



Behind the Scenes

In this issue:

Strategic Planning Conference ...	2
Dale Carnegie Award Winner ...	2
Harbor UCLA Health Fair	3
Jerry Walker (cont.)	3
Helping Hand Winner	4
Fare & Trans IT Tech Conf	4
Rider Comments	4

Executive Report

It is once again budget time at Access Services. Using the ridership projections from HDR, staff has been working with Metro on securing the necessary funding.

The Access Services budget request is scheduled to go before the Metro Operations Committee on May 16th and then the full Metro Board on May 23rd.

The Access Board Budget Subcommittee will be meeting in the near future to get started on the details of the Fiscal Year 2013/14.

Look for more details soon on the proposed Budget for next year.

Shelly Verrinder
Executive Director

Jerry Walker Award Runners Up



Elmer Contreras, Dispatch Supervisor with Rogelio Gomez & Nadar Raydan

On January 18th, the Jerry Walker selection committee met to review over 70 nomination forms and select the 2012 Jerry Walker Commitment to Quality Service Award winner. As previously reported, the 2012 award recipient is Mr. Ali Ahmednor of San Gabriel Transit. However, Access Services is recognizing two, very important secondary winners and acknowledging their contributions to improving operational efficiency and exceeding customer expectations.

Mr. Elmer Contreras, Dispatch Supervisor, MV Transportation

Mr. Contreras is not only a key member of MV Transportation's operations team, he is also a solid professional with a positive attitude and extensive knowledge in the

dispatching area. As Dispatch Supervisor, Mr. Contreras was instrumental during the Stratagen transition. Katie Menendez, Road Supervisor, MV Transportation explained, "during the Stratagen transition, Elmer worked long hours helping the dispatchers, drivers and customers adjust to the new system."

Access' Systems Analyst, Ruben Prieto, also expressed appreciation for Mr. Contreras' assistance during the Stratagen transition. He noted that Mr. Contreras, "... helped his team keep a positive attitude during the stressful transition and went above and beyond to ensure the initial software setup, data entry, and trainings were coordinated in a timely manner."

Mr. Lafayette Lott, Trainer, Global Paratransit

The influence Mr. Lott has on his peers is incredible; the selection committee reviewed 41 nomination forms on his behalf. As a trainer, he is responsible for establishing the expectations of high quality service to new drivers and ensuring the service remains consistent during recurrent training. Ed Muncy, COO of Global Paratransit, explained in his submission how Mr. Lott "... continuously updates training materials to reflect best practices of

The Annual American Planning Association Conference



Braving strong winds, freezing rain and snow, architects, transportation planners and urban planners from around the country converged on Chicago, Illinois to attend the 105th national conference of the American Planning Association from April 13th to April 17th. The conference provided an opportunity for planning professionals to learn from others the latest practices on designing and funding programs for city and transportation improvements. The conference also allows

opportunities for planners to meet with vendors of some of the latest technology available in a variety of areas including services to help produce better graphics or maps for presentations or software to help better design traffic through intersection systems.

The conference offered a variety of education sessions designed to introduce some of the newest and best practices in use in the field of planning. A focus of this year's conference was on how planners are working to introduce improvements to urban areas to make places more walkable and encourage designs that promote better use of transit and bicycle modes.

Many of the sessions, though not directly targeted to discussing the future of Access or paratransit in the U.S., had session topics that predicted upcoming changes that

will impact how Access operates. In looking at the future of transportation planning, sessions at the conference discussed recent changes to Federal funding policies for public transportation and also some sessions discussed the anticipated growth in the senior population in many cities or "Silver Tsunami," which is expected to have serious impacts on a variety of city services including those offered by Access.

For further information on the American Planning Association and the topics focused upon at year's conference, please feel free to contact me.

*Eric Haack
Strategic Planner*

Dale Carnegie Award Winner - Faustino Salvador



Access' very own Operations Supervisor, Faustino Salvador, has been attending the Dale Carnegie Leadership (twelve week) training program since January 2013. During a training session Faustino was honored with the "Crashing Through Award." Faustino is very appreciative of the opportunity to attend this highly recognized leadership training course. Mr. Salvador realizes even

more, how important it is to apply such high standards that the Dale Carnegie principles teach. Faustino has allowed this opportunity to help catapult his development, both personally and professionally. Access congratulates Faustino Salvador for a job well done!

