



AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday April 14, 2009

12:30 p.m. – 3:00 p.m.

AON CENTER

707 Wilshire Blvd.

6th Floor Conference Room

Los Angeles, CA 90017

www.asila.org

Address for Scheduling Access Paratransit Trips:
706 W. 6th Street

(CAC) Mission Statement

“The mission of the CAC is to provide input, advice, and recommendations to Access Services’ Board and staff on policies related to eligibility, customer service, and operations.”

We represent the diverse opinions and experiences of the Access riders.

We obtain rider input to identify barriers to good service and work collaboratively toward solutions.

CAC members are educators, role models, and disseminators of information.

Our goal is to work with the Board and ASI to enhance riders’ awareness of their options for transportation independence, including superior ADA paratransit.”

(CAC) CODE OF CIVILITY

The members of the Access Services Community Advisory Committee (CAC) ascribe to the following Code of Civility to ensure that all business and meetings of the CAC are conducted in a positive and respectful manner.

We welcome the views and opinions of all CAC members and attendees and pledge to truly listen and to consider diverse points of view.

As CAC representatives, we will conduct ourselves in a respectful and civil manner regardless of differences of opinion. We will practice the art of disagreeing without being disagreeable.

We will support CAC officers and members in reminding all participants to conduct themselves in a courteous and professional manner.

If someone feels they have an unresolved civility issue regarding the CAC, they may take this concern to an ad hoc executive committee of the CAC composed of the Chair, other CAC Officers and/or additional members appointed by the Chair.

(CAC) PUBLIC COMMENT PROCEDURE

Public comment forms are available for anyone that wishes to make a public comment. Each speaker will have 3 minutes to make a comment. If the comment pertains to a service related complaint, it will be entered into the complaint process database.

<u>Item</u>	<u>Item Description</u>	<u>Disposition</u>	<u>Pages</u>
12:30 p.m.	1. Call to Order Reading of CAC Mission Statement, Code of Civility, and Procedure for Public Comment		
12:35 p.m.	2. Roll Call		
12:35 p.m.	3. Approval of the March 10, 2009 CAC Meeting Minutes	Action	5-9
12:35 p.m.	4. General Public Comment (3 minutes per speaker)	Information	
12:45 p.m.	5. Reports <ul style="list-style-type: none"> • Chair • Board Meeting Update • Staff • Metro OIG Audit • OMC – February 2009 • Complaints – February 2009 	Information	10-28
1:00 p.m.	6. Subcommittee Updates <ul style="list-style-type: none"> • New Outreach • Service Animal • Incentives and Penalties 	Information	29-36
1:15 p.m.	7. Fare Increase	Action	37-45
1:50 p.m.	Break		
2:00 p.m.	8. ADEPT Software Implementation	Information	

2:05 p.m.	9.	Not Booking Return Trips and Calling OMC for Rescue Ride Policy	Information/Possible Action	46-50
2:15 p.m.	10.	Operations Project Update	Information	
2:20 p.m.	11.	Member Communication	Information	
2:30 p.m.	12.	New Business Raised Subsequent to posting of the agenda	Information	
3:00 p.m.	13.	Adjournment		

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: ASI board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency's offices located at 707 Wilshire Blvd., 9th Floor, Los Angeles California and on its website at <http://asila.org>. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

DRAFT MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday, March 10, 2009
12:30 p.m. – 3:00 p.m.

1. CALL TO ORDER

Chairperson Shawn Solomon convened the meeting at 12:34 p.m. on Tuesday, March 10, 2009, at the administrative offices of Access Services in downtown Los Angeles.

Luis Pacheco read the CAC mission statement, code of civility, and public comment procedure, and announced that Nahila Hussen was in attendance to follow-up with the comments being presented and to document any additional information.

2. ROLL CALL

CAC Members Present: Isa-Kae Meksin, Adinah Solomon, Michael Williams, Tommy Johnson Sr., Michael Anthony Arrigo, Gay Parrish, Gary Jansen, Ray Louis McKeever, Ken Schwartz, Jesse Padilla, Veronica Martinez, Tina Foafoa, Terri Lantz, James Hogan, Hellen Johnson, Kurt Baldwin, Frances Kitrell and Shawn Solomon.

CAC Members Absent: Ted Anderson, James Harris, Gloria Broderick, and Michael Conrad.

Access Services Staff: Shelly Verrinder, Evie Palicz, Matthew Avancena, Charace Thompson, Luis Pacheco, Nahila Hussen, Marcia Velis, Alfredo Torales, Louis Burns, and Geetu Banerjee.

Guests: Diana Brandin, David Lee, Donna Pomerantz, Scott Machan, Ruben Mendoza, Ken Metz, Pamela Hill-Metz, Abby Vincent, Mary Griffith, Daniel Garcia, Sharon Gamble, John Mavis, Ada Dellarso, and Jan Johnson.

3. APPROVAL OF MINUTES OF FEBRUARY 10, 2009, MEETING

Motion: Gary Jansen moved the approval of the minutes of the February 10, 2009 CAC meeting.

Vote: 18 Yes

4. GENERAL PUBLIC COMMENT

Isa-Kae Meksin made a public comment on behalf of Nadine Flores and

shared Ms. Flores' recent trip experience with regards to a driver's driving and attitude.

Ada Dellarso elaborated on lengthy trips and on driver's attitude when confronted by a rider.

Pamela Hill-Metz talked about trips that take too long when using Global paratransit and suggested that the routing process be streamlined to be more efficient.

Ken Metz said that when he calls MV transportation to make a reservation, he is given one time only and to his understanding, they are suppose to give two different times and suggested that their reservation process be looked at. Mr. Metz also said that the small Prius sedans MV is using are too small for any service animal to ride in.

John Mavis announced that he has a new e-mail address and shared his concern with shared rides that take too long to complete. Mr. Mavis also added that riders should be ready to go when the shared ride arrives.

Sharon Gamble shared her concerns with the pick-up issues she has been experiencing at the administrative offices of Access Services and discussed a recent trip experience where she was picked up by a vehicle that was assigned three ambulatory riders and did not have a jump seat.

Donna Pomerantz made a public comment with regards to the mail out process Access Services currently uses and asked that the database be looked at in order identify which riders are in need of alternative formats when announcements are mailed out.

5. REPORTS

Matthew Avancena read the chair's report for Mr. Shawn Solomon:

Chairs Report March 10 2009

Today My Chairs Report Is brief but Very Important. My Board Of Directors appoiner provided me with specifications of a vehicle that Access Services is considering replacing the accessible vans of the fleet, as they are replaced per schedule.

This information provides the Community Advisory Committee with a great opportunity to look at and evaluate a new vehicle to be used by Access Services. It is important to do this before any large quantity purchases, preventing expensive errors in the future.

We need not experience the unpleasant disasters of the past such as; installation

of after-market jumps seats, and the very scary new wheelchair restraint system.

I think it would be appropriate that a small subcommittee go and check out, touch and feel any new vehicle purchases. More specifically I would like to ask the Access Services staff to contact us whenever and soon as a vehicle be considered.

Michael Anthony Arrigo asked if Shawn's report needs to be agendaized in order to form a subcommittee. Mr. Solomon responded that currently there is not a vehicle to look at but as soon as one is available, a subcommittee will be form.

Kurt Baldwin said that CAC being involved in the consideration of what type of vehicle is going to be considered is important regardless of whether or not there is a vehicle available and that this issue should be agendaized so that CAC can make a recommendation that staff should consult CAC in their consideration of the new purchase.

A few CAC members volunteered to be part on the proposed subcommittee.

Donna Pomerantz suggested that the committee make sure it is not a silent, quiet, hybrid vehicle because they cause a problem to the visually impaired community.

Ken Metz said he would like to volunteer to be on the committee.

