



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors met on December 13, 2021.

The Board approved the Consent Calendar, which included items extending the Voice over Internet Protocol, Audit Services and TAP card production contracts. The action also included the extension of Access' administrative office lease in El Monte; the reappointment of Community Advisory Committee members; and the extension of the Agency's policy of conducting all public meetings remotely.

The Board extended the contract for service provision in the West/Central service area along with the contract for eligibility services for an additional two years. In addition, due to the increased difficulty securing replacement vehicles, the Board approved a policy authorizing contractor reimbursement for major vehicle component repairs for vans that have over 250,000 miles.

Upcoming Board committee meetings are scheduled for January 10, 2022 and the next full meeting of the Board of Directors is scheduled for February 14, 2022.

Have a wonderful Holiday Season and a Happy New Year!

**Andre Colaiace**  
*Executive Director*

## Access to launch Customer Satisfaction Survey in January 2022

Access Services, with its survey partner Great Blue Research, will be conducting a Customer Satisfaction Survey starting in January 2022. The survey will give Access customers, who have taken trips on Access in the past year, the opportunity to speak about their experiences using the service as well as share if there are things they would like to see the agency implement in the future.

The survey will be conducted in two parts. The first part will be a digital survey. Access customers will receive emails and text messages inviting them to participate through a web-link to the survey. Customers who do not receive an email or text may still complete the digital survey by going to Access' website and clicking on the survey link that will be posted on Access' home page.

The second part of the survey will be conducted by telephone. Customers who do not complete the digital version of the survey will be eligible to receive a telephone call from Great Blue Research to complete the survey.

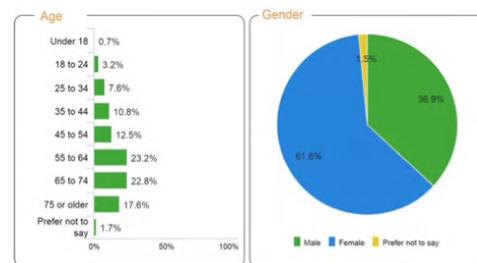
### The schedule is listed below:

Monday, January 3 to Monday, January 24 – Digital survey: email, text, and posting on Access' website.

Monday, January 31 to Friday, February 11 – Telephone survey.

The results of the survey will be available in spring 2022.

**Eric J. Haack**  
*Strategic Planner*



## Access co-sponsors Regional Transportation Earthquake Exercise

Earlier this month, I co-facilitated the 2021 Virtual Tabletop Exercise of the California Transit Mutual Assistance Compact (TransMAC), an interagency transit response exercise simulating the aftermath of a major earthquake. Mike Greenwood, Access' Chief Operations Officer and Chair of the TransMAC Steering Committee, was a participant in the exercise. Other participants included representatives from eleven transit agencies across Los Angeles, Riverside, San Bernardino, Ventura, and Orange counties that are all members of TransMAC. Through TransMAC, member agencies have established a formal process to coordinate regional preparedness activities and expeditiously share resources among transit agencies during times of crisis.



The first module of the exercise focused on the initial actions each agency would take following a major earthquake to assess the situation while the second module focused on requesting and providing resources through TransMAC. With the exercise scenario in mind, participants talked through the key issues that transit agencies would face following a major earthquake such as impacts to the road system, damage to infrastructure, and requests

for evacuation assistance. Participants shared their procedures for assessing their facilities, resources, and operations in addition to their response priorities and service continuity strategies. At the start of the second module, a simulated resource request was sent to exercise participants before discussing each agency's ability to provide assistance and the operational requirements to sustain response. This module also included discussion of emergency transportation strategies for people with disabilities and service animals.

Exercises like this one continue to be an essential part of Access' Emergency Management Program. Access will continue to sponsor and participate in exercises with our transit and emergency management partners in addition to conducting exercises with Access' Emergency Operations Center team and contractors.

**Matthew Topoozian**  
*Emergency Management Coordinator*

## WTS L.A. Annual Awards and Scholarship Dinner

Last month, CTSA Analyst Melissa Lucero and I had the pleasure of attending the 2021 Women in Transportation (WTS) Los Angeles Chapter's Annual Awards and Scholarship Dinner. With a mission to assist the growth of women in the transportation industry, WTS' core values of being professional, focused, collaborative, and inclusive were highlighted during the event.

The WTS Scholarship program provides financial support to students interested in pursuing career paths in transportation or a related field. This year they awarded \$100,000 in competitive academic scholarships to women in high school, community college, undergraduate, and graduate programs.



Due to COVID-19, this year's annual dinner took place on a virtual platform. Award winners were featured in short videos and recognized for their academic accomplishments at the event. Attendees had the opportunity to participate in virtual networking rooms where they could interact with professionals in the transportation industry.

Congratulations to this year's scholarship winners! If you are interested in learning more about the WTS-LA Scholarship Program, click [here](#).

**Onnika Payne**  
*Transportation Planner*

## Commendations

"I am filing a smile for my taxi driver. I received five-star service when my driver opened the door upon arrival and even disinfected the seat before I sat down. She is courteous, kind, and deserving of praise."

***Patricia Escobar***

***Rider since July 2015***

"I am giving my driver, Camarino Olvera, a smile for the excellent service I received. He was professional and went the extra mile by helping me into the building."

***Albert Contreras***

***Rider since December 1996***