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Behind the Scenes

Executive Report

I would like to bring your attention to some significant meetings/events that will be coming up in June. If you have any questions please don't hesitate to contact me.

- Metro Executive Committee
Thursday, June 19th
11:30 a.m.
Metro Board Room
Presentation of Access Customer Survey and Town Hall meeting results
- Access Services Board of Directors Meeting
Monday, June 23rd
12:00 Noon
Metro Board Room
Presentation of Access Services Budget for Fiscal Year 2014/15
- Access Services Roadeo 2014
Saturday, June 28th
8:00 a.m.
Rose Bowl, Pasadena
Competition 8:00 a.m. - 12:00;
Award Ceremony 1:30 pm

Shelly Verrinder
Executive Director

National Roadeo 2014



2013 Access Roadeo Champion Diego Rangel from California Transit Inc. represented Access Services at the 2014 Community Transportation Association of America (CTAA) national Roadeo competition. The Roadeo was held on June 7 and June 8 in St. Paul, Minnesota. Diego had the



opportunity to compete with other top professional drivers from around the country in the minivan division. This was Diego's first time

on an airplane and travelling outside of California. The two-day competition was intense, where competitors were tested in their vehicle operation and safety knowledge. Diego was able to achieve 9th place overall at the national Roadeo competition.

Access is very proud to recognize Diego for his efforts



and accomplishments. Access Operations Supervisor, Gina Brededa, accompanied Diego to this year's national Roadeo for coaching and support. Congratulations Diego for a job well done!

Steve Chang
Deputy Executive Director, Operations

Access Attends Women in Transportation Luncheon



Women in Transportation (WTS), established in 1977, is an international organization dedicated to the professional advancement of women in all aspects of the transportation industry. On May 8, I had the privilege of attending a WTS Los Angeles Chapter (WTS-LA) luncheon at the Los Angeles International Airport (LAX) Westin Hotel. The keynote speakers were Los Angeles World Airports (LAWA) Capital Programming and Planning Group Interim Deputy Executive Director, Cynthia Guidry and Director of Environmental and

Land Use Planning, Lisa Trifiletti. They both enlightened the WTS-LA members about the expansion efforts taking place at LAX.

Ms. Guidry talked about LAX as a world class airport, stating it is not quite there yet but will be in the future. She shared that one of the biggest challenges at LAX is that it is the number one origin and destination airport in the world. This means more people begin and/or end their trips at LAX, which in turn equates to more curbside stress and congestion. Airports like Chicago, Atlanta and Dallas are connectors, and while they have high volume passenger traffic, the impact on the curbside is not like LAX.

Ms. Trifiletti spoke about LAWA's collaboration with Metro to bring a people mover into the airport to reduce traffic inside the terminal area. Centralizing car rentals into one location is also on the drawing board. She encouraged everyone

to stay informed by checking real-time LAX traffic and construction updates at LAXisHappening.com.

I was enthralled by the size and scope of the changes planned for LAX. Having worked at LAX with an airline for over 20 years, I was



excited to hear that LAX would finally take its rightful place as a world class airport.

*Evie Palicz
Manager, Training and Development*

Access Services Fare Change

Access will be implementing the second part of its previously approved two-step fare increase in the L.A. Basin on July 1, 2014. During the month of June, Access will be conducting extensive outreach to notify customers and stakeholders of this change including direct mail, seat drops and web notices.

The new fare structure is as follows:

Trip Distance	Current Fare	July 1, 2014
Under 20 miles	\$2.50	\$2.75
20 miles and over	\$3.25	\$3.50

Transfer and North County fares (Santa Clarita and Antelope Valley) will remain the same.

*Andre Colaiace, Deputy
Executive Director, Planning and
Governmental Affairs*

Access Welcomes Key Staff Member



Sherry Kelley
Senior Manager of Customer Service

Access is delighted that Ms. Sherry Kelley has joined the agency as its Senior Manager of Customer Services. In this role, Ms. Kelley will be responsible for managing and leading the agency's Operations Monitoring Center, Customer Service Center and Complaint Response functions. She will work closely with staff to develop, enhance, revise and administer processes that will serve to meet or exceed the goals for the agency.

