



## Access Services

Volume 10, Issue 23

June 18, 2018

### In this issue:

AVTA joins forces with Access .....	2
Regional Center Self-Advocacy Group ..	2
Mental Health Resource Fair .....	3
Emergency Preparedness Safety Expo ..	3
Procurement Workshop .....	4
Rider Commendations.....	4

# Behind the Scenes

## Executive Director's Report

It's budget season and Access Services is proposing an annual operating budget of \$172.3 million which represents a moderate 3.2% increase from the prior fiscal year. These funds will be used to provide approximately 3.5 million trips and carry nearly 4.6 million passengers. The capital budget is \$12 million and will be used to purchase replacement accessible paratransit vehicles.

Priorities for next year include implementing a number of information technology improvements, including online eligibility applications and online reservations, to complement the successful launch of Access' Where's My Ride application.

The Access Board of Directors will consider the budget at its Monday, June 25th Board Meeting which will be held at Access headquarters in El Monte.

For more information, please see the Access website at [www.accessla.org](http://www.accessla.org).

**Andre Colaiace**  
*Executive Director*

## Access Community Meeting Schedule

Access is hosting a series of community meetings throughout the County to inform customers about recent developments and to share recent performance trends in the six service regions where Access operates. Customers are notified through seat drops and reservation messages when they call to book their trips. Trips to the meetings are free of charge.

### Northern Region

---

**Saturday, June 30**  
**2pm - 4pm (English)**  
Sherman Oaks/East Valley  
Adult Center  
5056 Van Nuys Blvd  
Sherman Oaks, CA 91403

### West/Central Region

---

**Saturday, July 14**  
**1pm - 3pm (English)**  
**4pm - 5:30pm (Spanish)**  
Westchester Senior  
Citizen Center  
8740 Lincoln Blvd  
Los Angeles, CA 90045

### Southern Region

---

**Thursday, July 19**  
**10am - 12pm (English)**  
Barbara J Riley  
Downey Room  
7810 Quill Dr  
Downey, CA 90242

### Eastern Region

---

**Wednesday, July 25**  
**12pm - 2pm (English)**  
**3pm - 4:30pm (Spanish)**  
Lambert Park Auditorium  
11431 McGirk Ave  
El Monte, CA 91732

## AVTA joins forces with Access for community meeting in the Antelope Valley

Access held a community meeting at the headquarters of the Antelope Valley Transit Authority in Lancaster, which is an Access member agency, on June 12th, 2018.

System and regional performance was shared, along with emergency preparedness information and an overview of other transit alternatives, such as Metro and Metrolink.

A lengthy question and answer session was held for those in attendance at the end of the meeting which gave myself, Operations Manager Rogelio Gomez and Operations Service Monitor Jessica Volanos ample time to address each rider concern and gather information for further research and follow up. A number of riders were complimentary of Access as a whole.

AVTA was pleased to have been involved and this was a great example of cooperation with an Access member agency. AVTA supplied the meeting facility and AVTA's Carlos Lopez presented information on the AVTA fixed-route system and Dial-A-Ride. The riders were interested in what Mr. Lopez had to say and asked questions.

Overall, it was a great way for our customers to learn about Access and the transit options that AVTA provides.

**Alex Chrisman**  
**Project Administrator**

## North Los Angeles County Regional Center self-advocacy group

On May 15, 2018, Access Services and MV Transportation staff attended the North Los Angeles County Regional Center (NLACRC) Self-Advocacy group meeting in Chatsworth.

The NLACRC Self-Advocacy group is a social support group run by Regional Center participants. They work collaboratively to influence decision-makers, dialogue on disability issues and help make changes to improve the lives of people with disabilities. The group has been around for over 25 years and is open to everyone who wishes to join.

Los Angeles County Commission on Disabilities 2nd Vice President Steve Miller arranged this meeting. The meeting provided NLACRC participants the opportunity to give feedback on their experience with Access and also ask questions about the service. Most questions asked were about policy and eligibility.



At the conclusion of the meeting, NLACRC members had a better understanding of Access' policies and procedures. The group along with Steve Miller thanked Access and MV Transportation staff for attending and providing information.