BOARD OF DIRECTORS

Matthew Avancena gave the Board meeting report:

- The City of Claremont was approved as the newest member agency of Access Services.
- The Board approved a contract with Insight Strategies.
- The Board took action to consign the contract of the West central services contract to California Transit and the Antelope Valley contract to Tech Trans Inc.
- The Board approved the Access Services Identity program.

Gary Jansen asked for clarification to the City of Claremont being the new member agency. Mathew Avancena responded that Access Services is composed of member agencies that provide services on behalf of the fixed route operators and that currently there are 45, which made the City of Claremont the 46th member agency of Access Services.

Kurt Baldwin asked why the reconsignment of the two contracts. Mr. Avancena responded that they had a change in ownership.

METRO OFFICE OF INSPECTOR GENERAL AUDIT RECOMMENDATIONS UPDATE

No questions were raised on the report, which is a standing monthly update.

OPERATIONS MONITORING CENTER (OMC) REPORT – January 2009

No questions were raised on the report, which is a standing monthly update.

COMPLAINTS REPORT – January 2009

No questions were raised on the report, which is a standing monthly update.

6. SUBCOMMITTEE REPORTS

New Outreach

Michael Williams reported on the New Outreach subcommittee and asked Matthew Avancena to read the letter the subcommittee put together.

Service Animal

Kent Metz gave the service animal report.

Abby Vincent commented on unresolved issues that the subcommittee is still trying to address and on capacity issues with service animals onboard vehicles.

Pamela Hill-Metz shared her recent visit experience to the Transportation Professionals Advisory Committee (TPAC) meeting in which the service animal mat topic was discussed.

Donna Pomerantz commented on the service animal subcommittee reporting process to CAC and the Board of Directors and that to her recollection, TPAC was never to be in the process of reporting to the Board on behalf of the service animal subcommittee.

Jan Johnson talked about the importance of drivers knowing what to do with the service animal mats because she saw a driver flipped the mat upside down and had she not noticed it, the dog would have lay down on the wrong side of the mat.

Shawn Solomon asked that staff find the action by the Board where it was decided to send the floor mat issue to TPAC for discussion.

Penalties and Incentives

No report was provided.

7. Policy-Return Trip Booking and calling OMC for Rescue Ride

Evie Palicz gave a presentation on a proposed policy pertaining to riders that do not book return trips and call OMC for a rescue ride. Ms. Palicz added that the proposed policy was reviewed and discussed at the QSS meeting, and QSS made recommendations and modifications for changes to the proposed policy and voted to accept the proposed policy and present it to CAC for further discussion and review.

Abby Vincent said that she is a member of QSS and in fact QSS discussed the proposed policy change and that the no strand policy was never meant to apply where the rider did not make a reservation. Ms Vincent added that if a rider makes a reservation and something happens beyond the rider's control, then OMC can assist to help the rider get home, which is why QSS recommended a stronger discipline policy than what staff recommended.

Ada Johnson made a comment and said that she was no showed 5 times in less than a month and that she did not know that she needed to cancel a trip 2 hours before the due time.

Motion: To accept the policy and procedures recommended by QSS and dictated to CAC, a system that is parallel to the no-show policy.

After further discussions, the motion was withdrawn and Shelly Verrinder said that staff will come back to CAC with more specific numbers that show how the policy is being misused

8. Fare Increase/Service Change

Item 8 was deferred for lack of time.

9. North County Service

Item 9 was deferred for lack of time.

10. Member Communication

Member communication was deferred until the next CAC meeting.

11. New Business Raised Subsequent to Posting of the agenda

There was no New Business Raised.

12. Adjournment

Mr. Solomon adjourned the meeting at 3:03 p.m.

REPORTS

BOARD MEETING UPDATE

The March Board meeting was canceled.

STAFF REPORT

STATUS REPORT ON THE IMPLEMENTATION OF THE AUDIT RECOMMENDATIONS

Recommendation 1 – CLOSED in July 2008

ASI should reassess its recertification policy and consider a) periodically reviewing its criteria for determining individuals that are allowed to renew without in-person reevaluations, b) increasing the recertification period on a case-by-case basis, and c) adopting a tiered approach for recertifying riders. The tiered eligibility determination approach should include an option to recertify a rider without the need for a face-to-face interview or functional test.

Apr - 08	A modification to the recertification policy to allow for a tiered approach to eligibility without the need for an in person interview or functional test requires a change in the adopted Paratransit Plan Update. The proposed revision will be presented to the Transportation Professionals Advisory Committee (TPAC) on April 10, 2008 and the Quality Services Subcommittee (QSS) on April 17, 2008. A public hearing has been scheduled for April 22, 2008. The Community Advisory Committee (CAC) will discuss the revision at their May 13, 2008 meeting and member agencies will provide their input via electronic mail during the month of May. The final approval for the revision will be placed on the May 19, 2008 Board of Directors Agenda. Assuming Board approval, the revision will be implemented on July 1, 2008.
May - 08	Staff prepared a recommendation for the Board to approve an updated to the Coordinated ADA Paratransit Plan specifying changes to the recertification process, which address Recommendation 1. If approved, the changes will be effective July 1, 2008.
June - 08	At the regular ASI Board of Directors meeting on May 19, 2008, the Board of Directors approved Agenda Item 10 - REVISION OF PARATRANSIT PLAN UPDATE which modified the recertification process to include a tiered approach versus a mandatory in person evaluation. The updated Plan will be mailed to FTA in June 2008.
July –	The revised recertification process has been implemented. This item is now

08	considered to be closed.
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Recommendation 2 – CLOSED in September 2008

ASI should a) review the narrative comments included on the Eligibility Survey and initiate any appropriate actions or changes, b) consider client comments/concerns when making any future changes or improvements to the eligibility evaluation process or the evaluation facility, and c) evaluate whether ASI can offer more evaluation locations through the use of mobile evaluation units.

Apr - 08	All of the narrative comments from the surveys have been organized into categories of service. ASI staff is in the process of reviewing the comments to identify areas of concern. The narrative comments will be presented at the May 2008 QSS meeting. Any potential recommendations will be forwarded to the CAC and TPAC prior to being presented to the Board of Directors for approval.
May - 08	Narrative comments from the eligibility survey were placed on the May QSS meeting agenda.
June - 08	QSS reviewed the narrative comments at the May QSS meeting and the top concerns raised in the survey will be used as a blueprint for discussion at future meetings.
July - 08	QSS will review the narrative comments from the eligibility survey in August 2008 and include them in the prioritization discussion topics established in July 2008. Any recommendations will be presented to the CAC as appropriate.
Aug - 08	The narrative comments on eligibility were presented to QSS at the August 2008 meeting. Due to a full agenda the committee tabled the item until the September 2008 meeting.
Sept - 08	In September 2008, the QSS prioritized the narrative comments from the eligibility survey and added these comments to their current list of comments from the rider survey to be discussed at future meetings. Any recommendations will be presented to the CAC as appropriate.

Recommendation 3

ASI should evaluate the process for informing individuals who complete the eligibility evaluations of their right to appeal and the process on how to make an appeal.

Apr - 08	ASI will re-evaluate the eligibility determination packet with the help of TPAC and CAC to ensure that appeal information is presented in a manner most likely to be understood by applicants. Staff is anticipating a new brochure to be available in July of 2008.
May - 08	ASI will work with communications professionals and small focus groups to re-evaluate the eligibility determination packet. This will be implemented in July 2008.
Jun - 08	No update to report.
July - 08	On July 17, 2008, the QSS reviewed recommended changes to the eligibility fact sheets. New information sheets detailing the eligibility and appeal process are being formatted by Metro Design Center and will be available in September 2008. Per ASI Policy, alternative accessible formats will be available upon request.
Aug - 08	The formatted fact sheets are expected to be ready for distribution in the near future.
Feb -09	The Board of Directors approved a new identity program for Access Paratransit at their February 2009 meeting. Metro Design Center will begin work on finalizing these new information sheets. The new sheets are expected to be distributed in April 2009.

