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Behind the Scenes

Executive Report

I am happy to report that Access and Metro have finalized a Memorandum of Understanding (MOU) for Fiscal Year 2014/15 that will allow Access to move forward with its approved budget. As I have mentioned previously, this MOU has one major difference from previous years in that capital funds are separated from operating funds and Metro will only release capital funds when a fully executed purchase order has been submitted. The good news for Access is that there is now a dedicated stream for capital that will allow us to maintain an efficient and reliable fleet. This also means that now more than ever we need to be cognizant of our operating expenses. Access staff continues to closely monitor the financial situation of the agency and, as always, we will keep our membership informed on any new developments.

Shelly Verrinder
Executive Director

2014 Mobility 21 Summit



On Friday September 5 over 1,000 attendees met in Anaheim for the 13th Annual Mobility 21 Summit. This event brings together transportation, business, and elected leaders to discuss the challenges in dealing with Southern California's transportation infrastructure.

Access Services Executive Director Shelly Verrinder, Controller Hector Rodriguez and myself attended the one day summit and came away very impressed with the wide array of topics covered by the agenda. Concurrent sessions included such topics as - "Big Data Hits the Road: The Ups and Downs of Modern Mobility", "Mileage Based User Fees - Facing the Fiscal Cliff and Public Opinion", and "Complete Streets: Pros, Cons, and Realities Tied to Limited Transportation Funding".

The General Sessions of the summit encompassed both recognition of proponents of transportation, such as Senator Dianne Feinstein and Assembly member Tom Daly, but also featured a number of keynote speakers. In particular the Mayor of Los Angeles, Eric Garcetti, spoke about reducing congestion and increasing options for Southern California. He emphasized that traffic, and the challenges that go with it, does not end at the city or county limits and that only as a region will we be able to address and find solutions that will impact everyone's life.

F Scott Jewell
Chief Operating Officer

Counted among Dale Carnegie Graduates



Congratulations Dale Carnegie Graduates

On Wednesday, September 3, 2014, Access staff had the opportunity to participate in a great 12 week session of the Dale Carnegie Program. Former graduates of this course include Lyndon

B. Johnson, Joe DiMaggio and Johnny Cash. The Program's objectives are to build greater self-confidence in public speaking, strengthen communication skills, and develop leadership skills. Every week staff had an opportunity to learn new techniques and then practice them in their daily lives. In addition they had an opportunity to present in front of the class and receive awards as voted by their peers. Among the award winners and graduates were Access Services staff members Araceli Barajas, Audrey Cervantes, Kurt Hagen, Ruben Prieto and I, Mayra Perez-Calderon. The tools we gained from this experience will help us grow in our professional and personal lives.

*Mayra Perez-Calderon
Mobility Management Counselor*

SENIOR SCAM STOPPER SEMINAR



Senator Carol Liu

Access mobility management staff joined California State Senator Carol Liu of the 25th district, the Los Angeles Police Department and the State Contractors License

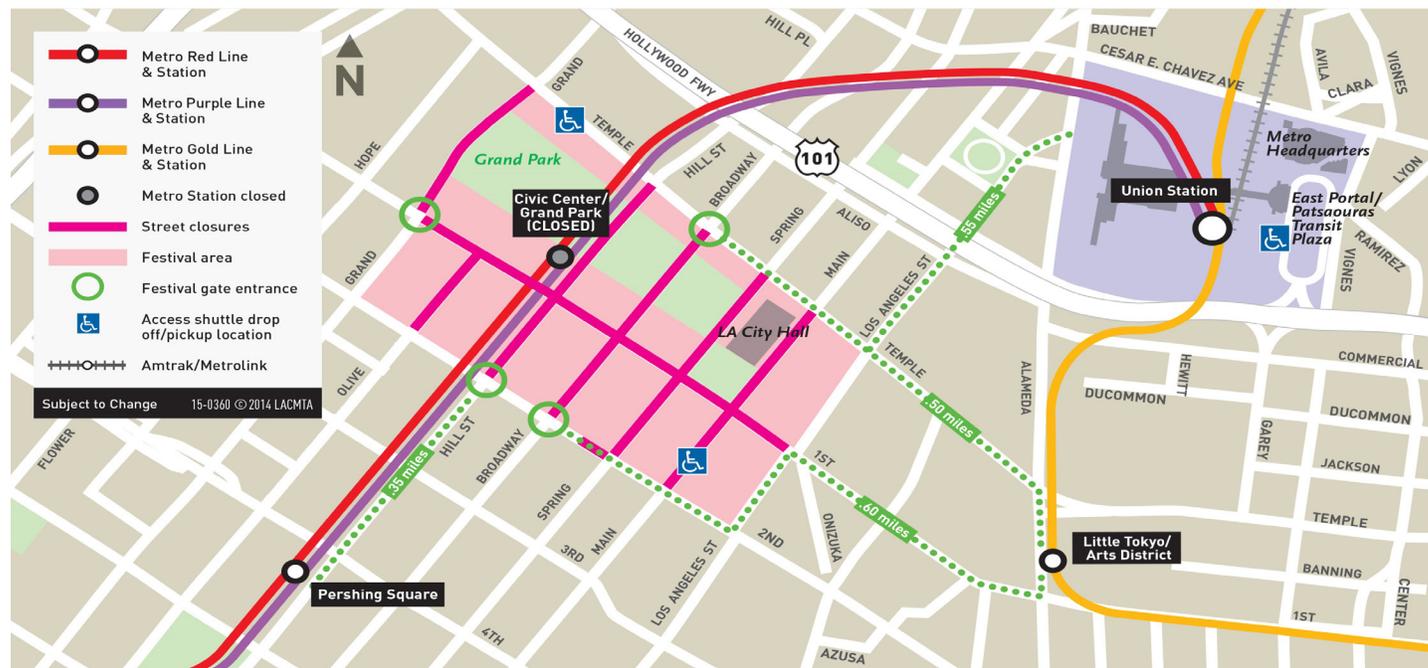
Board in a seminar aimed at one goal - Stopping Scam Artists. The 'Stop Scam Seminars' provides valuable information and resources to California seniors over the age of 50 about financial and investment fraud, scams, and unscrupulous sales practices that specifically concentrate on California seniors. The 'Stop Scam' messages are disseminated through presentations, senior centers and any location where California seniors gather.

