

**20
25**



**ANNUAL
REPORT** @



EXECUTIVE DIRECTOR'S MESSAGE



In FY 25, Access Services continued to deliver on our core mission of providing customers with high-quality paratransit services while making progress on a number of long-term goals outlined in our Strategic Plan.

As you will see in the Operations Report, ridership continued to rise in FY 25, increasing 10.8 percent. Our contractors continued to rise to the challenge, however, meeting 12 of 14 Key Performance Indicators led by On-Time Performance at 92.8 percent. Customer complaints, our most direct measure of customer satisfaction, hit another historic milestone for the Agency, ending the year at 1.9 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 FY 25, the Agency also moved forward on a number of other initiatives:

- > Access acquired a 6-acre property in Compton that will eventually serve as the operations and maintenance facility for the Southern Region. The property includes a building, two warehouse spaces, and a commercial fueling station. In FY 26, Access expects to issue two RFPs for construction services for improvements to the Southern Region facility, and to begin construction at its other planned facility in the Antelope Valley.
- > Staff continues to work with LA Metro and the region on planning for upcoming mega-events like the 2026 World Cup, 2027 Super Bowl and the 2028 Olympic and Paralympic Games. There has been an unprecedented regional commitment to ensure these events set new standards for accessibility and Access is committed to supporting this goal.

- > Access, in conjunction with survey firm Great Blue Research, also completed a Customer Survey that examined our customers' use of technology. 1,261 Access customers from across Los Angeles County participated either digitally or by phone. The survey showed that Access customers are increasingly taking advantage of our technology offerings, like Where's My Ride and online reservations. To see the full report, please visit our website at www.accessla.org.

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 John Kuusto and Spirit of Accessibility Award winner Canine Companions for their dedication to enhancing the lives and independence of people with disabilities in Los Angeles County.



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
Corridor Transportation
Representatives



Lee Burner
Treasurer
Long Beach Transit
Los Angeles County
Municipal Operators



Dolores Nason
Secretary
Los Angeles County
Board of Supervisors



Valerie Gibson
Pasadena Department
of Transportation
Los Angeles County
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 Offices of Vincent C. Ewing

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC)

FAYMA ISHAQ
Chair
Los Angeles County
Metropolitan
Transportation Authority

DAVID FEINBERG
Vice-Chair
City of Santa Monica’s
Big Blue Bus

SILVA BAGHDANIAN
City of Glendale
Glendale Beeline

LAMICIA BUTLER
City of Montebello
Montebello Bus Lines

CHAKA GARBUTT
Long Beach Transit

LASHAWN GILLESPIE
Foothill Transit

TYRON GUNN
City of Redondo Beach
Beach Cities Transit

SEBASTIAN HERNANDEZ
City of Pasadena
Department of Transportation

LILIANA HUERTA
East Los Angeles
Regional Center

ERIKA JACQUEZ
Pomona Valley
Transportation Authority

TISHA LANE
Antelope Valley
Transit Authority

JAMES LEE
City of Torrance
Torrance Transit

MELISSA MUNGIA
Orange County
Transportation Authority

JANNA SMITH
Los Angeles Department
of Transportation



COMMUNITY ADVISORY COMMITTEE (CAC)

Yael Hagen
Chair

Terri Lantz
Vice Chair

Olivia Almalel

Maria Aroch

Scott Barron

Steve Bauer

Wendy Cabil

Gordon Cardona

Michael Conrad

Rachele Goeman

Kim Hudson

Jan Johnson

Jesse Padilla

Bhumit Shah

Jonna Wilkins

SUPERIOR SERVICE AWARD RECIPIENTS



AUGUST 2024
John Kuusto
Customer Service
ALTA



SEPTEMBER 2024
Victor Martinez
Dispatcher
First Transit



OCTOBER 2024
Rosa Rivas
Driver
MV Van Nuys



JANUARY 2025
Marvin Chavez
Driver
MV Santa Clarita



FEBRUARY 2025
Dulce Argueta
Call Center Supervisor
San Gabriel Transit



APRIL 2025
Bertha Celis
Driver
Global Paratransit, Inc



MAY 2025
Daniel Rodriguez
Dispatcher
California Transit, Inc



JUNE 2025
Thu Vien
*Mobility Assessment
Evaluator*
MTM Transit

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



OPERATIONS *REPORT*

In Fiscal Year (FY) 2025, Access saw a notable rise in ridership compared to FY24. The system's ridership, measured by completed vehicle trips, increased by 10.8% to 3,765,692, up from 3,399,122 in FY24. Despite the surge in vehicle trips, service contractors demonstrated strong systemwide performance, meeting 12 of 14 key performance indicators (KPIs). Most KPIs showed improvement from the previous year. On-time performance reached 92.8% for FY25, compared to 92.3% in FY24. Rider complaints were also at a historic low in FY25 at only 1.9 per 1,000 trips.

