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Solutions for the Real World

Access Services
Rider 360

Access Services, Inc.

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.

Rider 360 Application

This application replaced several silo legacy systems. Information is now easily accessible in an elegant user interface design, based on roles and permissions. External entities 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.

NOTE: The sensitive data has been obscured in the screen shots in this document.

Management Visibility

Customer service requests are created and categorized by department. From this 'Work Queue' page, management can see open and in work requests for each department, and decide if additional resources may be necessary to work through backlogs.

WorkQueues

WorkQueue Summary

Work Queue	Open	InWork	FYIs	Work Queue	Open	InWork	FYIs	Work Queue	Open	InWork	FYIs
Auditor	0	0	13	Eligibility	9	2	0	Operations Supervisor	0	0	1
Certification	0	0	53	Fleet Maintenance	1	1	165	Project Admin	2	0	30
Customer Care	14	27	0	Information Tech	0	1	0	Provider	13	10	57
Customer Service	26	2	67	OMC	0	3	0	Risk Management	0	23	0

Work Queue: [Any] Status: InWork From Date: []
 Sub Queue: [Any] Owner: [] Thru Date: []
 Region: [Any] Name Range: [Any] Rider Last Name: []

2 Items found -- Show: 50

Action	Item No	Rider Id	Rider Name	Work Queue	Sub Queue	Region	Incident Date	Summary	Status	Comp Tasks	Owner	Due Date	Age (Day.Hr)
[]	301949	[]	[]	Eligibility	Elig Import Load Error	[]	01/30/2014	[] Order Issue	Assessment	0 / 0	[]	[]	4.01
[]	301950	[]	[]	Eligibility	Elig Import Load Error	[]	01/30/2014	[] Order Issue	Assessment	0 / 0	[]	[]	4.01

Consistent Interface

Breaking down the silos, and providing a consistent interface to each of the various business units greatly enhances productivity. For instance, whether a user is searching for a customer (rider), a service request (ticket), a vehicle, or other entity; a consistent and familiar search screen is their first step.

Rider Search

Rider Filters

Rider Id Rider Last Name Rider First Name

13 Riders found -- Show: 50

Action	Rider Id	Rider Name	DOB	Home Street	Home City	Mail Street	Mail City	Eligibility	Elig Thru	
	54	Nip	02/1944	Manzanita St	Los Angeles			Not Eligible	06/15/2011	
	57	Nip	09/1946	Hill St	Los Angeles			Restricted	12/31/2014	
	38	Nip	09/1925	Rural Dr	Monterey Park			Unrestricted	08/31/2016	
	11	Nip	02/1907	Broadway	Los Angeles			Expired	09/30/2005	
	35	Nip	03/1985	E Hilltonia Dr	West Covina			Expired	03/31/2010	
	63	Nip	04/1930	Jackson St	Glendale	9	eeemore Dr	Tujunga	Unrestricted	11/30/2015
	40	Nip	02/1934	Jackson Av	Glendale			Expired	06/30/2011	
	63	Nip	02/1934	Jackson St	Glendale	9	eeemore Dr	Tujunga	Unrestricted	11/30/2015
	31	Nip	04/1932	E Harvor St	Glendale			Unrestricted	12/31/2014	
	63	Nip	08/1935	Cantara St	North Hollywood			Unrestricted	11/30/2015	
	63	Nip	01/1944	Cantara St	North Hollywood			Unrestricted	11/30/2015	
	24	Nip	05/1933	Woodruff Av	Bellflower			Expired	05/31/2010	
	58	Nip	03/2008	million	Irvine			Expired	09/26/2013	

Business Value

Creating this application allows Access Services to streamline their business processes thereby saving them thousands of dollars per year in lost productivity. In addition, their service providers can now view their data immediately through the customer portal. Before they had to send reports from their old legacy systems to their customers.

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. The new system is scalable and can easier be extended to support additional business needs for years to come.

Technologies Used

Microsoft Visual Studio

Microsoft SQL Server

ASP.NET Web Forms

PDSA .NET Productivity Framework

Haystack Code Generator

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.

Contact Information

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