



In this issue:

Older Adult Transportation Expo	2
2016 TPAC Officer Elections	3
TRB Conference	4
Rider Comments	4

Behind the Scenes

Executive Director's Report

The Access Services Board met on Monday September 19 and accomplished the following:

- Recognized Mr. Charles Berger from MV Transportation as the Superior Service Award winner for June 2016.
- Passed the Consent Calendar, including an item that awarded a contract for passenger opinion survey services for the next year. The surveys will focus on both the Free Fare program and Customer Satisfaction.
- The Board took action on setting the term and procurement authority for the Executive Search Ad Hoc Subcommittee. The subcommittee members are Chair Nalini Ahuja, Treasurer Kim Turner, Secretary Theresa DeVera, and Board Member Doran Barnes.
- The Board also heard from staff on the upcoming Eligibility RFP and on current financial procedures followed by staff.

Andre Colaiace
Interim Executive Director

access

Southern California Resource Services for Independent Living - Molina Healthcare



Los Angeles County Supervisor Hilda Solis

On Wednesday, September 28th, Los Angeles County Supervisor Hilda Solis arrived to meet and greet the members of the East Los Angeles Disability & Senior Collaborative Team at this month's meeting.

Supervisor Solis' priority was to thank each of the members for participating in such a needed collaborative that addresses the needs of not only individuals in her Supervisorial District but other Districts as well.

Supervisor Solis took this time to address issues she focuses on as the 1st District Supervisor. The Supervisor wanted everyone to know this area is not new to her, represented this area as a State Senator back in 1994, served in Congress and also as Labor Secretary for the Obama Administration.

Supervisor Solis spoke about improving transit services in the East Los Angeles area, saying all types of service must be accessible. Supervisor Solis also made it known that she's an advocate for parks in Los Angeles County, informing the collaborative of her involvement in the park directly across the street from this meeting location. Some in attendance were unaware that most of the well-attended parks in the County are managed by the County, as well as the Music Center and the Natural History Museum. Before her departure Supervisor Solis presented the collaborative with a Los Angeles County Commendation for their excellent work in the Los Angeles area.

Also in attendance were two representatives from Move LA., Neil Richmond and Laurie Crane, who were advocating for Measure M, which would increase funding for transit services for older adults and people with disabilities. Other agencies in attendance were representatives of the Regional Centers, Jr. Blind of America, Independent Living Centers, L. A. Care Health Services, State Healthcare and others.

Louis Burns, Community Liaison

Metro's 1st Annual Older Adult Transportation Expo



Access Outreach Staff and Giovanna Gogreve, LA Metro

On Tuesday, October 4th, Metro hosted their 1st Annual Older Adult Transportation Expo. The Expo was intended to provide older adults information about public transportation options from local transportation services including Amtrak, Santa Monica's Big Blue Bus, Bolt Bus, Foothill Transit, LADOT, Long Beach Transit, Metrolink, and Pasadena Transit, as well as paratransit services through Access Services. There were over 300 older adults in attendance coming from neighboring senior and regional centers. Access Project

Administrator Jack Garate, Mobility Management Counselors Steve Wrenn and Mayra Perez-Calderon and Mobility Management Partners Monica Marroquin were on hand to explain ADA paratransit services and travel training. Access representatives had the opportunity to meet several active members and get feedback on their experience with the service. Overall, they were very positive on how the service has worked for them.

Representatives from Metro provided hands-on training on how to use the TAP machines and Access' contractor staff helped customers mark and install tether straps on their mobility devices. Metro even offered a bus for seniors to get acquainted with boarding, paying and disembarking when riding on public transportation. Among some of the exhibitors were representatives from the Rider Relief Transportation Program (RRTP), which provides bus pass discounts for low-income riders.

Some keynote speakers included Ms. Jacquelyn DuPont-Walker, Metro Board Member; CA State Director for AARP Ms. Nancy McPherson and Ms. Synthia Saint James, AARP Artist. Lily Ortiz from Metro's On the Move Rider's Club presented on the benefits of learning to use public transportation.

Mayra Perez-Calderon, Mobility Management Counselor

2016 TPAC Officer Elections



Gracie Davis

On Thursday, September 8th, TPAC held officer elections and elected Ms. Gracie Davis as Chairperson and Ms. Linda Evans as vice-chair.

Gracie A. Davis joined the Orange County Transportation Authority (OCTA) in March 2000 as an ADA Administrator/Section Supervisor in the Community Transportation Department. In this position, she is primarily responsible for coordinating and administering the eligibility certification program for the company's ACCESS Paratransit service as required by the ADA. Ms. Davis ensures that the application, assessment, and appeal procedures are fair and equitable to ensure compliance with the intent of the ADA law.

Gracie is a strong advocate for persons with disabilities with more than 30 years' experience in the medical industry and 15 years in the paratransit field. She is a certified Yoga instructor and holds a Transit/Paratransit Management Certificate from Pepperdine University and is certified as an Emergency Rescue Analyst for Los Angeles County.

TPAC Vice-Chair Linda Evans is a Supervising Transportation Planning Associate for the City of Los Angeles, Department of Transportation. She has served as the Project Manager for the City Ride Program that services 150,000 Senior and Disabled Citizens for the last 13 years. Ms. Evans has been employed with the City of Los Angeles for 25 years.

Linda is a native Californian, born and raised in South Los Angeles. She holds a Bachelor's Degree from University of California, Riverside and a Master's Degree in Public Administration from California State University Dominguez Hills.

She is the proud mom of Isaiah, a Dean Scholar, and a Presidential Honor Student at New York University; and Tatiana, a student at Princeton University in Princeton, New Jersey.

Both individuals have been long term members of TPAC.

Matthew Avancena, Manager of 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

"Mr. Cueva called in to file a commendation for a Eastern Region receptionist, "She is a great asset to the company and provides great customer service."

Marcos Cueva
(customer since April 2002)

Ms. Wolfard would like to file a smile for driver Phillip Garcia. "Mr. Garcia was on time and extremely courteous, He is one of the best drivers I have ever had."

Jennifer Wolfard
(customer since September 2004)

International Conference on Demand Responsive Transportation



What is the best way to run demand responsive transportation (DRT)? From Denmark to Los Angeles, and everywhere in between, transit professionals are regularly seeking best practices in running demand response transportation.

Director of Administration F Scott Jewell and I were honored to represent Access Services at the International Conference on

Demand Responsive Transportation: Paratransit from Dial-a-Ride to Technology Enabled Services organized by the Transportation Research Board (TRB). The conference took place in Breckenridge, Colorado, a town in the Rocky Mountains, and an intimate setting for transportation professionals from all over the U.S., Switzerland, Sweden, Germany, and many more countries, to discuss and debate cutting edge demand responsive transportation concepts and systems.

The sessions covered different service concepts, technology-enabled innovations, policy, and performance, health-care related transportation. So what is the best way to run demand responsive transportation (DRT)? The answer is there is no "one-size fits all" concept or technology to demand responsive transportation or ADA paratransit. All the speakers emphasized the importance of understanding the local environment in which one operates, including the geography, politics, and customer base. From there one can start to design a service model to meet the customer's needs in the most cost-effective manner. The best systems in the world took decades to develop, started off small and built off their successes over time.

Alfredo Torales, Special Projects Administrator