



MARCH 17, 2003

Metropolitan  
Transportation  
Authority

One Gateway Plaza  
Los Angeles, CA  
90012-2952

**TO: BOARD OF DIRECTORS**

**THROUGH: ROGER SNOBLE**  
**CHIEF EXECUTIVE OFFICER**

**FROM: JOHN B. CATOE, JR.**  
**DEPUTY CHIEF EXECUTIVE OFFICER**

**SUBJECT: ACCESS SERVICES COMPLAINTS**  
**JULY THROUGH DECEMBER 2002**

### ISSUE

At the May 23, 2002 meeting, the Board approved a motion that included a request for reports on complaints received by Access Services, Inc. (ASI). This report covers six months from July 2002 through December 2002.

### DISCUSSION

ASI is the provider of Access Paratransit, the Americans with Disabilities Act (ADA) paratransit service in Los Angeles County. For the six-month period covered in this report, complaints peaked in August and September, primarily due to the start-up of a new contracted service provider in the San Fernando Valley. MV Transportation began providing paratransit service on August 3, 2002 and experienced several service difficulties that led to multiple complaints. As a result, the system-wide complaint ratio rose from 3.75 per 1,000 boardings in July to 5.07 in August and 5.08 in September. Beginning in October, the trend reversed and subsequently December 2002 showed the best performance of the six-month period with 2.8 complaints per 1,000 boardings. Attachment A shows the six-month complaint trend and indicates ASI's goal to have no more than 3.75 complaints per 1,000 boardings.

Attachment B shows the number of complaints regarding late trips relative to all complaints. ASI uses four categories of late trips stratified in 15-minute increments as defined in the legend of Attachment B. Late trips currently account for approximately 25-30% of all complaints, which is a marked improvement from the same time period in 2001 when late trip complaints accounted for 49.8% of all complaints registered.

## NEXT STEPS

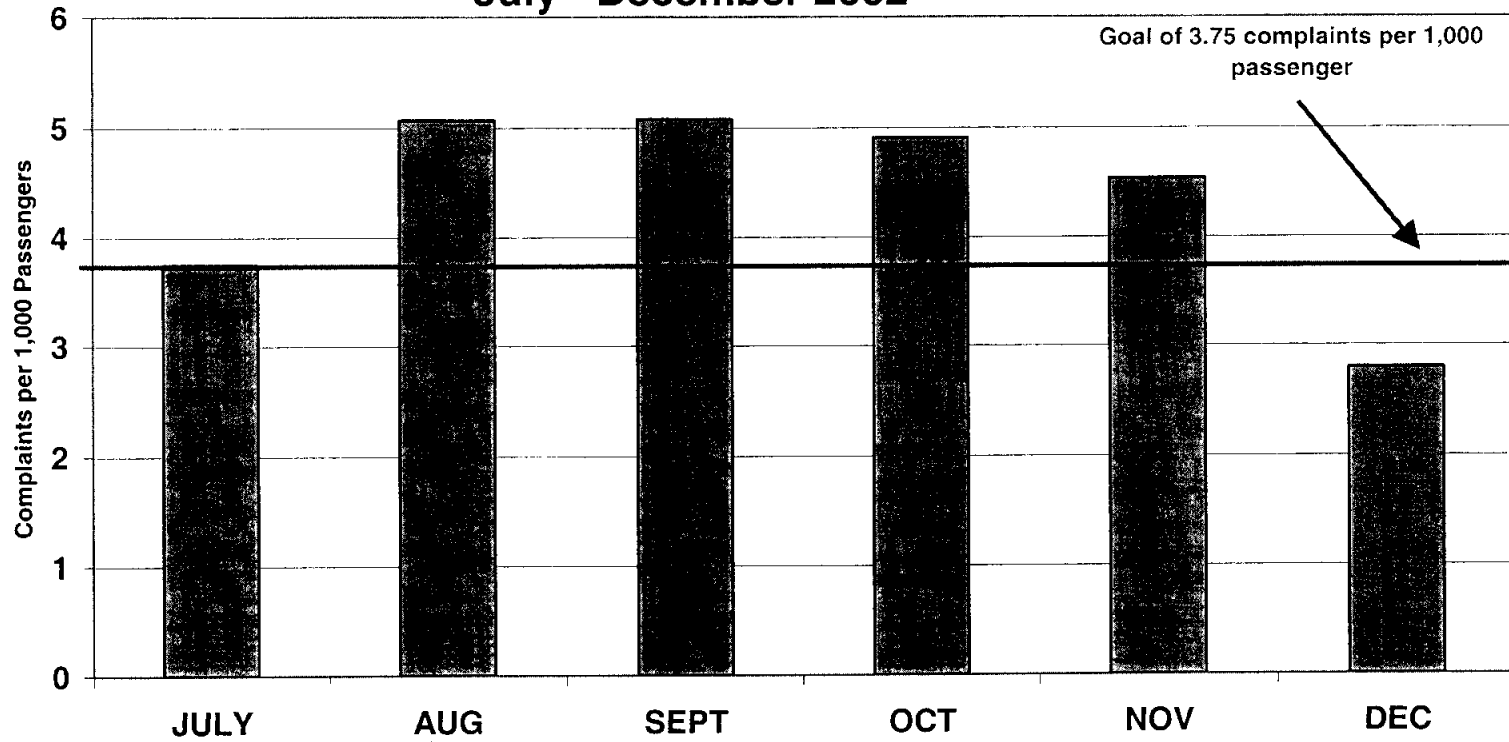
The Implementation Plan for the FY 04 Paratransit Plan, which is currently being developed with input from the community, member agencies and staff, will consider modifying and streamlining a number of processes, including how best to capture, communicate and respond to complaints. The modified process will likely be brought to the Access Services Board for approval in April prior to implementation in July.

