

REPORT

2021

ANNUAL

access



access

EXECUTIVE DIRECTOR'S

MESSAGE

While the worst impacts of the COVID-19 pandemic faded during the fiscal year, United States transit agencies, including Access Services, continued to feel its after effects in a number of significant ways, which ultimately affected operational performance during the fiscal year.

Record low unemployment rates led to shortages of drivers and other critical service provider personnel. The taxi industry rebounded, but focused more on serving so-called “cash” trips rather than Access trips, thus reducing taxi participation from around 50 percent pre-pandemic to 32 percent now. Finally, supply chain issues in the automotive industry significantly delayed the replacement of our accessible paratransit fleet.

I am proud that, as we have throughout the pandemic, Access staff and our stakeholders responded creatively and proactively to try to address these challenges. To address the personnel shortage, Access implemented a Contractor Hiring Assistance Plan that featured a social media campaign to get the word out about opportunities at our contractors. In June, our Board, supported by our partners at Metro, provided funding as part of the FY 23 budget to increase contractor employee wages which, as of this writing, has significantly helped with driver hiring and retention. Additional funding was also provided to our taxi partners as part of the FY 23 budget based on the City of Los Angeles raising overall taxi meter rates.

In order to mitigate the shortage of replacement vehicles, Access was one of 35 recipients in 18 states selected to receive grant funding from President Biden’s American Rescue Plan. Access was selected to receive \$5 million to fund a program for preventive maintenance, major

component repairs and rehabilitation of ADA accessible vehicles that have exceeded their useful life.

Other Agency accomplishments during the year include the adoption of Access’ first Diversity, Equity and Inclusion Plan and our Short Range Strategic Plan, both of which can be found on our website at [accessla.org](https://www.accessla.org). Finally, Access also completed a Customer Satisfaction Survey which showed an 85 percent satisfaction rate with the Agency overall. This document can also be found on our website for your review.

As I do every year, I would like to thank the Board of Directors, Member Agencies and our customers for their guidance and support during another year filled with both challenges and notable Agency accomplishments. And we couldn’t have done it without the contributions of dedicated contractor staff like ALTA Team Leader Stephanie Rodriguez and community partners like Los Angeles County Commission on Disabilities President Carlos Benavides, who are both honored in this Annual Report.

As always, please let me know if you have any questions about Access Services and thanks again for your support.

Sincerely,



Andre Colaiace
Executive Director

MISSION & VISION

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.

Access Services serves the community as the leader in promoting accessible and innovative transportation solutions.

VISION

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

TO LEAD

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

TO RESPOND

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

TO RESPECT

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

TO SUCCEED

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

TO PROTECT

Deliver results that exceed our customers' expectations.

BOARD OF DIRECTORS



MARTIN GOMBERT
Chair
Palos Verdes Peninsula
Transit Authority
Los Angeles County Local Operators



GIOVANNA GOGREVE
Los Angeles County
Metropolitan
Transportation Authority



THERESA DE VERA
Vice Chair
City of Los Angeles
Mayor's Office



DOLORES NASON
County of Los Angeles
Board of Supervisors



LEE BURNER
Treasurer
Long Beach Transit
Los Angeles County
Municipal Operators



JOHN B. TROOST
Los Angeles County
Commission on Disabilities



DORAN BARNES
Secretary
City Selection Committee
Corridor Transportation
Representatives

Ex Officio Members



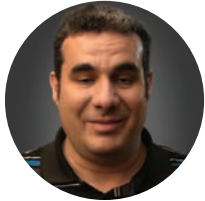
RACHELE GOEMAN
Chair
Community Advisory
Committee (CAC)



