

Fiscal Year 2013-2014

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Access Services Annual Report

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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

While we spent some time last year celebrating and reflecting on Access' twenty years of service to people with disabilities in Los Angeles County, 2014 was one of the busiest years for this agency that I can remember.

The Federal Transit Administration and Access have been working to address concerns that the FTA has with our No Show, Origin to Destination and Fare policies. Solutions to these issues, particularly Origin to Destination and Fares, will not be easy and will result in significant changes to the way that Access has operated over the last twenty years. We hope to resolve these issues in 2015.

Access is also taking a close look at how it conducts various aspects of our operations. Staff is overseeing studies of our customer service and eligibility functions to ensure they are meeting the high standards expected by our customers and our stakeholders. After these are completed, we will also be undertaking a study of our operating structure that will look at potential alternatives for providing some of our paratransit services going forward. The results of these studies will be presented to our Board in 2015.

On top of all of this, the service continues to grow. Customer trips were up 9 percent over the previous fiscal year and we delivered nearly 3.8 million passenger trips. Like many paratransit operations around the United States, we expect this growth to continue into the foreseeable future.

Before I conclude, I would like to thank Access staff, our customers, our member agencies and our providers for their support and dedication during the last year. We have had many challenges and together we were able to meet them successfully.

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

Shelly Verrinder
Executive Director

Access Services Board of Directors

Fiscal Year 2013 - 2014

Doran Barnes

Chair

City Selection Committee
Corridor Transportation Reps.

Dolores Nason

Vice Chair

County of Los Angeles,
Board of Supervisors

Martin Gombert

Treasurer

Los Angeles County Local
Fixed Route Operators

Theresa DeVera

Secretary

City of Los Angeles
Mayor's Office

Art Ida

Los Angeles County
Municipal Operators

Daniel Levy

Los Angeles County
Metropolitan Transportation
Authority (Metro)

Angela Nwokike

Los Angeles County
Independent Living Centers

John B. Troost

Los Angeles County
Commission on Disabilities

Kim Turner

Los Angeles County
Municipal Operators

James Jones

Access Services Legal Counsel

Jones & Lester, LLP

Board Ex Officio's

Kathryn Engel

Chair

Transportation Professionals
Advisory Committee

Michael Anthony Arrigo

Chair

Community Advisory
Committee



Transportation Professionals Advisory Committee (TPAC)

Fiscal Year 2013-2014

Kathryn Engel

Chair

Glendale Beeline

Linda Evans

Vice-Chair

L.A. Department
of Transportation

Jesse Valdez

Eastern Los Angeles
Regional Center

Gracie Davis

Orange County
Transportation Authority

Jess Segovia

Metro

Kevin McDonald

Foothill Transit

Diane Amaya

Beach Cities Transit

Ashley Koger

Torrance Transit

Valerie Gibson

City of Pasadena

Shirley Hsiao

Long Beach Transit

Jose Medrano

Montebello Bus Lines

Evelyn Galindo

South Central Los Angeles
Regional Center

David Feinberg

Santa Monica's Big Blue Bus

Darren Uhl

Culver City Senior and
Social Service Center

Community Advisory Committee (CAC)

