



Behind the Scenes

Executive Director's Report

Happy New Year!

With 2023 in the books, I just want to preview a few of the exciting projects that Access will be working on this year:

- > We will continue to advance the first Access-owned operations and maintenance facility in Lancaster, CA.
- > We will be conducting a Customer Satisfaction Survey, starting in early February. Customers will be contacted via text messages and telephone calls.
- > We will be purchasing the Agency's first electric vehicles, which are based on the Ram ProMaster chassis.
- > And, finally, we will be hosting a virtual Community Meeting on February 24th.

As always, please contact me if you have any questions about these projects or any other Access issues.

Andre Colaiace
Executive Director

Access Services co-hosts the California Transit Association's 58th Annual Fall Conference & Expo



In mid-November, the California Transit Association's (CTA) 58th Annual Fall Conference and Expo was co-hosted by Access, the City of Pasadena, and Foothill Transit. The event took place at the Pasadena Convention Center in Pasadena, California.

The three-day program, highlighted by keynote speakers like CNN contributor and activist Van Jones, featured several comprehensive educational sessions showcasing speakers who discussed the future of the transit industry in California. This year's theme, "Connecting Us," invited critical connections to be made at the conference, which will lead to new opportunities and long-lasting relationships amongst California transit agencies to help steadily advance the future of our industry.

In addition to co-hosting the conference, Access maintained a strong presence at the event. Access Chair Theresa De Vera welcomed attendees to the conference at the opening session. Access Vice Chair Doran Barnes moderated several sessions and, with Boardmember Valerie Gibson, spoke at the closing session. Boardmembers Lee Burner and Martin Gombert attended the conference and educational sessions. Director of Administration F Scott Jewell and I helped coordinate conference activity and the Access volunteers.

Other staff contributions included:

- > Executive Director Andre Colaiace moderated a panel titled The Human Element: Enhancing the Paratransit Rider and Provider Experience. The panelists discussed empowering operators to be creative and innovative to optimize paratransit service delivery. Panelists explored various approaches to creating flexible, dynamic systems to better serve riders and operators, increase access, and further transit equity.

- > Director of Information Technology Bill Tsuei and Fleet Maintenance Analyst William Kim answered questions and provided demonstrations of our autonomous vehicle.
- > Thirteen Access team members volunteered for conference assignments as greeters, room monitors, and badge security.

The 2024 Annual Fall Conference and Expo will be hosted in San Jose, CA this November.

Randy Johnson
Director, Government Affairs & Outreach

Staff attends WTS-LA Annual Awards & Scholarship Dinner



Access staff attended the 2023 Women in Transportation (WTS) Los Angeles Chapter's Annual Awards Scholarship Dinner, an event that celebrates the achievements of the next generation of leaders in the transportation industry.

WTS-LA, a vital chapter of the 6,500-strong WTS International, focusses on advancing women in transportation across various disciplines. WTS LA established the scholarship program to encourage women to pursue career paths in transportation or a related field. This year, the event successfully raised an impressive \$113,000 in scholarships for 20 deserving individuals.

An inspiring highlight of the evening was the announcement that Lakshmy Narayanan had been selected as the scholarship winner by Access. Lakshmy was the shining star of the evening! As an aspiring student in the transportation field, her passion for urban mobility, systems thinking, and climate change was evident as she shared her journey. Currently pursuing her master's thesis in Resiliency in Mobility Systems, Lakshmy is at the forefront of shaping innovative approaches to transportation resilience through bottom-up co-design narratives.

Being an international student, Lakshmy emphasized how Access' scholarship support not only alleviates the financial burden of her education but also provides her with the means to engage more deeply with communities relevant to her thesis. Beyond financial assistance, Lakshmy is committed to actively participating in the WTS community, seeking collaboration with industry leaders who can mentor her on projects and future endeavors.

Access's sponsorship of this event demonstrates our commitment to fostering diversity and innovation in the transportation sector and highlights the potential of scholarship recipients like Lakshmy Narayanan. By supporting initiatives like the WTS-LA scholarship program, Access actively contributes to shaping the future of transportation and empowering individuals like Lakshmy to make a lasting impact in the industry.

Mayra Noriega
CTSA Analyst

Commendations

"I am filing a Smile for my driver, Ed. He comes across as sincere and genuine. He picks me up regularly and Ed always speaks from his heart. I am very pleased with his service."

Patricia Brock

Rider since Oct 2001

"My driver Maria is very nice and professional. I am happy with her service and would like to file a Smile for her."

Kelly Fredgant

Rider since Oct 2005