



# Behind the Scenes

## Executive Director's Report

On Monday, August 15th, the Access Board and agency management attended (both virtually and in person) a Board retreat to discuss the state of the Agency and to set a course for the future. The retreat was facilitated by a team from Insight Strategies, a management consulting firm.

Hector Rodriguez, Access' Deputy Executive Director, started things off with a presentation on the state of the paratransit industry along with an operations and IT report. F Scott Jewell, Director of Administration, then presented on Access' Facilities Plan, which outlines the Agency's need for its own operating facilities.

In the afternoon, Insight Strategies facilitated a "SWOT" analysis that helped attendees dive into an analysis of the Agency's strengths, weaknesses, opportunities and threats. This analysis and other discussions during the retreat will be part of a final report that the Agency will use to guide future initiatives critical to the future of ADA paratransit in Los Angeles County.

**Andre Colaiace**  
*Executive Director*

## Access hosts a virtual Community Meeting

On Saturday, August 6, Access hosted a virtual Community Meeting. It is the fourth meeting conducted virtually, allowing Access to safely communicate, educate, and engage with our customers.



The event was held in a seminar format, so everyone who participated, including the presenters and audience in attendance, was visible. Attendance

was outstanding and exceeded our previous community meeting event, with more than 89 guests calling in or participating via Zoom.

Staff from across departments presented on a variety of topics to ensure customers were updated and well informed about Access. These topics included information about the new Access coupons, the Operations Monitoring Center, new technology enhancements to the Where's My Ride app, information on Eligibility and Renewals, and an Operations overview.

After the presentations, Access staff addressed customer questions about the presentations and any other service concerns.

If you missed this meeting, you can view it by clicking the link: [August 2022 Community Meeting - YouTube](#) to watch it at your convenience. In addition, if you would like to stay up to date on all planned events and customer information, please sign up for alerts through our website or contact our Customer Service department at 800-827-0829 (Option 5) for assistance.

**Randy Johnson**  
*Director, Government Affairs & Outreach*

## Cybersecurity Tabletop Exercise



Access Services recently hosted a virtual cybersecurity tabletop exercise led by ConvergeOne, Access' Information Technology consultant. The exercise was attended by all the service contractor General Managers and their IT leads as well as staff from Access' Operations, Information Technology, and Customer Care teams.

The event kicked off by simulating targeted cyberattacks on critical systems impacting customers, Access staff, and our service contractors. Participants shared their tactics and

tools to help coordinate the multiple moving parts around containing the incident, eradicating the threat, and recovering from the attack. The exercise demonstrated how necessary cooperation and communication is between Access departments and our contractors. It's not just an IT issue.

The Access Incident Response Team will consider after-action reports to assess effectiveness, identify gaps, and suggest improvements. As cyber incidents continue to evolve rapidly in number and sophistication, preparing for the inevitable threats involves more than preparing to react. It consists of the ability to respond effectively and recover thoroughly.

**Ruben Prieto**  
**Cybersecurity Specialist**

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## Commendations

"I am filing a smile for my dispatcher, Sophia and my driver. They were awesome! I appreciate how friendly, patient, and overall wonderful they are."

**Shirley Bowie**  
**Rider since Jan 2003**

"I am filing a smile for Margie, my reservationist. Margie is professional, verified all the information and made sure that everything was perfect."

**Frank Damiani**  
**Rider since Nov 2009**