



Behind the Scenes

Executive Director's Report

The main component (over 90 percent) of Access' operating budget is providing trips to our customers. In order to budget for this, Access uses a paratransit ridership forecast provided by an independent third-party consulting firm, Hollingsworth Consulting.

The paratransit demand analysis uses historical data and other variables to form the basis for the ridership forecast. Total forecasted passengers, including Access customers, personal care assistants and guests, are then converted to trips. Access' contractors are then paid on a per-trip basis.

Hollingsworth is projecting ridership to increase to more than 4.8 million passengers, which would be close to pre-pandemic annual ridership. This would be about a 15 percent increase over anticipated actual FY 24 ridership.

I will provide additional detail on the FY25 budget in the next issue of Behind the Scenes. Our budget will be heard by the Metro Board on June 20th and June 27th and the Access Board of Directors on June 24th.

Andre Colaiace
Executive Director

Access' CTSA Program hosts 2-day training on Transit Networks

Access Services' Learning and Development CTSA Extension Program recently hosted a 2-day training event titled, Transit Networks: The Basics, which was led by transit network planner Jarrett Walker. His expertise radiated through this interactive training where attendees had the opportunity to apply theoretical concepts to real-world scenarios.

Professionals from across the United States and Canada seized the opportunity to participate. Some issues that were covered throughout this course were: network design and network policy; transit's diverse and competing goals; implications for land use planning; and tradeoffs associated with technology choices. Jarrett provided hands-on experience on how transit networks are designed and how basic elements like line and frequency work.



In addition, for the first time, Access partnered with the American Planning Association (APA) to offer course credits, marking a significant milestone in our commitment to enhance professional skills and continuous learning opportunities for everyone.

To learn more about our upcoming trainings, click on the 2024 Learning & Development eBook link below. Registrations are limited.

[2024 Learning & Development eBook](#)

Mayra Noriega
CTSA Analyst

Access staff attends California Transit's 2024 Spring Legislative Conference



Access Board member Doran Barnes and I attended the 2024 California Transit Association (CTA) Spring Legislative Conference in Sacramento, CA. The one-day program highlighted the Association's highest-priority state legislative and regulatory efforts and their potential impacts on transit agencies in California.

Program highlights included panel conversations with top transportation leaders and decision-makers, discussing what's next for our industry. There was an update on state and federal funding and CTA-sponsored legislation. Other discussions included:

- > State Legislative and Budget Update
- > What the Taxpayer Deception Act means for Public Transportation
- > Delivering on Transit Transformation
- > Navigating California's Transit Vehicle Regulations and Resource Opportunities

In addition to the Conference, I also met with Jason Gonzalves, our State Advocate, to discuss other Access and statewide paratransit issues.

Randy Johnson
Director, Government Affairs & Outreach

Commendations

"I called the San Fernando Valley provider and spoke to Jael. I wanted to recognize Jael for being very patient, polite and extremely helpful. She is perfect for this job because she is definitely a people person."

Maria Pena
Rider since June 2012

"Nelly at ALTA had excellent customer service skills and she did her job perfectly. As a customer with Access, I am very pleased with the services she provided."

Alvart Avani
Rider since December 2021