

Behind the Scenes



Executive Director's Report

On Saturday, July 30, Access staff hosted our virtual community meetings via Zoom. The Spanish language meeting was held at 11 am and an English meeting was at 1 pm. The agenda included an operations update and overview; information on Eligibility and Renewals; updates on the Where's My Ride App, and a Customer Service update including updates on Rider 360. At the same time, Access riders were given the opportunity to ask questions of Access staff. More than eighty members of the public participated. If you missed this year's event, here is a link to watch it at your convenience: [Virtual Community Meeting - English](#) - [Access Services: ASI \(accessla.org\)](#).

Andre Colaiace
Executive Director

MV's Katherine McClary Transit Operator of the Year Award Presentation

Access' Northern Region provider, MV Transportation, Inc., awarded driver Albert Gastine as this year's Katherine McClary Transit Operator of the year. Katherine McClary was tragically killed in a bus accident in 2004. MV honors her every year by recognizing the safest transit operator from approximately 15,000 MV operators across North America.



Pictured from left to right: George Mbulu, MV Area Safety Director; Tom Irvin, MV General Manager; Mike Greenwood, Access COO; Albert Gastine, MV Operator; Andre Colaiace, Access Executive Director; Mark Collins, MV President & COO

Albert has been with MV since 2014, has an impeccable driving record and a work ethic that is unmatched. During the presentation, Access' Executive Director, Andre Colaiace introduced the Superior Service Award that was presented to Albert during April's Board of Director's Meeting. MV General Manager, Tom Irvin, told attendees all about Albert's career in public service, in both the healthcare industry and as an Access driver. Albert was pleasantly surprised and greeted by his wife, seven children and colleagues. This presentation took place on July 21, at the MV Van Nuys facility.

Megan Mumby
Project Administrator

Access staff tours Metro's MicroTransit Program



Last month, Access staff Andre Colaiace, Executive Director; Hector Rodriguez, Deputy Executive Director; Rick Streiff, Senior Manager of Fleet Design and I accepted an invitation to tour the Alhambra, Metro MicroTransit reporting location. There are currently three reporting locations serving seven zones in LA County.

Micro is Metro's new on-demand, ride-share service, offering trips within seven designated zones in Los Angeles County. The service is fast, safe, and convenient for short, quick local trips around

town. Micro uses small air-conditioned vehicles, seating up to eight passengers. Riders can also book a trip with the Accessible option, and service animals are welcome.

Metro MicroTransit's seven zones are:

- > Highland Park/Eagle Rock/Glendale Zone: 5:30 a.m. – 9:30 p.m., seven days a week
- > Altadena/Pasadena/Sierra Madre Zone: 5:30 a.m. – 9:30 p.m., seven days a week
- > Compton/Artesia Zone: 9:00 a.m. – 9:00 p.m., seven days a week
- > El Monte Zone: 9:00 a.m. – 9:00 p.m., Monday-Friday, 10:00 a.m. – 10:00 p.m. Saturday and Sunday
- > North Hollywood/Burbank Zone: 10:00 a.m. – 10:00 p.m., seven days a week
- > Watts/Willowbrook Zone: 5:00 a.m. to 11:00 p.m., seven days a week
- > LAX/Inglewood Zone: 5:00 a.m. – 10:00 a.m. and 2:00 p.m. – 7:00 p.m., Monday – Friday
- > Northwest San Fernando Valley (opening in 2021)
- > UCLA/Westwood/Century City (opening in 2021)

Rani Narula-Woods, Senior Director, Special Projects, MicroTransit Operations, and Andrew Carrasco, Manager of Transportation Operations, led an interesting discussion about the success and challenges of the pilot program since its launch in December 2020. As of July 31, MicroTransit has provided 63,388 trips.

After the discussion and a tour of the facility, participants split up into groups to ride the service. Andre and I downloaded the Micro app on our phones and booked a trip to a coffee shop in Highland Park. It is very similar to a ride-share or Access WMR app where we could see the vehicle on the way to pick us up.

Access is very excited about the Metro Micro program, particularly as a travel option for Access customers who want a same-day trip. Micro trips currently cost \$1 per ride (transfers not included). The first two booked trips are free.

To get more information about the Metro Micro program, download the mobile app from Apple or Android stores, go online <https://micro.metro.net>, or call 323.GO.Metro (323.466.3876).

Randy Johnson

Director, Government Affairs and Outreach

Commendations

"I would like to file a commendation for my driver from West Central. She took extra care when loading me in and out of the vehicle with my walker. She was so nice, had a great attitude, and is very good at her job."

Arthur Coapman | Rider since February 2013

"I would like to file a commendation for my Driver from West Central who returned my phone. While unloading the vehicle I forgot to pick up my iPhone. The driver realized this and came back to give me my lost phone. I want to thank this wonderful person for keeping my phone safe. I was so happy and surprised to get it back."

Kathleen Potter | Rider since November 2000