

access

Fiscal Year  
2017-2018



## 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.

## 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.



access

418843

418843

## Executive Director's Message



In FY 18, Access continued to deliver on its mission of providing quality and safe paratransit service to people with disabilities in Los Angeles County by moving forward on a number of initiatives that enhance and improve the overall customer experience.

- > Access successfully introduced the Where's My Ride smartphone application which integrated all of the different software platforms (including taxis) in the Los Angeles basin in order to provide convenient ETAs for our customers. In addition, the application also features a "Rate My Ride" function that allows a customer to give immediate feedback about their trip. As of this writing, nearly 3,000 customers have downloaded the application.
- > In FY 18, Access staff developed a new suite of 15 Key Performance Indicators (KPIs) to better monitor and improve service quality. These KPIs, approved by the Access Board of Directors in October 2017, are published monthly in our Board Box report.
- > Access' continued emphasis on safe operations has led to a reduction in insurance premiums for the second year in a row.

Looking forward to FY 19, we are working on other customer-facing improvements:

- > The implementation of both online reservations and online applications.

- > The inclusion of our new KPIs in additional regional contracts.
- > A continued focus on safety and emergency preparedness to ensure we are providing the safest service possible to our customers.

As always, I look forward to hearing your thoughts about how we can improve Access. While we have made improvements, there is more work to do in the future and the input of our stakeholders is essential to the process. I would like to thank the Board of Directors, Member Agencies and our customers for their continued support. I would also like to thank our providers and their employees for their efforts on behalf of Access and its customers.

Sincerely,

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

Andre Colaiace  
Executive Director





Freedom **to go.**



# Access Services Board of Directors

Fiscal Year 2017-2018



**Nalini Ahuja**

***Chair***

Los Angeles County  
Metropolitan Transportation  
Authority



**Dolores Nason**

County of Los Angeles  
Board of Supervisors



**Art Ida**

***Vice Chair***

Los Angeles County Municipal  
Fixed Route Operators



**Angela Nwokike**

Los Angeles County  
Independent Living Centers



**Kim Turner**

***Treasurer***

Los Angeles County Municipal  
Fixed Route Operators



**John B. Troost**

Los Angeles County  
Commission on Disabilities



**Theresa De Vera**

***Secretary***

City of Los Angeles  
Mayor's Office



**Doran Barnes**

City Selection Committee  
Corridor Transportation Reps.



