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Behind the Scenes

Executive Report

This is an exciting time to be part of the Access team. Access is experiencing tremendous growth in the services that we provide while continuing to implement innovative and superior service into all facets of the organization. Access is looking for world class talent to join our team to assist us in achieving our vision of being the leader in promoting accessible and innovative transportation solutions. To achieve this vision the following opportunities have been added to our organization and currently are on our company website www.accessla.org:

- Controller
- Manager of Operations
- Manager of Information Technology
- Manager of Analytics & Process Oversight

If you or anyone you know may be interested in any of the above career opportunities, we welcome the opportunity to discuss the possibility of joining the Access Services team.

Shelly Verrinder
Executive Director

Access Responds to Colby Fire



ICS Team in Action on Day 1

As Access staff was commuting to work on Thursday, January 16, 2014, it appeared to be business as usual. That was until smoke and fire were seen in the foothills above the 210 Freeway. It wasn't long before media reports confirmed that a major fire had broken out in the Angeles National Forest on the outskirts of Glendora. As it directly impacted San Gabriel Transit's service area, SGT was the first to activate its ICS around 7:30am. At 8:30am, Access activated its Incident Command System. For about the next 30 hours, the Access family got to put its emergency preparedness plans and training into action. That work included assessing the situation, getting reports from each provider, figuring out which customers would be affected, suspending service in and out of the affected area, and communicating with

customers, providers, and other transit agencies. As Incident Commander for the first 20 hours, Steve Chang got invaluable experience in dealing with a potential crisis. Fortunately, no lives were lost and only a handful of Access customers were impacted by the event that directly impacted the cities of Glendora and Azusa. By the time Access had deactivated the ICS on Friday at 10:15am, operations were back to normal. The Colby fire certainly reminded Access and provider staff how important training and preparation are. In a little more than 24-hours, Access had to add an alert banner to its website, issue a press release, communicate to its Board, coordinate response activities with Foothill Transit, Omnitrans, and OCTA, send supervisors Philip Rice and Luis Pacheco to establish a staging area near the evacuation zone, and have Project Administrators Geoffrey Okamoto and Jack Garate work through the night to keep an eye on the situation.

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“No Need to Speed” Safety Campaign



Speeding can be one of the main factors in accidents. According to studies, people speed because they are in a hurry, inattentive to their driving, don't view their driving behavior as dangerous, or don't take traffic laws seriously. The “No Need to Speed” safety

campaign was launched in February, 2014. The purpose of the campaign was to create awareness and educate our drivers on why they should slow down and maintain proper speed limits as mandated by law. Access interacted with approximately 250 drivers and provider staff. Drivers received information material that focused

on how to avoid speeding; drivers viewed a “No Need to Speed” video, and received a safety button they can wear as a reminder of their commitment to safety and to share with others. The information was shared with all provider staff and dispatchers as they also play a major role in the driver's safety.



*Luis Pacheco
Safety Analyst*

U.S. Department of Transportation Civil Rights Virtual Symposium

During the week of February 3rd, the U.S. Department of Transportation (USDOT) hosted a three-day Virtual Symposium on-line to help professionals in all fields of transportation understand current Civil Rights rules and legislation.

The web-based symposium was scheduled to take place just ahead of the 50th anniversary of the landmark Civil Rights Act of 1964 and drew participation from over 800 attendees representing 34 state DOT's, 13 Federal agencies over 60 private organizations and numerous city and county

government agencies.

Alvina Narayan, Access' Grants and Compliance Analyst and I attended numerous sessions of the Symposium covering such topics as the Americans with Disabilities Act (ADA); Disadvantaged Business Enterprise (DBE) which encourages agencies like Access to promote minority and women-owned business participation in its federally funded contracts; Equal Employment Opportunity (EEO) which prohibits workplace discrimination; and Title VI which prohibits discrimination of members of the public.

Access Services has been - and remains - committed to non-discrimination and the Civil Rights rules at Federal, state and local levels. The virtual symposium was very informative and allowed Access staff to remain up-to-date on the latest rules associated with Civil Rights legislation. For questions or comments about Access' DBE, EEO or Title VI programs, please feel free to contact me or Alvina Narayan.

*Eric J. Haack
Strategic Planner*

Los Angeles World Airport's ADA Community Advisory Committee Meeting



On January 15, 2014 Access Operations Staff was invited by Los Angeles World Airports (LAWA) to attend its ADA Community Advisory Committee meeting that was held at the Flight Path Museum.

Access staff had the opportunity to share with the committee members some of the improvements that Access has made in 2013 to help enhance the customer pick-up experience at the Los Angeles International Airport (LAX). Access erected official Access stand signs at the arrival level throughout LAX terminals, improved communication and coordination with LAX staff and Airport Police regarding Access Services. Since the implementation of the improvements, Access has not experienced any major customer pick-up issues at LAX.

Access will be working with LAWA to develop an alternate pickup location when unexpected

emergency events occur such as the active shooting that took place on November 1, 2013.

*Faustino Salvador
Operations Supervisor*

Santa Clarita Community Meeting



On Saturday, February 1, 2014, Access held its first community meeting for the year in the Santa Clarita Region. The meeting was held at the Newhall Library, which provides a great environment to meet and greet our customers in Santa Clarita and to provide valuable information about



Access compared to previous years, customer turn out for the Santa Clarita regional community meeting was greater than expected. Access and contractor staff enjoyed interacting with the customers and attendees and keeping them informed about Access. Operations Supervisors

Hamilton Franco and Phillip Rice led the meeting with a presentation about how Access works. During the presentation, customers in attendance asked insightful questions and provided valuable feedback on how to improve the service.

*Geoffrey Okamoto
Project Administrator*

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Rider Comments

"When I called reservations for an ETA on my trip I spoke with Gabriel and was given a 10 min ETA. After 10 minutes passed I called back spoke with Gabriel again but was told that I was No Showed. Gabriel was helpful, polite, courteous, and kind. He was very concerned with the fact that I was No Showed and offered a 1500 re-book. I informed him that my phone was going to die and that I could not wait that long, so he transferred me to Customer Service to get help. I think he did a wonderful job!"

Erma, Compton
 Rider since 1999

December 2013 Helping Hand Winner



Please join us in congratulating the Helping Hand award winner for the month of December 2013, Ms. Leni Sequitin of Huntington

Park. Ms. Sequitin is a private and very humble customer. She has expressed her sincere appreciation for the service that Access provides. Ms. Sequitin cherishes the professionalism and courtesy displayed by the Access drivers and call takers. Ms. Sequitin has been using Access since 1998 and she has taken 259 trips with no occurrences of "No Shows or Late Standing Orders" since 2013. It is an honor and a pleasure to award the Helping Hand pin to Ms. Leni Sequitin.

Access Operations Supervisors

Continued - Access Responds to Colby Fire



Debriefing on January 23rd

Cynthia Stevenson monitored Twitter to get the latest info from the County and impacted cities.

COO F Scott Jewell even got a turn as Incident Commander on Friday

morning. After all was said and done, an after action debriefing was held to discuss lessons learned. Access will learn from the experience and be even more prepared for the next emergency!

Mike Greenwood
 Director of Safety and Risk
 Management

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