



Proposed Annual Budget

Fiscal Year 2016-2017

access

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Foothill Transit
City Selection Committee Corridor
Transportation Representatives

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Los Angeles County Board
of Supervisors

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Authority, Los Angeles Local Operators

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

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Los Angeles County Metropolitan
Transportation Authority

Valerie Gibson
Pasadena Department of Transportation
Los Angeles Local Operators

Angela Nwokike
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Living Centers

John B. Troost
Los Angeles County Commission
on Disability

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Legal Counsel

James G. Jones
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Executive Team

Shelly Verrinder
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Sarah Boden
Chief Operating Officer

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Deputy Executive Director,
Planning and Governmental Affairs

Mike Greenwood
Deputy Executive Director, Operations

Steve Chang
Deputy Executive Director, Client Relations

Faye Moseley
Deputy Executive Director,
Human Resources

F Scott Jewell Director,
Administration

Hector Rodriguez,
Director, Finance

Access Services Member Agencies

Antelope Valley Transit Authority

City of Alhambra

City of Bell

City of Bellflower

City of Calabasas

City of Cerritos

City of Compton

City of Downey

City of El Monte

City of Huntington Park

City of La Cañada Flintridge

City of Lynwood

City of Paramount

City of Rosemead

City of West Covina

City of Westlake Village

Foothill Transit

Los Angeles County MTA (METRO)

Palos Verdes Peninsula Transit Authority

LA City Department of Transportation

LA County Department of Public Works

Gardena Municipal Bus Lines

Beach Cities Transit

City of Baldwin Park

City of Bell Gardens

City of Burbank

City of Carson

City of Commerce

City of Cudahy

City of Duarte

City of Glendale

City of Inglewood

City of Lawndale

City of Monterey Park

City of Pasadena

City of Sierra Madre

City of West Hollywood

Culver CityBus

Long Beach Transit

Montebello Bus Lines

Santa Monica's Big Blue Bus

Santa Clarita Transit

Norwalk Transit

Torrance Transit

Mission, Vision and Values

Mission

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

Vision

Access Services serves the community as the leader in promoting accessible and innovative transportation solutions. We accomplish this vision by:

- > Providing quality, efficient, safe and dependable ADA paratransit service.
- > Leading the national dialogue as an advocate for universal access to transportation.
- > Partnering with other entities to secure alternate funding sources and legislation that expands transportation options.

Values

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

Responsive: Be sensitive to the needs of our customers and respond to their requests in a timely manner.

Respect: Treat all customers the way we, ourselves, would want to be treated.

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

Quality: Deliver results that exceed our customers' expectations.

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Executive Summary

Executive Summary

Access Services' FY 2016–2017 annual budget plan is largely driven by projections that foresee an increase in customer demand. The projections for FY 2016-2017 estimate that Access Services will provide over 3.5 million passenger trips and carry over 4.6 million passengers. This amounts to a 3.4% increase in service demand for trips and a 3.6% increase in passengers from FY 2015-2016 budgeted levels.

Access Services is proposing an annual budget of \$163.2 million which represents a 2.5% decrease from the prior fiscal year. This is attributed to lower than anticipated costs for implementing Reasonable Modification, Origin to Destination and the successful resolution of the regional paratransit fare issue. Funds budgeted for these programs in FY 2015-2016 are being carried forward to offset the funding request for FY 2016-2017.

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



Service Summary and Statistics
Fiscal Year 2016–2017

About Access

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

Access Services facilitates Access Paratransit service by entering into and administering federally funded regional contracts with independent private transit providers, who, in turn, supply the reservation taking and transportation service in conformance with the Plan, applicable law and the contract. Access Services also leases vehicles to the regional providers at \$1 per month to help facilitate the provision of service under the contracts. In total, the Access Paratransit system provides more than 3.4 million rides per year to more than 175,000 qualified disabled riders in a service area of over 1,950 square miles. Access Services receives its funding for these services from the Proposition C sales tax, Federal 5310 grants and fare box revenue.

