



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors met on April 22, 2024.

The Board approved a contract for fleet inspection services for a period of three years through May 2027.

The Board heard a presentation on service forecasting that now utilizes a Long/Short-Term Memory model to predict future trip demand. The model currently predicts a 60% percent increase in service over the next ten (10) years.

The Board also heard updates on the FY 2025 budget process and the Agency's operational performance.

The next meeting of the Board of Directors is scheduled for May 20, 2024.

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

## Access attends Los Angeles Disabilities and Aging Collaborative



On April 11, 2024, Project Administrator Faustino Salvador and I attended the re-launch of the Disabilities & Aging Collaborative, held at the Boyle Heights City Hall.

The Collaborative will be a quarterly event for working professionals serving people with disabilities or older adults to network, collaborate, and discover resources. We

learned about new tools to support our work, including program development and best practices in accessibility.

There were presentations from fellow leaders that provided valuable, timely insights. Hector Ochoa and Rudy Contreras of the Southern California Resource Services for Independent Living Center gave opening remarks to the attendees. Also, there was a presentation by Stephen Simon, Executive Director and General Manager of the City of Los Angeles Department of Disability, on the State of the City after the Pandemic.

Lourdes Sinibaldi, Director of Community Outreach and Education, City of Los Angeles, shared information about an upcoming community event: the Reel Abilities Film Festival. The Festival will be on May 4th and 5th at the California Plaza, 350 S. Grand Ave in Los Angeles.

**Stephen Wrenn**  
**Mobility Management Administrator**

## APTA Legislative Conference



Doran Barnes, Access Board Vice Chair, other Foothill Transit staff, and I traveled to Washington, DC recently to attend APTA's 2024 Legislative Conference.

The Legislative Conference educates APTA members on federal legislation and policy matters; shares and provides information to help shape future transportation policies and initiatives; and helps APTA members develop legislative strategy and advocacy efforts

with the U.S. Congress and Administration officials in order to sustain current funding levels and to request additional funding sources for public transportation.

This year's conference focused on the Continued Commitment to New Infrastructure, the Bipartisan Infrastructure Law, and the THUD Appropriations Act. There was also a discussion about transportation's future and the use of artificial intelligence or AI.

During the Conference, APTA member agencies from across the country took advantage of the opportunity to schedule meetings with their Congressional Delegation, House and Senate Committee staff, as well as Federal Transit Administration staff. Access had similar visits in February. We provided an update on Access' service delivery, our current priorities exploring Zero Emission Vehicles, securing funding for Operations and Maintenance Facilities, and preparing and planning for the 2028 Olympic and Paralympic Games.

***Randy Johnson***  
***Director of Government Affairs***

## Update on Mobility Management Outreach activities

As Access' ridership has increased in 2024, so have outreach requests for in-person and virtual events. The Mobility Management Department shares information about Access and how to apply for eligibility, and the other transportation options available in the County.

During the first quarter, Mobility Management participated in the following in-person and virtual outreach events:

- LA Mirada Activity Center - Access information table
- Palos Verdes Peninsula Unified School District - Virtual Parent Information Presentation
- North Los Angeles County Regional Center - Annual Life After High School Fair
- California Connect - Health and Resource Fair
- East Valley Senior Adult Center – Access Presentation
- Metro: On The Move Rider's Program Pop-Up - San Pedro
- West Los Angeles Veterans Affairs – Transportation Fair
- Metro: On The Move Rider's Program Pop-Up – San Fernando Valley
- CSI Support & Development Services – Magnolia Towers Access Presentation



***Stephen Wrenn***  
***Mobility Management Administrator***

## Commendations

"Rider's friend called to file a smile. She mentioned she feels extremely grateful and happy with Access from how good and nice the drivers are as well as the customer service department."

***Nahideh Shayanfekr***  
***Rider since February 2012***

"I would like to compliment Joanna in Customer Service! She calmly listened as I gave her my complaint over the phone. She displayed patience as I made sure the details were accurate. Although I was frustrated when I called, reporting it to her made me feel heard. Joanna deserves high praise for being a force of calm and good in a very challenging position."

***Nora Preimesberger***  
***Rider since August 2017***