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Behind the Scenes

Executive Report

For the last few years, Access has been looking for ways to diversify the funding sources it receives. One of the more promising initiatives could be requesting reimbursement from the federal government for trips Access provides to Medi-Cal appointments. Several transit entities within California, including transit systems in San Diego and Ventura counties, have begun participating in the Medi-Cal program in order to receive reimbursement for qualifying paratransit trips.

In June, in response to a motion from Supervisor Mark Ridley-Thomas, the Los Angeles County Board of Supervisors directed County staff at the Department of Public Health to investigate the feasibility of including Access Services in the Medical Administrative Activities Program, which would be a necessary step in order for Access to receive reimbursement. Since then, Access staff has had productive meetings with County staff and will continue to work to move this idea forward. Preliminary estimates indicate that Access could receive up to \$8 million annually in additional funding once this is fully implemented with the County receiving an additional \$800,000 in funding.

Shelly Verrinder
Executive Director

access

HR Round Table



Access Services' Human Resources (HR) third quarterly roundtable, held on Thursday, September 11, was hosted by MV Transit in Santa Clarita.

This roundtable was our most well attended meeting to date. Attendees included Faye Moseley, Deputy Executive Director of Administration; Evie Palicz, Manager of Training & Development and Sherri Adams, Training & Development Coordinator from Access Services; Mara Nelson, HR Manager, Ivanna Samokish, Safety & Training Manager and Dennis Burgess, Administrative Risk Manager from MV Transit; Lina Greenberg, HR Manager from Global Paratransit; Matt Mumford, Director of Customer Relations & HR and Denise Guerra, HR Manager from Foothill Transit; and Nar Shah,

Human Resources at San Gabriel Transit.

We exchanged ideas, shared best practices, positive experiences, challenges and future trends on a variety of topics including staffing and recruiting, employee morale, social media, training and development.

Amy Zimmerman and Craig Hibbard with Zimmerman & Associates were invited to join us to share best

practices with our service providers in the area of temporary and permanent staffing resources. The attendees appreciated the opportunity to delve into the individual staffing needs of each transit provider and welcomed the new staffing partnership. Each month, a different transit member hosts the quarterly HR Roundtable meeting at their office location to provide the group with an opportunity to have transparency into that business environment and culture. The next HR Roundtable will be hosted by Foothill Transit in December.

Faye Moseley
Deputy Executive Director of Administration

Access Services Attends WTS Luncheon



WTS stands for Women's Transportation Seminar, which was founded in 1977 when women couldn't get subsidized for association memberships unless they were educational. But times have changed, and now joining an association is an opportunity that women and men can take advantage of to work together and benefit each other in their careers.

TPAC Officer Elections 2014

On Thursday August 14th, TPAC held officer elections and elected Ms. Linda Evans as Chairperson and Ms. Kathryn Engel as vice-chair. Ms. Engel and Ms. Evans formerly served as TPAC chair and vice chair, respectively in 2013.

TPAC Chairperson Linda Evans is a Supervising Transportation Planning Associate for the City of Los Angeles, Department of Transportation. She has served as the Project Manager for the City Ride Program that services 150,000 Senior and Disabled Citizens for the last 11 years. Ms. Evans has been employed with the City of Los Angeles for 25 years.

Linda Evans is a native Californian, born and raised in South Los Angeles. She holds a Bachelor Degree from University of California, Riverside

On September 3, Shelly Verrinder, Executive Director, Andre Colaiace, Deputy Executive Director of Governmental Planning and Affairs, Faye Moseley, Deputy Executive Director of Administration and Kim Turner, Access Board Member, attended the WTS Luncheon, "Leading Transportation Across Land, Air and Sea".

From planes, trains, buses, boats and roadways, Los Angeles County has a complex system to deliver mobility. Decisions made to operate, evolve, sustain and connect this elaborate network are critical for public safety and the regional economy. We heard from women who serve in this high stakes arena as the Directors and Commissioners responsible for setting policy that will impact Southern California for generations.

