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Fiscal Year 2010-2011

# The Values That Drive Us

access

Access Services Annual Report

## Access Services Mission and Vision Statement

### 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.





## Executive Director's Message

Several years ago, Access Services changed the way in which we approach our mission. Instead of looking, acting, and sounding like a bureaucracy, Access decided to look at things from the perspective of our customers. This new focus has led to some significant improvements at Access in how we deliver safe and reliable service.

As part of this metamorphosis, management sat down last year to discuss what Values should help guide the Agency going forward and serve as a reminder to every Access and provider employee about how they should conduct business. After quite a bit of discussion, the team came up with the following 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.

In the next year, we will be working with our design partners at Metro on different concepts in order to disseminate these Values throughout the organization. To kick off the campaign, the Metro Design team not only came up with the theme for this Annual Report, but also created some great images which you can find throughout this publication.

Thank you again for your support of Access and its employees. We look forward to exceeding your expectations in the year ahead.

A handwritten signature in black ink that reads "Shelly Lyons Verrinder". The signature is fluid and cursive, with a large loop at the end.

Shelly Lyons Verrinder  
Executive Director

## Access Services Board of Directors

### Fiscal Year 2010 - 2011

**Doran J. Barnes**

***Chair***

Los Angeles County  
Municipal Operators

**Jano Baghdanian**

***Vice Chair***

Los Angeles County Local  
Fixed Route Operators

**Theresa De Vera**

***Secretary***

City of Los Angeles  
Mayor's Office

**Joseph Stitcher**

***Treasurer***

Los Angeles County  
Municipal Operators

**Dolores Nason**

Los Angeles County  
Board of Supervisors

**Marlen Garcia**

City Selection Committee  
Corridor Transportation Reps.

**Sandy Varga**

Los Angeles County  
Independent Living Centers

**Michael Greenwood**

Los Angeles County  
Metropolitan Transportation  
Authority (Metro)

**Kurt Hagen**

Los Angeles County  
Commission on Disabilities

**Michael Williams**

***Ex-Officio***

Chair, Access Services  
Community Advisory  
Committee (CAC)

**Jesse Valdez**

***Ex-Officio***

Chair, Access Services  
Transportation Professionals  
Advisory Committee (TPAC)

**James Jones**

***Access Services***

***Legal Counsel***

Jones & Lester, LLP

# Transportation Professionals Advisory Committee (TPAC)

## Fiscal Year 2010-2011

**Jesse Valdez**

**Chair**

Eastern Los Angeles  
Regional Center

**Kathryn Engel**

**Vice Chair**

City of Glendale

**Gracie A. Davis**

Orange County  
Transportation Authority

**Kari Derderian**

City of Los Angeles,  
Department of  
Transportation

**Shirley Hsiao**

Long Beach Transit

**Matthew Gleason**

Southern California  
Association of Governments

**Diane Amaya**

City of Redondo Beach

**Deborah Moraza**

City of El Monte

**Ian Dailey**

Torrance Transit

**Kevin McDonald**

Foothill Transit

**Jose Medrano**

Montebello Bus Lines

**Martin Gombert**

Palos Verdes Peninsula  
Transit Authority

**George L. Sparks**

Pomona Valley  
Transportation Authority

**Wayne Wassell**

Los Angeles County  
Metropolitan Transportation  
Authority (Metro)

