

In this issue:

Veterans Transportation Grant	2
TAP Update	3
StrataGen Conference	3
VMMI Workshop	4
Rider Comments	4

Behind the Scenes

Executive Report

Demand for the new Access TAP card has been incredible and has significantly exceeded our initial projections. Like any new technology, we have also found that there is a need for more information and education on activating the card; how to use the card for Free Fare or to pay the Access fare; and how the pre-paid debit portion of the card works.

Since the deadline for replacing the existing Access card with a TAP card has been extended to February 29, 2012, Access will be conducting some community meetings, develop additional information brochures, and do some additional outreach to our riders on the functions available with the new TAP card. In the meantime, if you have any questions, please feel free to contact Customer Service at 800-827-0829.

*Shelly Verrinder
Executive Director*

Grand Prize – APTA AdWheel Award



I am thrilled to announce that Access Services has been awarded the Grand Prize for its Spirit of Accessibility Award Video in the American Public Transportation Association's 2011 Annual AdWheel Award competition. Access received the first place award for an electronic media-video presentation in its size category (providing fewer than 4 million yearly passenger trips.) The video featured Culver City's Bonnie Cherko and her volunteer effort to teach senior citizens how to use public transit.

The competition was very tough this year. Some of the other agencies that were in contention for this award were Knoxville Area Transit, Lakeland Area Mass Transit and the County of Lakawana Transit District. This is the first time that Access has won this prestigious award.

Access' Chief Operations Officer, Mark Maloney, accepted the award at the APTA Annual Meeting in New Orleans, Louisiana. He said, "For Access to win the Grand Prize took something special. This time we reached that level with a wonderfully creative and stirring video."

The award criteria included clarity of message, use of design layout and type, overall impact and attention-grabbing qualities. The video was produced by Torrance Johnson and me and filmed and edited by consultant Josh Wang. It does an excellent job of portraying the various public transit alternatives available to individuals who can no longer drive their cars.

For a copy of the video, please contact me at gogreve@asila.org.

*Giovanna Gogreve
Strategic Planning Analyst*

Veterans Transportation and Community Living Initiative Grant



From left to right: Ken Coleman, Metro - 511 Program Manager; Mark Maloney, Access COO; Therese McMillan, U.S. FTA Deputy Administrator; Paul Taylor, Metro - Deputy CEO

I am very pleased to announce that LA Metro, in partnership with Access Services, was selected to receive a \$2 million dollar Federal Transit Administration (FTA) grant to improve transportation choices and access to jobs for military families in Southern California.

Metro will receive \$2 million to make it easier for veterans, and others, to get real-time traffic and travel information on Southern California's 511 system by using either a mobile phone or through the internet. Access, as project partner, will assist Metro by providing specialized transportation services to qualified veterans between military facilities and to services at VA facilities. The grant will also improve transportation services to the general public because of the capital improvements invested through this project.

At the heart of the project will be an automated interoperable system between partner agencies and other veteran service providers with the front end user interface being 511. The automated system will work in association with agencies, such as Access, that provide personnel to answer scheduling calls when users choose to schedule their trip with a live operator.

In addition to providing transportation services, Access will use a portion of the grant funds to develop an on-line and automated application system for social service and/or non-profit agencies who want to refer clients to Access. Eventually, the on-line application system will be made available to the general public.

Currently, referring agencies may direct their clients to call Access to request a Transit Evaluation

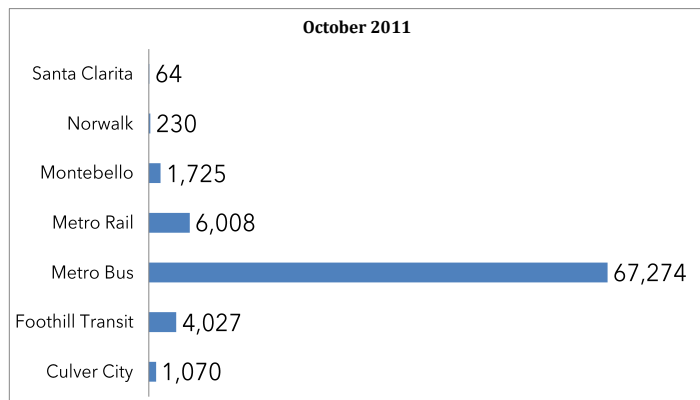
Appointment and Application Form. In some cases, case workers from these agencies will call Access to request multiple appointments on behalf of more than one client.

