



Behind the Scenes

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Executive Report

Happy New Year!

Things are off to a busy start and we have a lot of exciting projects in the works. Staff is busy working on a spring implementation of the TAP card for Access Riders. The 15th Annual Meeting of Access Services will be held on March 31, 2010.

One of the most exciting events is that the winner of the Access Bus Roadeo, Danny Rengifo from MV Transportation, is preparing to participate in the national paratransit roadeo in Indianapolis in June.

We look forward to continuing to work with our partners within the transit and rider communities in providing quality and safe paratransit services throughout Los Angeles County.

Shelly Verrinder
Executive Director

Making a Difference!



It's easy to overlook what is not in plain sight. In fact we often use the catch phrase "Out of sight, out of mind" as a convenient way of dealing with the most troublesome issues of our daily lives. Ross Perot once said, "Sometimes ya gotta open up the hood of the car to see what's wrong."

Several weeks ago on an early Saturday night when most of us were in the comfort of our homes, diner, theater, or at the shopping mall, an Access vehicle had just been driven back to home base from its regular run in the Northern region. The evening shift technician had it hoisted on a rack for its very first (3000-mile) maintenance schedule. The unit was a brand spanking new 2010 Dodge Caravan with no defect noted on its post-trip. As usual, he performed the tedious process

of an undercarriage inspection. As he proceeded on his routine brakes check, he noticed scratch marks on the rear left tire. Adjacent to it was the culprit: "I realized the fuel line was rubbing against it." Checking further down the line: "I spotted the filler hose also had some chaffing. It was sitting close to the suspension bar. I was worried about the immediate problem of the fumes escaping and the potential cost of a fuel leak..." In fact, a little more rubbing would have punctured the rubber hose resulting in unthinkable consequences. He immediately phoned his supervisor. Mr. Jose Solis, MVT Fleet Manager, was there within the hour.

Overnight, all the techs aided him in making the right fix and came up with tying the hose to a metal bracket, moving it safely away from the contact points. Their successful collaborative effort ended mid-Sunday. *Continued on Pg. 4*



Access Participates in Latest Paratransit Peer Survey

Paratransit information about Access Services has been included in the recently issued New York City Transit Paratransit Peer Survey of large Paratransit operators around the nation. This survey includes operational data from fifteen major cities:

- Boston (THE RIDE)
- Los Angeles (Access Paratransit)
- Broward County (TOPS)
- Miami (STS)
- Chicago (ADA Service)
- New Jersey (Access Link)
- Dallas (DART Paratransit Service)
- New York City (Access-A-Ride)
- Denver (Access-a-Ride)
- Philadelphia (Customized Community Transit)
- Garden City (Able Ride)
- Seattle (Access Transportation)
- Houston (METROLift)
- Washington, DC (Metro Access)
- Westchester (Westchester County Paratransit Service)

Data presented in this survey includes ridership, policies, practices and procedures, customer base, budget, costs and expenses and the makeup of each property's paratransit vehicle fleet.

The survey describes each participating transit property, their service areas, service highlights, trip statistics, eligibility/customer statistics, financial statistics, and vehicle fleet statistics. These statistics make it easy to compare paratransit service from city to city. The survey also features plenty of charts and graphs that bring the nature of each paratransit service to life. Most of this data is from Fiscal Year 2008-09 but some data is also from Calendar Year 2009.

Cost Per Eligible Rider

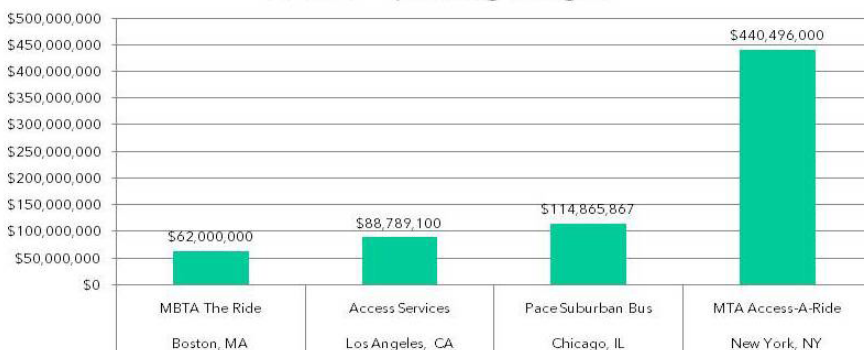


Some notable facts presented in the survey were that Access Services leads the nation in percentage of advance reservation trips (versus subscription trips) and has the largest service area population at approximately 9.8 million people; Access Services is second in the nation in average weekend ridership, number of registered riders, productivity, and average applications received monthly; Access Services ranks third in the nation only behind New York and Chicago in total trips completed, average monthly ridership, and weekday ridership.

