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Behind the Scenes

Executive Director’s Report

The Access Services Board of Directors met on November 5, 2018.

The Board approved the Consent Calendar, which included items approving revisions to the No-Show and records retention policies, modification to a key performance indicator, additional reimbursement for Free Fare partners, and approval of the 2019 Board meeting calendar.

The Board also took action and extended the term and increased funds for TAP card production and voice communication services contracts.

Finally, the Board approved the extension of the customer service contract for an additional two years along with approving the extension of the Eastern region contract for one year.

The next meeting of the Board of Directors is on January 15, 2019 and will be at Access’ offices in El Monte.

Andre Colaiace
Executive Director

CalACT Fall 2018 Conference

The California Association of Coordinated Transportation (CalACT) held their fall conference in Napa, California from Monday, November 12th to Thursday, November 15th. The theme of this year’s fall conference was Technology and Shared Mobility. Bill Tsuei, Director of Information Technology; Rick Streiff, Senior Manager of Fleet Design and Maintenance, and I attended the event on behalf of Access Services.



CalACT’s conferences bring together transit professionals from across the State and experts from around the world, offering a unique opportunity for agency leaders to learn from one another. These conferences offer a wide variety of educational sessions. At this conference, there was a particular emphasis on how technology is transforming public transit and all transportation services.

Access’ Rick Streiff shared his expertise at the conference, participating in a panel entitled Tech Tools for Increasing Safety, where he discussed the value of having cameras on-board transit vehicles to both prevent incidents and to have a record of instances that can be used as coaching opportunities for drivers. Bill Tsuei spoke on two panels during the conference, the first provided an overview of the status of Access’ Autonomous Vehicle pilot program and the second presentation was on Access’ recently launched Where’s My Ride mobile application.

The overarching theme of this conference was how advances in technology can help transit be more efficient, safe, and convenient for a rider to use. A relatively new concept that was discussed at length during the conference’s opening keynote was Mobility as a Service (MaaS). The concept behind MaaS is that potential riders are provided with all transportation options available to them for a certain trip, from public transit, to Uber and Lyft-like services, to shared bikes or scooters, to driving themselves. MaaS’ objective is that by educating people on the variety of transportation choices available, people will rely on driving and occasionally use other resources. By giving transportation choices, this reduces congestion and pollution. The keynote speaker, Krista Huhtala-Jenks worked to develop this concept when she was part of Finland’s Ministry of Transport and Communication.

For questions or comments about CalACT and the conferences, please feel free to contact me.

Eric J. Haack
Strategic Planner

Access staff attends WTS Career Leadership Program



Women in Transportation Seminar (WTS) International was founded to provide women in transportation the opportunity to advance their professional development. WTS holds an annual Mid-Career Leadership Program to build upon their guiding principles geared towards enhancing leadership skills and advancement within the transportation industry. I was fortunate to be selected to attend this year's program in Alexandria, VA.

Opportunities lent themselves to engage with other women of different talents within the transportation industry such as Planners, Engineers, and Project Managers, to strengthen our connectivity. Our focus was on understanding our own strengths and weaknesses and collaborating with

others to develop skills that would help transform us into more efficient and effective influencers and leaders. This would inevitably lead us to apply the expression of "pay it forward" as we would in turn work to encourage and advance each other. In addition, we had the opportunity to question a panel of prominent female transportation leaders on their paths to success and their current work environments.

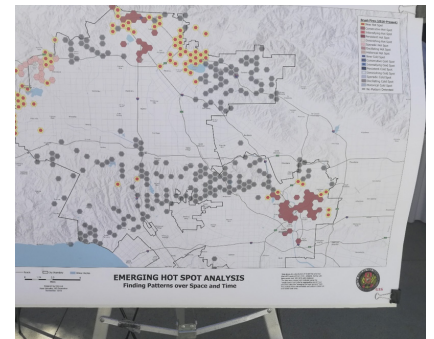
Among them were Henrika Buchanan, Acting Associate Administrator for Transit Safety and Oversight at FTA; Odessa Philip, President and CEO of Odessa Consulting and Amanda Baxter with Kimley-Horn. This was an enlightening experience and I thank Access Services for the opportunity.

Susanna Cadenas
Customer Relations Administrator

L.A. County GIS Day

Last week I attended the L.A. County GIS Day event held in downtown Los Angeles. The event provides a chance for staff, students, and residents to learn more about how L.A. County, government agencies, and non-profit organizations use Geographic Information Systems (GIS) in emergency response, social services and administrative services to make life better in L.A. County.

The event had over 50 booths where organizations like the City of Los Angeles Fire Department and L.A. County Voting Solutions for All People (VSAP) could display the maps they use for decision making and discuss the technologies and methods they used.



One of the most prominent displays was the booth held by the City of L.A. Fire Department. Not only did they have a multitude of maps on the coverage of L.A. County's most recent fire, but they also provided directions for visitors on acquiring the most up to date information and data for emergencies.

The display set up by VSAP showed a map of potential voting center locations for the 2020 election and they provided information for visitors to attend community meetings so that the public may discuss when, where, and how people may want to vote.

The first GIS Day took place in 1999 to promote GIS awareness, education, and training around GIS within the county. The event encompassed the original goal, as I learned from the L.A. Fire Department on how to find up-to-date mapping data and information that Access can use in the event of a natural disaster and to determine which service areas are affected. In addition, Access may be working with VSAP to determine voting locations that are ADA accessible for the 2020 election, and this should help Access riders who want to cast their votes.

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Rider Commendations

"I would like to file a smile for my driver David. He was very kind and helpful. He assisted me with loading my bags into the vehicle. David had a friendly demeanor, always greeting you with a smile. He goes above and beyond to make sure you are comfortable. I very much enjoyed David's company."

David Gutierrez
Rider since June 2011

"I would like to file a smile for the driver I received today. Traffic was very heavy, and the vehicle was stop and go. The trip was a share ride, and the other passenger began to have a panic attack every time the vehicle came to a stop. The driver realized what was happening and managed to calm the passenger down. I was afraid for the passenger, but the driver did a great job keeping everyone calm. I appreciate the level of professionalism our driver had."

Margareth Dulyx-Barnes
Rider since May 2013

Access meets with LAUSD Board member and Superintendent's office to discuss Parents with Disabilities Program

The Parents with Disabilities program is a pilot program operating in the San Fernando Valley with a limited number of Access-eligible customers. The program is designed so parents with child-care trip needs can use Access Services.

At present, the program is operating in a one-year extension through June 2019. Customers and Access staff are working to find partners and opportunities to continue the benefits of this program beyond the current program-end date.

Last month, Access Executive Director Andre Colaiace and other staff met with LAUSD Board member Scott Schmerelson and members of his staff. It was a very productive meeting where Board member Schmerelson and his team had many insightful questions about the Parents with Disabilities program and the service it provides to Access customers. A couple of weeks after that meeting, Access met with Hilda Maldonado, a staff member from LAUSD Superintendent Austin Beutner's office.

Both of these meetings helped share information about Access' Parents with Disabilities Program and share the value of the program with LAUSD executives. At both meetings, there was great interest in the work that Access is performing and both Board member Schmerelson and Ms. Maldonado from Superintendent Beutner's office saw the value that such a program could provide to ensure that children are arriving safe and reliably at school.

Access is hopeful that additional meetings can take place with the Superintendent's office in the near future.

Eric J. Haack
Strategic Planner