**Ernie Crespo**

Santa Monica's Big Blue Bus

# Community Advisory Committee (CAC)

## Fiscal Year 2010-2011

**Michael Williams**

**Chair**

**Angela Nwokike**

**Vice Chair**

**Thomas Johnson**

**Second Vice Chair**

Michael Anthony Arrigo

Michael Conrad

Tina Fofoa

Hugh J. Hallenberg

James Hogan

Gary Jansen

Frances Kitrell

Terri Lantz

Veronica Martinez

Ray Louis McKeever

Gay Parrish

Jesse Padilla

Ken Schwartz

Shawn Solomon

Tonni Yee-Hemphill

## Access Services Member Agencies

### Fiscal Year 2010 - 2011

1. Antelope Valley Transit Authority
2. Beach Cities Transit
3. City of Alhambra
4. City of Baldwin Park
5. City of Bell Gardens
6. City of Bellflower
7. City of Burbank
8. City of Calabasas
9. City of Carson
10. City of Cerritos
11. City of Commerce
12. City of Compton
13. City of Cudahy
14. City of Downey
15. City of Duarte
16. City of El Monte
17. City of Glendale
18. City of Huntington Park
19. City of Inglewood
20. City of La Cañada/Flintridge
21. City of Lawndale
22. City of Lynwood
23. City of Monrovia
24. City of Monterey Park
25. City of Paramount
26. City of Pasadena
27. City of Rosemead
28. City of Santa Fe Springs
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 City Department of Transportation
38. Los Angeles County Department of Public Works
39. Los Angeles County Metropolitan Transportation Authority (Metro)
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

## Superior Service Award Recipients

### Fiscal Year 2010-2011

#### July 2010

##### **Jack Garate**

Manager  
Global Paratransit, Inc.

#### November 2010

##### **Yahron Castillo**

Driver  
Santa Clarita Transit

#### April 2011

##### **Yesenia Garcia**

Reservationist  
MV Transportation

#### August 2010

##### **Ophelia Taylor**

Driver and Trainer  
California Transit, Inc.

#### December 2010

##### **Jennifer Javier**

Driver  
MV Transportation

#### May 2011

##### **Cassandra Moore**

Dispatcher  
Southland Transit, Inc.

#### September 2010

##### **Rene Nazari**

Transit Evaluator  
CARE Evaluators

#### January 2011

##### **Jose Maria Mendoza**

Driver  
California Transit, Inc.

#### June 2011

##### **Pedro Alfaro**

Driver, MV Transportation

#### October 2010

##### **Danny Rengifo**

Driver and Trainer  
MV Transportation

#### February 2011

##### **Alejandro Garcia**

Dispatcher  
Global Paratransit, Inc.

#### March 2011

##### **Esmeralda Reyes**

Driver  
Global Paratransit, Inc.

## Access Services Contract Service Providers

### Fiscal Year 2010-2011

#### **Northern Region**

Nader Raydan  
General Manager  
MV Transportation

#### **West/Central Region**

Mike Fricke  
General Manager  
California Transit, Inc.

#### **Santa Clarita Region**

Adrian Aguilar  
General Manager  
Santa Clarita Transit

#### **Eastern Region**

Stacey Murphy  
General Manager  
San Gabriel Transit

#### **Southern Region**

Lee Habibi  
General Manager  
Global Paratransit, Inc.

#### **Antelope Valley Region**

Dan Thomas  
General Manager  
Southland Transit, Inc.



**Marie Madsen**  
*Adult Transition Teacher*

## Spirit of Accessibility Award 2011

Marie Madsen started her teaching career in 1991 at Montebello High School in Montebello, CA teaching 9th and 10th-grade special education students. The program started with two classrooms of 15 to 20 young adults between the ages of 18 and 23. Over the years, the program has grown to four classrooms and evolved into what is now called the "Adult Transitional Program." The program teaches life skills and focuses on teaching special needs students how to become independent.

A few years ago, because of school district budget cuts, Marie was unable to provide school bus transportation to her students for their weekly community outings. To continue this weekly activity, she turned to public transportation and this created a new opportunity for her students to become more self-sufficient. She began incorporating Montebello Bus Lines' (MBL) bus schedules and system maps into her classroom curriculum and taught her students how to plan their trips on public transit. Every week, Marie would take her students to a local destination on a Montebello bus, such as the local grocery store, where they purchased ingredients to cook a pre-planned recipe in her classroom.

Soon after, Marie heard about Access Services. She learned about our services, informed parents, helped students fill out their applications, and took the students to their evaluation appointments. She has also made sure that her colleagues were familiar with the process so that every special needs student could become eligible for Access. Access Services, through its Free Fare program, has allowed her students to continue their weekly outings using public transit and they love it!

Not only has Marie enriched her students' lives, she has helped them become independent by promoting public transit. Marie and her students are a welcome sight on the bus. She is a true community hero!





