Access Services Annual Report Fiscal Year 2012-2013

Access: From Point A to LA.



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

After over 20 years in paratransit, the one thing I am familiar with is reinvention. Every night, after the Access reservation lines close at 10:00 p.m., our providers and their staffs (with help from a very robust computer network) start fresh with a new set of trips for the next day. In our business, change is the one constant we can count on and, as the service expands, it's coming faster and faster. The fact that Access now transports more trips on an average day than we provided in our entire first year is unbelievable.

As Access celebrates our 20th Anniversary, we have started to reinvent ourselves so that we will be able to continue serving our customers and member agencies well for many years to come, including:

- Restructuring and reorganizing the Agency's staffing to ensure we can respond to tomorrow's challenges. This includes new positions in finance, safety, data analysis and information technology, as well as bringing in some talented people to fill leadership roles.
- Continuing to do what we've done for the last twenty years: experiment with cutting edge ideas and innovations. We have several different grant-funded operational programs, such as Access to Work, up and running and are coordinating the region's Volunteer Driver Programs. Access has been in the "clouds" for years with our computer network and we are now focusing on how to use all the data to manage our services in real time.
- Starting a dialogue in the County about including transportation funding for seniors and people with disabilities in any upcoming sales tax ballot initiative.

This is an exciting time at Access and I am proud to have been a part of it for over 20 years. Most importantly, I would like to thank all of our customers, our member agencies, and our providers for their support and dedication in making Access the best of the best. We couldn't have done it without you!

Shilly Syons Vermat

Shelly Lyons Verrinder Executive Director

From Point A to the V.A. Dov uses Access to coordinate transportation to cultural and sporting events for disabled veterans.

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Access Services Board of Directors Fiscal Year 2012-2013

Doran Barnes *Chair* City Selection Committee Corridor Transportation Reps.

Dolores Nason Vice Chair

County of Los Angeles, Board of Supervisors

Joseph Stitcher,

Treasurer Los Angeles County Municipal Operators

Theresa DeVera Secretary City of Los Angeles Mayor's Office

Jano Baghdanian Los Angeles County Local Fixed Route Operators

Hector Guerrero Los Angeles County Metropolitan Transportation Authority (Metro) April 2013 to August 2013

Martin Gombert Los Angeles County Local Fixed Route Operators Angela Nwokike Los Angeles County Independent Living Centers

James Jones Access Services Legal Counsel Jones & Lester, LLP

Board Members that also served in 2012/13

James Woodson Los Angeles County Metropolitan Transportation Authority (Metro) Served from June 2012 to March 2013

Kurt Hagen Los Angeles County Commission on Disabilities Served until August 2012

Transportation Professionals Advisory Committee (TPAC) Fiscal Year 2012-2013

Wayne Wassell *Chair* Metro

Ian Dailey *Vice Chair* Torrance Transit

Diane Amaya Beach Cities Transit

Kathryn Engel Glendale Beeline

Linda Evans Los Angeles Department of Transportation

Gracie A. Davis Orange County Transportation Authority Kevin McDonald Foothill Transit

Jesse Valdez East Los Angeles Regional Center

Ernie Crespo Santa Monica's Big Blue Bus

Evelyn Galindo South Central Los Angeles Regional Center

Valerie Gibson City of Pasadena **Shirley Hsiao** Long Beach Transit

Jose L. Medrano Montebello Bus Lines

Darren Uhl Culver City Senior and Social Services

Community Advisory Committee (CAC) Fiscal Year 2012-2013

Michael Anthony Arrigo Chair Phyllis Coto Vice Chair Maria Aroch Kurt Baldwin David "Dov" Cohen Tina Foafoa Marie-France Francois Dina Garcia Maggie Kavarian Terri Lantz

