise from 73 calls with non-Access customers to 117 calls at the end of April, which was a growth of 38%. These numbers will most likely continue to grow in the coming months.

Month	Total # of Calls	Total # of MM List, Talked To	Total # of Non Access Customers Talked to	% of people talked to of total calls	Total # of Issues with Phone #s	% of Issues with phone #s	# of Voice Messages	% of voice messages	# of Last Calls and No Answers	% of last calls and no answer	# of calls waiting follow-up.	% of calls waiting follow-up.	Services Wanted In Mobility Database	Services Provided, Non-Access Customers
January	312	119	73	62%	27	9%	71	23%	21	7%	1	0%	51	72
February	291	122	74	67%	17	6%	69	24%	9	3%	0	0%	80	74
March	305	129	92	72%	19	6%	44	14%	20	7%	1	0%	75	87
April	239	67	117	77%	9	4%	39	16%	7	3%	0	0%	44	69

BOARD BOX ITEM #5

MAY 20, 2011

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

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

MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	207,259	177,716	16.6%	1,683,555
Passengers per Vehicle Trip	1.29	1.29	0.0%	1.32
Average Trip Distance	9.1	9.2	-0.6%	9.3
Total Calls to Providers	357,801	297,106	20.4%	2,867,010
Average Initial Hold Time (seconds)	55	46	21.1%	45
% of Calls on Hold More Than 5 minutes	3.3%	2.3%	1.0%	2.1%
On-Time Performance	92.3%	91.8%	0.5%	91.4%
Late 4 Trips	0.07%	0.06%	0.01%	0.10%
Total number Registered Riders	105,513	103,567	1.9%	105,513

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

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
System Wide				
FEB-11	229,541	177,716	1.29	1.00
MAR-11	267,022	207,259	1.29	1.00
% Change	16.3%	16.6%	0.0%	0.0%
SGT - Eastern Region				
FEB 11	67,978	51,347	1.32	0.94
MAR 11	79,736	60,511	1.32	0.94
% Change	17.3%	17.9%	0.0%	0.0%
GPI - Southern Region				
FEB-11	67,977	52,291	1.30	1.03
MAR-11	79,231	60,995	1.30	1.02
% Change	16.6%	16.7%	0.0%	-1.0%
CTI - WC - West Central Region				
FEB-11	38,858	29,773	1.31	1.02
MAR-11	44,921	34,384	1.31	1.02
% Change	15.6%	15.5%	0.0%	0.0%
MV - San Fernando Valley Region				
FEB-11	45,061	36,565	1.23	1.02
MAR-11	51,917	42,425	1.22	1.02
% Change	15.2%	16.0%	-0.8%	0.0%
STI - AV - Antelope Valley Region				
FEB-11	5,924	4,566	1.30	1.03
MAR-11	6,821	5,183	1.32	1.03
% Change	15.1%	13.5%	1.5%	0.0%
SCT - Santa Clarita Region				
FEB-11	3,393	2,868	1.18	1.01
MAR-11	4,055	3,447	1.18	1.01
% Change	19.5%	20.2%	0.0%	0.0%

PROVIDER SERVICE SUMMARY
PROVIDER MONITORING

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	41	45	44.8
SGT - Eastern Region	6	3	10.1
GPI - Southern Region	23	22	14.2
CTI - West - Central Region	3	11	5.8
MV Transit - San Fernando Valley Region	7	7	10.1
STI - Antelope Valley Region	1	1	2.6
SCT - Santa Clarita Region	1	1	2.0

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

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	151	157	172.9
SGT - Eastern Region	49	45	42.6
GPI - Southern Region	18	23	23.7
CTI - West - Central Region	33	29	36.6
MV Transit - San Fernando Valley Region	21	24	29.0
STI - Antelope Valley Region	20	22	21.8
SCT - Santa Clarita Region	10	14	19.3

* 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	95.8%	92.7%
1-20 Minutes Longer than Fixed Route Trip	2.9%	5.7%
21-40 Minutes Longer than Fixed Route Trip	0.7%	1.2%
41-60 Minutes Longer than Fixed Route Trip	0.2%	0.2%
60 Minutes Longer than Fixed Route Trip	0.4%	0.2%

*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	237	218	230.6
Transfer Point to Antelope Valley	213	189	215.0
Santa Clarita to Transfer Point	135	112	116.9
Transfer Point to Santa Clarita	66	45	65.8

