

ONE CALL-ONE CLICK Profiles

ASI, LOS ANGELES, CALIFORNIA

BACKGROUND

Access Services Incorporated, a local public entity, is the Los Angeles County Consolidated Transportation Services Agency (“CTSA”) and administers the Los Angeles County Coordinated Paratransit Plan on behalf of the County’s 43 public fixed-route operators (i.e., bus and rail). ASI is responsible for the provision of complementary ADA paratransit services to eligible persons with disabilities under the name “Access Paratransit,” freeing up local bus operators to concentrate on the operation of fixed-route bus or rail services.

ASI is an example of how a large urban area can simplify access to paratransit services and support coordination of human service transportation. In total, the Access Paratransit system provides more than 2.3 million rides per year to more than 74,000 qualified riders with disabilities in a service area of over 1,950 square miles, with a population of nearly 10 million. Access Services has sought to fulfill its CTSA mandate in a manner that is commensurate with the size of Los Angeles County and the complexity of services offered.

Access Services was established in 1994 and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County by the Los Angeles County Metropolitan Transit Authority (Metro). Statewide, CTSA’s were created in 1979 when the state legislature passed Assembly Bill 120, “Social Services Transportation Improvement Act.” The vision behind creating the CTSA model was to foster coordination among social service transportation providers in order to utilize existing transportation.

Access Services is governed by a nine-member board of directors with one appointment by each of: (i) the Los Angeles County Board of Supervisors, (ii) the City Selection Committee’s Corridor Transportation Representatives, (iii) the Mayor of the City of Los Angeles, (iv) the Los Angeles County municipal fixed-route operators, (v) the Los Angeles County local fixed-route operators, (vi) the Los Angeles County Commission on Disabilities, (vii) the Coalition of Los Angeles County Independent Living Centers, (viii) the Los Angeles County Metropolitan Transportation Authority, and (ix) an alternating appointment by the municipal and local fixed-route operators.

ACCESS PARATRANSIT SERVICES

Access Paratransit is the core service, operating seven days a week, 24 hours a day in most areas of Los Angeles County. The service area is divided into 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.

Access Paratransit is a shared-ride service that is curb-to-curb and utilizes a fleet of small buses, mini-vans and taxis. Fares are distance-based and generally range from \$1.80 to \$2.70 for each one-way trip.

Access Services enters into and administers regional contracts for Access Paratransit services with independent private transit providers. The providers, in turn, supply the reservation-taking and transportation service in conformance with the LA County Coordinated Paratransit Plan and the contract. Access Services

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also leases vehicles to the regional providers at \$1 per month to help facilitate the provision of service under the contracts. Access Services receives its funding for these services from Proposition C sales tax, Federal 5310 grants and fare-box revenue.

FACILITATING COORDINATION

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. The following are several of the activities in which ASI is involved in its role as a CTSA:

Coordination with CalACT and other CTSA's - Access Services works with the California Association for Coordinated Transportation (CalACT) Board of Directors and Legislative Committee to propose changes in legislation and address coordination issues. CalACT and Access Services have compiled a list of all the CTSA's in California and have created a list-serve e-mail group of CTSA's to facilitate discussions, remove coordination barriers, and promote the sharing of technical information.

Local Transportation Planning Meetings - Access Services actively participates in several local transportation planning meetings such as Metro's Local Transportation System's Subcommittee (LTSS), Bus Operations Subcommittee (BOS) and Los Angeles County and City Commission of Disabilities where transportation issues are proactively discussed.

Coordination and Technical Assistance with Grant Programs - Assistance related to the preparation of Section 5310 grant proposals for transportation to seniors and persons with disabilities remains an integral part of the technical assistance provided under this program. Staff provides technical assistance to applicants and acts as a liaison to Metro's Local Review Committee to facilitate efforts and understanding of coordination as a major component of grant success. Staff also provides technical assistance to applicants applying for JARC (Section 5316) and New Freedom (Section 5317) grant programs.

Coordinated Action Plan - Access Services initiated the development of Los Angeles County's Coordinated Action Plan on behalf of the Southern California Association of Governments (SCAG) and Los Angeles County's Metropolitan Transportation Authority (Metro), which is the designated recipient for the funds discussed in this plan and will be responsible for its implementation.

