

access

19/20



“ I’m always conscious of the precious cargo that I am transporting. I am responsible for my riders’ lives and take pride in the level of care I have. ”

– Jorge Orozco, Driver

Executive Director's

MESSAGE



FY 20 brought many challenges to Access Services. Early in the year, it was apparent ridership was surging above our projections until the unprecedented COVID-19 pandemic reached Los Angeles County in March. In a matter of weeks, ridership collapsed 80 percent and Access had a whole new set of challenges to respond to.

I am pleased to say that we were ready. Under the leadership of Chief Operations Officer Mike Greenwood, we have spent the last several years building up our emergency response capabilities through both table top exercises, responding to real world situations and establishing a mutual aid network of public transit agencies. While we had not practiced a pandemic scenario, the infrastructure and knowledge was in place so that when we activated our Emergency Operations Center (EOC) in March, our response was quick and decisive.

In consultation with national and county public health authorities and with the support of the Access Board of Directors and our partners at Metro, we changed our paratransit system on the fly to enhance social distancing and hygiene through the implementation of a no-shared ride policy and the funding of enhanced vehicle cleaning protocols. Later on, we responded to the needs of people with disabilities in Los Angeles County through the implementation of a temporary same day service program and meal and grocery delivery programs.

These have both been highly successful and we have delivered over 250,000 meals and grocery items since the start of the pandemic.

None of this would have been possible without our frontline transit workers – the vehicle operators, reservationists, road supervisors and Access Road Safety Inspectors – who have kept the system running smoothly since the pandemic started. Their work has been heroic and we owe them a debt of gratitude.

As we move forward, there are glimmers of hope that our society might return to a “new normal” next year. During this transition, we will continue to consult with our partners in public health and make changes to the system as appropriate to ensure our customers continue to receive quality, safe ADA paratransit services.

I would like to thank the Board of Directors, Member Agencies and our customers for their guidance and support during these unprecedented times.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Colaiace'. The signature is fluid and cursive, with a large initial 'A' and 'C'.

Andre Colaiace
Executive Director

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.

ACCESS VALUES

Leadership

Develop and implement innovative ideas as part of a nationally recognized team.

Responsiveness

Be sensitive to the needs of our customers and respond to their requests in a timely manner.

Respect

Treat all customers the way we, ourselves, would want to be treated.

Professionalism

Demonstrate a measured and expert approach to the business at hand.

Quality

Deliver results that exceed our customers' expectations.

Board of

DIRECTORS



Dolores Nason

Chair

County of Los Angeles
Board of Supervisors



Martin Gombert

Vice Chair

Palos Verdes Peninsula
Transit Authority
Los Angeles County Local Operators



Doran Barnes

Treasurer

City Selection Committee
Corridor Transportation
Representatives



Theresa De Vera

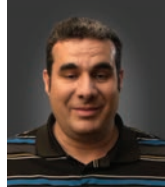
Secretary

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



Jonaura Wisdom

Los Angeles County Metropolitan
Transportation Authority

Ex Officio Members



Dina Garcia

Chair

Community Advisory
Committee (CAC)



Gracie Davis

Chair

Transportation Professionals
Advisory Committee (TPAC)

“An individual is not going to create the change we need. It has to be a collective effort.”