Systemwide Mobility Device Securement Incidents

	Current	Previous Month	YTD-Average
Total Reported Incidents	2	0	0.9
Total Reported Incidents with Bodily Injury	1	0	0.1
SGT - Eastern Region	0	0	0.3
GPI - Southern Region	0	0	0.2
CTI - West/Central Region	1	0	0.2
MV Transit - San Fernando Valley Region	0	0	0.0
STI - Antelope Valley Region	1	0	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	YTD
Accepted Travel Training	21	13	24	12	14	33	19	35	37	171
Waiting for Travel Training	10	2	-	-	-	17	8	18	23	55
Started Travel Training	10	21	13	16	3	14	11	13	13	101
Completed Travel Training	16	22	15	16	6	25	20	21	27	141
Discontinued Services	-	-	-	-	-	-	1	-	-	1
People Currently in Travel Training	6	2	-	-	1	-	-	-	-	9
Total Follow-up Response Month 2	17	8	8	29	11	8	13	9	24	103
# Graduates Using Bus After 2 Months	16	7	8	27	11	8	13	9	23	99
Avg # of Trips per-week, Month 2	6	7	10	7	10	11	8	10	6	69
<i>Estimated Bus Trips Taken, YTD</i>	3,758	1,701	2,423	4,914	2,373	1,521	1,337	759	611	18,785

COMMUNICATIONS

Providers: Monthly Calls	Current	Previous Month	YTD-Average
All PROVIDER TOTAL	357,801	297,106	318,557
SGT - Eastern Region	97,467	78,074	84,239
GPI - Southern Region	119,497	103,865	109,298
CTI - West - Central Region	74,174	61,542	66,648
MV Transit - San Fernando Valley Region	55,067	44,216	48,363
STI - Antelope Valley Region	8,163	6,944	7,311
SCT - Santa Clarita Region	3,433	2,465	2,698

Customer Service/OMC Calls	Current	Previous Month	YTD-Average
Customer Service Calls Answered	18,261	14,812	18,296
Ops. Monitoring Center Calls Answered	5,414	4,781	6,233
<i>Ride Info</i> Calls Offered	1,317	1,705	932

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	55	46	45
% OF Calls On Hold More Than 5 minutes	3.3%	2.3%	2.1%
SGT - Eastern Region			
Average Initial Hold Time	35	32	30
% of Calls on Hold More Than 5 minutes	1.0%	1.0%	0.8%
GPI - Southern Region			
Average Initial Hold Time	69	55	56
% of Calls on Hold More Than 5 minutes	5.0%	2.9%	3.3%
CTI - West - Central Region			
Average Initial Hold Time	28	24	25
% of Calls on Hold More Than 5 minutes	1.2%	1.1%	0.8%
MV Transit - San Fernando Valley Region			
Average Initial Hold Time	93	72	68
% of Calls on Hold More Than 5 minutes	5.6%	3.7%	3.2%

STI - Antelope Valley Region			
Average Initial Hold Time	58	65	48
% of Calls on Hold More Than 5 minutes	4.7%	6.7%	3.8%
SCT - Santa Clarita Valley Region			
Average Initial Hold Time	82	73	56
% of Calls on Hold More Than 5 minutes	7.5%	6.0%	4.1%
Operations Monitoring Center			
Average Initial Hold Time	111	107	114
% of Calls on Hold More Than 5 minutes	10.4%	11.3%	11.8%
Customer Service			
Average Initial Hold Time	162	182	224
% of Calls on Hold More Than 5 minutes	16.5%	21.2%	26.6%

Eligibility Determinations

ADA Paratransit Evaluations	Current	Previous Month	YTD-Average
Completed			
UNRESTRICTED	2,771	2,342	2,306
RESTRICTED	282	191	279
TEMPORARY	301	246	241
NOT ELIGIBLE	508	326	247
TOTAL	3,862	3,105	3,073
Recertifications (in Person)	929	669	634
New Applicants	2,933	2,436	2,454
Eligibility Renewals			
Recertification Letters Sent	2,467	2,312	2,590
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	11	12	11
Scheduling Phone Call to Evaluation	7	8	11
Scheduling Phone Call to Mail Out	18	20	22

