



# Behind the Scenes

## Executive Director's Report

The most recent COVID surge in Los Angeles County has led to a 20 percent decline in paratransit trip requests compared to December and less traffic congestion as more people stay at home. Because of these factors, on-time performance through January has been excellent at over 94 percent.

Despite these good results, Access operations staff continues to be in touch with our contractors on a daily basis to monitor how this COVID surge, in addition to overall labor shortages, is affecting their ability to deliver service. Our contractors are preparing for a return to normal over the coming months as this surge fades and trip demand and traffic increase.

In addition, in late December, staff decided to temporarily cease in-person eligibility evaluations in Commerce, Palmdale and Santa Clarita. Those awaiting evaluations will have a phone evaluation instead.

As we have throughout this pandemic, we will continue to monitor developments and recommendations from the CDC and Los Angeles County Department of Public Health over the upcoming weeks.

**Andre Colaiace**  
*Executive Director*

## Access Community Meeting

On Saturday, January 15, Access hosted a virtual Community Meeting. It is the third meeting conducted virtually, which allows Access staff to easily communicate, educate, and engage with our customers from around Los Angeles County.



The event was held in a seminar format so everyone, including the presenters and audience, was visible. This was the largest virtual event ever hosted, with more than 75 guests, calling in or participating via

Zoom. Staff from multiple departments presented on a variety of topics and programs to ensure customers were updated and well informed about Access. These topics included information on the customer service survey, new technology enhancements, temporary changes to our operational services, updates to our eligibility process and a no-show process overview.

After the presentations, Access staff opened the floor for customer questions about the presentations and any other concerns they wanted to discuss.

If you missed this year's event, you can visit our website <https://accessla.org/cms/content/access-virtual-community-meeting> to watch it at your convenience. In addition, if you would like to stay up to date on all planned events and customer information, please sign up for alerts through our website or contact the Customer Service department at 800-827-0829 (Option 5) for assistance.

**Randy Johnson**  
*Director of Government Affairs & Outreach*

## 2022 Access Learning & Development Program

Registration for the 2022 Learning and Development Program is now open. Trainings will remain on an online platform to provide the transit community with access to learning opportunities during the ongoing pandemic.

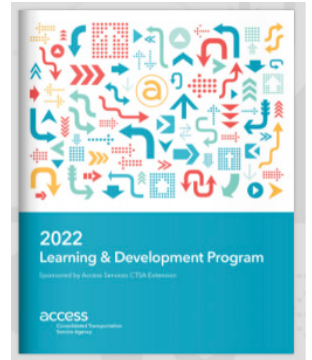
A series of new topics have been added to the course catalog, including customer service skills, transit market research and workplace wellness. Classes were carefully selected to build professional competence, but also serve as an opportunity to network and connect with colleagues in the transit and paratransit industry.

Access Services' CTSA Extension Program sponsors the Learning and Development Program. Our mission is to bridge the transit industry's needs throughout L.A. County by providing professional development opportunities for cross industry coordination. The program is available to public and non-profit agencies providing specialized transportation in L.A. County and their contractors, including health and human services representatives. Over 500 professionals from fixed route transportation providers, social service agencies and adult day healthcare centers have attended these workshops. Trainings are offered at no cost and subsidized by Access Services.

To learn more about the 2022 Learning and Development Program, visit the link below. If you have any questions about upcoming trainings or registration, please contact the CTSA Analyst at [ctsa@accessla.org](mailto:ctsa@accessla.org).

[2022 Learning & Development Program](#)

**Melissa Lucero**  
CTSA Analyst



## University of the Pacific Transit and Paratransit Management Certificate Program



The University of the Pacific (UOP) Westgate Center for Leadership and Management Development offers a diversity of topics to assist transit professionals with key principles on being a successful manager and leader in the transit industry.

Due to COVID-19, UOP developed a new online version of the program last year. The instructors instill practical knowledge that can be used immediately in the performance of everyday duties. The instructors provide information on current standards and trends, present administrative processes and procedures.

The program connects participants to a network of transit and paratransit professionals from different agencies. Through class participation, program participants actively learn from the instructors and from each other. The different perspectives enhance multi-departmental understanding and provide cross-functional insight.

The program provides extensive instruction across a wide range of transit disciplines that include leadership effectiveness, innovative thought, strategic planning, effective communication, financial management, marketing, legal compliance, and transit regulation.

The Transit and Paratransit Program provided me with essential tools to help me see the growing transit industry from a different viewpoint. The in-depth discussions with classmates will improve my ability to manage issues, coordinate services, and plan strategically for Access Services' future.

**David Chia**  
Procurement Administrator

## Commendations

"My driver Edna Lopez deserves commendation for her outstanding work. In all my years utilizing Access Services, I have not encountered anyone as helpful or courteous as her."

***Hank Garrett***

***Rider since March 2013***

"I am filing a smile for Susana, the reservationist that assisted me. She was empathetic and patient with me on our call. Susana was able to book the reservation I required."

***Rocio Robledo***

***Rider since July 2014***