– Albert Gastine, Driver





**Transportation Professionals
Advisory Committee**

Gracie Davis
Chair

Orange County
Transportation Authority

Luz Echavarria
Vice Chair

Los Angeles Department
of Transportation

Diane Amaya

City of Redondo Beach,
Beach Cities Transit

Richard Aparicio

City of Montebello,
Montebello Bus Lines

Silva Baghdanian

City of Glendale,
Glendale Beeline

Nicole Carranza

Pomona Valley
Transportation Authority

Eric Hoch

City of Santa Monica,
Big Blue Bus

Kellie S. Irving

City of Long Beach,
Long Beach Transit

Fayma Ishaq

Los Angeles County Metropolitan
Transportation Authority

James Lee

City of Torrance,
Torrance Transit

Kevin Parks McDonald

Foothill Transit

Trini Ramirez

City of Pasadena,
Department of Transportation

Martin Tompkins

Antelope Valley
Transportation Authority

Jesse Valdez

Eastern Los Angeles
Regional Center

Frazier Watts

City of Gardena,
GTrans



**Community Advisory
Committee**

Dina Garcia, Chair

Tina Fofoa, Vice Chair

Olivia Almalel

Maria Aroch

Michael Anthony Arrigo

Kurt Baldwin

Wendy Cabil

Gordon Cardona

Michael Conrad

Marie-France Francois

Rachele Goeman

Yael Hagen

Terri Lantz

Elizabeth Lyons

Jesse Padilla

Superior Service Award

RECIPIENTS

July 2019

Liliana Mariona
MAE Supervisor, MTM

August 2019

James Parsons
Mechanic, Keolis

September 2019

Michael Banchich
Call Center Supervisor, CTI

October 2019

Roxanne Gomez
Customer Service
Representative, SGT

November 2019

Martin Castro
Driver, MV Van Nuys

December 2019

Manuel Abellanosa
Driver, Santa Clarita Transit

January 2020

Keolis
Provider, Keolis

February 2020

Dwayne Williams Jr.
Road Supervisor, Global Paratransit

Contract Service

PROVIDERS

Antelope Valley Region

Jason Tuttle
Keolis Transit America

West/Central Region

Michael Fricke
California Transit, Inc.

Southern Region

Luis Garcia
Global Paratransit, Inc.

Eastern Region

Dawn Boulden
San Gabriel Transit

Santa Clarita Region

Adrian Aguilar
Santa Clarita Transit

Northern Region

Tom Irvin
MV Transportation, Inc.

Member

AGENCIES

1. Antelope Valley Transit Authority
2. Beach Cities Transit
3. City of Alhambra
4. City of Arcadia
5. City of Baldwin Park
6. City of Bell
7. City of Bell Gardens
8. City of Bellflower
9. City of Burbank
10. City of Calabasas
11. City of Carson
12. City of Cerritos
13. City of Commerce
14. City of Compton
15. City of Cudahy
16. City of Downey
17. City of Duarte
18. City of El Monte
19. City of Glendale
20. City of Huntington Park
21. City of Inglewood
22. City of La Cañada Flintridge
23. City of Lawndale
24. City of Lynwood
25. City of Monterey Park
26. City of Paramount
27. City of Pasadena
28. City of Rosemead
29. City of Sierra Madre
30. City of West Covina
31. City of West Hollywood
32. City of Westlake Village
33. Culver CityBus
34. Foothill Transit
35. Gardena Municipal Bus Lines
36. Long Beach Transit
37. Los Angeles Department of Transportation
38. Los Angeles County Department of Public Works
39. Los Angeles County Metropolitan Transportation Authority
40. Montebello Bus Lines
41. Norwalk Transit
42. Palos Verdes Peninsula Transit Authority
43. Santa Clarita Transit
44. Santa Monica's Big Blue Bus
45. Torrance Transit



“ Working and developing relationships with our Road Supervisors and across our staff has resulted in a unity that we can count on now and in the future to come. ”

– Darwin Brown, Road Safety Inspector

COVID-19 Response

T The COVID-19 pandemic has changed much about our lives, but Access' **commitment to safety** has remained a top priority and is the cornerstone of our response to this historic emergency.

During FY20, Access implemented many new initiatives and services aimed at promoting the health and safety of our riders, staff, and contractors in addition to supporting the emergency response to communities impacted by COVID-19.

Shortly after the County of Los Angeles declared a local emergency in March, Access activated its Emergency Operations Center (EOC) to coordinate the agency's response to the pandemic. Staff trained in emergency management from across departments at Access have been virtually assigned to roles in the EOC ever since. Key functions of the Emergency Operations Center team during the pandemic have been:

- > Ensuring frontline staff are stocked with personal protective equipment;
- > Keeping riders and the public informed of new services and safety initiatives;
- > Planning for continuity of operations and service restoration;

- > Monitoring the situation and coordinating with emergency management and public health partner agencies;
- > Investigating reported cases of COVID-19 impacting Access; and
- > Designing, implementing, and managing emergency food and grocery delivery programs.

“Many new safety initiatives aimed at preventing COVID-19 were implemented based on guidance from public health authorities ...”

Many new safety initiatives aimed at preventing COVID-19 were implemented based on guidance from public health authorities, including instituting a no shared ride policy to increase physical distancing onboard vehicles, implementing an enhanced vehicle disinfection program, and requiring face coverings.