ADRIAN AGUILAR
Santa Clarita Transit
Los Angeles County
Municipal Operators



DIANE AMAYA
Chair
Transportation Professionals
Advisory Committee



ANDREW DEL CASTILLO
Los Angeles County
Independent Living Centers



TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE

DIANE AMAYA

Chair

Beach Cities Transit

FAYMA ISHAQ

Vice Chair

Los Angeles Metropolitan
Transportation Authority

SILVA BAGHDANIAN

City of Glendale
Beeline

ERIC HOCH

City of Santa Monica's
Big Blue Bus

CHAKA GARBUTT

City of Long Beach
Long Beach Transit

JAMES LEE

City of Torrance
Torrance Transit

KEVIN PARKS MCDONALD

Foothill Transit

ADRIANNA KENDRICKS

City of Montebello
Montebello Bus Lines

TRINI RAMIREZ

City of Pasadena
Department of Transportation

ESTEBAN RODRIGUEZ

Antelope Valley
Transit Authority

JESSE VALDEZ

East Los Angeles
Regional Center

FRAZIER WATTS

City of Gardena
GTrans

JANNA SMITH

Los Angeles Department
of Transportation

GRACIE DAVIS

Orange County
Transportation Authority

NICOLE CARRANZA

Pomona Valley
Transportation Authority



COMMUNITY ADVISORY COMMITTEE

RACHELE GOEMAN

Chair

GORDON CARDONA

Vice Chair

OLIVIA ALMALEL

MARIA AROCH

MICHAEL ANTHONY ARRIGO

SCOTT BARRON

WENDY CABIL

MICHAEL CONRAD

Yael HAGEN

KIM HUDSON

JAN JOHNSON

TERRI LANTZ

LIAM MATTHEWS

JESSE PADILLA

BHUMIT SHAH





SUPERIOR SERVICE AWARD RECIPIENTS

08.21

ANA MOLINA

Driver,
CTI

02.22

KEITH CARR

Road Supervisor,
City of Santa Clarita Transit

10.21

ROBERT FIERRO

Mobility Assessment Evaluator,
MTM

04.22

JORGE ROBLES

Technician,
MV Transportation

11.21

IRMA CARRILLO

Customer Service Representative,
San Gabriel Transit

06.22

ROSIE BARRERA

Customer Service,
Alta Resources

12.21

YANET PAREDES

Dispatcher,
Global Paratransit



CONTRACT SERVICE

PROVIDERS

ANTELOPE VALLEY REGION

ELMER CONTRERAS
First Transit

EASTERN REGION

DAWN BOULDEN
San Gabriel Transit

WEST/ CENTRAL REGION

MICHAEL FRICKE
California Transit, Inc.

SANTA CLARITA REGION

ADRIAN AGUILAR
Santa Clarita Transit

SOUTHERN REGION

LUIS GARCIA
Global Paratransit, Inc.

NORTHERN REGION

TOM IRVIN
MV Transportation, Inc.

MEMBER AGENCIES

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



OPERATIONS

REPORT

F Fiscal Year 22 saw Access continue to recover from the COVID-19 pandemic

as new challenges faced the agency and ridership made a slow recovery. By the end of the fiscal year, trip volume was at 74% of pre-pandemic levels but system performance varied widely from month to month due to labor shortages, especially among drivers. Access responded with several unprecedented steps, including the funding of contractor wage increases and the implementation of a Contractor Hiring Assistance Plan. By August 2022, the efforts were bearing fruit as much of the driver shortfall had been remedied and performance had rebounded to desired levels.

System ridership, measured in vehicle trips, increased by 35% in FY 22 to 2.34 million. In total, 10 of 13 key performance indicators (KPI) were met. Among those KPIs, all three of Access' safety goals were met – preventable collision rate, preventable incident rate, and miles between roadcalls. On the other hand, the driver shortage impacted service quality and on-time performance ended the year at 89.8%.

Access' contractor call centers, which benefited from technological innovation during the pandemic by successfully having some staff work remotely, experienced a significant increase in call volume in FY 22, taking a total of 1.9 million reservation calls and more than 507,000 calls for estimated time of arrival (ETA). Usage of the Where's My Ride app for ETAs continued to grow as an alternative to calling for an ETA and was used more than 3 million times for that purpose. The use of on-line reservations also increased in FY22, with more than 234,000 trips booked in four service regions.

