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Behind the Scenes

Executive Director’s Report

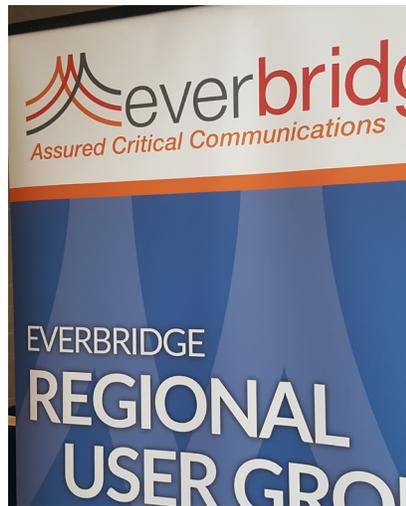
As Interim Executive Director, one of my priorities will be ensuring that Access is prepared for any emergencies caused by natural disasters. Over the last few days, Deputy Executive Director of Operations Mike Greenwood and his staff have been monitoring the Sand Fire in the Santa Clarita area where more than 33,000 acres have burned since Friday.

Due to the fire’s proximity to Access’ service area in the Antelope Valley, Santa Clarita, and the State Route 14 corridor, Access activated its Emergency Operations Center at 5:15 am Monday morning to elevate its monitoring and coordination of the situation. Extra attention is being given to the important transfer trips that connect at Olive View Medical Center in Sylmar at key times on weekdays. Staff will continue to monitor the situation and remains in close contact with our regional contractors. For the most part, service has not been impacted but the EOC will be kept active until the fire is brought under control.

Please let me know if you would like additional information.

Andre Colaiace
Interim Executive Director

Everbridge West Coast User Summit Award



On Thursday, June 9, 2016, I attended the Everbridge West Coast User Summit at the Kimpton Hotel Palomar Los Angeles/Beverly Hills. Everbridge is a global software company that provides applications that automate the delivery of information to help keep people safe and businesses running during mission-critical events, as well as man-made or natural disasters. Access has used Everbridge since June 2014.

The summit opened with an insightful presentation by Imad Mouline (Chief Technology Officer with Everbridge)

on user best practices in communicating with stakeholders. Mr. Mouline touched on eight points of importance which include having a plan before communication is made, having plans that include communication through all stages of a crisis, and responding to issues with unreliable communication or communication failures.

The summit also included a look into the future for Everbridge in a presentation by Claudia Dent (VP Product Management). A Community Engagement and Regional Preparedness Panel followed which was led by Commander Mike Parker from the Los Angeles Sheriff’s Department and Commander Soraya Sutherlin, the City of Torrance’s Emergency Services Manager. A final Security Preparedness Panel included representatives from Sanofi, Ernst & Young, and Walt Disney corporations.

Access will continue to develop protocols for the use of Everbridge to communicate with internal staff and contractors in the event of an emergency or disaster.

Jack Garate, Operations Administrator

Marking and Tethering Events



In early July, C.A.R.E. Evaluators' Marking and Tethering team (MAT) had two outreach events. On Thursday, July 7, 2016, the MAT team visited the Valley Crossroads Seventh-Day Adventist Church in Pacoima and on Thursday, July 14, 2016, the MAT team visited the Easter Seals Office in Van Nuys.

Marking and tethering services are available to Access and Metro riders with mobility devices. By providing marking labels and tether straps at safe anchor points on mobility devices, this helps with the safety and efficiency of securement of mobility devices on Access and fixed route vehicles. Both events focused on the marking and tethering of mobility devices for people who ride both Access and Metro. The staff at the event who work with and travel with individuals using mobility devices stated that the results of this service would not only increase efficiency when being loaded on an Access or Metro vehicle but that it would improve rider safety while in transit.

