



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors is advised by two standing subcommittees: the Community Advisory Committee (CAC) and the Transportation Professionals Advisory Committee (TPAC). Access staff works with each committee to gather invaluable input and advice to improve Access' paratransit services.

The CAC, which is comprised of Access customers and community advocates, recently held its annual goals retreat to discuss accomplishments from the past year and goals for the upcoming year.

Working cooperatively with Access staff, accomplishments ranged from developing informational videos to improvements to operational policies.

I would like to thank the CAC and Access staff for a productive year and would like to note that there are currently openings to serve on the CAC. To receive an application, please contact Access' customer service at 1.800.827.0829 or via email at [cserv@accessla.org](mailto:cserv@accessla.org).

**Andre Colaiace**  
*Executive Director*

## Access Board Chair Theresa DeVera receives Glenn McIntyre Heritage Award

On Saturday, January 25th, at the 22nd anniversary of the Aquarium of the Pacific's Festival of Human Abilities, Access Board Chair, Theresa De Vera, was honored with the prestigious Glenn McIntyre Heritage Award in recognition of her advocacy for people with disabilities at the local, state, and federal levels.



*ACCESS CHAIR THERESA DEVERA (LEFT), KATHIE NIRSHUL (CENTER), VICE PRESIDENT AQUARIUM OF THE PACIFIC, AND LONG BEACH CITY COUNCILPERSON MARY ZENDEJAS (RIGHT).*

The Heritage Award bestowed upon Chair DeVera signifies her exceptional achievements and dedication to advocating for people with disabilities. Her impactful work inspires others and is a testament to the power of perseverance and passion to make a positive change in the lives of others.

In addition to serving as the chairperson of the Access Board of Directors, she also serves as a commissioner on the Disability Access Board of the Department of Building and Safety as Los Angeles Mayor Karen Bass's appointee. In this role, she helps oversee the Americans with Disability Act (ADA) compliance of local establishments.

During her acceptance speech, Chair DeVera expressed profound gratitude to her friends, Access, and family members. "The only real recognition I need is knowing that I made a difference in the life of someone else," she said.

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

## University of the Pacific Transit and Paratransit Management Certificate Program

I would like to thank Access Services for the opportunity to participate in the Transit and Paratransit Management Certificate program from the University of the Pacific.



The course covered customer service, transit regulations, effective communication skills, and fiscal management. The program invites the best and brightest industry experts to lead the next generation of workers to a pathway of success. University of the Pacific increased my understanding of interpersonal relationships with the community and the responsibilities that our agency possesses when serving Los Angeles County.

Congratulations to Gaudy Lemus from the Antelope Valley region for receiving the Joe King Memorial Scholarship and successful completion of the course. Her dedication to serving the public was exemplified during the training and ensures that Antelope Valley has a promising leadership future.

***Peter Stawniczy***  
***Fleet Administrator***

---

### Commendations

"Sonia was my driver tonight, from the western region. She is a truly lovely person, a careful driver who secured my wheelchair well. She is kind and thoughtful."

***Sheri Saperstein***  
***Rider since July 2013***

"I called to file a smile for Raena. She was thorough in her inquiries and assistance. She was very personable and had a very professional demeanor."

***Lester Sandiford***  
***Rider since June 2009***