Access Services
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Behind the Scenes

Executive Director's Report

Access staff and I recently attended the Mobility Transformed Conference in Santa Rosa, CA which was the first national conference solely dedicated to improving ADA paratransit in the United States.

Over the two-day conference, attendees from paratransit systems around the United States participated in five different tracks on paratransit eligibility, the customer experience, leadership, innovation, and technology. Access staff presented at four separate sessions on contract oversight, eligibility, government and community relations, and expanding operational capacity.

The conference was a valuable experience, and Access will work with the organizers to explore making it an annual event. As demand for ADA paratransit continues to grow, all systems must adopt best practices to operate efficiently and deliver an excellent customer experience.

Andre Colaiace
Executive Director

LAX's DAAAC marks a quarter-century of inclusion

On October 14, Andre Colaiace, Access Executive Director; Myrna Cabanban, Access Board Member and DAAAC Chair; Yael Hagen, Chair of the Access Community Advisory Committee; and I attended the 25th-anniversary celebration of the Disability Access and Accommodation Advisory Committee (DAAAC). The event marked a quarter-century of advocacy for accessibility, inclusion, and equity at Los Angeles International Airport (LAX).

Held on October 14 at the historic LAX Flight Path Museum, the celebration brought together more than 100 community members, airport partners, airline representatives, and federal agency officials to reflect on the progress made since the committee's founding.

Established 25 years ago by former Los Angeles World Airports (LAWA) employee Larry Rolon, DAAAC has grown from a visionary initiative into a cornerstone of LAX's commitment to universal access. Rolon, who attended as a featured speaker, reflected on the committee's early days and its evolution. Over the past 25 years, DAAAC has served as a vital bridge between the disability community and airport leadership, helping ensure that infrastructure, technology, and guest services evolve to meet the needs of all travelers.

As LAX continues its multibillion-dollar modernization, DAAAC's work remains more critical than ever. Twenty-five years in, the committee continues its mission to ensure that the gateway to Los Angeles is welcoming, accessible, and inclusive for everyone.

Randy Johnson
Director, Government Affairs and Outreach

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Drug and Alcohol Awareness Training for FTA-Covered Employees



Access Services recently hosted Drug and Alcohol Awareness Training presented by Diana Byrnes, CSAPA, on behalf of LPM Consulting, Inc.

Ms. Byrnes has more than 25 years of experience administering FTA drug and alcohol testing programs. She is a frequent presenter at the FTA Drug and Alcohol Program National Conference, a lead instructor for the Transportation Safety Institute's Substance Abuse Management courses, and a Certified Substance Abuse Program Administrator. Since partnering with LPM Consulting, Inc., in 2021, she has supported Access contractors in maintaining compliance with FTA and DOT testing regulations.

The two-hour course brought together contractor staff and transit professionals from across Los Angeles County to deepen their understanding of USDOT and FTA regulations and reinforce safety, compliance, and accountability.

Participants shared knowledge, asked questions, and discussed their roles in maintaining a safe and compliant transit environment. The course reviewed key compliance expectations and highlighted how continued learning and collaboration support safe, reliable transit operations.



As regulations evolve, ongoing education and collaboration remain essential to upholding strong safety and compliance standards.

Onnika Payne
Transportation Planner

Commendations

Eastern Region
"I would like to compliment driver Alexander for being very friendly toward me and my PCA. He also went above and beyond in assisting me in and out of the vehicle."

Joann S.
Rider since February 1997

Eligibility Contractor
"I would like to compliment Cristine in the Evaluation Department. She was very helpful and helped me understand how the process works when I need to be picked up."

Shao Ai T.
Rider since September 2026