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Behind the Scenes

Executive Report

Over the course of the past year Access has accomplished many things – All of our Operations performance standards were not only met, but were exceeded. We achieved a 37% reduction in expected pay outs on claims against Access under our new Self Insured Retention (SIR) program. Customer Service and the Operations Monitoring Center staff answered 128,436 calls. Employee development was significantly ramped up, to include our Organizational Leadership Readiness (OLR) program. And let's not forget the eight employees who are currently pursuing their Bachelor Degrees! There was also the well-received Customer Perception Project and of course the success of our First Annual Access Safety Roaddeo.

The future is bright at Access. We have the upcoming implementation of the Transit Access Pass (TAP). The Second Annual Access Safety Roaddeo

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Global Paratransit Drivers Honored



Gregory Farrell received a 20,000 mile pin in recognition of his outstanding driving record. Access was onsite at Global Paratransit at 4:00 am in order to be sure the early morning drivers received their awards. As a special treat GPI provided hot tamales to take away the morning chill.

The Access Driver Incentive Program continues to recognize drivers that reach set milestones and drive without a single preventable accident/incident and zero safety related complaints. Each month we will pick a provider to visit and present awards. GPI was the provider of choice this month, honoring the drivers for September 2010. Access management staff including Shelly Verrinder, Mark Maloney, Steve Chang, and Luis Garcia took time out of their busy

schedules and joined the festivities early November 16th on a cold and foggy day.

Meet Three Top Drivers:

Henry Espinoza has been working for Global Paratransit for two years.

His award is for driving 20,000 miles without a single preventable accident/incident and zero safety related complaints.

"I think it's a good thing because the reward speaks for itself no matter what the value of the award. It's the recognition that counts! For me it means a lot because each day I try to do better and better in providing the service which makes me happy seeing others smile. It's a great feeling



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Cross Regional Road Supervisor Utilization

During 2009, the Access Services Road Supervision Group conducted an assessment of driver hiring, initial driver training, reoccurring driver training, road supervision activities, driver performance reviews, driver safety programs (awareness, incentive, accident prevention Procedures), and post accident procedures. The assessment was conducted on these components to determine contract compliance and consistency among the various service providers.

The findings for each component have been taking on as projects by the Project Administrators to assist in identifying solutions to the various findings from the assessment. As Project Manager for the road supervision component, I am working with our road supervision staff and the service providers to identify ways to make the key duties more

consistent amongst the respective service providers' road supervision staff.

As a first step in this process we have identified a key task, accident investigation, as an area of focus. Specifically, I have collected contact information from each service provider and provided that information to the general managers at our December 14th Safety Steering Committee Meeting. The concept, Cross Regional Road Supervisor Utilization, will allow service providers to enlist the assistance of other regions' road supervision staff in conducting on site accident investigations. The benefits of this process are:

- **Potentially quicker response to an accident scene** e.g. the San Fernando Valley provider's driver has an accident in Long Beach, and their road supervisors are all conducting business in the San

Fernando Valley; a road supervisor assigned to the Southern Region contractor would in all likelihood be much closer to the accident scene.

- **More Consistency in the Accident Investigation Process** Road supervision staff conducting accident investigations in other regions will allow more consistency in the process in terms of how the respective road supervision staff conduct an accident investigation. Towards that end our Manager of Safety, Training and Emergency Preparedness will be working with me to devise future training courses for the service provider staff targeted at accident investigation.

As we progress I will provide further updates in future Behind the Scenes issues.

David Foster
Project Administrator

Sexual Harassment Prevention Class A Big Hit With Participants



Access hosted a Sexual Harassment Prevention class customized specifically for Access

driver trainers. The course, taught by Tracey Partee-Robinson, was a very interactive class that used actual Access incidents for case study scenarios which helped the participants to visualize how a simple comment or gesture could be interpreted as harassment. One seasoned risk manager commented that he had been to many sexual harassment classes and this class, by far, was the best and most interesting. The concepts really stuck with him.

As a follow up class, Access

is working with Ms. Robinson to develop a course just for supervisors, road supervisors, General Managers, and other provider staff who are charged with investigating alleged harassment complaints and coaching drivers to avoid getting themselves into precarious situations. This class is on target to be taught in February.

Evie Palicz
Manager of Safety, Training & Emergency Preparedness

Leadership APTA Class Update



The Leadership APTA Class of 2011 reconvened during the first week of December in Washington DC. This is one of five meeting opportunities where class members are able to meet face to face. During the year long program, Leadership APTA also conducts webinars and phone conferences for class members to facilitate meeting discussions. In addition to offering a wide range of leadership development trainings for class members, the Leadership APTA program also offers class members an inside look at the inner workings of the transit industry and what current topics industry leaders are thinking and talking about.