Howard Payne Mildred "Nan" Stoudenmire Freddi Segal-Gidan Monique Watts

Access Services Member Agencies Fiscal Year 2012-2013

- 1. City of Alhambra
- 2. City of Baldwin Park
- 3. City of Bell Gardens
- 4. City of Bellflower
- 5. City of Burbank
- 6. City of Calabasas
- 7. City of Carson
- 8. City of Cerritos
- 9. City of Commerce
- 10. City of Compton
- 11. City of Cudahy
- 12. City of Downey
- 13. City of Duarte
- 14. City of El Monte
- 15. City of Glendale
- 16. City of Huntington Park
- 17. City of Inglewood
- 18. City of La Cañada Flintridge
- 19. City of Lawndale
- 20. City of Lynwood
- 21. City of Monterey Park
- 22. City of Paramount
- 23. City of Pasadena
- 24. City of Rosemead
- 25. City of Sierra Madre
- 26. City of West Covina
- 27. City of West Hollywood
- 28. City of Westlake Village
- 29. Antelope Valley Transit Authority

- 30. Beach Cities Transit
- 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

From Point A to Teach. Robert (and Rose) ride with Access to teach Assistive Technology to people with visual disabilities.

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Superior Service Award Recipients Fiscal Year 2012-2013

July 2012

Mary Volio Driver Diversified Transportation

August 2012

Steve Boyadjian Driver San Gabriel Transit

September 2012

Carol Bravo Transit Evaluator Supervisor CARE Evaluators

October 2012

Antonio Gonzalez Driver California Transit, Inc.

November 2012

Laura Garcia Reservationist Global Paratransit, Inc.

December 2012

Chan Mun Park Driver MV Transportation

January 2013

Heriberto Diaz Driver Global Paratransit, Inc.

February 2013

Chris Garcia Driver Santa Clarita Transit

March 2013

Cristobal Simon Driver California Transit, Inc.

April 2013

William Aceves Driver San Gabriel Transit

May 2013

Pierre Moss Transit Mobility Specialist CARE Evaluators

June 2013

Jose Diaz Driver MV Transportation

Access Services Contract Service Providers Fiscal Year 2012-2013

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



Richard Devylder Director Office for Access and Functional Needs at the California Governor's Office of Emergency Services

Spirit of Accessibility Award 2013

As Access Services celebrates its 20th anniversary, it is important to recognize individuals who have had a profound impact on improving access to public transportation for people with disabilities, not just in Los Angeles County, but also in California and throughout the United States.

As a charter member of Access' Community Advisory Committee and later a member of Access' Board of Directors, Richard Devylder has played a prominent role in ensuring that persons with disabilities are able to live independently.

Born without arms and legs, Richard exemplifies what it means to be productive and to live life beyond physical limitations. According to a Los Angeles Times profile, Richard started swimming when he was just a year old. At seven, he told his mother to throw away two prosthetic arms "that were supposed to make my life better."

Richard credits his family for helping him accept his disabilities and being instrumental in helping him make his own decisions.

After graduating from Cal State University Long Beach, Richard began his career at Southern California Rehabilitation Services Inc. from 1992 to 1998 and at CSULB from 1998 to 2000. He served as Executive Director of the Dayle McIntosh Disability Resource Center from 2000 to 2003, and was appointed Deputy Director of Independent Living and External Affairs at the California Department of Rehabilitation from 2003 to 2008.

In 2010, President Obama appointed Devylder as the first Senior Advisor for Accessible Transportation at the U.S. Department of Transportation, where he advised on effective policy strategies to ensure all modes of transportation are accessible and integrated to meet the diverse functional needs of the public.

On June 2013, Richard Devylder was appointed by Governor Jerry Brown to lead the Office for Access and Functional Needs at the California Governor's Office of Emergency Services.



Ricky Bachan Driver MV Transportation

Jerry Walker Commitment to Quality Service Award 2013

The Jerry Walker Commitment to Quality Service Award is designed to honor and celebrate those individuals who have demonstrated a dedication to providing quality service along with a positive and professional attitude that exceeds the expectations of our customers.

Ricky Bachan started his stellar career as a driver for MV Transportation in 1993 when he moved from New York to Los Angeles. As the Dial-a-Ride service was being launched in Santa Clarita, Ricky noticed the opportunity to do what he loved to do most: help people. For Ricky, excellent customer service extends itself beyond transporting a customer safely from one place to another. It's about understanding the customer's expectations and needs and being sympathetic and apologetic when things don't go as planned.

Ricky has always carried a special place in his heart for the senior and disabled community. So much so, that when Ricky goes on vacation he makes sure his relief operator knows exactly how to assist each passenger so they are comfortable with the service. When Ricky was asked about his performance at work he made it very clear that his actions of kindness and compassion are for the good of others. Ricky's main goal is to assure his customers are treated with dignity and respect, just as he treats his family.

