



# Behind the Scenes

## Executive Director's Report

It's always hard to say good bye to long-time employees and even harder to say good bye to someone like Vince Calderon, who retired this week after over 25 years at Access Services.



Vince was one of the first employees of Access and remembers when we only provided a few hundred trips a day. He made his mark working in our eligibility department and managing our restricted eligibility program. Vince was also a customer of Access paratransit and provided valuable feedback about how we could improve the service.

We will all miss his dedication to serving people with disabilities and wish him the best in his retirement!

**Andre Colaiace**  
**Executive Director**

## Access staff invited to share FTA project updates

In the last few years, Access Services has received two technology grants from the Federal Transit Administration (FTA). The first grant, received in 2019, was for the Transit Bus Automation Strategic Partnership to assist in the development of an accessible autonomous vehicle. The second, received in 2020, was from the Mobility for All grant program to enhance the Where's My Ride smartphone application. I was recently asked by the FTA to share progress reports on these two programs.



I shared an update on Access' Accessible Autonomous Vehicle Pilot project at the International Conference on Transportation and Development in Seattle, Washington. I highlighted three focus areas: vehicle

development; human machine interface systems; and operational safety monitoring.

I shared some of the project challenges, including the need for additional funding to build the vehicle; infrastructure readiness; labor acceptance; and rider confidence. I mentioned other factors such as the cost per vehicle, cybersecurity, insurance liability and the local political landscape. Over 50 participants attended the session.

I was asked by Easter Seals to present an update on our project funded by FTA's Mobility for All program. The key point that I stressed is how important cyber security systems play a role in protecting user data. I shared Access' on-going cyber security awareness and trainings for staff and regular campaigns to raise awareness on the issue. I also explained how agencies can enhance data security based on current PII and HIPPA requirements. Lastly, I shared free trainings and resources offered by the Cybersecurity & Infrastructure Security Agency (CISA). There were over 67 people in attendance.

**Bill Tsuei**  
**Director, Information Technology**

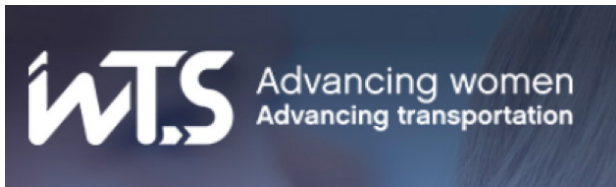
## WTS L.A. event on Complete Streets

The WTS L.A. Chapter recently hosted an event on Complete Streets, Transportation Access and Connectivity which brought together various transportation professionals.

The three guest speakers were:

- > Sarah Jepson, Planning Director, Southern California Association of Governments
- > Laura Cornejo, Transportation Director, City of Pasadena
- > Pamela Lee, AICP, Supervising Transportation Planner II Vision Zero, Active Transportation, and Neighborhood Streets, City of Los Angeles Department of Transportation

Since the COVID-19 pandemic, roads are being used differently, redefining complete streets to include other modes of transportation. This was a common theme along with equity that led the panel's discussion. Los Angeles is a dynamic city with a diverse population and, at the core of complete streets, is to support mobility for all persons regardless of age and disabilities.



Project leaders are adopting and addressing issues like equity, accessibility and innovation through their complete streets programs, implementing diversity, equity and inclusion (DEI) initiatives to enhance mobility options for residents. Leaders are working with their communities to develop and build according to local needs, implementing

pilot programs to track and assess the success of the project.

After listening to the panelists share their experience in transit and complete streets projects, it is clear that transportation providers, including Access Services, continue to shape communities and impact lives as they use DEI tools to impact transportation planning. These tools are especially helpful as the region prepares for major events, such as the World Cup and Summer Olympics.

**Alvina Narayan**  
**Manager, Training & Compliance**

## Commendations

"My driver Yorzan Carreno deserves commendation. Yorzan arrived early, was very polite, and an excellent driver."

**Wesley Witherspoon**  
**Rider since Dec 2009**

"I am filing a Smile for my driver, Aiko. I had such a great conversation with her. Aiko was also punctual and took me straight to my destination. Such a wonderful driver!"

**Ronald De Los Reyes**  
**Rider since June 2012**