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Access Services **Annual Report**  
Fiscal Year **2011-2012**

# Technology at Every Turn

access

## 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.

## Access Services 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.





## Executive Director's Message

Access Services continues to reinvent itself in an effort to find innovation, cost effectiveness, and improved quality in the way we deliver to our more than 132,000 eligible riders. Due to rising costs, it's imperative that Access find efficiency throughout our organization without sacrificing great service.

Since the inception of Access, we have embraced technology in order to improve our service and lower operating costs. Our integration with the 511 service is an example of how Access used technology currently in place by one of our member agencies to our customers' advantage. By partnering with 511, Access was able to implement - at significantly less cost than if we did it ourselves - a robust, integrated map that allows our customers to access information on free fares and our service area. As outlined in this report, we currently are looking at other technology improvements that promise to improve customer satisfaction and convenience while also reducing operating costs.

Access also has been aggressively pursuing alternative funding sources. Over the last year we have been successful in securing Job Access Reverse Commute (JARC) and New Freedom funds to augment our traditional funding sources. We have used these funds to start innovative programs such as our Access to Work program, which help individuals get to their jobs on time for a lower fare.

While we've had a good year, the future of ADA paratransit in Southern California will be full of challenges. The aging of the population and cuts to state and local transportation services will lead to increased ridership in the years ahead. It is essential that all of us work together to ensure that there is a coordinated and accessible transportation system to serve the needs of people with disabilities in Los Angeles County.

A handwritten signature in black ink, reading "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 2011 - 2012

**Jano Baghdanian**

***Chair***

Los Angeles County Local  
Fixed Route Operators

**Dolores Nason**

***Vice Chair***

County of Los Angeles,  
Board of Supervisors

**Kurt Hagen**

***Treasurer***

Los Angeles County  
Commission on Disabilities

**Theresa De Vera**

***Secretary***

City of Los Angeles  
Mayor's Office

**Doran J. Barnes**

City Selection Committee  
Corridor Transportation Reps.

**Joseph Stitcher**

Los Angeles County  
Municipal Operators

**Martin Gombert**

Los Angeles County Local  
Fixed Route Operators

**Angela Nwokike**

Los Angeles County  
Independent Living Centers

**James H. Woodson**

Los Angeles County  
Metropolitan Transportation  
Authority (Metro)

**Michael Anthony Arrigo**

Chair, Access Services  
Community Advisory  
Committee (CAC)

**Wayne Wassell**

Chair, Access Services  
Transportation Professionals  
Advisory Committee (TPAC)

**James Jones**

***Access Services***

***Legal Counsel***

Jones & Lester, LLP

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## Transportation Professionals Advisory Committee (TPAC)

### Fiscal Year 2011 -2012

**Wayne Wassell**

**Chair**

Los Angeles County  
Metropolitan Transportation  
Authority (Metro)

**Ian Dailey**

**Vice Chair**

Torrance Transit

**Diane Amaya**

Beach Cities Transit

**Jose Barrios**

City of Santa Fe Springs

**Ernie Crespo**

Santa Monica's  
Big Blue Bus

**Gracie A. Davis**

Orange County  
Transportation Authority

**Kathryn Engel**

Glendale Beeline

**Linda Evans**

Los Angeles Department of  
Transportation

**Evelyn Galindo**

South Central Los Angeles  
Regional Center

**Valerie Gibson**

City of Pasadena

**Shirley Hsiao**

Long Beach Transit

**Kevin McDonald**

Foothill Transit

**Jose Medrano**

Montebello Bus Lines

**Darren Uhl**

Culver City Senior & Social  
Services

**Jesse Valdez**

Eastern Los Angeles  
Regional Center

## Community Advisory Committee (CAC)

### Fiscal Year 2011 -2012

**Michael Anthony Arrigo**

**Chair**

**Phyllis Coto**

**Vice Chair**

Maria Aroch

Kurt Baldwin

Nicole Cavalino

"Dov" Cohen

Tina Foafao

Marie-France Francois

Dina Garcia

Maggie Kavarian

Terri Lantz

Howard Payne

Freddi Segal-Gidan

Mildred "Nan" Stoudenmire

Monique Watts



## Access Services Member Agencies Fiscal Year 2011 - 2012

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 Monterey Park
24. City of Paramount
25. City of Pasadena
26. City of Santa Fe Springs
27. City of Sierra Madre
28. City of West Covina
29. City of West Hollywood
30. City of Westlake Village
31. Culver CityBus
32. Foothill Transit
33. Gardena Municipal Bus Lines
34. Long Beach Transit
35. Los Angeles City Department of Transportation
36. Los Angeles County Department of Public Works
37. Los Angeles County Metropolitan Transportation Authority (Metro)
38. Montebello Bus Lines
39. Norwalk Transit
40. Palos Verdes Peninsula Transit Authority
41. Santa Clarita Transit
42. Santa Monica's Big Blue Bus
43. Torrance Transit

