2016 Access Services Annual Report

Working together for our customers.
Access Values

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

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

Quality
Deliver results that exceed our customers’ expectations.

Executive Director’s Message

Access Services has successfully provided safe, reliable and efficient ADA paratransit service to nearly 20,000 people with disabilities in Los Angeles County for over 20 years. In order to continue serving you in the future, Access must plan ahead to meet future demand. On our busiest days, we are currently providing over 13,000 trips. We must ensure that we continue to do so in the future, Access must plan ahead to meet future demand.

Access has proposed to remodel the physical support processes in order to better integrate mobility management best practices. We want to make sure that when you call or email, you will be informed of all the available transportation options available to access. The Los Angeles County in real time will be available to the customer that best meets their needs. We want to hear the new process in place by July 31, 2017 at no extra cost to you.

In FY 2017, Access will be undertaking a Comprehensive Operational Review that will study the Agency’s structure and how Access can improve the quality of its services. We will be focusing our efforts on improving the accessibility of the services we provide to customers and respond to their needs. We expect to have this process in place by December 31, 2017.

Proprietary: National Partnership for Access and Mobility

Access has proposed to remake its paratransit eligibility process to better integrate mobility management best practices. We want to make sure that when you call or email, you will be informed of all the available transportation options available to access. The Los Angeles County in real time will be available to the customer that best meets their needs. We want to hear the new process in place by July 31, 2017 at no extra cost to you.

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Access Services Board of Directors
Fiscal Year 2015-2016

Doran Barnes
Chair
City Selection Committee
Corridor Transportation Reps.

Dolores Nason
Vice Chair
Los Angeles County
Board of Supervisors

Martin Gombert
Treasurer
Los Angeles County Local
Fixed Route Operators

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

Nalini Ahuja
Los Angeles County
Metropolitan Transportation
Authority (Metro)

Valerie Gibson
Los Angeles County Local
Fixed Route Operators

Angela Nwokike
Los Angeles County
Independent Living Centers

John B. Troost
Los Angeles County
Commission on Disabilities

Kim Turner
Los Angeles County Municipal
Fixed Route Operators

Ex Officio Members

Chaplain Dov Cohen
Chair
Community Advisory
Committee

Linda Evans
Chair
Transportation Professionals
Advisory Committee
Transportation Professionals Advisory Committee (TPAC)
Fiscal Year 2015-2016

Linda Evans
Chair
L.A. Department of Transportation

Gracie Davis
Vice Chair
Orange County Transportation Authority

Diane Amaya
Beach Cities Transit

Kathryn Engel
Glendale Beeline

David Feinberg
Santa Monica’s Big Blue Bus

Evelyn Galindo
South Central Los Angeles Regional Center

Giovanna Gogreve
Los Angeles County Metropolitan Transportation Authority (Metro)

Sebastian Hernandez
City of Pasadena

James Lee
Torrance Transit

Jose Medrano
Montebello Bus Lines

Kevin Parks McDonald
Foothill Transit

Dana Pynn
Long Beach Transit

Jesse Valdez
East Los Angeles Regional Center

Community Advisory Committee (CAC)
Fiscal Year 2015-2016

Chaplain Dov Cohen
Chair

Terri Lantz
Vice Chair

Maria Aroch

Michael Anthony Arrigo

Kurt Baldwin

Wendy Cabil

Michael Conrad

Phyllis Coto

Tina Foafoa

Marie-France Francois

Dina Garcia

Elizabeth Lyons

Jesse Padilla

Howard A. Payne
Superior Service Award Recipients
Fiscal Year 2015-2016

July 2015
All Staff
Diversified Transportation

August 2015
Sarkis Bagdasaryan
Mechanic Supervisor

September 2015
Linda Brown
Records Clerk

October 2015
David Acosta Jr.
Dispatcher

November 2015
Michael Jackson
Reservationist

December 2015
Shawn Hartley
Driver

January 2016
Lee Belter
Driver

February 2016
Eugene Barnett
Road Supervisor

March 2016
Howard Martin
Call Center Supervisor

April 2016
Fernando Lopez
Road Supervisor

May 2016
Maria Michel
Driver

June 2016
Charles Berger
Utility Staff

Access Services Contract Service Providers
Fiscal Year 2015-2016

Northern Region
Nader Raydan
General Manager
MV Transportation

Southern Region
Luis Garcia
General Manager
Global Paratransit, Inc.

