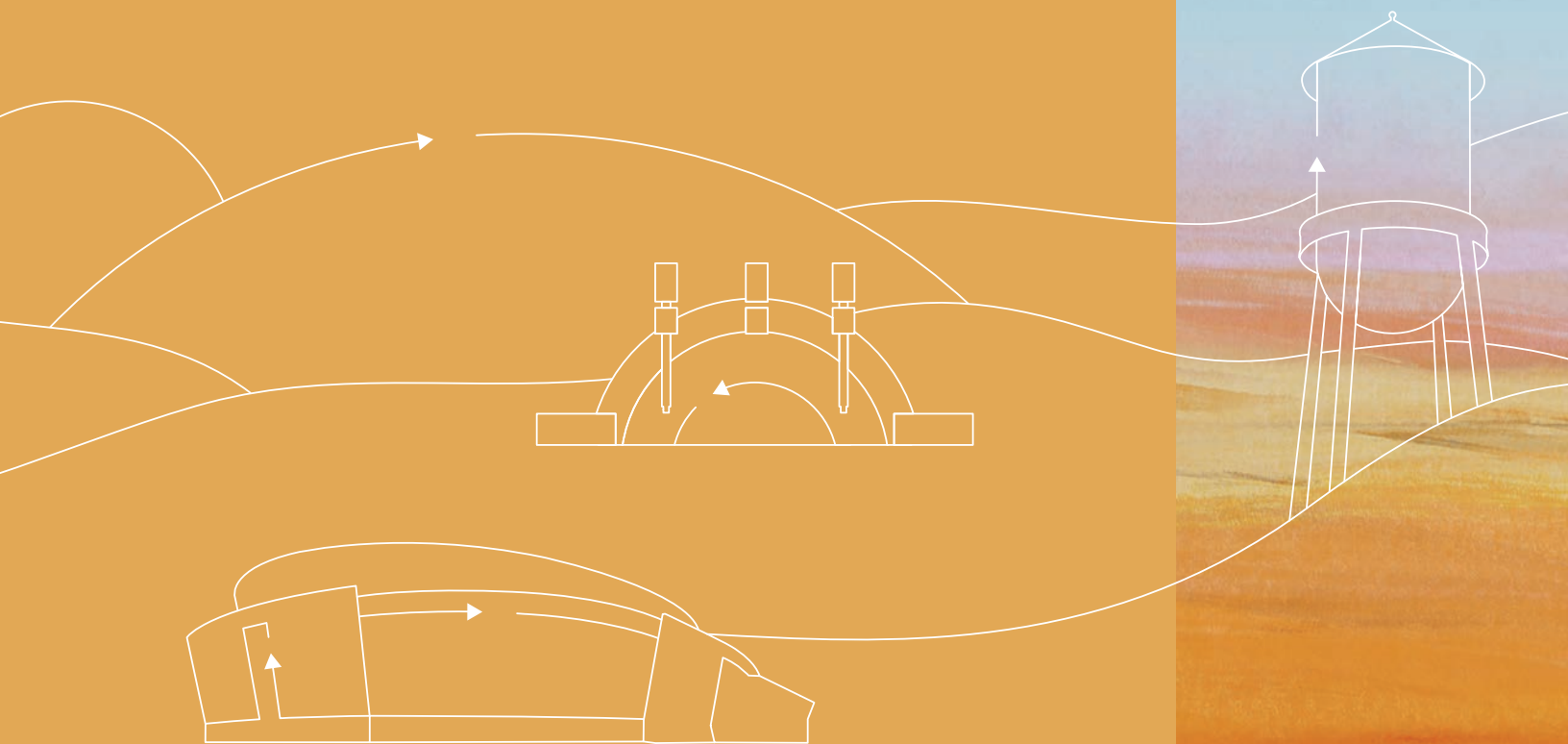


PROPOSED ANNUAL BUDGET



Board of

DIRECTORS

Dolores Nason

Chair

Los Angeles County
Board of Supervisors

Martin Gombert

Vice Chair

Palos Verdes Peninsula Transit Authority
Los Angeles County Local Operators

Doran J. Barnes

Treasurer

Foothill Transit
City Selection Committee
Corridor Transportation Representatives

Theresa De Vera

Secretary

City of Los Angeles
Mayor's Office

Lee Burner

Long Beach Transit
Los Angeles County Municipal Operators

Andrew Del Castillo

Los Angeles County
Independent Living Centers

Valerie Gibson

Pasadena Department of Transportation
Los Angeles County Local Operators

John B. Troost

Los Angeles County
Commission on Disabilities

Jonaurea Wisdom

Los Angeles County Metropolitan
Transportation Authority

Gracie Davis

Chair

Transportation Professionals
Advisory Committee (TPAC)

Rachele Goeman

Chair

Community Advisory Committee (CAC)

Legal Counsel

Vince Ewing

Alvarez-Glasman & Colvin

Executive

TEAM

Andre Colaiace

Executive Director

Hector Rodriguez

Deputy Executive Director

Mike Greenwood

Chief Operations Officer

Member

AGENCIES

Antelope Valley Transit Authority

Beach Cities Transit

City of Alhambra

City of Arcadia

City of Baldwin Park

City of Bell

City of Bell Gardens

City of Bellflower

City of Burbank

City of Calabasas

City of Carson

City of Cerritos

City of Commerce

City of Compton

City of Cudahy

City of Downey

City of Duarte

City of El Monte

City of Glendale

City of Huntington Park

City of Inglewood

City of La Cañada Flintridge

City of Lawndale

City of Lynwood

City of Monterey Park

City of Paramount

City of Pasadena

City of Rosemead

City of Sierra Madre

City of West Covina

City of West Hollywood

City of Westlake Village

Culver CityBus

Foothill Transit

Gardena Municipal Bus Lines (GTrans)

Long Beach Transit

Los Angeles Department of
Transportation (LADOT)

Los Angeles County Department
of Public Works

Los Angeles County Metropolitan
Transportation Authority (Metro)

Montebello Bus Lines

Norwalk Transit

Palos Verdes Peninsula Transit Authority

Santa Clarita Transit

Santa Monica's Big Blue Bus

Torrance Transit

MISSION & VISION

Mission

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

Vision

Access Services serves the community as the leader in promoting accessible and innovative transportation solutions.

We accomplish this vision by:

- > Providing quality, efficient, safe and dependable ADA paratransit service.
- > Leading the national dialogue as an advocate for universal access to transportation.
- > Partnering with other entities to secure alternate funding sources and legislation that expands transportation options.



About



Access Services, a local public entity, is the Los Angeles County Consolidated Transportation Services Agency ("CTSA") and administers the Los Angeles County Coordinated Paratransit Plan ("Plan") on behalf of the County's 45 public fixed route operators (i.e., bus and rail). Pursuant to the Plan, Access facilitates the provision of complementary ADA paratransit services to certain persons with disabilities as required by 42 U.S.C. §12143 under the name "Access Paratransit." Paratransit is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules. Typically, vans or mini-buses are used to provide paratransit service, but shared taxis are also important providers as a form of transportation. Complementary ADA paratransit is a federally mandated civil right for persons with disabilities who cannot ride the accessible public fixed route buses and trains.

Access Services facilitates Access Paratransit service by entering into and administering federally funded regional contracts with independent private transit providers, who, in turn, supply the reservation taking and transportation service in conformance with the Plan, applicable law and the contract. Access Services also leases vehicles to the regional providers at \$1 per month to help facilitate the provision of service under the contracts. In total, the Access Paratransit system provides more than 1.7 million trips per year to nearly 130,000 qualified disabled riders in a service area of over 1,950 square miles. Access Services receives its funding for these services from the Proposition C sales tax, Federal 5310 grants, Measure M sales tax and fare box revenue.

