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# Behind the Scenes

## Executive Report

Fiscal Year 2014/15 is brand new and already I can tell it will be a busy year. Access and Metro are operating under a 120 day Notice to Proceed while we finalize negotiations on a funding agreement for the year. There are two outstanding issues to be resolved. The first issue relates to insurance limits on the self-insured retention and the second is related to performance standards (if they should be included in a funding agreement). We will work diligently to get these issues resolved quickly so that we can focus our attention on providing the highest quality service to our riders. **Our customers are our primary concern, and to that end, we will seek to negotiate a long term funding agreement that will ensure we continue to serve the residents of this county that need Access: veterans, seniors, and people with disabilities. A long term funding agreement will allow us to focus our energies on serving our customers versus a yearly negotiation for funding.**

*Shelly Verrinder  
Executive Director*

## Erik Washington Named Employee of the Quarter



The employee of the quarter award is bestowed upon a deserving Access Services employee who exemplifies the Access Services Mission and Vision Statements; a person who goes above and beyond the expectations and requirements of their area of responsibility. Erik Washington is such a person and was recently named the Employee of the Quarter for the Second Quarter 2014.

Erik is a Mobility Management Counselor for Access. His role involves assisting customers who are not eligible for paratransit services as well as current customers who need transportation options. Erik has a database of information

ready to share with people who seek alternative modes of transportation.

Erik is dependable, reliable and thorough. He goes above and beyond to ensure customer satisfaction. Recently, he assisted a customer with such compassion for her plight, the customer offered to write a complimentary letter addressed to Access Services Executive Director Shelly Verrinder.

As a special treat, Erik received his award at the Fifth Annual Access Services Roadeo on June 28. Matthew Avancena, Erik's immediate supervisor, took to the stage and shared a story of how Erik helped a customer not just with her transportation needs, but with identifying a vendor who could repair her broken wheelchair. When Matthew announced Erik as the Employee of the Quarter, he was caught off guard and speechless. For those of you who know Erik, being at a loss for words is unfamiliar territory for him.

Congratulations Erik!

*Sherri Adams  
Training and Development*

## April and May 2014 Helping Hand Winners



**Ms. Constance E. Francis**

Please join us in congratulating our April and May "Helping Hand" award winners.

Our April winner, Ms. Constance E. Francis of Paramount, accomplished 157 trips in the last six months without any "no shows" or late cancellations.

She has been using our service since 2006, and has expressed deep and sincere appreciation for the level of service and professionalism she has experienced with Access Services.

On July 16th, Operations Supervisors Jessica Thompson and Hamilton Franco presented Ms. Francis with our signature "Helping Hand" award and pin.

Our May winner, Mr. Guillermo

Gomez of Arcadia has used our service since 1999, and he is thankful for our professionalism, service and support. Mr. Gomez has befriended many of our drivers and call takers and continues to enjoy and respect those relationships.

In the last six months, Mr. Gomez has taken 620 trips without any "no shows or late standing orders". Access Services is scheduled to present Mr. Gomez with a "Helping Hand" award and pin.

*Hamilton Franco*  
Operations Supervisor

## COMTO Robert Prince, Jr., Scholarship Recipient



The Conference of Minority Transportation Officials (COMTO) recently congratulated Access Services on Faye Moseley receiving the ENO Foundation's Robert Prince, Jr. Scholarship in the amount of \$3,700! I received an invitation to attend the COMTO's 43rd National Meeting & Training Conference in Atlanta

from July 13-15, 2014. The theme this year was "The Movement Continues: Developing Leaders & Building Historically Underutilized Businesses". On Tuesday, July 15th, the National Scholarship Luncheon was hosted by Parsons Brinckerhoff, where all scholarship awardees were honored.

I have been notified of my acceptance to the ENO Center for Transportation Leadership's Transit Senior Executive Seminar, which will be held in Washington, DC, September 21-26, 2014. I am extremely excited and pleased to represent Access Services at this upcoming transit leadership seminar.

Founded in 1971 on the campus of Howard University in Washington, DC, the Conference Of Minority

Transportation Officials (COMTO) ensure a level playing field and maximum participation in the transportation industry for minority individuals, businesses, and communities of color through advocacy, information sharing, training, education, and professional development. COMTO has thirty-nine chapters throughout the United States. Members include individuals, transportation agencies, academic institutions, industry non-profits and Historically Underutilized Businesses (HUBs). COMTO members represent every facet of the transportation industry.

