Women’s Transportation Seminar (WTS) held its first luncheon event of the new year on February 10, which featured keynote speaker Martha Welborne, Chief Planning Officer of LA Metro. In this role, she oversees the long-range future planning of public transportation in Los Angeles County.

Ms. Welborne provided an overview of the “Metro Planning Update” which included the design and delivery of the twelve Measure R transit corridors, the Union Station Master Plan and the promotion of sustainability and active transportation. LA Metro is consistently listed among the top three largest transit systems according to APTA’s Public Transportation Fact Book, moving 1.5 million people on bus and rail daily. Measure R will extend 218 miles from the Regional Connectors when completed because of the heavy demand for rail service. Due to budget constraints Measure R will be completed in three decades with a life expectancy of thirty years. The Measure R Regional Connectors in the planning process include Gold Line Foothill (East Valley), West Santa Ana Branch-Orange County, Sepulveda Pass Corridor and Airport Section Connector-Automatic People Mover-LAX.

WTS’s mission statement is to build the future of transportation through the global advancement of women. To fulfill this mission, WTS operates under a specific vision with core values, goals, and guiding principles behind all of its activities and programs.

Pictured above in attendance were Melissa Thompson, Data Analyst, Jessica Thompson, Operations Service Monitor, Evie Palicz, Manager of Training & Development, Sherri Adams, Training & Development Coordinator and Alvina Narayan, Grants & Compliance Analyst.

Sherri Adams,
Training and Development Coordinator
Late last year, I was selected to participate in the annual Transit Bus Summit. This year, the conference was held at Amelia Island Florida from February 16 through February 19, 2015. The conference held multiple workshops and informational sessions between agencies and vendors as well as the opportunity to conduct one on one meetings with selected vendors. The conference was well attended and every attendee was present at each of the sessions. Although the conference started the events as early as 7am and ended with dinner late into the evening as late as 11pm, everyone was excited at the many opportunities to exchange ideas and learn about emerging trends in the industry.

I was selected to moderate two panel discussions at this conference. The first panel discussion was titled Tomorrow’s Transit Leaders: Succession Planning and Work Force Development. The panel covered topics ranging from turnover ratio to how to deal with the Generation X and Y employees.

The second panel discussion was titled: Managing Data from Multiple Sources: Reporting Real Results. The issues discussed by this panel varied from managing IT resources, cloud services and increasing reporting requirements by the funding agencies. What emerged from the discussion was a consensus for a need to have a centralized data warehouse.

Overall, the conference was full of opportunities to interact with other agencies and share experiences and learn best practices from around the nation.

Hector Rodriguez
Controller

February 2015 Board Meeting

Access Services’ February 2015 Board of Directors was hosted by G Trans (formerly known as Gardena Municipal Bus Lines). There were a number of items approved by the Board that included recommended changes to the By-Laws (to be formerly adopted by the Agency membership in April), updating of employee and Agency policies, approving the revised No Show Policy, and authorizing the release of the proposed Origin to Destination policy for further public comment. Key dates relating to the public comment process includes the public hearing on March 9, 2015 (10:00am at Los Angeles County MTA, One Gateway Plaza, Main Board Room, 3rd Floor), the Community Advisory Committee on March 10 (1:00 pm at the Disabled Resource Center, 2750 E. Spring Street, Suite 100, Long Beach) and the Transportation Professionals Advisory Committee on March 12 (9:30 am at Access’ office in El Monte).

The Board was also given a presentation by Ms. Paula Faust, G Trans’ Deputy Director of Transportation who spoke about the rebranding of G Trans from Gardena Municipal Bus Lines and the importance of including many stakeholders and building consensus when embarking on such a key project.

Next month’s Board of Directors meeting will be held at Glendale City Hall – Council Chambers, 613 E Broadway, 2nd Floor, Glendale with closed session beginning at 12:00pm.

F Scott Jewell
Chief Operating Officer
On February 11, 2015, Palos Verdes Peninsula Chamber of Commerce hosted a “State of the County” Luncheon with Los Angeles County Supervisor Don Knabe. The event was well attended by local political officials and business owners. Representing Access, I had the opportunity to network with many event attendees and talk to them about Access Services. Many of the attendees I interacted with are aware of Access and the work that we do because they have seen our white Access vans providing service within their neighborhoods. Toward the latter part of the event I had an opportunity to meet and speak with Supervisor Knabe. He told me with great enthusiasm that he has noticed the positive improvements made by Access over the last few years, and he encouraged all Access staff to continue the great work we are doing in the community. It was a very uplifting experience to hear such complimentary feedback from Supervisor Knabe and the other attendees regarding positive impact Access has on the community.

Steve Chang
Executive Director, Operations

Palos Verdes Peninsula Chamber of Commerce Event

As a result of an invite by our very own Director, Angela Nwokike, Access participated in a meeting at the Dr. Lee Nattress Collaborative here in the San Gabriel Valley. The Collaborative is a monthly meeting of service agencies working on behalf of those living in the San Gabriel Valley area. The event took place at the Queen of the Valley Campus in West Covina on Thursday February 12th. This was a very informative gathering for the community. The following issues were discussed at the early morning outreach:

• Eligibility
• New no show policy
• Beyond the curb service (BTC)
• Trips booked one day in advance
• 5 minute dwell time and the 20 minute arrival time
• Pickup times provided may be one hour of either side of the requested time
• Cancellation policy
• Earlier arrive does not mean you must leave early
• Mobility Management; this touched on free fare and other available options
• How to file a commendation/concern

Continued on page 4

Getting the Word Out
Norma DeAlba - Employee of the Quarter

Norma DeAlba, Eligibility Specialist, is the Access Employee of the Quarter for the fourth quarter 2014. Norma has been a stalwart at Access for over 15 years and the backbone of the Eligibility department. She is the go-to ADA eligibility contact at Access, having been trained and provided with the opportunity of working side-by-side with the late Joe King. No one knows eligibility better and more thoroughly than Norma. Our frontline staff, managers and directors seek out Norma for complicated eligibility issues. She is able to happily and efficiently solve the concerns.

Access Services congratulates Norma DeAlba, Employee of the Quarter, Fourth Quarter 2014. We salute your long term service and commitment to excellence. Norma, you’re the best!!

Sherri Adams
Training & Development Coordinator

Rider Comments

“Rachel from Customer Service was amazing. After my driver did not arrive, she assisted me with my trip home for me and my daughter who has special needs. Rachel was wonderful, very professional, very fast, and she is very much appreciated!”

Katherine, Granada Hills
Rider since 2013

Continued - Getting the Word Out

The following Access staff contributed to making this a successful event: Eric Haack, Rycharde Martindale, Kenneth Anthony, Erick Washington and Mike Culver, CEO for Mobility Management Partners. Special thanks to Director Angela Nwokike for providing us an opportunity to speak in front of these professionals who work closely with the Disability Community.

Louis Burns
Customer Support Administrator