



# Behind the Scenes

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## Executive Report

Both Andre Colaiace and I are currently in Washington, D.C. conducting meetings with members of Congress and the Federal Transit Administration to discuss Access and the role it plays as part of the regional transportation network. I hope to share more of my trip with you in a future BtS article.

However I did want to update you that on Thursday May 22 the Metro Board of Directors unanimously approved our funding request for FY14/15. We will now continue our budget development through a review of proposed ridership and program assumptions with Access' Board Budget Subcommittee.

In June we will review the budget with the Community Advisory Committee (CAC) and the Transportation Professionals Advisory Committee (TPAC) prior to full approval of the Access Board on June 23.

*Shelly Verrinder*  
Executive Director

## 2014 APTA Bus & Paratransit Conference



The American Public Transportation Association (APTA) held its annual Bus & Paratransit Conference and International Bus Rodeo in Kansas City, Missouri from May 4-7, 2014. Access Services is a proud member of APTA.

Public transportation professionals from across the country attended the conference to network, share best practices, and discuss public transit policy.

Doran Barnes, Access Board Chair and Foothill Transit Executive Director along with Access staff Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Bill Tsuei, Senior Manager of Information Technology, and Steve Chang, Deputy Executive Director of Operations represented Access Services at this year's conference.

Access was represented at a number of various APTA

committees and working groups during the conference including the Information Technology Committee where Bill Tsuei is the Chair. Access staff also participated in the 5th Annual Walk & Roll Wellness event sponsored by APTA, Easter Seals & Kansas City Area Transit Authority. This event unites transportation professionals to bring awareness of accessible transportation that benefits people with disabilities in our communities. Other events participated by staff included the APTA International Bus Rodeo award ceremony, APTA



Early Career Program Inaugural Class Graduation, and APTA Chief Information Officer Round Table. Overall, it was a very productive and informative conference.

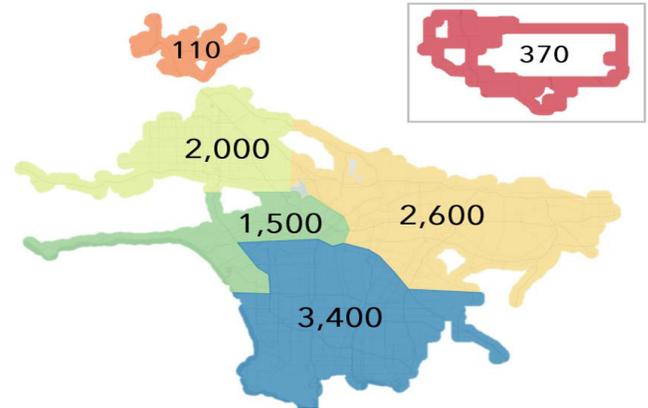
*Steve Chang*  
Deputy Executive Director, Operations

## Access Services Evacuation Drill



Thank you Access Staff for your cooperation and participation in today's evacuation drill. From announcement to assembly it only took 5 minutes. Well done!

## Access Operations Fun Fact



Projections show that over the course of the next few months Access will service close to 10,000 trips on an average weekday. The graphic below illustrates the number of projected trips each region will experience on weekdays.

## Integrating Access and Functional Needs into Emergency

Furthering its preparation for disasters and emergencies, staff members Cynthia Stevenson and I recently attended a Federal Emergency Management Agency (FEMA) course at the Los Angeles County Emergency Operations Center on May 14-15. The curriculum focused on expanded awareness of populations that would need assistance during a disaster, which include not only persons with disabilities, also but persons with limited English language proficiency, persons without private transportation, older adults, children, and women who are pregnant. Course instructors included Richard Devylder from the California Office of Emergency Services, June Isaacson Kailes from the Western University of Health Sciences, and Jessica Mitchell from FEMA Region V in Chicago.

A considerable amount of time was given to understanding various federal civil rights laws and their impact on emergency planning. Communications, and its various forms, were also covered at length. Other areas covered included evacuation, transportation, and sheltering. Access' joining of the regional Transportation Mutual Aid Compact (TransMAC) was mentioned and discussed during the training sessions. It was also noted that Los Angeles County does not have a defined plan for evacuating millions of people out of Los Angeles in the event of a major disaster. That's why it is so important to be prepared at home to shelter in place! The course culminated in a tabletop exercise that required participants to role play and react to a scenario in which a city of 150,000 was faced with major flooding and a potential

dam collapse. Participants had to discuss the steps that needed to be taken for command/control, interagency coordination, communication, transportation, mass care/sheltering, and recovery. It should be no surprise that transportation was a key element to a successful response!

