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# Behind the Scenes

## Executive Report

I would like to thank all of you who were able to make it to our Annual Meeting on Wednesday and to congratulate our award winners: Richard Devylder and Ricky Bachan! It was a fun event and I have heard a lot of positive feedback from people who attended. While we aimed to make this Annual Meeting a bit more festive this year to celebrate our 20th Anniversary, I want to highlight some of the initiatives that I talked about during my speech:

- We will be launching "Access 20/20" to plan for the future. This year-long planning initiative will involve all Access stakeholders, including our riders, social service agencies, member agencies, funding partners, staff, elected officials, and service providers. We will be working on a plan to ensure we continue to provide quality, safe transportation over the next 20 years when we probably will be providing over 20,000 trips a day.
- Since the beginning, Access has utilized an all-white vehicle fleet. The white Access vans blend in with similar commercial vehicles and are often difficult for our customers and other motorists to identify. The time has come for a new color scheme that will reduce incidents where vehicles and customers don't "connect", especially in busy public spaces. We also think this new design will help reduce rear-end collisions, which are the most common type of accident within Access.

Moving Access forward....to see the new vehicle design, please look at our website: [www.accessla.org](http://www.accessla.org)

Shelly Verrinder  
Executive Director

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## Access Attends GLAAAC Awards Dinner



On March 21, Doran Barnes, Board Chair and Foothill Transit Executive Director; Kim Turner, Access Board Member and Torrance Transit General Manager; Shelly Verrinder, Executive Director, and Faye Moseley, Deputy Executive Director of Access Services attended the Greater Los Angeles African



American Chamber of Commerce (GLAAAC) 21st annual Economic Awards Dinner, held at the JW Marriott in Los Angeles, CA. The GLAAAC Economic Awards are presented to individuals and corporations who have contributed to the economic growth and development of the African American Community.

The highlight of the evening was keynote speaker, Secretary of Transportation, Anthony Foxx. As U.S. Secretary of Transportation, Secretary Foxx leads an agency with more than 55,000 employees and a \$70 billion budget that oversees air, maritime and surface transportation. His primary goal is to ensure that America maintains the safest, most efficient transportation system in the



world. Attending the event gave us an opportunity to meet Secretary Foxx and inform him of Access Services.

GLAAAC's advocates and promotes the economic growth and development of African American business by focusing on the development of business opportunities, business alliances and legislative advocacy - which all help to make life better throughout Los Angeles.

Faye Moseley  
Deputy Executive Director of  
Administration

## Employee of the Quarter - March 2014



If you had to pick a person to be on your team, what would you look for? You would want a team player, someone who is engaged in the work they do and dedicated to their role in the organization. Mr. Phillip Rice, Operations Supervisor for Access Services, fits that description perfectly. For over 8

years, Phillip has demonstrated his commitment to teamwork in the Access Operations Department. On March 20th, Phillip was presented with the Employee of the Quarter Award for his contributions to the mission and vision of Access. Narrowing down the number of examples to submit with the nomination form proved to be a challenge. Even narrowing it down within the last three months, one could think of too many examples of why Phillip was deserving of this award.

A recent example of his dedication, cooperation, and initiative was his role in the Colby Fire response efforts made by Access. Phillip was one of the individuals who went to the staging area near the fire, just in

case Access needed to evacuate people. Another recent example was his willingness to change his work schedule to perform observations at a service provider site, reminding all of us that this is a 24/7 operation. Phillip is well respected among his peers and Access management. In addition, Phillip is well known among all the service provider personnel he interacts with (drivers, reservationists, dispatchers) for his knowledge and expertise. It is a pleasure to work with Phillip on a daily basis and an honor to have him as part of the Operations team.

*Alfredo Torales  
Project Administrator*

## SAN GABRIEL/POMONA REGIONAL CENTER TRANSITIONAL EVENT



Perchance the most efficacious alliance in the Eastern Regional area, the San Gabriel Valley Transition Task Force and San Gabriel-Pomona Regional Center promoted 'Transition Night'. The

sole purpose of the event was a presentation of educational opportunities for people living with developmental disabilities and their families. In a continuation of growth for life after school, over 50 vendors and agencies were invited and presented a wealth of information and resources.

