Access held its annual membership meeting on March 26, 2014 at the California Endowment Center in downtown Los Angeles. The theme of the meeting was both a look back at the almost 20 years of Access’ existence as well as a look forward to the future.

The meeting was opened by Board chair Doran Barnes who then invited Andre Colaiace, Access’ Deputy Executive Director of Planning and Governmental Affairs, to share a few words from Access’ original Executive Director Richard DeRock. The meeting then was turned over to Access Executive Director Shelly Verrinder who highlighted some key contributors to the success of Access over the past twenty years. This included our transportation, communication and computer software vendors.

The meeting also highlighted the 2014 Spirit of Accessibility and Jerry Walker award winners – Richard Devylder and Ricky Bachan. Both received very warm accolades from their peers during the meeting.

Shelly Verrinder
Executive Director
March 2014 Helping Hand Winner

Join us in congratulating Mr. Enedino Mendoza of Alhambra, our Helping Hand winner for the month of March 2014.

Mr. Mendoza has been a member of Access Services since 2006 and frequently uses the service to travel to work and Doctor appointments. Mr. Mendoza is 95 years young. He enjoys reading the newspaper and his hobby is carpentry.

When asked, what is the favorite thing about the service his response was, “the service is great, the drivers are good to me, and I enjoy riding Access.”

Since September, Mr. Mendoza has traveled 285 times with no late cancellations or no-shows.

Access had the honor of presenting this wonderful customer with the Helping Hand pin this week.

Warm Regards,
Helping Hands Team

Operations Fun Fact

Over the next four years, Access is projected to see over 145,000 new applicants. Of that 145,000, 44.3% will come from the Southern region, 17.3% from the Eastern region, 16.4% from the West Central region, 10.2% from the Northern region, 0.4% from Santa Clarita, and 11.4% from Antelope Valley.

Melissa Thompson
Operations Analyst
Ninth Annual Federal Transit Administration
Drug & Alcohol Program National Conference

Over 450 transit professionals were in attendance at the 9th Annual Federal Transit Administration Drug and Alcohol Program National Conference. Hosted by Federal Transit Administration, the Conference was held in Little Rock, Arkansas from April 14-17, 2014. The conference offered 22 workshops, allowing new and seasoned transit professionals a variety of classes to attend. The speakers and presenters were from several different Drug and Alcohol Program areas, allowing attendees to meet and greet and to have some face time with program officials to engage and build their network and knowledge. The after-hours peer social enabled experienced transit professionals to transfer industry knowledge to young transit professionals.

Some notable agencies that were presenting at the conference: Federal Transit Administration (FTA), Office of the Secretary’s Office of Drug and Alcohol Policy and Compliance (ODAPC), FTA Drug and Alcohol Auditors, FTA/Volpe Drug and Alcohol Program Staff, Transportation Safety Institute (TSI), Federal Motor Carrier Safety Administration (FMCSA), Medical Review Officers (MRO), and Substance Abuse Professionals (SAP)

The annual conference was a great platform to learn from credible resources, appreciate the complexity of transit and engage with transit professionals. As a new staff member to join the Access Services team, attending this conference allowed me to understand and learn the intricate details surrounding this program, enhancing my professional development as a young transit professional.

Alvina Narayan
Grants & Compliance Analyst

2014 NTI Transit Trainers’ Workshop

On March 30th through April 1, 2014, the National Transit Institute (NTI) held its annual Transit Trainers’ Workshop at the Renaissance Hotel in the heart of Long Beach, California.

Evie Palicz and Melissa Moody, Training Manager for Greater Dayton RTA

Transit Trainers from as far away as Florida and Alaska converged in Long Beach to share best practices, learn new training techniques and network about the training needs of our industry. One of the underlying themes of this year’s workshop was attracting the next generation of employees and giving them the tools to become the future leaders of the transit industry.

Evie Palicz, Manager of Training and Development for Access Services, Mike Greenwood and Cynthia Stevenson attended the workshop. A session on Four Generations in the Workplace, presented by NTI Director Paul Larrouse, highlighted the need for knowledge transfer and success planning.

LA Metro hosted a workshop titled Metro University on how to develop the next generation of transportation professionals. During this workshop, Leticia Barajas, Vice President for Academic Affairs and Workforce Development for Los Angeles Trade Tech Community College (LATTC), outlined the partnership between Metro and LATTC. This partnership helps to produce trained qualified bus maintenance technicians as well as other transit personnel.

Iwalani “Evie” Palicz
Manager Training and Development
The Access Services Annual Meeting was held on March 26, 2014 at the California Endowment in Los Angeles. Access celebrated its 20th Anniversary and was able to recognize individuals who have played a pivotal role in the establishment and success of Access Services over the past year.

Of those individuals, Mr. Ricky Bachan was recognized with the 2013 Jerry Walker Commitment to Quality Service Award. The Jerry Walker Commitment to Quality Service Award recognizes one service provider employee who has displayed a commitment to providing high quality service and exceeding customers’ expectations. Mr. Ricky Bachan, a loving husband and proud father of two, has been with MV Transportation in the Santa Clarita area for over 19 years as a Vehicle Operator.

Jack Garate
Operations Administrator

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Jack Garate
Operations Administrator

Rider Comments

“I want to thank the customer service representative Kimberly for being very courteous and speaking in calming voice. She listened to my complaint regarding an incident my mom and I experienced on Saturday. I know in her position she deals with many complaints on a regular basis and she handled it well.”

Jason, Inglewood
Rider since 2008

Ms. Verrinder then presented Access’ plans on moving forward - Access 20/20 - a year-long planning initiative that will involve all of the Access stakeholders; including our riders, social service agencies, member agencies, funding partners, staff, elected officials, and service providers. The challenge will be in designing the path forward to providing quality, safe transportation for the next 20 years.

Ms. Verrinder also introduced Access’ Executive Management Team along with members of Access’ internship program who represent the future leaders of transportation. The meeting closed out with a presentation of the new look and design of an Access vehicle.

F Scott Jewell
Chief Operating Officer