



Behind the Scenes

Executive Director's Report

Yesterday, I had the honor of attending the official installation of the Olympic and Paralympic flags at Los Angeles City Hall, which means that Los Angeles is now “on the clock” as it prepares to host its third Olympic games.

This event honored Los Angeles’ incredible Olympic and Paralympic athletes and celebrated our region’s diverse and multicultural identity. We heard from a number of great speakers, including Los Angeles Mayor Karen Bass, LA28 Chairman Casey Wasserman, and basketball star Cheryl Miller. After the program, guests (at least those not in training) were able to sample food from a number of iconic Los Angeles restaurants, from Pink’s to Randy’s Donuts.

There certainly are a number of challenges ahead, not least of which relates to the herculean task of transporting athletes and visitors from around the world to the various Olympic venues. Access looks forward to continuing to engage with our partners at Metro and LA28 to ensure the upcoming Games are the most accessible in history.

Andre Colaiace
Executive Director

Access hosts a virtual Community Meeting

On Saturday, August 24th, Access hosted a virtual Community Meeting. It is the second community outreach meeting of the year. The purpose of the Community Meeting is to inform and educate the public and Access riders about the agency’s services, policies, and procedures.



Attendance and participation for this meeting were outstanding with about 120 guests calling in or participating via Zoom. Access staff from the Planning and Customer Service departments

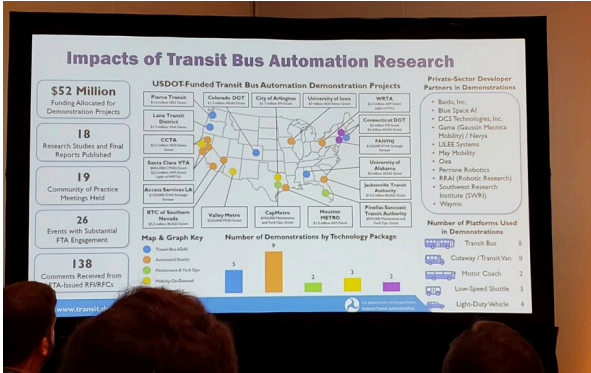
presented on a variety of topics to ensure customers were updated and well-informed. These topics included presentations about the Free Fare Program, Travel Training and Group Travel Training Programs, and the new Text-To-Chat Pilot Program.

After the presentations, Access staff addressed customer comments, questions, and any service concerns customers wanted to discuss.

If you missed this meeting, you can view it by clicking the link: [August 2024 Community Meeting - YouTube](#) to watch it at your convenience. In addition, if you would like to stay up to date on all planned events and customer information, please sign up for alerts through our website or contact our Customer Service department at 800-827-0829 (Option 5) for assistance.

Randy Johnson
Director, Government Affairs & Outreach

Staff attends 2024 APTATech Conference



As APTA's preeminent transportation technology conference, APTA Tech explores how the public can use innovative technologies to better navigate transit including emerging technologies in fare payment systems, autonomous and zero-emission vehicles, equity, cybersecurity readiness, workforce capacity, real-time open data services, and artificial intelligence. Held in Philadelphia, PA, this year's conference theme was, "Artificial Intelligence Impacts to Transit."

Thomas Lee, IT Project Manager and I attended the conference. During the conference, I organized two sessions

on autonomous vehicles for domestic and international attendees. We invited guests from North America, France, Japan and Taiwan to speak about their experiences. The autonomous taxi operator Waymo shared their vision on how to augment public transit with their robo-taxis. Speakers from France, Japan and Taiwan spoke on their use of open-sourced software to operate self-driving vehicles.

In the FTA focused session, FTA staff presented previously awarded projects and their current status and technology vision for the next five years. They highlighted several projects, including Access Services' Accessible Traveler Mobile App (ATMA) pilot project.

Bill Tsuei

Director of Information Technology

CTSA Extension hosts CPR, First Aid and AED Training

Access Services' CTSA Extension Program hosted its annual CPR, First Aid and AED training this year featuring our incredible instructor, Bernadette Baker from S and B CPR Training L.L.C.

As a veteran, Bernadette brought her expertise and dedication to this training. Attendees were inspired by her passion for teaching life-saving skills and left feeling confident and prepared to respond in emergencies. Learning CPR is one of the simplest and most powerful ways to make a significant impact during an emergency.

By continuing to offer this vital training, Access Services reaffirms its commitment to the safety and well-being of our community.

To learn more about our upcoming trainings, click on the 2024 Learning & Development eBook link below. Registrations are limited.

[2024 Learning & Development eBook](#)

Mayra Noriega
CTSA Analyst



Commendations

"I want to file a smile for Chris. He is the most efficient and helpful reservationist. He got the job done."

Ray Kibler

Rider since July 2011

"The rider's mother called in to file a smile for the driver who picked them up today. She said he was very professional and courteous. She said he helped them into the vehicle, helped with their mobility device, and made sure they were secure all the while being very pleasant. The driver was very in tune when driving and gave them a smooth ride."

Tonia Hernandez

Rider since December 2022