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Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on May 22, 2017.

- > The Board approved the Consent Calendar, which included items extending opinion survey and auditing services and approved an award for financial system support services.
- > In addition to the above action items, the Board awarded the service provider contract for ADA paratransit services in the West Central service region. The contract was awarded to California Transit, Inc., who is the incumbent contractor. The Board also renewed items related to Access' automobile liability insurance program and awarded a contract for mail fulfillment services.
- > The Board tabled an item related to the extension of the Parents with Disabilities Pilot Program and reviewed proposed new Access decals for taxicabs.

The next meeting of the Board of Directors will be on June 26, 2017 at Access' El Monte Headquarters. Full agendas and presentations can be found online at www.accessla.org. As always, please let me know if you have any questions about these or other Access issues.

Andre Colaiace
Interim Executive Director

Access hosting 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

Jessica Thompson
Operations Service Monitor

Access staff graduate from University of La Verne

On Saturday, May 27, 2017, Susanna Cadenas, an Auditor for Access, and Mayra Calderon, Mobility Management Counselor, became the first Access employees to graduate from the University of La Verne since the start of our partnership with the University in January 2014. Both Susanna and Mayra received their Bachelor of Science degrees in Public Administration with Departmental Honors. The ceremony took place at the Citizen Bank Arena in Ontario, California with guest speaker Maria Contreras-Sweet, the 24th Administrator of the Small Business Administration from 2014 to 2017. Students completing their Doctoral, Masters, and Bachelor degrees shared the stage in their academic regalia to celebrate this feat with family and friends.

The University of La Verne's core values focus on Ethical Reasoning, Diversity and Inclusivity, Lifelong Learning, and Community and Civic Engagement. Both students completed their requirements while attending two higher learning institutions simultaneously, raising young children, and working full-time. Susanna plans to pursue a Masters in Accounting having recently transitioned into the Finance Department with Access. Mayra plans to pursue other growth opportunities within the organization.



(Left to Right) Susanna Cadenas; Evie Palicz; Mayra Perez-Calderon.

Access supports and encourages staff in their professional and personal growth by investing in our employees. Higher education makes it possible for staff to learn different business skills, become a valuable employee for the organization, and realize career aspirations. Currently, there are eight employee students also attending the University of La Verne. Access congratulates both Susanna and Mayra for their achievements!

Evie Palicz
Manager Training & Development

Access hosts Eligibility Services Transition Workshop

On Wednesday, May 25, the Access Eligibility Department hosted a transition workshop with MTM, the new Eligibility contractor, to go over their implementation of Access' eligibility process. This daylong workshop afforded both Access and MTM the opportunity to drill down on the details of the various processes in order to ensure the transition is seamless for our current and future customers. Because there are many components to this upcoming transition, it proved to be a productive workshop for both MTM and Access, with nearly twenty staff in attendance.

The timing of this transition was planned so that the eligibility services contractor would start in the new

Commerce eligibility facility in July 2017. Over the last few months, staff has also been heavily involved in the acquisition, design and construction of the Commerce site. Once completed, the 17,000+ square foot facility will provide a professional and inviting setting for our customers.

Access is truly excited to have a contractor like MTM to collaborate with on this essential process and looks forward to the July 5th start date.

Geoffrey Okamoto
Manager of Eligibility

Access staff attend Quake Smart Community Resilience Program

On Thursday, May 18, 2017, Safety Analyst Luis Pacheco and Cynthia Stevenson represented Access Services at the 2017 Quake Smart Preparedness Workshop. The City of Los Angeles Emergency Management Department, in collaboration with the Federal Emergency Management Agency (FEMA) and Federal Alliance for Safe Homes (FLASH), hosted the workshop, which took place at the Cathedral of Our Lady of the Angels in Downtown Los Angeles.

The purpose of the workshop was to provide businesses and organizations with the tools to identify the many risks by learning about business continuity, disaster response, and the cost benefits of preparing for earthquakes and other business interruptions. It also provided information to ensure the safety of employees and customers.