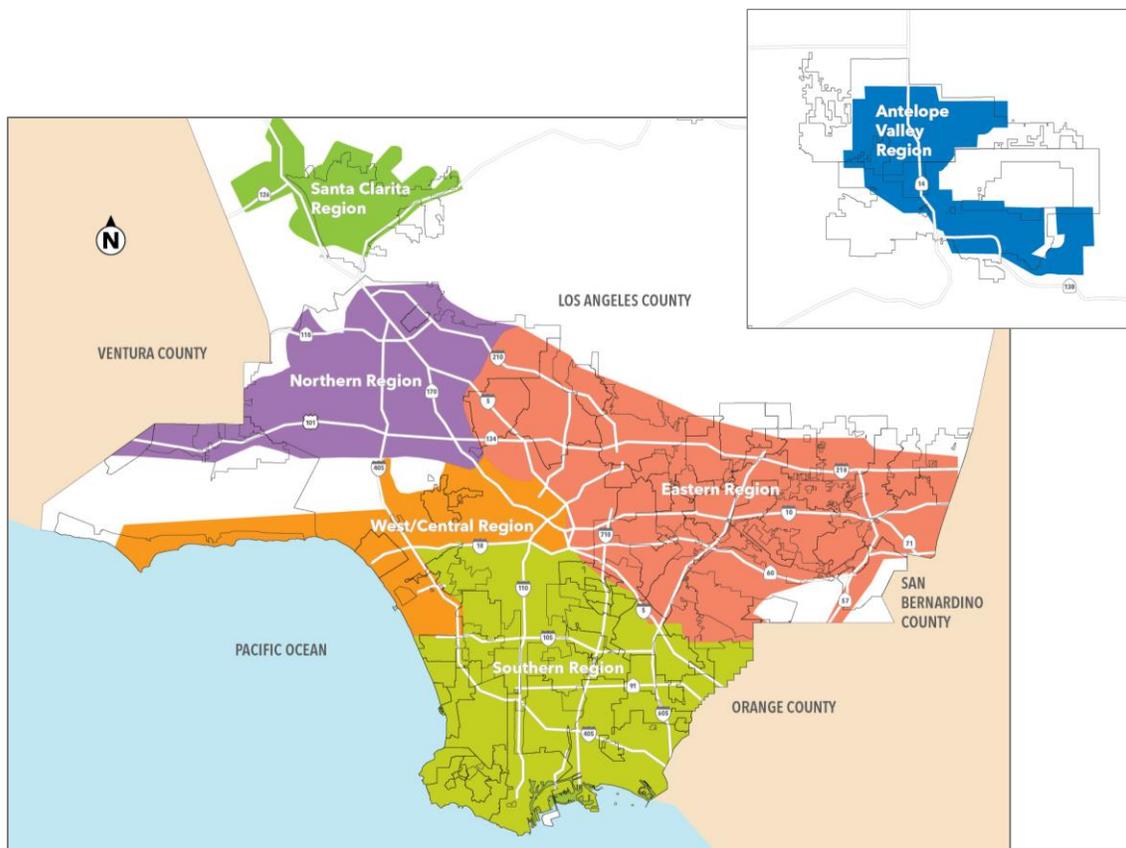
In its function as the Consolidated Transportation Services Agency (CTSA) Access Services acts as a state mandated facilitator charged with the development and implementation of regional coordination of social service transportation to seniors, persons with disabilities, the young, and the low-income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

Service Area

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

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

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



Overall System Statistics

Performance	FY 14-15 Actual	FY 15-16 YTD Budget	FY 15-16 Estimate	FY 16-17 Planned
Completed Cert Interviews	51,599	39,753	48,753	56,811
Passengers	4,092,766	3,237,873	4,317,164	4,638,105
Contract Revenue Miles	29,266,115	22,824,942	30,433,256	32,267,553
Number of Trips	3,157,388	2,496,769	3,329,025	3,552,113
Average Trip Distance	9.27	9.14	9.17	9.08
Purchased Transportation Cost				
Cost per Trip	\$34.03	\$33.84	\$33.87	\$33.02
Cost per Passengers	\$26.26	\$26.09	\$25.12	\$25.29
Cost per Contract Revenue Mile	\$3.67	\$3.70	\$3.73	\$3.63

