

In this issue:

Veterans Day Event	2
Statewide Emergency Exercise ..	2
Mobile Site Launch	3
Metro CEO Forum	3
Chuco's Justice Center	4
Rider Comments	4



Behind the Scenes

Executive Director's Report

In case you did not see our Monday special edition of Behind the Scenes, I am pleased to announce that President Obama has signed H.R. 22, the Fixing America's Surface Transportation (FAST) Act, into law. This long-awaited successor to the Moving Ahead for Progress in the 21st Century Act (MAP-21) authorizes surface transportation programs at \$305 billion over 5 years. More importantly, this 1,300 page bill included one sentence that specifically addressed Access' coordinated fare system and, we believe, allows us to keep the current fare system that has worked for this Agency and its customers for the last 20 years.

I would like to thank everyone in our coalition -- staff, Board members and community members -- who spent a lot of time and effort informing Congress how changing our fare system would have real negative impacts on customers. I believe that hearing from our customers was one of the key elements that allowed us to get traction on this issue. And we certainly couldn't have accomplished this the Los Angeles County Congressional Delegation who were all incredibly supportive of our efforts!

If you would like additional information, please contact Andre Colaiace at Colaiace@accessla.org or Alfredo Torales at Torales@accessla.org.

*Shelly Verrinder
Executive Director*



Access Services receives Agency of Opportunity Award

Access Services staff, transit providers and guests recently attended the Millennium Momentum Foundation, Inc.'s 12th Annual Opening Doors Awards Event. Executive Director Shelly Verrinder accepted the 2015 Agency of Opportunity Award on behalf of Access Services. The Agency of Opportunity Award is bestowed upon an agency that has achieved distinguished results in service delivery and demonstrates a significant commitment to providing professional opportunities for residents from communities served by the agency.

The Opening Doors Event awards over \$60,000 annually in academic scholarships to recipients from various multicultural communities that demonstrate financial need, academic merit and leadership potential. Access' MMF Intern, Dulce Ramirez, was among the scholarship recipients at the event. Special guests included Honorary Chair, County Supervisor Hilda Solis; Actor Boris Kodjoe who received the Male Humanitarian of the Year; and the Honorable Antonio Villaraigosa, the former Mayor of Los Angeles, who received the President's Award.

Millennium Momentum Foundation, Inc. was formed in 2002 as a charity to increase the number of students and young professionals from various ethnic backgrounds in public service related fields through higher education, financial aid, mentoring, and leadership development training. The organization has become one of the leading providers of leadership development training in the nation, given its compelling 96% college graduation rate, 92% college retention rate, and a 90% employment matriculation rate achieved among participants from 2002 thru 2015. In 2012, the agency became an official educational partner of the White House and was tasked to develop and implement the White House Young America Series educational conferences in 17 states to connect President Obama's vision with the needs of young Americans.



MAYOR OF GLENDALE, ARA NAJARIAN AND ACCESS EXECUTIVE DIRECTOR, SHELLY VERRINDER

By Faye Moseley, Deputy Executive Director, Human Resources



LUIS GARCIA, SHELLY VERRINDER, AND FAYE MOSELEY WITH E.F. BOARD MEMBER TONY-ORLANDO AND NEW RECRUITS.

Access Services attends 2015 Veterans Day Event

Executive Director Shelly Verrinder; Deputy Executive Director, Human Resources, Faye Moseley; and Global Paratransit General Manager Luis Garcia were proud to attend the Eisenhower Foundation's World War II Victory Celebration. Access Services and corporations with aggressive hiring programs for veterans were recognized.

One hundred veterans of World War II, the Korean War, and the Vietnam War saluted new recruits sworn into active duty at the recent World War II victory celebration at the Skirball Center. The Eisenhower Foundation's Secretary, Mary Jean Eisenhower, granddaughter of President Dwight David Eisenhower, and Eisenhower Foundation Board Member Tony Orlando were joined by Major General Wendy

Masiello, USAF, as 50 volunteers were formally inducted into all branches of the military. The celebration was designed to remind Americans of the impact of World War II and the achievements of President Eisenhower. Attending veterans gave special recognition to SAG-AFTRA for their ongoing commitment to a broad range of veteran activities. Special guests included the oldest female veteran, Sadie Sonnenreich, as well as one of the few remaining Tuskegee Airmen Red Tail Pilots.

The Eisenhower Foundation, a non-profit public foundation, was formed in 1945 after the Allied victory in Europe to create a memorial to General Eisenhower. The Foundation serves to honor and champion the relevance today of the life and leadership of Dwight D. Eisenhower through compelling programs and events that celebrate his legacy.

