

Access Services Business Plan

Executive Management and Audit Committee

Operations Committee

March 20, 2008



Metro

Access Services, Inc. FY 2009-2013 Strategic & Short Term Business Plan

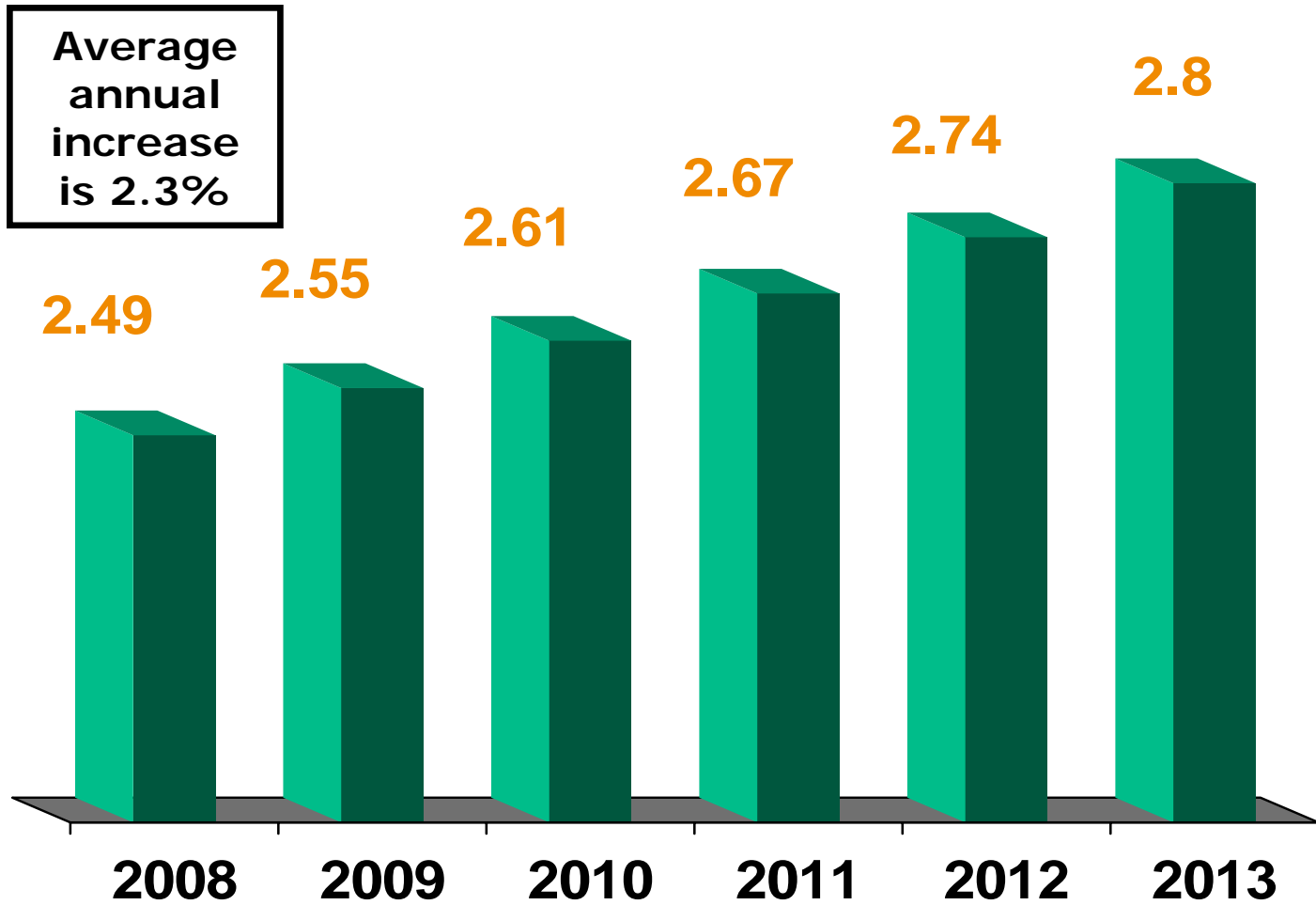


Purpose of the Plan

- Legally ADA paratransit providers must design, fund and implement a next-day service to meet the foreseeable needs of all ADA eligible individuals.
- Paratransit service demand must be projected as accurately as possible because providers are under a Civil Rights mandate to meet *all* foreseeable demand.
- The plan sets the agency's multi-year priorities and addresses capital, infrastructure, staffing and budgetary needs to meet its mandated goals.

