



Behind the Scenes

Executive Director's Report

The Access Services Board of Directors met on February 14, 2022. The Board approved the Consent Calendar, which included items that approved the contract extensions of mail fulfillment and legal services.

The Board also approved the draft FY2023 funding request for \$258,947,731. Additionally, the Board received updates on customer service and operations.

Upcoming Board committee meetings are scheduled for March 21, 2022 and the next full meeting of the Board of Directors is scheduled for April 18, 2022.

Andre Colaiace
Executive Director

Antelope Valley Region driver achieves safety excellence

The job of an Access paratransit driver is not for everyone. A great attention to detail, focus and customer first approach are required. While many Access contractor drivers successfully perform their routes day in and day out without incident, driver Dalia Mayen of the Antelope Valley Region is in a league of her own.



Dalia has driven more than 399,582 miles while providing transportation for Access riders. That works out to more than 16 trips around the circumference of the Earth. She has done this while not incurring any collisions or safety violations for Keolis over the past 9 years.

Keeping appropriate distance, according to Dalia, is her secret. "Keep enough distance from the car in front of you.

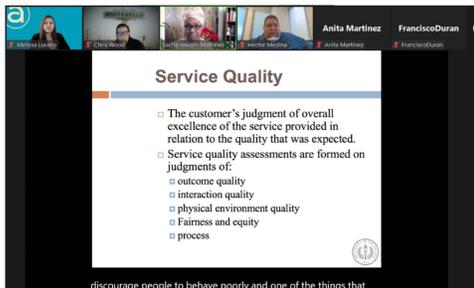
This applies to any kind of driving," she shared during a recent interview. This cushion allows her to have the time needed to react to unexpected events, like a car in front of her slamming on the brakes. Her other piece of advice is to not always rely on GPS -- learn the roads and it is possible to not only be on time, but also avoid traffic where the risk of a collision is higher.

Dalia has been a professional driver for 19 years now. She likes to be outside and enjoys driving, so it is perfect for her. A relative gave her some advice in the past, telling her that it is important to enjoy what you do. She took this to heart and finds enjoyment in helping her neighbors while navigating her vehicle safely through the streets of the Antelope Valley.

Access riders in the Lancaster and Palmdale area are fortunate to have a driver like Dalia Mayen behind the wheel. On behalf of all of Access and the Antelope Valley community, thanks Dalia!

Alex Chrisman
Project Administrator

CTSA Extension hosts Customer Service Skills Workshop



Earlier this week the CTSA Extension Program kicked off the 2022 Learning & Development Program with Customer Service Skills training. Dr. Sacha Joseph-Mathews facilitated the two-day virtual workshop. The class focused on strategies for improving both internal and external customer service in the transit industry.

Exceptional customer service is developed at all levels of an organization and translates into positive customer interactions. Participants gained insight on how company policies and work environments affects the delivery of customer service. They also

learned about generational differences and considerations to make when executing new programs and services. A customer centric approach in transit planning fosters loyalty amongst frequent riders and can be leveraged to attract new users.

Dr. Sacha Joseph Mathews will return in March 2022 to teach Unconscious Bias in the Workplace. The Learning & Development program is open to transportation professionals and health and human services representatives in Los Angeles County. If you are interested in learning more about our classes, please click on the link below.

[2022 Learning & Development Program](#)

Melissa Lucero
CTSA Analyst

Commendations

"My driver Miguel deserves commendation for his work ethic and 21 years of service. He was patient, professional, and his attention to maintaining a sanitized vehicle deserves recognition."

Gloria Hymes
Rider since June 2020

"I am filing a commendation for my driver. Her happy demeanor was infectious. Despite needing to go to the Emergency Room, my driver made my day better with her polite and patient behavior."

Nikkia Johnson
Rider since September 2013