Fiscal Year 2013-2014

Michael Anthony Arrigo

Chair

Terri Lantz

Vice Chair

Maria Aroch

Kurt Baldwin

Chaplain "Dov" Cohen

Phyllis Coto

Tina Fofoa

Marie-France Francois

Dina Garcia

Liz Lyons

Jesse Padilla

Howard Payne

Mildred "Nan" Stourdenmire

Access Services Member Agencies

Fiscal Year 2013-2014

1. City of Alhambra
2. City of Baldwin Park
3. City of Bell
4. City of Bell Gardens
5. City of Bellflower
6. City of Burbank
7. City of Calabasas
8. City of Carson
9. City of Cerritos
10. City of Commerce
11. City of Compton
12. City of Cudahy
13. City of Downey
14. City of Duarte
15. City of El Monte
16. City of Glendale
17. City of Huntington Park
18. City of Inglewood
19. City of La Cañada Flintridge
20. City of Lawndale
21. City of Lynwood
22. City of Monterey Park
23. City of Paramount
24. City of Pasadena
25. City of Rosemead
26. City of Sierra Madre
27. City of West Covina
28. City of West Hollywood
29. City of Westlake Village
30. Antelope Valley Transit Authority
31. Beach Cities Transit
32. Culver CityBus
33. Foothill Transit
34. Gardena Municipal Bus Lines
35. Long Beach Transit
36. Los Angeles City Department of Transportation
37. Los Angeles County Department of Public Works
38. Los Angeles County Metropolitan Transportation Authority (Metro)
39. Montebello Bus Lines
40. Norwalk Transit
41. Palos Verdes Peninsula Transit Authority
42. Santa Clarita Transit
43. Santa Monica's Big Blue Bus
44. Torrance Transit



Superior Service Award Recipients Fiscal Year 2013-2014

July 2013

Jennifer Williams
Driver
Diversified Transportation

August 2013

Claudia Aceves
Driver
San Gabriel Transit

September 2013

April Kelley
Call Center Supervisor
CARE Evaluators

October 2013

Diego Rangel
Driver
California Transit, Inc.

November 2013

Soledad Diaz
Risk Manager
Global Paratransit, Inc.

December 2013

Denise Lopez
Dispatcher
MV Transportation

January 2014

Mary Ellen Randall
Driver
Diversified Transportation

February 2014

Richard Cabrera
Mechanic
Santa Clarita Transit

March 2014

Gustabo Paniagua
Driver
California Transit, Inc.

April 2014

Yvette Villalba
Call Center Supervisor
San Gabriel Transit

May 2014

Karina Abrica
Dispatcher
Global Paratransit, Inc.

June 2014

Melinda Friend
Driver
MV Transportation

Access Services Contract Service Providers Fiscal Year 2013-2014

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

Luis Garcia
General Manager
Global Paratransit, Inc.

Antelope Valley Region

Laura Moreno
General Manager
Diversified Transportation

Santa Clarita Region

Adrian Aguilar
Transit Manager
City of Santa Clarita

Eligibility

David Lee
General Manager
CARE Evaluators

Spirit of Accessibility Award 2014



Lorri Bernson
Guide Dogs of America

Access Services is proud to award its 2014 Spirit of Accessibility Award to Lorri Bernson, the Community and Media Liaison for Guide Dogs of America (GDA). Guide Dogs of America provides guide dogs and instruction in their use, free of charge, to blind and visually impaired men and women from the United States and Canada.

In 1994, Lorri was working in the licensing department at Paramount Pictures when she began losing her vision to diabetic retinopathy. After a number of surgeries failed to stop the progression of the disease, Lorri was researching guide dogs when she discovered Guide Dogs of America, which was established in 1946. In 2002, Lorri became a student at GDA.

Her experience with GDA was so helpful that she eventually found herself working for GDA as its Community and Media Liaison. She has initiated a number of successful fundraisers and conducted numerous media interviews to spread the word about this organization. She has partnered with the Los Angeles Dodgers and Ned Colletti, the former Dodgers' General Manager who is currently a Senior Advisor to the team. Colletti and Bernson met in 2009 while he was on a tour of the GDA campus, and he was so impressed that he and the team sponsored Lorri and her new guide dog Carter, who she received in 2010. Since then, Colletti and the Dodgers have sponsored two additional dog-and-handler teams at a cost of \$42,000 each. In August 2011, Lorri, with Carter close by, threw out the first pitch at a Dodgers game. Guide dogs in training and their handlers lined up along the first base line to show their support!

In early 2014, Access became more acquainted with Lorri (an Access customer since 1995) and, in October, partnered with Lorri and GDA to host a service animal orientation for key staff of all Access' service providers as well as Access operations staff. The orientation provided a platform to learn more about transporting customers with service animals. This year Access will be working with Lorri again to help create a service animal training video which Access plans to use as a way to enhance training for our drivers.

