



In this issue:

Honoring Drivers	2
CTSA Training	2
File A Smile	3
LA Current Affairs.....	3
Helping Hand Winner	4

Behind the Scenes

Executive Report

On this Veterans Day I'd like to salute and honor those who have served in the military. Their sacrifices have preserved the liberties that have made us the most progressive country in the world, especially on how we serve those who have disabilities. Nowhere else in the world can you find such a comprehensive civil right like the Americans with Disabilities Act.

Access is a vital service that provides transportation for our veterans to many different veteran centers throughout Los Angeles County. We strive hard to provide them and other users of our service safe and reliable transportation day in and day out.

Finally I also would like to salute staff both at Access and our service providers who have served in the military. Thank you for your contribution to the nation and being part of the Access family.

Shelly Verrinder
Executive Director

Attracting New Talent Into the Transit Industry



How do you attract new, fresh talent to jobs in the transit industry? That's the challenge placed before a distinguished panel of experts at one of the CalACT breakout sessions during their fall conference held at the Disneyland Resort and Hotel in Anaheim on October 15-18, 2013. The panel consisted of Lisa D. King of MV Transportation, Beth Kranda of San Bernardino Valley Transportation Services, Walt Diangson of WRLDCO, and Teri Fisher of Insight Strategies.

Lisa King explained how recruiting has changed. The trend for today's young job seeker is "digital." It is very easy to research a company online and applying for a job is also mostly online. Traditional resumes must be uploaded through online

portals and therefore formatted for such submissions. Most job seekers today look for jobs on their mobile devices so recruiters have to ensure they reach this market.

Walt Diangson talked about the veterans who are returning to the work force after serving their tour of duty. This is an untapped resource that many recruiters don't consider. Veterans who have served eight or nine years exit the military in their late twenties or early thirties, making them prime candidates for a full transit career. Even those who have served 20 years can offer a transit agency 25 to 30 years of dedicated service. And many veterans have strong managerial skills and leadership qualities.

Teri Fisher of Insight Strategies and Beth Kranda of San Bernardino Valley Transportation stressed the importance of promoting your agency every chance you can. Beth Kranda stated social media is how the millennials search for jobs as well as word of mouth. Facebook, Twitter, Instagram, and even Craigslist are the hot places to search. Also, partnering with technical schools and colleges can provide excellent potential employees.

continued on page 4...

Access and MV Transportation Honor Safe Drivers



On October 24, 2013, northern region contractor MV Transportation honored their best drivers at an Access Services Driver Incentive Award presentation. Twelve of MV's safest drivers were each awarded four Disneyland tickets and a day off with pay for reaching 100,000 safe miles without a single preventable accident and zero safety complaints. They were not

alone as seven more drivers were awarded each a TV for reaching 90,000 safe miles. Access Services Chief Operations Officer Mark Maloney and Deputy Executive Director Steve Chang as well as several other Access staff members joined MV management in presenting these awards and personally thanking each driver for providing the best and safest transportation to our customers.

Luis Pacheco, Safety Analyst



CTSA Offers Certified Safety and Security Officer Training

On October 29-31, 2013, Access Services, in partnership with the Community Transportation Association of America (CTAA) held the Certified Safety and Security (CSSO) Officer training. Representatives from Sunline Transit Agency, Antelope Valley Transit Authority, Orange County Transportation Authority, and the City of Commerce, joined Access Services and its service contractor staff for this very important training. Moving Ahead for Progress in the 21st Century Act (MAP 21), which was signed into law in July 2012, will soon require that every agency have a comprehensive agency-wide safety plan that includes, at a minimum, the assignment of an adequately trained safety officer who reports directly to the general manager, president,

or executive director. Upon successful completion of the training, the certified safety officer will be capable of conducting an in-house review of the eight critical areas at the core of the CSSO training program to determine the safety, security and emergency preparedness of the transit organization. Access Services' Manager of Safety, Training and Emergency Preparedness, Evie Palicz attended the two-day training and explained, "I wanted to ensure our agency is ready for the changes that MAP 21 will bring when it is finalized and that we take proactive steps to be ready to implement those changes." This training assists managers in building the transportation organization's safety culture, enhancing the professionalism

of its internal team, safely serving its customers, fulfilling its responsibilities in assisting in community emergency preparedness, identifying internal safety and security strength and weaknesses, and reducing system exposure to liability. The certification is valid for three years and renewable online at www.ctaa.org/recertification.