**Faustino Salvador**  
**Project Administrator**

## La Puente Mental Health Resource Fair

Since May is Mental Health Awareness Month, Enki Health and Research Systems Inc. found it fitting to host their annual Mental Health Day Fiesta Resource Fair at the La Puente Mental Health Center in La Puente.

This year's festivities included an array of fiesta themed decorations, music, raffles, educational workshops, and a taco buffet with colorful tables for attendees to enjoy. Access had several riders approach our booth to let us know what a great job Access is doing in their lives. One rider said, "I love the service, the drivers are friendly and courteous," and shared her experience of a helpful driver. Another stated, "Access is very good, pleasant and always there for me." Access loves to hear from our rider's and what better way than a one-on-one at such an amazing event aimed at celebrating Mental Health Awareness.

As an addition to the festivities, La Puente Mental Health Center had a dance off for round trip Access coupons. Although the plan was to have one winner, Enki staff decided to provide all



participants with one set of Access coupons donated by Access Services. Below are the Access riders who danced their hearts out to Michael Jackson's, Pretty Young Thing!

Enki provides behavioral and mental health services in East Los Angeles as well as the San Gabriel Valley. Enki provides youth and family programs designed to provide support and promote healthy development aimed at encouraging recovery and stability for community living.

**Mayra Perez-Calderon**  
**Compliance Specialist**

## Emergency Preparedness Safety EXPO

Access staff attended the 7th Annual Emergency Preparedness Safety EXPO at the San Gabriel/Pomona Regional Center. Access staff Steve Wrenn, Mike Greenwood, Caleb Royal, and Beth Ross participated as exhibitors who spoke to EXPO participants. Staff shared information about the Where's My Ride mobile app and answered questions while other participants watched a driver training and emergency preparedness video at the booth.

The EXPO brought together people from all over the County, each showing a shared interest in the importance of emergency preparedness and safety. Participants were able to visit other organizations' booths and attend a variety of sessions and workshops to receive information about preparedness and small safety related giveaways.

This year's EXPO speakers included a team from Howard Chudler and Associates who responded to the September 2017 Mexico earthquake. They shared first-hand experience of how they helped ease the trauma for those who lived through this major quake. Dr. De La Torre of the LA County Department of Mental Health also presented on how to help children deal with the trauma of a major disaster.

Overall, the EXPO served as a great opportunity to meet with riders, learn important emergency preparedness information, and see how the Los Angeles County community is working together to prepare for a safer tomorrow.

**Beth Ross**  
**Emergency Management Coordinator**

**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](mailto:info@accessla.org)  
[accessla.org](http://accessla.org)

## Rider Commendations

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

**Arnetha Pierce**  
**Rider since June 2002**

"I would like to file a smile for my driver John. I was in a great deal of pain, and John really made me feel comfortable. I very much enjoyed speaking with him, and he made the beginning of my new year great. I would like you to tell him hi and thank him for his assistance."

**Linda Elkins**  
**Rider since December 2012**

## Access staff attends National Transit Institute's procurement series workshop

The National Transit Institute (NTI), established under the Intermodal Surface Transportation Efficiency Act of 1991, provides specialized training and education to public transit agencies across the United States. The courses are designed by NTI to help federal grantees understand the procedures and inner workings of federal regulations as they apply to grantees. FTA grants fund the courses offered by NTI and courses are taught by industry professionals with numerous years of experience in the public transit industry.



A few weeks ago, I had the pleasure of attending the Procurement Series II - Risk Assessment and Basic Cost or Price Analysis training hosted by Culver CityBus. The five-day training session covered various topics such as risk assessment and allocation, independent cost estimates (ICE), price and cost analysis, supplier pricing strategies, direct and indirect cost analysis, and profit and fee analysis. Throughout the training, attendees participated in numerous group training activities to further instill federal grantee requirements under FTA Circular 4220.1F, Federal Acquisition Regulation (FAR) Part 31, and 2 CFR 200.

The knowledge and tools gained from attending the training sessions are invaluable to public transit agencies as they embark on acquiring new technology and equipment. I want to thank NTI instructors Margaret Merhoff and Charlie Kalb and the staff at Culver CityBus for their hospitality, and the various colleagues I have worked and connected with throughout the course.

**Andrew Marin**  
**Assistant Procurement Specialist**