Driven by his passion to help people and treat every customer like family, Access is proud to recognize Ricky Bachan with the 2013 Jerry Walker Commitment to Quality Service Award.

Congratulations Ricky!

Remembering Access

On March 31st 1994, Access Services Inc., was born. Over the past twenty years this agency has gone from serving the City of Pomona and its neighboring cities to the entire County of Los Angeles.

There have been a number of employees and partners who have been here since the beginning, including Executive Director Shelly Verrinder, Pomona Valley Transportation Authority (PVTA) Administrator George Sparks, Donna Cisco, David Foster, Norma DeAlba, Steve Montes and Vince Calderon. We asked these individuals to take us back in time to the very beginning of Access.

George Sparks

The LACTC (a predecessor agency to Metro) contracted with PVTA in the San Gabriel Valley because we had operating contracts. They wanted to see what would work. In September, 1991, we went live and waited. We didn't have a rider for two weeks! From 1991 to 1994 we ran a service called MetroAccess which went from the San Gabriel Valley into downtown Los Angeles.

David Foster

Operations

Our scheduling policy way back then was that you could call anywhere between 45 minutes to a day before a trip. A customer could call 45 minutes or so before a trip, and sometimes the vehicle could be there in 15 minutes.

Shelly Verrinder

One of the main contracts that PVTA had was with a company called Mayflower. I was brought into Mayflower in 1993 and my boss told me it would be an easy job and I could read the paper all day. I'm still waiting to read that paper.

Vince Calderon

The Office (East Third St. Pomona, CA) Our office was in Pomona, and our building was actually a little, small house that was converted into an office. It was separated from the main building. We called it the little house on the prairie.







David Foster

Norma DeAlba





Steve Montes

Vince Calderon

Norma DeAlba

Customer Outreach When I first started, we were doing everything. We did certification, dispatching, and scheduling evaluations for the customers. We were actually begging people to go do evaluations. Almost like telemarketers. We had this huge camera that we carried everywhere, and it would print out the ID right then and there. Literally hot off the press. Do your evaluation, get your card, and there you go, you were eligible.

Donna Cisco

In 1993, I came from another contractor where my main job was counting fares. Soon after I joined the project, I was in charge of payroll (done manually of course) for 140 people! Early on, you were thrown into the fire and you found out quickly what you were made of.

Steve Montes

People would call our office to schedule their trips and, across the hallway, was our dispatch office. Calls came in and we would use paper tickets that would tell us about their trips back then.

Vince Calderon

Back in the early days, you could take a trip and they would wait for you for your return trip. Some riders were even running a business out of Access vehicles. This one rider was selling meat, and she would use the service to transport herself to do her business. From Point A to 30-Love. Connie rides with Access to work during the week, and to the tennis courts on the weekends.



In 2013, Access drivers drove 39.2 million miles transporting almost 3.5 million passengers safely to destinations around Los Angeles County. And while the Agency's main focus was on delivering safe, efficient paratransit service, Access staff was also hard at work on other interesting projects during 2013.

- > Our Parents with Disabilities program launched in December 2013 after several months of planning and preparation in conjunction with consultant, provider and operations staff. This program, funded with federal New Freedom grant funds, will provide additional services for people with disabilities who are caring for young children.
- > The Southern California Volunteer Driver Coalition celebrated its second year of existence and continued to work on encouraging the development of Volunteer Driver Programs in Los Angeles County.
- Access received the maximum grant award from the California Department of Transportation (CALTRANS) in its competitive 5310 grant application process. Access will use the funds to purchase replacement accessible minivans.
- > Operations staff fully implemented our Access to Work program, which is being funded by a federal Job Access/Reverse Commute (JARC) grant. This program helps eligible Access customers by allowing them to schedule trips to their desired arrival time (rather than a pick up time). In addition, there is a lower fare for the program. In 2013, 147 customers took advantage of this program and took over 17,400 trips.