Recommendation 4 – CLOSED in July 2008

ASI should continue to critically evaluate its eligibility determination policies, general approach, and specific processes to ensure that reasonable eligibility determinations are being made, that the impact on and inconvenience for those seeking eligibility is reasonable, and that the total costs of the eligibility determination process are consistent with the value of the process.

Apr - 08	ASI will continue to evaluate the eligibility processes and policies used in Los Angeles County. ASI will continue to monitor the best practices used in the industry by participating in various forums and seeking out documents and reports published by organizations such as, but not limited to, Easter Seals Project Action, Transportation Research Board Synthesis Studies, National Transit Institute, as well as from advocacy groups like the Disability Rights Education and Defense Fund. In addition, on a local level the eligibility contractor, under the new contract, will form a Community Council as an advisory group to provide feedback. ASI will be a part of that Council. This Council will begin in July 2008.
May - 08	No update to report.
Jun - 08	CARE held its first Customer Care Committee on Thursday June 29, 2008. The group had seven riders attend and discuss their experience with the evaluation process. CARE will use those comments to train staff and modify customer service procedures. The Committee will be meeting once a month.
July - 08	With the implementation of the revised recertification process and the opening of the new eligibility evaluation center in July, this item is now considered closed.

Recommendation 5 – CLOSED in August 2008

ASI should review the narrative comments on the Rider Survey and initiate any appropriate actions or changes.

Apr - 08	All of the narrative comments from the surveys have been organized into categories of service. For instance, comments regarding the order taking process have all been grouped together. ASI staff is in the process of reviewing the comments to identify areas of concern. The narrative comments will be presented at the May 2008 meetings of the transportation service providers and the QSS. Any potential recommendations will be forwarded to the CAC and TPAC prior to being presented to the Board of Directors for approval.
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May - 08	Narrative comments from the rider survey were placed on the May QSS meeting agenda, and the May Provider meeting agenda.
Jun - 08	In May 2008, the QSS and Provider groups reviewed the narrative comments from the Rider Survey. Each group agreed that the top concerns would be discussed at future meetings to determine how to improve the service.
July - 08	On July 17, 2008 QSS prioritized the narrative comments from the rider survey into four groups with subtopics to be discussed at future meetings beginning in August 2008. Any recommendations will be presented to the CAC as appropriate.
Aug -08	At the August 2008 QSS meeting, the committee began discussion on one of the four groups of comments. The committee has agreed to have the narrative comments as a standing item on their agenda until all of the groups have been discussed and the appropriate action taken. This item is now considered closed.

Recommendation 6

ASI should evaluate whether the service providers are using the most efficient methodology for scheduling vehicles and drivers and whether there are opportunities to shift resources from low demand to peak demand periods.

Apr - 08	Prior to the audit in January 2006, ASI retained the services of the IBI Group to perform a Needs Analysis on ASI's Access Paratransit service. The recommendations from the analysis were presented to the Access Services Board of Directors in March 2007. One of the principal recommendations was the design and implementation of a centralized reservation/scheduling software to be used by all of ASI providers. The Board approved the award for that reservation/scheduling software in November 2007. The first phase of the implementation of this recommendation is scheduled to begin in August 2008. The implementation of the first service region, with phase--in to other regions as contracts renew, is scheduled for fall of 2008.
May - 08	The centralized reservation/scheduling software will be implemented within the first service region in September 2008 and will be phased in by region as contracts are renewed. Staff is anticipating system wide implementation will

	be completed in 2010.
Jun - 08	A notice to proceed was issued to the software contractor on June 9, 2008 and a kick off meeting was held with Global Paratransit.
July - 08	The project team has begun the implementation period for the software installation in the Southern Region. As the system is implemented relevant ride statistics such as travel times, will be reported monthly in the Operations Report contained in the Board Box.
Aug - 08	No status update to report.
Feb - 09	Due to beta testing and related infrastructure issues the implementation of the new software has taken longer than expected. The first phase of implementation will begin in the Southern Region in Spring 2009.

Recommendation 7 – CLOSED in July 2008

ASI should reinforce to contractor call takers the goal of providing courteous and helpful service to clients. In this regard, ASI should provide call takers with a written document that reinforces the policies and rules of conduct and service to paratransit customers, and ASI's commitment to quality service.

Apr - 08	A draft of an Order Taker Code of Conduct is scheduled to be presented to the Transportation Service Providers at their meeting in May of 2008. Staff anticipates distribution of an Order Taker Code of Conduct in June of 2008.
May - 08	A draft of the Order Taker Code of Conduct was placed on the May Provider Meeting Agenda.
Jun - 08	The Order Taker Code of Conduct was reviewed at the Provider meeting in May. The Contractors will begin distribution and the document will be posted on the ASI website by June 23, 2008.
July - 08	The Order Taker Code of Conduct has been distributed and can be viewed on the ASI website. This item is now considered closed.

Recommendation 8

ASI should evaluate the scheduling system to minimize or eliminate circuitous routing of share rides and to ensure that the routing/dispatching methodology

minimizes wait times and trip times.

See Recommendation 6 above.

Recommendation 9 – CLOSED in July 2008

ASI should reinforce to contractor staff ASI’s policy on call-outs, and the importance of making all call outs that are requested.

Apr - 08	<p>ASI is in the process of redesigning new employee training tests for drivers, call takers, and dispatchers. Questions regarding call out procedures will be included in these tests. The driver, call taker, or dispatcher will be required to pass this test with a score of 90% or greater before they are allowed to work on the ASI contract. This test will be completed no later than July 2008.</p> <p>ASI Road Supervisors and Dispatch Coordinators monitor compliance with currently required continuous training for each contractor. The call-out procedures are a part of that training. Immediately, ASI will instruct the service providers to include this topic in the next rotation of training beginning in May 2008.</p>
May - 08	<p>Service providers were instructed to include “call out procedures” in the rotation of training beginning in May 2008.</p>
Jun - 08	<p>Providers are in the process of updating the tests and training materials.</p>
July - 08	<p>All materials have been updated and the new materials have been implemented. A copy of the revised test is available upon request. This item is now considered closed.</p>

Recommendation 10 – CLOSED in May 2008

ASI should reinforce to service provider contractors ASI’s goal of providing courteous and quality service to clients. In this regard, ASI should provide contractor drivers and call takers with a written document, which reinforces the policies and rules of conduct and service to paratransit customers, and ASI’s commitment to quality service.

Apr - 08	<p>The Driver Code of Conduct will be distributed to all certified drivers by May</p>
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	1, 2008. The Order Taker Code of Conduct is scheduled for distribution in June 2008.
May - 08	Driver Code of Conduct was delivered to contractors on May 1, for distribution to drivers; it can be viewed at www.asila.org . This item is now considered closed.

Recommendation 11

ASI should reinforce to paratransit applicants and riders that the primary purpose of using Access Paratransit Services is that the individual is unable to use the regular bus and rail service.

Apr - 08	ASI will work with TPAC and CAC to ensure that information on eligibility is consistent with the recommendation and presented in a manner most likely to be understood by applicants. Staff is anticipating new brochures to be available in July of 2008.
May - 08	Staff is anticipating new brochures to be available in July of 2008.
Jun - 08	No update to report.
July - 08	In addition to the information sheets discussed in Recommendation 3, the new eligibility center's transit theme and presentation should reinforce the connection between Access Paratransit and regular bus and rail service.
Aug - 08	See item 3 above.

Recommendation 12 – CLOSED in April 2008

ASI should:

- a) **Develop a written manual or procedures for processing and inputting complaints, and ensure that the list of complaint type codes and definitions are kept up-to-date.**
- b) **Institute a formal training program for the employees who handle**

complaints, for both new employees and periodic refresher training for current employees.

