



Behind the Scenes

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Executive Report

Over the course of the last few weeks staff has been working closely with our local Federal Transit Administration (FTA) Office and our General Counsel on possible repercussions to Access in the event of a shutdown of the Federal Government. Access receives 58.76% of our revenue from the FTA which equates to \$54,612,160. Yesterday evening we were informed by the FTA that if Congress was unable to pass a funding bill FTA would not be permitted to obligate grants nor make payments to grantees.

Our transportation service providers submit invoices to Access after services have been rendered. Access then reviews/audits the invoice and about 20 days later issues a check for the services rendered. The majority of our transportation contractors are paid with federal dollars (Access has more eligible federal expenses than dollars available). A couple of days before the check is to be issued, Access staff requests the funds for the services be transferred from FTA to an Access account. For example, next week Access has approximately \$2 million in expenses that are to be paid with federal money. Today, we began the draw down process. The process generally takes 2 days before funds are actually transferred, so Access expects the \$2 million in our account on Monday. As of now, we are working with FTA to get the transfer of these funds approved before any type of furlough or shut down begins.

Shelly Verrinder
Executive Director

access

Safer Journey Every Day



The 16th Annual Access Membership Meeting was held on March 31st at The California Endowment Center. The Center graciously donated their Yosemite Meeting Hall to accommodate Access Services' 125 plus guests. Included among the attendees were members of Access' Board, Member Agencies, CAC, TPAC, along with Service Providers, award recipients and guests. Noted guests in attendance were Mr. Paul Taylor, Metro's Deputy CEO and Commissioners Alexia Teran and Maria Mustelier-Parrish from the Los Angeles County Commission on Disabilities. This event was the highest attended and best received Annual Meeting since the inception of the agency.

The meeting centered on various safety initiatives and Executive Director, Shelly Verrinder, provided highlights of the notable milestones achieved by Access Services such as Driver's

Incentive and Accident Review Programs, Smart Drive technology and driver's safety pledge to name a few. Luis Pacheco, Safety Analyst, had a booth displaying the new Access

Driver Incentive program. A monitor at the booth presented an educational video on the consequences of driving when fatigued, which can lead to rear end accidents. The booth also contained samples of the various prizes that Access drivers can win for reaching significant safety benchmarks.

Chairperson Doran Barnes conducted the meeting and the member agencies voted on by-law amendments and formed nominating committees to select new board members to represent the local and municipal operators.

Ms. Giovanna Gogreve, Strategic Planning Analyst, presented the 2010 Spirit of Accessibility Award to Ms. Bonnie Cherko from the Culver City Senior Center. In addition there was a viewing of a video highlighting Ms. Cherko and her transit field trip program.

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Jerry Walker Commitment to Quality Service Award



Manuel Ramos giving his acceptance speech



Doran Barnes, Shelly Verrinder, Manuel Ramos, Reza Nasrollahy & David Foster

One of the program highlights of the 16th Annual Access Services Membership Meeting was the Jerry Walker Commitment to Quality Service Award. Access established the Jerry Walker Commitment to Quality Service Award in 2008 to ensure that Jerry's contributions to the service and our customers would live on through the recognition of those individuals who exhibit a passion for their job by going above and beyond the call of duty and by displaying extraordinary customer service. Jerry Walker, as you may know was the General Manager for San Gabriel Transit going back to the inception of the Access Paratransit transportation program, known then as Metro Access. However, Jerry was more than just a General Manager, he was integral in leading the culture change necessary for a traditional taxi company to become a provider of ADA paratransit service.

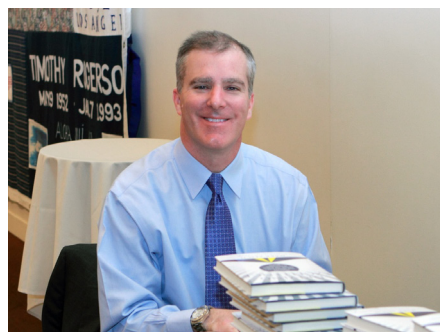
Each year nominations are solicited and a review panel consisting of both Access and contractor staff select the most deserving employee. This year there were more than 25 worthy candidates considered. Ultimately the group selected Global Paratransit Road

Supervisor, Manuel Ramos as the 3rd Annual Jerry Walker Award winner. During the Membership Meeting presentation the audience viewed an inspiring video that included interviews with both Access Services and Global Paratransit staff who sang the praises of Mr. Ramos. The video culminated with a surprise presentation of the award to Mr. Ramos while dozens of individuals from Access Services, Global Paratransit, Access Board member, Theresa Devera, as well as Mr. Ramos' mother and sister cheered him on. For the presentation of the award, Access Board Chair Doran Barnes, Access Executive Director, Shelly Verrinder and Global Paratransit President, Mr. Reza Nasrollahy jointly presented the award to Mr. Ramos. Mr. Ramos provided a heartfelt acceptance speech which clearly illustrated his passion for his career in transportation and his dedication to our customers. Mr. Ramos is a most worthy recipient and someone that Jerry Walker would be proud of.