**Maribel Villagrana**  
*Transit Evaluator*

## Jerry Walker Commitment to Quality Service Award 2011

Maribel Villagrana started her career at C.A.R.E. Evaluators (CARE) as a Customer Service Representative/Transit Mobility Specialist six years ago. She was often the first person the customers met upon arriving at CARE and always had a smile and warm hello for each person. She knew that some people were apprehensive or nervous about having their evaluation and she helped them to relax and remain calm.

In addition to working at CARE, Maribel attended classes at night in order to complete her Bachelor's Degree in Psychology in 2009. Upon finishing her degree, Maribel completed CARE's extensive training program and was promoted to Transit Evaluator. Currently, Maribel is pursuing her Master's Degree in Psychology.

Maribel genuinely cares for all of the people who come through CARE for their functional transit assessment. She has compassion for their concerns and fears about the process and goes the extra mile to make each person feel at ease. She answers all of their questions and patiently explains the evaluation process, which helps to calm their anxieties. Being bilingual in English and Spanish, Maribel knows speaking in a person's native language goes a long way to relieve fears.

Describing her as merely "hard working" is an understatement. Among all of the Transit Evaluator staff, Maribel is the most consistent and accurate. According to Louie Malvaez, Quality Assurance Supervisor for CARE, "All evaluations go through a rigorous quality assurance review process. Maribel has the least number of errors by far. She is as close to perfect as humanly possible."

The Jerry Walker Commitment to Quality Service Award is intended to celebrate those individuals who perform above and beyond the call of duty. Driven by their passion, they place the customers' needs above all other considerations. Maribel Villagrana is an exceptional young woman who Jerry Walker would have been proud to recognize. Access is proud to honor her with the 2011 Jerry Walker Commitment to Quality Service Award.



**leadership**

*Develop and implement innovative ideas  
as part of a nationally recognized team.*

**responsiveness**

**respect**

**professionalism**

**quality**

## Technology Projects Advance in 2011

### Access Moves to TAP

2011 saw a number of technology initiatives move forward. The largest project involved Access becoming part of "TAP", Los Angeles County's smart card fare collection system. Access began issuing new Rider ID cards which, since they have a TAP smart chip, can also be used on fixed-route systems as part of our Free Fare program. Additionally, Access partnered with ReadyCARD to add the functionality of a prepaid Visa® to the TAP card. This allows Access riders the option of loading money on the card in order to pay for a ride on Access, make purchases at their favorite stores, shop online or over-the-phone, or pay bills without money orders.

In order to accommodate this new functionality on the TAP card, Access also implemented an Electronic Payment Gateway (EPG) system throughout its service areas. This involved updating software on over 1,000 vehicles (including taxis) enabling secure and encrypted communication between the vehicle and Visa® when Access customers use their new TAP card to pay for a trip.

Usage of the new TAP card has been impressive. We issued over 30,000 cards in the last three months of 2011.

In December 2011 alone there were more than 486,000 boardings using the new TAP card on our Free Fare partners.

### Stratagen Expansion

Access also began the process of expanding the usage of the Stratagen Adept system, our centralized reservation and scheduling platform. In November, Access' Board of Directors approved the implementation of the system in the San Fernando Valley region. MV Transportation will utilize all components of the platform – reservations, scheduling and dispatch – to deliver almost 1,900 daily trips.

Also in November, Access' Board of Directors approved a coordination project to explore potential ways to utilize the Stratagen Adept system with other local transit partners in the county. Other transit agencies could potentially use the system to schedule and route trips for their own dial-a-ride systems while making unused capacity available for Access trips.





## A Year of Recognition for Access Services

In 2011, Access and its staff received a number of honors recognizing both various Agency-wide initiatives and individual staff achievement.

### **American Public Transportation Foundation (APTF) Scholarship**

Project Administrator Rogelio Gomez received a \$4,000 scholarship from the American Public Transportation Foundation. The mission of the APTF is to provide scholarships to young professionals who are working in the public transportation field in order to help them with their educational goals. Rogelio was one of 18 students honored at the APTA Annual Meeting in New Orleans. Congratulations, Rogelio!