Eligibility
David Lee
General Manager
CARE Evaluators

Eastern Region
Dawn Boulden
General Manager
San Gabriel Transit

Antelope Valley Region
Laura Moreno
General Manager
Diversified Transportation

West/Central Region
Mike Fricke
General Manager
California Transit, Inc.

Santa Clarita Region
Adrian Aguilar
Transit Manager
City of Santa Clarita
<table>
<thead>
<tr>
<th></th>
<th>Access Services Member Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Antelope Valley Transit Authority</td>
</tr>
<tr>
<td>2</td>
<td>Beach Cities Transit</td>
</tr>
<tr>
<td>3</td>
<td>City of Alhambra</td>
</tr>
<tr>
<td>4</td>
<td>City of Baldwin Park</td>
</tr>
<tr>
<td>5</td>
<td>City of Bell</td>
</tr>
<tr>
<td>6</td>
<td>City of Bell Gardens</td>
</tr>
<tr>
<td>7</td>
<td>City of Bellflower</td>
</tr>
<tr>
<td>8</td>
<td>City of Burbank</td>
</tr>
<tr>
<td>9</td>
<td>City of Calabasas</td>
</tr>
<tr>
<td>10</td>
<td>City of Carson</td>
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<tr>
<td>11</td>
<td>City of Cerritos</td>
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<tr>
<td>12</td>
<td>City of Commerce</td>
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<tr>
<td>13</td>
<td>City of Compton</td>
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<tr>
<td>14</td>
<td>City of Cudahy</td>
</tr>
<tr>
<td>15</td>
<td>City of Downey</td>
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<tr>
<td>16</td>
<td>City of Duarte</td>
</tr>
<tr>
<td>17</td>
<td>City of El Monte</td>
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<tr>
<td>18</td>
<td>City of Glendale</td>
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<tr>
<td>19</td>
<td>City of Huntington Park</td>
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<tr>
<td>20</td>
<td>City of Inglewood</td>
</tr>
<tr>
<td>21</td>
<td>City of La Cañada Flintridge</td>
</tr>
<tr>
<td>22</td>
<td>City of Lawndale</td>
</tr>
<tr>
<td>23</td>
<td>City of Lynwood</td>
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<tr>
<td>24</td>
<td>City of Monterey Park</td>
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<tr>
<td>25</td>
<td>City of Paramount</td>
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<tr>
<td>26</td>
<td>City of Pasadena</td>
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<tr>
<td>27</td>
<td>City of Rosemead</td>
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<tr>
<td>28</td>
<td>City of Sierra Madre</td>
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<tr>
<td>29</td>
<td>City of West Covina</td>
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<tr>
<td>30</td>
<td>City of West Hollywood</td>
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<tr>
<td>31</td>
<td>City of Westlake Village</td>
</tr>
<tr>
<td>32</td>
<td>Culver CityBus</td>
</tr>
<tr>
<td>33</td>
<td>Foothill Transit</td>
</tr>
<tr>
<td>34</td>
<td>Gardena Municipal Bus Lines (GTrans)</td>
</tr>
<tr>
<td>35</td>
<td>Long Beach Transit</td>
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<tr>
<td>36</td>
<td>Los Angeles Department of Transportation (LADOT)</td>
</tr>
<tr>
<td>37</td>
<td>Los Angeles County Department of Public Works</td>
</tr>
<tr>
<td>38</td>
<td>Los Angeles County Metropolitan Transportation Authority (Metro)</td>
</tr>
<tr>
<td>39</td>
<td>Montebello Bus Lines</td>
</tr>
<tr>
<td>40</td>
<td>Norwalk Transit</td>
</tr>
<tr>
<td>41</td>
<td>Palos Verdes Peninsula Transit Authority</td>
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<tr>
<td>42</td>
<td>Santa Clarita Transit</td>
</tr>
<tr>
<td>43</td>
<td>Santa Monica’s Big Blue Bus</td>
</tr>
<tr>
<td>44</td>
<td>Torrance Transit</td>
</tr>
</tbody>
</table>
Access is pleased to award Congresswoman Grace Flores Napolitano Access’ 2016 Spirit of Accessibility Award. The Spirit of Accessibility Award was established in 2000 to recognize the achievements of individuals and organizations involved in making accessible public transportation in Los Angeles County a reality.