**Michael Conrad**

***Chair***

Community Advisory Committee



**Martin Gombert**

Los Angeles County  
Local Fixed Route Operators



**Gracie A. Davis**

***Chair***

Transportation Professionals  
Advisory Committee

## Ex Officio Members

# Transportation Professionals Advisory Committee (TPAC)

## Fiscal Year 2017-2018

**Gracie A. Davis**

**Chair**

Orange County  
Transportation Authority

**Giovanna Gogreve**

**Vice Chair**

Los Angeles County  
Metropolitan Transportation  
Authority

**Diane Amaya**

Beach Cities Transit

**Aida Douglas**

Long Beach Transit

**Luz Echavarria**

Los Angeles Department  
of Transportation

**Kathryn Engel**

Glendale Beeline

**Sebastian Hernandez**

City of Pasadena

**Norm Hickling**

Antelope Valley Transit Authority

**Eric Hoch**

Santa Monica's  
Big Blue Bus

**James Lee**

Torrance Transit

**Jose L. Medrano**

Montebello Bus Lines

**Kevin Parks-McDonald**

Foothill Transit

**Jesse Valdez**

East Los Angeles  
Regional Center

**Frazier Watts**

G-Trans, Gardena

# Community Advisory Committee (CAC)

## Fiscal Year 2017-2018

**Michael Conrad**

**Chair**

**Maria Aroch**

**Vice Chair**

**Michael Anthony Arrigo**

**Olivia Almalel**

**Kurt Baldwin**

**Wendy Cabil**

**Gordon Cardona**

**Chaplain Dov Cohen**

**Tina Foafoa**

**Marie-France Francois**

**Dina Garcia**

**Rachele Goeman**

**Terri Lantz**

**Elizabeth Lyons**

**Jesse Padilla**



## Superior Service Award Recipients

### Fiscal Year 2017-2018

#### August 2017

**Marcos Mendez**

Technician

#### January 2018

**Diana Sanchez**

Driver

#### May 2018

**Stephanie Rodriguez**

Senior Agent/Trainer

#### September 2017

**Thomas Washington**

Driver

#### February 2018

**Rachel Mix**

Mobility Assessment Evaluator

#### June 2018

**Jessica Carpio**

Call Center Trainer

#### October 2017

**Cliovis Forrester**

Driver

#### April 2018

**Jocelyn Jackson**

Driver

#### July 2018

**Rodrigo Henriques**

Lot Attendant

#### December 2017

**Albert Gastine**

Driver

#### April 2018

**Cassandra Monroe**

Dispatcher

## Access Services Contract Service Providers

### Fiscal Year 2017-2018

#### Antelope Valley Region

**Juan Antonio Lopez**

Keolis

#### Santa Clarita Region

**Adrian Aguilar**

Santa Clarita Transit

#### Eastern Region

**Dawn Boulden**

San Gabriel Transit

#### Southern Region

**Luis Garcia**

Global Paratransit, Inc.

#### West/Central Region

**Michael Fricke**

California Transit, Inc.

#### Northern Region

**Nader Raydan**

MV Transportation, Inc.

# Access Services Member Agencies

## Fiscal Year 2017-2018

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



418843

MASTER CHORALE

THE MOZART REQUIEM

SEPTEMBER 22 & 23, 2018

Fearless Dynamic Dance

SEPTEMBER 22 & 23, 2018





access

access

WA



## Spirit of Accessibility Award 2018

Every child deserves the opportunity to maximize their potential. For the past 15 years, Miraleste Intermediate School in Rancho Palos Verdes has operated a Community Based Instruction (CBI) program for students with disabilities. Local field trips or “CBI outings,” are a primary source of learning critical socialization skills for students with physical or mental challenges.

Special Education teacher Lori Dixon created the program to set a foundation of basic social skills that would serve the students for the rest of their lives. An important component of independence is transportation.

The local public transit system, Palos Verdes Peninsula Transit Authority (PV Transit), is used to transport the students to and from their CBI outings. Riding PV Transit also plays a role in the CBI curriculum. Students learn where and how to board the bus and pay the fare.



**Lori Dixon**

“I like to make their programs applicable to real life, so we work with the students on daily living skills and CBI’s are a big part of that,” Dixon said. “We’re preparing them to be as independent as possible.”

Miraleste’s CBI outings are a part of PV Transit’s regular Green Line route, so Dixon selects a variety of destinations that are along the bus route. While out in the community, students work on social skills such as greeting service providers, ordering and paying for lunch, learning community safety signs and comparison shopping.

For over a decade, PV Transit driver Juanita Navarrette has transported Dixon’s class on CBI outings. The two women share a special bond based on a mutual affinity for educating the students and making them as self-reliant as possible.

PV Transit General Manager Martin Gombert noted that students from Miraleste Intermediate are not the only persons with disabilities that are using PV Transit to hone social skills or exercise their independence. Twice each week, members of Easterseals Southern California Adult Services board the bus accompanied by a life coach and travel to libraries, the botanical gardens and other destinations to work or volunteer their services. Similar to Miraleste’s CBI outings, these trips help adults with disabilities learn how to navigate and be active in the community.

Given their outstanding efforts on behalf of people with disabilities, Access is pleased to award the 2018 Spirit of Accessibility Award to Lori Dixon and PV Transit! Congratulations!

## Jerry Walker Commitment to Quality Service Award 2018

Scotty Galvan, a Mobility Assessment Evaluator (MAE), has been an employee at Medical Transportation Management (MTM), Access' functional assessment provider, since 2017. Scotty plays a significant role in ensuring that individuals applying for Access paratransit are treated with respect and dignity when visiting the Access Eligibility Center in Commerce, California.

