



Steven Wrenn
Mobility Management
Coordinator

access ...**BEHIND** **THE SCENES**

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Executive Report

Happy New Year! In the world of transit funding it already appears that we're in our own version of "Groundhog Day." The Governor just announced his new budget and, much like last year, transit funding is on the chopping block. In order to circumvent various court decisions which ruled that state diversions from the Public Transportation Account (which ultimately fund State Transit Assistance for our members) were illegal, the Governor has proposed to eliminate the various taxes that fund the PTA and replace them with new taxes which

would continue to be diverted away from public transit uses. While Access does not receive any operating funding from the state, transit funding cuts, if they result in a smaller "footprint" for fixed-route services for Los Angeles County, could also result in a smaller paratransit service area which could leave existing riders without essential paratransit services. Access will be active this year in Sacramento to ensure that our state elected officials understand how state transit cuts affect both our members and Access riders.

Shelly Verrinder
Executive Director

Inside this Issue:

Orientation Pilot Project	2
Software Update	2
Helping Hand	2
Operation Statistics	3
Councilmember meeting	3
NTI workshop	4
Rider Comments	4

Mid-year Operation Performance Update

Wild local mountain fires, repeater communication system issues, computer server problems, implementation of a new fare structure, and outstanding software implementation issues were all the major challenges presented to the Access operation team during the first six months of this fiscal year. Despite these operation challenges, our service providers were able to safely transport over 1.05 million customers and achieve a systemwide on-time performance of 90.9%. When compared to the same period last fiscal year, Access actually experienced a 4.5% drop in ridership. Our average initial hold time performance is at 45 seconds and holding steady. Excessive late trips, customer complaints, denials and no shows are all showing positive trending indicating improvements made in these key areas.

As part of the agency wide safety initiative, we launched the

first edition of the provider monthly Safety Newsletter, which is used to promote safety awareness among the provider staff while they transport and service Access customers. Some of the other safety related operation projects launched include weekly regional joint safety staff meetings, risk management procedure, risk management reporting, driver operation assessment, and Access driver safety rodeo.

Between October and November, Access hosted six regional community meetings to meet with our customers,

...Behind the Scenes

Safety First Customer Orientation Pilot Project

Access Services will introduce a pilot project at the Access Eligibility Center on January 21st which will educate potential riders about the safety features of our vehicles and the types of safety securements in each unit. Ambulatory riders will be shown how to secure their seatbelts and be reminded that the seatbelts must remain secured whenever the vehicle is in motion.

Potential riders using a mobility device will be able to have their own device marked to show where the vehicle securement straps are to be

placed. If the mobility device does not have a clearly defined spot for the securement hooks to attach, special "tether" straps will be installed on the mobility device in strategic locations to aid drivers in securing the device to the vehicle.

The orientation and mobility device marking/tether strap pilot program is neither a part of the eligibility evaluation nor a requirement for ridership. Access is providing the markings and/or tether straps to ensure all potential riders are safe on our vehicles or any other vehicle that may transport them.

Evie Palicz
Project Administrator

Centralized Software Update

On Saturday January 16th we will be implementing the Dynamic mode of the ADEPT software. We originally planned to "Go Live" with this aspect of the software in November but we identified some data transmission issues that required further testing. This did not impact our use of the software for reservations and scheduling in the Southern area service area. By going to the Dynamic mode in ADEPT with the Access-owned

fleet of vehicles we will be provided with real-time data of the fleet's performance on the day of service. This will alert dispatchers and other staff if a vehicle begins to have on-time performance issues on its route. Also it provides "downstream" information on the rest of a vehicle's route so that staff can immediately see the effect of a late or inserted trip onto that vehicle.

F Scott Jewell
Director of Administration

Helping Hand

Congratulations! We have a Helping Hand winner for the quarter. Drum roll please! The winner is Ms. Shirley "trouble" Fifer from Pasadena, California. Ms. Fifer was the third winner from the program. She has zero no-shows in the last year. She has 188 commendations in Rider 360 for Call Takers and Drivers.

We will present her with a Certificate of Appreciation and two books of coupons during the CAC meeting on this Tuesday, January 12, 2010. It will be the first item on the agenda

Stay Tuned!



Ms. Shirley Fifer both with the Dispatch coordinator team: Faustino Salvador, Hamilton Franco, Cynthia Perkins-Stevenson & Gina Breceda

Cynthia Perkins-Stevenson
Dispatch Coordinator



Mid Year Operation (cont.)

their families, and folks from the community. Lastly, we are continuing our efforts to improve our customer’s perception of Access Services by working closely with our service provider staff to promote positive customer interaction behaviors over the phone and in person when servicing our customers.

So far, a very busy and exciting fiscal year. We are looking forward to completing the rest of the fiscal year meeting and exceeding all performance expectations.

