



In this issue:

- Ms. Wheelchair California2
- Fleet Maintenance field trip2
- Foothill Transit Board Meeting3
- Access welcomes new interns 4
- Rider Comments4

Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on January 23 in the Metro Board Room.

- The Board approved the Consent Calendar, which included items to extend contract terms for the following services: 1) Access' voice telecommunications contract (800 toll free service) 2) mobility device marking services 3) establish an ad hoc budget subcommittee for FY 2017/2018 and 4) extend term and increase the contract for Access' general counsel for legal services.
- The Board also took action to approve a contract rate modification and extend the contract with the City of Santa Clarita (Santa Clarita Transit) for the provision of ADA complementary paratransit services in the Santa Clarita region.
- Lastly, staff presented a mid- year operations review and provided an update to the Where's My Ride App. The app is currently in beta testing.

As always, please let me know if you would like additional information about these items or any other Access information.

Andre Colaiace
Interim Executive Director

Outreach to Supervisor Solis' office



On Thursday, January 12 Access staff met with Olivia Vasquez, Casework Manager and Staff Assistant for Los Angeles County Supervisor Hilda L. Solis. Access staff periodically works with each of the Supervisorial Districts to share information regarding our service.

During the meeting, Access staff touched on all areas of the service and also discussed mobility management and the Free Fare program as a way to provide alternative transit options. Ms. Vasquez and her staff saw the Free Fare program as an excellent alternative for customers who are able to use regular transit for some of their transportation needs.

Senior Manager of Customer Service Sherry Kelley drew a favorable response when she addressed some of the procedural and policy issues from the Access Rider's Guide. Rycharde Martindale, Customer Relations Advocate, was very informative in his discussion related to rider no shows. Overall, Ms. Vasquez and her staff were thankful for the presentations.

Louis Burns, Community Liaison

Ms. Wheelchair California Foundation Pageant



On Saturday, January 7, 2017, the Ms. Wheelchair California Foundation hosted its 2017 Ms. Wheelchair California Pageant in Long Beach, California. Representatives from Access Services and its southern region service provider Global Paratransit Inc. attended this exciting event.

The mission of the Ms. Wheelchair California Foundation is to recognize the achievement of women using wheelchairs. (Access Boardmember Theresa DeVera won the competition in 2015.) Ms. Wheelchair California is not a beauty pageant; it is a competition based on advocacy, achievement, communication, and presentation. Access CAC member Maria

Aroch was among the four final contestants that competed in this year's pageant. After an intense competition, the winner of the 2017 Ms. Wheelchair California title went to Ms. Tayloure Richardson! Ms. Richardson is a volunteer at the Operation Confidence Disabled Veterans Organization, where she helps disabled veterans with job preparation and finding employment opportunities.

Access Services congratulates Ms. Richardson and all the contestants at this year's pageant for their extraordinary achievements.

Steve Chang, Deputy Executive Director, Client Relations

Fleet Maintenance field trip

Last month, Access Intern Alex Hacikoglu and Extern Oliver Wolyniec had an opportunity to tour two provider maintenance shops with Access Fleet Administrator William Kim. As novices to the transit industry, Alex and Oliver gained a wealth of information from the provider maintenance experts at California Transit (CTI) and MV Transportation (MV) in the San Fernando Valley.

William Kim, who supervised our trip, explained that the newly purchased vehicles are brought to the maintenance shop, then modified to meet Access' fleet standards. These modifications include the addition of decals, side skirt, and computer program installation. We learned that once vehicles reach 250,000 miles they are decommissioned. Fleet vehicles are almost constantly being used throughout the day and travel 200 to 600 miles per day.

Overall, both shops offered us a new perspective on how we view the maintenance of fleet vehicles within Access' jurisdiction. In retrospect, our visits shadowing William provided an insider's look at how Access and its providers cooperate and facilitate mutual success.

Evie Palicz, Manager, Training and Development

Access interns visit Foothill Transit Board Meeting



Doran Barnes, APTA chair, Access Boardmember and Foothill Transit ED; Councilmember and Foothill Transit Boardmember Carol Herrera, Evie Palicz, Access Manager, Training and Development; Douglas Tohom Access Intern, Oliver Wolyniec Access Extern

Last month, I had the opportunity to attend the Foothill Transit Board Meeting along with Oliver Wolyniec, Access Extern from Carleton College in Minnesota and Evie Palicz, Manager of Training and Development.

I am an intern with the Planning and Governmental Affairs Department and currently attend the University of Southern California (USC) pursuing a Master of Planning degree. This event was an excellent opportunity to see firsthand how a fixed route transit agency can make decisions regarding the development of future projects.

During the Board Meeting, Foothill Transit Executive Director (and Access Boardmember) Doran Barnes made a comment to the board regarding the importance of interns and training future employees in the transportation field. At this time, I was able to make a quick statement to the Board and explain to them how Access has been providing me the tools to be able to learn more about the transportation field and its importance when it comes to city development. At the conclusion of the Board Meeting, I had the opportunity to talk to Mr. Barnes and Mr. Kevin McDonald Foothill's Deputy Executive Director, about their roles within Foothill Transit and the importance of being involved in the transportation field.

As a student at USC studying city planning, having these opportunities to learn about transportation planning is key to becoming a holistic planner. Initially, I had entered this internship position with a strong passion for housing development, but now after spending a few months with Access, it has shown me that housing development and transportation go hand in hand. People need a place to live but also a way to commute to work. I appreciate all that I have learned so far, and I look forward to learning and meeting more individuals in the transportation field.

Douglas Tohom, Intern, Planning and Governmental Affairs

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 would like to File A Smile for reservationist Martha, who was professional and very kind. During the call we got disconnected and Martha was nice enough to call me back. I really appreciate her patience."

Elaine Eaddy
 (customer since April 2002)

"I would like to file a smile for reservationist Kat. She was a real sweetie pie and her customer service was excellent. She takes her job very seriously and it shows."

Beverly Shahid
 (customer since July 2015)

Access welcomes four new interns



Douglas Tohom is currently working towards his Master's of Planning degree at USC. He carried a double major when he earned his Bachelor of Arts in History and Bachelor of Arts in Urban Studies and Planning at UC San Diego. He is interning with the Planning and Governmental Affairs Department.



Alexis Sanchez is currently a senior at CSU Dominguez Hills with a double major in Political Science and Labor Studies. She is interning with the Human Resources and Training and Development Department.



Alex Hacikoglu is a junior at Whittier College majoring in Business Administration. He is interning with the Human Resources and Training and Development Department.



Arash Pashaei is a junior at CSU Northridge majoring in Computer Science. Arash is currently interning with the Operations department and is working on a program to help the Operations staff to track and monitor projects.

All interns come to Access through the Millennium Momentum Foundation (MMF), a non-profit organization committed to increasing the number of students and young professionals from various ethnic backgrounds into public service related fields through education, mentoring, and leadership development training.

Evie Palicz, Manager, Training and Development