COVID-19 Response

Access also transitioned staff and contractors at Headquarters, the Eligibility Center, and Customer Service to telework. Eligibility interviews have been conducted via phone since March to protect applicants and evaluators. In September, Access earned the Health and Safety Commitments Seal from the American Public Transportation Association, demonstrating the highest industry commitments to safety and public health during the pandemic.

“ Access implemented new same-day service and curbside pickup pilot programs in FY20 to help rider’s access essential services during the pandemic. ”

Access implemented new same-day service and curbside pickup pilot programs in FY20 to help rider’s access essential services during the pandemic. These temporary services have been offered alongside core next-day service and provide our riders with extra flexibility during these times of uncertainty. Access has completed approximately 20,000 same day trips since these services were implemented in May.

Amid the pandemic, food insecurity has emerged as a central focus of the local response to COVID-19 as many Los Angeles County residents were forced to isolate at home. Others faced financial hardship, or had to adapt to the closure of facilities like senior centers that provided meals. In April, Access implemented six emergency delivery programs to ensure seniors and people with disabilities continued to receive meals, groceries, and paper goods during the pandemic. These programs were implemented in conjunction with a variety of partner organizations including: the Los Angeles Mayor’s Office, City of Los Angeles Department of Aging, City of Los Angeles Department on Disability, the Jewish Family Service of Los Angeles, Everytable, Project Door Drop, the Khalsa Care Foundation, and the I Did Something Good Today Foundation. Since the first delivery program was implemented, Access has completed over 250,000 deliveries across Los Angeles County.

Access’ response to the COVID-19 pandemic would not be possible without the dedication of our staff and contractors, especially those on the frontlines keeping our riders safe and our communities fed during this emergency. It also would not be possible without our riders, who have adapted quickly to new policies. As our pandemic response continues into FY21, Access will remain focused on ensuring the safety and health of our riders, contractors, staff, and communities.

“ I have the utmost respect for
Access staff that continues to
work through the pandemic.
Our drivers are making
differences every day. ”

– Daniel Ponce, Trainer



OPERATIONS Report

FY20 saw a continuation of high quality service for Access riders. Access and its contractors teamed up to implement a number of subtle improvements and then completely reinvented its operations in mid-March when the COVID-19 pandemic hit the United States.

FY20 saw a continuation of high quality service for Access riders. Access and its contractors teamed up to implement a number of subtle improvements and then completely reinvented its operations in mid-March when the COVID-19 pandemic hit the United States.

For the first nine months of FY20, system-wide ridership was increasing at a rate not seen in several years. By the end of June, however, demand was off significantly as many riders chose to, or had to, stay at home. FY20 system-wide ridership totaled 3.75 million passenger trips and 2.9 million vehicle trips. On the call side, reservation calls totaled 2.4 million. Those compare to 4.5 million passenger trips, 3.5 million vehicle trips, and 3.1 million reservation calls in FY19.

As for performance, contractors achieved high quality service in many areas, meeting 11 of 13 key performance indicators and reaching 92% or higher in on-time performance for the third straight year. Several areas including complaint rate, excessively long trips and calls on hold saw significant

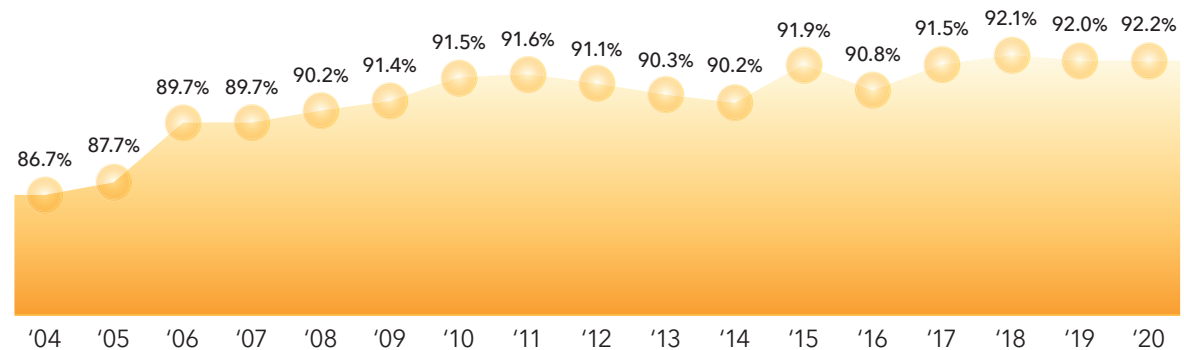
improvement in FY20 compared to the previous year.

