Executive Director’s Report

The Access Services Board of Directors met on February 27 at Access’ administrative office in El Monte.

The Board approved the Consent Calendar, which included items to: 1) extend terms for a data services contract and a vehicle inspection contract, 2) assignment of an information technology services contract, and 3) the appointment of a new community advisory committee member.

The Board also took action to award the contract for ADA eligibility and mobility evaluation services to Medical Transportation Management, Inc. (MTM) for a three-year term with services beginning July 2017. MTM will have the primary task of conducting in-person complementary ADA paratransit eligibility determinations and will work with Access to develop and provide additional mobility assessment, education and training services that help applicants with disabilities access other accessible transportation options in the region.

Following this award, the Board approved the tenant improvement construction services contract for the eligibility facility in Commerce.

Lastly, the Board was presented a high-level work plan for the Comprehensive Operational Review by the consulting firm of Nelson/Nyggaard.

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

New Call Center for Southern and Northern Regions

Global Paratransit (Southern Region provider) and MV Transportation (Northern Region provider) have collaborated to open a new combined call center for the two regions. MV Transportation will house the new call center at their current location in Van Nuys.

For the call center to be constructed and remodeled, the facility created a new drivers break room, key room and Road Supervisor’s office on the property.

Currently, MV Transportation has 37 call takers with 48 new call takers in training. The renovations include an upgraded phone system, new cubicles with computers, chairs, and other office supplies. The testing of four new T1 circuits was successful, as was phone tree programming to redirect calls from the Southern Region. The new call center will go live on Friday, February 24 and call takers will book reservations unbeknownst to long-time riders who are calling from the southern region. We look forward to the success of the call center and many more future partnerships like this.

Fayma Ishaq, Project Administrator
April 1, 2016, marked phase one of Access transitioning customer service calls to ALTA Resources. During the past year, ALTA has completed all phases of development and are now handling all customer service calls and meeting Key Performance Indicators (KPIs).

ALTA is now embarking on a new project referred to as Mobility Referral calls. ALTA handles these calls when customers first call to request an application and are intended to help provide callers with a more robust understanding of ADA paratransit and the spectrum of transit options.

Access’ very own Mobility Management Counselor, Mayra Perez-Calderon was instrumental in assisting Sherry Kelly, Senior Manager of Customer Service, by presenting relevant topics for discussions to further develop ALTA representatives on mobility referral calls. This two-day training provided ALTA agents with insightful information regarding mobility referrals.

Access is implementing a referral service program in which riders and applicants alike will have the option to request or be provided information regarding local resources in their area such as Dial-A-Ride, Reduced Fare TAP ID cards, as well as other subsidy programs. This program is intended to increase awareness and incentivize the use of alternative resources while they begin the eligibility process with Access, so applicants are aware of and have access to all possible transit options.

Mayra Perez-Calderon, Mobility Management Counselor
On Thursday, February 9, 2017, I attended the Unique Needs of Children in Emergencies and Prep Rally Leader Training at the East Los Angeles Library. The training was put together by Save the Children, an organization committed to conducting programs and operations in a manner that keeps children safe and protects them from harm during disasters. The training was attended by various agencies throughout Los Angeles County, including the Los Angeles County Sheriff’s Department, the Los Angeles Fire and Police Department, the Red Cross, among others.

As explained in the training, when a disaster strikes, children are the most vulnerable. When the people, places, and routines they depend on for safety and well-being are affected by a disaster, children find it difficult to adjust on their own. Infants, toddlers, and young children require special care and supplies in times of emergency. The training focused primarily on two things: education and action. On education, the training provided background information on the challenges one might encounter with children during a disaster such as communication, identification, mobility, and physical, emotional, nutritional, and developmental needs. As far as action, the training provided attendees ways to help children cope with extreme stress that comes from a disaster that included playing games, teaching them the importance of nutrition, as well how much to talk about the catastrophe.

The training as a whole provided me with an increased understanding of emergency response that I had not taken into account. Because we provide service to the disabled community and more often than not transport adults throughout Los Angeles County, it does not eliminate the fact that children may be riding with mom or dad, grandma or grandpa, or be the rider as well. Having gone through this training will allow me to assist our Access riders and provide better support to my fellow colleagues.

Jack F Garate, Project Administrator
Rider Comments

“I would like to file a smile for driver Salah Habib. “Salah was polite, patient and very safe driver.”

Tami Romersheuser
(customer since April 2007)

“I would like to filed a smile for reservationist Roxanne from the West/Central region. Roxanne was very pleasant an professional when booking my reservations.”

Brenda Varela
(custoz

Vista Adult Day Health Care Center Visit

On February 28, I visited Vista Adult Day Health Care Center (Vista ADHC) in Maywood. The purpose was to meet with the staff and to answer any questions they may have about Access. Topics discussed with staff include standing ride reservations, where is my trip application, travel time, mobility resource options, and service procedures. Vista ADHC facilitates adult day programs that provide recreation and socialization for individuals in the Maywood community who are 18 or older who are retired and have a disability. There are over 80 Access customers that participate in programs provided by Vista and Access provides an average of 1,200 trips per month going to and from the center.

I want to thank Mr. Augenio Venegas M.A., Program Director, and Ms. Gloria Mendoza, Program Director Assistant, for the invitation to visit.

Steve Chang, Deputy Executive Director, Client Relations