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# Behind the Scenes

## Executive Director’s Report

The Access Services Board of Directors met on July 15, 2019

The Board welcomed three new Directors – Lee Burner from Long Beach Transit; Valerie Gibson from the Pasadena Department of Transportation; and Jonaura Wisdom from Metro. The Board also elected its officers for FY2019/20 – Chair Dolores Nason, Vice Chair Martin Gombert, Treasurer Doran Barnes and Secretary Theresa DeVera.

The Board approved the Consent Calendar, which included items that renewed agency insurance policies, awarded a vehicle decal and installation contract, and reappointed eight Transportation Professionals Advisory Committee members.

The Board also took action and approved an extension to the Where’s My Ride software and services contract. This will also include expanding the application to allow for trip reservations.

The Board heard a presentation on FY2018/19 operational performance.

The August 19 Board meeting has been canceled and the next meeting of the Board of Directors will be on September 16, 2019.

**Andre Colaiace**  
*Executive Director*



## Former Access Board Member Art Ida retires from Culver CityBus

Art Ida, Director of Transportation for the City of Culver City, Calif., retired on June 28, 2019. Ida held the position of Director for the past ten years, earning a reputation as a knowledgeable and visionary leader who understood that transit options can help build the foundation for a strong community.



Art's dedication to the transit industry spanned over 28 years, serving Long Beach Transit, Foothill Transit, and the last 18 years of service to the City of Culver City first as the Transportation Department Deputy Director, then Director and General Manager of Culver CityBus since 2008.

During his almost 30 year career, Art has provided leadership within the Los Angeles County Region serving on the Regional Ridership Task Force, the Measure M Policy Advisory Committee, and in such positions as Chair of the Los Angeles County Municipal Operators Association (LACMOA), Chair of the Los Angeles County Metropolitan Region General Managers Group, Chair of the Access Services Board of Directors, and Chair of The California Transit Indemnity Pool (CaiTIP). Nationally, Art has represented Culver City and has fostered national discussions on clean transportation, advancements in facility infrastructure, and other public transit innovations.

Fittingly, Art was named the 2018 Transportation Professional of Year by the California Transit Association, an award that recognizes an outstanding individual who has provided strong leadership and vision and made a notable contribution that benefits public transit in general.

I would like to thank Art for his contributions to Access Services and to the transit industry and wish him, his wife Wendy, his parents and his family well in their future endeavors.

**Andre Colaiace**  
*Executive Director*

## FY 19 Operations Overview

At the July 2019 Board Meeting, I had the opportunity to update the Board of Directors on the status of Access Operations. Much of the presentation centered on recent system performance and highlighted end-of-year Key Performance Indicators. It was mentioned that in October 2017 the Board approved the expansion of KPIs to 13, set standards for each one, and directed staff to add them to new and amended contracts. During FY19, Access' contractors saw solid performance across the board and marked improvements in several key areas including fewer missed trips, more miles between road calls, a reduction in excessively long trips, and shorter waits on ETA calls.


While Access' six service contractors were busy managing a 3% increase in vehicle trips during FY19, the Access Operations team was busy working with the Access Community Advisory Committee to improve the passenger experience. Monthly meetings and a retreat in March identified opportunities for enhancements that resulted in new policies and audits that will result in a better rider experience. And an expansion of transfer trip service that took effect on July 1, 2019 was heavily influenced by community outreach.

After an in-depth dive into the KPIs, especially the new ones, I provided the Board with some highlights of FY19 for the Operations unit including Fleet and Safety. Key points included:

- > The successful implementation of new routing, scheduling and dispatching software in the Southern Region;
- > The addition of 107 new vehicles into the fleet;
- > A successful response to the Woolsey Fire including support of the City of Los Angeles' emergency response;
- > A continuing decline in insurance claims for Access' operation;
- > Staff's annual check of more than 2,000 driver files as part of its 100% audit process; and
- > More than 1,800 driver observations performed in the field by Access' Road Safety Inspectors.

FY19 saw significant improvements in service quality that would not have been possible without the hard work of more than 2,500 contractor and Access employees.

