



Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on December 8, 2025.

The Board approved its 2026 Board Meeting calendar as well as reappointed seven Community Advisory Committee members to an additional two-year term. The Board also approved an update to the agency's Public Transportation Agency Safety Plan which is required for recipients of Federal 5307 funding.

In preparation for the 2026 FIFA World Cup and the 2028 Olympics and Paralympics, the Board reviewed Access' paratransit Visitor Policy to support domestic and international visitors.

The next meeting of the Board of Directors is scheduled for January 26, 2026.

On behalf of Access Services, I would like to wish everyone a happy and healthy holiday season!

Andre Colaiace
Executive Director

Access staff presents at CalACT's Fall 2025 Conference

The California Association for Coordinated Transportation (CalACT) was created to facilitate coordination between diverse transportation systems across the state. This is accomplished through trainings and conferences where transit professionals, vendors and government agency representatives can come together to share and learn about the latest information in the transportation industry.



Some of the best attended events of CalACT are their semi-annual conferences. CalACT held its Fall 2025 conference in South Lake Tahoe with approximately 400 professionals attending educational sessions, trainings and vendor exhibits at the Tahoe Blue Event Center in South Lake Tahoe.

Among the many education sessions presented, there were panels on the best ways transit systems can make the transition to zero-emission vehicle fleets, comparisons of different services that transit and paratransit systems are offering to their rider community, and how transit agencies can plan for natural disasters.

On one of the sessions, I spoke as part of a panel on the value and best practices of performing customer surveys for paratransit systems. Other speakers on the panel from SamTrans in Northern California and Stanislaus RTA provided their experiences and data gathered from their own customer surveys. I provided an overview of how Access prepares, advertises, and ultimately uses data from its annual customer surveys.

A highlight of the event was the opening keynote in which Amy Blankson, co-founder of the Digital Wellness Institute and author of the book *The Future of Happiness*, spoke of the benefits and importance of cultivating happiness in one's work.

CalACT will host its next conference in spring 2026 in Temecula, California from April 13th to 16th.

Eric J. Haack
Manager of Strategic Planning

Metro's 2026 Employee Health and Wellness Fair

On Thursday, November 13th, the Mobility Management Outreach Team participated in the first Metro Employee Health and Wellness Fair since 2019. The event had previously been postponed due to COVID-19, but after months of preparation, the fair was finally held at Patsaouras Plaza.

Approximately 25 vendors attended, offering valuable information on topics ranging from benefit options and childcare to discount programs, credit union options, retirement plans, and transportation alternatives.

Approximately three hundred people attended the event. Access Mobility Management was available to share information about Access, explain what Access does, and how to apply for the service.

Many attendees shared heartfelt appreciation for the Access program, noting how family members had benefited from the service. While some individuals use Access for medical appointments, others rely on the service for social visits, grocery shopping, and extracurricular activities such as bingo, museum visits, and community events. Access remains an affordable and safe transportation resource for those unable to drive or limited in their ability to travel using fixed route. The Health and Wellness Fair is a vital resource for the community.

LaTisha Anderson
Mobility Management Counselor



Staff attends AICPA Conference

Members of the Accounting department (Rene Arrieta, Mandy Tsan, and Thao Bui) had the opportunity to attend the AICPA Governmental and Non-for-Profit Conference. The three-day event provided a valuable platform for staff to network with a wide range of professionals in accounting and finance, as well as to stay current with the latest accounting standards.

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The conference featured several concurrent sessions, which staff split up to cover as many topics as possible. These include updates on single audits, findings in single audits, direct and indirect costs, nonprofit tax and legal matters, strategic planning, and improvements to internal controls.

One of the atypical topics discussed at the conference was the emergence of artificial intelligence (AI) in the accounting sector. The sessions explored how AI is poised to bring significant changes to the industry, highlighting both its current impact and future potential. This opportunity provided relevant insights into our current work and continued growth.

Thao Bui
Senior Accountant



Commendations

Antelope Valley

"Driver Claudia is a very good and friendly driver who is adorable. I wish I could have Claudia as my driver for all of my trips."

Kanta Motwani
Rider since March 2025

Eastern Region

"I want to compliment the reservationist, Ray, who helped me book my ride for tomorrow. He was patient and pleasant, and overall awesome!"

Lorraine Davis
Rider since July 2025