*Faye Moseley,*  
Deputy Executive Director

## Santa Clarita Transportation Summit

The Mobility Management Partners - the agency that works with Access Services to provide Travel Training - hosted a Santa Clarita Transportation Summit at the College of the Canyons campus on Thursday, July 14th.

The Summit was designed to bring together transportation providers and social service agencies to actively discuss transportation successes and challenges that exist in the Santa Clarita Valley for persons with disabilities, seniors and persons with low or limited income. Representatives from the North Los Angeles Regional Center, Goodwill Industries, the Santa Clarita Committee on Aging and Family Focus Resource Center were some of the agencies that sent representatives to speak on behalf of Social Service providers. Representatives from Santa Clarita Transit and Matthew Avancena and

I attended on behalf of Access to speak to some of the transportation challenges in the Santa Clarita Valley.

Through a series of group exercises, the almost two-dozen attendees developed lists of the transportation problems faced by seniors, persons with disabilities and low income individuals in the Santa Clarita Valley. Some of the impressive results that came from the Summit were identifying opportunities for solutions.

The Summit members discussed solutions for some of the transportation issues including education for agency staff and the public regarding the services available for the community, improved outreach and data collection methods.

One of the most valuable features to come out of the Summit - and

one of the most important solutions discussed to current transportation challenges - were the partnership opportunities and ability of transportation agencies to work with Social Service providers to build services that better meet the needs of persons using services in the Santa Clarita Valley.

In the months ahead, Access will be participating in a series of Stakeholder Meetings to continue the dialogue as to how to improve transport services in the Santa Clarita Valley. For questions or comments about the Santa Clarita Transportation Summit or its upcoming Stakeholder Meetings, please feel free to contact me.

*Eric J. Haack  
Strategic Planner*

## Access Hosts Procurement Workshop



What is the Federal Transit Administration (FTA) Contracting Frame Work? Why do you need to have a written procurement manual? Why is a written record of procurement history necessary? These questions and many other topics were covered in an FTA Procurement Overview class on June 17th at the Access Services El Monte headquarters.

Access, in partnership with the University of the Pacific's Eberhardt School of Business and CalTrans Division of Mass Transportation, hosted a full day workshop on FTA Procurement. This is a very

sought after class and our training room was filled to capacity. Several participants commented that they would like to see a more in depth version of this class. The University of the Pacific, CalTrans and Access Services also conduct a 9-week Transit and Paratransit Management Certificate Program. For more information about this program, please visit our Access Services website and click on Training and Workshops

*Iwalani "Evie" Palicz  
Manager of Training and Development*

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## Rider Comments

"I called Access Customer Service department regarding a No Show letter I received. I spoke with Patricia who was very kind, courteous, efficient and helpful. I am very grateful for your Customer Service department; you guys do a great job!"

*Chris, Arcadia  
 Rider since 1999*

## Operations Staff Update



The Access Operations Department would like to officially introduce Richard Bout as the new Operations Coordinator. In this role, Richard will support the Operations Team with auditing and contract compliance, general office support, and meeting coordination. His primary role in contract compliance will be to audit reservations for booking "denials". This function is very important because it ensures that we consistently meet ADA requirements

## Olive View Community Meeting

On June 19, 2014, Access staff attended the Master Plan Community Meeting for the Olive View-UCLA Medical Center in Sylmar. The community meeting was the first of two meetings scheduled to give local residents an opportunity to provide input regarding enhancements to the Medical Center. Research and analysis indicates that the hospital will witness substantial growth in the near future that will require construction and expansion. The goal of the senior project designer and his team, with the consent

when negotiating pick-up times for our customers. Meeting coordination duties include note taking, publishing meeting agendas, meeting room set-up, scheduling personal assistants and sign language interpreters and organizing community meetings with customers. In addition, Richard will assist the receptionist and administrative assistants when necessary on special projects as needed.

Richard has spent over 2 years as an Intern at Access on four rotations working on various projects with Operations, Administration, Strategic Planning and Safety & Risk Management. He also interned with Hammock, Arnold, Smith & Co. as an Appraisal Assistant. He earned his Bachelor of Arts in Environmental Studies, with a minor in Geography/Spatial Science from University of California at Santa Barbara.

Welcome to the team Richard!

*Alfredo Torales  
 Project Administrator*

of the oversight office, is to provide a welcoming experience for patients that will capture the scenic landscape of the area while allowing the center to be environmentally resilient and sustainable for the future. The comprehensive project plan takes into account the passionate local equestrian community, easier access for transit systems and capability for future business growth in the surrounding area.

*Jack Garate  
 Operations Administrator*