When Scotty started working at MTM, he quickly identified operational needs and demonstrated his initiative and leadership qualities by quickly volunteering for various assignments and spearheading projects. Recently, he interviewed with the MTM Corporate Training Team and was offered the volunteer position of Training Partner, which is a position that is performed simultaneously with his daily evaluator duties. In his new role of training new hires, Scotty ensures that all eligibility determinations are consistent and fair. He not only trains new employees on how to perform a fair ADA functional assessment, but he focuses on training evaluators on how to provide quality service to applicants with disabilities.

Scotty also directs the Marking and Tethering program at the Commerce office and was trained by the Access Operations Team on how to properly secure a mobility device. He is passionate about an applicant's safety while riding Access vehicles with a mobility device. Therefore, after his training, he took it upon himself to train 40 employees at MTM on proper wheelchair securement as well as other safety topics to enhance the safety orientation that is given to Access applicants.

Scotty is a kind and self-motivated individual that is passionate about delivering ADA paratransit services. In the spirit of Jerry Walker, Scotty has proven his commitment to quality service for Access customers.



**Scotty Galvan**



## ADA Compliance Review

**D**uring the week of August 14-18, 2017 the Federal Transit Administration (FTA) conducted an ADA Paratransit Review of Access Services.

The primary objective of the paratransit review is to verify whether a public operator of a fixed route transit system that benefits from FTA funding is meeting its obligations under the ADA to provide paratransit as a complement to its fixed route service. Access Services provides ADA complementary paratransit services on behalf of all fixed route operators in the County.

The review examined the policies, procedures and operations of Access concerning service provision, including origin to destination service; eligibility, including the process used to determine who is eligible for the service; receiving and resolving complaints; and meeting the ADA complementary paratransit service criteria as specified in 49 CFR § 37.131.

The review team observed dispatch, reservations and scheduling operations and independently analyzed 36 months of service statistics, basic service records, and operating documents. FTA solicited comments from eligible riders and from local disability organizations prior to their site visit.

During the week long intensive review, the FTA observed the following positive program elements:

- > Access has in place a robust monitoring and oversight program of its subcontractors.
- > On-time pickup performance during the sample week was 90 percent or higher.
- > Sufficient resources were available to efficiently process eligibility applications.

Nevertheless, the FTA also recommended changes to some of Access' processes, including trip negotiation, eligibility and complaints response. Access has already implemented internal procedures to address most of the deficiencies and the remaining deficiencies will be addressed and closed out by Fall 2018.





## Information Technology

**M**ore than 3,000 customers have downloaded the Where's My Ride (WMR) application, which was launched in the L.A. basin in January 2018.

The app allows customers to obtain an estimated time of arrival (ETA) and vehicle location for their trips and provide feedback after the trip is completed, similar to the customer feedback options found on the Uber and Lyft apps. To inform customers on how to use WMR, Access implemented a helpline and posted instructional videos on the Access website.

In addition, staff has implemented the system at over 20 adult day care centers to help facility staff monitor rides on behalf of their customers. The app is also used at major trip generators such as Rancho Los Amigos, the Braille Institute, and the Eligibility Center in Commerce. In addition, the Operations Monitoring Center (OMC) uses the app to help quickly provide ETA information to customers that call to inquire about a late trip.

Staff is always looking at potential enhancements to improve the app functionality. For example, one recent enhancement deployed in September is to display the vehicle type information along with the vehicle number. This software modification will help a customer quickly locate their assigned vehicle at busy pickup

locations, such as Rancho, by knowing ahead of time what type of vehicle (van, sedan, or taxi) was dispatched.

Feedback from customers has been very positive since the app launch. Access is planning to extend the WMR app to the Santa Clarita and Antelope Valley regions towards the end of the year.

In addition to the WMR app, Access is introducing on-line trip reservations and eligibility applications. Access is planning to start a web booking pilot in the Eastern and West Central regions in September. The pilot process will help obtain customer feedback to further fine-tune the system before it's available to all customers in the next few months.

Access will roll-out through its website the ability for a potential rider to submit their application on-line. This will eliminate the need to both wait for the application to arrive by mail as well as mailing the completed form back in. Additionally, existing riders will also be able to submit their renewal applications through this on-line portal.