Access and its customers are deeply appreciative of the Congresswoman’s efforts to include language in the Fixing America’s Surface Transportation Act (FAST Act), which allowed Access to continue using the tiered, distance-based coordinated fare system that has been in place for the last 20 years. The Congresswoman and her staff understood that changing this simple fare system to a more complicated “dynamic” fare system would have made Los Angeles County’s paratransit system less usable for its customers.

In addition to the coordinated fare language, Congresswoman Napolitano was able to secure major infrastructure-related victories for California and, as a result, the Golden State will receive over $26 billion to fix roads, bridges, and transit systems. $450 million per year will go to the Los Angeles region for transit funding, benefiting Foothill Transit, LA Metro, and Metrolink.

Congresswoman Napolitano represents California’s 32nd District, and is currently serving her 9th term. Located in Los Angeles County, her district covers cities and communities across the San Gabriel Valley, including El Monte (where the Access headquarters is located), West Covina, Covina, Baldwin Park, Azusa, Duarte, Irwindale, Industry, La Puente, Avocado Heights, West Puente Valley, Valinda, Glendora, San Dimas, La Verne and Monrovia.

Congresswoman Napolitano is the most senior California member of the U.S. House Committee on Transportation & Infrastructure. She is also the ranking Democrat on the Subcommittee on Water Resources and Environment, which oversees the EPA’s Clean Water Act and US Army Corps of Engineers water programs.
The Jerry Walker Commitment to Quality Service Award is designed to honor the late Jerry Walker’s contributions to Access Services and the customers we serve. This award recognizes an employee who best demonstrates Jerry’s dedication to providing high quality service to every Access customer when he served as the General Manager for San Gabriel Transit.

Access is pleased to present this award to Aurora Delgado, who began her career with California Transit, Inc. (CTI) in 2007 as a driver and was a member of the first CTI training class. General Manager Mike Fricke says that he knew there was something special about Aurora during her training. Aurora is a dedicated worker who goes above and beyond the call of duty, and is always willing to help her peers.

Aurora has been promoted several times and has held many positions at CTI. She’s been a driver, behind-the-wheel trainer, road supervisor, and safety trainer. In her current role, as the transportation coordinator at Braille Institute of Los Angeles, she facilitates the drop-offs and pick-ups of nearly 200 limited and no-vision riders each day. Braille is Access’ largest trip generator, and Aurora assists the Braille staff and students with various service issues that arise during the day. Aurora is recognized as a helpful, friendly problem solver by Access, Braille staff and the riders who interact with her.

Aurora Delgado’s professionalism, patience, and poise demonstrates high standards and she exemplifies the true spirit of the Jerry Walker Commitment to Quality Service Award.

**Congratulations Aurora, well done!**
In the coming years paratransit demand is expected to grow along with the number of individuals applying for Access and seeking paratransit eligibility. Access also expects that its costs will continue to increase in response to growing demand.

Faced with these challenges, Access’ staff drafted the Access Services Five Year (2016-2020) Strategic Plan. The Plan sets forth a number of goals that are designed to respond to increasing demand for paratransit trips while at the same time improving the customer experience and ensuring that Access will have sufficient sources of funding. This will ensure that Access will continue to provide safe and reliable service to its customers.

Among some of the improvements that Access will be undertaking are the development and launch of a mobile app that will allow customers to book future trips and to track the approach of their vehicles. Access will also be undertaking a Comprehensive Review of the agency’s operations and will be pursuing new funding sources such as Medi-Cal reimbursement for eligible trips.

This first Strategic Plan will help guide the agency going forward, helping to make Access a better system for its customers and the many people behind the scenes that help to ensure safe and reliable service.
Regional Paratransit Fares

On December 4, 2015, President Obama signed into law the Fixing America’s Surface Transportation (FAST) Act, which included a legislative victory for Access and its customers.