## Superior Service Award Recipients Fiscal Year 2011 -2012

### July 2011

#### **Janice Rodriguez**

Driver  
Global Paratransit, Inc.

### August 2011

#### **Christina Bekarian**

Records Clerk  
CARE Evaluators

### September 2011

#### **Keshishyan Vahan**

Driver  
San Gabriel Transit

### October 2011

#### **Cassandra Monroe**

Driver  
California Transit, Inc.

### November 2011

#### **Angel Garcia**

Dispatcher  
California Transit, Inc.

### December 2011

#### **Diane Javier**

Road Supervisor  
MV Transportation

### January 2012

#### **Luz Elena Dominguez**

Driver  
MV Transportation

### February 2012

#### **Josh Orellana**

Mechanic  
MV Transportation

### March 2012

#### **Alex Serrano**

Marking and Tethering  
Specialist  
CARE Evaluators

### April 2012

#### **Aurora Delgado**

Driver  
California Transit, Inc.

### May 2012

#### **Lafayette Lott**

Trainer  
Global Paratransit, Inc.

### June 2012

#### **Tiffany Ha**

Driver  
San Gabriel Transit

## Access Services Contract Service Providers Fiscal Year 2011 -2012

### **Northern Region**

Nader Raydan  
General Manager  
MV Transportation

### **Eastern Region**

Stacey Murphy  
General Manager  
San Gabriel Transit

### **West/Central Region**

Mike Fricke  
General Manager  
California Transit, Inc.

### **Southern Region**

Lee Habibi  
General Manager  
Global Paratransit, Inc.

### **Antelope Valley Region**

Rey Judd  
(July - April 2012)  
General Manager  
Southland Transit, Inc.

Laura Moreno  
(May/June 2012)  
General Manager  
Keolis Transit

### **Santa Clarita Region**

Adrian Aguilar  
General Manager  
Santa Clarita Transit

### **Eligibility**

David Lee  
General Manager  
CARE Evaluators



## Spirit of Accessibility Award 2012

For thirty-seven years, Community Senior Services has been providing life-enriching programs and services to seniors and their families in the Inland Empire, Pomona and San Gabriel Valley. Community Senior Services' mission is "connecting people, information, resources and communities to enrich the lives of older adults." Its flagship program, Get About, provides a door-to-door transportation service to the elderly and disabled residents of Claremont, La Verne, Pomona and San Dimas.

In 2010, Community Senior Services was awarded a New Freedom Grant to start a volunteer driver program called Community Connections. This grant was funded by the FTA in partnership with Metro, Omnitrans, the Pomona Valley Transportation Authority and VTrans. Community Connections empowers older adults and individuals with disabilities to remain independent by providing a mileage reimbursement for their friends, neighbors and other community members who provide them with rides. Last year, Community Connections provided transportation for 271 riders to a variety of different destinations!

Transportation connects individuals of all ages to the places where they can meet their most basic needs. Older Americans have a love affair with automobiles, a feeling that is closely tied to deeply held values of autonomy and independence. As people age, a number of factors can threaten mobility, including impaired ability to drive, limited availability of alternative forms of transportation and unwillingness to be dependent upon others. Community Connections, through its partners, is addressing the issue by providing access to an alternative form of transportation to meet the needs of the aging and disabled residents in Claremont, La Verne, Pomona and San Dimas.

*Left to right:*

**Floy A. Biggs**

*Chief Executive Officer  
Community Senior Services*

**Toni Levysohn**

*Director  
Community Connections*

**Jenny Jolly**

*Client Relations Coordinator  
Community Connections*



## Jerry Walker Commitment to Quality Service Award 2012



**Ali Ahmednor**  
*San Gabriel Transit*

Ali Ahmednor is this year's Jerry Walker Commitment to Quality Service Award winner.