Goals / Performance Standards

Goal	Indicator	FY 13–14	FY 14–15	FY 15–16 YTD	FY 16–17 Planned
Provide Dependable Service	On Time Performance	90.2%	91.9%	90.5%	91%
	Hour Late Trips (Late 4)	0.10%	0.09%	0.13%	0.09%
Provide Quality Customer Service	Average Hold Time	176	114	100	110
	Complaints per 1,000 Trips	5	4	4	4
Operate an Efficient Transit System	Average Trip Distance	9.19	9.27	9.14	9.08
	Trips Per Hour	2.8	2.75	2.72	2.75
Operate a Safe Transit System	Preventable Collisions Per 100,000 Miles	0.5	0.5	0.6	0.5
	Total Collisions Per 100,000 Miles	1.5	1.6	2.0	1.6

Analysis

- > Contract Revenue Miles — The additional demand has led to an increase in the number of revenue miles.
- > Number of Passengers and Trips — Access will transport over 4.6 million passengers on 3.5 million trips in FY17. Regional forecasting indicates that the Southern and Antelope Valley regions will see the highest percentage of growth in trips.
- > Average Trip Distance — The average trip length remains at around 9.1 miles.
- > Cost per Trip - The cost per trip has decreased slightly month over month partly due to the continued low cost of fuel and economies of scale. It remains at about \$33 per trip.
- > Cost per Passenger — The cost per passenger will remain below budget as costs for Reasonable Modification, Origin to Destination, and Dynamic Fare have not materialized.
- > Cost per Contract Revenue Mile — The cost per mile is likely to remain below budget due to the low cost of fuel and the increased use of subcontractor taxis which now make up about 45% of all trips.

Revenues

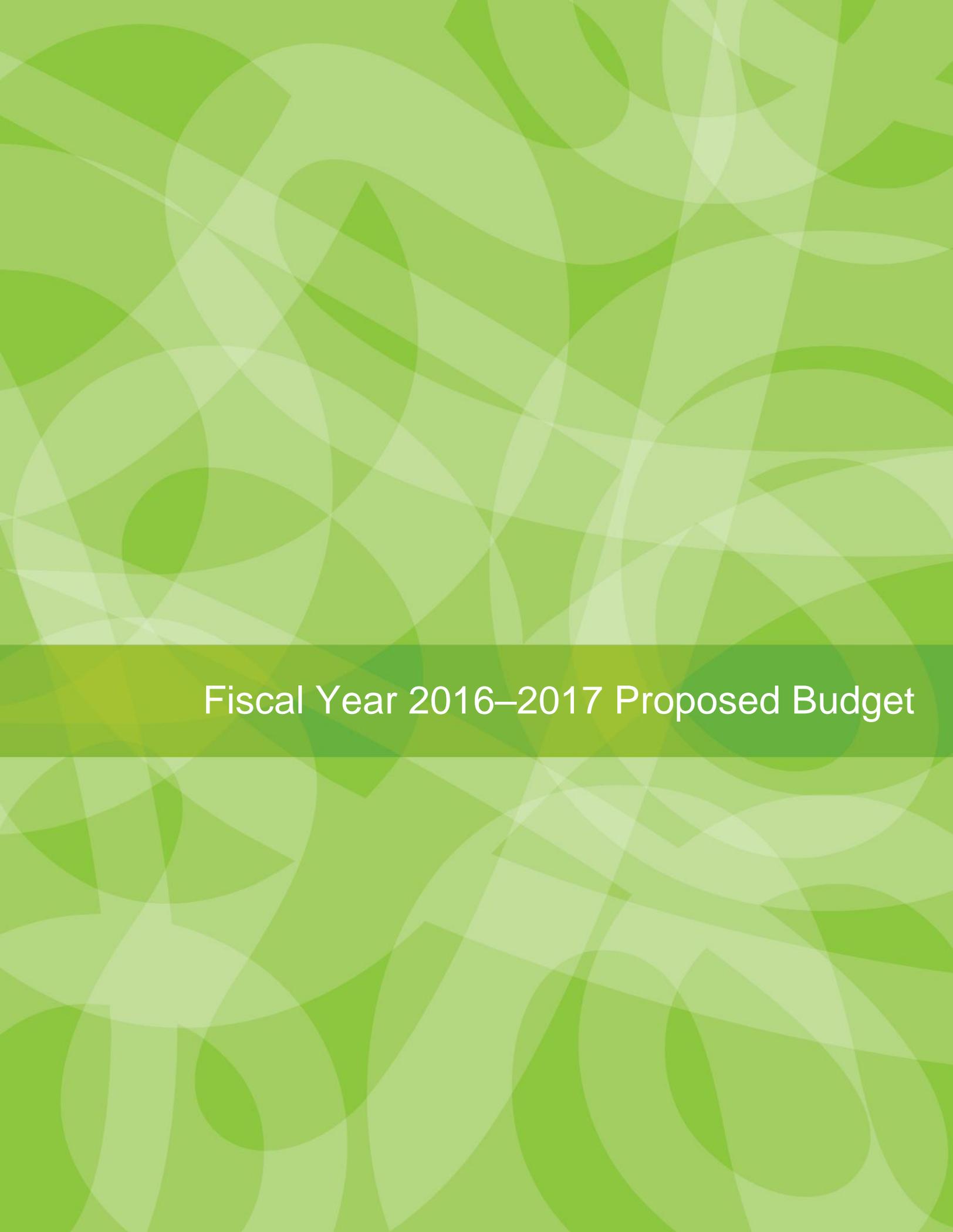
Funding Sources	FY 15–16	FY 16–17
PROPOSITION C – Transportation cost for tethering	15,000	15,000
PROPOSITION C - Shuttle service reimbursement	75,000	75,000
Section 5310 – MAP21	6,951,638	6,300,000
SECTION 5317 NEW FREEDOM GRANT (Tether Strap and Marking Program)	116,810	116,810
SECTION 5316 JARC (Access to Work Grant #2)	984,000	984,000
SECTION 5316 JARC (Access to Work Program)	673,704	673,704
Toll Road Grant	1,020,000	-
Access to Work Capital	3,832,500	1,916,250
PROPOSITION C (match portion – Tether Strap/Marking Program)	116,810	116,810
PROPOSITION C – (match for Toll Grant) (20% OF 1.2 MM)	68,820	-
PROPOSITION C – DISCRETIONARY FUNDS	72,909,802	70,517,807
PROPOSITION C – match portion for JARC Grant – Access to Work	673,704	673,704
PROPOSITION C - DISCRETIONARY FUNDS (11.47% match for Sec 5310 Grant)	8,454,545	8,533,863
SECTION 5310 - FTA STP FUNDING (88.53% of Contracted Paratransit Operations)	62,000,000	63,300,000
Sub-Total	157,892,333	153,222,948
Interest Income/Miscellaneous	70,000	70,000
Disposal of Retired Vehicles	250,000	250,000
Passenger Fares	9,401,892	9,659,477
Total Revenue Funding	\$167,614,225	\$163,202,424

