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Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on February 10, 2020.

The Board approved the Consent Calendar, which included the revised 2020 Board of Director's meeting calendar and items related to mail and fulfillment, Oracle support and local advocacy services.

The Board also approved additional funds for FTA Drug and Alcohol program compliance, IT managed services and the implementation of a voice over internet protocol (VOIP) phone system for Access' Southern and Antelope Valley service provider.

The Board also approved a policy that will allow Access riders and their companions to travel free of fare on trips to and/or from election poll sites on certain election days.

The Board also took action and approved a brokerage service contract to expand the Parents with Disabilities Program countywide; approved an extension of term and increase in funds for the Eastern Region service provider and authorized staff to submit a supplemental funding request to Metro of \$12,632,438 for FY 2020 and a preliminary draft budget of \$232,485,987 for FY 21.

Andre Colaiace
Executive Director



Access FY 20 Operations Update

With the first half of FY20 now behind us, it is a good time to reflect on what we have accomplished. As we enter 2020, Access' system-wide performance is strong. On-time performance over the past six months is 91.5%. Phone hold times for both reservations and ETAs is well within standard. And our safety metrics are well within industry standards. But the most telling statistic is how significantly Access' complaint rate has continued to drop. Over the past six months, complaints were reduced by 33% and the rate of complaints per 1,000 trips is at its lowest point in at least 10 years. It should also be noted that ridership has increased by 8% over the past six months. Kudos to our contractors and staff for their continued focus on high quality service!

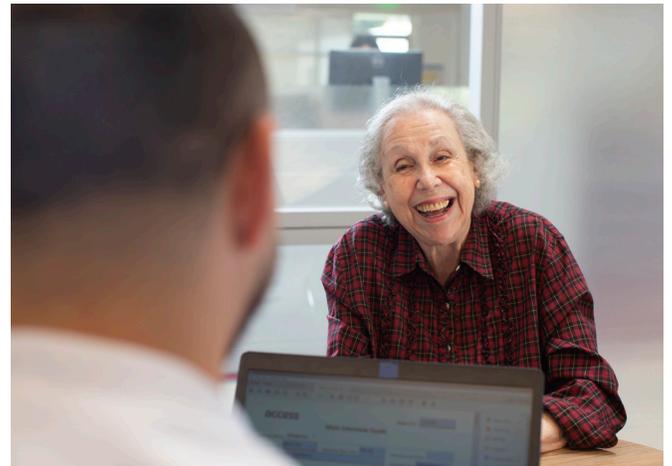


Mike Greenwood
Chief Operations Officer

Access' Travel Training Program

Access Services focuses on providing safe and reliable paratransit transportation for our customers throughout Los Angeles County. Although paratransit service is Access' primary responsibility, Access does offer other programs designed to enhance the transportation options that our customers may choose to use.

For many customers, traveling by fixed route bus or rail systems is an option they may employ for some of their trips. Access encourages its customers to use a variety of transportation options including rail services like Metrolink, L.A. Metro's rail system or any of the public bus routes that travel throughout the County.



For Access customers who have never used fixed route services, or have not traveled by bus or rail for a very long time, Access offers one-on-one Travel Training services. For over 10 years, Access' contractor, Mobility Management Partners, provides information about fixed route services to Access customers to help increase their mobility options.

One-on-one Travel Training involves a Travel Training Specialist visiting with an Access customer at their home or other customer-preferred location. The Specialist reviews the trips that the customer will take regularly on fixed route, works with the customer to design a trip, and then accompanies the customer on the bus or rail route to ensure they understand the different ways to ride safely. Access' contractor conducts one-on-one travel training sessions with 300 Access customers every year.

Customers who complete a Travel Training program are more likely to take transit for some or all of their trips. Recently, Access reviewed the travel history of Access customers who had completed one-on-one Travel Training in 2014 and observed that for five years after the training sessions, the customers continued to use fixed route as a regular option for getting around and used paratransit service less frequently than other Access customers.

Travel Training remains a great program to expand mobility options for Access customers while managing costs associated with its paratransit program.

Eric J. Haack
Strategic Planner

Access attends Transit Research Board (TRB) Annual Meeting

I recently attended the 2020 Transit Research Board (TRB) Annual Meeting in Washington, D.C. This information packed event attracted more than 13,000 transportation professionals from around the world. The program covered all transportation modes, with more than 5,000 presentations in nearly 800 sessions and workshops.

This year's theme was, "A Century of Progress: Foundation for the Future". Topics such as Autonomous Vehicles, Shared Mobility, Big Data, Artificial Intelligence, Machine Learning, Virtual Reality, Sustainability and Transportation Resilience, were discussed throughout the annual meeting.

Federal Transit Administration (FTA) Acting Administrator K. Jane Williams announced the Accelerating Innovative Mobility (AIM) initiative, which will provide \$11 million in challenge grants to help transit agencies explore new service models. The initiative will establish a national network of transit agencies that will test and share project results, and use FTA technical assistance centers to promote promising innovations. In addition, FTA's fiscal-year 2020 competitive grant programs, which will total \$615 million, will focus on innovation as part of their selection criteria.

Since Access is one of the three FTA Transit Bus Automation Strategic Partners in the nation, I was invited by the FTA to present Access' Autonomous Vehicle Pilot project at a Federal Highway Administration hosted session. I also met with FTA staff to discuss the status of our strategic partnership.

Bill Tsuei

Director of Information Technology

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Rider Commendations

"I would like to file a commendation for Esmeralda, my driver. I lost my phone and without it, I was unable to access my bank's address or the customer service phone number. My driver took the time to help me locate my bank and give me the contact information I needed. Esmeralda helped ease the stress of losing my phone."

Karyn Bradford
Rider since June 2008

"I would like to file a smile for Derek, my driver. He was very helpful with boarding the wheelchair lift. Beyond being supportive, his overall happy demeanor was contagious and made my day."

Tina Marshall
Rider since July 2016

Access updates WMR Application

Access recently released a few updates to the Where's My Ride App based on customer feedback from community meetings and other outreach events. The updates were deployed to enhance the app's functionality and to better inform customers of major service delays caused by emergency incidents as well as getting the word out for community events.



Here is a list of app enhancements released in the App Store and Google Play:

- > App improvements for visually impaired riders
- > Push alerts for system outages, emergency events, and community events
- > Changed the blue vehicle dot icon to an actual vehicle image

In terms of future updates, we are looking to integrate the Online Reservation system so customers can schedule and cancel a trip using the Where's My Ride App. We expect to have this integration completed by summer 2020.

Ruben Prieto
Systems Administrator