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# Behind the Scenes

## Executive Director's Report

Last Friday at 4:30 am, Access activated its Emergency Operations Center (EOC) in response to the Saddle Ridge Fire in Sylmar, which led to the closure of a number of major freeways and the evacuation of residents from the affected areas.

During the day, Access staff monitored the fire and its effect on our contractors and customers. Customers in the affected areas were sent a message via our Everbridge emergency notification system. Transfer trips between the Los Angeles basin and North County were canceled. In addition, Access customers canceled approximately 800 trips. Thankfully, the fire was contained by the following day.

I would like to thank Access staff and our contractors for doing their best to ensure the safety of our customers during this natural disaster.

**Andre Colaiace**  
Executive Director

**access**

## Access attends SCRS-IL 40th Anniversary

Last month, Executive Director Andre Colaiace and I attended an event celebrating the 40th Anniversary of the Southern California Resource Services for Independent Living (SCRS-IL). This year the event was hosted at the Rio Hondo Event Center in Downey, California. The celebration included moving testimonials about the incredible work being done by SCRS-IL, a silent auction featuring custom artworks and live entertainment, consisting of several local comedians.

SCRS-IL is a non-profit community-based organization that serves persons with disabilities who choose to live independently. The center helps empower people with disabilities to achieve their personal goals through community education and individualized services that provide the knowledge, skills, and confidence to maximize their quality of life.

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



*(Front) Hector Ochoa, Maria Aroch, Carlos Benavides (Back) SCRS-IL CEO Rudy Contreras, Randy Johnson, Andre Colaiace, Gabriela Ramirez, Luis Garcia*

## Latinos in Transit 2019 Inaugural Leadership Summit

Access Services' Deputy Executive Director Hector Rodriguez, Compliance Specialist Mayra Perez-Calderon and I recently attended the Latinos in Transit (LIT) Inaugural Leadership Summit at the Hyatt Regency Newport Beach.

LIT was founded in 2016 by Flora Castillo, Founder and President of Pivot Strategies, LLC, and Terry Solis, Chairman and Secretary of the Board of Directors at The Solis Group. These women had an idea to create, promote, and develop Latinos in Transit in both the private and public sectors through a national network of transportation professionals. LIT's goal is to celebrate Latinos and encourage mentorship opportunities through knowledge sharing and training.

The summit focused on sessions including, "Do I have what it takes to get to the next level and the C-Suite?", "Attracting Latino Transit Talent: Recruitment and Retention," "Getting to the C-Suite," and a workshop on "From Resume to Interview". Among some of the speakers were Terry Garcia Crews, Regional Administrator for the Federal Transit Administration (FTA), Nuria Fernandez, General Manager and CEO of Santa Clara Valley Transportation Authority, John B Catoe, CEO of The Catoe Group, LLC and Gregg Moser from Krauthamer and Associates. All participants provided insight on overcoming challenges and shared their strategies on enhancing careers and modernizing training programs. This year's keynote speaker was the honorable Graciela Flores "Grace" Napolitano, U.S. Representative for California's 32nd congressional district. Congresswoman Napolitano shared the challenges she faced as a Latina female in a male-dominated industry and her fight to change stereotypes. She encouraged her audience to take on opportunities to do more to grow your careers.

It was an honor to be a part of the inaugural event, which allowed attendees to meet and network with top executive leaders in transit.

**Susanna Cadenas**  
**Customer Relations Administrator**



**Susanna Cadenas, the Honorable Grace Napolitano, Mayra Perez-Calderon, Hector Rodriguez**

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## Rider Commendations

"I am filing a commendation for my driver Barbara. She was very comforting and compassionate during my ride. While we were driving on the 101 freeway, she was able to steer a lost, stray dog to safety. Barbara slowly drove behind the dog, simultaneously protecting it and guiding it off the freeway. Her initiative kept the dog and other drivers on the freeway safe."

**Thomas Mikolajczyk**  
**Rider since June 2014**

"I would like to file a smile for Crystal, my reservation receptionist. She was extremely helpful and assisted me in changing my reservation time. I appreciate her cooperation and care."

**David Mejia**  
**Rider since September 2010**

## Los Angeles Cyber Lab Security Summit

I recently attended the Los Angeles Cyber Lab Security Summit at the Bonaventure Hotel in Downtown Los Angeles. The LA Cyber Lab launched in 2017 and focuses on outreach, education, and information sharing between the public and private sectors about cybersecurity matters.

The theme for the summit was Connecting the Community through cybersecurity and bringing awareness to the cyber ecosystem. The summit started with a welcoming address from L.A. Mayor Eric Garcetti, in which he discussed the city's new Threat Intelligence Sharing Platform or TISP. TISP was developed in partnership with IBM to help businesses defend against cybercrime. TISP is aimed at smaller, mid-sized businesses, offering threat tracking capabilities that otherwise wouldn't be accessible to these companies. It also comes with a mobile app, available through Apple and Google Play, designed to allow any user to report and share information about potentially malicious emails.

Cybersecurity awareness is more critical than ever as reports indicate that cybercriminal activity is one of the biggest challenges that people will face in the next two decades. Cybercrime is projected to cause damages of over \$6 billion annually by 2021, up from \$3 billion in 2015.

**Ruben Prieto**  
**Systems Administrator**