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# Behind the Scenes

## Executive Report

FY16 is almost here and there is a major change to Access' operations coming with the new year. Starting in July, Access will be rolling out a "reasonable modification" process, which includes Beyond the Curb (BTC) service. The reasonable modification process allows customers to request modifications to Access' policy, practices, and procedures to ensure they can use the paratransit system. Staff anticipates that our customers' primary request will be for Beyond the Curb service.

Access has worked with community stakeholders during the last 6 months to develop a Beyond the Curb policy that focuses on assisting those who need that level of assistance and that is safe for both customers and drivers. With this new process, a Reasonable Modification Coordinator will also be designated to ensure that everything goes as smoothly as possible for the agency and its customers.

*Shelly Verrinder,  
Executive Director*

## Diversified Transportation Wins Top Safety Award



**Photo:** (L) Steve Chang, Access Services Deputy Executive Director of Operations, & (R) Laura Moreno, Diversified General Manager

On May 20, 2015, Access Services attended a safety award ceremony for Diversified Transportation/Keolis in Lancaster, California. Diversified Transportation, service provider for the Antelope Valley Region, was presented with the 2014 Keolis President's Safety Award. The safety award recognizes Diversified Transportation in Lancaster for having zero preventable collisions from April 2014 through April 2015.

Laura Moreno, General Manager for the Lancaster property, accepted the award. Present were Diversified Transportation drivers, dispatchers, and administrative staff along with representatives from the Keolis headquarters office. The day was filled with excitement which included a celebratory barbeque for the staff. Access Services congratulates Laura Moreno and the Diversified Transportation/Keolis team for their incredible accomplishment in passenger safety.

*By Fayma Ishaq,  
Project Administrator*

## Christina Johnson-Employee of the Quarter



**Photo:** Christina Johnson winning recipient for Employee of the first Quarter-2015

This quarter we are extremely happy and not a bit surprised to announce that Christina Johnson, Access Services Customer Service Representative is the Employee of the Quarter for the first quarter 2015. Christina was nominated by her fellow employees for her calm demeanor and cool composure under pressure. Working in the Access Call Center is not an easy job but she makes it look so simple. Christina always has a smile in her voice which the callers quickly notice. She understands their need for assistance when they call and Christina always goes the extra mile to meet the customers' needs.

Kudos and accolades go out to Christina, who was surprised at an all staff luncheon that she is the latest recipient of this award.



By Evie Palicz,  
Manager of Training & Development

## American Public Transportation Association Bus and Paratransit Conference

The American Public Transportation Association (APTA) hosted its annual Bus and Paratransit Conference from May 3rd to May 6th in Ft. Worth, Texas. Over 800 transportation professionals from around North America attended the conference that focused on sharing the latest innovations and regulations applying to bus and paratransit service.

The conference opened with updates on the transit industry from representatives from the Federal Transit Administration, APTA's Chair and L.A. Metro CEO, Phil Washington and APTA's CEO Michael Melaniphy. A principal focus of the opening presentations was on the value that transit service brings to a community, connecting people with jobs, improving the

environment and directing land use development in a community. A products and bus showcase was held during the conference to highlight some of the new products available for transit agencies to improve safe and reliable service to customers.

The conference included multiple education and subcommittee sessions where transportation professionals were able to discuss some of the new and developing trends in the industry. With respect to paratransit service, there were discussions regarding FTA's recently adopted Reasonable Modification rules as well as the 25th Anniversary of the passing of the Americans with Disabilities Act. Shelly Verrinder of Access was part of a panel discussion on

"ridesharing" services such as Uber and Lyft and how those services are impacting traditional paratransit and taxi service.

APTA's Bus and Paratransit Conference offered a unique opportunity for those working in the transit industry to learn of new developments in transit and the value that such service brings to the communities where it operates. APTA will host its next Bus and Paratransit Conference in Charlotte, NC in May of next year.

For questions or comments about this year's Bus and Paratransit Conference, please feel free to contact me.