The two-day course culminated with a 20-question test at the end and many issues to take back to Access Services for consideration as we continue to plan and prepare for unknown challenges in the future.

*Mike Greenwood  
Director of Safety and Risk  
Management*

## One Generation 2014 Senior Symposium



Mobility Management staff attended the One Generation Senior Enrichment Symposium in Reseda. The symposium was a free event for baby boomers and seniors who live in Reseda and surrounding areas. There were over 50 exhibitors offering products, services, prizes, health screenings, and lunches. Guest speakers from local agencies gave informative workshops on healthy aging. A band provided live musical entertainment for the seniors while they ate their lunch in the shade.

Mobility management staff participated in a panel



discussion on Access Services, Cityride and Metro in order to give an overview of the transit options and differences between the services. Attendees received an opportunity to speak one-on-one and had their questions answered about the benefits of each transportation program. The event was concluded with a raffle of a flat screen television that was presented to a very happy winner.

*Stephen Wrenn  
Senior Mobility Management Counselor*

## Access Attends FTA Triennial Review Training

On Wednesday, April 23rd and Thursday, April 24th the Federal Transit Administration (FTA) hosted a two day training course for transit triennial reviews at the Sheraton Hotel in Downtown Los Angeles.

All public transit agencies that receive Federal funding (including Access) participate in three-year (or triennial) reviews of their particular operations. The reviews are designed to be very comprehensive, looking at all elements of an agency's operations. This year, the FTA is reviewing transit agency operations in 17 different categories, including procurement, maintenance,

Title VI non-discrimination policies, procurement and financial management.

The FTA's objectives of these reviews is to ensure that Federal money that is used by different agencies is spent in a responsible manner and that taxpayers are receiving the best value for the money the government spends to help operate these transit systems.

Approximately seven to ten transit agencies in Los Angeles County will be having triennial reviews this year, including Culver CityBus, Santa Clarita Transit, Foothill Transit and Los Angeles Metro. Access Services was not scheduled to have its triennial review this year, however, for our partner agencies,

Access' paratransit service ensures that our partners are complying with Federal Americans with Disabilities Act (ADA) regulations by providing curb-to-curb service for customers with disabilities. It is for that reason that it was important for Alvina Narayan, Grants Analyst and Eric Haack, Strategic Planner from Access to attend the FTA training, in the event that there were any changes to Federal regulations as applied to ADA and Access.

For questions or comments about the FTA triennial review process, please feel free to contact me or Alvina Narayan.

*Eric Haack  
Strategic Planner*

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## Rider Comments

"I want to thank my driver Steve. He was an excellent driver, drove very safe, and was one of the best drivers he has had in 15 years.

*David, Temple City  
 Rider since 1999*

## Access Attends 2014 WTS Annual Conference



WTS (Advancing Women in Transportation) is an international organization dedicated to building the future of transportation through the global advancement of women. I had the pleasure of representing Access Services at the WTS Annual Conference in Portland, Oregon, May 14-16. The conference theme - The Power of Connection: Mobility, Community, Innovation - reflected Portland's focus on transportation connections, building community and thinking outside the box to provide innovative mobility options.

The conference focuses on professional development for transportation professionals across modes and disciplines and attracts more than 500 local, regional, state, and federal transportation officials as well as hundreds of transportation leaders from the private sector. The conference highlights included the Welcome

Reception Willamette River cruise on the Portland Spirit showcasing the "bridge museum"; three-time Emmy award winner and journalist Cokie Roberts; and Keolis Transit America was the Friday Keynote Sponsor which featured Kat Cole, President of Cinnabon, Fortune Magazine's "40 under 40" - her story was an inspiration to everyone.

Some of the breakout sessions were: "Infotuition", Your Key to Making Better, Smarter, More Insightful Decisions, You've Got It. Are You Using It?" by Shelley Row, The Multigenerational Workforce, and Engaging Diverse Communities.

The Annual Awards Banquet highlighted 7 scholarship recipients, including the Woman of the Year - Beverly Scott; from Southern California, Member of the Year - Jeannie Lee; Employer of the Year - Federal Transit Administration, and Claudia Folska received the Rosa Parks Diversity Leadership Award. The Innovative Transportation Solutions Award went to the I-5 Skagit River Bridge Replacement Team.

The conference concluded with a Streetcar Mobile Musicfest - a free "Do It Yourself (DIY)" local specialty event where we enjoyed micro-concerts on-board the streetcar; and a bonus tour to the Columbia River Gorge—one of the top scenic drives in the country!

*Faye Moseley  
 Deputy Executive Director, Administration*

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