



Behind the Scenes

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Executive Report

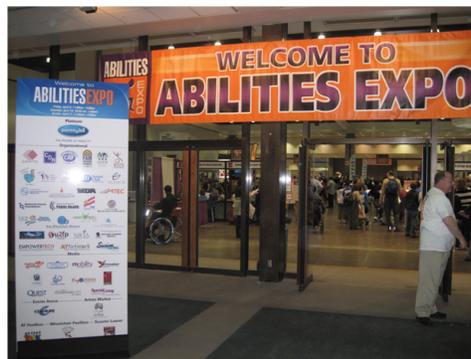
Director DeVera and I, along with my daughter Grace, attended a meeting with Los Angeles Mayoral candidate Wendy Greuel.



It is hard to believe that it is once again Election Day and **I want to encourage everyone to get out and vote on Tuesday, March 5th.** The Mayor of the City of Los Angeles appoints four of the 13 seats on the Metro Board of Directors so transportation is a very important part of this election.

*Shelly Verrinder
Executive Director*

2013 Abilities Expo



The Abilities Expo is a 3 day event (March 15, 16 and 17) at the Los Angeles Convention Center where people with disabilities, their families, seniors, vets, caregivers and healthcare professionals gain knowledge and empowerment by learning about the latest disability products and services. You can find newly designed wheelchairs, high tech vehicles, canes and gadgets at the expo. As well as watching sporting events like power wheelchair soccer and a dance performance.

In preparation for the upcoming Abilities Expo; Metro, Access and CARE met on February 26 to go over what brochures and tasks we will each cover at this year's Abilities Expo booth (#443). The booth will be decorated with pop-ups and colored tablecloths that will attract all attendees.

- Metro staff will be handing out limited quantity note pads and plastic bags along with brochures of timetables, maps and Metro information.
- Access Mobility Management Staff will be available to assist with questions regarding Access tap cards, free fare program, and eligibility inquiries.
- CARE staff will be marking and tethering mobility devices for Access customers and the general public.

Metro will have staff at various locations at the Los Angeles Convention Center to help assist the general public that are having difficulty finding the Abilities Expo. Announcements will be made at Metro stations for increased disabled ridership using the rail service to and from the event for all 3 days. Access Operations staff will be setting up at the Dock Plaza at the Los Angeles Convention Center. This location will be used for all drop offs and pick-up's throughout the event.

Metro and Access expects a large turn-out. Hope to see you there.

*Faustino Salvador
Operations Supervisor*

Life Steps Foundation – What They Do



Steve Wrenn and I had the opportunity to attend a meeting with members of Life Steps in the City of Long Beach on February 25th.

Since 1982, Life Steps Foundation has helped people of all ages with physical, emotional, developmental, or economic challenges enhance their quality of life. Through the foundation and its affiliates, more than 12,500 clients are receiving in-home and center-based services. Life Steps Foundation inspires and equips clients with the necessary skills to become responsible and self-sufficient citizens.

Access was asked to provide information on our service and to

address some of the problems experienced by their clients. During the question and answer period we addressed their concerns and provided alternatives that work to alleviate their problems. Steve addressed local alternative transit options and referral services, like the Access Free Fare Program, the Long Beach Dial-A-Lift and Disabled Resources Center, and explained that when a location is out of the Access service area or an appropriate time cannot be scheduled for a rider's trip, the Access Mobility Management Program can be of assistance with referrals to non-emergency transportation services or senior center transit programs.

Life Steps then explained a bit about their program. Supportive Living Services (SLS) helps individuals who have developmental disabilities make informed choices about life management. Independent Living Services (ILS) provides an alternative to the limitations

of institutional life by offering education and training to people who have physical, emotional and developmental challenges. Parent Training – teaches developmentally disabled parents how to provide a safe, healthy, nurturing and stimulating environment. Early Intervention Staff work one-on-one with children at home and in peer group settings to enhance their communications, emotional attachment, and pre-school readiness. They also work to empower parents by helping them acquire supportive skills unique to their child's developmental challenges and become expert advocates in their care. Empowered parents and enriched environments give these special infants and toddlers what they need to reach their greatest potential in all developmental domains.

*Louis Burns
Customer Support Administrator*

Current Affairs Forum with Supervisor Yaroslavsky



Matthew Avancena and I attended a meeting of the Los Angeles Current Affairs Forum that featured Los Angeles County Supervisor Zev Yaroslavsky. The Supervisor, who will be termed out in 2014, said his main focus going forward will be to expand the county's public transportation system and modify its healthcare system to respond to the implementation of

the Affordable Care Act. He also complimented Los Angeles Mayor Antonio Villaraigosa's efforts to accelerate the expansion of the region's public transportation system.

