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Behind the Scenes

Executive Report

As I read this edition of Behind the Scenes I realized how much all of us have achieved over the last few years. The commitment to the success of Access Services is evident from every angle; the Access community of riders, social service agencies, transportation service providers, eligibility and mobility management partners, member agencies, funding partners, Access staff, the Access Community Advisory Committee, the Transportation Professionals Advisory Committee, and the Access Board of Directors. I want to thank each and every one of you for working together to make Access Services what it is today.

We are looking for models to use in informational materials for Access Services. If you are interested in volunteering to participate in a professional photo shoot showcasing the faces of Access Services, we would love to talk to you! Contact Customer Service at 1-800-827-0829 to give them your contact information and I will be in touch! From experience I can promise you it will be a fun filled few hours and you will have some great photos in return.

Shelly Verrinder
Executive Director

access

2014 Mass Transit Top 40 Under 40



Rogelio Gomez

Breaking News! Mass Transit, the industry magazine dedicated to public transportation, announced the sixth annual Mass Transit Top 40 Under 40 list. Access Services Project Administrator Rogelio Gomez was selected by Mass Transit Magazine as one of this year's "Top 40 Under 40" honorees. The Top 40 Under 40 honors those professionals who have made significant contributions to the public transit industry. Honorees were nominated by their peers and

judged on criteria that included job commitment, industry involvement and contribution, achievement in his or her position and innovation in his or her field. Mr. Gomez earned his bachelor's degree in Business Management from the University of Phoenix. He was the recipient of the APTA Foundation's Dan Reichard, Jr. Scholarship Award for three consecutive years (2009, 2010 and 2011). As a Project Administrator,

Mr. Gomez is responsible for contract oversight of two service providers in the Southern and Santa Clarita regions. We are very proud of Rogelio for his dedication and contribution to Access Services and to the transit community.

The full article can be viewed at: <http://www.masstransitmag.com/11617646>

Congratulations Rogelio!

Steve Chang
Deputy Executive Director,

GPI Milestone



On Wednesday, September 3, 2014 Global Paratransit Inc. (GPI), service provider for the Southern Region, booked 4,225 trips. This is the highest number of Access

trips booked in one day by a service provider in the history of Access Services.

GPI also exceeded all 5 key performance indicators for the month of September 2014. More fun facts:

- First time in the past ten years (since 2004) that GPI has met the OTP for the month of September (86,657 performance trips as of yesterday)
- GPI might be the only basin contractor to meet all 5 KPI for the month of September
- This will be the 3rd consecutive month for this FY that GPI will not only meet the KPI's but exceed them

To recognize this historic achievement, Access staff was present at Global Paratransit facility to acknowledge staff for their hard work and dedication to our customers. Congratulations to Global Paratransit for being a partner in achieving this historic milestone with Access Services.

*Christina Blanco
Operation Services Monitor*

Transit Award Management Systems (TrAMS) Orientation and Workshop



Since 1998, the Federal Transit Administration (FTA) has awarded and managed Federal financial assistance for public transportation through its Transit Electronic Award and Management (TEAM) system. As of January 2015, FTA is preparing to deploy a successor to TEAM called the Transit Award Management System, or TrAMS.

FTA recognizes that technology is always evolving and with the deployment of TrAMS, FTA has

the opportunity to build the grants system on a more flexible, efficient and cost-effective platform.

I attended the one day orientation workshop in San Francisco's financial district, where attendees had the opportunity to work in the new TrAMS System. The workshop highlighted similarities and differences between TrAMS and TEAM; it also allowed attendees to make recommendations for improvements and enhancements to TrAMS organization and functionality.

FTA hopes TrAMS will increase:

- **Efficiency:** FTA and its grantees will be able to consolidate redundant activities and streamline grant-making and grant management processes.
- **Transparency:** Stakeholders inside and outside FTA will be better able to understand how taxpayer dollars

are awarded and disbursed for specific transit projects and services.

- **Integrity:** Improved internal controls will help ensure that grants are awarded and managed consistent with Federal requirements.
- **Consistency:** Data and information in TrAMS will match information found in related government IT systems.
- **Flexibility:** The new system can be modified more quickly, easily and cost-effectively to make improvements and respond to new directives.

The implementation of this change impacts grantees across the nation. This is a large undertaking by the FTA and comprehensive training will continue as TrAMS rolls out.

*Alvina Narayan
Grants & Compliance Analyst*

Irwindale Senior Center Annual Community Fair



Access Services' Mobility Management staff participated at the annual Irwindale Senior Center Community Fair which was held on October 16th. The Center opened their doors to serve not only the community but local vendors as well. Vendors

working in and around the San Gabriel Valley were invited to showcase the latest advances in health care and education. Neighboring pharmacies offered a 'Brown Bag Clinic', advising seniors of the various combinations and effects of their daily medication. Free Flu shots were provided by Health Care Partners of Monrovia.

Irwindale's seniors expressed their appreciation for Access Service's on-time arrivals for their medical and personal appointments. Mobility Management counselors, Mayra Perez-Calderon and Erik Washington provided information on the Americans with Disabilities Act (ADA)

and transportation services within the Los Angeles County.

Erik Washington
 Mobility Management Counselor

OMS Water Distribution



This September marked one of the hottest months of the year. News alerts and other media warned everyone to stay hydrated to prevent heat cramps, heat exhaustion or heat stroke. Our customers were especially vulnerable in waiting outside during this heat spell.

Well aware of this risk to our customers, Access Operation Service Monitors took a proactive role by visiting numerous facilities in LA County and handing out cold bottled water to our drivers and customers. Some of the cities and locations we visited were: Rancho Los Amigos, Downey; Home Ave ADHC, Downey; Lancaster Senior Center, Lancaster; Sunny Day ADHC, Los Angeles, and Tierra Del Sol, Sunland.

Access Operations Service Monitors regularly observe our driver's dedication in caring for our customers, no matter what the environmental conditions are. We'd like to give a big "Thank You" to all of our drivers for their hard work and dedication.

Hamilton Franco
 Operations Services Monitor

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Rider Comments

"I would like to commend Kathleen. She was my reservation associate today and her patience and tolerance went above and beyond. I made the call to reservations using my cell phone and my surrounding became very noisy causing a bad connection. Kathleen stayed on the line and helped me with the situation in a professional and tolerant manner. The call was not an easy one and yet she made it pleasant.

Thank you Kathleen for going above and beyond!"

*Elizabeth, Tujung
 Rider since 2012*

Guide Dogs of America Service Animal Orientation



On October 2, 2014, Access hosted a service animal orientation for Access Staff and Service Providers. With the support of Guide Dogs of America (GDA), guest Lorri Bernson and her guide dog Carter conducted a service animal orientation at Access headquarters. GDA is an organization that trains puppies to become service dogs for individuals with disabilities. The two hour orientation was attended by all seven service provider staff, which included eligibility evaluators, road supervisors, trainers, customer service, safety personnel, and Access operations staff. The purpose of the orientation was to provide educational training. Ms. Bernson also happens to be an Access customer, so she speaks from first-hand experience on what

it is like to use Access Services with a service dog. This event was just one example in which Access prides itself on serving the community and continues to find ways to enhance our customers' experience. Ms. Bernson mentioned that Guide Dogs of America would be having a graduation ceremony in the coming weeks and Access looks forward to the opportunity to serve and assist our customers who use service animals.

A big THANK YOU to: Lorri Bernson, guide dog Carter, and Guide Dogs of America for their willingness to work with Access on such an important topic.

*Geoffrey Okamoto
 Project Administrator*