Access' fleet continues to be the second largest in the United States, numbering more than 1,550 minivans, cutaways and sedans. That number includes hundreds of taxicabs, which support Access' contractors with significant peak demand capabilities. Access' Fleet Maintenance Team was able to incorporate a new vehicle type into service in FY20 - the ProMaster CNG-powered van. This vehicle offers a taller roofline, a boarding ramp

rather than a lift, and can transport five ambulatory riders as well as two wheelchairs at one time. In FY20, the team also experimented with alternate suspension systems, to provide smoother rides, and is currently looking at seatbelt sensor systems that would advise a driver when passengers do not have their seatbelts fastened.

One of the Agency's biggest accomplishments of the year was the expansion of transfer trip service in July. An initiative supported by the Community Advisory Committee, the expansion has made it easier for Access riders to travel between Antelope Valley, Santa Clarita, and the rest of Los Angeles County. Transfer opportunities were expanded from three to eight times a day on weekdays, weekend and holiday transfers became available for the first time in agency history, and fares were reduced.

On Time Performance by Fiscal Year



OPERATIONS **Report**

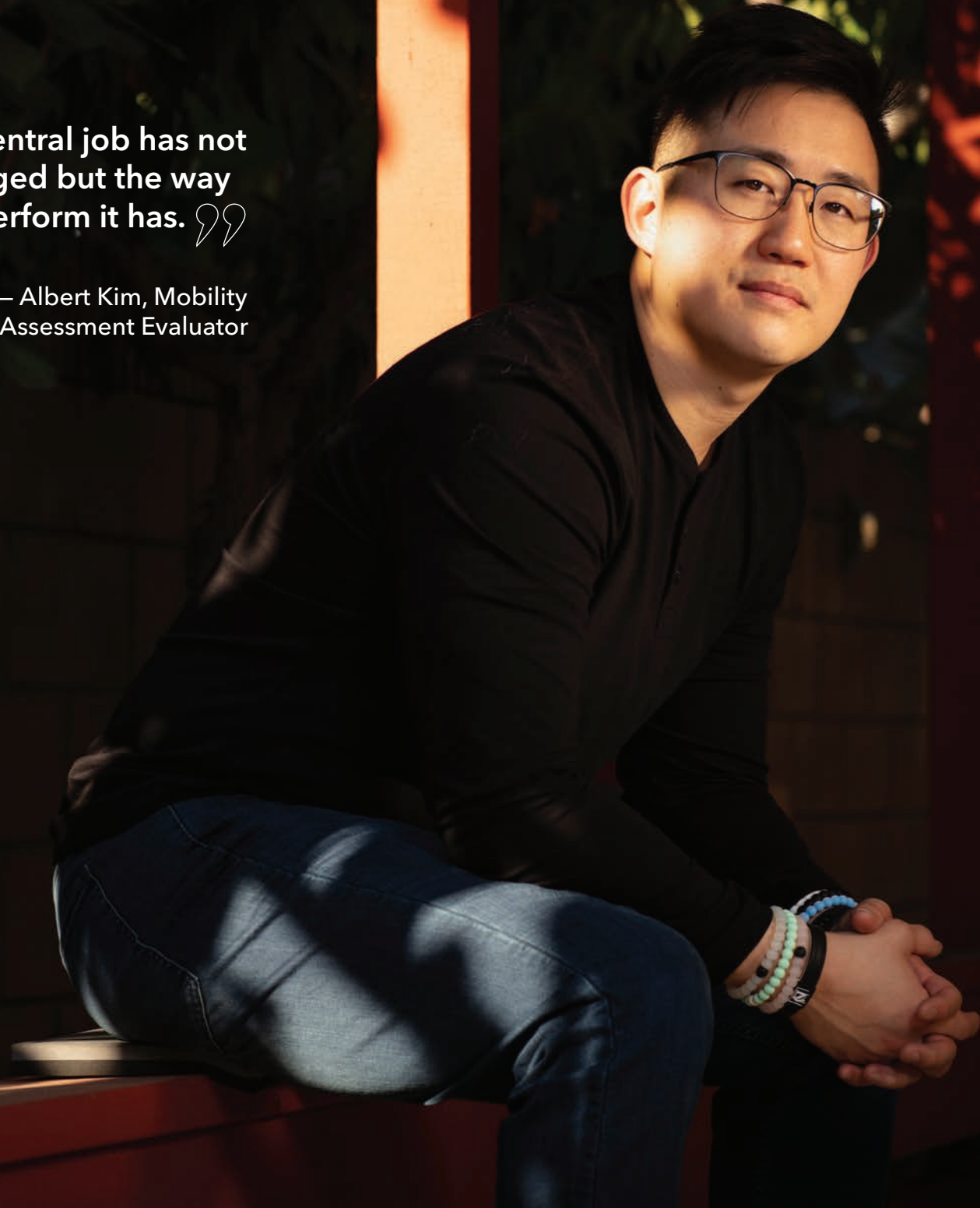
Operations and Safety	Standard	FY 2019	FY 2020
On Time Performance	≥ 91%	92.0%	92.2%
Excessively Late Trips	≤ 0.10%	0.08%	0.10%
Excessively Long Trips	≤ 5%	3.8%	2.9%
Missed Trips	≤ 0.75%	0.52%	0.46%
Denials	0	10	18
Access to Work On Time Performance	≥ 94%	95.9%	95.9%
Average Hold Time (Reservations)	≤ 120	80	71
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.5%	3.3%
Calls On Hold > 5 Min (ETA)	≤ 10%	5.5%	4.1%
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.5
Preventable Incident Rate (per 100,000 miles)	≤ 0.25	0.21	0.19
Preventable Collision Rate (per 100,000 miles)	≤ 0.50	0.64	0.67
Miles Between Road Calls	≥ 25,000	54,878	60,999

