



Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on February 27, 2023.

The Board approved the Consent Calendar, which included approving a Diversity, Equity and Inclusion resolution, an amendment increasing the capital budget by \$3,000,000 for FY23 and an increase to the Community Advisory Committee stipend.

The Board also approved a two-year pilot project to utilize Transportation Network Companies (TNCs).

Upcoming Board committee meetings are scheduled for March 27, 2023 and the next full meeting of the Board of Directors is scheduled for April 17, 2023.

Andre Colaiace
Executive Director

Access Community Meeting



On Saturday, February 25th, Access hosted a Community Meeting. It is the fifth meeting conducted virtually, allowing Access to communicate, educate, and engage with the public while being safe.

The event was held in a seminar format, so participants, presenters, and the audience in attendance were visible. Attendance and participation were outstanding and exceeded our previous community meeting event, with more than 100 guests calling in or participating via Zoom. Staff from various departments presented on a variety of topics to ensure customers were updated and well-informed about Access. These topics included presentations about the current operational challenges; how to avoid no-shows and missed trips; eligibility and renewals; the Marking and Tethering program; new technology enhancements and new rider apps; and tips on how to get information and engage with Access staff in public meetings. After the presentations, staff addressed customer questions and other service concerns.

If you missed this meeting, you could view it by clicking the link: <https://youtu.be/ketwrhBLsV8> 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.

Randy Johnson
Director, Government Affairs & Outreach

The first 10,000 trips: A milestone for the Parents with Disabilities Program

Halfway into its second year of service, Access Services' Parents with Disabilities program hit a milestone in December 2022 recording its 10,000th trip since service started in August of 2021.

Access' Parents with Disabilities program was launched at the start of the 2021-2022 school year for the purpose of helping Access customers – who are also parents – to get their children to and from school reliably and on time.



Some of the benefits of the Parents with Disabilities program include the following:

- (1) A reduced \$2.00 one-way fare;
- (2) Trips are designed to arrive at the school at or before the start of school in the morning and at or before the end of school in the afternoon; and
- (3) If a parent chooses to use a standing order-like (subscription) service for their trips, they do not need to call the day before to schedule it.

The program has been able to help several parents who use Access for school trips across Los Angeles County. The milestone 10,000th PWD trip took place on Wednesday, December 14th just a few days before many parents and children started their winter recess from schools.

If you know of any Access customers who are parents or legal guardians and may be seeking a reliable way to get their children to school, Access is still accepting applications for the Parents with Disabilities program. For more information on this program, please contact me at (213) 270-6000 and/or Haack@accessla.org.

Eric J. Haack
Strategic Planner

The importance of a Drug and Alcohol Program

Under the Omnibus Transportation Employee Testing Act passed by Congress in 1991, the Federal Transit Administration (FTA) was required to establish regulations for drug and alcohol testing of transit employees performing safety-sensitive functions. The main purpose of requiring transit agencies to implement the drug and alcohol program is to achieve a drug and alcohol-free workforce, the health and safety of transit employees and the traveling public.

The U.S. Department of Transportation (USDOT) lists five (5) components to an agency's drug free workplace program: A written Drug and Alcohol Policy, employee education, supervisor training, an employee assistance program (EAP), and drug testing. Each of these components assists agencies with creating a successful, safe, and healthy workplace. However, the use and misuse of drugs and alcohol directly impacts the workplace flow.

Every year, Access hosts Drug and Alcohol Trainings for transit professionals throughout Los Angeles County. From driver shortages to an increase in positive test results, the training equips attendees with more knowledge of DOT-FTA federal rules and regulations. A safety-oriented drug and alcohol testing program improves the safety for millions of passengers who rely on transit professionals every day because it is imperative to public safety.

Please contact me at Payne@accessla.org if you are interested in future classes on this topic.

Onnika Payne
Transportation Planner

Commendations

"Maribella has a great personality and gives great customer service! During my call, she was attentive to my needs, helpful, and answered all my questions."

Kenia Corral

Rider since April 2013

"I am filing a Smile for my super helpful reservationist, Erica from SGT. Her energy level was infectious."

Kevin Jones

Rider since Sept 2012