During this trip to DC, the Leadership APTA Class 2011 attended APTA's Holiday Reception at Capital Hill where we were

able to meet and hear a powerful speech given by the Chair of the Committee on Transportation and Infrastructure Honorable James L. Oberstar (Minn.). Class members also sat down with APTA President Bill Millar during a casual roundtable luncheon and asked him any questions on our minds about Transit. I also had the opportunity to meet and spend some time with Access Board Chair and APTA Board Member Doran Barnes where he provided me with some valuable tips on public speaking and presentations. It is truly an honor and privilege to represent Access Services as part of APTA's flagship leadership development program.

Steve Chang
Director of Contract Services

Best Practices for Hiring Drivers

During the December 2010 Access Services Safety Steering Committee Meeting, the final draft of the **Best Practices for Hiring Drivers** was presented to Access Services staff and the general managers of the service providers.

The document is a result of a collaborated effort between Access Services and the service providers with the goal of enhancing the driver screening process through knowledge sharing. The foundation of the document stems from the Driver Assessment conducted by the

Access Services Road Supervisor staff. The findings identified variations both in the service provider hiring practices and in employee driver retention. Over the course of the past three months brain-storming sessions and conference calls were conducted in order to outline the service providers current hiring process. One of the benefits of the sessions was the knowledge sharing; staff openly discussed the hurdles of recruitment and retention in addition to the various means used to overcome these hurdles.

The result is a living document that can be referenced by the service providers as a means to further enhance existing driver hiring practices. Access Services would like to thank all of the general managers who contributed to the document as the success of the project was based on the dialogue conducted during the project discussions. This is another fine example of Access Services' commitment to quality service.

Luis Garcia
Project Administrator

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Executive Report (cont.)

is coming – with flush toilets! We get to witness the construction of the largest bus terminal east of the Mississippi first-hand.

As 2010 comes to a close, I would like to wish you and your families a joyous holiday season. I look forward to working together with you on behalf of Access Services - the best ADA paratransit system in the country.

Shelly Verrinder
Executive Director

access

Antelope Valley Visit

Shelly Verrinder, Luis Garcia, David Gershwin (our local advocate) and I traveled to the Antelope Valley last Thursday for a series of meetings. Our first stop was at the Lancaster Veterans Administration building where we met with Mark Chapa, who handles community affairs for the Lancaster VA. We discussed how Access can better serve the veterans in the Antelope Valley and we agreed to support Mark's efforts to get a loading zone in front of the clinic and some reserved parking near the clinic to help with the pick-up and drop-off of Access customers. At our next stop, we met with Michael Cano and Norm Hickling, who serve as

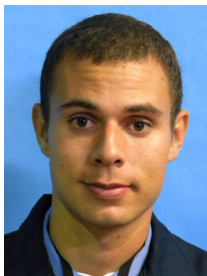
the Transportation Deputy and Field Deputy, respectively, for Supervisor Mike Antonovich. We discussed the service quality in Santa Clarita and the Antelope Valleys, constituent issues and also talked about larger Access issues. After a wide-ranging, big-picture discussion about Access Services and the role it plays in Los Angeles County, Michael felt that we should have a larger presence at METRO and invited us to make presentations to the METRO Operations Committee as well as METRO Board staff which we plan to do in January.

Andre Colaiace
Dep. Exec. Dir., Planning & Governmental Affairs

Top Three Drivers (cont.)

when a passenger exits my vehicle laughing and asking for my name as they say "you did a good job transporting me".

Patrick Morrison has been working for GPI for two years. He received an award for reaching 10,000 miles without a single preventable accident/incident and zero safety related complaints. Mr. Morrison said, "The program focuses on individual driver's safety and conduct. It is outstanding to be



rewarded for hard work. As a driver I also acknowledge the contribution and involvement of the dispatchers and call takers. I learned from this experience and as a reminder I wear the pins. I was honored to meet the bosses for the first time; the gift card was appreciated during the holidays."

Deon Hunter has been working for Global Paratransit for six years. Mr. Hunter received an award for reaching 10K miles without a single preventable accident/incident and zero safety related complaints.



"I feel that the program offers drivers the ability to achieve certain goals and tasks including the opportunity to be appreciated through receipt of awards. Award and Gift cards make me feel greatly appreciated but doing the job itself brings self gratification as I provide for the needs of others."

Luis Pacheco
Safety Analyst