

# Behind the Scenes

## Executive Director's Report

The Access Board committees met on October 19, 2020 and addressed a number of different issues.

The External/Stakeholder Relations committee took action on reappointing Community Advisory Committee members for another term. The committee also heard a legislative update from Access' federal lobbyist, Jen Covino, along with an update on grants funding. The Performance Monitoring committee took action on a number of items including renewals of agency insurance policies, extension of the TAP card production memorandum of understanding and the award of a construction project services contract. The committee also received an update on Access' current operational performance. The Planning and Development committee took action on approving changes to the Access employee handbook and the proposed Board meeting calendar for 2021. The committee also received an update on the FY 21 budget.

The Annual Meeting will be held on Tuesday, November 17, 2020 at 1:00pm. The next full meeting of the Board of Directors will be on December 7, 2020. Both meetings will be virtual.

**Andre Colaiace**  
Executive Director

**access**

## Access participates in the 2020 Great California ShakeOut Earthquake Drill

On October 15, Access joined over six million fellow Californians in participating in the Great California ShakeOut Statewide Earthquake Drill. The drill was planned and facilitated by Access' Workplace Safety Committee, which includes members from departments across the agency with the goal of promoting safety and addressing workplace hazards.

In years past, Access has participated in the drill in person at our offices and facilities. This year, as staff continues to primarily work from home due to the COVID-19 pandemic, the ShakeOut Drill was conducted virtually over Zoom with the theme of earthquake preparedness in the work-from-home environment.

### Protect Yourself During Earthquakes!



The ShakeOut programming began with a review of the immediate actions taken to protect life safety during ground shaking: Drop, Cover, and Hold On and Lock, Cover, and Hold On. Staff then practiced these actions in their home workspaces during a virtual earthquake drill. Following the drill, Workplace Safety Committee members presented on home earthquake preparedness including securing the home to prevent falling objects, making a family earthquake plan, building a home emergency kit, and turning off utilities in an emergency. Forty-seven staff members attended the drill and we look forward to participating again next year!

**Matthew Topoozian**  
Emergency Management Coordinator

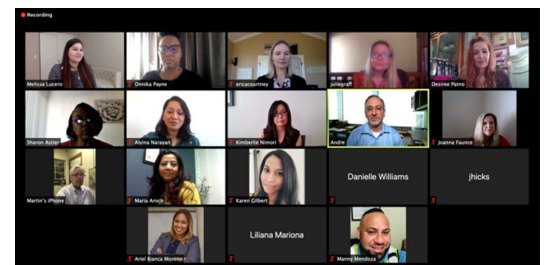
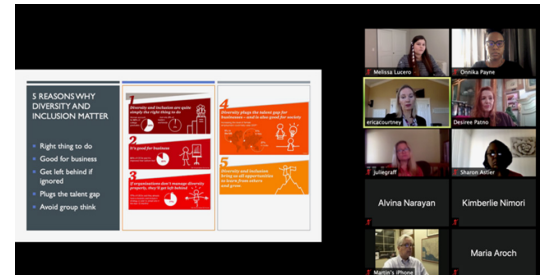
## CTSA Extension Guest Speaker Forum: Diversity & Inclusion in the Workplace

On October 14, 2020, CTSA Extension debuted its Guest Speaker Forum: Diversity & Inclusion in the Workplace featuring The National Association of Women in Real Estate Businesses (NAWRB) Diversity & Inclusion Leadership Council. The forum was facilitated by guest speakers Desiree Patno, Erica Courtney and Julie Graff and focused on the importance of integrating diversity and inclusion initiatives in the workplace. Participants engaged in breakout rooms and role-play to explore different facets of the subject matter. In sharing their personal experiences with the topic, participants were able to identify strategies for addressing similar scenarios in the future.

Fostering a culture of diversity and inclusion creates opportunities for learning, growth and innovation. Data from the presentation identified effective diversity and inclusion initiatives as key contributing factors to larger profit margins, employee retention and talent recruitment. Tips for boosting workplace diversity included mentorship programs, resource groups and inclusive policy development. The forum concluded with a brief question and answer session with the guest speakers.

This event marked the close of CTSA Extension's 2020 Learning & Development Program. Trainings will resume in 2021 with more opportunities for transit professionals to connect and share knowledge. The 2021 Learning & Development Program eBook will be released soon so stay tuned!

***Melissa Lucero***  
***CTSA Analyst***



## Commendations

"I would like to file a smile for my driver. He had a beautiful personality that made me feel warm and welcome. He paid extra care in getting me to my destination safely. Thank you for being so kind on both of my trips."

***Karen Nilson***  
***Rider since November 2016***

"I wanted to submit a commendation for all of Access! The reservation hotline was helpful and easy to use. I am extremely happy with the service provided by the reservation staff when booking my ride and then re-booking it when I accidentally missed my reservation. Everyone including the drivers provided me with great service. Thank you!"

***Kenneth Harris***  
***Rider since Feb 2008***