Call center performance, often a behind-the-scenes operation, proved critical to the overall rider experience. With over 3 million calls between reservation and ETA inquiries, the contractors demonstrated responsiveness and professionalism, exceeding KPI standards by keeping phone hold times low and efficiently addressing passenger needs.

These operational achievements not only reflect the system's adaptability but also underscore a broader commitment to quality and customer satisfaction by our contractors and the agency. The steady increase in ridership points to a growing trust in Access, suggesting that more individuals are choosing public transportation for their daily journeys. This uptick places additional demands on infrastructure, vehicle availability, and workforce readiness, yet the contractors rose to the challenge by bolstering recruitment and refining training programs throughout the year.

Looking forward, these results set an encouraging tone for future growth. As Access continues to expand and innovate, sustained attention to operational planning, staff development, and technology integration will be vital. The system's capacity to meet rising demand while upholding high service standards ensures that Access will remain an essential resource for riders in the years ahead.



SAFETY REPORT

Safety continued to be a central priority for Access in FY25, and the agency's different safety committees led the effort. The Safety Steering Committee meets monthly and features collaboration between Access' operating contractors and staff. The Change Control Committee is comprised of staff and reviews rider feedback, identifies solutions, and ensures that solutions don't create new problems. Each operating contractor also has a safety committee, inclusive of frontline workers, that focuses on root cause review and communication. Finally, Access' Executive Safety Committee meets monthly to ensure that the agency's safety plan is being followed and safety performance is front and center.

On the frontline of Access' safety focus are the agency's Road Safety Inspectors. Responsible for on-street service monitoring, the team performed more than 2,900 driver observations, 3,100 vehicle inspections, and 160 location evaluations. Ensuring safe pickup and drop-off locations across Los Angeles County, the team secured new stand locations at Cal State Dominguez Hills, El Camino College, and Dodger Stadium. Other safety contributions in FY25 included:

- > Testing of a new onboard video camera system in the Southern region that integrates artificial intelligence (AI) capabilities and includes a third camera to capture rider movement while boarding and alighting the vehicle.
- > Installing an additional interior mirror on the Ram ProMaster van to improve driver visibility of the mobility device securement area.
- > Implementing four new safety KPIs and targets to align with changes to the Federal Transit Administration's Public Transportation Agency Safety Plan (PTASP) Final Rule.
- > Increasing the focus on investigating and preventing transit worker assaults.



SPIRIT OF ACCESSIBILITY

CANINE COMPANIONS

Founded in 1975, Canine Companions is one of the largest and most respected providers of service dogs in the nation, with six regional training centers—including a Southwest Regional Center in Oceanside that serves clients throughout Southern California. Over the past five decades, the organization has provided more than 7,500 assistance dogs, completely free of charge, to children, adults, and veterans with physical or developmental disabilities. Its mission, to enhance the lives of people with disabilities by providing highly trained assistance dogs and ongoing support, aligns seamlessly with Access Services' vision of empowering independence through accessible transportation.

Every Canine Companions service dog is carefully bred, trained, and matched to meet the unique needs of its future partner. These dogs can retrieve dropped items, open doors, operate light switches, and provide steadying support, tasks that restore independence and dignity to their handlers. Beyond practical assistance, they offer friendship, confidence, and emotional stability. For Access riders who rely on paratransit to maintain connections with work, healthcare, and community, Canine Companions represents a natural ally in the pursuit of mobility and freedom of choice.

In Southern California, Canine Companions' impact extends beyond its training center. The organization collaborates with rehabilitation hospitals, veterans' groups, and disability advocacy organizations.