ADA Paratransit Eligibility Appeals	Current	Previous Month	YTD-Average
Appeals Requested	46	45	57
Closed	53	71	55
Withdrawn/Closed Before Completion	10	32	13
Pending	66	59	92
Increased	19	11	13
Decreased	2	2	2
Modified	2	0	3
Upheld	20	25	24
% Appeals not overturned	56%	71%	70%
<i>Net Denied Rate (Year-to-Date)</i>	13.0%	10.1%	9.6%
Process Time: Appeal Date to Mail Out ADA>30)	11	2	8

OPERATIONS MONITORING CENTER ACTIVITY

Calls to OMC	Current	Previous Month	YTD-Average
TOTAL CALLS:	5,059	4,450	5,317
Late calls	1,655	1,575	1,755
Other (CSC/Reservations)	3,404	2,875	3,562

Disposition of Late Calls	Current	Previous Month	YTD-Average
Back-Up Vehicle Sent	187	200	185
ETA Given	843	781	908
Help Calls	0	3	5
Miscellaneous	625	591	656
TOTAL LATE CALLS	1,655	1,575	1,755

NOTE REGARDING DEFINITION OF CALLS TO OMC:

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

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

Late Trip Calls to OMC Resulting in Dispatch of B/U Vehicle (5.4.1.6)	Current	Previous Month	YTD-Average
Avg. Time Between 1 st Call and Arrival of B/U Vehicle at Rider's Location	54	55	56.2

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	92.3%	91.8%	91.4%
Percentage of Late Trips	7.7%	8.2%	8.6%
Late "1" (1-15 min. late)	6.2%	6.5%	6.6%
Late "2" (16-30 min. late)	1.3%	1.4%	1.6%
Late "3" (31-45 min. late)	0.2%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.07%	0.06%	0.10%
No Shows	3.3%	3.5%	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	0.13%	0.26%	0.15%

SGT - Eastern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.2%	92.0%	91.3%
Percentage of Late Trips	7.8%	8.0%	8.7%
Late "1" (1-15 min. late)	6.1%	6.3%	6.4%
Late "2" (16-30 min. late)	1.3%	1.3%	1.7%
Late "3" (31-45 min. late)	0.3%	0.3%	0.5%
Late "4" (>46 min. late)/Missed Trips	0.12%	0.09%	0.19%
No Shows	2.7%	3.1%	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	0.00%	0.00%	0.16%

CTI - West Central Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.1%	91.5	92.0%
Percentage of Late Trips	7.9%	8.5%	8.0%
Late "1" (1-15 min. late)	6.2%	6.6%	6.3%
Late "2" (16-30 min. late)	1.4%	1.5%	1.3%
Late "3" (31-45 min. late)	0.3%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.03%	0.05%	0.07%
No Shows	4.3%	4.3%	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	0.69%	0.00%	0.32%

GPI - Southern Region	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	92.5%	91.5%	91.0%
Percentage of Late Trips	7.5%	8.5%	9.0%
Late "1" (1-15 min. late)	6.1%	6.8%	7.0%
Late "2" (16-30 min. late)	1.2%	1.4%	1.6%
Late "3" (31-45 min. late)	0.2%	0.3%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.05%	0.06%
No Shows	3.0%	3.3%	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%	1.67%	0.33%

MVT - Northern Next Day Trips	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	91.7%	91.5%	91.0%
Percentage of Late Trips	8.3%	8.5%	9.0%
Late "1" (1-15 min. late)	6.7%	6.9%	7.1%
Late "2" (16-30 min. late)	1.3%	1.4%	1.6%
Late "3" (31-45 min. late)	0.3%	0.2%	0.3%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.04%	0.08%
No Shows	2.9%	3.0%	3.0%
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%	0.08%

STI - Antelope Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	94.3%	92.5%	92.9%
Percentage of Late Trips	5.7%	7.5%	7.1%
Late "1" (1-15 min. late)	4.8%	5.4%	5.3%
Late "2" (16-30 min. late)	0.8%	1.5%	1.3%
Late "3" (31-45 min. late)	0.1%	0.4%	0.4%
Late "4" (>46 min. late)/Missed Trips*	0.00%	0.09%	0.13%
No Shows	4.0%	3.7%	4.2%
Accessibility Violations** - occurrences	0	0	0.0
A/C Failure - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

