

Application and Supplemental Information Received for Candidate

Tam Nguyen

Dear Andrea:

I'm honored and excited to submit my application for consideration to fill the vacancy of the public member on the Orange County Transportation Authority Board of Directors.

Because of the unprecedented changes brought on by the COVID-19 pandemic and other society forces, OCTA -- like other organizations throughout the world -- are at the crossroads of monumental changes that likely will help set the stage for what the next decade and beyond will look like. To put it simply: It's a major reset for everyone.

As a child refugee from war-torn Vietnam, I know explicitly what it means to not only live through change but to reinvent oneself because of that change. I am more than uniquely qualified to help OCTA steer away from the tumult and toward the necessary calm vision for a bright transportation future.

I understand bus riders' perspectives as somebody who relied on transit. At my core, I am both driven by success and community driven as a servant leader in the Vietnamese-American community, but also am actively involved with many other Asian business and community organizations along with Latinx and African-American communities, LGBTQ+ groups and other disadvantaged and under-represented organizations.

As one of two public members on the board of directors, I will always respect the gravity of the public's will and trust with every board and committee meeting. With an MBA and a medical degree, I'll be methodical and detailed oriented. But coupled with my grassroots and community-minded orientation, I'll also be well positioned to help bridge the gap between technical nuances and public understanding and support.

Several years ago, I finished all my requirements to become a medical doctor. It was, after all, my Vietnamese parent's American dream for their oldest child to become a physician. However, I made the gut-wrenching decision to follow my heart and serve the community through the entrepreneurship of continuing the legacy of the family's Advance Beauty College and elevating the two campuses -- Garden Grove and Laguna Hills -- into the growth enterprises they are today through executing a strategic vision during the middle of a pandemic.

No matter how difficult that decision was a decade ago, community service is always the right decision for me then as it is for me today. That's why I am so thrilled to officially apply for the board role, so that I can continue to contribute to help OCTA reinvent its transit system, build the first countywide modern-day streetcar, deliver the innovative I-405 Express Lanes, execute environmentally sound practices and deliver many other transportation solutions for a post COVID era and beyond.



Respondent



30

Anonymous



22:14

Time to complete



1. First Name *

Tam

2. Last Name *

Nguyen

3. Email *

[Redacted]

4. Residence Address *

[Redacted]

5. Home Phone Number *

[Redacted]

6. Cell Phone Number *

7. Present Employment Status *

- ☒ Employed
- ☐ Unemployed
- ☐ Retired

8. Present Occupation *

9. Employer *

10. Race

- ☐ Caucasian
- ☐ Black
- ☒ Asian American
- ☐ Native American
- ☐ Hispanic
- ☐ Native Hawaiian / Other Pacific Islander
- ☐ Two or More Race (Non-Hispanic)
- ☐ Opt Out

11. How many years have you lived in Orange County? *

30

12. Are you currently an elected or appointed officer of any public entity? *

☐ Yes

☒ No

13. If you are currently an elected or appointed officer, please state your position.

Not Applicable

14. Please describe your ability to translate facts, trends, and external realities into strategy. For example, environmental, equity, and governance issues are now a top priority and an area where any board candidate should be knowledgeable and be able to provide direction. *

As somebody trained and educated in language, science and medicine, I relish opportunities to take technical concepts and other difficult-to-understand data, stats and terminology into simple but compelling messages that are applicable to the real world, especially seemingly difficult situations and turn them into advantages with in-depth research, careful planning, precise execution and constant metrics review. In addition to my intellectual ability, I also can synthesize seemingly divergent or disparate challenges into a strategic approach that creates mutually positive benefits. Environmental, governance and race equity have become recent universal priorities. But as a Vietnamese American who has lived near the ocean in Orange County for more than 30 years who has relied on public accountability and sought governance, these have always been my reality. Having experienced diversity and inclusion, solid environmental stewardship and good government, I have a lifetime experience to help provide other OCTA board members with my unique background to help shape and enhance the future of transportation projects, plans and programs.

