



Behind the Scenes

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Executive Report

Since 2004 HDR Decision Economics has been conducting paratransit demand analysis to predict and plan for the future of ridership growth. Over time staff has modified the projections to more accurately reflect our operating environment by applying "lessons learned". This year HDR began projecting demand by specific operating regions. In the past the projection was for the system as a whole and Access staff distributed the numbers based to each region based upon historical percentage of the whole. This year HDR will begin projecting demand for eligibility. In the past staff has made the projection based upon past trends. Right now the Executive Staff at Access are looking at the demand projections to develop a staffing model that meets our current needs and sets the organization up to meet our upcoming needs. Stay tuned for more information as staffing plans are finalized.

(Stay warm out there)

Shelly Verrinder
Executive Director

CARE Staff Provides Services at Metro Training Bus Event at Rancho Los Amigos



Advocate for Rancho, it was determined that Ms. Custer will be contacting the provider of the mobility devices the patients would be provided with after discharge from Rancho to discuss securement issues. Future discussions will determine how best to arrange

Marking and Tethering staff from CARE participated at a Metro Bus Orientation event held at Rancho Los Amigos National Rehabilitation Center on November 21, 2013. This Metro event was created to help Rancho patients learn to use Metro buses with their mobility devices.

CARE Marking and Tethering representatives, Edward Quintana and Willie Boyd, marked six manual wheelchairs and three power wheelchairs using a variety of tether straps. There were 21 participants in total at the event.

In conversations between the marking and tethering staff and Monica Custer, Interim Patient

for the provision of marking and tethering services for these individuals -- whether it would involve participation at a future Metro Training Bus event at Rancho or a visit to the CARE facility.

CARE Marking and Tethering staff will participate in the next Metro Training Bus event at Rancho Los Amigos on December 19, 2013, from 11:00 AM to 1:30 PM. We look forward to continued collaboration on this project.

Kurt Hagen
Manager of Eligibility

Jerry Walker Commitment to 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 provider employees who have displayed the same commitment to providing high quality service during the past 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 are due Tuesday, December 10, 2013. A selection committee, which will consist of Access staff and the 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.

Jack Garate
Operations Administrator



2012 Awardee - Ali Ahmednor

2013 Spirit of Accessibility Award

Access Services is pleased to announce that nominations for the 2013 Spirit of Accessibility Award are being accepted!

The Spirit of Accessibility Award was instituted in 2000 to honor persons and organizations that have made significant contributions towards making transit more accessible. The award recognizes the achievements of individuals and organizations involved in making accessible public transportation in Los Angeles County a reality.

Any individual or organization from one of the following categories is eligible for the Spirit of Accessibility Award for significant actions that resulted in

the improvement and increased use of accessible transit service by persons with disabilities.

- Local or municipal transit agencies
- Local cities or other governmental entities
- An employee or governing board member of a public transportation system
- A representative of a consumer group or agency representing public transportation riders in Los Angeles County
- Advocates of persons with disabilities
- Elected officials

The nomination form can be found on a link on Access' website:

http://accessla.org/news_and_events/awards.html.

Matthew Avancena
Manager of Planning and Coordination



2012 Awardee - Community Senior Services

Access Services Driver Incentive Award Presentation at San Gabriel Transit



The Access Services Driver Incentive program had another outstanding award presentation with the safest drivers in the eastern region. On Friday, November 15, 2013 Access staff Cynthia Perkins, Safety, Training and Emergency Preparedness Specialist; Luis Pacheco, Safety Analyst; Evie Palicz, Manager of Safety, Training and Emergency; and San Gabriel Transit management joined the festivities and congratulated all the drivers for a job well done.

Seven remarkable drivers were

awarded Disneyland tickets for 100,000 safe miles. Eight drivers received a TV for 90,000 safe miles, four drivers were awarded a GPS system for 80,000 safe miles, and three drivers earned an iPod for 70,000 safe miles.

As we get closer to the end of the year, the program will continue to recognize the safest drivers in the paratransit industry. Please stay tuned for more exciting news to come!

*Luis Pacheco
Safety Analyst*

Executive Leadership Coaching

Access is very proactive in providing opportunities for staff to develop skills and to develop better leaders and provide us with more effective work, management and communication skills. In January I began participating in a webinar course provided by TransPro, a consulting firm headed by former Rochester Genesee Transportation Authority Executive Director, Mark Aesch. Mark was the keynote speaker at Access' 2012 Annual Meeting and discussed his book Driving Excellence and his 12 principles to achieving breakthrough results as a transit leader.

These 12 principles were developed into this 12-month program for busy executives (senior and mid-level) to master the principles of leadership needed to guide an organization through breakthrough transformation. The participants consist of a small group or "cohort" of transit leaders throughout the country from both public and private sector working in all facets of transit, sharing their personal and professional experiences - stories of successes and failures. The course spans the upcoming year with 90 minute webinar sessions each month covering topics such as:

- Defining success
- Distraction management
- Quantifiable goals and performance measures

- Decision making using facts instead of instincts
- Effective communication plans
- Courage in decision making

In addition to Mark's 12 principles there are Guest Coaches who are industry leaders in their professions and communities; guest speakers include:

- Bill Rassmussen, the Founder of ESPN
- Major General John Basiste, US Army (retired), President and CEO of Klein Steel Service Center, Inc.
- Ray Melleady, Vice President of Sales at the USSC Group, Inc.
- Monica Luedecke, President of Hotze Enterprises
- Toby LaVigne, Founder and CEO of The Remarkable Project

One of the interesting elements of the sessions is an accountability activity, wherein each participant shares either a personal or professional achievement or goal that will occur before the following month's meeting.

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Rider Comments

"I do want to say thanks to the SF Valley Region of reservation agents and drivers. Each time I have gone to and from the valley that team has brought me home safely and comfortably. They deserve the best compensation possible."

*Wyland, Inglewood
 Rider since 2008*

Community Leaders Come Together



On November 21st, Monica Custer, Patient Advocate, and Giovanna M. Gogreve, ADA Paratransit Program Administrator, coordinated an unprecedented event at Rancho Los Amigos National Rehabilitation Center (R.L.A.). These professionals have successfully taken patient rehabilitation to new heights. The dynamic duo put together travel training presentations for the patients at R.L.A. in order to ease the trials that come with the reintegration into everyday life. Few understand the importance of properly preparing individuals

with disabilities to once again interact with our fast paced world; this could literally mean the difference between living a successful life or a life riddled with insecurities. In an attempt to educate patients at R.L.A. and ease the anxiety that might be looming from taking public transportation, Metro provided a 40 foot bus and travel training for all patients who attended the event. Access Services showed its support by having C.A.R.E. Evaluators, the eligibility contractor for Access, present to share their wheelchair expertise in marking and tether strapping. Moreover, R.L.A. patients that attended the event were thankful for the experience and were much more confident in overcoming the obstacles that come with riding public transportation. Even more astounding, is that from here on out, the travel training will take place every third Thursday of the month.

Ramon Garcia, Intern

Executive Leadership Coaching (cont.)

This way, at each meeting, the participants not only share their success in achieving that goal but commit to another for the following month.

It has been a great experience sharing goals, aspirations and successes with the other transit

professionals and I would highly recommend others to participate in this webinar series.

*David Foster
 Manager of Customer Support Services*