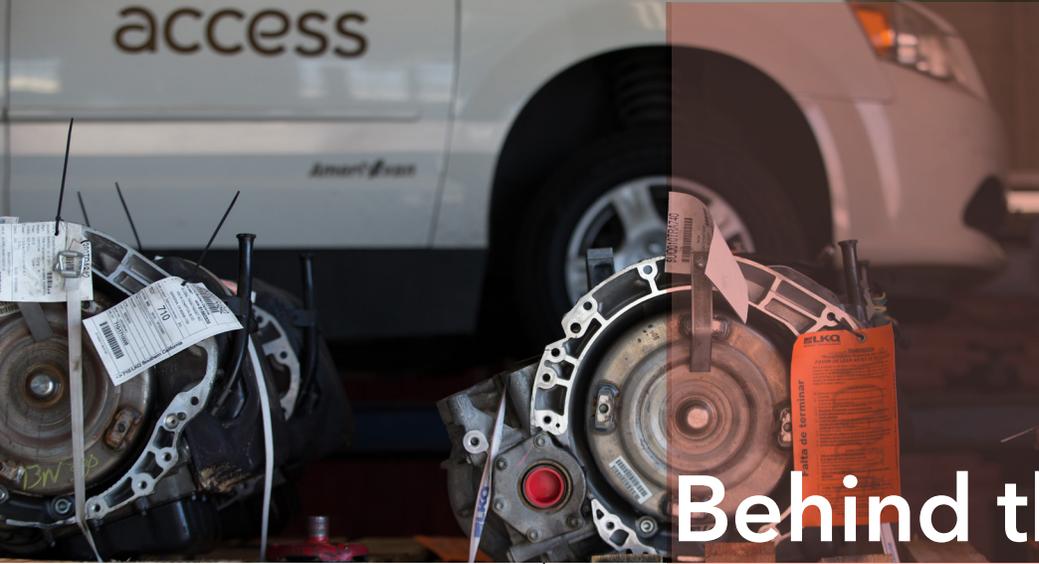


In this issue:

Diversity Training2
Eyes on the storm2
WTS Event with Janice Hahn3
WTS Event with Kathryn Barger4
Rider Comments4



Behind the Scenes

Executive Director's Report

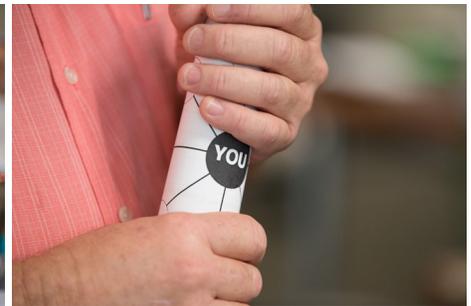
Staff recently met with consultants from Nelson\Nygaard to kick off Access' Comprehensive Operational Review (COR) process which will take a close look at Access' operational structure, policies and procedures.

At the meeting, we discussed the key assessment areas outlined in the COR Scope of Work and gave Nelson\Nygaard an operational review of each of our regions. After the meeting, Nelson\Nygaard staff went out into the field to visit our operations at San Gabriel Transit (Eastern Region), California Transit (West Central Region), Global Paratransit (Southern Region) and Keolis (Antelope Valley Region). The consultants will be visiting MV's operations in the Northern Region and Santa Clarita in March. During this visit, Nelson\Nygaard also made presentations to TPAC and CAC and will present to the Board at our meeting on February 27th.

A final report of Nelson\Nygaard's findings is tentatively scheduled to go to our Board in August.

Andre Colaiace
Interim Executive Director

Access hosts Diversity, Inclusion and Cultural Sensitivity training



On February 8, Access held its first ever Diversity, Inclusion, and Cultural Sensitivity Training facilitated by Lee Gardenswartz, Ph.D., and Anita Rowe, Ph.D. The training session began with the consultants providing attendees with the definition of Diversity - the unique characteristics or differences that each of us has; and Inclusion - welcoming and embracing the strengths of our differences, encouraging involvement and providing equal access to opportunities and information. As the training began, they asked each of us to remember that Equity does not equal Equality; that inclusive environments are about Equity, Not Equality.

During training, attendees discussed a variety of topics which included - the Four Layers of Diversity, Assessing the Impact of Diversity and Inclusion, Analyzing Your Diversity and Inclusion, Cross-Cultural Team Building, Realities of Stereotypes, as well as Signs of Stereotypes and Prejudice at Work. The training concluded with actions that each of us could take for Leveraging Diversity and Building Inclusion.

Gardenswartz and Rowe began helping organizations with diversity in 1977 when they worked with the Los Angeles Unified School District to deal with its diversity challenges at the time of mandatory integration. Since that time, they have specialized in diversity and inclusion for a variety of national and global clients, helping them manage change, build productive and cohesive work teams, create inter-cultural understanding and leverage the potential of diversity in the workplace. They have co-authored a series of books and written many articles on diversity.

Faye Moseley, Deputy Executive Director, Human Resources

Eyes on the storm



Access road safety inspectors always think about potential service impacts when hearing news of upcoming events. When the team learned that the storm on the weekend of February 17th was predicted to be the strongest of the year, monitoring and advising began in earnest. Add to that coming tempest the specter of two protests in the Downtown L.A. area and the prospect of a service disruption seemed very real indeed.