15. In what transportation-related activities have you been involved? *

My experiences with transportation have been both vast and intimate. As a child refugee from Vietnam, my parents relied on public transportation to be able to do almost everything from buy food at the market to medical appointments. We were not unique as we saw other newcomer families do the same. Often it was young mothers like my own mother who packed us for a half day adventure on doing errands because of the bus system in Walnut or in Little Saigon. I've also been a proud and contributing members of OCTA's Diverse Community Leaders Group since its inception more than eight years ago. I've learned about all the different OC Bus expansion efforts from Santa Ana to Garden Grove along with the different projects from the West County Connectors to the Garden Grove Freeway project. More importantly, I've been able to share my input and the community's comments to help improve projects, so they better serve the community. I've helped distribute information to countless community and business organizations in many rounds of surveys and public participation events to maximize public feedback, especially for efforts to improve the bus system. I've also participated in numerous focus groups all the way back to the renewal of Measure M and provided OCTA staff and consultants with messages and project deliverables that would help move the needle to gain public support for the half-cent sales tax renewal. To this very day, I'm involved in helping OCTA with my comments and suggestions on how to better engage with not only the Vietnamese-American community but also other Asian stakeholders and influential along with other communities of color such as my work with Cultures United of Orange County United Way and the Black Chamber of Commerce of Orange County and numerous Latino business and community groups as well as my advocacy work as an ally to the LGBTQ+ community in Orange County and beyond.

16. What specialized skill or expertise would you bring to the OCTA Board? *

My strongest skill I can bring to the OCTA Board is powerful and effective voice for the public. I am community-oriented to my core. All the boards I am honored to be an active part of all have one common denominator: a focus on the public good. Also, since the COVID-19 crisis began nearly one year ago, I've led an all-volunteer effort to secure and deliver more than \$30 million worth of much-needed personal protective equipment to healthcare professionals and other front-line workers throughout the U.S. and more than 60,000 restaurant meals to essential workers and vulnerable seniors. In addition to my duties as president of Advance Beauty College with a campus in Garden Grove and a campus in Laguna Hills with 500 students and 50 faculty and staff and my many other obligations, I worked closely with other partners to be able to accomplish this tremendous feat. I also possess strong communications skills in both English and Vietnamese. In fact, just this past year along, I've done more than 100 live and taped news interviews with international news, national TV networks and regional media with an adherence to message integrity. Lastly, I am uniquely qualified to accurately communicate the community's voices and help bring them to the decision-making table in a meaningful way.

17. Please describe any relevant leadership experience, including an understanding of the complex challenges of leadership. *

Leadership for me is short and simple: Community service and the public good. For me, it will never be about me. It will always be about the WE. The community's perspectives will always take precedence as they are our taxpayers and our voters. I'll do everything in my power to amplify their voices from their seat on board the OC Bus, the Metrolink train and OC Flex.

18. Please describe your understanding of the legal and other responsibilities of a public service agency within the context of the organization's responsibility for transportation planning, finance, project delivery, and operations under the umbrella of public transportation. *

I understand that OCTA was created after joining with the transit district and the countywide transportation planning organization. I also know that OCTA was created under state law as a special services agency similar to water districts, etc. There are also strict funding requirements for local, state and federal funds – funds can only be used for specific purposes. The most important thing for funding for me is that thanks to Measure M, now called Go OC, Orange County has been able to leverage more funds from state and even federal sources to be able to bring back much-needed transportation dollars to Orange County. Facts and other details I may not know, I'm not shy about asking and will quickly immerse myself in what I call in-depth backgrounding so I may understand the details as well as the big picture in order to share that with Orange County's dynamic demographics, solicit their feedback and bring the public's perspectives to the full OCTA Board of Directors.

19. Please upload the following items to this folder: <http://bit.ly/3cM0Qxc> (<http://bit.ly/3cM0Qxc>)

1. Resume, including any related Board or committee experience.
2. Letter of interest, outlining why you are interested in this position.

