



# Behind the Scenes

## Executive Director's Report

Recently, Access was invited to a Stakeholders Roundtable to further discuss accessibility for persons with disabilities during the World Cup. As a condition for hosting World Cup events, the Los Angeles Host Committee must develop Human Rights Action Plans in consultation with non-governmental stakeholders and community groups.

At this meeting, there were representatives from Independent Living Centers, the County Commission on Disabilities, and a variety of other disability organizations. Most of the discussion centered on the general accessibility of SoFi Stadium where all the matches will be held and the need for various improvements. A few participants stressed the importance of ensuring that there are well-marked and convenient pick-up and drop-off spots for Access vans and other services for people with disabilities.

I look forward to additional discussions with this group as we prepare for the World Cup and the Olympic and Paralympic Games.

**Andre Colaiace**  
*Executive Director*

## Access Mobility Management visits CalVET housing facility



On Thursday, October 23, Mobility Management provided an outreach presentation for the California Department of Veterans Affairs (CalVet).

CalVet works to serve California veterans and their families, ensuring that they receive the state

and federal benefits and services they have earned and deserve because of their honorable military service, and to help them achieve their highest quality of life.

We presented a general overview of Access services to the group, navigated the Access website, and covered topics such as eligibility and the Beyond the Curb program. During the Q&A session, participants inquired about travel times, fares, the eligibility process, the in-person evaluation, and service area boundaries. The participants were excited to learn how to use the service to be more independent and to use Access as a resource to visit family members.

The outreach concluded on a positive note, with participants feeling optimistic and energized about the resources and opportunities presented.

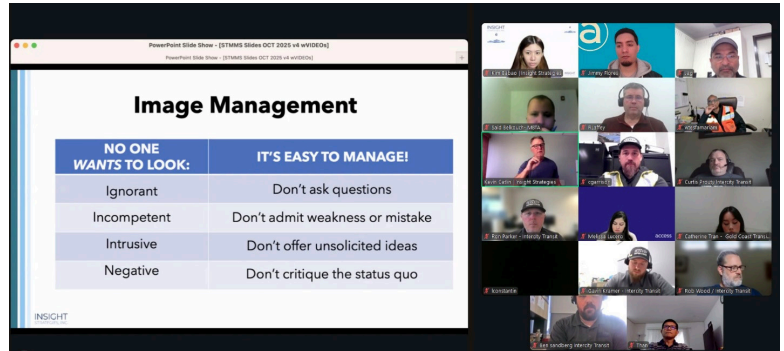
**LaTisha Wilson**  
*Mobility Management Counselor*

## Access staff attends Leadership Management Course

Members of the Access Customer Relations and Human Resources teams participated in a three-day course developed by Insight Strategies, led by Kevin Catlin. The course, "Leadership for Frontline Supervisors to Mid-Managers in Transit and Transportation," was designed to strengthen leadership capabilities and team-based skill-building within the transit industry.

The program brought together practitioners from multiple transit agencies across the United States, offering a collaborative setting in which participants could work through real-world decision-making scenarios. Lessons included understanding leadership as a learned skill rather than a natural talent, and building effective teams by knowing how to motivate, engage, coach, and communicate with staff, particularly those working on the front lines of operations.

The class reinforced that leading isn't just about holding the title of supervisor; it's about adopting behaviors (listening, coaching, modeling, aligning) that can be developed. From gaining clarity on roles to providing meaningful feedback to enabling peer support, the human dynamics of front-line teams are complex. Participants saw firsthand how decisions impact motivation and performance. The course served as a reminder that a good leader is only as effective as the team they build.



**Jimmy Flores**  
*Customer Relations Analyst*

**Melissa Lucero**  
*Human Resources Administrator*

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## Commendations

**Antelope Valley**

"I spoke with Rosa today and wanted to leave her a smile for always being pleasant, professional, and helpful. I have booked many trips with her in the past, and she is always polite."

**Victoria Robinson**  
*Rider since August 2023*

**Southern Region**

"My driver, Mario, had a positive attitude and an excellent personality. He is very caring, very professional, and a great guy."

**Brian Samuel**  
*Rider since November 2009*