Congratulations Lorri!

Jerry Walker Commitment to Quality Service Award 2014



Silvia Abrica
Safety Coordinator
Global Paratransit Inc. (GPI)

The Jerry Walker Commitment to Quality Service Award is designed to honor and celebrate those individuals who are dedicated to providing top quality service to every customer. This year, Access Services is proud to honor Silvia Abrica with the 2014 Jerry Walker Commitment to Quality Service Award.

“We are so proud to have Silvia on our team,” says Global Paratransit, Inc. (GPI) General Manager Luis Garcia. “She places our customers first, and is always willing to go above and beyond with no hesitation. There is no question that she embodies the true spirit of the Jerry Walker Award.”

Silvia started her extraordinary career with GPI in 2007 as a driver and as a call taker. Every day, after a few hours in the call center, she would head out on the road to transport customers.

Three years later, Silvia transitioned into the role of Road Supervisor. She flourished, displaying her passion for safety and customer service. She was always willing to assist in any capacity, whether it was assisting with incidents out in the field; coaching to improve driver behaviors; or assisting Access customers with service needs.

Because of her commitment to customer service, Silvia was promoted to the position of Safety Supervisor. In this role she coordinates Global’s use of the SmartDrive onboard video camera recording system, reviewing onboard video clips, coaching drivers and ensuring the system is functioning correctly.

Silvia is an avid fan of the Access Driver Rodeo and always attends to support the Global team. She has become famous for her enthusiasm as she cheers on GPI drivers in their quest for the coveted first place team award.

Congratulations Silvia!

Access Addresses FTA Concerns

In 2014, the Federal Transit Administration (FTA) said that aspects of Access Services' paratransit services did not comply with federal regulations. While these policies have been in place for quite some time, the Access Services Board of Directors, Access staff and our member agencies have been working on changes to satisfy the FTA's concerns.

No Shows

Access' No Show policy was put into place to reduce instances where a customer would reserve a ride and then not take it.

The FTA was concerned that:

- > Access' No Show policy did not take into account the frequency of a customer's travel when deciding whether to suspend a customer;
- > The suspensions the agency imposed were too severe;
- > And cancellation rules for subscription trips should match those of regular, next-day trips.

The revised No Show policy was approved by the Access Board of Directors in February 2015 and has gone into effect as of April 1, 2015.

Origin to Destination Service

In 2005, the United States Department of Transportation published its guidance on Origin to Destination service, which stated that it was necessary for a curb-to-curb paratransit agency, like Access, to provide service beyond the curb in certain instances. While Access has traditionally believed that such guidance was

not a requirement, the Agency's Board of Directors ultimately decided that such service should be provided. The tentative date for implementation of Origin to Destination service is July 1, 2015.

Regional Paratransit Fares

Nearly 20 years ago, Access and its member agencies decided, with the strong, overwhelming support of our customers and disability advocates, to implement a "coordinated" fare that was simple for riders to understand and easy for the agency and its providers to implement. Access developed its simple two-tier fare structure with substantial input from dozens of meetings with the disability community. In 2014, the FTA decided that this fare structure was not compliant with federal regulations.

In response, the Access Services Board of Directors asked staff to explore and propose a fare system that would comply with the ADA regulations as written and strictly interpreted. In addition, based on comments from customers that felt a new fare system would be confusing and lead to higher fares, the Board asked Access staff to look at whether a legislative or regulatory change could be implemented that would clarify that a coordinated fare system is allowable in a coordinated paratransit system.



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Access 2014 Highlights

Access' commitment to giving our customers the freedom to go continued in 2014. Access carried nearly 3.8 million passengers and our provider vehicles traveled over 42 million miles around Los Angeles County!

In 2014, Access continued to implement and expand a number of special programs and record other notable accomplishments.

