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Customer Care Coordinator

January 22, 2010

Volume 3 ■ Issue 11

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

## Executive Report

I am sure everyone has been wondering where Access Services offices will be located on April 1, 2010. As many of you know our current lease expires on March 31<sup>st</sup>. A new opportunity has become available to us that we are actively pursuing and in all likelihood will become our new home away from home. Due to a recent consolidation of staff at Metro, two floors of the newly built Division 9 building located at El Monte Station have become available. By Access moving into vacant space owned by Metro, Los Angeles County will save approximately \$4.2 million over the course of 7 years.

The new office building is a three-story, 45,515 sq. ft. steel frame structure. The plan is for Access Services to occupy the majority of the second floor and the entire third floor of the building. The second floor will be shared with a Sheriff Department substation and the first floor will continue to be used for bus operators and other employees at Metro Division 9. The building is conveniently located at El Monte Station (3449 Santa Anita Avenue, El Monte). El Monte Station is at the east end of the El



Monte Busway and is served by numerous bus lines, including Metro and Foothill Transit. Buses depart to/from Union Station at least every 7 minutes with a travel time of less than 15 minutes. The building location will be beneficial for Access Services vehicles due to the dedicated bus entrance from the HOV lanes of the 10 Freeway or Santa Anita Avenue. There is also ample curb space to drop off/pick up passengers and for the Access Services vehicles to stand by. Next to the building is a three story parking structure that is dedicated to the employees and visitors of the building (and did I mention free parking).

The details of the agreement are still in process. In the coming weeks we will provide relocation updates as they become available.

Shelly Verrinder  
Executive Director

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## Safety Initiative Update

As we move forward into the second half of the fiscal year, I would like to share with you in the next few editions of Behind the Scenes, articles on the safety initiatives that the Access team has launched thus far this year. Safety has always been a priority for Access.

With Access becoming self-insured this year, it presented a great opportunity for staff to look at all aspects of Risk Management and see what part of the process worked and what areas need to be strengthened so that we can

## Mobility Management Meeting with KEDREN

The Mobility Management team, Analyst Nicole Leiva and Counselor Stephen Wrenn met with Case Manager Henry Oliver of KEDREN Acute Psychiatric Hospital & Community Mental Health Center on January 13<sup>th</sup>, to discuss Access eligibility and additional transit options for his clients. KEDREN Mental Health was started in 1965 after the Watts riots in the home of child psychiatrist Dr. James L. Jones and a group of 22 black male psychiatrists, to discuss the social problems that ignited the riots.

Through extensive community research Dr. Jones and his colleagues made proposals to develop educational programs that would serve the youngest children in the community, who were growing up with the negative influences of the community. These programs were the groundwork for the implementation of the Head

Start program in Los Angeles. Dr. Jones and his wife received federal funding from the Department of Health and Human Services to develop Head Start to address the needs of low-income families with preschool aged children, especially those with disabilities.

Kedren operates its acute psychiatric hospital for children and adults, day treatment output service, CalWorks, school-based services, Full Service Partnerships, crisis intervention, Family Preservation, a Wellness Center and other mental health services. Today Kedren provides services to almost 10,000 people annually. The Mobility Management team looks forward to assisting Kedren and their clients through mobility counseling and referrals to transportation resources.

Steve Wrenn  
Mobility Management Counselor

## FTA Seminar

Gilbert Garza, Access Services' Grant Analyst, and I attended a Federal Transit Administration seminar in San Francisco last week that gave a two-day overview of federal transit rules and regulations. We attended this seminar in preparation for our "triennial review" which is conducted by the Federal Transit Administration every three years. (As the FTA likes to say, it's a

review not an audit but it sure seems like an audit for the two days that the "reviewers" are at your property.) While we had no findings during our last review three years ago, federal rules change and this seminar prepared us so that we can continue that streak.

André Colaiace  
Dir. of Governmental Services

## Superior Service

On January 11<sup>th</sup> Access Services presented the Superior Service Award Recipient for December 2009 at the ASI Board meeting. Mr. Ricky Bachen from Santa Clarita was honored when he received his award. The award was presented by Access Services Project Administrator of Santa Clarita, Geoffrey Okamoto, along with the City of Santa Clarita's Transit Analyst Adrian Aguilar.

