

# **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

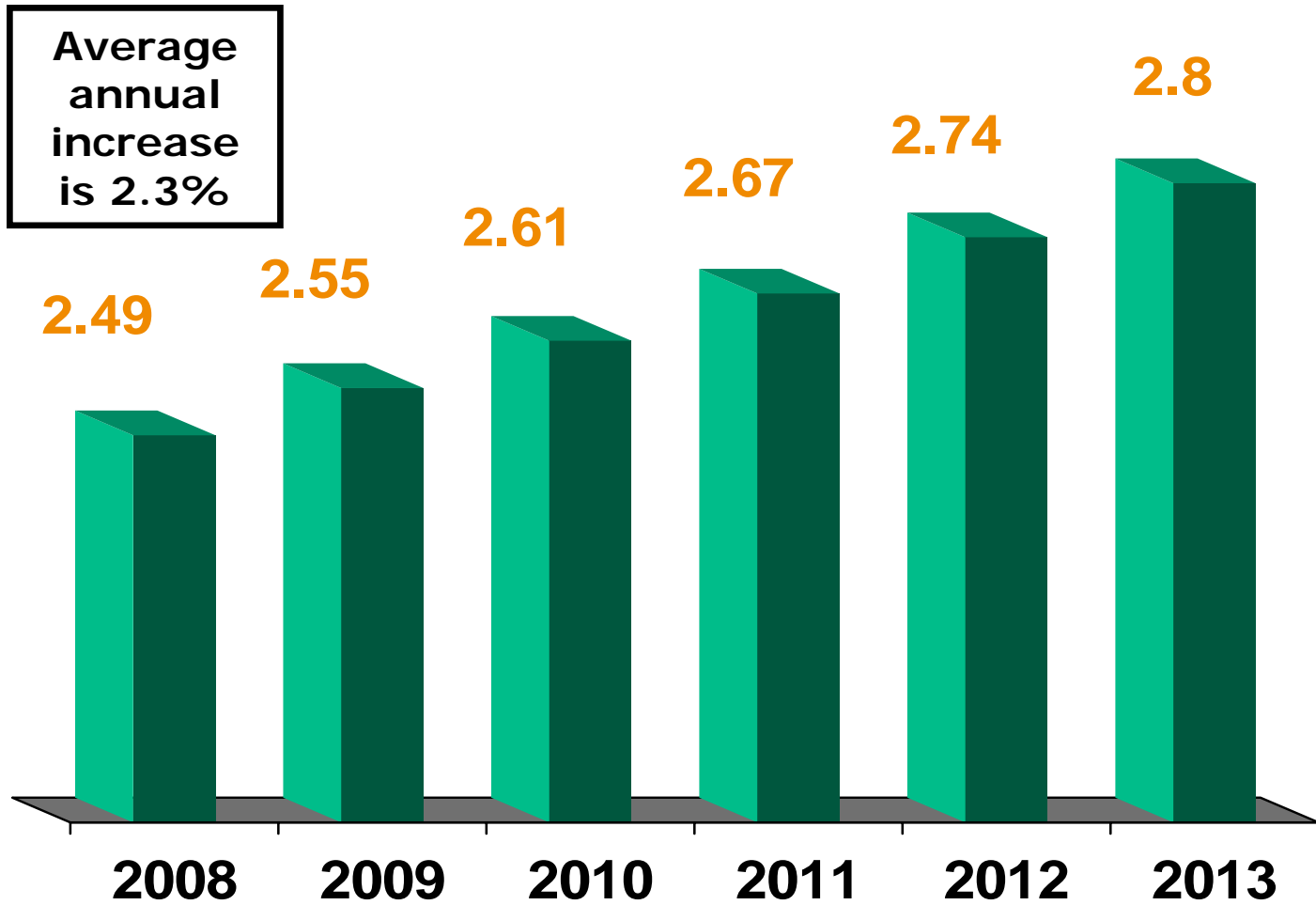


# Purpose of the Plan

- 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