This informative panel was moderated by Jacki Bacharach from the South Bay Cities Council of

and a Masters Degree in Public Administration from California State University Dominguez Hills.

Linda Evans is the proud mom of Isaiah, a Dean Scholar, and a Presidential Honor Student at New York University; and Tatiana, a freshman at Princeton University in Princeton, New Jersey.

TPAC Vice-Chair Kathryn Engel has a commitment to accessible public transit that goes back many years. Currently she serves as the City of Glendale's Transit Manager, overseeing the fixed route transit service known as Glendale Beeline and the paratransit service Glendale Dial-A-Ride. During her time in this position, she has helped transform Glendale's transit fleet to be fully

Governments and panelists included Lou Anne Bynum, Port of Long Beach Harbor Commission; Jackie Dupont-Walker, Metro Board of Directors; Katherine Perez-Estolano, California High-Speed Rail Authority Board of Directors; and Valeria Velasco, LAWA Board of Airport Commissioners.

WTS is an international organization dedicated to building the future of transportation through the global advancement of women. Boasting more than 5,000 members--both women and men--WTS is helping women find opportunity and recognition in the transportation industry. Through its professional activities, networking opportunities, and unparalleled access to industry and government leaders, WTS is turning the glass ceiling into a career portal.

*Faye Moseley
Deputy Executive Director,
Administration*

accessible for persons with visual and hearing impairments and provide user-friendly low floor vehicles. She has lead other City departments in efforts to ensure pedestrian access for persons with disabilities on the City's streets particularly at the transit system's bus stops.

Kathryn and her husband Sam live in Glendale and enjoy international travel, exploring Hawaiian culture and occasional mountain living in Lake Arrowhead. She has leadership roles in her church and a number of community organizations. Both individuals have been long term members of TPAC.

*Matthew Avancena
Manager of Planning and Coordination*

Community Advisory Committee (CAC) Officer Transition



Mr. Michael Arrigo was honored at the September Board of Directors meeting for the two terms he served as the Chair of CAC. He will be missed in his role of Chair but not forgotten, as he will continue to participate in the CAC and offer his guidance during the transition in responsibilities.

Replacing Michael as Chair is Chaplain David (Dov) Cohen. Dov has been a member of the CAC since 2012, and has always been an outstanding contributor to the committee.

Dov moved from Boston to California in December 2010, and was one of the early residents of the new Veterans Home of California, called CALVET. Dov's dedicated service to veterans continues with speaking engagements throughout California and he also helped to create and publish the "Kaleidoscope Magazine" for CALVET (WLA).

Ms. Terri Lantz was again elected as the Advisory Committee Vice-Chair. Ms. Lantz is a Client Rights Advocate for United Cerebral Palsy. She has developed advocacy groups and provides advocacy assistance in Los Angeles, Ventura and Santa Barbara counties.

Sherry Kelley
Senior Manager of Customer Services

California Branch of American Planning Association

The American Planning Association (APA) is the nation's principal organization that promotes and shares the latest advances in the field of planning from ways to design communities to improving transit, pedestrian and bicycle options in communities. One of the principal means that the APA shares the newest advances in Planning is through the education sessions at its conferences.

From September 13th to 16th the California branch of the APA hosted its annual conference at the Disneyland Hotel in Anaheim, California. Topics ranged from effective water management in drought-impacted Southern California to airport planning. My focus at the conference was to see some of the latest improvements in the field of transportation planning.

Many of the transportation planning sessions echoed similar themes of the importance of Southern California in the next years. Southern California is poised to become an even more powerful and dynamic destination in the near future. The Ports of Los Angeles and Long Beach are the busiest international trade ports in the United States and are already preparing to expand to accommodate massive new freight ships currently

under construction in Asia. Metro is planning major improvements over the next half-decade to its transit system with expansions on its light rail network from Claremont to Santa Monica and improved connections to LAX International Airport (Crenshaw Line) and within Downtown Los Angeles (Metro's Regional Connector). All of these improvements in transport and expansion in trade is expected to draw more people to Southern California - and specifically Los Angeles - with added business opportunities and expanded tourist travel.

