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# Behind the Scenes

## Executive Director's Report

Yesterday, Randy Johnson and I participated in a meeting of the California Public Utilities Commission in downtown Los Angeles. The CPUC was in town to hold a hearing on the implementation of Senate Bill 1376 also known as the "TNC Access for All" legislation. The goal of the legislation is to encourage the development of on-demand wheelchair accessible vehicle (WAV) services by TNCs.

The CPUC took comments from interested parties and the public on critical aspects of the legislation including: how much of a fee should the TNCs be charged per trip to fund accessible transportation efforts; what geographic areas should be included; and how TNCs that provide WAV services can claim "offsets" against the per-trip fee.

I believe this legislation and this implementation process are essential to expanding on-demand transportation options for people with disabilities. Access will continue to participate in this process as SB 1376 is implemented and I will provide further updates in the future.

**Andre Colaiace**  
*Executive Director*

## Incentive program rewards those who are the voice of Access

A deep well of patience, strict attention to detail and a strong grasp of the reservation system: these are some of the qualities that Access expects from contractor Customer Service Representatives (CSRs).

As of April 2019, there were nearly 250 call takers taking reservations across all six Access service regions. It is not a job for everyone; the expectations are high. Their work is constantly subject to quality assurance at both the contractor and agency level. A typical CSR takes hundreds of calls a week and is expected to adhere closely to Access policies and procedures while efficiently helping people, some of whom may have difficulty communicating clearly. As Maya Angelou once said, "People will forget what you said. People will forget what you did. But they will never forget how you made them feel." The first impression most people get of Access comes from interaction with front line call takers.

"Each client is a priority to me. Each deserves respect and excellent customer service interaction on every call," said Global Paratransit's Teri Lyons, one of two CSRs who, during the 3rd quarter of 2019 earned four tickets to Knott's Berry Farm, as part of Access' CSR Incentive Program. The program tracks commendations and Access Operations Service Monitor observations and assigns each a score. The top prize is a choice of four tickets to Knott's Berry Farm or Six Flags Magic Mountain, while second earns a family trip to the movies. 3rd place is a ten dollar gift card to In-N-Out Burger.

Frank Candelaria, who works for West-Central region contractor California Transit echoed Teri's thoughts by saying, "I assist our passengers with their transportation needs and make their experience with us as pleasant and professional as possible." He is looking forward to taking his grandchildren

## Incentive program rewards those who are the voice of Access *continued*

to Knott's Berry Farm after earning the top tier prize. He has not been to Knott's in 35 years, and given the change that has come to the 57-acre park over the decades, it will certainly be an interesting trip for him.

Putting together the incentive program was a team effort for Access, and would not have been possible without the assistance of the procurement department, which provides the incentives and business intelligence department, which created the system that tracks CSRs and provides the scores used to award prizes. The program represents a small token of appreciation for the hard work done by the front line customer service staff who provide superior service to our customers.

**Alex Chrisman**  
Project Administrator



**GPI Call Center Manager Georgina Caldera presents four Knott's Berry Farm theme park tickets to CSR Patrick Hooker at Global's Gardena call center facility. Patrick earned the tickets during the 1st quarter.**

## Bloodborne and Airborne Pathogens Training



Access' CTSA Extension Program recently hosted a Bloodborne and Airborne Pathogens training class. Giovanni Garbutt, an American First Responder and Training Center Coordinator, facilitated the training through The National Safety Council (NSC). Giovanni is a licensed EMT and EMR Instructor, NSC CPR/First-Aid Instructor-Trainer, and NSC Defensive Driving Instructor-Trainer. The NSC is a nonprofit organization whose mission strives to save lives by preventing injuries in homes and the community.

Giovanni discussed the different areas of disease transmission, infectious materials, and a breakdown of the difference between blood borne and airborne pathogens. As part of the training, attendees received a workbook, which included four lessons on the training subject. At the end of each lesson, there was a quiz to summarize the lessons.