Passenger Trip Demand FY 2008 – 2013

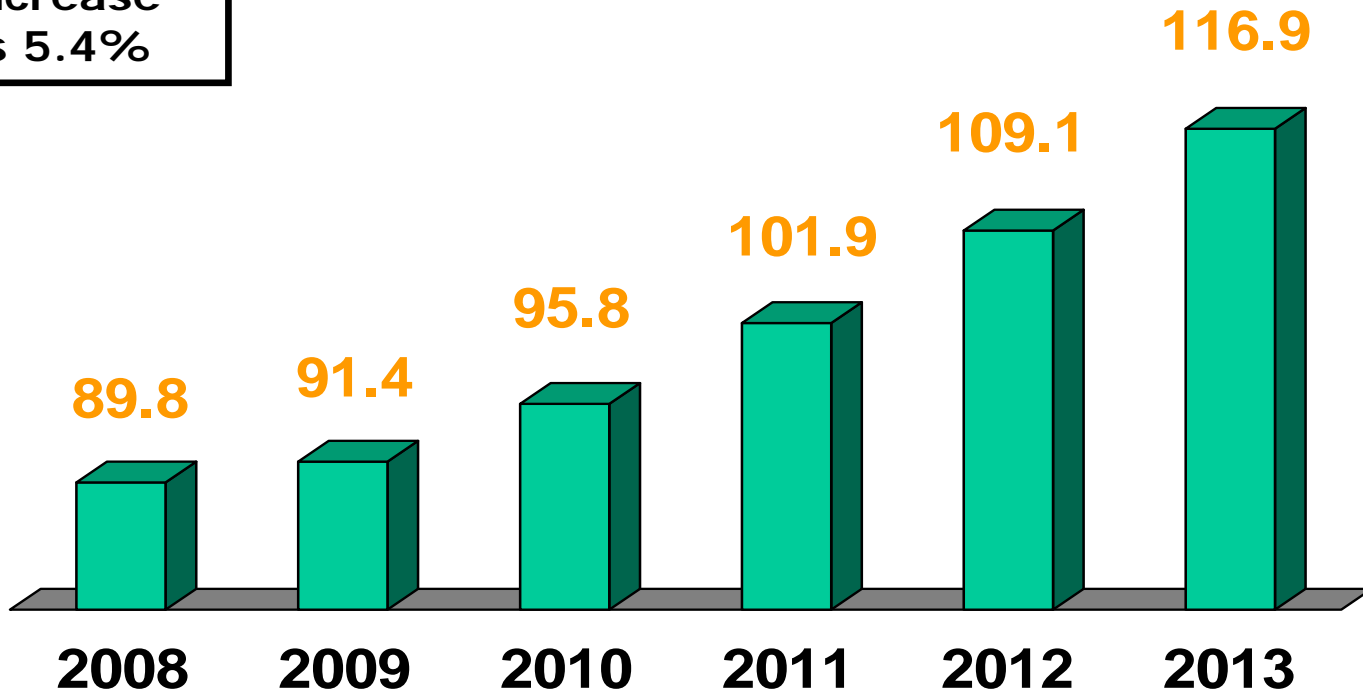
(in millions)



