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Behind the Scenes

Executive Report

I recently had the honor of attending the 14th TRANSED Conference. The main objective of the Conference is to promote and encourage the development of transportation services and systems that meet the needs of people with some sort of disability through the exchange and dissemination of knowledge and experience.

Founded in the 1970s by Professor Norman Ashford (University of Loughborough) and Professor William Bell (University of Florida), the International Conference on Mobility and Transport for Elderly and Disabled People has been held twelve times in nine countries. From its roots as a small, specialized meeting of researchers, the Conference attracts between 600 and 1,000 delegates from up to 40 nations on six continents. The U.S., because of the passage of the Americans with Disabilities Act is, in some ways, way ahead of many other nations in terms of accessibility. In many ways, other countries are more advanced in their approach to accessibility.

The focus of the conference was to address solutions for an inclusive society for differently-abled people. Research shows that 40% of the population need or will need some form of accessibility over time. The key should be to focus on inclusion to eliminate the combination of circumstances that prevent people from fully participating in society.

*Shelly Verrinder,
Executive Director*

APTA Board Members Seminar in Denver, Colorado



Photo: *Dr. Claudia Folska, Ph.D.
RTD Board Member*

The American Public Transportation Association (APTA) held its Annual Board Members and Board Support Workshop on July 18-21 in Denver, Colorado. I had the opportunity to attend the seminar along Access Board members, Chairperson Doran Barnes, Vice Chairperson Dolores Nason, and Director Angela Nwokike.

On Saturday, July 18th I attended the Board Support Subcommittee meeting to interact and learn other transportation agencies' "Tricks of the Trade" such as PechaKucha which was first created in Tokyo. PechaKucha is a simple presentation format in which the presenter shows 20 images, each for 20 seconds which are set in advance so the speakers stays within their allotted time.

On Sunday, July 19th the subcommittee met with Dr. Claudia Folska, Ph.D., who is also Regional Transportation District (RTD) first visually impaired Board member. She discussed the "Blind Side of Communication" which included the essential principles of communication, listening, adapting, and the tools used by the RTD Board office to assist her during their meetings.

Dr. Folska took us through an exercise where we had to wear blindfolds and lead each other with simple but detailed instructions. This exercise made us aware of what it was like to be visually impaired and how sometimes we think we are helping a visually impaired person but we are not.

On Monday, July 20th the Board Support Subcommittee participated in "Is It Personal or Personality" with Karen Main from Innovations in Training, LLC. This was an interactive session to learn how our communication style may conflict with other styles within our organizations. Overall, it was an enlightening seminar that helped board members to bond in an encouraging environment.

*By Donna Cisco,
Manager of Administration*

Access Hosts FTA Procurement Overview Workshop



The FTA Procurement Overview Workshop for Transit and Paratransit for the Southern California region was held in the City of El Monte, hosted by Access Services. The day kicked off with a procurement overview consisting of the regulatory framework that supports government procurement practices, including a discussion of the FTA and Caltrans rules for purchases.

Discussions centered on the FTA Circular 4220.1F for Third Party Contracting Guidance, a document every procurement professional should know well. The instructor lead the class of transit professionals, who were mostly new to the subject matter, through concepts such as procurement thresholds, the rules governing the purchase of different commodities, (i.e. rolling stock versus transportation services), FTA specific programs

like Civil Rights and DBE program requirements, and how to reconcile local agency procurement manuals with federal requirements. This provided a procurement framework which then led into how to implement best procurement practices. A useful discussion ensued, from a very practical perspective, on how to write a Record of Procurement History, how to determine Fair and Reasonable Pricing, and the proper use of contract options, state contracts, and cooperative purchasing.

At the conclusion of the class, attendees reported having picked up useful pointers for documenting their purchases and a healthy respect for everything that goes into the procurement profession.

*By Steve Holman,
Manager of Procurement*

WTS-Welcome Breakfast with Phil Washington



Photo: L. A. Metro CEO, Phil Washington

On Thursday August 6 Access' Deputy Executive Director of Planning and Governmental Affairs Andre Colaiace, Senior Manager of Customer Service Sherry Kelley and I attended the WTS-LA's welcome breakfast for Metro's new CEO, Phil Washington. WTS (Women's Transportation

Seminar) is an international organization dedicated to building the future of transportation through the global advancement of women. They provide a wealth of opportunities for women in the industry and the local chapter sponsors a number of events dealing with transportation topics such as this welcoming breakfast with Mr. Washington.

