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Behind the Scenes

Executive Report

Chairman Doran Barnes, Deputy Executive Director, Andre Colaiace and Executive Director, Shelly Verrinder, recently traveled to Washington, DC for meetings to discuss FTA concerns with Access Services' fare system with the Los Angeles County Congressional Delegation and other legislative staff in the U.S. House and Senate. (In 2014, the FTA found that, in some cases, Access' coordinated fare system did not comply with federal regulations.) Access told legislative staff that Access' fare system, which has been in place for nearly 20 years, is simple for our customers to understand and easy for our providers' to implement. We also said that we are in the process of implementing a new fare system that, while compliant with a strict interpretation of federal regulations, would be more complicated and, as proposed, lead to fare increases for a number of customers.

In general, the staff was supportive of Access' efforts to keep its current fare system and expressed a willingness to support our Petition for Rulemaking to the Department of Transportation, which asks the Department to amend the federal regulations to explicitly allow a coordinated fare system.

*Shelly Verrinder
Executive Director*



Stand Up 4 Transit



*Executive Director, Shelly Verrinder,,
Congresswoman Janice Hahn,
Deputy Executive Director of
Planning & Governmental Affairs,
Andre Colaiace, and Faye Moseley,
Deputy Executive Director,
Administration*

On April 9th, Shelly Verrinder, Faye Moseley and I attended a Stand Up 4 Transportation Event in Long Beach. This event, which was conceived by current APTA Chair and incoming Metro CEO Phil Washington, was designed to focus attention on infrastructure and transit needs in the United States and encourage Congress to pass a long-term bill that can meet those needs.

Attendees to the event, which was held near the water in front of the

Queen Mary, heard from a number of transit and elected officials. Long Beach Transit CEO Kenneth McDonald kicked things off with a rousing call to action for more transportation and transit funding.

He was followed by Congressman Alan Lowenthal; Congresswoman Janice Hahn; Long Beach Mayor Robert Garcia and a number of other officials who urged Congress to finally act on a funding bill that will meet the infrastructure needs of the United States.

Access would like to congratulate Kenneth and the other Long Beach Transit staff who put on this excellent event!



*By Andre Colaiace,
Deputy Executive Director
of Planning & Governmental Affairs*

Reasonable Modification

The United States Department of Transportation issued "Transportation for Individuals with Disabilities: Reasonable Modification of Policies and Procedures" on March 13, 2015. The requirements are scheduled to go into effect on July 13, 2015.

A very short, condensed summary is that these regulations require any entity providing transportation service to the public to provide modifications in order for a rider to fully use the entity's services, programs, or activities. These regulations not only apply to Access but also fixed route operators and local dial a ride systems.

*By Shelly Verrinder,
Executive Director*

The San Fernando Valley Chapter of the National Federation

On March 14, 2015, Access Service staff members London Lee, Lead Customer Service Representative and Mayra Perez-Calderon, Mobility Management Counselor made a presentation to

The San Fernando Valley Chapter of the National Federation of the Blind. Access staff spoke on proposed changes to the service.

Topics discussed were the revisions to the No-Show Policy and the new Access Rider ID Tap Card. Currently the No-Show Policy allows for six no-shows in 60 days.

Effective April 1, 2015, under the new No-Show Policy, a customer may have rides suspended if he/she accumulates five or more no shows in a calendar month and the total number of no-shows exceeds ten percent of the total monthly trips completed.

*By Mayra Perez-Calderon,
Mobility Management Counselor*

Access Services Attends APTA TransiTech Conference

The 2015 APTA TransiTech Conference was recently held in conjunction with the APTA Revenue Management & Fare Collection Summit in Orlando, FL, March 29-April 1. TransiTech is the flagship APTA technology conference and it featured multiple sessions covering all aspects of transit technology.

There were over 360 attendees at the conference this year, the highest attended TransiTech Conference in history. Access Services Senior IT Manager, Bill Tsuei, who serves as Chair

of the APTA Information Technology Committee, kicked off the opening session with John Lewis, Jr., Chief Executive Officer at LYNX Central Florida Regional Transportation Authority, and welcomed the attendees to this year's Conference.

Bill also moderated three technical roundtable sessions during the conference, including "Connecting the Last Mile", which was related to on-demand services.