**Mike Greenwood**  
Chief Operations Officer



**Performance Report Card - System**

Key Performance Indicator	Standard	FY18	FY19
On Time Performance	≥ 91%	92.1%	92.0%
Excessively Late Trips	≤ 0.10%	0.07%	0.08%
Excessively Long Trips	≤ 5%	4.7%	3.8%
Missed Trips	≤ 0.75%	0.73%	0.52%
Denials	≤ 0	14	11
Access to Work On Time Performance	≥ 94%	94.9%	95.8%
Average Initial Hold Time (Reservations)	≤ 120	83	81
Calls On Hold > 5 Min (Reservations)	≤ 5%	5.1%	4.2%
Calls On Hold > 5 Min (ETA)	≤ 10%	15.6%	5.3%
Complaints Per 1,000 Trips	≤ 4.0	3.4	3.3
Preventable Incident Rate	≤ 0.25	0.20	0.22
Preventable Collision Rate	≤ 0.50	0.56	0.66
Miles Between Road Calls	≥ 25,000	36,222	52,667

## Breaking Bad Communication Habits

I recently attended one of the most interactive, informational, and engaging seminars ever - Skillpaths' Breaking Bad Communication Habits. I was honored to be in the City of Long Beach to learn practical tools and strategies on how to communicate more effectively with the colleagues, stakeholders, and customers that I collaborate with on a daily basis.



The trainer, Robin Sweet-Ransom, presented the topic in an easy-going yet enriching way. Just to highlight a few of the key strategies that were reinforced: 1) Tone makes a difference 2) Be as clear and concise at all times 3) Have as many details as possible to engage the conversation 4) Listen and pay attention 5) Body language and facial expressions are 55% of our communication.

The workshop reminded the audience how important it is to allow the other party to complete their thoughts, to embrace their point of view, and to look them in the eye to become effective communicators. Applying their techniques when speaking with our customers ensures that I show interest in the comments expressed and value their time.

***LaTisha Wilson***  
***Customer Relations Advocate***

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## Rider Commendations

"I would like to file a commendation for my driver who went out of his way to help me. There was nowhere for him to park, so he had to park down the street. He quickly contacted dispatch and had them call me to inform me of his location. I appreciated the extra effort he provided."

**Betty Davis**  
*Rider since June 1996*

"I would like to file a commendation for my driver, Matt. He was my return trip driver. Matt was on time, pleasant, and personable. I want to request this driver for future trips if possible."

**Ella Bell**  
*Rider since March 2015*

## My journey as a Planning Intern

Starting my internship with Access Services was a tad bit different from what I was used too. While yes I did have a political science major, I would have never imagined I would find myself working for a paratransit agency. Regardless, the experience has proven to be irreplaceable; everything from the practical skills to the professional setting all left me with something I could use in whatever profession I move on too.

As always, the startup of any adventure is always intimidating and Access was no different. When first starting out it felt daunting having so many projects assigned to me, most of which I've never had any experience with. However, my supervisors and coworkers guided me every step of the way and never left me feeling like I couldn't do it. Things that had me questioning whether I could make them such as "company five year strategic plan" or "program statistic spreadsheets" became things that I came to know like the back of my hand. I was always welcomed to ask questions and to clarify things to make sure I was well equipped for the task.

As my internship ends, I can feel nothing but confidence knowing that I am equipped with all the skills that Access has given me. With that confidence, I received support even further with the 30 Under 30 Most Powerful Interns Award. The 30 Under 30 show was an event that I managed during the Your Turn Intern Expo at the L.A. convention center. It was my job to recognize the interns who have made the most impact in their work place as well as their community. While I was running the event, I was always filled with nothing but pride when I saw interns from Access Services going on stage and taking their place among the best of the best. I learned a lot during my time at Access, and I feel that even in the legal field that I intend to pursue it will definitely come in handy.

The knowledge I gained and the connections I made helped me develop myself to be ready for the next chapter of my life. I am forever grateful to my friends, coworkers and mentors at Access and I will be sure to make them proud as I move forward.

**Kevin Andoaga**  
*Planning Intern*