Canine Companions also places strong emphasis on community education and volunteerism. Through public demonstrations and nationwide puppy-raiser programs, thousands of volunteers contribute to training the next generation of service dogs. These efforts cultivate empathy, inclusion, and civic engagement, the same values that define Access' partnerships with riders and local agencies across Los Angeles County.



Equally important is Canine Companions' commitment to lifelong support. Once a match is made, the organization provides ongoing training, follow-up evaluations, and veterinary guidance to ensure each team thrives. This enduring dedication mirrors Access' own philosophy: that accessibility is not a single trip or service, but a continual journey toward independence and connection.

For its outstanding service to the disability community, its spirit of compassion, and its alignment with Access Services' mission, Canine Companions truly embodies the Spirit of Accessibility. Access Services is honored to recognize an organization whose unwavering commitment continues to open doors, both literally and figuratively, for people with disabilities in Los Angeles County and beyond.





SPOTLIGHT AWARD

John Kuusto: A Spotlight on Exceptional Service

We are delighted to recognize John Kuusto for his nomination for the 2025 Spotlight Award, which honors his outstanding contributions and steadfast commitment to excellence. Since joining Alta Resources in 2015 and later becoming part of the Access Program as a Customer Service Agent in 2023, John has consistently exemplified a positive outlook, an eagerness to assist, and a genuine spirit of support towards both his colleagues and leadership.

John's performance sets a high standard; he has ranked among the top 10% of performers for nine (9) consecutive years, a testament to his exceptional technical abilities, unwavering work ethic, and heartfelt dedication to delivering the very best customer experience. His approach blends expert service knowledge, attentive listening, and creative problem-solving, all executed with remarkable professionalism and care.

The impact John has made is clearly demonstrated by the more than 40 customer compliments he has received. One especially touching message from a customer shared, "Rider explained he was having a rough day and did not want to call in. But after speaking with John, he was so pleased with the service that it made him feel a lot better and more optimistic about his day." It's feedback like this that truly highlights the positive difference John brings, not only by resolving challenges but by uplifting those around him.

Beyond his excellence in customer service, John also plays an essential role behind the scenes. He frequently steps up as the point person during leadership meetings and offers valuable peer support in complex situations. His steady demeanor, dependability, and vast knowledge have made him a trusted resource for his team. John truly embodies the spirit of the Spotlight Award, and we are privileged to acknowledge his nomination as a testament to his continued dedication, kindness, and pursuit of excellence.

Stephanie Rodriguez

ALTA RESOURCES, PROGRAM MANAGER



OVERALL STATS

	FY2024	FY2025
Performance		
Eligibility Determinations	39,791	46,597
Passenger Trips	4,201,486	4,659,421
Contract Revenue Miles	28,865,152	31,166,123
Vehicle Trips	3,399,122	3,765,692
Average Trip Distance	8.49	8.28
Purchased Transportation Cost		
Cost per Trip	\$62.77	\$63.05
Cost per Passenger	\$50.78	\$50.96
Cost per Contract Revenue Mile	\$7.88	\$7.62

OPERATIONS STATS

	Standard	FY2024	FY2025
Operations & Safety			
On Time Performance	≥ 91%	92.3%	92.8%
Excessively Late Trips	≤ 0.10%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.8%	3.2%
Missed Trips	≤ 0.75%	0.33%	0.29%
Denials	≤ 0	6	2
Access to Work On Time Performance	≥ 94%	95.8%	96.2%
Average Hold Time (Reservations)	≤ 120	54	56
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.6%	3.0%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.7%	2.9%
Complaints Per 1,000 Trips	≤ 4.0	2.0	1.9
Preventable Incident Rate (per 100,000 miles)	≤ 0.25	0.21	0.22
Preventable Collision Rate (per 100,000 miles)	≤ 0.75	0.80	0.80
Miles Between Road Calls	≥ 25,000	47,940	50,535
Customer Service			
Average Initial Hold Time	≤ 180 sec	118	117
Calls on Hold > 5 Min	≤ 10%	13.5%	13.4%
Abandoned Calls	≤ 10%	5.6%	4.2%
Operations Monitoring Center			
Average Initial Hold Time	≤ 180 sec	65	82
Calls on Hold > 5 Min	≤ 10%	6.0%	8.2%
Abandoned Calls	≤ 10%	7.1%	6.2%

