



# Behind the Scenes

## In this issue:

LA County Dept of Rehabilitation	2
Access Supports Veterans .....	2
Improvised Program Services ...	3
Outreach Efforts Coalition .....	3
Volunteer Driver Coalition .....	4
Rider Comments .....	4

## Executive Report

Access has begun the process of evaluating its operational functions to ensure that we utilize industry best practices in the current provision of services as well as to plan for future needs.

As part of this evaluation Access will be issuing a Request for Proposals (RFP) later this month to conduct a Comprehensive Operational Review of our eligibility, paratransit operations, and customer services areas. The scope of work includes an assessment of existing systems, including their delivery, efficiency, and attainment of performance indicators; identification of improved efficiencies; and a quantification of costs to provide current functions considered above and beyond ADA guidelines.

The scope of work will be presented for comment to our advisory committees next week and, following a competitive bid process, expect the review to begin in February 2015.

*Shelly Verrinder*  
Executive Director

## 2014 National Safety Council Congress & Expo



On September 15, I attended the 2014 National Safety Council Congress & Expo in San Diego where safety, health, and environmental communities meet annually to build off each other's strengths, resources and passion for safety excellence. There were over 100 technical education sessions that focused on all aspects of safety.

This event provided an opportunity to discover new innovative safety solutions in the new product showcase, get up-to-date on industry trends & challenges by attending educational sessions, and the expo floor that offered over 900 companies showcasing the latest safety products and services.

The President and CEO of the National Safety Council Deborah A. P. Hersman spoke to the audience and her main focus was on the launching of a new workplace initiative, the Journey to Safety



Excellence, dedicated to helping organizations ensure continuous safety improvement. Other speakers also took part in the opening session and shared their personal experiences and safety knowledge.

Overall this event offered a variety of educational resources for companies that are looking for ways to improve their safety programs.

*Luis Pacheco*  
Safety Analyst

## Los Angeles County Department of Rehabilitation - Van Nuys Foothill District Annual Meeting



**Louis Burns, Access Services, Commissioner Wan-Chun Chang, and Staff Services Manager, Les Spitz**

On October 1, 2014, Access Customer Services Administrator Louis Burns and Project Administrator Geoffrey Okamoto were received as guest speakers at the Los Angeles County Department of Rehabilitation's Annual Meeting (Van Nuys Foothill District). Project Manager Laura Moreno of Diversified Transportation, who operates out of the Antelope Valley area for Access Services, was also a guest speaker.

The annual meeting was held at the Chimbole Cultural Center in Palmdale. Access staff provided valuable

information to the audience in attendance regarding the services we provide. During the presentation, Commissioner Chang honored Louis Burns with a certificate of appreciation from Los Angeles County Commission on Disabilities for the great work he does within the community.

I enjoyed meeting various staff members from the Department of Rehabilitation, and as an Access team member take pleasure in navigating throughout the community.

*Geoffrey Okamoto  
Project Administrator*

## Northern Region Outreach Effort Coalition



On October 1st Steve Chang, Access Deputy Executive Director of Operations, and Faustino Salvador, Access Operations Service Monitor, visited New Sunrise and Better Life Adult Day Healthcare Centers (ADHC) located in the San Fernando Valley region.

At New Sunrise ADHC Northridge, owner Leo Haroutunian was pleasantly surprised by our visit. This was Mr. Haroutunian's first time meeting Access staff. Mr. Haroutunian expressed his gratitude for the high level of service that Access provides for his clients, and praised Access drivers for their professionalism and helpfulness.

The next stop was Better Life ADHC, which is one of the major trip generators in the San Fernando Valley. Last year Access provided over 12,000 trips to and from the center. During our visit, we had the pleasure of meeting Better Life's Program Director, Byeong Jun Park, and Transportation

Coordinator, Susie Kim. Ms. Kim who is responsible for coordinating all Access trips for Better Life's clients. Ms. Kim extended her thanks to the entire Access staff for our hard work and dedication to providing safe transportation for Better Life's clients.

The purpose for our visits to the Adult Centers is to meet staff members and open lines of communication. Creating a dialogue with stakeholders is key in ensuring the transportation needs of our Access clients. Access staff will conduct quarterly follow ups with all the centers we visited.