### **APTA AdWheel Awards**

In the public transit version of the Oscars, Access Services was awarded a Grand Prize in the American Public Transportation Association's 2011 Annual AdWheel Awards competition. Access received the first place award for an electronic media-video presentation in its size category (providing fewer than 4 million yearly passenger trips.) The video featured Culver City's Bonnie Cherko and her volunteer effort to teach senior citizens how to use public transit. The video was produced by Access staffers Torrance Johnson and Giovanna Gogreve and directed/edited by Josh Fong. Access' Chief Operations Officer, Mark Maloney, accepted the award at the APTA Annual Meeting in New Orleans, Louisiana.

In addition, for the third year in a row, Access' Annual Report received the AdWheel Award in the print media category for agencies that transport fewer than 4 million passengers per year.

### **Veterans Transportation & Community Living Initiative Grant**

Last year, Metro, in partnership with Access Services, was selected to receive a \$2 million dollar Federal Transit Administration (FTA) grant to improve transportation choices and access to jobs for military families in Southern California. Metro will receive \$2 million to make it easier for veterans, and others, to get real-time traffic and travel information on Southern California's 511 system by using either a mobile phone or the internet. Access, as project partner, will assist Metro by providing specialized transportation services to qualified veterans between military facilities and services at VA facilities.

In addition to providing transportation services, Access will use a portion of the grant funds to develop an online and automated application system for social service and non-profit agencies that want to refer clients to Access. Eventually, the online application system will be made available to the general public.

### **Access Honored by Women's Transportation Seminar (WTS)**

In November, the Los Angeles chapter of WTS held its 25th annual scholarship and awards dinner. One of the highlights of the evening was the presentation of the Innovative Transportation Solutions Award to Access Services and Metro for the implementation of the Visa-TAP program. As detailed elsewhere in this report, both Metro and Access have implemented successful versions of the Visa-TAP card.



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## Safer Journeys, Every Day

In 2011, Access Services continued to implement its safety and risk management programs with excellent results. We have continued to focus on making sure each Access trip is the safest it can be for our customers, our employees and for the general public that shares the roads with Access vehicles.

In June 2009, Access Services consolidated insurance coverage for its entire fleet in the Los Angeles Basin and Antelope Valley. This provided Access with a unique opportunity to see an overview of accidents and incidents across the entire system.

With this knowledge, staff introduced a variety of safety measures to reduce incidents that result in insurance claims being filed against Access. One of the safety measures included the introduction of SmartDrive cameras onboard all vehicles that did not already have cameras installed. This technology, which records driver habits and passenger conduct, has strengthened our safety and service culture. Additional safety measures, such as applying orange stripes to the back of Access vehicles, were implemented to reduce specific types of auto collisions.

Another new safety measure was the Driver Incentive Program which rewards Access drivers for driving safely without any preventable incidents. Access is proud to honor Ali Ahmednor, who became the first driver to reach our 100,000 mile safe driving milestone. Mr. Ahmednor, of San Gabriel Transit, has been a driver for 16 years, transporting Access customers with a focus on service and safety. In consideration of his unprecedented professional achievement, Mr. Ahmednor recently received five Disneyland passes and a day off with pay.

Because of its focus on safety, Access has experienced a dramatic decline in both the number of insurance claims brought against the Agency and the amount of funds Access must set aside to handle such claims.

Compared to two years ago, Access saw a decrease of approximately 50 percent in both areas during the past year!



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*Demonstrate a measured  
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## Emergency Preparedness Training and Exercises

Access Services has always been committed to providing safe, reliable, and courteous service to its customers. Recognizing that paratransit can play an essential role in an emergency situation, Access stepped up its commitment to people with disabilities by embarking on a year-long process to make the agency prepared for any emergency event, no matter how big or small. This journey began with the creation of the Security and Emergency Preparedness Plan (SEPP), which is the basis for how Access Services should respond in case of an emergency.

Once the SEPP was written, Access needed to roll-out the details of this emergency response plan to the Access staff and transportation providers. Access enlisted the help of Nusura, a consulting company specializing in emergency preparedness planning for transit and paratransit agencies. Nusura consultants started training key Access and provider staff on the Federal Emergency Management Agency (FEMA) Incident Command System (ICS) and the National Incident Management System (NIMS) for emergency response. By following ICS and NIMS, Access and its providers will be able to work together and communicate with all government, private-sector, and nongovernmental organizations in times of emergency to ensure people with disabilities receive prompt paratransit services.

