

**Access Services**  
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# Behind the Scenes

## Executive Director’s Report

Our most important priority is the safety of Access employees, our contractor staff and our customers and we are working alongside our partners to monitor the Coronavirus (COVID-19) situation. Access has been in regular contact with the Los Angeles County Department of Public Health (LACDPH) and the US Centers for Disease Control and Prevention (CDC) to obtain situation briefings on COVID-19. In addition, Access has established an internal COVID-19 Coordination Group, which is meeting regularly.

Other activities to date have included:

- > Messaging to customers on the Access website and on the reservations line hold message. Customers are being told to: (1) refrain from unnecessary travel if they are sick, (2) cover coughs and sneezes, and (3) wash hands frequently with soap and warm water, or use an alcohol-based hand sanitizer.
- > Conference calls and meeting with our providers to discuss potential impacts and the implementation of best practices.
- > Completion of Access’ Pandemic Response Plan (in progress).

We will continue to vigilantly monitor this situation as it unfolds. Please do not hesitate to reach out to me or Access staff with any comments or concerns.

**Andre Colaiace**  
**Executive Director**



## Access attends Abilities Expo

This year Access Services staffed a booth at the 19th Annual Abilities Expo, which was held at the Los Angeles Convention Center. The Expo provides individuals with disabilities the tools, experience, and knowledge needed to lead fulfilling and independent lives.



Throughout the course of this three-day event, vendors and healthcare professionals from all industries came together to provide the latest in assistive technology and healthcare management options. In addition, workshops were held throughout the weekend to promote wellness and fitness.

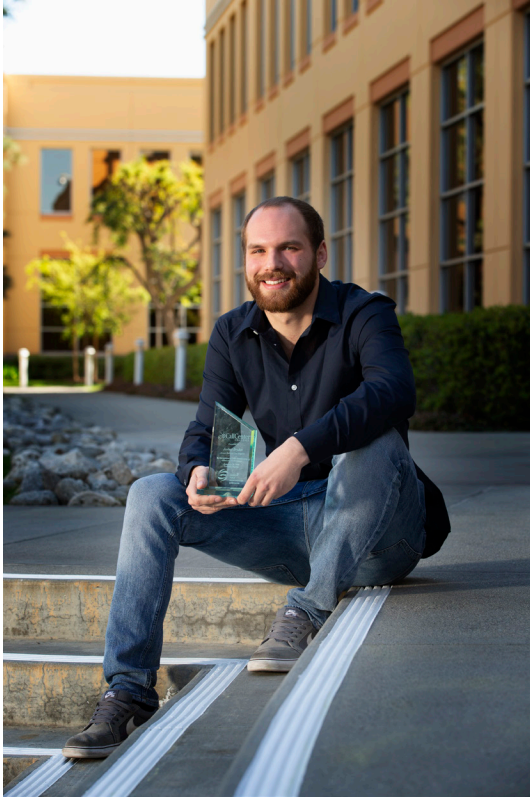
Staff from multiple Access departments were on hand to provide information about Access paratransit and also refer attendees to other transportation options. We guided visitors through the online application in real-time and provided referral information to those who resided in other counties. In addition, staff were happy to inform potential and current riders of service updates, including our recently released Online Reservation tool as well as the Where’s My Ride application.

A station was also available for a free program provided by Access called marking and tethering (MAT). MAT is a securement program that identifies safe locations on a mobility device to be marked or tethered, allowing for ease of boarding and securing the device in any Access vehicle or bus.

Overall, the event was a great success and a wonderful way for Access staff to meet current and future customers.

**Jimmy Flores**  
**Customer Relations Associate**

## Access/ALTA Resources wins APTA Call Center Challenge



Access is thrilled to announce that the American Public Transportation Association (APTA) has crowned Josh Bryden, Senior CSR for ALTA Resources, the champion of the 2020 APTA Call Center Challenge. Josh was selected as the winner at last week's competition which was held at APTA's 2020 Marketing & Communications Workshop in Orlando, Florida.

Josh was up against stiff competition from other staff from Corpus Christi Regional Transportation Authority (Corpus Christie, TX), Tri-County Metropolitan Transportation (Portland, OR), Orange County Transportation Authority (Orange, CA) and Southeastern Pennsylvania Transportation Authority (Pittsburgh, PA).

