



Access Services Five Year Strategic Plan FY 2022 - FY 2026

**Transportation Professionals
Advisory Committee
September 9, 2021**

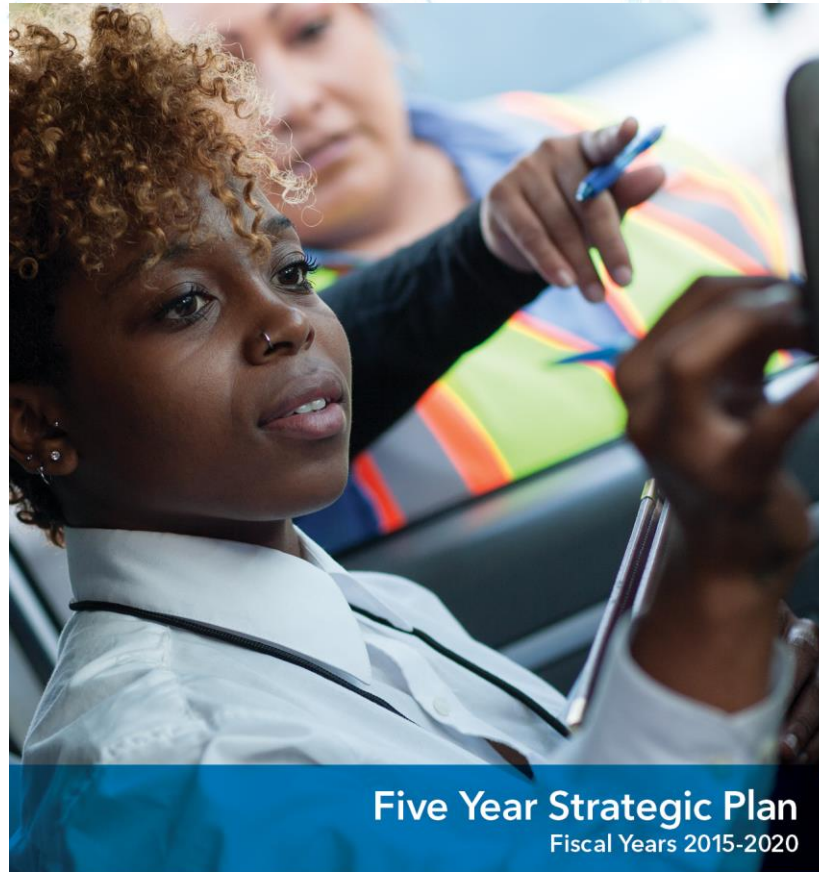
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Strategic Plan Purpose

- Establish a 5-Year Horizon
- Identify Anticipated Challenges
- Develop Multi-Year Projects
- Agency Focus and Transparency
- Customers, Committees, Partners, and Staff

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First Access Strategic Plan (2015-2020)



Five Year Strategic Plan
Fiscal Years 2015-2020

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First Strategic Plan Goals Achieved

- Where's My Ride App
- On-Line Reservations App
- Measure M sales tax measure
- Expanded on-board video technology
- Providing added mobility options (Travel Training)
- Comprehensive Operational Review of Access' service
- Improved and Expanded Customer Service

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Strategic Plan (FY 2022- FY 2026) Challenges

- Projected Growth in Demand for Access
- Improving Customer Information
- Regulatory Challenges: AB-5 and impact on drivers
- Ability to Improve Service (additional staff, improved facilities, expanded fleet resources)

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Strategic Plan Focus Areas

- Expanding Funding Opportunities
- Improving Service Through New Technology
- Improving Customer Information and Services
- Developing and Strengthening Partnerships
- Designing Security to Ensure Continuity of Service
- Acquiring Physical and Human Resources

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The background features a light blue color scheme with various icons and dashed lines. Icons include a wind turbine, a factory, a person, a sailboat, a target, and a person with a magnifying glass. Dashed lines form curved paths and arrows, suggesting a process or flow.

Next Steps

- September: TPAC and Board Committee discussions
- October: CAC Committee discussion
- October: Possible Board adoption of Strategic Plan
- November: Possible Annual Meeting presentation

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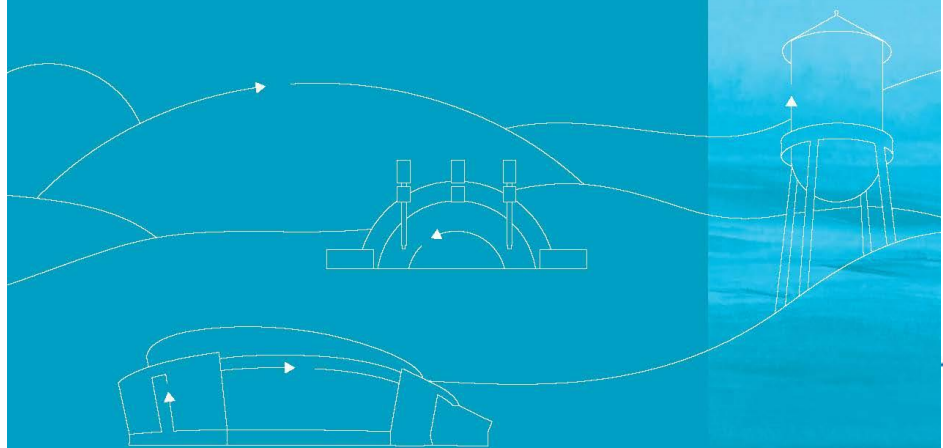


Discussion on Plan

- Seeking input from Access committees and Board
- CAC Retreat Goals
- Post-meeting edits: email haack@accessla.org

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SHORT RANGE STRATEGIC PLAN



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