Steve Chang
Dir. of Contracted Services

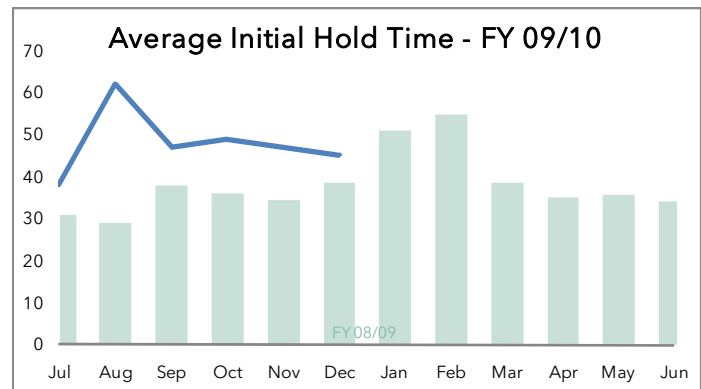
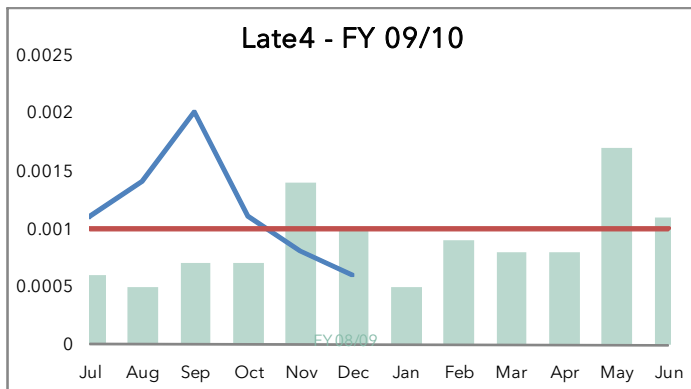
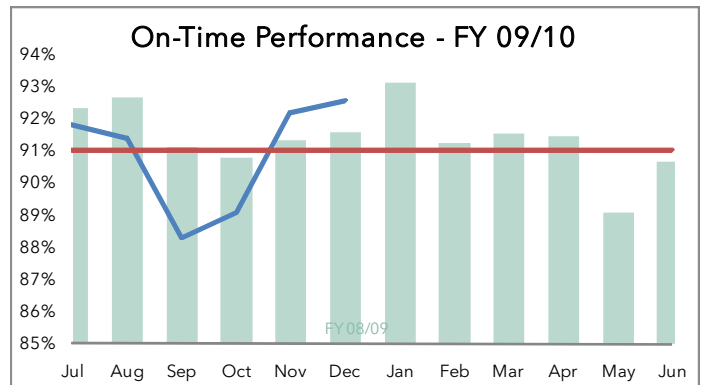
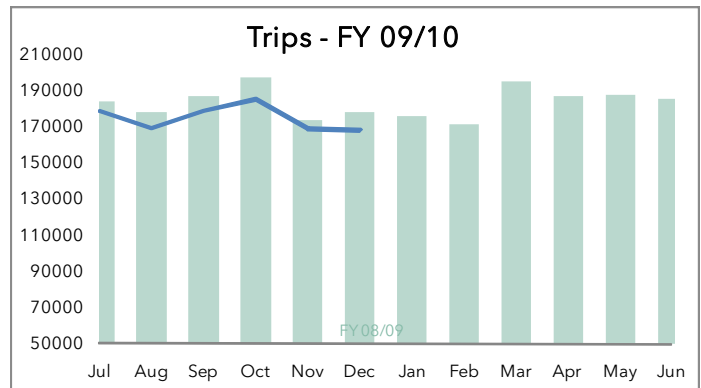
Statistics

YTD Key Performance Stats and Graphs:
July 09 - Dec 09

(Blue lines = Current Fiscal Yr)
(Gray bars = Previous Fiscal Yr)
(Red Line = Standard)

Alfredo Torales
Operations Analyst

Performance Indicator	YTD
Trips	1,050,000
On-Time Performance	90.9%
Late4	0.12%
Average Hold Time	48 Secs
% Calls on Hold over 5 Mins	2.30%
Denials	0.38%
Complaints per 1,000 Trips	5.5



Councilmember Meeting

On Thursday, I met with Kian Kaeni, the Legislative Deputy for Fifth District Los Angeles City Councilmember Paul Koretz. David Gershwin of Cerrell Associates also joined us. I provided Kian with a basic overview of Access Services and some of the issues that confront our Agency and

the region. We also had a discussion about proposed plans by the City of Los Angeles to make changes to its City Ride and taxi voucher program that could lead to more people using Access Services in the future.

André Colaiace
Dir. of Governmental Services

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The Los Angeles County
Consolidated
Transportation Services
Agency

WE'RE ON THE WEB!

WWW.ASILA.ORG

~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.*

Access Hosting Workshop

Harassment Prevention For Transit Employees

(Train the Trainer) – National Transit Institute (NTI)

This workshop will assist transit employees and supervisors in maintaining a safe and respectful work environment by recognizing and responding to potential harassment issues. It will provide participants with the knowledge and skills to:

- Identify the potential impact of harassment on organizations and employees
- Review your organization's harassment prevention policy and its key compliance issues and reporting avenues
- Recognize and respond to potential harassment and retaliation issues
- Proactively prevent harassment in the workplace

Presenter: Tracey Partee – NTI Instructor

Schedule: Thursday, January 28, 2010
8:30 am through 2:30 pm

Location: 707 Wilshire Blvd
6th Floor Conference Room # 1
Los Angeles, CA 90017

Cost: Free

Registration: To register for this workshop, please visit our website at www.asila.org or contact Charace Thompson at 213-270-6000 or email Thompson@asila.org

Rider comments

"We are so very grateful to God and Access to have this wonderful service available to him. We can't thank you enough! It definitely has been a big blessing for us because we no longer worry about him getting lost or disoriented ... All the drivers we have met have been very courteous and very patient with him... We pray for all who work at Access so that you are all blessed and can continue to prosper and provide this very important service to all who are in desperate need of you."

Submitted by Grandmother, Maria

– Jesse, Montebello
– Rider since 1999