



**In this issue:**

Eno Mid-Manager Seminar.....	2
Access Internship Program.....	2
Intern Field Experience.....	3
LATTC Career Open House.....	3
Customer Service Update.....	4
ASE Job Fair .....	4
Rider Comments .....	4

# Behind the Scenes

## Executive Report

I recently read some great articles in Governing Magazine related to ADA paratransit in the Washington D.C. area and I strongly encourage each of you to read them. You could easily replace D.C. with Los Angeles and the information would be just as relevant. My hope is that each of us will be reminded of the challenges faced by all parties in delivering ADA paratransit. The section on ADA paratransit becoming a conversation about cost versus service should spark interesting discussion. This three-part series explores D.C.'s challenges in keeping paratransit costs under control; providing good working conditions for paratransit employees; and expanding transportation options beyond the public transit system. They are issues that the country as a whole faces as it tries to live up to the ADA's promise:

- [Disabled in DC: Coping With Increasing Costs and Demand for Paratransit](#)
- [Disabled in DC: How Full-Time Paratransit Employees End Up on Government Assistance](#)
- [Disabled in DC: How Taxis and Uber Might Be Worsening the Paratransit Problem](#)

Shelly Verrinder,  
Executive Director

## TAP Partnership Event



On Wednesday, September 16, Access participated with 25 Los Angeles County municipal agencies to recognize the creation of the largest seamless transit network in the nation. From the Source - "The historic milestone signifies that all municipal transit agencies in L.A. County accept Transit Access Pass (TAP) as a universal fare media and passengers can transfer to bus or train from any transit provider. Metrolink features a TAP enabled paper ticket and Access Services clients may use their TAP enabled card to ride on participating transit agencies. TAP is a fare collection system featuring a smart card with a computer chip embedded within the plastic card. A new TAP card has an expected life of ten years and can be reloaded and reused."

The TAP program and card is integral to Access being able to offer transportation alternatives to its riders and we appreciate all of our member agencies who participate in the Access Free Fare program.

The event was well attended and I was honored to be able to participate on Access' behalf. We also had an Access van on display along with many other transit buses at the event. A video of the event can be seen here - <https://youtu.be/cvVi9UsJQ9A> .

By F Scott Jewell,  
Chief Operating Officer

## ENO Transit Mid-Manager Level 2 Seminar



**Photo-Left to Right:** Teri Fisher, John Catoe, Jack Garate, Rene Arrieta, Jerry Premo, and Curita Ducre

Access staff members Rene Arrieta and Jack Garate attended the Eno Transit Mid-Manager Level 2 Seminar held at Los Angeles Union Station from September 14-16. The seminar focused on several topics including how to manage up and out, conflict resolution, how to provide constructive feedback, perform growth coaching, and how to retain and motivate top talent.

The seminar was attended by 14 representatives from several local public agencies as well as private sector organizations in the transportation industry from across the country. Teri Fisher and Carita Ducre from Insight Strategies facilitated the 3-day seminar in coordination with Alex Bond and Erin Shumate from the Eno Center for Transportation.

We were also able to have the top General Managers in the transportation industry as our guest speakers for the event. Phil Washington (CEO-LA Metro); Kenneth McDonald (CEO-Long Beach Transit); former GMs/consultants John Catoe and Jerry Premo gave us their thoughts and insights regarding their past experiences. The Eno Center for Transportation's mission is to seek continuous improvement in transportation and its public and private leadership in order to increase the system's mobility, safety, and sustainability.

*By Rene Arrieta, General Accounting Supervisor & Jack Garate, Operations Administrator*

## The Edge - Access Internship Program



**Lucy Alonso**  
Access Human  
Resource Intern



**Giovanni Sera**  
Access Training &  
Development Intern



**Dulce Ramirez**  
Access Safety  
Intern

The Access Internship Program "The Edge" was developed to recruit, mentor, and guide college students towards career opportunities in the transit and paratransit industries. Most college students are unaware of the unlimited career potential in the transportation industry. This program is designed to show interns that whatever field their career interests may be in, there is probably a corresponding career path in this industry. The Edge Internship Program is an integral part of the Access culture. The department in which the intern is placed is based on their interest and courses of study but all interns are exposed to all aspects of paratransit. Interns are mentored on career pathing, using standard business protocols, developing interpersonal skills as well as project management skills. They also learn to write professional business communications and make presentations to audiences of varying sizes.

