

County Council of Howard County, Maryland

2020 Legislative Session

Legislative day # 1

RESOLUTION NO. 07 - 2020

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the appointment of Monica Simon to the Multimodal Transportation Board.

Introduced and read first time on January 6, 2020.

By order Diane A. Jones
Diane Schwartz Jones, Administrator to the County Council

Read for a second time ^{at} and a public hearing held on January 21, 2020.

By order Diane A. Jones
Diane Schwartz Jones, Administrator to the County Council

This Resolution was read the third time and was Adopted , Adopted with amendments , Failed , Withdrawn by the County Council on February 3, 2020.

Certified by Diane A. Jones
Diane Schwartz Jones, Administrator to the County Council

NOTE: [[text in brackets]] indicates deletions from existing language; TEXT IN SMALL CAPITALS indicates additions to existing language. Strike-out indicates material deleted by amendment; Underlining indicates material added by amendment.

MONICA L. SIMON

PROFESSIONAL EXPERIENCE

ADJUNCT INSTRUCTOR

2018 to Present

National Transit Institute (NTI) Rutgers University
New Brunswick, New Jersey

Classroom instructor for the Institute's *Understanding the ADA* Americans with Disabilities Act course.

PRINCIPAL

1999 to Present

SIMON and SIMON Resources, Inc.
Elkridge, Maryland

SIMON & SIMON Research and Associates, Inc. (dba SIMON and SIMON Resources, Inc.) is a management consulting practice specializing in organizational development, instructor-led training, instructional design, and customer satisfaction measurement. Essential functions of this position include, but are not limited to:

- Accomplished change agent responsible for conducting organizational and needs assessments and process consultations to transit and private industry clients
- Expert level instructor for Americans with Disabilities Act (ADA) employment courses, and Americans with Disabilities Act (ADA) transportation and sensitivity courses for Maryland Transit Administration (MTA), Access Services; Washington Metropolitan Area Transit Authority (WMATA), Mississippi Department of Transportation and others.
- Leadership, communications and soft skills instructional designer and facilitator
- Certified John Maxwell Team Leadership Coach, Trainer and Maxwell DISC Consultant
- Consultant and collaborative partner to senior leadership, providing recommendations for organizational effectiveness; compliance with federal regulations and team development
- *Everything DiSC* and *Five Behaviors of a Cohesive Team* Solutions Facilitator skilled with giving feedback to managers and teams
- Experienced qualitative researcher, utilizing qualitative methods (focus groups, interviews, surveys) to measure customer satisfaction and identify areas for organizational improvement
- Creator and manager of "mystery ride" longitudinal customer service research in the United States and Canada; providing clients with monthly research reports and areas for improvement
- Familiarity with MBTI and additional feedback assessment tools; emotional intelligence concepts and theories

MONICA L. SIMON

EDUCATION

MASTER OF SCIENCE, ORGANIZATIONAL LEADERSHIP

Johns Hopkins University School of Education
Baltimore, Maryland

MASTER OF BUSINESS ADMINISTRATION STUDIES IN ORGANIZATION DEVELOPMENT

Johns Hopkins University Carey School of Business
Baltimore, Maryland

BACHELOR OF ARTS, PSYCHOLOGY

American University
Washington, D.C.

VOLUNTEER EXPERIENCE

CHAIR AND TRUSTEE 2018 to Present
BOARD OF TRUSTEES 2014 to 2018
St. Elizabeth School
Baltimore, Maryland

CO-CHAIR, ACCESSIBILITY COMMITTEE 2017 to 2019
Conference of Minority Transportation Officials (COMTO)
Washington, D.C.

RECENT FACILITATION AND PRESENTATIONS

The ADA Paratransit Eligibility Process- Putting It into Place, Colorado Association of Transit Agencies (CASTA)
Fall Conference, Keystone, Colorado. September 2019.

Everyone Communicates, Few Connect, Mid-Level Manager Leadership Workshop, American Public Transportation Association Rail Conference, Toronto, Canada, June 2019.

Everyone Communicates, Few Connect, Mid-Level Manager Leadership Workshop, American Public Transportation Association Mobility Conference, Louisville, Kentucky, May 2019.

A Look to the Future Workforce: Developing Transit Trainers and Instructors, National Transit Institute Transit Trainers Workshop, Seattle, Washington, November 2018.

Dignity and Respect Workshop (Co-Facilitator), American Public Transportation Association Mobility Conference, Tampa, Florida, May 2018.

Everyone Communicates, Few Connect, Mid-Level Manager Leadership Workshop, American Public Transportation Association Mobility Conference, Tampa, Florida, May 2018.

Crafting Effective Surveys and Focus Groups, Colorado Association of Transit Agencies (CASTA) Spring Conference, Fort Collins, Colorado, May 2017.

MONICA L. SIMON

9414 Birdhouse Circle, Columbia, Maryland 21046 ~ 410.245.8340 ~ msimon@simonandsimon.org

CERTIFICATIONS

MEDIATOR

Basic Mediation and Conflict Resolution (40 hours)

Restorative Reflection / Restorative Dialogue Techniques in Mediation (20 hours)

Howard County Community College

Columbia, Maryland

PROFESSIONAL DEVELOPMENT

Certificate in Coaching

American Society for Training and Development (ASTD)

Alexandria, Virginia

Focus Group Research Methods with Dr. Richard Kreuger

University of South Florida

Tampa, Florida

Delivering Diversity Training

Diversity Awareness

Developing Effective Training

The Law of EEO

Cornell University School of Industrial and Labor Relations

New York, New York

PROFESSIONAL ASSOCIATIONS AND MEMBERSHIPS

American Public Transportation Association (APTA)

Conference of Minority Transportation Officials (COMTO)

Association for Talent Development (ATD)

Society for Human Resources Management (SHRM)
