



Behind the Scenes

Executive Director's Report

The Board committees met on September 18 and addressed the following:

The Performance Monitoring committee took action and approved contract extensions for both the West/Central and Eastern service provider contracts.

The Planning and Development committee took action and approved the award of the Eastern service provider contract for a five-year period at a cost of \$311,691,001. They also awarded a number of contracts for appeal services and renewed the Agency's insurance policies for another year.

The External/Stakeholder Relations committee approved the reappointment of TPAC committee members and changes to the Access to Work program.

The next full meeting of the Board of Directors will be on October 23, 2023.

Andre Colaiace
Executive Director

4th Quarter Dispatcher and CSR Incentives Distributed



Quarter four recently concluded at Access Services. When a quarter ends that usually means it is time to review key performance indicators. Also, it is time to review the incentives that will be distributed to the Dispatchers and Customer Service Representatives (CSRs) at our contractors. The incentive program recognizes the hard work of the call center and dispatching teams.

I am proud to announce that in quarter four we had a huge number of incentives distributed amongst our contractors. There were 41 Dispatcher incentives distributed and 177 CSR gift cards distributed. It was a fantastic quarter due to the hard work from the call taker and dispatcher staff.

As a team, Dispatchers can earn these incentives by meeting key performance indicators for excessively late trips, excessively long trips, preventable missed trips, and good scores on observations conducted by Access' Operation Service Monitors.

For the CSRs to earn incentives as a team, they have to meet key performance indicators for initial hold time for reservations, calls on hold over five minutes for reservations and calls on hold over five minutes for ETAs. Once the team aspect is complete for CSRs, individuals cannot have a negative grade on an observation performed by an Operations Service Monitor.

Access' customers benefit from the Dispatcher and CSR incentive programs as it rewards the contractor's staff for their hard work and incentivizes them to keep providing great customer service. While distributing these incentives, Access staff took photographs of several CSRs and Dispatchers holding the incentives they earned.

Garrett Rodriguez
Project Administrator

Access staff attends 2023 APTATech Conference



As APTA's preeminent transportation technology conference, APTATech explores how the public can use innovative technologies to better navigate transit including emerging technologies in fare payment systems, autonomous and zero-emission vehicles, equity, cybersecurity readiness, workforce capacity, real-time open data services, artificial intelligence and rider challenges. The theme of this year's conference, which was held in Anaheim, was "Building Resiliency for a Changing World."

Access's IT team, Vy Vu, Systems Administrator; Yilin Zhang, GIS Application Developer and Jacob Baca, Systems Administrator attended the conference. I moderated a session called "Transit's Possibilities with ADAS and Self-

Driving Technologies" and introduced the agency's Accessible Autonomous Vehicle pilot project along with colleagues from Houston Metro, VIA Transportation and Gwo-Wei Trong, Ph.D., Director of Mobility Innovation from FTA's Office of Research, Innovation and Demonstration.

Bill Tsuei
Director of IT

CTSA Extension to host training on Human Trafficking Awareness

On September 25th, 2023, CTSA Extension will host a virtual training class on Human Trafficking Awareness which will be facilitated by Ruth Silver-Taube. This training will provide a definition of human trafficking and cover at-risk populations, common myths about human trafficking, red flag indicators, physical and mental signs, examples of suspected human trafficking that transit operators identified, and reporting protocols.

CTSA Extension's Learning & Development program is available to transportation professionals and health and human services representatives in L.A. County at no cost. To register for the upcoming training, click on the link below. If you have any questions, please contact me at Noriega@accessla.org.

[2023 Learning & Development Program](#)

Mayra Noriega
CTSA Analyst

Commendations

"I want to return a Smile for Manuela, my driver. She was so friendly and gave compliments to all the riders. I also really liked her Mario Brothers mask."

Marcus Barrett
Rider since Sept 2016

"Karina was my driver, and she was hilarious. I would like to file a Smile for being so helpful and making my day brighter."

Frank Damiani
Rider since Nov 2009