



Behind the Scenes

In this issue:

Access Operations Fun Fact	2
AmericalCARE	2
34th Annual Government Day ...	3
LA Marathon 2014	3
AV Eligibility Center Established	4
Rider Comments	4

Executive Report

It was announced at Access' last Annual Meeting that one of the exciting things that the agency would be doing in the upcoming year would be to develop a Short Range Transportation Plan (SRTP). The SRTP will look critically at Access' challenges over the next five years (2015-2020) and develop policies that address those challenges.

This month staff has begun presenting the SRTP process to a number of stakeholders, including the Community Advisory Committee and the Transportation Professionals Advisory Committee.

Moving forward, Access will be working with and seeking input from other stakeholders and our agency partners. Recognizing the challenges ahead, it is incumbent on Access to work with all of its partners to both share the challenges it expects to face and also to work actively to respond to those challenges before they can impact Access' charter of providing safe and reliable transportation to our customers throughout Los Angeles County.

Shelly Verrinder
Executive Director

Access Services Hosts VMMI Workshop at Gardena Transit



On July 22-24, the Community Transportation Association (CTAA) and Access conducted a certification program for Maintenance Managers and staff at Gardena Transit in Gardena, California. The Vehicle Maintenance Management and Inspection workshop (VMMI) was designed to promote local community industries to utilize safe, reliable transportation through enhancing the professional skills of maintenance personnel and managers.

This three day program was designed to provide hands on experience to improve the maintenance oversight of fleets of smaller transit vehicles (i.e. 25 foot length or less). It was established for the maintenance

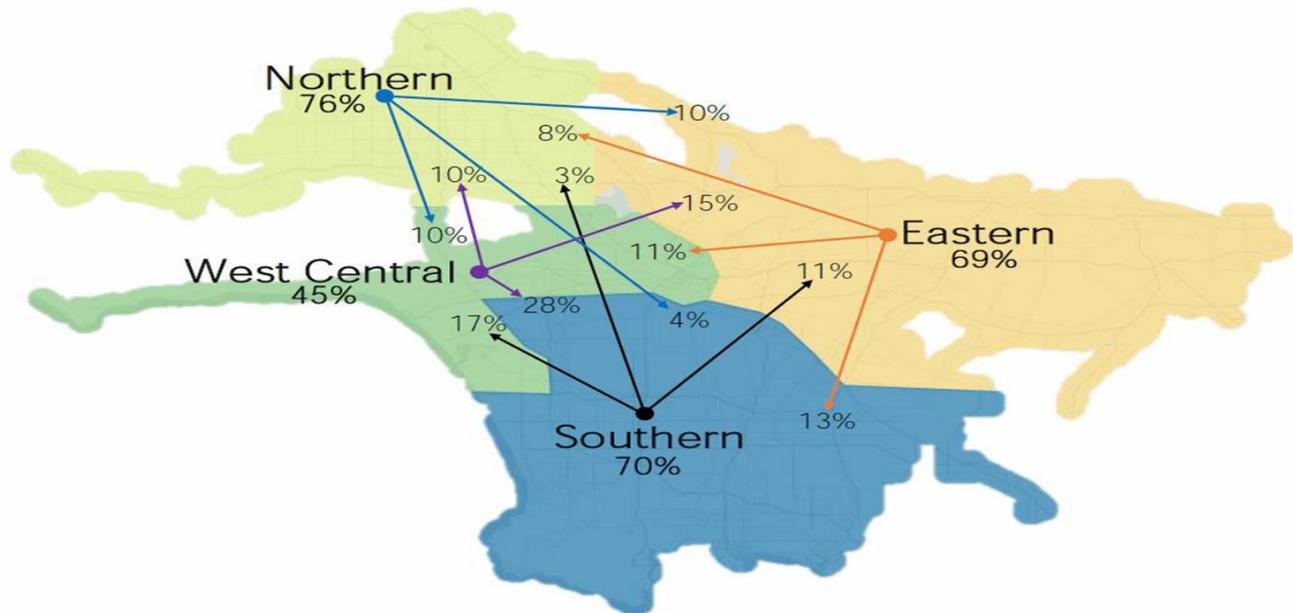
training curriculum developed by Halsey King and applied to countless vehicle fleets nationwide. CTAA has added a layer of testing, certification and performance quality which sets the stage for a greater understanding of 5310 and 5311 bus maintenance activities. The course was designed specifically for managers and technicians who operate/maintain rural and complementary vans, cutaway paratransit and buses under 30 ft. in length.

The class was well received by the 22 participants from the Los Angeles, San Diego and Fresno areas. Special thanks to Jack Gabig, Diane Jones and Gardena Transportation for the use of their facility. Thank you to Tony Cohen, Equipment Maintenance Supervisor, who led the class on a guided tour of the new Gardena Transit Maintenance facility. He also provided insight on how maintenance is performed on the complicated hybrid systems on buses in their fleet.

Sherri Adams
Training and Development Coordinator

ACCESS OPERATIONS FUN FACT

% Of Drop Offs to Another Region (Aug - Mar 2014)



This image illustrates travel patterns of Access customers throughout the Basin regions. For example, 70% of trips booked with the Southern region provider stay within the Southern region. 17% of the trips go into

the West Central region, 3% to the Northern region, and 11% to the Eastern region.

