



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors met on December 12, 2022.

The Board approved the Consent Calendar, which included extending the contract for TAP card production and approving the agency's 2023 meeting calendar and the Community Advisory Committee reappointments.

The Board also approved its Public Transportation Agency Safety Plan.

Upcoming Board committee meetings are scheduled for January 23, 2023 and the next full meeting of the Board of Directors is scheduled for February 27, 2023.

On behalf of Access Services, I would like to wish everyone a happy and healthy holiday season!

**Andre Colaiace**  
**Executive Director**

## The California Transit Association (CTA) 57th Annual Fall Conference & Expo



Access Board Members and Access staff members recently attended the California Transit Association's 57th Annual Fall Conference and Expo in Ontario, California. The three-day program featured several comprehensive educational sessions and speakers about the future of the transit industry in California.

This year's conference theme was, "Adaptable. Sustainable. Equitable.", with a focus on the critical forces that must be in place to ensure a successful future and long-term viability of the transit industry in California. The concurrent sessions and plenary discussion panels were important components of the conference. The educational sessions focused on five tracks: Policy, Innovation & Customer Experience; Maintenance; Management and Leadership; Marketing and Communications; and Operations. The plenary discussions featured solution driven dialogue about closing the industry's workforce skills gap, rebuilding ridership, the ZEB transition, advancing DEI, adopting new technologies, and enhancing the customer experience.

OmniTrans hosted this year's conference and, in 2023, Access Services, Foothill Transit, and the City of Pasadena will co-host the 58th Annual Fall Conference and Expo in Pasadena. We hope to see you there!

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

## ENO Virtual Transit Mid-Manager Program

The ENO Transportation Development Programs recently hosted its 2022 Virtual Transit Mid-Manager (TMM) Program. Access Procurement Administrator David Chia and I participated in this year's training, along with 15 other transit and government professionals. The program is geared to "enhancing strategic skillsets, engaging in meaningful leadership content and learning, and re-invigorating how participants show up as leaders."



ENO did not miss the mark this year as both David and I learned about a variety of topics in the five-day interactive course. Among the many subjects were Collaborative Leadership, which focused on creating synergy among colleagues and cross-functional teams; Coaching

Communications, which emphasized the importance of challenging and developing staff through the GROW model; and working through the Four Frames of Leadership, which emphasized the need to use multiple perspectives to become an effective leader.

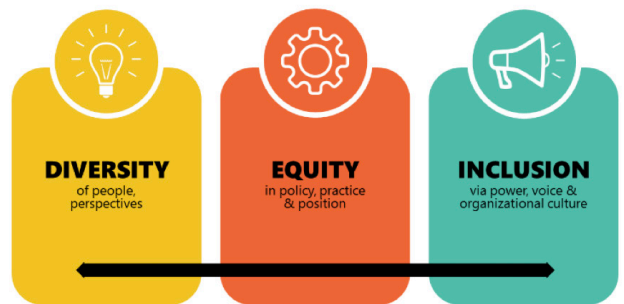
We also engaged in one-on-one coaching with an Executive Leadership Coach to identify some personal goals and strategies as a result of our 360 Assessment reviews and engaged in thoughtful conversations in smaller groups to practice some of these approaches. Being that the course was a virtual class, we also had virtual challenges to earn participation points throughout the week and I'm happy to announce that Access was represented in the top three on the leadership board.

The Program ended with a virtual graduation ceremony and a keynote address given by the Vice President of Transportation at AECOM, Jihane Fazio, PE. Jihane's address was inspirational and genuine as she shared her career history and the strategies that have led her to a fulfilling career at AECOM. A virtual 60-day post-course webinar is scheduled for later this year to discuss how we have progressed with our professional goals after applying some of these strategies.

**Susanna Cadenas**  
*Manager, Customer Relations*

## University of the Pacific's DEI Certificate Program

Access staff recently attended the inaugural Public Transit Diversity, Equity and Inclusion (DEI) Certificate Program, which was created by the University of the Pacific's Eberhardt School of Business. Alvina Narayan, Manager of Training and Compliance; Melissa Lucero, CTSA Analyst; and I represented Access Services, among other California-based public transportation agencies in learning how to create, implement and sustain a DEI Program tailored to the specific needs of an organization such as Access.



Set up as a four session, two-day workshop and symposium, the online course covered the following topics:

- > Definition of DEI
- > Why We Should Care About DEI

*continued*

- > How Does It Impact Organizational Effectiveness
- > How to Implement DEI Concepts
- > Intent to Action
- > Options
- > Measuring Success

Defining DEI is understanding that “diversity” is being invited to the dance, “inclusion” is being asked to dance, “belonging” is knowing you will hear music you like, and “equity” is knowing you will be asked to participate in the planning process.

At its October 21, 2021 meeting, the Board approved Access’ first DEI Plan. An excerpt taken from the Plan’s “Future External DEI-Related Initiatives and Goals” touches on, in part, what the Plan sets out to do on a constant basis.

“As the transit industry continues to evolve, Access will continually assess its operations to ensure we exceed, to the extent possible, DEI minimums to provide superior paratransit service to the community we serve. Working with community advocates and the Board, Access will continue to review its practices to ensure they are consistent with DEI principles.”

The DEI Certificate Program provided a rich and practical foundation for a sustainable DEI program. Access is dedicated to DEI and our team is ready to implement the plan by initiating numerous elements. In 2023, Access, in partnership with University of the Pacific (UOP), will integrate the Transit Diversity, Equity and Inclusion Certificate Program into its annual CTSA catalogue of classes. In addition to hosting this class annually, Access will sponsor a scholarship for a transit professional to attend this class.

Stay tuned for the 2023 DEI scholarship opportunity and we look forward to sharing our DEI journey and initiatives.

***R. P. Martindale-Essington***  
***ADA Coordinator for Customer Relations***

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## **Commendations**

"My driver today was helpful, patient, kind, and courteous. I have never received such great service anywhere!"

***Ray Kibler***  
***Rider since July 2011***

"On behalf of my daughter, I would like to commend CSR Jonathan B for his excellent service. I was having a bad day, but Jonathan's patience and professionalism helped turn that around. He took the time to explain the different procedures within Access Services and that helped me out a lot. Whoever trained Jonathan did a great job because he is excellent at what he does."

***Ramona Espinosa***  
***Rider since May 2018***