

In this issue:

Disability Awareness	2
TRIP EDIC Meeting	2
Going to the Greek?	3
CalAct Fall Conference	3

Behind the Scenes

Executive Report

Access has experienced a rough transition to an already anticipated difficult fall/school season. Overall trips have increased 9% since last year and trips are about 5% higher than projected. The result of this growth is that the on time performance has suffered throughout the entire system with Access customers experiencing the lowest system percentage over the past three years. The on time performance standard is 91% and actual on time performance is now in the mid-80% range. Everyone on the Access team is focused on doing everything we can to improve the system performance immediately including hiring additional drivers and purchasing much needed vehicles to meet this increased ridership demand. Historically, ridership stabilizes and system performance increases at the end of October. I want to ensure all of our customers that everyone at Access and our contractors is focused on the immediate improvement of the system.

*Shelly Verrinder
Executive Director*

ENO Transit Mid-Manager Seminar



The ENO Transit Mid-Manager Seminar was held in Louisville, Kentucky, from October 7 - 11, 2013, for future leaders within the transportation industry. Access Services selected three staff members who applied and were then nominated by the ENO staff to attend this highly regarded seminar. The attendees were Geoffrey Okamoto (Project Administrator), Yvette Richardson (Audit Supervisor), and Alfredo Torales (Project Administrator).

A few of the topics discussed were Being an Effective Middle Manager, Ethics, Examining Perspectives, Work Life Balance and discussions about each managers' "emotional intelligence."

Attendees were hosted by the ENO staff as well as TARC (Transit Authority of River City) staff who were also ENO attendees. On behalf of ENO, TARC staff took the group on a ground breaking tour of their facility and the community in which they serve. The technology and environmentally friendly aspects of the TARC facility was a breath of fresh air.

During the seminar, everyday seemed to be a success in one way or another. One common theme that was apparent was the passion for the work each of us continues to do.

continued on pg. 4....

Disability Awareness Health & Wellness Fair



As an active Access Services' Board member Angela Nwokike, is in part responsible for the overall health, mission and effectiveness of our public transit organization. In a life that is filled with activism and challenges Ms.

Nwokike's is also an Access client. Coupled with her stewardship on the Board, she has a full perspective on how a successful transit service works. At the same time she also serves as the Systems Change Advocate for the 'Service Center for Independent Living (SCIL)', an organization that has engaged and provided much

needed services for people of all ages living with disabilities in the Eastern Los Angeles County and the San Gabriel and Pomona Valleys. SCIL established in 1980 provides housing information, peer and personal care counseling and independent living skills training. All of these life affirming services are provided at no cost to their clients.

Ms. Nwokike invited the Access Mobility Management Counselors Stephen Wrenn and Erik Washington along with other local vendors to meet their members and the residents of Claremont. In a kiosk outside of the Claremont Metrolink Station, the Access Counselors were afforded an opportunity to present our service in the Los Angeles County as required by the Americans with Disabilities Act (ADA) and to assist our clients in living a more independent life.

*Erik Washington
Mobility Management Specialist*

TRIP EDC Meeting in Riverside

On October 15th, along with Access Board Member Angela Nwokike, I attended an Eligibility Determination Committee (EDC) meeting held by the TRIP Program. The TRIP (Transportation Reimbursement and Information Project) program is a type of Volunteer Driver Program that provides mileage reimbursement funds for TRIP clients (riders) who have a volunteer driver take them on trips.

Angela Nwokike wanted to learn more about the TRIP program and when I informed TRIP of this we were invited to attend the EDC meeting by TRIP Executive Director Richard Smith. Attending and participating in an EDC meeting is a great way to quickly learn about TRIP as the EDC meeting provides

an inside look into the TRIP application and review process.

TRIP has developed a thorough process for determining the eligibility of their clients and the EDC meeting is the final step of the application and review process. The TRIP application and review process generally includes the following steps: Potential applicants are typically referred to TRIP by outside agencies that believe TRIP might be an appropriate transportation service; Potential applicants are then sent an application to fill out; Applicants provide information about their transportation status, needs, any physical or medical ailments and any disabilities; TRIP staff then reviews the application to see if it meets TRIP requirements.

Applications deemed acceptable and appropriate for TRIP service by TRIP staff are sent to the EDC for a final decision for eligibility.

The EDC for TRIP is a committee comprised of the TRIP Executive Director and representatives from the fields of transportation, medical care, and social services that usually attend meetings on a rotational basis. Generally, most applicants for TRIP service are judged eligible by the EDC. In our case 25 out of 26 applicants were approved. The process is very interesting and educational. I wish to thank Richard Smith, Executive Director of the TRIP Program, and his staff for a very interesting and engaging EDC meeting.

