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Behind the Scenes

Executive Report

On Wednesday, the Metro Finance, Budget and Audit Committee unanimously approved our funding request for \$70,559,472 in local funds. Our total budget, including capital, will be approximately \$141 million, which is a 3.3 percent increase from last year. This funding will allow us to deliver nearly 4 million paratransit rides and also purchase accessible vehicles to meet ridership demand and replace our aging fleet. The item will now move to the full Metro Board for approval on May 22, 2014. If our funding is approved next week, we will present the Agency's budget to our own Board in June.

On another note, I am pleased to report that Senior Planner Eric Haack has been accepted into APTA's Early Career Program, which is a professional development course for individuals in the public transportation industry with 3-5 years of work experience. This 12 month program includes a variety of skill building workshops, round table sessions, online collaborations and unique access to the industry's leaders through a national mentoring program. Congratulations, Eric!

Shelly Verrinder
Executive Director

access

Union Station Celebrates 75th Anniversary



throughout the building, reflecting 'Mission Revival' simplicity mixed with California's Spanish influences and Art Deco splendor. The facility was completed at a cost of \$11 million in 1939 and opened with a lavish, star-studded, three-day celebration attended by a half

Los Angeles Union Station celebrated its 75th anniversary with thousands of Angelenos in attendance. The Saturday commemoration included an early morning re-dedication ceremony with celebrities and Los Angeles political dignitaries.

The ceremony also highlighted the talented father and son architect duo John Parkinson and Donald B. Parkinson. Parkinson created the L.A. Memorial Coliseum, Los Angeles City Hall, the former Bullock's Wilshire department store building, the Alexandria Hotel, Grand Central Market, and the University of Southern California (Non-Modern Buildings).

Ground finally broke on what would become Union Station in 1933. A mix of styles are used



million Angelenos.

Access Services along with over forty vendors were invited to participate in the gala and meet Angelenos under the Art Deco passageway.

Access Launches Employee Orientation “On-Boarding”

On May 6, 2014, Access launched an exciting new initiative, the Employee Orientation On-Boarding Program, designed for newly hired employees. The purpose of this program is to equip employees with specific knowledge about paratransit to support their transition into the industry as well as to help them succeed in their new roles. Topics ranged from an overview of the Americans with Disabilities Act and the eligibility process, to the types of vehicles used by Access contractors. Existing Access employees will also be able to attend the On-Boarding Program to ensure that they are consistent with the history of the agency and the service we provide to our customers.

As part of the On-Boarding Program, employees will be given a tour of the Access Eligibility Center where applicants are evaluated to determine if they qualify for paratransit services. Employees will also take a

ride-along road experience with an Access driver. This will allow them to get a first-hand experience of being an Access customer.

Some of the other topics covered during the orientation include “Employer of Choice” programs, agency dress code including casual Friday, safety and emergency preparedness as well as booking a next day trip reservation as a customer.

The next Employee Orientation On-Boarding presentation will be held in June. We will be sharing this program with our service providers at our next Southern California Transit Human Resources Quarterly Meeting in June.

Iwalani “Evie” Palicz
Manager, Training and Development

Dale Carnegie Graduates

On Wednesday, April 30, 2014 the atmosphere was “Bitter Sweet,” for the Access team members who had just completed an intense 12 week training course through the Dale Carnegie program. The focus of the program was to challenge each team member in the areas of Human Relations, People Skills, Communication Skills, Self-Confidence, Enthusiasm and Developing Leadership Skills.

Each week we were challenged to step out of our comfort zone by providing several short presentations based on our personal and professional experiences. These exercises helped everyone to really tap into their interpersonal skills to make this an enjoyable experience. Many Access team members walked away with Outstanding Performance, Crashing Through, and Break Through awards along with a few multiple award winners for personal contributions and achievements.

I believe we all came away from this experience with the knowledge that you don’t only take the Dale Carnegie course you live it. Now I would like to extend a “Congratulations” to our newest Dale



Carnegie Graduates: Stephen Wrenn, Evie Palicz, Kenneth Anthony, Gina Breceda, Charlene Motta, and yours truly. Dale Carnegie Coach, Yvette Richardson and Instructor Jean Morgan.

