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Behind the Scene

Executive Report

I am pleased to report that the membership of Access approved the Beyond the Curb (BTC) policy at the Annual Meeting for implementation on July 1. This new policy will comply with the Origin to Destination Guidance that was issued by the Department of Transportation (DOT) in 2005.

In terms of the fare finding from FTA, Access is working on implementing a dynamic fare system and is in the process of wrapping up a series of Community Meetings and a Public Hearing. At the same time, we are also working on seeking a regulatory change that would allow us to keep our coordinated fare system, which has been in place for nearly 20 years.

On April 22, 2015, a letter was sent to Transportation Secretary Anthony Foxx supporting Access' Petition for Rulemaking, which asks DOT to amend its regulations to explicitly allow Access' coordinated fare system. The letter was signed by eight Members of Congress and Senator Dianne Feinstein. Behind the Scenes will publish additional updates on our progress on Beyond the Curb and dynamic fares.

*Shelly Verrinder
Executive Director*

Jerry Walker Award Recipient-Silvia Abrica



Winning Recipient-Silvia Abrica

The Jerry Walker Commitment to Quality Service Award is designed to honor Jerry Walker's contributions to Access Services and the customers we serve.

This award recognizes an employee who demonstrated the same contributions to providing high quality service to every customer.

The Jerry Walker Award was inaugurated in 2008 in memory of the late Jerry Walker. Jerry Walker was an outstanding employee and one of the original and longest serving Project Managers at San Gabriel Transit who exuberated a commitment to quality service. Silvia Abrica personifies Jerry Walker's high standards.

She began her extraordinary career with Global Paratransit, Inc. (GPI) in 2007 as a Driver and a Call Taker. Three years later, Silvia transitioned into the role of a Road Supervisor. She flourished, displaying her passion for safety and customer service.

Silvia was promoted to the position of Safety Supervisor because of her commitment to customer service. In this role she coordinates Global's use of the SmartDrive onboard video camera recording system, reviewing driver enroute clips, coaching drivers and ensuring the system is functioning correctly.

Silvia embodies the true spirit of the Jerry Walker Commitment to Quality Service Award.

Congratulations Silvia!



(L)Silvia Abrica, (R) Reza Nasrollahy

*By Sherri Adams,
Training & Development Coordinator*

ACCESS attends COMTO's Southern CA Event



On Tuesday April 7, Access Deputy Executive Director of Administration, Faye Moseley; Senior Manager of Customer Service, Sherry Kelley; and Project Administrator, Randy Johnson, attended the Conference of Minority Transportation Officials (COMTO) Southern California Regional Chapter conference "Building Ladders of Opportunity - A Pathway to Transportation" event.

COMTO brings together transportation professionals, executives and decision-makers at all levels to discuss initiatives, policies and legislation. The collective partnerships support

efforts for affordable and reliable transportation options to improve the quality of life through greater access to education, business and job opportunities in the transportation industry.

The event featured President and Chief Executive Officer of American Public Transportation Association (APTA), Michael Melaniphy, as keynote speaker.

Mr. Melaniphy has nearly 30 years of public and private sector leadership experience.

*By Randy Johnson,
Project Administrator*

Service Animal Subcommittee Update

The Service Animal Subcommittee that I have had the honor to chair over the last year has been hard at work since January 2014. More recently the group met and discussed a previous concern on how to provide a safer ride for service animals. Since then, Access has been in the process of researching a solution to securing service animals in Access vehicles.

Through various departments brainstorming and R&D, our fleet department came up with a securement device which we felt would address the issue.

We met with the service animal subcommittee group and they were very supportive of this solution. This concept was also

brought to individuals at the Los Angeles Braille Institute to obtain their feedback as well, which resulted in positive feedback.

Access is currently in the procurement process for this device to equip all Access certified vehicles (minivans, MV1's and cutaways). Since the device functions just like our current securements for mobility devices, minimal training will be required.

