

Behind the Scenes



Executive Director's Report

I am pleased to report that the Metro Finance, Budget and Audit Committee approved funding for Access at its meeting on September 16. The item now goes to the full Metro Board of Directors on Thursday, September 24.

As previously reported, Access is asking for a \$163.9 million operating and capital budget, which is a 15 percent decline from FY 20. We are projecting significantly lower ridership but higher per trip costs due to the budgeting of enhanced services, such as no shared rides, for the remainder of the fiscal year. We are also asking for a \$15 million reserve in the event the pandemic subsidies and ridership demand increases beyond projections.

The detailed budget will be reviewed by the Access Board of Directors at its meeting on Monday.

Andre Colaiace
Executive Director

Access holds its first virtual community meeting



On Saturday, September 12, Access hosted its first virtual Community Meeting in English and Spanish, paving the way for a new format to engage a wider audience and increase awareness and public involvement.

The event was well attended with over 60 guests calling in or participating via Zoom. Staff from across departments presented on a variety of topics to ensure customers were well informed on the many changes Access has implemented during the COVID-19 pandemic. These topics included an update to our COVID-19 response and safety standards, temporary changes to our operational services, updates to our Eligibility process for both new and current customers, and proposed changes to the current Where's My Ride app that will enhance the customer experience.

If you missed this year's event, you can visit our website at https://accessla.org/news_and_events/community_meetings.html 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 our Customer Service department at 800-827-0829 (Option 5) for assistance.

Susanna Cadenas
Manager, Customer Relations

Advisory Committee Officer Elections

The Access Services Board of Directors has two advisory committees - the Community Advisory Community (CAC) and the Transportation Professionals Advisory Committee (TPAC).

The CAC, primarily comprised of disability rights advocates and Access customers, provides community input and advice to the Access Services Board of Directors and staff concerning operational and policy issues to influence and improve Access' transportation program.

TPAC was created in September 2001 by the Access Board to provide input regarding operational and policy issues. TPAC is primarily comprised of staff from transportation representatives from social service, community transportation and fixed-route transportation providers. Pursuant to their bylaws, both committees recently held officer elections to elect their chairperson and vice-chairperson for fiscal year 2021.

The CAC elected Rachele Goeman as chair and Gordon Cardona as vice-chair. Rachele is an active member of the Long Beach and Glendale chapters of the California Council of the Blind. Gordon is a disability rights advocate. TPAC re-elected Gracie Davis as chair and Diane Amaya as vice-chair. Gracie is a Section Manager for the Orange County Transportation Authority (OCTA) and Diane is a Senior Management Analyst for the City of Redondo Beach.

I would like to congratulate Rachele, Gordon, Gracie and Diane and look forward to working with them in the coming year!

Matthew Avancena
Director, Planning and Coordination

Mission Accomplished! ACTCP Certification

As the ADA Coordinator for Access, I recently completed the certification training from the ADA Coordinator Training Certification Program (ACTCP) administered jointly by the ADA National Network and the University of Missouri. Through this program, ACTCP participants gain the professional knowledge and training required to become effective ADA Coordinators. Learning is achieved through online courses, webinars, and live workshop sessions, ending in a comprehensive final examination.

A sample of the topics covered includes ADA resources, legal decisions, ADA regulations, and implementing ADA best practices. ACTCP membership benefits include continued education opportunities and ongoing professional development. Having achieved this accomplishment, I am eager to put my newly acquired skills to work facilitating the programs and services delivered by Access Services to the community-at-large. To learn more about the ACTCP, visit www.adacoordinator.org.

Rycharde P. Martindale-Essington
ADA Coordinator

Commendations

"I am filing a smile for my driver, Eric Vega. Eric was polite and I enjoyed our conversation during the ride. Upon exiting the vehicle, Eric offered me his arm to help balance myself and wished me a Happy Mother's Day. Thank you for an amazing experience."

Anna Swett

Rider since July 2001

"I am filing a commendation for my driver, Victor Zamora. During my ride, Victor was very professional and friendly, but the part that stands out to me is Victor's attention to detail. I require my wheelchair to be centered during my rides. Although Victor's notes did not specify, he asked if I had any specific requests and was able to accommodate me quickly. Very nice job, Victor. I appreciate your service."

Jasmine Burciaga-Terry

Rider since May 2009