

## **Access Services, Inc. – A Paratransit Transportation Organization**



Access Services is responsible for the administration of Access Paratransit, the Americans with Disabilities Act (ADA) mandated Paratransit transportation program for Los Angeles County and is committed to improving the mobility on public transit of persons with disabilities. Additionally, as the consolidated Transportation Services Agency (CTSA) for Los Angeles County, Access Services, Inc. is responsible for coordinating transportation programs of the various social service providers in the county.

### **Business Situation**

Access Services used about a dozen stand alone applications managing their riders, transportation providers, customer service, vehicles, and operations. The data was not integrated or easy to collect and view in a consolidated manner. The business goal was to provide a single, integrated portal (Rider360) to enable ASI personnel to see any information at their finger tips, thus ultimately improving their service to their Paratransit riders.

### **Technical Situation**

Redundant business rules were coded in several applications, thus driving up maintenance costs and greatly inhibiting incorporating new requirements. The legacy systems were developed in MS/Access which has its security, design, performance, scalability and technical deficiencies. Access Services' web architecture is to move to Microsoft's Visual Studio and SQL Server. Hence, PDSA was asked to 'make it happen.'

### **Solution**

PDSA, Inc. was engaged to design and build a new extranet, back office web application. PDSA used its PDSA Systems Application Methodology© to develop a quality system design. PDSA utilized the PDSA .Net Productivity Framework as the application foundation to further reduce costs and improve the delivery schedule. PDSA provided key and critical help in re-engineering their work flow processes prior to automation.

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## **Benefits**

Access Services was able to retire several silo legacy systems. Information is now easily accessible in an elegant user interface design, based on roles and permissions. External (service providers) can also use the system to view and use data specifically for them. The new system is scalable and can easier be extended to support additional business needs for years to come.

## **Products and Services Leveraged**

- PDSA Systems Application Methodology©
- PDSA .NET Productivity Framework©
- Visual Studio 2008
- SQL 2005
- Internet Information Services 6.0 / ASP.NET 3.5
- Windows Server 2003

## **Testimonial**

*“PDSA has enabled us to integrate a wide variety of critical data and processes and have it all available through a single portal. This ultimately translates to better service for our customers.”*

F Scott Jewell, Director, Administration & Information Technology, Access Services Inc.

For information on how PDSA can help your business grow, call (888) 899-PDSA (7372) or email us for more information at [Info@pdsa.com](mailto:info@pdsa.com).