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Behind the Scenes

Executive Report

In this issue there are two articles that I want to make sure everyone takes a look at. Access Services and our transportation service providers achieved two milestones that are truly remarkable.

For the first time in the history of Access one of our basin providers completed the month of July 2011 with zero Late 4 trips. Congratulations to our West/Central Region provider California Transit.

Also for the month of July 2011 Access had the lowest combined total incidents and collisions since the new insurance program began 13 months ago. In addition, there were no "at fault" incidents.

I want to congratulate each and every member of the Access team and thank you for a job very well done!

*Shelly Verrinder
Executive Director*

California Transit Makes Access History!



July was a historic month for Access thanks to our West Central service provider California Transit (CTI)! For the first time ever in the history of Access paratransit operations one of the "big four" region (Eastern Region, Northern Region, Southern Region, West Central Region) providers, **CTI incurred zero Late 4's for the entire month.** Not only is this a tremendous feat for any contractor, but considering the traffic of the West Central Region and the Interstate 405 closure, this is even more phenomenal! Previously our contractor to the north in Antelope Valley, Southland Transit, has achieved this and while their smaller trip volume doesn't diminish the accomplishment, the volume of trips provided by the "big four" makes this accomplishment much more difficult to achieve.

As you may know, a Late 4 is the category of late trips wherein the vehicle arrives more than 45 minutes after the end of the 20 minute on time window and is viewed by Access and our customers as the most egregious form of late trips. Second only to commendations, Late 4 complaints are the most commonly filed ticket because our customers are more sensitive to trips this late. In other words, customers are more likely to file a complaint about a Late 4 than they are for a Late 1 or Late 2 trip.

In March 2004, Access conducted a workshop consisting of Access Operation staff and service provider staff to identify ways to improve the service and Late 4's were identified as a priority. Soon thereafter in a series of Service Quality meetings involving Access operations staff and provider staff, a Late 4 campaign, spearheaded by Access Director of Contract Administration, Steve Chang, was embarked upon to identify ways to reduce Late 4's. Since then our service providers have made great strides in the reduction of Late 4 trips, but never had a contractor achieved zero Late 4's for an entire month; until now.

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ENO Transit Executive Seminar



I recently had the opportunity to attend the “Transit Executive Seminar” in Washington, D.C., held under the auspices of the Eno Transportation Foundation. This intensive week-long seminar brings together transit managers from around the country. Represented in my class were members of the private and public sectors, including professionals working in the fields of fixed route, rail and, of course, paratransit. The course format provided a healthy mix of lively large and small group discussion and in-depth lectures by senior transit professionals, including general managers, APTA and FTA leaders, and board chairs. The G.M.’s offered a real-life glimpse into what it’s like to run a transit agency and the pleasures and pitfalls associated with that position.

The titles of the interactive lectures give a sense of the breadth of the subject matter covered.

- Articulating the Business of Transit
- Serving Multiple Constituencies “The Wheel of Fortune”
- Strategic Planning
- Workforce Development
- Defining Outcomes that Count
- Keeping the Balance: What it’s like to Lead an Agency

Perhaps even more significant than the quality of the speakers and the focus of their lectures was the sense of camaraderie among the attendees that grew as the week progressed. Eno, which is active in transportation research and education, was founded in 1921. The organization sponsors seminars, workshops and courses around the country and I would encourage anyone interested in learning more about transportation, and themselves, to look at Eno’s future offerings.

*Brian Selwyn
Manager, Procurement & Contracts*

Risk Management Update

Did you know that Access Services broke a record in July 2011?

We had the lowest combined total of incidents and collisions in July out of the entire FY11 and thus far in FY12. What does this mean to our customers? They can continue to rely on Access Services in providing safe and reliable Paratransit service in their neighborhoods. Other July 2011 highlights include:

- Collisions and Incidents show an overall gradually decreasing trend.
- We only had 15 incidents in July 2011. This is the lowest number of incidents in any given month during the past 13 months.
- There were no “at fault” incidents for July 2011.
- Rear Enders was the highest reported collision for July 2011.
- Top 4 categories for July 2011 were Rear Enders, Back Into, Bodily Injury and Side Swipe.
- The one o’clock hour in the afternoon had the greatest number of incidents and collisions.

