



In this issue:

Multi Generations	2
LA Current Affairs.....	3
Ergonomics	3
APTA	3
Helping Hand	4

Behind the Scenes

Executive Report

It is now Day 11 of the federal government shutdown. Many of you have no doubt been wondering how the shutdown effects Access Services. The approved Budget for Fiscal Year 2013/14 includes 5 grants from the Federal Government:

- New Freedom Grant (Tether Strap and Marking Program) \$116,810
- New Freedom Grant (Premium Service for Adults w/Children) \$193,000
- Job Access Reverse Commute (Access to Work Grant #2) \$3,832,500
- Job Access Reverse Commute (Access to Work Grant #1) \$318,729
- FTA STP Funding (88.53% of Contracted Paratransit Operations) \$59,400,000

Access will be unable to “draw down” or have any access to these funds until the shutdown is over. On the day before the shutdown, Access drew down all eligible expenses up to that point in time. Access has available cash to maintain operations until December 29, 2013.

Shelly Verrinder
Executive Director

access

Continuity of Operations Training



The big earthquake hits and your headquarters are severely damaged. Or the water pipes burst, flooding your building, and now you’re faced with at least three or four weeks to repair. How do you maintain business as usual after a disruptive situation or an emergency?

That’s when an organization’s Continuity of Operations Plan, or COOP for short, kicks in. COOP is an extension of the emergency planning process. It begins after an immediate emergency has been handled, particularly when operations will not be back to normal for quite a while.

Cynthia Perkins Stevenson, Emergency Preparedness Specialist and Evie Palicz, Emergency Preparedness Manager attended a COOP training on July 30-31, 2013. Taught by FEMA certified instructors, one of the key components of the workshop is how to determine a company’s “essential functions”. In a normal world, all business functions are essential. An emergency can cause

certain functions to be postponed until a later time, disrupting business as usual. COOP training is essential in training businesses to focus on the functions that support their primary mission. In the case of Access Services, the primary mission is to safely transport people with access and functional needs in Los Angeles County.

In preparation for the Great California Shake Out on October 17 at 10:17 a.m., Access Services’ emergency preparedness staff will be reviewing their COOP plan and making updates as needed.

Iwalani “Evie” Palicz
Manager of Safety, Training, and
Emergency Preparedness



Multi Generations in the Workplace

I attended the APTA Annual Meeting on September 29 - October 2, 2013, at the Hilton in Chicago. The topics presented at the various committee meetings ranged from Procurement, Sustainability, Mobility Management to Safety and Security. A common thread throughout the conference was the presence of four generations in today's workplace and the need to transfer knowledge from the soon-to-be retiring generations to the new, young leaders of tomorrow.

The presence of multi generations in the workplace creates exciting times to learn from people who have been masters of their craft. With people living longer, healthier lives, they are working longer and deferring retirement. It also creates challenges since each generation has different values, experiences and views their jobs with their own generational filters.

The chart below shows the four generations: birth years, key influences, and characteristics.

Traditionalists	Born 1925 - 1945	Great depression, WWI & WWII, Korean War	Patriotic, loyal, top down approach
Baby Boomers	Born 1946 - 1964	Vietnam, TV, Watergate, protests, drugs, sex	Idealistic, questioned authority, optimistic
Generation X	Born 1965 - 1980	Sesame Street, Game Boy, MTV, Latch-key kids	Skeptical, resourceful, self-reliant, adaptive
Generation Y - Millennials	Born 1981 - 2006	Tech savvy, diversity, 9/01/2011, parents coddled	Realist, "It's about me," global concerns, ADD

Source: Cathy A. Trower, Ph.D., President Trower & Trower; Brown University Mentoring Luncheon

The chart below shows how each generation views key aspects of the work life differently. What motivates one generation may not motivate a person from another generation.