By Eric Haack,  
Strategic Planner

## Access Attends 2015 WTS Annual Conference



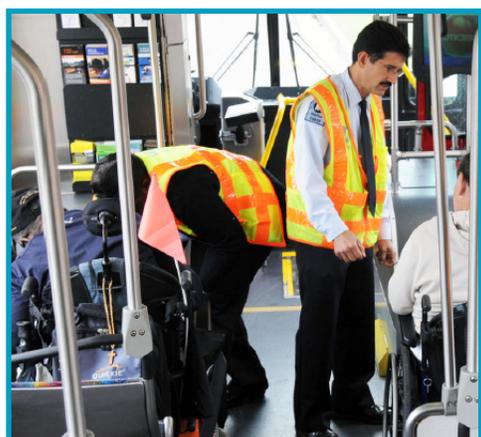
**Photo:** (L) Shelly Verrinder, Access Services Executive Director; (M) Marcia Ferranto, President & CEO WTS and (R) Faye Moseley, Access Services Deputy Executive Director of Administration

Women's Transportation Seminar (WTS) is an international organization dedicated to building the future of transportation through the global advancement of women. Shelly Verrinder, Executive Director, and I had the pleasure of representing Access Services at the WTS Annual Conference in Chicago, IL, May 20-22. The conference theme - Converge - reflected the bringing together of our different skills and perspectives, which mirrored Chicago's place as the hub of the nation's transportation network where modes and systems converge. The conference focused on professional development for transportation professionals and attracted more than 500 local, regional, state, and federal transportation officials as well as hundreds of transportation leaders from the private sector.

The conference highlights included the Annual Awards Banquet, where Secretary Anthony Foxx, U.S. Department of Transportation received the Rosa Parks Diversity Leadership Award. Additionally, seven (7) scholarship recipients were recognized. The conference concluded with Vernice "FlyGirl" Armour, who went from beat cop to combat pilot in three years and served two tours overseas. Vernice is America's first African American female combat pilot. She conveyed her message using her unique insight and life strategy: "You HAVE permission to Engage...CLEARED HOT!"

*By Faye Moseley,  
Deputy Executive Director of  
Administration*

## Metro's Bus Orientation and Practice Program



**Photo:** Metro Bus Operators securing wheelchair riders at the Bus Orientation Practice Program

On Thursday, May 21st, Access Services Manager of Eligibility, Geoffrey Okamoto, Operations Projector Administrator, Rogelio Gomez, and staff from our eligibility provider, C.A.R.E., participated in Metro's Bus Orientation Practice program. This program was implemented in partnership with Rancho Los Amigos National Rehabilitation Center to assist their patients in becoming better acquainted with riding Metro buses.

The program goals are to reduce anxiety about riding the bus, promote wheelchair marking and tethering for faster securement, and safer trips on the bus.

In addition, the program also provides Metro's operators/trainers an opportunity to expand their knowledge base with respect to wheelchair securement and the vast array of mobility devices.

The marking and tethering of mobility devices was demonstrated to the group by C.A.R.E.'s Marking and Tethering (MAT) team.

*By David Foster,  
Project Administrator,  
Eligibility Services*

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## Rider Comments

Customer wanted to let us know that she really appreciates Access, stating, "Access is a blessing to my life."

*Kimberly,  
 Rider since December 2012*

Customer stated he thinks Access is a wonderful service for the community, and he appreciates the service a lot because he had a stroke, and he feels it's great that we can pick him up at such a reasonable price.

*Charles,  
 Rider since January 2014*

## Beyond The Curb (BTC) Eligibility Training



**Photo: (Centered)** David Foster, Access Services Project Administrator of Eligibility & C.A.R.E. Evaluators staff

On Friday, May 29, 2015, the Access Eligibility service provider, C.A.R.E. Evaluators, began their monthly training with their initial Beyond the Curb (BTC) training for their entire staff. Alfredo Torales, Access' Reasonable Modification Coordinator (RMC) was on site to provide support as well as the Access Eligibility Project Administrator, David Foster and Manager of Eligibility, Geoffrey Okamoto.

C.A.R.E. Evaluators staff were fully engaged during the training and asked some insightful questions on what roles and responsibilities Eligibility would have with BTC. Beyond the curb is scheduled to begin July 1.

*By Geoffrey Okamoto,  
 Manager of Eligibility*

## Access Services Driver Job Fair

You are invited to our upcoming Driver Job Fair!

**Thursday, JUNE 11th, 2015 10:00 AM-3:00PM**

The Vernon-Central/LATTC WorkSource Center  
 Los Angeles Trade Technical College  
 400 W. Washington Blvd. (Redwood Hall - Rm C108)  
 Los Angeles, CA 90015

Please refer any questions to Sherri Adams at  
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**access**