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Behind the Scenes

Executive Director's Report

Access had an FTA ADA Compliance Review last week. Staff from the FTA Office of Civil Rights along with an FTA contractor looked at all aspects of our operations and visited nearly every contractor to analyze our compliance with the ADA and its regulations.

Overall, I believe the results were good. The good news is that the reviewers found that we provide, in their words, "exemplary oversight" of our operations, which confirms the findings of Nelson\Nygaard in the Comprehensive Operational Review. They also stated that they did not find any capacity constraints in our system.

They did have a few comments about different aspects of our operation, however, including eligibility, reservations, and the complaint process. Some of these comments were recommendations and some will be considered deficiencies. However, we should have more details when the draft report is sent to us in approximately two months.

I would like to congratulate the entire Access team for ensuring a successful audit!

Andre Colaiace
Executive Director



Access staff receive recognition from APTA

I am pleased to report that a number of Access staff have recently received recognition from the American Public Transportation Association (APTA).

Leadership APTA: The Leadership APTA Committee recently announced that Access staff member Faye Moseley, Deputy Executive Director of Human Resources, has been accepted to the Leadership APTA program, Class of 2018. Faye joined Access in 2013 and is a member of the Access Executive Leadership Team. She is responsible for managing all aspects of Human Resources, Training & Development, CTSA and Customer Service.



FAYE MOSELEY

Leadership APTA is a year-long industry recognized professional development executive program. The Leadership APTA Committee recently selected 25 individuals from among APTA member applicants to participate in the Leadership APTA program.



BILL TSUEI

Access Services Leadership APTA graduates include myself, Mike Greenwood, Bill Tsuei and F Scott Jewell.

APTA Board of Directors: I would also like to congratulate Access' Director of Information Technology, Bill Tsuei, for his appointment to the APTA Board of Directors. Bill and other Boardmembers will be ratified by APTA members at the Association's Annual Meeting, which will be held in Atlanta, Georgia in October.

APTF Scholarships: The American Public Transportation Foundation

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Access staff receives recognition from APTA *continued*

(APTF) Board of Directors recently selected Access staff members Christina Blanco and Jessica Thompson as 2017 recipients of the Americans with Disabilities Act (ADA) 25th Anniversary Scholarships of \$5,000 respectively. The Foundation was delighted to provide these awards to our staff members.

Our scholarship recipients are both currently Operations Service Monitors and in their sophomore year pursuing an undergraduate degree in Public Administration at the University of LaVerne. Christina has been in the transportation industry since 2001 and worked with United Paratransit and MV Transportation before joining Access in 2007. Jessica initially joined Access in 2007 and rejoined us in 2009.



JESSICA THOMPSON (L) CHRISTINA BLANCO (R)

The 2017 APTF scholarship recipients 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, October 10, 2017, at the Georgia World Congress Center in Atlanta, GA.



Andre Colaiace
Executive Director

Notes from the August Board Meeting

The Access Services Board of Directors met on August 21, 2017. The Board elected its officers for FY2017/18. Nalini Ahuja will continue as Chairperson, along with Theresa DeVera as Secretary and Kim Turner as Treasurer. Art Ida of Culver City Bus has also joined the Board and will serve as Vice Chairperson.

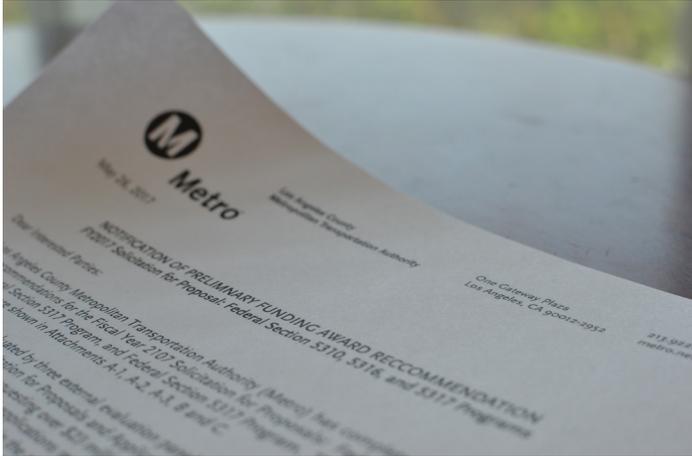
The Board approved the Consent Calendar, which included items extending DBE consulting services, adding licensing for Access' financial system, and the appointments of various committees. The consent calendar also included an item authorizing additional Free Fare program reimbursement for AVTA.

