



Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on August 10, 2026.

- > The Board elected its officers for FY27: Chairperson Doran Barnes, Vice Chair Martin Gombert, Treasurer Adrian Aguilar, Secretary Giovanna Gogreve, and Executive Director Andre Colaiace.
- > The Board approved an amendment to the Executive Director's contract along with extending the terms for both the ADA paratransit eligibility services contract and the customer service call center contract.
- > The Board received a presentation on the 2026 General Customer Satisfaction Survey. The results showed high overall satisfaction among customers who use Access. Of the 1,454 respondents, 86.0% were either somewhat or very satisfied with Access Services, up from 82.4% in 2024 and 84.6% in 2022.
- > The Board also received updates on the budget and operational performance.

The next full meeting of the Board of Directors is scheduled for September 28, 2026.

Andre Colaiace
Executive Director

Access staff attends DRC's 50th Annual Awards Recognition Event

Access staff attended the Disabled Resources Center,



DRC: Disabled Resources Center
The Key to Independence

Inc. (DRC) 50th Annual Awards Recognition Event at The Grand Event Center in Long Beach. The Golden Anniversary celebration recognized DRC's five decades of service and highlighted its work to foster independence, advocacy, inclusion, and community impact for people with disabilities.

The evening brought together community leaders, advocates, supporters, and partners for a reception, silent auction, dinner, and awards program. Attendees also heard remarks from Jennifer Kumiyama, DRC's new president, who emphasized the importance of inclusion. Participants reflected on DRC's long-standing commitment to helping people with disabilities live independently and thrive in their communities while honoring individuals and organizations whose contributions have strengthened disability rights and access.

Access was pleased to support DRC's mission and celebrate its continued impact in building a more accessible and equitable community.

Randy Johnson
Director, Government Affairs & Outreach

Cybersecurity tabletop exercises strengthen organizational preparedness



Access Services recently conducted two Cyber Incident Response Tabletop Exercises (TTXs) to strengthen organizational preparedness for cybersecurity incidents and other disruptive events. The exercises were facilitated by Anjolen, Inc. and brought together Access staff, executive leadership, transportation contractors, and external partners to discuss coordinated response efforts during realistic situations.

The first session focused on coordination with Access contractors and explored how organizations can work together when incidents affect business operations or customer service.

Participants discussed communication, decision-making, service continuity, and coordination with Access Services during evolving events.

The second session focused on Access Services leadership and members of the Cyber Incident Response Team (CIRT). Participants worked through scenarios involving organizational decision-making, communications, operational continuity, and incident management. The exercise helped reinforce how different departments collaborate during time-sensitive situations and how leaders evaluate risk, prioritize actions, and support business operations.

Tabletop exercises provide a valuable opportunity to practice response procedures in a collaborative environment before a real-world event occurs. These discussions help participants better understand their roles and responsibilities, strengthen communication across teams, and identify opportunities to improve organizational readiness.

One of the most valuable aspects of this year's exercises was the participation of employees from multiple departments, executive leadership, contractors, and external partners. The discussions reinforced the importance of teamwork, communication, and shared situational awareness when responding to complex events. The lessons learned will help Access Services continue strengthening its resilience and supporting its mission of providing safe and reliable transportation services to the communities it serves.

Commendations

West-Central Region

"I want to file a smile for the driver. He was great, fantastic, and delightful as a new driver. He was an excellent and skilled driver, followed all protocols, and was very patient and attentive with all riders. His car was clean, and he was well-groomed. He was very helpful, and I want to thank him for the impeccable customer service he provided."

Gloria H.

Rider since June 2020

Southern Region

"I want to file a smile for the Lost and Found team. I am very thankful that I retrieved my wallet. It was a very smooth process, and they made sure the item was secure and followed procedures. They were very accommodating and understanding."

Andrew W.

Rider since August 2017