



Behind the Scenes

Executive Director's Report

Access holds virtual Community Meetings twice a year to inform riders about new developments with Access Services and to give riders the opportunity to get assistance directly from staff if they have any questions or service issues.

This year's meeting will be held on Saturday, August 23rd from 9:30 am to 11 am. It can be viewed in English or Spanish. Closed captioning will also be available.

For more information about how to attend and participate, please go to our website at www.accessla.org and look under Access Events.

Andre Colaiace
Executive Director

Hitting the right pitch: Access supports the Club World Cup



When everything goes right, some may think that efforts towards that success might be overdone. But just as winning a championship as a professional soccer team takes a lot of building towards a good outcome,

so does preparing for a large-scale event like the FIFA Club World Cup soccer tournament. The hosting of such a high-profile event, while exciting, opens a veritable pandora's box of potential emergencies.

It is for this reason that transportation agencies, FIFA officials, law and fire departments and more met in the locker room of the Rose Bowl in early June to participate in a tabletop exercise simulating the event before it occurred. There was a bus fire, smuggled fireworks and a delayed soccer team transport. All of this was in service of keeping decision makers on their toes before the big show. I was able to participate in the tabletop exercise and took a moment to touch the famous pitch of the Rose Bowl.

Access provided two key services for the actual Club World Cup which started on June 15th. The first service was transporting Access riders to and from the event. The second was providing an accessible shuttle from the Memorial Park Metro A Line Station to the Bowl so that Metro patrons who needed ADA transport could get from the station to the game. 22 Metro patrons used this service, along with the 44 regular Access trips we provided.

There were no significant issues related to the Club World Cup from Access' perspective. Metro was happy with the service we provided. The Access EOC was at duty officer status and participated in Metro EOC briefings. Along with a TransMAC

tabletop exercise hosted by Metro in April, this activation represented further emergency management collaboration between Metro and Access. As for the games themselves, the Rose Bowl ended up with the highest attendance for the Club World Cup among 12 stadiums in 11 American cities. Access will continue to work with the Rose Bowl and other stakeholders in the spirit of continuous improvement towards future events at the famous facility.

Alex Chrisman
Emergency Management Coordinator

CalACT Board of Directors Retreat

The California Association of Coordinated Transportation (CalACT) represents transportation agencies from across the state of California, by providing educational sessions at conferences, creating opportunities where public agency staff can share insights of how different agencies are providing service, and connecting agencies with vendors of the latest products improving the public transit industry.



In late 2024, I was elected to serve a two-year term on CalACT's Board of Directors. Last month, members of CalACT's Board of Directors met for a bi-annual Board retreat. The meeting allowed the 16 members of CalACT's Board of Directors and CalACT's Executive Director to meet in person at the Hilton Santa Barbara to discuss important topics related to the future of the association.

The Board reviewed and discussed the agency's goals and mission as set forth in CalACT's Strategic Plan and reviewed the association's financial outlook through its projected budget. The Board also discussed upcoming anticipated legislation that may impact transit and the regulation of transit service across the state.

CalACT remains committed to providing opportunities where transit professionals from across the state may share ideas and insights as to how to improve transit and paratransit service and improve their communities. CalACT also continues to serve as a resource, educating its members on changes in legislation that may impact transit or how transit is operated in California.

The Board retreat provided an opportunity for CalACT's leadership to discuss the association's role and reaffirm its commitment to the many agencies throughout the state that it will continue to provide information and education to its members.

The next CalACT conference will be held in late October 2025 in Lake Tahoe.

Eric J. Haack
Manager of Strategic Planning

Commendations

Northern Region

"I spoke with Martin on April 23rd to book a next-day reservation. He was very kind and respectful, and by the way he spoke, you can tell he really takes his job to heart. He deserves recognition for doing a great job."

Kathryn Palewicz
Rider since August 2014

ALTA

"I want to file a smile for agent John K. He was very patient, highly professional, and very pleasant. I want to thank him for his kindness and demeanor. I appreciate his professionalism."

Samuel Stafford
Rider since May 2024