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Behind the Scenes

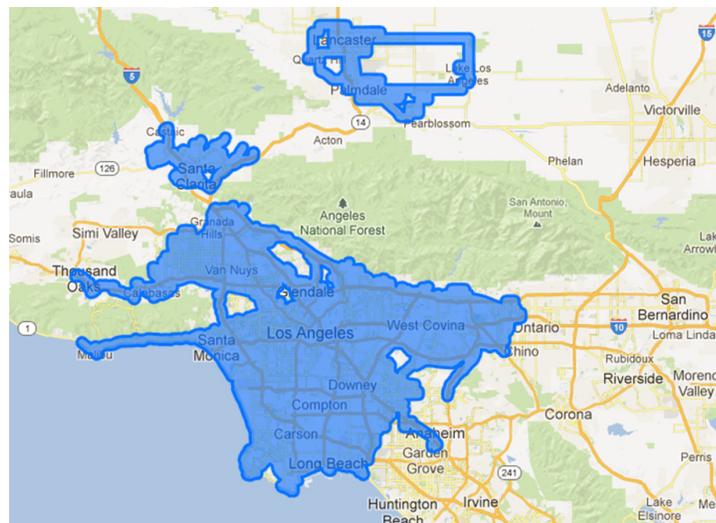
Executive Report

Effective January 1, 2013 the revised fare structure was implemented. Trips fewer than 20 miles now have a fare of \$2.50 and trips over 20 miles are \$3.25.

For the first six months of the fiscal year (July through December 2012) the trip count is approximately 0.6% over the approved budget. The preliminary numbers for January appear that ridership will be 1% below budget. The approved budget for this fiscal year deferred the majority of the vehicle replacement scheduled due to constraints. With the anticipated savings on free fare (discussed on Pg. 2) and the anticipated ridership from the fare change, combined these should allow for some vehicle replacement this fiscal year. Access currently has around 147 minivans operating with more than 200,000 miles on them that are due for retirement.

Shelly Verrinder
Executive Director

Out of Service Area Trips



With the recent implementation of the Southern California 511 traveler information service, Access now has a centralized location to identify whether a pick-up or drop off location is inside or outside the service area. Access adheres to the minimum service requirements outlined in the Americans with Disabilities Act (ADA) regulations and defines its service area as being $\frac{3}{4}$ of a mile on either side of Los Angeles County local bus and rail routes. In the past, the complexities of the service area were not always accurately reflected in the maps that Access used.

511 is a free traveler information service that provides live traffic reports and transit planning information in the Los Angeles area via a toll-free phone number and

website. By calling 511 or visiting Go511.com, Access customers, service providers, and stakeholders can easily identify whether a pick-up or drop off location is inside or outside the service area.

Recently, Access has taken this new map to determine its service area ($\frac{3}{4}$ of a mile on either side of Los Angeles County local bus and rail routes) and conducted an analysis of current customer trips to determine whether they were in the service area. Access found that it performs a small percentage of trips outside the service area. As a result, per Access policy, staff is planning to strictly enforce the Access service area in the future and perform only trips within the service area. Access has begun notifying stakeholders, including a presentation at the Access Services Board of Directors Meeting on January 28th. Plans underway also include focusing on outreach to customers affected, and strict enforcement of the service area later this year.

Jack Garate
Operations Administrator

Changes to Free Fare Program



At the January 28th Board Meeting the Access Board of Directors approved changes related to the Free Fare Program. The Board approved a proposal to amend the Free Fare program to state that only Access customers who live within L.A. County are eligible for Free Fare trips.

These changes are necessary due to budget concerns. During fiscal year 2011-2012 Access spent over \$3.7 million on Free Fare reimbursements to 16 fixed route agencies and Metrolink. Staff has identified that approximately 500 customers have used their TAP ID card from outside of L.A. County (primarily on Metrolink) to transfer into the County to use the Free Fare program. It is estimated that

Access could save up to \$900,000 annually if Free Fare were limited to Access customers who live within the County.

Beginning in February staff will begin notifying out of County residents about the changes in the Free Fare program. Staff will give residents a 60 day notice before Free Fare functionality in Access TAP cards are disabled. Additionally, staff will notify Free Fare partners and other stakeholders about the changes and will update the Rider's Guide and other marketing and informational materials.

*Matthew Avancena
Manager, Planning & Coordination*

Access Hosts 2nd Annual Wheelchair Securement Training



On January 28 & 29th, Access hosted an Advanced Wheelchair Securement Recurrent Training course exclusively for our provider trainers, road supervisors, behind-the-wheel (BTW) trainers, and selected drivers. Access Operations Supervisors facilitated the two day course which included hands-on securement training, combined with video clips, lectures, demonstrations and a lively discussion about recent changes to ADA regulations.

The 26 participants were given instructions on securing manual and powered wheelchairs and scooters. This year instruction was also given on oversized walkers that do not

fold. Then each participant had to demonstrate their ability to properly secure a mobility device, even some very tricky devices that have no visible place for the securement hooks.

