

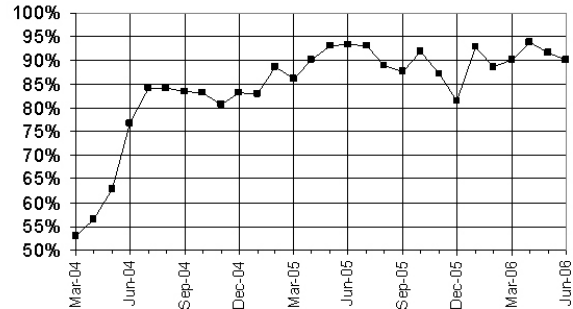
Los Angeles, CA

## Access Services Inc. Performance Evaluations



Access Services Inc., the ADA paratransit operator in Los Angeles, commissioned a series of annual performance reviews by Nelson\Nygaard covering the agency's goals and objectives, on-time performance measurement, trip denial monitoring, complaint processing, and telephone hold time measurement. The evaluations satisfy a legal settlement reached by ASI with community representatives concerning ADA compliance, and also serve ASI management purposes. The evaluations included on-site review of operations, following up with customers regarding resolution of complaints, verifying denial-rate statistics by listening to recordings of reservations calls, and verifying on-time performance statistics by analysis of original trip records. We provided recommendations to improve complaint responses, monitoring of contract providers, and performance measurement.

Percentage of Trips with GPS-Validated Arrival Times



**Project Duration:** 2004–2007

**Total Budget:** \$223,892

**For more information:**

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