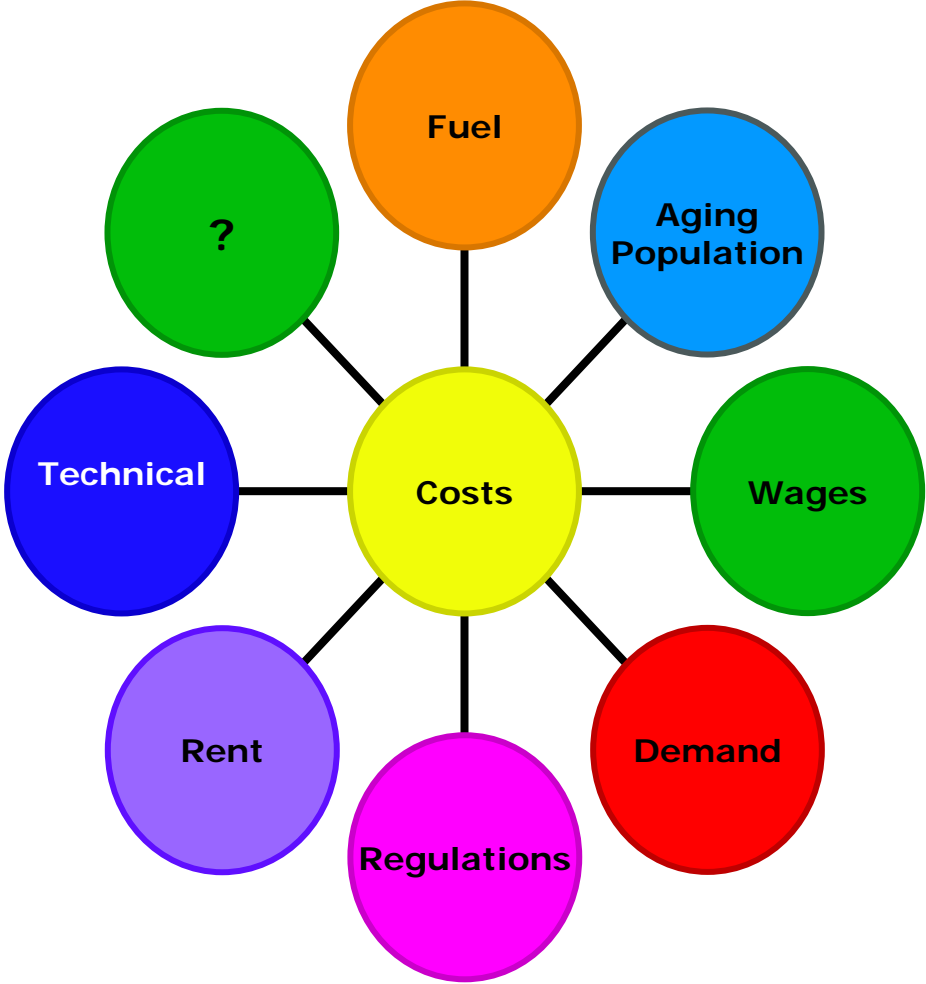
Annual Expense Projections FY 2008 – 2013

(in million \$)

