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.

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.
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,

Andre Colaiace
Executive Director
Board of Directors

Nalini Ahuja
Chair
Los Angeles County Metropolitan Transportation Authority

Art Ida
Vice Chair
Los Angeles County Municipal Fixed Route Operators

Kim Turner
Treasurer
Los Angeles County Municipal Fixed Route Operators

Theresa De Vera
Secretary
City of Los Angeles Mayor’s Office

Doran Barnes
City Selection Committee Corridor Transportation Representatives

Martin Gombert
Los Angeles County Local Fixed Route Operators

Dolores Nason
County of Los Angeles Board of Supervisors

Angela Nwokike
Los Angeles County Independent Living Centers

John B. Troost
Los Angeles County Commission on Disabilities

Ex Officio Members

Maria Aroch
Chair
Community Advisory Committee

Giovanna Gogreve
Chair
Transportation Professionals Advisory Committee
TPAC
Transportation Professionals Advisory Committee

Giovanna Gogreve
Chair
Los Angeles County Metropolitan Transportation Authority

Gracie Davis
Vice Chair
Orange County Transportation Authority

Silva Baghdanian
Glendale Beeline

Nicole Carranza
Pomona Valley Transportation Authority

Luz Echavarria
LADOT

Sebastian Hernandez
City of Pasadena

Eric Hoch
Santa Monica's Big Blue Bus

Kellie Irving
Long Beach Transit

James Lee
Torrance Transit

Kevin Parks McDonald
Foothill Transit

Jose L. Medrano
Montebello Bus Lines

Martin Tompkins
Antelope Valley Transit Authority

Jesse Valdez
East Los Angeles Regional Center

Vinita Waskow
City of Redondo Beach

Frazier Watts
G-Trans, Gardena

CAC
Community Advisory Committee

Maria Aroch
Chair

Michael Anthony Arrigo
Vice Chair

Olivia Almalel

Kurt Baldwin

Wendy Cabil

Gordon Cardona

Michael Conrad

Tina Fofoa

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
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...
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

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

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

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 5310 STP &amp; other FTA funds</td>
<td>$70,958,997</td>
</tr>
<tr>
<td>Prop C Discretionary funds</td>
<td>$69,081,018</td>
</tr>
<tr>
<td>Measure M funds</td>
<td>$23,720,100</td>
</tr>
<tr>
<td>Passenger fare revenues</td>
<td>$10,260,845</td>
</tr>
<tr>
<td>Section 5316 &amp; 5317 funds</td>
<td>$1,053,869</td>
</tr>
<tr>
<td>Gain on disposal of assets</td>
<td>$523,715</td>
</tr>
<tr>
<td>Interest revenue</td>
<td>$222,650</td>
</tr>
<tr>
<td>Other revenue</td>
<td>$196,555</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>$176,017,749</strong></td>
</tr>
</tbody>
</table>