As a result of their extensive training, Access and its providers identified personnel to staff key leadership positions in the event of an emergency. Two table top exercises and one functional exercise were conducted to test the ability of Access and provider staff to respond to simulated emergencies. Each new exercise was progressively more difficult than the previous one and tested staff's ability to not only respond to

an emergency, but also handle press inquiries, as well as the demands of social media. These exercises also enabled staff to interact with first responder agencies such as law enforcement, fire, medical and the Red Cross.

### Access had an opportunity to perform a real life test of the Incident Command System during the July 2011 closure of the 405 Freeway.

The freeway was closed in both directions starting on Friday afternoon and was scheduled to open again on Monday morning. This type of closure had never been done before and there were dire predictions of how this would affect travel in Los Angeles County. With Caltrans planning for the worst case scenario if the freeway did not reopen on schedule Monday morning, Access and the providers opened the Incident Command Center on a stand-by basis. In doing so, Access put itself in a position to respond quickly to any major changes that could delay the reopening. Even though there were no problems and the freeway opened ahead of schedule, raising up the command center put the key staff on alert and procedures were at the ready just in case they were needed.

The next major step in this emergency preparedness journey is to train all the drivers on the basics of the ICS system and how to respond to various emergency incidents. The training process will take all of 2012 and possibly carry over into 2013. Once the driver training is in motion, the remaining Access and provider staff, including customer service representatives, reservationists and dispatchers will also be trained.



## Access “Greens” its Fleet in 2011

### **Access Orders First CNG Vehicles**

As this Annual Report was being prepared, the Access Services Board of Directors approved the purchase of five CNG-powered MV-1 test vehicles for the Access Services fleet.

The MV-1, with a range of 280 miles, is the first purpose-built ADA-accessible vehicle with a CNG power option. It was designed in Michigan and built at a South Bend, Indiana assembly plant by AM General, the current builder of the Hummer H1. The MV-1 can seat three ambulatory passengers and one passenger using a mobility device. The purchase of the vehicles gives Access staff and our providers the opportunity to put an alternatively fueled vehicle through its paces in actual revenue service in Los Angeles County. With the implementation of this pilot project, staff will be able to gather data on the reliability of these vehicles and, ultimately, will be able to assess how well these vehicles fit into our larger paratransit fleet.

San Gabriel Transit (SGT), which is already operating CNG vehicles under other contracts, is the suggested operator of this pilot fleet. SGT has technicians and shops familiar with the maintenance of CNG powered vehicles and fuel systems. A majority of the fueling will be performed at the Foothill Transit Peck Road public re-fueling station. There are also stations in Azusa, the City of Industry, and Covina that can be used as back up public fueling stations.

### **Access Southern Region Goes Green**

Last year, Global Paratransit unveiled 20 new Toyota Priuses, all dedicated to providing efficient and safe ADA paratransit service in the Southern Region. The white four-door hybrid vehicles have a sleek sculptured design, a beautiful green trim, along with the Access logo on the front doors. The Prius has a special powertrain that combines a gasoline-fueled internal combustion engine with an electric motor, allowing the vehicle to deliver higher fuel economy and lower emissions. Across the country, public transit agencies are looking for ways to mitigate rising fuel costs, employing transit vans and buses with hybrid motors or vehicles that utilize alternative fuels. Access is in the same position, and these 20 new hybrid vehicles will support Access in keeping the service as cost efficient as possible.





In 2011, Access and its providers continued to “green” its fleet through the purchase of hybrid vehicles and plans to test the first compressed natural gas (CNG) paratransit vehicle, the MV-1.

### **MV Transportation Has Gone Greener**

We can literally breathe a little better with the news that our Northern contractor, MV Transportation, has complemented their fleet with 15 new 2012 Ford Fusion hybrids. MV Transportation was the first Access contractor to go green with their fleet expansion of 2009 Priuses. The Fusion Hybrid was selected as the 2010 Motor Trend Car of the Year based on innovation, design, safety, handling, driver satisfaction and value. It comes with a SmartGauge with EcoGuide which features two 4.3-inch high-resolution, full-color LCD screens on either side of the vehicle’s analog speedometer. The objective of the panel display is to coach drivers on how to optimize the performance of their hybrid by keeping track of their driving behavior, an industry first.



