

In this issue:

Service Animal Securement	2
VA National Volunteer Award ...	2
ECF Outreach	3
Dale Carnegie Graduates	3
Access Fun Facts	4
Rider Comments	4



Behind the Scene

Executive Report

I am happy to report that the Ad Hoc Committee on Origin to Destination Policy met today to review the version that will be brought to Access' Board of Directors at its February 23 meeting. This proposed version of the Origin to Destination Policy will, with Board approval, be further vetted through a public hearing, comments from our Community Advisory and Transportation Professionals Advisory Committees, and final approval by our member agencies in April 2015.

I would like to thank all of the participants of the Ad Hoc Committee which included representatives from our riders, their advocates, Access staff and our service providers. Their contributions and unique viewpoints make processes like these a truly collaborative undertaking that will result in making Access an even better service than it already is.

If you have any questions regarding the proposed policy please feel free to contact Access' Special Projects Administrator Alfredo Torales at torales@accessla.org.

*Shelly Verrinder
Executive Director*

Access Services attends 2015 APTA CEO



Access Services was proud to recently attend the 2015 APTA Transit CEO Seminar, held in Phoenix, Arizona, February 7-10. This annual event allows CEOs and their Deputies to come together to discuss agency advances and challenges, learn more about emerging trends and resources that are available as well as gain fresh perspectives and new ideas to adapt. Valley Metro served as the host agency.

The highlights of the seminar were the joint Meeting, CEOs' Committees & Conversation with FTA Leadership with Acting FTA Administrator Therese McMillan and FTA Senior Advisor Carolyn Flowers who discussed how the FTA and USDOT are preparing to meet the challenges of the next 30 years. The opening general session, "Where Public Transportation Goes, Community Grows" focused

on forward thinking and leadership topics relevant to CEO visions for overseeing their organization. As a first time attendee, I enjoyed participating in the Deputy CEO Track for executive staff who have career goals of moving into CEO positions and the interactive session on being promoted from within - moving from peer and friend to CEO.

Seminar presentations included working with your board, labor relations, workforce development (where I presented to the audience), negotiating your next employment contract, security, safety, vehicle maintenance programs and more.

APTA is the leading force in advancing public transportation. APTA's mission is to strengthen and improve public transportation. APTA serves and leads its diverse membership through advocacy, innovation and information sharing. APTA and its members and staff work to ensure that public transportation is available and accessible for all Americans in communities across the country.

*Faye Moseley
Deputy Executive Director,
Administration*

Service Animal Securement



The Access Community Advisory Committee(CAC)has a subcommittee for service animals (SA) that has met quarterly since early 2014 to address specific topics related to service animals. The most recent meeting

occurred on Tuesday, February 10th immediately after the CAC Meeting at the Culver City Veterans Memorial Building. The subcommittee's topic was service animal securement; a topic the group is very passionate about!

Access Safety Analyst, Luis Pacheco, presented a proposed securement device that would be placed in our existing vans' wheelchair securement tracks, which in turn would be connected to a service animal's tether. The responsibility of the handler would be to provide a tether and secure their tether to the service animal, and the drivers' responsibility

would be to secure the tether to the device as well as the floor track. This safety enhancement would be an option and would be offered to those customers whose animals meet the established definitions of a service animal. While the device is currently in the development phase, the group's very positive feedback regarding the proposed device and the added safety it may provide is the impetus needed to continue the development and possible implementation.

*Geoffrey Okamoto
Interim Eligibility Manager*

VA National Volunteer Award



Breaking news! James Hogan, a longtime member of the Access Services Quality Service

Subcommittee (QSS) and the Community Advisory Committee (CAC), has been recognized by the Veterans Affairs (VA) as the 2014 National Male Volunteer of the Year. A veteran of the U.S. Navy, James has been a volunteer for the VA Greater Los Angeles Healthcare System for the past 12 years and he has logged more than 2,800 hours of volunteer service during his tenure. Accompanied by his wife Pam and guide dog Atticus, James visits regularly with veterans throughout Southern California and spends many hours at the Sepulveda VA Community Living Center and Hospice and mobilizes the

local Disabled American Veterans chapter to bring food, goodies, and cheers to hospitalized patients. James will be recognized by the VA at the 69th VA Voluntary Service National Advisory Committee Meeting and Conference held April 22-24, 2015 in Albuquerque, New Mexico.

