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Behind the Scenes

Executive Report

Now that we have closed the books on the last fiscal year, we can reflect on the challenges we encountered and how we met those challenges. Access performed over 2.6 million trips last year and transported approximately 3.5 million passengers. We increased our customer base to almost 139,000 certified riders which is a 9% increase over last year.

Challenges we faced last year were the increase in certified riders and an increase in the number of trips performed. The continuing rise in fuel prices is a challenge that will not be going away. With demand rising, Access and its contractors are working together to find ways to work smarter through the use of technology upgrades, alternative fuel vehicles, process improvements, fraud prevention, safety initiatives, and investing in developing our workforce.

*Shelly Verrinder
Executive Director*

2013 Operations Team Building Workshop



On Wednesday September 11th, Los Angeles International Airport opened its LAX Flight Path Museum for Access Services as the site of the 2013 Operations Team Building Workshop. The purpose of the workshop is for the Operations team members to pause for a moment from their busy schedules and to spend some time exploring strategic opportunities for the team to further grow and develop. With the help of Performance and Organization Development Coach Cynthia Alt from Insight Strategies, the Operations team members explored various team attributes that can help the

team in building a successful department. The workshop also facilitated discussions in helping team members to identify various social styles and expertise within the team. To build a World-Class organization, we must invest in the people within the organization.

With the support of Executive Director Shelly Verrinder and Chief Operations Officer Mark Maloney, I am very excited to see that the Operations department at Access Services has started this worthwhile



journey.

*Steve Chang
Deputy Executive Director*

Metro/Access Rancho Shuttle Update

In September, Access staff presented a proposal to expand the current service of the Metro/Access Rancho Shuttle at the Community Advisory Committee (CAC) and the Transportation Professionals Advisory Committee (TPAC) meetings. Currently the Rancho Shuttle is a same-day service for Access-eligible customers to travel between the Rancho Los Amigos National Rehabilitation Center in Downey and the Metro Rosa Parks Station, where the Metro Blue and Green Rail Lines meet. In addition, the Rancho Shuttle provides trips from Rancho Los Amigos to the local Downey area. The proposal from Metro is to expand the Access-run service to the general public with two general objectives. The first objective is to increase ridership by increasing awareness of the service through marketing and advertising by Metro. The second objective is to reduce the amount of local bus line wheelchair pass ups in the area. Rancho Los Amigos is one of the largest trip generators for individuals in mobility devices because of all the

services the Rehabilitation Center provides. Currently, the two local bus lines in the area are struggling to maintain the capacity necessary to accommodate all these trips. By opening the Shuttle service to the general public, Metro and Access are working to eliminate these concerns and promote all the transit options to these individuals in the area. The proposal was passed as a consent item at the Access Board of Directors meeting on September 23, 2013..

*Alfredo Torales
Project Administrator*

TPAC Officer Elections 2013

On Thursday September 12, TPAC held officer elections and elected Ms. Kathryn Engel for Chairperson and Ms. Linda Evans for vice-chair.

TPAC Chairperson 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 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.

Linda Evans is a Supervising Transportation Planning Associate I 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 10 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 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.

Both individuals have been long term members of TPAC.

*Matthew Avancena
Manager of Planning and Coordination*

Access Attends the Annual Los Angeles Current Affairs Forum

On Monday, September 9th, I attended the annual Los Angeles Current Affairs Forum held at the Palm Restaurant along with Executive Director Shelly Verrinder and Deputy Executive Director of Planning and Governmental Affairs Andre Colaiace. The event, which was hosted by Emma Schaffer, a public affairs consultant, attracts lawyers, lobbyists, engineering firm officials and journalists. Access representatives attended as the meeting's topics covered future planning for the City of Los Angeles which could impact Access' future operations. This year, the guest speaker was Bob Blumenfield, the newly elected city councilman for Los Angeles' 3rd District, which covers most of southwestern San Fernando Valley. Prior to being elected to the City Council, Blumenfield served in the California State Assembly from the 40th District and briefly from the 45th District, both of which also cover southwestern San Fernando Valley. While in the Assembly, he was the first Democratic freshman Assemblymember to ever serve as the Chair of the Budget Committee.

Blumenfield spoke in depth about his priorities for his tenure on the city council, including fixing the budget as well as growing and improving the City's

physical and environmental infrastructure. As chair of the Innovation, Technology and General Services Committee, Blumenfield has also put forward a motion that would provide free Wi-Fi throughout the entire city of Los Angeles. At the Forum, Blumenfield argued that this day in age, our digital infrastructure is just as, if not more important, than our physical infrastructure.

After his address, Blumenfield fielded questions regarding the recent DWP contract negotiations, the City Council's relationship with newly elected Mayor Eric Garcetti and various other topics. Like any good politician, Blumenfield peppered his responses with entertaining and colorful analogies (at one point he compared legislation to sausage cooking inside of a pressure cooker). This event was a great opportunity to network with professionals from all sectors throughout Los Angeles. As a Political Science Major, this event was also a great learning experience: a chance to witness an elected official engage constituents and important stakeholders in an intimate setting.

Mike Tobin
Planning Intern

Global Paratransit Safe Driving Recognition

Access Services and Global Paratransit, Inc. (GPI) management celebrated the achievements of its best drivers.

Seven GPI drivers received Disneyland tickets and a paid day off for reaching 100,000 safe miles, and 14 drivers were awarded TVs for 90,000 safe miles. Many other drivers were recognized for their commitment to safety and received wristbands, inscribed with the safety message, "On the Road, Off the Phone".



Additionally, Access Services' staff promoted the new driver incentive program, which restructures the award program. The target launch date for the new program is January 2014.

Luis Pacheco
Safety Analyst



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2014 Roadeo Team Leaders Wanted!

Our Annual Roadeo's continue to get better with each year and our 2013 event was great. We introduced the horseshoe track that everyone enjoyed, had over 400 guests (drivers, volunteers, sponsors, friends and family) who enjoyed a family fun filled day.

We are launching the vision and discovery phase of our 2014 Roadeo, working to define the size and scope of the event that will have a flavor of our 20th Anniversary. Things are shaping up with new and expansive ideas, visions, and excitement.

We are in search of judge volunteers, team leaders, runners, entertainers, car show participants, plus we would like your ideas for our 2014 Roadeo with a 20th Anniversary flavor.

So drop me an email and let's get started!

Richard Rodriguez
 Senior Project Manager
rodriguez@accessla.org

Rancho Los Amigos 2nd Annual Car Show



On Saturday, September 21st, C.A.R.E's marking and Tethering (MAT) team attended Rancho Los Amigos 2nd Annual Car Show, Downey CA. The event served as an opportunity to rebuild lives with innovative and therapeutic programs to help brain injury survivors. Access Services was invited to assist those who are in mobility devices and if interested mark and tether their devices. More than 100+ people showed up for support.

Rancho Los Amigos served a variety of entrées such as steak and chicken in addition to other goodies there were prizes, trophies and special surprises. This was open to the public and families of the staff, providing a jumper and other entertainment to keep the little ones occupied while the parents and family members were able to indulge in the prepared delicacies.

In addition, I wanted to thank the MAT team from C.A.R.E, Edward Quintana, Willie Boyd, Alex Serrano and Raymond Marquez for attending and making it possible to provide a safe ride experience for the public.

Hamilton Franco
 Operations Supervisor