Operating Expenses

Account Description	FY15 Actual	FY16 Budget	FY16 YTD (Mar 16)
Purchased Transportation Services-	105,808,346.57	118,375,901	82,953,287
Eligibility and Appeal Contracts	5,187,139.72	5,968,678	4,012,300
Communications – Telephone & Data Transmission	2,087,508.65	2,133,640	1,691,261
Other Professional Services	876,587.55	1,364,048	662,918
Public Notice Advertising Expenses	14,197.53	10,000	20,187
Metro Studio Design/Marketing Services	216,308.77	244,500	19,940
Professional Memberships	8,295.62	7,150	5,128
Other Expenses – bank fees, tax filing fees, etc.	2,750.64	4,500	6,414
Travel and Conference	118,223.66	129,470	114,902
Equipment/Other Rental	1,750.99	12,000	974
Scholarship Programs CTSA	6,885.00	6,885	5,685
Annual Meeting	7,654.20	16,000	-
Interest Expense	-	-	-
Contracted Call Center	760,906.34	1,950,000	692,333
OMC Weekend and Holiday Services	115,448.76	129,000	87,856
Integrate Access Services to 511 (LA SAFE)	7,499.96	2,961	5,190
Volunteer Driver Program	-	2,000	-
Customer Satisfaction/Free Fare Phone Survey	28,508.00	-	300
Shuttle Service – MTA Elevator Maintenance	12,987.43	75,000	5,522
Safety Incentive Program	6,994.07	20,000	7,609
Transportation Cost – Tethering Trips	2,222.27	15,000	1,403
Tether Strap and Marking Program	183,060.22	400,536	150,645
Education and Training Seminars	43,349.46	38,034	2,336
Mileage & Parking	5,771.48	3,700	7,040
Subscription/References	325.00	2,000	2,339
Office Rent	608,465.50	613,000	457,065
Business Meetings and Meals	11,380.20	27,100	14,583
Repairs & Maintenance	53,358.06	61,500	36,873
Board and Advisory Committee Compensation	32,740.41	38,000	26,359

Operating Expenses (contd.)

