



Behind the Scenes

Executive Director's Report

Last week, the Community Advisory Committee met with Access staff for their annual goals retreat.

Held on Zoom, the first part of the retreat focused on some of the achievements and discussions held between the CAC and staff over the last year which included operational issues, the eligibility process and customer information efforts.

After a lunch break, the CAC put together a list of priorities for the upcoming fiscal year which will guide these discussions moving forward. A big thanks to the CAC and Access staff for putting together such a constructive work session!

Andre Colaiace
Executive Director

Access staff return in person to the EOC

In a corner of the 2nd floor headquarters of the agency sits a room where big decisions are made. It's the Access Emergency Operations Center (EOC), where staff come together to make tough calls during emergencies. The goal of these dedicated staffers is that the riding public never know the efforts they make to keep things on track during these events because the service continued with minimal disruption. Due to the impact of the worldwide Coronavirus pandemic, the room was not used as an EOC for years. Staff came together to manage COVID-19 (activating the EOC for a record 66 weeks) virtually using Zoom during this period.

On June 27, 2023, the staff gathered again in the physical EOC in El Monte as they participated in an earthquake tabletop exercise. In emergency management, so much of how a response goes is decided by what is trained and planned for in advance.



This exercise, which involved participants both in the EOC room and joining via video conference, allowed staff to practice their emergency management skills in a no-fault environment according to the principals of the Incident Command System, which is used nationally. Contractor status was obtained, impacts on eligibility services were considered, plans were executed and information for the public was prepared during the 90-minute period.

Project Administrator Faustino Salvador participated as EOC Director, a position with enormous responsibility during a real emergency. Access Executive Director Andre Colaiace served as Public Information Officer. New Operations staff members Cindy Chan and Barrett Tate had an opportunity to see the tested team in action for the first time. Nobody knows when the next big emergency will occur, but Access will be ready.

Alex Chrisman
Emergency Management Coordinator

Access participates in FTA Convening for Transit Bus Automation

Bill Tsuei, Access' Director of Information Technology, and I recently participated in a Convening for Transit Bus Automation event at the United States Department of Transportation (USDOT) in Washington, DC. The invitation-only meeting included fourteen transit agencies and twenty-two transit leaders with experience in transit automation and workforce development in addition to senior USDOT, and Federal Transit Administration (FTA) representatives.

The FTA Office of Research, Demonstration, and Innovation hosted the convening with transit stakeholders to discuss issues and challenges related to research, planning, piloting, and demonstrating or deploying automated vehicles (AVs) in revenue service.

Participants discussed and shared their automation visions and plans for their customers. They shared their respective AV vehicle types and how they planned to use them in service. Participants also shared their concerns for public safety and potential challenges with Federal regulatory and policy changes for operating AVs on public roadways.

The goal was to discuss potential scenarios for operating AVs on public roadways for revenue service. Desired outcomes included 1) discussion and input to update Federal policies concerning AVs, 2) input for the development of the updated Strategic Transit Automation Research Plan, and 3) discussion and input for USDOT consideration in potential revisions to Federal regulations to the use of AVs for public transportation.

Randy Johnson
Director, Government Affairs and Outreach



Commendations

"Please file a Smile for my MV reservationist, Edwin. He is very professional and patient."

Joan Rascoe
Rider since Aug 2017

"I use Access regularly and would like to commend the drivers. They drive safely, are courteous, and always help me with my bundles. I appreciate how they always make my trip comfortable."

Theresa Lloyd
Rider since Oct 2016