In its function as the Consolidated Transportation Services Agency (CTSA), Access Services acts as a state mandated facilitator charged with the development and implementation of regional coordination of social service transportation to seniors, persons with disabilities, the young, and the low-income disadvantaged.

SERVICE

Area

As required by applicable regulations, Access Paratransit service is available for any ADA paratransit eligible individual for any purpose to or from any location within $\frac{3}{4}$ of a mile of any fixed-route bus operated by the Los Angeles County public fixed-route bus operators and within $\frac{3}{4}$ of a mile around Metro Rail stations during the hours that the systems are operational.

The service area is divided into six regions and extends into portions of the surrounding counties of San Bernardino, Orange and Ventura that are served by Los Angeles County fixed-route bus lines. The transit providers for each of the regions are as follows:

- > Eastern Region - San Gabriel Transit
- > West Central Region - California Transit Inc.
- > Northern Region - MV Transportation
- > Southern Region - Global Paratransit
- > Santa Clarita Region - City of Santa Clarita
- > Antelope Valley Region - Keolis



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Executive

SUMMARY

Executive Summary

Access' FY22 projected ridership is expected to continue its recovery from the COVID-19 pandemic. The FY22 ridership projection will still be 30% less than what was budgeted for FY20. Access is proposing a \$219.7 million budget to transport approximately 3.2 million passengers. The FY22 proposed budget reflects a 22.9% increase in operating expenses (FY22 vs FY21), primarily due to an increase in ridership. Staff believes that the projection is speculative as it is unknown how

quickly ridership will return to pre-pandemic levels as Los Angeles returns to a level of normalcy. The agency returned to regular service on May 1, 2021, ending over a year of modifications to protect riders and drivers during three waves of the pandemic. Access continues to seek innovative ways to increase efficiency while providing even better service.

| Department | FY2020/21 | FY2021/22 |
|----------------------------------|--------------|--------------|
| Administration | 8.2 | 9.0 |
| Contract Operations & Management | 147.3 | 182.4 |
| CTSA Function | 0.5 | 0.5 |
| Eligibility Determination | 9.6 | 11.1 |
| Operating Expense | 165.6 | 203.1 |
| Capital Expenditures | 13.2 | 16.6 |
| Total Expenditures | 178.8 | 219.7 |

FY 2020/21

OVERVIEW

FY 2020/21 Accomplishments

Information Technology

- > Rolled out Rider360 v2.0 as a cloud-based application.
- > Upgraded StrataGen Adept server for the Antelope Valley Region.
- > Migrated Exchange Server to cloud based Office 365 email system.
- > Implemented Duo two factor authentication process to tighten up remote access security.
- > Upgraded file storage system and backup solution.
- > Converted toll free calls to VoIP phone system for all regions.

Operations

- > Accepted delivery of the final eight (8) Lone Star ProMaster compressed natural gas vans into the fleet.
- > Implemented a pilot test of the Seat Link tracking system on Access' cutaway vehicles, which detects and displays occupancy and seatbelt status of all seating positions in a vehicle.
- > Implemented new inspection protocols for all fleet and safety audits, including the third-party taxicab maintenance audit, due to the COVID-19 pandemic.
- > Reviewed and suggested changes in the CalAct/MBTA vehicle specifications for the 21-01 contract for vehicle purchases after May 2021.
- > Developed new specifications for the electric vehicle pilot project.
- > Developed a driver safety training video for the new CNG ProMaster (to be released before the end of FY21).
- > Completed a review of all Access stand signs and continued to upgrade all signage to Phase 3 signs.
- > Added GPS coordinates to stand sign information on Access' website.
- > Added new stand signs at Cal State Los Angeles and Cal Poly Pomona.
- > Coordinated the change of location for transfer trips from Olive View Medical Center in Sylmar to McBean Regional Transit Center in Valencia due to the COVID-19 pandemic.
- > Access Emergency Operations Center (EOC) remained activated throughout FY21 to coordinate the ongoing response to, and recovery from, the COVID-19 pandemic.
- > Activated the Access EOC to monitor and respond to potential disruptions to service related to the 2020 General Election.

FY 2020/21 Accomplishments cont'd.

- > Implemented vaccination transportation operations to eight (8) drive-through Points of Dispensing across Los Angeles County.
- > Trained seven (7) additional Access staff members in emergency management to provide surge capacity for the Emergency Operations Center response to the COVID-19 pandemic.
- > Updated Access' emergency plans and developed a new Civil Unrest Annex.
- > Access' Workplace Safety Committee planned and conducted a virtual ShakeOut Earthquake Drill with the theme of earthquake preparedness while working from home.
- > Concluded all COVID-19 emergency meal and grocery delivery programs with a final total of 438,292 deliveries completed to seniors and people with disabilities.
- > Finalized the California Transit Mutual Assistance Compact (TransMAC) Operational Guide and started planning a regional transit-focused tabletop exercise.
- > Implemented the COVID-19 Service Restoration Plan.
- > Implemented aggressive vehicle disinfection protocols to protect drivers and riders.
- > Tracked positive rider and contractor COVID-19 cases to ensure the safety of the public.
- > Acquired and distributed personal protective equipment, such as masks, gloves, face shields, and hand sanitizer to contractors and staff.
- > Implemented new methods of working remotely and continued with contractual oversight through new procedures including virtual audits.
- > Encouraged contractors to shift non-essential staff to work remotely, when appropriate, to minimize contact and exposure to COVID-19. This was successfully done with some of the contractor's Customer Service Representatives.
- > Earned the Health & Safety Commitment seal from the American Public Transit Association for Access' commitment to transit safety during the COVID-19 pandemic.

Planning

- > Completed a survey of Access customers on their use of technology tools, enhanced services and other planned initiatives.
- > Successfully migrated CTSA Extension's Learning and Development Program to on-line and virtual platform.
- > Redesigned Access' customer coupons to include a "Flex" coupon for Santa Clarita and Antelope Valley customers.
- > Developed a modified Travel Training model for pandemic-era concerns with Virtual and In-Person elements that limited contact between trainers and customers.



EVERYTA

Equality served

EVERYTA

Equality served

Overall System Statistics

| Performance | FY 2019/20 Actual | FY 2020/21 Budget | FY 2021/22 Budget |
|--------------------------------------|----------------------|----------------------|----------------------|
| Eligibility Determinations | 47,991 | 33,810 | 55,530 |
| Passengers | 3,751,762 | 1,462,982 | 3,240,253 |
| Contract Revenue Miles | 26,779,140 | 10,344,340 | 26,672,877 |
| Number of Trips | 2,940,271 | 1,141,985 | 2,536,173 |
| Average Trip Distance | 9.11 | 9.06 | 10.52 |
| Purchased Transportation Cost | | | |
| Cost per Trip | \$48.20 | \$102.91 | \$65.30 |
| Cost per Passenger | \$37.77 | \$80.33 | \$51.11 |
| Cost per Contract Revenue Mile | \$5.29 | \$11.36 | \$6.21 |

