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ANNUAL  
REPORT

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access





# EXECUTIVE DIRECTOR'S MESSAGE

In FY 24, Access Services continued to provide its customers with high-quality paratransit services while making progress on a number of initiatives designed to secure the Agency's long-term effectiveness.



As you will see in the Operations Report, ridership surged in FY 24, rising 18 percent to 3.4 million trips. Despite this increase in demand, service overall was excellent with on-time performance ending the year at 92.3 percent, above the Agency standard of 91 percent. Customer complaints per 1,000 trips, our most direct measure of customer satisfaction, ended at an all-time low of 2 complaints per 1,000 trips, well below the Agency standard of 4 complaints per 1,000 trips. I would like to thank the Access staff, our contractors and, most of all, the drivers, reservationists, and other front-line staff for these excellent results.

During the year Access, in conjunction with survey firm Great Blue Research, also completed a Customer Satisfaction Survey. 2,128 Access customers from across Los Angeles County participated either digitally or by phone. Among the many valuable data points contained in the survey, 92.1 percent of customers reported their drivers were helpful or courteous. 82.4 percent of customers reported being satisfied with the overall services provided by Access. To see the full report, please visit our website at [www.accessla.org](http://www.accessla.org).

Following the direction of our Strategic Plan, Access continued to pursue the development of operating facilities in our service regions to enhance both long-term fiscal and operational effectiveness. We are in the process of completing environmental studies for our Antelope Valley Paratransit Operations and Maintenance Facility and I am pleased to report that, thanks to the efforts of Congressman Mike Garcia and Senator Alex Padilla, Access received a \$3 million Congressional grant for this project. Access will continue to look for suitable facilities in its other regions.

Finally, planning for the 2028 Olympic and Paralympic games is already underway and Access staff has already had a number of meetings with both Los Angeles Metro and LA 28. Our shared goal is to ensure that both our customers and visitors with disabilities from around the world have access to both the events and everything else that Los Angeles has to offer.

I would like to thank the Board of Directors for their support and their invaluable advice and guidance. Thanks also to our Member Agencies, Advisory Committee members and customers whose feedback and support have helped Access staff continue to provide high-quality paratransit services. And I would like to congratulate Spotlight Award winner Maria Avila and Spirit of Accessibility Award winner Sydney Magtoto for their dedication to ensuring that people with disabilities in Los Angeles County have access to high-quality transit services.



# 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.

# OUR VALUES

## **To Lead**

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

## **To Succeed**

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

## **To Respond**

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

## **To Protect**

Deliver results that exceed our customers' expectations.

## **To Respect**

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

# BOARD OF DIRECTORS



**Theresa De Vera**  
*Chair*  
City of Los Angeles  
Mayor's Office



**Doran J. Barnes**  
*Vice Chair*  
Foothill Transit  
City Selection Committee  
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Los Angeles County  
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**Valerie Gibson**  
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Local Operators



**Giovanna Mastascuso Gogreve**  
Los Angeles County  
Metropolitan Transportation  
Authority



**Martin Gombert**  
Palos Verdes Peninsula  
Transit Authority  
Los Angeles County  
Local Operators



**Liam Matthews**  
Los Angeles County  
Independent Living Centers



**John B. Troost**  
Los Angeles County  
Commission on Disabilities



**Fayma Ishaq**  
*Chair*  
Transportation Professionals  
Advisory Committee (TPAC)



**Yael Hagen**  
*Chair*  
Community Advisory Committee  
(CAC)



**Legal Counsel**  
**Vince Ewing**  
Law Office of Vincent C. Ewing

# TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC)

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Chair  
Los Angeles County  
Metropolitan  
Transportation Authority

