



Behind the Scenes

Executive Director's Report

This past Wednesday, Access staff, Boardmembers and I attended a Women's Transportation Seminar (WTS) Los Angeles luncheon event that focused on how Los Angeles is preparing for the 2028 Olympic and Paralympic games.

The highlight of the event was a panel consisting of representatives from LA28, Metro, Mayor Karen Bass' office and CALTRANS. The panelists discussed the many challenges their respective organizations are preparing for as they plan for the games.

At this time, Access has had meetings with both LA28 and Metro to discuss our role in the games and to discuss funding for potential capital projects, like operations and maintenance facilities, that could help us support this international event.

As was stated by one of the panelists, four years will go by in a flash and the region has to be prepared. Access looks forward to playing a key role in ensuring that the transportation network is accessible for Los Angeles residents, visitors and athletes.

Andre Colaiace
Executive Director

Access launches Customer Satisfaction Survey

Access Services, with its survey partner Great Blue Research, will be conducting a Customer Satisfaction Survey starting on Tuesday, February 6, 2024. The survey will give Access customers who have taken trips in the past year the opportunity to speak about their experiences.

Access wants to hear from you.



The survey will be conducted in two parts. The first part will be a digital survey. Access customers will receive emails and text messages inviting them to participate in the survey through a web-link.

Customers who do not receive an email or text may still complete the digital survey by going to Access' website and clicking on the survey link that will be posted on the home page. During this period, Access will also release targeted social media ads as well as print flyers for onboard Access vehicles with QR code links to make it easier for customers to complete the survey.

The second part will be conducted through telephone surveys. Customers who did not complete the digital version will be eligible to receive a telephone call from Great Blue Research.

Access is hoping to have great responses and feedback on its services and would encourage that if you do receive an email, text, or phone call from Access' partners at Great Blue Research, please complete the survey.

Tuesday, February 3rd to Wednesday, February 28th – "digital" outreach via email, text, Facebook ads, QR Code flyers, and Access website.

Thursday, February 29th to Wednesday, March 13th – telephone version of survey.

Survey results will be available in late spring 2024.

Eric J. Haack
Manager of Strategic Planning

CTSA Guest Speaker Forum: Facilitation and Team Development

Access' CTSA Extension Program recently welcomed guest speaker Brianna Freiheit, a distinguished representative from RB Consulting Group, LLC. Brianna shared her wealth of knowledge about facilitation and team development, offering invaluable insight on how to transform the way teams operate. From crafting compelling agendas to utilizing innovative discussion strategies, her insights provided a roadmap to creating more efficient team gatherings.



Brianna's dynamic approach went beyond theory as she engaged attendees in immersive group activities, providing firsthand experience to put into practice the diverse strategies and tools she presented. Attendees gained valuable insights into promoting active participation, managing diverse opinions, and ensuring that meetings stay focused on objectives. As organizations navigate the complexities of teamwork, the insights attendees gained are sure to resonate in the continuous quest to cultivate stronger teams and enhance the art of facilitation.

Mayra Noriega
CTSA Analyst

Commendations

"Rider stated Yolanda in reservations is very efficient, very polite, and reads back confirmation nice and slow. Yolanda is very nice every time."

Jessica Diaz
Rider since April 2015

"Rider wants to file a smile for driver. She says driver was over the top. He was patient, kind and made sure that all riders were comfortable and secure. He was absolutely precious with two riders that were in wheelchairs."

Jacquelyn Johnson
Rider since July 2021