FY 22 saw the transition of Access' two oldest service contracts, one to the incumbent in the Southern Region and one to a new contractor in the Antelope Valley Region. While Global Paratransit remained the contractor in Access' largest region, their new contract featured many

new elements designed to improve the customer experience. Those new contractual requirements included updated driver training specifications, additional performance standards, and expanded staffing to support management and on-street operations. In the Antelope Valley, First Transit took over the service in May 2022 with a seamless transition that featured implementation of the Where's My Ride app and online reservations for Access riders.

In terms of the Access fleet, pandemic-related delays in acquiring new vehicles meant that older vehicles continue to accumulate miles beyond what Access had planned. Access did receive 11 new cutaways in FY22, but the bulk of new vehicle orders continue to be delayed. In response, the Access Board approved a budget for major component repairs so that Access' contractors could continue to maintain vehicles past their normal replacement schedule. In addition, Access secured a \$5 million federal grant that will extend major component repairs for several years as vehicle acquisition delays are expected to continue. ●





First Transit

SAFETY REPORT



Safety continued to be at the forefront of Access' operation in FY22 and all three safety-related

performance goals were met, including the agency's preventable collision rate. But ensuring safe service is not an easy task. It takes the entire Access team to make it happen, from the 1,700+ Access Drivers, to the staff at the contractor yards, including Trainers and Road Supervisors, to Access' Road Safety Inspectors. Access' Safety Steering Committee (SSC) continued to pull these resources together on a monthly basis throughout the year to focus on trends, develop solutions, and share best practices. One of the biggest contributions of the SSC was the development of a new driver training video to address curb collisions, the most common accident type.

While the reach of the pandemic may have waned in the past year, Access continued to actively monitor the impacts of COVID-19 on service and staffing. Contact tracing positive COVID cases remained a prominent challenge, but the obvious benefit of this effort was keeping drivers and riders safe. Access managed a huge COVID spike in December 2021 that magnified contractor driver shortages. During the year, a total of 274 contract employee cases and 105 rider cases were managed by Access. Each case involved contact tracing to minimize the spread of the disease.

Access' frontline team of Road Safety Inspectors was expanded by one FTE in FY22, and continued to monitor service and assist riders. The RSIs routinely interact with drivers and riders alike while conducting observations and vehicle inspections, responding to collisions, and investigating safe pick-up and drop-off locations. During the fiscal year, the team completed more than 2,700 driver observations and conducted 196 location evaluations. New stand locations were also established at SoFi Stadium, Crypto.com Arena, Long Beach Airport, and Cal State University at Los Angeles to make it easier for drivers and riders to find each other at major activity centers. ●





SPIRIT OF ACCESSIBILITY AWARD RECIPIENT



Carlos Benavides

As the President of the Los Angeles County Commission on Disabilities, Pushrim Foundation, and Patient Advisory Committee of Rancho Los Amigos Rehabilitation Center and Hospital, Carlos Benavides is a champion for diversity, equity and inclusion for persons with disabilities.

Throughout his life, he has been a voice for persons with disabilities by using his platform as a disability rights advocate to help persons navigate the complex and sometimes bureaucratic maze of services available.

His success can be attributed to his approach of assessing a problem and listening to multiple points of view. He always makes himself readily available to his constituents – no task or inquiry is too big. If he is not able to address a concern, he will escalate the issue to the appropriate person or department and will still remain involved in its resolution. He is an example of an individual who places his customers and constituents before himself.