- > **5310 Funding:** Access worked with staff from the Los Angeles County Metropolitan Transportation Authority (Metro) to move the distribution of federal 5310 funding from Caltrans to Metro. These funds are used to fund programs for seniors and people with disabilities. Under the Caltrans program, Access was limited to \$600,000 in funding per year. Under the Metro 5310 program, Access will receive \$6.7 million over the next two years to buy Compressed Natural Gas (CNG) paratransit vehicles.
- > **Fleet Formula:** The Fleet Formula was launched in October 2014 after several months of collaboration with Access advisory committees, contractors and Access leadership. The formula, which was developed as a trips per vehicle ratio, is a tool intended to simplify the process of budgeting for Access' capital needs and ensure that contractors have enough vehicles to balance ridership growth. The formula was used to develop a five year capital plan, which will be included in the agency's Short Range Transportation Plan, and will also be used to determine Access' initial vehicle contribution for future contracts.
- > **Express Lane Toll Credit Grant:** Access Services successfully secured funding (\$1.02 million) for 15 CNG-fueled vehicles to be partially funded from regional revenue drawn from the FastTrak lanes in operation on the I-10 and I-110 Freeways.
- > **Access to Work:** Access Services completed its second year of the Access to Work program. The service provides transportation for Access customers who use Access to travel to and from work. Access' providers have worked extremely hard to achieve near 95% on-time performance for arrivals at customer job sites ensuring that the customers can work full days and also have less stress when traveling to work. Access was initially awarded \$2.5 million for operations of the program and \$2.4 million to purchase 50 minivan vehicles. In 2012 Access was awarded an additional \$4.4 million to expand the program and secure 63 additional MV-1 CNG-fueled minivans for the service.
- > **Parents with Disabilities Pilot Program:** The Parents with Disabilities program completed its first year of operation in the San Fernando Valley in 2014. The Federal (New Freedom) grant funded program provides additional services for parents who use Access for child-care related transportation. Almost three dozen parents



“Access’ providers have worked extremely hard to achieve near 95% on-time performance for arrivals at customer job sites ensuring that the customers can work full days and also have less stress when traveling to work.”

