



Incentive Program Overview

Community Advisory Committee



December 14, 2021

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Introduction

- Access expects high quality service for our riders
- Access provides three incentive programs for our contractor's employees – CSR, Driver and Dispatcher
- These programs are meant to reward those who go above and beyond for our riders

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CSR Incentive Program



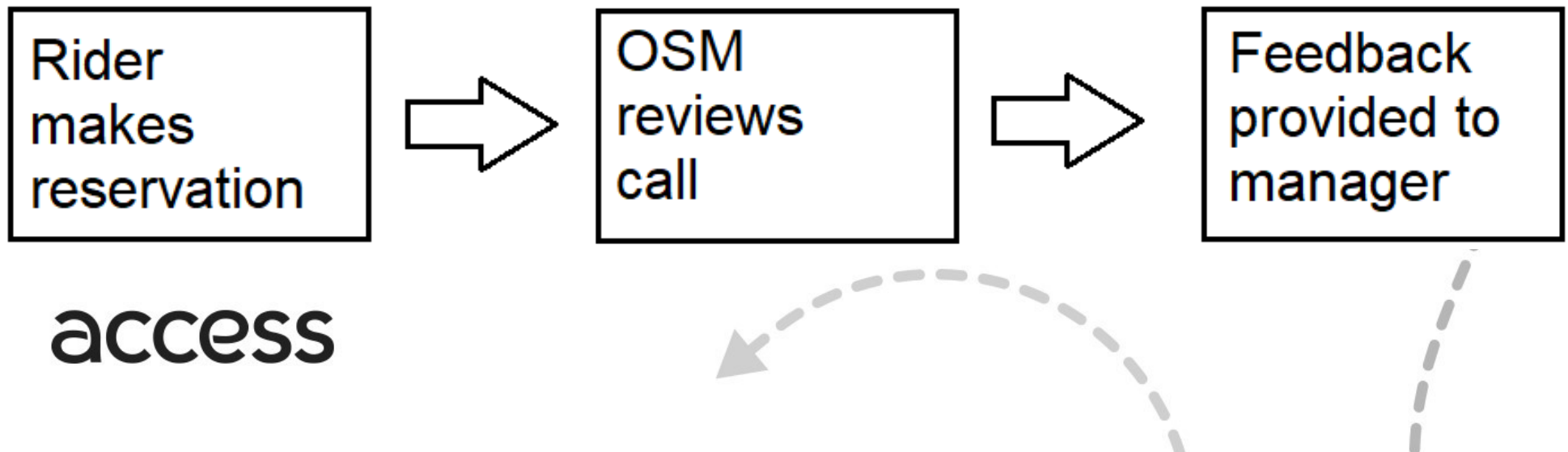
- Since 2018, rewards CSRs who provide the excellent customer service Access expects
- Commendations, complaints and Access staff observations are all factored into qualifying for incentive
- Incentives currently include gift cards to local fast food restaurants and movie and theme park tickets

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OSM Observations

- Reservation (and ETA and other calls) are reviewed and entered into database by Access' Operations Service Monitors
- Feedback provided to managers for continuous improvement
- Observations scored Good, Acceptable, Needs Improvement and Needs Retraining. Score used to qualify for incentive.



Driver Incentive Program



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- Drivers earn incentives based on safe driving and avoiding safely related complaints and incidents
- Miles accrue for each mile driven without an unsafe event
- On board camera system events are pivotal. Events such as running a red light, speeding and improper following distance will reset the miles.
- Incentives include backpacks, hats and American Express Gift Cards for \$250 and \$500 dollars



Dispatcher Incentive Program

- Dispatchers as a team can earn incentives
- Incentive qualification is based on key performance indicators
 - Excessively Late Trips
 - Zero Preventable Missed Trips
 - Excessively Long Trips
 - No more than 20% of Access staff observations scored C or below
- Incentives are 100\$ VISA Gift Cards for each quarter that performance is achieved



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Thank you

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