Account Description	FY15 Actual	FY16 Budget	FY16 YTD (Mar 16)
Travel Training	573,221.00	680,000	378,745
Network Support/Supplies	233,717.66	290,000	168,813
Postage/Mailing/Courier	335,894.27	447,816	205,787
Community Events and Materials	47,015.03	130,700	117,612
Security Expenses – Metro/LASD	200,000.00	200,000	150,000
Office Supplies	55,794.71	67,000	30,907
Vehicle Costs	258,850.64	404,389	86,337
Publications/Printed Materials/Copying	600,931.43	578,000	437,725
Phone & Computer System Maintenance/License & Consulting	1,228,659.53	1,522,075	911,829
Salaries & Related Expenses	7,271,898.99	9,008,539	5,974,560
Purchased Transportation Services – Adult with Children Trips	190,471.44	225,771	212,765
Insurance	5,527,632.14	7,441,187	5,136,401
Purchased Transportation Services – Access to Work Trips	1,061,688.02	1,702,464	718,791
Purchased Transportation Services-Out of Service Area Trips		–	248,749
TOTAL EXPENSES	133,794,440.92	154,348,544	105,769,470

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Fiscal Year 2016–2017 Proposed Budget

Major Initiatives in FY 2016–2017

Express Lanes Toll Revenue Grant Application — \$1.3 million

Access is currently pursuing grant funding for the purchase of alternative fueled vehicles. Specifically, Access is looking into the purchase of Compressed Natural Gas (CNG) fueled minivans.

Medi-Cal Administrative Activities Program — Up to \$5 million

Access staff has been working with the County of Los Angeles to gain entry into the Medi-Cal Administrative Activities (MAA) Program. Access' participation in the MAA program has the potential for the agency to receive a percentage of its costs back from the federal government for transporting Medi-Cal eligible customers to Medi-Cal related appointments.

Rides to Wellness Demonstration Grant Application — \$254,000

Access in partnership with Metro and Rancho Los Amigos National Rehabilitation Center submitted a grant application for \$254,000 to provide post-hospitalization non-emergency medical transportation for Rancho Los Amigos patients upon discharge from an inpatient procedure.

Regional Paratransit Free Fare Working Group

Access staff, in close collaboration with Metro and other regional partners, convened a series of Free Fare working group meetings to discuss ways to restructure the current system of Free Fare reimbursements. As a result of these meetings, Access and the regional partners agreed to cap reimbursements at FY 2015 funding amounts.

Major Initiatives in FY 2016–2017

Succession Planning

Access Services is now the second largest paratransit system in the nation and is one of the largest transit systems in California. Succession planning, a focused process for keeping talent in the pipeline, can be of great value to us as we rely on staff to carry out our missions, provide services and meet our organization's goals. Access has been tasked with identifying key staff within each department and providing them with the opportunities to grow in the industry as well as within the agency. Effective succession planning will support our stability and sustainability by ensuring there is an established process to meet staffing requirements

Development of Web and Smart Phone Applications (Where Is My Ride)

Staff is currently in the beta testing phase of an application that will allow customers to receive an estimated time of arrival based on vehicle location. Rollout of this application is expected in 2016.

Customer Service

Access awarded a contract for telephone call services. We are currently in the process of outsourcing this function and full implementation is expected by the end of the second quarter.

Eligibility

The Comprehensive Review of Eligibility Report proposed a number of recommendations that staff will implement. These include designing a more comprehensive approach that assesses mobility needs; a systematic qualitative review of decision making; looking at establishing multiple assessment sites; and simplifying the recertification process. A travel training component has been added to optimize the use of all available transportation resources available in the county.

Overall Operating Model

Staff plans to develop a new operating model from reservations through to the provision of rides. This new model will seek to continue to improve service delivery, enhance customer satisfaction while lowering operating costs.

Major Initiatives in FY 2016–2017

Technology

Access Services will continue to be a leader in the industry by the design and implementation of a new technology framework and infrastructure. This state of the art technology will allow the agency to leverage its resources to enhance the overall delivery of services, improve reporting and provide greater transparency in all of its dealings.