ONE-CALL SERVICE SCOPE OF OPERATION—MOBILITY MANAGEMENT FUNCTIONS

Access Services is a mobility resource for all residents of Los Angeles County. The website provides information on other transit resources with the county. Los Angeles County residents have a broad range of accessible transportation options. These include fully accessible fixed-route transit buses, local dial-a-ride services and paratransit programs. One or more of these options are available in each of Los Angeles

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County's 88 cities.

Many transit users, visitors, and tourists with disabilities are unaware of the accessible services available outside of their primary service area. Access Services' one-call service addresses this challenge by providing information and referral services.

Local Transit Services Directory (also known as RIDEINFO) is a facilitated referral service that matches an individual's transportation needs with available accessible transportation, such as Dial-A-Ride, Lift Van/Shuttle, and Taxi services.

The agencies referenced include those providing transportation to people in certain communities, medical patients, or agency clients only; some fares are minimal, others may be costly. Access does not endorse, recommend, or guarantee the quality or availability of any transportation provider. Each participating agency should be contacted to verify the correct information.

To look up local transit information, one may:

- Use a drop-down menu to view information about Local Transit Services;
- Use e-mail;
- Call 1-800-COMMUTE for more specific information on regular public buses and trains. (Similar information is available to text phone users by calling 1-800-252-9040); or
- Speak with an information specialist at 1-800-431-7882, text telephone 1-800-431-9731 (for the hearing impaired) from Monday - Friday 8:00 a.m. - 5:00 p.m.

Regional Transit Services Directory - This online service provides links to fixed-route transit agencies within Los Angeles County. Each of the 25 individual fixed-route providers maintains its own web pages and service information.

County-wide ADA Paratransit Service Provider - Access Paratransit is the service name of the ADA Complementary Paratransit service for functionally disabled individuals in Los Angeles County. Access Paratransit meets ADA requirements for all fixed-route bus and rail operations in the county. The region is divided into service areas 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.

Figure 1 illustrates the three main functional elements of ASI Paratransit operations: 1) program management, which covers eligibility and other administrative functions; 2) the call center; and 3) the transportation service providers, covering trip management and dedicated and nondedicated providers.

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FIGURE 1: ASI Functional Elements of Paratransit Operations

Program Management
Service Eligibility Operations Monitoring / Data Management Contract Administration
Call Center
Trip Bookings / Reservations Scheduling / Routing
Transportation Service Providers
Dispatch / Trip Management
Dedicated Non-Dedicated (Taxi/Sedans)

Source: Access Services, Inc.

