



Behind the Scenes

Executive Director's Report

The Board of Directors met on July 24, 2023.

The Board elected its slate of officers for the next fiscal year. Congratulations to Chair Theresa De Vera, Vice Chair Doran Barnes, Treasurer Lee Burner and Secretary Dolores Nason! I would also like to thank Martin Gombert for serving as Chair for the last two years.

There will be no Board meeting in August 2023. The next set of committee meetings will occur on September 18, 2023.

The next full meeting of the Board of Directors is scheduled for October 23, 2023.

Andre Colaiace
Executive Director

Access' CTSA Extension Program offers impactful learning and networking opportunities

When the Covid pandemic started in early 2020, classes offered by Access' CTSA Learning and Development program shifted to remote learning out of necessity. With in-person gatherings suddenly off-limits, online instruction was viewed as a compromise — not as intimate as in-person classes, but better than no classes at all.

As we made the shift to synchronous online learning, staff and CTSA participants quickly gained proficiency with online learning software. We adopted Zoom as the primary learning platform to host classes as Zoom supported a broader range of learning styles for our participants.

CTSA hosted a wide variety of classes with an expanded ability to invite local and out of area participants and instructors. Over the last two years, CTSA hosted the following classes: Diversity, Equity, and Inclusion; Transit Marketing; Cybersecurity in partnership with the Transit Security Administration; Mental Health First Aid; Project Management; De-escalation Techniques; ADA Sensitivity and Customer Service to name a few.



As the program transitions into the post-pandemic era, the goal remains unchanged: to provide training opportunities for participants to acquire new or improved knowledge and skills. Classes will continue to be hosted virtually but in person learning will start again in the summer.

To view our upcoming training opportunities, please visit the link below:

https://accessla.org/training/professional_development_train.html

Alvina Narayan
Manager, Training and Compliance

Staff attends TSI Bus Accident Investigation course

There are no accidents, only collisions and incidents, or so goes the common transportation adage. Recently, I had the opportunity to participate in the Transportation Safety Institute's (TSI) Bus Accident Investigation course in Omaha, Nebraska. I was immersed in the techniques and methodologies employed to investigate and reconstruct accident scenes, such as Collision Scene Management, Data Collection and Documentation, Report Writing, and Communication.



Accident investigation can be a sophisticated process, but it can also be approached systematically. When collecting evidence, two guiding principles should be adhered to: consideration for who will be reviewing the evidence and the imperative of accurately reflecting the actual events. In transit environments fraught with legal implications, the evidence gathered can have significant effects.

One example that applies to all areas is the use of photographs. This is one of the fundamental tools of collision investigations. While some pictures may be worth a thousand words, others may hold limited value. It is imperative to capture images at the scene, depicting not only the positions of the vehicles but also their relationship to the surrounding environment. Conversely, photographs taken in parking lots or yards after the vehicles have been relocated often leave viewers questioning whether the damage already existed prior to the collision.

Preserving evidence and effectively reconstructing the factual sequence of events should be at the forefront of any investigative approach. TSI's Bus Accident Investigation course drives that point home while deepening the students' understanding. Regardless of one's capacity within their organization, there is a clear benefit to gain from attending this course, both for the organization and the participant.

In addition to offering valuable instruction in Bus Accident Investigation techniques, this course has provided me with a valuable networking opportunity with numerous transit professionals nationwide. I can proactively engage with agencies across the country to explore how they are applying the acquired knowledge and gather ideas that can enhance the services provided by Access.

Vicente Pena
Project Administrator

Commendations

"Sabrina from the Reservation Department deserves commendation. She always remembers all my information and makes sure to ask how my day is going. Sabrina is the best."

Frank Damiani
Rider since Nov 2009

"I am filing a Smile for Mark from GPI. He has excellent people skills and is very professional."

Maria Casanova
Rider since April 2011