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# Behind the Scenes

## Executive Director's Report

Next Thursday, November 21st, will be a busy day for Access governance.

First, Access will be holding its Annual Membership Meeting at the California Endowment Center starting at 11 am. The Annual Meeting is a chance for our Member Agencies and community partners to gather and review the Agency's accomplishments over the past year.

Following the Annual Meeting, the Access Services Board will gather to consider proposals for restructuring the Agency's governance process, such as whether to implement Board subcommittees.

I look forward to seeing everyone next week!

**Andre Colaiace**  
*Executive Director*

**access**

## Access to host Community Meetings

Twice a year, Access holds a series of community meetings throughout our service regions to hear feedback from our valued customers. The next round of community meetings has begun. Please see the schedule below to attend a community meeting near you.

### Eastern Region

**Monday, November 18**  
**3pm - 5pm (English)**  
**6pm - 7:30pm (Spanish)**  
Baldwin Park Arts and Recreation Center, Hall #1  
14403-B East Pacific Ave  
Baldwin Park, CA 91706

### Antelope Valley Region

**Wednesday, November 20**  
**11am - 1pm (English)**  
AVTA – Antelope Valley Transit Authority  
42210 6th St West  
Lancaster, CA 93534

### Northern Region

**Monday, November 25**  
**11am - 1pm (English)**  
Balboa Sports Center  
17015 Burbank Blvd  
Encino, CA 91316

### Southern Region

**Tuesday, November 26**  
**11am - 1pm (English)**  
Mayfair Park, Sierra Room  
5720 Clark Ave  
Lakewood, CA 90712

### Santa Clarita Region

**Thursday, December 5**  
**11am - 1pm (English)**  
The Centre  
20880 Centre Pointe Pkwy  
Santa Clarita, CA 91350

### West/Central Region

**Saturday, December 7**  
**11am - 1am (English)**  
**2pm - 3:30pm (Spanish)**  
Mar Vista  
Recreation Center  
11430 Woodbine St  
Los Angeles, CA 90066

## Access staff attends 2019 WTS Leadership Program

Last month, I attended the Women’s Transportation Seminar (WTS) Mid-Career Signature Leadership program in Washington, DC. A diverse group of public and private transportation industry representatives attended from across the United States and Canada.

The program, comprised of a three-day workshop, focused on identifying individual strengths and values, communicating a unique personal brand, and goal setting. At the start of the program, participants, their peers, and supervisors completed surveys to provide insight into the participant’s leadership style and identified their top five strengths. These assessments were invaluable tools used to highlight opportunities for improvement and areas in which the participant is underestimating their abilities.

In addition to the three-day workshop, the program included a panel discussion featuring women in leadership positions in different fields of transportation, including public, private, and legislative. The workshop served as an excellent opportunity to learn the successful strategies these women employed in their careers and to network with the panel and participants.

I am grateful for the opportunity to participate in this leadership program. The interactive activities and networking opportunities allowed me to draw on other leader’s experiences and were of great value to my professional development.

**Melissa Mungia**  
**Business Analyst**



## Access staff and Board attend APTA 2019 Annual Meeting

Executive Director Andre Colaiace and other senior staff recently joined Access Board Chair Dolores Nason and other Boardmembers at the APTA Transform Conference hosted at the Marriott Marquis in Times Square, NY.

APTA’s 2019 Transform Conference attracted more than 2,500 attendees this year. This year’s theme, “A Reimagined APTA Annual Meeting,” introduced attendees to a host of redesigned and reinvigorated educational, discussion, and networking sessions. The Products and Services Showcase allowed registrants to see the latest transit innovations. Lastly, the American Public Transportation Foundation (APTF) presented a record-breaking \$246,000 in scholarships to 37 recipients.

The conference featured technical tours, including a Staten Island Ferry ride, the Roosevelt Island Tramway, a Train Simulator Lab, an art tour in the Second Avenue Subway, and a visit to New York

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City Transit's Access-A-Ride Paratransit (NYCT) headquarters. Access staff and board members attended the tour to learn how Access-A-Ride provides up to 32,000 trips a day, which is more than double the trip volume of Access and makes New York City's paratransit system the largest system of its kind in the United States. It was an invaluable experience that allowed Access staff and Boardmembers to discuss with NYCT staff a number of issues, including organizational and operational structure, NYCT's same day service pilot and other essential issues.



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

## Women in Transportation Professional Development Program Roundtable

Women's Transportation Seminar (WTS) hosted a round-table featuring women in leadership roles at Metro. With only four weeks of experience in the transit industry, I found the panels' career insights to be both compelling and inspirational.



The audience listened intently as individual speakers commented on the importance of developing essential professional skills; effective leadership; managing intergenerational conflicts; and challenging common misconceptions of women in transit. Despite varying career backgrounds, the panel collectively echoed the following sentiment, "a shared vision can only be achieved when members of a team feel appreciated, included, and motivated".

Shortly after concluding the forum, participants were encouraged to break into smaller groups to discuss trending topics such as diversity and inclusion in the modern workplace, leveraging public speaking skills, and the power of influence. Here I had the honor of meeting with Tham Nguyen, Senior Director of the Office of Extraordinary Innovation and Nancy Saravia, Transportation Planning Manager at Metro. Surrounded by inspiring and successful women in the industry, I left with the pleasant notion that as transportation providers we shared a universal vision of inclusive and equitable transportation systems for all.

**Melissa Lucero**  
*CTSA Analyst*

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## Rider Commendations

"I would like to file a smile for my driver, Steve Johnson. The wrong vehicle for my wheelchair size was sent to pick me up. When Steve arrived, he immediately contacted his supervisor to mend the situation and dispatched the appropriate vehicle. He was extremely helpful, and I appreciated his initiative in what could have been a stressful situation."

**Rose Graybill**  
**Rider since August 2014**

"I am filing a commendation for my driver, Lee. I recently had to go to the Antelope Valley Center to pick up an item I had misplaced from the lost and found. Upon retrieving my belongings, I waited for another driver to arrive for my return trip. However, when Lee saw my wife and I waiting, he offered me a return trip! Lee went out of his way to go the extra mile, and I am very thankful for it."

**Roland Vincent**  
**Rider since July 2016**

## Mobility Management Partners' 10th Anniversary Celebration

Mobility Management Partners (MMP) has been a contractor with Access Services for several years, initially performing one-on-one Travel Training services for Access-eligible customers interested in learning how to use bus and rail services in Los Angeles County. Travel training provides customers with additional mobility choices while also saving the region money by encouraging customers to use lower-cost fixed-route transit services.



Over the years, MMP has started providing additional services for Access including launching Group Travel Training Workshops throughout the County and, more recently, calling individuals who have recently renewed their Access eligibility or applied for the first time to help answer any questions about transportation services.

It was a delight to be invited to attend MMP's 10th anniversary celebration at the historic Camarillo Ranch in the City of Camarillo. MMP showed a video of Travel Training supervisor Monica Marroquin, who was recently awarded a Superior Service Award at an Access Board of Directors meeting. At this event, the SSA video was screened and gave a chance for Monica's co-workers to celebrate her achievement.

Access is looking forward to continuing our partnership with MMP and congratulates them on their first 10 years of service.

**Eric J. Haack**  
**Strategic Planner**

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