Fleet Maintenance Software

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

Safety and Efficiency

Access is scheduled to issue an RFP for the West/Central service region, as well as the procurement of approximately 170 vehicles to enhance the safety and reliability of our fleet.

Funding

FUNDING SOURCES		
FUNDING SOURCE	AMOUNT	%
Proposition C Discretionary Funds	82.00	50%
FTA STP Funding	63.30	39%
Section 5310 – MAP21	4.00	2%
New Freedom MAT	0.12	0%
JARC ATW 1 & 2 Operating	1.66	1%
JARC ATW Capital	1.92	1%
Misc. Income	10.07	6%
Out of Service Area Grant	0.14	0%

Paratransit Operations

PARATRANSIT OPERATIONS – DIRECT	FY 16–17 Proposed Budget
Purchased Transportation Services – Regular Trips	113,230,211
Free Fare	3,738,619
Fuel	74,419
Access to Work	1,347,407
Rancho Los Amigos Shuttle	110,400
MTA Shuttle Service	75,000
Insurance – Commercial	7,873,587
Communications – Telephone & Data Transmission	1,892,010
Phone & Computer System Maintenance/License & Consulting	1,542,941
Salaries & Related Benefits – Customer Support Service	799,464
Contracted Call Center	1,200,000
Salaries & Related Benefits – Complaint Response	66,780
Vehicle Cost (Direct)	292,000
Security Contract – Metro/LASD	200,000
Office Rent	127,377
Contracted OMC Weekend and Holiday Service	129,000
Other Professional Expense	196,460
Safety Incentive Program	20,000
Office Supplies	9,300
Travel & Conference	3,470
Volunteer Driver Program	2,000
SubTotal – Paratransit Operation – Direct	132,930,445

Paratransit Operations

PARATRANSIT OPERATIONS – INDIRECT	FY 16–17 Proposed Budget
Salaries & Related Benefits – Operations	1,673,062
Office Rent	118,681
Publications/Printed Materials – Rider Communication	144,000
Community Events and Materials	128,700
Other Professional Expense	400,000
Design/Marketing Services	177,000
Postage/Mailing	112,500
Vehicle Costs - Indirect	112,000
Communications – Telephone & Data Transmission	64,880
Travel and Conference	27,000
Insurance – Commercial	26,030
Equipment/Other Rental	9,000
Office Supplies	10,030
Customer Satisfaction Survey	0
Professional Memberships	2,080
SubTotal – Paratransit Operations – Indirect	3,004,963
Total – Paratransit Operations	135,935,408

Eligibility Determination

	FY 16–17 Proposed Budget
Eligibility and Appeals Contracts	5,312,446
Purchased Transportation Services – Certification Trips	2,532,945
Travel Training	680,000
Publications/Printed Materials	400,000
Salaries & Related Benefits – Certification & Appeals	435,570
Postage/Mailing/Courier	245,916
Tether Strap Project and Marketing Program	230,300
Communications - Telephone & Data Transmission	106,600
Insurance – Commercial	78,097
Office Rent	100,942
Design/Marketing Services	75,000
Transportation Cost – Tethering Trips	15,000
Travel and Conference	5,000
Office Supplies	8,050
Other Professional Expense	2,000
Professional Memberships	260
Vehicle Costs – Mobile Certification	389
Total – Eligibility Determination	10,228,516

CTSA & Ride-Information

CTSA OPERATIONS EDUCATION AND TRAINING	FY 16–17 Proposed Budget
Salaries & Related Benefits – CTSA	248,449
Education & Training Seminars	38,034
Scholarship Programs	6,885
Office Rent	13,187
Postage/Mailing	7,500
Design/Marketing Services	6,000
Communications – Telephone	3,230
Community Events and Materials	2,000
Publications/Printed Materials	2,000
Travel and Conference	2,000
Office Supplies	2,610
Insurance - Commercial	521
Professional Memberships	260
SubTotal – Education and Training	332,675
ACCESS RIDE-INFORMATION	
Salaries & Related Benefits – Ride-Information	171,034
Office Rent	19,263
Communications – Telephone	18,350
Phone & Computer System Maintenance/License & Consulting	2,000
Office Supplies	1,830
Postage/Mailing	1,500
Professional Memberships	260
SubTotal – Paratransit Operation – Indirect	214,237
Total – CTSA Operations	546,912