On the second day, all participants had to present an assigned portion of the training curriculum to their peers. This module helped the trainers, road supervisors, and behind-the-wheel trainers hone their presentation and coaching skills.

*Evie Palicz
Manager, Safety, Training, and
Emergency Preparedness*

Adult First Aid & CPR Training



On January 23rd, Access hosted the Adult First Aid and CPR training. American Red Cross instructors Jeanie Edwards and Brittany Sharp presented a very hands-on training, combining video, lectures, demonstrations and thought provoking discussions.

The participants were given lessons in emergency preparedness and hazard prevention that will help them identify life's emergencies and assist victims with burns, cuts, head, neck and back injuries and more. The portion of the training that pertained to CPR was very hands on as each participant was given techniques to respond to cardiac and breathing emergencies

in adults. Each participant had their own "Rescue Annie" doll to practice on and perform multiple drills.

The American Red Cross First Aid and CPR training is in line with OSHA's Best Practices for Workplace First Aid Training programs. Upon completion, participants were granted American Red Cross "CPR / AED and First Aid" certifications, valid until January 2015.

I am among the newly certified and re-certified participants, along with Access staff: Ngan Adams, Cynthia Perkins-Stevenson, Gina Breceda, LaTanya Jackson, Januelle Johnson, Janelle Adams-Davila, Meelissa Jarvis, and Eric Haack. The training was offered under the umbrella of the Access professional development program and representatives from CARE Evaluators, Foothill Transit, the city of La Canada Flintridge, R&D Transportation and more successfully completed the training.

Overall the training was well received. The feedback indicated

that participants are ready and willing to serve as first responders at a moment's notice, have a heightened sense of emergency preparedness and a willingness to use their acquired skills to contribute to a safer environment for the communities they serve."

Participant Comments:

The instructor was very energetic and gave real life examples. She kept everyone motivated and focused. - **Ngan Adams, Access Services**

A wide variety of topics was covered and the training was very informative. I was glad that allergies were discussed and learned a lot. - **Tom Strawn, City of La Canada Flintridge**

The instructor was very knowledgeable and the aspect of the training that I learned the most from was the hands-on CPR training. -**Miguel Rodriguez, Foothill Transit**

Charace Thompson
CTSA Analyst

CTA Meeting Covers High-Priority Legislative Issues

Last week, the California Transit Association (CTA) Legislative Committee, of which I am a member, and Federal Reauthorization Task Force met jointly in Sacramento to hear presentations and discuss a number of important topics, including state MAP-21 implementation, CEQA reform, and a proposal by Transportation California regarding new revenues for transportation.

The group heard presentations from Erica Martinez with the Assembly Speaker's office; Erin Riches with the Senate Transportation & Housing Committee; Janet Dawson with the Assembly Transportation Committee; Brian Annis with the Business, Transportation & Housing Agency; Mark Watts with Transportation California; and Cassie Gilson and Brandon Castillo, who presented on the

CEQA Working Group's CEQA reform proposal.

I am particularly interested in state MAP-21 implementation because there have been a number of changes to several funding sources utilized by Access Services to enhance service for people with disabilities and also help fund our capital program.

Andre Colaiace
Deputy Executive Director, Planning & Governmental Affairs

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Rider Comments

"After suffering from a mild stroke several years ago I chose not to drive my car. Access transportation is a blessing to those who need it. I am 91 years old and have worked in the education arena for 70 years. I have always been self-sufficient and Access has allowed me to remain as such.

Access routers, dispatchers and drivers have a monumental task in the course of a day - insuring that travelers are picked up and delivered to their destination in a timely manner. Hats off to you and each of your staff members for the difference you have made in my life and the lives of others like myself.

Thanks for all that you do."

*Ivon, Los Angeles
 Rider since 2004*

access

Miles of Smiles Winners

I am pleased to introduce to you our **December winners of the Miles of Smiles Monthly Recognition Program**, Albert Andujo, Attaporn Attakamon, Karin Cooper, and Nancy Chavez.



Albert Andujo has been working for San Gabriel Transit for thirteen years. He is currently working in

reservations, but has experience working in all the departments at SGT.

Attaporn Attakamon is a driver for MV Transit. In September he will have a total of three years working for MV and Access. Attaporn started with MV because he wanted to work with a stable agency that offered full-time work



and the opportunity to help others.

Our third winner **Karin Cooper** has been a driver for California Transit Inc. for four years. She didn't know

anything about what Access is all about, but she knew that she likes driving and wanted to work.

Our fourth winner **Nancy Chavez** is only nineteen years old and will have a year of working with MV



Transit this June. Nancy was a student studying criminal justice but she took a break from school to work to help her family

with the household expenses. A friend of Nancy's advised her about opportunities at MV and she applied and got the job.

*Keep up the great work Albert, Attaporn, Karin, and Nancy!
 Keep those Smiles coming!*

*Nicole Leiva
 Customer Service Analyst*

