

2023
ANNUAL
REPORT



EXECUTIVE DIRECTOR'S MESSAGE

In FY 23, Access Services continued to provide high quality paratransit services to our customers in Los Angeles County while also taking the Agency in innovative new directions.

In FY 22, Access implemented a number of strategies to help address the employee shortages at our contractors, which had affected operational performance. For example, the agency implemented a Contractor Hiring Assistance Plan that featured a social media campaign to get the word out about contractor employment opportunities. In addition, in June 2022, our Board, supported by our partners at Metro, provided funding as part of the FY 23 budget to increase contractor employee wages. These and other initiatives helped our contractors get the staff they needed to meet ridership demand, leading to Access meeting its key operational Key Performance Indicators (KPIs) for the fiscal year. On-time performance increased from 89.8 percent to 91.3 percent while excessively late trips were reduced significantly from the prior fiscal year. This momentum has continued thus far in FY 24.

While operational performance improved, the Agency continued to innovate in several important ways:

The Access Board of Directors approved the launch of a pilot program that allows our contractors to use Transportation Network Companies (TNCs)

like Uber or non-Access-certified taxis for next-day paratransit trips. This pilot, called the Access Flex program, requires a customer to opt-in and agree to receive a TNC or taxi for some of their trips and has been launched in the Southern Region. By giving contractors an additional tool to service spikes in demand, all Access customers will ultimately benefit from more consistent ADA paratransit service.

Access' adopted Strategic Plan calls for the development of operating facilities in each of our six service regions to enhance both long-term fiscal and operational effectiveness. For the first time in Agency history, the Access Board of Directors approved the purchase of land in order to develop an Access-owned paratransit operations and maintenance facility in Lancaster, CA. This project is being largely funded through reimbursements received from the Federal Emergency Management Agency (FEMA) for COVID-19 pandemic response expenses. Construction is projected to begin in 2024 with a completion date in 2026.

Access also conducted its first Travel Mode survey of our customers to see what transportation choices they make to travel around Los Angeles County. This survey, which can be found on our website at accessla.org, has a wealth of interesting information about the different modes our customers use to meet their transportation needs.

I would like to thank the Board of Directors for their support of these innovative projects and their invaluable advice and guidance. Thanks also to our Member Agencies, Advisory Board members and customers whose feedback and support has helped Access staff handle the myriad challenges that arise on a daily basis. And I would like to congratulate Global Paratransit Call Center Supervisor Sonya Hackett, our Spotlight Award recipient, and Metro's On the Move Riders Program, our Spirit of Accessibility Award recipient, for their contributions to providing exceptional service to seniors and people with disabilities in Los Angeles County.

As always, please let me know if you have any questions about Access Services and thanks again for your support.

Sincerely,

A handwritten signature in black ink, appearing to read 'll' or 'lll'.

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.

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

VISION

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.

OUR VALUES

TO LEAD

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

TO RESPOND

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

TO RESPECT

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

TO SUCCEED

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

TO PROTECT

Deliver results that exceed our customers' expectations.

BOARD OF DIRECTORS



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Palos Verdes Peninsula
Transit Authority
Los Angeles County Local Operators



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Los Angeles County
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Committee (CAC)



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Chair

Transportation Professionals
Advisory Committee





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Foothill Transit

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Montebello Bus Lines**TRINI RAMIREZ**City of Pasadena
Department of Transportation**ESTEBAN RODRIGUEZ**Antelope Valley
Transit Authority**JESSE VALDEZ**

East Los Angeles Regional Center

FRAZIER WATTSCity of Gardena
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Jesse Padilla

Bhumit Shah



SUPERIOR SERVICE AWARD RECIPIENTS



10.22
FELICIA GIBSON
Road Supervisor,
First Transit



06.23
ERIC RODRIGUEZ
Customer Service
Representative,
MV Santa Clarita



12.22
MAYRA ALEMAN
Call Center Supervisor,
CTI



07.23
JENNIFER CHACON
Customer Service
Representative,
SGT



02.23
CZARINA MANDAP
Driver Trainer,
MV Van Nuys



04.23
SONYA HACKETT
Customer Service
Lead (Supervisor),
GPI

CONTRACT SERVICE PROVIDERS

ANTELOPE VALLEY REGION

ELMER CONTRERAS

First Transit

EASTERN REGION

ALFREDO VILLA

San Gabriel Transit

WEST/CENTRAL REGION

MICHAEL FRICKE

California Transit, Inc.

