

# Behind the Scenes



## Executive Director's Report

The Access Services Board of Directors met on October 18, 2021.

The Board approved the Consent Calendar, which included items that approved the extensions of the Oracle software contract and travel training services. The action also included the renewal of agency insurance policies, reappointment of Transportation Professionals Advisory Committee members and extending the Agency's policy of conducting all public meetings remotely.

The Board awarded a contract to provide transportation services in the Antelope Valley through April 2027 to First Transit, Inc. for an amount not to exceed \$105,091,953.

The Board also approved a Diversity, Equity and Inclusion Plan along with the Short Range Strategic Plan for FY2022-26.

Upcoming Board committee meetings are scheduled for November 15, 2021 and the next full meeting of the Board of Directors is scheduled for December 13, 2021.

**Andre Colaiace**  
**Executive Director**

**access**

## Planning for the future: Access Services Short Range Strategic Plan (FY 2022-FY 2026)

Access is actively planning for the agency's future, examining both the challenges ahead as well as proposing improvements to make the service better for customers and for the region.

Access' Short Range Strategic Plan is where staff documents its objectives for the next five years.

The contents of the Plan are separated into three main sections:

- (1) A summary of the most recent Plan (FY 2016 – FY 2020) and the success of many of the goals planned for in that document (ex. developing and launching the Where's My Ride app and On-Line reservations, as well as expanding Customer Service to be able to more rapidly respond to customer concerns).
- (2) A list of challenges that the agency may face. Some of these challenges include increases in rider demand and a possibility that there may be fewer taxi vehicles and drivers available to support Access in the coming years.
- (3) The majority of the Plan is dedicated to listing Access' many proposed projects for the years ahead.

Many of the proposed projects that Access intends to pursue focus on improving the customer experience. Some of these projects include improvements to Access' Where's My Ride application, developing and putting into service electric and autonomous vehicles, and introducing an electronic fare payment option that would provide greater flexibility for customers.

A number of proposed projects are designed to ensure the agency's ability to provide service safely and reliably for the next five years with improvements to cyber-security services, and securing a sufficient number of accessible vehicles and staff to meet future paratransit demand.



*continued*

The Plan can be found on Access' website under "Reports and Publications." For more information, please contact Eric Haack (Haack@accessla.org) in Access' Planning Department.

**Eric J. Haack**  
**Strategic Planner**

## **Students hit the books with Access' Parents with Disabilities Program**

In mid-August 2021, Access launched its system-wide Parents with Disabilities (PWD) program, with a goal of making it easier for Access riders to take their children to school.

The program allows parents to, for example, get picked up from home with their student, travel to the child's school for drop-off and then return back home, all on the same vehicle and with the same driver. This level of flexibility has led participants to state that the program "saved my life" and share that the drivers are "excellent and professional." A recent survey of PWD riders found that participants are quite pleased with the service, scoring it an average of almost five out of five when responding to three program related questions, with five being the most positive response possible.

The PWD program also features a two dollar reduced fare and allows for travel to official school events, such as sports and dances.

Since the program expanded system-wide on August 16 through mid-September, 557 trips have been completed, with the largest number occurring in the Southern region with 305 trips. The Northern region saw the second highest ridership, with 185 trips while the Eastern region had 67.

Enrollment in the program remains open. Interested riders should call Access at 213-270-6000 and ask for Eric Haack, Strategic Planner for the Parents with Disabilities program. Eligible children must be 16 or younger and the person riding with the child must be an eligible Access rider.

**Alex Chrisman**  
**Project Administrator**

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## **Commendations**

"I would like to file a commendation for my driver from Eastern Region. He was safe, courteous, and polite."

**Theresa Lloyd**  
**Rider since October 2016**

"I would like to file a commendation for my driver from San Gabriel Transit. He was nice and I appreciated his safe driving."

**David Mejia**  
**Rider since September 2010**