Born in Somalia, Ali began working for San Gabriel Transit in 1994. In 1995, he began his 16-year career of safely transporting Access customers. According to Ali, he was drawn to becoming an Access driver because he wanted to help the disabled community. He believes good customer service includes escorting customers safely during all parts of their trip and helping them with any and all concerns they may have. It is this profound commitment to safe driving and his passion for providing high quality customer service that makes Ali an invaluable member of the Access team!

The Access Driver Incentive Program was established in April 2010 to reward drivers who have no preventable accidents or customer complaints related to safety or service. Ali is the first driver to be presented with every driver incentive award, and was recently honored at an Access Board of Directors' meeting where he was awarded Disneyland tickets for being the first driver to reach 100,000 miles without an accident or customer complaint.

The Jerry Walker Commitment to Quality Service Award is intended to honor outstanding individuals who have an intense sense of duty and responsibility to Access customers, and are dedicated to improving service by consistently placing their needs above all other considerations. Ali Ahmednor exemplifies high quality service and his tireless dedication and solid commitment to the safety of Access Services is a testament to the legacy of Jerry Walker.

Congratulations Ali!

## Access: Driving Technology Forward

Over the last few years, Access has invested significant time and resources into the implementation of paratransit specific software (ADEPT), TAP, and 511. Through the development and implementation of these initiatives, Access continues to be in the forefront of paratransit by utilizing the most advanced technologies available.

### Stratagen ADEPT

The ADEPT system is Access' hosted reservation/scheduling/dispatch platform that is available to all of our transportation service contractors. To date, it has been deployed in the Southern, Antelope Valley, and San Fernando Valley service areas. As the platform is flexible, each contractor can choose the level of implementation that best fits its particular operating plan. This includes:

- > **Reservations** - This system allows contractors to book, change or cancel trips, and streamlines reservation functionality by integrating all reservation user interfaces onto a single screen.
- > **Scheduling** - This module builds comprehensive, optimized trip schedules utilizing the most relevant, real-world parameters available. In 2012, the system was upgraded so that routes are now based on actual TomTom GPS data, which considers traffic conditions and other factors in creating vehicle routes.
- > **Dispatch** - This function implements the real-time, web-based AVL (Automatic Vehicle Locating) and Dispatch Alert, which allows the dispatch center to precisely identify vehicle locations, late routes, schedules with slack time, speeding vehicles, delayed pick-ups and other critical dispatch information. Dispatch Alert preemptively flags troubled routes

enabling our contractors to easily react to and reassign trips conveniently to nearby vehicles.

Within the next year, Access would like to deploy further enhancements, including:

- > **Interactive Voice Response (IVR)** - The IVR phone reservations system will provide the additional option for Access riders to use an automated reservations process without the need to talk to a "live" call taker.
- > **Internet Reservations** - "Manage My Trips" (MMT) is a web-based application designed to let riders schedule, view and cancel their own trips online. The intuitive user interface has:
  - > A step-by-step scheduling "wizard" which makes it simple to request a trip;
  - > Trip pick-up and drop-off locations displayed on a familiar Google map;
  - > Account management features that allow riders to set and change their own passwords;
  - > Trip history information that lets riders view and copy from past trips.



### TAP (Transit Access Pass)

In 2011, Access began the process of transitioning its legacy Rider ID card to a card that was integrated into the regional TAP fare payment system. In essence, the Access Rider ID cards are a hybrid TAP card that features both a contactless smart chip and a magnetic stripe. This card allows our customers to both “tap” on a fixed-route trip via our Free Fare partners and load money onto their card to pay their Access fare. Over 100,000 Access TAP cards have been issued.

One of the interesting benefits of the new Access TAP card is that it has provided staff with more accurate data about the Access Free Fare program. (Previously, our Free Fare data did not include Metro, which did not track Free Fare usage on its system.) The Free Fare program is very popular amongst our riders and is potentially saving the region hundreds of millions of dollars by diverting trips off of ADA paratransit.

### 511 Travelers Information Services

In 2012 Access formed a partnership with Metro in order to integrate Access into the 511 service. 511 provides traffic, public transit, and commuter service information in the Southern California area to improve commute and transit options. It is accessible via a 511 toll-free number or the [Go511.com](http://Go511.com) website. In the summer of 2012, the 511 website and phone system went live with four new Access options:

- > **Free Fare Trip Planner** - This allows a user to plan a fixed-route trip using transit partners on Access’ free fare program.
- > **Service Area Lookup** - This feature allows a user to determine if an address is within Access’ service area.
- > **Local Transit Options** - This provides more details about the Los Angeles County Dial-A-Ride providers.
- > **Feedback Option** - This feature allows a user to leave feedback regarding trips, complaints, commendations and suggestions related to Access.



