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Behind the Scenes

Executive Director's Report

Part of Access Services' Vision Statement is to lead the "national dialogue as an advocate for universal access to transportation."

To that end, I was just in Washington, D.C. continuing my service on a Transportation Research Board panel that is studying the various issues involved with transporting patients to dialysis centers. This is an interesting issue of national significance that directly affects Access' operations given that some of our largest trip generators are private dialysis centers throughout Los Angeles County.

At this recent meeting, our panel hired a consulting firm to complete a study on this issue, which will be looking at how we can improve transportation to dialysis centers and also how Congress can potentially increase funding to transit providers like Access for doing these essential trips. I look forward to sharing the results of this study once it's completed.

Andre Colaiace
Interim Executive Director

Access Board of Directors Meeting



The Access Board of Directors recently met on August 22 and took a number of actions.

The Board elected its officers for the current fiscal year. Board Member Nalini Ahuja (LA Metro appointee) is the new

Chair of Access. She is joined by Vice Chair Dolores Nason (County Board of Supervisors appointee), Treasurer Kim Turner (Los Angeles Municipal Operators appointee) and Secretary Theresa DeVera (City of Los Angeles Mayor's Office appointee).

The Board passed the Consent Calendar which included appointments to Board committees, approval of staff compensation ranges, extension to DBE consulting and 511 services contracts, and the approval of a disruptive conduct policy. The City of Arcadia was also approved as a new member agency of Access Services.

The Board ratified and approved the selection and compensation of Andre Colaiace as Access' Interim Executive Director.

The Board discussed the Executive Director recruitment process and plans on forming a subcommittee at its meeting in September.

The Board authorized an amendment to the Free Fare agreement with Antelope Valley Transit Authority.

Full detail of the Agenda can be viewed at accessla.org.

F Scott Jewell, Director of Administration

Back 2 School Walk 4 Health + Community Health and Resource Fair



On August 13 I attended the Special Needs Network, Inc. (SNN) 11th Annual Back 2 School Walk 4 Health that included a Community Health and Resource Fair at Mount Carmel Recreation Center in South Los Angeles. The SNN grew out of the struggles of Areva D. Martin, Esq., after her son Marty was diagnosed with autism at the age of two. This premier nonprofit grassroots organization, founded in 2005 responds to the crisis of autism and other developmental disabilities in underserved communities.

Los Angeles County Supervisor Mark Ridley-Thomas remarked that "Special Needs Network's inclusion event is one of the County's most innovative programs and is a much-needed part of the Los Angeles community." This is one of a few events in the city that bring developmentally physically challenged children together with their peers to provide resources and to learn about the state of the art therapies and educational opportunities. Their program has provided resources and services to more than 20,000 families in South Los Angeles area.

Despite the hot temperatures, there were over 1,000 families in attendance. This event provided children, backpacks filled with school supplies, professional haircuts, as well as health and dental screening all at no cost. Complimentary food and beverages were provided to all in attendance. There was also an opportunity to enjoy some music that included a live DJ. This was a unique opportunity for Access to network with families, non-profit organizations, regional sponsors and community leaders. We look forward to our opportunity to share our vision and how we can assist in providing other transportation options for our community Center slated to be next.

Stephen Wrenn, Senior Mobility Management Counselor

Driver Safety Incentive program



Anthony Santiago, Ian Lopez

Over the years, Access has made tremendous strides in providing safe and reliable transportation service to its riders throughout Los Angeles County. A specific example of this is in April of 2010 Access created the Driver Safety Incentive program. The overall purpose of this program is to acknowledge Access' drivers that display safe driving practices while out on the road, as well as maintaining a driving record that is free of incidents while providing exceptional service to Access riders.

On Friday, August 12th, 2016, I had the pleasure of distributing the driver incentive awards to Access drivers at California Transit Inc. (CTI), which provides services to the West Central region of Los Angeles; an area that has proven to pose safety challenges for our drivers. This round of driver incentive awards included backpacks, Disneyland tickets, a Vizio Smart TV, or a laptop. A total of 28 drivers received awards, with 17 of those drivers taking big screen TV's.

Providing safe and outstanding service is not only our job here at Access it's our culture. I was honored to present these excellent drivers with their much-deserved awards. It is because of them that Access Services is one of the safest and most reliable transit agencies in the country, and they deserve every bit of recognition for their service.

Drivers, we salute you!

Anthony Santiago, 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 Comments

Mr. Mejia wanted to file a smile for Road Supervisor Juana Flores. "Juana was very patient and made sure my Driver's ID and Insurance requirements were up to date and current."

David Mejia

(customer since September 2010)

Mr. Dsame wants to file on smile for Betty from OMC. Mr. Dsame states "Betty was very polite and professional."

D. Dsame

(customer since May 2016)

36th Annual Government Day



On August 6th, it was my pleasure to attend the 36th Annual Government Day which the 46th District Assembly member, Adrin Nazarian, and his staff organized. Government Day provided residents an opportunity to meet with representatives from over thirty government agencies. This event, held at the Panorama Mall, gave the community a chance to receive information from state, county and city officials regarding the San Fernando Valley area. Estrella TV and Que Buena Radio covered the event for those who were unable to attend but were interested in receiving information.

Access customers, as well as government and private services, stopped by to express their gratitude for the vital service we provide. Our outreach program received numerous praises from people in attendance. Some participants expressed the importance of understanding who is eligible for Access, the process and how to utilize the services once you have become eligible. Attendees were surprised to find that the mobility management department also refers individuals to other alternative modes of transportation.

Stephen Wrenn, Senior Mobility Management Counselor