As Luis Garcia, General Manager at Global Paratransit noted, “During my interactions with Mr. Benavides, I have personally witnessed the psychological stress of an individual who is newly disabled. The person can experience mental and emotional trauma during this transition and Mr. Benavides acts as a supporter during this time. He changes lives – whether by donating a mobility device through the Pushrim Foundation; advocating for better public transportation and, lastly, educating people on how the different systems of public transit work and how to best utilize each mode. It is his commitment to provide aid at any level that makes Mr. Benavides the ideal candidate for the Spirit of Accessibility Award.” ●

SPOTLIGHT AWARD



Stephanie Rodriguez

Stephanie Rodriguez exemplifies the model employee that the Spotlight Award aims to recognize. As Team Leader for Alta Resources, Access' customer service contractor, Stephanie was part of the original team when Access first awarded the contract to Alta in April 2016. Stephanie started as a Customer Service Agent, quickly grew into the Senior Agent role and trainer for the Access Team and was later promoted to Supervisor/Team Leader.

She is extremely organized, dependable and tech savvy. Stephanie has worked closely with Access staff in developing clear and concise standard operating procedures for the Access team. She was also instrumental in training the team on the new CRM, Rider360 2.0. Stephanie works well independently and can follow through to ensure that the job gets done. She is flexible and willing to work on any project for which her assistance is required. She is also quick to volunteer to help in other areas of company operations.

In addition to her technical ability, Stephanie is a strong leader. She comes to work with a positive attitude and is always willing to assist agents and customers alike to resolve issues. She has the respect of her team and the Access staff. She has done a tremendous job training other Senior Agents, preparing them for future growth and opportunities to help them advance to a Team Leader role.

We congratulate Stephanie as this year's Spotlight Award winner! ●

OVERALL SYSTEM

STATS

21

22

Performance

Eligibility Determinations	36,181	55,881
Passengers	2,156,279	2,959,020
Contract Revenue Miles	17,921,951	21,675,397
Number of Trips	1,728,707	2,339,891
Average Trip Distance	10.37	9.26

Purchased Transportation Cost

Cost per Trip	\$75.96	\$59.65
Cost per Passenger	\$60.90	\$47.17
Cost per Contract Revenue Mile	\$7.33	\$6.44

OPERATIONS

REPORT

	Standard	21	22	
Operations & Safety	On Time Performance	≥ 91%	92.6%	89.8%
	Excessively Late Trips	≤ 0.10%	0.07%	0.14%
	Excessively Long Trips	≤ 5%	0.50%	3.6%
	Missed Trips	≤ 0.75%	0.36%	0.59%
	Denials	0	4	6
	Access to Work On Time Performance	≥ 94%	97.8%	95.6%
	Average Initial Hold Time (Reservations)	≤ 120 sec	52	66
	Calls On Hold > 5 Min (Reservations)	≤ 5%	2.2%	3.2%
	Calls On Hold > 5 Min (ETA)	≤ 10%	1.5%	2.8%
	Complaints Per 1,000 Trips	≤ 4.0	2.5	3.2
	Preventable Incident Rate (per 100,000 miles)	≤ 0.25	0.15	0.2
	Preventable Collision Rate (per 100,000 miles)	≤ 0.75	0.5	0.74
	Miles Between Road Calls	≥ 25,000	64,040	58,758
Customer Service	Average Initial Hold Time	≤ 180 sec	134	124
	Calls on Hold > 5 Min	≤ 10%	15.1%	14.8%
	Abandoned Calls	≤ 10%	4.5%	4.2%
	Average Call Duration	≤ 300 sec	286	298
Operations Monitoring Center	Average Initial Hold Time	≤ 180 sec	57	83
	Calls on Hold > 5 Min	≤ 10%	5.1%	8.5%
	Abandoned Calls	≤ 10%	4.8%	6.1%
	Average Call Duration	≤ 300 sec	351	358

FINANCE DATA

Revenues and Expenses (year ended June 30, 2022)

