

Behind the Scenes

Executive Director's Report

I would like to thank everyone who attended the virtual Access Services Annual Membership Meeting on November 18th!

Access staff briefed attendees on the agency's FY 21 financial results and also provided an operations report that gave an overview of Access' service demand, Key Performance Indicator (KPI) results as well as details on the Agency's response to the COVID-19 pandemic.

These presentations were followed by a presentation on the Agency's FY 22-26 Short Range Strategic Plan, which can be found here: <https://accessla.org/about-us/publications.html>

The highlight of the meeting was the presentation of two awards to individuals who helped Access customers in FY 21. The Access Spotlight Award went to MV Transportation Operations Supervisor Larry Mize and the Spirit of Accessibility Award was given to Los Angeles Fire Department Captain Rick Najera who helped ensure Access customers had access to life saving vaccinations at Dodger Stadium.

If you haven't seen the inspirational videos about these heroes, they can be found here:

[Spirit of Accessibility Award](#)

[Access Spotlight Award](#)

Have a great holiday season!

Andre Colaiace
Executive Director

access

The 2021 Learning and Development Program

Access' CTSA Extension recently hosted the final class of the 2021 Learning & Development Program. Insight Strategies instructor and managing partner, Carita Ducre, facilitated the two-day training "Emotional Intelligence (EI)". The class focused on these five domains: self-regulation, self-awareness, internal motivation, social awareness and relationship management.

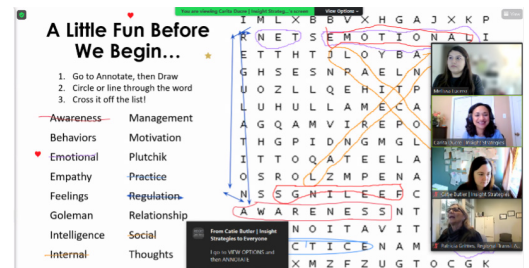
High levels of EI in the workplace can lead to better performing teams, effective communication and productive conflict-resolution. Participants learned how to apply EI techniques in their position for better decision making and increased job performance. This is a remarkable skill because individuals with high emotional intelligence often outperform other employees and display desirable leadership qualities.

A class participant commented: "This webinar was exactly what I was searching for to improve my communication skills. It focused on the skill areas that I

needed and offered techniques for me to improve. The group interaction was helpful and fun. The instructor was amazing. I really enjoyed her teaching style."

Over the course of the year, CTSA Extension provided the transit community with a diverse range of professional development opportunities. We welcomed more than 100 professionals at our live online trainings. The Learning and Development Program will return early in the New Year. To sign up for CTSA updates please click [here](#).

Melissa Lucero
CTSA Analyst



Fall ADA Coordinator Virtual Conference



ADA Coordinator Training Certification Program

I attended this year's special module of the fall 2021 ADA Coordinator Virtual Conference that focused on disability and healthcare. Because Access Services transports more persons with disabilities to medical appointments than any other agency in Los

Angeles County, I felt it is important for me to know how the state of healthcare services impacts the overall condition of those with disabilities.

Session topics included healthcare facility surveys, effective communication in healthcare settings, disability awareness for healthcare providers, and the Department of Justice's Barrier-Free Healthcare Initiative.

One of the sessions presented national survey results on the most common barriers occurring in healthcare for people with disabilities. Another session addressed how healthcare access continues to be problematic for persons who are deaf and/or hard-of-hearing.

The last session discussed DOJ's Civil Rights Division partnership with the Office of Attorney General and their implementation of the Barrier-Free Health Care Initiative. The DOJ is targeting its enforcement efforts on the issue of access to health care providers for individuals with disabilities. At the end of the conference, I came away with a deeper understanding and appreciation of how people and systems must integrate to function well.

Rycharde P. Martindale-Essington
ADA Coordinator

El Monte Vision Zero Technical Advisory Committee

Earlier this year, the city of El Monte contracted with a city planning company, KTUA, to investigate traffic congestion and accidents in El Monte. They formed the El Monte Zero Action Plan (EMZAP) Technical Advisory Committee (TAC) to develop a safer city through an action plan named Vision Zero, a road traffic safety project and policy that aims to eliminate fatalities and serious injuries involving road traffic. I was asked to be part of the TAC in order to include the perspective of the disability community.

KTUA wanted to hear from the people who live and work in El Monte, so the company created multiple outreach events in the city in order to get the input of the community about their safety concerns. This included the production of an online survey, sidewalk decals, an educational video and interviews with people shopping at two local farmers markets.

After studying the conclusions formed by the interaction with the community, KTUA recommended many low-cost solutions that can be quickly built and tested, leaving room for improvements if proven successful, or removed if problems arise. Some of these improvements include reflective, durable paint, and plastic vertical barriers at various corners and signals around El Monte. The draft report is expected to be completed in early 2022.

Dina Garcia
Assistant Administrative Analyst

Commendations

"I am filing a smile for my driver, Larry. He is always polite and courteous. Even when we encountered an accident, Larry went out of his way to make sure we all felt safe. "

Julie Kitashima

Rider since July 2006

"My Access taxi driver did an exceptional job today. When I approached the vehicle, he asked for my ID number, which made me feel safe. He was courteous and pleasant throughout my ride."

Ana Salazar

Rider since September 2015