Access Services would like to again thank Ricky for his dedication.

Thank you again Mr. Ricky Bachen!

Geoffrey Okamoto  
Project Administrator



from left, Geoffrey Okamoto-ASI, Ricky Bachen-MV Transit, Adrian Aguilar-City of Santa Clarita

## Safety Initiative (cont.)

continue to provide safe and reliable service for our customers.

Whenever there is an accident or incident that involves Access customers, staff or equipment, it is very important that an established procedure is available for everyone to follow with regards to timely notification, investigation, documentation and follow up.

At the beginning of the fiscal year, Access staff reviewed and examined our existing risk management procedures and decided to give it

a face lift by re-writing the procedures with more details and in an easy to read format. The new document is called "Access Services Risk Management Program and Procedures". This revised risk management guide helps everyone involved determine the severity of the accident or incident, as well as, the steps to follow in making sure appropriate actions are taken. The goal of the new guide is to ensure consistency among staff members on how they handle accident and incident reporting during the initial information intake process.

Steve Chang  
Dir. of Contracted Services

## Community Outreach

On January 14<sup>th</sup> Global Paratransit staff (Luis Preciado, Jack Garate and Erica Moreno) along with ASI staff (Geoffrey Okamoto and Rogelio Gomez) met with the city of Inglewood's Morningside Adult Day Care Center. While there we discussed concerns the center has as well as concerns individual customers were having with Access services. Meeting with the Director of Operations as well as their transportation coordinator allowed for a roundtable of resolutions. Overall Morningside staff was pleased with the service that Access provides them and appreciated Access and Global Paratransit taking their time to meet with them.

Global is improving safety through service. Thank you Global for making continuous efforts to provide safer transportation to all your customers



(from left, Yvette Carter-Gills-Morningside Adult Day Care, Ericka Moreno- GPI, Linita Clark- Morningside, Jack Garate GPI, Luis Preciado GPI)

you come in contact with.

Geoffrey Okamoto  
Project Administrator

## Annual Meeting

The Board of Directors recently approved the date for the FY 2009 Annual Membership Meeting; the meeting will be held on Thursday, March 11th, and notification to member agencies and stake holders will be sent in early February.

This year the member agencies will be asked to review a proposal to change the legal name of the agency from Access Services Inc. to Access Services. No updates to the Complementary

ADA Paratransit Plan are planned for this year. Therefore the paratransit plan will not be featured on the agenda.

A location and schedule for the meeting will be finalized in January. The 2009 Spirit of Access and the Jerry Walker Awards will be presented and the FY 2009 Annual Report will be distributed to member agencies during the meeting.

Arun Prem  
Dir. of Strategic Planning **Page 3**

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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.*

## Safety Take One

One of the main elements of Access' enhanced system-wide safety program is a communications program designed to bring safety messages and information to both riders and providers. Our first piece, conceived by Walt Diangson and METRO design, is an introductory "take one" that will be put in our vehicles and on our website. Future projects will include additional safety cards, posters highlighting various safety messages and other publications designed to make sure our service is as safe as possible.

André Colaiace  
Dir. of Governmental Services



You'll see that commitment every day as you talk to our team members, board the vehicles and travel to your destination. And we need you to be committed as well. Here are some things you can do to ensure the safety of yourself and others:

- Take extra care getting into and out of the vehicle
- Please ask for assistance if you need it
- Cooperate with your driver in properly securing your mobility device and belongings
- Do not distract the driver; their main responsibility is driving you safely
- Check that your seatbelt and shoulder harness are fastened and worn correctly
- Stay seated while the vehicle is in motion

You are key to our ongoing safety efforts. If you notice a safety concern (including improper securement) please call us at **800.827.0829**.

## Rider comments

"Thank God for Access. Without it I could not attend the meeting at my church in Winnetka. No bus transportation to it. I need the spiritual, emotional and physical feeling I get there twice a month. This is available to me. I use the bus whenever I can. God Bless Access Services. You were and are here when I need you."

– Mary, Tarzana  
– Rider since 1999