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Behind the Scenes

Executive Report



I am pleased to announce that Faye Moseley has joined Access Services as Deputy Executive Director, Administration. Over the last 25 years,

Faye has served in various capacities providing talent acquisition, executive coaching, reward & recognition, employee & labor relations, performance management, succession planning, learning and development, risk management, employee communications and administration. Prior to joining Access, she was the Head of Human Resources for The Coffee Bean & Tea Leaf®, a privately held, family owned international multi-unit specialty beverage and food retailer with 900 company-owned and franchise locations in 30 countries. Faye earned her MBA and BS in Business Management, cum laude, from University of Phoenix. She holds certifications in Organizational Development & Leadership from DePaul University and dual certifications from UCLA in HR Management and Organizational Development. In her new role, Faye will be responsible for executive direction of human resources, information technology and administration to help us maximize and strengthen our internal capacity. Please join me in welcoming Faye to the Access Services family!

Shelly Verrinder
 Executive Director



Dale Carnegie Graduation



On Wednesday January 22nd Access Management and Staff were invited to attend the Dale Carnegie Course Graduation. Eight Access staff members successfully completed the Dale Carnegie Course Training (Melissa Thompson, Jessica Thompson, Phillip Rice, Jack Garate, Ricky Bout, Erik Washington, Justin Catoe and Hamilton Franco). During this intense twelve-week interactive training experience, students were exposed to various Dale Carnegie Human Principles that help guide them to achieve personal success and overcome obstacles. Course objectives include professional and personal relationship development, strengthen people skills, enhance communication skills, increase self-confidence, be enthusiastic, and develop leadership skills. Hamilton Franco, Access Operations Supervisor

commented "As a graduate of the Dale Carnegie Course, I can say that the experience helps you focus on the journey of life and not the destination!"

At Access Services, we are very proud of all of our Dale Carnegie course graduates; because they bring a higher level of human relation skills to the team that will help us grow as an agency into the future. Congratulations to all the recent Dale Carnegie Course Graduates!

Access Management

Access Participates in Disaster Tabletop Exercise



On December 12, 2013, Access and its partner providers participated in a disaster tabletop exercise under the guidance of safety consultants Business Contingency Group.

After reviewing protocol for the National Incident Management System (NIMS) and Incident Command Systems (ICS), the audience was broken down into groups to rewrite the emergency organization chart for Access and each provider. Following that, an exercise took place in which a simulated 8.0 earthquake swept across Southern California. Participants were able to visualize and role play what would happen next as Access and its service providers swung into action to assess damage and current operations, as well as activate the ICS, develop an incident action plan, and communicate with the public. A total of 32 people

participated in the 5-hour event including staff from San Gabriel Transit, California Transit, MV Transportation, Global Paratransit, C.A.R.E. Evaluators, and Access Services. Instructors Lee Goldstein and Cecco Secci led the program. Executive Director Shelly Verrinder spoke at the event and reminded participants to complete their NIMS ICS training and to make plans to prepare for emergencies at home.

The refresher was thought provoking and surely prepared the greater Access team for the next real emergency

*Michael Greenwood
Director of Safety and Risk
Management*

Access Employee of the Quarter



On December 19, 2013, I was honored to announce this year's fifth recipient of the Employee of the Quarter award to Deon Siu. Deon plays an integral part as an Accountant within this organization and day in, day out, has displayed the characteristics of an Employee of the Quarter. Regardless of the amount paperwork that is in his inbox Deon is not afraid to take on

a new task with short deadlines. Some of Deon's responsibilities include, account analysis, bi-weekly payroll, managing and updating the purchase order schedule for our general vendors, 1099 and sales tax reporting, and day-to-day transactions that include, payments to providers, processing invoices from vendors, and cutting checks at a moment's notice. Aside from the general responsibilities, Deon also assists with internal inquiries from various departments and goes above and beyond to answer these when the issue is urgent. Deon is very dedicated, humble, charismatic and a good friend of mine. Deon's work ethic inspires me and it is something I strive to replicate. On Deon's free time when he is not focused

on the task at hand, he loves to watch action and drama TV series such as Homeland and Breaking Bad with his wife. Deon also has spent time on the weekends making improvements to his home with his crafty carpentry skills. Congratulations Deon on your well-deserved recognition.

