

Fiscal Year 2018-2019



access



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.

Mission & Vision

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.

Executive Director's Message



In FY19, Access met many of its goals to deliver on its mission of providing high quality and safe paratransit to people with disabilities in Los Angeles County.

- > Our Operations team set a new standard for the United States by implementing a new

suite of 13 Key Performance Indicators (KPIs) to better monitor and improve service quality. These new KPIs have been incorporated into every one of our service provider contracts and are published monthly in our Board Box report. As detailed later in this Annual Report, overall performance was strong, highlighted by system-wide on-time performance of 92 percent.

- > We continue to work collaboratively with community organizations and customers, which has led to improvements to the service. For example, effective July 1st, Access significantly expanded transfer trips between the Los Angeles basin and the North County.
- > For the first time, Access introduced online reservations. Since its launch in May 2019, 1,909 customers have booked a trip online, with 82% booking multiple trips. On average, 671 round trips are booked per day online, which represents 9% of total trip volume. The platform is currently available for Eastern, Southern and West Central region customers. The remaining Access regions (Northern, Santa Clarita and Antelope Valley) are on different software platforms and are scheduled to have online reservations in the near future.
- > Safety continues to be our top priority and the safe operations of our providers led to another year of declining insurance claim costs.

Looking ahead to the upcoming fiscal year, we have set a number of major goals, including:

- > Expanding online reservations to other regions and the implementation of online applications.
- > Initiating our accessible autonomous vehicle pilot project.
- > A continued focus on quality and safe operational performance.

I would like to thank the Board of Directors, Member Agencies and our customers for their guidance and support. Our providers and their employees also deserve our thanks for their hard work and dedication. Finally, I would like to congratulate our Spirit of Accessibility and Jerry Walker Awardees for their service and commitment to expanding accessibility and independence for people with disabilities.

Sincerely,

A handwritten signature in black ink, appearing to read 'Andre Colaiace'.

Andre Colaiace
Executive Director

access

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G-Trans, Gardena

CAC

Community Advisory Committee

Maria Aroch

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Michael Anthony Arrigo

Vice Chair

Olivia Almalel

Kurt Baldwin

Wendy Cabil

Gordon Cardona

Michael Conrad

Tina Foafoa

Marie-France Francois

Dina Garcia

Rachele Goeman

Yael Hagen

Terri Lantz

Elizabeth Lyons

Jesse Padilla

Superior Service

Award Recipients

August 2018

Miguel Mejia

Driver

October 2018

Nay Htut

Taxi Driver

November 2018

Juan "Johnny" España

Driver

January 2019

James "Doug" Campbell

Driver

March 2019

Rosie Barrera

Customer Service Agent

April 2019

Jose Diaz

Classroom Instructor

May 2019

Monica Marroquin

Travel Instructor

June 2019

Roberto Montalvo

Call Center Supervisor

Contract Service Providers

Antelope Valley Region

Wes Kelley

Keolis

Eastern Region

Dawn Boulden

San Gabriel Transit

West/Central Region

Michael Fricke

California Transit, Inc.

Santa Clarita Region

Adrian Aguilar

Santa Clarita Transit

Southern Region

Luis Garcia

Global Paratransit, Inc.

Northern Region

Nader Raydan

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

Operations Report

FY19 saw significant improvements in service quality for Access riders. An expansion of key performance indicators, approved by the Board in FY18, was fully incorporated into operating contracts in FY19.

Access' contractors now must meet minimum requirements in 13 areas, which include service delivery, safety and customer satisfaction. The results were encouraging and saw significant progress in areas such as call hold time, missed trips and miles between road calls.

FY19 system-wide ridership totaled 4.5 million passenger trips and 3.5 million vehicle trips. On the call side, reservation calls totaled 3.1 million. These numbers compare to 4.4 million passenger trips, 3.4 million vehicle trips, and 3.2 reservation calls in FY18.