The event was well attended and included Access' Board Chair Mr. Doran Barnes and his team from Foothill Transit along with Access Board Director, Ms. Kim Turner from Torrance Transit.

Mr. Washington warmly welcomed the group and recounted on how his career brought him to Los Angeles retiring as a Command Sergeant Major from U.S. Army to taking a job at Denver RTD where ultimately he was CEO for five years before

coming to Metro. Mr. Washington shared his excitement about being the CEO of Metro. He discussed the challenges in identifying funding for the region from both the federal level and local sales taxes and how important it is to work with local and municipal transit operators to determine how funds are spent.

Mr. Washington also shared his vision for Metro, including the establishment of the Office of Extraordinary Innovation, which will be charged with developing new ideas to improve mobility in L.A. County.

*By F Scott Jewell,
Chief Operating Officer*

Eno Mid-Manager Conference



Photo: Eno Mid-Manager Group Tour

I had the opportunity to attend the Eno Center for Transportation Transit Mid-Manager Seminar in Salt Lake City, Utah. The seminar was fast-paced and kept the attendees engaged, forced critical thinking, and challenged them throughout the week long course. The seminar focused on leadership qualities, communication skills, and self-awareness.

There were a total of 31 participants from diverse transit management modes (fixed route, paratransit, and rail) from across the United States. There was also a panel of prominent guest speakers from major agencies across the country. The panel consisted of John Catoe, former GM of WMATA, Howard Permut, former GM of Metro North (NY), David Armijo, former GM of AC Transit, and Mike Allegra, GM of UTA. The seminar was a valuable networking opportunity in addition to providing attendees with tangible skills and resources to add to their professional toolbox.

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 mobility, safety, and sustainability.

*By Randy Johnson,
Project Administrator*

Employee Spotlight! Eduardo Romero of C.A.R.E.



Photo: Spotlight winning recipient Eduardo Romero

Say hello to Eduardo Romero, a very prized member of the C.A.R.E. Evaluators team! In addition to being very dedicated and hardworking, Eduardo is a prime example of how persons with disabilities can lead productive and fulfilling lives when given the opportunity to demonstrate their abilities. Eduardo has achieved much despite some significant challenges in his life.

During the first few years of Eduardo's life, his family did not understand why he would not respond to his name or the sound of their voices. It was not until he was three years old that he was tested for deafness and enrolled in a special education program for the deaf. Eduardo was a fast learner, and he quickly learned to communicate using sign language. After many years of special education classes, Eduardo was presented with a new challenge when his family moved to a new school district where he was mainstreamed.

C.A.R.E. recruited Eduardo through the Department of Rehabilitation and he began work on May 28, 2015, as part of C.A.R.E.'s janitorial team. C.A.R.E. Evaluators believes strongly in empowering persons with disabilities to live full and meaningful lives through the hiring of persons with disabilities and giving them the economic freedom to thrive. Access applauds Eduardo for his desire to succeed and strong work ethic, and with the recent 25th anniversary of the Americans with Disabilities Act there couldn't be a more appropriate time to celebrate his success!

*By David Foster,
Project Administrator of Eligibility and Mobility Management*

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Rider Comments

Customer stated the drivers are out of this world! She loves everyone that works for Access.

Dorothy,
Rider since September 2010

Customer would like to tell Access to keep up the good work!

Benny,
Rider since September 2013

United Cerebral Palsy of Los Angeles Recognizes Access



Photo: (L) *Steve Chang,*
Deputy Executive Director of Client Relations

On July 31, 2015 Access Services was invited to attend the United Cerebral Palsy's (UCP) celebration for the 25th Anniversary of the Americans with Disabilities Act (ADA) at their facility in Culver City.

As part of the celebration, UCP took the opportunity to recognize agencies and individuals in the community who carry the ADA spirit forward in their work toward improving the quality of life for people with disabilities.

Agencies recognized at the UCP event included Communities Actively Living Independent & Free (CALIF), Independent Living Center (ILC), Global Paratransit (Access Services Provider), and Access Services.

Representing Access' Board of Directors, member agencies and staff, I accepted a Certificate of Recognition. Happy Anniversary ADA!

By Steve Chang,
Deputy Executive Director of Client Relations

Consolidated Transportation Services Agency(CTSA) Upcoming Classes

Access has the following upcoming CTSA courses that are scheduled below.

Thursday, October 1, 2015

Back Injury Prevention

Slip, Trip, & Fall Hazards

Please address any concerns or inquiries pertaining to classes to Sherri Adams at adams2@accessla.org or call (213) 270-6000.