# 11

## Operations Report – Fiscal Year 2010–2011

On behalf of the member agencies, Access Services transported over 2.9 million customers in Los Angeles County, a 7.3% increase in ridership from Fiscal Year 2010.

Despite numerous operational challenges throughout the fiscal year, Access was able to exceed all operations performance standards. On-time performance for the fiscal year was 91.6%, which exceeded the performance standard of 91%. Hour late or “Late 4” trips made up 0.09% of all trips, while our standard for this measure is 0.10% or less. Average initial hold time for the system was 56 seconds for the year, falling well below our standard of 120 seconds. For the fiscal year, we received 4.4 complaints for every 1,000 trips performed, which represents an 18% reduction in service-related complaints from the previous year.

In addition to improving our customers’ Access ride experience by providing efficient, dependable and high quality service, the Access regional teams continued their efforts to ensure that our service is safe. We implemented a number of safety-focused initiatives and strategies, such as the launch of the first annual Access Safety Rodeo and Access sponsored Driver Incentive Program; the implementation of an onboard camera system called SmartDrive; and significant improvements in our accident investigation review process. The Access team has made tremendous strides in improving the safe operation of the service. As a result of this safety effort, Access experienced an overall reduction in the number of accident-related insurance claims over the course of the year.

Overall, we experienced a very challenging and rewarding fiscal year.

### System-Wide Service Data

	FY 09-10	FY 10-11	% Change
<b>Total Passengers</b>	2,777,037	2,980,888	7.3%
<b>Total Trips</b>	2,111,596	2,285,810	8.3%
<b>Total Miles</b>	33,360,530	34,808,179	4.3%
<b>Contract Revenue Miles</b>	20,000,236	21,263,229	6.3%
<b>Contract Revenue Hours</b>	964,975	1,038,654	7.6%
<b>Average Trip Distance</b>	9.47	9.3	-1.8%
<b>Passengers per Hour</b>	2.88	2.87	-0.4%
<b>On-Time Performance</b>	91.52%	91.60%	0.1%
<b>Hour Late Trips (Late 4)</b>	0.09%	0.09%	0.0%
<b>Service Complaints per 1,000 Trips</b>	5.24	4.40	-16.0%
<b>Average Initial Hold Times (seconds)</b>	49	56	14.3%

# Financial Data - Fiscal Year 2010-2011

## Revenues and Expenses (Year ended June 30, 2011)

### Operating Revenues

Section 5310 STP & other FTA funds	\$56,677,122
Prop C - Discretionary funds	40,508,965
Passenger fare revenues	5,418,811
Gain on disposal of assets	298,407
Interest revenue	31,579
Other revenue	21,077

<b>Total Revenues</b>	<b>\$102,955,961</b>
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### Operating Expenses

Purchased transportation services (net of lease/penalties)	\$81,069,156
Salaries and related expenses	5,992,504
Insurance	4,134,033
Eligibility determination	2,451,819
Communications-telephone/data transmission	1,304,249
Professional services	1,252,506
Phone & computer system maint/consulting	949,421
Rent - office and equipment	608,697
Travel training	458,531
Publications/printed materials/copying	333,170
Promotions/events	221,631
Postage/mailing/messenger	198,136
Tether pilot program	185,142
Vehicle operating costs and registration	97,837
Network support/supplies	79,166
Security	75,344
Travel and conferences	64,446
Other related employee expenses	47,946
Office supplies	48,619
Scholarship programs/Training program	46,354
Repairs and maintenance	45,091
Business meetings and meals	29,079
Board & Advisory committee compensation	22,190
Professional memberships/subscriptions	8,030
Advertising - legal and procurement notices	4,667
Temporary personnel	4,488
Other expenses	3,670
Equipment/other rental	3,146
Translations/interpreters	2,305
Mileage and parking	1,667

<b>Total Expenses (before depreciation)</b>	<b>\$99,743,040</b>
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<b>Depreciation</b>	<b>\$4,847,939</b>
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<b>Total Expenses (after depreciation)</b>	<b>\$104,590,979</b>
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<b>Change in Net Assets</b>	<b>(\$1,635,018)</b>
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<b>Net Assets, Beginning of Year</b>	<b>\$3,384,595</b>
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<b>Net Assets, End of Year</b>	<b>\$1,749,577</b>
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## Balance Sheet - June 30, 2011

