



Proposed Annual Budget

Fiscal Year 2015-2016

access

Access Services Board of Directors and Executive Team

Board of Directors

Doran J. Barnes, Chair
Foothill Transit
City Selection Committee Corridor
Transportation Representatives

Dolores Nason, Vice Chair
Los Angeles County Board of
Supervisors

Martin Gombert, Treasurer
Palos Verdes Peninsula Transit
Authority,
Los Angeles Local Operators

Theresa De Vera, Secretary
City of Los Angeles Mayor's Office

Art Ida
Culver City Bus
Los Angeles Municipal Operators

Nalini Ahuja
Los Angeles County Metropolitan
Transportation Authority

Angela Nwokike
Los Angeles County Independent
Living Centers

John B. Troost
Los Angeles County Commission on
Disability

Kim Turner
Torrance Transit
Los Angeles Municipal Operators

Chaplin Dov Cohen, Ex-Officio Chair
Community Advisory Committee (CAC)

Linda Evans, Ex-Officio Chair
Transportation Professionals Advisory
Committee (TPAC)

Legal Counsel

James G. Jones
Jones and Lester, LLC

Executive Team

Shelly Verrinder
Executive Director

F Scott Jewell
Chief Operating Officer

Andre Colaiace
Deputy Executive Director,
Planning and Governmental Affairs

Steve Chang
Deputy Executive Director, Operations

Faye Moseley
Deputy Executive Director
Administration

Hector Rodriguez
Controller

Access Services Member Agencies

Antelope Valley Transit Authority

City of Alhambra

City of Bell

City of Bellflower

City of Calabasas

City of Cerritos

City of Compton

City of Downey

City of El Monte

City of Huntington Park

City of La Cañada Flintridge

City of Lynwood

City of Paramount

City of Rosemead

City of West Covina

City of Westlake Village

Foothill Transit

Los Angeles County MTA (METRO)

Palos Verdes Peninsula Transit Authority

LA City Department of Transportation

LA County Department of Public Works

Gardena Municipal Bus Lines

Beach Cities Transit

City of Baldwin Park

City of Bell Gardens

City of Burbank

City of Carson

City of Commerce

City of Cudahy

City of Duarte

City of Glendale

City of Inglewood

City of Lawndale

City of Monterey Park

City of Pasadena

City of Sierra Madre

City of West Hollywood

Culver CityBus

Long Beach Transit

Montebello Bus Lines

Santa Monica's Big Blue Bus

Santa Clarita Transit

Norwalk Transit

Torrance Transit

Mission, Vision and Values

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.

Values

Leader: Develop and implement innovative ideas as part of a nationally recognized teams.

Responsive: 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

Professional: Demonstrate a measured and expert approach to the business at hand.

Quality: Deliver results that exceed our customers' expectations.

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The background is a vibrant green with a complex pattern of overlapping, semi-transparent circles and organic shapes. A solid, slightly darker green horizontal band runs across the middle of the page. The text 'Executive Summary' is centered within this band in a white, sans-serif font.

Executive Summary

Executive Summary

Access Services' FY 2015-2016 annual Business Plan is largely driven by projections that foresee a significant increase in customer demand. The projections for FY 2015-2016 estimate that Access Services will provide over 3.4 million passenger trips and carry over 4.1 million passengers. This amounts to an 11% increase in service demand for trips and a 12% increase in passengers from FY 2014-2015 budgeted levels.

Access Services is proposing an annual budget of \$167 million which represents an 8% increase from the prior fiscal year. This is attributed to an increase in customer demand; increases in both cost and demand for certification services; as well as implementation of new services (such as Reasonable Modification, Origin to Destination and Dynamic Fare Compliance) as required by federal regulation.

Access Services remains committed to customer service, safety and efficiency and will strive to maintain the highest quality paratransit service in the face of increasing demand.