The vendors were grouped under bright crayon-box colors of blues, reds, yellows and oranges' Table Covers. Leading the 'Service Vendors' was the Access' Kiosk with Mobility Management staff Stephen Wrenn, Mayra Perez-Calderon and Erik Washington. As

the face of Access, staff was invited to speak with hundreds of students, instructors, PCA's and families ranging in subjects from the Access Rider's Guide, the ADA (American with Disabilities Act), to questions/statements regarding Access membership and of course, the Access clients personal testaments of how Access has afforded them a life of independence.

*Erik Washington  
Mobility Management Counselor*

## February 2014 Helping Hands Winner



Join us in congratulating Ms. Monica Hoffman of Van Nuys, our Helping Hand winner for the month of February 2014.

Ms. Hoffman has been a member of Access Services since 1998 and frequently uses the service to travel to her Doctor appointments. She enjoys reading books and doing things around the house. When we asked her what she likes best about our service, she said "I am able to travel to five different Doctors office and back home."

Ms. Hoffman is grateful for the service and appreciates all of Access drivers. She added that the drivers are always on time and very friendly.

Since July, Ms. Hoffman has traveled 90 times with no late cancellations or no-shows.

Access had the honor of presenting this wonderful customer with the Helping Hand pin this week.

*Warm regards,  
The Helping Hand Team*

## HR Roundtable - Sharing the Knowledge

As our laws and the workplace change, HR and Training professionals confront new issues daily. Access Services Human Resources recently initiated and organized the first quarterly HR Roundtable, held on Thursday, March 13. We exchanged shared best practices, positive experiences, challenges and future trends on a variety of topics including staffing and recruiting, employee morale, social media, driver incentives and training and development.

HR and Training professionals from Access Services, our service providers and member agencies will meet quarterly and Training & Development issues and opportunities in the transportation arena. Our purpose for meeting is to provide a continuing forum as a means for this select group of professionals to exchange ideas with their peers on a regular basis.

Each month, a different member will host the quarterly HR Roundtable meeting at their office

location to provide the group with an opportunity to have transparency into the business environment and culture. Access Services was proud to host the kick-off HR quarterly meeting and look forward to growing involvement from our service providers and member agencies.

*Faye Moseley  
Deputy Executive Director of Administration*

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## Rider Comments

"I want to thank Theresa my Reservationist for answering my call on Saturday, March 22nd. Her voice was so soothing and kind. Beyond doing her job to an absolute T, she was clear and easy to understand. She and her kind voice made my morning. Just the few minutes we were on the phone was enough to help me see my day thru better eyes and calm me down after an upsetting incident just prior to me calling Access. Thank you Theresa...you made my heart feel better!"

Libby

*Elizabeth, Tujung  
 Rider Since 2012*

## Operations Fun Fact



Demand for Paratransit service in Los Angeles has grown significantly in the last few years, and is expected to continue over the next ten years. Access saw a 26 percent increase in trips from 2003 to 2013. Current estimations suggest that Access will

service roughly 5 million trips in fiscal year 2027, a 42 percent increase compared to current trip volume.

*Melissa Thompson  
 Operations Analyst*

## VISTA ADHC Center



On March 26, 2014, Access Staff visited VISTA ADHC, Maywood, to drop off TAP card ID covers and lanyards for ACCESS customers.

This particular center and program currently serves 165 clients, in which 55 customers use Access Services. Vista is well known in the community and clients travel as far as Glendora to be a part of this center. Clients feel

the center has great social workers, program directors, attentive and courteous nurses, and many have made personal friendships.

On a clients birthday, Vista celebrates with a party, cake, and magic show!

Access Staff had the honor of speaking with clients and thanked them for using Access Services. They appreciate the service and are very thankful for what Access does and understand that at times it can be challenging for Access drivers.

*Hamilton Franco  
 Operations Supervisor*

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