



Behind the Scenes

Executive Director's Report

Director of Government Affairs and Outreach Randy Johnson and I have been in Washington, DC this week to update our Congressional delegation and the Federal Transit Administration about Access Services.

Key topics in the meetings have been:

- > An update on Access' operational performance
- > Pending and upcoming grant applications
- > The need for agency-owned facilities
- > Development of zero-emission paratransit vehicle technologies
- > Preparation for the 2028 Olympic and Paralympic games

Overall, the meetings were very productive, and we were pleased to share Access' initiatives with our elected officials. Many thanks to the team at Covino Smith and Simon, our federal advocates, for arranging these meetings and accompanying us to Capitol Hill.

Andre Colaiace
 Executive Director

Mid-Year Key Performance Indicators

A key performance indicator (KPI) is a quantifiable measure used to evaluate the success of an organization, employee, etc. At Access, we have 13 key performance indicators for our service that our contractors need to meet based on our contract requirements.

Access prides itself on meeting these KPIs to ensure the customer experience is a safe and reliable one. The contractors face different challenges such as driver retention, and changes in trip demand to name a few. Systemwide, through the first half of fiscal year 2024, 11 of 13 KPIs have been met. That is outstanding work across the board from our contractors. KPI data for December and fiscal year are shown below.

Performance Report Card

Key Performance Indicator	Standard	December	
		2023	FY24
On Time Performance	≥ 91%	92.5%	92.4%
Excessively Late Trips	≤ 0.10%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.5%	3.4%
Missed Trips	≤ 0.75%	0.33%	0.35%
Denials	≤ 0	0	2
Access to Work On Time Performance	≥ 94%	97.2%	96.9%
Average Hold Time in seconds (Reservations)	≤ 120	45	55
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.3%	2.1%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.6%	2.1%
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.2
Preventable Incidents per 100,000 Miles	≤ 0.25	0.24	0.17
Preventable Collisions per 100,000 Miles	≤ 0.75	0.85	0.84
Miles Between Road Calls	≥ 25,000	53,755	43,281

Green is good, yellow is cautiously optimistic, red is not meeting standard

Rogelio Gomez
 Senior Manager of Operations

CTSA Extension presents the 2024 Learning & Development Program

CTSA Extension is pleased to announce that registration is open for our 2024 Learning and Development Program. Access Services' CTSA Extension offers specialized technical training workshops to Los Angeles County's transit and paratransit operators.

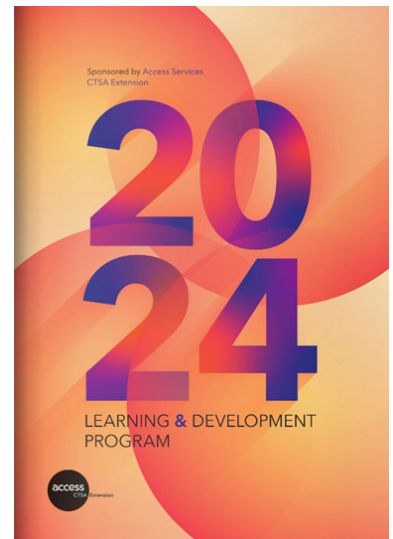
Our goal and purpose are to upskill transit professionals, strengthening the County's transportation services. Attendees can upgrade their skills to stay ahead of the curve, and impact cultural change to drive business results. Leila Procopio-Makuh from LPM Consulting, Inc. kicks off the program with Drug & Alcohol Awareness Training this February.

The Learning and Development Program welcomes professionals from a diverse range of sectors in Los Angeles County, including public and non-profit agencies, specialized transportation, and their contractors. Over five hundred professionals have attended our inclusive training initiatives, including social service agencies, fixed route transportation providers, and staff from the Regional Centers.

We invite you to explore the [2024 Learning and Development Program](#) and encourage you to invest in your professional development by registering for one or all of our classes.

If you have any questions about upcoming trainings or registration, please contact us at ctsa@accessla.org

Mayra Noriega
CTSA Analyst



Commendations

"Rider would like to file a smile for driver. Rider states he was very nice, professional, and a fantastic driver. Rider would like to say thank you for hiring him."

M. Del Brown
Rider since July 2015

"Rider called to file a commendation for driver Jose. He picked up the rider on time, driving skills were great, he was fully focused on driving, and was also very communicative. He was just terrific in general."

Joel Schneider
Rider since December 2023