



Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on June 21, 2021.

The Board approved the Consent Calendar, which included items that approved the FFY2022-24 DBE goal, modified procurement policies, and appointed a new CAC member. The action also included the award of contracts for drug and alcohol consulting services and website migration and maintenance services.

The Board extended the service provider contracts in the Eastern and Santa Clarita service regions and amended the FY2020/21 budget to reflect higher than projected ridership. The Board also approved the FY2021/22 budget which is detailed more fully in the adjoining article.

Upcoming Board committee meetings are tentatively scheduled for July 19, 2021 and the next full meeting of the Board of Directors is scheduled for August 16, 2021.

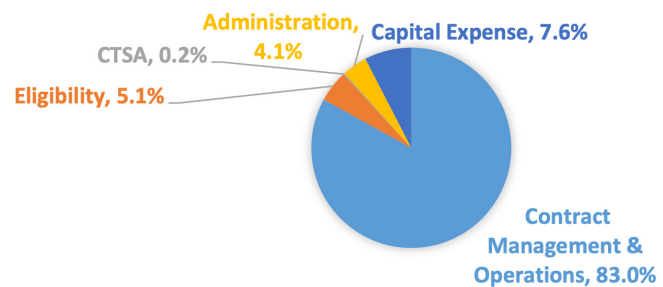
Andre Colaiace
Executive Director

Access Services' Fiscal Year 2021-22 Budget

On June 21, the Access Services Board of Directors passed the agency's annual budget.

In FY22, projected ridership is expected to continue its recovery from the COVID-19 pandemic but will still be 30% less than what was budgeted for FY20. Access is proposing a \$219.7 million budget to transport approximately 3.2 million passengers.

The FY22 proposed budget reflects a 22.9% increase in operating expenses year over year, primarily due to an increase in ridership. Staff believes that the projection is speculative as it is unknown how quickly ridership will return to pre-pandemic levels as Los Angeles returns to a level of normalcy. In addition, the budget is based on returning to Access' pre-pandemic next-day, shared-ride service model, ending over a year of modifications to protect riders and drivers during the pandemic.

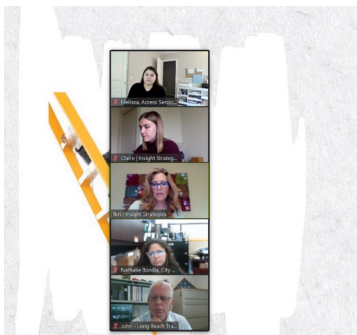


Additional budget detail can be found by clicking on the following links -

[Budget Book](#) [Budget Detail](#)

Hector Rodriguez
Deputy Executive Director

CTSA Extension hosts Engaging in Succession Planning course



FACT OR MYTH? #5

In some companies, at least 50% of the people in leadership positions are operating far below their assigned layer.

It is believed that up to 50% of the transit workforce will be eligible for retirement within the next ten years (University Transportation Research Center, 2017). The expected “retirement cliff” has driven a number workforce readiness initiatives in the public transit sector. The need for talent development and retention are further reinforced by the uncertainty brought upon by the COVID-19 pandemic. Often underutilized, succession planning is a tool that can yield long lasting benefits in an organization.

Last month CTSA Extension hosted “Engaging in Succession Planning”. Teri Fisher, CEO of Insight Strategies, facilitated the training. Participants learned the essentials of succession planning and career pathing. They discussed elements of mentorship programs and tools for identifying promising talent. The training also touched upon leadership competencies and readiness. Succession planning is a process; it is critical for transfer of knowledge and continuity in key roles of an organization.

If you are interested in learning more about CTSA Extension’s Learning and Development Program visit the Access Services website.

Melissa Lucero
CTSA Analyst

APTA’s Legislative Conference and Virtual Fly-In

In normal times, Andre and I would have made our annual trip to Washington, DC, for APTA’s Legislative Conference, and met with key members of Congress, staffers, and/or administration officials. This year, due to the pandemic, APTA’s 2021 Legislative Conference were held virtually.

