

Behind the Scenes

Executive Director's Report

On Election Day, November 3, Access Services will again be providing free rides to the polls.

When customers book their trip the day before, they should let the reservationist know that their trip is to go to vote. The driver will not collect a fare.

In addition, given the importance of absentee or mail-in ballots this year in response to the COVID-19 pandemic, Access is offering free "turnaround trips" to drop off a ballot on Election Day. Customers can elect to drop off a ballot at an official Los Angeles County Ballot Drop Box location. No fare will be collected and the driver will wait up to fifteen (15) minutes and then take the customer to their next destination.

Access will be informing riders about this Election Day policy with seat drops on the vehicles, reservation hold messages, website banners and notifications in the Where's My Ride app.

Andre Colaiace
Executive Director

Access Fleet Department tests seat belt alert system



The Access Fleet Department has been testing the Seatlink seat belt alert system designed by Intermotive. The system works in Freedman seats currently used in Access cutaways and ProMasters.

Seatlink has been in development for four years in testing labs in Chicago at the Freedman plant. Access was selected as one of the

field test sites for the new system, and currently has a full system installed in a Class C cutaway bus in our Antelope Valley operation.

The SeatLink Seat Information Tracking System alerts vehicle operators by detecting and displaying occupancy and belt buckle status of all seating positions in a vehicle. The system includes a display unit mounted in or on the vehicle dash visible to the driver and wireless seat sensing modules at each row of seats. When the ignition key is in the run position, the seat sensing modules will report seat occupancy and belt status to the display. The system will display the real time seat data on a graphical representation of the bus-seating layout. The status of each seat is conveyed by changing each seat's color. In addition to displaying seat status, the display records the seat data for future reference or transmittal.

The SeatLink system records the local time, GPS location, GPS speed, and status of all seats every five seconds while the display is on (key in run or any seat occupied). This data is saved on the primary storage of the display. The data is stored in folders by year and then by month. The new SeatLink system will be available after testing for any vehicles equipped with Freedman GO-ES seats, including Access' cutaways and ProMasters vehicles. Access minivans cannot use this system as these vehicles use different seats.

Watch the SeatLink demo at <https://vimeo.com/450106621/f5c721252f>.

Rick Streiff
Senior Manager, Fleet Design and Maintenance

Drug & Alcohol Program Management (DAPM) and Compliance Training

On October 5-7, the California Association for Coordinated Transportation (CalAct) held a virtual Drug and Alcohol Program Management (DAPM) and Compliance training series.

The three-day comprehensive training covered areas of the USDOT-FTA drug and alcohol regulations, testing measures, applicability, regulations, prohibited substances and behaviors, testing categories, record keeping and reporting. After each training module, attendees had the opportunity to submit questions, and the instructor provided a best practices approach and detailed discussion.

Sean Oswald, an experienced facilitator and Senior Associate of RLS & Associates led the training. Mr. Oswald has experience in civil rights, drug and alcohol regulations, state DOT assistance, regulatory compliance, technical expertise on the national, state, and local level.

On the last day of training, the instructor encouraged the importance of staying up-to-date with the USDOT's Office of Drug & Alcohol Policy & Compliance. Attendees were also encouraged to sign-up for newsletters and other announcements to maintain a compliant drug and alcohol program.

Onnika Payne
Transportation Planner



**Drug & Alcohol Program
Manager Training**
October 5-7, 2020
9:00 AM - 11:45 AM

Commendations

"Valencia Young's customer service went above and beyond and I would like to file a commendation for her. She was patient, informative, and has a sense of humor. Thanks to her I can now better understand the booking procedure."

Monique Jones
Rider since January 2011

"I am filing a smile for my reservationist Mariana. Mariana is an angel, polite and professional. I admit I was a little cranky at moments but un-swayed, Mariana maintained a patient demeanor throughout the call. She deserves a raise!"

Karyn Bradford
Rider since June 2008