Administrative

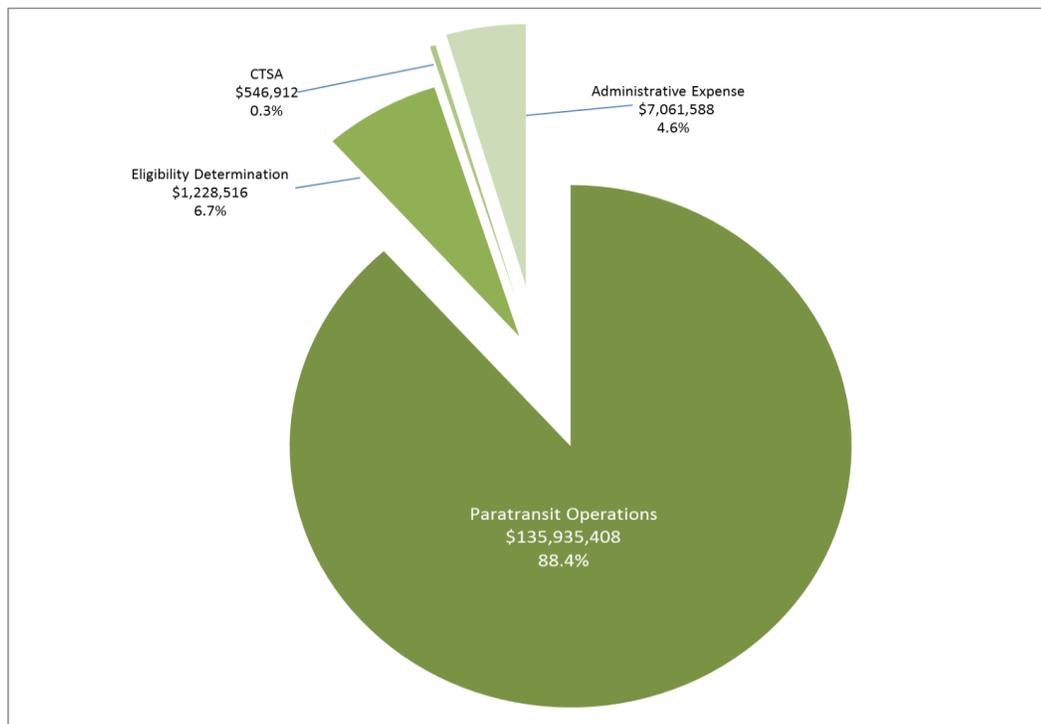
	FY 16–17 Proposed Budget
Salaries & Related Expenses	4,751,233
Other Professional Services	538,070
Legal Expenses	400,000
Office Rent	263,549
Network Support/Supplies	240,000
Insurance - Commercial	209,996
Accounting/Audit Expenses	156,500
Travel and Conference	92,000
Postage/Mailing/Messenger	80,400
Repairs & Maintenance	61,500
Communications – Telephone & Data Transmission	48,570
Office Supplies	49,180
Board and Advisory Committee Compensation	38,000
Publications/Printed Materials/Copying	32,000
Business Meetings and Meals	15,100
Design/Marketing Services	42,000
Annual Meeting	16,000
Public Notice Advertising Expenses	10,000
Other Expenses – bank fees, tax filing fees, etc.	4,500
Professional Memberships	4,290
Mileage & Parking	3,700
Equipment/Other Rental	3,000
Subscription/References	2,000
Total – Administration	7,061,588

FY17 Capital Budget

	FY17 Budget
Vehicles	8,930,000
Other Capital	500,000
Total Capital	9,430,000

FY17 Budget Summary

Department	FY17 Budget	% of Total Funding	% of Operating Costs
Paratransit Operations	135,935,408	83.3%	88.4%
Eligibility Determination	10,228,516	6.3%	6.7%
CTSA Function	546,912	0.3%	0.3%
Administrative Expense	7,061,588	4.3%	4.6%
Operating Expense	153,772,424	94.2%	100.0%
Capital Expense	9,430,000	5.8%	
Total Operating and Capital Expenses	163,202,424	100%	





Access Services

PO Box 5728
El Monte, CA 91734
accessla.org

access