Service Summary and Statistics

Fiscal Year 2014-2015

About Access

Access Services, a local public entity, is the Los Angeles County Consolidated Transportation Services Agency ("CTSA") and administers the Los Angeles County Coordinated Paratransit Plan ("Plan") on behalf of the County's 44 public fixed route operators (i.e., bus and rail). Pursuant to the Plan, Access facilitates the provision of complementary ADA paratransit services to certain persons with disabilities as required by 42 U.S.C. §12143 under the name "Access Paratransit." Paratransit is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules. Typically, vans or mini-buses are used to provide paratransit service, but shared taxis are also important providers as a form of transportation. Complementary ADA paratransit is a federally mandated civil right for persons with disabilities who cannot ride the accessible public fixed route buses and trains.

Access Services facilitates Access Paratransit service by entering into and administering federally funded regional contracts with independent private transit providers, who, in turn, supply the reservation taking and transportation service in conformance with the Plan, applicable law and the contract. Access Services also leases vehicles to the regional providers at \$1 per month to help facilitate the provision of service under the contracts. In total, the Access Paratransit system provides more than 3.1 million rides per year to more than 160,000 qualified disabled riders in a service area of over 1,950 square miles. Access Services receives its funding for these services from the Proposition C sales tax, Federal 5310 grants and fare box revenue.

In its function as the Consolidated Transportation Services Agency (CTSA) Access Services acts as a state mandated facilitator charged with the development and implementation of regional coordination of social service transportation to seniors, persons with disabilities, the young, and the low-income disadvantaged.

Service Area

As required by applicable regulations, Access Paratransit service is available for any ADA paratransit eligible individual for any purpose and to or from any location within $\frac{3}{4}$ of a mile of any fixed route bus operated by the Los Angeles County public fixed route bus operators and within $\frac{3}{4}$ of a mile around METRO Rail stations during the hours that the systems are operational.

The service area is divided into six regions and extends into portions of the surrounding counties of San Bernardino, Orange and Ventura that are served by Los Angeles County Fixed-route bus lines. The transit providers for each of the regions are as follows:

- > Eastern Region - San Gabriel Transit
- > West Central Region - California Transit Inc.
- > Northern Region - MV Transportation
- > Southern Region - Global Paratransit
- > Santa Clarita Region - City of Santa Clarita
- > Antelope Valley Region - Diversified Transit



Overall System Statistics

Performance	FY 13-14 Actual	FY 14-15 YTD Budget	FY 14-15 Estimate	FY 15-16 Planned
Completed Cert Interviews	46,986	30,944	48,158	35,274
Passengers	3,794,923	1,982,473	4,138,405	4,469,456
Contract Revenue Miles	26,860,209	14,016,104	28,246,991	31,922,496
Number of Trips	2,922,690	1,534,449	3,196,541	3,438,225
Average Trip Distance	9.19	9.13	9.31	9.29
Purchased Transportation Cost				
Cost per Trip	\$34.79	\$33.74	\$33.22	\$33.01
Cost per Passengers	\$26.79	\$26.12	\$25.72	\$25.35
Cost per Contract Revenue Mile	\$3.79	\$3.69	\$3.64	\$3.55

Goals

	Indicator	FY 12-13	FY 13-14	FY 14-15 YTD	FY 15-16 Planned
Provide Dependable Service	On Time Performance	90.3%	90.2%	92.0%	≥ 91.0%
	Hour Late Trips (Late 4)	0.08%	0.10%	0.09%	≤ 0.10%
Provide Quality Customer Service	Average Hold Time	339	210	203	≤ 300
	Complaints per 1,000 Trips	3	5	4	4
Operate an Efficient Transit System	Average Trip Distance	9.21	9.19	9.3	9.29
	Passengers Per Hour	2.85	2.8	2.77	2.71
Operate a Safe Transit System	Preventable Collisions Per 100,000 Miles	0.4	0.5	0.4	≤ 0.50
	Total Collisions Per 100,000 Miles	1.4	1.5	1.5	1.5

Analysis

- > The number of completed certification interviews continues its upward trajectory. Regional forecasting indicates that the Southern and Antelope Valley regions will see the highest percentage of growth.
- > Contract Revenue Miles - The additional demand as well as longer average trip length has led to a greater number of revenue miles.
- > Number of Trips - Demand above the budgeted level has led to a greater number of trips. Trip demand continues to grow year over year.
- > Average Trip Distance - The average trip length is slightly longer than budgeted. Given the large number of trips performed, this creates an additional cost of over \$100,000
- > The Cost per trip has decreased from month to month partly due to the lower cost of fuel for the first part of the fiscal year.
- > Cost per Passenger - The cost per passenger will remain above budget as farebox revenue remains below expectations.
- > Cost per Contract Revenue Mile - The cost per mile is likely to remain below budget as the cost of fuel is likely to remain below budget through the end of the fiscal year.



