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Behind the Scenes

Executive Director’s Report

- Starting in March, Access will be launching its new governance initiative, which is creating four standing subcommittees:
- > Board Operations will coordinate the functioning of the Access Services Board of Directors.
 - > Planning and Development will be responsible for designing (working with the Executive Director) Access Services’ strategic and operational planning/budget development processes.
 - > Performance Monitoring will be responsible for reviewing operational and budgetary performance.
 - > External/Stakeholder Relations will be responsible for overseeing the development and implementation of plans for Access Services’ image building, stakeholder and legislative relations, marketing, and volunteer engagement.

These subcommittees, which will be chaired by Access’ Board Officers, will meet every other month starting in March. The full Access Services Board will meet in April and every other month after that.

Andre Colaiace
Executive Director

Metro hosts NextGen Public Workshops



L.A. Metro recently completed a comprehensive examination of its entire fixed route bus service. Throughout this process, called NextGen, the Metro team has sought the input of transit riders, community advocates, and partners for recommendations on how to improve the existing system.

At its January 2020 meeting, the Metro Board approved the NextGen Bus Plan that proposed bus system improvements. Over the months of February and March, Metro will host over 20 Public Workshops, seeking community input on the NextGen proposals.

Access staff members have participated in many of the NextGen meetings hosted by Metro and paid close attention to possible changes to routes which Metro may wish to reroute or potentially discontinue. Since Access’ service area is based on where fixed route service operates, the reduction of certain lines could affect some of our current customers.

Given these potential impacts, Metro and Access will continue to work together as the NextGen Bus Plan recommendations are implemented.

Eric J. Haack
Strategic Planner

2020 Abilities Expo

For nearly 40 years, the Abilities Expo has been the go-to source for the community of people with disabilities, their families, seniors, veterans and healthcare professionals. The Expo brings together different vendors from throughout the country, under one roof, to showcase unique products and services specifically tailored for persons with disabilities.

This year's Abilities Expo will be held at the L.A. Convention Center, West Hall A (1201 S. Figueroa Street, Los Angeles, CA 90015) beginning on Friday, February 21 through Sunday, February 23. Access will be at booth 739. Stop by and say hello!

Some additional events featured at this year's Expo are:

Assistive Technologies Showcase - Explore how assistive technology can help bridge the gap between ability and disability. The Showcase will feature an array of assistive technology for people of all disabilities to experience hands-on. In addition, staff will offer suggestions and share their extensive knowledge to help determine the most appropriate technology match for one's abilities and situations.

Emergency Preparedness Resource Booth - Gain vital personal preparedness tips to help create realistic plans to meet one's needs, maintain independence, and recover from emergency and disaster situations.

Adaptive Climbing Wall - Adaptive climbing is a sport that is open to people of all abilities. It's not just for experienced athletes. Climbing has tremendous benefits - building confidence, developing goal-setting skills, increasing strength, and improving flexibility.

Support group sessions - Hosted by Emmy Award winning TV host, motivational speaker and stroke survivor, Christopher Ewing, the daily support groups are designed to provide helpful information, as well as an opportunity to connect with others who may have a physical or mental challenge.

Matthew Avancena
Director, Planning and Coordination

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Abilities EXPO
 Serving the Community Since 1979

At Abilities Expo, you can...

- Build independence with the latest products
- Learn tips and life hacks at workshops
- Improve fitness with adaptive sports
- Open doors with service animals
- Change the game with new tech
- Get answers from the experts
- Embrace your abilities through dance
- Access facts on therapeutic cannabis
- And so much more!

Los Angeles • February 21-23, 2020
Los Angeles Convention Center • West Hall A
 1201 South Figueroa Street • Los Angeles, CA 90015
 Fri. 11 am - 5 pm • Sat. 11 am - 5 pm • Sun. 11 am - 4 pm

FREE ADMISSION

Follow Us! #AbilitiesExpo **www.AbilitiesExpo.com**
 Register online today. It's free!

Access implements new Taxi Decals

Access recently launched Phase 1 of a project that will install new decals on taxi cabs that provide Access trips. The ultimate goal is to make it easier for Access customers to identify taxis performing Access trips, particularly in high traffic areas such as the airport and Union Station.

Each new decal, which is consistent with Access' brand, fits neatly over the existing legacy decal, which has been in use for decades. These new high visibility decals are placed on each side of the vehicle in the traditional locations, and additionally in a new location on the windshield. Drivers have also been given the option to purchase an additional decal for the rear of the vehicle.



Access staff has trained most providers about proper installation procedures and has invested a full day with each provider to help install as many vehicles as possible. To date, we have installed decals on over 170 vehicles. We hope to finish the installation of all taxis by mid-March.

Drivers have been very receptive to the new decal and Access is hoping that the upgraded look will aid in our customer's overall experience.

Josh Southwick
Communications Coordinator

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Rider Commendations

"I would like to file a smile for supervisor Monique. She was very helpful in scheduling my return trip home. Monique was solution oriented and able to help me book a trip within the parameters in place. I appreciate her help minimizing the stress of not having a ride home."

Anthony Farmer
Rider since February 2019

"I would like to file commendation for my driver. I absent-mindedly left my medical computer in the vehicle and my driver went above and beyond to ensure it was returned to me safely. Additionally, he was one of the best drivers I have ever had throughout the entirety of the trip. I am thankful to Access and drivers like this."

Bruce Benefiel
Rider since April 2014

Access hosts Regional Marketing Meeting

The Access Creative Department hosted the first Regional Marketing Meeting of the year at the Commerce Eligibility Center on Thursday, February 6th.

The Regional Marketing Meeting is open to Marketing Managers from all Municipal Operator Transit Organizations. These bi-monthly meetings are a vital opportunity for all transit agencies to discuss upcoming projects and to collaborate. The goal is to share ideas and coordinate the launch of region wide events such as Earth Day.



This was the first time Access Services has hosted the event and we were proud to welcome a first-time participant, Metro's Tap Services department. We are also grateful to Access' Manager of Eligibility, Geoffrey Okamoto, for his presentation on the Access eligibility process and Business Analyst Melissa Mungia for her informative presentation covering on-line booking, the Where's My Ride app, and our new website redesign.

During the meeting, we also received marketing materials from Metro introducing their new initiative to rename the Metro rail lines and learned innovative social media strategies from Metrolink. The next meeting will be held on Wednesday, April 1st at Culver City Bus.

Lorena Ochoa
Creative Department Intern