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Behind the Scenes

Executive Director's Report

The Access team is continuing to focus on how we can improve service to our customers. At our last Board meeting, the Access Board of Directors approved, for the first time, key performance indicators (KPIs) for hold times when our customers call a provider for an "ETA" to ask when their vehicle will arrive.

In the past, there have been no standards so customers could experience long hold times when calling to see where their vehicle is. The new standard goes into effect on July 1 and is accompanied by liquidated damages if the standard is not met.

Between this change and the introduction of the Where's My Ride application (currently being used by over 500 riders) Access customers will be able to obtain ETA information in a much more timely fashion than before.

Andre Colaiace
Executive Director

Rancho Los Amigos receives WMR App

With the public launch of the "Where's My Ride" (WMR) application, Rancho Los Amigos National Rehabilitation Center in Downey was anxious to utilize this new tool to provide Access trip information to their patients.

Global Paratransit (Access' Southern Region contractor) employee Elizabeth Machado informed me that WMR is the best thing that could ever happen to allow her to better assist Rancho patients who use Access. She repeatedly said she loves it and has requested another WMR tablet for another pickup and drop-off location at the center.

Rancho Los Amigos, consistently ranked as one of "America's Best Hospitals" in Rehabilitation by U.S. News and World Report, has been in existence for more than 125 years. The clinicians at Rancho are on a mission to restore health, rebuild life and revitalize hope for persons with a life-changing illness, injury, or disability. Transportation



plays a significant role in meeting these goals and the WMR app will help us improve the customer experience.

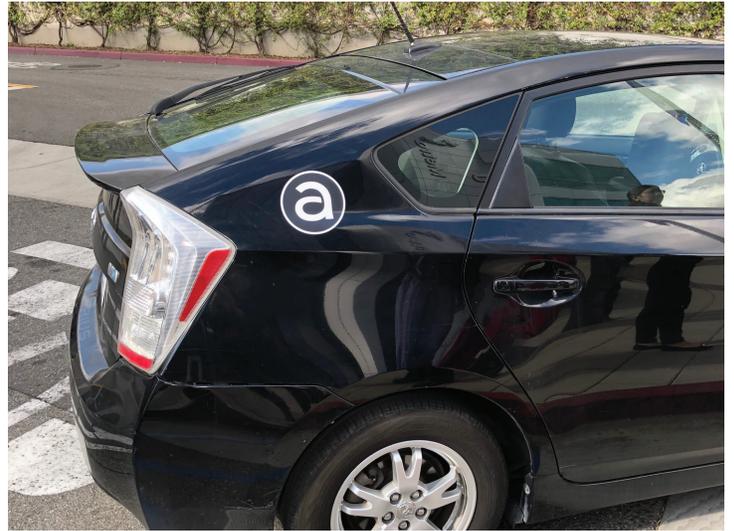
Louis Burns
Community Liaison

Taxi Decal Focus Group

Access' communications department recently held a focus group for the proposed Access Taxi Decal design. The group consisted of volunteers that participated in our Where's My Ride focus group. The feedback overall was very positive. Everyone in the group agreed that change is needed. Most of what I heard gave me confidence that Access is moving in the right direction.



The group agreed that the current decal is outdated and lacks cohesiveness with Access' contemporary aesthetic. Currently, there is nothing on the front of the car to help the rider identify approaching Access vehicles. Creating higher visibility seemed to be the group's biggest concern – they have difficulty locating their ride at busy pickup and drop off locations. Our new proposal addresses this with placement of the decal on the upper right passenger side window. Other areas include two decals behind the rear doors and one located on the back hatch.



There was concern that the change might be confusing at first but we came up with some options for informing our customers of the change such as putting the information on our reservation "on hold" recording, posting the new design on our website, and placing the design on our tap card. We will take a look at all those options and decide what the best form of communication will be.

We also touched on other Access projects that are in their early stages, one being a lighted beacon for identification at night. This is in response to the decal lacking visibility at night. We are also looking at micro navigation technology to create an audible signal that alerts our low or no-vision riders that their vehicle has arrived.

Josh Southwick
Communications Coordinator

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Rider Commendations

"I would like to file a commendation for driver David. He was nice, polite and safe. We arrived at my drop off location on time. Access needs more drivers like David."

Masoumeh Khazaei
Customer since November 2014

"I would like to file a commendation for driver E. Rodriguez. He was very polite and exceptionally patient when he was waiting for me to come out to the vehicle. Mr. Rodriguez was compassionate and comforting. He made my day by making me feel good. Mr. Rodriguez took his time and was a very safe driver. Thanks Access!"

Mary McIntyre
Customer since July 2013

Community Advisory Committee vacancy

The Access Services Community Advisory Committee (CAC) is a group of 15 individuals appointed by the Board of Directors for a two-year term. Made up of customers and those representing community organizations serving persons with disabilities, the CAC, during its monthly meeting, provides community input and advice to Access staff on operational policy issues. In addition, the CAC, when directed, makes recommendations to the Access Services Board for its consideration.

A vacancy on the CAC currently exists and needs to be filled. If you or someone you know is interested in applying for the position please do one of the following:

- > Click on accessla.org/about_us/cac.html to obtain an application in either English or Spanish;
- > Or Call **213.270.6000** if you would like the application in an alternative format.

After completing the application, mail, or email the completed form to:

R. P. Martindale-Essington
Attn: Community Advisory Committee
Access Services
PO Box 5728
El Monte, CA 91734
Email: cserv@accessla.org

Once applications are received, they will be screened, and the most qualified candidates will be asked to participate in an interview. This process is designed to ensure that the committee reflects both diversity across various types of disabilities and regional diversity across the geographic area being served by Access paratransit.

R. P. Martindale-Essington
Supervisor of Customer Service

