Executive Director’s Report

On the heels of the recently completed ADA Compliance Review in August, Access was notified by the Federal Transit Administration that it will be the subject of an FTA Triennial Review next year on April 9-11, 2018. This was anticipated by staff as part of the FTA’s normal review process and we look forward to working with the FTA and its reviewers on this project.

I would also like to mention again that Access will be hosting a series of six community meetings throughout the service regions in November and December. For this round of community meetings, we plan to provide riders with an overview of current information technology projects and updates from Operations and Safety.

The first meeting will be held next Monday, November 27th in Glendale. For details on this and the other community meetings, please go to our website at www.accessla.org.

Andre Colaiace
Executive Director

Access Staff attends 2017 WTS Leadership Program

I was recently selected to participate in WTS’ Leadership Program in Arlington, Virginia. Program participants attended from all across the nation, representing various modes of transportation in public and private industry.

WTS’ commitment to leadership development were evident in the three-day workshop. The program included several assessments that provided participants with insights into their leadership styles, such as the “360-degree” assessment. The assessment compiled feedback from co-workers and colleagues to measure personality and behavioral traits in work settings. There were nine modules covering topics like “Influencing Without Power,” which focused on working with staff who are not your direct reports and “Coaching and Developing Others.”

The interactive workshops discussed shifting changes in the transit industry from the perspective of four generations of workers. The discussions also identified tools and resources to achieve your agency’s mission and goals.

The program included a panel discussion featuring women in leadership positions and allowed plenty of networking opportunities with other participants and speakers. The program concluded with a historical tour of Washington D.C.’s Union Station and a panel discussion at the Transportation Research Board (TRB). The TRB symposium facilitated an exercise for program participants. TRB staff identified ten transportation-related topics and the attendees were asked to form groups to identify current issues and trends for possible TRB research topics.

I am honored to have been chosen to participate in the leadership program as the experience has been invaluable. The interactive activities and networking opportunities allowed me to draw on other leader’s experiences and was of great value to my professional development.

Alvina Narayan
Acting Manager, Training and Development
The City of El Monte hosted their Senior Resource Fair at the Jack Crippen Multi-Purpose Senior Center on Thursday, October 19. Nearly two hundred seniors came out to receive information regarding resources through representatives from a variety of healthcare organizations, residential communities, senior adult living facilities, and county programs, including transportation resources from Access Services.

Manager of Eligibility, Geoffrey Okamoto, and I were available to assist with providing organizations and participating seniors with information regarding paratransit services as well as other local alternative transportation resources.

During the resource fair, attendees participated in the “Great Shakeout” earthquake drill along with millions of other people around the world, which took place at 10:19 am. The Great Shakeout aims to raise awareness of earthquake risks and the importance of setting and practicing effective emergency preparedness measures. Together, everyone worked cohesively to practice safe evacuation using the center’s emergency training.

Mayra Perez-Calderon
Mobility Management Counselor

On Friday, October 27, I participated in Move LA’s 9th Annual Transportation Conversation.

The event discussed innovations that would address traffic on the freeways and local streets. A vital part of this conversation discussed how cell phones would play an increasingly important role in public transit. One member of the panel, Lillibeth Navarro, Executive Director of Independent Living Center CALIF, spoke about the issues of paratransit service. Ms. Navarro mentioned that share rides, while a necessity to increase service efficiency, may hinder some customer’s ability to travel due to trip lengths. Ms. Navarro thinks more transportation options like Uber and Lyft would help paratransit service in Los Angeles County.

Move LA is on a mission to build a broad constituency that will advocate for the development of a comprehensive, diverse, robust, clean and financially sound public transportation system for Los Angeles County. Move LA initiated the organizing campaign and built the powerful business, labor and environmental coalition that helped pass the Measure R half-cent sales tax in November 2008 and the Measure M half-cent sales tax in November 2016.

Louis Burns
Community Liaison
Rider Commendations

“I would like to file a compliment for my driver Ramon. There was some confusion with my trips and I wasn’t feeling well, I needed to call OMC but my cell phone was dead. The Driver allowed me to use his personal cell phone to call and get everything straightened out. It was very nice of the driver to help me out like that, He realized I was having a very bad day and went that extra step to improve my experience.”

Ricardo Palmer
Customer since April 2015

“I would like to file a compliment for driver Michael. We were picked up in Los Feliz at 8.50pm. He was very friendly, courteous, and extremely professional. I also want to point out that we had a share ride, and the passenger's street was very dark, so Michael couldn't see the address. He went above and beyond to find the proper address and he was able to find his passenger. I think it is commendable when a driver goes out of his way to make sure his passengers are safe. Thank you very much Michael and thank you Access!”

Shawn Osborne
Customer since November 1996

Transit Bus System Safety training

Luis Pacheco and I recently attended the Transit Bus System Safety training sponsored by the Federal Transit Administration (FTA). This week-long course was hosted by OmniTrans in the City of San Bernardino and taught by instructors from USDOT's Transportation Safety Institute.

The training was very insightful and covered all aspects of safety and security practices for transit systems. It was an excellent refresher on the different safety functions in transit, as well as the introduction of new regulations including Safety Management Systems (SMS), which the instructors made clear is not ready for implementation due to the new administration and new priorities from the USDOT. Nevertheless, agencies need to start preparing for systematic policies, procedures, and practices for the management of safety risk.

The following modules were covered during the training:
> Transit Bus System Safety
> What is Safety?
> System Safety and Safety
> System Safety as a Management Process
> Safety Assurance and Safety Promotion
> System Safety Program Plan
> Key Function of Vehicles, Equipment, and Facilities
> Human Resources and Operations
> Safety Activities
> Emergency Preparedness
> Security
> ADA

The training brought in different transit agencies that included Metro, OmniTrans and Riverside Transit Agency. There were also plenty of opportunity to network and learn from other participants.

William Kim
Fleet Analyst