



In this issue:

ENO Transit Executive Seminar...	2
Q'Straint 2014 Seminar	2
Santa Clarita Meeting	3
SGT/Pomona Resource Fair	3
CTA Work Shop	4
APTA 2014 Annual Meeting	4
Rider Comments	4

Behind the Scenes

Executive Report

As many of you know, the Federal Transit Administration has asked that Access make changes to its policies regarding No Shows, fares and the curb-to-curb nature of our paratransit system. We will be presenting proposals to the Access Board of Directors on November 17th to start the process of complying with the FTA's directives. However, while we feel that our No Show policies can be changed fairly easily, it will be much more difficult to change our coordinated fare and curb-to-curb policies, which have been in place for nearly 20 years.

That being said, we think it would be beneficial to gather input from our member agencies on these issues as we move forward so that our members understand the issues and how they will affect Access and the region. We are tentatively planning on having a member agency meeting in early December. We will get you the details in the next few weeks and would appreciate your attendance.

*Shelly Verrinder
Executive Director*

Access Services Attends APTA 2014 Annual



Secretary of Transportation Anthony Foxx in the MV-1

Public transportation's premier event, APTA's Annual Meeting took place recently, in Houston, TX, October 12-15. This year's annual meeting was held in conjunction with EXPO 2014. APTA's Annual Meeting is the flagship event for public transportation professionals to engage in educational sessions, forums, tours and network with peers. EXPO is the industry's premier trade show, where more than 17,000 professionals from around the world came together to connect, share and discover the most innovative public transportation solutions.

The highlights of the event included the EXPO 2014 Official Grand Opening Ceremony which involved transportation officials and dignitaries and the opening session address, "State

of the Industry & Association" with remarks from Michael Melaniphy, APTA President & CEO; the Access Committee Meeting where our Executive Director, Shelly Verrinder, was elected to be Secretary of the Access Committee for the next 2 years; the AdWheel Awards Ceremony, where our Access Services Annual Report 2012-2013 was a finalist in the Print Media category for agencies that deliver less than 4 million annual trips; the General Session address, "A Conversation with U.S. Transportation Secretary

Foxx"; walking the EXPO floor where many attendees saw Secretary Foxx experience sitting in an Access MV-1 at the Mobility Ventures booth; as well as the evening receptions that took place. With more than 800 exhibiting companies filling the George R. Brown Convention Center, EXPO 2014 is the world's largest public transportation exhibition. From fare collection systems and sanitation systems to interior and track accessories, EXPO had every public transportation product and service on display.

The International Public Transportation Expo takes place only once every three years. EXPO presented the world's largest collection on manufacturers, suppliers and consultants all under one roof.

Continued on page 4

Access Services Attends Eno Transit Executive Seminar



I was proud to be the recipient of the Conference of Minority Transportation Officials (COMTO) Robert Prince Scholarship and to be selected to represent Access Services at the 2014 Eno Transit Executive Seminar. The seminar is tailored specifically for senior-level managers in public transportation agencies and in companies that serve the transit industry, as well

as senior staff in the Federal Transit Administration. The program was an intensive, weeklong, course held in Washington, DC, September 21-26.

Eno partnered with Dr. Barbara Gannon and the Gannon Consult team of Paula Kellogg, Alyce French Johnson and Lindsey Robertson to deliver the seminar. We heard lessons learned and stories from respected transit industry leaders such as Mort Downey (Parsons Brinckerhoff), Tom Downs (Veolia Transportation); Mike Scanlon (San Mateo County Transit) and Robert Prince (AECOM), among

others. Mr. Prince has demonstrated a lifelong commitment to the education of the transit workforce in his roles as a leader in the public and private sectors of the transportation industry, in his volunteer commitment to youth in Boston, and as board member of COMTO and the American Public Transportation Foundation. The highlight of the

week was FTA Acting Administrator Therese McMillan's keynote address. Administrator McMillan painted a positive outlook for transit, discussed demographic trends, mobility needs and technology improvements that favor transit use. Her address was an excellent capstone to a week of speakers and skill-building workshops.

The Eno Center for Transportation (Eno) was founded in 1921 by William Phelps Eno who pioneered the field of traffic management in the United States and Europe. The Eno Center for Transportation is a neutral, non-partisan think-tank that promotes policy innovation and provides professional development opportunities across the career span of transportation professionals. The Eno Center for Transportation's mission is to seek continuous improvement in transportation and its public and private leadership in order to increase the system's mobility, safety and sustainability.

*Faye Moseley
Deputy Executive Director
Administration*

2014 Q'Straint and Sure-Lok Seminar

I recently attended the Q'Straint and Sure-Lok securement training in Ft. Lauderdale, Florida, on October 2nd - 3rd. Over fifty transit agency employees from around the country attended the seminar. The training provided a great opportunity to network and learn the latest techniques in wheelchair securement, including how to properly secure mobility devices using many different types of straps and lap belts.

Day one covered specifications, liability, risk management,

regulations, securement principals, and equipment maintenance. The group also was given a tour of the plant facility where securement straps and floor tracks are produced. The class dinner provided additional networking opportunities with classmates. Day two was hands-on training, which in my opinion was the most difficult but the strongest part of the seminar. Participants were able to use several different types of securement methods on different mobility devices, which included

scooters with both three and four wheels.