## FY 2018 Access Operations Report

F

Fiscal Year 2018 was a busy year for the Access operations team. The agency successfully passed an ADA Compliance Review conducted by the Federal Transit Administration (FTA), which confirmed that Access is an industry leader in providing high quality ADA paratransit service.

The review also confirmed that Access should move forward with expanded key performance indicators, which were approved by the Access Services Board in October 2017. Access also implemented a new service contract in the West/Central service region, and awarded new service contracts in the Northern and Santa Clarita service regions. The two newest service contracts, and all future ones, will contain a total of 15 key performance indicators, all with appropriate standards and liquidated damages for not meeting standards.

FY18 saw little change in system-wide ridership which allowed staff and our contractors to focus on improved customer service and technology enhancements. During the year, Access' six contractors transported 4.4 million passengers while improving on-time performance, reducing excessively late trips, and lowering the complaint rate. New performance metrics, such as missed and excessively long trips, were added. And while these new standards were not yet

contractual, many contractors achieved the goals set by the Board.

The best example of improved service is the early adoption of the new standard for "ETA calls". A staple of the paratransit industry, it is common that riders call our contractors to find out where their vehicle is (asking for an estimated time of arrival, or ETA). While there previously was no standard in place, the Board approved a new standard stating that, effective July 1, 2018, no more than 10 percent of ETA callers can be on hold for more than five minutes. Access' contractors voluntarily met that standard early, lowering the number to 6.2% in the 4th quarter of FY18.

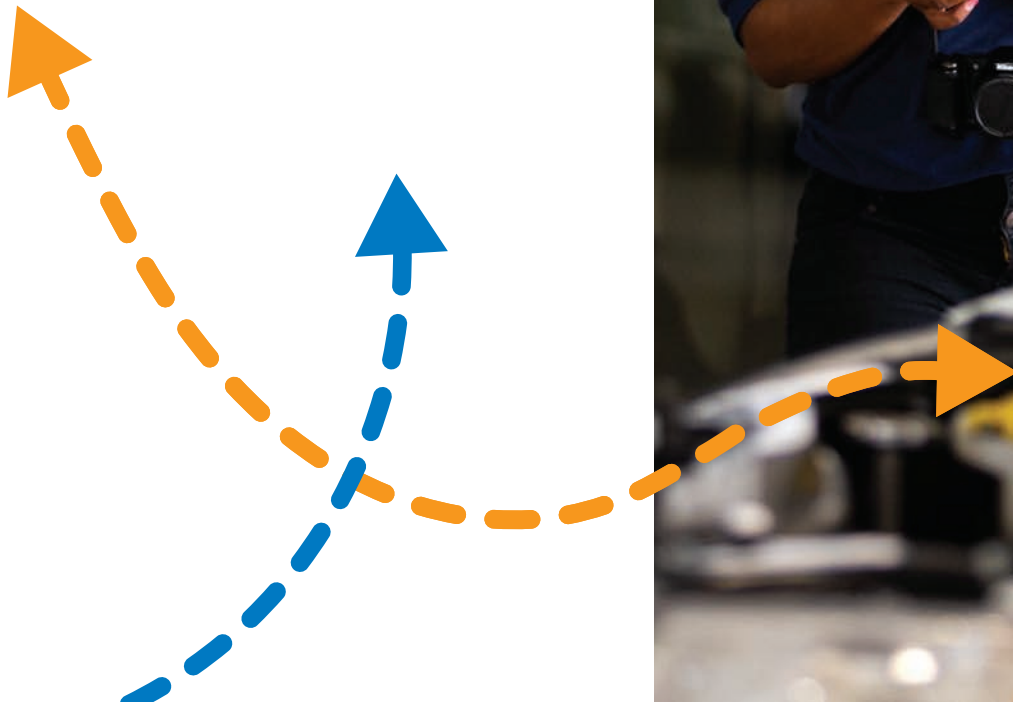
Access' vehicle fleet continues to support the second largest paratransit operation in the United States, now numbering 1,900 vehicles, including certified taxis. To keep up with those oversight responsibilities, the Fleet Maintenance team grew by one Fleet Analyst in FY18, allowing vehicle safety inspections to



keep pace with the growth. Monthly Vehicle Fleet Health Audit Inspections (VFHAI) are conducted at each contractor location to:

- > Inspect vehicles for safety issues, unreported damage and cleanliness;
- > Make sure proper maintenance procedures are adhered to so vehicles are kept in safe operating condition; and
- > Ensure that unsafe vehicles are not driven until safety issues have been repaired.

