



Behind the Scenes

Executive Director's Report

The Board of Directors met on September 23, 2024.

- > The Board approved a contract for budget and capital planning software and extended a contract for accounting and procurement software.
- > The Board also approved amending the Community Advisory Committee's bylaws to allow its officers to serve more than two consecutive terms.
- > The Board approved the purchase of up to 164 ADA paratransit vehicles, including two electric vehicles, for an amount not to exceed \$22,980,000.
- > The Board also approved a tax-exempt bond financing resolution for property acquisition.

The next meeting of the Board of Directors is scheduled for October 28, 2024.

Andre Colaiace
 Executive Director

Access ridership and performance surges in Fiscal Year 2024

Reflecting on fiscal year 2024 (FY24), the Operations team, contractors, and the entire Access organization has much to be proud of. Access saw a significant increase in ridership during the fiscal year. Vehicle trips increased by 18% to 3.31 million and online reservations increasing by 49% from the previous fiscal year.

Twelve of fourteen Key Performance Indicators (KPIs) were met during FY24 including On Time Performance which concluded at 92.3%. In addition, all three call center related KPIs were met, including average hold times, reservation calls on hold, and ETA calls on hold. Contractor staff handled a total of 2.4 million reservation calls and over 609,000 ETA calls. Access also successfully met the preventable incidents per 100,000 miles KPI and the complaints per 1,000 trips standard. These results demonstrate the organization's commitment to safety and customer satisfaction.

	FY 2024
On Time Performance - ≥ 91%	92.3%
Excessively Late Trips - ≤ 0.10%	0.02%
Excessively Long Trips - ≤ 5%	3.8%
Missed Trips - ≤ 0.75%	0.33%
Trip Denials ≤ 0	6
Access to Work On Time Performance - ≥ 94%	95.8%
Average Hold Time (Reservations) - ≤ 120	54
Calls On Hold > 5 Min (Reservations) - ≤ 5%	2.6%
Calls On Hold > 5 Min (ETA) - ≤ 10%	2.7%
Calls On Hold > 5 Min (Cancellation) - ≤ 10%	3.5%
Complaints Per 1,000 Trips ≤ 4.0	2.0
Preventable Incidents - ≤ 0.25	0.21
Preventable Collisions (Weighted) - ≤ 0.75	0.80
Miles Between Road Calls - ≥ 25,000	47,951

As we enter Fiscal Year 2025, Access is fully committed to our riders and remains dedicated to enhancing the quality of service we provide to the community.

Garrett Rodriguez
 Project Administrator

CTSA Guest Speaker Forum: Nine-time Paralympian Candace Cable



Access Services was honored to welcome guest speaker, Candace Cable. During her career, she competed at nine Paralympics and won 12 medals in track and field, alpine skiing, and Nordic skiing. Candace also won 84 marathons, including six Boston Marathon victories. Candace now works to improve the lives of people with disabilities worldwide and has been a member of the Disability Community since she was 21 years old.

Her life took a drastic turn after a tragic car accident damaged her spinal cord, leaving her body paralyzed. In the wake of this life-altering event, she faced a battle with depression and drug use. However, Candace embraced her circumstances and did the best she could with her disability. Her determination led her to become the first woman to medal in both the Winter and Summer Paralympic Games.

Attendees were thrilled to hear Candace's insights and experiences. Her journey is a true testament to the power of determination and resilience. Everyone had the unique opportunity to hold and try on one of her Paralympic medals. The room was filled with inspiration and admiration!

At Access Services, we are committed to advocating for accessibility and inclusion through our services. Whether it is providing essential transportation or hosting inspiring guest speakers like Candace, together we can break down barriers and ensure everyone has the opportunity to succeed.

Mayra Noriega
CTSA Analyst

Commendations

"I spoke to Tooradj from the San Fernando Valley region and wanted to file a smile for him. He is very kind, nice, and understanding. He speaks very clear and slow to make sure I understand. He is also patient and polite."

Badri Taghdisi
Rider since August 2000

"My driver has a very pleasant personality, was very helpful, patient, and caring."

Cavett Carr
Rider since September 2011