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Behind the Scenes

Executive Director's Report

One of the great events of the year that Access participates in is the Abilities Expo, which is being held from February 23rd to 25th at the Los Angeles Convention Center, West Hall A in Los Angeles. The Expo is a free event dedicated to providing resources to help people with disabilities lead productive, independent lives.

Access will be sharing a booth with Metro (Booth 843) and staff will be volunteering all weekend at the EXPO to answer questions and provide information to Access customers and those who are interested in applying for the service. Access Road Safety Inspectors will be facilitating transportation to event all weekend as well.

Attendees can register ahead of time at the Abilities Expo website (www.abilities.com/losangeles) or register at the event.

Andre Colaiace
Executive Director

What is a CTSA?

Access Services was established in 1994 and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County by Metro. Statewide, CTSA's were created in 1979, when the state legislature passed Assembly Bill 120, the "Social Services Transportation Improvement Act". The vision behind creating the CTSA model was to foster coordination among social service transportation providers in order to utilize existing transportation.

To fulfill this role, Access provides a variety of professional development trainings to professionals in public agencies, non-profit agencies, and other stakeholders through Access' Professional Development Training Program.

One of the training programs offered is Access' long standing partnership with the National Transit Institute (NTI).

NTI has conducted specialized workshops in Assault Awareness, Transit Operator Fatigue, Effective Management and Communication in Transit Agencies, and Abusive Behavior Prevention.

Access is excited to continue the collaboration with NTI and other transportation service providers to achieve the concept of blended learning, and encourage employees to learn ideas that will take them to the next level of the transit professional.

To get more information about classes held at Access please e-mail me at Payne@accessla.org.

Onnika Payne
Access Intern

Access attends event at Centro Maravilla Service Center

On February 5, Access was invited to make a presentation to the Centro Maravilla Service Center, which is a non-profit multi-purpose facility located in East Los Angeles that provides various programs to the community at low or no cost including health, educational, social and recreational activities.



Among the topics discussed at the Access presentation were, "How to apply," "Who qualifies," and "How to ride Access." Members of the community center were given a clear overview



of the eligibility process and provided with educational materials regarding the Americans with Disabilities Act.

Access has been invited back to present at next month's senior group meeting and upcoming community resource fair. We look forward to attending future events and continually providing education regarding Access Services.

Mayra Perez-Calderon
Mobility Management Counselor

Access hosts Transit Operator Assault Awareness class

On February 6, Access held its first Professional Development Workshop for the new year. Hosted by the National Transit Institute, course instructor Captain Jim Franklin from the Metro Transit Police in Minneapolis, Minnesota taught a comprehensive workshop for attendees.

Transit worker assaults have steadily increased over the years and have become a widespread problem across the nation. Captain Franklin shared real-life scenarios and videos demonstrating the effects of hostile situations and assaults and taught attendees how to spot pre-warning signs; how to properly

respond to incidents; when to seek assistance; and how to effectively communicate with aggressive passengers.

The three-hour workshop was comprehensive and attendees learned skills to prevent future assaults, the importance of safety measures and, more importantly, the skills and knowledge to defuse, reduce or eliminate incidents.

Onnika Payne
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Rider Commendations

"I would like to file a commendation for the members of the West/Central region that helped me locate my PCAs phone. Miguel and Maya both worked with me to get the phone back. I want to give a big thank you to Oscar the driver for turning in the phone."

Stella Robertson,
Customer Since January 2008

"I would like to file a commendation for Sandra from the West/Central reservations line. I did not get her last name. Sandra was without a doubt the nicest person that I have ever spoke to at Access. She spoke clearly and I understood everything that she said. She was so nice! I want to make sure Sandra knows that I filed a commendation."

Helene Friedman,
Customer Since December 2010

Aging and Disability Transportation Network Meeting

Access staff attended the Aging and Disability Transportation Network meeting that was held in late January at L.A. Metro.

The Aging and Disability Transportation Network was established during the campaign for Measure M by Move L.A., a local civic engagement group, and includes organizations such as AARP, St. Barnabas Senior Services, the Los Angeles Aging Advocacy Coalition and Independent Living Centers. The Network's goal is to advocate for more transit programs and policies responsive to the needs of people with disabilities and older adults.

Andre Colaiace, Executive Director, presented an overview of Access' Comprehensive Operational Review and highlighted the report's findings on the cost of potentially expanding Access' service area beyond the current three quarter mile to one and half miles. Expanding Access' service area along with providing same-day service is one of the outcomes most desired by the Aging and Disability Transportation Network.

Other topics on the agenda included a discussion on the Annual Accessibility Report, a report from the group's Policy Advisory Council and the inclusion of performance measures for some projects receiving Measure M funding.

The goal of the Annual Accessibility Report is to include data measuring Metro and Access' progress in responding to the transportation needs of seniors and people with disabilities, and to hold a conference following a draft of each report so that it could be evaluated and to discuss the issues that it raised.

Matthew Avancena
Senior Manager, Planning and Coordination