Melissa Thompson
Operations Analyst

AmericaCARE 1000 Veterans Initiative

Access Services is proud to partner with America ICARE on their 1000 Veterans Initiative, restoring hope by joining forces to help bridge the gap between military service members and veterans who are seeking employment opportunities and Human Resources Managers who impact company hiring decisions. Access Services will conduct an Interview Skills Training workshop, facilitated by Faye Moseley, Deputy Executive Director of Administration for registered America ICARE Veterans on August

26 at our El Monte, CA offices.

I recently taped a video for America ICARE in support of their current veterans hiring initiative. The video can be viewed on YouTube at the following link <https://www.youtube.com/watch?v=k8eJu88ZBZM>.

America ICARE, a Los Angeles, 501(c)(3) non-profit organization, provides caring, comprehensive support for Military Service Members, Veterans and their families, through counseling, career development and educational

scholarships. This workshop is in support of America ICARE's 1000 Veterans Initiative, helping to equip, train and employ 1000 Veterans through the help of their partners.

Faye Moseley
Deputy Executive Director
Administration

SUPERVISOR ZEV YAROSLAVSKY'S 34th ANNUAL GOVERNMENT DAY



Photo left to right: Access Staff - Steven Wren, Access Staff - Mayra Caldaron, Congressman Congressman Tony Cardenas of California's 29th District (San Fernando Valley) and Access Staff - Erik Washington

The Third District's County Board of Supervisor Zev Yaroslavsky hosted the 34th annual Government Day at Panorama City Mall. Hundreds of San Fernando Valley residents and political supporters, former Santa Monica Mayor Bobby Shriver and Congressman Tony Cardenas were in attendance.

The five-term supervisor, with a constituency of over two million people representing the 3rd District (which includes the Westside, Hollywood, Beverly Hills, Malibu and the San Fernando Valley) will leave office at the end of year because of term limits. Yaroslavsky has been at the forefront of Los Angeles County's biggest issues from environment to transportation,

health care and the dramatic growth in the arts.

Access Services, which has been serving the Los Angeles County for over 20 years, was awarded by California's 29th congressional district, Congressman Cardenas with the U.S. House of Representatives' Special Congressional Certificate for "outstanding work, commitment and dedication to educating constituents of the San Fernando Valley". Supervisor Yaroslavsky also presented a special award to Access staff for "Civic pride and dedicated service."

*Erik Washington
Mobility Management Counselor*

LA Marathon 2014



Photo left to right: Steve Chang, Deputy Exec. Dir. of Operations, Laura Rivera LAM Volunteer Coordinator, Geoffrey Okamoto, Access Project Administrator, Jairo Rivera LAM Volunteer Coordinator

On August 5, 2014, Laura and Jairo Rivera, Los Angeles Marathon (LAM) Volunteer Coordinators for the Elite Wheelchair Division, visited Access headquarters. The purpose of their visit was to meet Access staff and thank Access for its support over the years in providing transportation to many of the LAM's elite wheelchair racers that come from various parts of the country and around the world.

A thank you letter from the CEO of Los Angeles Marathon,

Tracey Russell was delivered to F Scott Jewell, Access Chief Operating Officer. Laura and Jairo Rivera have been volunteering with LAM for over twenty years. They enjoy volunteering and being active in the community. Access Services looks forward to continuing its partnership with the Los Angeles Marathon organization.

*Geoffrey Okamoto
Project Administrator*

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Rider Comments

"Smiles for miles! My driver, Mr. Kevin Garcia, is an excellent driver! He was not just excellent and safe; he was also an efficient driver. He thinks ahead and manages traffic situations excellently. He exemplified a pleasant friendly manner and an attitude of helpfulness. I believe he is one of the best drivers I have had. Smiles and thanks to Mr. Garcia!"

*Doris, North Hollywood
 Rider since 2013*

Antelope Valley Access Eligibility Center Established

On July 1, 2014, Access, in conjunction with our eligibility determination services contractor, CARE Evaluators- established a fixed Access Eligibility Center in the Antelope Valley. The establishment of this site consolidates the process of conducting eligibility determinations for applicants in the Antelope Valley region.

Previously, eligibility determinations in the Antelope Valley were conducted primarily by the utilization of a Mobile Evaluation Unit (MEU), and the remainder of the eligibility determinations were conducted at Diversified Transit for those applicants that chose to provide their own transportation to the evaluation. This two-pronged approach became costly and inefficient.

In transitioning to the new fixed site, the process has been streamlined by the removal of usage of the MEU and the efficiencies gained by having a single, centralized, site for conducting eligibility evaluations.

The eligibility process in the Antelope Valley region is now more closely aligned with the process in the Los Angeles Basin. As the certification scheduler and transportation provider, San Gabriel Transit receives requests from prospective applicants to be evaluated and schedules the

evaluations to be conducted by CARE. Two vehicles and drivers from San Gabriel Transit are dedicated to the provision of transportation to and from the Access Eligibility Center in the Antelope Valley five days per week, Monday through Friday, from 8:00 AM to 5:00 PM.

CARE Evaluators currently have two staff located at the Antelope Valley site to conduct the evaluations for up to 14 applicants per day. The staff includes one (1) Transit Evaluator to conduct the evaluations and one (1) Transit Mobility Specialist to handle administrative matters and the provision of marking and tethering services for the applicant.

During the three weeks since the transition to the new fixed site, it has been demonstrated that demand in the Antelope Valley is significant enough to require additional staff to be assigned. Access Eligibility is working closely with CARE Evaluators to determine appropriate staffing levels to reach optimum efficiencies and to provide the highest level of service for Access applicants.

*Kurt Hagen
 Manager of Eligibility*