

# Behind the Scenes



## Executive Director's Report

The Access Services Board of Directors met on October 17, 2022. The Board approved the Consent Calendar, which included extending the contract for legal services, renewing the agency's insurance policies, adding two additional agency holidays, approving Transportation Professionals Advisory Committee reappointments, and amending the Executive Director's employment agreement.

The Board also approved the extension of the Northern Region Service Provider contract through July 31, 2024.

Finally, the Board awarded contracts for Travel Training and the Customer Service Call Center.

Upcoming Board committee meetings are scheduled for November 14, 2022 and the next full meeting of the Board of Directors is scheduled for December 12, 2022.

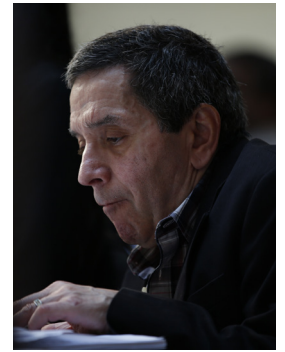
Please note that the Access Annual Meeting is also scheduled for November 14, 2022 at 9:30 am.

**Andre Colaiace**  
*Executive Director*

## Access Services remembers David Foster and Michael Arrigo

As some of you may know, Access recently announced the passing of Access staff David Foster and Community Advisory Committee (CAC) member Michael Anthony Arrigo.

David was one of the first employees of Access over 25 years ago and worked in nearly every area of the Agency from customer service to operations. When we needed someone to serve as the



Agency's "Person Most Knowledgeable" during litigation, we

**DAVID FOSTER (LEFT); MICHAEL ANTHONY ARRIGO (RIGHT).**

often tapped David because there was nothing about the way the Agency operated that he didn't know. David was always a kind and caring person. Whenever I or an Access customer needed assistance, David always offered to help.

I first met long-time CAC member and former CAC Chair Michael Arrigo when I attended a CAC meeting many years ago. Michael was initially appointed by former Access Board member Joyce Rooney to represent the City of West Hollywood. Michael was very active in the disability rights community as a former member and Vice Chair of the West Hollywood DisAbility Advisory Board (DAB). Michael would often ask Access staff to present to seniors about Access' programs and remained an active member of the CAC and its various subcommittees. Michael is remembered for his positive energy and advocacy for persons with disabilities.

**Matthew Avancena**  
*Director, Planning and Coordination*

## APTA Transit Board Member and Board Administrator Seminar

I had the pleasure of attending APTA's 2022 Transit Board Member and Board Administrator Seminar in Salt Lake City, Utah. The Board of Directors section was attended by Director Martin Gombert, Director Giovanna Gogreve and Director Doran Barnes.

I attended some very informative sessions and met some great administrators. The seminar kicked off with a discussion on governance structure and the re-shaping of relationships with local governments and state. Followed by a "Succession Planning" meeting on how to outline the foundation and elements for planning, constructing, and implementing a succession plan that aligns with your agency's vision and goals.

Other sessions I attended included the "Board Retreats, Workshops and Development: The Keys to Success Challenges", "Electronic Records Management" and the "Opportunities Roundtable Discussion". My favorite was the "Robert's Rules Refresher" presented by Timothy G. Merrill, General Counsel, Utah Transit Authority, on having more successful, effective, and productive meetings. This refresher helped me better understand proper procedures and standardize the organization's parliamentary procedures. The highlight was a tour of the UTA (Utah Transit Authority) Commuter Rail, BRT and All-Electric Buses.



**ACCESS BOARD CHAIR  
MARTIN GOMBERT**

Additionally, UTA hosted two wonderful evening events. The first evening we rode the TRAX light rail line to Rice Eccles Stadium at the University of Utah campus, which provided sweeping views of Salt Lake City and the entire valley at sunset. There were appetizers, drinks, dinner, and live music by a local Jazz/Blues band. The last evening, UTA hosted a dinner in the Garden Patio and Grand Ballroom at Weber State University with live bluegrass music provided by popular local band Molly in the Mineshaft.

It was a wonderful seminar full of great information and a great way to network with other transit administrators.

**Veronica Guzman-Vanmarcke**  
**Administrative Assistant**

## Commendations

"I am filing a smile for Yvette. Yvette is always so friendly and helpful. I am always happy to hear her voice when she answers the phone because I know Yvette will be providing great customer service."

**Dimond Faure**  
**Rider since July 2010**

"Emily is deserving of commendation. She was very pleasant and helpful. I appreciate all the help she provided today."

**Joaquin Juarez**  
**Rider since April 1999**