- c) Record all complaints relevant to the eligibility determination process so that any underlying problems can be trended and solved.**
- d) Conduct a periodic trend analysis of complaints to identify problem areas to improve customer service.**
- e) Develop a specific process to mark closed complaints, and incorporate this process into the policy and the staff training materials.**
- f) Re-evaluate the complaint types used in the performance measure of Complaints per 1,000 Trips.**
- g) Assure that no sequential complaint numbers are deleted from the database.**
 - a) The Complaints and Customer Service departments have developed a procedures manual with input from the Complaints Process Modification Subcommittee of the CAC. The manual was completed in April 2008. This item is considered closed.
 - b) As of January 12, 2008, formal training now includes Customer Service workshops, as well as follow up and refresher trainings, one-on-one review with all Customer Support Supervisors and management, side-by-side training, and review of completed procedures manual. The Complaint Specialists now attend regular monthly meetings to address any observations and/or needed training refreshers to ensure that procedures remain standardized. New staff members are now required to train with both Customer Service and Complaints and are provided a copy of the procedural manual. This item is considered closed.
 - c) As of February 25, 2008, all complaints related to eligibility have been entered into the complaint database as well as the relevant eligibility or appeal record. This item is considered closed.
 - d) More intense trend analysis of complaints has been in place since January 29, 2008. New complaint procedures have freed up additional time so that staff can dedicate more of their resources to the analysis of information. This item is considered closed.
 - e) The procedures manual has been completed. See item (a) above. This item is considered closed.
 - f) Additional complaint categories have been added to the service complaints per 1,000: Animal, Booking, Conduct, Discourtesy, Routing, Service, Travel time, Urgent and Vehicle. These additional categories will be reflected in the April 2008 operations report to the Board of Directors.

- g) Sequential complaint numbers were deleted by ASI's Information Technology department in order to avoid combining real complaints with system tests. All complaints that are either duplicated or entered incorrectly are voided out but remain recorded in the database. To ensure that there are no duplications of complaint numbers, and as a security measure, as of January 29, 2008, the current system and Rider 360 does not recycle unused complaint numbers or complaints used for system testing. This item is considered closed.

Recommendation 13 – CLOSED in July 2008

To improve its management and oversight of paratransit service providers, we recommend that ASI a) require all paratransit service providers to perform driver performance evaluations annually and maintain the evaluations in the driver personnel file for periodic ASI review, and b) develop a standard driver code of conduct and require each driver to sign and agree to such conduct.

Apr - 08	<p>a) ASI required an annual driver performance evaluation to be maintained in the driver training record in the most recent transportation service provider scope of work. Staff is in the process of negotiating with our existing contractors in order to implement the recommended change system wide effective July 1, 2008.</p> <p>b) See recommendation 10 response.</p>
May - 08	<p>a) ongoing</p> <p>b) Driver Code of Conduct was delivered to contractors on May 1, for distribution to drivers; it can be viewed at www.asila.org. This item is now considered closed.</p>
Jun - 08	No update to report.
July - 08	All contractors have agreed to implement an annual driver performance evaluation beginning in July of 2008. This item is now considered closed.

Recommendation 14 – CLOSED in April 2008

ASI management should increase its monitoring of average daily phone hold times to ensure compliance with the contractual performance requirement. Increased monitoring should identify the reasons why there are certain instances when daily phone hold times per hour exceed 4 minutes.

The audit recommendations were based upon operating statistics from fiscal year 2007. Average initial hold times after the audit period had dropped considerably and have been less than 1 minute for the last year. This recommendation is considered closed.

Recommendation 15 – CLOSED in April 2008

ASI should consider requesting that back-up providers submit their invoices semi-monthly to be consistent with other paratransit providers. ASI then will be able to concurrently review invoices and supporting documentation from both paratransit providers and back-up providers to determine if payments due are for actual services.

ASI has requested that back up providers submit invoices semi-monthly. The majority cannot comply with the request. This recommendation is considered closed.

Recommendation 16 – CLOSED in April 2008

We recommend that the Accounting Manual, General Accounting Desk Manuals, and other accounting policies and procedures be approved by ASI Senior Management. In addition, the effective dates of the Accounting Manual, General Accounting Desk Manuals, and other accounting policies and procedures should be properly determined. Furthermore, the pages of these accounting documents should be properly numbered and cross-referenced. For accounting procedures that are still in handwritten editing mode, ASI should finalize the procedures as soon as possible.

Updated Accounting Manual and General Accounting Desk Manuals have been approved by ASI Senior Management. Each Manual includes an effective date and is properly numbered and cross referenced. Copies of these manuals are available upon request. This recommendation is considered closed.

Date:	April 14, 2009
To:	Community Advisory Committee (CAC)
From:	R. P. Martindale-Essington, Community Relations Analyst
Re:	Update on QSS Activity on OIG Narrative Survey Comments

ISSUE:

In 2008, the Quality Service Subcommittee (QSS) was given the task of reviewing rider narrative comments within the Metro Office of Inspector-General (OIG) Audit of Access Services. This process was completed in February of 2009. This process was brought to the QSS because of its unique make-up of ASI staff, riders, and service providers as equal members.

BACKGROUND:

A chronological synopsis is presented here to members of the CAC showing the major highlights involved in this process.

RECOMMENDATION:

Receive and review the following document. Should you have any questions about the process or other details not included in the document, contact R. P. Martindale-Essington at: 213-270-6000 or by E-mail at: martindale-essington@asila.org.

SYNOPSIS OF EVENTS

May 08: The QSS is presented with a breakout of the Rider Narrative from the Metro Office of Inspector-General (OIG). The QSS is asked to review riders' comments and if necessary, discuss and proposed changes to related policies and procedures. Rider comments are divided into several topics including: Timeliness, Making Reservation, Drivers, and Vehicles.

Jul 08: The QSS prioritizes the list of items in the Rider Survey and establish the agenda topics guiding its work for the next year. Two motions are passed. The first

motion prioritizes the list in the following order: (1) TIMELINESS (client pick-ups and Call Outs); (2) TIMELINESS (shared rides and trips); (3) MAKING RESERVATIONS (call takers and reservations); and (4) DRIVERS AND VEHICLES. The second motion permits the QSS to look at the list of individual comments and prioritize these for discussion at the time of each meeting. The QSS also reviews preliminary concepts on new Eligibility and Appeals brochures. The Office of Metro Design is to assist in designing new brochures and the QSS is asked to comment on which points should be emphasized. Additional comments are to be sent to ASI staff before concepts are forwarded to Metro.

Aug 08: The QSS address narrative comments in the survey on timeliness. According to the narrative comments, there is a problem with Access Paratransit being on time. In discussing the topic, members asked if it is possible to get a breakout of the reasons why trips are late? Having some of the reasons available could help in finding a solution to the problem. It was decided by consensus that the current 91% On-Time policy requires no present changes. Discussion continues on Call Outs and Rider Notification. The QSS decides by consensus to leave the Call Out/Rider Notification policy as is.

Sep 08: The QSS discusses comments in the Eligibility Survey. Comments cover CARE Evaluators, appeals, transportation, etc. Some of the comments are no longer applicable since changes to the evaluation facility had occurred during the past nine months. The QSS agrees to look over such comments and prioritize them by importance, sending any of its recommendations or comments to the CAC for further action. It then continues work on the Rider survey comments. Topic discussion focuses on Client Pick-Ups. A motion is passed which places this particular topic at the back of the list of other topics so ASI staff can prepare a report showing what actions have been already taken on the matter of No-Shows. It is also proposed that through its Project Administrators, ASI will speak to Dispatch Coordinators and Dispatch Supervisors about QSS concerns impacting No-Shows. The QSS accepts the proposal without opposition.

Oct 08: The QSS agrees to combine both narratives found in the Rider and Eligibility Surveys to better address all of the remaining topics as one document.