It will be interesting to see what region will be the first to have ZERO combined incidents and collisions for an entire month this FY.

Great Job Access Services! Overall, July was a great month in terms of Risk Management. The constant effort to decrease incidents and collisions is evident in the declining trend. August is already off to a great start; let’s continue on this path through the end of the year.

*C.J. Smith
Operations Analyst*

“Winning the Future” White House Roundtable



On August 2nd, the White House Office of Public Engagement and the Center on Disabilities at California State University, Northridge invited Access staff, Matthew Avancena, Manager of Planning and Coordination, and Giovanna Gogreve, Strategic Planning Analyst to participate in a “Winning the Future” Roundtable, featuring Ms. Therese McMillan, Deputy Administrator for the Federal Transit Administration. The roundtable was intended to allow Ms. McMillan to gather feedback and comments on the status of transportation for persons with disabilities and bring them back to Washington. It was also an opportunity to comment on the future of transportation, the impact of technology, and what should be considered in designing

transportation systems, keeping in mind the needs of persons with disabilities.

Several disability advocates and disability-related agencies provided very important feedback at the forum on transportation and paratransit services in the region. Jonathan Klein from the local FTA office and Region IX Administrator Leslie Rogers, were also in attendance. Mr. Avancena commended Ms. McMillan and the FTA staff for their support of transit operators. Mr. Avancena also highlighted Access’ success with innovative paratransit services in the region.

*Giovanna Gogreve
Strategic Planning Analyst*

Access and Provider Staff Continue Emergency Preparedness Training



On August 1 - 3, several Access employees and Provider staff attended the ICS 400 training at the Caltrans building in Downtown Los Angeles. The first two days combined class room style lectures and breakout sessions which proposed hypothetical emergency scenarios that put attendees in the position of an Incident Commander. Attendees were asked to plan for and react to certain situations in a way that follows the Incident Command Structure that was put in place by FEMA.

August 3rd provided training for Public Information Officers (PIOs) that outlined policies and procedures that should be followed with regards to media

outreach and inquiries in response to an emergency. In this training, instructors set up a mock interview, including a video camera, to showcase and eventually try to eliminate negative speaking quirks specific to the participant.

Participants in this round of training have dedicated numerous hours towards the implementation of an emergency preparedness plan in their agency. This training brings Access and its Providers one step closer to being compliant with the National Incident Management System (NIMS).

*Melissa Thompson
Operations Intern*

Access Services
Consolidated Transportation
Services Agency
 PO Box 5728
 El Monte, CA 91734

Tel: 213.270.6000
 Fax: 213.270.6055
 Email: info@asila.org
asila.org

Rider Comments

"Since I became a frequent rider of Access my life has been much easier because I can do things for myself without depending on my family. I do not need to go around in buses. What a relief!

I became a much, much more independent person. I no longer have to depend on my children to do my errands, to take me where I need/ want to go. I feel so secure doing things for myself taking Access. I know so many drivers now and most of them already know my routine... Most of these drivers are very nice and very good to me and my PCA. More than willing to help me because of my disabilities."

*Maria, Pomona
 Rider since 2002*

access

Helping Hand Winner for July



One of the elements of the Helping Hand program is that each month the Dispatch Coordinators go to meet the selected winners and

present the customers with a Helping Hand pin and balloons.

The winner for the month of July is Veronica Doherty from Santa Clarita. She has been riding with Access for more than three years and has not received any No Shows or Late Cancellations in the last 8 months. We salute Ms. Doherty for assisting us in improving the service for everyone.

Stay tuned for the new and improved Helping Hand pin.

*Dispatch Coordinator Team
 Gina Breceda, Hamilton Franco, &
 Cynthia Perkins-Stevenson*

California Transit Record (cont.)

This is also a landmark event for the West Central Region which historically has been one of, if not the most difficult regions to service due to the extreme traffic patterns, particularly in the West end of the region. After Access reduced the size of the region in 2007 prior to going out to bid based on challenges encountered by previous service providers, CTI was awarded the contract in late 2007 and has been providing our customers with exceptional on time

performance and overall quality service since.

Please join Access in congratulating CTI for making Access history and more importantly, providing our customers with the quality service that allow them to meet their daily transportation needs.

*David Foster
 Project Administrator*