



# Behind the Scenes

## Executive Director's Report

I recently attended the American Public Transportation Association's Annual Conference in Boston. As always, this was a valuable opportunity to interact with federal decision makers and get a behind the scenes look at a peer paratransit system.

The new FTA Administrator, Marc Molinaro, was present throughout most of the Conference and attended the APTA Access Committee. As the parent of a child with a disability, he said he is committed to enhancing the accessibility of both fixed route and paratransit. We look forward to working with him and the FTA staff in the years ahead.

In addition, a number of Boardmembers and staff were able to take a tour of the MBTA RIDE paratransit offices to learn about their recent implementation of the Spare routing and dispatching software and ask general questions about their service. It was great to discuss paratransit with our peers and learn how they do things in Boston. One fact is that Boston paratransit has been cashless for the last 20 years which is very unusual in transit in general. Also, like Access, they are looking to own their own facilities instead of having their contractors lease them.

**Andre Colaiace**  
*Executive Director*

**access**

## Staff attends NTI Advanced Paratransit Management and Operations Course



I recently participated in a two-day pilot course on Advanced Paratransit Management and Operations, organized by the National Transit Institute (NTI). The program was expertly co-facilitated by Christian Kent and David Rishel, both recognized for their extensive expertise in the paratransit sector.

While the course is still being finalized, its pilot curriculum already delivers contemporary strategies and operational methodologies for paratransit services. It thoughtfully examines the evolution of transit over the 35 years since the enactment of the Americans with Disabilities Act (ADA) and sets forth a vision for future advancements.

The session brought together 18 transit professionals representing various agencies, sparking engaging discussions around the financial and policy challenges facing ADA paratransit service providers in today's multifaceted mobility environment.

This course will be a significant addition to NTI's current offerings. For further information on available NTI courses, please visit [www.ntionline.com](http://www.ntionline.com).

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

## CTSA Extension hosts Annual CPR, First Aid, and AED Training



Access Services' CTSA Extension Program recently hosted our annual CPR, First Aid, and AED (automated external defibrillator) training with Bernadette Baker from S&B CPR Training LLC.

As a veteran, Bernadette brought her expertise and dedication to this training. This session equipped participants with the knowledge and hands-on skills needed to respond to emergencies with confidence and effectiveness.

We believe CPR certification is more than just a requirement, it is a crucial life-saving skill that empowers individuals to step in and make a difference that matters most. By offering this training, we continue our commitment to fostering a safer and more prepared transit community.

To learn more about our upcoming trainings, click on the 2025 Learning & Development eBook link below. Registrations are limited.

[2025 Learning & Development eBook](#)

**Mayra Noriega**  
**CTSA Analyst**

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## Commendations

### West/Central Region

"My driver's attitude in regard to his job was excellent. His tablet showed that I had cancelled my trip, but he took his time to confirm and made sure I was still transported. Great customer service. I have been with Access for over 20 years and have noticed so many improvements. I appreciate everyone."

**Dezelma Elizabeth Lacue**  
**Rider since June 2001**

### Antelope Valley

"I would like to give my driver a smile as he was very nice and friendly. It was a very safe and smooth trip. I would like to thank him for his amazing service."

**Danny Ochoa**  
**Rider since October 2021**