Ms. Kelley comes to Access with over 20 years of experience in customer service and sales. She spent the past 6 years with Southern California Regional Rail Authority - Metrolink, most recently as Manager of Customer

Engagement. In this role, she was responsible for directing all customer programs which included Complaint/Comments, Refunds and Quality Service Pledge delivery. Ms. Kelley earned her Bachelor of Science in Human Services at University of Phoenix. She holds a Transportation Disaster Assistance Certification from the NTSB, a Rail System Safety Certification from USC's Viterbi School of Engineering and an Operation Lifesaver Presenter Certificate from Operation Lifesaver.

F Scott Jewell
Chief Operating Officer

Access Attends Legislative Meetings in Washington, DC



Shelly Verrinder and I made our annual trip to Washington, DC in late May. Accompanied by our federal advocate, Len Simon, we had a meeting with officials from the Department of Transportation and the Federal Transit Administration to discuss our differing interpretations of the DOT's 2005 guidance on Origin to Destination service. (This guidance essentially says that if a customer needs help to or from the door to access a curb-to-curb paratransit system that the driver must provide assistance. Access maintains that the original ADA regulations and guidance give the authority to the local planning process to determine if an ADA paratransit system is door-to-door

or curb-to-curb.) We also had meetings with staff from the offices of Senator Barbara Boxer, Senator Dianne Feinstein, Representative Janice Hahn and Representative Lucille Roybal-Allard. We also met with staff from the respective transportation policy committees in the House and the Senate to discuss Access Services, ADA paratransit and the growing need for additional transit funding. Lastly, we met with Assistant Vice President Jennifer Dexter at Easter Seals to discuss various issues related to funding for ADA paratransit.

Andre Colaiace
Deputy Executive Director, Planning and Governmental Affairs

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Rider Comments

"It is difficult for me to get time off from work for medical appointments. I do what I can to squeeze time in for a trip as needed. When my driver arrived to pick me up, he had a smile on his face. It feels good to see a smiling driver ready to pick me up. Something like that can be contagious.

*Jason, Inglewood
 Rider since 2008*

Access Meets with Toyota

Rick Streiff, Faye Moseley and I met with representatives from Toyota to discuss the possibility of using the Sienna Minivan in the Access paratransit fleet. While Access' converted minivans are currently produced using a Dodge Caravan chassis, staff believes it is prudent to look for alternatives to ensure that converted minivans remain the backbone of the Agency's accessible fleet. The Toyota representatives were enthusiastic about working to develop a vehicle in cooperation with Access and

noted that they were working to get Buy America certification for their minivan chassis. (Buy America certification allows federal funds to be used to purchase transit vehicles.) Staff will continue working with Toyota going forward to see if their vehicle can become part of the Access fleet.

*Andre Colaiace
 Deputy Executive Director, Planning
 and Governmental Affairs*

CalACT 2014 Spring Conference

I had an opportunity to attend the California Association for Coordinated Transportation's (CalACT) 2014 Spring and Conference Expo in San Diego on May 20th through May 22nd. This year's theme, Embracing Tomorrow's Mobility, was an appropriate theme as CalACT celebrated its 30th anniversary as one of the largest state transportation associations in the country.

The spring conference featured sessions on FTA's Title VI and route deviated services and a session on the use of mobility devices on

paratransit vehicles and buses as examined by the Transportation Research Board. Various panels on Map-21 and legislation affecting public and non-profit transportation were held.

Access Services, Orange County Transportation Authority, Pomona Valley Transportation Authority and a few other agencies were recognized and awarded a plaque for their continuous support of CalACT for the past 30 years.

*Matthew Avancena
 Manager of Planning and Coordination*