



Behind the Scenes

Executive Director's Report

Following the Access Annual Meeting, the Board committees met virtually on November 14 and addressed the following:

- > The Performance Monitoring committee heard presentations on the TAP Card Production contract and the Agency's Public Transportation Agency Safety Plan.
- > The Planning and Development committee took action and approved the 2023 Board Calendar and awarded the contract for Demand Forecasting Services. They also heard a presentation on scope of work for the upcoming procurement of the Eastern Region services contract.
- > The External/Stakeholder Relations committee took action and approved reappointments to the Community Advisory Committee along with a review of questions for an upcoming survey. They also received legislative updates from Access' federal, state, and local lobbyists.

The next full meeting of the Board of Directors will be on December 12, 2022.

Andre Colaiace
Executive Director

Spotlight and Spirit of Accessibility Award Recipients

At Access' Annual Membership meeting on November 14, Access honored two individuals for their contributions to both Access and people with disabilities in Los Angeles County. These two individuals are Spotlight Award Winner Stephanie Rodriguez and this year's Spirit of Accessibility Award recipient, Carlos Benavides.

Stephanie Rodriguez exemplifies the model employee for which the Spotlight Award aims to recognize. As Team Leader for Alta Resources, Access' customer service contractor, Stephanie was part of the original team when Access first awarded the contract to Alta in April 2016. Stephanie started as a Customer Service Agent, quickly grew into the Senior Agent role and trainer for the Access Team and was later promoted to Supervisor/Team Leader role.



STEPHANIE RODRIGUEZ

She is extremely organized, dependable and computer literate. Stephanie has worked closely with Access staff in developing clear and concise standard operating procedures for the Access team. She was also instrumental in training the team on the new CRM, Rider360 2.0. Stephanie works well independently and can follow through to ensure that the job gets done. She is flexible and willing to work on any project and quick to volunteer to help in other areas of company operations.



CARLOS BENAVIDES

As the President of the Los Angeles County Commission on Disabilities, Pushrim Foundation, and Patient Advisory Committee of Rancho Los Amigos Rehabilitation Center and Hospital, Carlos Benavides is a champion for diversity, equity, and inclusion for persons with disabilities.

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Throughout his life, he has been a voice for persons with disabilities by using his platform as a disability rights advocate to help persons, who because of injury or other health conditions, navigate the complex and sometimes bureaucratic maze of services that are available.

His success can be attributed to his non-partisan approach of assessing a problem and listening to multiple points of views. He always makes himself readily available to his constituents with no task or inquiry that is too big. If he is not able to address the concern, he will escalate to the appropriate person or department and remain involved. He is an example of an individual who places his customers and constituents before himself.

Access congratulates Stephanie and Carlos as this year's Spotlight and Spirit of Accessibility Award recipients!

Matthew Avancena
Director, Planning and Coordination

Commendations

"I am calling on behalf of my son, Paul. We would like to file a smile for Yvette from SGT. She was very nice, helpful, and friendly when solving our last-minute problem."

Paul Acevedo
Rider since Oct 2018

"I am filing a smile for my driver, Diego Sorriano. I appreciate what a careful and efficient driver he is."

Rosalinda Manago
Rider since March 2013