



# Behind the Scenes

## Executive Director's Report

The Board committees met on January 10 and addressed the following:

The Performance Monitoring committee took action and approved an extension to the mail fulfillment services contract. The committee also received updates on Customer Service, overall service performance and potential changes to Access' key performance indicators.

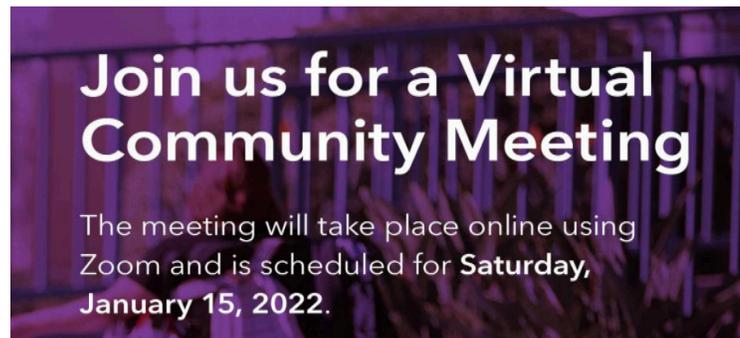
The Planning and Development committee took action and approved an increase of funds for legal services. The committee also approved the FY2021 audit along with the FY2023 funding request to Metro. The committee then heard a presentation on service area impacts due to the Metro NextGen Bus Plan.

The External/Stakeholder Relations committee heard a presentation about the grants that Access has applied for along with legislative updates from Access' federal, state and local advocates. The next full meeting of the Board of Directors will be on February 14, 2022.

**Andre Colaiace**  
*Executive Director*

## Access Community Meeting

Access will host a Virtual Community Meeting, using Zoom, on Saturday, January 15, 2022. There will be one meeting on that day. There will be Spanish language translation and closed captioning available. The meeting will begin at 11:30 am and conclude at 1:30 pm.



The purpose of our Community Meeting is to provide a forum where Access staff and service providers can engage with Access riders to share information and hear their concerns. The upcoming agenda includes presentations on our Customer Satisfaction Survey, information technology enhancements, eligibility and renewals, an operations update, and a customer service update on No-Shows. At the same time, Access riders will have the opportunity to ask questions of Access staff and service providers in attendance.

For more information on this and other events, please visit Access' website at [accessla.org](http://accessla.org) and scroll down to the News and Access Events section on the left side of the page. You can then click on the Virtual Community Meeting event for further information. 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 of Government Affairs & Outreach*

## Revamped Driver Incentive Program

Access Services' Driver Incentive Program, which rewards provider drivers for operating safely, was recently revamped to simplify the program and distribute incentives to drivers to use right away.

Drivers that now reach 75,000 or 100,000 miles without a preventable accident or safety violation can now earn American Express gift cards valued at \$250 and \$500, a small token of Access' appreciation for making sure our operation is as safe as possible. Earlier this month, Access drivers earned 359 gift cards, as well as 209 Access backpacks and 164 jackets, for reaching 25,000 and 50,000 safe miles, respectively. MV driver Jessie Serna had the most safe miles at 470,082 for this round of incentives since she started driving in 2010!

Access would like to thank the drivers who recently earned incentives for making Access paratransit as safe as it can be for our customers.

**Garrett Rodriguez**  
*Operations Service Monitor*



**SGT DRIVER  
ESMERALDA  
REYES**

## Conference on California's Independent Living Centers

Last month, the California Foundation for Independent Living Centers (CFILC) held a conference on the evolving role of Independent Living Centers (ILC), their programs, and services. They also educated participants on the principles driving ILC philosophies.

The conference focused on several issues: (1) long-term support services (LTSS); (2) transportation; (3) virtual organizing and advocacy; and (4) interactive networking. The conference opened with a video presentation by California Governor Gavin Newsom who praised the ILCs throughout the state for their continued efforts in providing services to Californians with disabilities and their families. He concluded his speech by urging attendees to follow the direction of Ed Roberts, founder of the California Independent Living Movement to "advocate, advocate, advocate for their rights to full participation and representation." A common rallying cry of the conference was, "If you're not at the table, then you're on the menu."

The conference's sessions and workshops provided opportunities for learning and interacting with others. Several of the topics covered were Long Term Support Services for All, Grassroots Coalition; Transportation for Emergencies and Disasters; Transforming the Way We Virtually Organize; Building ILC Community; and California's One Door System for consumers with disabilities.

Most relevant to transportation providers like Access Services was Chief of the Office of Accessibility and Functional Needs (OAFN), L. Vance Taylor's presentation on Transportation for Emergencies and Disasters. This office is charged with safeguarding the needs of persons with disabilities and ensuring that persons with access and functional needs are identified before, during, and after a disaster to be integrated into the State's emergency management systems. Taylor talked about several of the innovations his office has promoted and implemented. Chief among these is the OAFN Interactive Geographic Information System (GIS) Web Map. The Map designates OAFN related assets/resources that can be used by emergency preparedness planners.

Access Services and ILCs play a pivotal role in how persons with disabilities interact within and throughout the community. Intersectionality (the ability to work with other groups of persons towards a common set of goals) was another conference theme and this is something that Access already engages in. I was honored to represent what we do and to have contributed to the ongoing dialogue towards the empowerment of others.

**R. P. Martindale-Essington**  
*ADA Coordinator, Customer Service*

## Commendations

"I want to file a smile for Maria in the Reservation Department. I appreciate how Maria was able to accommodate me by changing my trip to a later time with such short notice. She was very helpful and pleasant."

***Julie Kitashima***

***Rider since January 2006***

"I am filing a commendation for my driver Douglas. Although my location was difficult to find, Douglas was able to arrive on time and with a great attitude. He even assisted me into the vehicle."

***Katherine Rickman***

***Rider since February 2006***