Operating Revenues

Prop C Discretionary Funds	\$78,696,488
Section 5310 STP & other FTA Funds	\$73,037,575
Measure M funds	\$12,750,000
Passenger Fare Revenues	\$6,797,937
Other Revenue	\$2,204,588
Section 5316 & 5317 Funds	\$458,145
Interest Revenue	\$20,060
Gain on Disposal of Assets	(\$6,151)
Total Revenues	\$173,958,642

Operating Expenses

Purchased Transportation	\$139,694,680
Salaries & Related Expense	\$8,902,553
Insurance	\$7,190,981
Professional Services	\$5,618,861
Eligibility and Appeals	\$4,214,340
Contracted Customer Service	\$2,094,835
NW & Telecom Maintenance	\$1,754,337
Office Rent	\$1,054,840
Communications	\$744,511
Travel Training	\$665,695
Printed Materials	\$515,161
Vehicle Costs	\$451,265

Operating Expenses contd.

Promotions/Events	\$432,909
Postage/Mailing	\$288,917
Security	\$200,000
Other Expense	\$109,756
Other Related Employee Expense	\$67,382
Travel and Conference	\$64,810
Repair & Maintenance	\$58,200
Office/Kitchen Supplies	\$29,687
Temporary Personnel	\$13,838
Business Meetings & Meals	\$12,652
Board Compensation	\$9,849
Total Expenses – Before Depreciation	\$174,190,061
Increase/(Decrease) in unfunded defined benefit plan	(\$2,334,891)
Depreciation	\$5,440,699
Total Expenses (After Depreciation)	\$177,295,869
Change In Net Assets	(\$3,337,226)
Net Assets, Beginning of Year	\$14,790,454
Cumulative effect of applying a change in accounting principle	\$0
Net Assets beginning of year, as adjusted	\$14,790,454
Net Assets, End of Year	\$11,453,228

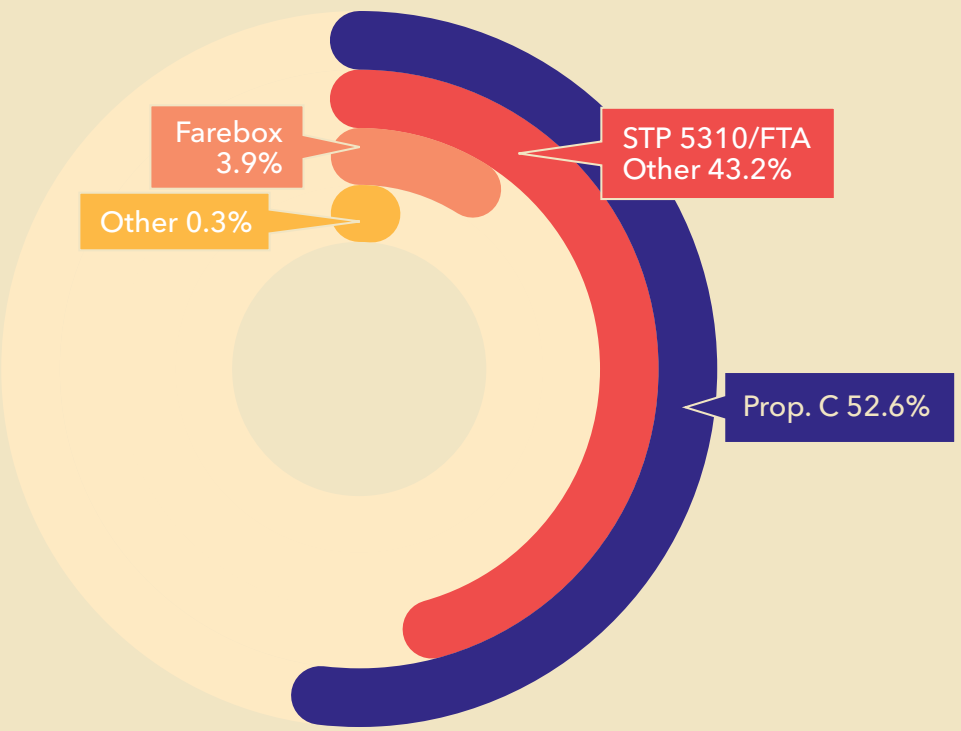
(Independent Auditor's Report available upon request)