More than 400 people attended the Legislative Conference, including public transit professionals, congressional leaders, and Administrative officials, to discuss challenges and opportunities facing the industry. Secretary of Transportation Pete Buttigieg addressed the conference. He explained that the Administration is committed to enabling public transit systems to keep providing essential services safely. He stated that the President is passionate about transit because the Administration understands the relationship between the work that the industry does and our shared goals of promoting equity, fighting climate change, and safeguarding our economy.

About 280 APTA Members participated in the Virtual Fly-in meetings, visiting more than 200 congressional offices and nearly 40 members of Congress. Members urged legislators to increase investment in public transit to meet the growing and evolving mobility demands of communities. Also, FTA Deputy Administrator Nuria Fernandez addressed the members and explained that while safety is and always will be the hallmark of the Administration, she outlined how the FTA will invest a total of \$110 billion in transit agencies to modernize and expand transit. Deputy Administrator Fernandez feels the transit industry will play a major role in creating a more equitable America.

Randy Johnson
Director of Government Affairs and Outreach



Emergency Operations Center deactivates after extended COVID-19 activation

On June 18, 2021, the Access Services Emergency Operations Center (EOC) deactivated after over one year of activation due to the COVID-19 Pandemic. The EOC first activated on March 16, 2020 with one EOC Duty Officer monitoring the evolving situation and providing initial emergency coordination. As the complexity of the pandemic increased, the EOC increased its staffing levels until it reached the highest level in April 2020 and remained at that level until May 2021. Over the course of the activation, thirty-six Access staff members representing every department have served in EOC roles and supported the implementation of Access' many COVID-19 response programs.

- > In early April 2020, the EOC Operations Section implemented seven meal and grocery delivery projects, which resulted in over 438,000 completed deliveries. The Operations Section also implemented new COVID-19 investigation procedures, temporary same-day and curbside pickup service, enhanced vehicle disinfection, and most recently, ADA paratransit service to vaccination sites.
- > The EOC Logistics Section procured over one million pieces of personal protective equipment and coordinated distribution to Access' six service regions, helping to navigate Access through supply chain disruptions.
- > The EOC Planning and Intelligence Section produced over 100 EOC Action Plans and 260 Situation Reports to keep the agency informed during the pandemic.
- > The EOC Finance and Administration Section tracked all incident costs and maintained financial documentation supporting Access' reimbursement request to the Federal Emergency Management Agency (FEMA).
- > The EOC Management Section implemented new policies, kept riders informed, and liaised with numerous partner agencies including the Los Angeles County Department of Public Health, Los Angeles County Office of Emergency Management, and City of Los Angeles.

In total, the Access EOC was activated for nearly 66 consecutive weeks mostly at the highest level of staffing. During this time, the EOC team also coordinated the agency's response to concurrent incidents including brushfires, civil unrest, and the 2020 General Election. While the EOC has deactivated, staff continue to coordinate the agency's recovery from COVID-19, building capacity ahead of anticipated future increases in ridership.

A huge measure of thanks is owed to Access' management, contractors, riders, Board of Directors, and Advisory Committees for their support. Special recognition is offered to the following staff for their dedicated roles in the Access EOC:

Isis Amadi	Alex Chrisman	Megan Mumby	Garrett Rodriguez
Karina Abrica	Jimmy Flores	Melissa Mungia	Faustino Salvador
Sharon Astier	David Foster	Rachel Nieto	Anthony Santiago
Tamika Arana	Rogelio Gomez	Kimberlie Nimori	Brian Selwyn
Carlos Bermejo	Mike Greenwood	Colin Obeso	Justin Sheldon
Gina Breceda	Eric Haack	Luis Pacheco	Matthew Topoozian
Darwin Brown	Randy Johnson	Onnika Payne	Jessica Volanos
Thao Bui	Andrew Marin	Mayra Perez-Calderon	LaTisha Wilson
Susanna Cadenas	Elizabeth Mayor	Phillip Rice	
		Amanda Rodriguez	

Matthew Topoozian
Emergency Management Coordinator