Jan 09: The QSS continues work on the now combined Eligibility/Rider survey comments. Since Eligibility-related comments are still being compiled into policy or service categories, the Rider comments are addressed. These include: Reduction of the

20-Minute On-Time Window, Driver Reporting False Rider No-Shows, Increasing the Five-Minute Wait Time, Better Driver Identification At Location Pick-Ups, Call-Outs Not Being Made, Earlier Call-Outs, Call-Out Upon Arrival and Further Steps If Rider Is Not Outside. The QSS votes to accept the current 20-Minute Window Policy as practiced by Access Paratransit without any additional recommendations. After much discussion, the following statement is adopted by the QSS: "The QSS finds that this continues to be a significant service issue and therefore, the QSS supports ASI's zero tolerance policy with regards to false No-Shows and their continued investigation of No-Shows for errors or falsification." The QSS elects to remain with the current Access Paratransit 5-minute wait policy but it requests that further analysis be brought to either it or the CAC regarding trends discovered in the No-Show process. The QSS supports ASI's efforts in having drivers do a better job at identifying themselves. The QSS upholds ASI's existing policies on Call-Outs. However, the QSS notes that there are two types of Call-Outs: an automated one and a provider one prior to a vehicle being allowed to leave. The QSS affirms the policy but asks ASI to continue monitoring the situation.

Feb 09: The QSS reviews the survey comments on Eligibility. The six categories include: (1) Evaluation Testing; (2) Appeals; (3) Evaluators; (4) Facilities; (5) Trip to and from the Evaluation Center; and (6) Positive Comments. The QSS comes up with three recommendations pertaining to the survey comments. It accepts all of the current practices implemented by ASI involving the eligibility process with the understanding that ASI staff will continue to address the following: (1) revision of the letter explaining the Appeals process; (2) completion of a easily understood brochure about the eligibility process; and (3) mandate that all contractors have adequate parking at their facilities, and have staff that have interpersonal and not just theoretical sensitivity to persons with disabilities.

Date:	April 14, 2009
To:	Community Advisory Committee (CAC)
From:	Sean Frye, Director of Customer Support Services
Re:	Operations Monitoring Center (OMC) Report – February 2009

February 2009

A total of **6,718** calls were logged by OMC for the month of February. Exactly **2,053** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,733** were reconciled on the First ETA call to OMC, which could mean: a) an ETA was given, b) a Next Available trip was booked, c) Backup Response was dispatched, or d) the call was otherwise terminated. The OMC dispatched a total of **349** Backup Response vehicles in February. Exactly **236** of these trips were performed by Overflow Service and **113** were performed by Non-Certified Providers. February’s average Length of Time (LOT) between initial call to OMC and their pickup by a Backup Response vehicle was approximately **55** minutes; February’s longest single LOT was approximately **5** hours and **55** minutes.*

**This Rider contacted the OMC from home at 1:41 p.m. to inquire about his 12:20 p.m. pickup. The OMC agent was told by the Provider that the Driver was not able to locate the Rider and that the next available vehicle would be in two hours. The Rider uses a power mobility device and unfortunately both OMC overflow drivers were servicing other trips. The Rider chose to book the Provider’s next available vehicle. The Rider contacted the OMC a second time at 17:36 to inquire about the rebooked trip. It was discovered by the OMC that the pickup address was booked incorrectly by the Provider’s reservationist. The Provider offered another two-hour next available trip, which was declined. An OMC Overflow vehicle was dispatched for the Rider immediately.*

	January 2009	February 2009
Total OMC Calls	7,252	6,718
Total Late Trip Calls	2,070	2,053

Late Trips Reconciled on 1st ETA	1,757	1,733
Total Backup Trips Dispatched	338	349
<i>Subtotal Overflow Backup*</i>	246	236
<i>Subtotal Uncertified Provider Backup*</i>	92	113
Average LOT (call to pickup)	55.0 minutes	55.0 minutes
Longest LOT (call to pickup)	3 hours, 45 minutes	5 hours, 55 minutes

**Data Not in ASI Operations Report*

Date:	April 14, 2009
To:	Community Advisory Committee (CAC)
From:	Susanna Cadenas, Customer Care Coordinator
Re:	Complaints Report – February 2009

Total Complaints for February 2009	867
Complaints Under Investigation for February:	94
Total:	491
Total Complaints that still require a Written response	66
Complaints Over 2 Weeks and investigation open or reopened	325
Complaints over 2 weeks where rider has not been given a status call	0

Complaint Response Preference		
	Feb '09	FY
Post Card	680	7006
Phone	33	252
Written	90	1133

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI-WC
ADA	2	0	0	1	0	1	0	0	0
Animal	2	0	0	1	0	0	0	0	1
ASI	0	0	0	0	0	0	0	0	0
Booking	98	0	0	37	8	34	2	1	16
Cancel	4	0	0	1	0	1	0	0	2
Conduct	33	2	0	14	1	10	1	0	5
Denied	0	0	0	0	0	0	0	0	0
Discourt	122	8	0	39	18	40	1	0	16
Fare	1	0	0	1	0	0	0	0	0
Late1	24	2	0	10	3	5	1	0	3
Late2	33	0	0	14	9	7	1	0	2

Late3	23	0	0	9	6	5	1	0	2
Late4	183	0	0	67	17	45	11	0	43
Routing	24	0	0	14	3	6	0	0	1
Service	162	2	0	62	12	56	1	0	29
TravelTime	66	0	0	27	10	13	1	0	15
Urgent	19	0	1	6	4	7	0	0	1
Vehicle	12	0	0	7	1	4	0	0	0
Total	808	14	1	310	92	234	20	1	136

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI- WC
Cert	0	0	0	0	0	0	0	0	0
Incident	2	0	0	0	0	0	0	0	2
Lost/Found	1	0	0	0	1	0	0	0	0
Phone	2	0	0	1	0	0	1	0	0
Policy	27	2	0	13	3	5	0	0	4
Suggestion	27	21	0	1	1	0	1	0	3
Total	59	23	0	15	5	5	2	0	9

No Shows	658	2	0	228	103	178	17	2	128
LSOX	197	0	0	46	77	32	0	2	40

Commendations	117	7	1	9	48	29	1	0	22
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SUBCOMMITTEE REPORTS

New Outreach

April 14, 2009

The Honorable:

Barbara Boxer, United States Senator
C/O: United States Senate
112 Hart Senate Office Building
Washington, D.C. 20510

SUBJECT: Access Services' Budget Shortfall Crisis

Dear Senator Boxer:

Like many Americans who struggle with record-breaking home foreclosure rates, rising unemployment, soaring energy prices, continuing bank failures and growing global instability, Access Services Incorporated (ASI), an agency which provides American's with Disabilities Act (ADA) Para-Transit Service throughout Los Angeles County, is facing a projected \$161,805.00 budget shortfall and, an uncertain financial future. Driven by increased ridership, higher vehicle maintenance costs, and an unprecedented economic recession, ASI Executive Board of Director's has directed staff to prepare fare increase proposals which, if enacted, would raise the current one-way fare from \$1.80 to \$2.30 effective July 1, 2009. Staff was also authorized to explore service changes and possible staffing reductions; impacting Client Call-Out's, Standing Order Reservations, Transfer-Free Services within the Greater Los Angeles Basin and elimination of this agency's Toll-Free Telephone Lines. These are critical services, staffed by specially-trained, Operations Monitoring Center personnel, who are also essential to the continued success of Access Services' daily operation but, are not required under ADA regulations.

President Obama has announced active U.S. Troop involvement in Iraq will end on August 31,

2010. With the prospect of thousands of wounded Iraq war heroes returning to Southern California, Para-Transit agencies like Access Services must begin preparations to accommodate those in need. That mission, along with this agency's ongoing commitment to provide quality Para-transit travel assistance to a growing number of existing ASI clients, cannot be achieved without increased financial support from Federal, State and Local sources.