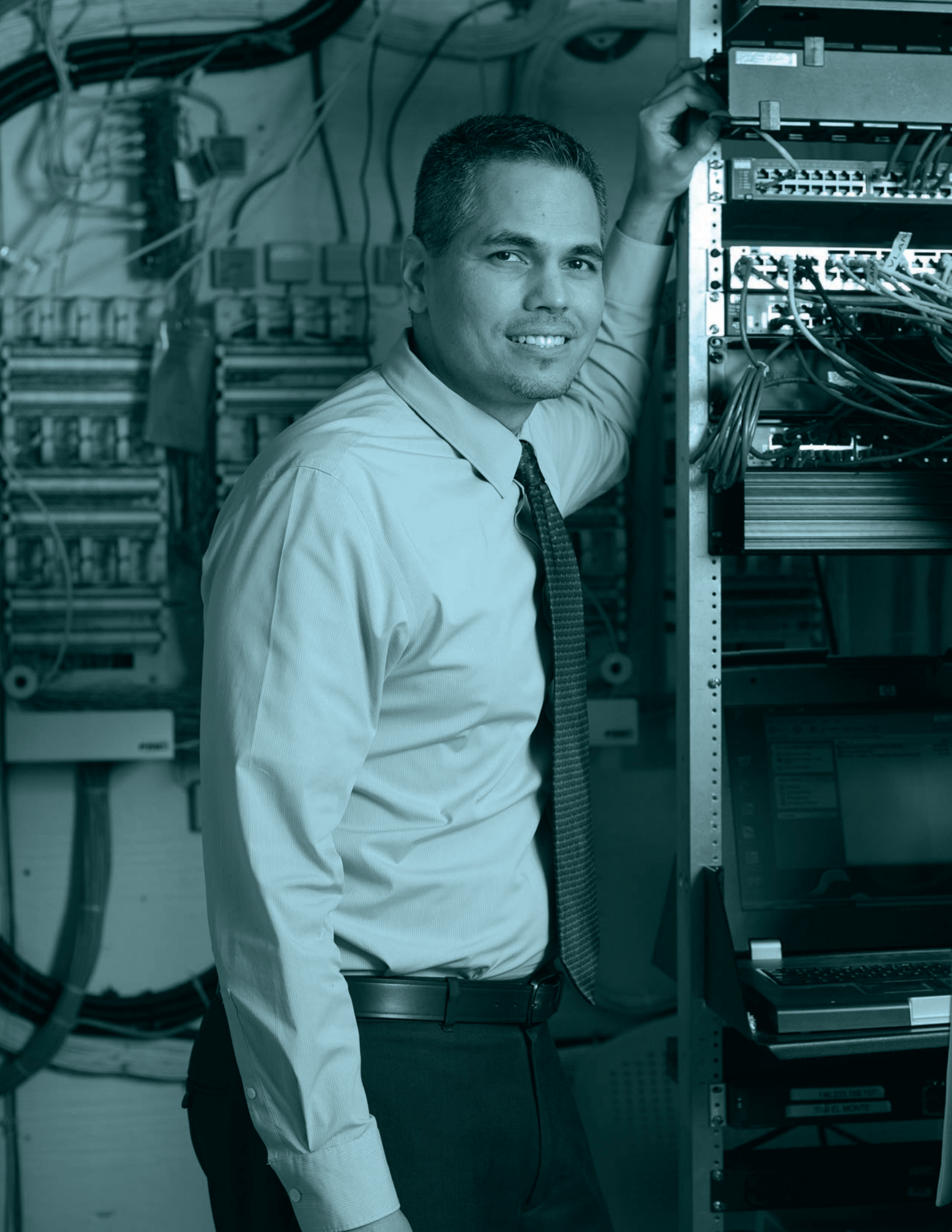
have been found eligible for the program and over half are regular users of the service. Many parents take their child to school, drop them off and then return home on the same vehicle. This sort of trip is not as easy to perform on regular Access paratransit, but the Parents with Disabilities program makes it easy for its users.

- > **Volunteer Driver Coalition:** Access Services’ Volunteer Driver Coalition, which started in 2012, continued to provide a forum for different organizations to come together to discuss ways to expand their programs and improve their services. Volunteer Driver Programs (also referred to as Mileage Reimbursement Programs) currently operate in the eastern San Gabriel Valley, Long Beach and West Los Angeles. Programs in San Diego, Riverside and San Bernardino Counties are also in operation and have provided advice and presentations to the Coalition over the past year. Most recently, a Volunteer Driver Program has started in Ventura County and plans are in the works for a program to begin in the Santa Clarita Valley area as well.
- > **Travel Training:** Access Services continued to offer training to Access customers who wish to learn how to utilize the fixed route services of Los Angeles County for some of their transportation needs. The Travel Training program has been extremely successful in educating and encouraging some Access customers to try fixed route service. Access intends to expand upon the success of the

existing Travel Training program by offering Group Travel Training sometime in 2015. Access spends \$500,000 annually on Travel Training but has determined that the program has saved the region over \$3 million by encouraging customers to use fixed-route services when they are able.

- > **Out of Service Area Grant:** In 2012, Access Services adopted the transit service map created by the 511 traveler information service. During the transition from Access’ older service area map to the adoption of the 511 service area map, some existing Access customers at the edges of Access’ service area boundary were now found to be outside of Access’ service area. Access secured New Freedom funding for \$1.917 million in order to continue to provide paratransit service to these customers for an extended grace period in order to provide those customers sufficient time to find other means of connecting with Access or other transportation services.

“Many parents take their child to school, drop them off and then return home on the same vehicle. This sort of trip is not as easy to perform on regular Access paratransit, but the Parents with Disabilities program makes it easy for its users.”