Goals/Performance Standards

| Operations and Safety | Standard | FY 2020 | FY 2021* |
|---|-----------|---------|----------|
| On Time Performance | ≥ 91% | 92.2% | 92.7% |
| Excessively Late Trips | ≤ 0.10% | 0.10% | 0.07% |
| Excessively Long Trips | ≤ 5% | 2.9% | 0.4% |
| Missed Trips | ≤ 0.75% | 0.46% | 0.36% |
| Denials | ≤ 0 | 18 | 3 |
| Access to Work On Time Performance | ≥ 94% | 95.9% | 98.5% |
| Average Hold Time (Reservations) | ≤ 120 | 71 | 50 |
| Calls On Hold > 5 Min (Reservations) | ≤ 5% | 3.3% | 2.3% |
| Calls On Hold > 5 Min (ETA) | ≤ 10% | 4.1% | 1.5% |
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.5 | 2.4 |
| Preventable Incident Rate (per 100,000 miles) | ≤ 0.25 | 0.19 | 0.12 |
| Preventable Collision Rate (per 100,000 miles) | ≤ 0.50 | 0.67 | 0.51 |
| Miles Between Road Calls | ≥ 25,000 | 60,999 | 65,500 |
| Customer Service | Standard | FY 2020 | FY 2021* |
| Average Initial Hold Time | ≤ 180 sec | 45 | 83 |
| Calls on Hold > 5 Min | ≤ 10% | 4.1% | 8.8% |
| Abandoned Calls | ≤ 10% | 1.9% | 2.7% |
| Average Call Duration | ≤ 300 sec | 258 | 274 |
| Operations Monitoring Center | Standard | FY 2020 | FY 2021* |
| Average Initial Hold Time | ≤ 180 sec | 52 | 42 |
| Calls on Hold > 5 Min | ≤ 10% | 4.8% | 3.2% |
| Abandoned Calls | ≤ 10% | 4.3% | 3.3% |
| Average Call Duration | ≤ 300 sec | 357 | 344 |

*Through April 2021

FY 2021/22

BUDGET

Planned FY2021/22 Initiatives

Information Technology

- > Implement the Accessible Traveler Mobile App (ATMA).
- > Implement online reservations for the Northern Region.
- > Implement cloud-based Microsoft Office 365.
- > Test SAE Level 4 capable accessible autonomous vehicle.
- > Upgrade SharePoint.
- > Implement IT Disaster Recovery plan.

Operations

- > Accept delivery of 145 new revenue service vehicles into the fleet.
- > Implement vehicle-based video camera pilot program to test new camera technologies.
- > Implement new electric vehicle pilot program, pending grant approval.
- > Award new vehicle-based video camera contract and install new camera system before the current contract expiration of August 2022.
- > Develop new training videos to ensure efficient and safe operation for any new vehicle entering the Access fleet.
- > Finalize work with the CAC Stand Sign Subcommittee to improve the stand sign and location evaluation programs.
- > Continue to implement and expand emergency management planning, training, and exercise programs.
- > Conclude incident management for the COVID-19 Pandemic and transition to recovery.
- > Complete a comprehensive after-action report for the COVID-19 Pandemic Response.
- > Oversee implementation of the new Southern Region contract.
- > Complete the RFP and oversee implementation of the new Antelope Valley region contract.
- > Continue to evaluate and improve contractor oversight strategies and audits.
- > Work with Information Technology to enhance the Where's My Ride application to add features including online reservations and enhanced rider communication.
- > Continue to work with the Board Performance Monitoring Committee to evaluate and improve Access' key performance indicators and service standards.

Planned FY2021/22 Initiatives cont'd.

- > Execute recommendations in the Access Emergency Management Training and Exercise Program.
- > Continue to provide leadership to the Southern California Transportation Mutual Assistance Compact (TransMAC).
- > Work with the Community Advisory Committee to review operational procedures.
- > Implement the new Parents with Disabilities Program system-wide.

Planning

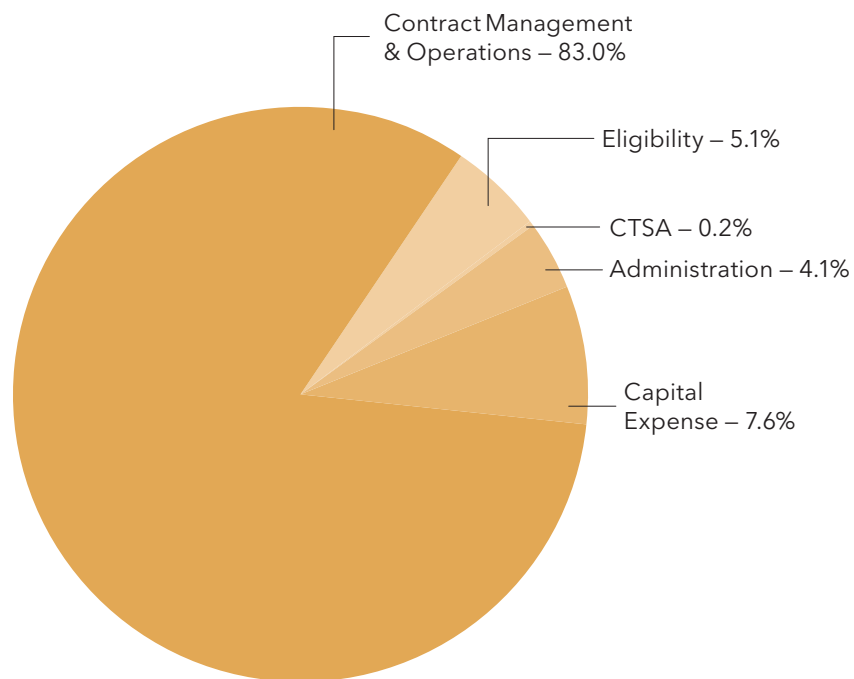
- > Conduct a customer satisfaction survey of Access customers to gauge feedback on their overall trip experience.
- > Begin billing the Medi-Cal program for some eligible Access trips taken to and from a Medi-Cal eligible facility.
- > Continue to work with the Federal Emergency Management Agency (FEMA) to secure reimbursement for eligible COVID-19 expenses.
- > Expand DBE and SBE outreach activities and develop a Diversity, Equity and Inclusion (DEI) Plan.

Eligibility

- > Return to in-person eligibility process.

FY22 Budget Summary

| Department | FY2021/22 Budget | % of Total Funding | % of Operating Costs |
|----------------------------------|------------------|--------------------|----------------------|
| Contract Operations & Management | \$182,423,741 | 83.0% | 89.8% |
| Eligibility Determination | \$11,109,614 | 5.1% | 5.5% |
| CTSA Function | \$543,756 | 0.2% | 0.3% |
| Administration | \$8,978,732 | 4.1% | 4.4% |
| Operating Expense | \$203,055,843 | 92.4% | 100% |
| Capital Expenditures | \$16,607,000 | 7.6% | |
| Total Expenditures | \$219,662,843 | 100% | |



access

Trip List



Current Trips

Trip# 8346861

Sep 19 - 12:00 PM



14901 RINALDI ST



6833 FALLBROOK AVE



Trip# 8346861

Sep 19 - 12:00 PM

Vehicle Number: 456

Vehicle Type: Sedan

Company: Beverly Hills Cab

Device: Crutches



Driver
Name

Trip# 8346861

Sep 19 - 12:00 PM



14901 RINALDI ST



6833 FALLBROOK AVE



Trip History

Funding

| Funding Source | Amount | % |
|-----------------------------|----------------------|-------------|
| Federal Section 5310 | \$71,300,000 | 32.5% |
| Local Funds | | |
| Prop C | \$76,872,470 | 35.0% |
| CRRSAA Equivalent Funds | \$30,594,743 | 13.9% |
| Measure M | \$12,750,000 | 5.8% |
| Prior Yr Operating - Prop C | \$3,161,896 | 1.4% |
| Passenger Revenues | \$7,038,624 | 3.2% |
| Federal Section 5317 | \$723,244 | 0.3% |
| Misc Income | \$614,866 | 0.3% |
| Capital | | |
| 5310 | \$15,776,650 | 7.2% |
| Prop C | \$830,350 | 0.4% |
| Total Funding | \$219,662,843 | 100% |