*Andrew Marin
Buyer/Procurement Specialist*

Antelope Valley Disabled Seniors Committee Meeting



On January 21, 2014 Access Services attended the Disabled Seniors Committee Meeting in the Antelope Valley (AVTA) area. In attendance were members of the

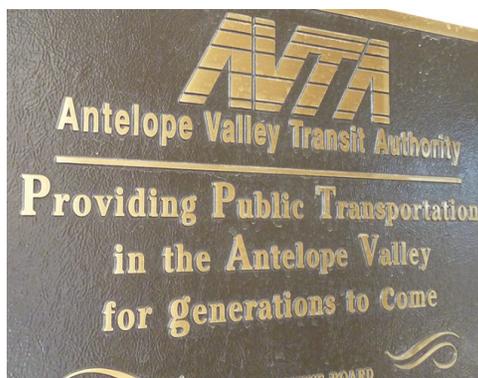
Antelope Valley community, such as seniors, disabled advocates, AVTA representatives, and a Senior Senator Representative of the California Senior Legislature. Access Services and AVTA staff had the opportunity to educate locals and answer questions about services provided in their community. The meeting offered a platform for various agencies and advocates to gather and discuss a network of partnerships and resources; including ways to assist in areas of service that are a concern for the elderly and disabled.

Access Services is looking forward

to participating in future meetings to create stronger connections within the AVTA region and the customers of Access Services.

Jessica Thompson
Operations Supervisor

Antelope Valley Transit Authority Starts "Route to Success"



The Antelope Valley Transit Authority (or AVTA) is embarking on the process of developing long term plans for its service throughout Lancaster, Palmdale and surrounding communities, with additional planned improvements to its commuter service from the Antelope Valley to Downtown Los Angeles.

"Route to Success" is the title for AVTA's 10 year forward-looking

plan. This plan will help guide transit development in the Antelope Valley over the next ten years and beyond. AVTA is anticipating continued growth in the Antelope Valley and for that reason, is starting the process of conducting community outreach, stakeholder meetings and analyzing alternatives for growth.

On Thursday, January 9th, AVTA hosted their first of a series of planning meetings. A wide variety of interested parties contributed to the discussion in the meeting, from planning staff from Lancaster and Palmdale, to representatives from Southern California Air Quality Management District, Edwards Air Force Base, the California High Speed Rail project and Los Angeles County. I attended on behalf of Access Services as AVTA's

paratransit partner for their service area.

Among some of AVTA's initial transit changes that they are investigating are (1) introducing Bus Rapid Transit (BRT) lines along major corridors in the Lancaster/Palmdale area; (2) providing additional commuter service between the Antelope Valley and Los Angeles; (3) redesigning routes to more effectively connect people to job sites and shopping locations and (4) even looking ahead to being able to design transit that will work effectively with future development of future High Speed Rail lines.

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Rider Comments

"I want to file a commendation for the driver that picked me up on 1/7/14. I had suffered a seizure and was told by other people at the Braille institute that the Access driver found me and called 9-1-1. When I woke up in the hospital I was so grateful for the driver that showed up.

*Sharon, Los Angeles
 Rider since 2007*

Access Roadeo 2014

Saturday, June 28, 2014 will be a day like no other. The 5th Annual Access Roadeo will be hosted at the Rose Bowl on that day and you don't want to miss out on the party. The competition has gotten fiercer with each passing year and we don't expect this coming Roadeo to be any different.

Recognizing the growing anticipation for the Annual Roadeo, Access has taken a different approach in preparation for the event. A team of 9 committees have been assembled and launched to make the necessary improvements and start the ground work that will make this upcoming Roadeo one to remember. Let's meet the behind the scenes stars from Access that are working to make this upcoming Roadeo a success.

Call Center Challenge: David Foster, Marcia Velis, Susanna

Cadenas, Louis Burns, Gina Brededa

Finance: Rene Arrieta, Kenneth Anthony

Logistics: Michael Tobin, Melissa Thompson

Operations: Hamilton Franco, Faustino Salvador, Rogelio Gomez

Planning: Alfredo Torales, Ramon Garcia

Registration: Donna Cisco, Charlene Motta, Araceli Camuy, Kyra Williams, Audrey Cervantes

Sales and Marketing: Andre Colaiace, Evie Palicz, Cynthia Perkins-Stevenson

Scoring: Ngan Adams, Phillip Rice, Geoffrey Okamoto

Solicitation: Lucinda Webb, Ricky Bout, Steve Montes

*Jack Garate
 Operations Administer*

Continued - Antelope Valley Transit Authority Route to Success

Following this meeting, AVTA, with their consultant Nelson/Nygaard, will begin the process of analyzing their existing service and starting community outreach. The second meeting of agency planners and stakeholders was slated to take place in March or

April. For questions or comments about AVTA's "Route to Success" planning, please feel free to contact me.

*Eric Haack
 Strategic Planner*

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