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Behind the Scenes

Executive Report

Andre Colaiace and I just returned from a productive trip to Washington D.C. to visit with local elected official's staff, the Federal Transit Administration, and Len Simon our local advocate in D.C.

Access has been able to establish some solid relationships with most of the Southern California officials and it was beneficial for both sides to discuss issues instead of the focus being on the basics of Access Services. We had a very lively conversation with Senator Dianne Feinstein's staff on the Access TAP Card. It helped that the weather was absolutely beautiful!

*Shelly Verrinder
Executive Director*



APTA Bus & Paratransit Conference



Access Chief Operating Officer Mark Maloney and I attended the 2013 **APTA Bus & Paratransit Conference in Indianapolis, Indiana**. The conference was held between May 5th and May 8th. Almost 600 bus and paratransit professionals attended this year's conference. In addition to the International Bus Rodeo Competition and Bus Products & Services Showcase, the conference offered attendees a variety of educational sessions, technical tours, and workshops. Both Mark and I were invited speakers at this year's Bus & Paratransit Conference.

Mark co-presented with Mauro Arteaga, Associate Engineer from LA Metro on the integration of Los Angeles County Access Services and Southern California 511 system during the Transit Technology Systems Engineering & Integration session. I presented successful strategies used by Access to improve operation performance,

productivity, and efficiencies while managing system growth and operating costs during the Productivity and Service Quality in Paratransit Operations session.

Before the conference ended on Wednesday, Mark and I attended the

closing general session where special guest speaker Dario Franchitti, four-time IZOD IndyCar Series Champion and three-time Indianapolis 500 Winner, spoke to the conference attendees on the importance of Team Building, Teamwork, and Performance Excellence in the sport of motor racing. The experience and knowledge shared by the guest speaker Dario Franchitti can certainly be transferred to any organization and team environment including Access.

*Steve Chang
Deputy Executive Director, Operations*



Driving Miss Daisy, Who Will?



The Older Adult Transportation Taskforce (OATT), of Long Beach invited the Department of Motor Vehicles Representative Ann Love, Senior Driver, Ombudsman Program, California Highway Patrol Officer Ming-Yang Hsu and Access Services' Mobility Management Senior Counselor Stephen Wrenn, assisted by Mobility Management

Partners Travel Training Instructor Rosalva Rangel to participate as panelists in the "Driving Miss Daisy, Who Will?" conversation.

The Long Beach event was structured to ask and answer one of life's big questions; How to approach a loved one when it's time to give up their car keys. Ms. Love presented DMV data on what to look for and how to stop loved ones from operating a motor vehicle. Statistics also show that more than one in five Americans ages sixty-five and older do not drive. For many non-drivers, public transportation is the only alternative to asking for a ride, while some older adults restrict their traveling because they feel they have no other options.

A member of the CHP since 2006, Officer Hsu spoke on driving and safety issues for older adult in his regional area Altadena. As the last presenter, I introduced the transit options that are available to older adults who no longer drive. Naturally, Access was one of the first options, along with the public fixed route and Travel Training. Long Beach Dial-A-Lift, Non-Emergency Medical Transportation, Multipurpose Senior Center Transit, Elbow-to-Elbow Volunteer Program and the Disabled Resources Center were also new and exciting concepts for the older members of the audience.

*Steve Wrenn
Sr. Mobility Management Counselor*

LAX AIREX 2013 Test Emergency Responders



On April 24th, Access Safety, Training, and Emergency Preparedness Manager Evie Palicz, participated in an emergency response drill at Los Angeles International Airport (LAX) with the Los Angeles Fire Department (LAFD), LAX Airport Police, and Emergency Medical Services responders from several nearby cities. This drill successfully tested the airport and local first responders on their ability to respond to a major airport emergency. The two-hour exercise included nearly 300 participants, representing more than 30 organizations including first responders from local cities such as Torrance, Redondo

Beach, Manhattan Beach, and Los Angeles. In addition to the first responders, over 100 volunteers were recruited from local businesses and colleges to act as victims which included wearing makeup to simulate injuries such as burns, broken bones, and even shock victims. All responders performed well and the exercise was a resounding success.

*Evie Palicz
Manager, Safety, Training, and
Emergency Preparedness*

Safety Staff Attend National Safety Council Conference on Cell Phone Usage While Driving



On April 25, 2013, the Safety and Training Department attended the National Safety Council on Cell Phone Usage While Driving seminar at the Long Beach Convention Center.

Cell phone use while driving is the leading cause of collisions today. Workshops on the myth about multitasking really explained how the brain can only concentrate on one thing at a time. The brain

constantly switches back and forth between two or more tasks. When it switches, the brain actually tunes out one task to focus on the other task. It is this switching back and forth that causes the lapse in driving attention.

Beverly Hills Police Officer Brad Cornelius presented vital information regarding using cell phones while driving, how the brain cannot multi task, and state laws regarding cell phone use. The officer said that Californians do not realize having a driver's license is a privilege not a right. The driver using a cell phone is worse than a drunk driver.

Officer Cornelius continued the presentation showing a video of a collision with a texting driver running his vehicle into a 17 year old student's vehicle. The impact caused the student's vehicle to



run head on into a tree. After the video the officer said, I remember the collision very well because she is my daughter. He asked his daughter to stand and join him on the stage, the audience stood applauding. There were tears and cheers. Her only words were: **PLEASE DON'T TEXT AND DRIVE.**

*Cynthia Stevenson
Safety, Training, and Emergency
Preparedness Specialist*

Spring Career Fair at Cal State LA



As part of Access' Intern Program, Melissa Thompson and Linda Ross participated in the semi-annual Career Fair at Cal State Los Angeles on April 25, 2013. Alongside approximately 75 other companies, Melissa and Linda met with students and recent grads; they explained the many benefits of considering public transit as a rewarding career path that benefits society and the environment, as well as providing much needed services in a stable industry that thrives in just about every community across the nation. Melissa and Linda collected

about 25 resumes from interested candidates, and hope to have the new intern candidates ready to start when the current interns depart sometime in June. This is the intern program's second year of operation, and we hope to build on our success in attracting bright minds to the field of public transit by offering interesting projects and opportunities to network within the public transit industry.

*Linda Ross
Manager, Human Resources*

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Rider Comments

"I wouldn't have any other service but Access because you can depend on them and you can go wherever you want for a low fare. You don't have to spend a lot to go anywhere.

Always make sure you have the right time and you are where you should be at the time you gave Access and you'll have a great travel experience."

Jewel, Pacoima
 Rider since 2004

"The day I started Access, I have every time wonderful drivers. Never have problems. I will be in a wheelchair forever."

Suely, Woodland Hills
 Rider since 2004

access

Global's 'Day at the BallPark' Awards Its First Winner



Find Alejandro enjoying his game at the end of the arrow!

In April 2013, Global Paratransit launched a staff incentive program to commend & show appreciation to all their staff for their dedication and hard work. All staff are eligible.

The program offers the recipient tickets to a Dodgers game, food and free parking; allowing the employee and their family an evening at the game.

Alejandro Garcia who began his career at Global Paratransit (2002) is the first winner of the program. Starting as a driver and soon promoted to Dispatcher / Router, Alejandro is passionate in his support and service to our

customers. It is that passion and commitment that contributes to his receiving this award.

His other passion is his family (wife and three daughters) and he also enjoys watching sports in his free time.

We at Access congratulate Alejandro for his service contributions and acknowledge Global Paratransit for their incentive program that builds loyalty, commitment and responsibility.

Hamilton Franco
 Operations Supervisor