- > Access began working with Metro to develop special programs to help returning veterans apply for Access Services. These efforts are being funded by a \$2 million Veterans Transportation and Community Living Initiative Grant from the Federal Transit Administration.
- Access began working with Metro on a Bus Stop Accessibility Study that will be creating a database of every bus stop in Los Angeles County.
- > Access' safety programs continued to produce results. In FY 13, the Agency had 1.2 claims per 100,000 revenue miles, which was near its all-time low. More importantly, claim payments reached an all-time low. While the Agency's insurance program mandated a reserve of \$1.4 million, less than \$400,000 has been paid out in claims.

Safer Journeys, Every Day in 2013

Access Services' commitment to safety has never been stronger and new milestones were reached in 2013.

- > A new facility inspection program was kicked off mid-year in which staff began regular inspections of the agency's administrative offices and provider facilities. Access' facility inspection program is based on OSHA standards and examines key areas including employee training, shop equipment safety and maintenance, required postings, injury logs, chemical and flammable material storage, personal protective equipment (PPE), and forklift safety. Each of Access' seven provider facilities was checked in 2013 and each inspection resulted in a detailed report identifying areas for improvement and best practices. Overall, the program ensures a safe environment for Access' employees, visitors, providers, customers, and equipment.
- A peer review of large paratransit agencies was also conducted to gauge Access' strengths and weaknesses regarding safety and driver training. To measure Access' progress against the rest of the industry, 10 paratransit agencies from around the country (including New York, Washington D.C., Portland, Seattle, Dallas, and Oakland) participated in a peer review survey focused on safety, training, emergency preparedness, and key metrics. Access compared well in many areas, sets the industry standard in some categories, and could consider changes in a few other areas. The information was extremely useful to charting a safety path over the next year.
- SmartDrive was implemented at MV Transportation, completing the fleet's installation of the video monitoring system. Now that SmartDrive is in use at all Access properties (except Santa Clarita), we have a clear picture of our driver performance. Almost 700,000 event clips were reviewed in 2013, which helped provider staff investigate incidents and coach drivers on safe driving practices. In 2014, a new coaching methodology will make coaching even easier as we hone in on the riskiest driving behaviors, such as speeding and not making complete stops.
- Finally, the agency implemented new metrics to measure safety. An immense amount of SmartDrive data is now available to help in this endeavor. Cell phone use has declined more than 88% in the past three years; near collisions have declined 57% over the same time period; and Category 4 (the most serious) events have declined 57% over the same period. The other key metric developed in 2013 is the agency's collision rate, as measure by collisions per 100,000 miles - the industry standard. The agency's collision rate in 2013 was 1.41 and will be reported, along with other safety metrics, in the monthly Board Box starting in 2014.

While 2014 promises continued safety excellence, 2013 was surely a banner year!

From Point A to CARE. Ezekial works to ensure that every customer's experience at the CARE Evaluation Center is a smooth one.

Operations Report - Fiscal Year 2012-2013

Over the course of fiscal year 2012-2013, Access Services transported more than 3.4 million passengers in Los Angeles County, representing a 6.3% increase from fiscal year 2011-2012. While service demand continues to climb, Access was presented with a disproportionate increase in demand for the Southern and Antelope Valley regions. During this fiscal year Access was certainly challenged to maintain service continuity throughout the county. In addition to a substantial increase in ridership, Access regional teams faced many challenges throughout the year, including the implementation of new routing software in the Northern region and expanding driver staff.

In spite of these challenges, Access was able to maintain high service quality in fiscal year 2012-2013. On-time performance was 90.31%, just shy of the 91% standard. Category "Late 4", (hour late) trips were kept below our 0.10% standard at 0.08%, consistent with performance from last fiscal year. Only 3.2 service complaints were recorded for every 1,000 trips, continuing the decreasing complaints trend from previous years. With respect to call statistics, the average hold time in the reservation centers was 77 seconds, well below the 120 second standard.

Progress in the face of challenge is what motivates Access to provide the best ride experience possible for our customers. Access regional teams continue to focus on innovative solutions to tackle challenges that hinder service performance. Through programs such as the Annual Safety Roadeo, the Driver Incentive Program and the Superior Service Award, Access strives to recognize the qualities in contractor staff that enhance our customer's experience traveling with Access.

