



Access Services

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Behind the Scenes

Executive Director's Report

Access hosted the FTA and its reviewers on April 9th and 10th for our Triennial Review. Overall, the review went very well with only some minor findings in the procurement area. We expect to receive the draft report sometime in early May. I would like to thank Matthew Avancena, Alvina Narayan, Eric Haack and the Access team for their hard work in preparing for the review and ensuring the reviewers had all the required information.

After the closing conference on Tuesday, Access staff took FTA representatives on a tour of the new eligibility center in Commerce. Ray Tellis and Adam Stephenson from the local FTA Region 9 office joined Hope Jensen, Acting FTA Division Chief of Compliance Programs, and Jeremy Flores, FTA Transportation Program Analyst, on the tour.

Andre Colaiace
Executive Director

access

Access attends CalACT's Spring 2018 Conference

The California Association of Coordinated Transportation (CalACT) held its spring 2018 conference at the Newport Beach Marriot in Orange County, California from Wednesday, April 4th to Friday, April 6th. Matthew Avancena, Senior 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. The best practices of different transit agencies are shared at education sessions.

Access' Rick Streiff shared his expertise at the conference, participating in a panel titled Best Practices for Transit Fleet Inspections along with staff from the City of Pasadena. Rick also moderated a panel on

employment law and human resources trends.

A common theme at many of the education sessions was the importance of providing mobility options to transit riders, seniors, and persons with disabilities. Panelists spoke about how their different agencies had implemented Travel Training programs across California. Access Services' TPAC Chair, Gracie Davis, discussed how the Orange County Transportation Authority had introduced a series of programs (including same day taxis and the ability to book paratransit trips through a smartphone app for seniors) for OCTA's paratransit customers.

The 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.

Eric J. Haack
Strategic Planner

Cybersecurity Training held at Access

Access staff recently participated in cybersecurity training sessions at Access' offices relating to information security and data retention policies. The two-day training was divided into two parts. The first day's training focused on Information Retention Policies and how agencies can implement effective practices to prevent the oversharing of data among staff who should not have access to sensitive customer/client information. Attendees were educated on different topics from HIPAA to Personally Identifiable Information (PII), which is information that can be used to identify, contact, or locate a single person.

The second day focused on Information Security and Retention. This session primarily addressed

security measures agencies can undertake to prevent a data breach. If an agency were to be hacked, the consultant discussed the potential monetary damages that can result as well as the damage to an Agency's reputation, along with the loss of public trust.

These are one of many trainings that staff will attend to help raise cybersecurity awareness in the organization and build a stronger IT security environment.

Ruben Prieto
Systems Analyst

Celebrating COMTO Women Leaders in Southern California

The Conference of Minority Transportation Officials (COMTO) was created in 1971 to provide a forum for minority professionals in the transportation industry. The organization provides training and professional development to help its members advance and contribute in the transportation field.

On Wednesday, March 28, Access staff attended the 3rd Annual COMTO Women Leaders of Southern California Transportation Awards. The opening commencement message was from Gwendolyn Gray, Principal, G2B Consulting and COMTO L.A. Chapter President, along with Master of Ceremonies, Tom Kim, Senior Vice President, HDR who presented the awards. In between the recognition awards, guest speaker Mario Cordero, Executive Director, Port of Long Beach and keynote speaker Long Beach Mayor Robert Garcia addressed the audience with stories of key women who made an impact in their personal and professional lives.

The highlight of the event was the presentation of awards to a number of distinguished women. One of



COMTO Award Recipients

the awardees, Aida Douglas from Long Beach Transit, received the Excellence in Diversity and Inclusion Leadership Award. Aida is also a member of Access' Transportation Professionals Advisory Committee (TPAC).

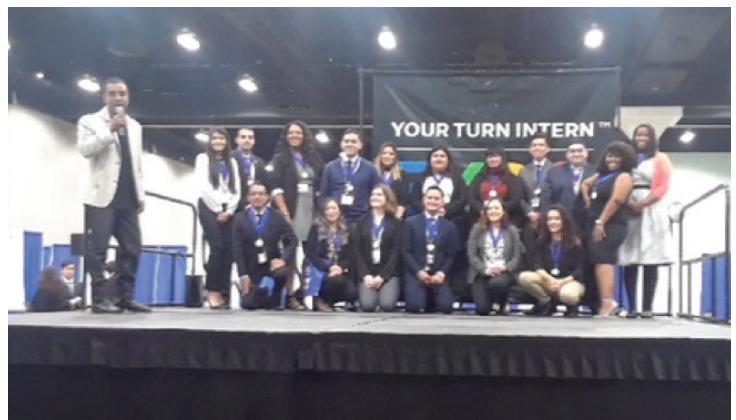
Fayma Ishaq
Project Administrator

Access Services attends Your Turn Intern Expo

On Friday, March 23, 2018, Access' Manager of Governmental Affairs, Randy Johnson, and I attended the Your Turn Intern Expo at the Los Angeles Convention Center in Downtown Los Angeles. The mission of the Expo is to exhibit a diverse number of internships and recruitment opportunities for college students and recent graduates. This year, the Your Turn Intern Expo provided college students and recent graduates with access to over 1,000 internship opportunities.

The Expo and the award ceremony brought together a diverse group of young professionals from all sectors. This was a powerful platform for young professionals to connect with seasoned professionals, and allowed them the opportunity to network and enhance their professional development.

The Expo also hosted an award ceremony for the Millennium Momentum Foundation's 2018 "30 under 30" Most Powerful Interns. I am happy to announce that Access intern Onnika Payne received this distinguished award.



Your Turn Intern Expo Award Recipients

Onnika has been an intern with Access Services since September 2017. She is also a recent graduate of California State University, Dominguez Hills with a Master's Degree in Public Administration. Her contributions to Access Services have been exceptional.

Alvina Narayan
Manager, Training and Compliance



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Rider Recommendations

"I would like to file a commendation for my driver Eddie Gamino. He arrived on time and as usual he was friendly, cordial, and professional! Eddie is very familiar with me and my needs. It's comforting when you get a driver who already knows you. Knowing your driver adds another layer of feeling safe. Thank you for dispatching Eddie Gamino. I will ride with him anytime! I just want Access to know the great work he is doing for the company."

Jasmine Burciaga-Terry
Rider since May 2009

"I would like to file a commendation for my driver. He was so wonderful he gave me his cell phone number so that he could make sure I safely arrived at my location. He went out of his way to be compassionate to me and I truly appreciate that."

Therese Ozuna
Rider since June 2015

Access presents at Fiesta Educativa's Educational Workshop

In late March, El Camino Real Public Library in Los Angeles hosted Fiesta Educativa's monthly workshop in which Access was invited to present. Fiesta Educativa is a non-profit organization dedicated to empowering the families of persons with disabilities by providing educational workshops, trainings, and support groups to help parents understand the needs of their children.



Among the attendees were clients of the center, which included several current Access riders. Other attendees requested additional information regarding the service. Topics of discussion were:

- > What is Access
- > Who Qualifies
- > How do I Apply
- > What to expect when using the service

Access looks forward to continuing to support Fiesta Educativa's efforts and has been invited to present at future workshops.

Mayra Perez-Calderon
Compliance Specialist