*Geoffrey Okamoto
Project Administrator*

Geoffrey Okamoto, Faustino Salvador & Shelly Verrinder

Harbor - UCLA Medical Center Health Fair



The Harbor-UCLA Medical Center is a facility, owned and operated by the County of Los Angeles, and affiliated with the UCLA Schools of Medicine, Nursing and Dentistry. The medical center has been providing health care service to the Greater South Bay community since 1946 through its inpatient, emergency and ambulatory programs with facilities to house over 500-beds, excelling in patient-centered care.

As one of California's major teaching hospital and acute-care facilities, Harbor-UCLA continued their path to better health awareness in reaching out to the public by holding their first annual 'Health-Fair'. The event drawing hundreds of local residents, children and hospital patients was entitled 'Spring into Health'. Their vast parking lot was reinterpreted

into a country fair with tables, stands and booths. Each booth was populated with a variety of local health and food conscious businesses including '24 Hour Fitness', 'Fresh & Easy', 'LA Fitness' and the local 'Farmers' Market'.

Among the many service vendors Access was invited to introduce the regional area transportation service to a new populace. A shared ride, curb to curb transportation service was a new concept for many of Torrance's senior and disabled residents. For many potential clients and their family members this represented an opportunity to be independent again. A chance to visit friends, keep a doctor's appointment or go to their place of worship.

*Erik Washington
Mobility Management Counselor*

Jerry Walker Award Recipients (cont.)



Lafayette Lott, Trainer with Luis Garcia & Alfredo Torales

Access Services and takes the extra time for one-on-one training to ensure the success of the trainee." Luis Preciado, Global Paratransit's Risk Manager, describes Mr. Lott's trainings as enjoyable yet efficient. "He introduces new ideas for incorporating Access Services policies into the training and will stand 100% behind his training before certifying any trainee."

In reading each nomination form, it is clear that Mr. Lott is an excellent trainer and mentor who arrives early and stays late to ensure that Access Services' policies and procedures are understood. He works tirelessly until each of his

trainees are certified and feel comfortable in their new roles.

The nomination forms received for Mr. Contreras and Mr. Lott impressed the selection committee and they were unable to choose only one runner up. As a result, Mr. Lott and Mr. Contreras were each presented with plaques and given a monetary award for their outstanding commitment to high quality service on April 22, 2013 at the Access Services' Board of Directors meeting. Congratulations!

*Charace Thompson
CTSA Analyst*

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

"Most of your drivers are punctual, good safe drivers and friendly. Many times when I am feeling down I am able to enjoy the drive and friendly conversation. The service you provide is very welcome - it makes my life easier. The biggest plus is the type of people you select to work for you. My most memorable ride was with driver Juan Hernandez. That was the most laughter filled ride I've ever had. He was a JOY. So kind & professional - GOOD CHOICE!!

A special thank you to your dedicated & efficient phone receptionists. They do an outstanding job. Always!!"

*Helen, Alhambra
 Rider since 2006*

access

Helping Hand Winner - March



Ms. Fischler with Ops Supervisors Gina Breceda & Jessica Thompson

The Helping Hand program has a winner for the month of March 2013, the recipient is Ms. Rosalind B. Fischler from Tarzana, CA. The Operations Supervisors are happy to announce that Ms. Fischler has been using the service since November 2000. She frequently travels in the San Fernando Valley area. Since September, Ms. Fischler has taken 102 trips with no occurrences of "No Shows or Late Standing Orders".

MV Driver commendations by Ms. Fischler include:

- o Called to file a smile for driver Lilly Silva # 618671, stated driver is just a nice, helpful and a safe driver.
- o Called to file a smile for driver Crystal William # 621211 stated driver is just a nice, helpful and a safe driver.
- o Customer would like to file a smile for driver Danny Rengifo # 500418. He is wonderful and a very safe driver.

Overall, Ms. Fischler is very appreciative of everyone's support and services. We will be delivering the Helping Hand pin and balloons to Ms. Fischler next week.

*Hamilton Franco & the
 Operations Supervisor Team*

Fare Collection Workshop & TransITech Conference

The 2013 Fare Collection Workshop & TransITech Conference was held in Phoenix, Arizona and allowed me to attend a number of informative sessions. The Fare Collection Workshop featured fare collection and enforcement, equipment maintenance, fare structure concepts, money handling security, surveillance, and fare media standards. The TransITech Conference included information technology specific and innovative technologies, transit-

focused technologies, traveler information, electronic payment systems, and other transportation system issues affecting public transportation. Both shared a products display where over 40 vendors showcased the latest in fare collection and information technology developments.

*F Scott Jewell
 Deputy Executive Director, Administration*