



Behind the Scenes

Executive Director's Report

Rider 360, which has served as Access' Customer Relationship Management (CRM) software since 2006, touches nearly every aspect of the agency from eligibility to operations. Each customer has their own file which allows staff to quickly assess and research a customer's interactions with Access.

In 2019, the Access Board of Directors gave the green light to create a new and enhanced version of Rider 360 that would be compliant with current software and security standards. In addition, this new version is being hosted in the cloud instead of Access' local servers in order to minimize potential downtime caused by IT issues, power outages or natural disasters.

I am pleased to report that Access recently "cut over" from the legacy version of Rider 360 to the new version. In general, everything went smoothly and staff is now working on troubleshooting minor issues and working on additional enhancements to the program.

I would like to thank our contractor Cambria Solutions, the Access IT Department as well as the many Access staff members who have spent the last year working on this complex project.

Andre Colaiace
Executive Director

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CalACT Spring Virtual Conference

Access staff recently attended the California Association of Coordinated Transportation (CalACT) Spring Virtual Conference in late April. With transportation professionals from around the state and country participating via Zoom, the conference offered a chance to exchange ideas.

The conference opened with the keynote speaker, Toks Omishakin, CalTrans Director. Mr. Omishakin



presented a vision of a more sustainable transportation future in California, with safety, climate, and equity at the forefront.

Some of the conference sessions included: ADA Guidelines during COVID, Volunteer Driver Reimbursement Programs and Microtransit in California. The session on Microtransit was especially interesting because it illustrated how different systems are used around the state. Some programs are for the sole purpose of getting people to and from fixed route, while the function of others is to help people get out to socialize around town.

Access' Manager of Training and Compliance, Alvina Narayan, provided a presentation on Access' role as a Consolidated Transportation Services Agency (CTSA), highlighting the agency's focus on providing training resources for transportation professionals. Ms. Narayan also highlighted Access' recent work with its meal delivery and vaccination transportation program for customers.

CalACT placed a lot of effort into creating a virtual platform that was easy to learn with chat features and enabled participants to connect with old friends and make new ones.

Dina Garcia
Assistant Administrative Analyst

CTSA Extension hosts Unconscious Bias Training

Did you know there are more than 150 types of biases? Biases can influence our work and relationships. To learn more about the impact they have in the workplace, Access' CTSA Extension Program recently hosted a two-day Unconscious Bias training with returning instructor, Dr. Sacha Joseph-Mathews.



Organizations that value diversity and inclusion are better positioned for innovation and growth. Dr. Mathews shared tools for identifying unconscious biases in policies and systems in the workplace. Implicitly biased decisions can influence our recruiting decisions, who we choose as leaders and how we navigate everyday interactions. In learning to recognize and mitigate our biases, we are able to make conscious efforts to increase inclusion in our agencies.

Access' Learning & Development program will continue to share information with the transit community through its online

trainings. Registration is open for "Engaging in Succession Planning" and "Introduction to Government Contracts". To learn more about upcoming trainings click on the link below.

[2021 Learning & Development Program](#)

Melissa Lucero
CTSA Analyst

Commendations

"I would like to file a BIG smile for the excellent customer service Virginia provided me. When I called to make a reservation, Virginia was an active listener and did not rush me. She was very professional, pleasant, and most importantly was very thorough in the planning of my trip. Thank you, Virginia, for a great job!"

Charmaine Richards
Rider since Feb 2008

"I am filing a commendation for Griselda and her assistance with helping me book a ride. I was having a hard time with booking the correct addresses and Griselda was patient and kind. I could tell by the tone of her voice that she cared about assisting me and that made my day. "

Nerissa Cortes
Rider since March 2015