



# Behind the Scenes

## Executive Director's Report

The Board committees met on November 15 and addressed the following:

- > The External/Stakeholder Relations committee approved reappointments to the Community Advisory Committee. The committee also heard about the upcoming rider survey along with legislative updates from Access' federal, state and local advocates.
- > The Performance Monitoring committee took action and approved extensions to the West/Central service provider contract and the Eligibility Services contract. The committee also approved an extension for the Voice over Internet Services Protocol (VoIP) phone contract.
- > The Planning and Development committee took action and approved extending the terms of the TAP Card Production Memorandum of Understanding agreement and the Audit Services contract. The committee also approved a change in the Access employee severance policy and the establishment of a Vehicle Major Component Reimbursement Policy.

The next full meeting of the Board of Directors will be on December 13, 2021.

**Andre Colaiace**  
Executive Director

**access**

## CalACT's Fall 2021 Conference

The California Association of Coordinated Transportation (CalACT) recently held its fall 2021 Conference and Expo in Monterey, California. CalACT conferences provide an opportunity for transit professionals across California (often from smaller and/or rural systems) to share experiences and best practices. CalACT conferences also provide opportunities for staff to refresh their training on certain specialized topics as well.

The fall conference was the first conference with attendees gathering at the conference site. The conference also had virtual attendees presenting or participating in sessions via Zoom.



A number of Access staff attended in-person and virtually and contributed to sharing valuable information with other conference attendees. Director of Information Technology Bill Tsuei was part of

a panel discussing Access' current efforts in developing an accessible autonomous vehicle and service deployment plan. Strategic Planner Eric Haack participated in a panel with OCTA and Mobility Management Partners staff to highlight the results of new research conducted on Travel Training programs in Los Angeles and Orange Counties.

CalACT attendees were excited to see Access' newly built accessible autonomous vehicle in partnership with Sunset Vans and Lilee Systems, which was on display for the first time.

The conference, whether participating virtually or in-person, was a great opportunity for fellow transit professionals to reconnect and learn from one another after being apart for a very long time.

**Eric J. Haack**  
Strategic Planner

## 2021 Joe King Memorial Scholarship Recipient

This year Access Services recognized Raisa Magalon as the 2021 Joe King Memorial Scholarship recipient.

Joe King was an extraordinary person whose character and leadership made him one of Access Services most valued and respected employees. His contributions to the agency were instrumental in the departments of customer eligibility, complaint resolution, and provider relationships. His dedication to improve the overall experience resulted in higher service quality and a greater focus on the needs of the customer and community.



Raisa is a Road Supervisor at MV Transportation and has over six years of experience in the paratransit industry. She started her career with Access as a driver and dispatcher before transitioning into her current role. As a scholarship recipient, Ms. Magalon is attending the 2021 Transit and Paratransit Management Certificate program hosted by University of the Pacific.

"Winning the Joe King Scholarship has been an incredibly rewarding experience. Highlighting the award and certificate program on my resume has helped me achieve a new position in my career," Raisa said. "As a newcomer to the world of management, it has been incredible to learn from professionals that have years of experience in transportation, and who are eager to pass their knowledge onto us. I encourage anyone looking to advance his or her career in transit to apply for the Joe King scholarship and attend the certificate program. It's an experience I highly recommend."

The Joe King Memorial Scholarship will again be offered in 2022. If you are interested in learning more about the application requirements, please contact me at [ctsa@accessla.org](mailto:ctsa@accessla.org).

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

## Commendations

"I am submitting a smile for Terri from Southern Region reservations. Terri did an excellent job booking my ride and had a great personality. She made me feel like I was calling a friend. Thank you Terri!"

**Frank Damiani**  
**Rider since November 2009**

"My driver is very dedicated to his job and deserves a commendation. Every time I ride with him, he is professional and helpful. You can tell he enjoys his job and I appreciate his positive attitude."

**Mamie Johnson**  
**Rider since June 2001**