Administration

| | Expenses | % of Total Budget | % of Oper Costs |
|--------------------------------|--------------------|-------------------|-----------------|
| Salaries & Related Expense | \$5,557,404 | 2.5% | 2.7% |
| Professional Services | \$1,484,148 | 0.7% | 0.7% |
| Network & Telecom Maintenance | \$686,709 | 0.3% | 0.3% |
| Office Rent | \$343,392 | 0.2% | 0.2% |
| Insurance | \$233,136 | 0.1% | 0.1% |
| Communications | \$134,930 | 0.1% | 0.1% |
| Other Related Employee Expense | \$93,600 | 0.0% | 0.0% |
| Other Expense | \$84,280 | 0.0% | 0.0% |
| Travel & Conference | \$70,008 | 0.0% | 0.0% |
| Temporary Personnel | \$66,600 | 0.0% | 0.0% |
| Business Meetings & Meals | \$57,600 | 0.0% | 0.0% |
| Postage/Mailing | \$41,400 | 0.0% | 0.0% |
| Board Compensation | \$36,900 | 0.0% | 0.0% |
| Promotions/Events | \$31,284 | 0.0% | 0.0% |
| Office/Kitchen Supplies | \$26,836 | 0.0% | 0.0% |
| Printed Materials | \$12,504 | 0.0% | 0.0% |
| Provision for Income Tax | \$12,000 | 0.0% | 0.0% |
| Repair & Maintenance | \$6,000 | 0.0% | 0.0% |
| Administration Total | \$8,978,732 | 4.1% | 4.4% |

CTSA

| | Expenses | % of Total Budget | % of Oper Costs |
|----------------------------|------------------|-------------------|-----------------|
| Salaries & Related Expense | \$464,900 | 0.2% | 0.2% |
| Other Expense | \$37,600 | 0.0% | 0.0% |
| Office Rent | \$16,932 | 0.0% | 0.0% |
| Communications | \$8,100 | 0.0% | 0.0% |
| Postage/Mailing | \$6,000 | 0.0% | 0.0% |
| Promotions/Events | \$4,284 | 0.0% | 0.0% |
| Travel & Conference | \$2,004 | 0.0% | 0.0% |
| Office/Kitchen Supplies | \$1,608 | 0.0% | 0.0% |
| Business Meetings & Meals | \$1,200 | 0.0% | 0.0% |
| Insurance | \$1,128 | 0.0% | 0.0% |
| CTSA Total | \$543,756 | 0.2% | 0.3% |

Eligibility

| | Expenses | % of Total Budget | % of Oper Costs |
|----------------------------|---------------------|-------------------|-----------------|
| Eligibility & Appeals | \$6,040,752 | 2.8% | 3.0% |
| Purchased Transportation | \$2,912,122 | 1.3% | 1.4% |
| Office Rent | \$466,260 | 0.2% | 0.2% |
| Salaries & Related Expense | \$445,410 | 0.2% | 0.2% |
| Printed Materials | \$405,000 | 0.2% | 0.2% |
| Communications | \$247,601 | 0.1% | 0.1% |
| Postage/Mailing | \$219,996 | 0.1% | 0.1% |
| Tether Pilot Program | \$180,481 | 0.1% | 0.1% |
| Insurance | \$79,068 | 0.0% | 0.0% |
| Repair & Maintenance | \$50,200 | 0.0% | 0.0% |
| Promotions/Events | \$38,568 | 0.0% | 0.0% |
| Professional Services | \$15,000 | 0.0% | 0.0% |
| Office/Kitchen Supplies | \$5,340 | 0.0% | 0.0% |
| Travel & Conference | \$2,496 | 0.0% | 0.0% |
| Business Meetings & Meals | \$720 | 0.0% | 0.0% |
| Other Expense | \$600 | 0.0% | 0.0% |
| Eligibility Total | \$11,109,614 | 5.1% | 5.5% |

Contract Operations

| | Expenses | % of Total Budget | % of Oper Costs |
|----------------------------------|----------------------|-------------------|-----------------|
| Purchased Transportation | \$166,188,677 | 75.7% | 81.8% |
| Insurance | \$6,675,708 | 3.0% | 3.3% |
| Contracted Customer Service | \$2,160,549 | 1.0% | 1.1% |
| Salaries & Related Expense | \$916,406 | 0.4% | 0.5% |
| Communications | \$869,603 | 0.4% | 0.4% |
| Network & Telecom Maintenance | \$862,902 | 0.4% | 0.4% |
| Vehicle Costs | \$363,000 | 0.2% | 0.2% |
| Security | \$200,000 | 0.1% | 0.1% |
| Professional Services | \$127,200 | 0.1% | 0.1% |
| Office Rent | \$59,256 | 0.0% | 0.0% |
| Promotions/Events | \$20,004 | 0.0% | 0.0% |
| Printed Materials | \$12,504 | 0.0% | 0.0% |
| Office/Kitchen Supplies | \$7,452 | 0.0% | 0.0% |
| Travel & Conference | \$2,004 | 0.0% | 0.0% |
| Contract Operations Total | \$178,465,266 | 81.2% | 87.9% |

Contract Management

| | Expenses | % of Total Budget | % of Oper Costs |
|----------------------------------|--------------------|-------------------|-----------------|
| Salaries & Related Expense | \$2,140,371 | 83.0% | 89.8% |
| Travel Training | \$906,184 | 1.0% | 1.1% |
| Promotions/Events | \$297,052 | 0.4% | 0.4% |
| Printed Materials | \$168,000 | 0.1% | 0.1% |
| Office Rent | \$156,612 | 0.1% | 0.1% |
| Vehicle Costs | \$84,996 | 0.1% | 0.1% |
| Communications | \$82,200 | 0.0% | 0.0% |
| Insurance | \$39,588 | 0.0% | 0.0% |
| Postage/Mailing | \$26,004 | 0.0% | 0.0% |
| Professional Services | \$20,004 | 0.0% | 0.0% |
| Other Related Employee Expense | \$18,000 | 0.0% | 0.0% |
| Travel & Conference | \$8,004 | 0.0% | 0.0% |
| Office/Kitchen Supplies | \$6,780 | 0.0% | 0.0% |
| Other Expense | \$4,200 | 0.0% | 0.0% |
| Business Meetings & Meals | \$480 | 0.0% | 0.0% |
| Contract Management Total | \$3,958,475 | 1.8% | 1.9% |

Total Operating and Capital Budget

| | Expenses | % of Total Budget | % of Oper Costs |
|---|----------------------|-------------------|-----------------|
| Capital - Federal 5310 | \$15,776,650 | 7.2% | |
| Capital - Local | \$830,350 | 0.4% | |
| Capital Total | \$16,607,000 | 7.6% | |
| Total Operating & Capital Budget | \$219,662,843 | 100.00% | |



access



PAM 117000

3500

Fleet Detail

For FY 21/22, Access plans to procure up to 145 vehicles which will include a mix of StarCraft cutaways and low-floor paratransit vehicles to replace the Dodge Caravans, which are no longer being produced. 27 StarCraft cutaways have been ordered and are expected to go into production the last week of July 2021. Once the new CalAct procurement schedule is issued, staff will order an additional 118 vehicles to replace the Caravans. This is a very challenging environment and all chassis orders for vehicles have been delayed because of COVID and the computer chip shortage.

