



# Behind the Scenes

## Executive Director's Report

The Access Services Board of Directors met on September 22, 2025.

- > The Board approved the Agency's Title VI Plan update as well as reappointed eight Transportation Professionals Advisory Committee members.
- > The Board also received a presentation on the 2025 Customer Survey on Technology as well as a report on the Agency's operations.

The next full meeting of the Board of Directors is scheduled for October 27, 2025.

**Andre Colaiace**  
**Executive Director**

## APTA Transform 2025 Conference



*The Access team with FTA Administrator Molinaro*

The American Public Transportation Association (APTA) held its annual Transform Conference this month in Boston, Massachusetts.

The event brought together professionals from across the transportation industry for workshops, committee meetings, and networking. This year's program featured sessions on private

management of transit operations; innovations in accessibility for transit and paratransit; funding and finance; and strategies for agencies to handle special events and megaevents like the Olympics.

A highlight was an address by new FTA Administrator Marc Molinaro who emphasized the importance of making transit "safe, accessible, and responsive." Molinaro encouraged agencies to be bold and proactive in their advocacy.

Access staff also toured Boston's paratransit operations center, learning about the MBTA's ADA paratransit program, "The RIDE," and its RIDE Flex option, which partners with transportation network companies to expand service.

Overall, APTA Transform 2025 provided valuable insights and practical ideas for improving public transportation nationwide.

**Susanna Cadenas**  
**Senior Manager, Customer Relations**

## Access at the North State Transit Symposium



I had the opportunity this past month to speak about funding for paratransit at the North State Transit Symposium hosted by Humboldt Transit Authority in Fortuna, CA. This event is a conference that brings together transit professionals from rural and smaller urban communities, policymakers, advocates, and industry partners from across the region.

This year, the symposium's program featured sessions around funding strategies, best operational practices, strategies for transitioning to a zero-emission fleet, and the ever-changing regulatory environment.

The agencies at this conference often operate within tight financial constraints, balancing limited local resources with growing demand for accessible services. Did you know that by the year 2060 close to 24% of the U.S. population will be age 65 and older? It's only going to be more of a challenge for all agencies to fund ADA paratransit.

During my session, I gave a brief overview of Access itself and then shared some of the funding strategies that we use to ensure we can meet the growing demand for our services given limited resources.

The impact to me personally from attending this conference was to reinforce the notion that given our size and our focused mission on providing world-class ADA paratransit services, we as an organization have much to share with the rest of the transit industry, including:

- > Advocating policies and funding structures that recognize the unique realities of smaller transit agencies.
- > Building partnerships across regions and sectors to unlock new resources and solutions.
- > Documenting and sharing successes and best practices to inspire peers across the state and beyond.

**Bruce Frink**

**Senior Manager, Finance Planning and Analysis**

## Commendations

### Northern Region

"Call-taker Bianca is very friendly and always helpful when booking trips. I have spoken with her many times, and I want Access to know she is outstanding."

**Mariam Kazandjian**

**Rider since November 2020**

### Eastern Region

"My driver was wonderfully kind to me in helping me board and exit the van with Beyond The Curb service. They were also a very safe driver."

**Ray Kibler**

**Rider since July 2011**