David Foster
Project Administrator

Annual Meeting Photos

Access' Booth showing driver incentive awards; Mark Aesch signing books; Shelly speaking.



Spirit of Accessibility Award Winner - Bonnie Cherko



Giovanna Gogreve, Bonnie Cherko, Shelly Verrinder, Doran Barnes

Each year at the Annual Meeting, Access Services honors agencies or individuals for their significant actions that resulted in the improvement and increased use of accessible public transportation in Los Angeles County. Instituted in 2000, past recipients of the award have been transit agencies, government entities, employees from public transportation systems and advocates for the disability community. This wide range of individuals has truly embodied the spirit of the award

and demonstrated leadership and commitment to encourage, facilitate, and/or promote the use of public transportation by persons with disabilities. This year's selection committee had no easy task, as there were a number of extremely qualified candidates. The winner of the 2010 Spirit of Accessibility Award is Bonnie Cherko. Ms. Cherko is a key volunteer at the Culver City Senior Center and has been very instrumental in the coordination of a unique program that trains and helps senior citizens use public transportation services. She meets with seniors who have little or no experience negotiating the transit systems around the County. She shares information about routes, maps, fares as well as answers to various questions about public transit. On a monthly basis, Bonnie organizes "field trips" for seniors from the center. This interactive learning experience is a great

opportunity to not only use the local transit systems, but also to socialize, tour different places, shop and dine at no cost to the participant other than the transit fare.

At the 16th Annual Membership meeting, Chairperson Barnes and Executive Director Shelly Verrinder were on hand to present the award to Ms. Cherko. Ms. Debbie Cahill, Program Coordinator, for Culver City Senior Center spoke about Ms. Cherko's many contributions with helping seniors become more transit knowledgeable. During the meeting, guests viewed a video highlighting Ms. Cherko on one of her transit field trips with her group using the various fixed route transit systems. Access Services was honored to present Bonnie Cherko with the 2010 Spirit of Accessibility Award.

*Giovanna Gogreve
Strategic Planning Analyst*

Leadership Development Program



As part of Access' continued commitment to employee development, 14 current and prospective supervisors attended an intense two day workshop, presented by Dr. Kerri Jo Cooper of Solutioncy. Each day was divided into two modules, the first day being Leadership Development and Situational Leadership; the second day's modules were Communication Skills and Conflict Management. There will be another full day session on May 17th, which will cover Performance Management and

Building & Leading Teams. Each attendee completed two online assessments to measure behavioral and communication traits. The results of these assessments will assist in both understanding their own personal idiosyncrasies and those of others, fostering greater communication abilities and leading to working together in teams to maximize success.

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Rider Comments

"Access is one of the best things in my life. It makes it possible for me to reach old friends that I would otherwise lose. It makes it possible for me to get to museums & plays & films & libraries. The travel cost is minimal and the drivers are courteous and helpful. I appreciate that the time for reservations is almost always observed as promised."

*Nancy, Monterey Park
 Rider since 2002*

CTA Transit Lobby Day

I had the opportunity to attend the California Transit Association's Transit Lobby Day on March 30th in Sacramento. Access Services, along with more than 50 transit agencies, association members and transit advocates took part in meetings with Capitol staff and other state officials to educate legislators about the importance of maintaining critical public transit funding.

This year's event could not have come at a more critical time as State legislators, facing a multi-billion dollar budget deficit, begin to look at additional cuts to services and programs which may impact funding for State Transit Assistance (STA). The STA budget provides funding and is allocated to local transit agencies to fund a portion of the operations and capital costs associated with local mass transportation programs.

While Access does not receive STA

funds directly, it is important for legislators to realize the impact of STA on ADA paratransit service. Under the ADA, Access is required to provide services to within 3/4s of a mile on either side of a local transit route. If state funding is cut and fixed route operators are forced to cut back service, it may impact Access service area which may leave some persons with disabilities without this essential service. A number of staffers were not too familiar with ADA paratransit regulations so they appreciated my knowledge and bringing this to their attention. I also thanked legislators for voting to protect State funding for public transportation and articulated the importance of STA and other forms of transit funding - in terms of jobs and services - to prevent future cuts.

Matthew Avancena
 Manager of Planning & Coordination

Access Annual Meeting (cont.)

Mr. David Foster, Project Administrator, introduced and presented the 2010 Jerry Walker Commitment to Excellence award to Mr. Manuel Ramos (see article pg. 2). A video presentation was shown honoring Mr. Ramos.

One of the meeting highlights was guest speaker Mark Aesch, bestselling author and CEO of Rochester Genesee Transit Authority. Mr. Aesch shared his concepts on how to transform an organization's often deeply entrenched

work culture and achieve forward looking results. A signed copy of his new book, "Driving Excellence", was given to each guest in attendance.

Access would like to thank all of the attendees for making the 16th Annual Meeting such a success. We look forward to seeing you again next year.

Giovanna Gogreve
 Strategic Planning Analyst