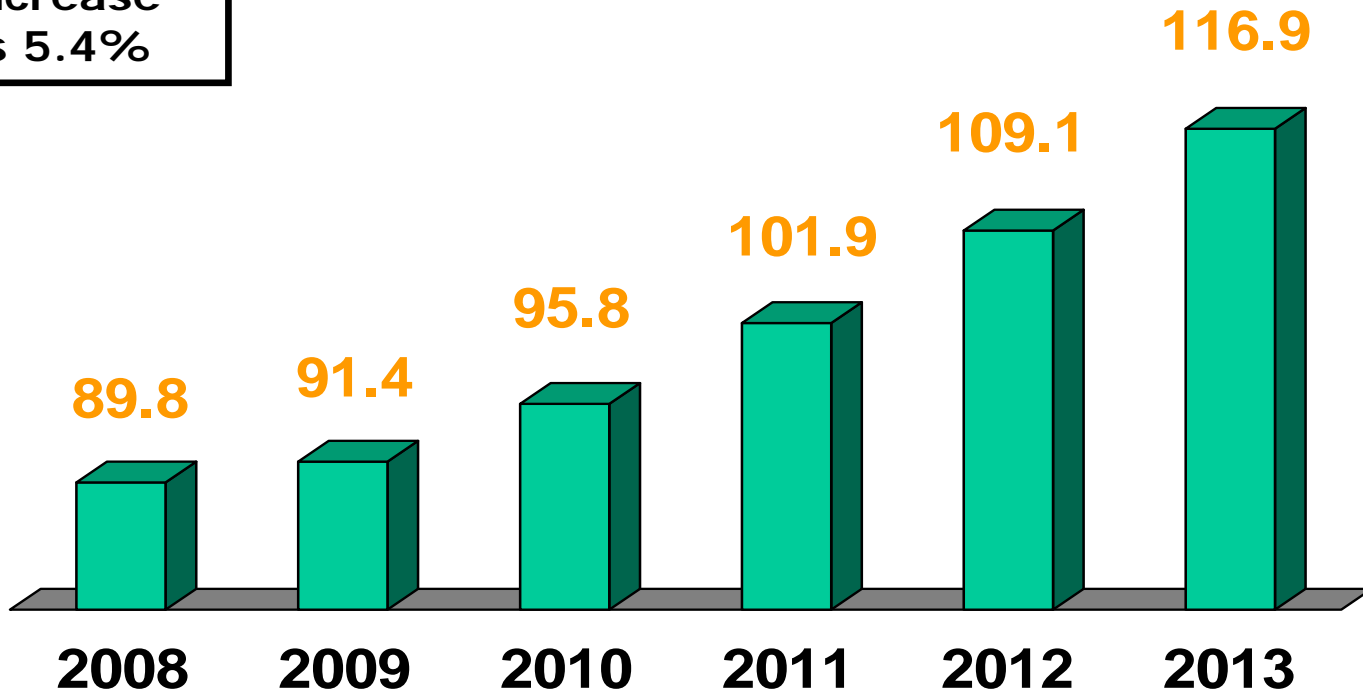
(in millions)



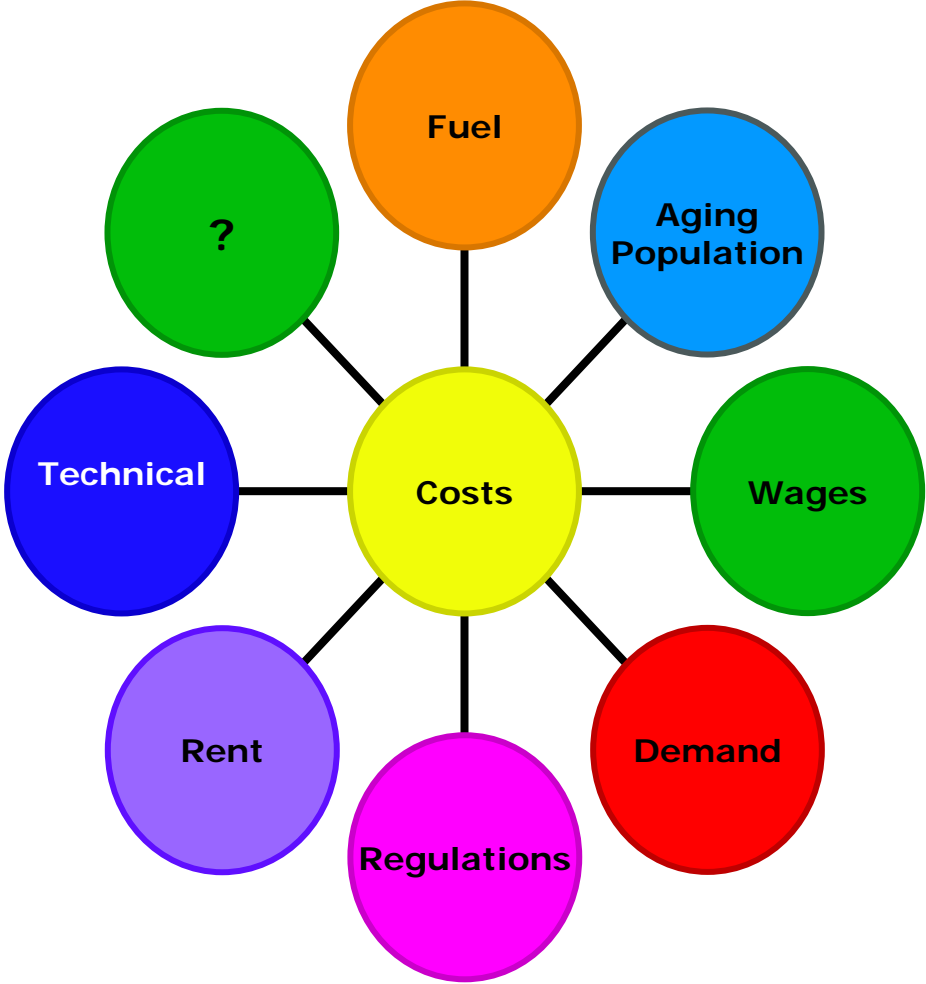
# Annual Expense Projections FY 2008 – 2013