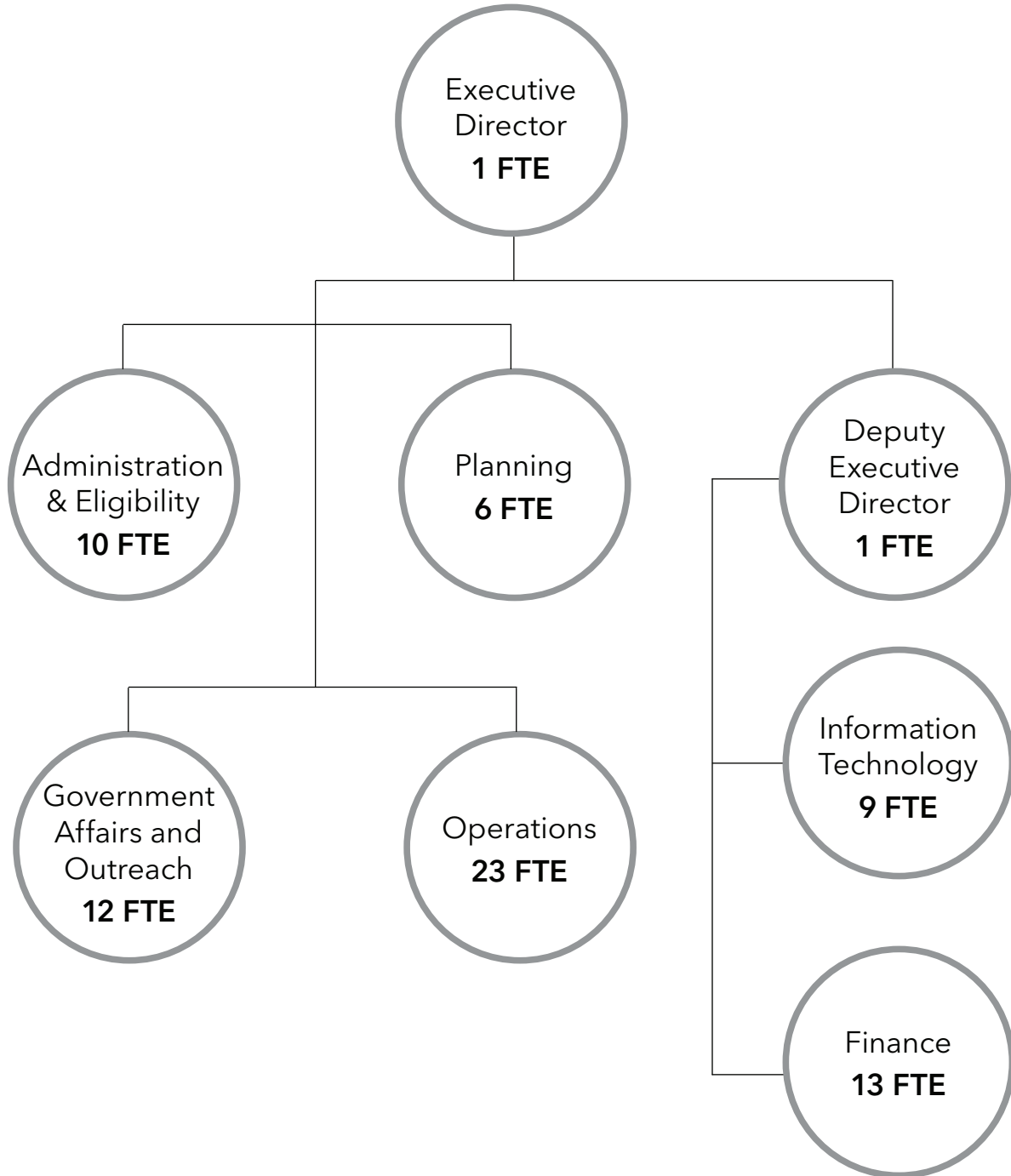
| Fleet Provider | Number of Vehicles |
|---------------------------|--------------------|
| Access-provided fleet | 725 |
| Contractor-provided fleet | 70 |
| Subcontract fleet | 608 |
| Total | 1,403 |

| Vehicle Type | Number of Access Provided Vehicles |
|-------------------------|------------------------------------|
| Minivan | 505 |
| MV-1 | 112 |
| Cutaway | 87 |
| ProMaster Low Floor CNG | 21 |
| Total | 725 |

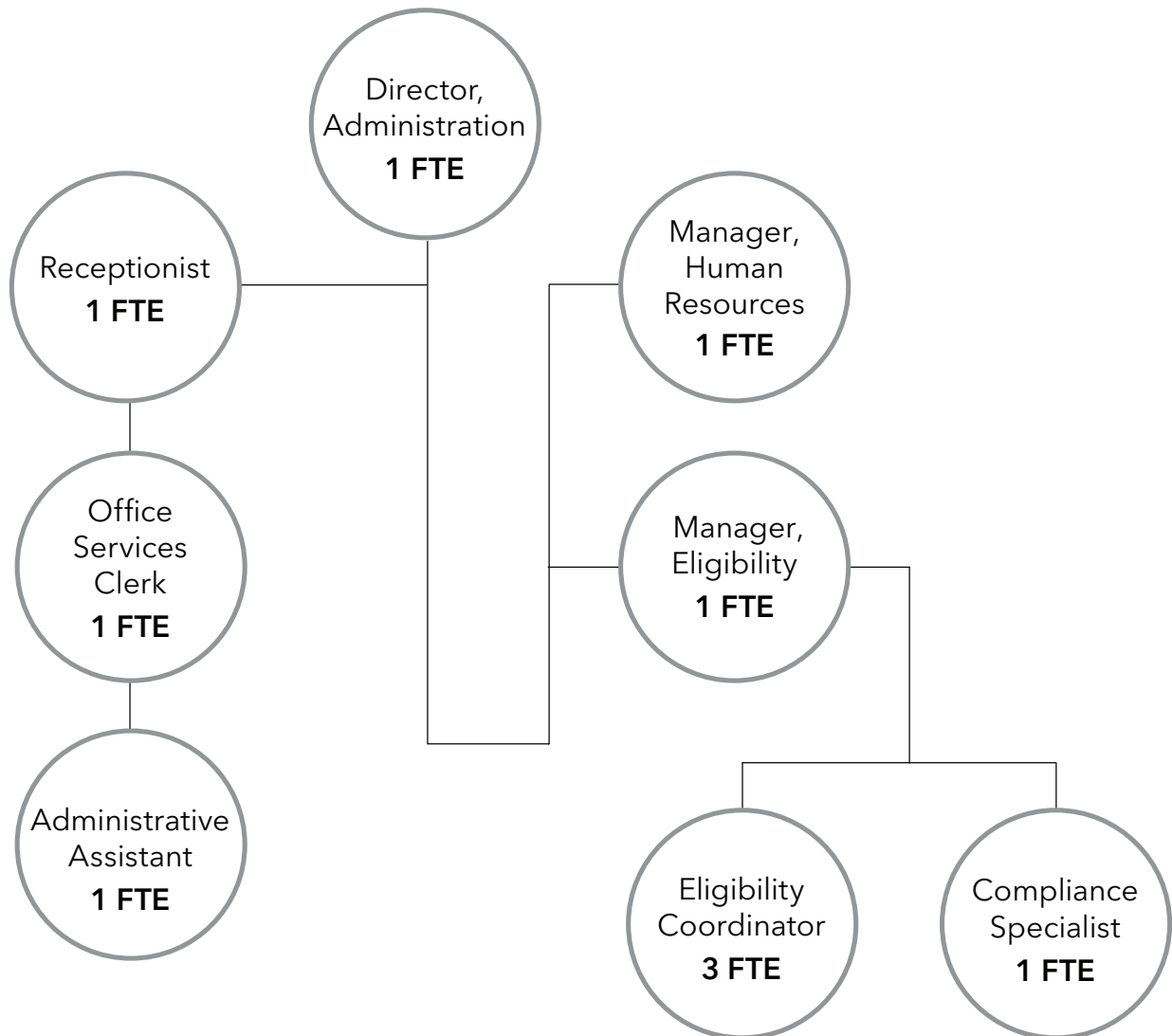
| Region | Number of Access Provided Vehicles |
|-----------------|------------------------------------|
| Southern | 236 |
| Eastern | 196 |
| Northern | 138 |
| West Central | 113 |
| Antelope Valley | 41 |
| Santa Clarita | 1 |
| Total | 725 |