Average
annual
increase
is 5.4%



Future Cost Drivers



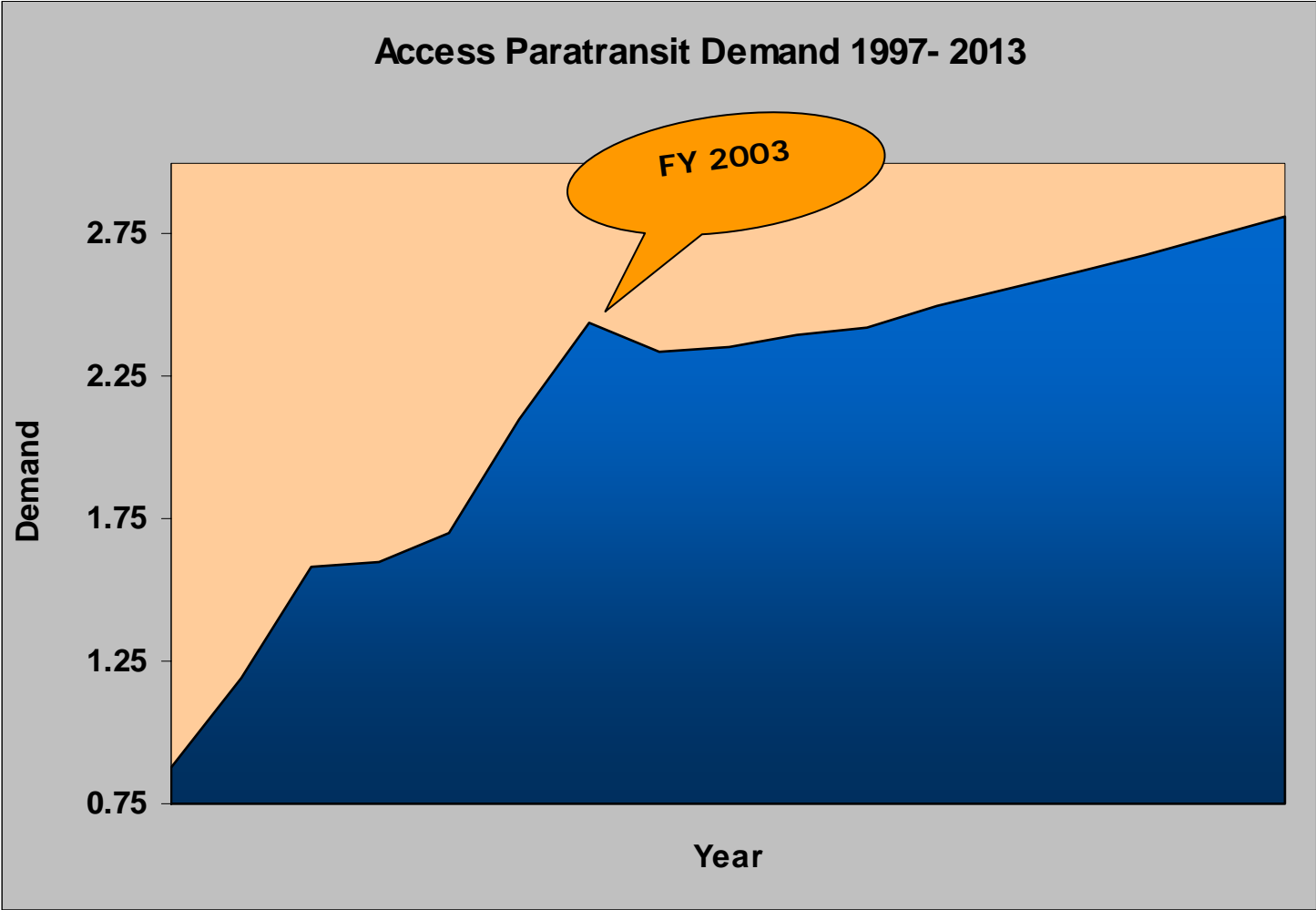
Mobility Management Programs



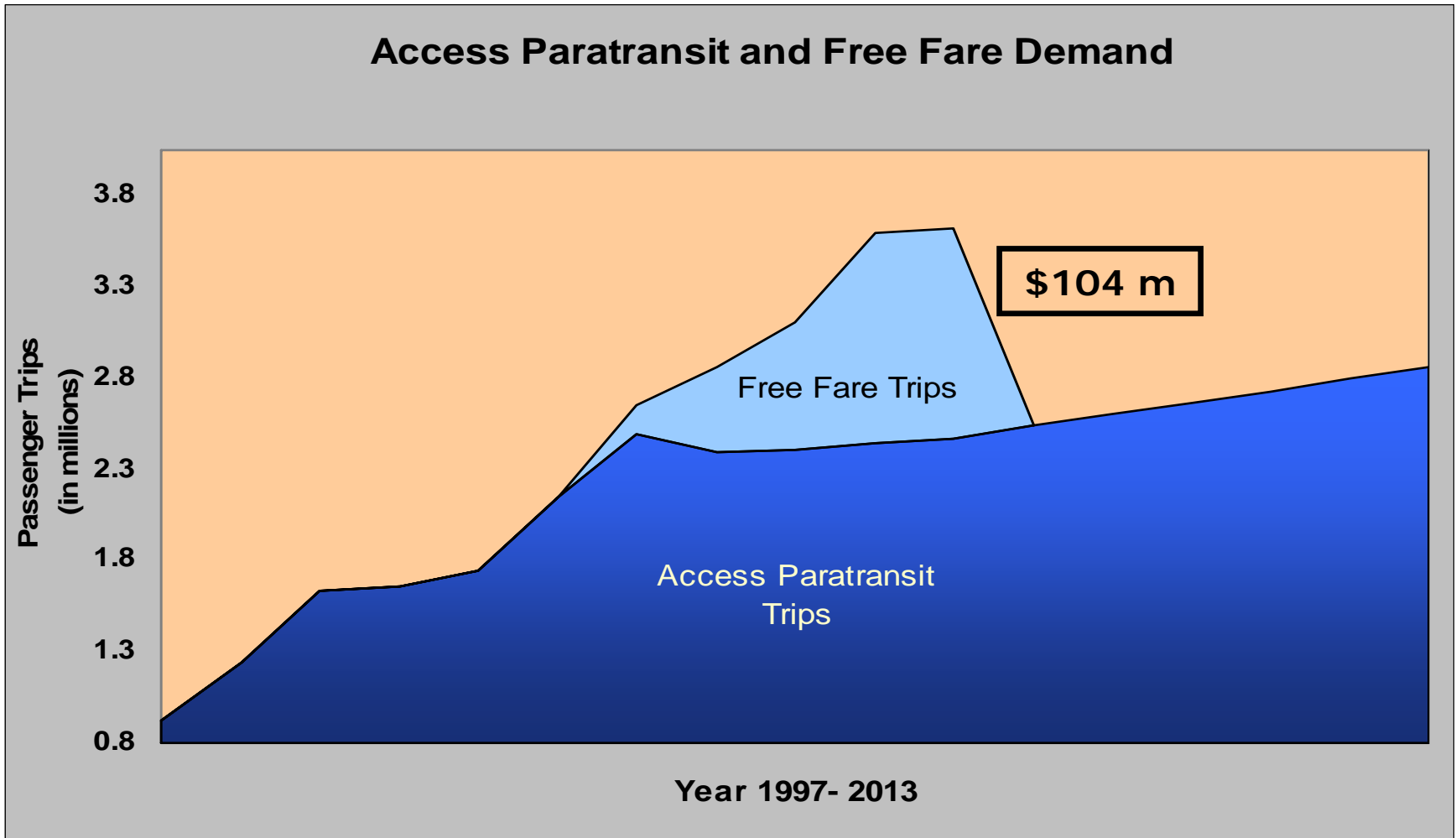
- New Rider Orientation
- Travel Training
- Travel Orientation
- ASI TAP Card
- Medicaid Coordination
- Mobility Resource Center
- Free Fare (ASI Riders can use Metrolink & local bus service free)

Note: Federal funding for these programs may be available under the New Freedom Grant and/or other federal programs.

Business Plan FY 2009-2013



Business Plan FY 2009-2013



Highlights of OIG Audit

OIG Recommendations	ASI Response to Audit Recommendations	Timeline
ASI should reassess its recertification policy and approach.	ASI will work with their CAC and Board of Directors to revise the certification process to allow for a tiered approach to recertification. The duration of eligibility will also be re-evaluated.	Go to Board in May 2008 Implement July 2008
ASI should reinforce to contractor call taker staff the goal of providing courteous and helpful service to clients.	ASI will continue to balance the needs and wishes of the riders with the funding levels allocated to provide ADA paratransit.	Implement Code of Conduct for Call Takers May 2008