(in million \$)

Average  
annual  
increase  
is 5.4%



# Future Cost Drivers



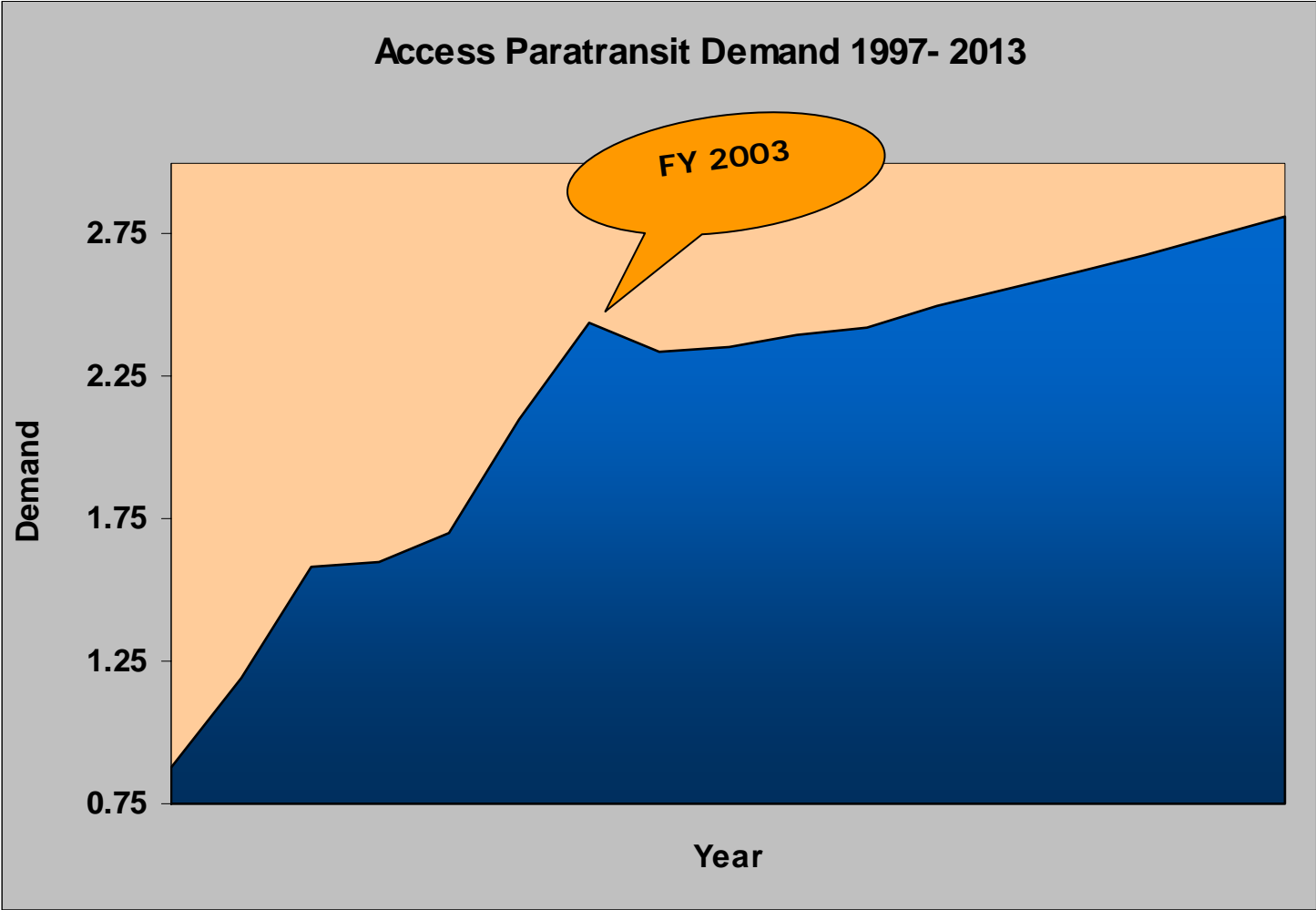
# Mobility Management Programs



- 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.