A total of 22 VFHAI inspections were conducted during the year on 800 vehicles. Those inspections included instrument lights, tire pressure sensors, upholstery, wheelchair ramps and lifts, air conditioning and heating, exterior condition and interior condition as well as assessments of vehicle maintenance records. Combined, the inspections and record checks confirmed solid maintenance programs that support meeting another new key performance indicator – miles between road calls.





## Access Continues Commitment to Safety in 2018

A

Access' focus on safety continued to pay off in FY 2018. For the second consecutive year, Access saw a reduction in its vehicle liability insurance premium. Insurance claims continue to decline, and those received are less severe, on average, than in previous years.

We are delivering on our mission of providing quality and safe paratransit service.

Emergency preparedness and emergency management continued to be an important focus at Access. Highlights for the year included:

- > Update of Access' Emergency Operations Plan and Emergency Operations Center Plan;
- > Activation of Access' Emergency Operations Center for three days during the Creek and Skirball Fires to support Access operations and the City of Los Angeles' evacuation actions; and
- > Regular attendance and participation at emergency management meetings including the Los Angeles County Inclusive Emergency Management Advisory Council (IEMAC), Los Angeles Area Operational Area Training and Exercise Steering Committee (OATESC), City of Los Angeles Disabilities,

Access and Functional Needs (DAFN) Subcommittee and the Silver Jackets Multi-City Evacuation Planning Project.

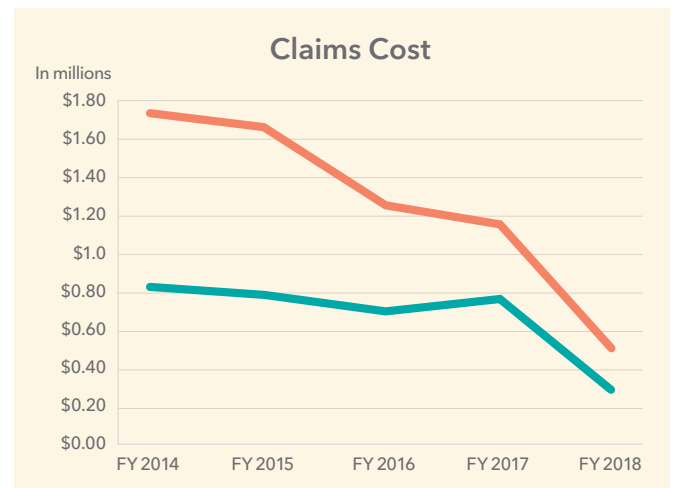
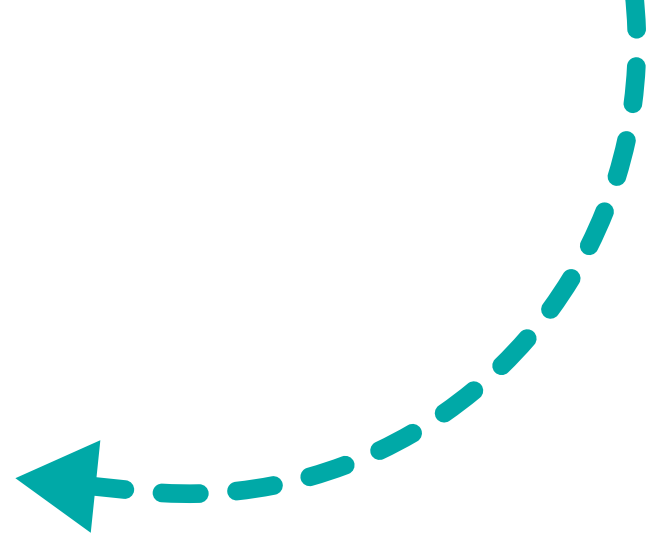
A centerpiece of Access' safety program is the Road Safety Inspector team, which monitors on-street operations, investigates collisions, incidents, and complaints, and supports our contract drivers and riders. During FY18, the RSI group monitored many special events to ensure high quality service. These included the Rose Parade, Los Angeles Marathon, Angel City Games, Abilities Expo, and Los Angeles Pride Weekend. During the year, the team also conducted more than 1,800 driver observations and performed 377 location evaluations to ensure a safe place was identified to pick-up and drop-off riders.