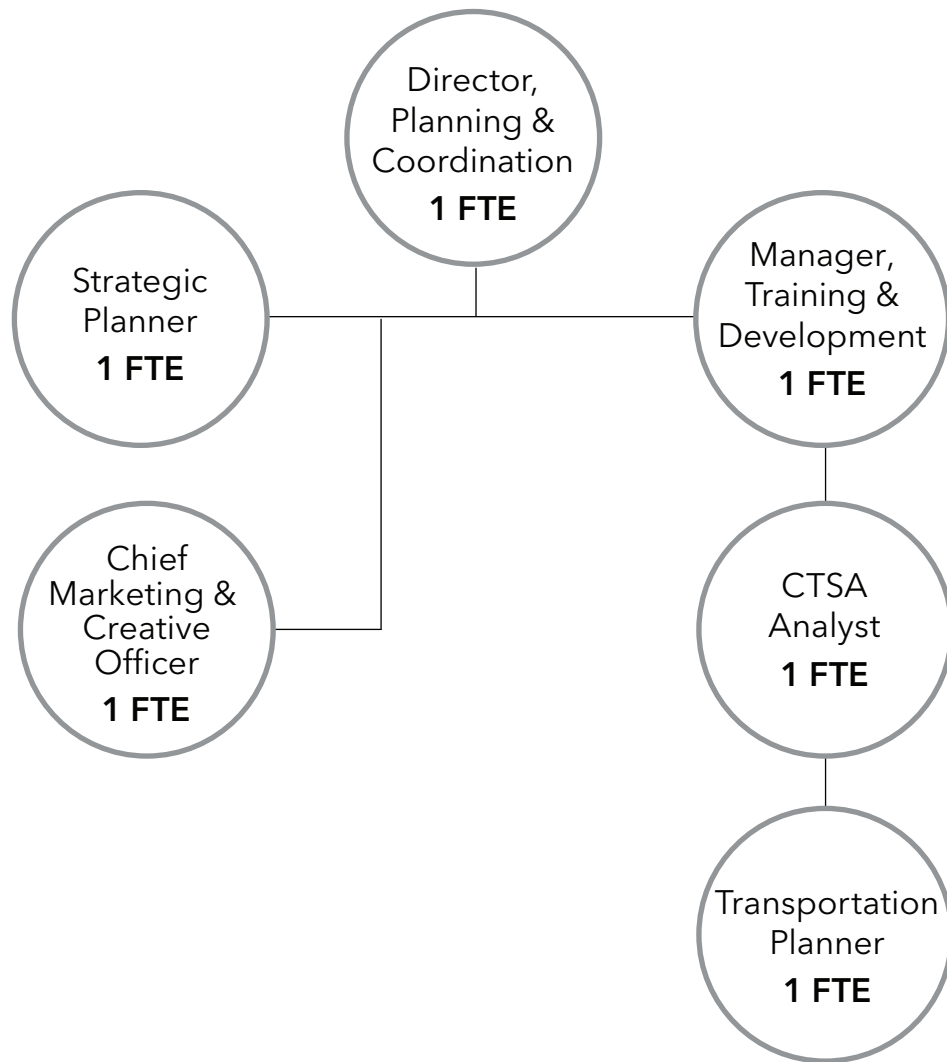
Access Services - FTE Summary



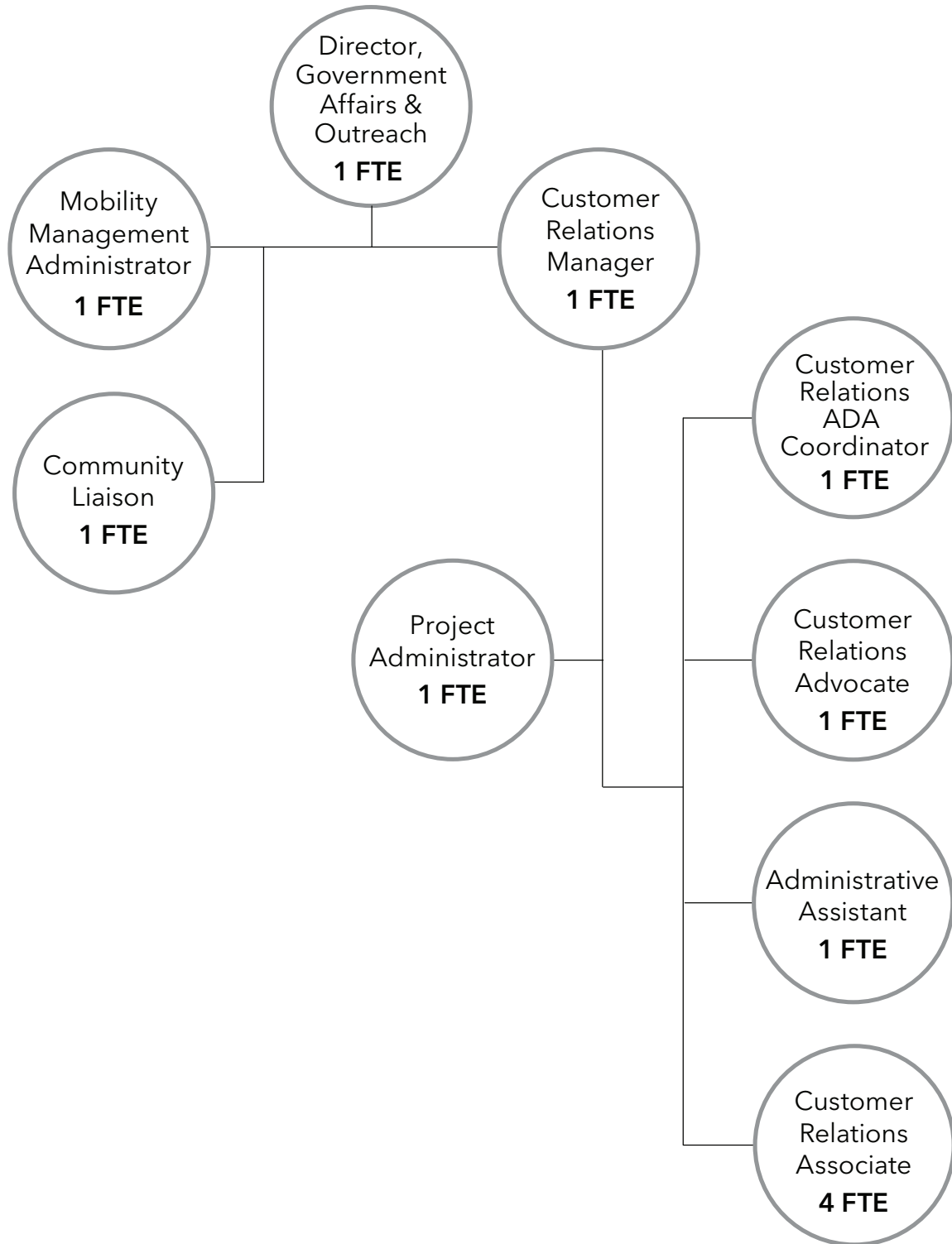
Access Services - Administration and Eligibility