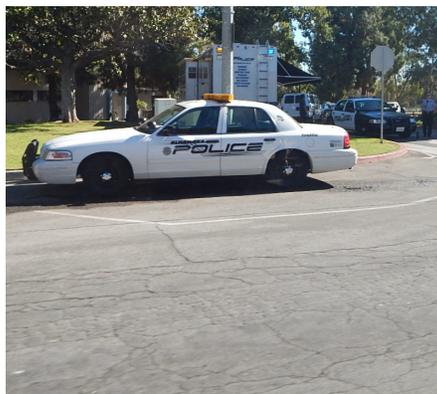
**By Faye Moseley, Deputy
Executive Director, Human Resources**

Mobile website introduced

Keeping up with emerging technologies, the IT department here at Access Services is pleased to announce the deployment of our mobile website. When browsing to www.accessla.org using a smartphone or tablet, the web page will automatically display the mobile website with adjustable text size, a menu in the top right corner (3 bars) and enhanced page placement.

There are many reasons to use the mobile website: Improved user experience, portability and connectivity and faster download speed (meaning the page will load faster than its PC version). The biggest reason we launched our mobile website is that it will work with our future service upgrades. We hope you will visit our mobile website and look for improvements soon.

**By Kim Hogarth-Hindi,
Help Desk / LAN Coordinator**



ALHAMBRA POLICE ON SITE FOR EXERCISE

Access plays role in statewide emergency exercise

On Thursday, November 19th, Access staff and contractors played a small role in the largest emergency exercise ever conducted in the state of California. As part of a five-day emergency drill simulating the response to a bioterror attack, Access activated its Emergency Operations Center at 8:15 am after getting a call for assistance from the Los Angeles County EOC. For several hours, Access staff put its training to the test as almost a dozen people put their Incident Command System (ICS) vests on to respond.

Operations Section Chief Randy Johnson contacted two service providers (San Gabriel Transit and California Transit) to arrange transportation for disabled “victims” to a point of distribution (POD) for anthrax treatment. Road Safety Inspectors Phillip Rice and Travis Fountain monitored the vehicles in the field as a total of six persons were transported from South Pasadena to Alhambra and back. In its nerve center in the second-floor conference room, the Access ICS team monitored the situation, tracked resources, and communicated status reports both internally and externally.

In the end, the practice was timely and, as always, a real learning experience to hone our emergency management skills. Exercise participants also included CTI’s Mike Fricke and Frank Lucas, SGT’s Dondrea McAllister and William Aceves, and Access’ Evie Palicz, Alex Chrisman, Luis Pacheco, Cynthia Perkins-Stevenson, Jack Garate, and Mike Greenwood.

By Mike Greenwood,
Deputy Executive Director, Operations



METRO CEO PHIL WASHINGTON,
FAYE MOSELEY, MICHELE & J.P. HAMLETT

Access Services attends forum with Metro CEO

I was among the guests and small business owners invited to a roundtable discussion with new Chief Executive Officer of Metro, Phil Washington. The roundtable was an opportunity to provide input and feedback in helping Metro stay abreast of the needs of our local community partners.

The roundtable focused on smart business strategies and provided the attendees with an opportunity to share concerns, interests and best practices when contracting with Metro. Mr. Washington discussed the Metro tools that are available to support growth through resources created specifically for small businesses. For example, the Metro Business Interruption Fund (BIF) pilot project recently awarded over \$1 million in grants to 62 small businesses directly impacted by construction of the Crenshaw/LAX Transit Project. According to Mr. Washington, Metro must demonstrate a commitment to help local small businesses not only survive but thrive.

By Faye Moseley,
Deputy Executive Director, Human Resources

**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
accessla.org

Rider Comments

Bernice Harris (Customer since 2011)

Customer called to file a smile for all of Access.

"They are very well trained and are very nice."

Susan Emerick (Customer since 2014)

"Customer wanted to give a general thank you to the service. She stated that she had a stress free day yesterday with Access. Customer had a 11:00 am and a 2 pm which both drivers were on time. She stated that her 2 pm driver was 15 minutes early."

Chuco's Justice Center Welcome Home Celebration



CHUCO'S JUSTICE CENTER

Access had the pleasure of attending a "welcome home" celebration sponsored by Chuco's Justice Center located in the city of Inglewood on November 28, 2015.

The celebration was to welcome about forty individuals recently released from the penal system back into the community by offering a variety of essential services including

transportation. Outreach events of this type are important for those that are re-entering their communities so that they can receive vital information regarding legal services, medical care, job training, employment, and housing.

Chuco's Justice Center is dedicated to Jesse "Chuco" Becerra and all the youth lost to the streets, prisons, police violence or deportations. Chuco was gunned down on an early Saturday morning outside of a party in 2005. A loving father, community leader, friend, son, cousin, brother and nephew, Chuco was a committed youth organizer with the Youth Justice Coalition (YJC) whose goal was to challenge policies and institutions that have led to the mass incarceration of people of color. The Centers mission is to build strong youth leaders; eliminate barriers and discrimination for prior youth offenders; and support the development and educational needs of YJC members and other youth in the community.

**By Geoffrey Okamoto,
Manager of Eligibility**