



# Behind the Scenes

## Executive Director's Report

As Los Angeles County continues to reopen thanks to its successful vaccination efforts, Access is experiencing an increase in ridership which, combined with a substantial increase in traffic, is starting to cause some operational challenges for our contractors under the current no-shared-ride "pandemic" service model.

Consistent with our service restoration plan, our contractors have now discontinued midday and end of passenger trip vehicle disinfecting (end of day cleaning/disinfecting will still be required) and are now allowed to carry up to two (2) customers on our larger cutaway vehicles. We have also reached out to our meal delivery partners to notify them that we will not be able to continue participating in these worthy programs beyond April 30th. Finally, depending on ridership demand and the progress of the pandemic, we are also looking to return to shared rides and end same day service.

Staff will be discussing these issues with the CAC, TPAC and the Access Board in April.

**Andre Colaiace**  
*Executive Director*

## COVID-19 Vaccination Clinic at Covina Transit Center

Foothill Transit, in partnership with the City of Covina and Albertsons Market will be holding a series of vaccination clinics at Foothill Transit's Covina Transit Center. Volunteers from Foothill Transit, Access Services, and other community partners will help staff the clinic. The dates for the next round of vaccination clinics are:



<b>First Dose Pfizer</b>	<b>April 24</b>
<b>Second Dose Pfizer</b>	<b>May 15</b>
<b>First Dose Pfizer</b>	<b>May 22</b>
<b>Second Dose Pfizer</b>	<b>June 12</b>

If you fall under a qualifying category and are interested in receiving a vaccine, please click on the link below to make an appointment:

<http://foothilltransit.org/covinavaccine>

**Matthew Avancena**  
*Director, Planning and Coordination*

## Access is now accepting applications for the 2021 Joe King Memorial Scholarship

Access Services is now accepting applications for the 2021 Joe King Memorial Scholarship. This award recognizes an aspiring leader in the transportation industry who displays a commitment to serving in the paratransit community. The winner receives paid tuition to attend University of the Pacific's Transit & Paratransit Management Certificate program.



In 2020, Access recognized Joanne Ceballos as the scholarship recipient whose testimony is featured below:

*"When I applied for this award I was an Administrative Assistant, but I recently earned a promotion to the Eligibility Assistant position with Medical Transportation Management (MTM). I started my journey six years ago in a geriatric unit working with high-risk populations at an Adult Day Health Care center. I provided support, care, and assistance in coordinating activities for daily living. I also helped families find resources in mental health and emotional support groups.*

*"The Joe King award provided me with the opportunity to learn more about transit and paratransit, the importance of a fixed route system, and the operational processes required to run a compliant transportation contract. Through this program, I was able to enhance my knowledge and acquire leadership skills to help me achieve my dream of becoming a manager.*

*"My experience in the UOP Program was great! The lessons were clear, the PowerPoints were educational, the homework was reasonable, and the instructors were knowledgeable professionals. Participating in group discussions and learning from other agencies was fascinating. I think future applicants will find this program extremely rewarding - just as I did!*

*"Many thanks to Mr. King, Access Services, and UOP for offering this amazing program."*

**-Joanne Ceballos**

To learn more on how you can apply for the Joe King Memorial Scholarship, click on the Learning & Development link below and turn to page nine. If you have any questions, please contact CTSA Analyst at [ctsa@accessla.org](mailto:ctsa@accessla.org).

[Learning & Development eBook](#)

**Melissa Lucero**  
CTSA Analyst

## Connecting Access customers with COVID-19 testing

The past year has presented Access customers with many challenges, obstacles, and barriers. Some of our customers have been isolated for long periods of time due to the restrictions, the rapid spread of the virus, and the unknowns of day-to-day life during the COVID-19 pandemic. Despite these challenges, Access maintained and enhanced service, continuing to perform critical trips to doctor's appointments, banks, pharmacies and grocery stores.



One of the major obstacles that several of our riders faced was the lack of referral resources for COVID-19 Testing. To address this need, Access worked with Mobility Management Partners (MMP), Access' travel training contractor, to connect customers with testing resources.

When a customer calls to request information about COVID-19 testing, MMP's call center staff responds to the requests. In some cases, MMP found agencies that could provide transportation to testing sites, but, more often, MMP helped customers apply for at-home testing kits offered by Los Angeles County at no cost to the customer.

Since January, MMP and Access have connected nearly 50 customers with COVID-19 tests. Many of these customers have expressed appreciation and gratitude for this service. Access is determined to provide resources to help our customers as we continue to prevent the spread of the virus.

**LaTisha Wilson**  
**EOC Complaint Investigation Unit Leader**

## Commendations

"I am filing a smile for my driver, Lilia Diaz. She was so kind and attentive during my ride. As I was entering the van, Lilia saw that I was having trouble stepping up into the vehicle. She immediately lowered the ramp and offered assistance. Lilia continued to carefully guide me into my seat, buckle my seatbelt, and ensure my comfort throughout the ride. Instances like these make a tremendous impact when riders, like myself, are in pain. Thank you, Lilia."

**David Gutierrez**  
**Rider since June 2011**

"I would like to file a commendation for my driver. They were friendly and polite during my ride and it continued once I arrived. As I was leaving, my driver noticed that I was going in the wrong direction. They exited the vehicle and walked me to my door."

**Betty Davis**  
**Rider since June 1996**