



Access Services

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Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on April 23, 2018.

The Board approved the Consent Calendar, which included items adding network hardware and services, awarding a contract for audit services, revising the 2018 Board calendar, renewing employee benefits for FY2018/19 and extending the contract for passenger opinion survey services.

The Board also took action and authorized a contract for Medi-Cal reimbursements through the County of Los Angeles and amended the Board Stipend Policy.

Finally, the Board awarded the contract for ADA paratransit service in the Northern region to MV Transportation. This is a five (5) year base term contract with a value of close to \$186 million dollars.

The next meeting of the Board of Directors is on May 21, 2018 and will be at Metro's Board Room, One Gateway Plaza, 3rd Floor, Los Angeles CA 90012.

Andre Colaiace
Executive Director

Access' Director of IT receives recognition at APTA Conference

On Monday, April 9, Access Services Director of IT, Bill Tsuei, received a recognition from APTA Chairperson, Nathaniel Ford, Sr., for his chairmanship of the APTA Information Technology (IT) Committee from 2013 to 2017. Bill received the award at the APTA Fare Collection/Revenue Management & TransITech Conference in Jacksonville, FL.

During his term as Chair of the APTA IT Committee, Bill assisted APTA to promote and focus on hot technology topics such as cybersecurity, big data, mobile ticketing, positive train control (PTC), automated vehicles and FTA's Mobility on Demand (MOD) Sandbox project.

Under Bill's leadership, the APTA IT Committee successfully attracted transit technology professionals to participate in various APTA activities and to demonstrate APTA's strong support in promoting emerging technologies for transit usage. APTA's flagship technology



APTA Chairman, Nat Ford, Sr., handing over the recognition trophy to Bill. Also, in the picture is **Manjit Sooch, Director of Systems & Software Development, AC Transit,** the newly appointed Chair of IT Committee.

conference, TransITech Conference, has also doubled its attendee size and became a profitable conference for APTA.

Hector Rodriguez
Deputy Executive Director

Access Services selected to participate in Transportation 4 America's Smart Cities Collaborative

Transportation for America (T4America) selected Access Services, among other agencies from Los Angeles County, to participate in the second cohort of their Smart Cities Collaborative program. In its second year, the Collaborative will bring together 22 cities to collaborate on the challenges related to implementing smart mobility policies and projects, and help the team from Access Services explore how emerging technologies and new mobility options can improve urban transportation in Los Angeles County.



T4America participants

Representing Access Services in this year's cohort of the Smart Cities Collaborative, I am joined by colleagues from Metro, LADOT, SCAG, and the City of Santa Monica. Over the course of the year, our agencies will join other communities to tackle how emerging technologies and new mobility options are reshaping the use of the right-of-way and curb space, and to ensure people and goods keep moving through Los Angeles County safely and efficiently. Access is particularly interested in this Collaborative to advocate for the needs of people with disabilities in shaping the transportation options of the future.

The first kick-off meeting took place on April 16-17 in Denver, CO. The Smart Cities Collaborative brought guest speakers such as Gabe Klein, the former Commissioner of the Chicago and Washington DC Departments of Transportation and Michael B. Hancock, Denver's current Mayor. During the meeting, we broke off into smaller group discussions to dig deeper into challenges facing cities.

Representing Access, I brought a unique perspective to the discussion, stressing the importance of accessibility when planning and designing the mobility options of the future, whether that's micro transit or autonomous vehicles. Another issue emphasized in this year's Collaborative is the future of curb space management, which has significant implications for agencies like Access that provide curb-to-curb ADA paratransit. Throughout the year, I look forward to participating in the Collaborative's monthly conference calls to discuss ongoing projects and future in-person meetings taking place in different cities.

Alfredo Torales
Special Projects Administrator

Family Evening at the Museum: L.A. County Commission on Disabilities Scholarship Event

On the evening of Wednesday, April 11th, the Los Angeles County Commission on Disabilities hosted its annual Scholarship Fundraising Event. Louis Burns, Community Liaison, Executive Director Andre Colaiace, and I attended the event on behalf of Access Services.

The Los Angeles County Commission on Disabilities is a body whose members are appointed by the County Board of Supervisors. The Commission works to improve the lives of persons with disabilities. In one of the Commission's roles, it awards education scholarships to students with disabilities. The annual event sells tickets to raise funds (and awareness) of the scholarship program.



Left to Right, Andre Colaiace, former Dodger Matt Luke, Louis Burns and Eric Haack

This year, the venue selected for the event was the Sports Museum of Los Angeles in what Louis aptly described as a "hidden treasure of sports memorabilia." The Sports Museum of Los Angeles has a vast collection of sports memorabilia, principally covering the history of baseball from its 19th century roots to the earliest baseball stadiums, to the move of the Dodgers baseball team from Brooklyn, New York to Los Angeles, California in the late 1950s.

This was a special treat for all of the attendees of this event as the Sports Museum is currently closed to the public as its ownership is exploring relocating to a new location.

Guests of honor at the event were Gary Cypres, the owner of the vast memorabilia collection and

Matt Luke, former Los Angeles Dodger outfielder from the late 1990s.

It was quite inspiring to hear Commission members speak to the benefits and opportunities that students receive through scholarship awards while surrounded by art and memorabilia celebrating incredible achievements of individual athletes and teams.

For questions or comments about the Los Angeles Commission on Disabilities, please feel free to contact me or Louis Burns.

Eric J. Haack
Strategic Planner

**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 commendation for Crystal who is a rep in the West/Central region. I called in around 7:00 am to book a trip and I received Crystal as my rep and I want Access to know how very helpful she was in planning my trip. Crystal spoke clearly and repeated any info that I might not have understood. Thanks Access and a big thanks to Crystal."

Mary Rush
Rider since May 2005

"I would like to file a commendation for Southern region agent, Cynthia. She was able to assist me fantastically and with such a kind tone. I also would like to file a commendation for my driver, Francisco. Francisco was one of the friendliest drivers I have ever received. He was very helpful assisting me and other customers in and out of the vehicle. I would also like to recognize my return trip driver Gilberto, he was very willing to help and a safe driver."

Beatrice Young
Rider since March 2004

Access Presentation at Kedren Mental Health

Access has been involved in community outreach efforts through various platforms to ensure that we educate and make others aware of Access and its services. This was no different when we were referred to Kedren Mental Health in Los Angeles by an applicant who was in the midst of applying. Kedren Mental Health provides clinical support for mental health care patients and assists in creating comprehensive wellness programs and collaborative treatment for optimal care. I was invited to present to a group of licensed clinical social workers and orient them on Access Services.

This meeting gave the referring social workers a one-on-one educational experience where they could ask questions about Access. One of the many topics discussed was the benefits of travel training. Learning how to use the local transit systems can provide riders with more transportation options, which is what Access promotes. The group was able to take away valuable information that will help them better address the needs of their clients when referring to Access. Many individuals, whether customers or advocates, are not fully aware that eligibility for Access is not a permanent status and that eligible customers may be subject to a re-evaluation prior to their eligibility expiration. This is part of the goal of participating in outreach events, which is to educate our community so they have a better understanding of other options that are available.

I look forward to continuing my outreach efforts one organization at a time.

Mayra Perez-Calderon
Compliance Specialist