As for performance, contractors were able to show significant improvement in many areas. While system-wide on-time performance

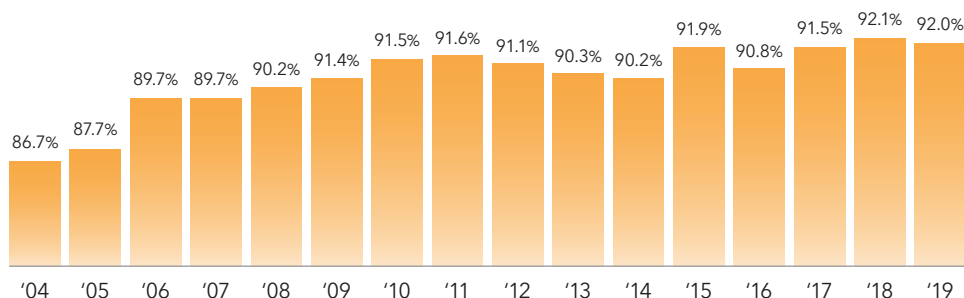
remained steady at 92%, a focus on missed trips and excessively long trips (both new performance indicators) resulted in positive changes in other aspects of the service.

The percentage of ETA calls on hold > 5 minutes dropped to a third of its FY18 number, while miles between road calls, a measure of vehicle maintenance success, also improved drastically.

Access' vehicle fleet continues to be the second largest in the United States, numbering

"... FY19 added the assistance of outside inspection services to augment checks of our large taxicab-based subcontract fleet."

On Time Performance by Fiscal Year



more than 1,700 minivans, cutaways and sedans. Access' Fleet Maintenance team continued to audit and inspect these vehicles for safety and proper preventative maintenance and in FY19 added the assistance of outside inspection services to augment checks of our large taxicab-based subcontract fleet. An industry leader in paratransit fleet technology, the team is working with vehicle manufacturers and suppliers on several new vehicle types, as well as safety upgrades. The team also oversaw the introduction of 107 new vehicles into the fleet during the year.

Access' Operations team continued its close collaboration with the Community Advisory Committee and implemented new audits designed to improve the customer experience. These efforts are ongoing and include improving ETA accuracy, reducing no shows, and lowering the number of excessively long trips. Another highlight was the transition to new reservation, scheduling and dispatching software in the Southern Region, the positive results of which were seen immediately by Access' riders.

Performance Report Card – System

Key Performance Indicator	Standard	FY18	FY19
On time performance	≥ 91%	92.1%	92.0%
Excessively late trips	≤ 0.10%	0.07%	0.08%
Excessively long trips	≤ 5%	4.7%	3.8%
Missed trips	≤ 0.75%	0.73%	0.52%
Denials	≤ 0	14	10
Access to Work on time performance	≥ 94%	94.9%	95.8%
Average initial hold time (reservations)	≤ 120	83	81
Calls on hold > 5 min (reservations)	≤ 5%	5.1%	4.2%
Calls on hold > 5 min (eta)	≤ 10%	15.6%	5.3%
Complaints per 1,000 trips	≤ 4.0	3.4	3.3
Preventable incident rate	≤ 0.25	0.20	0.21
Preventable collision rate	≤ 0.50	0.68	0.63
Miles between road calls	≥ 25,000	36,222	55,228

Spirit of Accessibility Award

Southern California Resource Services for Independent Living (SCRS-IL) is a cross-disability, non-residential, disability rights organization empowering people with any disability to live full and independent lives by remaining committed to building an inclusive community that recognizes the dignity, humanity, and worth of all people.

One of the services that the agency provides is employment workforce services. Staff from the employment workforce department assists participants by starting with an initial job assessment to gauge their interest and skill sets. After that, staff helps participants create a resume or improve upon their existing resume. By learning how to format the document, list experience and showcase skills, participants can then use it to apply for gainful employment.

SCRS-IL is one of the most successful independent living centers in the state of California in terms of placing individuals into competitive, integrated employment. Their experienced staff has built a strong



SCRS-IL Staff

network of employers seeking to build upon their diverse workforce.

SCRS serves five counties, finds paid employment for over 700 people annually, serves over 2,300 people annually, and touches the lives of over 4,500 people through effective outreach and community events.

Jerry Walker Commitment to Quality Service Award

Vanessa Angel has served as the starter (also known as transportation coordinator) for Global Paratransit Inc., at the Rancho Los Amigos National Rehabilitation Center (Rancho) since 2017. The starter is the primary point of contact for all Access customers at Rancho and also supports hospital staff's transportation requests. Rancho is one of the largest rehabilitation hospitals in the United States and one of the largest trip generators in the Access system.