Education helps seniors to curb 'Identity Theft' by safeguarding personal information and contacting the local police department(s). A total of 75 senior citizens gathered at the Crowell

Public Library in San Marino where Mobility Management staff was in attendance to provide information regarding Access Services and other transportation options in the area.

*Erik Washington
Mobility Management Counselor*

Access provides ADA Shuttle Service during Labor Day Weekend



Access provided ADA shuttle service for the downtown area over the course of the Labor Day weekend. Made in America, a 2-day music festival was held in Grand Park and resulted in the closure of the Civic Center Red Line Station and numerous bus detours in the area.

Access, working with Metro, provided accessible shuttle service from Union Station to/from the Civic Center area. All reports stated that the shuttle ran smoothly. The coordinators of the festival provided passes for our vehicles to enter the designated ADA pick-up and

drop-off location within the festival perimeter.

Access would like to give a big thanks to California Transit (CTI) for providing this service on behalf of Access, especially the drivers, road supervisors, and dispatchers involved in performing the service over the holiday weekend.

Alfredo Torales
Project Administrator

2014 Rose Hills Healthy Living Conference For Seniors & Caregivers



Rose Hills Memorial Park celebrated their 100th Anniversary by convening their annual conference for seniors, caregivers, and healthcare professionals to

address the needs of the senior community. State Assembly member Anthony Rendon, representing the 63rd District opened the 2014 Rose Hills Healthy Living Conference with messages on the importance of community based senior services and the value of dedicated caregivers. Interactive workshops were a vital part of the day's highlights, offering valuable information on local community resources, health screenings, and healthy living and cooking seminars. The Access Services kiosk drew hundreds of conference attendees throughout the day. Mobility Management staff provided information on the Americans with Disabilities Act (ADA) and addressed questions regarding Access' membership, 'Curb to Curb' service and other local transportation options.

Erik Washington
Mobility Management Counselor

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Rider Comments

"I want to thank reservationist Janette who booked my ride. It was her ability to get me out of my slump and feeling sorry for myself that I am most grateful for. Her kind voice and sweet ways were a gift from above today! I also had a good experience on both rides that Janette booked."

*Elizabeth, Tujung
 Rider since 2012*

Parents with Disabilities Presentation at North Los Angeles Regional Center

In December of 2013 Access Services started a new program called the Parents with Disabilities Pilot Program. The Parents with Disabilities pilot program modifies Access' service in small ways to make Access a little easier to use for parents who use paratransit for child-care trips. Some modifications include allowing immediate return trip booking (some parents just need to drop off or pick up their child at school and return home). Under the Parents with Disabilities Pilot Program, Access is testing this new method of scheduling round-trips.

Recently, Access began outreach efforts to find new customers that may be able to benefit from this program by focusing its outreach on social service agencies in the San Fernando Valley.

On Thursday, August 21st, I presented the benefits of the Parents with Disabilities Pilot Program at the Case Specialist Meeting at the North Los Angeles

Regional Center. Supervisors of case workers throughout the San Fernando, Santa Clarita and Antelope Valleys were able to ask questions about the program and learn about the benefits of the program experienced by its existing customers.

Access Services is currently accepting new applications for the Parents with Disabilities Pilot Program as it expands its service in the San Fernando Valley. Having a meeting with experts is one way that Access is ensuring that it is connecting the Parents with Disabilities Pilot Program with those who could really benefit from it.

For questions or comments about the Parents with Disabilities Pilot Program, please feel free to contact me.

*Eric J. Haack
 Strategic Planner*