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Behind the Scenes

Executive Director's Report

The Access Services Board of Directors recently met on January 13th.

Board members and staff presented an overview of Access' new governance initiative, which is creating four standing subcommittees: Board Operations; Planning and Development; Performance Monitoring; and External/Stakeholder relations. These subcommittees, which will be chaired by Access' Board Officers, will meet every other month starting in March. The full Access Services Board will meet in April and every other month after that.

After this presentation, the Board heard a quarterly financial update where staff discussed how improvements in service quality have led to a significant increase in customer demand over FY 20 budgeted levels and a projected \$10-12 million deficit for FY 20. (Access' FY 20 operating budget is \$184 million.) The Board directed staff to work with Metro, the Agency's funding partner, on this issue.

The next Board of Directors meeting will be held on February 10th.

Andre Colaiace
Executive Director



FY 2020 CTSA Learning and Development Program



Access Services' CTSA Extension is welcoming the New Year with the release of its 2020 Learning and Development Program E-Book! Trainings are specifically designed to provide transportation professionals with unique opportunities to develop the skills and knowledge essential to bridging gaps in transit and paratransit services throughout Los Angeles County.

This year, CTSA Extension is introducing specialized trainings in public transit marketing, mental health management, cybersecurity and more. Our guest speaker platform will feature topics that address service animals, diversity, and inclusion. In addition to new programming, CTSA Extension is reintroducing popular workshops, including its highly regarded Intergenerational Training class.

The Learning and Development Program is available to public and non-profit agencies providing specialized transportation in L.A. County, and their contractors. Over 500 professionals from social service agencies, fixed route transportation providers, and Adult Day Healthcare Centers have attended these workshops. Trainings are typically offered at no cost and subsidized by Access Services' CTSA Extension program

You are welcome to join the growing family of transit professionals who have found greater success through these versatile training and networking opportunities!

To access the 2020 Learning and Development Program E-Book, please visit our website or by clicking on the link

https://accessla.org/training/professional_development_train.html

Melissa Lucero
CTSA Analyst

Access accepting applications for the 2020 Jerry Walker Award



The Jerry Walker Commitment to Quality Service Award was established in recognition of one of the original and longest serving Project Managers at Access Services. Jerry Walker valued and understood the meaning of exceeding customer expectations in order to provide the best quality service. The award recognizes Access and service provider staff who have displayed the same commitment in providing quality service to customers.

The Jerry Walker Commitment to Quality Service Award winner will be recognized at the Access Services Annual Meeting in November 2020.

Eligibility

Access Services Provider (contractor) staff members that have been an employee for at least one year.

Nomination Criteria

- > An outstanding individual who has made notable contributions to ADA Complementary Paratransit Services
- > Promotes a positive image of paratransit in the community
- > Demonstrates leadership qualities

Nomination

Submit a one page nomination identifying your candidate's qualifying qualities, including their contributions to the organization.

Award

The winner will receive a \$1,000 prize in addition to recognition at the Access Annual Membership Meeting.

Submission

Please submit the nomination packet including your contact information to:
CTSA Analyst at ctsa@accessla.org

Submission Deadline: June 8, 2020

Access attends COMTO Career Transition Panel Discussion

Last Tuesday, the Orange County Transportation Authority (OCTA) hosted the Conference of Minority Transportation Officials (COMTO) General Membership meeting at OCTA's Corporate Office in Orange, California.

The theme of the meeting was Career Transitions. Currently, there is a wave of public sector professionals retiring and seeking to transfer their skills into the private sector. Conversely, some private sector professionals are choosing to join public sector agencies. Both transitions can be challenging. The purpose of the meeting was to highlight the pros and cons of career transitions, and how to prepare for such changes.



Left to right - Randy Johnson, Access Board member Lee Burner, Ross Lew, Darrell Johnson

I was honored to serve on a panel consisting of Lee Burner, Executive Director/Vice President, Long Beach Transit, and Access Services Board Member; Ross Lew P.E., Program Manager, Highway Programs, OCTA; and Darrell Johnson OCTA's CEO.

Here is a list of the questions posed for the panel:

- > When and why did you make a career transition? How was the transition?
- > Do you feel that you were properly prepared? Could you have done something different to be more prepared?
- > What were the positives and negatives of the transition?
- > Based upon your experience, what advice would you give others and your younger self?

Meeting attendees had the opportunity to ask the panelists specific questions such as how to negotiate job offers, and what may be potential opportunities with the passage of Measure M. Those in attendance enjoyed a lively discussion, which included the sharing of experiences and stories.

Randy Johnson
Director, Government Affairs & Outreach

**Access Services
Consolidated Transportation
Services Agency**
PO Box 5728
El Monte, CA 91734

Tel: 213.270.6000
Fax: 213.270.6055
Email: info@accessla.org
accessla.org

Rider Commendations

"I am filing a commendation for my driver, Mrs. Luz Dominguez. Thanks to her, my ride was the most pleasant I have ever had. Luz Dominguez was punctual, courteous, friendly, and above all, safe. I am incredibly grateful for her amazing service and positive contribution to my day. Thank you very, very much!!!"

Rene Castro
Rider since 2011

"I would like to file a commendation for David, a coordinator from MV. After arriving at my destination, I realized I had forgotten my wallet in the car. This stressful situation was eased by David. He informed me that my wallet had been returned by the driver. David went above and beyond by delivering my wallet back to me at home. I appreciate the honest and incredible service I received. "

Ardeshir Vafadary
Rider since 2004

Access attends FTA Triennial Review Workshop

The Federal Transit Administration (FTA) recently hosted a two-day Triennial Review (TR) workshop in downtown Los Angeles. Each year, the FTA conducts Triennial Review workshops across the country as a way to assist FTA grant recipients with federal rules, regulations, and compliance requirements.



During the workshop, recipients received assistance to help them prepare for the Triennial Review, including training materials, procedural guides, and other helpful documents. FTA Triennial Review contractors and regional office staff helped recipients, including new attendees, understand the importance of the program requirements.

At the end of the workshop, the regional office staff provided feedback. Grant recipients shared some helpful tips for navigating through the review and the importance of planning ahead. I found the workshop to be helpful in understanding the FTA's requirements and also enjoyed engaging with other public transit agency staff who shared their Triennial Review experiences.

Onnika Payne
Transportation Planner