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Behind the Scenes

Executive Report

Access staff has been busy working on our Fiscal Year 2015/16 Budget. During the month of May the proposed budget will be presented to the Community Advisory Committee, Transportation Professionals Advisory Committee, and as an information item to the Access Board of Directors. The final budget will be presented to the Access Board in July for approval.

Overall the budget is based on a funding level of \$167.4 million and will provide for delivery of 4.8 million passengers, an 11% increase in service demand, along with the costs associated with the implementation of Beyond the Curb and Dynamic Fares.

I am proud to report that the Access Administration costs contained in the proposed budget remain low at 4.6% of operating expenses.

*Shelly Verrinder
Executive Director*

2015 CalACT Spring Conference and EXPO



(L)Mark Wellman, (R) Jack Garate

On April 14-16, 2015, Access staff attended the California Association for Coordinated Transportation (CalACT) 2015 Spring Conference at the Tenaya Lodge in Fish Camp, right outside of Yosemite National Park.

CalACT is the largest state transit association in the United States, with over 300 members dedicated to promoting professional excellence, stimulating ideas, and advocating for effective community transportation.

The conference opened with a moving story and message on resilience and perseverance by keynote speaker Mark Wellman. Mr. Wellman, an accomplished Paralympian athlete, outdoor adventurer, and co-founder of No Barriers USA, lost the use of his legs at the age of 21 when he fell 100 feet off a mountain in Sierra Nevada. Despite Mr. Wellman's

disability, he became the first paraplegic to climb the Yosemite National Park's El Capitan rock.

Throughout the week of the conference, several informative and progressive sessions were featured, including a review of the requirements for Origin to Destination, the new USDOT Reasonable Modification Final Rule, how to implement a passenger rules of conduct policy that balances enforcement and passenger rights, and creative solutions for meeting the ADA and beyond.

The CalACT Conference also enabled exhibitors to receive recognition to promote their organization, promote networking, and enhance exposure to market their products and services.



2015 CalACT Conference

*By Jack Garate,
Operations Administrator*

4th Annual Transportation Choices Summit



Speaker-Toni Atkins

On April 27th and 28th, Access staff Zachary Strom and Ricky Bout attended the 4th Annual Transportation Choices Summit and Advocacy Day in Sacramento. There were over 100 attendees at the summit and the event focused on past successes and innovative strategies to create a more equitable California.

The summit was opened by Sacramento Mayor Christopher Cabaldon. He was then followed by a panel which included Richard Devylder, Special Advisor to the Director of Office on Access and Functional Needs,

who spoke on the importance of integrating accessibility into the transit planning process.

Breakout sessions included advocates speaking on a variety of topics dealing with disability rights, transit, public health, and much more.

Zachary and Ricky attended a workshop on creating accessible communities through transportation, where four advocates for disability rights spoke on their challenges and successes.

By Ricky Bout, Data Analyst and Zachary Strom, Customer Service

2015 Community Meetings on Fares



In the last four weeks, Access hosted community meetings in each of the six Access service regions, along with a Public Hearing, to get feedback and answer questions on the proposed changes to the Access fare system.

A total of ten community meetings were held in the cities of Encino, Santa Clarita, West Hollywood, Monterey Park, Lancaster, and Downey. Two meetings, one in English and one in Spanish, were

conducted in the four larger service regions. The Public Hearing was held at the Metro Board Room on April 27th. Rider bulletins were sent by mail to all active customers and information was posted to the website regarding the fares.

Access is proposing a new fare system because, according to the Federal Transit Administration (FTA), the current fare system does not comply with federal regulations which require that the allowable ADA fare for each trip can be no more than twice the fare of a similar local bus or rail trip. The new system being proposed by Access (a "dynamic" fare system) will identify the allowable ADA fare for every individual trip requested.

Access is also proposing rounding the allowable ADA fare down to the nearest dollar or half dollar along with a fare cap of either \$4 or \$5. Under the proposed fare

system, although some fares will be lower, the majority of fares will be slightly higher.

The feedback and comments gathered from all of the community meetings and public hearing will be forwarded to the Access Board of Directors to consider. Overall, customers would like to preserve the current system because customers feel it is fair and simple to understand.



