



Behind the Scenes

Executive Director's Report

While it is still early in the new year, Access has already started its FY 26 budget process.

Thus far in FY 25, the projections made by Access' new econometrics firm, Hollingsworth Consulting, have been accurate in predicting a significant increase in ridership, approximately 14 percent.

Access staff have been providing this ridership data to Hollingsworth who will develop ridership projections so Access can develop a funding request for next year, which will be brought to the Board in late January for approval.

This funding request will then be submitted to our funding partner, Metro, for consideration as they put together the FY 26 budget for the Los Angeles County region.

Andre Colaiace
Executive Director

Access staff attends Microsoft AI Ignite Conference

Artificial intelligence has been an unstoppable trend in technology, and Microsoft is a key player. 2024 has been an important year for Microsoft AI as the company and their strategic partners have launched many AI related services this year.



Microsoft's AI Ignite conference, held in Chicago last month, is the most important AI event for the Microsoft ecosystem with 20,000 people registered, 14,000 in-person attendees, and more than 800 sessions held over five days.

Microsoft announced new services and a development roadmap in the conference. Among them, two are most important and relevant to Access Services.

1. Multiple Copilot AI agents specializing in customer service will be available on the Dynamics platform. This will benefit the Rider360 database, Access' customer relations management software.
2. New features and better integration between Microsoft Fabric and AI system. Fabric is the Microsoft data service platform which includes data engineering, warehousing and analytics services. It will enhance AI data training process.

I met product managers and developers who are working on Copilot agents on the Dynamics platform. Access' Rider360 software is developed on Microsoft Dynamics. Microsoft product developers provided insights on how Copilot agents can benefit from case management and customer services. The public preview of Copilot will be available in early 2025 for testing.

Thomas Lee
IT Manager

On a roll: Access comes through for Heyball competitors



Competitors from around the world came together in Los Angeles to participate in a parasport Heyball (a form of billiards) tournament held at the Los Angeles Convention Center during the week of December 16th, 2024. Access provided 334 trips for the event and two of the event champions used the service to get to the event.

Contractor and agency staff worked in tandem to make sure the event was as smooth as possible. The Access eligibility team in particular had a heavy lift, needing to create numerous visitor records in a very short period of time.

"I'd like to thank the Eligibility department for their diligence in creating records for 132 new visitors in just over a day which allowed [the organizer] the ability to book [next day] trips immediately," Customer Relations Manager Susanna Cadenas said regarding the expedited work of the team.

Additional behind-the-scenes work included location evaluations by the Access Road Safety Inspector team, creating and executing plans and discussions with the event coordinator. The Access Emergency Operations Center was activated to duty officer status to monitor the event.

The Heyball tournament was considered a "Planned Event" for emergency management purposes. Since the tournament was known in advance, planning could occur beforehand to ensure smooth sailing. It was good practice for the Olympics in 2028 and other significant planned events that Access will be involved in.

Alex Chrisman
Emergency Management Coordinator

Commendations

"My driver Clemente was very helpful and patient. He pushed me to the door of the church when he dropped me off since my hand was hurt from a previous injury. I am very happy with his service and consideration."

Nicolasa Marroquin
Rider since August 2014

"Rosalia is phenomenal and answers the phone with a pleasant smile. Rosalia was the agent one who educated me when I first started using Access."

Aracely Soriano
Rider since July 2011