## Access Services Promotes Volunteer Driver Programs in Los Angeles County

During 2012, Access Services launched a new initiative to encourage the formation of Volunteer Driver Programs in Los Angeles County. Access Services believes that Volunteer Driver Programs could provide our customers with increased choices and enhanced mobility, while proving less costly to the region than traditional ADA paratransit.

In general, our research found that:

- > Programs offer door-through-door service and sometimes other services that Access does not offer. Many senior and disabled riders need the door-through-door service that these programs provide.
- > Programs are typically open only to senior citizens and/or individuals with a disability. Age requirements for riders generally start at 60 years of age. This varies from program to program.
- > Riders are usually required to select their drivers. However, some agencies have a list of volunteer drivers who have indicated they are able to provide transportation when no driver is available.
- > Where drivers are selected by the rider, there is generally no connection between the driver and the agency. The vehicles used for this service are owned by the volunteer drivers themselves.
- > Generally, volunteer drivers are reimbursed for driving at a cost per mile rate. Some agencies pay less than the Federal reimbursement rate, some pay more. Some agencies cap the mileage that is eligible for reimbursement.
- > Research indicates annual operating budgets for many programs are very small (generally \$100,000 to \$300,000). Insurance can be a large cost of this type of program.

In the summer of 2012, Access Services created a group called the Los Angeles County Volunteer Driver Coalition. The Coalition has had three meetings at the offices of Access Services to discuss issues, strategy, and best practices relevant to Volunteer Driver Programs. Coalition members represent: Access Services; four different Volunteer Driver Programs in LA County; one Volunteer Driver Program outside of LA County; Regional Centers; the California State Council on Developmental Disabilities; senior organizations; and local transportation providers.

In addition to forming this coalition, Access Services recently decided to look into the possibility of starting its own Volunteer Driver Program. Access chose to study the very successful model of the TRIP Program in Riverside County, which requires qualified applicants to bring their own driver to the program. In October, Access staff attended a two-day training program in Riverside called "Operating a Successful TRIP Program." This training program involved an in-depth, hands-on study of TRIP operating policies and procedures.

We hope 2013 will bring additional news on this front, so stay tuned!





## Access Adjusts Fares in 2012

In 2012, because of increased ridership and higher gas prices, Access Services faced the prospect of financial difficulties in future years. In order to ensure the Agency moved forward with a balanced budget and a full vehicle replacement program, the Board asked staff to analyze, and take public comment on, a proposal to increase paratransit fares.

As part of this process, staff conducted extensive outreach throughout the County to ensure Access customers were able to provide input regarding the proposed fare changes. Access held 11 Community Meetings throughout its service area and one Public Hearing, on October 3rd, in

the Metro Boardroom. In addition, staff mailed newsletters to all active riders, distributed over 5,000 seat drops, and published public hearing notices in five major newspapers to advertise the proposed fare changes.

Staff also encouraged community input by soliciting comments through e-mail, a dedicated phone line, and via an on-line survey. Lastly, the proposal was sent to local, state and federal political offices. Overall, staff found that 70 percent of the comments received were in favor of the fare proposal.

In the end, the following fare schedule was approved and went into effect on January 1, 2013.

### Proposed Fare Change in the Los Angeles Basin

Trip Distance	Current	January 1, 2013	July 1, 2014
Under 20 miles	\$2.25	\$2.50	\$2.75
20 miles and over	\$3.00	\$3.25	\$3.50

### Transfer and North County Fares (no change)

Location	Local Fare	Transfer Fare
Santa Clarita	\$2.00	\$6.00
Antelope Valley	\$2.00	\$7.00
Between Santa Clarita and Antelope Valley	n/a	\$7.00





WHEELCHAIR  
SEUREMENT  
COMPLAINTS?  
(800) 827-0829

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## Access Initiatives Improve Customer Service

The Access Customer Support Department is responsible for all aspects of customer service activities with Access customers. Our call center carries out two primary functions: Customer Service and Customer Support.