Some presenters included:

- > **Chief Ralph M. Terrazas**, Los Angeles Fire Department (LAFD)
Chief Terrazas spoke about the importance of preparing your community in earthquake country. He said about 30 to 50 percent of Californians are not prepared. They think it is not going to happen to them. He said stocking up supplies for at least 3 to 6 days and retrofitting your home is the best and most efficient way to stay prepared.
- > **Barbara Harrison**, Federal Alliance for Safe Homes (FLASH)
Mrs. Harrison has been with the California's Governor's office for more than 26 years. She manages response teams during and after emergencies of all types including fires, terrorist attacks and earthquakes. She said the worse thing any Californian can do before disasters is to not prepare for them. She cautioned the audience that help might not be available for 3 to 6 days. She stressed the importance of self-help during crises.

- > **Kenneth W. Hudnut**, Ph.D. Geophysicist (USGS)
Dr. Hudnut is the science advisor for risk reduction for the U. S. Geological survey for Natural Hazards mission area. He led the earthquake source design for the ShakeOut scenario, a magnitude 7.8 earthquake on the San Andreas fault. He said all Californians need to look at their housing situation to make sure their buildings are retrofitted to withstand a major earthquake.
- > **Aram Sahakian**, City of Los Angeles Emergency Management Department
Mr. Sahakian was appointed by Mayor Eric Garcetti as General Manager of Emergency Management for the Emergency Management Department in 2016. He said it is important that we take steps in preparing for an emergency disaster because it is going to happen. He said if we follow these simple five steps, this would ensure your safety during an emergency crisis before, during and after a disaster:
 1. Know your neighbors
 2. Identify key personnel (nurse, fire, police, etc.)
 3. Communication plans (Two-way radio, texting, analog phone, face-to-face)
 4. Ensure supplies (water, food, medical aid, etc.)
 5. Get the proper size containers to hold water

The workshop also provided live demonstrations with workshop vendors and other organizations, as well as interview opportunities with the earthquake and disaster preparedness experts. For more information about earthquake preparedness visit www.flash.org/quakesmart.

Cynthia Stevenson
Safety Analyst

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 call taker Griselda. She was very helpful and patient when I scheduled my trips."

Parrish Hanoun
(customer since 2013)

"I would like to file a smile for dispatcher Andrew. I needed extra assistance in booking my trip and Andrew did a great job in helping me."

Jonathan Snyder
(customer since 1998)

Access attends 2017 WTS Annual Conference

WTS (Advancing Women in Transportation) is an international organization dedicated to building the future of transportation through the global advancement of women. Doran Barnes, APTA Chair and Access Board Member, Sherry Kelley, Senior Manager of Customer Relations, and I had the pleasure of representing Access Services at the 40th Annual WTS Annual Conference in New York, NY, May 17-20. The conference theme – Transportation 24/7, The System that Never Sleeps – was well-suited to our New York setting.

The four program tracks focused on resilient and sustainable systems, multi-modal and multi-agency collaboration, transportation technology and professional development. The 19 tours throughout the Greater New York region took us from Brooklyn's Barclay Center to lower Manhattan's World Trade Center Transportation Center to the Brooklyn Bridge to Newark Penn Station in New Jersey. The plenary sessions showcased some of our most innovative WTS members as well as industry, local and national leaders. Other conference highlights included the Annual Awards Ceremony, where Catalina Alvarado, MTC, Bay Area Metro Center received the Rosa Parks Diversity Leadership Award and six scholarship recipients were recognized along with the Woman of the Year, the Honorable Susan M. Collins, the U.S. Senator from Maine.

The general session speakers included Arianna Huffington, founder of The Huffington Post, founder and CEO of Thrive Global and author of 15 books, including, most recently, Thrive and The Sleep Revolution. The conference concluded with APTA Board Chair, Executive Director of Foothill Transit and Access Board Member Doran J. Barnes, an industry thought leader in diversity and inclusion, discussing how embracing our differences, including gender, age and race, makes us stronger. He shared thought provoking ideas and pivotal experiences that have shaped his approach to this important topic.

Faye Moseley
Deputy Executive Director of Human Resources