These two events helped to mark and tether over twenty (20) mobility devices. On a monthly basis, the MAT team regularly marks and tethers over 160 mobility devices. Passengers and staff were pleased with the care that was provided by the MAT team. Access and C.A.R.E. look forward to participating in similar events in the future. Access would like to thank Anthony Hilliard, Willie Boyd, Andres Flores, Bryan Galarza, and Miguel Rodriguez of CARE for the excellent service they provided.

Jack Garate, Operations Administrator

2nd Annual Angel City Games

On Friday, July 8th I attended part of the 2nd annual Angel City Games, also known as Southern California's Premier Adaptive Sports Event. A four-day event held at U.C.L.A.'s Drake Stadium. This event was sponsored by notable organizations such as Hasbro, Orthopedic Institute for Children, Hanger Charitable Foundation and other agencies throughout California. The City of Los Angeles Commission on Disability also played a role in promoting this four-day event.

As I engaged with some of the participants on Friday, I found that many of the competitors were from outside of Los Angeles County. Many participants came from as far as the Bay Area to compete in the Angel City Games. Most of the competitors used wheelchairs and prosthesis in their events.

This four-day event was not only a competition amongst those with challenges but was also seen by the competitors as a way of testing their skill levels and self-confidence needed to manage their daily lives without assistance. Attendees saw a real display of the athletes overcoming challenges. I look forward to this event expanding and improving for next year.

Louis Burns, Customer Service Administrator



South Bay Disability & Senior Collaborative

I had the pleasure of attending the South Bay Disability & Senior Collaborative with Manager of Eligibility Geoffrey Okamoto. I was selected to present on behalf of Client Relations about Access and its paratransit services to people with disabilities. This South Bay Collaborative, pioneered largely by Access Board of Directors member Dolores Nason, is designed to unify existing professional organizations to improve the livelihoods of seniors and people with disabilities. Organizations in attendance included: Fair Housing Foundation, Harbor Regional Center, Care 1st, and Molina Healthcare. Each agency was given an opportunity to discuss what services it offers to its constituents and to address the challenges and successes associated with providing such services.

As I addressed the group, I made a conscious effort to not only offer an overview of Access and how it came to be, but also to highlight the nature of the service, and its relationship to public transportation. The audience was receptive to the presentation and had many positive questions about the service. They were notably responsive to the initiatives pioneered by the Mobility Management team in the area of alternative resources. It was made clear to the audience that Access is only one piece of an entire pie and that effective transportation solutions begin with coordinated efforts. This is a core value that the collaborative embraces and will continue to reiterate as time moves along.

Zachary Strom, Client Relations Coordinator

New Database Created to Help Locate Correct Pickup Locations

One of the biggest challenges in a service area as diverse as Access is making sure that drivers can find their riders. Providers typically are only able to share a limited amount of information with drivers about a rider and their pick-up location. This creates a challenge when trying to locate riders at locations with multiple possible pick-up locations. As part of the effort to assist providers with this problem, Access created the Enhanced Trip Address Information Database (ETAID) with the help of Information Technology and Operations team members. This new database allows providers to remotely access location information previously not available to providers. If a dispatcher is struggling to direct a driver to the right location, they or a provider employee, can log into the database and see more extensive information about the site. We have already started getting two-way feedback from providers now that they can see this additional information.

This is just one of multiple changes Access is making to attempt to improve the rider and driver experience. Recently, we introduced geocodes, which are a set of latitude and longitude numbers that can be used by GPS systems, to our location evaluations, which provider staff can use to locate the exact intended pickup and drop-off for a given rider. Access staff provided a tutorial to providers explaining what geocodes are and how to use them.

Alex Chrisman, Senior Road Safety Inspector

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Rider Comments

Caller wanted to thank Access Services for their hard work. Everyone seems to do their best. She is very grateful for Access Services.

Alline Merchant

(customer since November 2008)

The driver was very courteous, generous, patient and helpful. Access should hire more drivers like her. Mrs. Tompkins stated that a lot of the driver exhibit these qualities.

Jewel Tompkins

(customer since October 2015)

Access Photo Quarterly