Included with Access' new and expanded key performance indicators were two directly related to safety: a preventable incident rate and miles between road calls. The former

measures the frequency of incidents that could result in rider injuries, such as trips and falls while boarding or alighting vehicles. The latter measures the effectiveness of contractor vehicle maintenance programs.

Finally, in FY18 Access implemented a new feature within its Smart Drive vehicle video camera system – audio recording. Audio recording has been a great tool to improve the safety of both the drivers and riders as well as a mechanism to validate complaints. The audio feature was activated after an extensive campaign to explain the benefits.

Access will continue to strive to set the standard for safe paratransit operations throughout this new fiscal year.



■ Demand Amount
 ■ Outcome Amount

Claims Report Card

	Claims count	Claims per 100,000 miles	Paid claims	Paid claims per 100,000 miles
FY 2014	376	0.95	190	0.48
FY 2015	344	0.79	134	0.31
FY 2016	327	0.78	165	0.39
FY 2017	280	0.67	145	0.35
FY 2018	252	0.62	106	0.26
<b>Grand Total</b>	<b>1,579</b>	<b>0.76</b>	<b>740</b>	<b>0.36</b>







## System-Wide Service Data

	FY 16-17	FY 17-18
Total passengers	4,389,944	4,428,762
Total trips	3,422,166	3,397,620
Total miles	43,587,290	43,443,521
Contract revenue miles	31,245,190	31,763,937
Contract revenue hours	1,628,155	1,627,413
Average trip distance	9.13	9.35
Passengers per hour	2.70	2.72
On-time performance	91.4%	92.1%
Excessively late trips (45+ min late)	0.09%	0.07%
Service complaints per 1,000 trips	3.8	3.4
Average initial hold time (seconds)	83	83
Calls on hold over 5 minutes (percent)	4.5%	5.1%
Preventable collisions per 100,000 miles	0.64	0.68
Eligible riders	171,275	157,560



# Financial Data - Fiscal Years 2017-2018

## Revenues and Expenses (year ended June 30, 2018, unaudited)

### Operating Revenues

Section 5310 STP & other FTA funds	\$64,871,101
Prop C (discretionary funds)	76,850,263
Passenger fare revenues	9,909,964
Gain on disposal of assets	90,608
Interest revenue	13,989
Other revenue	593,408
Section 5316 & 5317 funds	1,101,588
<b>TOTAL REVENUES</b>	<b>\$153,430,922</b>

### Operating Expenses

Purchased transportation	\$124,858,332
Salaries and related expense	6,873,622
Insurance	6,111,053
Eligibility and appeals	4,754,953
Contracted customer service	2,243,122
Communications (telephone and data transmission)	2,110,731
Professional services	1,824,425
Rent	826,599
NW and telecom maintenance	679,625
Publications/printed materials/copying	579,888
Travel training	547,421
Promotions/events	327,769
Postage/mailing	272,249
Security	270,044
Travel and conference	124,604
Vehicle costs	114,690
Other related employee expense	112,683
Tether pilot program	81,807
Other expense	59,929
Office supplies	48,973
Temporary personnel	39,558
Repair and maintenance	23,809
Board compensation	17,182
Business meetings and meals	13,694
<b>TOTAL EXPENSES (before depreciation)</b>	<b>\$152,916,762</b>
Depreciation	\$7,624,413
<b>TOTAL EXPENSES (after depreciation)</b>	<b>\$160,541,175</b>
<b>Change in net assets</b>	<b>(7,110,253)</b>