**DIANE AMAYA**

Vice Chair  
Beach Cities Transit

**SILVA BAGHDANIAN**

City of Glendale  
Glendale Beeline

**DAVID FEINBERG**

City of Santa Monica's  
Big Blue Bus

**CHAKA GARBUTT**

Long Beach Transit

**JAMES LEE**

City of Torrance  
Torrance Transit

**LASHAWN GILLESPIE**

Foothill Transit

**ADRIANNA KENDRICKS**

City of Montebello  
Montebello Bus Lines

**TRINI RAMIREZ**

City of Pasadena  
Department of Transportation

**ESTEBAN RODRIGUEZ**

Antelope Valley  
Transit Authority

**LILIANA HUERTA**

East Los Angeles  
Regional Center

**JANNA SMITH**

Los Angeles Department  
of Transportation

**GRACIE DAVIS**

Orange County  
Transportation Authority

**ERIKA JACQUEZ**

Pomona Valley  
Transportation Authority



# COMMUNITY ADVISORY COMMITTEE (CAC)

**YAEL HAGEN**

Chair

**TERRI LANTZ**

Vice Chair

**OLIVIA ALMALEL**

**MARIA AROCH**

**SCOTT BARRON**

**WENDY CABIL**

**GORDON CARDONA**

**MICHAEL CONRAD**

**RACHELE GOEMAN**

**KIM HUDSON**

**JAN JOHNSON**

**JESSE PADILLA**

**BHUMIT SHAH**



# SUPERIOR SERVICE AWARD RECIPIENTS



OCTOBER 2023

**Claudia Rocha**

*Driver*

MV Van Nuys



APRIL 2024

**Anthony Sanchez**

*Road Supervisor*

Global Paratransit



DECEMBER 2023

**Josue Orellana Archilla**

*Technician*

First Transit



MAY 2024

**Francisco Duran**

*Team Lead*

Alta



JANUARY 2024

**Darren Stephenson**

*Call Center Supervisor*

SGT



JUNE 2024

**Miguel Wong**

*MAE Supervisor*

MTM



FEBRUARY 2024

**Douglas Gomez**

*Driver*

MV Santa Clarita



MARCH 2024

**Maria Avila**

*Driver*

CTI

# CONTRACT SERVICE PROVIDERS

## ANTELOPE VALLEY REGION

**Victor Garate**

First Transit

## EASTERN REGION

**Alfredo Villa**

San Gabriel Transit

## WEST/CENTRAL REGION

**Michael Fricke**

California Transit, Inc.

## SANTA CLARITA REGION

**Grace Ferguson**

City of Santa Clarita

## SOUTHERN REGION

**Luis Garcia**

Global Paratransit, Inc.

## NORTHERN REGION

**Elmer Contreras**

MV Transportation







# MEMBER AGENCIES

Antelope Valley Transit Authority

Beach Cities Transit

City of Alhambra

City of Arcadia

City of Artesia

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



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# OPERATIONS REPORT

In Fiscal Year (FY) 2024, Access experienced a **significant increase in ridership** compared to FY23. System ridership, measured in completed vehicle trips, **increased by 18% to 3.4 million** compared to 2.9 million in FY23. Despite the increase in vehicle trips, service contractors showed strong systemwide performance as Access met 12 of 13 key performance indicators (KPIs). This was accomplished by the contractors preparing solid operational plans and continuously hiring and training drivers to meet demand, especially during the peak seasons. Most KPIs saw improvement from the previous year. **On-time performance** ended at **92.3%** for FY24, compared to 91.3% in FY23.

Call center performance was also a highlight for the year. 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. Contractor staff handled a total of 2.4 million reservation calls and more than 609,000 ETA calls. FY24 also saw the addition of a new KPI for cancellation calls in the Eastern service region. A standard for cancellation calls was set for hold time to not exceed 5 minutes for no more than 10% of calls. This KPI target was met by the Eastern Region contractor in FY24 at 2.4%.

Finally, the new KPI for cancellation calls coincided with a new contract for the Eastern Region, which took effect in April 2024. Riders in the Eastern Region are benefiting from new contractor requirements and customer-facing improvements, most notably for riders who call to get an ETA for their pickup. The Eastern Region went on to finish FY24 by meeting 13 of 14 KPIs while ensuring high-quality service during the new contract transition.