SCT - Santa Clarita Valley	Current	Previous Month	YTD-Average
Percentage of Trips On-Time	90.9%	92.3%	93.1%
Percentage of Late Trips	9.1%	6.8%	6.9%
Late "1" (1-15 min. late)	7.8%	0.8%	5.3%
Late "2" (16-30 min. late)	1.1%	0.8%	0.8%
Late "3" (31-45 min. late)	0.3%	0.0%	0.1%
Late "4" (>46 min. late)/Missed Trips	0.00%	0.03%	0.0%
No Shows	3.1%	3.1%	2.3%
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%

Customer Reported Service Complaints

Systemwide	Current	6-Month Average
ADA	2	0.8
Animal	2	1.2
Booking	73	76.7
Conduct	28	29.0
Discourteous	114	101.0
Late 1	16	23.3
Late 2	20	26.7
Late 3	15	22.3
Late 4	191	209.8
Risk Management	123	108.8
Routing	15	21.5
Wheelchair Securement	8	3.2
Service	116	135.8
Travel Time	25	43.2
Vehicle	4	3.8
TOTAL	752	807.2
Ratio per 1,000 Trips	3.6	4.5

SGT - Eastern Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.5
Booking	24	23.3
Conduct	12	12.2
Discourteous	43	33.0
Late 1	5	7.0
Late 2	9	8.8
Late 3	4	8.3
Late 4	68	63.3
Risk Management	26	19.0
Routing	2	3.7
Wheelchair Securement	5	2.0
Service	35	35.5
Travel Time	7	11.2
Vehicle	2	1.3

TOTAL	242	229.2
Ratio per 1,000 Trips	4.0	4.4

CTI - West Central Region	Current	6-Month Average
ADA	0	0.0
Animal	1	0.2
Booking	19	13.5
Conduct	5	2.8
Discourteous	14	14.0
Late 1	0	4.0
Late 2	3	3.2
Late 3	2	2.8
Late 4	39	42.3
Risk Management	20	19.3
Routing	4	5.0
Wheelchair Securement	1	0.5
Service	21	25.2
Travel Time	7	8.8
Vehicle	0	0.2
TOTAL	136	141.8
Ratio per 1,000 Trips	4.0	4.8

GPI - Southern Region	Current	6-Month Average
ADA	1	0.3
Animal	1	0.5
Booking	15	28.7
Conduct	5	7.5
Discourteous	30	29.2
Late 1	7	8.3
Late 2	3	8.3
Late 3	5	7.2
Late 4	61	75.5
Risk Management	35	37.0
Routing	9	9.0

Wheelchair Securement	1	0.2
Service	35	51.8
Travel Time	8	18.8
Vehicle	1	1.2
TOTAL	217	283.5
Ratio per 1,000 Trips	3.6	5.3

MV Transit - San Fernando Valley Region	Current	6-Month Average
ADA	0	0.2
Animal	0	0.0
Booking	12	8.2
Conduct	3	4.5
Discourteous	18	15.7
Late 1	3	2.7
Late 2	5	5.7
Late 3	4	3.2
Late 4	17	22.0
Risk Management	38	28.2
Routing	0	3.7
Wheelchair Securement	1	0.5
Service	18	15.0
Travel Time	3	4.0
Vehicle	0	0.8
TOTAL	122	114.2
Ratio per 1,000 Trips	2.9	3.0

STI - AV Antelope Valley Region	Current	6-Month Average
ADA	1	0.2
Animal	0	0.0
Booking	2	1.5
Conduct	1	0.7
Discourteous	1	0.8
Late 1	1	0.8
Late 2	0	0.5

Late 3	0	0.7
Late 4	3	4.8
Risk Management	2	3.0
Routing	0	0.2
Wheelchair Securement	0	0.0
Service	3	4.7
Travel Time	0	0.3
Vehicle	0	0.0
TOTAL	14	18.2
Ratio per 1,000 Trips	2.7	4.2

SCT - Santa Clarita Region	Current	6-Month Average
ADA	0	0.0
Animal	0	0.0
Booking	0	0.7
Conduct	0	0.2
Discourteous	0	0.0
Late 1	0	0.0
Late 2	0	0.0
Late 3	0	0.2
Late 4	3	1.3
Risk Management	0	0.2
Routing	0	0.0
Wheelchair Securement	0	0.0
Service	0	0.7
Travel Time	0	0.0
Vehicle	0	0.2
TOTAL	3	3.3
Ratio per 1,000 Trips	0.9	1.0

Total Trips Comparison

■ FY09/10 ■ FY10/11

230,000
210,000
190,000
170,000
150,000
130,000
110,000
90,000
70,000
50,000

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