As you embark upon another term as a proud Democratic Representative of the great State of California, you should know that ASI has held the line on substantial fare increases since it was founded 14 years ago. In fact, for many with disabilities, Access Services represents their only viable public transportation resource; allowing them personal independence and the ability to attend to healthcare, shopping and other life-sustaining necessities without shifting such responsibilities onto the shoulders of loved ones or strangers. This therefore, is an invaluable and specialized transportation resource that addresses the needs of disabled individuals who, live on fixed-incomes and cannot be lost.

We, the proud appointee's of the Access Services Community Advisory Committee, request your assistance in securing a fair and reasonable portion of "The Economic Recovery Act" allotment for Los Angeles County. While our members and, ASI clients accept the reality of an eventual fare increase, we also understand that alone may not be enough to preserve and protect our vitally-important transit system. And, we respectfully ask that you champion our efforts by encouraging Federal, State and Local support of this Additional Funding Request. A "Supplementary Information Packet" accompanies this appeal and, is provided for your review.

Sincerely;

Shawn Solomon, Chairperson
Access Services Community Advisory Committee

Mnw

Enclosures: 1

Access Services Para-Transit, Incorporated

Community Advisory Committee Members:

(Appointee's)

Gloria Broderick, Vice-Chairperson
Access Services Community Advisory Committee

Michael N. Williams, Member
Access Services Community Advisory Committee

Tommy Johnson Sr., Member
Access Services Community Advisory Committee

Veronica Martinez, Member
Access Services Community Advisory Committee

Gay Parrish, Member
Access Services Community Advisory Committee

Terri Lantz, Member
Access Services Community Advisory Committee

Isa-Kae Meksin, Member
Access Services Community Advisory Committee

Michael Anthony Arrigo, Member
Access Services Community Advisory Committee

Ted Anderson, Member
Access Services Community Advisory Committee

Kurt Baldwin, Member
Access Services Community Advisory Committee

Michael Conrad, Member
Access Services Community Advisory Committee

Tina Foafoa, Member
Access Services Community Advisory Committee

James Hogan, Member
Access Services Community Advisory Committee

Gary Jansen, Member
Access Services Community Advisory Committee

Hellen Johnson, Member

Ray Louis McKeever, Member

Access Services Community Advisory Committee

Ken Schwartz, Member

Access Services Community Advisory Committee

James Harris, Member

Access Services Community Advisory Committee

Access Services Community Advisory Committee

Adinah Solomon, Member

Access Services Community Advisory Committee

Frances Kitrell, Member

Access Services Community Advisory Committee

access Services, Incorporated

Supplementary Information Packet

Contents:

- 1) Access Services Para-Transit, Incorporated **Fare Structure Proposals**
- 2) Access Services Para-Transit, Incorporated **Fiscal Year-2010 Budget Proposal Breakdown**

- Implementation of the Proposed ASI Fare Structure(s) and, Executive Board approval of the currently proposed FY-2010 Budget would negatively impact and impair this agency's ability to provide ADA-recognized Para-transit assistant services to clients who reside within the Los Angeles Basin, Antelope Valley and Santa Clarita areas. Some of the information contained herein, is "CONFIDENTIAL" and, is subject to change. - All material(s) used by permission.



Prepared under the direction and participation of

Access Para-Transit, Services Inc.
Community Advisory Committee

Funding Article Support Sub-Committee:

Michael N. Williams, Chairperson

Terri Lantz, Member

Veronica Martinez, Member

Access Services Para-Transit, Incorporated

Proposed Fare Structure

Greater Los Angeles Basin

(Effective July 1, 2008)

002010

Distance: (Calculated in Miles)	July 1, 2009 (Fiscal Year-2010)	July 1, 2010 (Fiscal Year-2011)	July 1, 2011 (Fiscal Year-2012)
0 - 20 Miles	\$2.30	\$2.40	\$2.50
20 Miles - Or Greater	\$3.00	\$3.20	\$3.40

Access Services Para-Transit, Incorporated

Proposed Fare Structure

North County

(Effective July 1, 2008)

North County	Local Fare:	Transfer Fare:
Antelope Valley	\$2.00	\$7.00
Santa Clarita	\$2.00	\$6.00
Between Santa Clarita & Antelope Valley		

Access Services Para-Transit, Incorporated

Proposed Fiscal Year-2010 Budget Breakdown

(Calculations based upon numerous fiscal factors and are subject to change)

EXPENSES:

Non-Capitol expenses	-	\$92,400.537.00
Capitol expenses	-	7,750,000.00
Total expenses	-	\$100,150,537.00

REVENUES:

Fare	-	\$4,686,612.00	<i>(Assumes approval of proposed fare increase)</i>
Section 5310 FTA	-	54,400,000.00	
Proposition "C"	-	39,045,000.00	
Other	-	1,867,120.00	<i>(Includes grants, vehicle sales, Section 5310 Caltrans & Misc.)</i>
Total Revenues	-	\$99,998,732.00	

PROJECT SHORTFALL:

Calculated Amount	-	\$161,805.00	<i>(Requires resolution before submission for funding review)</i>
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Service Animal

No Report was provided.

Incentives and penalties subcommittee

To: Community Advisory Committee

From: Shawn Solomon, Chairperson of the Incentives
and Penalties Subcommittee

Subject: Report of the Subcommittee to the CAC

March 20, 2009 there was a Share Ride Time subcommittee meeting with the following attendees: ASI staff, Matthew Avancena, Steve Chang, and Luis Garcia. From the Advisory Committee, there was Shawn Solomon, Terri Lantz, and Gloria Broderick.

Nader Raydan of MV Transportation was the representative of the service providers.

I wanted to provide a meeting summary memo because there was significant information that was shared leading to a better understanding of the problem from the rider and provider point of view.

Let us review the history of the subcommittee and why it was created. More than a year ago the mayor of Los Angeles at a Metro Board of Directors meeting was very upset by the quality of the service provided by Access Services. The Metro Board commissions the Office of Inspector General (OIG) to conduct a survey of users and riders of this system to establish why it was so bad. Many small problems were identified by the OIG but Share Ride Time is still with us.

One performance standard which all agree is the maximum ride time for any ride shall not be any longer than it would take, per the online Metro planner. Per the Board Box, 88 % of all rides are shorter than a Metro ride, leaving us with the troublesome rides which are longer than Metro at 12%.

After several lengthy and detailed discussions there are no tools to insert rides into the manifest for rides canceled that day. This process is left to be performed by the dispatcher manually. The cancellation rate of a typical day is about 40% of all rides. The revelation of this fact tells us that the reasons for so many long share rides are created during this process. Our current providers do not have the necessary software to do this live. Another possible way to improve the ride insertion process is to utilize more dispatchers. This would allow each dispatcher more time to look at some of the causes for long share rides. The negative effect of this recommendation is that it would increase the cost of operations.

There is help on the horizon for software that will cure this problem. The provider for the Southern section of Los Angeles has started the installation and testing of this new software. Unfortunately the planned time to complete this task for all providers is about two years.

The subcommittee will continue to work on the incentives and penalties as a means to improve the service performance and reduce ride Time to a more acceptable level. The method of finance to sponsor the program could be set up like the incentives to reduce the call wait program, to improve the call -- wait time. The key to success of an incentives program is to make the incentives large enough to sponsor the additional cost of whatever you are trying to improve.

ITEM 7

Date:	April 14, 2009
To:	Community Advisory Committee (CAC)
From:	ARUN PREM, DIRECTOR OF STRATEGIC PLANNING
Re:	COMPLEMENTARY ADA PARATRANSIT PLAN UPDATE EFFECTIVE FY 2010

ISSUE:

Because of increased ridership, Access Services faces financial difficulties in current and future years. In order to ensure the agency moves forward with a balanced budget, the Board authorized staff to propose policy changes going forward. Changes to fares and service are proposed to follow up on the Board's direction to propose changes to fares and premium services in order to balance the budget.

The recommended changes require an update of L.A. County's Complementary ADA Paratransit Plan effective July 1, 2009.