# SAFETY REPORT

**Safety continues to be an essential part of Access' operation in FY24. Access' Safety Steering Committee (SSC) continues to meet monthly to concentrate on trends, create solutions, and exchange best practices.**

As several hundred new Ram ProMaster vans were added to the fleet, the Access team developed a train-the-trainer guide for the vehicles, which proved useful in familiarizing drivers with the vehicle's new features. The training guide highlights new safety features including the 360-degree camera system, new ramp, and Seatlink, a system that detects and displays the seat occupancy and seat belt status of all seating positions in the vehicle. Another safety feature is a new strap to secure walkers, grocery bags, and folded grocery carts.

Access' onboard video camera system continues to form the backbone of our safety program. Staff began testing the newest technology to monitor our vehicles, drivers, and riders. SmartDrive's new SR-5 system was installed in a sub-fleet of vehicles in the West/Central service region for testing in May 2024. The system includes increased data storage, the addition of a third camera to capture rider movement on the ramp, improved resolution, and artificial intelligence event sensing. Testing will continue into FY25 before Access decides whether it will expand the new system to the entire fleet.

Access' Road Safety Inspectors (RSIs) continued to play a vital part in the operation as our eyes and ears on the road. The RSIs continued to interact with drivers and riders alike while conducting observations and vehicle inspections, responding to collisions, monitoring special events, and investigating pickup and drop-off locations. During the fiscal year, the team completed 3,446 driver observations and conducted 149 location evaluations.

With the creation and implementation of Access' Public Transportation Agency Safety Plan (PTASP) in FY23, Access and its contractors continue to monitor and implement annual safety performance targets based on the safety performance measures as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan. Additionally, various safety committees continue to strive for safety excellence including the Executive Safety Committee, Change Control Committee, and Workplace Safety Committees (WSC) at each operating contractor location. The WSCs include front-line workers, including drivers, technicians, and dispatchers, to support Access' PTASP.



# SPIRIT OF ACCESSIBILITY AWARD RECIPIENT

## **SYDNEY MAGTOTO**

Sydney was deeply moved by the challenges her grandmother had to overcome while using public transportation. This motivated her to contact The Campbell Center (TCC) and dedicate her Girl Scout Gold Award project to helping those who faced the most significant obstacles with public transportation. Through several weeks of dedicated study, she completed a seven-part curriculum that provides adults with intellectual and developmental disabilities a clear definition of different transportation modes, while focusing on travel information, service hours, ticket prices, and travel tips. The project created a toolkit that helps break down transportation barriers. This includes providing hands-on experience through an interactive transportation field trip that fosters engagement and real-life problem-solving skills.

For nearly 70 years, TCC has partnered with adults with intellectual and developmental disabilities, demonstrating unwavering commitment through workforce development, supported living facilities, social integration, and opportunities for personal growth. Today, 65 Associates, who range in age from 21 to 72, utilize services that provide them with support to stay safe online, job readiness skills, community integration training, and much more. With the support of TCC staff, Associates develop new skills while discovering careers and opportunities to navigate their community.

In my role as TCC's Program Director and Sydney's mentor, I am truly impressed by her drive to develop a travel training curriculum for the center. Serving as a co-facilitator for some of our program designs, I recognize the value of creating curricula and materials that utilize plain language. Embracing plain language principles can greatly enhance cognitive accessibility, especially for individuals with intellectual, developmental, and learning disabilities. Using plain language was a skillset that Sydney practiced throughout the entirety of the seven-part curriculum. She was able to modify the standard definition of public transportation, "Public transport is a system of transport

for passengers by group travel systems available for use by the general public unlike private transport, typically managed on a schedule, operated on established routes, and that may charge a posted fee for each trip,” to “Public transportation is a way for everyone in the community to travel. It’s a system that helps people get around, and anyone can use it.”

