



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors met on January 22, 2024.

- > The Board approved the FY25 draft funding request of \$331,955,081 which includes an operating budget of \$291,155,081 and a capital program of \$40,800,000.
- > The Board received updates from the agency's local, state, and federal advocates.
- > The Board also reviewed the process for the upcoming 2024 biennial customer satisfaction survey.

The next meeting of the Board of Directors is scheduled for February 26, 2024.

**Andre Colaiace**  
*Executive Director*

## Access CTSA Extension host Human Trafficking Awareness Training

Access' CTSA Learning and Development Program recently hosted a Human Trafficking Awareness training led by Ruth Silver-Taube, the co-chair of the South Bay Coalition to End Human Trafficking and a distinguished legal services provider. She has been a key figure in providing human trafficking training to transit agencies such as the Santa Clara County Valley Transit Authority (VTA) and the San Francisco Municipal Transportation Agency (SFMTA).

The training aimed to equip attendees with valuable insights and knowledge to combat the pervasive issue of human trafficking. It was an in-depth exploration of human trafficking basics, understanding at-risk populations, myths surrounding this issue, and recognizing red flag indicators. The training was not only informative, but also directly applicable to the challenges faced by transit industry professionals.

Attendees left with a heightened awareness of the issue, equipped with the knowledge to recognize and combat human trafficking. Access' CTSA program's commitment to hosting these trainings reflects its dedication to addressing critical social issues and fostering a community that is well-informed and ready to take action.

If you or someone you know needs help, the National Human Trafficking Hotline is available 24 hours a day, 7 days a week at 1-888-373-7888 to speak with a specially trained Anti-Trafficking Hotline Advocate.

**Mayra Noriega**  
*CTSA Analyst*

## We'll Listen. We'll Help.

If you or someone you know is a victim of human trafficking, we're here to provide the support you need.

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## WTS International Mid-Career Leadership Training



Each year, WTS International hosts The Signature Leadership Training which is divided into two programs: Mid-Career and Executive Leadership Program (ELP). The ELP is designed to help women further advance in their career, while also preparing them to guide the future of the transportation industry. The primary focus of the Mid-Career Leadership Program is to help future women leaders advance with the necessary building blocks to help strengthen their professional skills.

Held in Washington, D.C., the training was facilitated by Amy Burford, a Digital Transformation Leader at Fidelity Investments. With a strong background in coaching, Amy provided attendees with deep insights on how to value your strengths, motivate your team, navigate change, and effectively communicate. The program included interactive individual and team driven activities such as: strength finder; leadership development plan; personal brand pyramid; finding your value; how to become better at negotiating; and effective communication.

On the last day, the Executive and Mid-Career Leadership program participants gathered for a joint networking breakfast. During the mid-morning, there was a certificate ceremony for the attendees of the Mid-Career Program.

Thank you to WTS International and Access Executive staff for this opportunity! I left the program with the necessary tools to sharpen my skills and understand my strengths. Now I can become a more impactful future leader in the industry next to other amazing women.

***Onnika Payne***  
***Transportation Planner***

## Commendations

"Rider states the driver was a great driver, very nice, extremely polite, very humble and patient, also very helpful."

***Verzhine Galadjian***  
***Rider since May 2013***

"Rider stated that driver was so kind and caring. He was compassionate with another challenged passenger. He made sure that the passenger was secured and stated that the passenger was 'precious cargo'. Rider was very touched by this comment."

***Lillian Kaufman***  
***Rider since August 2022***