Congratulations James, we are very proud of your accomplishments and to have you as part of the Access family!

*Steve Chang
Deputy Executive Director, Operations*

Los Angeles Exceptional Children's Foundation Center Outreach



On January 29, 2015, Road Supervisor, Frank Lucas from California Transit (CTI) and Access Staff, Hamilton Franco visited Los Angeles area Exceptional Children's Foundation (ECF) Outreach Center to become better acquainted with ECF staff and to answer any questions they might have about Access Services. We were greeted with a warm welcome and Case Manager Carmina Estrada gave a tour of the facility. She also shared the organization's mission and goals, which are to help children, students, and adults with special needs reach their greatest potential.

ECF provides a studio, art supplies and mentorship to individuals living with intellectual disabilities. They presently operate four art centers in the greater Los Angeles area. Staff at ECF is committed to giving all artists the highest level of training. In 2011 ECF launched an online store where the artists' works are for available to purchase and is now also linked to Amazon.com.

ECF expressed that they are happy with the services received by Access Services and look forward to continue working closely with staff.

*Hamilton Franco
Operation Service Monitor*

Congratulations Dale Carnegie Graduates!



(Left to Right) Norma DeAlba, Vice Calderon and Victoria Moore

Access staff members Sherri Adams, Vincent Calderon, Norma DeAlba, Armando Garza, Christina Johnson, and Victoria Moore recently graduated from the Dale Carnegie program. Congratulations to Victoria Moore in being selected by her Dale Carnegie peers to receive the "Highest Achievement Award". The program

encourages a number of learning objectives including the following -

- Learning tools to connect with others
- Familiarization with the principles for improving human relations
- Communicate with clarity and conciseness through presentations
- Display increased level or courage, confidence, and conviction

The program also builds on the four emotions that enhance engagement - confidence, empowerment, enthusiasm, and being inspired. Access prides itself on having engaged employees - forty-four (44) employees have completed the Dale Carnegie program with Access' support. We are looking forward to the new graduates' contributions to the agency and giving us our next inspiration.

*Yvette Richardson
Audit Supervisor, Finance*

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

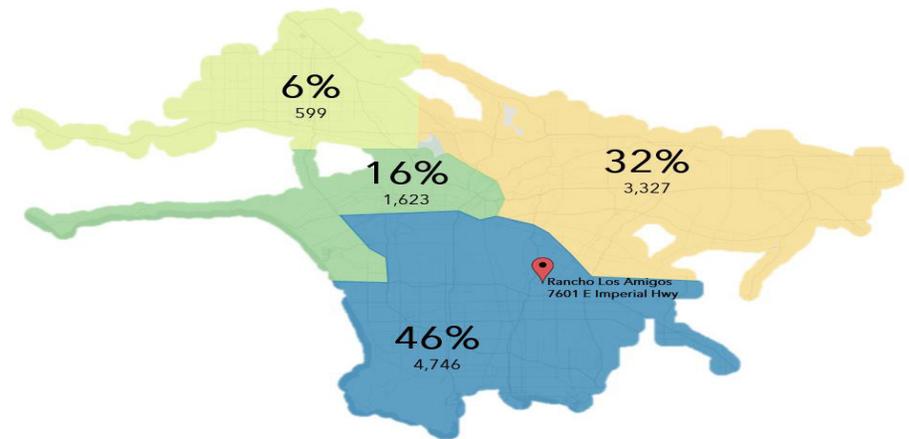
Rider Comments

Customer said: "Arturo was a very good driver. He let me know his route and when I would be dropped off. He spoke with all his passengers in the vehicle, knows his routes, and is just a wonderful driver for your company. He is helpful and always smiling."

Amy, Hawthorne
 Rider since 2010

Access Operations Fun Fact

Access Trips To Rancho Los Amigos
 August 2014 - January 2015



Rancho Los Amigos, located at 7601 East Imperial Highway, Downey, is one of Access's highest trip generators. As the map below illustrates, Access customers from all areas of the Los Angeles basin travel to the

center. Access transports over 85 customers to the center on an average weekday.

Melissa Thompson
 Data Analyst