SANTA CLARITA REGION

ADRIAN AGUILAR

City of Santa Clarita

SOUTHERN REGION

LUIS GARCIA

Global Paratransit, Inc.

NORTHERN REGION

SHAWN BROPHY

MV Transportation



MEMBER AGENCIES

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



OPERATIONS REPORT

F **Fiscal Year 2023** saw Access continue to rebound from the COVID-19 pandemic. By the end of the fiscal year, trip volume was at 83% of pre-pandemic levels. System ridership, measured in vehicle trips, increased by 24% to 2.89 million. In total, 11 of 13 key performance indicators (KPI) were met. Strong performance was enabled by an intense focus on contractor driver hiring to overcome the shortage the previous year. On-time performance for the year improved to 91.3%, a significant increase compared to 89.8% the previous fiscal year.

Call center performance was also a highlight for the year, with all three call center KPIs being met. Call center KPIs, which include (1) average hold time for reservations, (2) reservation calls on hold greater than 5 minutes, and (3) estimated time of arrival (ETA) calls on hold greater than five minutes, were met despite a significant increase in call volume in FY23, with contractor staff handling a total of 2.2 million reservation calls and more than 523,000 ETA calls.

First Transit met all 13 KPIs while ensuring quality service in the Antelope Valley.

Finally, FY23 saw First Transit in the Antelope Valley complete one full year of service since taking over in May 2022. In this time frame, First Transit met all 13 KPIs, while ensuring high quality service in the Antelope Valley. ●



Rancho Los Amigos
National Rehabilitation Center



SAFETY REPORT



Safety was an essential part of Access' operation in FY23. However, ensuring safe service is not a simple process. The 1,800+ Access Drivers, the employees at the contractor yards, which includes Trainers and Road Supervisors, as well as Access staff, are all necessary to make it happen. Throughout the year, Access' Safety Steering Committee (SSC) continues to gather these resources on a monthly basis in order to concentrate on trends, create solutions, and exchange best practices.

An example of safety and innovation coming from the Access team was the development of a driver training video for the new 2023 Ram ProMaster 136 van. The video showcases the new roof design, added features such as an auditory message alerting customers to watch their step when boarding or alighting the vehicle, added handrails, a redesigned ramp, and new LED interior lighting.

Access' Road Safety Inspectors continued to play a vital part in the operation as our eyes and ears on the road. The RSIs continued to routinely interact with drivers and riders alike while conducting observations and vehicle inspections, responding to collisions, monitoring special events, and investigating pick-up and drop-off locations. During the fiscal year, the team completed 3,042 driver observations and conducted 128 location evaluations. The RSIs also brought a new inspection to the operation in January, with the introduction of a quantitative method to check vehicles for cleanliness and improve the ride experience.

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FY23 also saw the creation and implementation of Access' Public Transportation Agency Safety Plan (PTASP). Required by federal regulations, Access' PTASP implements safety management systems (SMS) to create a formal, top-down, organization-wide approach to managing safety risk, while ensuring the effectiveness of the agency's safety programs. Through the plan, a number of committees were established including an Executive Safety Committee, a Change Control Committee, and contractor Workplace Safety Committees, which include front-line workers. These committees meet regularly throughout the year to oversee the adoption and ongoing success of Access' PTASP. ●

INFORMATION TECHNOLOGY REPORT



IT continued working behind the scenes to support Access' operations in FY 23

by enhancing the Where's My Ride (WMR) mobile app, producing an operations dashboard and enhancing cybersecurity defenses to protect vital data. Two major technology grants awarded by FTA in 2019 were completed in FY 23.

- > The Mobility for All grant enabled Access to continue developing new features for the WMR mobile app. Mobile trip reservations went live for all regions except the City of Santa Clarita. Trips booked through online reservation accounted for approximately 22% of all trips performed, which not only enhanced the rider experience but also reduced reservation call volumes. The WMR eWallet fare payment function developed from the same grant also helped enable the Access TNC Flex Pilot Program in the Southern region.
- > The FTA Transit Automation Strategic Partnership grant award put Access at the forefront in developing accessible autonomous vehicles in conjunction with various industry partners. A single day live demo is scheduled for January 2024 at Rancho Los Amigos National Rehabilitation Center. This will be a good opportunity for our Board members, committee members, transit peers and staff to test the ADA-compliant self-driving vehicle and see the potential that it has for the ADA community.

