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Behind the Scenes

Executive Director's Report

The Board approved the Consent Calendar, which included a contract award for voice communication services and a contract extension for website services.

The Board approved the FY2018/19 budget that will provide \$184.3 million dollars in funding for the delivery of 4.57 million passengers.

The Board also approved an extension to the contract with MV Transportation for the continuation of the Parents with Disabilities Program for an additional year. The Board took action authorizing staff to negotiate extensions for the Southern and Eastern region contracts.

Finally, the Board heard a presentation on the key performance indicators that are used to monitor the service providers.

The next meeting of the Board of Directors is tentatively scheduled for July 23, 2018 and will be at Access Services, 3449 Santa Anita Avenue, El Monte.

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.

Here is the schedule of the community meetings in the region:

West/Central Region

Saturday, July 14

1pm - 3pm (English)
4pm - 5:30pm (Spanish)

Westchester Senior
Citizen Center
8740 Lincoln Blvd
Los Angeles, CA 90045

Eastern Region

Wednesday, July 25

12pm - 2pm (English)
3pm - 4:30pm (Spanish)

Lambert Park Auditorium
11431 McGirk Ave
El Monte, CA 91732

Southern Region

Thursday, July 19

10am - 12pm (English)

Barbara J Riley
Downey Room
7810 Quill Dr
Downey, CA 90242

2018 CTA Spring Legislative Conference

I recently attended the 2018 California Transit Association (CTA) Spring Legislative Conference in Sacramento, CA. The theme of the conference was Defending Our Future. The one-day program highlighted the Association's highest-priority state legislative and regulatory efforts, and the potential impacts to transit and paratransit in California.

The sessions included:

Transit Funding in Crisis: The SB 1 Repeal: This panel of legislative experts, transit advocates, and transit executives discussed the initiative's prospects among voters, insight on the campaign to defeat the repeal, and the ramifications if it were to pass.



Zero-Emission Bus Fleets: The California Air Resources Board (CARB) continues to pursue its Clean Transit regulatory initiative, so transit agencies will need to engage their stakeholders, including state regulators, utility companies, grant administrators and the public, to achieve buy-in and support to meet the zero-emission requirements. This panel provided valuable information about the process and offered expert insights from transit leaders that were early adopters that have deployed zero-emission fleets across the country.

Addressing New Mobility Trends: There are five trends that are dominating the public transportation discussion and creating fundamental changes (1) generational behavior towards suburbanization and automobility; (2) changing attitudes toward information communications technology; (3) shifting attitudes toward shared mobility and mobility on demand; (4) innovative options for work and non-work travel; and (5) increasing number of on-demand and flexible transportation options. The presentation on these trends provided attendees with recommendations and guiding principles that public transit agencies should adopt and implement to respond to these trends.

In addition to the conference, I also met with Access Services' Sacramento advocates from the firm of Joe A. Gonsalves and Sons, to discuss Access and statewide paratransit issues.

Randy Johnson
Manager, Government Affairs & Outreach

Access Attends 2018 WTS Annual Conference

The Women in Transportation Seminar (WTS) international organization hosted its WTS Annual Conference in San Diego, California in late May. WTS creates a forum for women to collaborate and discuss topics geared towards what is happening in the transportation industry and the advancement of women in transportation.

The conference brought women together from the public and private sectors, locally and nationally, to share and learn on a professional platform. They had keynote speakers and provided recognition and scholarship awards to some deserving students.

This year's conference theme, "Driving the Waves of Change," provided a four-track seminar program focused on resiliency and sustainability, funding and policy for the 21st century, a connected autonomous transportation future, and discussions on professional development. These programs incorporated a diverse perspective from across the nation, but also touched on how these concepts can work within our local transportation regions.

There were eleven tours available across the San Diego area, which took participants through the central part of San Diego County featuring the I-15 corridor, historic walking tours of Downtown San Diego, and the exploration of the coastline down to the US-Mexico border where people can experience the world's busiest land port of entry and much more.