### Operating Expenses (contd.)

Net assets, beginning of year, as previously reported	\$14,446,376
Cumulative effect of applying a change in accounting principle	
<b>Net assets (beginning of year, as adjusted)</b>	<b>\$14,446,376</b>
<b>Net assets (end of year)</b>	<b>\$7,336,123</b>

### Balance Sheet (current assets)

Cash and cash equivalents	\$31,093,500
Accounts receivable	65,213
Grants receivable	11,729,650
Due from LACMTA	1,552,105
Prepaid expenses and other assets	6,350,044
Property and equipment (net)	\$10,299,166
Other long-term assets	\$45,824
<b>TOTAL CURRENT ASSETS</b>	<b>\$61,135,502</b>

### Property and Equipment

Fixed assets	\$46,208,984
A/D – Fixed assets	(35,909,818)
<b>TOTAL PROPERTY AND EQUIPMENT</b>	<b>\$10,299,166</b>
<b>OTHER LONG TERM ASSETS</b>	<b>\$45,824</b>
<b>TOTAL ASSETS</b>	<b>\$61,135,502</b>

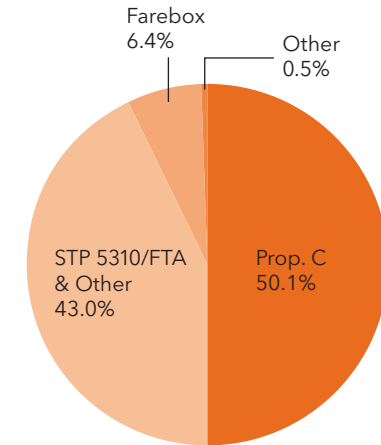
### Liabilities and Net Assets (current liabilities)

Accounts payable	\$2,816,516
Payable to contractors	10,460,040
Accrued salaries and expenses	4,689,341
Unfunded pension liability	3,184,726
Self insurance accruals	780,420
Deferred support	31,611,190
Deferred revenue	257,146
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$53,799,379</b>

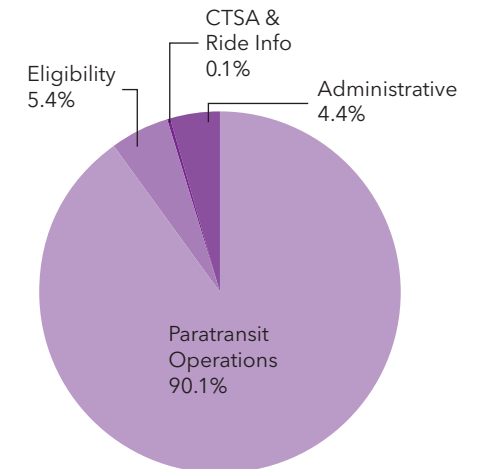
### Commitments and Contingencies

<b>TOTAL NET ASSETS</b>	<b>\$7,336,123</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$61,135,502</b>