Cybersecurity enhancement was also a major focus for IT in FY 23. Enhancements to Access' Information Systems were implemented and staff completed revisions to the IT Policy and Contingency Plan. A system-wide cybersecurity tabletop exercise was conducted with Access staff from Operations, IT and all six regional services providers. In addition, IT has reached out to the Transportation Security Administration and is scheduling a cybersecurity baseline assessment in FY 24.

IT will continue to innovate to enhance Access operations, improve the rider experience, protect vital data and seek technology grants in FY 24. Major goals include: enabling online reservations for the Santa Clarita region; introducing the eWallet fare payment function for all service regions; conducting cybersecurity assessments for all service providers; and piloting various emerging assistive technologies in Access operations. ●

9:41

access

Date & Time

Requested Date & Time

Date: November 14, 2023

Time:

3 45

AM PM

You selected: 3:45 PM

Continue Cancel

SPIRIT OF ACCESSIBILITY AWARD RECIPIENT

On the Move Riders Program. Empowering Older Adults Through Mobility.

Metro's On the Move Riders Program (OTMRP) is an inspiring initiative designed to improve senior mobility for the older adults of L.A. County. As our population ages, the importance of helping older adults to maintain their independence and remain active in their communities cannot be overstated. LA Metro understands this and has developed an innovative program that exemplifies the Spirit of Accessibility in every sense.

Key Features of On the Move Riders Program:

Educational Outreach: OTMRP provides groups of older adults with a simplified explanation on the importance of trip planning, the Senior TAP card, safety, and rider tips. To reinforce this learning, the program provides staff led transit tours that provide invaluable hands-on practice on how to use the buses and rail that make up the L.A. County transit system.

Community Engagement: The program actively engages with the older adult community, seeking feedback and suggestions to improve program delivery. At its annual Older Adult Transportation Expo, OTMRP works with its partners to educate and inspire hundreds of older adults to learn to ride public transportation.

Peer-to-Peer Travel Training Clubs: The signature part of the program are the 32 travel clubs, led by 45 volunteers, known as Travel Buddies. The trained volunteers are the heart of the program because of their dedication and passion for helping others. They've planned hundreds of trips and helped thousands of older adults become confident transit riders.

The program stands as an example for other transit agencies, showcasing how public transportation can be a transformative force in enhancing the lives of older adults and ensuring they remain active, engaged, and connected to their communities. ●



SPOTLIGHT RECIPIENT

Sonya Hackett

C **Customer service is essential** to providing superior ADA Paratransit service and Sonya Hackett, Global Paratransit's Call Center Supervisor, is driven to ensure the call center staff meet the expectations of Access customers.

Sonya started her transit career as a call center representative with Global and was quickly promoted to shift supervisor, call center trainer and now, Call Center Supervisor. Her experience within the call center gives her the confidence to tackle day-to-day operational challenges, all the while encouraging her team to provide the best customer service possible. Sonya oversees the call center's performance through in-house observations and valuable one-on-one feedback to the CSRs and has developed a positive relationship with her CSR team, always treating her peers with dignity and respect. Sonya's commitment and dependability aid the call center during times of high call volume. She coaches her team to remain calm and diligent, while never compromising quality over quantity.

The caring work environment that she has developed carries over from Sonya and her team to Access riders. Sonya prides herself in ensuring a consistent call center experience, whether it is a customer's first reservation attempt or a routine trip request from an established customer. To accomplish this, she has created a positive workplace culture where call center representatives (CSRs) must remain flexible during the reservation process. Sonya reminds her staff that the needs of each customer may vary and reinforces that CSRs need to adjust their voice pitch and speed, remaining focused to accurately capture all the pertinent trip information. Her motto, "The more accurate the reservation, the better the service experience," is echoed daily.

