

## Nomination Form

Name of Nominee \_\_\_\_\_

Title/Position \_\_\_\_\_ Contractor \_\_\_\_\_

Name of Nominator \_\_\_\_\_

Title/Position \_\_\_\_\_ Contractor \_\_\_\_\_

Phone/Email \_\_\_\_\_

**Please answer the following concerning the nominee.  
Attach additional sheets if necessary.**

1. How has the nominee contributed to improving the quality of service at Access Services?

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2. Give specific example(s) which demonstrate how the nominee has displayed a commitment to providing high quality service.

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### Questions?

Contact Steve Chang  
213.270.6000 Tel  
213.270.6058 Fax  
*chang@asila.org*

**access**

**Access Services**  
PO Box 5728  
El Monte, CA 91734

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## The Jerry Walker **Commitment to Quality Service Award**

### Nomination Form

The purpose of the Jerry Walker Commitment to Quality Service Award is to honor Jerry's contributions to Access Services. 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.

This award recognizes Access Services and provider employees who have displayed the same commitment to providing high quality service during the past year.

**access**



### Mission Statement

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

### Vision Statement

Access Services serves the community as the leader in promoting accessible and innovative transportation solutions. We accomplish this vision by:

- > Providing quality, efficient, safe and dependable ADA paratransit service
- > Leading the national dialogue as an advocate for universal access to transportation
- > Partnering with other entities to secure alternate funding sources and legislation that expands transportation options

### Award

- > \$1,000 prize
- > Certificate, trophy and lapel pin
- > Recognition at the March, 2011 Access Services Annual Meeting
- > Name and picture displayed on plaque at Access Services
- > Large trophy displayed at winner's facility as a reminder of quality service

### Who is eligible?

- > All Access Services employees and provider employees including drivers, order takers, dispatchers, road supervisors, mechanics, eligibility evaluators, etc.

### Criteria

Nominees will have displayed several of the following qualities during the previous fiscal year:

- > Demonstrated high quality service
- > Improved the efficiency of the service
- > Exceeded the expectations of Access Riders, Supervisors, Management, etc.
- > Displayed a positive and professional attitude

### Process

Nomination forms will be distributed to all Access Services and provider employees. The selection committee, which will consist of staff from Access and the service contractors, will review the nominations and select the winning recipient.

**Please email, mail or fax the completed nomination form (Attention: Steve Chang) along with your responses to the questions about the nominee by December 31, 2010.**

The winner will be notified and the award will be presented to the recipient at the March, 2011 Access Services Annual Meeting.

When the winner is identified, contract management staff will be enlisted to draft a narrative about a specific experience that epitomizes the award recipient's commitment to service quality. This narrative will be displayed in internal newsletters.