I truly admire Sydney’s willingness to receive feedback. She consistently arrived prepared and demonstrated openness to any suggestions for improvement, a quality that is so important for the success of any project. Additionally, during the field trip portion of the curriculum, she empowered Associates to practice paying their fare, hailing the bus, and employing important safety skills.

**Adela Garcia**, Program Director  
THE CAMPBELL CENTER



**Sydney Magtoto**, *Left*  
**Adela Garcia**, *Right*

# SPOTLIGHT AWARD

## **Maria Avila: A Spotlight on Exceptional Service**

I nominated Maria for the Spotlight Award due to her dedication, commitment to safety, and positive attitude in all aspects of her job, including her interactions with coworkers, dispatch, Access staff, and especially her riders.

### **Highlights of Maria's Service:**

- > Joined CTI in 2010 and has been with the company for fourteen years.
- > Completed over 24,600 trips with an impressive on-time performance (OTP) of 96.7%.
- > Actively participated in events like the Abilities Expo, LA Marathon, and community meetings every year.
- > Worked diligently throughout the pandemic, including delivering meals to those in need.
- > Received over a dozen commendations and has maintained a spotless record with no complaints.

### **Examples of Commendations Received:**

"This rider wants to give Maria Avila a smile—great attitude, very kind and helpful."

"Rider stated that driver Maria Avila was welcoming, intelligent, and an excellent driver."

"Rider was greeted warmly. The driver is happy in her job. Rider has been using Access for 20 years, and this driver was the best she's ever had."

"Driver Maria is very nice and kind. You can feel her good vibes, always willing to help."

### **One commendation particularly exemplifies Maria's attitude towards her riders:**

"Rider reported that the driver noticed she was experiencing difficulties approaching the vehicle due to just having her eyes dilated. The driver exited the vehicle, ran towards her to assist, and ensured she boarded safely. Ms. Stevens stated she is very grateful and wants to thank the driver for being so kind and professional."



### **Maria's Positive Impact**

Maria's most remarkable attribute is her demeanor and positive attitude. From the very beginning, her constant smile and upbeat attitude stood out, indicating she would make an exceptional Access driver. Remaining with Access for this long requires dedication and a deep caring for passengers, traits Maria exemplifies every day. Her willingness to go above and beyond for her riders is clear evidence of her commitment to her job and the community.

### **Maria's Journey with Access**

After the 2008 financial crisis, the company Maria worked for went out of business, leaving her unemployed and nearly causing her to lose her home. One day, while at a gas station, she spotted an Access driver and inquired about the job. The driver provided her with my contact information, and a few weeks later, Maria began training. Of the ten people in her original class, she is the only one still with us. Despite her initial doubts due to her background in office work, I encouraged her to continue because her positive attitude was the key quality needed for the job. Over time, as she grew to understand the job and got to know the riders, she came to love it, and the rest is history.

**Mike Fricke**, General Manager  
CALIFORNIA TRANSIT



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CA EXEMPT  
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CA EXEMPT  
1452319

# OVERALL STATS

	FY2023	FY2024
<b>Performance</b>		
Eligibility Determinations	68,821	39,791
Passenger Trips	3,577,947	4,201,486
Contract Revenue Miles	24,593,577	28,865,152
Vehicle Trips	2,889,933	3,399,122
Average Trip Distance	8.51	8.49
<b>Purchased Transportation Cost</b>		
Cost per Trip	\$61.97	\$62.77
Cost per Passenger	\$50.06	\$50.78
Cost per Contract Revenue Mile	\$7.28	\$7.88

