



In this issue:

2019 MoveLA Conference	2
Foothill Transit Rodeo	2
CAC Goals Retreat	3
Rider Commendations.....	3

Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on March 22, 2019.

The Board approved the Consent Calendar, which included items extending contracts for legal services and telecommunication services, awarding a contract for eligibility appeal services, and extending the Parents with Disabilities pilot program and contract.

The Board also took action and approved a change to its banking services provider and implemented an investment policy.

The Board approved a change to the transfer trip program which will expand the availability of transfers to/from Antelope Valley/Santa Clarita and the Los Angeles basin areas. This will take effect July 1, 2019.

The Board heard a presentation related to the potential use of a transportation services brokerage, which had also been commented on by the CAC and TPAC.

In a separate meeting on the same day, the Board heard about staff's grant application for an Automated Driving System (ADS) Demonstration project.

The next meeting of the Board of Directors will be in May 2019.

Andre Colaiace
Executive Director

Easter Seals Norwalk Presentation

I recently had the opportunity to present at the Norwalk Easter Seals office to case managers and other staff. Norwalk Easter Seals experiences a high volume of referrals for paratransit service and I was glad to provide valuable information and answer questions related to our service area, travel time and wait time before pick-ups.



Easter seals has over 100 years of service throughout the country, providing resource for persons with disabilities, seniors, veterans and their families. Their Norwalk facility provides therapeutic programming for individuals 18 years and older with physical, social or cognitive impairments who require services and activities for daily living.

Access' Mobility Management Program also presented on March 29, 2019 to Easter Seals in their Torrance location. We strive to reach out to various social service groups in an effort to provide the most up to date information regarding Access.

Mayra Perez-Calderon
Compliance Specialist

2019 MoveLA Conference

Earlier this month, MoveLA held its Tenth Annual Transportation Conversation at The Conference Center at the Cathedral Plaza. MoveLA is a project of Community Partners, built on a broad constituency base that advocates for the development of a comprehensive, diverse, robust, clean and fiscally responsible public transportation system.

The conference was an opportunity for state and local government leaders, key stakeholders, and transportation advocates and experts from across the region to discuss the big challenges facing Los Angeles County. This community partnership is where the momentum was built to pass both Measures R (2008) and M (2016).

The conference featured two keynote presentations and three panel discussions. Of great interest was the keynote presentation by LA Metro CEO, Phil Washington. MoveLA Director of Policy & Communications, Gloria Ohland, and Phil participated in a 60 Minutes style interview.



Phil answered questions and shared his vision for the region, and presented his case for congestion pricing, free transit, and other major transportation initiatives to meet Metro's "28 by 2028" goals.

The panel discussions focused on rebuilding transit ridership, affordable housing, and climate change. In the discussion about transit ridership, the primary concerns of the panelists revolved around equity. The panel, which included a host of elected officials, executives, city leaders, and professors, focused on addressing the needs of the disadvantaged, older adults, persons with disabilities and students. Panelists were unified in their desire that equity be a pillar in any Metro service or policy change.

Randy Johnson
Manager, Government Affairs and Outreach

Access volunteers at Foothill Transit Roadeo



The rainy conditions in March did nothing to dampen the spirits of drivers and mechanics as they competed for the championship at Foothill Transit's 24th Annual Bus Roadeo.

The Annual Bus Roadeo is a challenging set of obstacles, meant to show how much skill is required to operate a bus. Some events, such as First Passenger Stop, are part of a driver's everyday routine. Others, such as Serpentine and Diminishing Clearance are increasingly more difficult. Throughout the course, an electric golf cart, outfitted to resemble a Foothill Transit Bus, transported the friends and family of competing drivers to help cheer them on

as they traversed the course. The winner of Foothill Transit's Roadeo will advance to the regional competition, with a chance to participate in a national competition later this year.

Despite the inclement weather, Access staff members Randy Johnson, Justin Sheldon, Anthony Santiago and Jessica Volanos showed their support for Foothill Transit as volunteer judges for various events throughout the course. The event was a big success, allowing Access staff to show support for a partner agency, network with local transit professionals, and help foster a continued positive relationship with the folks at Foothill Transit.

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Rider Commendations

"I would like to file a commendation for the reservationist I received today. I didn't catch her name but she was articulate, pleasant, very knowledgeable and a delight to speak with. I was shocked to learn that she was a relatively new reservationist. If she hadn't have said anything I would have believed that she was a veteran."

David Scaletta
Rider since November 2016

"I would like to file a commendation for the driver I received today. His name is Francisco Lujano. I want Access to know how kind he is to his riders. He extended his hand to me getting in and out of the vehicle. Francisco is a great representative for Access."

Perlita Antolin
Rider since November 2013

CAC Goals Retreat

On Tuesday, March 12 Access' Community Advisory Committee (CAC) held their first Goals Retreat at the Los Angeles River and Gardens. The CAC Goals Retreat, facilitated by current CAC member and former Access Board member Kurt Baldwin, focused on a number of areas.



One of the areas CAC members wanted to discuss was the interrelationship of the Access Board, the Community Advisory Committee (CAC) and the Quality Services Subcommittee (QSS). The CAC is one of two advisory committees created by the Board to advise them on policy matters while the QSS was created by the CAC to monitor the service quality of Access' paratransit services.

Members opened the retreat by discussing topics such as:

- > How can the CAC more effectively engage the community they represent.
- > Should the QSS appoint a liaison to the CAC in order to facilitate communication between the two groups?
- > How can the CAC streamline its communications to the Board and vice-versa.

After the lunch break, members addressed a number of issues to help improve operational policy for the agency. Some of these recommendations will be discussed in further detail at the next CAC meeting which will take place on April 9, 2019, 1:00 pm - 3:00 pm, at L.A. County MTA, One Gateway Plaza, Gateway Conference Room, 3rd Floor.

Matthew Avancena
Director, Planning and Coordination