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Behind the Scenes

Executive Director's Report

I am very excited to welcome Sarah Boden to Access Services! Sarah will be serving as our Deputy Executive Director/Chief Operating Officer going forward. In this role, she will be responsible for administering the daily operations of Access Services.

Sarah comes to us from the technology industry. Most recently, she spent two years as the President of DDS Transit for DDS Wireless, a \$40 million publicly traded company, where she focused on hardware and software solutions for specialized transportation, including Access Services. Before that she was also the President/CEO of a number of tech companies including Earth Class Mail, which is the leading SaaS platform providing online mail and parcel management services supporting over 6,500 customers in 170 countries. Sarah received her Bachelor of Science in Economics from Lehigh University and is a Certified Public Accountant.

As demand for ADA paratransit grows, I believe that implementing sophisticated technology solutions will be crucial to meeting this demand. Sarah's background is perfectly suited to this important role at Access.

Shelly Verrinder
Executive Director

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Access Visits Service Center for Independent Life

On Friday, December 4th, Access conducted a general presentation about Access for members of the Service Center for Independent Life (SCIL) in Claremont. Steve Chang, Deputy Executive Director of Client Relations, and I were joined by Karina Moreno, Community Relations Manager for the West Central and Eastern Regions. There were over 30 attendees present to learn about Access and to ask questions about the service.



Karina Moreno, Randy Johnson, Angela Nwokike, Steve Chang

SCIL was founded in 1980 by Claremont residents. It is one of 28 independent living centers in the State of California. SCIL primarily serves cities in Southeast Los Angeles County, and the San Gabriel and Pomona Valleys. SCIL seeks to empower persons with disabilities in their quest for greater personal independence and to advocate for a barrier-free society. All services are provided at no cost to consumers.

Access would like to thank Larry Grable, Executive Director, and Angela Nwokike, Systems Change Advocate and Access Board Member, for the invitation.

Randy Johnson
Project Administrator



Karina Moreno, Faustino Salvador

on-time window. We also discussed the other transportation options that are available to people and answered questions on the Free Fare program. Overall, it was a very successful community outreach and we'll be looking to do more of these in the future.

Louis Burns
Customer Service Administrator



Patricia Marquez 2015 Call Center Challenge Winner

Community Outreach Superior Market

On Saturday, December 12th, Operations Supervisor Faustino Salvador, San Gabriel Transit's Karina Moreno and I visited Superior Market in East Los Angeles to distribute information about Access Services.

It was a busy day! Not only did we give out more than 150 promotional items, we also answered general questions about ADA Paratransit transportation. We discussed the application process, scheduling a pickup, and what to expect at evaluation appointments. We thought it was also important to address the curb to curb service model, vehicle wait time and the 20 minute

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Call Center Challenge

We had another successful Call Center Challenge this year and crowned our agency-wide Top Customer Service Representative, Patricia "Trisha" Marquez, an Access Services employee! She will go on to represent Access at APTA's 2016 Call Center Challenge to face off in a competition with the best in the industry.

This year's competition consisted of three challenges. The first challenge was a warm up, the Knowledge Test, where a series of questions are read out loud and the representative who raised his or her hand the fastest was called upon to answer and earn points. The second challenge was a scenario based written test, in which each representative's problem-solving skills, attention to detail, and levels of empathy are tested. And finally, both aspects were put together to test each candidate in a Mock Call with a secret customer who is talented in the art of impersonations, Access' own Rycharde Martindale.

We want to thank our judges, Alvina Narayan, Cynthia Perkins-Stevenson, and Mayra Calderon for their time and commitment! We also wish to thank each of the candidates that participated, they all represented the Best of the Best!

Susanna Cadenas
Customer Service Supervisor



Safety Management Systems (SMS) Training

On December 2nd, Manager of Fleet Design, Maintenance, and Safety Rick Streiff and I attended a three-day Safety Management Systems (SMS) training in San Diego. The training was facilitated by Donald Pike and Steve Dallman of the Transportation Safety Institute (TSI). This training provided participants with information related to the FTA's rationale for adopting SMS, principles of SMS on bus and rail, and tools necessary to begin SMS implementation.

Safety Management Systems (SMS) is a comprehensive, collaborative approach that helps transit agencies build on

their existing safety foundation to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more carefully. 25 representatives from 11 different public agencies, as well as private-sector organizations in the transportation industry nationwide, were in attendance.

Jack Garate
Project Administrator



The 2014 "Spirit of Accessibility" Award Recipient

At the December Access Board Meeting, our annual Spirit of Accessibility Award for 2014 was presented to Lorri Bernson with Guide Dogs of America (GDA). Lorri has worked with us to highlight the needs of our customers who use service animals. This collaboration has helped us provide a safer way for customers with service animals to ride.

Lorri has been an Access rider since 1995 and, early last year, we partnered with her and GDA to host the very first service animal orientation for key staff from the service providers as well as

Access operations staff. The orientation provided a platform to learn even more about transporting customers with service animals. As a result, of the collaboration with Lorri and GDA, Access has integrated GDA training materials into our curriculum. On behalf of Access, we would like to thank Lorri Bernson for her continued contributions to Access as well as to congratulate her as our 2014 Spirit of Accessibility Award winner!

Geoffrey Okamoto
Manager of Eligibility

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

Tel: 213.270.6000
Fax: 213.270.6055
Email: info@asila.org
asila.org

Rider Comments

Phyllis Saelman (Customer Since 2012)

Customer called to file a smile for all of Access for the Service Provided.

"Because I am alone and don't have anyone to help me. I use the service at least once a week. It really helps me to get to my appointments without having to try and find someone. I really appreciate your company."

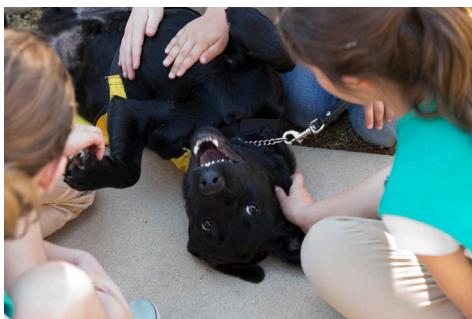
Diane Perrine (Customer Since 2014)

Customer stated:

"I think Access is the greatest thing since sliced bread. Because of Access I am able to get out of the house. The best thing about Access is the employees "they CARE" from the drivers to the phone staff. Please be open with your drivers as they have made a change in my life..."

Access Photo Quarterly

My name is Josh Southwick, and I joined the Access Team in November. I previously worked as a photographer for the Los Angeles Metro Communications Department. One of my duties as your new Marketing Coordinator will be to generate visual content for use in new marketing materials. As I create new imagery, I will be sharing it with you quarterly on page 4 of BTS. I look forward to capturing all the great things Access accomplishes.



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