



In this issue:

Wayfinding for difficult locations.....2
WTS Welcomes Theresa McMillan.....2
Patsaouras New Drop off location...3
City of Burbank Joslyn Adult Center..4
Rider Comments.....4

Behind the Scenes

Executive Director's Report

Access' main mission is to provide quality and safe ADA paratransit services to its customers. In order to do that effectively, it is essential that we listen to our customers' experiences with the service.

In the last month, I have met with a number of commissions and organizations that represent and work with people with disabilities, including Access' own Community Advisory Committee. These meetings have been helpful in that I am able to hear first-hand how our customers and their advocates feel about the service but also to express that Access looks forward to addressing these issues going forward in a collaborative manner.

For the remainder of the year, there will be a number of other opportunities for our customers to let us know how they feel about the service:

- Community meetings sometime this Fall.
- A customer satisfaction survey before the end of the year.

As always, please contact me if you would like additional information about these or other issues related to Access.

Andre Colaiace
Interim Executive Director

access

WTS Los Angeles chapter- professional development event



On Saturday, July 16, 2016, I attended a WTS workshop at USC which was hosted by Katie Carr, Principal at Fehr & Peers, and Left Lane Advisors. Katie is a 20-year veteran at managing and developing leaders at all levels, enabling them to become experts in emotional intelligence, influence, effective communication, and conflict management in the workplace.

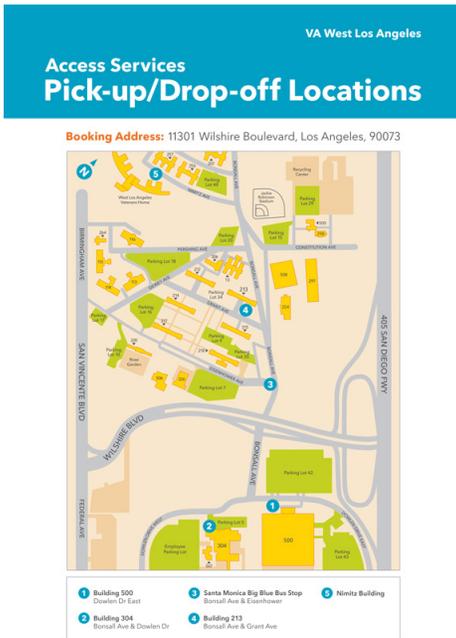
The focus of the workshop was professional development, concentrating on communication strategies and traits, including effective public speaking, innovation in the work environment and networking. The workshop also focused on enhancing performance, knowledge, and attitudes, primarily through self-awareness models.

The interactive self-awareness activities enabled attendees to dive into a collaborative learning environment, where the assessment allowed participants to determine their personality types, strengths, and weaknesses. The exercises also facilitated the cause and effect of the various personality types and behavioral tendencies, teaching attendees how to manage and effectively communicate with the different personalities.

The half-day workshop was an excellent environment to learn from experienced professionals, share insights on workforce trends and most importantly learn how to identify and contribute your values to the success of the company.

Alvina Narayan, Grants & Compliance Analyst

Access works to improve wayfinding for riders at difficult locations



access

In response to rider feedback late last year and in a collaborative effort with Josh Southwick, Communications Coordinator and Kim Hogarth-Hindi of Information Technology, Access has created enhanced stand location maps for two large locations in the West-Central region - Veterans' Affairs West Los Angeles and Cedars-Sinai medical centers.

This process blended the existing stand location maps on the Access website with maps unique to each facility to allow a new level of detail for Access riders. The intent is that when a rider says to a call taker, "I want the stand next to the Spielberg Building" for example, the call taker can then see that the closest stand to that location is Stand # 1. The maps were provided to service providers, agency employees and the general public through the Access website's Stand Information Directory. Additional maps will be created for other large locations, with Rancho Los Amigos Rehabilitation Center slated to be next.

Alex Chrisman, Senior Road Safety Inspector

WTS-Los Angeles Chapter Welcomes Therese McMillan

On Wednesday, July 13th the WTS-Los Angeles Chapter, an organization that focuses on advancing women in transportation held a special welcome luncheon for Ms. McMillan at the Jonathan Club. Access staff had the opportunity to hear Therese McMillan speak on her new role as the Chief Planning Officer (CPO) for the Los Angeles (Metro). Before moving to Los Angeles, she was the former FTA Acting Administrator based in Washington D.C. In her current role as CPO, she will help transform the transportation landscape of the growing multi-cultural population of Los Angeles County.