FINANCE DATA

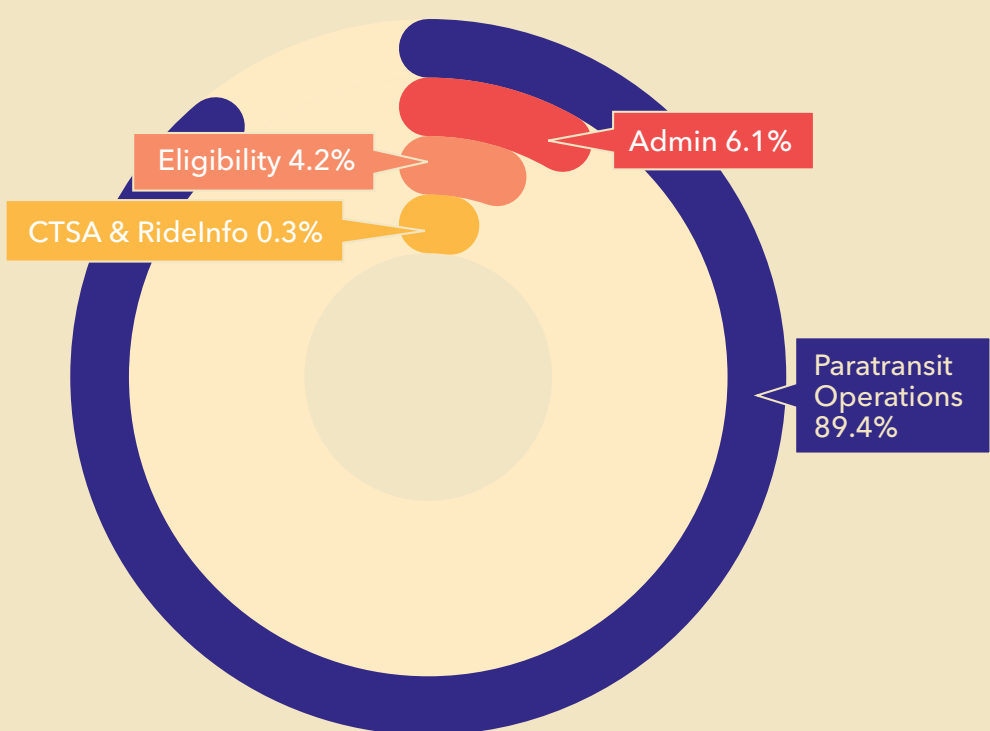
Balance Sheet

Cash and Cash Equivalents	\$32,063,604
Accounts Receivable	\$55,614
Grants Receivable	\$11,261,240
Due from LACMTA	\$2,312,802
Prepaid Expenses	\$8,035,838
Total Current Assets	\$53,729,098
Property & Equipment	
Fixed Assets	\$49,518,990
Accumulated Depreciation – Fixed Assets	(\$41,027,450)
Total Property & Equipment	\$8,491,540
Other Long Term Assets	\$15,628,132
Total Assets	\$77,848,770
Liabilities & Net Assets (Current Liabilities)	
Accounts Payable – Trade	\$3,042,201
Contractors Payable	\$19,447,541
Self Insurance Accruals	\$5,480,705
Unfunded Pension Liability	\$2,125,591
Accrued Salaries & Expenses	\$11,629,381
Deferred Support	\$24,319,076
Deferred Revenue	\$175,763
Deferred Rent	\$175,284
Total Current Liabilities	\$66,395,542
Commitments & Contingencies	
Total Net Assets	\$11,453,228
Total Liabilities & Net Assets	\$77,848,770

FUNDING SOURCES



EXPENSES BY PROGRAM





access

Access Services

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El Monte, CA 91734 / accessla.org