Vanessa plays a vital role at Rancho by coordinating customers' return trips and ensuring that their mobility devices are safely secured. Two dedicated Global Road Supervisors assist her in this effort.

Despite the logistical difficulties of operating in such a busy environment, Vanessa never loses sight of customer service, which is her strongest quality. She has a positive rapport

with Access customers, drivers, and Rancho staff. Everyone knows her and she has received numerous accolades and commendations.

She is highly committed to her role and is not afraid to step out of the box and assist when needed. Vanessa's approach to customer service reflects her belief that "no job is too big or too small." Access Services and Global Paratransit Inc. would like to congratulate Vanessa Angel on this well-deserved honor!



Vanessa Angel

Information Technology Updates

In FY 19, the Access Information Technology Department continued its efforts to implement technologies to enhance service quality and customer satisfaction.

Accomplishments include:

- > Where's My Ride grew to more than 8,900 registered users and was implemented in the Santa Clarita region.
- > Online reservations were successfully implemented in the Eastern, West Central and Southern regions. There are now more than 1,900 registered users taking advantage of the convenience of online reservations to book their trips.

Staff is working on the following projects in the next fiscal year:

- > Online reservations for the Northern and Santa Clarita regions
- > A significant redesign of the *accessla.org* website. The new updated website will introduce new assistive technologies to enhance the user experience. The website will be compliant with Web Content Accessibility Guidelines (WCAG) 2.0 and Federal Section 508 guidelines.
- > Online eligibility registration will be implemented on July 1st. This new

system provides the potential rider the ability to submit their application on-line. This eliminates the need to wait for the application to arrive by mail so it can be mailed back.

- > Access is also leading the way in pushing for an accessible autonomous vehicle pilot project in Los Angeles. The agency and has been selected by FTA as a Transit Bus Automation Strategic Partner. Access will be working with the FTA and its partners to develop an accessible autonomous vehicle to ensure accessibility is considered as this new technology develops.

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Safety Report

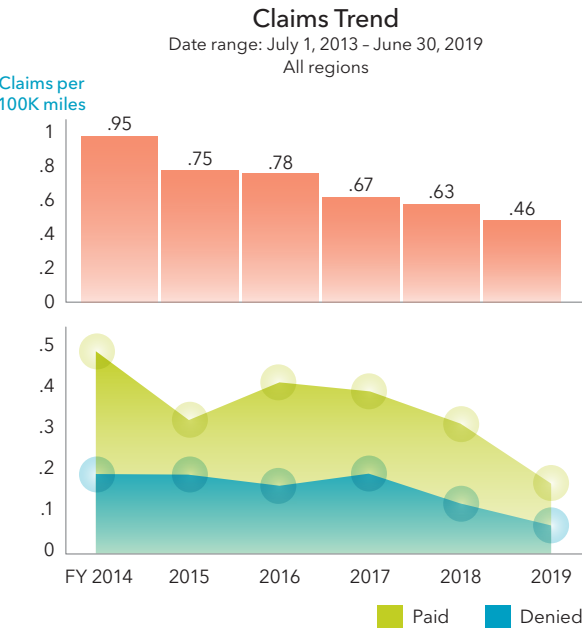
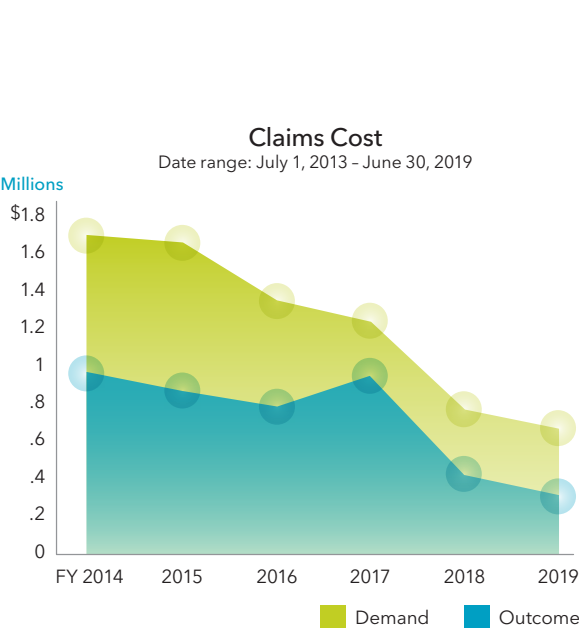
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Access' commitment to safety reached new levels in FY19 as several new initiatives were implemented.

