



Behind the Scenes

Executive Director's Report

The Board of Directors met on July 22, 2024. The Board elected its slate of officers – Chair Theresa De Vera, Vice Chair Doran Barnes, Treasurer Lee Burner and Secretary Dolores Nason.

The Board also approved a contract for language interpretation services along with authorizing a new DBE goal of 4.0% for FFYs 2025-27.

The Board heard a presentation on the customer satisfaction survey that was conducted in February/March 2024. Over 2,100 respondents rated such topics as satisfaction with Access drivers; experience with and satisfaction with the trip reservation process; satisfaction with Access vehicles; and experience with and satisfaction with Access' Customer Service. Overall, 82.4% of the respondents were either somewhat or very satisfied with Access Services.

A link to the full survey report can be found here: https://accessla.org/about_us/publications.html

The next meeting of the Board of Directors is scheduled for September 23, 2024. There is no meeting in August.

Andre Colaiace
Executive Director

Access staff attends Move L.A. Community Conversation

I recently served on a panel at the 2024 Move L.A. Community Conversation and Policy Conference. The panel was titled "What will be the Legacy of the Olympics & Paralympics in Los Angeles?".

The goal of the panel was to come up with creative solutions to accomplish the ambitious plan to have a "car-free" Olympics. I was on the panel to discuss that our priority for the games is to meet trip demand and make sure our customers can access the venues given the security parameters as well as serve visitors with disabilities from around the world.



Joining me on the panel were Seleta Reynolds, Chief Innovation Officer at Los Angeles Metro; Erin Bromaghim, Deputy Mayor of International Affairs, City of Los Angeles; Delilah Lanoix, Chief

Executive Officer of Butterfli; Chris Torres, Founder of Artifact; and Jason Foster, President and Chief Operating Officer, Destination Crenshaw.

There was a healthy discussion on how we ensure that communities of color, persons with disabilities, and low-income workers can be uplifted as part of the Olympics & Paralympics and how we create legacy infrastructure that benefits Angelenos with infrastructure that prioritizes walking, biking, public transit, and ADA paratransit services.

The conference was very informative and lively, and I'd like to thank Move L.A. for inviting Access to participate on the panel.

Randy Johnson
Director, Government Affairs and Outreach

World Elder Abuse Awareness Day Resource Fair



Last month, I attended the World Elder Abuse Awareness Day (WEAAD) Resource Fair at Ruben Salazar Park in East L.A.. The event was sponsored by L.A. County Supervisor Hilda L. Solis' East District office in collaboration with the County Department of Parks and Recreation and the County Aging and Disabilities Department.

The International Network for the Prevention of Elder Abuse (INPEA) is a nonprofit organization that launched World Elder Abuse Awareness Day. WEAAD is celebrated yearly on June 15th to raise awareness about the millions of older adults who experience elder abuse, neglect, and financial exploitation. One in ten older Americans experience abuse or neglect each year, but only 7% of all incidents are reported to adult protective services.

The free event had over 200 participants in attendance to hear educational presentations, receive information about elder abuse, and discover additional resources available to the community. They learned how to recognize the types of elder abuse and how to report it to the appropriate agency. Attendees wore purple colors to show support for the event and I had an opportunity to show the new Access air dome canopy.

Stephen Wrenn
Mobility Management Administrator

Transit Cooperative prepares to work together in the face of earthquakes



Central and Southern California are staring down a serious hazard - The Big One, a potential 8.3 earthquake which could occur at literally any moment. Everyone who lives here has been hearing about this risk practically since birth.

It is easy to become numb and complacent – however, these terms do not describe the 25 transit agencies that make up the Transportation Mutual Assistance Compact (TransMAC) which recently met to confront this foe head on. On June 25th, the group held a tabletop exercise developed with the help of the Orange County Transportation Authority (OCTA) which centered around a simulated 7.8 earthquake in the city of Bakersfield. While this quake wasn't quite as powerful as the Big One, it was still a significant event that would have far ranging consequences. In the scenario, the local Bakersfield transit agency Golden Empire Transit (GET) and TransMAC member, needed help evacuating 500 people from medical facilities in the area. This was more than GET could handle on its own. TransMAC members in Southern California, which were not as heavily impacted by the earthquake, worked together to assist GET in its response. The exercise covered the initial disaster, a change in the number of people needing transportation and the appearance of the media.

TransMAC provides a response framework to member agencies without requiring commitment of resources. It lays out a process for requesting help and provides a menu of resources that those in need might request. Agencies can help if able. If there is a need for twenty 40-foot buses and five paratransit vehicles, these vehicles can come from multiple agencies instead of the burden falling on one. It is an important emergency preparedness step that members can take that can be shared with the community as a confidence booster that their local transit agency is taking steps to prepare. TransMAC recently added its 25th member, Fresno Area Express, and more agencies are expected to join in the coming months.

Alex Chrisman
Emergency Management Coordinator

Commendations

"My booking agent Tulam was fast, efficient, professional, and a pleasure to work with every time I schedule my rides."

Orit Hendelman

Rider since November 2010

"My driver Jose was very friendly and a very nice gentleman. Jose walked my walker into the van, and he went above and beyond. I really appreciated and enjoyed Jose's service today. Jose did not have to go the extra mile but really enjoyed and appreciated that he did."

Bonnie Smart

Rider since January 2013