In addition to the above action items, the Board authorized the purchase of 162 paratransit vehicles and approved budget policy changes. The Board also endorsed staff's request to issue RFPs for all service provider contracts at the end of their current terms.

The next meeting of the Board of Directors has been rescheduled to September 25, 2017 and will be in El Monte. Full agendas and presentations can be found online at www.accessla.org. As always, please let me know if you have any questions about these or other Access issues.

Andre Colaiace
Executive Director

Access Services awarded additional JARC funding



In January 2012, Access Services launched its successful Access to Work program. Access to Work is a modification of Access' existing Standing Order service. The program is tailored for low-income Access customers using paratransit to get to places of employment and job training. Trips on Access to Work are designed to ensure that customers reach their work place on time.

Previously, Access applied for grant funding for the Access to Work program and was awarded funding for operating and capital funds in 2010 and again in 2012.

L.A. Metro, in January 2017, made available Federal grant funding for those who submitted successful grant applications. Applications were due in April of 2017 and Metro received applications from 53 different agencies throughout Los Angeles County. Fifteen agencies were successful in presenting projects that should receive (and were recommended) to receive funding.

Access was one of the successful applicants. With the award of grant funding, Access intends to replace the original 48 Access to Work minivans, which almost all have run nearly 200,000 miles and are nearing the point of being retired. Access also intends to use the funding to continue the Access to Work program through FY 2020. Metro recommended that Access receive Federal funds of \$3.46 million to purchase 48 replacement vans and \$1.64 million for operations.

Today Access to Work provides service for over 300 eligible customers and provides approximately 3,500 trips every month to and from places of employment for these customers.

Eric Haack
Strategic Planner



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Rider Commendations

"I would like to file a smile for driver Shaq. He provided me with excellent service. I would also like to add that my overall experience with riding Access is a very positive one. Shaq is just one of many professional and courteous drivers I have encountered. Thank you for providing such excellent service. "

Evette Keaton-Owens
Customer since February 2013

"I would like to file a smile for my driver. I'm sorry I didn't get a name. This driver is new to Access and the driver took the time to explain the way Access works. He had a smile on his face and his demeanor was very caring and I felt like he really cared about me. I'm so glad that he is the person who picked me up. This driver is a great example of customer service and Access should be proud to have him."

Wanda Solivan
Customer since April 2015

Access Host FTA Procurement Overview Workshop

On Tuesday, July 25, 2017, Access hosted the FTA Procurement Overview Workshop. The workshop was facilitated by Rudy Leflore who is an instructor with the University of the Pacific Eberhardt School of Business.



The workshop kicked off with a procurement overview consisting of the regulatory framework that supports government procurement practices, including discussion of the FTA and Caltrans rules for purchases. Discussion centered on the FTA circular 4220.1F for Third Party Contracting Guidance.

The instructor taught participants about procurement thresholds; the rules governing the purchase of different commodities (i.e. rolling stock versus transportation services); FTA specific programs like the Disadvantaged Business Enterprise (DBE) program; and how to reconcile your local agency procurement manual with Federal requirements.

This provided a procurement framework, which attendees could then use to give way to the implementation of best procurement practices. A useful discussion ensued on how to write a record of procurement history, how to determine fair and reasonable pricing and the proper use of contract options and cooperative purchasing.

Sherri Adams
Training & Development Coordinator