Lucinda Webb
Receptionist

2014 Conference on Aging at Pasadena's First Church of the Nazarene



Due to healthy living and the miracles of modern technology, Americans are living longer than ever before and many lead active, healthy and productive lives. 'Healthy and Active' were the key words in the annual Conference's workshops. The workshops concentrated on common interests and concerns among California's growing number of seniors of all ages, backgrounds and abilities. One hundred and twenty-five vendors were invited to meet the citizens at Pasadena's First Church of the Nazarene to provide information and resources.

Keynote speaker and NBC 4 weather-anchor, Fritz Coleman, shared why, "Laughter is the Best Medicine." Matthew Avancena, Manager of Planning and Coordination, informed his audience of Access' shared ride services and policies in accordance with the Americans with Disabilities Act (ADA). The Access kiosk provided answers to individual concerns. Many people expressed their appreciation of the service for helping them lead a more independent life.



*Erik Washington
Mobility Management Counselor*

Substance Abuse Management and Program Compliance Course

The course is conducted by the US Department of Transportation's Transportation Safety Institute (TSI) and was hosted at Long Beach Transit, from April 29 - May 1st. A total of 27 local industry professionals attended the course and it was led by two TSI Instructors.

The comprehensive 3-day course is designed to provide the participants with the knowledge to evaluate and self-assess their agency's substance abuse program and its compliance with FTA regulations. The course involved

lecture, group discussions, and peer information sharing. This course promotes a better understanding of FTA substance abuse compliance regulations and their application to transit agency policies and procedures.

The course covered 15 key areas of the Drug and Alcohol Program, addressing elements such as audit processes, testing and collection methods, policy content and training mandates. This course also introduced a new segment, Safety Management Systems (SMS), which addressed FTA's new initiative in

addressing potential hazards and implementing safety measures to reduce risks.

My attendance allowed me to participate in engaging group discussions and learn the skills needed to develop, implement and manage a drug & alcohol testing program that complies with federal regulations.

*Alvina Narayan
Grants & Compliance Analyst*

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Rider Comments

"I do not know the name of my driver I had but he was a wonderful driver. He drove safe, was a good person to talk to, and he got me to my destination safely and on time. I want to be sure you know what a very good job your driver is doing."

*Ernest, Sun City
 Rider since 2007*

Safety and Fraud Prevention in Transit and Paratransit

On April 16, 2014, Detective Frank Richter of the Los Angeles Sheriff's Department Homeland Security Division along with Craig McClelland of the Los Angeles Sheriff's Department Crisis Intervention Division came to Access and presented a workshop on Safety and Fraud Prevention in Transit and Paratransit. The workshop covered topics on driver and passenger safety, fraud in the transit environment, location security, law enforcement response, personal safety, how to best approach mental health patrons and what resources are available to Transit and Paratransit agencies.

The workshop was a huge success largely because it incorporated real-life incidents and outcomes. Each case study was followed with details on what best practices can be established for future reference. Audience participation was not only encouraged, it was the driving force of the workshop. Both Detective Frank Richter and Craig McClelland were able to answer many scenario type questions from the workshop participants.

*Jack Garate
 Operations Administrator*

MV Transportation Driver Recognition

Access customer Reynaldo Gabanes wrote to Access Services in appreciation of the level of service he has received from the Northern Region service provider.

Access customers are encouraged to file a "Smile" when staff is performing above and beyond the call of duty. Mr. Gabanes took it one step further when he mailed in three self-made certificates recognizing the quality of service he

has received recently from drivers Steven Barajas, Luis Corona, and Jeffrey Dextra of MV Transportation.

Access Services would like to acknowledge these individuals for a job well done and for exceeding customer expectations. Keep up the good work!

*Jack Garate
 Operations Administrator*

Continued - Union Station 75th Anniversary

Representing the Access team were Chief Operating Officer F. Scott Jewell and Mobility Management Counselors Stephen Wrenn, Mayra Perez-Calderon and Erik Washington.

This was an opportunity to educate and inform clientele and visitors about Access, including how to schedule a trip successfully, the free-fare program

and the Americans with Disabilities Act (ADA). Many people stopped by to expressed their gratitude for how Access allows them to live a more independent life.

*Erik Washington
 Mobility Management Counselor*

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