We will continue to monitor complaints regarding ASI, and will forward reports to the Board.

### Attachments

- A. Complaint Ratio Trend
- B. Late Complaints vs. Total Complaints Filed

**ATTACHMENT A:  
Complaint Ratio Trend  
July - December 2002**



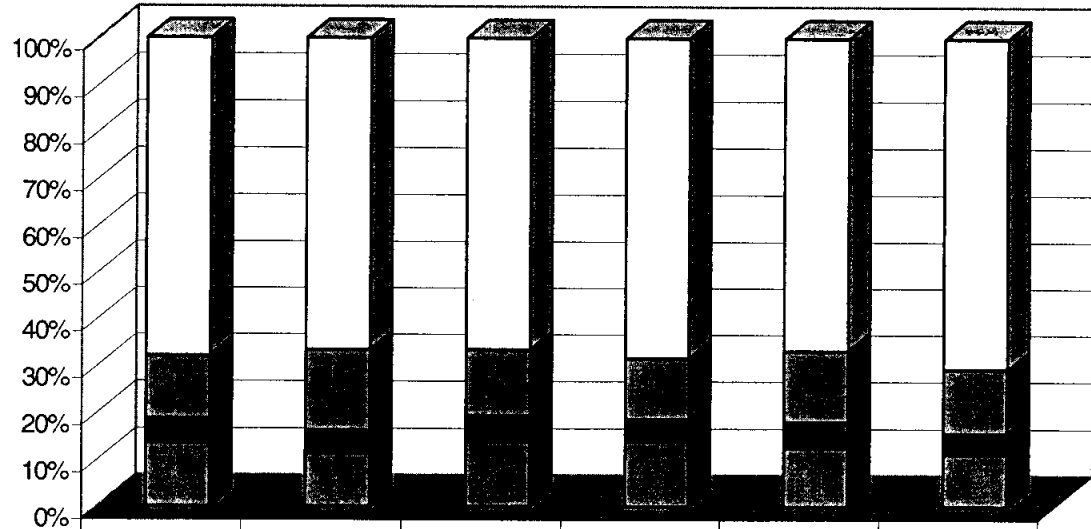
**ATTACHMENT B: Late Complaints vs. Total Complaints Filed  
July - Dec 2002**

Late 1 = arrival 1-14 minutes past the 20 minute "On-time" window

Late 2 = arrival 15-29 minutes past the 20 minute "On-time" window

Late 3 = arrival 30-44 minutes past the 20 minute "On-time" window

Late 4 = arrival 45-59 minutes past the 20 minute "On-time" window



	July	Aug	Sept	Oct	Nov	Dec
□ Total Complaints Filed	1183	1512	1555	1736	1439	1004
▣ Late 4	232	388	329	331	329	194
■ Late 3	91	113	129	118	120	63
▤ Late 1 & 2	237	258	326	356	271	160