Some of the conference highlights included keynote speaker Lauren Leader-Chivee who is an author and leader on diversity and women's issues on female engagement in politics and civic action. Another memorable highlight was the Annual Awards Banquet, where Phillip A. Washington, CEO of the Los Angeles County Metropolitan Transportation Authority received the Honorable Ray LaHood Award and six scholarship winners received financial assistance towards their education in the transportation field. The conference concluded with Anousheh Ansari, the first Iranian woman to go into space.

Fayma Ishaq
Project Administrator

Paratransit Management and Operations Workshop

On June 5-6, 2018, Access hosted the Paratransit Management and Operations class led by National Transit Institute instructor, Michael J. Glasheen. With over 30 years of public transportation experience, Mr. Glasheen is well versed in transit and paratransit transportation services. He also served as a Director on the Developmental Disabilities Information Services, which is a non-profit agency serving persons with developmentally disabilities.

The workshop highlights the skills necessary to effectively manage and operate paratransit services. This includes how to develop policies and procedures, and operating and scheduling techniques. Additionally, the class also identifies the proper tools and practices that will improve the effectiveness of a transit agency's paratransit unit.

The two-day course was very extensive and provided relevant information for professionals new to paratransit, and for seasoned professionals who want to enhance

their skills. Mr. Glasheen provided eight different modules for this class, which included 1) overview of paratransit services, 2) policies and procedures, 3) management functions, 4) scheduling, 5) technology, 6) customer service, 7) budgeting, and 8) operations. Each module also provided examples and group activities to simulate hands-on experience of different scenarios.

The professionals who attended the class were from a variety of different public transit agencies. They came from the City of Commerce, LADOT, Paratransit Inc. in Sacramento; Citibus Transportation in Lubbock, Texas; City of Simi Valley, and Fairbanks North Star Borough Transportation in Fairbanks, Alaska. At the end of the course, transit professionals expressed the importance of enhancing their skills to manage and operate paratransit services.

Onnika Payne
CTSA Analyst

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Rider Commendations

"I would like to file smile for a supervisor from the SF Valley. I was sent the wrong vehicle for pick up so my driver called dispatch to see if he could get a supervisor to work this out. My legs extend out from my wheelchair, so I require a cutaway van. This supervisor went out of his way to try to get me a vehicle even if he was even willing to drive it himself if necessary. I felt this supervisor genuinely cares about his clients. I want Access to know how much I appreciated his kindness."

Rose Graybill
Rider since August 2014

"I would like to file a smile for Marcos, representative from Eastern Region. I just finished booking my upcoming trip when I suffered a seizure. Marcos remained calm and stayed on the phone during my episode. After I came too, Marco repeated the trip details only to find I had given the incorrect details due to my seizure. Some people might have been frustrated by this but not Marcos he was able to correct the wrong information and get me my trip. I want to tell you how pleased I am with his customer services."

Tracey Russell
Rider since June 2003

Access shows its generosity during food drive

Starting on May 30, 2018 and into the first week of June, Access showed its heart by collecting hundreds of pounds of food which was delivered to our Antelope Valley regional contractor, Keolis. Keolis was conducting its Keolife annual employee event which included a food drive among other morale boosting efforts. Access was invited to participate by Juan Antonio Lopez, Keolis' Antelope Valley General Manager.

The Access food drive, entitled Stuff-A-Van, collected canned food, pasta, ramen and other items from numerous staff. We received contributions from nearly every department in the Agency. The collection boxes were created by Kyra Williams.

On June 7th, Jessica Volanos and I delivered the food to Keolis. We added significantly to the amount of food already collected by the Keolis staff. The next day, Juan Antonio Lopez and his team, wearing bright blue Keolife shirts and shades, delivered the food to a local charity where it could be distributed to Antelope Valley residents who need it. Juan Antonio reported that the charity was very pleased with the generous contribution.

Alex Chrisman
Project Administrator



Access staff from left: Project Administrator Faustino Salvador, Operations Service Monitor Jessica Volanos, Project Administrator Fayma Ishaq and Operations Manager Rogelio Gomez pose next to the Operations Department's contribution to the Stuff-A-Van food drive.