

# Behind the Scenes

## Executive Director's Report

While Los Angeles County has unfortunately become an epicenter of the COVID-19 pandemic, the initial delivery of an effective vaccine in December offers our region hope.

In December, I joined with others in the California transit community to urge Governor Gavin Newsom to give priority to transit workers and, specific to Access, taxi drivers as well. (Taxis deliver nearly half of our paratransit trips in a normal year.)

Earlier this week, Governor Newsom reiterated that the state's recommendations for the Phase 1B distribution of the COVID-19 vaccine will include public transit workers. While there are other steps that need to be taken, this is good news and we will continue advocating that transit workers receive this vaccine as soon as possible.

Please do not hesitate to contact me if you have any questions about Access' COVID-19 response.

**Andre Colaiace**  
*Executive Director*

## CTSA Extension presents the 2021 Learning & Development Program



CTSA Extension is celebrating the New Year with the release of its 2021 Learning & Development Program.

In its continued efforts to provide the transit community with training opportunities during the coronavirus pandemic, CTSA Extension adopted an online learning model. This year's programming features a series of live virtual trainings and

guest speaker events to address trending topics in the industry, such as Public Transit Marketing, Succession Planning, ADA Eligibility and more. A complete schedule of courses can be found in the 2021 Learning & Development eBook.

CTSA Extension strives to bridge transit needs throughout L.A. County by providing professional development opportunities for cross industry coordination. The Learning and Development Program is available to public and non-profit agencies providing specialized transportation in L.A. County and their contractors, including health and human services representatives. Over 500 professionals from social service agencies, fixed route transportation providers, and Adult Day Healthcare Centers have attended these workshops. Trainings are offered at no cost and subsidized by Access Services.

To learn more about the 2021 Learning and Development Program, visit the link below. If you have any questions about upcoming trainings or registration, please contact the CTSA Analyst at [ctsa@accessla.org](mailto:ctsa@accessla.org).

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

**Melissa Lucero**  
*CTSA Analyst*

## University of the Pacific hosts virtual Transit and Paratransit Management Certificate Program



For the past several years, Access has continued its partnership with the University of the Pacific, Eberhardt School of Business, to deliver the Transit and Paratransit Management Certificate Program. This year was no different, despite the pandemic.

Transportation professionals across the State of California, including three Access staff members, Jimmy Flores, Garrett Rodriguez, and Justin Sheldon, met via Zoom for a series of eight courses. Each class provides participants with essential management and industry knowledge for becoming a successful leader in the transportation field.

The sessions were taught by a subject matter expert with many years of transportation experience in that respective field. Participants who complete the program received a Transit and Paratransit Management Certificate issued by the University of the Pacific.

Two of the Access attendees had this to say about the program:

Garret Rodriguez: "As someone new to the transit industry, I felt this program was perfect for myself as it challenged me to think more about different aspects of the industry. The course taught me that transportation is more than just using vehicles to get from point A to point B. These classes made us think of strategic ideas, legal issues, communicating effectively, financial management, and policies all tying into transportation. Most importantly, the program gave me the tools and ideas to further expand my thinking of transportation, and share my ideas for the future."

Jimmy Flores: "In addition to reviewing topics such as marketing, policy implementation, leadership, and management skills, I was allowed the opportunity to collaborate with fellow professionals from other agencies, including those from our very own agency. Overall, the class assisted participants in developing a better understanding of the various aspects considered essential in the transit industry through independent studies, culminating in interactive virtual group sessions. I highly recommend taking the course if given the opportunity, as it will prove to be a valuable experience."

**Operations Service Monitor**  
**Justin Sheldon**

## Access participates in APTA's virtual Transcend Conference



APTA recently hosted the Transcend Conference via Zoom. More than 420 transit leaders participated in sessions, which covered topics ranging from how to bring back transit customers, safety and security, and social and racial equity. I served as a facilitator for a breakout session on "Megatrends."

The panelists discussed how current trends, such as smartphone adoption, automation, electrification,

and enhanced 5G connectivity, might shape the future of transit. On the societal side, we explored the question of whether current trends encourage agencies to consider sharing assets instead of owning them. This topic generated many thought provoking discussions which I, as the facilitator, had the honor of moderating.

Finally, we looked at the overarching forces of climate change and political polarization. From this starting point, we looked at which of these forces were most likely to define the next decade and how might they affect the transit industry, and what steps should agencies take now to best prepare for them.

Participants also heard moving and thought-provoking presentations from renowned educator and futurist Tony Seba and noted scholar Eddie S. Glaude Jr.

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

## Commendations

"I am filing a smile for Regina. As my Customer Service Representative, Regina was patient and concerned about meeting my needs. She took the time to listen to me at a time that I needed acknowledgment. Her care and genuine concern should be recognized. I am very appreciative of Regina."

***Jeanette Gerardo***  
***Rider since August 2011***

"I am filing a commendation for my driver Sade Williams. Sade made my comfort and safety during the ride a priority. She maintained professionalism and was polite during all our interactions. As an experienced driver, Sade provided me with additional information that was beneficial to my needs upon departure. Thank you, Sade. You were terrific."

***Angela Alvarez***  
***Rider since March 2007***