The seminar ended with a written test and an unofficial graduation ceremony. I recommend all Access providers and transit agencies using Q'Straint send a driver trainer or behind-the-wheel trainer to attend to this training seminar.

Santa Clarita Transportation Stakeholders Meeting



Santa Clarita hosted the bi-monthly meeting of the Santa Clarita Transportation Stakeholders meeting on Tuesday, October 7th. The purpose of this committee is

to help identify the transportation resources available in the Santa Clarita communities for seniors, persons with disabilities and persons with low income earnings. The committee also works with social service agencies to ensure that their clients are aware of and taking advantage of all of the resources available to them.

At this meeting in Santa Clarita, there were representatives from Santa Clarita Transit and Access

Services from the transportation sector. Representatives from L.A. County's 211 social service information line, Mobility Management Partners (the agency that works with Access in performing Travel Training services for Access customers) and State Council on Developmental Disabilities also attended on behalf of social service needs in the Santa Clarita Valley.

The meeting had some very lively discussions on the needs for improved transportation information in the Santa Clarita Valley for clients of social service agencies. The meeting set forth some important goals and deadlines for the committee to achieve. In the months ahead, the committee members intend to develop a comprehensive catalog of transportation services and financial assistance services in the Santa Clarita Valley.

It is hoped that the work done here in the Santa Clarita Valley will help not only Santa Clarita Valley residents, but also benefit people in neighboring communities.

Eric J. Haack
Strategic Planner

San Gabriel / Pomona Resource Fair



Talking about Access is always enjoyable, especially when staff gets to educate members of the community who are unfamiliar with the service. Access was invited to participate in a resource fair at The San Gabriel / Pomona Regional Center on October 8th. The Regional Center hosted the event for their clients and families at their new building in Pomona. Erik Washington, Mayra Perez-Calderon, and Alfredo Torales fielded questions

about eligibility, how paratransit service works, and discussed other transportation resources with the clients and families of the center. Many of the clients and their families had a vague understanding of the service. After talking to Erik, Mayra and Alfredo, they left with a better understanding of whether Access could meet their needs. There were also a number of active Access customers who attended the resource fair. They were pleased to meet some of the faces at Access. They too benefited because they were able to ask questions and become better educated customers. Staff was able to follow up on some of their concerns by filing commendations, updating their records, and assisting with standing order trips. In addition to Access, several housing, medical, rehabilitation, and educational resources were on hand for clients and families to learn about the many resources in the community. Access plays a major role in transporting customers to these valuable services. The resource fair was a great opportunity to educate the community about Access and we look forward to future events.

Alfredo Torales
Project Administrator

Access Services
Consolidated Transportation
Services Agency
 PO Box 5728
 El Monte, CA 91734

Tel: 213.270.6000
 Fax: 213.270.6055
 Email: info@accessla.org
accessla.org

Rider Comments

"I called customer service and spoke with La Tanya. I explained that I was unable to make my reservation; I was told that the address was incorrect. La Tanya checked and confirmed that the address was ok and that I would be able to book my ride. She went to the extent of calling reservations and making sure they had the same information.

La Tanya was courteous, polite, kind, professional, and gave excellent customer service. "

*Jacqueline, Inglewood
 Rider since 2003*

Community Transportation Association Workshop

On Wednesday, October 22nd, Access Operation Service Monitors attended a two-day workshop, hosted by Community Transportation Association (CTAA), Effective Dispatching & Scheduling at Access' headquarters in El Monte. The workshop covered how to develop and demonstrate expertise in maximizing the efficient delivery of demand-responsive transportation, conveying rider's requests into affordable and appropriate trips, and making effective use of a transit system's resources. The workshop was designed for the scheduler or dispatcher and was relevant to any demand-responsive or fixed-route environment.

After the training, the Operations Service Monitors, understand that technical skills are important, but soft skills, such as communication, are the foundation to a successful operating environment.

The workshop was led by Peter T. Albrecht, who began his career in

public transportation in 1973 as a coach operator for CAMBUS, the University of Iowa campus transit system. He subsequently held positions as General Manager or Director of several small urban transit systems. Mr. Albrecht has over thirty years of experience in transportation and we took every opportunity to ask questions about the subject.

With the additional training received, Access Operations Service Monitors are better prepared to guide our Provider dispatchers in the day to day business of assign trips, route changes, and managing the unexpected. We are able to monitor and gauge the dispatcher's effectiveness by how they communicate with drivers and our customers. Recognizing those skills in operations will certainly help us all in the future.

*Hamilton Franco
 Operation Service Monitor*

Continuing - APTA 2014 Annual Meeting

APTA is the leading force in advancing public transportation. APTA's mission is to strengthen and improve public transportation. APTA serves and leads its diverse membership through advocacy, innovation and information sharing. APTA and its members and staff work to ensure

that public transportation is available and accessible for all Americans in communities across the country.

*Faye Moseley
 Deputy Executive Director
 Administration*

access