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Behind the Scenes

Executive Report

You should be getting an e-mail shortly inviting you to a December 16th meeting of the membership of Access Services. While the members usually gather once a year in March to discuss Access issues, our Board chair, Doran Barnes, the Executive Director of Foothill Transit, felt that we couldn't wait that long to discuss some important regional issues regarding the paratransit service that we provide on your behalf. As many of you know, Access is in the process of working through three issues with the Federal Transit Administration regarding no show policies, our curb-to-curb service model and our coordinated fares. We think it is important to gather the members together to provide an update and receive feedback and guidance.

The meeting will be held at:
Veteran's Memorial Bldg. (Across the street from the Senior Center)
4117 Overland Ave
Culver City, CA 90230
Rotunda Room - 10:30 am to 1 pm.
(Lunch will be served.)

Please contact Donna Cisco at Cisco@accessla.org if you have any questions. I would also like to take this opportunity to wish you and your family a Happy Thanksgiving!

Shelly Verrinder
Executive Director

Jerry Walker Quality Service Award



The Jerry Walker
Commitment to Quality Service Award

Jerry Walker, one of the original and longest serving Project Managers at Access Services, understood the importance of improving operational efficiency and exceeding customer expectations in order to provide the best quality service possible.

The Jerry Walker Commitment to Quality Service Award recognizes transit provider employees who have displayed the same commitment to providing high quality service throughout the year. All nominees have demonstrated a high quality of service, improved the efficiency of the service, displayed

a positive and professional attitude and have exceeded the expectations of Supervisors, Management and our Access customers.

Nomination forms have been distributed to all providers and transit partner agencies. Nominations are due by the end of day on Friday, December 12. A selection committee, which consists of Access staff and service contractors, will review the nominations and select the winning recipient. The award will be presented to the recipient

at the upcoming Access Annual Meeting. Please encourage your staff to think of a deserving Access Services contractor employee and nominate the individual for this very prestigious award.

Sherri Adams
Training & Development Coordinator

Guide Dogs of America Graduation Ceremony



(Left to right) Nancy Loaiza, Evie Palicz, Jessica Thompson, Geoffry Okamoto, and Manual Ramos

On Sunday, October 16, 2014 in Sylmar, Access staff; Evie Palicz, Jessica Thompson and Geoffry Okamoto along with Provider staff from Global Paratransit; Manual Ramos and Nancy Loaiza, attended the Guide Dogs of America graduation ceremony. It was truly an eye opening experience that it takes a village to keep the program going, as GDA staff often said. From the sponsorships that come in nationwide to the volunteer puppy raisers, to the soon to be new service dog owners as well as all the GDA staff - they all told stories from

the heart. To end the day staff took a guided tour of the facility, which too was a great experience.

*Geoffrey Okamoto
Project Administrator*



Access Services Honored for Emergency Preparedness

The Business and Industry Council for Emergency Planning and Preparedness (BICEPP) honored Access Services with their 2014 Award of Excellence for our Emergency Preparedness Program.

Access was recognized because our emergency preparedness programs and drills involve both Access and provider staff. Additionally, Access rolled out the emergency preparedness training to all frontline drivers, dispatchers and call center staff to ensure that they are professionally and personally prepared.

Mike Greenwood and Evie Palicz accepted the award on behalf of Access at the BICEPP 31st Annual

Awards Dinner on Thursday, November 13th at the Smoke House Restaurant in Burbank. Jeff Reeb, Director of the Los Angeles County Office of Emergency Management and Alen Pijuan, Emergency Management Coordinator at the City of Los Angeles Emergency Management Department, congratulated Access on our achievements and for participating in city and county meetings.

Founded in 1983 under the leadership of then Mayor Tom Bradley and local business leaders, BICEPP is a non-profit association focused on promoting disaster preparedness in the business community. BICEPP seeks to provide

a forum for information exchange to enhance emergency preparedness and contingency planning within the business community. Members are from notable companies such as Amgen, NBC Universal, Sony, Toyota, City of LA EOM and LA County EOM, to name just a few.

Special thanks to Luis Pacheco, Cynthia Perkins-Stevenson, Melissa Thompson, Access Project Administrators and the executive management team for bringing the program to fruition.

*Evie Palicz
Manager of Training and Development*

Northern Region Chili Cook Off



On October 30, 2014, MV Transportation, service provider for the Northern region, had their 3rd Annual Employee Chili Cook Off contest. The winner of this contest will have their picture on the Chili Cook Off Hall of Fame and the bragging rights for a year.

Access Project Administrator Geoffrey Okamoto participated as a judge this year and tasted some awesome chili. The purpose of this event was to build camaraderie and positive morale among the MV employees.

*Geoffrey Okamoto
Project Administrator*

First and Second Place Winners

Westchester Villa - Inglewood



Rycharde Martindale & Louis Burns (Access) had the honor of visiting the enchanted group of Westchester Villa, a full service retirement residential community that couples comfortable living with top-notch dedicated service. This group wanted to thank Access Services for their independence. They gave Access Services a thundering applause for allowing them to freely move-about in the community to run errands, make doctor's appointments and most of all to visit

their family and friends.

Access would also like to thank Westchester Villa for being loyal customers. We look forward to continuing to serve you!

*Louis Burns
Customer Support Administrator*

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
accessla.org

Rider Comments

“Access Driver Marta drove me home today on November 18th. Aside from being very nice, she listened carefully and was attentive to all the riders. She managed to fit three walkers into a tight space. I was impressed by her.”

Sheri, Los Angeles
 Rider since 2013

Editor’s Note -

In the last edition of *Behind the Scenes* the article “2014 Q’Straint and Sure-Lok Seminar” was written by Cynthia Perkins-Stevenson.

Tierra Del Sol



Access staff visited Tierra Del Sol facility in Sunland and met with Director of Client Services, Mrs. Teresa Rathsam. The purpose of the meeting was to assess the traffic congestion issue at the Tierra Del Sol facility as well as pick up and drop off concerns. The visit was productive where Mrs. Rathsam agreed to work with Access in making the necessary changes to improve the pickup and drop off experience for our

clients. The improvements made will help Access drivers to enter and exit the facility with minimal delays. Tierra Del Sol opened its door 43 years ago and has since grown into a recognized leader in developing innovative and accredited services that enables adults with developmental disabilities to realize their greatest potentials.

Geoffrey Okamoto
 Project Administrator

Access Operations Fun Fact

	Access Owned Vehicles	Contractor Owned Vehicles	Taxi Vehicles	Total In Service
Weekday	56%	12%	32%	935
Weekend	58%	10%	32%	565

In October, Access completed over 10,100 trips on an average weekday. On an average Saturday, Access completed just over 4,800 trips. Trip counts have increased significantly over the last few years, which in turn increases the number of vehicles on the road. Access utilizes different resources to ensure there are an appropriate

number of vehicles to provide service each day. The table above illustrates the approximate number of vehicles in service on a typical weekday and weekend day.

Melissa Thompson
 Analyst