



Access Services
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Behind the Scenes

Executive Director's Report

Access Services is in the process of conducting a Comprehensive Operational Review of its operations and structure. This week the Access Board of Directors, TPAC and CAC all were presented with a mid-study report from the firm conducting the study, Nelson\Nygaard.

Overall, the report was complimentary stating that Access provides a good service that is generally less costly than its peers around the United States. It also stated that Access staff is performing well in terms of its management of the service.

Nelson\Nygaard also had a list of short and long-term recommendations to both improve service to our customers and operate more efficiently. The Board was particularly interested in having Access control its own operating facilities and asked staff to accelerate this initiative.

If you would like a copy of this report, please contact me at colaiace@accessla.org.

Andre Colaiace
Interim Executive Director

Access Opens New Eligibility Facility

On July 5, Access and its eligibility contractor, MTM, successfully opened the new Eligibility Center in Commerce. The 17,460 square foot facility features an indoor assessment center, 21 interview cubicles and sufficient workspace for over fifty employees. Over the next two weeks, the facility will be brought up to its normal operating capacity of 120-160 evaluations per weekday. The entire project, from demolition to occupancy, took three months.

I would like to commend F Scott Jewell and his staff, project management partner, JLL, the general contractor, Norm Wilson and Sons, and a variety of other vendors that made this a reality in such a short time frame. If you are interested in taking a tour of this new facility, please let me know.



Andre Colaiace
Interim Executive Director

L.A. Aging Summit

On Friday June 2, I was one of nearly 300 individuals attending the annual Los Angeles Aging, Advocacy and Coalition Summit held on the campus of USC. The theme of this year's conference, "Living & Thriving," focused on the personal experiences of living in the City and County of L.A. There was emphasis placed on the local implications under President Trump's Administration and the importance of building alliances with advocacy partners, such as immigration and labor activists, and businesses.

The vision is to encourage dynamic collaborations and strengthen efforts to inform, educate, and engage on policies that support older adults and their caregivers. This year's event introduced 19 speakers who addressed those issues that will face older adults in the coming months ahead.

Each year, LAAAC honors an individual who has demonstrated an extraordinary commitment to aging advocacy, made outstanding contributions to the health and wellbeing of older adults and caregivers in the County, and has demonstrated



leadership as an advocate for seniors and their caregivers. This year's recipient of the 2017 LAAAC Champion Award went to Dr. Debra Cherry, Executive Vice President of Alzheimer's Greater Los Angeles.

Louis Burns
Community Liaison

Getting It Right California: Disaster Planning

On Tuesday, June 6, 2017, Mike Greenwood, Randy Johnson and I attended the Getting It Right California: Disaster Planning for the Whole Community at the Hilton in the city of Irvine. The event was organized in an effort to forge community partnerships for future disaster planning by learning about disability rights and emergency management responsibilities and practices, as well as discussing some lessons learned from recent emergency management situations.

The event featured speakers from Partnership for Inclusive Disaster Strategies, the California Governor's Office of Emergency Services, Federal

Emergency Management Agency (FEMA), the Pacific ADA Center, the American Red Cross, disability rights stakeholders, and survivors and responders from recent emergency disasters like the Butte/Valley Fires and the Oroville Dam Emergency Spillway Failure.

This event will help Access continue to improve and develop protocols that will assist staff and our contractors when responding to an emergency or disaster.

Jack Garate
Project Administrator

Access attends Safety Management System Class

From June 5 through 7th, I was fortunate enough to be able to travel to San Jose, California to attend the Transportation Safety Institute's Safety Management System (SMS): Principles for Transit class. Donald Pike and Ron Edwards taught this course, funded by the United States Department of Transportation. The two instructors have over 40 years of safety industry experience, much of it specific to transit. The course was held on the campus of the Santa Clara Valley Transportation Authority (VTA).

The two and half-day course focused on the top-down, organization-wide approach to managing and mitigating safety risks. At the forefront of SMS are its four components: Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. At its core, SMS is about making a commitment from the highest level and as a matter of policy, to deploy the needed resources to prevent negative events before they occur. Many tragedies, upon being investigated, have a root cause and a series of small errors or deviations from procedure, which when combined result in disaster.

A properly deployed SMS can identify hazards before they have a chance to grow and also marshal the resources of an agency or company to mitigate the risk if appropriate. In addition to the top down commitment that SMS requires of upper management, it is also fundamental that the safety department not just manage safety. While the safety team may identify and assist with



VTA's administrative campus.

hazard identification and mitigation, the risk itself belongs to the department associated with it and it is expected that all employees, from the front line to the boardroom will assist in reporting and addressing hazards.

SMS is a federal initiative that is still in the rulemaking process. Access is well positioned to adopt SMS once the Federal Transit Administration finalizes its requirements. Access has most of the required components of SMS already in place and will be ready to bring its contractors on-board. Access has shown that it does not need a rule to embrace safety management to save lives, protect property, and safeguard the environment.

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Rider Commendations

"Ms. Suleiman Edmondson filed a smile for DT driver Peggy Green. She was very nice, arrived on time and dropped off in a timely manner."

Member since June 2016

"Ms. Gloria Gaytan filed a smile for driver Liet-Ky Huynh from the Eastern Region. The driver was very nice."

Member since July 2016

Joe King Memorial Scholarship Award

The Joe King Memorial Scholarship Award was established to honor the late Joe King, a highly respected former Access employee who always focused on the needs of the customer and community.

On June 20, 2017, Access staff had the honor of presenting this award to this year's recipient, Jennifer Elhawary, Safety Training Manager for DT-Keolis.

Lisa Potter, Access Project Administrator, presented the award at the Safety Steering Committee Meeting held at Access Services. The scholarship will pay the full tuition for Jennifer to attend the Transit and Paratransit Management Certificate Program presented by the University of the Pacific Eberhardt School of Business.

Prior to her promotion to Safety Training Manager, Jennifer served as a General Manager for All Yellow Taxi. She has worked for DT-Keolis for eleven years and has always exhibited professionalism, leadership, and a willingness to be a team player and assist others.

On behalf of Access, we are proud to present the Joe King Memorial Scholarship Award to such a valued employee. Congratulations Jennifer!

Lisa Potter
Access Project Administrator



(L) Laura Moreno, DT-Keolis General Manager & (R) Jennifer Elhawary, DT-Keolis Safety Training Manager.