

Behind the Scenes



Executive Director's Report

The Access Services Board of Directors met on February 22, 2021.

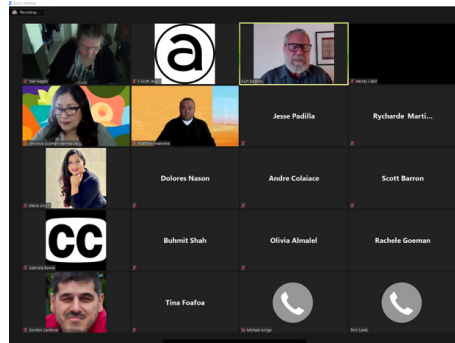
The Board approved the Consent Calendar, which included items that revised the accounts payable process; extended the term of a travel training contract; and awarded a video production services contract. The consent calendar also included the appointment of two new Community Advisory Committee members.

The Board extended the term of the contract with Access' Executive Director to December 2024 and approved the purchase of vehicles for paratransit service. The Board awarded the contract for paratransit service in the Southern region for a five year period at a cost of \$314,100,173. The Board approved staff's request to submit a supplemental funding request of \$12.5 million for FY21 and a draft funding request of \$203,055,843 for FY22 to Metro.

There will be Board committee meetings on March 22, 2021 and the next full meeting of the Board of Directors will be on April 19, 2021.

Andre Colaiace
Executive Director

CAC Goals Retreat



On Tuesday, February 9th, Access' Community Advisory Committee (CAC) held their 2nd Goals Retreat to help develop goals to improve the ridership experience.

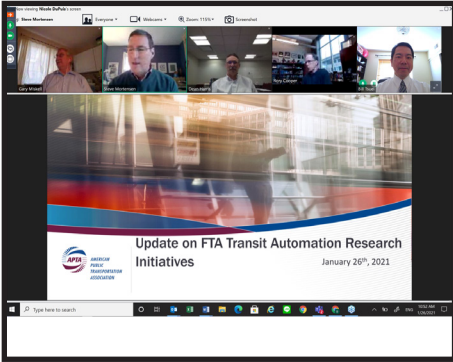
The retreat, which was held virtually through Zoom video conference,

was divided into two parts. The morning session covered topics on the Brown Act, Open Meeting rules and ADA Paratransit Regulations; while the afternoon session delved into ideas on how to improve services for Access customers. The CAC also approved two new members to join the committee - disability rights advocates Scott Barron and Bhumit Shah.

Among the various goals discussed were how to improve communications between riders and drivers so they can more easily locate each other. Communication improvements can take the form of technology enhancements such as improving the Access website and/or incorporating additional functionality into the Where's My Ride app. Other goals include producing video vignettes or tutorials for riders, drivers, and riders. CAC members also expressed a desire to revisit the no-show policy and implement a permanent same-day service program. These goals along with other ideas will be discussed in further detail at the next CAC meeting on Tuesday, March 9. Information on the next meeting can be found on the Access website https://accessla.org/news_and_events/agendas.html.

Matthew Avancena
Director, Planning and Coordination

Access staff moderates APTA Vehicle Technology webinar



I recently moderated APTA's Technologies for Vehicle Automation and Connectivity (TVAC) webinar. The TVAC subcommittee is one of many APTA committees whose focus is on technology initiatives in the transit industry and this session focused on FTA's recent findings from its automation research.

More than 170 attendees participated representing various transit agencies, cities, state DOTs and business vendors. Guest speakers from the FTA, University of Pittsburgh, Santa Clara Valley Transit Authority (VTA) and Western Reserve Transit Authority spoke on their autonomous vehicle pilot projects.

I provided an update on Access' FTA Transit Bus Automation Strategic Partnership grant while Professor Rory Cooper of the University of Pittsburgh reported on his research on accessibility technologies for autonomous vehicles. Gary Miskell, Chief Innovation Officer for Santa Clara VTA, reported on their autonomous pilot program currently underway at the VA Medical Center in San Jose. Western Reserve Transit Executive Director, Dean Harris, shared his agency's two AV pilot grant awards and lessons learned on how smaller transit properties can team up with others to enhance their chances of winning grant applications.

There were many questions and based on APTA's post-webinar survey, the TVAC session was one of the most popular virtual webinars held to-date.

Bill Tsuei
Director of Information Technology

Commendations

"I am filing a commendation for my driver, Carlos. Carlos was nice enough to walk into the establishment to let me know that he had arrived. I had lost track of time and was thankful that he took the extra step. Otherwise, he may have had to leave without me. Carlos is very nice and deserves some acknowledgment."

Edgar Dehoyos
Rider since November 1998

"I would like to file a smile for Alfred, my driver. During our ride, another car cut Alfred off almost causing an accident. Alfred was able to maneuver us away from the reckless car and avoid an accident. I am so grateful for his quick reflexes and cautious driving."

Ynna Khrimlham
Rider since February 2011