



# Behind the Scenes

## Executive Director's Report

Next week, Access staff and I will be attending the LA Metro-sponsored 2028 Games Regional Transportation Summit, a full-day workshop designed to advance collaborative planning for the 2028 Olympic and Paralympic Games.

This Summit will build on the foundational work of the GME Regional Assembly and is an essential opportunity to deepen coordination as the region prepares for the 2028 Games.

From Access' perspective, we look forward to discussing and learning about the following topics:

- > Fixed-route and paratransit policies for international visitors
- > Accessibility for event attendees and Access customers around secured Olympic venues
- > Special paratransit services for event attendees to enhance accessibility

I look forward to developing strategies with our regional partners to ensure the 2028 Games are accessible to all.

**Andre Colaiace**  
*Executive Director*

## Access Community Meeting



On Saturday, August 23rd, Access hosted a virtual Community Meeting, bringing together over seventy community members and stakeholders. This meeting served as a vital platform for Access to communicate important updates, educate the public on key issues, and engage directly with our riders to gather feedback.

Community Advisory Committee Chair Yael Hagen shared information about the CAC meetings. Staff provided important information about Heat Safety Awareness. There was a Technology Update and tips about using the Where's My Ride App. Staff also provided information and promoted the availability of traveling with a Personal Care Attendant.

After the presentations, Access staff addressed customer questions, and service-related concerns, and heard feedback to improve service.

If you missed this meeting, it can be viewed by clicking the following link: [August 2025 Fall Community Meeting](#). In addition, if you would like to stay up to date on all Access 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 of Government Affairs and Outreach*

## Access pilots STEM summer internship program for local high school students

Since the transit industry faces a constant challenge attracting the next generation of workers, the US Department of Transportation has adopted as one of its strategic goals a focus on workforce development.

With that in mind, Access has introduced the first-ever high school STEM-focused summer internship program. This program targets rising senior high school STEM students by introducing them to Access and explaining how technologies support Access' operations.

With the first pilot program, Access worked with El Monte High School (EMH), Diamond Bar High School (DBH), and Eleanor Roosevelt High School (ERH) to recruit six students. Students attended organizational introductions covering Operations, Customer Service, Eligibility, Fleet, and Information Technology, as well as the various technological systems that support Access operations. Students also went on tours to visit the Eligibility Center, Alta Resources Call Center, Sunset Vans Factory, Global Paratransit, Rancho Los Amigos National Rehabilitation Center, and UCLA's ITS intelligent interaction program. Additionally, they rode on Waymo autonomous vehicles to experience the next wave of the transportation revolution.

Interns then worked on their assigned projects and presented them on the final day of class. Access will collect feedback from the Interns and fine-tune this program for next year.

I would like to thank Access staff, service providers, and vendors for their support of the internship program.

**Bill Tsuei**  
*Director, Information Technology*

## Commendations

### Southern Region

"Shirley was an amazing driver. She was warm and just a wonderful employee. She was attentive, and you can tell she cares. She was very understanding and professional. She was just a blessing and deserves appreciation. I am very thankful."

**Sade Dominique Mendez**  
*Rider since September 2021*

### West/Central Region

"I would like to give the entire Western region a shout-out, especially STO and the dispatchers and drivers. I am always at work during the time I need to be there. The drivers are courteous, helpful and supportive. Everyone I speak with is really nice and courteous. I am genuinely happy with my experience."

**Cassandra Durand**  
*Rider since October 2023*



Students, from left to right: Gibeth Barron, EMH; Shelly Shu, DBH; Andy Pham, EMH; Adian Hong, DBH; Jay Tsuei, DBH; and Morgan Kim, ERH.