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Behind the Scenes

Executive Director's Report

We're excited to announce that the Access Board of Directors recently approved work on the development of a "Where's my Ride?" application.

This tool will allow customers with cell phones, smart phones, tablets, or computers to get real time information on the location of their vehicle as it arrives to pick them up. When they use the tool, they will not only see the vehicle approach their location on a map, they will also see an estimated time of arrival (ETA). For customers with regular cell phones, they can choose to receive a text message with the estimated time of arrival. Another feature is that after the trip is completed, customers can rate their rides using a simple 5-star system, with a text box where they can enter details if they want.

The "Where's my Ride" app is intended to complement all the other options customers have to contact Access. Next steps include a start-up and testing phase, starting in one service region with a test group of customers. We expect to roll this out sometime later this year so stay tuned for more information.

Shelly Verrinder
Executive Director



Access attends the 2016 Abilities Expo

Numerous Access staff attended the 2016 Abilities Expo at the Los Angeles Convention Center on February 5th, 6th, and 7th. Access staff shared a booth with staff from Metro during the three-day event. Staff from CARE Evaluators, Access' eligibility provider, and Mobility Management Partners (MMP), Access' travel training provider, also attended this event to answer questions from customers.

The Expo once again was a wonderful success in highlighting innovative state-of-the-art products for people with disabilities, vital services, and handmade arts and crafts. Access, CARE, and MMP volunteers met with attendees of the Expo to distribute information, answer questions and speak one-on-one with people who were interested in hearing more about the service or had issues that needed to be addressed. Numerous Access customers visited our table to say how important Access is to their everyday life and that they were thankful for the service because it helps them maintain their independence.

Access would like to thank staff members Alex Chrisman, Sherry Kelley, Mayra Perez-Calderon, Jack Garate, Mike Greenwood, Faustino Salvador, Anthony Santiago, Jessica Thompson, Gina Breceda, Eric Haack and CARE staff members Anthony Hillard, Willie Boyd and Bryan Galarza for assisting at the kiosk. Also, Access would like to thank MMP staff members Tricia Avila, Cris Hernandez, Robert Rayas, Michelle Arevalo, Nancy Trujillo and Monica Marroquin for attending the event. Special appreciation goes to Sherri Adams for assisting with Access interns Rosa De la Torre, Gloria Martinez, and Giovanni Sera so they could experience and contribute to the Expo.

Stephen Wrenn, Senior Mobility Management Counselor



Road Safety Inspector saves the day

Access Road Safety Inspector Darwin Brown typically spends his days ensuring the safety of Access customers by inspecting vehicles and observing drivers. On Thursday, February 4th, Darwin was able to come to the aid of stranded rider Steven Trejos after receiving a call from Access' Operations Monitoring Center (OMC), informing Darwin that Mr. Trejos' wheelchair had run out of power on the street in Glendale.

All of our Safety Inspectors are equipped with fully accessible vehicles. Thankfully, Mr. Trejos' wheelchair had just enough power to allow Darwin to load Mr. Trejos carefully into his van and take him home. Darwin went Beyond the Curb, assisting Mr. Trejos all the way to his door where his very appreciative mother was waiting for him.

Darwin's story is just one example of how the Road Safety Inspectors work with partners like OMC, the Operations Department, and provider staff to help our riders every day. Inspectors have found lost passengers, rescued riders from the rain, and provided backup trips for riders whose scheduled trip was significantly late. Phillip Rice, Colin Obeso, Darwin Brown and Travis Fountain are all members of the Safety Inspector's team. Our inspectors are proud of their contributions to our customers, and it is my honor to have the opportunity to work with them.

Alex Chrisman, Senior Road Safety Inspector



Darwin Brown



NTI Procurement Series I

The National Transit Institute (NTI) provides training and education for professionals in the public transportation industry. Courses are in high demand, and I was fortunate to receive an invite to NTI's Procurement Series I - Orientation to Transit Procurement.

The three and a half day training course covered numerous scenarios that procurement personnel could experience over the course of their careers. Day one consisted of the functions and the principles of public procurement as well as the mechanics of the procurement process. Emphasis was placed on acquisition planning and the importance of well-defined specifications. Day two covered the solicitation and selection process of competitive and non-competitive procurement methods, with a focus on contract clauses. Day three

defined contract types, determining responsive, responsible proposals, price cost analysis, and the procedures for awarding contracts. Day four encapsulated FTA oversight, triennial procurement system reviews, common deficiencies in public sector procurement systems and documentation.

The knowledge I gained from attending the training was invaluable. I met a variety of procurement personnel from all over the nation. I would like to thank Omnitrans for hosting the event, and our instructors Charles Kalb and Margaret Merhoff for a very informative class. To see a list of available training courses through NTI visit www.ntionline.com/courses/.

Andrew Marin, Buyer/Procurement Specialist

Access Board of Directors meets in El Monte

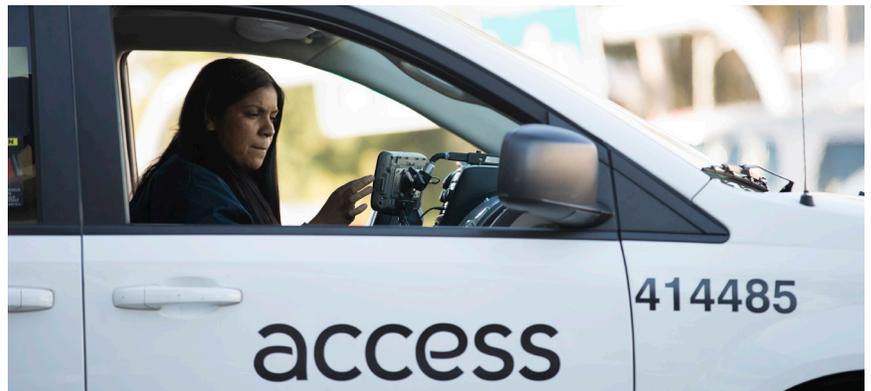
The Access Board of Directors recently met on February 8th in El Monte and took a number of actions.

- The Board passed the Consent Calendar which included items on a Voice Telecommunications Contract, Federal Advocacy Services, the Access Ad Hoc Budget Committee and Travel Training Services.
- The Board also awarded a contract to develop “Where’s My Ride” software which will enable our riders to monitor the status and location of their designated vehicle via a smartphone, cell phone, tablet or computer. The software will also feature a “Rate My Ride” function which will allow customers to rate their ride after their trip.
- Finally, the Board awarded a contract to ALTA Resources (ALTA) to provide Customer Service and Operations Monitoring Center (OMC) services.

For further information on each of these items, please contact Access staff or see the Access website at http://accessla.org/news_and_events/agendas.html.

Andre Colaiace, Deputy Executive Director, Planning and Governmental Affairs

Photos from the Abilities Expo



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

Ivonne Calvo (Customer Since 2009)

"Received thank you card from customer stating thank you for providing me with your services."

Suzie White (Non Access Member)

Mrs. White was traveling on De Soto around 14:23 when vehicle #411073 pulled over and allowed the other vehicle behind her to pass her. She stated that the driver did the right thing and did a great job.

Photos from the Abilities Expo

