



# Behind the Scenes

## Executive Director's Report

Access staff and I continue to make presentations to various transit industry and community groups about the Agency's response to the COVID-19 pandemic.

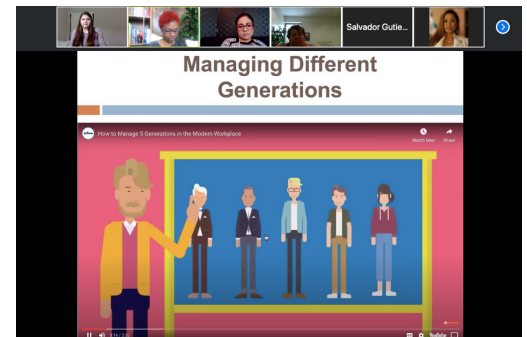
Over the last few weeks, staff has made presentations to CALACT, APTA, the Personal Assistance Services Council (PASC) and the Los Angeles County Commission on Disabilities. These presentations have covered Access' response since the beginning of the pandemic in March as well as how the Agency is thinking about restoring service once it is safe to do so.

If you would like to arrange for a presentation in your community, please feel free to contact me at any time.

**Andre Colaiace**  
*Executive Director*

## CTSA Extension holds inaugural online training course

On August 6, 2020, Access' CTSA Extension Program hosted its inaugural webinar series, Intergenerational Training. The landscape for attracting, recruiting, and retaining professional talent across industries is evolving. In today's modern work force, a one-size approach does not fit everyone. With multiple generations working side-by-side - now more than ever - organizations are adjusting to managing a multigenerational workforce.



Led by returning instructor Dr. Sacha Joseph-Mathews, participants explored key generational differences and identified strategies for maximizing interactions with one another. The two-day online training connected a diverse range of professionals in Los Angeles County through active discussions, learning exercises and online breakout rooms.

The series marked a successful beginning to CTSA Extension's adoption of a virtual learning platform. Upcoming online programs include University of the Pacific's Transit & Paratransit Management Certificate series and Access' Guest Speaker Forum: Diversity & Inclusion in the Workplace. Registration details can be found in the 2020 Learning & Development eBook.

[https://accessla.org/training/professional\\_development\\_train.html](https://accessla.org/training/professional_development_train.html)

**Melissa Lucero**  
*CTSA Analyst*

## Access installs new stand signs at Long Beach Civic Center

On July 29, 2020, the City of Long Beach held the grand opening of their new Civic Center located at 411 W. Ocean Blvd. In November 2019, talks began of adding new Access Stand Signs to the location. Working with personnel from Long Beach Transit and the City of Long Beach, we were able to identify three locations for Stand Signs. As of Monday August 17, 2020, the signs have been installed and uploaded into Access' stand sign directory.

Please click on this link for the stand sign directory:  
[https://accessla.org/other\\_mobility\\_resources/stand\\_info](https://accessla.org/other_mobility_resources/stand_info)



### **Stand 1:**

Long Beach Civic Center East  
 Chestnut Place

Located near the parking structure on the east side of Chestnut Place, south of Broadway.

### **Stand 2:**

Long Beach Civic Center South  
 Ocean Blvd

Located on Ocean Blvd between Chestnut Ave. and Magnolia Ave. in front of the Port of Long Beach building.

### **Stand 3:**

Long Beach Civic Center West  
 Magnolia Ave

Located in the Passenger Loading Zone on the east side of Magnolia Ave., north of Ocean Blvd.

**Colin J Obeso**

**Senior Road Safety Inspector**

## Commendations

"I would like to file a smile for my driver Lonjeana. I did not have my coupons and Lonjeana was quick to offer change for my five-dollar bill. I had been in the hospital for 2 months and her willingness to assist me was very much appreciated. She was polite, helpful, and kind. Moments like these should not go unnoticed. Thank you, Lonjeana."

**Glenn Comer**

**Rider since October 2013**

"I am filing a commendation for my driver. From the start of my ride, she was very professional, courteous, and concerned for everyone's safety. The freeways were congested on our way to Long Beach and I noticed that our driver remained joyful, patient, and cautious. This is no small feat during heavy traffic and I appreciate her attentiveness."

**Claudette Phillips**

**Rider since February 2008**