



Behind the Scenes

Executive Director's Report

FY23 Budget Process

This year we requested that HDR (Access' ridership projection firm) begin the process a month earlier, and in mid-December, we provided HDR with the data requested. In January, we received the preliminary ridership report and on February 1, 2022, we submitted a draft budget to Metro. Over the next two months, we will refine the budget before bringing it back to the Access Board of Directors during the May/June Board cycle.

In May, Metro also considers its own budget as funding for Access is included within Metro's overall budget. However, Metro takes the Access funding request to the Metro Board separately in June as part of what metro calls Subsidies. Listed below is a month-by-month detail of the typical budget cycle:

Budget timeline:

- > December – Provided data to HDR
- > January – Received preliminary ridership data from HDR
- > February – Provided Metro with draft budget for planning purposes
- > March/April - Finalize budget
- > May – Present budget to Committees
- > May – Metro considers its budget
 - Funding for Access is included within their overall budget
- > June – Present budget to Access Board
- > June – Metro considers Access funding request

If you have any questions, please feel free to contact me.

Hector Rodriguez
Deputy Executive Director

access

Upcoming Diversity, Equity and Inclusion Training

Did you know that unconscious bias in the workplace could influence salaries, promotions and even company performance? Unconscious bias refers to social stereotypes about groups of people, which occur outside of our conscious awareness. When left unchecked these beliefs can have systemic consequences that affect employee satisfaction and talent retention.



On March 16, 2022, CTSA Extension is hosting a virtual training class on Unconscious Bias in the Workplace. The topic is part of CTSA's diversity, equity and inclusion series and will be facilitated by Dr. Sacha Joseph-Mathews. Recognizing and addressing biases is an essential part of creating inclusive work environments. This training is designed to provide participants with the resources and strategies to help mitigate biases in policies, procedures and decision-making.

CTSA Extension's Learning & Development program is available to transportation professionals and health and human services representatives in L.A. County at no cost. To register for the upcoming training, click on the link below.

[2022 Learning & Development Program](#)

Melissa Lucero
CTSA Analyst

First Transit and Access staff prepare for Antelope Valley service contractor transition

On October 18, 2021, the Access Board of Directors approved First Transit as the new service contractor for the Antelope Valley region. A change in paratransit service contractor is a complex process, requiring hundreds of hours of work on the part of the selected proposer First Transit, Access, as well as the support of the existing contractor, Keolis.

Access staff is working with both contractors to ensure as seamless a transition as possible. This includes over 240 different action items, ranging from ensuring redundancy in network communications (phone, GPS, internet), testing the functionality of the backup generator, hiring sufficient staff, standardizing driver files, ensuring the maintenance team has the proper credentials and preparing for inclement weather, to name a few items. This change is one of the most complex processes that Access staff will be involved in during their public service careers. The core mission of the Agency in the Antelope Valley, delivering quality and safe paratransit to the community, is at stake and therefore great attention must be paid to even the smallest detail.

Access riders in the Antelope Valley can look forward to a new reservation scheduling and dispatch system built for the 21st century and with Los Angeles-area paratransit in mind, known as 5M. The system is already in place in three service regions. Further information technology improvements will provide riders in the region access to online booking and the Where's My Ride app, which has seen widespread use since it was introduced. There will also be an increase in on-street road supervision, which should lead to increased service quality.

Staff continues to work with First Transit and the incumbent contractor, Keolis, on a daily basis, to ensure that the transition will be as smooth as possible. Keolis deserves special mention for the commitment of the local staff, headed by General Manager Doug Brockwell, towards minimizing any operational turbulence during this period and cooperating closely with Access and First Transit. Finally, many of the current drivers, call takers and other staff will switch over to the new contractor by the transition date of May 1st.

Alex Chrisman
Project Administrator

Commendations

"I can't pass up the chance to commend the very sweet and caring Mr. Elrich. He picked me up after a day of shopping and gladly loaded my several bags into the vehicle. Mr. Elrich was all smiles and I appreciate his eagerness to help me."

Rosalina Gardoce
Rider since Nov 2012

"I am filing a smile for my driver. Besides being a great driver, she was focused on my safety getting in and out of the vehicle. She even assisted me with my seatbelt."

Jean Romersheuser
Rider since May 2006