If you prefer, you may list your experience below. *

Tam T. Nguyen Driven community leader, Small Business Owner, Educator and proud Orange County resident of 30 years looking to utilize my diverse skills to support OCTA's mission of keeping Orange County moving. [REDACTED]
[REDACTED] EXPERIENCE Advance Beauty College President 03/1999-Present Executed strategic business renewal plan that netted continuous year over year growth in enrollment from 1999-2019 Planned and implemented student retention netting a continuous 90% graduation, while industry average is 70% Led the acquisition of an existing beauty college in Lake Forest in 2012 Purchased a 10,000 square foot building in January 2021 for campus expansion California State University, Fullerton Faculty, Business Management Department 07/2016-Present Teaching and mentoring for 5 years Management senior level course with a 5 star rating on rate my professor Led a study abroad program to Vietnam for 10 Cal State Fullerton business management students Chair-Elect, Philanthropic Board of Governors 6/2020-Present Leading and continuing a "It Takes a

Titan" \$200 million campaign to 83% to goal Chaired the Advocacy and Community relations committee successfully obtaining \$300 million from the state Past President, Alumni Association 2010-2011 Provided leadership establishing 20 chapters for the association Founded an MBA alumni chapter while leading the alumni association representing 300,000 alumni in 2010 Vietnamese American Chamber of Commerce Past Chairman & CEO 2009-2013 Advisory Board 2013-Present Created systems and organizational structure to establish a 5 year strategic plan for the growth of the chamber Established corporate memberships with AT&T, Disneyland, Bank of America, UCI, Cal State Fullerton while leading the oldest and largest chamber of its kind representing a community of over 200,000 Grew membership by 200% during the 4 year chairmanship Orange County Transportation Authority Member, Diverse Community Leaders 2004 Provided input and community comments to help improve projects, to better serve community Done outreach on various projects such as OC Streetcar project, OC Bus expansion efforts, 405 freeway updates Orange County United Way Vice Chair, Executive Board Member 06/2015-Present Orange County Diverse Community Leaders Group Original Member 07/2020-Present Pacific Trade & Culture Alliance Chair, 2021 Board Member 2019-Present Representing 10 Asian American business groups to collaborate in business while hosting the annual South Coast Plaza Asian American Heritage Month The Disneyland Resort Diverse Leaders Member 02/2012-Present Provided strategic direction and direct relationships to the Asian American community while consulting on Lunar New Year, serving as a keynote speaker for the Disney Scholarship program, hosting in Little Saigon Disney chef tours to provide direction on menu selection of California Disney Adventure Garden Grove Community Foundation President 2020-Present Secretary/Board Member 2016-2019 Outreached to diversity the board with additional board members from the Korean, Vietnamese and Hispanic community EDUCATION BS in Biological Sciences & Minor Business Management University of California, Irvine 08/1991 - 06/1995 Dean's List MD, Doctor of Medicine American University of the Caribbean 08/1996 - 06/2000 MBA, Master of Business Administration California State University, Fullerton 08/2002 - 05/2005 ORGANIZATIONS/OTHER Center for Family Business, Cal State Fullerton Advisory Board Member (09/2017 - Present) Center for Leadership, Cal State Fullerton (02/2016-Present) Little Saigon TV Weekly Talk Show Host of the Money Smart Program (01/2018-Present) Orange Coast Memorial Medical Center Chair, Community Benefits Oversight Committee (01/2020-Present)

20. I hereby declare the information provided in this Application for the OCTA Board of Directors Public Member is true, correct and complete to the best of my knowledge. I understand that my statements may be verified and I give permission to do so. *

Type your name and date below to verify the above statement.

Tam Nguyen 2/26/2021

21. I am an applicant for the office of public member of the Board of Directors of the Orange County Transportation Authority. I agree that if, at any time in the next four years, I solicit or accept any campaign contributions, either directly or indirectly, in support of my possible candidacy for any elected office, or if I file as a candidate for any elected office, then I will immediately resign the office of Public Member of the Board of Directors of the Orange County Transportation Authority in the event I have been appointed to that office. *

Type your name and date below to verify the above statement.

Tam Nguyen 2/26/2021