



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors met on February 23, 2026.

- > The Board appointed Maria Skelton as a new member of the Community Advisory Committee.
- > The Board awarded a contract for architectural and engineering services for the new Southern Region facility.
- > The Board also extended the Southern Region service provider contract for an additional two years with Global Paratransit through August 2028.
- > Finally, the Board awarded a five-year contract to California Transit, Inc. for ADA paratransit service in the West Central Region service area for an amount not to exceed \$280,211,580.

The next full meeting of the Board of Directors is scheduled for March 23, 2026.

**Andre Colaiace**  
*Executive Director*

## Access begins a customer satisfaction survey of its riders

Access Services just launched its Biennial Customer Satisfaction Survey and wants to hear from as many riders as possible.

Access Services, in partnership with Great Blue Research, invited customers to share feedback about their experiences with Access, what they value most, and ideas for future improvements.

Customers may receive an email or text message with a link to the survey. Riders who do not receive a message can still participate by visiting Access' website and clicking the survey link on the homepage. Flyers with QR codes will also be available on many Access vehicles, allowing customers to complete the survey using their mobile phones.

In early March, Great Blue Research will begin conducting the survey by telephone for customers who did not complete the online version.

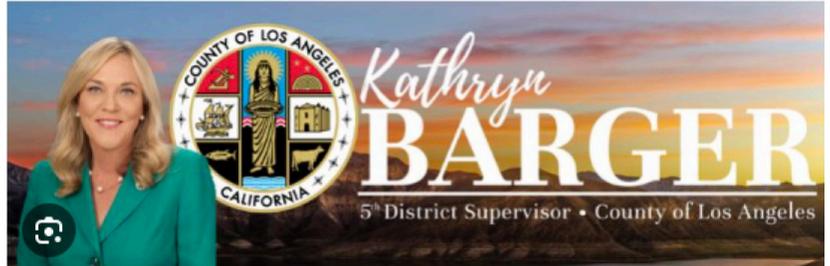
Access Services encourages all customers to participate. Survey results will be presented to the Community Advisory Committee and Board of Directors in mid-2026.

**Eric Haack**  
*Manager of Strategic Planning*



## Access attends the Annual Los Angeles Current Affairs Forum

On Wednesday, February 18, Deputy Executive Director Hector Rodriguez and I attended the Los Angeles Current Affairs Forum featuring Kathryn Barger, County Supervisor and Second Vice-Chair of the Metro Board.



Supervisor Barger talked about her plans to address affordability, homelessness, and ensuring transit and accessibility in the County. The Supervisor also shared her philosophy on governance, working with the Governor's office and working with the Administration.

Overall, it was an interesting discussion about the current challenges facing the County and how the Supervisors are working on solutions.

**Randy Johnson**

**Director, Government Affairs and Outreach**

## Commendations

Eligibility Center

"I want to file a smile for Raena in the evaluation center, who interviewed me on 12/08/25 at 13:30. She was so kind, and I would like to thank her for her excellent customer service."

**David Pahk**

**Rider since December 2025**

Northern Region

"The driver was very helpful, compassionate, considerate, and an asset to your company."

**Christopher Akubuilu**

**Rider since March 1998**