Fiscal Year 2014-2015 Budget Summary

Revenues

Funding Sources	FY 13-14	FY 14-15
Proposition C - Shuttle service reimbursement	75,000	75,000
Proposition C - Transportation cost for tethering	15,000	15,000
Section 5310 - MAP21	-	2,500,000
SECTION 5317 New Freedom Grant (Tether Strap and Marking Program)	116,810	116,810
SECTION 5316 JARC (Access to Work Grant #2)	3,832,500	738,000
SECTION 5316 JARC (Access to Work Program)	318,729	318,729
Proposition C - match portion -Tether Strap/Marking Program	116,810	116,810
Proposition C - match portion for Section 5310 MAP21	-	500,000
Proposition C - (match for Section 16) - (11.47% OF 600,000)	68,820	68,820
Proposition C - match portion for Adult with Children	-	-
Proposition C - Discretionary Funds	56,972,008	59,813,213
Proposition C - (match portion for JARC Grant - Access to Work)	318,729	318,729
Proposition C - (11.47% match for Sec 5310 Grant)	7,695,900	7,695,900
SECTION 5310 - FTA STP Funding - (88.53% of Contracted Paratransit Operations)	59,400,000	60,600,000
Sub-Total	\$129,461,486	\$132,877,011
Interest Income/Miscellaneous	70,000	70,000
Disposal of Retired Vehicles	250,000	250,000
Passenger Fares	6,955,808	9,401,892
Total Revenue Funding	\$136,737,294	\$142,598,903

Operating Expenses

Account Description	FY 14 Actual	FY 15 Budget	FY 15 YTD (12/14)
Purchased Transportation Services - Regular Trips	98,852,884	101,003,141	51,693,220
Salaries & Related Benefits	6,818,249	8,226,590	3,778,027
Insurance	4,710,857	5,350,115	2,650,428
Eligibility and Appeal Contracts	3,479,603	4,723,728	2,512,165
Purchased Transportation Services - Certification Trips	1,811,137	2,357,627	960,687
Communications - Telephone/Data Transmission	1,786,675	2,029,553	1,012,795
Purchased Transportation Services - Access To Work	967,231	1,718,219	518,830
Phone & Computer System Maintenance/License	1,118,786	1,331,700	490,341
Customer Service & Complaints	1,242,119	1,284,331	653,786
Other Professional Services	889,189	1,145,408	331,730
Contracted Call Center	589,962	710,000	388,938
Publications/Printed Materials	309,639	701,996	294,877
Office Rent	606,033	613,000	304,679
Travel Training	501,372	549,586	285,936
Purchased Transportation Services - AWC	41,057	416,207	84,447
Postage/Mailing/Messenger	113,751	408,816	169,069
Vehicle Costs	164,258	357,691	107,249
Tether Strap Project	226,513	352,787	95,026
Security Contract - Metro/LASD	171,318	200,000	100,000
Network Support/Supplies	150,803	195,000	88,808
Metro Studio Design/Marketing Services	62,339	160,000	102,954
Travel and Conference	85,324	129,470	43,456
Contracted OMC Weekend Services	85,349	115,500	57,724
Community Events and Materials	101,030	108,200	18,024
Shuttle Service - MTA Elevator Maintenance	4,390	75,000	8,580
Office Supplies	799,436	68,013	27,608
Repairs & Maintenance	116,560	61,500	24,771
Incentive Program	77,885	48,000	1,576
Education & Training Seminars	28,441	38,034	18,730
Board and Advisory Committee Compensation	11,199	38,000	24,716
Business Meetings & Meals	10,750	27,100	5,064
Annual Meeting	22,579	16,000	0

Operating Expenses (cont.)

