



# Behind the Scenes

## Executive Director's Report

As discussed in the last issue of Behind the Scenes, Access has been implementing its Service Restoration plan in response to increasing customer demand. Given that customer demand is expected to continue to increase given the significantly improved COVID-19 situation, the following service changes will occur on May 1st:

- > Our temporary Same Day Service program will end.
- > Prior to the pandemic, more than 60% of all Access trips in the LA Basin were shared ride. Now that trip demand has returned to more than 50% of normal, Access no longer has the resources to continue the non-shared ride service that was an important component of our pandemic service plan. Effective April 12th, two-person maximum shared rides were allowed on all Access vehicles except sedans. Then on May 1st, full shared ride service will resume on all vehicles. While we will try to limit the number of customers on a vehicle, this cannot be guaranteed.
- > Non shared ride transportation for COVID vaccinations will continue, including drop off and drive thru sites, such as CVS and Dodger Stadium.

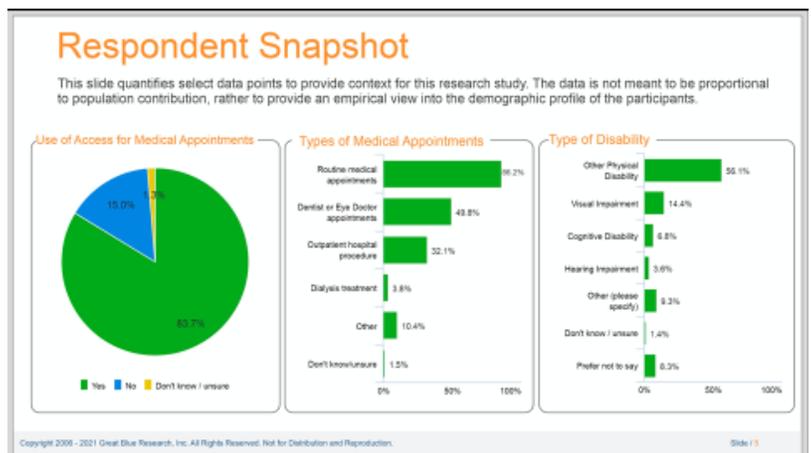
Customers have been informed of these May 1st changes through the reservations process and other communication outlets.

**Andre Colaiace**  
Executive Director

**access**

## Access conducts Customer Technology Survey

Access Services recently conducted a survey of Access customers in which they were asked to share their experience with new services such as the Where's My Ride app and On-Line Booking. Customers were also asked about their interest in future projects such as a mobile fare payment/mobile ticketing app and the development of an accessible autonomous vehicle for paratransit service. This was the first customer survey that solicited responses via telephone, email, web-link and text.



Over 1,403 customers completed survey questionnaires over the months of January and February 2021. Of the 1,403 customers, 802 responses came via text, web-link, and email, while an additional 601 responses came through telephone-based calls.

The survey revealed a number of details associated with recently launched services.

- > For Where's My Ride, 45% of respondents indicated that they had used this app and, of those customers, the vast majority (85.4%) found Where's My Ride "very easy" or "somewhat easy" to use and a similar number (85.1%) used it for most or all of their trips.
- > The survey found similar results for On-Line Booking with 85% of respondents finding it "somewhat easy" or "very easy" to use. On-Line Booking, however, had only been

used by 21% of respondents reflecting that (a) this service is currently not available in all Access service regions and (b) that, as a newer platform, many customers are not familiar with this service.

- > For future projects that Access is excited about exploring in the future, a majority of customers (65%) supported Access' intention to develop a mobile ticketing/fare payment app. Customers also expressed interest in Access developing an accessible autonomous vehicle for paratransit service. Approximately half of respondents (50.4%) said they would be comfortable riding in an autonomous vehicle, and many respondents (45%) would like to be considered as part of a focus group as part of the vehicle development.

A final report summarizing all of the findings of this survey is posted on the Access website ([accessla.org](http://accessla.org)) under Reports and Publications.

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

## 14th Annual Developmental Disabilities Virtual Public Policy Conference



I recently attended the 14th Annual Developmental Disabilities Virtual Public Policy Conference held by and for persons with Intellectual and Developmental Disabilities (referred to as IDD). Co-sponsored by The Arc of California and United Cerebral Palsy, the conference featured persons from all aspects of the IDD community: parents, political offices, community-based organizations, coalitions, and delegates living with IDD. The conference was organized

according to daily themes emphasizing aspects of empowerment and inclusion.

On Day One, local, state and federal leaders of Arc laid out the objectives and goals for upcoming campaigns while also recounting Arc's achievements during the past year. They were thrilled with the signing of the recently passed American Rescue Plan of 2021. Hopes were raised that restored funding to the state would translate into increased funding for Arc related programs and services.

Day Two: "Moving Mountains, the Story of Creating and Using Power," showed how a combination of community participation and political activism changed the life of a person with IDD. Initially invited to the U.S. to participate in research and treatment for a rare disease, the individual's family suddenly faced a deportation order because of their immigration status. Political awareness, mobilization and effective lobbying resulted in a reversal of the deportation order and, today, that person and their family are contributing to the build-up of knowledge while receiving life-saving treatment.

Day Three: "Policy," introduced The Arc's role in the development and release of the State of California's Master Plan on Aging (MPOA) and highlighted the plan's five Bold Goals and 23 Strategies.

Final day of the conference: "Advocacy," newly appointed U.S. Senator Alex Padilla described the importance of being involved in the public policy process.

At the conclusion of the conference, I was impressed and energized. I am eagerly looking forward to what comes next.

**Rycharde P. Martindale-Essington**  
**ADA Coordinator**

## The launch of Metro's Public Safety Advisory Committee

The combination of a deadly pandemic and mass protests in the streets over police brutality made 2020 an extremely challenging time for public transit, particularly regarding questions around safety.



Metro's Board of Directors responded to this situation by focusing on ways to increase public safety while examining whether the traditional ways of policing the transit system should be changed. The result was the creation of the Transit Public Safety Advisory Committee (PSAC). With input from Metro's System Security and Law Enforcement departments, a plan was developed to alter policing policies and focus more on the safety of Metro's riders. With safety being at the forefront of everyone's mind right now, I attended the first meeting of this committee in order to see what

safety goals and objectives Metro has for our transportation community.

To guarantee that many voices are heard and diverse points of view are represented, PSAC enlisted the aid of 15 community members who represent both riders and advocacy organizations, bringing in both diverse backgrounds and areas of expertise in the fields of race and gender, disability, housing and immigration.

To enhance the safety of the community on public transit, PSAC established several goals which include, but are not limited to: 1) Developing a transit ambassador program which would include staffed presence at Metro stations and on vehicles, 2) Developing a mission and value statement for transit policing, 3) Identifying alternatives to armed law enforcement response to nonviolent crimes, 4) Providing outreach and services to unhoused individuals.

For more information on this effort, please visit [Metro.net](http://Metro.net).

**Dina Garcia**  
*Assistant Administrative Analyst*

## Commendations

"I would like to file a commendation for Region 4 by the name of Yael Hernandez. Ms. Hernandez is very professional and she represents Access very well, I was very pleased with her customer service."

**Saul Castrejon**  
*Rider since January 2012*

"I would like to file a commendation for my driver, Miguel Mejia. I'm very impressed with his driving. Miguel is very caring and careful with his riders. He went above and beyond to make sure all his riders were safe and secured."

**Marie Edwards**  
*Rider since October 2012*