



Behind the Scenes

In this issue:

Operations Dept. Additions	2
Scratch & Win Update.....	2
ADA Eligibility Workshop	3
Tierra del Sol Outreach	3
Helping Hand	4
Delegation (cont.)	4
Rider Comments	4

Executive Report

Happy New Year! The year 2013 is off to a busy start here at Access Services. Some important dates to keep in mind for the coming year:

- The Community Advisory Committee meets the second Tuesday of each month
- The Transportation Professionals Advisory Committee meet every other month on the second Thursday
- The Board of Directors meet monthly on the fourth Monday
- Access Annual Meeting; Wednesday, March 27, 2013

We are looking forward to a great year and we hope to see you at a meeting in the near future.

*Shelly Verrinder
Executive Director*

access

Delegation from Northwest China Visit Los Angeles



On Wednesday, December 19th, six delegates from the Ningxia Hui Autonomous Region of China visited Los Angeles. The members of the delegation represented Rehabilitation Centers and Advocacy Groups for individuals with disabilities. Their focus for this visit was to determine what services are available in the United States - specifically in Los Angeles - for members of the disability community.

The delegation - after meetings earlier in the day with Los Angeles County Supervisor Mike Antonovich - gathered in the evening in Los Angeles' Chinatown at the Empress Pavilion restaurant where presentations from social service providers could be discussed during dinner.

I gave a presentation on the services that Access provides and the legal requirements of the Americans with

Disabilities Act that the agency adheres to. I also discussed the methods by which persons with disabilities may be determined eligible for Access' transportation service.

Representatives of the LA County Department of

Public Social Services and the LA County Community and Senior Services also made presentations with information on services their agencies provide, including in-home care, congregate meals at community centers and financial assistance for medical care.

The delegates stated that the region of Ningxia Hui in northwest China is one of the most sparsely populated regions in China. Resources available to individuals with disabilities are limited. The delegation's hope was to hear of a variety of services available to persons with disabilities and upon their return to China, begin work to design and implement some of these programs for members of their community. As explained by the delegation, unlike the United States, in China there is little or no legislation guaranteeing services for persons with disabilities.

Two New Additions to the Access Operations Department

Please join me in welcoming Jack Garate and Justin Catoe to Access and the Operations department!



Jack joins us as our new Operations Administrator. Jack is very familiar with Access and he is very well known in the Access community. Prior to joining Access, Jack was the Community

Relations Manager with Access contractor Global Paratransit. Prior to working at Global, Jack was the Assistant Director of Transportation at the Oldtimers Foundation in Huntington Park, where he was responsible for the day to day operations, along with safety training. Jack has a Transit/Paratransit Management Certificate from University of the Pacific and a BA in History from UC Irvine. Jack was the recipient of the Access Superior Service Award for July, 2010.

Justin Catoe joins us as our new Operations Intern. Justin will be working with Manager of Safety, Training and Emergency Preparedness - Evie Palicz. Justin graduated from Cal State LA with a BS in Business Administration, with an emphasis on Management.



He has some work experience as a bookkeeper and computer tech for the Catoe Group LLC, and he co-founded the Japanese Student Association at CSULA. Justin was also an ROTC Cadet, where he developed leadership and teamwork skills.

Steve Chang
Deputy Executive Director, Operations

Scratch & Win Update



Larry Daniel, Diversified

The December Scratch and Win Raffle saw two additional winners due to the postponement of the November's Raffle, so please join me in congratulating the following individuals:

Ty'asha Torres, C.A.R.E
Lupe Burgos, C.A.R.E
Regina Davis, Diversified
Larry Daniel, Diversified

They will each receive a \$100 gift card as a token of appreciation for their efforts in helping Access Services provide a positive transit experience to our customers. The Scratch and Win Raffle is held on the 2nd Tuesday of each month,

during the Operation Safety Steering Meeting.

Galen Hale
Administrative Assistant



Regina Davis, Diversified

American With Disabilities Act (ADA) Eligibility Workshop



On January 16 - 17, 2013, Access hosted a two day workshop on ADA Eligibility. The course, presented by Navigator Mobility Consulting, was a review of ADA paratransit criteria and eligibility requirements. Alternative eligibility determination processes were

presented with a focus on in-person interviews and assessment options.

