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 a provider employee who best demonstrates Jerry’s commitment to providing high-quality service to every Access customer.

On Friday, May 16, 2016, Aurora Delgado, was awarded The Jerry Walker Award. The setting was pure Hollywood, complete with celebrity-style interviews on the red carpet, paparazzi, and flashing lights. Aurora received the “Star Treatment”.

Aurora Delgado began her career with California Transit, Inc. in 2007 as a driver. She was in the first CTI training class. General Manager Mike Fricke said that he knew there was something special about Aurora during her training. Aurora is a dedicated worker, who goes above and beyond the call of duty, and is always willing to help her peers.

Aurora has been promoted several times and has held many positions in the company. She’s been a driver, Behind The Wheel Trainer, Road Supervisor, and Safety Trainer. In her current role as the Transportation Coordinator at Braille Institute of Los Angeles, she facilitates the drop offs and pickups of nearly 200 visually impaired riders’ daily. Braille is the largest trip generator for Access. Aurora assists the staff and the students with various issues that arise, and helps with their transportation needs.

Aurora exemplifies the true spirit of the Jerry Walker Commitment to Quality Service Award. The Jerry Walker Award was inaugurated in 2008 in memory of the late Jerry Walker. Jerry Walker was a long-serving Project Manager at San Gabriel Transit, who embodied a commitment to quality service. Aurora Delgado’s professionalism, patience, and poise demonstrates Jerry Walker’s high standards.

Congratulations Aurora, well done!

Randy Johnson,
Project Administrator
Access attends Downey-Montebello Transition Night

On Wednesday, April 27th, I attended the annual Downey-Montebello Transition Night held in Downey, CA. Students and parents involved in Individualized Education Programs (IEP) participated in supporting the transition from high school to college. Under a federal law titled the Individuals with Disabilities Education Act (IDEA), public schools are required to create an IEP for every child receiving special education services.

Many parents and students from the Downey area came out in support of this event. Short films were shown depicting some of the students who are part of the IEP Programs. One film, in particular, highlighted a student who was a guest on the Ellen DeGeneres show. He talked about how much he enjoyed working in a restaurant and is known as a great dancer. He was told early on in his life that he would never work because of his autism. In seeing where he is now and what he is doing, it speaks to the determination and support he gained throughout his 17 years to become a self-supporting member of society. Throughout most of this time, he was a member of the IEP Program.

I felt fortunate to meet many of the students and their parents, many of whom were already Access customers.

Louis Burns
Customer Service Administrator

Meeting with Commissioners Betty Wilson and Carlos Benavides

On Tuesday, May 10th, Andre Colaiace and I met with President Carlos Benavides of the County Commission on Disability and Commissioner Betty Wilson of the City Commission on Disability. The meeting was a follow-up regarding their suggestions to assist Access in improving the quality of service that we provide.

Both Commissioners understand the difficulties associated with providing ADA paratransit in Los Angeles County. The conversation centered mainly on sensitivity training, wait times, routing, and call handling skills. The issue of wait times primarily focused on applicants and current customers who use wheelchairs. One example by President Benavides touched on new candidates who may be placed in their chair for 1-2 hours before being picked up for an evaluation. These applicants would then have to take what could be a long trip and spend several hours completing their assessment appointment. Benavides spoke of this issue due to concerns surrounding body sores, which can emerge when a person in a mobility device sits for too long.

Both Commissioners understand that Access is doing what it can to address these issues even though they are not an easy fix for Access. Moreover, they both acknowledged that our customers also share some of the responsibility regarding the service. Access will continue to make improvements to enhance the quality of service that we provide and continue having discussions with both Commissioners moving forward.

Louis Burns
Customer Service Administrator
Mobility Management outreach events

The first two weeks of May have been a very busy period for the Mobility Management department and Operations staff.

Access staff made a presentation to Mobility Management Partners, which is Access Services’ travel training provider. Mobility Management Partners Lead Travel Instructor, Monica Marroquin, then made a presentation titled Transit 101 on group travel training. This training is held in a classroom setting using a trip planning workbook before attendees go out to the field.

Staff participated in four outreach events, beginning with a presentation to the Arcadia Retirement Village’s Monthly Meeting. Mobility Management then represented Access at the City of West Hollywood’s Senior Health Fair. Nearly 500 seniors were in attendance at this event. A third event attended by staff was the Senior Fraud Awareness Day, hosted by Los Angeles City Councilmembers Mike Bonin and Paul Koretz. This event was attended by approximately 250 senior citizens.

The fourth event and highlight of the month was the annual ONEgeneration Senior Enrichment Center’s 8th Senior Symposium in Reseda. This event hosted close to 750 attendees with over 50 exhibitors offering products, services, and health screenings. There were also prizes, giveaways and a continental breakfast and lunch for all to enjoy. At the Access table, customers stopped to thank us for helping them to maintain their quality of life with a service that some could not function without.

There is a greater emphasis on providing alternative transportation options for those who are applying for Access for the first time as well as those who are currently eligible. The key word is “options” and having clear information about the resources that can help satisfy a person’s transportation needs while enhancing his/her quality of life.

Stephen Wrenn
Senior Mobility Management Counselor
Rider Comments

Leslie Barnard  
(customer since December 2012)

Mrs. Barnard would like to file a smile for driver Leobardo Cabrera in the West Central region. Mrs. Barnard states that this driver went above and beyond his duties to make her trip the best he could and believes he deserves recognition.

David Mejia  
(customer since September 2010)

Mr. Mejia would like to file a smile for Reservationist Liza. Customer states he had a PU set for 6:00 pm and Liza was able to modify it to an earlier time of 5:15 pm without a problem. Mr. Mejia wanted to make sure Access is aware that he appreciates the time that Liz took to help him with his situation.

Access Services Southern Region spotlight

The Southern Region is one of six Access service areas in Los Angeles County. Of the 1,900 square miles of service area, approximately 424 square miles fall within the Southern Region. Global Paratransit Inc. (GPI) has been providing the service for the last five years. They have approximately 500 employees who help ensure the operation runs safely and efficiently for our customers.

The Southern Region has the largest trip demand of any Access Region, booking more than 4,500 trips during an average weekday. Monthly statistics are as follows:

- Trips performed - 93,541
- Passengers transported - 119,649
- Calls answered - 161,557
- Complaints - 431
- Commendations - 242
- Trips performed that stay within the region - 64%
- Trips performed that travel out of the region - 36%
- Ambulatory trips performed - 80%
- Mobility device trips performed - 20%

In order to service an increasing number of trips, GPI has expanded their resources to include taxi services which account for approximately 42% of total ambulatory trips. This also has allowed GPI to provide reliable service to customers of major trip generators within the area such as Rancho Los Amigos, Graceful Senescence ADHC, and Vista Adult Day Care. Access projects that ridership in the Southern Region will continue to increase an average of 8.5% for each of the next three years. Access will continue to work closely with GPI to serve this growing demand.

Rogelio Gomez  
Project Administrator