From a professional development perspective, Sonya's willingness to learn from her experiences and to ask, "What could we have done better?" are her greatest contributions to Global Paratransit. Her commitment to process improvement and dedication to superior customer service make Sonya a deserving recipient of the Spotlight Award. Congratulations Sonya! ●



OVERALL STATS SYSTEM

		22	23
Performance	Eligibility Determinations	55,881	68,821
	Passengers	2,959,020	3,577,947
	Contract Revenue Miles	21,675,397	24,593,577
	Number of Trips	2,339,891	2,889,933
	Average Trip Distance	9.26	8.51
Purchased Transportation Cost	Cost per Trip	\$59.65	\$61.97
	Cost per Passenger	\$47.17	\$50.06
	Cost per Contract Revenue Mile	\$6.44	\$7.28

OPERATIONS REPORT

22 — 23

	Standard		
Operations & Safety	On Time Performance	≥ 91%	89.8% 91.3%
	Excessively Late Trips	≤ 0.10%	0.14% 0.05%
	Excessively Long Trips	≤ 5%	3.6% 3.6%
	Missed Trips	≤ 0.75%	0.59% 0.44%
	Trip Denials	0	6 4
	Access to Work On Time Performance	≥ 94%	95.6% 95.5%
	Average Initial Hold Time (Reservations)	≤ 120 sec	66 60
	Calls On Hold > 5 Min (Reservations)	≤ 5%	3.2% 2.3%
	Calls On Hold > 5 Min (ETA)	≤ 10%	2.8% 2.0%
	Complaints Per 1,000 Trips	≤ 4.0	3.2 2.7
	Preventable Incident Rate (per 100,000 miles)	≤ 0.25	0.2 0.19
	Preventable Collision Rate (per 100,000 miles)	≤ 0.75	0.74 0.82
	Miles Between Road Calls	≥ 25,000	58,758 41,561
Customer Service	Average Initial Hold Time	≤ 180 sec	124 39
	Calls on Hold > 5 Min	≤ 10%	14.8% 3.0%
	Abandoned Calls	≤ 10%	4.2% 1.1%
	Average Call Duration	≤ 300 sec	298 254
Operations Monitoring Center	Average Initial Hold Time	≤ 180 sec	83 51
	Calls on Hold > 5 Min	≤ 10%	8.5% 4.0%
	Abandoned Calls	≤ 10%	6.1% 4.3%
	Average Call Duration	≤ 300 sec	358 303

FINANCE DATA

Revenues and Expenses (year ended June 30, 2023)

Operating Revenues

Prop C Discretionary Funds	\$117,059,821
Section 5310 STP & Other FTA Funds	\$75,234,808
FEMA	\$19,223,185
Measure M Funds	\$15,500,000
Passenger Fare Revenues	\$8,268,139
Other Revenue	\$3,196,416
Interest Revenue	\$2,761,035
Section 5316 & 5317 Funds	\$398,910
Gain on Disposal of Assets	\$154,211
Total Revenues	\$241,796,525

Operating Expenses

Purchased Transportation	\$179,221,690
Salaries & Related Benefits	\$9,982,988
Insurance & Claims	\$8,075,711
Eligibility Determination	\$5,342,792
Contracted Customer Services	\$2,628,127
Network & Telecom Maintenance	\$1,988,841
Professional Services	\$1,233,717
Office & Equipment Rent	\$1,072,461
Travel Training	\$1,018,345
Communications	\$817,250
Printed Materials	\$687,048
Promotions / Events	\$315,214
Postage/mailing	\$278,506

Operating
Expenses contd.

Security	\$200,000
Other Expenses	\$159,785
Travel & Conference	\$113,863
Tether Program	\$75,508
Other Related Employee Expense	\$73,346
Office Supplies	\$52,133
Repairs and Maintenance	\$51,698
Board & Advisory Committee Compensation	\$21,759
Temporary Personnel	\$16,067
Business Meetings & Meals	\$12,879
Vehicle Costs	\$9,114
Total Expenses – Before Depreciation	\$213,448,842
Increase / (Decrease) in Unfunded Defined Benefit Plan	\$3,789,162
Depreciation	\$4,500,576
Total Expenses (after Depreciation)	\$221,738,580
Change in Net Assets	\$20,057,945
Net Assets, Beginning of Year	\$13,877,376
Net Assets, End of Year	\$33,935,321