FINANCIAL DATA

Operating Revenues

Prop C Discretionary Funds	\$156,824,583
5307 & other FTA Funds	\$120,434,984
Measure M funds	\$18,287,939
Passenger Fare Revenues	\$10,379,858
Facilities & Construction Fund	\$4,710,849
Interest Revenue	\$3,915,669
Other Revenue	\$2,507,470
Gain on Disposal of Assets	\$522,891
Section 5316 & 5317 Funds	\$34,300

TOTAL REVENUES **\$317,618,543**

Operating Expenses

Purchased Transportation	\$237,677,260
Insurance and Claims	\$11,596,580
Salaries and Related Benefits	\$9,977,217
Eligibility Determination	\$4,574,749
Contracted Customer Services	\$2,901,250
Network and Telecom Maintenance	\$2,301,128
Professional Services	\$1,337,839
Travel Training	\$1,247,904
Office Rent	\$1,108,014
Communications	\$882,115
Printed Materials	\$487,348
Postage/Mailing	\$368,843

Operating Expenses *continued*

Promotions/Events	\$339,973
Other Expenses	\$304,512
Vehicle Costs	\$271,524
Security	\$200,000
Training/Conference	\$133,697
Repairs and Maintenance	\$106,770
Other Related Employee Expense	\$106,375
Office Supplies	\$62,810
Business Meetings and Meals	\$41,417
Tether program	\$26,256
Board and Advisory Committee Compensation	\$13,208
Temporary Personnel	\$1,315