Charace Thompson, CTSA Analyst

Making it Easier to File a Smile



During the October 28, 2013 Access Services (Access) Board of Directors meeting, Board Member Theresa De Vera expressed an interest in ways to make it easier for our customers to File Smiles on behalf of the

hundreds of hard working and dedicated employees that provide the service to our customers. Historically referred to as Commendations, the File a Smile program began in 2009 as a fun way to remind our customers that positive feedback when employees provide great customer service is as important as letting Access know when there's been a problem. It is through the positive re-enforcement of good customer service that other employees take notice and try harder for our customers.

There are several ways to easily File a Smile for an individual in addition to calling and speaking with a live representative in our Customer Service Center. Currently option #5 on the customer service phone tree is dedicated just to filing Smiles and the caller simply needs to leave voicemail message with the details that allow Access to identify the employee that provided great customer service. Additionally, Smiles can be filed on our website <http://accessla.org> by clicking on the Contact Us link at the top of the home page; this link takes one directly to the web form that allows the web browser to file Smiles/comments/complaints/suggestions. To make it even easier, we are looking into adding a File a Smile button on the home page during the next update/revision of the homepage of the website that will take the customer directly to the link on the website where it can be filed. Yet another option is Go511.com, either by calling 511 or going to their website (<http://go511.com/>) which has a Feedback option at the bottom of the homepage.

David Foster, Manager of Customer Support Services

Los Angeles Current Affairs Forum



The Los Angeles Current Affairs Forum was founded more than 20 years ago by Emma Schafer, a long-time public affairs professional and veteran observer of the Los Angeles political scene. On Monday, November 4th, Access Project Administrators Jack Garate and Alfredo Torres attended a luncheon sponsored by the Forum that featured newly elected Los Angeles City Councilmember Felipe Fuentes of Council District 7. Councilmember Fuentes discussed his goals and priorities as one of the new representatives on the city council and touched on topics such as water, billboards, and economic development specific to his Northeast San Fernando Valley District and the region as a whole.

Others in attendance included a cross-section of business and community leaders, including attorneys, consultants, engineers, architects, labor officials, trade and non-profit association executives as well as senior public sector staff members. The turkey and mashed potatoes luncheon, appropriate for the upcoming holiday season, was an opportunity for Access staff to gather with decision-makers from across the Los Angeles area who come together regularly to hear about and discuss policy and politics with key officials - both elected and appointed.

*Jack Garate and Alfredo Torres
Project Administrators*

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



Helping Hand September Winner!

Our Helping Hand Program September 2013 award goes to Keith D. Harris of Los Angeles, CA.

Mr. Harris has been using our services since 2004. He is so grateful for the service and regularly praises our drivers for all that they do on a daily basis.

He stated the service offers safe and affordable transportation that gets him around the city.

In the past six months, Mr. Harris has:

- o Traveled 122 times with no late cancellations or no shows
- o He is part of the Library Association

Mr. Harris travels mainly within three regions, and stated that all the Access drivers are attentive and courteous while traveling. He also stated that the service offers safe and affordable transportation.

Overall, Mr. Harris is appreciative of everyone's support and dedication. We will be recognizing Mr. Harris with our Helping Hand pin and balloons this week.

Hamilton Franco, Operations Supervisor

Attracting New Talent Into the Transit Industry (cont.)

Teri Fisher also emphasized the significance of the interview and using it as an opportunity to put your best foot forward. The potential candidate's first impression of your company should embody the company's values and image.

The millennial generation cares about serving their community and fellow man. They look for companies that care about serving their customers and employees. What better industry to join than Paratransit?

Evie Palicz, Manager of Safety, Training, and Emergency Preparedness