From the office in El Monte, I monitored multiple news sources, and Doppler radar feeds to keep providers and staff informed

of the events. Road safety inspector Travis Fountain and I traveled to the Duarte evacuation zone, where a neighborhood was under threat of mudslides, to safely assess operational impacts. One rider, in particular, was concerned about not being able to get home. She also wanted to know if the evacuation center would be ready for her if needed. Travis and I were able to visit the center and verify readiness for our disabled riders. We gave the rider the proper news that her home was just outside of the evacuation zone. The overall potential for disruption in this area was not large; 95 trips had been provided to the affected regions since January 1st as determined through a manual street-by-street, block by block ATBOS search.

Later that evening, Metro experienced multiple elevator system failures at light rail stations and Access providers were asked to assist. Road Safety Inspector Travis Fountain responded to the Exposition/La Brea Expo line station to monitor California Transit's rail bridge activities where disabled riders who need the elevator are transported to the next location with a working elevator. Travis is familiar with bus bridges from his time at Global Paratransit and was vital to ensuring that the operation ran smoothly.

Throughout the weekend, road safety inspectors Phillip Rice and Darwin Brown monitored events and provided updates. The protests ended up being peaceful as expected and turnout was below projections, so the operational impact was minimal. Providers experienced an overall downturn in trip volume likely due to the weather and on-time performance, for the most part, held steady. It was a busy and wet weekend, and we welcomed the return of normal operations as we entered the week of the 20th.

Alex Chrisman, Senior Road Safety Inspector

Access attends WTS event with Supervisor Janice Hahn



On February 22, Access Services staff attended a WTS Luncheon to welcome Los Angeles County Supervisor Janice Hahn. The LA County Board of Supervisors manages nearly \$30 billion annually, and oversees services for over 10 million people. Supervisor Hahn serves the residents of Los Angeles County's 4th Supervisorial District and also serves on the Metro Board of Directors. Supervisor Hahn joins three other women on the L.A. County Board of Supervisors – Supervisors Hilda Solis, Kathryn Barger, and Sheila Kuehl.

After lunch, the Supervisor gave an interesting speech that talked about her background. She is the daughter of legendary Los Angeles County Supervisor Kenneth Hahn and the sister of James Hahn, who served as

Mayor of Los Angeles. She was elected to the Los Angeles City Council in 2001 and represented the 15th district. In 2011, Janice Hahn won a special election to the U.S. Congress. For 5½ years, she served on the House Homeland Security Committee, Committee on Small Business, and the Committee on Transportation and Infrastructure. She founded the PORTS Caucus and recruited over 100 of her fellow House Members as colleagues to advocate for ports issues and infrastructure.

The Supervisor also talked about the County Board's focus on ending homelessness in Los Angeles County and other important initiatives. She discussed the need for organizations like WTS to increase the presence of women in the transportation industry and shared that she is fully committed to doing what she can to ensure that women have opportunities to work on projects and enter the workforce in our industry.

WTS-LA is the Los Angeles chapter of the Women's Transportation Seminar or WTS. An international organization with more than 6,000 members—both women and men—WTS is dedicated to building the future of global transportation through the advancement of women.

Faye Moseley, Deputy Executive Director, Human Resources

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Rider Comments

Mr. John Hinton filed a smile for driver Murad Alabbadi. "Murad provided me with excellent customer service. What a great worker."

John Hinton
 (customer since November 2012)

Mr. Muhammad-Azum Shaikh filed a smile for driver Khandok from the Eastern Region. "Khandok is professional, kind, efficient and a very safe driver"

Muhammad-Azum Shaikh
 (customer since October 2011)

WTS-L.A. hosts Breakfast with Supervisor Kathryn Barger



Andre Colaiace, Supervisor Kathryn Barger, Evie Palicz, Alexis Sanchez

On Friday, January 27, Women's Transportation Seminar of Los Angeles (WTS-LA) kicked off their 2017 monthly programs by hosting a breakfast to welcome newly elected L.A. County Supervisor Kathryn Barger. She serves the 5th Supervisorial District, which stretches from the San Gabriel Valley to Santa Clarita and

Antelope Valley. I was very lucky to attend this meeting with Access Interim Executive Director Andre Colaiace and Evie Palicz, Manager of Training and Development.

I enjoyed meeting people from different aspects of the transit industry. It also gave me the opportunity to network with other women in the field of transportation. One connection I made was with an attendee who retired from Caltrans after 30 years, who is now a principal associate at Environment Science Associate (ESA). At ESA, she fuses her environmental job requirements with her transportation experience to provide sustainable resources to improve infrastructure projects. I also had a fascinating conversation with the staff from Foothill Transit who are in charge of their electric bus fleet.

After the meeting, I had a chance to meet Supervisor Barger and was pleased to know she started her career as an intern. She told me that internships were invaluable in helping her determine what she wanted to do and to jump-start her career.

Alexis Sanchez, Access Intern, Training and Development