Section 3023 of the FAST Act allows Access to maintain its two-tier, coordinated paratransit fare system, which has been in existence for over 20 years and is widely supported by the disability community. This achievement would not have been possible without the support of Congresswoman Grace F. Napolitano and many other members of the Los Angeles County Congressional delegation in addition to the advocacy of customers and community members who took time to attend community meetings, submit comments, and write letters supporting the legislation.

The issue stemmed from recent triennial reviews of some fixed route providers in Los Angeles County in which the Federal Transit Administration (FTA) found that some ADA paratransit fares exceeded twice the comparable fixed route fare. (ADA regulations provide that fares for ADA paratransit trips should not exceed twice the fare of a comparable fixed route trip.). In order to have satisfied the regulations, Access would have needed to review each paratransit trip request against its fixed route equivalent and then compared that paratransit fare against the fixed route fare to ensure it complied with the regulatory requirement.

After hearing feedback from customers and stakeholders, the Access Board of Directors directed staff to 1) design and implement a new fare system that was compliant with the regulations, and 2) concurrently seek legislative and/or regulatory relief. When the new fare system was proposed for implementation, it was not supported by the disability community because fares for the same or similar trip could be different depending on a number of factors.

Seeking regulatory relief, Access filed a petition for rulemaking asking the Department of Transportation to clarify its regulations regarding ADA paratransit fares for coordinated paratransit systems like Access. The Department received numerous comments to the public docket, several with multiple signatures, and many from individuals and groups representing people with disabilities in Los Angeles County, including Regional Centers, Independent Living Centers, United Cerebral Palsy Los Angeles, and patients at the Rancho Los Amigos National Rehabilitation Center. However, before the new fare system was scheduled to start on January 1st, the FAST Act was signed into law, allowing Access to keep its fare system.
Customer Service Update

During most of its history, Access has outsourced all or a substantial part of its customer service call center functions. As part of a review of its customer service function, it was recommended that Access could provide better quality service by completely contracting out customer service to a professional call center.

In February 2016, the Access Board approved a contract award to Alta Resources to provide customer service call center operations. Access began the transition of customer service functions previously operated at Access Services, San Gabriel Transit and Southland Transit on April 1, 2016, and completed the transition on the target date of September 12, 2016.

Access now has a unified customer service call center at Alta that delivers improved service and shorter hold times and that will be better able to handle increased call volume in the future. Alta has already improved customer service by reducing average customer response time by 2 minutes. Additionally, the implementation of an After Call Survey indicates that our customers are “very satisfied” with the service that Alta is providing. The Alta/Access partnership has already paid dividends for our customers and we look forward to continuing this partnership into the future.
Access continued to promote safety in FY 2016.

The Access Safety Steering Committee (SSC) continued to garner tremendous participation from Access contractors and staff during the year. Areas of concentration included new methods to communicate important safety issues to drivers, identifying the relationship between preventable collisions and new drivers and developing best practices to better serve specific rider groups. The SSC helped guide new safety campaigns that focused on 1) approach and beyond-the-curb assistance to limited and no-vision riders and 2) improved driver understanding of the SmartDrive on-board camera system. The SSC also continued to focus on monitoring safety performance, providing guidance for new policies and procedures, and offering assistance in finalizing safety campaigns and initiatives. During the year, 256 safety incentive awards were issued to 210 drivers.

The Road Safety Inspector (RSI) program continued to grow in size and scope in FY16 with the addition of a Senior Road Safety Inspector. Now comprised of five members, the RSI team completed the following in FY16:

- **2,067** Driver Observations
- **2,226** Vehicle Inspections
- **264** Location Evaluations
- **72** Root Cause Reviews

- A review of all 74 stand sign locations, identification of geocodes and development of stand maps for the busiest locations.

- Monitoring of special events such as the New Year’s Day Rose Parade in Pasadena, the Abilities Expo in Los Angeles, and the Disability Athletics Fair in Walnut.

Emergency Preparedness continued to be an important emphasis at Access as a web page focused on preparedness was added to Access’ website (accessla.org/riding_access/emergency_preparedness.html).

