



Access Services
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Behind the Scenes

Executive Director's Report

Please join me in congratulating Access staffmembers Darwin Brown, Road Safety Inspector, and Jessica Volanos, Operations Service Monitor, who were recently selected to receive scholarships from the American Public Transportation Foundation. Darwin is the recipient of the **Americans with Disabilities Act 25th Anniversary Scholarship**. Jessica is the recipient of the **Devin Roy APTF Scholar Ambassador Program Single-Year Scholarship**.

Darwin and Jessica will be celebrated during APTA's Annual Meeting at the American Public Transportation Foundation Scholarship Award Ceremony, which will be held on the afternoon of Tuesday, September 25, 2018 at the Omni Hotel, in Nashville, TN. The scholarship award is intended for tuition, books, educational materials, or for any other educational expenses.

Thanks also to Metro CEO Phil Washington and Access Boardmember and Foothill Transit CEO Doran Barnes who serve on the APTF Board!

Andre Colaiace
Executive Director

Access comes through for patients after power outage

When the power went out at The Rehabilitation Center of Beverly Hills last month, Access and its West-Central region contractor, California Transit (CTI), were ready to help.

The scorching afternoon temperatures exceeded 100 degrees in many parts of the city, placing an unprecedented demand on the local power grid causing the electricity at the large facility to fail. Access was contacted by the duty officer of the City of Los Angeles Emergency Management Department who asked for assistance with the evacuation of 11 patients from the rehab center.



Access' vehicles are equipped with accessible ramps and experienced drivers trained for this type of transportation. For almost 4 hours, 6 CTI drivers and vehicles, Access Road Safety Inspector Darwin Brown, and CTI Road Supervisor Folsom Grace responded by transporting patients to 5 separate locations. At around 5:35pm, power was restored and CTI and Access staff were released from the scene shortly thereafter.

This evacuation is yet another example of Access and its Los Angeles basin contractors working together to provide emergency assistance to help Los Angeles County citizens while still maintaining their regular service.

Alex Chrisman
West-Central Region Project Administrator and
Beth Ross
Emergency Management Coordinator

Transportation for America's Smart Cities Collaborative

In July, Transportation for America (T4America) hosted its second Smart Cities Collaborative meeting in Seattle, WA. The two-day session brought together transportation professionals from 22 cities to collaborate on the challenges related to implementing smart mobility policies and projects. Colleagues from other local agencies, including Metro, LADOT, SCAG, and the City of Santa Monica, joined me in Seattle to discuss the future of transportation in the region and the country.

The first day focused on the role of data in addressing the mobility challenges of the future. Our colleagues from the Los Angeles Department of Transportation (LADOT) led a presentation on "Performance Metrics for New Mobility". They introduced their draft Mobility Bill of Rights and Transportation Happiness score, metrics that LADOT feel are necessary to focus on improving the user experience. After LADOT's presentation, participants broke into small-group discussions. I provided feedback on metrics related to accessibility, such as showing how people with disabilities receive equivalent service compared to the general public. The second day focused on developing data sharing standards around new mobility services and street design.



Access is proud to have been selected to this year's Smart Cities Collaborative. Two more in-person meetings will take place this year in Pittsburgh and Atlanta, in addition to monthly conference calls, to discuss issues such as street design, pricing and curb management. How cities address these issues will have significant implications for agencies like Access that provide curb-to-curb ADA paratransit.

Alfredo Torales
Special Projects Administrator

COMTO Membership Social

In late June, Manager of Training and Compliance, Alvina Narayan and I attended the Conference of Minority Transportation Officials (COMTO) Southern California Chapter Membership Appreciation Social in Downtown Los Angeles.

The membership appreciation social presented the current and newly elected officials for the COMTO-Southern California (SoCal) Region chapter. The current president, Gwendolyn Gray introduced the newly elected COMTO-SoCal President, Stephone Montgomery. Mr. Montgomery expressed his gratitude and excitement about his new position with COMTO's SoCal chapter. He looks forward to expanding the chapter and increasing its visibility across the nation. COMTO-SoCal plays an essential role in education advocacy through annual scholarships, and strengthening community engagement efforts.

This was a great opportunity to network and learn from industry professionals. The diverse backgrounds of professionals in attendance included: LA Metro, Foothill Transit, City of Los Angeles, Long Beach Transit, Orange County Transportation Authority, Triad Consulting, Acumen, and ROHADFOX.

The Conference of Minority Transportation Officials (COMTO) was first established in 1971. COMTO was created to provide a forum for minority professionals and maximize opportunities and participation in the transportation industry. With over forty chapters across the country, the organization includes a diverse group of individuals, transportation agencies, private sector business, non-profit organizations, and Historically Underutilized Businesses (HUBs).

Onnika Payne
CTSA Analyst

**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
accessla.org

Rider Commendations

"I would like to file a smile for driver Jason Florendo. He is cordial and professional as well as familiar with Jasmine and her power wheelchair. This morning Jason took into consideration that Jasmine had three seizures and allowed her to recover so that we could assess her for travel. Jason called dispatch and Brian in dispatch removed the two other trips that were assigned to the vehicle. Because of Brian and Jason, Jasmine made it to school on time and safe. Thanks Jason and Brian!"

Terry Burciaga
Rider since May 2009

"I would like to file a smile for my driver William Aceves. William arrived at my location early which I liked. William is a veteran and so am I. William was very nice to talk to, we had a lot in common. When William dropped me off, he even helped me with my groceries. I'm very appreciative when I receive a driver like William."

John Vioria
Rider since July 2009

Vehicle Maintenance Management and Inspection Course

I recently had an opportunity to attend the Vehicle Maintenance Management and Inspection (VMMI) workshop that took place in the city of Gardena's (GTrans) Transit Center.

The three-day workshop was hosted by Access Services, in partnership with CTAA and GTrans. Halsey King, a well-respected instructor who has extensive experience in the transportation industry, taught the workshop. During the three-day workshop, Mr. King shared his knowledge with the attendees on upcoming vehicle maintenance changes and efforts underway in the field of preventive maintenance management, fuel types and fuel management, and recent regulations from the Federal Motor Vehicle Safety Standards.

On day two of the workshop, Access Senior Manager of Fleet Design and Maintenance Rick Streiff, came to present on topics such as "Fleet Economics and the Fundamentals of a Factory Inspection." In addition, Mr. King also instructed the class on how to implement a more effective preventative maintenance inspection sheet. Participants were able to see the inspections in action while Mr. King facilitated a mock inspection of the buses in the shop.

The workshop was a huge success. Participants enjoyed the experience, and made sure to ask Mr. King additional questions about his experience in the transportation industry.

Tamika Arana
Fleet Maintenance Analyst