Account Description	FY 14 Actual	FY 15 Budget	FY 15 YTD (12/14)
Transportation Cost - Tethering Trips	1,628	15,000	759
Equipment/Other Rental	1,223	10,500	1,217
Public Notice Advertising Expenses	2,525	10,000	6,408
Integrate Access Services to 511 (LA SAFE)	11,790	9,884	4,615
Professional Memberships	6,170	7,150	2,877
Scholarships Programs	6,885	6,885	4,590
Customer Satisfaction/Free Fare Phone Survey	13,622	6,178	3,458
Other Expenses - bank charges, tax filing fees, etc.	3,201	4,500	1,023
Mileage and Parking	3,234	3,700	2,320
Subscription/References	996	2,000	325
Volunteer Driver Program	0	2,000	0
Total Expenses	\$126,009,900	\$136,219,862	\$66,821,526



Fiscal Year 2015-2016 Proposed Budget

Major Initiatives in FY 2015-2016

Beyond the Curb Service/Reasonable Modification

Access will be introducing origin-to-destination service, which will provide additional assistance to some customers beyond Access' curb-to-curb paratransit system. This service will be marketed as "Beyond the Curb" service. This is a significant departure from Access' baseline curb to curb model and is expected to have an impact on service productivity and, as a result, the overall operating costs of the Agency. In addition, Access will be implementing a process for providing "reasonable modifications" of its policies and procedures in response to the issuance of a final rule by the Department of Transportation in March, 2015.

Dynamic Fare

For nearly 20 years, Access has utilized a distance-based, coordinated fare structure. During the 2014 FTA Triennial Review cycle, several Access member agencies received a finding that Access' paratransit fares were more than twice their system's base fare on their system. In order to address the FTA's concerns, the Access Board of Directors approved concepts for a dynamic fare system that will would meet FTA requirements, along with a comprehensive outreach plan to inform stakeholders and solicit feedback. In the coming year, Access will work on implementing a new fare system and also continue to pursue legislative or regulatory changes to allow Access to continue to use its coordinated fare system..

Major Initiatives in FY 2015-2016

Eligibility

The Comprehensive Review of Eligibility conducted in the Spring of 2015 proposed a number of recommendations that staff will implement next year. These include designing a more comprehensive approach that assesses mobility needs; a systematic qualitative review of decision making; looking at establishing multiple assessment sites; and simplifying the recertification process.

Fleet Maintenance Software

For years Access' Fleet Management staff has been using paper, forms, spreadsheets, and home grown databases to manage, track, and maintain the records of more than 1,000 vehicles operated by Access contractors. This process is both inefficient and outdated. Moving forward, Access plans to replace these various databases and spreadsheets with a commercially available fleet management system in 2015..

Accounting Software Migration

Access is in the process of implementing a cloud based financial and procurement system provided by Oracle Corp to replace its legacy Sage 50 Complete Accounting system. The legacy system has been in place for over 20 years and it no longer met the needs of this agency.

The new accounting software will allow the agency to better track expenses and produce more timely reports that are required by the many agencies that request information.

In November 2014, Access' Board approved migration to the new system, which is on schedule to go live on July 1, 2015.

Major Initiatives in FY 2015-2016

Customer Service

Access anticipates a significant impact on Customer Service due to the implementation of policies such as Beyond the Curb and Dynamic Fares. In response to the recently completed Comprehensive Review of Customer Service, staff anticipates issuing a Request for Proposals in July 2015 that will help the Agency evaluate its options for maintaining and improving its customer service and support functions.