By Alfredo Torales, Special Projects Administrator

San Gabriel Valley Transition Task Force and Pomona Regional Center Transition Night 2015



Access Mobility Management Counselor, Mayra Perez- Calderon

The East San Gabriel Valley ROP/TC invited Access, along with over 50 other local agencies, to participate in their Collaborative Transition Night on March 18, 2015.

The San Gabriel Valley Transition Task Force organizes this event annually to provide clients and families the opportunity to maximize their choices in services and options in healthcare and education.

Mayra Perez-Calderon, Access Mobility Management Counselor provided students and parents with a wealth of information regarding current and upcoming Access policy changes, as well as how to use the service.

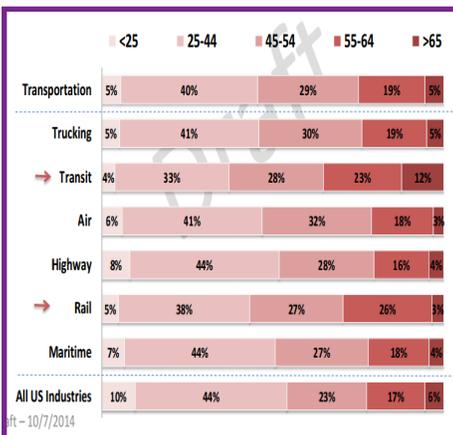
Parents and staff were very receptive to the upcoming changes and offered their gratitude for the excellent service Access continues to provide.

In addition, they extended “smiles” to the Access team. The Mobility Management team is honored to be part of this informative event and looks forward to attending again next year.



By Mayra Perez-Calderon, Mobility Management Counselor

Four Generations in the Workplace



Source: Transportation Learning Center: Transportation Industry Employment and Skills Data and Implications for Workforce Development

On Thursday, April 16th, I attended the Four Generations in the Workplace training, led by Lindsey Robertson of GannonConsult. Discussing the generational gap is particularly important for the transportation industry, which has one of the highest percentages of older workers.

In Transit specifically, less than 40% of the workforce is under the age of 45. During the workshop we discussed the different motivations and attitudes of each generation, but also dug deeper into issues related to coaching, listening, and emotional intelligence.

The take away of this class was the importance of recognizing what motivates each individual and being able to adapt to different styles of communication, which will in turn lead to a positive and more effective work environment.



By Melissa Thompson, Data 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 think Access is the greatest thing since sliced bread and because of Access I am able to get out of the house. The biggest thing about Access is the employees - "They Care" - from the drivers to the phone staff as part of the effort to show you are caring. Management please communicate that you do not plan to penalize them with the new fare increase. Please be open with your drivers as they have made a change in my life"

*Diane,
 Rider since February 2014*

"Customer states that Access was very professional and considerate, and she wants to thank Access for assisting her"

*Yvette,
 Rider since 1999*

access

Access's Road Safety Inspector Program Growing

As one of its FY2015 initiatives, the Access Safety & Risk Management Department implemented its Road Safety Inspector (RSI) Program in the fall of 2014. Designed to provide additional "eyes and ears" on the streets of Los Angeles County, the RSIs monitor Access drivers, inspect Access vehicles, and conduct investigations on collisions and incidents for all of Access' six service providers.

The RSIs also assist in leading drivers through the root cause review (RCR) process, which is an in-depth interview of a driver after a serious collision or incident.

The RSIs are also involved with interviewing accident witnesses, getting insurance settlement signatures, meeting accident victims to take evidence photographs and obtaining video evidence from private business owners.

Access first two RSIs, Phillip Rice and Alex Chrisman; have spent years in public transit. Phillip has been with Access for 9+ years and in transit for 23 years dating back to time as a driver for ATE/Ryder in 1992.

Alex, a newcomer to Access, previously worked for Metrolink and OCTA's paratransit contractor and started as a driver in 2005. In late April, Colin Obeso joined the RSI team bringing his experience as a road supervisor from Foothill Transit's fixed route system.



Safety Road Inspector Vehicle

Access Road Safety Inspector Program Growing



**Access Road Safety Inspector Team
 (L) Alex Chrisman, (M) Colin Obeso,
 (R) Phillip Rice**

*By Mike Greenwood,
 Director of Safety & Risk Management*