- > **Customer Service** is available Monday through Friday from 8am to 5pm to assist customers with filing complaints, answering questions about the service, replacing identification cards and providing information about other transit options, and other customer service needs.
- > **Customer Support** is available 24/7 to assist customers with immediate, urgent service issues. Customers who experience a late trip or other urgent service issue can rely upon staff to assist them by either locating the vehicle assigned to their trip or locating another back-up vehicle to transport them safely to their intended destination

As a result of a dramatic increase in individuals applying for the service, handling the increasing call volume has become a challenge over the past two years. Additionally, Access implemented a new Access ID card in September 2011 which allows our customers to "TAP" their cards on Metro bus lines and many other municipal bus lines participating in our Free Fare program. The card also has a pre-paid Visa option that allows our customers to load money and pay their fare on Access. The introduction of this new card significantly increased the number of calls to Customer Service.

During FY 11/12, a number of strategies were implemented to ensure that Access could handle the increased call volume and provide the best quality customer service possible:

### **Customer Service Representative (CSR) Scorecard and Incentive Program**

In February 2012, a performance scorecard was developed to measure both productivity and quality assurance initiatives to ensure that the call center staff is managing the call volume as efficiently as possible while still providing top notch customer service. The scorecard measures a number of productivity statistics including average call length, average calls per hour, and percentage of time available for calls during a shift. These productivity measures are balanced with ratings for observations of the CSRs.

### **Customer Support Call Outsourcing**

In an effort to ensure maximum staffing during peak times during the weekdays, Access began outsourcing Customer Support calls on weekends to our service provider San Gabriel Transit (SGT). Since 2009, SGT has been handling after hours coverage of the Customer Support Center calls during the hours of 11pm to 6am, seven days a week. Therefore, it was an easy transition to have SGT also take these calls during the weekends. This step allowed four Access CSRs, originally scheduled to work the weekends, to take calls during peak weekday periods.

After successfully outsourcing Customer Support calls to SGT on weekends, Access decided, in Spring 2012, to put out an RFP to outsource additional calls. In June 2012, Access signed a contract with Southland Transit to outsource application requests/eligibility inquiries and, in February 2013, calls related to Access TAP ID cards. Access believes that this is a critical step in ensuring that the growing call volume can be managed to better meet performance standards.

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## Operations Report – Fiscal Year 2011-2012

On behalf of member agencies, Access Services transported over 3.2 million customers in Los Angeles County, which represents a 9.9% increase in ridership from fiscal year 2010-2011. The increase in demand for service has maintained an upward trend over the last few fiscal years and has certainly had an impact on operations.

The Access regional teams faced many operational and technical challenges throughout the fiscal year, including the transition to a new service provider in the Antelope Valley region, software updates at service provider sites, closure of the heavily used 405 freeway, and the implementation of the new Access ID card.

Despite these challenges, Access was able to meet and exceed our established performance goals. On-time performance was 91.18%, exceeding our standard of 91%. Category "Late 4", (hour late) trips were kept below our standard of 0.10%, at 0.08%, an 11.1% decrease from last fiscal year.

In addition, Access concluded the fiscal year with only 3.17 service-related complaints for every 1,000 trips, a 28% decrease from the previous year. The system-wide average initial hold times also saw a decrease of 5.4% from the previous fiscal year, at 53 seconds, well below our standard of 120 seconds.

Improving our customer's ride experience is at the heart of all that we do. The Access regional teams continued to focus heavily on safety initiatives throughout FY 11/12. Through the Second Annual Safety Rodeo, the Driver Incentive Program and the onboard camera system, "Smart Drive," significant strides have been made toward enhancing the safety culture. As a result of this continued effort, Access has seen an encouraging trend characterized by a decrease in the number of accident-related insurance claims over this fiscal year.

### System-Wide Service Data

	FY 10-11	FY 11-12	% Change
<b>Total Passengers</b>	2,980,888	3,275,021	9.9%
<b>Total Trips</b>	2,285,810	2,518,053	10.2%
<b>Total Miles</b>	34,808,179	36,526,152	4.9%
<b>Contract Revenue Miles</b>	21,263,229	22,991,397	8.1%
<b>Contract Revenue Hours</b>	1,038,654	1,139,296	9.7%
<b>Average Trip Distance</b>	9.3	9.13	-1.8%
<b>Passengers per Hour</b>	2.870	2.875	0.2%
<b>On-Time Performance</b>	91.60%	91.18%	-0.5%
<b>Hour Late Trips (Late 4)</b>	0.09%	0.08%	-11.1%
<b>Service Complaints per 1,000 Trips</b>	4.40	3.17	-28.0%
<b>Average Initial Hold Times (seconds)</b>	56	53	-5.4%