TOTAL EXPENSES - Before Depreciation **\$276,068,104**

Depreciation \$11,785,097

TOTAL EXPENSES - After Depreciation **\$287,853,201**

Change In Net Assets **\$29,765,342**

Net Assets, Beginning of Year **\$52,021,498**

Net Assets, End of Year **\$81,786,840**

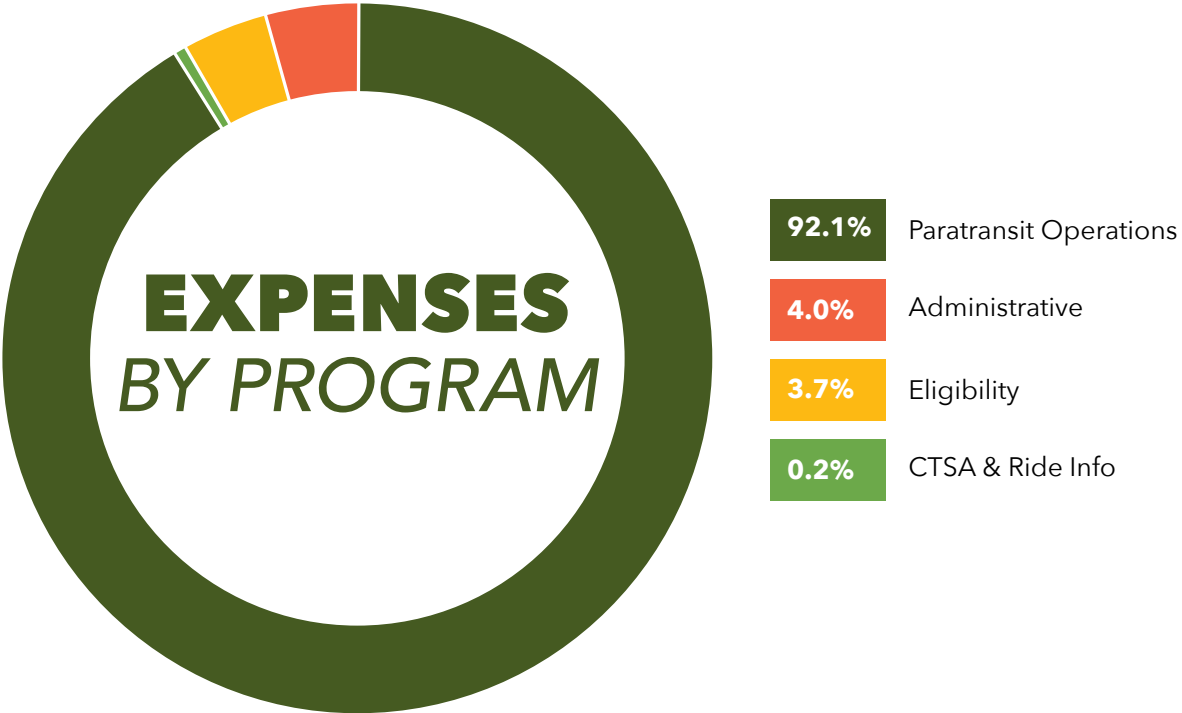
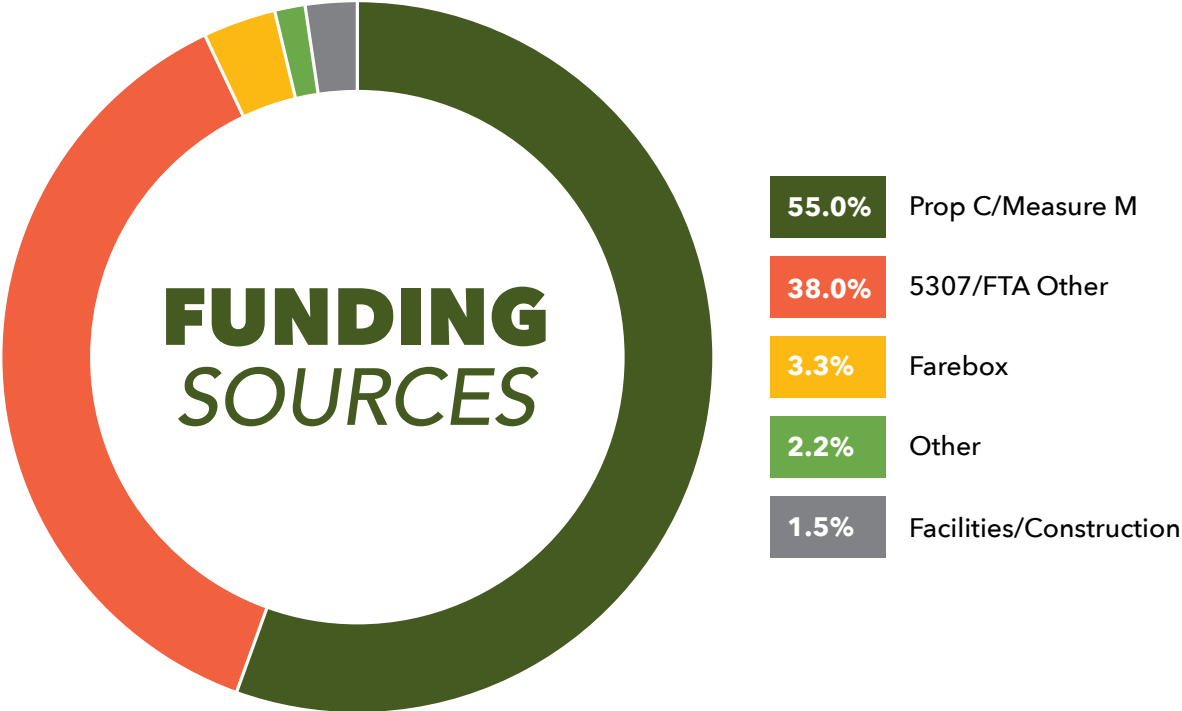
FINANCIAL DATA

Assets

Cash and Cash Equivalents	\$11,242,240
Due from LACMTA	\$10,060,906
Accounts Receivable	\$1,418,277
Prepaid Expenses	\$904,338
Grants Receivable	\$79,668
TOTAL CURRENT ASSETS	\$23,705,429
TOTAL PROPERTY & EQUIPMENT (NET)	\$86,139,094
OTHER LONG TERM ASSETS	\$52,529,471
TOTAL ASSETS	\$162,373,994

Liabilities & Net Assets (Current Liabilities)

Contractors Payable	\$20,806,602
Accrued Salaries and Expenses	\$12,348,467
Self Insurance Accruals	\$7,245,693
Unfunded Pension Liability	\$6,559,885
Accounts Payable	\$4,414,018
Deferred Rent	\$3,946,766
Deferred Revenue	\$1,114,433
Deferred Support	\$280,048
TOTAL CURRENT LIABILITIES	\$59,715,916
OTHER LIABILITIES - LONG-TERM	\$23,871,242
TOTAL LIABILITIES	\$80,587,154
TOTAL NET ASSETS	\$81,786,840
TOTAL LIABILITIES & NET ASSETS	\$162,373,994



access

Access Services

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accessla.org