Access and its contractors participated in a tabletop exercise in August 2015 that tested staff’s ability to respond to service disruptions caused by wildfires and civil disturbances. In November 2015, Access participated in a county-wide preparedness exercise.
with the Los Angeles County Office of Emergency Management that tested staff’s ability to send resources to transport disabled persons after a simulated anthrax exposure. Finally, Access continued to build relationships in the emergency management community by taking a leadership position within the 15-agency Transportation Mutual Assistance Compact (TransMAC).

Access’ focus on safety yielded tangible results in FY16 as insurance claims filed against Access’ self-insured retention policy and claim dollars spent dipped significantly. This success can be attributed to the service contractors’ continued focus on safety, the elimination of uninsured motorist coverage, and the focus of staff’s safety programs and initiatives. At the end of the fiscal year, staff gained Board approval to procure and install the next generation of SmartDrive video technology. The use of extended recording capabilities will further enhance Access’ safety capabilities in the years to come.
In March 2015, the U.S. Department of Transportation published its final rule on Reasonable Modification, which mandates that public entities providing fixed route, dial-a-ride and complementary paratransit services make reasonable modifications to policies except where doing so would fundamentally alter the service.

Access successfully launched its Reasonable Modification Program at the start of FY16, which allows customers with disabilities to request a modification to Access’ policies, programs and services to ensure they can fully use the paratransit system.

For Access customers to request a reasonable modification, they must fill out a request form detailing what policy they would like modified and explain why they need it in order to use Access. Staff reviews the request and makes a determination on whether it would constitute a fundamental alteration of the service, impose a direct threat to safety, or if the customer can fully use Access without the modification. The most common requests are those that Access is already accommodating. For example, Access already makes modifications to pick-up and drop-off procedures by performing “location evaluations” and designating specific stops at schools, churches, large shopping centers and other locations. Another example is allowing customers to eat, drink, or take medication while on the vehicle if they have a medical condition.

Access also launched Beyond the Curb service in FY16, which requires drivers to offer additional assistance to customers that need help getting to and from the vehicle. The implementation of this service coincided with the U.S. Department of Transportation’s clarification of “origin-to-destination” service, which was defined in the final rule on Reasonable Modification. Origin-to-destination requires paratransit providers operating a curb-to-curb system, like Access, to provide assistance to those passengers who need assistance beyond the curb in order to use the service.

Working with an ad-hoc committee made up of Access staff, customers, service providers, and member agencies, the policy set basic parameters for the driver to perform the service safely. The driver can assist customers beyond the curb as long as they maintain visual contact of the vehicle at all times, do not leave the vehicle beyond 60 feet, or enter any doors, private residences or buildings. Access evaluates all new customers to determine whether they need this level of assistance on a regular or an occasional basis. Current customers can also apply by filling out a form. After a year, about a quarter of all new customers are found eligible for this assistance on a regular basis. However, less than 5 percent of customers on a given day request Beyond the Curb service.

Staff continues to monitor the type and number of requests for these services to ensure that Access can continue to provide quality and safe ADA paratransit service for all of our customers.
Fiscal Year 2016 was a challenging year for Access as ridership demand continued to grow. Changes to the minimum wage law and an improving economy impacted provider employee retention and hiring. Overall, Access transported more than 4.3 million passengers, a 5.9% increase from FY15, and a 14.2% increase from FY14. Weekday demand for service now exceeds 13,000 scheduled trips on busy days.

Demand for service, combined with a tight labor market, has seen an increase in taxi subcontracting to add capacity during the high demand periods of the day. Forty percent of the service is sub-contracted out and sixty percent is performed by provider employee drivers. In spite of the growth, Access continues to operate a safe and efficient service. On the street, on-time performance was a fraction away from the goal of 91% at 90.76%. Excessively late trips (referred to as Late 4’s) were slightly above the goal of 0.10% at 0.13%.

In terms of customer service, key performance indicators were favorable as average initial hold time and calls on hold over five minutes for reservations met standard. Also, Access’ service complaint rate declined steadily in FY16.

Considerable focus was made during FY16 to expand outreach to the community. Not only did Access hold community meetings in all six regions in January 2016, but extensive efforts were made to develop relationships at all the regional centers and other major ridership generators throughout Los Angeles County.

