



Behind the Scenes

Executive Director's Report

The Board committees met on May 16 and addressed the following:

The Performance Monitoring committee took action and approved additional closeout funding for the Antelope Valley service provider contract along with the award of a technology contract for the operation and maintenance of the Rider360 platform.

The Planning and Development committee took action and approved additional funding for subcontractor taxi trips, effective April 21, 2022. The committee also approved the proposed FY2022/23 budget of \$251.9 million for the Agency's operating and capital needs.

The External/Stakeholder Relations committee heard the results of the 2022 Customer Satisfaction Survey. They also received legislative updates from Access' federal, state and local lobbyists.

The next full meeting of the Board of Directors will be on June 20, 2022.

Andre Colaiace
Executive Director

Access contractors and staff attend mental health training



LOS ANGELES COUNTY
DEPARTMENT OF MENTAL HEALTH
hope. recovery. wellbeing.

Access contractor staff may encounter many things when performing their jobs, including

people who are in an agitated state of mind. When such an act is caused in part by the mental health of a person, it is known as an escalation, and it can be one of the more challenging events contractor staff may have to contend with while providing paratransit service. Examples of escalations include crying, yelling, spitting, rocking and being verbally aggressive. These situations may happen suddenly during a paratransit trip requiring the escalation be addressed immediately.

Over 35 Access staff members, contractors and sub-contractors had an opportunity to attend a Mental Health Awareness training presented by Dr. Nicolas Beliz of the Los Angeles County Department of Mental Health. Dr. Beliz is a licensed clinical psychologist who is the lead trainer for the county's Therapeutic Transport Team and has trained many first responders. The training session used dramatic real world examples of people from various walks of life contending with mental health escalations. In one scenario, a school clerk was able to prevent violence by talking calmly to a gunman and meeting him where he was mentally, using empathy and understanding to avoid a tragic outcome.

What makes these situations difficult is there is no one size fits all answer to respond. Some suggestions include setting aside your own mood and feelings, active listening and allowing the person to vent. It is important to avoid being patronizing, raising one's voice and making false promises. Slowing down speech when talking to an escalated person is a good idea as well, along with making eye contact. It is also a good idea to lower one's voice and maintain a certain distance. There are definitely situations where the only recourse is calling 911 and asking for help, such as physical

violence or the brandishing of a weapon, but in many cases, there is some opportunity to try to de-escalate the event, within the bounds of safety and policy.

Experienced contractor staff members know the full gamut of what they may experience as they do their vital work. Arranging relevant trainings – that can be passed on to frontline staff -- is one of the many ways Access supports its contractors in providing quality and safe paratransit service.

Alex Chrisman
Project Administrator

New Access stand sign installed at Long Beach Airport



I was recently invited to meet with Heather Van Wijk from the City of Long Beach, Chaka Garbutt and Frank DeLeon from Long Beach Transit and Victor Garate from Global Paratransit to discuss a location for a stand sign installation at Long Beach Airport. At the time, there was no stand installed and, with new construction on the terminal nearly complete, the time was right.

I determined that the center island that divides four one-way lanes directly across from the terminal was the best area. The left side is designated for a pick-up/drop-off area. Our new Access stand sign is located toward the end of that center divider. In the center, there is an accessible ramp and pedestrian crosswalk leading to the terminal. Additionally, there will be a bench and an awning installed to provide a comfortable place to wait.

For a list of all of Access' stand signs around Los Angeles County, please see Access' Stand Sign Directory: [Access Stand Sign](#).

Colin J Obeso
Senior Road Supervisor

Commendations

"I would like to file a commendation for my driver from MV, he provided great customer service, was safe and professional."

Jennifer Carrillo
Rider since Oct 2012

"I would like to file a commendation for Maria from CTI Customer Relations. She was very kind and helpful."

Marvin Mateo
Rider since Nov 2018