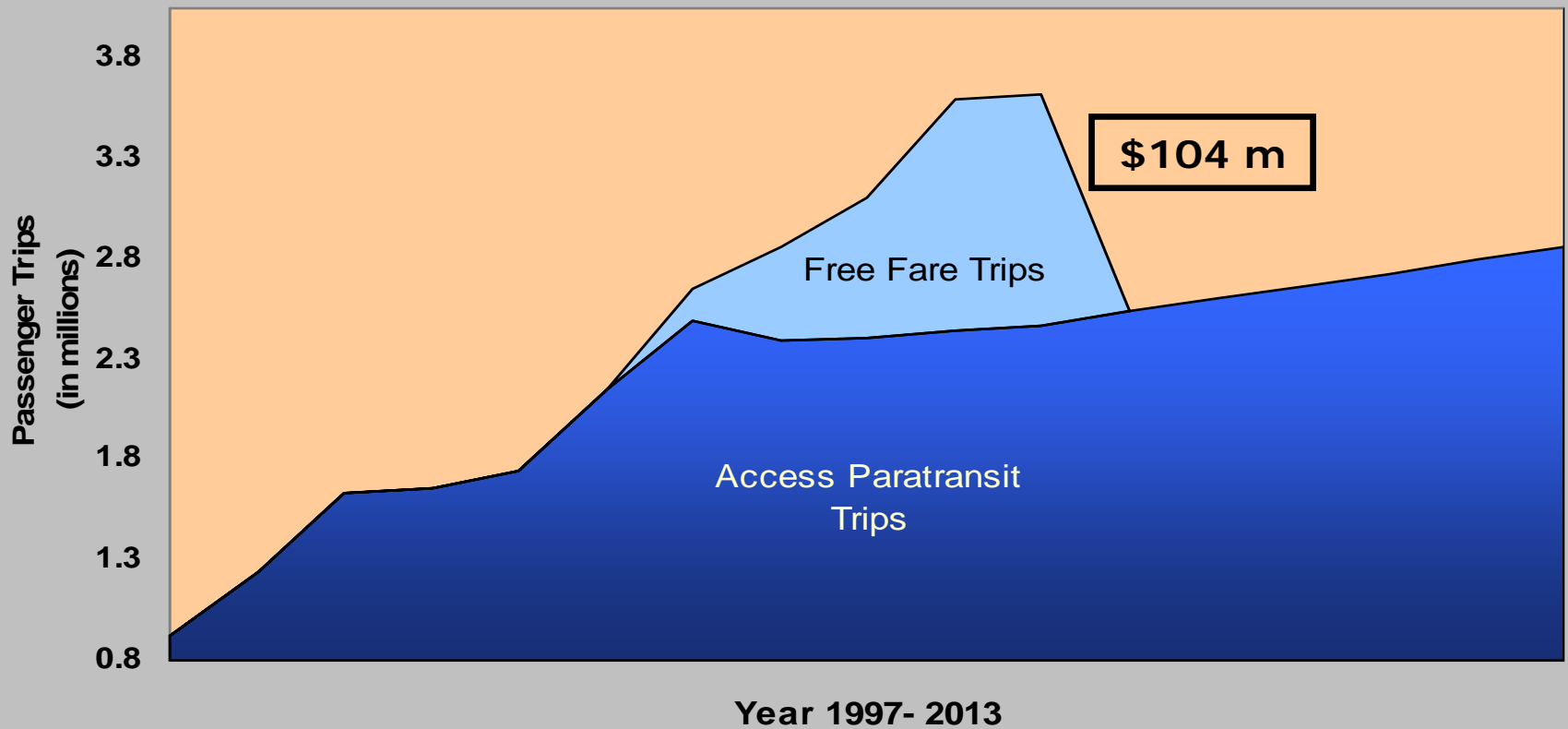
# Business Plan FY 2009-2013





# Business Plan FY 2009-2013

## Access Paratransit and Free Fare Demand



# Highlights of OIG Audit

<b>OIG Recommendations</b>	<b>ASI Response to Audit Recommendations</b>	<b>Timeline</b>
<b>ASI should reassess its recertification policy and approach.</b>	<b>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.</b>	<b>Go to Board in May 2008  Implement July 2008</b>
<b>ASI should reinforce to contractor call taker staff the goal of providing courteous and helpful service to clients.</b>	<b>ASI will continue to balance the needs and wishes of the riders with the funding levels allocated to provide ADA paratransit.</b>	<b>Implement Code of Conduct for Call Takers May 2008</b>
<b>ASI should evaluate the process for informing applicants of their right to appeal and how to appeal.</b>	<b>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.</b>	<b>July 2008</b>

# 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>