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Behind the Scenes

Executive Report

I am pleased to announce that effective immediately F Scott Jewell has accepted the position of Chief Operating Officer. F Scott joined Access Services in 1996 as part of the Operations Department. Since that time he has worked in almost all areas of the organization. Based upon my many years of working with F Scott, I am confident that he will do an excellent job managing the day to day operations of the Agency. Please join me in congratulating F Scott on his new position.

On a separate note both myself and the entire Access family wish you and yours a very happy holiday season and we will see you again after the New Year!

*Shelly Verrinder
Executive Director*

Access Fleet Expansion & Natural Gas



With ridership exceeding budget by 6% over the first four months of the fiscal year, the Access fleet needed to expand to meet this growth in demand. In order to meet this challenge, fleet operations had to come up with an emergency accessible vehicle fleet expansion in record time.

It's not an easy task finding suitable vehicles to provide this type of service. The only vehicles available for immediate service that fit our needs and budget were found in Dallas. The Dallas Dart system had too many CNG MV1 vehicles and was looking to sell off 11 vehicles. Access, with the help of Creative Bus Sales in Chino, was able to complete the cross country transfer, inspection and delivery of the vehicles to Global Paratransit (GPI) in the Southern region. GPI had the vehicles in service within twelve business days from Board authorization.

The 2012 CNG MV1 is the first Original Equipment Manufacturer (OEM) designed and assembled

accessibility vehicle. The MV-1 is more durable and less expensive than the traditional retrofitted minivans. It is dedicated to transporting passengers with mobility challenges for public services.

The heavy duty natural gas market will continue to expand because



fleet managers understand they can recover the additional costs of purchasing a natural gas vehicle over time. The purchase vehicle cost is 10 percent higher for a vehicle that has been converted to use natural gas. For a fleet of vehicles, those costs can be recovered quickly with the low cost of CNG fuel.

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Access Internship Program “The Edge” Update



Access Intern Justin Catoe just ended his internship experience with Access Services in December 2013. Justin started his internship one year ago and spent time both in the safety department, as well as the Operations team. He quickly adapted to the safety and operations team and was instrumental in the development and implementation of many safety projects.

Justin helped install the emergency evacuation chair, which will help evacuate people with disabilities from our administrative offices, and assisted in building emergency protocols such as the emergency safety supply kits, fire extinguishers, and building

emergency procedure checkpoints. Additionally, he spearheaded the acquisition, implementation, and staff training of the automated external defibrillators. Justin also assisted in the monitoring of SmartDrive data that identified trends and assisted in managing the Access Driver Incentive program and safety awareness campaigns.

Access Services wishes Justin Catoe the best of luck on his new journey and in all of his future endeavors!

Evie Palicz
 Manager of Safety, Training and
 Emergency Preparedness

Customer Service Improvements

Access continues to refine its customer service center processes through key performance indicator analysis.

While average hold time is one good performance indicator; there are other more critical key performance indicators that are effective tools for assessing and improving customer response times. These key measurement tools include 1) call abandonment percentage, and 2) percentage of calls on hold more than 5 minutes.

Implementing these additional measures has required additional staffing to handle the calls within the Access call center and a plan was implemented in early November that combined the 13 customer service staff with the four

complaint staff and cross trained them so that all 17 individuals can handle both calls and complaint investigations. This has allowed for more flexible resources to respond to spikes in call volume while still managing the complaints process. Thus far the changes with the Access call center have provided very promising results.

These same performance measures are being adapted by our customer service call outsourcing contractor, Southland Transit (STI). Additional staff is currently in training, and work stations are being installed to meet a January 6th start date.

It's an exciting time at Access to be part of the customer service team and we look forward to sharing the results of our call quality

management plan in upcoming issues of Behind the Scenes!

David Foster
 Manager of Customer Support Services

2014 Access Rodeo

The Annual Access Rodeos have brought together the entire Access family to witness the best drivers perform in a series of driving obstacles, including a Uniform Inspection, Vehicle Pre-Trip Inspection, and Wheelchair securement. The participants are chosen by each region from drivers that have showcased the highest quality in service, productivity and efficiency, and above all, safe driving.

The Annual Access Rodeos have been a highlight of Access Services for the past four years. Each year, the Rodeo has combined great food, intense competition, and fun for everyone, including the kids.

The 2014 5th Annual Access

Rodeo will celebrate Access Services' 20th Anniversary as a birthday themed event at the Rose Bowl! And, as each Rodeo has been bigger and better, the stakes will be higher than ever.

In the past rodeos, the driver who places 1st overall has represented Access Services at the CTA National Rodeo. This year, that winning driver will also have the opportunity to compete at the CalAct State Rodeo. The upcoming Rodeo will also introduce a new competition geared towards the behind the scenes stars of Access Services, our customer service representatives. A new Call Center Challenge will be introduced for the first time.

The winning customer service representative will represent Access Services at the APTA Call Center Challenge pre-selection phone interview in hopes of being selected for the actual APTA Call Center Challenge.

So start getting your engines tuned and phones skills checked and we'll see you at the Rose Bowl for the 5th Annual Access Rodeo on Saturday, June 28, 2014. You won't want to miss it!

Jack Garate
Operations Administrator

Driver Incentive Presentation at Global Paratransit



On Friday, November 22, 2013 the forecast called for a wet, cold, early morning in the Access Southern Region. The weather did not stop Access from having another great Driver Incentive Program presentation as many Southern Region drivers were recognized for their commitment to safety. Access staff made the trip to the facility of Global Paratransit, the service provider for the Southern Region, to meet and greet some of the safest drivers in the county. Two drivers

were recognized for reaching 100,000 safe miles, one driver for 90,000 miles, four drivers for 80,000 miles, and seven drivers for 70,000 miles. What made the morning very special was the number of new faces getting their first prize of the Driver Incentive Program. Many of these drivers, hired recently to meet the service demand, reached their first safe milestone, 10,000 miles without an accident or valid complaint. Congratulations to all for a job well done!

Luis Pacheco
Safety Analyst

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

"I called Customer Service and spoke to a very nice young lady, Patricia. She helped me with my eligibility and now I can ride. I want to thank her for her courtesy and kindness."

*Judith, Van Nuys
 Rider since 2001*

Access Fleet Expansion, continued.....



The fleet owner will recognize that over the first three years they're going to pay back their incremental costs, and if they keep the vehicle for only six years, they've gotten three years where they're actually making money on it versus a gas vehicle.

Large and small operators are making the switch. Waste Management has converted 2,000 of its 18,000-vehicle fleet of sanitation trucks to natural gas. AT&T has converted more than 5,000 of its service trucks to alternative fuels and plans to convert 15,000 by 2018.

There are about 110,000 natural gas-powered light-duty vehicles on the roads today, according to America's Natural Gas Alliance. That's less than 0.05 percent of the 254.4 million passenger vehicles in the U.S. counted in a 2007 Department of Transportation survey. The number of light-duty natural gas-powered vehicles is expected to see at least a ten-fold increase over the next decade, but will still only represent 0.43% in the aggressive case.

*Rick Streiff
 Manager of Fleet Design and
 Maintenance*