This year Access has partnered with Millennium Momentum Foundation (MMF), an organization founded in 2002 with the mission to increase the number of students and young adults in public policy and other public service fields through higher education, mentoring, and leadership development training. MMF recommended and Access accepted these three future leaders - Mr. Giovanni Sera is a senior and communications major at Biola University. He is assigned to the Training and Development Department. Dulce Ramirez is a junior at California State University Dominguez Hills (CSUDH) majoring in political science and public administration. She is assigned to the Safety Department. Lucy Alonso is also a junior at CSUDH majoring in psychology and is assigned to Human Resources.

*By Evie Palicz,  
Manager of Training and Development*

## Intern Field Experience

Access Intern Giovanni Sera got to ride along with Safety and Emergency Preparedness Analyst Cynthia Perkins-Stevenson for a day, observing the duties of a Road Safety Inspector (RSI). Ms. Perkins-Stevenson, a long time Access employee, often steps in to do the duties of the RSI and she took Giovanni along for the ride.

One of the primary functions of the RSI is to evaluate locations that pose difficulties with picking up and dropping off customers. The RSI is looking for a safe place to pick up and drop off customers that is close to the actual address and does not violate vehicle laws or company policies. On this day, there were five sites that needed to be evaluated which included senior centers, private residences, and a community college. Some sites are easier than others to determine a suitable and safe location.

In between the location evaluations, the duo met with a driver at a provider headquarters about an incident report. Following that they met with a customer who needed wheelchair securement tether straps installed on his wheelchair. The tether straps make it easy for drivers to identify where to put the securements and also give the customer an added sense of safety. Field experiences such as this one are great learning moments for interns. They get to see first-hand what Access and the providers do to deliver safe and reliable service to the customer. According to Giovanni, he now sees how busy and meticulous these tasks can be but he also sees the great and rewarding satisfaction it provides the customer and Access staff.

*By Giovanni Sera,  
Access Intern-Training & Development*

## LATTC Career Open House



**Photo:** LATTC Career Open House

On Monday, September 21, Los Angeles Trade Technical College (LATTC) hosted a Career Open House at the WorkSource Career Center for the students and the community to attend. The career open house was a collective opportunity for employers to meet with prospective candidates seeking employment opportunities.

The career open house was well attended by Azyta Savor-Long Beach, Career Excellence Academy, Jiffy Lube, Culinary Staffing, Labor Ready, and Strategic Solutions. Access Services was also in attendance seeking to recruit Drivers, Mechanics, and Customer Service Representatives.

Interested candidates will also have the opportunity to obtain an overview of what it's like to work for a paratransit/transit agency at the upcoming Job Fair scheduled for Tuesday-Wednesday, October 13-14. The LATTC WorkSource Career Center not only provides assistance with job placement to students, but also to the community, veterans, and Employment Development agencies.

*By Sherri Adams,  
Training & Development Coordinator*

**Access Services**  
**Consolidated Transportation**  
**Services Agency**  
 PO Box 5728  
 El Monte, CA 91734

Tel: 213.270.6000  
 Fax: 213.270.6055  
 Email: [info@accessla.org](mailto:info@accessla.org)  
[accessla.org](http://accessla.org)

## Rider Comments

Ms. Montero (care provider) stated the following: "I want to put in a smile for everyone that works for Access and the excellent service they give to Mr. Montero."

*Manuel,  
 Rider since June 2015*

Customer would like to say thank you to the employees of Access for treating her with respect.

*Clentie,  
 Rider since June 2015*

## Customer Service Team Update



**Photo: Access Customer Service Team**

The Customer Service department has made great strides in meeting key call center performance goals on a daily and monthly basis. It is the department's mission to provide excellent customer service to all customers.

As a way to recognize the hard work of the customer service staff, customer service management

implemented various programs to keep staff motivated and energized in a fast paced call center work environment.

One such program implemented is the Theme Dress Day - customer service staff can come to work wearing his/her favorite designated theme clothing to work.

This program is a success because it promotes unity and teamwork and at the same time, have some fun! Some of the themes include Hawaiian, Team Colors, Make a Difference, Retro Classic, and Favorite Team Jersey Day.

*By London Lee,  
 Customer Service Supervisor*

## ASE Mechanics, Drivers, and Customer Service Job Fair!

Tuesday, October 13, 2015-10:00 AM-3:00 PM-**Drivers & Mechanics**  
 Wednesday, October 14, 2015-10:00 AM-3:00 PM-**Drivers, Mechanics, & Customer Service**

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

Please refer any inquiries to Sherri Adams at [adams2@accessla.org](mailto:adams2@accessla.org) or **213.270.6000**