Access Services
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Behind the Scenes

Executive Director's Report

On Monday, October 26, Access held a Board Retreat at the Huntington Library and Gardens to discuss a broad range of topics. Presentations covered transportation planning for the 2028 Olympic and Paralympic Games, the Brown Act and Robert's Rules of Order, Access' budget, historical funding sources, fare history, and the agency's Strategic Plan.

Board members also discussed paratransit programs provided beyond federal ADA requirements, as well as opportunities to improve efficiency. These included expanding promotion of the Free Fare and Travel Training programs and exploring how artificial intelligence could support Customer Service and Reservations.

The retreat provided an opportunity for the Board and staff to examine Access' current operations and consider priorities for the agency's future.

Andre Colaiace
Executive Director

Access staff attends The AI Conference 2026



The AI Conference was founded on a simple premise: AI is no longer a standalone technology; it is becoming the foundation of modern software, infrastructure, and business. Since its launch in 2023, the conference has emphasized applied AI — how systems are built, deployed, governed, and scaled in real-world settings. This year's theme was "Shaping the Future of AI." The conference was held at Pier 48 in San Francisco from September 30 to October 1, 2026.

This year's program reflected how AI is applied in practice across the following themes:

> Frontiers examined emerging research and capabilities

> Builders covered implementation, infrastructure, and operations

> Applied AI highlighted production deployments and measurable results

> Strategy addressed governance, economics, and organizational change

> Vertical tracks provided in-depth, industry-specific insights across sectors

Hands-on workshops, Hack Day, and the Startup Showdown complemented the sessions by emphasizing execution as well as ideas—creating opportunities for teams to build, companies to launch, and participants to share lessons openly.

IT Manager Thomas Lee and I attended the conference. We met with solution vendors and participated in presentations where speakers shared successes, setbacks, and practical

Continued

guidance on launching an AI journey strategically. Presenters represented organizations including Anthropic, OpenAI, NVIDIA, Google Labs, ARM, Meta, Microsoft, and Amazon.

The two-day conference featured more than 120 sessions and drew more than 6,000 attendees.

Bill Tsuei
Director of IT

CTSA Extension Program collaborates with Jarrett Walker + Associates to host Transit Networks workshop



Access Services' Learning and Development Program, in collaboration with Jarrett Walker + Associates, hosted a two-day training workshop called Transit Networks: The Basics.

Participants had the opportunity to explore the core principles of effective transit networks, including service patterns, frequency, and the ways network design affects the number of trips and opportunities available to riders. Participants who completed the intensive two-day course were also eligible to earn continuing education credits from the American Planning Association (APA).

The workshop brought transit professionals together to learn, advance their professional development, and engage in meaningful conversations about the future of public transportation.

To learn more about upcoming trainings, click the 2026 Learning & Development eBook link below. Space is limited.

2026 Learning & Development eBook

Mayra Noriega
CTSA Analyst

Commendations

Antelope Valley
"Driver Sarah G. was very helpful, courteous, kind, and respectful. Her professionalism is a 5-star rating. She is a very polite driver who always provides a helping hand and is very knowledgeable at what she does. She provides great customer service."

Douglas D.
Rider since January 2023

Customer Service
"Charlotte was very professional and answered every question I asked. She made me feel comfortable speaking with her and was very, very professional. I would like her to know to keep doing an amazing job."

Joyce W.
Rider since January 2019