# OPERATIONS STATS

	Standard	FY2023	FY2024
<b>Operations &amp; Safety</b>			
On Time Performance	≥ 91%	91.3%	92.3%
Excessively Late Trips	≤ 0.10%	0.05%	0.02%
Excessively Long Trips	≤ 5%	3.6%	3.8%
Missed Trips	≤ 0.75%	0.44%	0.33%
Denials	≤ 0	4	6
Access to Work On Time Performance	≥ 94%	95.5%	95.8%
Average Hold Time (Reservations)	≤ 120	60	54
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.3%	2.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.0%	2.7%
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.0
Preventable Incident Rate (per 100,000 miles)	≤ 0.25	0.19	0.21
Preventable Collision Rate (per 100,000 miles)	≤ 0.75	0.82	0.80
Miles Between Road Calls	≥ 25,000	41,561	47,940
<b>Customer Service</b>			
Average Initial Hold Time	≤ 180 sec	39	118
Calls on Hold > 5 Min	≤ 10%	3.0%	13.5%
Abandoned Calls	≤ 10%	1.1%	5.6%
<b>Operations Monitoring Center</b>			
Average Initial Hold Time	≤ 180 sec	51	65
Calls on Hold > 5 Min	≤ 10%	4.0%	6.0%
Abandoned Calls	≤ 10%	4.3%	7.1%

# FINANCIAL DATA

## Operating Revenues

Prop C Discretionary Funds	\$145,789,008
Section 5310 STP & other FTA Funds	\$94,561,286
Measure M funds	\$17,730,000
Passenger Fare Revenues	\$9,926,692
Interest Revenue	\$5,929,306
Other Revenue	\$1,724,346
Gain on Disposal of Assets	\$268,220
Section 5316 & 5317 Funds	\$37,716
<b>TOTAL REVENUES</b>	<b>\$275,966,574</b>

## Operating Expenses

Purchased Transportation	\$213,315,498
Insurance and claims	\$11,666,204
Salaries and related benefits	\$11,014,018
Eligibility determination	\$4,704,898
Contracted customer services	\$2,933,145
Network and telecom maintenance	\$2,218,824
Professional Services	\$1,205,086
Office and equipment rent	\$1,088,547
Travel training	\$1,052,020
Communications	\$683,569
Vehicle costs	\$454,497
Printed materials	\$412,203

### **Operating Expenses** *continued*

Promotions/events	\$280,098
Postage/mailing	\$241,897
Security	\$200,000
Other expenses	\$193,308
Travel and conference	\$148,677
Other related employee expense	\$137,526
Tether program	\$93,961
Office supplies	\$48,877
Repairs and maintenance	\$35,328
Business meetings and meals	\$21,233
Board and Advisory Committee compensation	\$19,375
Temporary personnel	\$8,657
<b>TOTAL EXPENSES - Before Depreciation</b>	<b>\$252,177,446</b>
Increase in Unfunded Defined Benefit Plan	\$775,520
Depreciation	\$5,689,259
<b>TOTAL EXPENSES After Depreciation</b>	<b>\$258,642,225</b>
<b>Change In Net Assets</b>	<b>\$17,324,349</b>
<b>Net Assets, Beginning of Year</b>	<b>\$34,697,148</b>
<b>Net Assets, End of Year</b>	<b>\$52,021,497</b>

