



In this issue:

Honored Employee.....	2
MV-1 Training.....	2
Vehicle Safety Audits.....	3
Q'Straint Training	3
Access on the Move.....	4
Comto Photo.....	4
Rider Comments	4

Behind the Scene

Executive Report

I would like to encourage all our customers, member agencies, disability advocates, and any stakeholders to submit comment on Access' Petition for Rulemaking regarding ADA paratransit fares. The petition asks the Department of Transportation to revise its regulations to allow for a "coordinated" paratransit fare, like the one Access currently has. Access' Petition is supported by a number of Los Angeles County groups that advocate for people with disabilities who feel the alternative fare system that Access would have to implement would be more complex than the current system. It is easy to comment online, by mail or by fax but remember to include the Docket #: DOT-OST-2015-0075 in any of your comments.

Online:

www.regulations.gov

Type in DOT-OST-2015-0075 and find the "Comment Now" button

For US Mail, send to:

Docket Management Facility,
 U.S. Department of Transportation,
 1200 New Jersey Avenue SE., W12-140,
 Washington, DC 20590-0001
 (Please send two copies and include docket number in letter: DOT-OST-2015-0075)

By Fax:

Fax comments to 202-493-2251
 (Please include docket number in letter:
 DOT-OST-2015-0075)

*Shelly Verrinder,
 Executive Director*

FTA State Programs Conference



I recently attended the 16th Biennial FTA State Programs Conference in Washington D.C. which was held from August 12-14. The conference featured sessions on a number of important topics such as 1) FTA grant opportunities, 2) New rules to comply with the Americans with Disabilities Act, 3) Mobility-on-demand services, 4) Asset management, 5) Safety management systems, 6) FTA's grant application/tracking system, and 7) Changes to Grow America purchasing requirements.

The conference was attended by over 300 representatives from state, local, and public agencies that receive FTA funds. FTA Acting Administrator Therese McMillan opened the plenary session by giving an overview of public transit perspectives and trends across policy, program, and legislative areas. Carolyn Flowers, FTA Senior Advisor, presented the Rides to Wellness Program.

Rides to Wellness is a strategic initiative by the FTA and key partners to explore issues and identify solutions to increase access to care by ensuring mobility to improve the health and well-being for historically disadvantaged individuals with significant health disparities, and to leverage public transportation assets through partnerships and projects connecting the transportation and healthcare industries.

*By Matthew Avancena,
 Manager of Planning and Coordination*

Araceli Barajas Honored as Employee of the Quarter Award



Photo: Araceli Barajas winning recipient for Employee of the Second Quarter-2015

Araceli Barajas, a valued and tenured employee of Access, was the recipient of the most recent Employee of the Quarter Award! She always has a positive can-do attitude and greets everyone with a smile!

Her first position was as a Complaint Response Representative way back in 2000 and over the years she has made many contributions to the daily operations of the agency. She currently works closely with the Community Advisory Committee (CAC) and coordinates all of their meetings. Of late, the CAC has been conducting their meetings at different venues throughout the county to allow more people to attend. This has been a challenge but one that Araceli embraced and ultimately helped her win the honor of being nominated and selected by her peers as the Employee of the Quarter for the Second Quarter 2015.

*By Donna Cisco,
Manager of Administration*

Access Hosts MV-1 Training



Photo: MV-1 Training with Jim Centorbi, MV-1 Instructor

Access Services, in collaboration with Mobility Venture (MV-1), hosted a two day MV-1 Familiarization Training course from August 25 - 28, at two locations, MV Transportation in Van Nuys and Global Paratransit Inc., in Gardena. The course consisted of the MV-1 vehicle maintenance schedule, access ramp overview, the MV-1 Diagnostic Unit, and the MV-1 Connect which is a web portal for all technical components.

During the two-day class, MV-1 factory staff instructor Jim Centorbi conducted both classroom style instruction and hands-on repair functions in the shop. Provider technicians were able to remove the access ramp from the vehicle, identify target areas for service, inspect the underside of the ramp, put the ramp back into the vehicle and make on-board adjustments. In addition, the MV-1 Diagnostic Unit was used to troubleshoot an actual fuel delivery system issue and corrective measures were taken on the spot.

While most of the provider technicians are very well trained, there is nothing like working alongside a factory instructor to boost confidence and assure a technician that he/she is doing the job correctly. This expertise and hands-on experience are huge benefits of having factory sponsored classes which Access will continue to host in the future.

*By William Kim,
Fleet Analyst*

Interns Observe Vehicle Safety Audits

On Wednesday September 15th, 2015, Access Interns Dulce Ramirez and Giovanni Sera, travelled with William Kim, Fleet Analyst, to understand more in depth what Access does to ensure safe and reliable paratransit services for their customers.

