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Behind the Scenes

Executive Report

Two weeks ago the Driver Trainer for one of our transportation service providers had a stroke. Unfortunately, while at the hospital, he had a second stroke. After a short hospital stay, he was transported to Rancho Los Amigos for rehabilitation. He is young and strong, and with the help of Rancho, and the opportunity to use Access, his chance for recovery is very good.

I want all of us to take a moment to think about the difference Access makes to each and every one of our 132,410 riders.

Shelly Verrinder
Executive Director



MV-1 Factory Training



Access and service provider maintenance staff were given the opportunity to attend a comprehensive MV-1 vehicle technical training workshop sponsored by AM General in Mishawaka, Indiana. AM General is the original designer and manufacturer of the Humvee and HUMMER vehicles, and the current contract assembler of the MV-1 and Ford Transit Connect Electric.

The first week of February Rick Streiff, Access, Wayne Seale and William Kim, San Gabriel Transit, Jose Solis, MV Transportation and Manuel Devora, Global Paratransit participated in a three day course that will help Access service providers maintain the new MV-1 vehicle.

To help understand how the MV1 mechanical assemblies can be serviced efficiently, an extensive plant tour was part of the training. The modern assembly line follows

some of the same principles of the original Ford inspired assembly line. However, technology has greatly improved the work flow of producing autos. Modern auto assembly lines utilize computer aided robots for many tasks previously completed by hand. One assembly line completes the chassis of the vehicle and another assembles the interior and exterior of the MV1. The final assembly point marries the chassis and the completed body. The entire modern auto manufacturing process has evolved over time from handmade vehicles that resulted in only a couple of autos produced daily to current production methods which can produce ten vehicles per hour, through the use of robots and assembly personnel.

The MV1 Hands-on technical training module is comprised of classroom, interactive presentations and various MV-1 training aids, coupled with expert factory instruction to provide technicians with an overview to both the simplicities and the complexities of the vehicle design. The training module is heavily weighted with electrical and electronic diagnostics – the area most time consuming to technicians when repairing

Grant Writing Workshop for Access Staff in Orange County



On January 30th, Access staff members Gilbert Garza, Eric Haack, and Lora Verarde attended a 5310 grant-writing workshop at the offices of the Orange County Transportation Authority (OCTA). The workshop was designed to encourage social service agencies

and public agencies like Access to apply for funds from a 5310 grant administered by Caltrans.

Caltrans staff described the application and deadlines for the 5310 grant which (if successful) can provide as much as \$600,000 to an applicant's agency. The funding from the grant can then be used to purchase minivans replacing similar minivans that are due to be retired because of the many hundreds of thousands of miles they have driven in service.

Following the workshop, Gilbert and Lora have been leading the effort to gather supporting documents for the grant and drafting written responses to application questions required

before the grant application can be submitted near the end of the month of February.

Following the drafting of the grant a selection panel will be led by Metro to score applications submitted by Los Angeles County applicants and I will serve as a member on that panel when it is assembled. My role on the panel is to review applicants' efforts to coordinate services among agencies who serve clients with similar needs.

For questions regarding this grant application, please ask either Gilbert Garza or myself.

*Eric Haack
Strategic Planner*

APTA CEO Conference



I had the privilege to attend the APTA's CEO's Conference in Palm Springs from February 10th through the 12th. The conference was packed with relevant and engaging educational sessions on partnerships, workforce development, leadership styles, funding and revenue sources, working with your board, and labor relations.

Some of the specific take-a-ways for Access was hearing about the spirited contributions made by public transportation agencies in the CEO's exchange which included mobility management strategies, the shifting to a new paratransit business model utilizing existing capital and manpower in the taxi industry, and our own AVTA gave a great presentation on overcoming organizational turmoil to name a few of the exciting discussion topics that are transforming our business.

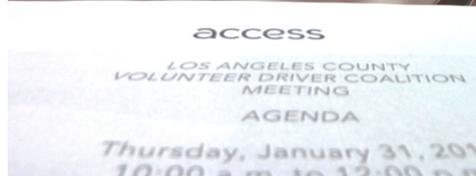
One session was a statement of the efforts that we continually struggle with which is funding. The CEO's continue to identify their top challenge as finding the revenue sources needed to support the current and future demands for

transit. With the rapid growth of ADA paratransit due to these tough economic times with many programs reducing service levels which is forcing those customers to Access and the aging population of the baby boomer generation we see this struggle only worsening in the coming years.

Another session which focused on an effort we have undertaken here at Access which was the Leadership Development Session. This session highlighted the need to identify leadership competencies and discussed ways to develop them in others and prepare them for future positions inside or outside of your organizations.