### System-Wide Service Data

<table>
<thead>
<tr>
<th></th>
<th>FY 14-15</th>
<th>FY 15-16</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total passengers</td>
<td>4,092,766</td>
<td>4,334,872</td>
<td>5.9%</td>
</tr>
<tr>
<td>Total trips</td>
<td>3,157,388</td>
<td>3,351,612</td>
<td>6.2%</td>
</tr>
<tr>
<td>Total miles</td>
<td>44,469,025</td>
<td>44,492,053</td>
<td>0.1%</td>
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<tr>
<td>Contract revenue miles</td>
<td>29,266,115</td>
<td>30,665,183</td>
<td>4.8%</td>
</tr>
<tr>
<td>Contract revenue hours</td>
<td>1,490,362</td>
<td>1,597,395</td>
<td>7.2%</td>
</tr>
<tr>
<td>Average trip distance</td>
<td>9.27</td>
<td>9.15</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Passengers per hour</td>
<td>2.75</td>
<td>2.71</td>
<td>-1.2%</td>
</tr>
<tr>
<td>On-time performance</td>
<td>91.88%</td>
<td>90.76%</td>
<td>-1.2%</td>
</tr>
<tr>
<td>Excessively late trips (late 4)</td>
<td>0.09%</td>
<td>0.13%</td>
<td>44.4%</td>
</tr>
<tr>
<td>Service complaints per 1,000 trips</td>
<td>4.0</td>
<td>3.3</td>
<td>-18.3%</td>
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<tr>
<td>Average initial hold time (seconds)</td>
<td>83</td>
<td>89</td>
<td>7.2%</td>
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## Financial Data - Fiscal Years 2014-2015

### Revenues and Expenses (year ended June 30, 2015)

#### Operating Revenues

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Section 5310 STP &amp; other FTA funds</td>
<td>$61,542,225</td>
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<tr>
<td>Prop C (discretionary funds)</td>
<td>68,807,210</td>
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<tr>
<td>Passenger fare revenues</td>
<td>9,019,892</td>
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<tr>
<td>Gain on disposal of assets</td>
<td>574,743</td>
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<tr>
<td>Interest revenue</td>
<td>86,208</td>
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<tr>
<td>Other revenue</td>
<td>163,245</td>
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<tr>
<td>Section 5316 &amp; 5317 funds</td>
<td>942,225</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>$141,135,748</strong></td>
</tr>
</tbody>
</table>

#### Operating Expenses (contd.)

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional memberships</td>
<td>8,296</td>
</tr>
<tr>
<td>Annual meeting</td>
<td>7,654</td>
</tr>
<tr>
<td>Integrate Access services to 511 (LA Safe)</td>
<td>7,500</td>
</tr>
<tr>
<td>Safety incentive program</td>
<td>6,994</td>
</tr>
<tr>
<td>Scholarship programs CTSA</td>
<td>6,885</td>
</tr>
<tr>
<td>Mileage &amp; parking</td>
<td>5,771</td>
</tr>
<tr>
<td>Other expenses (bank fees, tax filing fees, etc.)</td>
<td>2,751</td>
</tr>
<tr>
<td>Transportation cost (tethering trips)</td>
<td>2,222</td>
</tr>
<tr>
<td>Equipment/other rental</td>
<td>1,751</td>
</tr>
<tr>
<td>Subscription/references</td>
<td>325</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES (before depreciation)</strong></td>
<td><strong>$134,116,947</strong></td>
</tr>
<tr>
<td>Decrease in unfunded defined benefit plan</td>
<td>(322,506)</td>
</tr>
<tr>
<td><strong>Depreciation</strong></td>
<td><strong>7,018,803</strong></td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES (after depreciation)</strong></td>
<td><strong>$140,813,244</strong></td>
</tr>
</tbody>
</table>

#### Change in net assets

| Net Assets (beginning of year)                    | (413,383)    |
| Net Assets (end of year)                          | (500,022)    |

