



Behind the Scenes

Executive Director's Report

Over the next several years, Los Angeles will be the center of the sporting world as it hosts numerous megaevents.

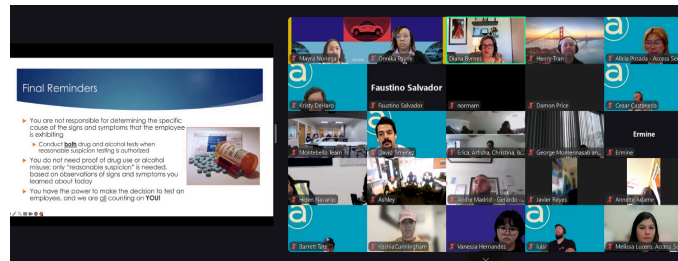
Everything kicks off this month with the FIFA World Cup and Access will be ready.

- > Access will operate three shuttles for Metro and serve a number of fan zones across Los Angeles County with its regular service.
- > Access will activate its Emergency Operations Center (EOC) to more effectively monitor service and be prepared for the unexpected. Further, an Access staff member will be present at Metro's EOC to enhance communication between the agencies.

For Access riders going to the matches, the booking address will be 1001 S. Stadium Drive in Inglewood, Stand 2. Riders seeking additional information should go to our website at www.accessla.org.

Andre Colaiace
Executive Director

CTSA Extension holds Reasonable Suspicion and Post-Accident Testing Training



Access Services, through the CTSA Learning and Development Program, recently hosted a virtual Reasonable Suspicion and Post-Accident Drug & Alcohol Testing Determination training.

The session was led by Diana Byrnes, on behalf of LPM Consulting, Inc., who has more than 25 years of experience in the administration of FTA drug and alcohol testing programs. Ms. Byrnes is a Certified Substance Abuse Program Administrator (CSAPA), a frequent presenter at FTA Drug and Alcohol Program National Conferences, and a lead instructor for the Transportation Safety Institute (TSI) Substance Abuse Management courses.

The training provided an overview of the purpose and intent of federally mandated drug and alcohol testing, emphasizing the role supervisors play in maintaining public safety. Topics included identifying observable indicators of potential impairment and applying FTA post-accident testing thresholds following transit-related incidents.

The key takeaways reinforced that supervisors are not responsible for diagnosing the cause of impairment, but rather for making timely, well-documented decisions based on observed facts. Transit professionals understand that testing is designed to rule out drug use or alcohol misuse, ensuring safety while also protecting employee rights.

Onnika Payne
Transportation Planner

PSHRA Annual Conference 2026

This month, I attended the annual Public Sector Human Resources Association (PSHRA) conference in Long Beach, CA. The theme for this year's conference was, "Mind the Gap". Each session focused on closing the gap on a specific issue within the HR field.

I had the opportunity to listen to HR professionals in various fields within the public sector. Each session was designed and led by a different professional, which provided me with insight on how HR practices will differ depending on the organization.

The event began with a keynote speech by Former Assistant Chief of Police, Hajir Nurridin. Her speech focused on strengthening communication and navigating through uncomfortable changes within an organization. Nurridin discussed how we can close the GAP, by following a simple 3-step framework - Name It, Frame It, Own It. I left this keynote with more confidence in approaching changes in an organization.

I attended four sessions, including the keynote, each focusing on a different aspect of Human Resources, but all tied to the success of an organization. The session that stood out the most focused on closing the communications gap between staff. The speaker, Misha Safran, discussed the importance of emotional intelligence and how it can impact how you lead within your role.

I left this conference with a better understanding of both interpersonal and technical aspects of the Human Resources field. I would like to thank PSHRA for hosting this event and for creating a space for HR professionals to connect and learn.

Vanessa Hernandez
Administrative Assistant, HR



Commendations

West/Central Region

"The driver was amazing. He arrived at the pick-up on time, took me to the door, and provided wonderful service. He was truly an amazing driver."

Jeanne D.
Rider since February 2024

Eastern Region

"I want to compliment the driver, Esteban, for his exceptional customer service. He was well-groomed, the car was clean, his driving skills were impeccable, and he was very safe, kind, and patient."

Joann S.
Rider since February 1997