



# Behind the Scenes

## Executive Director's Report

Educating public officials and their staff about Access is one of the essential parts of our ongoing public affairs program. And given that the recent mid-term elections brought a number of new elected officials, Access has been meeting with various offices to brief staff on how Access serves their constituents and how to get in touch with us if they have questions.

Thus far, we have had meetings with the offices of new Los Angeles City Councilmembers Tim McOsker, Traci Park, Katy Young Yaroslavsky and Eunisses Hernandez where we discussed our services, technology initiatives and capital priorities. We are also in the process of setting up additional meetings with incoming elected officials at the city and county level, including new Los Angeles Mayor Karen Bass.

We also make presentations to various governing boards, city councils and advocacy groups. If you would like to arrange for an Access representative to come speak, please contact me at [colaiace@accessla.org](mailto:colaiace@accessla.org) and we will be happy to present.

**Andre Colaiace**  
 Executive Director



## Despite challenges, Access contractors are providing solid service in FY 23

Final numbers are in for the first half of Fiscal Year 2023 and overall service performance was strong despite ongoing challenges facing our contractors. Hiring and retaining drivers, replacing high mileage vehicles, and slowly rising ridership levels continue to present difficulties, but Access' six contractors were still able to meet 10 of 13 key performance indicator (KPI) standards. Regarding the three not met, they were very close to hitting the target.

Through December, systemwide on-time performance was at 90.8 percent, excessively late trips were at 0.06% and the complaint rate was at 3.1 per 1,000 trips. Ridership, which hit a low mark in April 2020 due to the pandemic, has now reached 75% of its pre-pandemic levels, with the Antelope Valley Region now at 88% and the West/Central Region now at 82%. In total, more than 1.14 million vehicle trips were completed in the first six months of FY23.

	Standard	Fiscal Year 2023 through December
On Time Performance – Next Day Trips	≥ 91%	90.8%
On-Time Performance – Access to Work	≥ 94%	95.0%
Excessively Late Trips – 45+ minutes Late	≤ 0.10%	0.06%
Excessively Long Trips	≤ 5%	4.0%
Missed Trips	≤ 0.75%	0.48%
Denials	0	2
Average Initial Hold Time - Reservations	≤ 120 sec.	65 sec.
Calls on Hold > 5 min. Reservations	≤ 5%	2.5%
Calls on Hold > 5 min. Est. Time of Arrivals	≤ 10%	2.1%
Complaints per 1,000 Trips	≤ 4.0	3.1
Preventable Incidents per 100,000 Miles	≤ 0.25	0.22
Preventable Collisions per 100,000 Miles	≤ 0.75	0.82
Miles Between Road Calls	≥ 25,000	44,774

**Mike Greenwood**  
 Chief Operations Officer

## My Leadership APTA Experience

I recently had the honor of graduating from the 2022 Leadership APTA Program, which brought together transit professionals from both the public and private sectors in a year-long program focusing on various transit topics and our own professional development.

I am so thankful to have been part of this program and grateful to Access for sponsoring my participation. I want to say that one of the most valuable benefits of being in the program was developing life-long friendships with other transit industry professionals. I know that if I ever am looking for information about a certain topic or if I need to get wise counsel about an issue, I can reach out to my class and there will be several offers of assistance. For much of my career prior to Access, I worked in the private sector and it was practically unheard of for professionals in the same industry to help each other. In transit, the spirit of camaraderie and of genuine concern for each other and for each other's organization is very real. I can attest to that fact.



During the graduation ceremony, which took place at the APTA TRANSform Conference in Seattle, we came out on the stage and were introduced via a slideshow with our headshot, name and agency. We were then introduced as the "Class of 2022" and everyone in the auditorium stood up and gave us a standing ovation. I was not expecting that nor was I expecting to be so moved by this show of support for our hard work and effort during this past year. That will be a memory I will treasure for a lifetime!

**Bruce Frink**  
Senior Manager, Finance Planning and Analysis

## 2022 NEOGOV CONNECT Conference



I recently attended NEOGOV's CONNECT Conference. NEOGOV is a human resources management system used by the public sector to recruit, hire, and retain employees.

This year's conference addressed the challenges of attracting and retaining employees in the current job market. Keynote speaker, Brad Karsh, discussed simple strategies agencies could implement to better engage employees. This is important because 87% of employees who feel engaged are less likely to leave their company than disengaged employees. The prevailing theme throughout the conference was – let's brand.

CONNECT was jam packed with keynote speakers, presentations from product experts, and learning sessions with community leaders. We also had the opportunity to connect with other HR professionals in breakout sessions, round table discussions and social events. My favorite speaker was paralympic champion, Jessica Long. Long was born with a rare bone disorder called fibular hemimelia. Her legs were amputated when she was only 18 months old. In her address, Long spoke to how she overcame her physical limitations to become one of the top female athletes in the country. I left with the sentiment that with determination and perseverance, anything is possible.

**Melissa Lucero**  
HR Assistant/Specialist

## **Commendations**

"I am filing a smile for my driver, Miguel. He was very polite and caring. I appreciated him."

***Minoo Shabanfar***

***Rider since Feb 2008***

"I had not used Access in a while and was so impressed by the service I received. My driver worked hard to ensure I was comfortable and safe."

***Dorothy Collins***

***Rider since July 2007***