



In this issue:
Access Attends APTA 2018 Legislative Conference in Washington, DC.....2
Access staff presents at the Blind Children's Center.....3
Rider Commendations.....3

Behind the Scenes

Executive Director's Report

Access is hosting representatives from the Federal Transit Administration this week as our Agency undergoes its Triennial Review, which is designed to measure our Agency's compliance with numerous federal laws and regulations.

FTA staff and the reviewers will be on site in El Monte all of Monday and for a half day on Tuesday. The review will kick off with an entrance conference which will include a short presentation about Access and some of our current initiatives. It will then be followed by a number of interview sessions on specific compliance topics, such as procurement. Finally, after an exit conference on Tuesday, we will be giving FTA staff a tour of our new eligibility center in Commerce.

Andre Colaiace
Executive Director

San Gabriel Valley Transit Providers Quarterly Meeting

At the San Gabriel Valley Transit Providers Quarterly Coordination Meeting, representatives from various transit agencies attend to discuss new programs and changes in their service area. The forum, which was held at Pasadena City Hall, provides each agency with information they can share with their customers and stakeholders.

Metro staff gave a presentation on Metro's Nextgen program. Nextgen's goal is to boost transit ridership by designing a new bus network to better serve the residents of L.A. County. Metro believes this redesigned network will improve service and win back past customers.

Wayne Wassell of Metro addressed changes to line 605 regarding the LAC+USC Medical Center Outpatient Shuttle. Metro staff also discussed their new LIFE fares for low-income riders. Representatives from Pasadena Transit spoke about Route 88 from Memorial Park/Gold Line Station, and L.A. County's El Sol Shuttle and Heights



Pasadena City Hall

Hopper Service. I provided an update on the Access Where's My Ride App and the introduction of audio recording on Access' Smart Drive vehicle cameras.

Louis Burns
Community Liaison

Access Attends APTA 2018 Legislative Conference in Washington, DC

I recently attended the APTA Legislative Conference, which educates members on important federal legislation and policy initiatives; provides members with the opportunity to shape future industry positions and federal transportation policy; provides direction on the industry's legislative strategy and advocacy efforts with the U.S. Congress and executive branch; and offers sessions with key members of Congress, Administration officials, staffers and Washington opinion makers.



The focus of this year's conference was learning about and understanding the current administration and Congress. I sat in on sessions where members of Congress, as well as senior staff from the Federal Transit Administration (FTA) and political experts, shared their perspectives on the future transportation reauthorization bill. Of significant interest and concern, in addition to the traditional focus on ensuring the transit industry is funded



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appropriately, is the impact and integration of Transportation Network Companies (TNCs) such as UBER and Lyft, as well as Autonomous Vehicles (AV), on public transportation.

“Where Public Transportation Goes, Community Grows” is not just a catchy phrase, it is also the current economic reality. It is important that we as transportation experts and advocates work together to ensure our message is heard loud and clear as policymakers set budget and legislative priorities. All Americans benefit from public transportation and the economic growth it generates regardless of where you live, your political affiliation, and even if you do not use public transportation. It is a new year full of possibilities and opportunities and we need to focus our advocacy efforts so members of Congress understand how important public transportation is to the communities, constituents and local businesses they were elected to represent.

Randy Johnson
Manager, Government Affairs & Outreach

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Rider Commendations

"I'm calling on behalf of my mother. She wants to file a commendation for both her drivers on her outbound and return trips. The outbound driver attended to the needs of all the riders and made sure everyone was picked up and dropped off as safely as possible. The return driver provided us information that helped determine our arrival back home. She went the extra mile to be polite and kind to all the riders, she too was very safe."

Donna Vega
Rider since June 1997

"I would like to file a commendation for driver Drake Newman. Mr. Newman was not my scheduled driver but he contacted dispatch to see where I was heading and asked if he could take me home since I was on his scheduled route. Dispatch approved the request. Drake has been my driver before and he really goes above and beyond for his customers. Drake represents Access really well because he is such a great man."

Arnetha Pierce
Rider since June 2002

access

Access staff presents at the Blind Children's Center

I had the pleasure of giving a presentation on March 28 to the Blind Children's Center Parent Support Group in the East Hollywood area. The event was coordinated by Carlos Martinez, Parent Group Coordinator.



Access staff Steve Wrenn (far right) and members of the parent support group.

The center believes that inclusion benefits everyone. They defined inclusion as an educational environment where a child with a disability integrates into classes with other children. They foster inclusion in a unique way by aiming for a 50/50 split of children who are blind or visually impaired, learning side by side with other children in each classroom.

In attendance were parents and staff members who had plenty of questions about eligibility and trip issues encountered using the service. Topics discussed were driver conduct, filing a complaint, late trips, excessive trip lengths, and other Access policies and procedures. An issue of major concern was drivers not approaching visually impaired riders.

Everyone was pleased to receive this information and was excited about the Where's My Ride app. Attendees stated that this would help them avoid standing out in the elements waiting for their Access vehicle pick-up.

Steve Wrenn
Senior Mobility Management Counselor