Annually, APTA conducts an exhaustive search for the best call center representative in public transportation from across the country and Canada. The event spotlights the importance of customer service within public transportation call centers and recognizes individuals who excel in providing top customer service. The competition is open to APTA member public transportation call center personnel.

Nearly 50 member systems competed in the first round, which involved submitting an online application followed by a

preliminary round of phone calls. During the recorded phone test, contestants are asked to resolve two customer call center inquiries and the recordings are used for judging and training purposes. It is then up to a panel of APTA member judges to select five individuals for the final competition.

The finals occur in front of a live audience where the finalists are presented randomly selected customer service scenarios and scored on their ability to handle each inquiry. The contestant with the highest score, as determined by a panel of APTA member judges, is crowned the Call Center Challenge champion. Please join me in congratulating Josh for his illustrious victory!

**David Foster**  
**Project Administrator**

## Learning how to save a life: Access hosts CPR class

Did you know survivability rates for sudden cardiac arrest are less than 8% nationwide and approximately 6% in Los Angeles County? CPR, especially when administered immediately after cardiac arrest, can double or triple a person's chance of survival. Approximately 10,000 cases of sudden cardiac arrest are reported in the workplace each year, but only roughly 35% of employers offer CPR training.

Last month, over 30 L.A. County professionals representing transit and social service providers joined CTSA Extension and American First Responder in CPR, AED, and First Aid training. Instructor and EMT, Giovanni Garbutt, led the certification course, equipping participants with sufficient knowledge to effectively deliver bystander care in emergency situations.



Class participants underwent a series of intensive hands-on training exercises, including Stop the Bleed Training. Prepared to respond and act quickly in a range of life threatening situations, participants who successfully completed the training received a 2-year CPR, AED, First Aid certificate recognized by the National Safety Council.

To learn more about upcoming CTSA Extension events, please visit our Learning and Development Program eBook. [https://accessla.org/training/professional\\_development\\_train.html](https://accessla.org/training/professional_development_train.html)

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## Rider Commendations

"I would like to file a smile for my driver, Brandon. Not only is Brandon polite, but he also made me feel safe and comfortable throughout my entire ride. Brandon always had something nice to say which is a testament to his exceptional customer service skills."

**Phyllis Finks**  
*Rider since August 2002*

"I am filing a commendation for my driver. My friend and I were laughing the entire time. He went above and beyond by escorting us to the restaurant and even to the table. My driver had an amazing attitude and I am very thankful for his care. My friend and I are both completely blind and service like this is few and far between. Thank you!"

**Frank Damiani**  
*Rider since November 2009*

## Access attends Disadvantaged Business Enterprise (DBE) Training

Hosted by the National Transit Institute (NTI), I recently attended Disadvantaged Business Enterprise (DBE) training at the Los Angeles Metropolitan Transportation Authority (Metro).

Ms. Denise Bailey led the three-day training, and serves as the lead trainer for the DBE Training Program with NTI. Ms. Bailey is an expert in transportation consulting, grants management, civil rights, and other Federal Transit Administration (FTA) requirements. She also conducts several different training programs for federal grantees in transit agencies across the country.

The DBE training guides transit agencies and businesses on how to implement a robust DBE program, while following the U.S. Department of Transportation (USDOT) regulations. One essential factor is that agencies and businesses must remove barriers to help firms successfully compete for contract awards. Towards the end of the training, the participants worked together on filling out the DBE general reporting activity form before receiving a certificate of completion.

**Onnika Payne**  
*Transportation Planner*

## Upcoming CTSA Extension courses at a glance

### April 2, 2020

> TSA Cybersecurity Workshop

### April 24, 2020

> Intergenerational Training

### May 20, 2020

> Mental Health First Aid

### June 4, 2020

> Guest Speaker, Supporting People with Service Animals

### June 9 - June 10, 2020

> VMMI Workshop

### July 16, 2020

> Public Transit Marketing

To register for these courses, please visit our Learning and Development Program eBook.

[https://accessla.org/training/professional\\_development\\_train.html](https://accessla.org/training/professional_development_train.html)