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Behind the Scenes

Executive Report



Photo: (L) Executive Director, Shelly Verrinder, (M) Metro CEO, Phil Washington, and (R) Transit Director of Torrance Transit, Kim Turner

Kim Turner, Access Boardmember and General Manager of Torrance Transit, and I were honored to attend Los Angeles Mayor Eric Garcetti's reception welcoming new Metro CEO Philip Washington. We had a nice conversation about the role Access Services plays in Los Angeles County and I look forward to working with Phil on accessible transportation in Los Angeles County.

I would also like to welcome Nalini Ahuja, Metro's Chief Financial Officer, to the Access Services Board of Directors! Access has worked with Nalini and her staff for years on our budget and various funding issues and we look forward to working with her as a Board member.

*Shelly Verrinder
Executive Director*

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A Conversation with Secretary Anthony Foxx



Photo: (M) United States Secretary of Transportation, Anthony Foxx

The U.S. Secretary of Transportation, Anthony Foxx, spoke at a special event hosted by the UCLA Luskin Lecture Series at Union Station on May 14, 2015. Entitled "A Conversation with U.S. Transportation Secretary Anthony Foxx," he spoke candidly about the transportation issues facing our country today.

The main theme of his lecture was developing "Complete Streets" for the future. This often means managing competing priorities between building infrastructure to support people in private vehicles or public transit, providing for truck routes, people with disabilities, people walking, or people bicycling. Secretary Foxx feels that design is especially important. He says, "The design of our transportation system is a reflection of who we are and what we value."

The other big topic of the evening was transportation funding.

Secretary Foxx explained that the current funding source for transportation, primarily the gas tax, is unsustainable if the country wishes to keep up with maintaining the current infrastructure, let alone expand it.

Secretary Foxx was introduced by new Metro CEO Phillip Washington. It was Mr. Washington's first week on the job as Metro's CEO. For Access staff in attendance, it was inspiring to listen to these two transportation industry leaders in person.

*By Alfredo Torales,
Special Projects Administrator*



Eno Conference



Eno Members at Mid-Manager Seminar In Philadelphia, PA



Sherry Kelley, Senior Manager, Customer Service, and Steve Holman, Manager, Procurement & Contracts, recently attended the Eno Center for Transportation, Transit Mid-Manager Seminar in Philadelphia, PA. The program started fast and kept us busy over the course of an impactful five day period. It was well attended, with a total of 31 participants from diverse transit management backgrounds as well as guest speakers from prominent leadership positions throughout the country. The seminar proved to be an indispensable networking opportunity in addition to providing attendees with a valuable education.

The Eno Center for Transportation (Eno) was founded in 1921

by William Phelps Eno (1859-1945), who pioneered the field of traffic management in the United States and Europe. The Eno Center for Transportation's mission is to seek continuous improvement in transportation and its public and private leadership in order to increase the system's mobility, safety and sustainability.

By Sherry Kelley, Senior Manager- Customer Service and Steve Holman, Manager-Procurement & Contracts

National Conference of the American Planning Association

Starting on Saturday, April 18th, the American Planning Association hosted its annual National Planning Conference in Seattle, Washington to bring together some of the leaders in planning to share some of the trends going on in the fields of transportation, climate change and sustainability as well as overall city, state and regional planning. There were a number of sessions that spoke to topics that could impact the services that Access provides into the future.

This year, many sessions focused on the concept of "Complete Streets," which are efforts focused on redesigning our current car-only streets to improve access for pedestrians, bike users as well as transit. As cities become more congested, they are looking

for ways to introduce additional transportation options for their residents, to allow people to avoid traffic and do so in a safe manner.

Additionally, there were sessions that addressed trends such as aging populations in large cities like Los Angeles. As the Baby Boom generation continues to enter retirement and also enjoy longer lives, this can require changes to how communities address the needs of a larger aging population and how to deploy services that seniors may need. This change in the number of seniors in a community can impact the way that social services, medical facilities and transportation are deployed throughout a community. The American Planning Association has drafted reports on the desire of seniors to "age in place" or to

stay in their own home instead of moving to an assisted living facility.