The increased call volume to request transit evaluation appointments has strained the resources of the Customer Care department. An on-line or web based process would provide an additional option for clients to complete applications, either on their own or with the assistance of social service agency representatives and would result in decreased administrative effort and costs.

The Veterans Transportation and Community Living Initiative is led by the federal Coordinating Council on Access and Mobility, a permanent partnership of federal departments working together to better coordinate federal programs on behalf of people with disabilities, the elderly and low-income individuals. The Council is chaired by U.S. Secretary of Transportation Mr. Ray LaHood.

*Matthew Avancena
Manager, Planning & Coordination*

TAP ID Card Update



Access' transition to TAP has continued briskly since the beginning of September. The popularity of the replacement Rider ID program for the new TAP card has significantly exceeded our initial projections on card volume. By the beginning of November almost 25,000 cards had been issued. This demand, along with card manufacturer supply issues, has impacted our ability to replace the cards. Due to this delay we have our requested

that all of our Free Fare partners continue to accept the current white Access ID card as valid fare media until February 29, 2012.

One of the key aspects of Access' transitioning to TAP is the ability to now receive Free Fare boardings from fixed-route and rail TAP agencies in the county. For the month of October 2011, 4,435 Access Free Fare users took 80,400 trips on our transit partners with the highest single user taking 199 trips in that period. The graph at left details the breakdown by transit agency.

F Scott Jewell
 Dep Executive Director, Administration

StrataGen User Conference



On November 2-4, Global Paratransit staff and I attended the Stratagen user conference in Henderson, Nevada. Stratagen is the provider of the ADEPT reservations and scheduling system used by Global Paratransit in the Southern region.

In addition to product presentations, the conference was broken down into product training sessions separated by new and advanced users. One of the conference highlights was the unveiling of the new Adept 6.1 upgrade. This upgrade introduces a cutting edge feature that contains the TomTom street navigational data. Incorporating this data into our Adept system, planned for

December 2011, will significantly improve system routing and enhance our customer's riding experience.

I also had the opportunity to review other ADEPT features, such as how it functions in a deviated fixed route mode and its use in a brokerage type of service model - both of which may become key aspects of the service Access provides in the future.

The conference provided great networking opportunities and was well attended with participants from around the country including large city agencies such as New York and Boston.

Ruben Prieto
 Systems Analyst

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

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

Rider Comments

"I am very happy with your service. We don't have a car and we want to see our grandchild but we couldn't. Now with your service we have a chance to go and visit my daughter with her child. Your service helps us a lot. We can go where ever we want without asking someone for a ride. My husband went with your service to a citizenship and nobody helped us because everybody was busy. We called your service and we had a ride.

We are very happy. Thank you very much. You really make a difference in our lives. One more time Thank you."

*Nina, Santa Monica
 Rider since 2003*

**Best Wishes
 for a Wonderful
 Thanksgiving Holiday
 to all!**



access

Vehicle Maintenance Workshop



On October 12-14, Access hosted the Vehicle Maintenance Management and Inspection (VMMI) Workshop in partnership with the Community Transportation Association of America (CTAA) at the offices of Gardena Municipal Bus Lines. The three day training was geared toward maintenance personnel, operations managers, fleet supervisors, and vehicle technicians to enhance their professional skills. CTAA instructor Halsey King and Access' Fleet Administrator, Rick Streiff, taught participants from transit agencies, non-profits, and Access contractors methods to improve the maintenance oversight of their fleets of smaller transit vehicles (less than 25 feet in length).

On the first day of training, the topics discussed were practical and legal reasons for proper inspection and preventative maintenance, as well as the principles of vehicle safety inspection/testing and the DOT requirements in the Federal

Motor Carrier Safety Regulations and Federal Motor Vehicle Safety Standards.

On the second day, industry professional Walt Diangson assisted in leading discussion topics that included the relationship between maintenance and operations, the manager's role in maintenance and the manufacturer standards and expectations.

The attendees participated in a demonstration of the 12 module inspection and defects discovery process in Gardena's expansive, new maintenance facility.

On the final day, participants were tested on their knowledge and skills in the key areas of maintenance. All those who successfully complete the training and pass the final exam will receive CTAA's Vehicle Maintenance Certification. The certification remains valid for three years.

Participant Comments:

"Great class, lots of information and direction that would help any organization. I particularly like the awareness that was achieved by meticulously going over the federal guidelines and laws."

"All instructors and presenters were exceedingly knowledgeable and helpful and obviously vital to the continued health and growth of this industry."

*Charace Thompson
 Sr. Admin, Operations*