Customer Service	Standard	FY 2019	FY 2020
Average Initial Hold Time	≤ 180 sec	76	45
Calls on Hold > 5 Min	≤ 10%	7.3%	4.1%
Abandoned Calls	≤ 10%	2.6%	1.9%
Average Call Duration	≤ 300 sec	269	258

Operations Monitoring Center	Standard	FY 2019	FY 2020
Average Initial Hold Time	≤ 180 sec	58	52
Calls on Hold > 5 Min	≤ 10%	5.3%	4.8%
Abandoned Calls	≤ 10%	4.3%	4.3%
Average Call Duration	≤ 300 sec	412	357

“ My central job has not
changed but the way
we perform it has. ”

– Albert Kim, Mobility
Assessment Evaluator



SAFETY Report

Access' commitment to safety continued to pay dividends in FY20 as the agency saw another decline in claims costs for the sixth straight year. This trend reflects a strong partnership between Access, its operating contractors, its third party insurance administrator, and legal counsel.

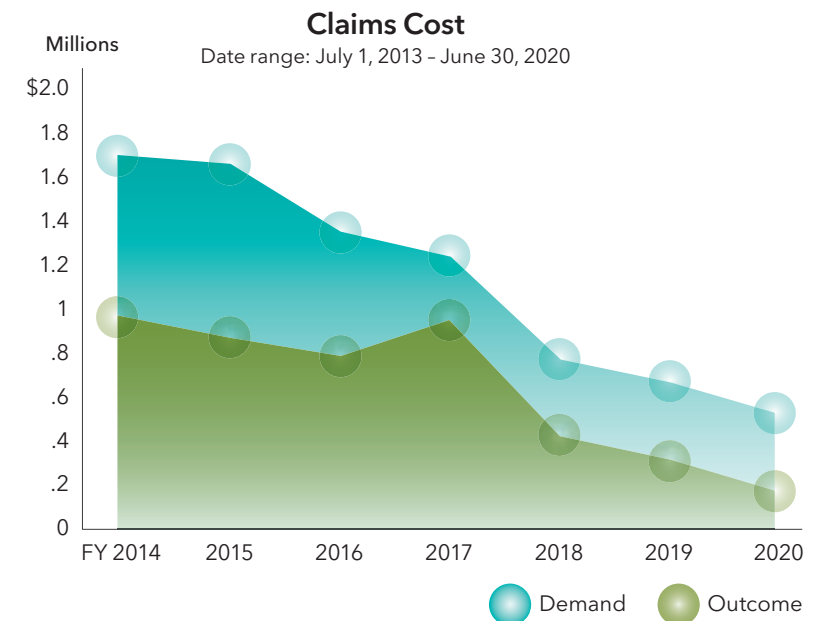
A huge part of Access' safety culture is its Safety Steering Committee, which includes all six of our operating contractors. In FY20, several products came out of those monthly meetings including a driver training video focusing on wheelchair lift safety and revamped prizes for Access' Driver Incentive Program.