# FINANCIAL DATA

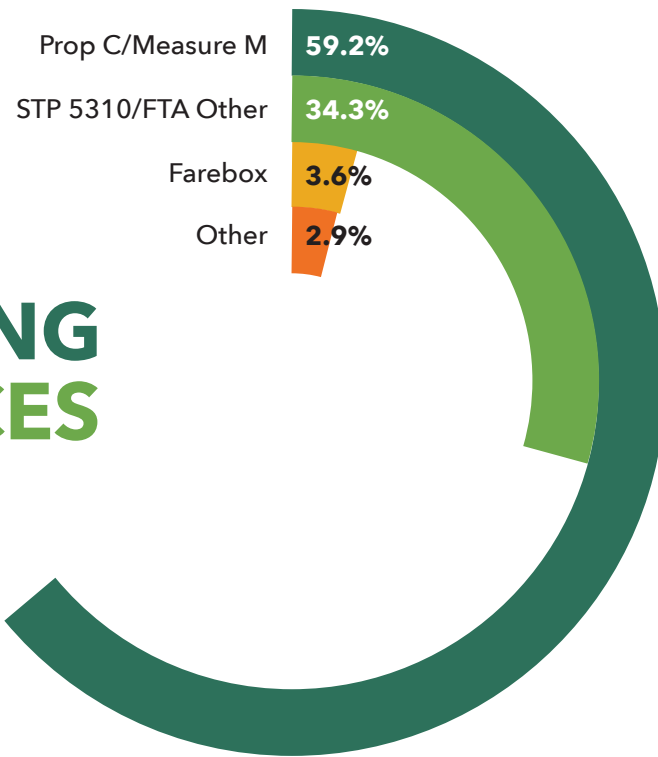
## Assets

Cash and Cash Equivalents	\$31,159,890
Accounts Receivable	\$272,079
Grants Receivable	\$14,903,156
Due from LACMTA	\$2,753,046
Prepaid Expenses	\$3,630,359
Total Property & Equipment (Net)	\$28,591,470
Other Long Term Assets	\$50,484,500
<b>TOTAL ASSETS</b>	<b>\$131,794,500</b>

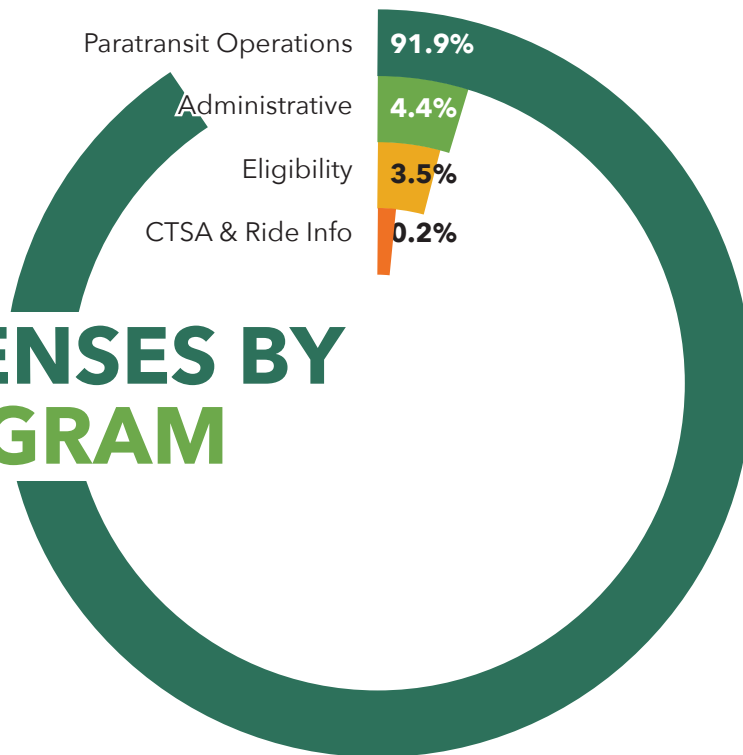
## Liabilities & Net Assets

Accounts Payable	\$5,020,019
Contractors Payable	\$25,998,197
Self Insurance Accruals	\$8,775,259
Unfunded Pension Liability	\$6,690,264
Accrued Salaries and Expenses	\$12,192,176
Deferred Support	\$15,228,805
Deferred Revenue	\$744,732
Deferred Rent	\$787,775
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$75,437,227</b>
<b>OTHER LIABILITIES - LONG-TERM</b>	<b>\$4,335,775</b>
<b>TOTAL LIABILITIES</b>	<b>\$79,773,002</b>
<b>TOTAL NET ASSETS</b>	<b>\$52,021,498</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$131,794,500</b>

# FUNDING SOURCES



# EXPENSES BY PROGRAM



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**Access Services**

PO Box 5728, El Monte, CA 91734

[accessla.org](http://accessla.org)