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Behind the Scenes

Executive Director's Report

Metro is forming a Policy Advisory Council to aid in the development and implementation of Measure M Master Guidelines. The Guidelines will address administration and oversight of Measure M, and the Council will provide insight and input on the Guidelines themselves.

I am happy to report that Access is being given a dedicated seat on this Council. I will serve as the Agency's representative and Hector Rodriguez, Access' Deputy Executive Director of Finance, will serve as the alternate. The draft Guidelines will be completed by the end of March 2017 at which time the Council will review and comment.

Access looks forward to participating in this important process to ensure Measure M delivers on its promise to improve mobility for all Los Angeles County residents.

Andre Colaiace
Interim Executive Director

Fixed Route Partner Meetings



Access Services provides ADA complementary paratransit service throughout Los Angeles County on behalf of the 45 fixed route agencies that operate in different parts of the County.

A good working relationship between Access and the County's multiple fixed route agencies ensures better service delivery for Access and its customers as fixed route representatives know how to quickly share paratransit service concerns or fixed route service changes with Access staff.

In the coming months, Planning Department staff will be starting a series of meetings with many of the fixed route partners. The meetings with agency staff will provide an overview of Access' paratransit service and its responsibilities under the Americans with Disabilities Act. In addition, the meetings will afford opportunities for agency staff to ask specific details about Access and share any possible concerns or recommendations.

Access staff will be starting this series of meetings in the early part of 2017. To find out more about these partner meetings, please contact Eric Haack at haack@accessla.org.

Eric Haack, Strategic Planner

Triennial Review Workshop - Region IX



On December 14-15, 2016, Senior Manager of Planning and Coordination Matthew Avancena and I attended the Fiscal Year 2017 Triennial Review Workshop at the Sheraton Grand in Los Angeles. The Triennial Review is one of the FTA's management tools for examining grantee performance and adherence to current FTA requirements and policies. Access not only is given its own Triennial Review but also participates in its Member Agencies' Triennial Reviews on an annual basis.

The Federal Transit Administration (FTA) conducts oversight workshops across the country for its grantees each year. The triennial review workshops are designed to assist grantees in preparing for their review by examining all statutory and program requirements; and providing training materials, procedural guides, and other supporting materials.

The workshop opened with a welcome address by Gwen Larson of Qi Tech, LLC followed by an introduction for the FTA reviewers in attendance and panelists participating as speakers in the workshop, which included Nancy L. Coburn and Michael R. Baker of AdSTM. Shortly after, each agency representative introduced themselves and their role within their organization on the review. Over 30 different agencies within Region 9 attended.

There was a wide range of experience among the attendees. Some had several years of experience with Triennial Reviews while there were others, like myself, who had only participated in a limited capacity by providing documentation and were present to gain a better understanding of the statutory and program requirements as well as how to prepare documentation and supporting materials.

Throughout the workshop, there were several eye-opening experiences, but none more so than recognizing how much work it takes to prepare for a Triennial Review, especially on certain requirements, including Procurement, Financial Management, and Technical Capacity. The opportunity to attend this workshop not only provided me with a better understanding of what it takes to prepare and be successful as an agency in a triennial review but how to better support my colleagues at Access.

Jack Garate, Project Administrator

Access Attends National Human Resources Association (NHRA) Summit



On January 24, I represented Access as a member of NHRA for the second annual NHRA Southern California Summit at the Long Beach Convention Center. NHRA advances the development of human resources management professionals and strategic leaders throughout their careers. The NHRA-Los Angeles Chapter mission is to empower strategic leadership.

The Summit featured three keynote speakers offering presentations on innovation in business. Ben Casnocha, co-founder of Allied Talent and Author, discussed the topic - A New Alliance: Redefining Talent Success in the Network Age. Ben shared his thoughts on what innovative companies do with their best employees and why it is possible to rebuild trust and loyalty with employees even though companies can't guarantee lifetime employment. Greg Muccio, Corporate Senior Human Resources Director, Southwest discussed the topic - Winning Talent Tactics. Greg helped us understand the differences between Total Talent Management vs. Total Talent Acquisition and ONE Team, a one-stop approach to staffing, which is utilized at Southwest Airlines. The most interactive presentation was conducted by Lee Godden and Bob Doll, Founder and Co-founder of Advantage Improv. They discussed Leveraging an Improvisation-Based Mindset to Boost HR Engagement and Leadership through audience participation, we learned the secrets to unlocking the creativity and mental agility that sit just below the surface in each of us and how to boost creativity, effectiveness, and profits.

Established in 1951, NHRA focuses on advancing the development and leadership of human resource professionals. Through professional programs and services offered across the country, NHRA strives to support human resource professionals throughout their career lifecycle - from intern to executive - as Human Resources leads the way for change in today's businesses.

Faye Moseley, Deputy Executive Director, Human Resources

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Rider Comments

Mr. Myashuro's daughter filed a smile for driver, Daniel Garcia.

"Daniel was very polite and careful with my mother. I felt safe with her in his care. I really wish there were more people like Daniel."

Marvin Myashuro
(customer since October 2012)

"I would like to file a smile for Pam in reservations from the Southern region. Pam was very helpful and very professional in handling my call."

Ms. Carpenter
(customer since April 2012)

Access Hosts Verbal Defense and Influence Course



From January 17 - 20, 2017, Access hosted a Verbal Defense and Influence train-the-trainer course taught by Vistelar Group. Formed in 2009, Vistelar offers specialized training on the entire

spectrum of human conflict from interpersonal discord, verbal abuse and bullying, to crisis communication.

Trainers Dave Young and Gary T. Klugiewicz were an astounding training duo, teaching participants how to respond to any type of conflict situation in the workforce environment, whether from fellow co-workers, subordinates, or customers.

One common thread that was stressed throughout the course was "non-escalation" which is defined as stopping a conflict before reaching the "de-escalation" phase. Keeping a volatile situation from getting to the crisis phase is the key to preventing out-of-control situations and reducing complaints, liability, and litigation.

Since this was a train-the-trainer course, participants were required to practice the non-escalation and de-escalation techniques on each other and then present their experience to the class. With a wide variety of participants from as far away as the Lodi Police Department to San Diego Metro, we learned how each company would tailor this training to suit their needs.

**Alexis Sanchez, Intern and
Evie Palicz, Manager, Training & Development**