Access' also emphasized safety internally in FY20 as it implemented its Workplace Safety Committee, a collaboration of staff across the agency's departments to focus on internal workplace safety. Meeting bimonthly, the group implemented, among other accomplishments:

- > Access HQ daily campus safety walks;
- > Six "Run Hide Fight" active threat preparedness training sessions with employees; and
- > Implemented the Barracuda Intruder Defense System in two designated Access HQ safe rooms.

Access' Road Safety Inspector program continued to make safety first as they focused on on-street operations. During FY20, the team completed 1,288 driver observations, 272 location evaluations, 10 rollout inspections, and inspected almost 1,200 vehicles in the field. The RSIs are also the agency's first line of response in an emergency and played a huge role in coordinating delivery programs during the pandemic response and field operations during the 2019 wildfires.

The COVID-19 pandemic necessitated a complete safety re-focus in March 2020, but prior to that, the agency's emergency management function had been busy conducting training and exercises, and updating emergency plans. In total, Access activated its Emergency Operations Center (EOC) a total of eight times during the year for several wildfires, a phone system outage, two winter storms, and most recently for civil unrest.



Overall System

STATISTICS

Performance	FY 2018/19 Actual	FY 2019/20*
Eligibility Determinations	55,553	47,991
Passengers	4,503,721	3,751,762
Contract Revenue Miles	32,212,996	26,779,140
Number of Trips	3,491,521	2,940,271
Average Trip Distance	9.23	9.11

Purchased Transportation Cost	FY 2018/19 Actual	FY 2019/20*
Cost per Trip	\$40.03	\$48.20
Cost per Passenger	\$31.03	\$37.77
Cost per Contract Revenue Mile	\$4.34	\$5.29

*unaudited

“ Most recently we have worked with different partner agencies and community groups to deliver over 260,000 meals, groceries, and paper goods. ”

– Matthew Topoozian, Emergency Management Coordinator



FINANCIAL Data

Revenues and Expenses (year ended June 30, 2020)

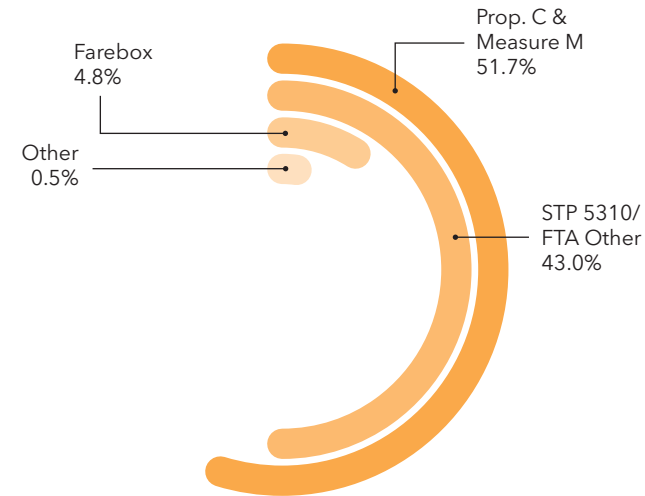
Operating Revenues	
Prop C Discretionary Funds	\$83,098,484
Section 5310 STP & Other FTA Funds	\$77,490,499
Measure M Funds	\$12,898,500
Passenger Fare Revenues	\$8,958,284
Section 5316 & 5317 Funds	\$2,302,053
Interest Revenue	\$490,549
Gain on Disposal of Assets	\$256,407
Other Revenue	\$65,555
Total Revenues	\$185,560,331
Operating Expenses	
Purchased Transportation	\$141,729,610
Salaries & Related Expense	\$8,063,221
Insurance & Claims	\$6,571,079
Eligibility & Appeals	\$4,686,730
Communications	\$2,462,685
Contracted Customer Services	\$2,093,909
NW & Telecom Maintenance	\$1,252,963
Professional Services	\$1,190,581
Office Rent	\$984,907
Travel Training	\$745,819
Printed Materials	\$537,513
Vehicle Costs	\$265,108

