



In this issue:

Los Angeles County Commission
on Disabilities meeting.....2
Access Community Meetings.....2
Jerry Walker Award
Video recognition.....3

Behind the Scenes

Executive Director's Report

In late June, staff conducted Board elections with the local and municipal operators to select their representatives on the Access Board of Directors. The bylaws call for the Board rotating seat, formerly held by Valerie Gibson (Pasadena Transit), representative of the Local operators, to switch back to a representative of the Municipal operators. I would like to announce that effective July 1 Art Ida (Culver CityBus) will be the newest Board member. Directors Art Ida and Kim Turner (Torrance Transit) will represent the Municipal operators and Director Martin Gombert (Palos Verdes Peninsula Transit Authority), the Local operators.

Staff is working with Access' survey consultant Fairfax Research to draft questions for the upcoming Customer Satisfaction Survey. Staff plans to release the final draft to the Board, CAC and TPAC in August and hope to start the survey in September. The survey is expected to take at least six weeks to complete and staff plans to present the results at the November Annual Membership Meeting.

Andre Colaiace
Interim Executive Director



Metro's Bus Orientation and Practice Program

Access has long been a participant in Metro's Bus Orientation and Practice Program. In partnership with Rancho Los Amigos National Rehabilitation Center, Metro designed this program to assist their patients in becoming better acquainted with riding Metro buses.

The most recent Bus Orientation and Practice Program on Thursday, July 20th was a bit different, as this was the first event staffed by Access Services new ADA Eligibility and Mobility Evaluation Services contractor, Medical Management Services Inc. (MTM).

The previous edition of Behind the Scenes highlighted the opening of Access' new eligibility facility; the opening day of the facility on July 5 was also the first day that MTM began conducting ADA eligibility assessments. By all accounts, both the facility and MTM are a great success.

Access Services' Manager of Eligibility, Geoffrey Okamoto, as well as Karen Gilbert and Miguel Rodriguez from MTM, attended and participated. The marking and tethering of mobility devices are provided free of charge to those who wish to participate, and the Marking and Tethering (MAT) team takes part in these orientations to mark and tether mobility devices. During this event, Karen and Miguel were able to mark and tether 12 mobility devices on the first day alone.

The program goals are to reduce anxiety about riding the bus, promote wheelchair marking and tethering for faster securement and safer trips on the bus, and to provide Metro's operators/trainers an opportunity to expand their knowledge base concerning wheelchair securement and the vast array of mobility devices.

MTM Marking and Tethering staff will participate in the next Metro Training Bus event at Rancho Los Amigos on September 21, 2017, from 10 AM to 12 PM. We look forward to continued collaboration on this project.

David Foster
Project Administrator, Eligibility Services

Los Angeles County Commission on Disabilities Meeting

On Wednesday, July 19, Access attended the Los Angeles County Commission on Disabilities monthly meeting. It was at this meeting when the commission officers were sworn-in for the new fiscal year. In the picture above the four officers are Carlos Benavides - President, Lourdes Caracoza - 1st Vice President, Steve Miller - 2nd Vice President and Cathy Gott as Treasurer. Access Project Administrator, Jack Garate with support from Operations Manager Randy Johnson and Project Administrator Fayma Ishaq provided a presentation on subscription services. The Commission often speaks of subscription service as a favorite option for many of Access Customers. One concern brought up by the Commission was the percentage of service used for standing rides, a policy explained by Mr. Garate.

In addition to Access and the swearing-in ceremony, Metro staff attended the meeting to provide information on how Access would benefit from Measure M funding. Metro confirmed that Access would be receiving their first ever-dedicated



yearly amount of revenue from Metro. One of the commissioners asked if those funds could be used to provide additional subscription service to more individuals. The response indicated this as a possibility but final guidelines have yet to be issued.

Louis Burns
Community Liaison

Access Community Meetings



The Operations team concluded the end of FY 2017 with another positive round of Community Meetings beginning on June 5 and ending on June 29. This series of meetings focused on customer education and gave Operations, Road Safety Inspectors

(RSI's), and contractor staff the opportunity to speak about the current environment as well as provide new information about service improvements. The RSI's explained their role in the agency and their presence in the community. The Contractors shared information about upcoming technology enhancements, and operating improvements implemented, or on its way.

Total attendance over the course of the six regional meetings included 158 customers and PCAs. The next round of Community Meetings will be held in early 2018.

Jessica Thompson
Operations Service Monitor

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 Commendations

"I would like to file a smile for the booking agent in the Eastern Region Sandra. She was professional and courteous. She actively listened to everything I had to say and read it back to me accurately. I would also like to recognize driver, Salah Habib. He was courteous, professional and safe. He was very knowledgeable and assisted me in and out of the vehicle."

Muhammad-Azim Shaikh
 Member since December 2010

"I would like to file a smile for the driver that picked me up yesterday. I was stranded in the rain when the driver heard the call. This driver went out of her way so that I did not have to be out waiting in the rain. I would like to say that this was the nicest driver I have ever encountered. Thanks Access!"

Linda Ticey
 Member since January 2012

Jerry Walker Award Video receives recognition

After completing the video feature for Aurora Delgado, Access Services' 2016 Jerry Walker Award winner, we all felt we might have something special on our hands. The video was well received at the 2016 Annual Meeting where Aurora was recognized so we thought, let us see what the rest

of the world thought of the video and therefore submitted it to the Hermes Creative Awards competition. Since 1994, the Hermes is an international competition that recognizes the achievements of creative professionals in both public relations and communications in a variety of media formats and categories.

This year's competition received nearly 6,000 entries worldwide. Access' video submission was among the 22 percent to win the prestigious Gold Award. We are very proud of this accomplishment as it demonstrates that our recent work in communications can "... exceed the high standards of the industry norm."

We would like to thank our video freelancer, Peter Watkinson, for producing the piece; our design freelancer, Lisa Young for providing all graphic elements on a moment's notice; and of course, Aurora Delgado, without whom there would be no story to tell.

Josh Southwick
 Communications Coordinator

