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# Behind the Scenes

## Executive Director's Report

Every year, funding for Access' budget is approved by the Metro Board of Directors. This year, I am pleased to report that our FY 20 budget was unanimously approved on June 19th by Metro's Finance, Budget and Audit Committee and by the full Metro Board on June 27th.

Access' FY 20 operating budget is \$183.9 million, a 6.7 percent increase over the prior fiscal year. These increases are mainly due to the effects of the legislated increase in the County's minimum wage on our operating contracts and anticipated increases in eligibility applications. We are projecting that Access will perform 3,423,718 trips and carry over 4.5 million passengers.

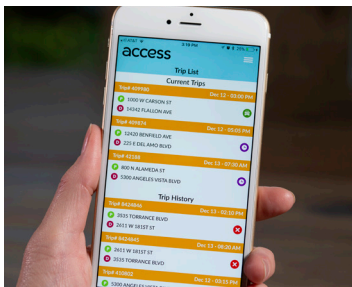
Access' complete budget materials can be found on our website at [www.accessla.org](http://www.accessla.org). As always, please let me know if you have any questions about this or any other Access issue.

**Andre Colaiace**  
*Executive Director*



## 2019 American Web Design Awards

As most of you already know, in January 2018 Access launched our ride hailing app, "Where's My Ride." This application was created to help our riders manage their trips and stay connected while riding the service. Access' Marketing Department, IT Department, and IT Curves, our outside vendor, worked closely to create and implement a visual aesthetic for this application. Creating a cohesive look that closely relates to the rest of our marketing materials is crucial to improving the communication between Access and its customers. After much hard work, we came up with a product that all parties feel is worthy of our customers.



Every year we look for recognition of our hard work by entering various awards competitions. This year we submitted the graphic design of the app to the Graphic Design USA awards, and recently learned that we won! For more than 50 years, Graphic Design USA (GDUSA) has been a business-to-business information source for graphic design professionals.

GDUSA covers news, people, projects, trends, technology, products, and services. The GDUSA brand now includes a 100,000 visitor-a-month website, a digital version of the print magazine, and several national design competitions that showcase the best in Graphic Design, In-house Design, Web Design, Package Design, Healthcare Design, and Digital Design.

This competition is highly respected and showcases the power of design and the ways it enhances online communications. With the competition placing an emphasis on web and UX design, Access was among a select group (15%) of winners from a nationwide pool of over 1,500 submissions. We are proud to have received this recognition but, most importantly, proud of the improved service to our riders.

**Josh Southwick**  
*Communications Coordinator*

## 2019 WTS Annual Conference - Hub of Ingenuity



*Advancing Women in Transportation*

Over 800 corporate and governmental transportation professionals attended this year's Women's Transportation Seminar (WTS) conference, held in Boston, Massachusetts. Boston (aka the "City of Firsts") is known for its rich history, having constructed the first public park, the first public school, and the first subway system in the nation.

The transportation industry has historically operated the traditional modes of planes, trains and automobiles. However, given the rapidly changing technological landscape, which includes an increase in mobility demands, coupled with the influence of social media and the greater accessibility of information, the transportation industry has been faced with the challenge of coming to terms with and, where feasible, integrating these changes into paradigm shifting operational plans.

A total of 16 breakout sessions and 11 tours highlighted the changes implemented in the various transportation modes by systems throughout the nation, and in Boston itself. A few popular breakout sessions included, Transformations in Mobility, from Highways to Future Mobility, Transforming State DOTs and the Transportation System, and Embracing Innovation through Policy and Funding Changes. Panelists shared their growing pains in the face of current and future mobility demands, technological advances, and economic changes. Attendees shared their efforts in designing a transportation system that meets the demanding needs of the community given the state of the economy.

As the transportation industry experiences change, the leadership paradigm must change along with it. In support of this effort, the conference offered a series of leadership development classes. Conference attendees had an opportunity to hear from keynote speaker Katty Kay, Anchor for BBC World News America. Katty inspired attendees with her perspective on the Confidence Code (also the name of her recent book), sharing her experiences as a reporter and as a mother in the workforce. Through her research, Katty has drawn attention to the importance of taking a leadership role in today's workforce.

The conference concluded with an awards dinner, honoring scholarship awardees and recognizing transit leaders that have made an impact on the industry. Los Angeles County Metropolitan Transportation Authority's Chief of Staff Nadine Lee won the Woman of the Year Award.

**Alvina Narayan**  
**Manager, Training and Compliance**

## 2019 APTA Mobility Conference

The American Public Transportation Association (APTA) recently hosted its annual Mobility Conference (formerly known as the Bus and Paratransit Conference) in Louisville, Kentucky. The name change is reflective of the paradigm shift in the public transportation model to a more dynamic passenger-integrated mobility provider.



This conference addressed the critical priorities and challenges facing bus and paratransit systems, while taking into account the ever changing environment in which these systems operate. Transit ridership across the country has been declining due to the popularity of ride-hailing services such as Uber and Lyft, scooters, and mobility apps. In the face of these challenges, public transportation must leverage innovation in order to adapt to a rapidly changing mobility environment.

Highlights of the conference included APTA's Mobility Innovation Hub, discussions of new products and services, updates from the FTA, the International Bus Roadeo Competition, and technical tours of the Transit Authority of River City (TARC), host of this year's conference.

A record-setting 1,794 transportation professionals from across the country were in attendance. Access participated in several of the various APTA committees and working groups. Mike Greenwood, Chief Operations Officer, Bill Tsuei, Director of Information Technology, Rogelio Gomez, Manager of Operations, and I represented Access at this year's conference.

**Randy Johnson**  
**Manager, Government Affairs and Outreach**

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## Rider Commendations

"I would like to file a commendation for Teri, my Customer Service Representative. I called to file a complaint, and Teri was helpful and thorough. After speaking with her, I'm confident that Access will address my issue. I will admit that I was aggravated and short with her at first, and there was never a trace of exasperation or hint of a sigh from her. Teri can diffuse the situation with compassion and listening; I'm grateful for her customer service."

***Diane Kawaguchi***  
***Rider since December 2009***

"I would like to file a commendation for representative Rebecca from Easter Region; she is professional, respectful, and courteous. She asked me if I needed a return trip without me even mentioning it. Rebecca knows the real meaning of customer service and has a passion for her job and others like me. I'm pleased with my customer experience."

***Portia Maglaya***  
***Rider since February 2014***

## Access rallies to gather food for the Antelope Valley

For those in need, emergency food resources in the Antelope Valley can be somewhat limited. As opposed to the rest of Los Angeles County, where resources are comparatively plentiful, there are fewer options available in the Lancaster and Palmdale areas. For this reason, the food drive recently held by our contractor in the region, Keolis, was all the more important. For the 2nd year in a row, Access was proud to partner with Keolis to gather food for those in need as part of Keolis' international Keolis Week event.

Keolis General Manager Wes Kelly, in a report about the event, wrote "The outreach was a success, tripling the amount of donated items from last year thanks to our partnership with Access." In addition to the delivery of food to a local charity, Keolis team members served meals to the public.

"We do work here at Access every day to help people with their transportation needs; thank you for helping in another way on top of what you already do," noted an e-mail to employees wrapping up the drive. Agency staff enthusiastically supported Access' contribution to the food drive, affectionately called "Stuff-A-Van". The drive reflected a true team effort and will hopefully be repeated, for a third time, next year.

***Alex Chrisman***  
***Project Administrator***



***THE KEOLIS TEAM AND I POSE BEHIND THE FOOD GATHERED FOR THE DRIVE. THE BOXES WERE DESIGNED BY KYRA WILLIAMS.***