

Behind the Scenes



Executive Director's Report

Earlier this week, the bus operators that operate transit services for Santa Clarita Transit, including paratransit, went on strike. At this time, Santa Clarita is currently operating a limited paratransit service for medical appointments only.

When the strike was declared, Access' EOC was activated to monitor conditions and took the following actions:

- > Placed a banner on the Access website to alert our riders - Access Services (accessla.org);
- > Provided Santa Clarita Transit with a Reservation Hold Message, in both English and Spanish, to notify riders of the strike;
- > Assigned a Road Safety Inspector to Olive View Medical Center to assist with any impacted transfer trips;
- > Notified Access Customer Service and OMC to be prepared for questions from riders; and
- > Communicated with all Access General Managers so they can prepare accordingly.

Negotiations between the bus operators union and their employer, MV Transportation, are ongoing.

Andre Colaiace
Executive Director

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Access hosts 2023 Virtual Community Meeting



On September 23, Access staff was joined by community members and contractor staff for a virtual community meeting.

Representatives from Operations, Customer

Relations, Eligibility, and Information Technology (IT) provided attendees with informative reminders about using Access, along with operational updates. Topics included: coupon purchasing options; mobility device marking and tethering; the Access TNC Flex Pilot Program; and future revisions to the Rider's Guide. This year we also had a special guest representing the Community Advisory Committee, Chairperson Yael Hagen. She joined to highlight the importance of customer attendance and participation at Access' monthly Community Advisory Committee meetings.

Following the presentations, community members shared their feedback about the service (frequently raised topics were the Where's My Ride (WMR) app and routing efficiency) with all attendees or one on one in a virtual room with an Access staff member. Staff appreciated the feedback and will continue to coordinate with both its providers and community moving forward.

Jimmy Flores
Analyst, Customer Relations

Vehicle Maintenance Management and Compliance (VMMC) Certification Workshop

Access Services, in partnership with the Community Transportation Association of America (CTAA) and Norwalk Transit, recently hosted a three-day Vehicle Maintenance Management and Compliance (VMMC) certification workshop led by Master Trainer, Halsey King.

As a fleet maintenance expert and consultant, Mr. King provides advisory and training services to the transportation industry, from the Middle East to the Pacific Islands. He has more than 20 years of experience in the field and has presented to over 11,500 people in various locations.



This program is designed for managers and technicians who operate and or maintain vans and cutaway paratransit vehicles to improve the maintenance oversight of fleets while adding a layer of testing, certification, and performance quality.

Highlights from the course included Code of Federal Regulation (CFR) training for paratransit vehicles; Department of Transportation (DOT) and Americans with Disability Act (ADA) safety regulations and standards; and vehicle inspection principles to meet federal and state requirements. The workshop concluded with hands-on training in vehicle safety inspection on a revenue vehicle, followed by the certification examination. During his presentation, Mr. King commended Access Services' vehicle inspection forms stating that Access has one of, if not the best, written vehicle inspection forms in the nation.

Development of a preventative maintenance program is essential to ensuring vehicle health, rider safety, and the driver's needs. Thanks again to CTAA and Norwalk Transit for working with Access to host this important workshop!

Mayra Noriega
CTSA Analyst

Mobility Management Partners Team Member Meet and Greet

Encouraging a person to try something new can be very challenging. This is especially true when it comes to introducing someone to a new form of transportation. This is, however, exactly the work that the team at Mobility Management Partners (MMP) performs every day for Access.

For over fifteen years, Access has – with its contractor MMP – operated a very successful Travel Training program. Access' program is designed to provide customers, who may never have taken fixed route bus or rail before, with the skills and confidence to use bus or rail transit for some or all their travel needs.

To handle this operation, MMP has a team of professionals all tasked with different roles. MMP has a call-center team who contact Access customers – frequently after the customer has gone through the in-person evaluation process at Access' eligibility center – to see if they would be interested in finding out more about travel by bus or rail.

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If the customer would like more information about using fixed-route, MMP offers two kinds of instruction on how to use bus or rail. The first is a Group Travel Training workshop. These group workshops are generally held monthly at centers around Los Angeles County and provide classroom instruction on how to utilize fixed route transit.

The other program that MMP offers is One-on-One Travel Training, in which an instructor will visit the customer's home and travel with them to a destination of the customer's choosing on a bus route, providing safety information and other tips before and throughout the trip.

MMP recently held a meet-and-greet with its many different team-members at Access' Eligibility Center in the City of Commerce. Attending the meeting were call-center personnel who generally work out of MMP's Camarillo office location and group and one-on-one travel trainers who are based in different parts of Los Angeles County.



I also attended the event to share with the team Access' goals with respect to travel training and Access' interest in sharing with our customers the tools that will aid them in using multiple transportation choices that are available to them, and the positive impacts providing this service has had on hundreds of peoples' lives.

One important message that came from this meeting was that MMP has a talented team dedicated to the sharing of valuable information with Access' customers on how to safely and easily travel throughout Los Angeles County. Access is very fortunate to be working with this team.

Eric Haack
Manager, Strategic Planning

Commendations

"I would like to give a BIG smile to my driver Eddie. Eddie is nice, considerate, and always makes my day. I really appreciate him."

Brenda Richburg
Rider since September 2019

"Mario did a good job when booking my trip. He was courteous and kind. Please send a Smile his way."

Barry Jones
Rider since February 2018