It is fascinating to get a peek at how Los Angeles may improve over the next few years and to hear from experts in the field as to how the region plans to adapt to meet these new challenges. From new light rail lines to expanded international trade, we are all living in a rapidly changing region.

For questions or comments about the American Planning Association, please feel free to contact me.

Eric J. Haack
Strategic Planner

Access Services
Consolidated Transportation
Services Agency
 PO Box 5728
 El Monte, CA 91734

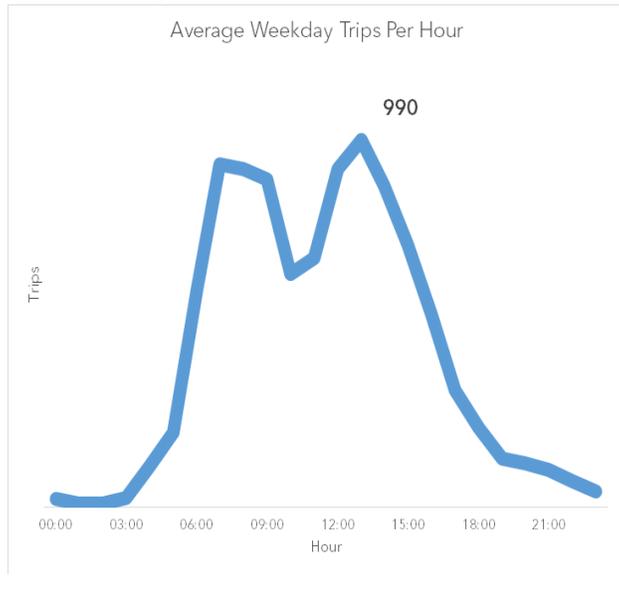
Tel: 213.270.6000
 Fax: 213.270.6055
 Email: info@accessla.org
accessla.org

Rider Comments

"On my ride with Access there was a person in the vehicle that was upset and being very rude to the driver. I want to commend the Access driver for the way he handled this situation with professionalism. He could have gotten very upset and exasperated at the situation but instead he responded with a positive attitude and was extremely polite. He answered the person's questions, and did his best to assist her with her needs. This driver did a wonderful job in handling himself and the situation with excellence!"

*Bobbie, Los Angeles
 Rider since 2002*

Access Operations Fun Fact



On an average weekday, Access completes roughly 10,000 trips. Breaking down trips on an hourly scale shows that there are two peak periods on an average weekday, in both the morning and early afternoon. During the busiest hour, 1:00pm, Access provides close to 1,000 trips.

*Melissa Thompson
 Operations Analyst*

Community Advisory Committee - New Members

The CAC recently recommended two new members; Ms. Wendy Cabil and Mr. Michael Conrad, and the Access Services Board of Directors approved these appointments on September 22, 2014.

Ms. Wendy Cabil represents the Antelope Valley (AV) region of Access Services and is a long time participant in the disabled community. She works for the Los Angeles Department of Mental Health, and her experience extends to the AV Community Consumer Coalition, LA County Client Congress Advisory Board and National Alliance on Mental Health (NAMI).

Mr. Conrad has been an Access member for many years advocating for persons with visual impairments, including service animal users. Mr. Conrad

previously served as a member on the CAC. He is also a member of Access' Quality Services Subcommittee (QSS) and Service Animal Subcommittee; additionally he serves on Metro's Accessibility Advisory Committee. Mr. Conrad is a long time employee of the Los Angeles County Fire Department.

Access Services is very happy to have Ms. Cabil and Mr. Conrad serve on the CAC, as they will both be great assets to the community.

*Sherry Kelley
 Senior Manager of Customer Services*