Access Community Meeting Update

Access hosted a series of community meetings in every service region during the month of November.

Over 200 people attended the community meetings, including riders, personal care assistants (PCA) and guests. People had the opportunity to learn more about Access, voice their concerns, provide commendations, and gain clarification on questions they had about our service. The meeting began with staff introductions, and then proceeded with a fun and interactive Access Rider's Guide Jeopardy game that attendees participated in. Staff from Mobility Management and Customer Service also made presentations. Access and provider staff distributed Rider’s Guides and other promotional materials at all of the meetings.

Access received positive feedback at every meeting along with some things that customers would like to see improved upon. At the conclusion of every meeting, staff received feedback provided by riders to follow-up on any concerns about service delivery.

We would like to thank everyone for making these community meetings possible throughout the service area. Your continued support and feedback has been instrumental in improving the service that Access provides.

Fayma Ishaq, Project Administrator
Access holds Emergency Preparedness Tabletop Exercise

Access staff recently participated in an Emergency Tabletop Exercise. Over 20 Access staff members were involved in the activation and operation of the Emergency Operations Center (EOC).

The two scenario exercise presented staff with the opportunity to address incidents and determine whether or not the activation of an EOC was needed, and how many resources should be involved. The first scenario involved a report of a missing rider coupled with Road Safety Inspectors (RSI) responding to collisions across the service area. The second scenario centered around a missing rider as well as a RSI having to take shelter from civil unrest in the area the rider was reported missing from. Both scenarios required the EOC to work outside of the usual confines and utilize other staff and contractor resources.

Other key aspects of the exercise that tested the EOC staff included responding to the media and documenting the efforts and resources assigned to each incident. Access Public Information Officers were tested on their ability to effectively manage public information at an incident, regardless of the size and complexity of the situation or the number of entities involved in the response. Staff’s ability was also tested to document the incident response and resource allocation that is not only critical for possible reimbursement once an incident has ended, but also provides reasoning behind actions/decisions made.

The facilitators from First On Compliance were able to take more than 70 years of fire and emergency response experience to challenge Access staff to better prepare for future emergencies.

Mike Greenwood, Deputy Executive Director, Operations and Safety, and Jack Garate, Operations Administrator
Access attends WTS-Los Angeles Scholarship & Awards Dinner

Access staff recently attended the WTS-LA Annual Scholarship and Awards Dinner which honored some of our region’s transportation leaders and celebrated the next generation of transportation professionals. WTS stands for Women’s Transportation Seminar, which was how it was named in 1977 when women couldn’t get subsidized for association memberships unless they were educational.

A highlight of the event was the presence of City of Los Angeles First Lady Amy Elaine Wakeland. Event Emcees were Deborah Flint, CEO, LAWA and Therese McMillan, Chief Planning Officer, LA Metro. Event honorees included Woman of the Year, Seleta Reynolds, the General Manager of LADOT; WTS Ray LaHood Man of the Year, Stephen Polechronis of AECOM; Employer of the Year, Los Angeles World Airports; Member of the Year, Lucy Terrell-Lewis of HDR; Innovative Transportation Solutions Award, LA Metro and City of Los Angeles Partnership on Metro’s Bikeshare; Diversity Leadership Award, Miguel Cabral, Executive Officer of Diversity and Economic Opportunity, LA Metro; and Educator of the Year Carol Shaw-Loose, Lead Teacher of the Business Entrepreneurship Technology Academy (BETA) at Narbonne High School.

WTS is an international organization dedicated to building the future of transportation through the global advancement of women. Boasting more than 6,500 members - both women and men - WTS is helping women find opportunity and recognition in the transportation industry. Through its professional activities, networking opportunities, and unparalleled access to industry and government leaders, WTS is turning the glass ceiling into a career portal.

Faye Moseley, Deputy Executive Director, Human Resources
Rider Comments

“I would like to File a Smile for booking agent Shanila from the Eastern Region. She did not repeat herself and got everything correct during the call. Shanila gave me her full attention and was professional.”

Cyndi Ferguson (customer since August 2013)

“I would like to File a Smile for Raeni from Alta Resources Customer Service. I called in to ask about details for the upcoming community meetings. Raeni was very patient and didn’t seem bothered by all of my questions. Thank you Raeni.”

Audrey Fayloga (customer since February 2007)

Southern California Resources Services for Independent Living (SCRS-IL) Holiday Party

SCRS-IL hosted its 4th Annual Holiday Party on Friday, December 9th at the East Los Angeles Community Services Center. The holiday party was to show appreciation for SCRS-IL consumers and seniors for a wonderful and successful year.

SCRS-IL is a non-profit community based organization that serves persons with disabilities who choose to live independently. The center helps empower people with disabilities to achieve their personalized goals through community education and individualized services that provide the knowledge, skills, and confidence to maximize their quality of life.

At the party, attendees were greeted with a delicious meal from El Pollo Loco and music that boosted the holiday spirits of everyone in attendance. Throughout the party, gifts were being awarded to lucky raffle ticket holders; I was lucky enough to win a candy cane tie. Special guests Santa Claus and Los Angeles County Supervisor Hilda L. Solis also attended.