



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.

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



Award

- > \$1,000 prize
- > Certificate, trophy and lapel pin
- > Recognition at the March, 2012 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

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

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: Galen Hale) along with your responses to the questions about the nominee by January 9, 2012.

The winner will be notified and the award will be presented to the recipient at the Access 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.

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?

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

Questions?

Contact Galen Hale
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