



Access Services
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Behind the Scenes

Executive Director's Report

A strike by bus operators at the Antelope Valley Transit Authority (AVTA) caused a disruption in local fixed-route transit services from May 3rd to the 11th.

As a result, Keolis, Access' contractor in the Antelope Valley region, had to contend with a spike in demand. Increases in trip reservations ranged from 5% to 47%, depending on the day. Overall, booked trips increased by 18% versus the previous 8-day period.

On-time performance did suffer but a contingency plan was implemented early on to minimize the impacts to our customers as much as possible. I would like to thank Access' contractors in the Northern Region (MV Transportation) and Eastern Region (San Gabriel Transit) who both sent drivers and vehicles to the Antelope Valley to assist Keolis.

Andre Colaiace
Interim Executive Director

Access To Host Community Meetings in June

Twice a year, Access Services hosts Community Meetings in each of the six service regions, with the objective of connecting with customers and improving service quality. This round of meetings will focus on educating customers and will allow the Operations, Mobility Management, Safety, Eligibility, and service provider staff to speak about the current operating environment, as well as provide new information about planned service improvements.

Here is the schedule for the Community Meetings:

Northern Region

Monday, June 5
10:30am-12pm (Spanish)
1pm-3pm (English)

Encino Community Center
 4935 Balboa Blvd
 Encino, CA 91316

Eastern Region

Wednesday, June 7
9am-10:30am (Spanish)
11:30am-1:30pm (English)

Grace T. Black Auditorium
 3130 Tyler Ave
 El Monte, CA 91732

Antelope Valley Region

Friday, June 16
11am-1pm (English)

Lancaster Library
 601 W Lancaster Blvd
 Lancaster, CA 93534

Santa Clarita Region

Wednesday, June 21
2pm-4pm (English)

Old Town Newhall Library
 24500 Main St
 Santa Clarita, CA 91321

West Central Region

Saturday, June 24
1:30pm-3:30pm (English)
4:30pm-6pm (Spanish)

Westchester Senior
 Citizen Center
 8740 Lincoln Blvd
 Los Angeles, CA 90045

Southern Region

Thursday, June 29
1:30-3:30pm (English)
4:30pm-6pm (Spanish)

Mayfair Park, Activity Room
 5720 Clark Ave
 Lakewood, CA 90712

Outreach efforts such as Community Meetings serve not only to strengthen the partnership between Access, our contractors and the community but also to foster open communication about ways Access can improve.

Jessica Thompson
Operations Service Monitor

Women's Transportation Seminar (WTS) Mixer



Jessica Thompson on left and Evie Palicz on right.

On Thursday April 27, 2017, Manager of Training and Development Evie Palicz, Grants and Compliance Analyst Alvina Narayan, and Operations Service Monitor Jessica Thompson represented Access Services at a WTS Resume Book Mixer. This event

was hosted by the WTS Los Angeles Chapter to generate interest in the transportation industry amongst graduates and undergraduates from several Southern California universities.

From start to finish, the Access table was frequented by young professionals interested in learning more about the work that we do, the type of services provided, and the many internship opportunities. This event was a huge success and served as a platform for knowledge sharing which highlighted the importance of networking with young professionals in the hopes of ushering in a new generation of leaders within the transportation industry.

Jessica Thompson
Operations Service Monitor

Business Ethics Training Held at Access

On Monday, May 15, Access hosted a Business Ethics training for all Access personnel and interested provider staff. Attorney Tracey Robinson from HR Solutions and Services taught the class. Business ethics are moral principles that guide the way a business behaves. The same basic concepts and fundamental principles of ethical human conduct also apply to businesses.

Some of the topics that were covered include:

- > Access' commitment to fostering an ethical work environment
- > Why ethical behavior is important and the impact of unethical behavior
- > Defining ethical conduct at Access Services
- > Conflicts of interest
- > Discussing and recognizing the difference between an actual conflict of interest and a perception of a conflict of interest
- > Procedures for reporting ethical concerns

- > Staff's responsibility for reporting actual, suspected and/or potential unethical behaviors
- > Staff's contributions to an ethical work environment

The instructor divided the class into several groups and each group was given three distinct scenarios to discuss. The groups were then tasked to rate the hypothetical scenario into one of three categories – green, yellow or red. Some of the scenarios were easy to classify as clearly falling into the "red" category (unethical) or "green" (ethical) but the other scenarios were more difficult to classify – yellow category. The goal of the exercise was to reinforce to participants that non-ethical conduct may not be so easy to identify and staff should always remain vigilant on what is the "right thing to do".

Matthew Avancena
Senior Manager, Planning and Coordination

**Access Services
Consolidated Transportation
Services Agency**
PO Box 5728
El Monte, CA 91734

Tel: 213.270.6000
Fax: 213.270.6055
Email: info@accessla.org
accessla.org

Rider Comments

"I would like to file a smile for driver David. He arrived on time, was very funny, and made me laugh."

Ronald De Los Reyes
(customer since 2012)

"I would like to file a smile for driver Jose. He was professional and a very nice driver. He greeted me and was friendly."

Beatrice Young
(customer since 2004)

Access staff attends APTA Bus and Paratransit Conference



A few weeks ago, several Access staff members and I attended the APTA Bus and Paratransit Conference in Reno, Nevada. It is one of APTA's showcase events which includes a focus on paratransit operations and Access staff were well represented.

- > IT Director Bill Tsuei served as a moderator on a panel focusing on big data usage and chaired APTA's IT Committee Meeting. He also presented on autonomous vehicle technologies at the Automated Vehicle session.
- > DED of Operations & Safety Mike Greenwood served as a moderator on a panel for managing safety for people with disabilities and presented on the subject of responding to transit emergencies.

In addition, Mike Greenwood and I met with Via Transportation, Inc. to discuss potential partnership opportunities. Via is a "Transportation Network Company" that provides shared-ride services in New York City, Chicago and Washington, DC. Unlike Uber or Lyft, they also are interested in licensing their platform to various entities, including transit agencies. Mike and I discussed the possibility of implementing enhanced shared-ride services around some of Access' major trip generators, which was met with interest by Via representatives. For more information about Via Transportation, please see <https://ridewithvia.com/>.

Andre Colaiace
Interim Executive Director