RECOMMENDATION:

Staff recommends the following fare and service changes effective July 1, 2009:

Fare Change

L.A. Basin	July 1, 2009	July 1, 2010	July 1, 2011
0 - 20 Miles	\$2.30	\$2.40	\$2.50
Over 20 Miles	\$3.00	\$3.20	\$3.40

North County	Local Fare	Transfer Fare
Santa Clarita	\$2.00	\$6.00
Antelope Valley	\$2.00	\$7.00

Between Santa Clarita and Antelope Valley	n/a	\$7.00
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Service Change

An additional transfer time of 3:00 p.m. for service to/from L.A. urbanized area to Santa Clarita. This will increase the number of transfers to four – 7:30 a.m.; 12:30 p.m.; 3:00 p.m. (proposed); 5:30 p.m.

IMPACT ON BUDGET:

Staff believes the budget deficits projected through year 2014 can be resolved by implementing the proposed fare increase. Additional cost saving measures such as a hiring and salary freeze, and elimination of overtime are already in place.

The additional transfer at Olive View for trips to/from Santa Clarita is expected to be cost neutral.

BACKGROUND:

It is anticipated that budget shortfalls will total \$4 million in FY 2010 and close to \$9 million in FY 2011.

In order to help balance the agency’s budget while maintaining a commitment to quality service, the Access Services Board of Directors authorized staff to begin exploring changes to services and fares, including “premium services”. (Premium services include call outs, standing order reservations, toll-free reservation phone lines, the Operations Monitoring Center (OMC), transfer free service in the LA basin, travel training, free fares, and many others.) These services are provided free to riders, and are not required by law.

Access Services has held the line on fares since it was started 14 years ago. The last fare adjustment in 2002 actually decreased fares for many riders and ASI currently has some of the lowest fares of any comparable paratransit agency in the country. ASI riders currently pay less than 5 percent of the cost of their rides with the remaining 95 percent of the cost being funded by federal and local sources of transportation funding.

ASI’s current fare is \$1.80 for trips under 20 miles and \$2.70 for trips over 20 miles. In Santa Clarita, the current fare is \$2.00 for a local trip and \$5.70 for a transfer to the L.A. Basin. In the Antelope Valley, the current fare is \$1.75 for a local trip and \$6.70 for a

transfer to the L.A. Basin. For trips between Santa Clarita and Antelope Valley, the current fare is \$6.00.

Stakeholder Involvement

Staff conducted extensive outreach to stake holders on the proposed fare and service changes including direct mailing of newsletters to active riders and public hearing notices in four major newspapers. In addition, staff encouraged community input by soliciting comments via web survey, a dedicated telephone line, twelve community meetings throughout the county, and one public hearing.

Comments Received via email/mail/telephone

Of the 58 public comments received by email/mail, letter, and phone, 69% were in favor or did not object to the proposed fare changes:

<u>Format</u>			<u>Understand/ Accept Fare Increase</u>		
E-Mail	9	16%	Yes	40	69%
Phone	39	67%	No	18	31%
Letter	9	16%			
Fax	1	2%			
Total	58	100%	Total	58	100%

Of the 55 respondents who completed the online survey, 87% understood that a higher fare will need to be charged in order to keep premium services intact:

Question 1: Do you understand that in order to keep the premium services that are offered by Access Services a higher fare will need to be charged?

Yes	48	87%
No	7	13%
Total	55	100%

Question 2: Would you prefer to have a smaller fare increase and eliminate some premium services instead?

Yes	13	24%
No	41	76%
Total	54	100%

Public Hearing Input

A public hearing was held on March 18, 10 a.m. to 12:30 p.m. at the Kenneth Hahn Hall of Administration. Nineteen people attended and twelve made public comments; seven were in favor and one was against the fare increase. The remaining four speakers expressed concerns about service quality.

Community Meetings Input

During February and March 2009 twelve Community Meetings were held across L.A. County – two in each of the six service regions to ensure riders have an opportunity for input. Of the forty-four people who attended the meetings, fifteen did not object to the fare increase and five were against. The remaining attendees did not speak.

West Central Region

Plummer Park
West Hollywood
February 19 & 26

Antelope Valley Region

Palmdale Cultural Center
Palmdale
March 3 & 5

Northern Region

Van Nuys State Building
Van Nuys
February 12 & March 7

Santa Clarita Region

Santa Clarita Senior Center/Sports
Complex
February 24 & March 12

Eastern Region

Jack Crippen Community Center
El Monte
February 20 & March 10

Southern Region

Harbor Regional Center
Torrance
March 13 & 21

Access Services Proposed Fare/Service Changes

Access Services Proposed Fare/Service Changes

Background (continued)

In January 2009, Board of Directors approved a motion to solicit feedback from the community on possible changes to premium services and fares

- The fare covers less than 5% of the service cost
- Fares have not increased for many riders
- In fact, fares have decreased for many

Proposed Fare Increase – Basin

Distance	July 1, 2009 FY 2010	July 1, 2010 FY 2011	July 1, 2011 FY 2012
0 -20 miles	\$2.30	\$2.40	\$2.50
20+ miles	\$3.00	\$3.20	\$3.40

Proposed Fare and Service Change North County

North County	Local Fare	Transfer Fare
Santa Clarita	\$2.00	\$6.00
Antelope Valley	\$2.00	\$7.00
Between SC and AV		\$7.00

Additional Transfer Time for trips to/from Santa Clarita at Olive View Medical Center at 3:00 p.m.

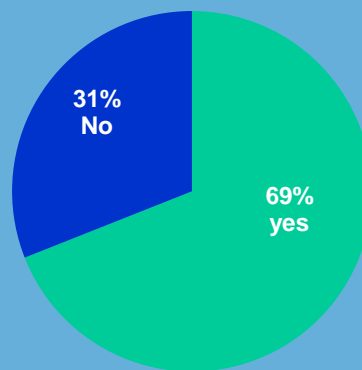
Budget Milestones

Board action on fare/service changes
in April 2009

Fare/service changes effective
July 1, 2009

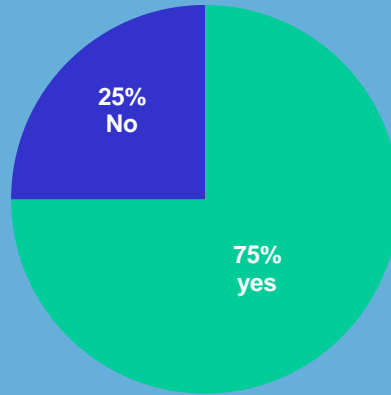
Feedback

**Comments via
email/mail/telephone**



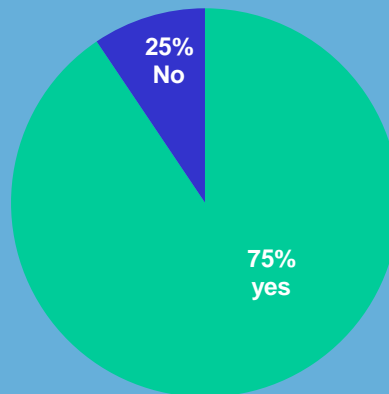
Feedback

Community Meetings



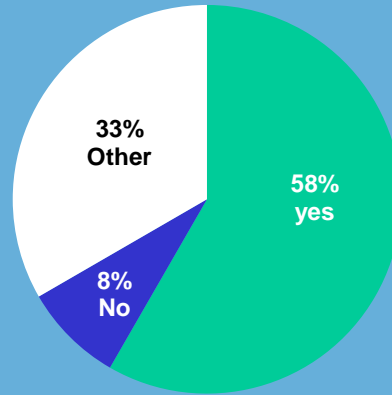
Feedback

Web Survey



Feedback

Public Hearing



QUESTIONS?

