



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors met on March 25, 2024.

- > The Board authorized the purchase of up to 70 vehicles (67 Ram ProMaster vans and 3 Turtle Top cutaway vans) for an amount not to exceed \$9.9 million dollars.
- > The Board also received updates on operations, the draft FY25 budget and information technology.

The next meeting of the Board of Directors is scheduled for April 22, 2024.

**Andre Colaiace**  
*Executive Director*

## Access Holds a Virtual Community Meeting



On Saturday, February 24th, Access hosted a virtual Community Meeting. It was the sixth meeting conducted virtually, allowing Access to communicate, educate, and engage with the public.

The event was our most attended virtual Community Meeting ever, with 120 guests participating via zoom. Staff presented information about our Customer Satisfaction Survey, and the upcoming Text to Chat Pilot Program.

After the presentations, Access staff addressed customer questions and any other service concerns customers wanted to discuss.

If you missed this meeting, it can be viewed by clicking the following link: [Access Community Meeting Spring 2024](#) to watch it at your convenience. In addition, if you would like to stay up to date on all planned events and customer information, please sign up for alerts through our website or contact our Customer Service department at 800-827-0829 (Option 5) for assistance.

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

## CTSA Extension hosts Reasonable Suspicion & Post-Accident Testing Determination Class

Access Services' Learning and Development Program (CTSA Extension) inaugurated the year with two training courses. Our facilitator Leila Procopio-Makuh from LPM Consulting Inc., led the event and taught sessions on Reasonable Suspicion & Post-Accident Testing Determination and Drug & Alcohol Awareness.



These four-hour trainings, mandated by the Federal Transit Administration (FTA), targeted safety-sensitive employees, supervisors, and authorized agency staff who are responsible for making reasonable suspicion testing referrals and post-accident testing decisions. The program successfully certified approximately 48 attendees, equipping them with essential skills and knowledge to enhance workplace safety. Participants were not only given a certificate, but also left with a positive and enriching experience.

**Mayra Noriega**  
**CTSA Analyst**

---

## Commendations

"The rider wanted to say the driver was amazing, very clean and kind and the rider forgot her phone in the car and the driver brought it back and wanted to really say thank you! "

**Rebeka Asatryan**  
**Rider since June 2023**

"Rider's mother filed a smile for a driver from this morning's trip. Explained that the driver came out of the car and waited for the rider. Waved at him. Was nice to him. Opened the door, put on the seatbelt, and even waved at rider's mother. Rider's mother understands this is a difficult job, so she was very impressed and appreciative of the way he took care of the rider."

**Bryce Hosokawa**  
**Rider since July 2002**