### Balance Sheet

<table>
<thead>
<tr>
<th>Asset Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$12,195,886</td>
</tr>
<tr>
<td>Grant receivable</td>
<td>9,049,988</td>
</tr>
<tr>
<td>Due from LACMTA</td>
<td>53,093</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>7,806,154</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>143,124</td>
</tr>
<tr>
<td>Property and equipment (net)</td>
<td>17,200,181</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>$46,448,426</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liability Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable</td>
<td>$43,427</td>
</tr>
<tr>
<td>Payable to contractors</td>
<td>5,697,396</td>
</tr>
<tr>
<td>Accrued salaries and expenses</td>
<td>8,370,386</td>
</tr>
<tr>
<td>Unfunded pension liability</td>
<td>1,718,331</td>
</tr>
<tr>
<td>Self insurance accruals</td>
<td>3,449,695</td>
</tr>
<tr>
<td>Deferred support</td>
<td>27,403,073</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>266,140</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>$46,948,448</strong></td>
</tr>
<tr>
<td>Unrestricted</td>
<td>(1,718,332)</td>
</tr>
<tr>
<td>Temporarily restricted</td>
<td>1,218,310</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>(500,022)</strong></td>
</tr>
</tbody>
</table>

| **TOTAL LIABILITIES & NET ASSETS**               | **$46,448,426** |

*Independent Auditor’s Report available on request.*
Access Services promotes access of public transit agencies in Los Angeles County.

Access Services serves as the leader in providing quality, efficient, and dependable ADA paratransit service. We accomplish this vision by:

1. Partnering with other entities to secure alternate funding sources.
2. Collaborating on projects that expand or improve access to transportation.
3. Demonstrating a measured and responsible approach to the use of available funds.
4. Demonstrating a commitment to the community as the leader in innovative transportation solutions.
5. Providing quality, efficient, and dependable ADA paratransit service.

We expect to have this new process in place by July 1, 2017 at a new facility in Commerce.

Access has provided the paratransit community with a leadership role in the development and implementation of the Advanced Mobility Management System (AMMS). This system will expand the capability to meet the needs of riders, allowing for the incorporation of all the other transportation options available to Access Los Angeles County, to match travel desires of the riders.

We have the leadership and funding in place to begin implementing the new service, and are excited to see how this will benefit the Travel Training Program and the organization as a whole.

Acknowledgements

This document, which will be updated on an annual basis, will serve as a guide as Access plans for the future.

Andre Colaiace
Executive Director

I believe that we are laying the foundation for a stronger Agency going forward. I would like to thank the Board of Directors, Member Agencies and our customers for their support of Access Services.

Sincerely,

Andre Colaiace
Executive Director

Access Values

Leadership

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

Responsiveness

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

Quality

Deliver results that exceed our customers’ expectations.

Executive Director’s Message

2015 Financial Data

TOTAL REVENUES $149,645,629
Section 5310 STP & other FTA funds $65,882,238
Section 5316 & 5317 funds 942,225
Other revenue 10,877
Gain on disposal of assets 159,012
Passenger fare revenues 9,640,950

TOTAL EXPENSES (before depreciation) $141,878,902
Salaries & related expenses 8,516,757
Mileage & parking 9,341
Vehicle costs 115,026
Vehicle expenses (fuel, maintenance) 27,921
Community events and materials 133,233
Other transportation services 243,445
Travel and conference 138,670
Travel training 525,766
Office rent 608,563
Phone & computer system maintenance/license & consulting 1,211,691
Communications (telephone & data transmission) 2,222,014
Eligibility and appeal contracts 5,442,540
Insurance 6,501,328
Depreciation 6,950,728
Depreciation (net) 5,742,268
Net decrease in fund balance 4,637,927
Net decrease in Temporary Fund Balance 4,637,927
Net decrease in Permanent Fund Balance 0
Change in net assets 2
TOTAL EXPENSES (after depreciation) $148,829,630

TOTAL ASSETS $54,470,516
Property and equipment (net) 13,783,931
Accounts receivable 87,936
Prepaid expenses 7,448,821
Deposits 8,227
Cash and cash equivalents $23,310,181

TOTAL LIABILITIES & NET ASSETS $54,470,516
Self insurance accruals 3,856,841
Unfunded pension liability 2,219,063
Accrued salaries and expenses 1,009,633
Payable to contractors 9,462,372
Accounts payable 4,743,559
TOTAL LIABILITIES $54,970,536
Unrestricted 0
Temporarily restricted (500,020)
TOTAL NET ASSETS ($500,020)

Appendix

Independent Auditor’s Report available on request.