



Behind the Scenes

Executive Director's Report

Access staff and I recently attended a luncheon hosted by WTS (formerly Women's Transportation Seminar) on the Future of Public Transportation Project Funding with Ray Tellis, Regional Administrator for FTA's Region 9 in Los Angeles. Doran Barnes, Vice Chair of the Access Services Board and CEO of Foothill Transit, also attended this great event.

The highlight of the event were Ray's remarks about recent developments with Region 9 of the Federal Transit Administration which is one of the FTA's largest regions serving Arizona, California, Hawaii, Nevada, American Samoa, Commonwealth of the Northern Mariana Islands, and Guam.

In his talk, Ray touched on a number of exciting developments including the news that the main headquarters of the region will be relocating to Los Angeles and Ray will be based here instead of in San Francisco. He also touched on how the region is staffed; the massive transit programs that the region administers; and upcoming opportunities for funding.

Overall, it was a great event and I would like to thank Ray, his team and the FTA for their partnership and support of Access Services.

Andre Colaiace
Executive Director

The Rancho Los Amigos Foundation honors Global Paratransit

Access Services transports customers to many locations in Los Angeles County. One of these locations, the Rancho Los Amigos National Rehabilitation Center (Rancho), is the largest trip generator for the agency with 36,320 customers transported last fiscal year.

Each year, Rancho helps thousands of patients who have suffered catastrophic and disabling injuries and helps patients achieve a quality of life they never thought was possible. The facility is one of the largest comprehensive medical rehabilitation centers in the United States.



Rancho Los Amigos recently hosted a black-tie Amistad Gala celebration in Long Beach to showcase emerging rehabilitative techniques that keep Rancho Los Amigos at

the vanguard of patient care. As part of the event, hospital staff honored some of their partners for contributing to their mission. This year the foundation honored Access' southern region contractor Global Paratransit for their dedication and partnership. Overall, it was a great event and I would like to congratulate Global Paratransit for this recognition and for providing superior service to Access customers.

Rogelio Gomez
Senior Manager of Operations

Staff attends APTA's Transit Board Members & Board Administrators Seminar



I recently had the opportunity to attend APTA's Transit Board Members & Board Administrators Seminar in San Jose. The event connected me with other professionals in similar roles to develop new skills in board governance and policy development for public transportation agencies.

The Transit Board Administrators Seminar topics covered transit board member onboarding, good practices in board management, and building resiliency as an administrator. The conference offered informative sessions with administrators and experts that included tips on new board member orientation, running an efficient board meeting and creating effective board minutes. They had a

presentation on safety in the office and in board meetings. My favorite session was listening to three different administrators with different sized boards, who explained how they conducted their meetings from set up to finish. It was a great example of how different a board meeting can be held depending on the agency or business type and size.

In the afternoons and evenings, we were able to enjoy a tour of the VTA in Santa Clara (Valley Transportation Authority) which is an independent special district responsible for public transit services, congestion management, specific highway improvement projects, and countywide transportation planning which serves the city of San Jose. The staff was so welcoming and so excited to show us their facilities. Additionally, two wonderful networking events were held, one in the Tech Interactive center that offers hands-on activities, labs, design challenges and other STEAM education resources. The second was held at the Mexican Heritage Plaza with performances from children dancing folklorico to a wonderful mariachi band.

It was an amazing experience, and I was able to connect with so many great people from all over the US. I learned a lot from my fellow administrators and exchanged valuable information that I will be implementing in my meetings at Access.

Veronica Guzman-Vanmarcke
Administrative Assistant

CTSA Extension hosts project management training

Access Services' Learning and Development CTSA Extension Program hosted a successful program management training that was designed to equip professionals with strategies to enhance their productivity.

The event brought together a diverse group of professionals where they learned how to: effectively manage projects and goals, establish priorities, create action plans, manage others, and track progress to achieve outcomes. Whether they were seasoned professionals or just starting out, attendees were engaged from start to finish.

Continued

Our insightful trainer, Brianna Freiheit from RB Consulting Group LLC led the event with her expertise and incredible teaching style. She provided a hands-on approach which allowed everyone to practice these skills in real-time scenarios.

We look forward to hosting more events in the future to continue empowering professionals with the skills and knowledge needed to excel!

To learn more about our upcoming trainings, please click on the 2024 Learning & Development eBook link below. Registrations are limited.

[2024 Learning & Development eBook](#)

Mayra Noriega
CTSA Analyst



Commendations

"My driver was incredible, he assisted with a very nice greeting. He had a wonderful attitude, he asked for my card, showed gratitude and was very extraordinary and genuine. My driver made me want to ride more with Access."

Jeffrey Rodseth
Rider since December 2021

"I want to file a smile for my trip for July 11, pick-up time 15:20. My driver had a very pleasant attitude, and made me feel safe. I want to thank driver for his excellent customer service."

Dora Mae Nowden
Rider since March 1999