*Andre Colaiace
Deputy Executive Director, Planning & Governmental Affairs Services*

Harbor Regional Center Outreach



The Torrance based Harbor Regional Center invited Access' Customer Support Administrator Louis Burns, Mobility Management Counselor Erik Washington and R&D Transportation Services' Mobility Training Manager Allison Hughes to discuss Access Services and the Travel Training Program. Specifically, how Access can enhance the quality of life for both the client and their family members.

The Center's staff hosted the event for an audience of social workers, personal care attendants and those working directly with neighboring citizens with developmental disabilities. This was an educational opportunity for case workers and the Access customer to get to know how the Service works. After the presentations, the Access staff led a lively discussion on reservations

procedures, clarification of the twenty minute window, five minute dwelling time and negotiating trip times.

Ms. Hughes provided information on mobility travel and training by her staff at R&D Transportation. Ending the afternoon with a question and answer session, questions ranged from problem solving to other transportation options such as Dial A Ride, City-Ride and non-emergency transportation companies. Family members were encouraged to familiarize themselves with the Access Rider's Guide and advised to address their concerns and questions with the Access customer service staff.

*Erik Washington
Mobility Management Counselor*

Executive Leadership Coaching

Access is proactive in providing opportunities for staff to develop skills and provide us with more effective work, management, leadership and communication skills. In January I began participating in a webinar course provided by TransPro, a consulting firm headed by former Rochester Genesee Transportation Authority Executive Director, Mark Aesch. Mark was the keynote speaker at Access' 2012 Annual Meeting where he discussed his book *Driving Excellence* and his 12 principles to achieving breakthrough results as a transit leader.

These 12 principles were developed into this 12-month

program for busy executives to master the principles of leadership needed to guide an organization through breakthrough transformation. The participants consist of a small group or "cohort" of transit leaders throughout the country from both the public and private sector working in all facets of transit sharing their personal and professional experiences. The course spans the upcoming year with 90 minute webinar sessions each month covering topics such as: Defining Success, Distraction Management, Quantifiable Goals and performance measures, Decision making using facts instead of instincts, Effective communication plans, Courage in decision making.

In addition to Mark's 12 principles there are Guest Coaches who are industry leaders in their professions and communities. Guest speakers include: Bill Rassmussen, the Founder of ESPN; Major General John Basiste, US Army (retired) President and CEO of Klein Steel Service Center, Inc.; Ray Melleady, Vice President of Sales at the USSC Group, Inc.; Monica Luedecke, President of Hotze Enterprises; Toby LaVigne, Founder and CEO of The Remarkable Project.

Having just completed the second session, I can already see the benefit of this type of interaction with a small group of transit leaders. The group can speak candidly about

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Rider Comments

"By my having arthritis so severe in my legs and knees, I can hardly go take care of bills and buy groceries. I have no other means of transportation except for your Access Services. I'm able to keep all my doctor appointments also go socializing with other friends and family members.

All my children live in San Bernardino or Rialto and Hesperia. I am able to go out on the MetroLink any time I want thanks to Access. I don't have to depend on anyone to take me places."

*Shirley, Los Angeles
 Rider since 2004*

Mobility Device Securement Training



On February 20-21, 2013, Access hosted the Advanced Mobility Device Securement Skills Development Workshop. Presented by the National Transit Institute (NTI), this workshop ensures that our customers, particularly those with mobility devices, are being secured by knowledgeable and well-trained operators.

Representatives from non-profit and public transit agencies in Los Angeles and neighboring counties, as well as Access' service provider staff learned federal guidelines regarding proper securement techniques. Additionally, they had the unique opportunity to demonstrate and practice securing

a variety of mobility devices on a cutaway, a mini-van, and a fixed route bus.

Special thanks to Dennis Burgess and Dana Easter of MV Transportation for loaning a power wheelchair and cutaway from their fleet. Additionally, I'd like to thank John McBryan, Metro's Division 9 Maintenance Manager, for the use of a fixed route bus and a reserved area in the bus yard for the participants to run securement drills.

Participant Comments:

"The workshop gave me a better understanding of the ADA and the importance of properly securing mobility devices."

"This course was very enlightening and useful. I recommend it to all operators and instructor personnel."

"Very informative and a fun course for learning safety and the rights of passengers."

"The workshop was one of the best I've attended and very informative."

*Charace Thompson
 CTSA Analyst*

Executive Leadership (cont.)

both professional and personal challenges, goals, successes and failures and share experiences that will benefit their cohorts. The practical application of the 12 principles focuses on measurable success and eliminating the obstacles to one's vision and I

look forward to the remaining 10 sessions so that I can share the information with others, both here at Access and with my peers in the transit industry.

*David Foster
 Manager, Customer Support Services*

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