Bill Tsuei, Senior Manager, IT

*By Bill Tsuei,
Senior Manager, IT*

All Hazards Awareness & Preparedness for Transit Employees Workshop

On Thursday, March 26, 2015, I attended the All Hazards Awareness & Preparedness for Transit Employees Workshop. It was attended by numerous employees from a varied range of transit agencies.

Our instructor was a retired New Jersey fireman with extensive experience dealing with all sorts of real life situations relating to or effecting hazard awareness and transit preparedness, including 9/11. Some of the basic takeaways that I learned:

- In an emergency situation you

have 30 seconds to establish credibility among the individuals present before they start looking elsewhere for instruction or direction; "people follow decisive action/communication not titles".

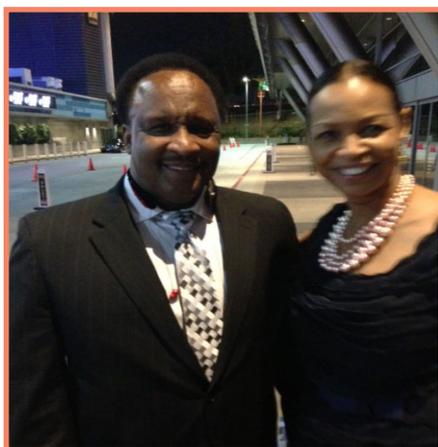
- In an emergency the three C's always go wrong/awry = Communication, Coordination, & Cooperation.
- When cell phones are jammed or unable to call, TEXTING - will often still work because that operates on a different system.
- Most important action you can

take is often calling for help. Q: What do you do if you witness a vehicle stuck on the tracks of a railroad crossing? A: At every rail crossing, there is an emergency call box with a phone number listed. Call them first - even before 911.

Hopefully we will have another opportunity to host this training. I would strongly encourage attendance by anyone who is able to participate.

*By Lys Boverly,
Lead-Customer Service Representative*

Access Attends GLAAAC Awards Dinner



LA Metro Board Member, /Mayor of Inglewood James Butts and Access Deputy Executive Director of Administration, Faye Moseley

On April 2, I was pleased to represent Access Services to network with elected officials and LA Metro Board Members by attending the Greater Los Angeles African American Chamber of Commerce (GLAAAC) 22nd annual Economic Awards Dinner. The GLAAAC Economic Awards are presented to individuals and corporations who have contributed to the economic growth and development of the African American Community.

The highlight of the evening was keynote speaker, Administrator, U.S. Small Business Administration, Maria Contreras-Sweet. She was the first Latina to hold a state cabinet post in California

as Secretary of Business, Transportation and Housing Agency - where she managed 13 departments including Caltrans, the California Highway Patrol, the Department of Motor Vehicles and Department of Financial Institutions.

GLAAAC advocates and promotes the economic growth and development of African American business by focusing on the development of business opportunities, business alliances and legislative advocacy - which all help to make life better throughout Los Angeles.

By Faye Moseley, Deputy Executive Director of Administration

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Rider Comments

"Customer stated he thinks Access is a wonderful service for the community. He appreciates the service a lot because he had stroke, and he feels it's great that we can pick him up at such a reasonable price."

*Charles,
 Rider since January 2014*

Access hosts Lunch & Learn Series on Retirement Planning



Michele Hamlett, Chief Operating Director, Marisol Flores, Retirement Assistant, with Retirement Choices of CA and Access, and Safety Analyst, Cynthia P. Stevenson

On Tuesday, March 31, Access was proud to host a Lunch and Learn Series on Retirement Planning for staff employees at the managing agency office in El Monte, CA.

The sessions were facilitated by J.P. Hamlett, Sr., President & CEO of

Retirement Choices of California. Retirement Choices provided individual one on one sessions for interested staff members following the group sessions. Retirement Choices of California is a full-service financial firm committed to helping individuals and business owners pursue their financial goals.

They specialize in education on CalPERS retirement offering a wide range of financial products and services. If your transit agency, nonprofit or business is interested in having them come out to your office, please contact them directly at 213-765-0899 or administration@retirementchoices.org. Just let them know you were referred by Access Services.

*By Faye Moseley,
 Deputy Executive Director,
 Administration*

Annual Membership Meeting

Southern California Association of Governments (SCAG)
 818 West 7th Street, 12th Floor
 Los Angeles, CA 90017
 Friday, April 17, 2015
 11:00 a.m. to 1:30 p.m.