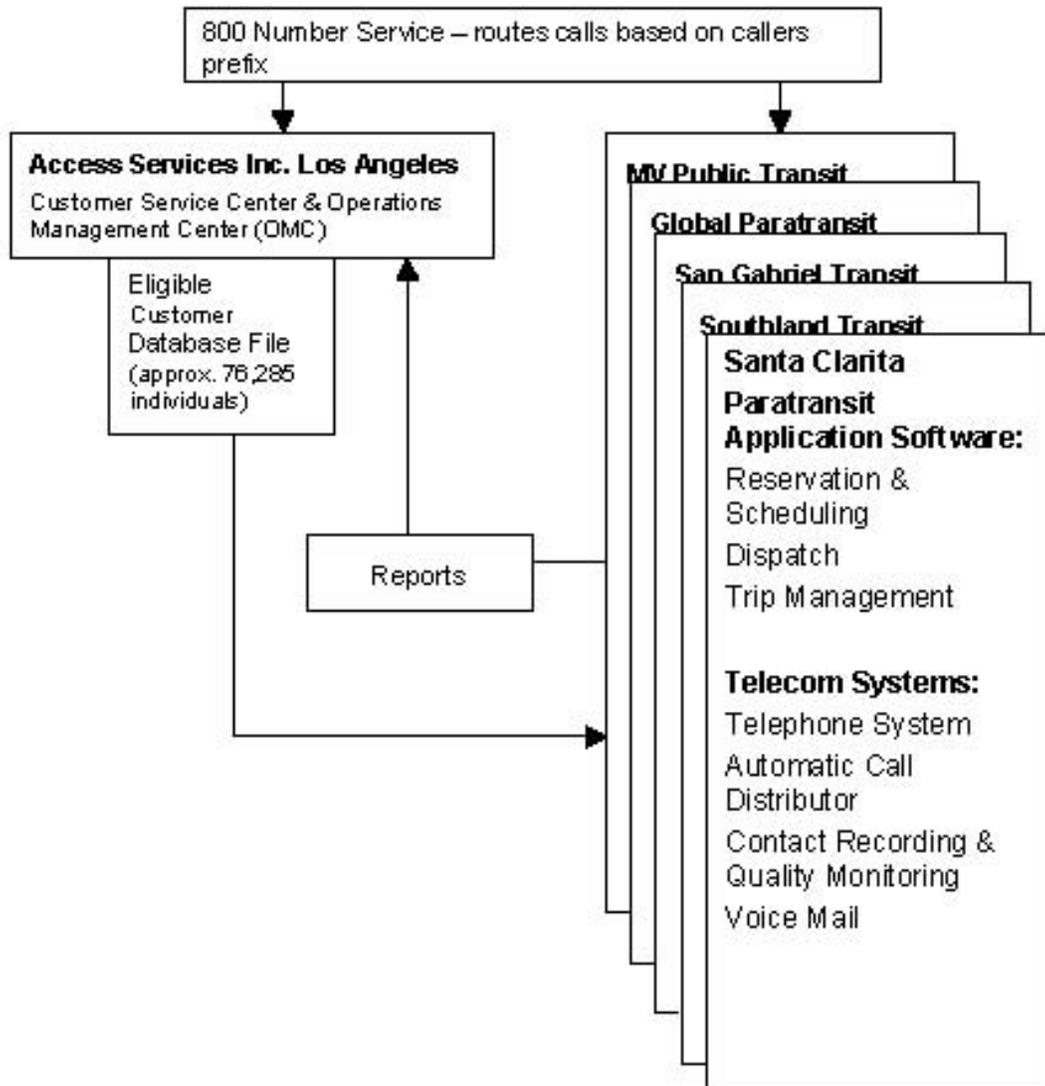
TECHNOLOGY APPLICATIONS

ASI uses commercially available Trapeze software to record trip requests/reservations; maintain its client database; schedule trips; and handle dispatch and management reporting for the ADA paratransit service delivery component of its operation. Figure 2 is a diagram of the telephonic services and the wide area network (WAN) connecting ASI with each of its contractors.

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FIGURE 2: WAN Telephone Services and Connections to Contractors



Source: Access Services, Inc.

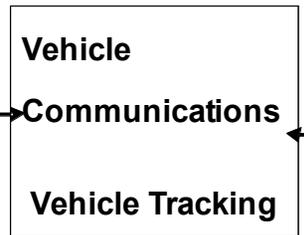
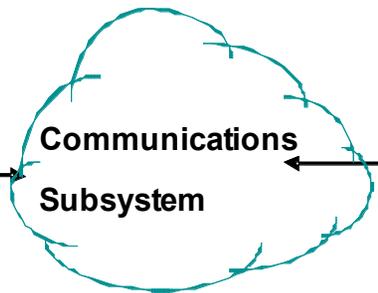
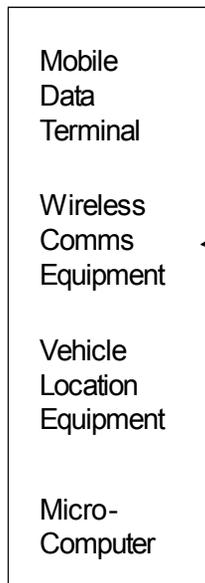
Complementing the back-office telephone applications are a series of in-vehicle and dispatch subsystems, including vehicle-locating capabilities, digital data transmission, data management and automated route planner/scheduling capabilities. This Intelligent Transportation Systems (ITS) architecture is presented in Figure 3.

FIGURE 3: ASI ITS Applications

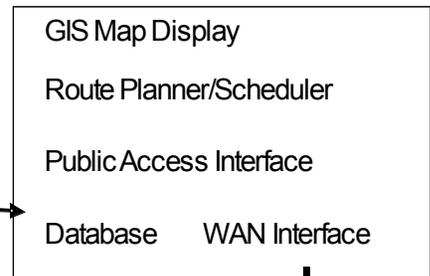


Los Angeles County: ASI - ITS Architecture

In-Vehicle Subsystem



Dispatch Center Subsystem



Source: Access Services, Inc.

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For more information about the Access Services, Inc. call center, contact Scott Jewell, Manager of Information and Technology Systems, (213) 270-6000.

The Community Transportation Association of America is a national non-profit, membership organization working to ensure that our nation's residents have reliable, accessible, affordable, convenient and safe transportation services. The Association is involved in several projects to provide information and technical assistance to communities, transportation providers, human services agencies and other groups to increase mobility through effective public and community transportation.

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TRANSPORTATION SERVICES TOOLKIT