### Operating Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased transportation</td>
<td>$141,342,540</td>
</tr>
<tr>
<td>Salaries &amp; related expense</td>
<td>$7,348,698</td>
</tr>
<tr>
<td>Insurance &amp; claims</td>
<td>$5,663,934</td>
</tr>
<tr>
<td>Eligibility &amp; appeals</td>
<td>$5,221,896</td>
</tr>
<tr>
<td>Communications</td>
<td>$2,397,400</td>
</tr>
<tr>
<td>Contracted customer service</td>
<td>$2,269,373</td>
</tr>
<tr>
<td>Professional services</td>
<td>$1,441,218</td>
</tr>
<tr>
<td>NW &amp; telecom maintenance</td>
<td>$1,302,580</td>
</tr>
<tr>
<td>Office rent</td>
<td>$995,789</td>
</tr>
<tr>
<td>Travel training</td>
<td>$837,130</td>
</tr>
<tr>
<td>Printed materials</td>
<td>$529,389</td>
</tr>
<tr>
<td>Promotions/events</td>
<td>$397,947</td>
</tr>
<tr>
<td>Postage/mailing</td>
<td>$229,108</td>
</tr>
<tr>
<td>Vehicle costs</td>
<td>$208,369</td>
</tr>
<tr>
<td>Security</td>
<td>$200,000</td>
</tr>
<tr>
<td>Temporary personnel</td>
<td>$146,359</td>
</tr>
<tr>
<td>Travel &amp; conference</td>
<td>$116,469</td>
</tr>
<tr>
<td>Tether pilot program</td>
<td>$88,941</td>
</tr>
<tr>
<td>Other related employee expense</td>
<td>$82,055</td>
</tr>
<tr>
<td>Other expense</td>
<td>$62,620</td>
</tr>
<tr>
<td>Office/kitchen supplies</td>
<td>$41,877</td>
</tr>
<tr>
<td>Business meetings &amp; meals</td>
<td>$37,789</td>
</tr>
<tr>
<td>Repair &amp; maintenance</td>
<td>$22,904</td>
</tr>
<tr>
<td>Board compensation</td>
<td>$9,938</td>
</tr>
<tr>
<td>Provision for income tax</td>
<td>$8,203</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES (before depreciation)</strong></td>
<td><strong>$170,942,526</strong></td>
</tr>
</tbody>
</table>

### Balance Sheet (current assets)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash &amp; cash equivalents</td>
<td>$2,807,280</td>
</tr>
<tr>
<td>Short-term investments</td>
<td>$25,140,669</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>$108,767</td>
</tr>
<tr>
<td>Accounts payable</td>
<td>$524,430</td>
</tr>
<tr>
<td>Due from LACMTA</td>
<td>$6,172,941</td>
</tr>
<tr>
<td>Prepaid expenses &amp; other assets</td>
<td>$5,096,063</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td><strong>$44,572,150</strong></td>
</tr>
</tbody>
</table>

### Operating Expenses (cont’d.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed assets</td>
<td>$45,633,033</td>
</tr>
<tr>
<td>A/D – fixed assets</td>
<td>(35,676,793)</td>
</tr>
<tr>
<td><strong>TOTAL PROPERTY &amp; EQUIPMENT</strong></td>
<td><strong>$9,956,240</strong></td>
</tr>
</tbody>
</table>

### Expenses by Program

- Farebox: 5.8%
- Eligibility: 5.1%
- Paratransit Operations: 90.1%
- Admin: 4.6%
- Other: 0.2%
- CTSA & RideInfo: 0.2%
- Dependable 52.8%

### Balance Sheet (current assets)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable-trade</td>
<td>$3,006,265</td>
</tr>
<tr>
<td>Contractors payable</td>
<td>$13,622,366</td>
</tr>
<tr>
<td>Self insurance accruals</td>
<td>$4,446,854</td>
</tr>
<tr>
<td>Unfunded defined benefit plan liability</td>
<td>$3,638,724</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>$1,285,637</td>
</tr>
<tr>
<td>Deferred support</td>
<td>$222,382,718</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>$277,073</td>
</tr>
<tr>
<td>Deferred rent</td>
<td>$166,327</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td><strong>$48,843,964</strong></td>
</tr>
</tbody>
</table>

### Financial Data

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL EXPENSES (after depreciation)</strong></td>
<td><strong>$177,482,209</strong></td>
</tr>
<tr>
<td>Net Assets, beginning of year</td>
<td>$7,188,015</td>
</tr>
<tr>
<td>Net Assets, beginning of year, as adjusted</td>
<td>$5,723,555</td>
</tr>
<tr>
<td><strong>Net Assets, end of year</strong></td>
<td><strong>$5,723,555</strong></td>
</tr>
</tbody>
</table>

### Financial Data (cont’d.)

- **Fiscal Year 2018–2019**
- **Revenues and Expenses (year ended June 30, 2019)**
- **Independent Auditor’s Report available on request.**