*Faustino Salvador  
Operations Supervisor*

## Improvised Program Services



"Access: we love you guys!" Those were the first words we heard from Major Lewis, the Owner and Administrator of Improvised Program Services in Los Angeles. Improvised Program Services is community based Day Program serving developmentally disabled adults. On Friday, September 26th, Steve Chang, Deputy Executive Director of Operations, and I stopped

by to visit the center. Major Lewis gave us a tour of the facility which was filled with about 80 participants. The participants were very happy to greet us and many were engaged in the various services provided by the center. The center includes a state of the art gymnasium with full walls adorned by posters of LA's three top teams, The Lakers, Clippers, and Dodgers.

Access provides transportation to about 12 customers on a regular basis, performing over 200 pick-ups and drops monthly. Major Lewis, along with his wife and co-owner Lynn Lewis, a former Olympic medalist in gymnastics, are very passionate about what they do to serve the community. They stated that they are very happy with Access, especially the drivers that serve the center. We walked away very impressed with the center and feel very proud that we provide transportation to our customers who receive such valuable services. We will continue to reach out to Improvised Program Services to ensure we maintain that high level of service.

*Alfredo Torales  
Project Administrator*

## Access Services supports Veterans Community



Faye Moseley, Deputy Executive Director of Administration and Louis Burns, Customer Support Administrator for Access Services recently attended a community event honoring our California Veterans. Faye, Louis and other Access Services customers from

the veteran community were invited guests of newly elected Chair of the Access Services Community Advisory Committee (CAC), Chaplin David "Dov" Cohen. The CAC meets the second Tuesday of each month from 1:00 p.m. to 3:00 p.m. The evening included a complimentary catered dinner and 90 minute live production of Choir Boy, written by Tarell

Alvin McCraney and directed by Trip Cullman. This veterans event was possible due to the generous support of the Gary Sinise Foundation, which serves our nation by honoring our defenders, veterans, first responders, their

families and those in need. Choir Boy opened on September 16 and runs through October 26 at The Geffen Playhouse, Gil Cates Theater, 10886 Le Conte Avenue in Westwood Village.

*Faye Moseley  
Deputy Executive Director,  
Administration*

**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](mailto:info@accessla.org)  
[accessla.org](http://accessla.org)

## Rider Comments

"My Driver Justin is always on time! He is always polite, and make sure his passengers get to their destinations safely. Justin always takes good care of his passengers."

*Kinesha, Lancaster  
 Rider since 2012*

## Access Hosts the Southern California Volunteer Driver Coalition



On Thursday, September 18th, Access hosted the quarterly meeting of the Southern California Volunteer Driver Coalition (SC-VDC). The purpose of the SC-VDC is to promote Volunteer Driver programs throughout Southern California. Volunteer Driver programs are transportation programs (generally run through a non-profit or social service agency) which enables seniors and persons with disabilities to get needed transportation from friends or neighbors and the volunteer driver program generally reimburses the driver for the driving expense with mileage reimbursement.

Many of these programs provide transportation services to the communities of customers that Access serve, Access has - for the past two years -promoted such programs. Volunteer Driver programs provide another transportation option for our Access customers and the SC-VDC is a forum where the managers of these different programs can meet with one another as well as Access and social service agencies to discuss how each of their programs can improve and

perhaps expand.

At the most recent meeting of the Southern California Volunteer Driver Coalition, the main speaker was a Mr. Denny Zane from the Move L.A. project promoting an upcoming ½ cent sales tax initiative on the November 2016 ballot. The "Measure R-2" initiative will be designed to provide dedicated funding to transportation throughout Los

Angeles County and during the meeting there were opportunities to see how agencies like Access and Volunteer Driver programs could work together to improve transportation throughout the County and also be possibly eligible for funding through this measure.

Also discussed at the SC-VDC where presentations on how the Coalition may be able to market itself through brochures and presentations and also how they can share their stories of success with Access so that Access may help secure grant funding for their programs. It was a very well-attended and successful meeting. The next meeting of the Southern California Volunteer Driver Program is planned for December of this year. For questions or comments about the Southern California's Volunteer Driver Program, please feel free to contact me.

*Eric J. Haack  
 Strategic Planner*