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Behind the Scenes

Executive Director's Report

Access Services has released its proposed budget for FY 18.

- > The total proposed operating and capital budget for FY 18 is approximately \$177 million.
- > \$146 million, or 83 percent of the budget, will be dedicated to providing paratransit service to an estimated 4.63 million customers in FY 18.
- > The remaining funding is split between our eligibility function (\$12.5 million), administrative expenses (\$7 million), CTSA activities (\$.5 million) and capital for new paratransit vehicles (\$10 million).

The Access Services Board of Directors is scheduled to consider the proposed budget on Monday, June 26th. For more information, please go to www.accessla.org.

Andre Colaiace
Interim Executive Director



Access Community Meetings

So far in the month of June, Access has hosted the Eastern and Northern Region Community Meetings. There were approximately 50 riders combined that attended both of the community meetings held at Grace T. Black Auditorium in El Monte and Encino Community Center in Encino. The meetings highlighted regional peak service trends, projected trip growth over the next few years, safety messages, and an interactive rider's guide trivia game modeled after the television show Jeopardy.



There are three more community meetings coming up this month.

Santa Clarita Region
Wednesday, June 21
2pm-4pm (English)
Old Town Newhall Library
24500 Main St
Santa Clarita, CA 91321

West Central Region
Saturday, June 24
1:30pm-3:30pm (English)
4:30pm-6pm (Spanish)
Westchester Senior
Citizen Center
8740 Lincoln Blvd
Los Angeles, CA 90045

Fayma Ishaq
Project Administrator

Southern Region
Thursday, June 29
1:30-3:30pm (English)
4:30pm-6pm (Spanish)
Mayfair Park, Activity Room
5720 Clark Ave
Lakewood, CA 90712

GTrans Unveils Its Zero Emission Bus

On Wednesday May 31, Congresswoman Maxine Waters and Access Board member Kim Turner, along with other dignitaries, were present as GTrans (Gardena Transit) introduced their Repowered Zero-Emission Buses. GTrans received a grant from the California Energy Commission (CEC) to repower five of its existing gasoline-hybrid buses with zero-emissions technology.

The bus overhaul was conducted by Complete Coach Works (CCW) in the City of Riverside, using their Zero-Emission Propulsion System (ZEPS) technology, that features advanced lithium-ion batteries and liquid-cooled, all-electric drive systems. In order for this to occur, the substructure of the buses were completely cleaned, inspected, rehabilitated and modified. New upgraded interiors were installed, and the exteriors rebranded with GTrans' new livery. Replacing a gasoline-hybrid bus with a ZEPS bus is the tailpipe carbon equivalent of removing 27 cars from the road.



Congresswoman Waters and Board Member Turner.

This pilot program seeks to evaluate the feasibility and effectiveness of using this new technology to provide the community with buses that are clean and that will improve local air quality.

Louis Burns
Community Liaison

Access Hosts Complaint Investigation Process Workshop

On Thursday May 25, Access held its first Complaints Investigation Process Workshop. Attended by representatives of all Access regional service providers and Access Operations staff, members of the Customer Relations department led an interactive workshop on the subject of complaint investigation. Since data integrity is essential to identifying trends, and all findings should be based upon facts and documented in the complaint tasks in the Rider360 database, topics covered included: the process, investigation, response time, quality assurance, and trend reporting. To emphasize these points, participants were divided into teams and worked on real-world scenarios pulled from existing complaints.

An engaging Q&A session followed in which members pointed out the similarities and differences in the manner of how they conducted investigations and all agreed that a more streamlined approach was needed. By the end of the workshop, attendees were not only expressing their appreciation for the meeting but were eagerly anticipating a future meeting, which we will schedule in the near future.

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Rider Commendations

"I would like to file a smile for driver Al. He was patient and made sure I was safe and arrived home safely."

Mary Watkins
(customer since 2003)

"I would like to file a smile for customer service representative Terry. She was very understanding, helpful and a pleasure to speak with."

Rosa Goldstein
(customer since 2016)

Civil Rights Virtual Symposium

On May 17th and 18th the U.S. Department of Transportation, Office of Civil Rights hosted its "Speaking with One Voice - Civil Rights Virtual Symposium." The Virtual Symposium brought together several speakers from the U.S. Department of Transportation, Federal Transit Administration, and other Civil Rights experts working for other departments in the Federal government or in non-Federal agencies. The speakers presented their message nationwide through a series of live webinars over the course of the two-day Symposium.



**U.S. Department
of Transportation**

Among some of the topics discussed were refresher courses on the Civil Rights rules as applied to transportation systems (through Title VI legislation). Of particular focus were the considerations transportation agencies must pay close attention to when providing service and/or when designing a new service or building a new public facility. Additional webinar sessions reviewed developments in areas of Equal Employment legislation and ensuring that language is not a barrier to transportation services for people with limited English proficiency.

The Speaking with One Voice Civil Rights Virtual Symposium has become an annual event that the U.S. Department of Transportation has hosted for the past couple of years. It is a very valuable way to provide updates on Civil Rights regulations. Additionally, it ensures that agencies keep in mind their responsibilities to their customers.

Eric Haack
Strategic Planner