# Financial Data - Fiscal Year 2011-2012

## Revenues and Expenses (Year ended June 30, 2012)

### Operating Revenues

Section 5310 STP & other FTA funds	\$59,467,428
Prop C - Discretionary funds	50,742,408
Passenger fare revenues	5,966,260
Gain on disposal of assets	574,878
Interest revenue	44,424
Other revenue	338,294
<b>Total Revenues</b>	<b>\$117,133,692</b>

### Operating Expenses

Purchased transportation services (net of lease/penalties)	\$90,395,396
Salaries and related expenses	6,376,529
Insurance	4,398,246
Eligibility determination	2,692,934
Communications-telephone/ data transmission	1,567,308
Professional services	1,387,489
Phone & computer system maint/consulting	1,128,771
Rent - office and equipment	612,122
Publications/printed materials/copying	590,326
Travel training	494,093
Postage/mailing/messenger	287,594
Promotions/events	275,332
Security	175,512
Tether pilot program	152,757
Temporary personnel	137,778
Vehicle operating costs and registration	133,587
Network support/supplies	106,340
Other related employee expenses	67,838
Travel and conferences	64,218
Scholarship programs/Training program	57,013
Passenger Survey	54,800
Office supplies	47,626
Repairs and maintenance	46,010
Board & Advisory committee compensation	28,319
Business meetings and meals	23,718
Translations/interpreters	13,003
Professional memberships/subscriptions	8,120
Equipment/other rental	5,517
Mileage and parking	3,408
Advertising - legal and procurement notices	2,804
Other expenses	2,588
<b>Total Expenses (before depreciation)</b>	<b>\$111,337,096</b>
<b>Depreciation</b>	<b>\$5,285,183</b>
<b>Total Expenses (after depreciation)</b>	<b>\$116,622,279</b>
<b>Change in Net Assets</b>	<b>\$511,413</b>
<b>Net Assets, Beginning of Year</b>	<b>\$1,749,576</b>
<b>Net Assets, End of Year</b>	<b>\$2,260,989</b>

## Balance Sheet - June 30, 2012

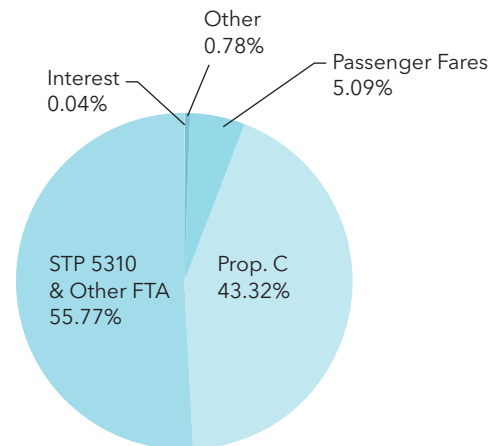
### Assets

Cash and cash equivalents	\$14,401,273
Grant receivable	3,659,506
Accounts receivable	102,512
Prepaid expenses	5,193,534
Due from LACMTA	35,922
Property and equipment (net)	11,946,406
<b>Total Assets</b>	<b>\$35,339,153</b>

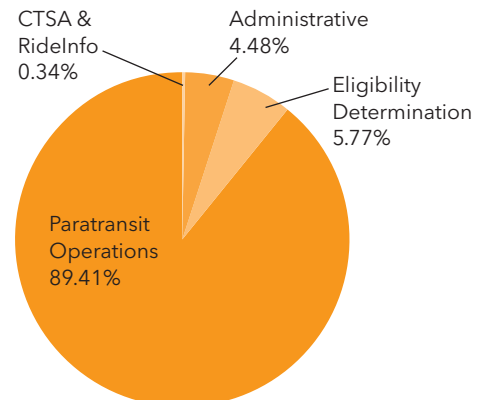
### Liabilities & Net Assets

Accounts payable	\$1,385,915
Payable to contractors	8,683,852
Accrued salaries and expenses	4,342,044
Self insurance accruals	1,801,474
Deferred support	16,762,922
Deferred revenue	101,957
<b>Total Liabilities</b>	<b>\$33,078,164</b>
<b>Temporarily Restricted</b>	<b>\$2,260,989</b>
<b>Total Net Assets</b>	<b>\$2,260,989</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$35,339,153</b>

### Funding Sources



### Expenses by Program



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

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