



Access Services
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Behind the Scenes

Executive Director's Report

I would like to thank everyone for coming to the Access Annual Meeting that was held on Tuesday, October 30th. It was a great event that highlighted the accomplishments from the past year as well as what Access has planned for the future.

I would like to again congratulate our award winners:

- > Scotty Galvan, a Mobility Assessment Evaluator with our eligibility provider, MTM, received the 2018 Jerry Walker Commitment to Quality Service Award.
- > Lori Dixon and Palos Verdes Transit received the 2018 Spirit of Accessibility Award for their work on the Miraleste Intermediate School's Community Based Instruction program.

I look forward to seeing everyone next year. In the interim, please do not hesitate to contact me about any Access issue.

Andre Colaiace
Executive Director

Mobility 21 Summit

On Friday October 19, I attended the 17th Annual Mobility 21 Summit, hosted at LA Live in Downtown Los Angeles. More than 1,300 people attended the largest one-day event in the state, which brings together transportation, business, and elected leaders to discuss the challenges facing Southern California's transportation infrastructure.

This year's conference highlighted California's efforts to lead the nation as a "transportation center of excellence" in spite of the efforts to repeal Senate Bill 1 (SB1) through Proposition 6. If SB1 is successfully repealed, California stands to lose billions in funding, which would cripple our ability to fix roads and expand transportation options. It will also make traffic worse, increase pollution, and eliminate the creation of thousands of good jobs.

The general sessions of the summit also discussed key technological advances that are important to the region including Autonomous Vehicles, Hyperloop travel, Microtransit, and Big Data. Mobility 21 also presented awards to several transportation leaders for their efforts to keep the region moving.

Mobility 21 was created in 2002 to bring together elected officials, transportation providers, local municipalities, businesses, labor and community leaders to develop solutions to transportation issues facing Los Angeles County. It is a nonpartisan alliance that delivers a unified voice for the region's transportation priorities and seeks to improve mobility in the region.

Randy Johnson
Manager, Government Affairs and Outreach



Learning about dispatch from the pros

I recently attended a Public Safety Dispatching Course held at Rio Hondo College.

The sessions were divided over a three-week period and featured five highly experienced instructors with impressive backgrounds. We had a current and former dispatch supervisor, a retired division commander from the Pomona Police Department, a retired captain of the Costa Mesa police and the retired chief of police from West Covina. Each shared their skills, knowledge and expertise with the class.



The operations team is now tasked with reviewing my assessment of our own practices to see what we can integrate into our standard operating procedures, future scopes of work and quality assurance measures with the goal of improving the excellent work being done by contractor staff on a daily basis. I am looking forward to sharing the public safety industry's best practices with the team.

Justin Sheldon
Operations Service Monitor

La Mirada Annual Community Health Information Fair

Access was recently invited to the La Mirada Activity Center for their annual Community Health Information and Safety Fair. The health fair included health screenings, health and wellness organizations, housing, education, safety and transportation information. The La Mirada Activity Center offers weekly activities for all ages including billiards, card games, quilting club, tai chi/yoga and so much more.

The event included transportation service providers, including La Mirada Transit, which provides local dial-a-ride services to the general public on a seasonal subscription basis. Metro staff was on-hand to provide temporary TAP cards and marking and tethering services. Access staff was also available to provide paratransit information and eligibility information.



Transportation Mobility Specialist, Bryan Galarza, from Mobility Management Partners (MMP), provided marking and tethering (MAT) services for riders with mobility devices. MAT is a securement program that offers faster securement and safer trips on both paratransit and public transportation. Eliminating the guesswork of where to secure a device, MAT identifies the safest points of the device to secure. Mobility Management Partners also provides travel-training service for Access riders. As part of its mobility management program, Access is proud to share other transportation resources that are available in the County.

Mayra Perez-Calderon
Compliance Specialist, Eligibility Department

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Rider Commendations

"I would like to file a smile for a female rep from the reservations department from the eastern region by the name of Ana. I spoke to her around 8:00 am on a Sunday. I was booking a ride to go from my address. I want you to know that Ana was pleasant, provided great service and she was extremely courteous."

John Rodriguez
Rider since October 1998

"I would like to file a smile for my driver Lilian Silva. She showed up early, was very kind. She assisted me with loading as I'm not too stable and even helped me with my seatbelt. Once we arrived at my drop off location, Lilian waited to make sure I made it inside. I want you to know that I had a great riding experience today."

Mary Obrien
Rider since September 2014

L.A. County Commission on Disabilities Annual Access Awards Luncheon

The Los Angeles County Commission on Disabilities held their 27th Annual Access Awards Luncheon at the OMNI Hotel in downtown L.A. Since 1975, the Commission has awarded education scholarships to numerous students with disabilities from revenue received from the luncheons. This year, the Commission awarded educational scholarships to 22 students with disabilities, compared to eleven scholarships the previous year.



Access Board member Theresa DeVera (center), former commission member Janet Neal (left) and Louis Burns (right).

Prior to awarding the scholarships, the Commission collaborates with several agencies to distribute scholarship applications to students and veterans with disabilities who meet the guidelines for financial need and educational goals.

Applications are distributed to numerous agencies including the City of L.A.'s Department on Disability, East Los Angeles Regional Center, State Department of Rehabilitation, Centers for Independent Living, the Braille Institute and Rancho Los Amigos National Rehabilitation Center. Congratulations to all past and present scholarship recipients!

Louis Burns
Community Liaison