In collaboration with its six contractors, new monthly collision/incident review meetings were initiated providing an in-depth discussion of root causes and strategies to reduce accidents and incidents. Additionally, Access' industry-leading measurement of collision preventability added a severity index into the calculation providing more precise measurements. The payoff for these efforts was another year of declining insurance claim costs and claim rates, as seen in the following charts.

Access' Safety Steering Committee, a partnership between staff and the agency's six operating contractors, continued to have lively and productive monthly meetings to fine-tune safety campaigns and monitor trends.

On the emergency management front, Access continued to play an active role in planning, preparing and responding to incidents, both internal and external.





Highlights for the year included:

- > Activation of Access' Emergency Operations Center and support to first responders over a ten day period in response to the Woolsey Fire in November;
- > Participation in several regional emergency exercises with member agency partners;
- > Transition of its radio operations over to the County's radio system, enhancing its daily radio communications program and building its emergency capabilities; and
- > Further refinement of Access' emergency operations plans and capabilities.

"A centerpiece of Access' safety program continued to be its Road Safety Inspector team..."

A centerpiece of Access' safety program continued to be its Road Safety Inspector team, which monitors on-street operations, investigates collisions, incidents, and complaints, and supports our contract drivers and riders. During FY19, the RSI team continued to support special events to ensure high quality service and, on a daily basis, conducted driver observations, vehicle inspections and location evaluations. All told, the team of five completed more than 1,800 driver observations which focus on rider pick-up and drop-offs. A total of 475 location evaluations were also completed to ensure safe and convenient places for pick-ups and drop-offs to occur.



System-Wide Service Data

	FY 17-18	FY 18-19
Total passengers	4,428,762	4,503,721
Total trips	3,397,620	3,491,521
Total miles	43,443,521	43,268,379
Contract revenue miles	31,763,937	32,212,996
Contract revenue hours	1,627,413	1,620,881
Average trip distance	9.35	9.23
Passengers per hour	2.72	2.78
On-time performance	92.1%	92.0%
Excessively late trips (45+ min late)	0.07%	0.08%
Service complaints per 1,000 trips	3.4	3.3
Average initial hold time (seconds)	83	81
Calls on hold over 5 minutes (percent)	5.1%	4.2%
Preventable collisions per 100,000 miles	0.68	0.63
Eligible riders	157,560	149,724

Financial Data

Revenues and Expenses (year ended June 30, 2019)

Fiscal Year 2018-2019

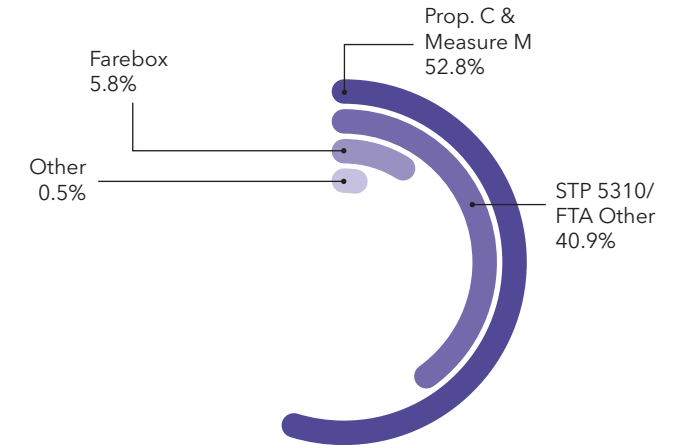
Operating Revenues	
Section 5310 STP & other FTA funds	\$70,958,997
Prop C-Discretionary funds	\$69,081,018
Measure M funds	\$23,720,100
Passenger fare revenues	\$10,260,845
Section 5316 & 5317 funds	\$1,053,869
Gain on disposal of assets	\$523,715
Interest revenue	\$222,650
Other revenue	\$196,555
TOTAL REVENUES	\$176,017,749

