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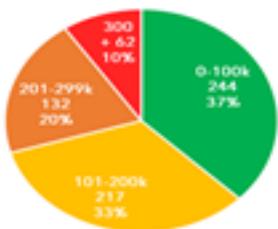
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Behind the Scenes

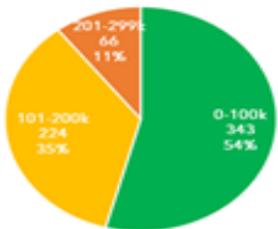
Executive Report

During Fiscal Year 2013/14 Access Services made some progress on replacing our aging fleet and keeping up with service demand. We were able to order, for the first time in many years, all of the vehicles planned for in the approved budget. In addition, due to cost savings measures here and there staff was able to purchase an additional sixteen vehicles. The charts below demonstrate how these new vehicles will improve the health of the fleet.

January 2014 Fleet Mileage
Before FY13/14 Build



October 2014 Mileage
After vehicle delivery



Shelly Verrinder
Executive Director



2014 5th Annual Access Rodeo



The 5th Annual Access Rodeo was held on Saturday, June 28, 2014 at the iconic Rose Bowl in Pasadena. Contractor staff and their families along with Access staff,



various carnival games, an obstacle course jumper, face painting, food and desert. Our emcee Torrance Johnson entertained the audience with multiple games that awarded winners with prizes. In addition, several family prizes were raffled out to the competitors, their families,



member agencies and sponsors joined in the celebration of Access Services' commitment to safety and professionalism in providing quality, efficient and dependable ADA paratransit service in LA County.

The day was filled with fun attractions and entertainment. Contractor staff and their families were able to enjoy



and Access staff. But the day was highlighted by the competitors and their expertise on how they provide the service to our customers on a daily basis.

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Victor Garate Honored with Joe King Memorial Scholarship Award



Victor Garate, and Luis Garcia

The Joe King Memorial Scholarship Award was established to honor the late Joe King, a highly-respected Access employee who was always focused on the needs of the customer and community. On July 2, 2014, Evie Palicz, Access Manager of Training and Development, Yvette Richardson, Access Audit Supervisor, and Sherri Adams, Access Coordinator for

Training and Development, had the honor of presenting this award to this year's recipient, Victor Garate, Community Relations Manager for Global Paratransit (GPI). With the help of GPI General Manager Luis Garcia, the Access staff entered a specially arranged meeting and surprised Victor with the award. This scholarship will pay the full tuition for Victor to attend the Transit and Paratransit Management Certificate Program presented by the University of the Pacific Eberhardt School of Business.

Prior to his promotion to Community Relations Manager, Victor served as General Manager for All Yellow Taxi and has worked for eleven years in the Southern region. He has always exhibited professionalism, leadership, and

a willingness to be a team player and assist others. "It gives me great pleasure to receive this award. I will continue to work to ensure Global Paratransit is successful," commented Victor. His supervisor Luis Garcia remarked, "Victor has demonstrated professionalism, a dedication to the needs of our customers, and is a valuable employee who deserves this recognition."

On behalf of Access, we are proud to present the Joe King Memorial Scholarship Award to such a valued employee. Congratulations Victor!

*Sherri Adams
Training and Development
Coordinator*

San Gabriel/Pomona Regional Center Case Management

On June 11, 2014 Ernie Cruz, Community Services Associate Director at San Gabriel/Pomona Regional Center invited Access staff to speak with approximately 40 of his case management staff regarding policies and procedures. Mr. Cruz provided a list of questions his staff had about Access prior to our attendance. Among those questions were how to schedule a trip, pick-up, no shows and standing orders policies, mobility device measurement

and eligibility requirements. Access staff in attendance were Christina Blanco, Eastern Region Operations Supervisor; London Lee, Community Relations Manager for San Gabriel Transit; and myself, Mayra Perez-Calderon, Mobility Management Counselor. We provided staff with information materials including the Rider's Guide, fare increase notice, and Free Fare and Mobility Management Program flyers in both English and Spanish. Mr. Cruz

followed up with an email shortly after, expressing his gratitude on behalf of his staff and himself for meeting with them and answering their questions.

*Mayra Perez-Calderon
Mobility Management Counselor*

Continuing - 2014 5th Annual Roadeo



It started with the introduction of new Call Center Challenge to the Access Roadeo. All service contractors were represented as nine competitors were in competition for the opportunity to participate in the APTA Call Center Challenge. The results were as follows: 1st Place - Maria Mendizabal (Global Paratransit), 2nd Place - Christina Johnson (Access), 3rd Angela Contreras (Southland Transportation).



All 6 Contractors were well represented for the Driver Competition and it was the closest and fiercest that it's ever been. The Driver Competition included awards for both individual scores and team average scores. The individual driver who scored the highest

will be representing Access at the upcoming CalAct State Roadeo as well as the CTA National Roadeo. The results were as follows: 1st Place - Ulysses Espinoza (Santa Clarita Transportation - 768 pts), 2nd Place - Juan Chavez (Global Paratransit - 765 pts), 3rd Place - Patrick Morrison (Global Paratransit- 758 pts). The prestige and bragging rights of holding the first place trophy for a year saw an ending to the 3-time Champions. The results were as follows: 1st



Place - Global Paratransit (654.00 pts), 2nd Place - California Transportation Inc. (601.80 pts), 3rd Place MV Transportation (592.70 pts).

Thank you to everyone that helped in the planning and execution of the 5th Annual Access Roadeo. Congratulations to all the winners. Lastly, thank you to all the Sponsors whose support made this event a reality.

*Jack Garate
Operations Administrator*

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Rider Comments

"The driver Justin deserves a big smile. Justin drove me to my appointment today; he was courteous, efficient, and a safe and competent driver. The traffic was congested and he drove very well and safely. A BIG SMILE TO MR. JUSTIN, and Thanks!"

*Doris, North Hollywood
 Rider since 2013*

National Association of Latino Conference (NALEO)

The National Association of Latino Elected and Appointed Officials (NALEO), held its annual conference from June 26-28, 2014 in the City of Coronado. Elected and appointed officials from throughout the country were in attendance. The conference tackled issues of national interest such as the state of civil rights, water management in the Western states, compliance with the Affordable Care Act, attracting jobs, making sound financial decisions, addressing financial security, the current state of public pensions and the impact of immigration reform and voting rights.

Conference participants were treated to a tour of the historic USS Midway.

The opening reception was also held aboard the USS Midway and paid special tribute to members of the armed forces both past and present.

The conference was highlighted by special presentations from Governor Jerry Brown, State Attorney General Kamala Harris, Maria Contreras Sweet, Administrator of the U.S. Small Business Administration, former U.S. Attorney General Alberto Gonzales, U.S. Secretary of Labor Thomas Perez as well as Dolores Huerta - Civil Rights activist.

*Hector Rodriguez
 Controller*

FTA Financial Management Oversight Seminar

On June 10-11, 2014, Access Services staff attended an FTA seminar to provide participants an opportunity to learn first-hand about the requirements of a financial management oversight (FMO) review. The seminar was held in Phoenix, Arizona for recipients in the western region. In attendance were over 30 representatives of agencies coming from as far away as Guam, American Samoa, Texas, Ohio and Idaho.

The agenda was filled with information and case studies. The topics included Grantee Regulatory Environment, Common Rule, FMO Process, FTA Circulars, OMB A-87, Cost Allocation Plans, Financial Condition and Capability Assessments as well as a presentation by the Federal Office of the Inspector General (OIG).

*Hector Rodriguez
 Controller*