



# Behind the Scenes

## Executive Director's Report

Last Wednesday, the Los Angeles County General Managers gathered to discuss plans for the World Cup, which will be held in Los Angeles in June and July of 2026. While this will be a much smaller event than the Olympics, it will give the region a good test of what is to come.

Metro staff discussed a number of efforts or "workstreams" and I am happy to say that they have taken into consideration much of the feedback they have been given from the community and Access. Some of the main workstreams relating to accessibility are as follows:

- > Accessibility and Universal Mobility: Every fan, regardless of ability, enjoys a dignified and barrier-free journey.
- > Customer Information, Signage, and Wayfinding: Enabling effortless digital and physical navigation and reducing dwell times, while establishing best-in-class globally accepted wayfinding standards for future mega-events.
- > Heat Mitigation: Ensure passenger comfort and safety in extreme temperatures and establish best practices for climate-resilient transit operations.

Access looks forward to continuing to collaborate with our regional transit partners to support the World Cup and other major events.

**Andre Colaiace**  
**Executive Director**

## The California Transportation Commission recognizes Access' wildfire emergency efforts



The California Transportation Commission (CTC) recently recognized Access and other local transit agencies for their efforts during the January firestorms in Los Angeles during the first of two days of meetings and events at the impressive office of the San Diego Association of Governments.

"Staff from local and specialized transit operators, including Access Services...coordinated operations with first responders and emergency management agencies...the CTC extends to all Los Angeles-area transit operators and their employees its commendation and appreciation," read CTC Resolution Number G-25-03, signed by Chairman Darnell Grisby and Vice-Chair Clarissa Falcon.

Access closely monitored the fires, activating its Emergency Operations Center to maintain situational awareness and be ready to respond to requests from local partners. The Agency facilitated trips related to shelter transportation and created a new emergency policy to enable same-day trips from voluntary evacuation zones, subject to staff review and approval. Riders were kept informed via our mass notification system and website messaging, among other channels.

The Operations Team here at Access is proud to maintain maximum readiness for whatever may come our way, so that we can provide the service that we are well known for, regardless of circumstance, whenever possible. Special thanks go out to Metro's Dustin Sifford, for coordinating the meeting and providing support.

**Alex Chrisman**  
**Emergency Management Coordinator**

**access**

## Empowering the Access workforce with AI



Access Services is proud to be at the forefront of innovation in the paratransit industry. As the nation's leading ADA paratransit agency, we are committed to delivering exceptional service to our riders and partners and equipping our staff with the tools to stay ahead of the curve.

In that spirit, Access recently launched a comprehensive Copilot training initiative for all departments. This marks a significant milestone in our journey to integrate artificial intelligence into our daily operations. By embracing Microsoft Copilot, we're enabling staff to work smarter, faster, and more collaboratively across the organization.

As we integrate AI into our workflows, we're doing so with a clear commitment to security, privacy, and ethical use. Access has implemented the necessary policies, procedures, and guardrails to ensure Copilot is used responsibly and in alignment with our organizational values. This approach allows us to harness the power of AI while maintaining the trust of our staff, customers, and service partners.

Organizations worldwide are adopting Microsoft Copilot to drive productivity, streamline workflows, and unlock new insights. For Access, this decision supports our mission to enhance operational efficiency and deliver superior service. Copilot helps automate routine tasks, generate reports and presentations, and summarize key information—freeing up time for more strategic work.

Our Copilot training is more than a technical rollout, it is a cultural shift. By investing in AI literacy across all departments, we're fostering a workplace that values innovation, continuous learning, and adaptability. This initiative aligns with our broader vision of preparing for the future of transit, including significant events like the 2028 Olympic and Paralympic Games.

Access remains committed to being a model of excellence in public transportation. Our adoption of AI tools, such as Copilot, is a testament to our proactive approach to change. By leveraging AI, we are better equipped to serve our riders, support our partners, and uphold our reputation as a national leader in accessible transit.

**Ruben Prieto**  
**Cybersecurity Specialist**

## Recommendations

### Southern Region

"I wanted to file a smile for Stephanie. It was nice to see her again, and it is always a pleasure having her as a driver. She is always patient and professional at her job. I would like to thank Stephanie for her excellent customer service."

**Jonathan Feldman**  
**Rider since February 2010**

### ALTA

"Kisha just assisted me with a compliment for another agent. She was so kind and so happy that her coworker was complimented. Kudos to Access for having such gems!"

**Jacqualyn Reeves**  
**Rider since May 2025**