ASI should evaluate the process for informing applicants of their right to appeal and how to appeal.	ASI will re-evaluate the eligibility determination packet with the help of the their CAC to ensure that appeals information is presented in a manner most likely to be understood by applicants.	July 2008

Highlights of OIG Audit (con't)

OIG Recommendations	ASI Response to Audit Recommendations	Timeline
<p>ASI should evaluate its scheduling system to minimize or eliminate circuitous routing of share rides to minimize wait times and trip times.</p>	<p>ASI retained the services of the IBI Group to perform a Needs Analysis on Access Paratransit. IBI recommended a centralized reservation/scheduling platform to migrate all of ASI providers. The first phase of this recommendation is scheduled for July 2008.</p>	<p>Implementation into first service region Sept. 2008 w/phase in by region as contacts renew</p>
<p>ASI should reinforce to contractor driver staff the goal of providing courteous and helpful service to clients.</p>	<p>ASI will re-evaluate required training, policies and procedures to reinforce ASI's commitment to providing quality service.</p>	<p>Implement Code of Conduct for Drivers April 2008</p>
<p>ASI should develop a written manual of procedures of processing and inputting complaints. Institute a formal training program and conduct periodic trend analysis.</p>	<p>ASI is in the final stages of developing a complaint procedures manual and training for customer service representatives.</p>	<p>April 2008</p>