The device is similar to that of our current securement devices used for securing mobility devices. It locks into the vehicles track floors where a metal ring is attached to allow for service animal users to connect their animal tethers to the device.

The tethers will be required to attach to the animal's harness to ensure the animal is as safe as possible. If there happens to be two service animals during transport both service animals can be connected to the securement device.

These devices will be available in all Access certified minivans, MV-1's and cutaways. This is not a requirement for service animal users. It is an option they can choose by asking the driver to use the securement device. Access looks to have these devices in Access vehicles no later than June 2015.

*By Geoffrey Okamoto,
Manager of Eligibility*

2015 Annual Membership Meeting



Access held its Annual Membership Meeting on April 17, 2015 at the Southern California Association of Governments (SCAG) Board Room in Downtown Los Angeles.

Access hosts this meeting annually to update the Access Membership, made up of the County's 44 public fixed route operators, on Access' ridership, trends, financial status, and, if necessary, to seek updates to the LA County Coordinated Paratransit Plan.

•At this meeting, the Membership ratified changes to the Access Services ByLaws which related to the roles and responsibilities of the Officers of Access Services; for what purposes they can be

convened; and how notice can be given.

•The Membership appointed several members to establish nominating committees to oversee the elections for our municipal and local operator board seats.

•The Membership approved an amendment to the L. A. County Coordinated Paratransit Plan to include Origin to Destination Service, also known as Beyond-the-Curb Service. Starting in FY16, Access will be providing additional assistance to eligible customers who request the service.

*By Alfredo Torales,
Special Project Administrator*



WTS Reception FTA Carolyn Flowers



**Hector Rodriguez, Carolyn Flowers,
and Faye Moseley**

On April 15, 2015 staff attended a reception for Carolyn Flowers who was recently appointed as a Senior Advisor to the Administrator of FTA. The post is a presidential appointment. The event was hosted by WTS Los Angeles. WTS is dedicated to advancing women in transportation.

The reception was held at the Jonathan Club in downtown Los Angeles and it was extremely well attended. Representatives from both the public and private sectors were in attendance as well as former colleagues.

Access Staff Faye Moseley and Hector Rodriguez were in attendance at this event.

Ms. Flowers spent several years working for Metro as the head of the Office of Management and Budget. In 2010 she moved to Charlotte, North Carolina to become the Chief Executive Officer of the Charlotte Area Transit System, and was appointed to her current role in January 2015.

Ms. Flowers remarked that in her new position, she will bring the voices of local government to FTA.

*By Hector Rodriguez,
Controller*

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Rider Comments

"Customer stated she is always treated with respect and the people are so courteous and she would like to just say thank you to all Access employees for just coming to work. She enjoys Access"

*Yvonne,
 Rider since July 2008*

"Customer wrote to express how grateful he is with our services, stating every employee is great. He states he grades us all an "A" and to continue on with the great work, helping those with disabilities like himself"

*Jose,
 Rider since December 2014*

MV Santa Clarita/Access Spring Community Event



On Friday April 3, 2015, I had the pleasure of joining the MV Transportation team to participate in the Spring Community Event held at the Santa Clarita Adult Day Healthcare Center.

The activities during the event allowed for a lot of interaction with the patrons, including disco dancing, coloring, creating paper windmills, and sharing sweet treats. As you can see from the pictures,

everyone had a great time.

During the event we had a chance to speak with the center's staff and patrons, who commended MV and Access for the high level of service we provide and expressed their gratitude for our support and attendance.



*By Christina Blanco,
 Operations Service Monitor*

Trip Cancellation Process!

After some constructive feedback from our riders at a recent Board meeting, staff has worked with our basin service providers to streamline the trip cancellation process. Riders can now opt to leave a voicemail to cancel their ride rather than having to wait to speak with a reservationist.

This will further minimize on-hold wait times-and allow our service providers to manage cancellations more easily.

access