### Assets

Cash and cash equivalents	\$16,217,627
Grant receivable	6,454,689
Accounts receivable	126,602
Prepaid expenses	2,694,170
Due from LACMTA	109,274
Property and equipment (net)	8,972,673

<b>Total Assets</b>	<b>\$34,575,035</b>
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### Liabilities & Net Assets

Accounts payable	\$818,568
Payable to contractors	9,181,145
Accrued salaries and expenses	1,178,031
Self insurance accruals	1,571,503
Deferred support	19,961,915
Deferred revenue	114,296

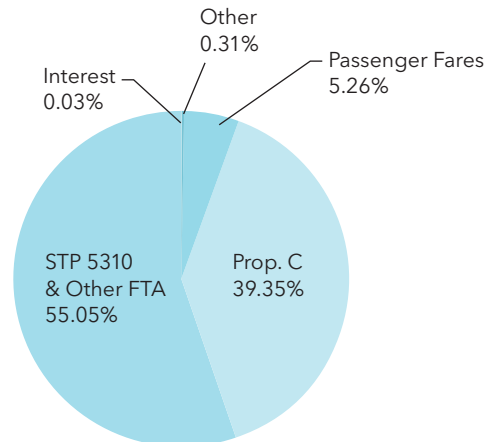
<b>Total Liabilities</b>	<b>\$32,825,458</b>
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<b>Temporarily Restricted</b>	<b>\$1,749,577</b>
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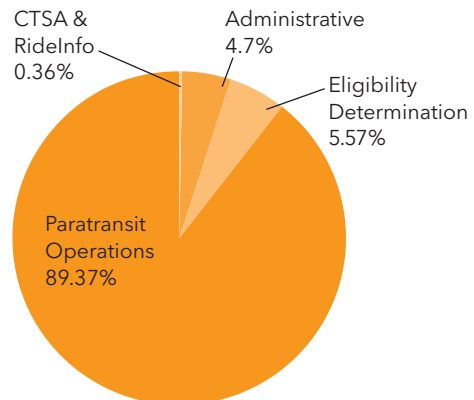
<b>Total Net Assets</b>	<b>\$1,749,577</b>
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<b>Total Liabilities &amp; Net Assets</b>	<b>\$34,575,035</b>
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### Funding Sources



### Expenses by Program



## New Freedom and JARC Projects Advance in 2011

In June 2010, Access Services was awarded funding from Metro under the federal New Freedom and Job Access/Reverse Commute (JARC) programs. New Freedom funds are intended to provide services to people with disabilities that go beyond the baseline standards in the ADA regulations. JARC funds are intended to help people who meet certain income requirements access employment.

**We made significant progress in these grant programs in 2011.**

### **Access to Work Grant**

Access was awarded \$2.5 million in operating funds (at a 50/50 match) and \$2.3 million in capital funds (at an 80/20 match) to purchase 50 vehicles. The purpose of this program is to provide premium service to customers who use Access to get to work. It offers the following benefits:

- > Access to Work considers the customer's work schedule and trips are designed to make certain that customers arrive at their job or job training site on time;
- > A lower fare of \$2.00

In 2011, Access received 13 vehicles and launched the program in the San Gabriel Valley. Customers with standing order trips were contacted to gauge their interest in the program and, thus far, 12 have signed up and are receiving service. In 2012, we will expand this program to our other regions and look forward to reporting further progress in what appears to be a successful launch of this program.

### **Parents with Children Grant**

Access was also awarded \$940,000 in operating funds and \$166,000 in capital funds for this pilot program which will be designed to provide premium transportation for Access customers with children who need to go to school, doctor's appointments, play dates and other activities. As every parent knows, it is not always possible to plan a child's activities (particularly doctor's appointments) and this program will look to address this in the context of the ADA paratransit system.

In 2011, Access kicked off the process to help design and launch the program. The transportation planning firm, Nelson/Nygaard, was hired to help Access staff and community advocates design the service parameters of the program and, ultimately, launch it in 2012.





leadership  
responsiveness  
respect  
professionalism  
quality

*Deliver results that exceed our customers' expectations.*





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