

# Behind the Scenes

access

## Executive Director's Report

As it has for the last few elections, Access did its part to eliminate barriers for its customers who wanted to participate in the democratic process.

On Election Day, Access provided free trips to polling sites and also, given the emphasis on absentee or mail-in ballots, provided free trips to Los Angeles County ballot drop boxes. Overall, I am pleased to report that Access provided 330 free trips to vote (or turn in a ballot) on Election Day doing our part to facilitate the record turnout that we saw across the United States.

Given that there were predictions of potential civil unrest, Access also activated its Emergency Operations Center (EOC). Thankfully, there were no incidents that affected service but I want to thank the EOC team for being prepared to respond.

Also, just a quick reminder that the Access Services Annual Membership Meeting will be held this Tuesday from 1 to 2pm via Zoom. I look forward to seeing everyone there!

**Andre Colaiace**  
Executive Director

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## CalAct 2020 – Customer Service & Enhancing Rider Experience



**Randy Johnson, Director of Government Affairs and Outreach**

and Shawn Brophy, OmniTrans Director of Operations, shared the modifications made to their operations in response to the ongoing COVID-19 pandemic. I moderated the session.

The presentations discussed the steps taken to improve safety for both the operators and passengers in an effort to provide safe and reliable transportation services during the pandemic. Procedures such as the requiring of facemasks, daily vehicle disinfecting, the distribution of PPE to employees and passengers, and limiting the number of passengers on-board vehicles to enhance social distancing were discussed.

Access also discussed their partnership with several social service and nonprofit organizations to deliver meals and paper goods to Los Angeles County residents. Shawn shared the severity of the impacts on their fixed-route operations and several mitigation measures to address customer and employee concerns such as rear door boarding, installation of protective barriers for the drivers, and the installation of hand sanitization stations.

As a reflection of their efforts, both organizations were awarded the Health and Safety Commitment Seal from the American Public Transportation Association (APTA) for their commitment to safety.

**Susanna Cadenas**  
Customer Relations Manager

Access was thrilled to participate in this year's CalAct Virtual Conference by presenting a session on Customer Service & Enhancing Rider Experience: *Modifying Transit and Paratransit to Keep Customers and Employees Safe*. Randy Johnson, Director of Government Affairs and Outreach,

and Shawn Brophy, OmniTrans Director of Operations, shared the modifications made to their operations in response to the ongoing COVID-19 pandemic. I moderated the session.

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**Susanna Cadenas**  
Customer Relations Manager

## WTS Online Learning Series

The International Women's Transportation Seminar (WTS) hosted its first Webinar Learning Series in October. Weekly sessions occurred over the course of a month and featured experts on climate change, equitable transportation, self-empowerment, and gaining influence in the industry. The series also featured WTS Talks. WTS Talks are concentrated 15-20 minute short high-level sessions with 10 minutes of Q&A.

Each program consisted of four subject tracks: Transforming Transportation Networks in Light of Global Climate Change, Equitable Transportation Benefits for Everyone, Women! Take the Lead and Transportation Talk: The Power of Influence. I participated in a number of learning sessions, including "Mobility in an Urban Environment and the ADA Community". In this webinar, we heard from panelists focused on advancing mobility through community involvement and implementing emerging technologies. I also attended professional development trainings like "The Fight & Awareness – Being Yourself for Success". This forum highlighted social, cultural and professional hurdles that women overcome in the workplace.



The speaker discussed key strategies for becoming a successful leader in the transit industry.

WTS' webinar series highlights some of the most important and relevant topics in transportation today. With over 20 live sessions as part of the series, attendees had multiple opportunities to learn from leaders with diverse experiences in the industry. The learning series concludes in November. I look forward to attending similar opportunities with WTS in the near future.

**Melissa Lucero**  
CTSA Analyst

## Commendations

I would like to file a smile for my driver, Jonathan. When I arrived at my pick up location, it was congested with traffic. I was anxious that the traffic would prohibit the driver from reaching me. Jonathan parked behind the building and came down to find me. It was lifesaving. His dedication and patience with the situation did not go unnoticed. I appreciate Jonathan's initiative so much.

**John Graziano**  
Rider since April 2005

I am filing a commendation for Maria, my GPI reservationist. After a failed attempt at locating my pick up address, I called again and received Maria. At this time I was frustrated and my pain level had increased. I am saddened to say that Maria bore the brunt of my displaced frustration. Maria was so patient with me and gave me fantastic customer service through it all. She located my pick up address and scheduled the ride swiftly so I could make it to my appointment. Thank you, Maria. I appreciate your service.

**Teresa Trujillo**  
Rider since May 2015