*Gilbert Garza
Grants Analyst*

Going to the Greek?



In early September 2013, Access Operations Supervisor's for the West Central Region, Jessica Thompson and Faustino Salvador, had the pleasure of meeting the General Manager, Denise Minatoya from the Greek Theater located in Los Angeles, CA. To her surprise, Denise was delighted that Access conducted a site visit. She welcomed staff with open arms. During the visit, Ms. Minatoya briefed staff of reported incidents that occurred with Access Customers not knowing where to wait for their pick-ups.

In collaboration with The Greek Theater, an Access stand sign was erected later in the month in front of their ticket box office. This stand sign will make Access customers

experience much more enjoyable by knowing exactly where to wait for their pick up. The Greek Theater was also kind enough to provide benches for customers as well. Access now has ongoing communication with The Greek Theatre to address any concerns that may arise going forward.

Access strives to take every opportunity to improve the quality of the service. This is just one of the many ways in which improvement takes place here at Access.

*Jessica Thompson
Operations Supervisor*

CalACT Fall Conference Keynote Speaker - Doug Lipp



Doug Lipp was the CalACT general session keynote speaker at their fall conference held at the Disneyland Resort and Hotel in Anaheim on October 15-18, 2013. He delighted the CalACT audience with his wit and humor about Walt Disney, Disneyland, and his personal mentor Van France who started Disney University. He shared the secrets of Disney's success, how they had to overcome immense challenges, and reinvent themselves as the world and entertainment tastes evolved.

A crucial element of his presentation that could transfer to Access is the concept that Disneyland is a special place with special expectations. Access provides a special service, not just ordinary transportation. Access provides freedom and independence to our customers each time we transport them. Doug gave an example of a shuttle driver who transported a customer from the Veterans Hospital. To that customer, the trip was the highlight of his entire day.

Doug mentioned one of Walt's favorite phrases, "keep plussing our show." That means "keep improving product and service." To do that, an organization and its leaders had to be forward thinking and comfortable with risks. Barriers to innovation and creativity include, 1) We've always done it this way, 2) We're so good, 3) Blame everyone else, 4) Forget about the customer. Any one or more of these can spell disaster for an organization.

continued on page 4....

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

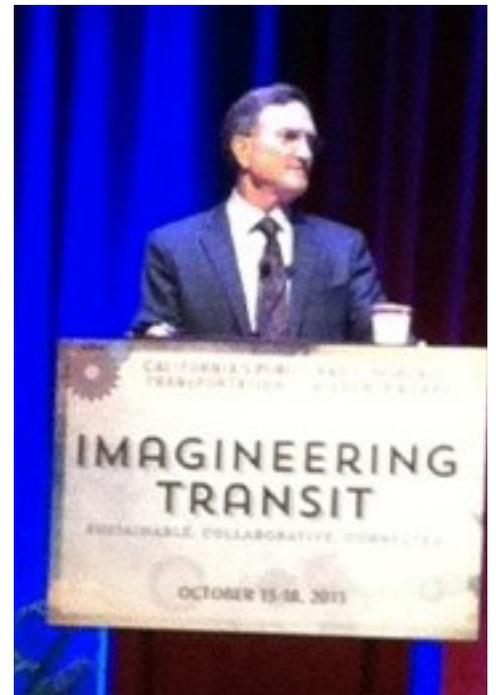
Tel: 213.270.6000
 Fax: 213.270.6055
 Email: info@asila.org
asila.org

CalACT Fall Conference Keynote Speaker *continued*....

Jack Garate, Access Operations Administrator said, "I thought the attentiveness of providing great customer service, the idea to do the normal things exceptionally well" is what makes Disney employees world-class employees.

Matthew Avancena, Access Manager of Planning and Coordination said, "Organizations need to always be on guard about being too complacent. I think his example of an agency (or staff) that thinks it is doing a good job -- when in-fact they are not is one of the highlights of his speech."

Doug stressed that no company can rest on their laurels. He found that even strong organizations, like Disney, must embrace change and be willing to innovate. A company must be willing to change or be willing to perish.



Eric Haack, Strategic Planner and Evie Palicz, Manager of Safety, Training, and Emergency Preparedness

ENO Transit Mid-Manager Seminar *continued*...

It was a great opportunity to network and see different perspectives on transit, from large and small agencies. We learned about building working relationships, communication tools, and viewed informative presentations such as Managing Change.

On behalf of Mr. Okamoto, Ms. Richardson, and Mr. Torales, we would all like to extend a huge thank you to the ENO staff and Access management for giving us the opportunity to develop professionally and personally.

Yvette Richardson