Therese McMillan spoke on Metro's look into the future through its adoption of the new 2017 Long Range Transportation Plan. The opening of the Blue Line Rail to Santa Monica, Gold Line Rail extension to Azusa, along with the inauguration of Bike Share, has opened up new ways for people to commute. These public and private partnerships improve multi-modal transportation and expand opportunities for communities. Planning for the future is critical to meet the population demand and future grant funding will be key to support all of the new projects slated for Los Angeles County transportation boom.

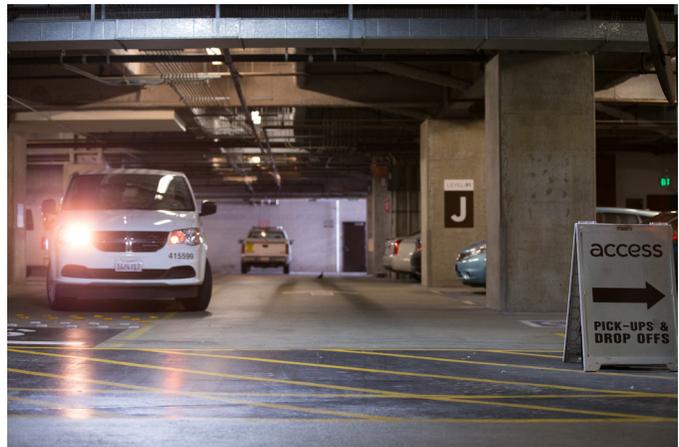
Fayma Ishaq, Project Administrator

Patsaouras pick up and drop off new location

After several months of planning and coordination with Metro, Access' Community Advisory Committee (CAC) Meeting on August 9th provided the first big test of the summer for Operations. Due to construction, Patsaouras Plaza was closed to all traffic on July 11 and all transportation providers had to find alternative locations to pick-up and drop-off riders. Access was no exception and for meetings at Metro's headquarters building, that loading area is now on level P1 of the parking structure near the main elevators.

Access has exclusive use of a disabled parking spot near the elevator lobby and staff was deployed at multiple locations in the area to make sure that riders and drivers made their connection. In all, 14 different Access riders rode to/from the meeting. Coordination with the service providers was aided by Access' Operations team and Road Safety Inspectors. At the end of the meeting, two road supervisors from California Transit also assisted in matching riders with vehicles. As construction continues into early October, similar coordination will occur for another 11 meetings at Metro.

Mike Greenwood, Deputy Executive Director, Operations and Safety



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

Mrs. Holmes stated she just got off the phone with reservationist Breanna and she was pleasant, efficient, and really knew what she was doing. Mrs. Holmes said she was an employee for the phone company and knows how hard Breanna's job can be, and wanted to compliment her on an excellent job.

Linda J. Holmes
(customer since October 1997)

Mrs. Liddell stated that "Karen with ALTA was very patient, friendly, and helpful in working with her to remember things she had forgotten. I am grateful for the service I received from Karen."

Vennie Liddell
(customer since June 2007)

City of Burbank Joslyn Adult Center "How to Utilize Access Services"



On August 5th I was invited by Rena Fountain, Social Services Coordinator at the Joslyn Adult Center (JAC) in the City of Burbank, to give an Access presentation to adults aged 55 and over. JAC provides information and assistance

services, nutritional programs, recreation programs, activities, special events and travel opportunities. Also, there are volunteer opportunities with their Retired Senior Volunteer Program which has over 600 active volunteers serving in Burbank and surrounding communities.

There were over 34 seniors in attendance for the presentation which touched on how to apply, who is eligible, what is the Access service area, hours of operation, the cost of transportation and how many people are allowed to travel with a qualifying member. A travel trainer from Mobility Management Partners, Monica Marroquin, provided an overview of the free one-on-one travel training service they provide on behalf of Access and its members as well as group travel training for those that are not eligible for Access.

The final portion of the presentation was to address what other additional transportation options are available. The presentation closed with an insightful question and answer session in which attendees were able to clarify issues that required a more detailed explanation. Being a part of the community provides Access the opportunity to provide that extra level of service that customers may at times need.

Stephen Wrenn, Senior Mobility Management Counselor