2014 Access Safety Report

Access continued to promote safety to new levels in 2014 with an expanded staff and focus.

- > Leading the way was the establishment of a new Safety Steering Committee (SSC) comprised of Provider Management and Access staff. Meeting on the third Tuesday of every month, the SSC focuses on monitoring collision and incident trends, communicating key safety points, and developing campaigns to reduce unsafe behaviors. During the year, the SSC provided oversight into new training videos focusing on backing up collisions and red light dangers.
- > As part of its new Road Safety Inspector Program, Access deployed additional staff resources onto the streets in 2014. The inspectors, also known as RSIs, provide weekday coverage between 4:00am and 7:30pm to monitor Access' operations first hand. RSI duties include conducting driver observations, inspecting vehicles, and responding to collisions and incidents. Over time, the enhanced field supervision will improve safety and give Access more resources in the field to respond to emergencies.
- > 2014 also saw the building of relationships with county stakeholders in the area of emergency management. By joining the Transportation Mutual Assistance Compact (TransMAC), Access became part of a group of more than a dozen transit agencies in southern California that are committed to assisting each other in responding to emergencies and evacuations. Along those lines, Access has also been building relationships with local emergency responders including the Los Angeles County

Office of Emergency Management and Los Angeles County Critical Incident Planning and Training Alliance. When, and if, the next disaster strikes, Access will be well positioned to contribute to the response and recovery.

- > Finally, the Safety and Risk Management Department revamped its collision and incident review processes in 2014 which has already led to a significant decline in preventable collisions. Staff has focused on root cause analysis; better use of SmartDrive, Access's vehicle based video surveillance system; and driver and provider accountability through follow-through on post-collision training and/or removal of risk.



"As part of its new Road Safety Inspector Program, Access deployed staff resources onto the streets in 2014."

Operations Report - Fiscal Year 2013-2014

On behalf of its Member Agencies, Access Services transported nearly 3.8 million passengers in Los Angeles County, representing a 9.0% increase from fiscal year 2012-2013. Beginning in September, weekday demand surpassed 10,000 trips, and has continued to climb each month. Demand for paratransit service in the region has steadily increased over the last few fiscal years and has certainly had an impact on operations.

In spite of the substantial growth, Access was able to provide a high level of service during fiscal year 2013-2014. 90.21 percent of trips were on time, and Category "Late 4" (hour late) trips were in line with our standard of 0.10 percent.

With respect to call statistics, the average hold time in the reservation centers was 77 seconds, well below the 120 second standard.

Access regional teams focused on a proactive approach during the fiscal year. Working closely with service providers and customer groups, staff made many strides to anticipate challenges that would hinder service performance. Through programs such as Access to Work, Parents with Disabilities, and the Service Animal Subcommittee, Access is continuously evaluating feedback to create innovative solutions with the goal of providing exceptional, efficient service for our customers.

System-Wide Service Data

	FY 12-13	FY 13-14	% Change
Total Passengers	3,481,204	3,794,923	9.0%
Total Trips	2,677,808	2,922,690	9.1%
Total Miles	39,219,810	42,380,330	8.1%
Contract Revenue Miles	24,655,508	26,860,209	8.9%
Contract Revenue Hours	1,221,257	1,356,663	11.1%
Average Trip Distance	9.21	9.19	-0.2%
Passengers per Hour	2.85	2.80	-1.9%
On-Time Performance	90.31%	90.21%	-0.1%
Hour Late Trips (late 4)	0.08%	0.10%	25.0%
Service Complaints per 1,000 Trips	3.2	4.7	46.9%
Average Initial Hold Times (seconds)	77	77	0.0%

Financial Data - Fiscal Year 2013-2014

Revenues and Expenses (Year ended June 30, 2014)

