



In this issue:

Mobility Management Outreach2
Janice Hahn Sworn in as Supervisor .3
Access meets with Dr. Duke3
Access Hosts first Extern4
Rider Comments4

Behind the Scenes

Executive Director's Report

In December, the Access Board approved a contract with Nelson\Nygaard to perform a comprehensive review of Access' paratransit operations.

The goals of the review include evaluating existing paratransit functions and identifying solutions and recommendations for improved operational efficiencies based on the operational review and industry best practices. Last week, Access kicked off this project with a conference call and Nelson/Nygaard will be making a presentation to the Access Board and our Advisory Committees in February and hopes to complete its work by July.

As always, please let me know if you would like additional information about Access Services.

Andre Colaiace
Interim Executive Director

Employee of the Year Melissa Thompson



Access Services is pleased to announce that Melissa Thompson, Data Analyst in the Information Technology and Business Analytics Department, is the 2016 Access Employee of the Year.

She was honored at the annual company holiday luncheon where a very surprised and appreciative Melissa was met with a standing ovation - a clear evidence that staff agreed that she is a worthy recipient!

Melissa started her career at Access in 2010 as an intern while earning her Bachelor's degree in psychology from Cal Poly Pomona. She interned for the Operations Department and the Safety and Emergency Preparedness Department before being hired as an Operations Analyst in 2012. In 2014 with the development of the Business Analytics department at Access, Melissa transitioned into her current position of Data Analyst. As the primary Data Analyst, Melissa is responsible for the creation, operation and maintenance of the Tableau Enterprise Dashboard, as well as tracking and reporting Key Performance Indicators to the executive management team, Board of Directors, and other key stakeholders.

Having been an intern, Melissa is a role model for the new interns. She encourages the new interns to complete their schooling, learn as much about the transit and paratransit industry and to look at this industry for potential lifelong careers.

Congratulations to Melissa Thompson, Access Services 2016 Employee of the Year!

Evie Palicz, Manager, Training and Development

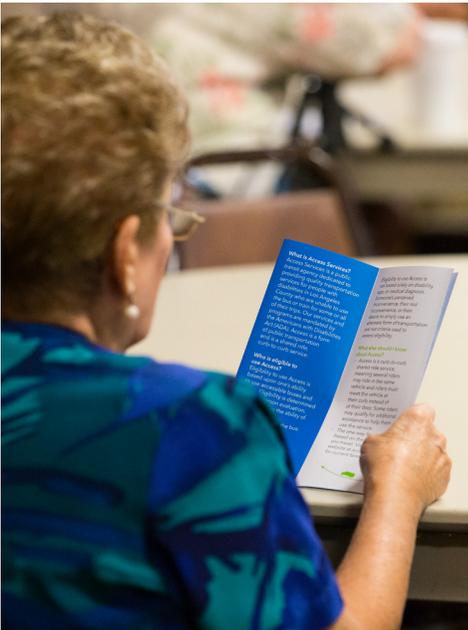
2016 Mobility Management Outreach

2016 was an exceptionally demanding but rewarding year for outreach events with the Access Mobility Management (MM) department. Mobility Management staff attended 63 events in 2016 which was a substantial increase over the previous year.

We often hear comments such as, "I don't need paratransit, but what additional services are similar to Access and how can I get discounts for bus service?" Mobility Management's goal is to educate people about Access Services but also to bring awareness about other viable transportation resources outside of the paratransit service that Access provides. This is to ensure that our customers are aware of as many options as possible so they can decide which transportation service suits their needs the best.

Because we cover all of Los Angeles County, the MM department will be very busy in 2017. We look forward to continuing to educate our riders and the public on what services Access can provide and the other numerous options that are available to meet the needs of people with disabilities. If you would like to have us attend an event in your area, please e-mail me at wrenn@accessla.org.

Stephen Wrenn, Sr. Mobility Management Counselor



Former Congresswoman Janice Hahn sworn in as L.A. County Supervisor



On Monday, December 5th at the Kenneth Hahn Hall of Administration Auditorium, I attended the swearing-in ceremony for former Congresswoman Janice Hahn as the County Supervisor for the 4th District. Supervisor Hahn replaced outgoing County Supervisor Don Knabe.

There were many distinguished guests in attendance, including each of the current County Supervisors and now former Supervisors Don Knabe and Mike Antonovich. Congresswoman Grace Flores Napolitano, former Congresswoman Diane Watson, former L.A. City Councilman Nate Holden, mayors representing the majority of cities within the 4th District and L.A. County Sheriff Jim McDonnell were also present. Also in attendance were members of the City and County Commission on Disabilities as well as Access Board Member Dolores Nason.

The Honorable Robert Garcia, Mayor of the City of Long Beach, introduced Supervisor Hahn who spoke about what her priorities will be during her first term in office. Supervisor Hahn stated one of her

main concerns is improving public transportation here in the County, promising to pay close attention to the funding received as a result of the passage of Measure M.

Louis Burns, Community Liaison

Access meets with Dr. Shalamon Duke



On December 14, 2016, the West Los Angeles College Dean of Support Services, Dr. Shalamon Duke, invited Access Client Relations staff Geoffrey Okamoto and Steve Chang to meet with him on campus. The purpose of the meeting was to build community alliances between the West Los Angeles College Support Services and Access. Dr. Duke oversees the Department of Disabled Students Programs & Services (DSPPS), which helps students who have special needs because of physical, communication, or learning challenges. Dr. Duke and his staff were very interested in finding out more about Access, and its Eligibility and Mobility Management functions. Access currently provides 60 trips per month to West Los Angeles College.

*Steve Chang, Deputy Executive Director,
Client Relations*

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 Comments

"I was waiting for my ride and it never showed. When I called OMC to see where it was, I connected with Naomi she stayed on the line for over 45 minutes and she managed to get me a ride. This meant so much to me due to the fact that I had just received news about a death in my family. Naomi was truly a blessing."

Doris Scott
(customer since July 2003)

"Driver arrived on time. Was very pleasant, professional, and efficient in strapping and securing Jasmine and my wheelchair. He completed the task in a safe and efficient manner. He is a great driver!"

Jasmine M. Burciaga
(customer since June 2009)

Access Hosts Its First Extern



Access took a new step towards attracting and inspiring the next generation of leaders to the transit and paratransit industry by hosting a winter externship for interested college students. While similar to an internship, externships tend to be shorter in duration and involve job shadowing rather than hands-on experiences with the goal of providing additional insight.

Our first extern, Oliver Wolyniec, is a sophomore at Carleton College in Northfield, Minnesota, about an hour south of Minneapolis. Oliver spent two weeks with Access learning about the transit and paratransit industry. Oliver's externship included attending the Access and Foothill Transit Board of Directors Meetings, visiting provider locations to better understand the operations side of Access, and the South L.A. County Regional Center. Oliver was also able to hold personal interview sessions with Andre Colaiace, Access Interim Executive Director (and Carleton graduate); Doran Barnes, Executive Director of Foothill Transit (and Access Board member), and Steve Chang, Deputy Executive Director of Customer Relations and Eligibility for Access.

Oliver shared that one of the highlights of his externship experience was a meeting with Access Special Projects Administrator Alfredo Torales about the legislation passed last year regarding the agency's fare structure. Because of Oliver's interest in government and policy-related work, this served as an example of how the paratransit industry can closely align with his career aspirations.

Participating in this externship program was a new experience for both Oliver and Access. We learned a lot from being the host company, and Oliver has a new appreciation of the transit and paratransit industry.

Access looks forward to hosting externs in the future to attract talented young individuals to the transit industry.

Evie Palicz, Manager, Training and Development

access