Operating Expenses	
Purchased transportation	\$141,342,540
Salaries & related expense	\$7,348,698
Insurance & claims	\$5,663,934
Eligibility & appeals	\$5,221,896
Communications	\$2,397,400
Contracted customer service	\$2,209,373
Professional services	\$1,441,218
NW & telecom maintenance	\$1,302,580
Office rent	\$995,789
Travel training	\$837,130
Printed materials	\$529,389
Promotions/events	\$397,947
Postage/mailling	\$229,108
Vehicle costs	\$208,369
Security	\$200,000
Temporary personnel	\$146,359
Travel & conference	\$116,469
Tether pilot program	\$88,941
Other related employee expense	\$82,055
Other expense	\$62,620
Office/kitchen supplies	\$41,877
Business meetings & meals	\$37,789
Repair & maintenance	\$22,904
Board compensation	\$9,938
Provision for income tax	\$8,203

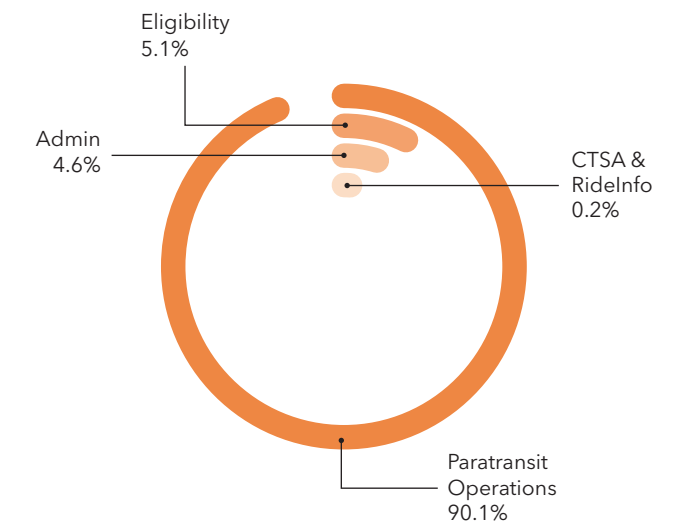
Operating Expenses (contd.)	
TOTAL EXPENSES (before depreciation)	\$170,942,526
Increase/(decrease) in unfunded defined benefit plan liability	\$586,427
Depreciation	\$5,953,256
TOTAL EXPENSES (after depreciation)	\$177,482,209
Change in net assets	(\$1,464,460)
Net Assets, beginning of year...	\$7,188,015
Net Assets, beginning of year, as adjusted	
Net Assets, beginning of year, as adjusted	\$7,188,015
Net Assets, end of year	\$5,723,555

Balance Sheet (current assets)	
Cash & cash equivalents	\$2,807,280
Short-term investments	\$25,140,669
Accounts receivable	\$108,767
Grants receivable	\$5,246,430
Due from LACMTA	\$6,172,941
Prepaid expenses & other assets	\$5,096,063
TOTAL CURRENT ASSETS	\$44,572,150
Property & equipment	
Fixed assets	\$45,633,033
A/D – fixed assets	(35,676,793)
TOTAL PROPERTY & EQUIPMENT	\$9,956,240
OTHER LONG TERM ASSETS	\$39,129
TOTAL ASSETS	\$54,567,519
Liabilities & net assets (current liabilities)	
Accounts payable-trade	\$3,006,265
Contractors payable	\$13,622,366
Self insurance accruals	\$4,464,854
Unfunded defined benefit plan liability	\$3,638,724
Accrued expenses	\$1,285,637
Deferred support	\$22,382,718
Deferred revenue	\$277,073
Deferred rent	\$166,327
TOTAL CURRENT LIABILITIES	\$48,843,964
Commitments & contingencies	
TOTAL NET ASSETS	\$5,723,555
TOTAL LIABILITIES & NET ASSETS	\$54,567,519

Funding Sources



Expenses by Program



Independent Auditor's Report available on request.



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access