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Behind the Scenes

Executive Director's Report

Access continues to advocate for maximum funding from the Measure M sales tax which set aside 2 percent of total revenues (approximately \$16 million annually) for ADA paratransit and Metro discounts for students and seniors.

In response to the publication of the Measure M Draft Guidelines, I submitted comments last week recommending that, given the increasing demand for ADA paratransit services, that the guidelines be amended to guarantee Access Services at least 75 percent of this total category on an annual basis. I made similar comments at a recent meeting of the Metro Policy Advisory Council, which was recently established to provide input to the Metro Board on the Measure M guidelines and other matters such as the Long Range Transportation Plan.

General public comment on the Measure M guidelines can be submitted at <http://theplan.metro.net/> until May 26th.

Andre Colaiace
Interim Executive Director

Access helps kick off MMF Intern Expo



On Saturday, April 29, Interim Executive Director Andre Colaiace and Manager of Training and Development Evie Palicz participated in the first annual Your Turn Intern Expo at the Los Angeles Convention Center. This event, sponsored by the Millennium Momentum Foundation (MMF), brought college students and career center staff from major southland colleges together with corporate recruiters.

Over 1,000 graduate and undergrad students from USC, CSUN, CSUDH, and many other local colleges and universities attended this two-day event. Andre and I participated in the ribbon cutting ceremony along with other corporate and education sponsors. Later that day, I was a workshop panelist for a discussion about the benefits of the internship experience.

A non-profit organization, MMF's mission statement is to increase the number of students and young professionals from various ethnic groups in public policy and other public service fields through education, mentoring, and leadership development training. This event is the brainchild of Jason Seward, the founder of Millennium Momentum Foundation (MMF), the company that Access uses to recruit interns.

Iwalani "Evie" Palicz, Manager of Training and Development and Coordinator of the Access Internship Program

Access CTSA hosts Cyber Security Seminar



On April 20, 2017, Access hosted its first ever Cyber Security Seminar. With a full house of 71 attendees, the seminar was put on by the Federal Bureau of Investigation and the Joint Regional Intelligence Center. Besides a number of Access and contractor staff, the seminar was also attended by staff from our member agencies including Long Beach Transit, Antelope Valley Transit Authority, Foothill Transit, and the city of Redondo Beach.

FBI Special Agent Simon introduced InfraGard, a partnership between the FBI and business executives, entrepreneurs, military and government officials, computer professionals, academia, and state and local law enforcement. InfraGard's goal is to contribute industry-specific insight and to

advance national security. Cyber Intelligence Analyst Michelle Yohannes spoke in depth about protecting computer networks in the workplace, as well as personal information on our cell phones and home computers. Michelle works at the Norwalk-based fusion center, one of many established after 9/11 as a trusted network to share classified information between law enforcement agencies.

There was a good deal of audience participation as the seminar included discussions about threats of malware, ransomware, corporate espionage, and business email compromise (BEC). A few tips that we should all follow include:

- Use strong passwords for access to email, credit card accounts, and on-line banking. Preferably, use 14-16 characters that include a combination of numbers, capital letters, and special characters;
- Use strong security questions;
- Don't post information on social media that criminals could use against you;
- Update your web browser and operating systems regularly;
- Don't download applications from untrusted sites;
- Change passwords through a website, not through an email form.

Mike Greenwood, Deputy Executive Director, Operations & Safety

Access staff presents at CalACT's Spring Conference



The California Association of Coordinated Transportation (CalACT) held its Spring 2017 conference at the Squaw Creek Resort near Lake Tahoe, California from Monday, April 24th to Thursday, April 27th. Matthew Avancena, Manager of Planning and Coordination, Rick Streiff, Senior Manager of Fleet Design & Maintenance, and I attended the semi-annual event on behalf of Access Services.

CalACT's conferences bring together transit professionals from across the State, offering a unique opportunity for agency

leaders to learn from one another. The conference offers a wide variety of educational sessions and vendor forums, so that organizations may learn what other agencies are doing to tackle problems that many face.

This Spring conference offered a variety of presentations on projects underway throughout the State. Among the more exciting projects that are underway were Victor Valley Transit Authority's development of a program to provide a low-cost car-share program (similar to Zip Car) to isolated rural communities so residents are able to keep important medical appointments. Additionally, Orange County Transportation Authority described the successful launch of an On-Line Trip Booking website and "app" for ADA Paratransit customers.

Rick Streiff presented in multiple conference sessions on such topics as 1) Federal rules associated with inspections of new transit vehicles, 2) Intelligent Transit Systems (ITS) components on buses that make it easier for maintenance staff to diagnose problems with a vehicle and 3) Key Performance Indicators (KPIs) for maintenance.

Overall, the Spring Conference was a great opportunity to learn how transit is developing in other parts of the state and provided a forum where staff from different systems could learn from one another.

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Rider Comments

"I would like to file a smile for CSR Maritza from MV. She was very polite, helpful, and solved my issue quickly. She is a great CSR."

Saul Castrejon
(customer since
January 2012)

"I would like to file a smile for driver, Ricardo. Ricardo was very professional, extremely nice. He was helpful, and a safe driver."

Scott Bernstein
(customer since October
2011)

Access attends Alma Family Services event



On Friday, April 21, Senior Mobility Management Counselor Steve Wrenn, Community Liaison Louis Burns, and Operations Service Monitor Faustino Salvador attended an informational event held at Alma Family Services in East Los Angeles.

Since many of the parents were unfamiliar with

Access Services, our main goal for this event was to answer any questions the attendees had regarding the eligibility process. The meeting was educational for the parents as well as Alma staff. L.A. County Commission on Disabilities Commissioner Lourdes Caracoza was there to make sure that parents' concerns were heard.

Alma Family Services is dedicated to advancing the quality of life for families and individuals coping with a range of needs including significant emotional difficulties, substance abuse, and developmental challenges. Below are some examples of the services provided by Alma.

- Providing a range of quality community integrated multilingual and multicultural services including early intervention and prevention;
- Advocating for the rights and responsibilities of families and persons with special needs;
- Working with businesses, civic associations, and local, state and federal officials to increase knowledge of the abilities and contributions of individuals with disabilities.

Louis Burns, Community Liaison