Operating Revenues

Section 5310 STP & other FTA funds	\$60,834,239
Prop C-Discretionary funds	59,400,000
Passenger fare revenues	7,700,644
Gain on disposal of assets	295,668
Interest revenue	15,835
Other revenue	218,249
Section 5317 funds	483,316
Total Revenues	\$128,947,951

Operating Expenses

Purchased transp svc (net of lease/penalties)	\$101,675,201
Salaries and related expenses	6,604,384
Insurance	4,785,354
Eligibility determination	3,479,604
Communications-telephone/ data transmission	1,866,229
Phone and computer system maint/consulting	1,118,742
Professional services	895,795
Publications/printed materials/copying	853,601
Contracted customer services	675,311
Rent - office and equipment	612,833
Travel training	501,372
Postage/mailing/messenger	324,756
Promotions/events	242,400
Tether pilot program	228,141
Security	171,318
Vehicle operating costs and registration	164,302
Network support/supplies	150,803
Temporary personnel	132,996
Other related employee expenses	80,867
Travel and conferences	80,117
Repairs and maintenance	50,326
Office supplies	49,436
Business meetings and meals	33,329
Training program/materials	28,441
Passenger survey/ride check program	13,622
Other expenses	11,894
Board and Advisory Committee compensation	11,874
Professional memberships/subscriptions	7,406
Scholarship programs	6,885
TOTAL EXPENSES (before depreciation)	\$124,857,339
Decrease in unfunded defined benefit plan	(281,986)
Depreciation	4,967,964
TOTAL EXPENSES (after depreciation)	\$129,543,317
Change In Net Assets	(\$595,366)
Net Assets, Beginning of Year	181,983
Net Assets, End of Year	(\$413,383)

Independent Auditor's Report available on request.

Balance Sheet - June 30, 2014

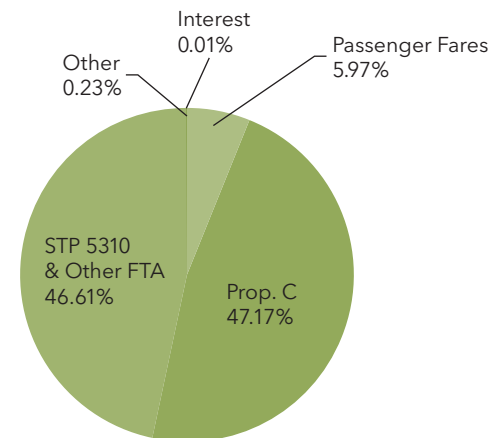
Assets

Cash and cash equivalents	\$16,027,614
Grant receivable	9,158,924
Due from LACMTA	5,468,867
Prepaid expenses	3,446,635
Accounts receivable	126,017
Property and equipment (net)	11,768,387
Total Assets	\$45,996,444

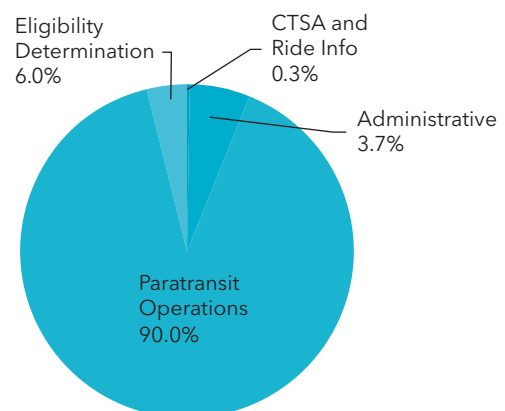
Liabilities & Net Assets

Accounts payable	\$2,440,917
Payable to contractors	8,614,268
Accrued salaries and expenses	2,180,920
Unfunded pension liability	2,040,837
Self insurance accruals	2,910,573
Deferred support	28,000,090
Deferred revenue	222,222
Total liabilities	\$46,409,827
Unrestricted	(2,040,837)
Temporarily restricted	1,627,454
Total net assets	(\$413,383)
TOTAL LIABILITIES & NET ASSETS	\$45,996,444

Funding Sources



Expenses by Program



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Access Services

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