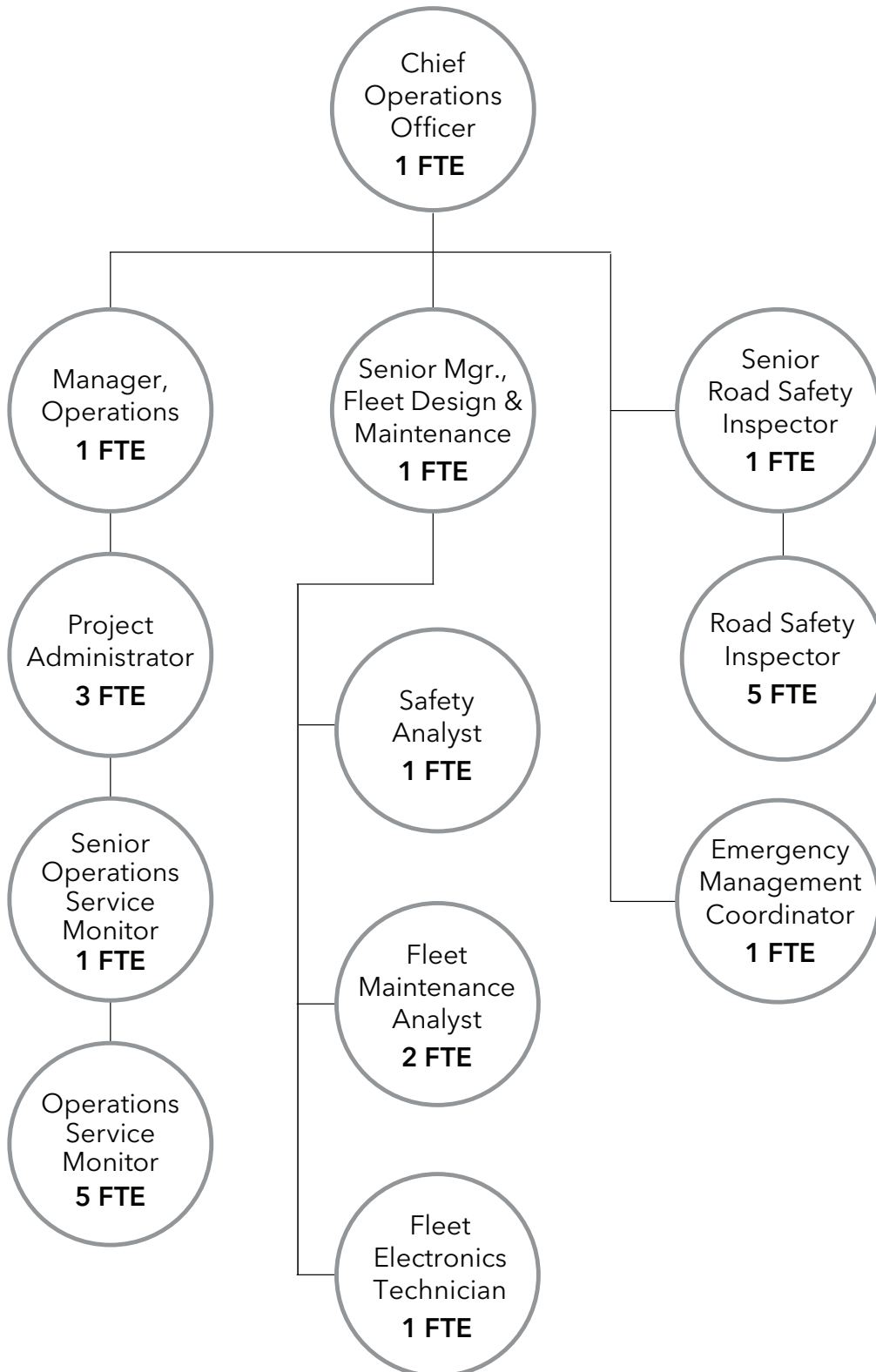
Access Services - Planning



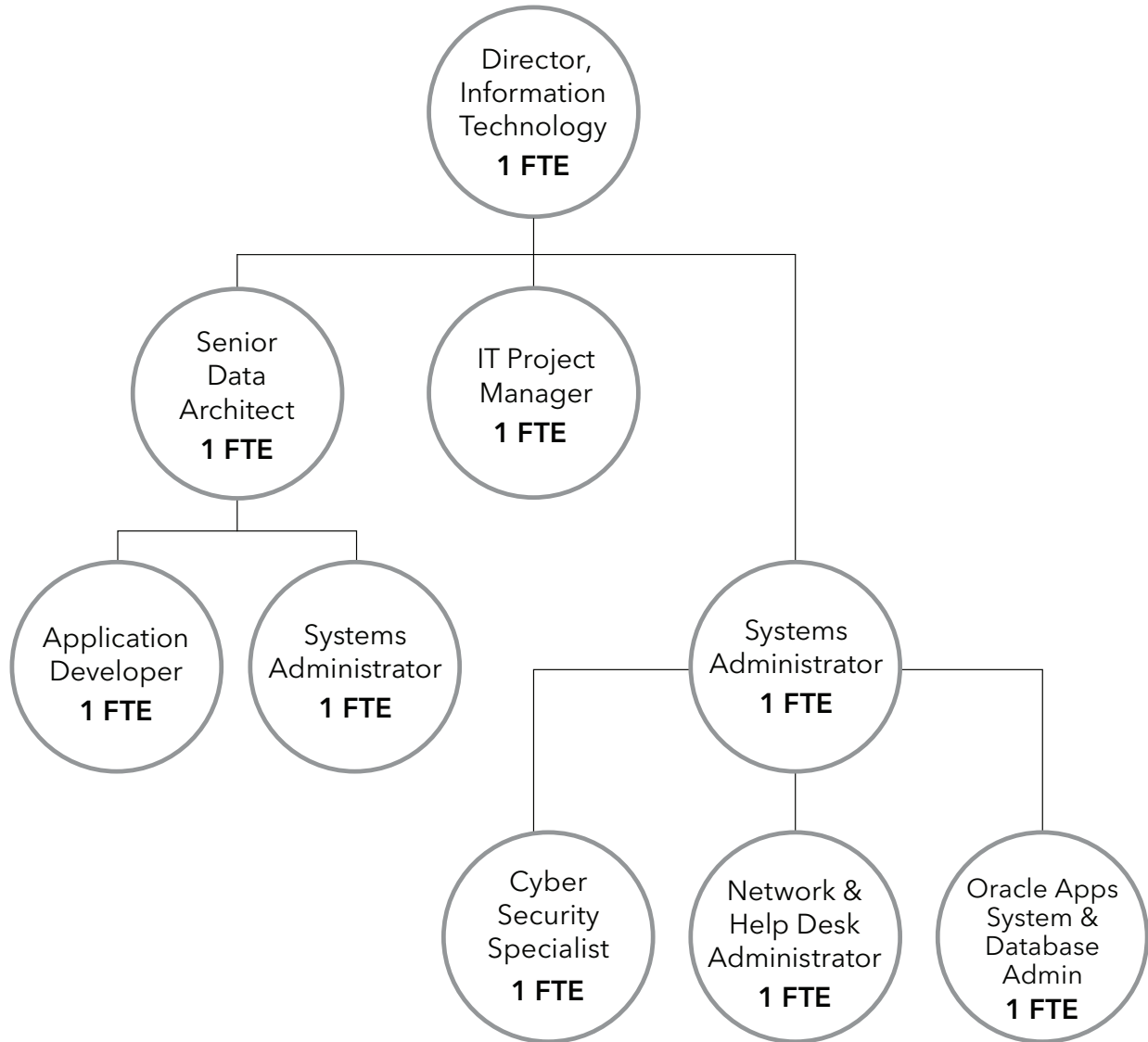
Access Services - Government Affairs and Outreach