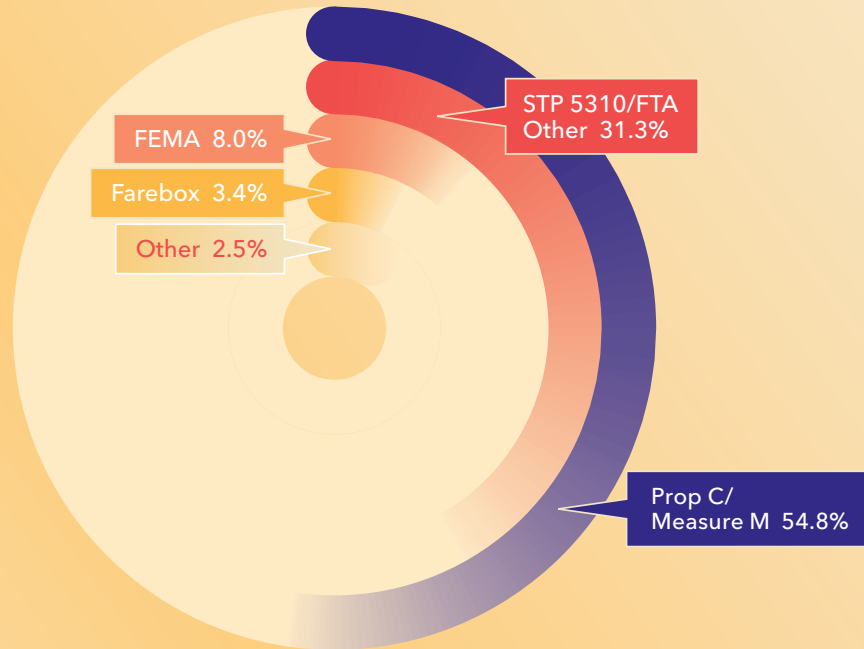
(Independent Auditor's Report available upon request)

FINANCE DATA

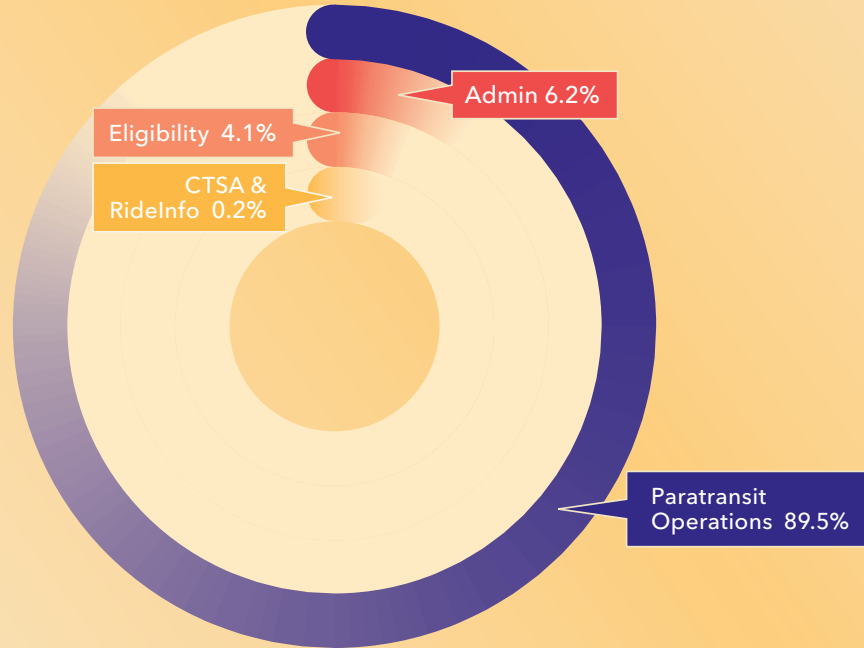
Balance Sheet

Cash and Cash Equivalents	\$38,171,615
Accounts Receivable	\$132,245
Grants Receivable	\$16,133,337
Due from LACMTA	\$186,520
Prepaid Expenses	\$10,666,446
Total Current Assets	\$65,290,163
Property & Equipment	
Fixed Assets	\$49,859,816
A/D – Fixed Assets	(\$43,636,497)
Total Property & Equipment	\$6,223,319
Other Long Term Assets	\$40,686,713
Total Assets	\$112,200,195
Liabilities & Net Assets (Current Liabilities)	
Accounts Payable – Trade	\$3,062,960
Contractors Payable	\$20,862,210
Self Insurance Accruals	\$6,404,767
Unfunded Pension Liability	\$5,914,744
Accrued Salaries & Expenses	\$12,142,501
Deferred Support	\$29,158,714
Deferred Revenue	\$556,696
Deferred Rent	\$162,274
Total Current Liabilities	\$78,264,866
Commitments & Contingencies	
Total Net Assets	\$33,935,329
Total Liabilities & Net Assets	\$112,200,195

FUNDING SOURCES



EXPENSES BY PROGRAM



access

Access Services

PO Box 5728
El Monte, CA 91734 / accessla.org