Funding

FUNDING SOURCES		
Amount	Funding Source	%
\$82.08	Prop C Discretionary Funds	49%
\$62.00	FTA STP FUNDING	37%
\$2.50	5310 FY14/15	2%
\$4.22	5310 FY15/16	3%
\$0.12	NEW FREEDOM MAT	0%
\$1.65	JARC ATW 1 & 2 Operating	1%
\$3.83	JARC ATW Capital	2%
\$1.02	TOLL ROAD GRANT	1%
\$0.32	MISC. INCOME	0%
*in millions		

Paratransit Operations

	FY 15-16 Proposed Budget
PARATRANSIT OPERATIONS - DIRECT	
Purchased Transportation Services - Regular Trips	112,177,081
Free Fare	3,300,000
Fuel	276,689
Access to Work	1,347,407
Rancho Los Amigos Shuttle	110,400
MTA Shuttle Service	75,000
Insurance - Commercial	7,132,744
Communications - Telephone & Data Transmission	1,892,010
Phone & Computer System Maintenance/License & Consulting	1,520,075
Salaries & Related Benefits - Customer Support Service	1,394,315
Contracted Call Center	1,950,000
Salaries & Related Benefits - Complaint Response	293,109
Vehicle Cost (Direct)	292,000
Security Contract - Metro/LASD	200,000
Office Rent	131,869
Contracted OMC Weekend and Holiday Service	129,000
Other Professional Expense	20,000
Safety Incentive Program	7,620
Office Supplies	3,470
Travel & Conference	2,000
Volunteer Driver Program	196,460
SubTotal - Paratransit Operation - Direct	132,451,250

Paratransit Operations

	FY 15-16 Proposed Budget
PARATRANSIT OPERATIONS - INDIRECT	
Salaries & Related Benefits - Operations	1,665,903
Office Rent	117,526
Publications/Printed Materials - Rider Communication	144,000
Community Events and Materials	128,700
Other Professional Expense	100,000
Design/Marketing Services	144,255
Postage/Mailing	112,500
Vehicle Costs - Indirect	112,000
Communications - Telephone & Data Transmission	64,880
Travel and Conference	27,000
Insurance - Commercial	25,489
Equipment/Other Rental	9,000
Office Supplies	7,930
Customer Satisfaction Survey	0
Professional Memberships	2,080
SubTotal - Paratransit Operations - Indirect	2,661,262
Total - Paratransit Operations	135,112,512

Eligibility Determination

	FY 15-16 Proposed Budget
Eligibility and Appeals Contracts	5,968,678
Purchased Transportation Services - Certification Trips	2,430,316
Travel Training	680,000
Publications/Printed Materials	400,000
Salaries & Related Benefits - Certification & Appeals	451,569
Postage/Mailing/Courier	245,916
Tether Strap Project and Marketing Program	230,300
Communications - Telephone & Data Transmission	106,600
Insurance - Commercial	66,809
Office Rent	66,554
Design/Marketing Services	61,125
Transportation Cost - Tethering Trips	15,000
Travel and Conference	5,000
Office Supplies	5,950
Other Professional Expense	2,000
Professional Memberships	260
Vehicle Costs - Mobile Certification	389
Total - Eligibility Determination	10,736,466

CTSA & Ride-Information

CTSA OPERATIONS	FY 15-16 Proposed Budget
EDUCATION AND TRAINING	
Salaries & Related Benefits - CTSA	224,260
Education & Training Seminars	38,034
Scholarship Programs	6,885
Office Rent	12,371
Postage/Mailing	7,500
Design/Marketing Services	4,890
Communications - Telephone	3,230
Community Events and Materials	2,000
Publications/Printed Materials	2,000
Travel and Conference	2,000
Office Supplies	1,910
Insurance - Commercial	510
Professional Memberships	260
SubTotal - Education and Training	305,850
ACCESS RIDE-INFORMATION	
Salaries & Related Benefits - Ride-Information	260,606
Office Rent	24,257
Communications - Telephone	18,350
Phone & Computer System Maintenance/License & Consulting	2,000
Office Supplies	1,410
Postage/Mailing	1,500
Professional Memberships	260
SubTotal - Paratransit Operation - Indirect	308,383
Total - CTSA Operations	614,234