### Funding Sources

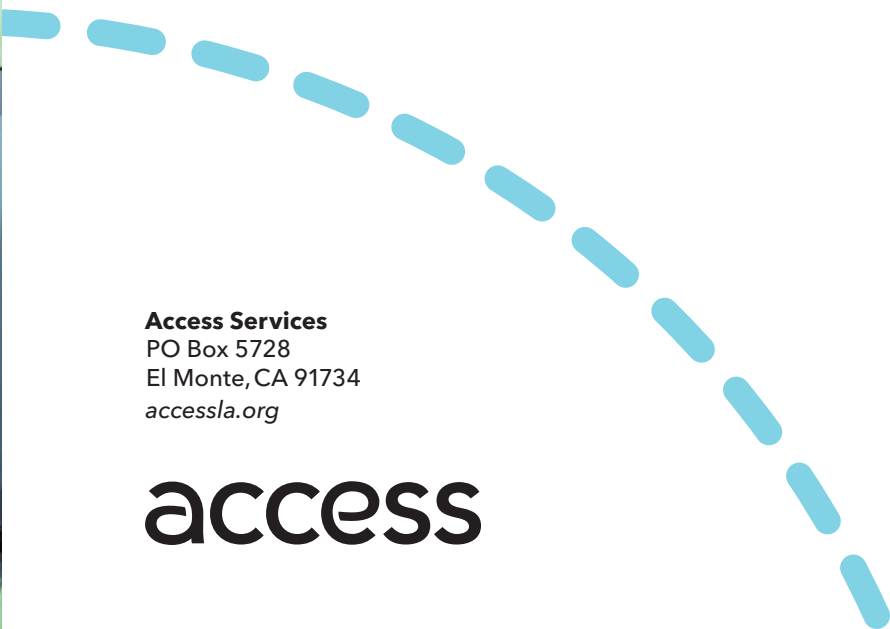
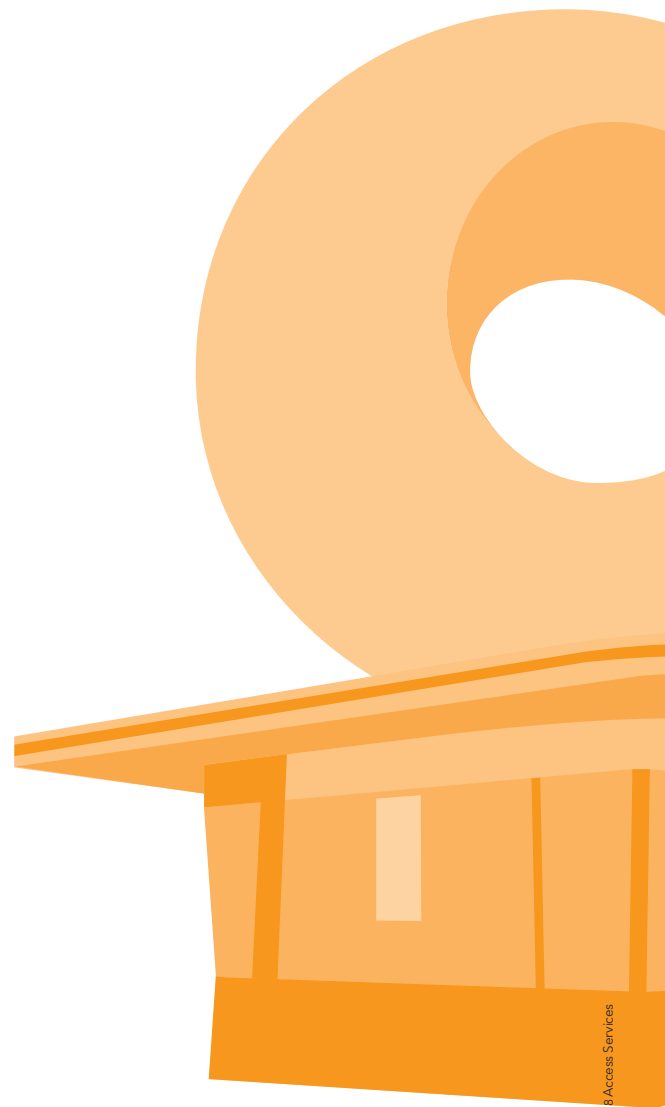
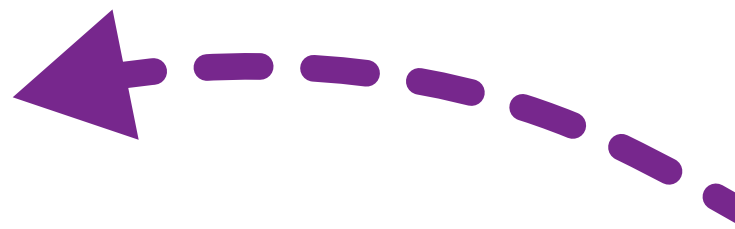


### Expenses by Program



Independent Auditor's Report available on request.





**Access Services**  
PO Box 5728  
El Monte, CA 91734  
[accessla.org](http://accessla.org)

**access**