In conjunction with the learning workbook, attendees learned proper workplace safety techniques, such as hand hygiene, hand and eye washing skills, biohazardous stations, contaminated spill cleanup and proper body fluid disposal. The proper way to use protective body clothing, including gloves, aprons, and eye shields was also discussed. At the end of the training, Giovanni expressed the importance of protecting yourself, and to be cautious of infectious materials to lower the risk of disease transmission.

**Onnika Payne**  
CTSA Analyst

## CalACT Spring Conference and 35th Anniversary

The California Association of Coordinated Transportation (or CalACT) hosted its 35th annual spring conference from Tuesday, April 23rd to Friday, April 26th in Coronado, California.



The conference's events started with a lively presentation by former U.S. Secretary of Transportation Anthony Foxx who spoke of the value of transit to those who rely on it. Secretary Foxx also spoke of a regular issue in transit as it relates to having reliable sources of funding for transit and paratransit services. He spoke to the value of educating legislators on the how these services help community members and how many rely on these services and the importance of many agencies (especially smaller systems) coordinating their message so the "story" of transit's value can be shown across many systems and that it is a clear message seeking support.

Following the keynote presentation, much of the conference involved several educational sessions touching on vehicle maintenance, grant funding processes, safety and how agencies are leading efforts to stop human trafficking. Each of the sessions shared valuable information that conference attendees could take back to their agencies and start incorporating into their system quickly.

I participated in three panels providing information on topics such as Access' approach to paratransit eligibility and the impact on Access from the adoption of reasonable modification policies.

I also presented on the agency's Consolidated Transportation Services Agency (or CTSA) role to coordinate transportation and social services resources for customers in L.A. County. Other presenters included Paratransit, Inc. in Sacramento and FACT in San Diego County.

CalACT conferences offer a unique opportunity for representatives from various agencies and vendors to share new practices and innovations. The educational sessions are particularly valuable in learning what other agencies are doing and what impact new policies or practices have had.

CalACT will have its autumn conference from October 28th to November 1st in Santa Barbara, California.

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## Rider Commendations

"My PCA and I would like to file a commendation for our driver Jeremy. He picked us up in Long Beach, and I knew right from the beginning we would receive great customer service. He was helpful, friendly and professional in every way. I receive a lot of good drivers, but it's been a long time since I've encountered a driver that went above and beyond. He does his job with a great attitude and a smile on his face. Great job Jeremy!"

**Shawn Osborne**  
**Rider since November 1996**

"I would like to file a commendation for my driver Isaac. He was safe and efficient while loading and unloading passengers. This particular day my trip was a quadruple share ride, and those can be a challenge for drivers, but not Isaac. He was safe, efficient and well informed on all things Access. He is very good at keeping a conversation with riders, and it helps to pass the time. Isaac is one of the best drivers I have ever received."

**Bhumit Shah**  
**Rider since February 2001**

## Developing Competencies for HR Success

The International Public Management Association for Human Resources (IPMA-HR) is the leading public sector human resource organization in the world. They represent the interests of human resource professionals at all levels and strive to promote excellence in HR management.

I recently attended IPMA-HR's Developing Competencies for HR Success training program, which focuses on fostering a "business partner" relationship in an organization. In addition to successfully completing technical day-to-day functions, my goal as an HR professional is to foster developmental growth for our agency and employees alike.

During the four-day training, I explored the following major roles of human resources:

- HR Expert
- Business Partner
- Leader
- Change Agent

Within the four-day training, I gained invaluable insight on team building, dispute resolution, supporting a positive environment and taking calculated risk, particularly within the public sector environment. I was able to network with all attendees. I now regularly reach-out to them for guidance on various topics, such as strategic planning and leave management systems, for example.

The purpose of the training was to enhance my skills and demonstrate achievement in the twenty competencies taught by passing the IPMA- Senior Certified Professional (SCP) exam. I am proud to confirm Access' Human Resources Administrator is an IPMA-HR Senior Certified Professional!

**Elizabeth Zambrano**  
**Human Resources Administrator**