Administrative

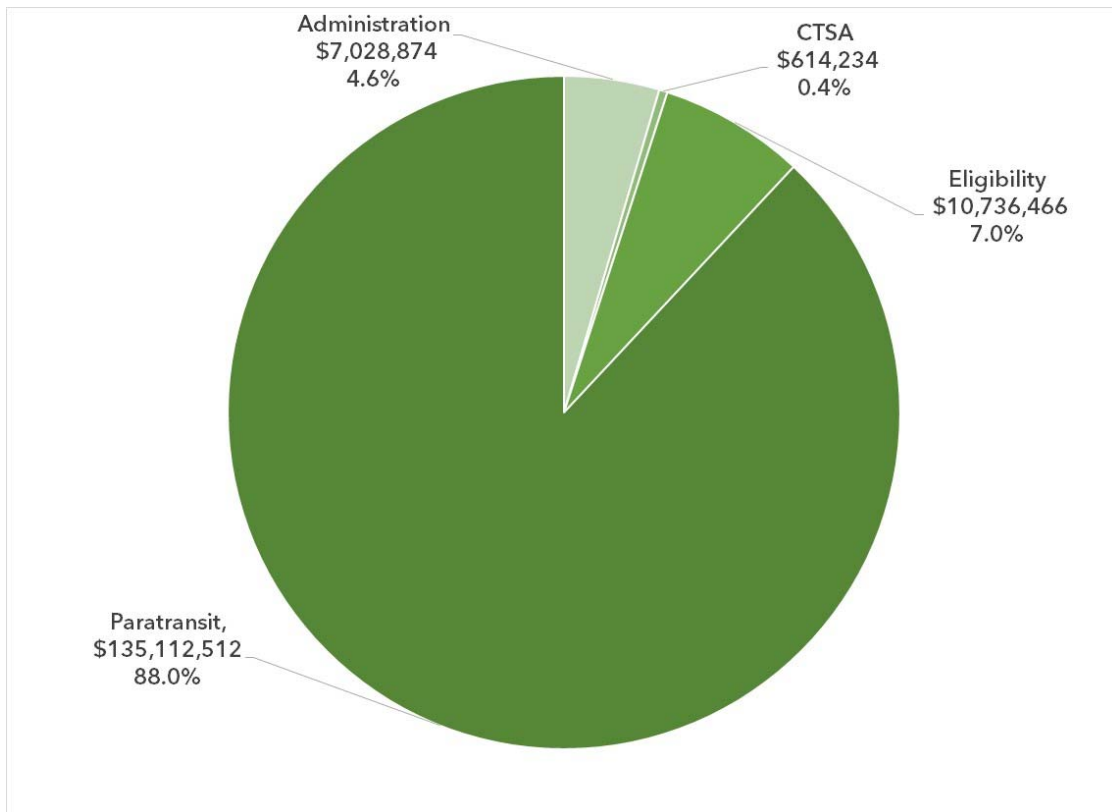
	FY 15-16 Proposed Budget
Salaries & Related Expenses	4,718,776
Other Professional Services	538,070
Legal Expenses	400,000
Office Rent	260,423
Network Support/Supplies	240,000
Insurance - Commercial	215,636
Accounting/Audit Expenses	156,500
Travel and Conference	92,000
Postage/Mailing/Messenger	80,400
Repairs & Maintenance	61,500
Communications - Telephone & Data Transmission	48,570
Office Supplies	42,180
Board and Advisory Committee Compensation	38,000
Publications/Printed Materials/Copying	32,000
Business Meetings and Meals	27,100
Design/Marketing Services	34,230
Annual Meeting	16,000
Public Notice Advertising Expenses	10,000
Other Expenses - bank fees, tax filing fees, etc.	4,500
Professional Memberships	4,290
Mileage & Parking	3,700
Equipment/Other Rental	3,000
Subscription/References	2,000
Total - Administration	7,028,874

Capital

	FY16 Budget
Vehicles	12,986,192
IT - Origin to Destination and Dynamic Fares	600,000
Other Capital	300,000
Total Capital	13,886,192

Budget Summary

Department	FY16 Budget	% of Total Funding	% of Operating Costs
Paratransit Operations	135,112,512	80.7%	88.0%
Eligibility Determination	10,736,466	6.4%	7.0%
CTSA Function	614,234	0.4%	0.4%
Administrative Expense	7,028,874	4.2%	4.6%
Operating Expense	153,492,087	91.7%	100.0%
Capital Expense	13,886,192	8.3%	
Total Operating and Capital Expenses	167,378,279	100%	





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