The Paratransit Peer Survey will be available on the Access website soon. Access staff members Gilbert Garza and Andre Colaiace worked on preparation of Access Services' response to New York City Transit's survey.

*Gilbert Garza
Grants Management/ Compliance Administrator*

FY 2009 Operating Budgets



Global Paratransit Holiday Luncheon



On December 23rd Access Services staff attended the Global Paratransit Holiday Luncheon. The event served as an opportunity for Global Paratransit to offer thanks to their committed employees by providing them with food and holiday festivities.

Management served a variety of entrées such as steak and chicken in addition to other goodies. Management opened the invitation to the families of the staff, providing a jumper and other entertainment to keep the little ones occupied while the parents were able to indulge in the prepared delicacies.

The event was so highly attended that Santa Claus himself was able to take photos and hear those last minute Christmas wishes.

Congratulations to Global Paratransit on their efforts to strengthen employee morale and celebrate the holidays.

*Hamilton Franco
Dispatch Coordinator*



Contract Management Conference

I recently had the opportunity to attend the 29th annual "Government Contract Management Conference" in Arlington, Virginia. Organized by the National Contract Management Association, or NCMA, the conference draws procurement professionals from both the private and public sectors. The common link between all who attend is their need to understand the ever-changing federal procurement rules as they perform their daily work. The conference itself consisted of a one-day course on "Contracting Types" and two days of general sessions and more subject-focused workshops. In the often dry world of procurement, the titles of these workshops lent an air of mystery

to those seeking to fill out their daily conference agenda. For example, one workshop which I attended, entitled "To Ask or Not to Ask", dealt with the "do's and don't's" of submitting and responding to questions following the release of an RFP. While taught by a commercial vendor, the workshop leader gave a balanced perspective on both the government agency and the private sector bidder's responsibilities during the important Q & A phase of any procurement. Another course which piqued my interest (by virtue of its title as much as the subject matter), "Creating Mastery: Negotiating in a World of Neuroscience", delved into the world of contract negotiating.

The course leader stressed the importance of striking the right balance during a negotiation. In the end, the workshop drove home the message that the only acceptable outcome of a negotiation is a final agreement which both parties can live with as the work of the contract is carried out.

As a member of NCMA, I am able to reach out to a large group of procurement professionals throughout the United States. I look forward to attending other NCMA-sponsored conferences in the future.

*Brian Selwyn
Manager, Procurement & Contracts*

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Rider Comments

"Access has made a positive difference in my life because now that I know I have a ride that will pick me up anytime I need them, all I have to do is pick up the phone and call one day ahead of time. I don't have to worry about things that I have to do or places I have to go because I know Access will be there for me. I always get a friendly operator and they do a very good job of helping me with whatever I need.

There have been times in the past that I had very rude drivers, but it seems like lately things have gotten much better... I can relax and know that you will be here for me whenever I need you & that I don't have to miss my doctor's appointments or that I can go to church or wherever I need to go. They're always here on time. They're doing a great job, and so are the operators. They take their time and get all the information right before hanging up the phone."

Loyce, Hawthorne
 Rider since 2002

access

Helping Hand Winner for December



Happy New year Access! The Helping Hand continues. The Dispatch Coordinators are going full steam with a safety plan that will benefit our Customers and the service we provide. So stay tuned and watch as we get stronger with Helping Hands.

The Helping Hand program has a winner for **December 2010**. Our

wonderful winner is none other than **Antonia Carter** of Los Angeles. Ms. Carter has been riding with Access for over 13 years and has not received any no-shows in the last 6 months.

We proudly presented Ms. Carter with the Helping hand pin and balloons on Tuesday, January 11th.

The Dispatch Coordinators will be doing a complete face lift on the Helping Hand customer program. Not only are we expanding the program, we are obtaining input from providers and Access staff. Upcoming will be new designs and more recognition!

Stay tuned for the New and Improved Helping Hand program. Have a safe week!

Dispatch Coordinators
 Gina Breceda, Hamilton Franco &
 Cynthia Perkins-Stevenson

Make a Difference (cont. from front page)

The vehicle manufacturer was advised of the failure and adopted the same correction on the batch of units already delivered to other contractors. To date, the same issue has not re-occurred.

Sometimes, the people behind the scenes turn out to be the unsung hero of the day. But technician Robni Perdomo shouldn't remain anonymous for his significant

contribution in making the days ahead safer for our service. And knowing Mr. Perdomo is out there to cover us after we've earned our keep for the day, we can all go about the rest of our days with a little less worry.

Pablo Teoco
 Fleet Maintenance Coordinator