The workshop was well attended with representatives from numerous transit agencies including, Access' eligibility staff, David Lee of CARE Evaluators and Community Advisory Committee Member, Dina Garcia. Each of the participants are, in varying degrees, responsible for complying with the American with Disabilities Act (ACT) eligibility requirements for their respective agencies. In addition to a refresher course on the federal law, they learned about a variety of interview/assessment tools and in-

person assessment approaches.

On January 17, 2013 after a half day of class instruction, the participants were shuttled to Access' Evaluation Center, CARE Evaluators, for a comprehensive tour of the facility.

The workshop was a huge success and would not have been possible without the cooperation of David Lee of CARE Evaluators for allowing onsite tours of the evaluation center and the efforts of John Cleveland and Jess Segovia of Navigator Mobility Consulting.

Charace Thompson
CTSA Analyst

Tierra del Sol Outreach



On January 15th I visited Tierra del Sol to provide them with more information about Access. I was fortunate to learn more about who they are and what they do. This agency plays a major role in the community by working with individuals who are developmentally disabled.

Tierra del Sol Foundation began 40 years ago in Sunland, California and has grown into a recognized leader in developing innovative, services enabling adults with

developmental disabilities to realize their greatest human potential. Tierra del Sol helps more than 500 people across Los Angeles County overcome cognitive, physical, emotional or behavioral challenges resulting from developmental disability. Tierra offers a tremendous variety of educational opportunities for people to discover their own unique talents and abilities to contribute to their community and their family. Most importantly, they believe our community is stronger when all of its members are valued and appreciated. Through Tierra, people are supported to go to community college, to give valuable volunteer service, to create art and to build for themselves the lives that they want. I was escorted to a room with

up to 10 computers where clients were being trained. This facility is also home to many animals which clients interact with. We all know how cold it's been lately, the mere thought of being in a pool outside of Hawaii is out of the question, or is it? My eyes popped when I noticed 7-8 individuals in the pool learning how to swim. The water was heated but knowing our weather of late it was the visual that made me stop in my tracks. My escort of the facility was provided by Gilma Funaki, Program Manager. The Executive Director of this facility is Steve Miller. Director Miller is also one of the Los Angeles County Commissioners on Disabilities.

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@asila.org
asila.org

Rider Comments

"Access has made it possible for me to go to all my medical appointments. The arrival times have been good & help me not to stress. Your drivers are very friendly & nice & ask if you need help getting on or off. The call takers have been very helpful making it easy to book appts and asking questions. I would like to thank everyone who works at Access for making life a little less stressful for me. You all are wonderful people who care about other people. I know a lot of hard work goes on to help us make our trips be successful. Their support & understanding our needs is shown in the smile. Thank you very much for all the hard work to help me get to where I need to be"

*Rita, Pasadena
 Rider since 2004*

access

Helping Hand Winners for October & November



Operations Supervisor Team with Stella Staley

Please join us in congratulating our October and November "Helping Hand" award winners.

Our October winner, Ms. Stella Staley of Pacific Palisades, accomplished 147 trips from May to November without a "no show or late cancellation".

She has been using our services since 2005, and has expressed deep and sincere appreciation for the level of service and professionalism she has experienced with Access. On January 9th the Operations Supervisor team

presented Ms. Staley with the signature "Helping Hand" pin. Our November winner, Ms. Anita Amos of Hawthorne, has used our services since 2007 enjoying our long-term relationship and is thankful for our professionalism, services and support. Ms. Amos has befriended many of our drivers and call takers and continues to enjoy and respect those relationships. In the last six months, Ms. Amos has taken 71 trips with no occurrences of "no shows

or late standing orders". Access also honored Ms. Amos with our signature "Helping Hand" award on January 9th.

*Hamilton Franco
 & the
 Operations
 Supervisor Team*



Anita Amos

Chinese Delegation (cont.)

By the end of the meeting, the delegation was very grateful for the wealth of information provided on a wide variety of services available to persons with disabilities.

From Los Angeles, the delegation was to travel to the East Coast of the United States to meet with and learn from other social service public

agencies before returning to China where hopefully they will be able to successfully implement some of the programs they were exposed to during this visit.

*Eric Haack
 Strategic Planner*