	FY 11-12	FY 12-13	% Change
Total Passengers	3,275,021	3,481,204	6.3%
Total Trips	2,518,053	2,677,808	6.3%
Total Miles	36,526,152	39,219,810	7.4%
Contract Revenue Miles	22,991,397	24,655,508	7.2%
Contract Revenue Hours	1,139,296	1,221,257	7.2%
Average Trip Distance	9.13	9.21	0.8%
Passengers per Hour	2.87	2.85	-0.8%
On-Time Performance	91.18%	90.31%	-1.0%
Hour Late Trips (Late 4)	0.08%	0.08%	0.0%
Service Complaints per 1,000 Trips	3.17	3.2	0.9%
Average Initial Hold Times (seconds)	53	77	45.3%

System-Wide Service Data

Financial Data - Fiscal Year 2012-2013

Revenues and Expenses (Year ended June 30, 2013)

Operating Revenues

Section 5310 STP & other FTA funds	\$59,981,614
Prop C-Discretionary funds	56,127,046
Passenger fare revenues	6,773,034
Gain on disposal of assets	295,814
Interest revenue	18,481
Other revenue	190,835
Total Revenues	\$123,386,824
Operating Expenses	
Purchased transp svc (net of lease/penalties)	\$96,586,743
Salaries and related expenses	6,482,791
Insurance	4,725,460
Eligibility determination	2,888,366
Communications-telephone/ data transmission	1,767,234
Phone and computer system maint/consulting	1,111,042
Professional services	1,063,859
Publications/printed materials/copying	672,574
Rent - office and equipment	613,121

Eligibility determination	2,888,366
Communications-telephone/ data transmission	1,767,234
Phone and computer system maint/consulting	1,111,042
Professional services	1,063,859
Publications/printed materials/copying	672,574
Rent - office and equipment	613,121
Travel training	519,119
Contracted customer services	354,980
Postage/mailing/messenger	316,434
Promotions/events	255,283
Tether pilot program	195,042
Security	170,324
Network support/supplies	94,416
Other related employee expenses	65,148
Travel and conferences	59,093
Vehicle operating costs and registration	56,090
Repairs and maintenance	45,432
Office supplies	41,496
Passenger survey	34,900
Training program/materials	29,605
Board and Advisory Committee compensation	26,546
Business meetings and meals	21,230
Advertising - legal and procurement notices	16,561
Other expenses	7,876
Professional memberships/subscriptions	7,272
Temporary personnel	3,744
Equipment/other rental	2,230
Mileage and parking	1,776
Translations/interpreters	1,392
TOTAL EXPENSES (before depreciation)	\$118,237,179
Depreciation	4,905,828
Increase in unfunded defined benefit plan	366,269
TOTAL EXPENSES	\$123,509,276
Change In Net Assets	(\$122,452)
Prior period adj unfunded pension liab.	(1,956,554)
Net Assets, Beginning of Year	2,260,989
	\$404 CCC

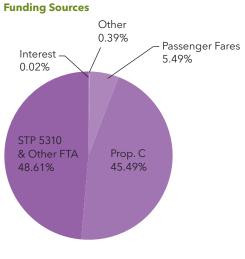
Balance Sheet - June 30, 2013

Assets

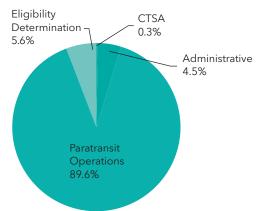
Total Assets	\$33,512,746
Property and equipment (net)	9,365,563
Due from LACMTA	38,211
Prepaid expenses	3,257,714
Accounts receivable	83,392
Grant receivable	2,587,104
Cash and cash equivalents	\$18,180,762

Liabilities & Net Assets

TOTAL LIABILITIES & NET ASSETS	\$33,512,746
Total net assets	\$181,983
Unrestricted	(2,322,823)
Temporarily restricted	2,504,806
Total liabilities	\$33,330,763
Deferred revenue	146,596
Deferred support	16,839,730
Self insurance accruals	2,485,196
Unfunded pension liability	2,322,823
Accrued salaries and expenses	1,605,383
Payable to contractors	9,353,280
Accounts payable	\$577,755



Expenses by Program



Independent Auditor's Report available on request.

\$181,983

Net Assets, End of Year

Access Services PO Box 5728 El Monte, CA 91734 accessla.org