Operating Expenses cont.	
Promotions / Events	\$252,037
Postage / Mailing	\$219,556
Security	\$200,000
Other Expenses	\$105,998
Other Related Employee Expense	\$93,595
Office / Kitchen Supplies	\$84,898
Travel & Conference	\$77,003
Tether Pilot Program	\$67,395
Temporary Personnel	\$63,774
Business Meetings & Meals	\$48,389
Board / Advisory Committee Compensation	\$31,094
Repairs & Maintenance	\$22,262
Provision for Income Tax	\$5,000
Total Expenses – Before Depreciation	\$171,855,126
Increase in unfunded defined benefit plan	\$216,414
Depreciation	\$5,414,043
Total Expenses – After Depreciation	\$177,485,583
Change In Net Assets	\$8,074,748
Net Assets, Beginning of Year, Cumulative effect of applying a change in accounting principle	\$9,834,869
Net Assets Beginning of Year, as Adjusted	\$9,834,869
Net Assets, End of Year	\$17,909,617

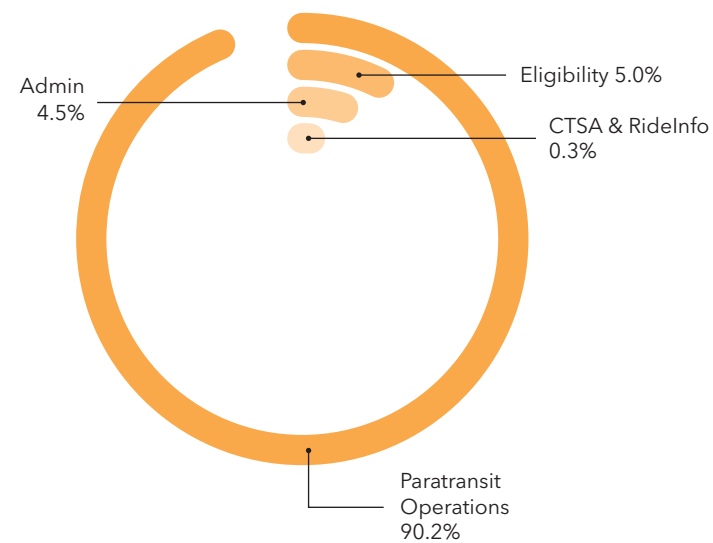
Balance Sheet

Cash & Cash Equivalents	\$14,645,117
Restricted Cash & Cash Equivalents	\$8,907,025
Accounts Receivable	\$145,226
Grants Receivable	\$391,933
Due from LACMTA	\$5,893,158
Prepaid Expenses	\$7,567,785
Total Current Assets	\$37,550,244
Property & Equipment	
Fixed Assets	\$52,944,140
A/D – Fixed Assets	(\$37,427,798)
Total Property & Equipment	\$15,516,342
Other Long Term Assets	\$39,129
Total Assets	\$53,105,715
Liabilities & Net Assets (Current Liabilities)	
Accounts Payable – Trade	\$6,057,966
Contractors Payable	\$10,544,538
Self Insurance Accruals	\$4,364,864
Unfunded Pension Liability	\$3,855,138
Accrued Salaries & Expenses	\$1,723,907
Deferred Support	\$8,198,129
Deferred Revenue	\$274,481
Deferred Rent	\$177,076
Total Current Liabilities	\$35,196,098
Commitments & Contingencies	
Total Net Assets	\$17,909,617
Total Liabilities & Net Assets	\$53,105,715

Funding Sources



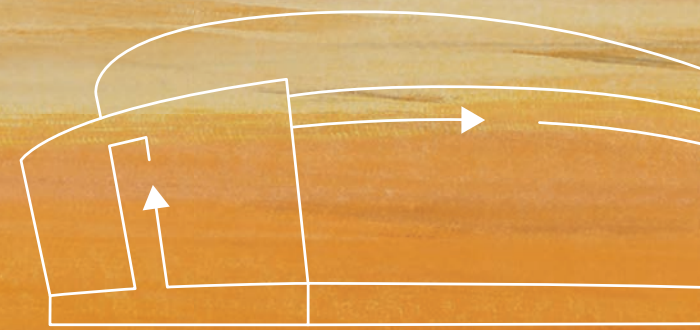
Expenses by Program



“ I see a lot of gratitude when I deliver meals to households and I love seeing how happy they are knowing someone has brought them something to eat. ”

– Katherine Hulley, Driver





access