*Mark Maloney
Chief Operations Officer*

Access Hosts Meeting of the LA Volunteer Driver Coalition



On January 31st, Access hosted the latest meeting of the LA County Volunteer Driver Coalition. This meeting was the best-attended meeting since the creation of the Coalition in March of last year.

Attendees included managers of volunteer driver programs from Community Connections based in Claremont, Elbow-to-Elbow based in Long Beach and ITN another volunteer driver program operating in West Los Angeles. Also, contributing to the meetings

discussions were representatives from Los Angeles' Braille Institute, VTrans San Bernardino County's Coordinated Transportation Services Agency and the Orange County Transportation Authority (OCTA).

During the meeting, some of the different volunteer driver agencies discussed recent research that has been done in parts of LA County to demonstrate the need for more similar volunteer driver programs. The volunteer driver programs based in the County serve to provide an additional transportation alternative to seniors and individuals with disabilities and recent research collected just in the area of Long Beach has demonstrated that there is a sizable population that could benefit from a transportation alternative different from fixed route and Access.

The meeting's guest speaker, George Sparks of the Pomona

Valley Transportation Authority discussed means by which the Coalition could work to have a research paper on volunteer driver programs presented at upcoming national conferences and draw attention to the value of these programs.

Access staff is currently also working to develop its own volunteer driver program and this was announced at the meeting. Efforts to develop an Access administered program are still in a very early stage, but among the attendees of this meeting, there was lots of interest in Access' effort to launch this alternative option.

The next meeting of the Volunteer Driver Coalition is set to take place in May. For questions on the Coalition or progress on the Access-based program please ask either Gilbert Garza or myself.

*Eric Haack
Strategic Planner*

Access Supervisory Staff Complete AB-1825 Harassment Prevention Training

California state law AB-1825 requires that all supervisors attend training every two years on preventing sexual harassment in the workplace. On Thursday, February 7, 2013, Access provided this mandated training to its supervisors, along with three supervisors from Global Paratransit. The facilitator of the class was Tracey Robinson, an instructor with the National Transit Institute under the auspices of the US Department of Transportation,

Federal Transit Administration. The four-hour class was a dynamic, hands-on experience in which all supervisors were trained not only in the types of sexual harassment, but also taught how to recognize sexual harassment when it occurs and how to differentiate sexual harassment from other illegal types of harassment. The feedback from the training was overwhelmingly positive, the real life paratransit scenarios brought forward the subject matter in a

way that got supervisors thinking about behavior in the workplace, and the impact that inappropriate behavior can have on an agency. Access' Policy Against Unlawful Harassment was discussed in detail, along with reporting requirements and procedures, and the investigation process.

*Linda Ross
Human Resources Manager*

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

"I had a stroke & a heart attack. I have been unable to drive. Access has made it possible to get to Lakewood & Downey for my doctor appointments & for bible study. I can't thank you enough for your wonderful service."

*Judith, La Habra
 Rider since 2004*

"I am 75 years old and have been an amputee since the age of 15 years old. When I was young I could manage. Now that I am old, Access is really a blessing. It takes me to the doctor, pharmacy, market and to visit relatives & friends... Access is extremely useful to me... So I am really blessed & happy to know that Access is there. Everybody has been kind to me.

Thank you & God Bless all of you."

*Ricardo, Los Angeles
 Rider since 2004*

access

Helping Hand Winner for December



Join us in congratulating Ms. Virginia Davidson of West Covina who has expressed her appreciation and gratitude for the professional services and support she receives from Access and our Service Provider teams.

In the past months, Ms. Davidson has:

- o Traveled 69 times with no late cancellations or no-shows.

- o Filed countless call taker and driver commendations.
- o She goes out of her way to recognize staff by waiting on hold for Customer Service.

A recent commendation from Ms. Davidson states:

"Carlos Llereno ID 2869 was nice and helped me with my bags, in and out of the vehicle. He was a good driver and was on time, the car was also clean and smelled good. The driver was really nice, I am thankful for the service which allows me to go places"

We had the honor of presenting this wonderful customer with the Helping Hand pin for the month of December 2012 on February 12th.

*Hamilton Franco &
 the Operations Supervisor Team*

MV-1 Factory Training (cont.)

a vehicle. Mechanical service procedures of MV-1's unique ramps and compressed natural gas systems were presented in staged presentations with training aids, while review of common procedures such as brakes, suspension and chassis electrical relied on service manual reference and how to use the web based service information available to trained technicians.

*Rick Streiff
 Fleet Manager*