Lastly, there were some sessions that discussed some of the concerns that there are fewer sources of funding for transportation projected for the years ahead, despite growing use of fixed-route and paratransit services.

The Planning Conference is one of the few events annually where one can really get exposure to all of the latest trends taking place in the field of planning in such a short period of time.

*By Eric Haack,
Strategic Planner*

Continuity of Operations Planning (COOP)



Photo: COOP Participants, (Far-left) Instructor, Vernon Herron, and (Far-right) Instructor, Michael Vestly

Mr. Michael Vesely and Mr. Vernon Herron from the University of Maryland's Center for Health and Homeland Security visited Access Service May 5-6, 2015, to facilitate a course on Continuity of Operations Planning (COOP). The course offered a wealth of information about planning for natural and man-made disasters that could impact our organization. Both instructors spoke at length about using the COOP framework to identify essential functions so organizations such as Access Services are better able to, in the case of a natural disaster, recover within 12 hours and maintain agency functions for up to 30 days.

Real world examples and scenarios were used to help attendees understand the importance of COOP. Courses such as this highlight the importance of emergency preparedness to ensure the safety of our customers in the event of a natural disaster.

*By Jessica Thompson,
Operations Service Monitor*

Accident Investigation



Photos:(Top & Bottom) Accident Investigation Seminar with Instructors, Tim Williams, and Lionell Mora

On Saturday, May 16th, Access staff Sherri Adams, Training & Development Coordinator, and Colin Obeso, Road Safety Inspector, attended the Accident Investigation seminar that focused on how to determine the root cause of accidents and incidents so transit agencies can operate and provide service.

The seminar focused on teaching road supervisors how to conduct Accident Scene Observations, Accident Scene Interviews, Accident Scene Photography, and Accident Scene Diagramming. Attendees were asked to investigate two fictional accident scenes to determine the Point of Impact(s), Point of Rest, Street Dimensions, and Directions of Travel.

*By Sherri Adams,
Training & Development Coordinator*



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Rider Comments

"Customer stated Access Service is incredible, and we made it possible for her and her husband to travel with dignity, and be independent."

Silvia,
 Rider since September 2010

Superior Service Award



(L) GPI General Manager, Luis Garcia, (M) Andres Merida, and (R) Access Project Administrator, Rogelio Gomez

At the May Access Board of Directors meeting Global Paratransit (GPI) employee Mr. Andres Merida was presented with the Access Services Superior Service Award. For over nine years, Mr. Merida has been GPI's Window Dispatcher and he has the important job responsibility of getting all the vehicles ready and lined up for drivers during the morning pull out. Mr. Merida takes his job seriously, he understands the importance of getting drivers out on the road smoothly in the morning so they can pick up Access customers on-time.

By Steve Chang,
 Deputy Executive Director-Operations

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Federal Transit Administration Drug & Alcohol Program

Over 500 transit professionals were in attendance at the 10th Annual Federal Transit Administration's Drug and Alcohol Program National Conference. Hosted by the Federal Transit Administration, the conference was held in Atlanta, Georgia from April 28-30, 2015.

The free conference provided attendees with substantial background on 49 Code of Federal Regulations (CFR) Part 40 (Procedures for Transportation Workplace Drug and Alcohol Testing Programs) and 49 CFR Part 655 (Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operators). The conference was invaluable for those both new and old to the transit industry with workshops tailored for both groups, providing educational tools and resources, including opportunities to network.

The conference offered 23 workshops, allowing new and seasoned transit professionals a variety of classes to attend. The speakers and presenters were from several different Drug and Alcohol Program areas, allowing attendees to meet and greet peers from all across the nation, including program administrators from the FTA.

By Alvina Narayan,
 Grants & Compliance Analyst



Registered Access Customers

Every year Access gains about 15,000 new customers, and has almost doubled its customer base since June 2010. Most recently Access reached a new milestone of over 165,000 registered customers!

By Melissa Thompson,
 Data Analyst

