



Behind the Scenes

Executive Director's Report

I would like to welcome Myrna Cabanban and Armand Bujanda to the Access Services Board of Directors.

Boardmember Cabanban was appointed by Los Angeles Mayor Karen Bass. She is also a member of the Los Angeles City Commission on Disabilities and is a long-time Access rider and advocate.

Boardmember Bujanda has been appointed by the Los Angeles County Independent Living Centers. He currently works as a Youth Coordinator at the Service Center for Independent Life in Claremont, CA and is also an Access rider.

I know their expertise and perspectives will be invaluable as we take on current and future challenges. Stay tuned for more in-depth profiles in future editions of Behind the Scenes!

Andre Colaiace
Executive Director

Access hosts STEM Summer Internship Program for local high school students

Building on the success of the 2025 Access Services STEM Summer Internship Program, Access launched its 2026 program for rising high school seniors interested in STEM. The program introduced students to Access and showed how technology supports its operations. The internship began on June 8 and concluded on August 6, 2026.



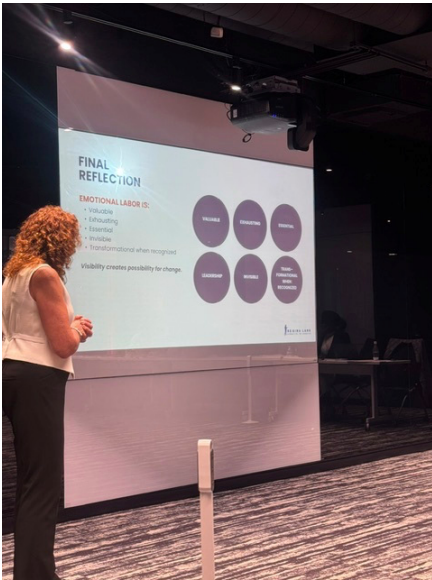
This year, Access continued its partnerships with El Monte High School (EMHS) and Diamond Bar High School (DBHS), recruiting six students for the program. Access also welcomed back two interns from last year's program: Sherry Shu, who supported this year's interns, and Aidan Hong, who worked on special GIS projects.

Students participated in organizational overviews of Operations, Customer Services, Eligibility, Fleet, and Information Technology, as well as the technology systems that support Access operations. They also toured the Eligibility Center, the Alta Resources Call Center, the Sunset Vans factory, Global Paratransit, Inc., and Rancho Los Amigos National Rehabilitation Center. In addition, students rode in Waymo autonomous vehicles to experience emerging transportation technology and visited an Amazon fulfillment center to see how AI is transforming fulfillment operations in order to consider its potential implications for the transit industry. During the final week, interns completed their assigned projects and presented them on the program's final day.

Pictured from left to right in front of the El Monte office are Ashna Sanjaye, DBHS; Kyle Feng, DBHS; Jenny Nguyen, EMHS; Jacky Du, DBHS; Izaiah Paiz, EMHS; Miguel Carretero, EMHS; Aidan Hong, Georgia Institute of Technology; and Sherry Shu, UC Irvine. Many thanks to the Access staff, service providers, and vendors who supported the internship program.

Bill Tsuei
Director, Information Technology

WTS-LA Workshop highlights strategies for rebalancing workloads



The WTS Los Angeles Professional Development Workshop Luncheon, Rebalance and Redefine Your Workload, brought together transportation professionals for a discussion led by Dr. Regina F. Lark, a professional organizer and feminist historian. Drawing from her book, *Emotional Labor: Why a Woman's Work Is Never Done and What to Do About It*, Dr. Lark examined how frequently unseen responsibilities—including managing team dynamics, mentoring colleagues, and serving as the go-to problem solver—fall on women and can affect career growth and recognition.

Dr. Lark emphasized that “invisible” labor at work and at home can accumulate over time and often goes unrecognized. She encouraged attendees to identify these responsibilities, acknowledge their value, and consider more equitable ways to share them. Her remarks also highlighted the importance of setting boundaries, increasing awareness within organizations, and rethinking expectations around leadership and workload. Attendees received a copy of her book, which offers practical

strategies for balancing professional, personal, and household responsibilities and creating more sustainable support systems. Her message reinforced that rebalancing workloads supports both professional success and personal well-being.

Onnika Payne
Transportation Planner

Commendations

West-Central Region

"This was my first time using Access, and I was very pleased and very happy with both drivers and the agents who assisted me on the phone. Everyone was nice, helpful, and understanding, and I really loved the experience."

Martin M.
Rider since June 2021

Antelope Valley

"I really appreciate Driver Jose S.'s service, driving, and focus on safety. I appreciate him getting me to my destination safely."

Loraine D.
Rider since February 2021