



Behind the Scenes

Executive Director's Report

One of the main goals of Access' recently adopted Strategic Plan is the development of agency-owned or controlled paratransit operations and maintenance facilities for our service regions.

In November, the Access Board approved the purchase of land in Lancaster, CA. In December, the Lancaster City Council approved a Disposition and Development Agreement with Access for the development of a paratransit operations and maintenance facility.

This is the first of many steps in the development of this exciting project, which staff will be discussing further during the January/February Board cycle. Please feel free to contact me if you would like more information about our facilities strategy.

Andre Colaiace
Executive Director

Access launches Travel Mode Customer Survey



Access Services, with its survey partner Great Blue Research, will be conducting a customer survey starting on January 10th 2023. The survey will give Access customers an opportunity to

share the different forms of travel they use to get around Los Angeles County, including traveling by Access, bus or train, Transportation Network Company (TNC) services like Uber or Lyft, Dial-a-Ride services, or other modes.

The survey will be conducted in two parts, the first part will be a digital survey. Access customers will receive emails and text messages inviting them to participate in the survey through a web-link. Customers who do not receive an email or text may still complete the digital survey by going to Access' website and clicking on the survey link that will be posted on Access' home page. For the first time, many Access vehicles will have flyers with QR Codes that can be used to complete the digital survey.

The second part of the survey will be conducted through telephone interviews. Customers who did not complete the digital version of the survey may receive a call from Great Blue Research to complete the survey over the telephone.

Listed below are the timelines:

Tuesday, January 10th to Monday, January 30th –
"digital" version of survey: email, text, and Access website.

Tuesday, January 31st to Monday, February 6th –
telephone version of survey. The results of the survey will be available in late spring 2023.

Eric J. Haack
Strategic Planner

Borrowed time: Emergency Management Council prepares for the Big One

It is not hyperbole to state that the Los Angeles we know today is living on borrowed time. One day, maybe tomorrow, or maybe five years from now, the Los Angeles area will face a large earthquake of magnitude 7.8 or greater, along the southern part of the San Andreas fault. Leaders in Los Angeles County are endlessly preparing for this inevitable event and met recently at the Doubletree Hotel in Downtown Los Angeles to discuss the impacts this seismic event will bring while planning a coordinated response.



The Los Angeles Emergency Management Council (EMC) is a who's who of government officials, mostly with the County, who are collectively charged with responding to a county-wide disaster. The County CEO, Fesia Davenport, was present as EMC Chair, as was Dr. Barbara Ferrer, Director of the Los Angeles County Department of Public Health. The Council has authority, under County Code 2.68, to manage and direct disaster response in conjunction with the Los Angeles County Office of Emergency Management. Access is heavily involved in emergency planning and interfaces with the County and other agencies to ensure that the agency can assist and be assisted during a disaster. Disabilities and Access and Functional Needs (DAFN) are major considerations for disaster planners and Access' attendance at this event was in the spirit of that commitment.

During this EMC meeting, the focus was on the Big One as the group worked through scenarios provided by the Department of Homeland Security and the Naval Postgraduate School's Center for Homeland Defense and Security. The earthquake will likely bring widespread destruction to the region. While the County is certainly well prepared, the impacts will be significant. Critically, there will be many often-competing needs in the County, everything from water and shelter to the continuation of school lunch programs. A key challenge is coordinating the response of the 88 cities in the County, to say nothing of numerous other jurisdictions and agencies, including Access. Another challenge is to prioritize needs. An example raised was the reopening of the Port of Los Angeles and Los Angeles International Airport, both of which will be critical for logistics purposes. It is likely that requests for assistance will be coming in fast and furious from all corners and the leaders in the room need to determine how to best triage the overwhelming need.

On an individual level, everyone should have 72 hours' worth of food, water, and medication, at a minimum. Heavy furniture and electronics should be secured. Local government will be able to eventually help, but it will take time. It is important that residents be as self-sufficient as possible during the initial aftermath of the earthquake. Significantly, the 911 system will likely be overloaded if it is functional at all.

As for Access, the Agency has prepared in a variety of ways, partnering with the County, and developing detailed emergency plans. There is an Access Emergency Operations Center which has been activated for wildfires as well as Covid-19. Front line contractor staff receive training in how to cope with emergency situations. Nobody knows when the Big One will strike but taking some time to prepare now can make a difference.

Alex Chrisman
Emergency Management Coordinator

Commendations

"I am filing a Smile for Customer Service Representative Susana for doing an excellent job answering all my questions. She is a very nice person and provides exceptional customer service."

Ozzie Platt

Rider since July 2014

"I am calling in a commendation for Lean my reservationist. I had a tricky request and Lean handled the phone call well while remaining professional and courteous."

Nina Rao

Rider since Nov 2016