ITEM 10

Date:	April 14, 2009
To:	Community Advisory Committee (CAC)
From:	Iwalani "Evie" Palicz, Project Administrator
Re:	Not Booking Return Trips and Calling OMC for Rescue Ride Policy

ISSUE:

Currently Access Paratransit has a "No Strand" policy and on a very limited basis is able to provide rescue or backup same day emergency rides. Repeat riders have deliberately not booked return trips back to their home and have called the Operations Monitoring Center for same day rescue rides.

BACKGROUND:

Access Paratransit has a policy not to leave a rider stranded away from their home. This "No Strand" policy allows a rider to call the Operations Monitoring Center (OMC) for a rescue or same day emergency ride. This service is intended to provide a safety net for riders who encounter problems with their ride while out in the community.

In recent months the OMC has reported a sharp rise in calls for same day emergency rides and by the same riders. When the riders were asked by the OMC about their return rides, these riders did not book a return trip. They just called to OMC knowing they would be guaranteed a ride.

Riders who knowingly do not book return trips and depend on calls to the OMC for return rides are abusing a system that was designed to help riders in trouble. Rescue or backup vehicles sent to retrieve these riders are not available to help those riders who did book return trips.

Staff presented a written policy to the QSS at the October 2008 meeting. The policy, which used the No Show Policy as a template, is designed to deter riders from abusing the No Strand practice thus reserving the rescue or backup vehicles for those riders in true need.

The proposed policy was reviewed and discussed in depth from all perspectives; rider, staff, OMC, and provider. The QSS then made recommendations for changes to the proposed policy, voted to accept the revised policy, and to present it to the CAC for further review, discussion, and action.

The policy attached herein is the revised policy including the changes recommended by the QSS.

RECOMMENDATION:

As members of the QSS, staff requests the CAC to review and approve the proposed policy prior to it being submitted to the Board of Directors.

Section: I Policy: _____
10/10/08

Issued:

Title: Not Booking Return Trips and Calling OMC for
Rescue Ride

Revised:

POLICY: Access Paratransit riders who have a pattern or practice of “Not Booking Return Trips and Calling OMC for Rescue Ride” may lose their riding privileges for a designated time period.

IMPLEMENTING PROCEDURES:

1. Definitions

1.1. A pattern or practice involves, regular or repeated actions, not isolated, accidental or singular incidents is three (3) or more “Not Booking Return Trips and Calling OMC for Rescue Ride” in any 60 day period shall, subject to the Rider’s right of protest, contest and appeal described below, constitute a pattern or practice.

1.2. A “Not Booking Return Trips and Calling OMC for Rescue Ride” is defined as:

1.2.1. Rider books a trip out into the community and does not scheduled a return trip and calls the OMC to request a rescue or back up vehicle be sent to transport him/her home.

1.2.2. Rider who is out in the community and does not schedule a trip to return to their home and calls the OMC to request a rescue or back up vehicle be sent to transport him/her home.

2. A trip will not be considered part of a pattern or practice of “Not Booking Return Trips and Calling OMC for Rescue Ride” if the rider is able to produce proof that he/she did book a return trip but it was cancelled without the rider’s knowledge.

3. Riders who have a pattern or practice of two (2) or more “Not Booking Return Trips and Calling OMC for Rescue Ride” in any 60 day period, are subject to having their riding privileges suspended as follows:

- 3.1. For a first suspension, loss of all privileges to use Access Paratransit for 10 days.
 - 3.2. For a second suspension, loss of all privileges to use Access Paratransit for 30 days.
 - 3.3. For a third suspension, loss of all privileges to use Access Paratransit for 60 days
 - 3.4. For a fourth and each subsequent suspension, loss of all privileges to use Access Paratransit for 90 days
4. Riders will have the right and opportunity to informally protest the assessment of any alleged “Not Booking Return Trips and Calling OMC for Rescue Ride” within 10 days of receipt of notice as set forth below. This right of protest is in addition to and not in lieu of a Rider’s right to contest and thereafter appeal any suspension or other sanction sought to be imposed as a result of “Not Booking Return Trips and Calling OMC for Rescue Rides”. In order to facilitate this right of protest:
 - 4.1. Riders shall be notified by mail, in an appropriate format, when it is alleged that a 1st, 2nd, or 3rd, “Not Booking Return Trips and Calling OMC for Rescue Ride” has occurred and may be assessed. The letter shall:
 - 4.1.1. Inform the rider of the date, time, and location of the trips
 - 4.1.2. Provide an opportunity for the rider to review the trip information
 - 4.1.3. Provide an opportunity for the rider to protest the assessment of the “Not Booking Return Trips and Calling OMC for Rescue Rides set forth in the notice which have not been previously protested by the Rider. Such a protest may include one or more of the following: (i) challenge to the factual accuracy of the basis for the proposed assessment; (ii) challenge to the determination that the facts stated constitute a “Not Booking Return Trips and Calling OMC for Rescue Ride”; (iii) explanation as to why the reason for the “Not Booking Return Trips and Calling OMC for Rescue Ride” was beyond the control of the Rider.
 - 4.1.4. Notify the rider of the current “Not Booking Return Trips and Calling

OMC for Rescue Ride” accumulation

- 4.1.5. Explain the potential of loss of service for an over accumulation of “Not Booking Return Trips and Calling OMC for Rescue Rides”
 - 4.1.6. Explain the consequences of not scheduling trips to the paratransit system and other riders
5. If a suspension would otherwise be imposed under the provisions of this Policy, before such a suspension is imposed, the following shall occur:
- 5.1. The Rider shall be notified in writing of the following: (i) the intention to suspend service or other sanction; (ii) the specific basis for the proposed suspension or other sanction; (iii) the nature and extent of the proposed suspension or other sanction; (iv) the Rider’s right of appeal and the method by which that right may be invoked; (v) that any appeal to be valid must be filed no later than sixty (60) days of the date of the notice; (iv) that if a timely appeal is filed, the imposition of the suspension or other sanction shall be stayed during its pendency
 - 5.2 A contest shall set forth the specific ground therefore, shall attach such written information, as the Rider believes relevant and shall state whether the Rider desires the opportunity to hear orally to present further information and arguments.
 - 5.3 Any appeal of the result of a Rider contest of a proposed suspension or other sanction shall be conducted in accordance with Section III Policy 1

CAC ATTENDANCE	July	August	September	October	November	December	January 09	February 09	March 09
TED ANDERSON	P	P	A	P	A	A	P	A	A
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P	P	P
KURT BALDWIN	A	P	P	P	A	A	P	P	P
GLORIA BRODERICK	A	P	P	P	P	P	P	P	A
MICHAEL CONRAD	P	P	P	P	P	P	A	A	A
TINA FOAFOA		P	P	P	P	P	A	A	P
MARY GRIFFIETH	P	A	R	R	R	R	R	R	R
JAMES HOGAN	P	A	P	P	P	A	P	P	P
GARY JANSEN	P	P	P	P	P	P	P	P	P
TOMMY JOHNSON, SR.	A	A	P	P	P	P	P	P	P
FRANCES KITRELL	A	P	P	A	P	P	A	P	P
TERRI LANTZ	P	A	P	P	A	P	P	P	P
CHIN-HO LIAO	P	P	A	A	R	R	R	R	R

VERONICA MARTINEZ	A	A	P	A	P	P	P	P	P
RAY LOUIS MCKEEVER	P	P	P	P	P	P	P	P	P
ISA-KAE MEKSIN	P	A	A	A	P	P	P	P	P
GAY PARRISH	P	P	P	P	P	P	P	P	P
HARLEY RUBENSTEIN	P	P	P	R	R	R	P	R	R
KEN SCHWARTZ	P	P	P	A	P	P	P	P	P
ADINAH SOLOMON	A	A	A	A	A	A	A	A	P
SHAWN SOLOMON	P	P	P	P	P	P	P	P	P
MICHAEL WILLIAMS		P	P	P	P	P	P	P	P
HELLEN JOHNSON							p	P	P
JAMES HARRIS							P	A	A

P – PRESENT

A – ABSENT

R - RESIGNED