Executive Director’s Report

I am pleased to report that the Metro Board took several actions related to Access Services at its meeting on Thursday.

The Board voted to place a transportation sales tax measure on the November ballot. For the first time, the measure includes funding for ADA paratransit services for people with disabilities! In addition to this historic action, the Board also passed funding for Access Services for the next fiscal year.

I would like to thank the Metro Board of Directors for recognizing the importance of funding transportation services for people with disabilities in Los Angeles County both for next year and into the future.

Shelly Verrinder
Executive Director

Nancy Loaiza wins Joe King Memorial Scholarship Award

On June 14, 2016, GPI General Manager Luis Garcia, Mike Greenwood, Rogelio Gomez, and I had the honor of presenting the 2016 Joe King award to Nancy Loaiza, Training Manager for Global Paratransit. (With help from Luis, we were able to surprise Nancy with this award!) The Joe King Scholarship will allow Nancy to attend the Transit and Paratransit Management Certificate Program presented by the University of the Pacific Eberhardt School of Business at no cost to her.

Nancy started with Global in 2007 as a Reservationist and Driver; she was then promoted to a Behind the Wheel Trainer and Road Supervisor in 2011. She is now a Safety Coordinator. Nancy has worked in the Southern Region for nine years exhibiting professionalism, leadership, and a willingness to be a team player.

General Manager Luis Garcia remarked, “Nancy has demonstrated professionalism, a dedication to the needs of our customers, and is a valuable employee who deserves this recognition.”

The Joe King Memorial Scholarship Award was established to honor the late Joe King, a highly-respected Access employee who always focused on the needs of Access’ customers. On behalf of Access, we are proud to present the Joe King Memorial Scholarship Award to such a valued employee. Congratulations Nancy!

Sherri Adams
Training and Development Coordinator
Access Attends Senior Transportation Fair at Altadena Senior Center

The meeting hall of the Altadena Senior Center was filled on the morning of Thursday, June 2nd for the Senior Transportation Fair. Representatives from Los Angeles County’s Community and Senior Services Department organized an outreach event designed to provide senior residents with an overview of the transportation options available to them in their community.

Sean La Guardia of L.A. County’s Community and Senior Services gave the first in a series of presentations, describing a new Mileage Reimbursement Program (or Volunteer Driver Program) the County is starting along with other County services available to seniors. Lily Ortiz from L.A. Metro’s “On the Move” group travel training program presented next on the rich variety of fixed route services available throughout the San Gabriel Valley, including the recent extension of the Metro Gold Line from Pasadena to Azusa. Representatives from Pasadena Transit and LADOT followed also speaking of the fixed route and dial-a-ride services also available in the Altadena community.

Randy Johnson and I attended the meeting and presented on the type of service that Access provides for persons with disabilities in Altadena and throughout Los Angeles County. Each of the presentations were very professional and the majority those attendees who came to Access’ information table at the end of the presentations were grateful for the information shared at this meeting.

A principal message of this session was that once someone reaches the point that they cannot drive themselves anymore, that does not mean they must stop going places. Rather, the meeting spoke to the rich variety of transportation options that individuals can use for little or no cost to travel around their community and throughout Los Angeles County.

Eric J. Haack
Strategic Planner
Schurr High School Access Presentation

On June 13th, I had the pleasure of giving three presentations concerning Access eligibility and other local transportation options to Schurr High School’s Special Education Department in Montebello. This event was coordinated by Education Specialist Rose Anne Yu to educate her staff and students about Access. Topics of discussion included: who is eligible, how to apply, and how the service operates. Schurr High School is dedicated to challenging and inspiring students to be productive, contributing citizens within our society and the world community.

I spoke to over thirty teenage students with comprehension levels of pre-kindergarten to second grade, many of whom already had an LACTOA Disabled TAP Cards and Access ID cards. All were pleased to receive information regarding Access. Many of them were not aware of their local City of Montebello Dial-A-Taxi Program, which is a valuable local resource. The highlight of the presentation was the faculty finding out about our group travel training class, which is designed to assist students in becoming even more independent when using public transportation.

Stephen Wrenn
Senior Mobility Management Counselor

Upcoming Events
Southern California’s Premier Adaptive Sports Event

July 7 - 10, 2016
Drake Stadium at UCLA
Registrar at www.AngelCitySports.org/Angel-City-Games
Rider Comments

"Mr. Koss wanted to file a smile on his driver. The driver was very pleasant and extremely helpful to not only him but all other riders during his trip."

Herbert Koss
(customer since April 2013)

"Mrs. McCloude Olden would like to file a smile for reservationist Vylieen. Mrs. McCloude Olden stated that she frequently works with Vylieen and she is always patient, pleasant, and is very helpful."

Joslyn McCloude Olden
(customer since September 1998)

Access Services Northern Region Spotlight

In 1975, two limo drivers from San Francisco by the name of Alex and Feysan Lodde established MV Transportation because they saw a lack of transportation options for people with disabilities. So with three vans, the Loddes started the service to provide safe, reliable and caring transportation to persons with disabilities. Since then, MV Transportation has grown into one of the largest privately owned transportation providers in the United States. They operate in 29 states including Washington D.C. and two Canadian Provinces. Their headquarters is in Dallas, Texas with corporate support offices in Iowa and California that employ over 16,000 people.

Back in 2002, MV Transportation was awarded the Access contract for the Northern Region and created Division #45 in Van Nuys. The Van Nuys Division has grown over the years and currently has 366 employees which include 273 drivers, 33 customer service representatives, 25 maintenance staff, and eight managers. In May, MV’s performance included:

- Trips Performed: 52,249
- Ambulatory Trips: 43,741
- Mobility Device Trips: 8,508
- Calls Answered: 44,205
- Calls on Hold > 5 Minutes: 3.5%
- On Time Performance: 91.7%
- Complaints: 110
- Commendations: 103
- Trips with Personal Care Attendant: 12,658
- Trips without a Personal Care Attendant: 39,591

The Northern Region has a transfer point in the city of Sylmar for people traveling from the Antelope Valley or the Los Angeles basin area to continue their trip across Los Angeles County. Some of the trip generators in the San Fernando Valley region are Olive View Medical Center in Sylmar, Golden Acres ADHC in North Hollywood, Tierra Del Sol Special Education in Sunland, Better Life ADHC in Van Nuys, and the VA Hospital in North Hills.

Fayma Ishaq
Project Administrator