The safety of the Access drivers and customers are one of the main reasons that safety audits are essential. William demonstrated the essential items that must be checked when conducting audits to ensure all items comply with safety regulations. Dulce and Giovanni traveled to MV Van Nuys and Global Paratransit for the audits. This gave them the opportunity to observe how the partnership between the providers' operation and Access work together to ensure everyone's safety.

Having Dulce and Giovanni go out into the field is part of their overall internship learning experience. They get to meet and interact with the provider staff from the General Managers to the drivers and call takers. It helps them understand how the tasks and projects they are assigned as Access interns impact the providers and ultimately the customer. The interns reported that this experience was new for both them and that they now realize how much goes into making sure every vehicle functions correctly to ensure that all of Access Services safety standards are met.

By Dulce Ramirez, Safety Intern, and Giovanni Sera, Training & Development Intern



Photo: Interns-(L) Giovanni Sera, (R) Dulce Ramirez

Access Hosts Q'Straint Training

On Thursday August 27, 2015, Access Services hosted a mobility securement training, facilitated by Lisa Nippolt, Q'Straint Western Regional Manager. In attendance were six regional providers' staff including Road Supervisors, Behind the Wheel Trainers, Safety Trainers, Access' Road Safety Inspectors, and Operations Service Monitors. The purpose of this training was to ensure consistency among Access providers regarding best practices of mobility device securement and occupant restraint systems.

During the first half of the day, the group was presented with upcoming changes to WC19 wheelchair regulations as well as upcoming January 2016 changes to the SAEJ2249 restraint system. This SAEJ2249 Recommended Practice applies to Wheelchair Tiedown and Occupant Restraint Systems (WTORS) comprised of a system or device for wheelchair tiedown and a system or device for restraining the wheelchair-seated occupant. It specifies design requirements, test methods, performance requirements for WTORS, manufacturer's instructions to installers and users, and requirements for product marking and labeling.

After lunch the group moved to San Gabriel Transit, Access' Eastern Region service provider, for the hands-on portion of the training session using a cut-away vehicle.

By Christina Blanco, Operations Service Monitor

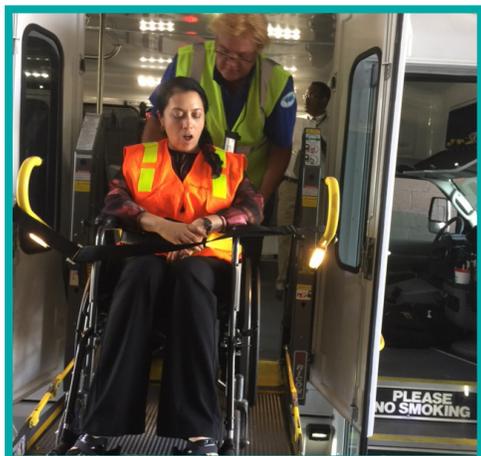


Photo: Q'Straint Training with MV-Van Nuys driver, Paul Simmons, and Human Resources intern, Lucy Alonso

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

Customer stated the Parents with Disability Program is good and she hopes we continue the program.

Dina,
Rider since November 2008



Photo: (L) Helen Mc Swain, (Centered) Mayra P-Calderon, and (R) **Mioshi Moses**

We Omitted the name caption in the July 17th edition for President and CEO of COMTO, **Ms. Mioshi Moses**.

Access on the Move!



Photo: (Centered) Access Services Customer Service Representative, **Rycharde Martindale**

On Thursday August 27, Access staff met with seniors at the Pasadena Senior Center near Old Town Pasadena. The audience was small but every chair was occupied by the time Access started their presentation.

Many of those in attendance were not Access customers but indicated they plan to apply for the services. Outside of one travel time related concern there

were no complaints regarding Access. We talked about the process of applying and touched on certain information that may be helpful during their evaluation process. This was an excellent opportunity for Access to discuss and clarify the services we provide so that future riders have the proper understanding of what we do.

Staff discussed the benefits of using Access for the Free Fare Programs attached to the card. One individual in attendance said to Rycharde that this Access meeting was the best outreach presentation they ever experienced. Staff at the Senior Center was very pleased that we could attend to speak to their members.

By Rycharde Martindale, Customer Service Representative, and Louis Burns, Customer Service Administrator

Consolidated Transportation Services Agency (CTSA) Upcoming Courses

Access is hosting the following courses below that will be presented by the Easter Seals Project Action-ESPA (*Donna Smith-Instructor*).

Wednesday, December 2, 2015-ADA for Paratransit Agencies

Thursday, December 3, 2015-ADA for Fixed Route Agencies

Please address any concerns or inquiries pertaining to courses to Sherri Adams at adams2@accessla.org or call **(213) 270-6000**