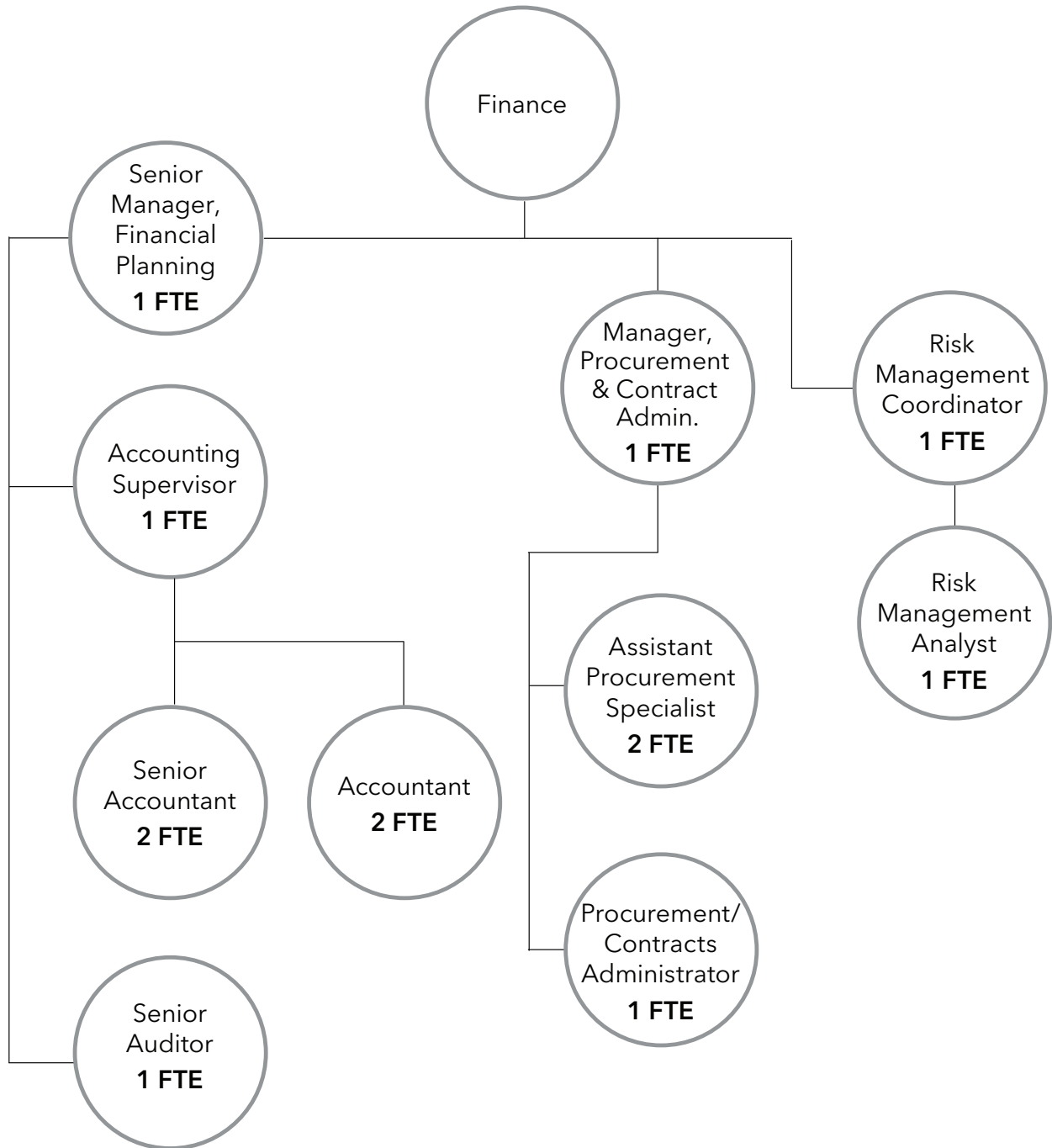
Access Services - Operations



Access Services - Information Technology



Access Services - Finance



Annual Pay Schedule

| Grade | Title | Minimum | Midpoint | Maximum |
|-------|--|---------|----------|---------|
| 1 | Assistant Administrative Analyst Receptionist Office Services Clerk | 31,200 | 44,087 | 56,973 |
| 2 | Accounting Clerk Administrative Assistant Assistant Procurement Specialist Auditor Customer Relations Associate GIS Analyst Assistant | 40,695 | 55,549 | 70,402 |
| 3 | Communications Coordinator Compliance Specialist Eligibility Coordinator Mobility Mgmt. Counselor Operations Service Monitor Risk Management Coordinator Road Safety Inspector Senior Auditor Senior Customer Relations Associate Senior Mobility Mgmt. Counselor | 48,834 | 67,147 | 85,460 |
| 4 | Accountant Customer Relations Advocate Business Analyst Safety Analyst Senior Operations Service Monitor Senior Road Safety Inspector | 50,265 | 73,141 | 96,016 |
| 5 | Community Liaison CTSA Analyst Customer Relations ADA Coordinator Customer Relations Analyst Emergency Management Coordinator Fleet Maintenance Analyst Mobility Management Administrator Network & Helpdesk Analyst Procurement Coordinator Risk Management Analyst Senior Accountant Strategic Planner Systems Administrator Transportation Planner | 61,192 | 89,706 | 118,220 |

Annual Pay Schedule cont'd.

| Grade | Title | Minimum | Midpoint | Maximum |
|-------|---|---------|----------|---------|
| 6 | Accounting Supervisor | 67,749 | 105,398 | 143,046 |
| | Application Developer | | | |
| | Chief Marketing and Creative Officer | | | |
| | Customer Relations Administrator | | | |
| | Cyber Security Specialist | | | |
| | Fleet Electronics Technician | | | |
| | IT Project Administrator | | | |
| | Oracle App. System and DB Admin | | | |
| | Procurement/Contracts Administrator | | | |
| | Project Administrator | | | |
| | Senior Application Developer | | | |
| | Senior Database Architect | | | |
| 7 | Controller | 89,604 | 131,345 | 173,086 |
| | Manager, Customer Relations | | | |
| | Manager, Eligibility | | | |
| | Manager, Operations | | | |
| | Manager, Human Resources | | | |
| | Mgr. Procurement & Contracts Admin. | | | |
| | Mgr., Training & Development | | | |
| | Sr. Mgr., Fleet Design & Maintenance | | | |
| | Sr. Mgr., Fin., Planning & Analysis | | | |
| 8 | Director, Administration | 112,551 | 160,993 | 209,434 |
| | Director, Government Affairs & Outreach | | | |
| | Director, Planning and Coordination | | | |
| 9 | Chief Operations Officer | 140,962 | 195,481 | 250,000 |
| | Director, Information Tech. | | | |
| | Deputy Executive Director | | | |
| 10 | Executive Director | 185,764 | 245,382 | 305,000 |

Four Hour
Parking Only
L.A.M.C. 96.03

Park
Closed
10:30 PM
to 5:00 AM
No Loitering
L.A.M.C. 96.03



FPO