	Job Changing	Motivators	Working Long Hours	Give Me More...
Traditionalists	Stay for life, changing has a stigma	Job well done	Required, prudent	Essentials
Baby Boomers	Stay if moving up, changing may put you behind	Money, title, recognition, promotion	Will get ahead, more money, bonus	Money
Generation X	Is necessary, follow you heart	Freedom, fun	Get a life! Decide when, where, and how	Time
Generation Y - Millennials	Expected, part of daily routine, ultimate multi-taskers	Personal fulfillment	But not all at work, (can pursue more than one line of work at a time)	Affirmation

Source: Cathy A. Trower, Ph.D., President Trower & Trower; Brown University Mentoring Luncheon

One message was clear in the Human Resources Committee Meeting, we have a big challenge ahead of us to attract and train the next generation of leaders for transit and paratransit. APTA is working closely with schools and organizations to promote transit as a career option by sponsoring Early Career Programs, National Career Day, Youth Summit, and Leadership APTA.

*Iwalani "Evie" Palicz
Manager Safety, Training, and Emergency Preparedness*

Los Angeles Current Affairs Forum

Boardmember Theresa DeVera and I attended a meeting of the Los Angeles Current Affairs Forum that featured newly-elected Los Angeles City Attorney Mike Feuer. Mr. Feuer talked about his plans for the office and how it can play a role in improving life in Los Angeles. He also discussed his philosophy of how the City Attorney's office should serve its main "client" – the City of Los Angeles. Overall, it was an interesting discussion about the major role the City Attorney's office plays in the governance of Los Angeles.

Andre Colaiace
Deputy Executive Director, Planning and Governmental Affairs

Ergonomics Training



On Wednesday, October 9th, Sullivan Curtis Monroe Insurance Brokers provided training to a select group of Access employees on how to evaluate workstations to ensure that proper ergonomic principles are adhered to. This will help prevent repetitive motion injuries such as carpal tunnel syndrome or tendinitis. Office workers are particularly susceptible to these types of injuries, and ergonomics is the science of positioning the body to avoid over-stressing the back, arms, hands, wrists and shoulders. Evie

Palicz, Cynthia Stevenson, Luis Pacheco, Charace Thompson, Mike Greenwood, Linda Ross and Marcia Velis were provided classroom training and hands-on practice evaluating actual work stations. Over the next few weeks, all employee work stations at Access will be evaluated and adjustments made to ensure that our employees have the knowledge they need to avoid serious damage from repetitive motion injuries.

Linda Ross
Human Resources Manager

My First APTA Conference Experience



I had the pleasure of attending this year's APTA Annual Meeting in Chicago. This was my first meeting and it was certainly an eye opening experience. APTA is not only doing a phenomenal job of raising awareness on the key issues that affect the transportation industry, but also working with individual transit agencies to provide better services to customers nationwide. Evie Palicz, Manager of Safety, Training and Emergency Preparedness, accompanied me to several sessions including Mid-level Management, MAP 21, Working

with the Media, and Working with Four Generations. Overall, this experience provided a great opportunity to learn more about the field of transportation, the role Access Services plays in the bigger picture, and how I can use my position to help provide the best Paratransit service to our customers.

Jessica Thompson
Operations Supervisor



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Rider Comments

"I just want to thank Access for all the services that you provide for disabled and senior people. I don't know how to really thank your whole company for doing an excellent service you give me and everyone. I thank you for getting up and coming to work everyday. You are a true blessing and thank you so much."

*Barbara, Los Angeles
 Rider since 2010*

Helping Hand Winner!



Our Helping Hand Program August 2013 award goes to Maxine Hillman of Norwalk, CA.

Ms. Hillman has been using our services since 2002. She has expressed her appreciation, and is grateful for the services she receives from the skilled Access drivers and customer services representatives.

In the past six month, Ms. Hillman has -

- Traveled 119 times with no late cancellations or no shows
- She waits outside to make sure she does not miss her trips
- Consistently called the day before to cancel her next day trips and proactively assist the service

Ms. Hillman states all the Access drivers are helpful and courteous when boarding and getting off the vehicles. She travels mainly around the Southern region and is active at her church.

A recent commendation by Ms. Hillman states: "I have been extremely satisfied with Access Service"

Overall, Ms. Hillman is very appreciative of everyone's support and dedication. We will be recognizing Ms. Hillman with our Helping Hand pin and balloons next week.

*Hamilton Franco
 Operations Supervisor*