

Behind the Scenes

Executive Director's Report

Access will be holding its semi-annual virtual Community Meeting on Saturday, February 28, 2026 from 10:00-11:30am.

In addition, Access is conducting a customer survey on overall satisfaction with Access and its services. Please visit accessla.org and click on the appropriate banner for more information.

Andre Colaiace
Executive Director



Access updates its Package Policy

In December 2025, Access updated its Package Policy to improve clarity, consistency, and customer experience across all service regions. The refinement was developed in collaboration with the Community Advisory Committee (CAC) Operations Subcommittee.

The policy now clearly states that it applies to all riders including guests and Personal Care Attendants. Each person may bring items no larger than two large paper grocery bags per person, with a combined weight of up to 25 pounds. Packages can be placed in any available storage area in the vehicles, but if the vehicle doesn't have any available storage area, the rider must be able to maintain control of their items throughout the trip. Small items, such as purses, small bags, or a cell phone can be held by the rider on their lap, or in their hands, and do not count as a package.



Drivers will assist riders with packages when it is safe to do so. Additionally, the policy now provides examples of what can and cannot be brought on Access vehicles. Items that can be brought on an Access vehicle include a gallon of milk, a 12-pack or 24-pack of soda, a backpack, a small duffle bag, or a carry-on suitcase.

Access distributed updated information to contractors and drivers regarding the policy updates to be used for training. To get the word out, Access updated its reservation hold message and will include this information in the Rider's Guide.

Anthony Santiago
Senior Operations Service Monitor, Operations Department

Access staff attends the Autonomous Vehicles & Public Transport Conference

AV America and Global Mass Transit organized the eight annual conference on "Autonomous Vehicles & Public Transport" on January 28-29 in San Francisco. This conference addresses recent developments, emerging trends, progress in the deployment of autonomous vehicles for public transit, policy framework, and infrastructure required to deploy AVs and labor force transformation.

Speakers from the California DMV, California Public Utility Commission shared the legislative and regulatory landscape shaping AV deployment in California. Representatives from Waymo shared their roadmap, vision and program on the partnership with public transit in San Francisco. I presented on Access' accessible autonomous vehicle development journey and the assistive technologies developed based on the core component of Bluetooth Low Energy to enhance the rider experience. This assistive technology covers turn-by-turn navigation guidance, vehicle alert, automated mobile ticket verification, validation and fare deduction as well as facial ticketing. Andre Colaiace, Executive Director, and Randy Johnson, Director of Government Affairs & Community Outreach, also attended the conference.

Bill Tsuei
Director of IT



Commendations

Santa Clarita
 "5 STARS all the way! For driver Marco."

Helen Hernandez Miseroy
Rider since April 2025

Eastern Region
 "The driver was wonderful, always really nice, and provided wonderful customer service. I would like to thank the driver."

Jember Carcamo
Rider since April 1999