



Behind the Scenes

Executive Director's Report

Earlier this year, Access asked customers to share their thoughts about the service they receive. The 2026 Customer Satisfaction Survey was conducted from February 11 to March 16, 2026, by Great Blue Research, Access' survey contractor.

A total of 1,454 customers completed the survey, either online or by phone, with a Great Blue agent.

Overall, the results were positive. Key highlights from the survey include:

- > 86.0% of respondents said they were either somewhat or very satisfied with Access Services, an increase from 82.4% in 2024 and 84.6% in 2022.
- > 92.3% of respondents said they were very or somewhat satisfied with their Access drivers, up from 88.9% in 2024.
- > 51.8% of respondents said Access had improved either a lot or a little over the past couple of years, which was very similar to the results from 2024, 52.2%, and 2022, 51.9%.

To view the full report prepared by Great Blue Research, please visit Access' website at accessla.org.

Andre Colaiace
Executive Director

New Access Board Member aims to serve her community

Director Myrna Cabanban, recently appointed by Los Angeles Mayor Karen Bass as the newest member of the Access Board of Directors, knows what it's like to face hurdles in life and rise above adversity. Having survived polio as a child growing up in the Philippines, she believes in finding the right people to collaborate with in her efforts to improve life for people with disabilities.



"Being a survivor of polio as a child, I have always used a wheelchair. I know firsthand the barriers that come with a disability. I know the difficulties, frustrations of finding solutions and also not having any solutions to problems. I believe there are more people willing to do what is necessary and do the right thing than those who just stand in the way. So, finding those people matters. Teamwork is necessary. It's not easy by any means," she shared when asked what experiences she brings to the Board.

Director Cabanban can see both sides of the Access coin – the perspective of the riders and the perspective of the agency, which must operate in a fiscally-constrained environment.

"Being a long time Access rider, I recognize that the increase in ridership will reflect challenges when it comes to the costs associated with delivering the services necessary to answer the needs for transportation. Let's also not forget [state and federal] regulations," she added. She makes a good point here – Access is governed by a long list of regulations and laws, and navigating community expectations versus the reality of what can be delivered is always a balancing act.

This is not Director Cabanban's first-time representing

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people with disabilities and the greater community. She has served on both the Commission on Disability and the Los Angeles World Airports Disability Access and Accommodation Advisory Committee. Her appointment to the Access Board continues her service to the city.

The Director likes to have fun and joke when she can, to keep the mood light. However, when it comes to serious matters, she stated that she is careful to think before speaking. When she is not busy representing the Access rider community, she enjoys trying the many different cuisines available here in the Los Angeles area.

Access is pleased to have Director Cabanban as a part of its Board of Directors, where her unique perspective and expertise will undoubtedly have a positive impact on the service.

Alex Chrisman
Manager, Safety & Emergency Management

Access hosts summer Community Meeting



On Wednesday, August 26, Access hosted a virtual Community Meeting attended by more than 100 guests via Zoom.

The event gave Access an opportunity to communicate with, educate, and engage the public while gathering critical feedback from riders. Staff explained how to participate in Community Advisory Committee meetings and provided an in-depth

demonstration of the Where's My Ride app, including how to reserve a trip and use its other features. Following the presentations, staff responded to service-related questions, concerns, and compliments and gathered feedback to help improve service.

If you missed the meeting, you may review the presentation materials at your convenience by clicking the following link: [August 2026 Virtual Community Meeting](#). To stay up to date on Access events and customer information, please sign up for alerts through our website or contact Customer Service at 800-827-0829 (Option 5) for assistance.

Randy Johnson
Director, Government Affairs & Outreach

Commendations

Customer Service contractor

"Charlotte from Customer Service is a beautiful soul and person. She makes everything easy for me and went above and beyond to help me. She was willing to help and go beyond that."

Magalie L
Rider since April 2022

Eastern Region

"Driver Damon was very friendly, polite, and provided good service. He was also very careful when assisting customers. He gets a 5-star rating."

Yuehua P.
Rider since November 2017