

access

Access Services

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AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday August 11, 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.	Call to Order Procedure for Public Comment		
12:35 p.m.	Roll Call		
12:35 p.m.	Approval of the July 14, 2009 CAC Meeting Minutes	Action	5-11
12:35 p.m.	General Public Comment (3 minutes per speaker)	Information	
12:45 p.m.	1. Reports <ul style="list-style-type: none"> • Chair • Board Meeting Update • Staff • OMC - June 2009 • Complaints - June 2009 	Information	12-16
1:00 p.m.	2. Subcommittee Updates <ul style="list-style-type: none"> • Service Animal • Incentives and Penalties • Metro OIG Audit • CAC Goals Subcommittee 	Information	17-22
1:40 p.m.	3. CAC Nomination Subcommittee	Possible Action	23-26
1:50 p.m.	4. ADEPT Software Implementation	Information	
2:00 p.m.	Break		

2:10 p.m.	5.	Return Trip Booking Policy	Return Trip Booking Policy Subcommittee	Possible Action
2:20 p.m.	6.	Access Services Identity Program		Information
2:25 p.m.		Member Communication		Information
2:25 p.m.		New Business Raised subsequent to posting of the agenda		Information
3:00 p.m.		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, July 14, 2009
12:30 p.m. - 3:00 p.m.

CALL TO ORDER

Chairperson Shawn Solomon convened the meeting at 12:35 p.m. on Tuesday, July 14, 2009, at the administrative offices of Access Services in downtown Los Angeles.

Luis Pacheco read the public comment procedures and announced that Nahila Hussen was in attendance to take down any additional information.

ROLL CALL

CAC Members Present: Tommy Johnson Sr., Michael Anthony Arrigo, Gay Parrish, Gary Jansen, Ray Louis McKeever, Ken Schwartz, Terri Lantz, James Hogan, Jesse Padilla, Gloria Broderick, Sandy Varga, Michael Williams and Shawn Solomon.

CAC Members Absent: Adinah Solomon, Michael Conrad, Frances Kitrell, Kurt Baldwin, Tina Fofoa, James Harris and Veronica Martinez.

Board Members: Michael Greenwood.

Access Services Staff: Evie Palicz, Charace Thompson, Luis Pacheco, Nahila Hussen, Marcia Velis, Brian Selwyn, Nicole Leiva, Alfredo Torales, Steve Wrenn and David Foster.

Guests: Tonni Hemphill, Luis Preciado, Scott Manchan, Ken Metz and Daniel Garcia.

APPROVAL OF MINUTES OF JUNE 9, 2009, MEETING

Motion: Sandy Varga moved the approval of the minutes of the June 9, 2009 CAC meeting.

Vote: 13 Yes

GENERAL PUBLIC COMMENT

Ken Metz suggested that the Access Services website provide information about

pick-up and drop off places throughout Los Angeles County as well as a list of the stand sign locations. Mr. Foster responded that the website already provides this information.

Jesse Padilla shared his recent trip experience with San Gabriel Transit where the driver was very helpful and professional

Daniel Garcia talked about his visit to the MTA Board meeting where he made a public comment asking the MTA to allocate more funds for Access Services and encouraged everyone to do the same. Mr. Garcia also shared flyers about an upcoming press conference being held at the Governor's office located on Spring Street.

1. REPORTS

CHAIRS

David Foster read the Chairs report.

The power and purpose of incentives and penalties.

At our last CAC meeting, when talking about the budget, there were suggested ways of reducing it. There was a suggestion that we could do away with all incentives and penalties because they are not needed.

There are several features of our service that are assured by incentives and penalties. To name a few, they are;

- late arrival time, instead of the 20 minute window
- call wait time
- late arrival time, outside the window (late 4)
- ride denial, imposed by ADA

Any service business that operates on the basis of profit will gain additional profits when providing good service. Anything less than good service, the business will die in competition with competitors. Access Services is a nonprofit business being serviced by providers that are profit making business. This type of set up creates several problems in that they are not both the same in terms of profit making.

The for-profit providers operate on the basis of fixed price income without the ability to attract more riders and increased income, with a fixed overhead. The only way that providers can improve profits, is to increase the number of rides by Share riding or reducing overhead costs.

The providers when operating in this environment will agree to a contract to a minimum of performance. The only way to prevent performance less than a minimum is to employ penalties for performance below the minimum.

The providers know that there will be sometimes when circumstances cause low performance. So, in order to protect themselves from a loss, they will build into the contract price additional income to offset expected penalties.

Whenever there is an opportunity for any incentive, they will balance the decision on what cost would be required to achieve the bonus. If the cost is greater than the bonus, the provider will ignore it. In other example of an incentive and a bonus operating on the same performance requirement. Example of this is the "call wait hold time" where there is a penalty for too long and a bonus for being less than a specified time. Again the provider will look at the cost of each of the three choices and then set the operation to achieve and maintain that level.

Let us look at the examples of two different contract arrangements. What are the service qualities that use penalties and incentives.

Today's contracts include an on-time performance of 90%" for pickup in the window of 20 minutes. Also in today's contracts there is a penalty for late arrival, after the window, called "late 4", which helps to ensure that we will not be picked up later than one hour.

What would happen if Access Services drop the incentive or penalties discussed above? If the 20 minute window time incentive is removed, the provider will pick you up any time during the day. Further, if the "late 4" penalty is dropped, there is nothing to prevent the provider from taking one or more hours to pick you up. In other words, they will pick you up and drop you off whenever it is convenient,.....for them!

If you need evidence that this is true, let us look at the "Share Ride Time", which is without any controls. The provider will pick you up on time, but they will drop you off anytime they want. This results in 3, 4 and five hour ride times. The Share Ride Time subcommittee is trying to solve this problem.

BOARD OF DIRECTORS

Board member Michael Greenwood gave the Board of Directors report and said that the Board items discussed at the June 22, 2009 meeting were included in the CAC agenda packet and asked if anyone had any questions.

Gay Parrish asked if the budget was approved. Mr. Greenwood responded yes. Gary Jansen asked if Access Services was waiting for the governor to approve the budget. Mr. Greenwood responded that the State's budget should not impact Access Services directly.

Ms. Parrish asked if the final fare approval was \$2.25. Mr. Foster responded yes.

STAFF

David Foster said the staff report was included in the CAC agenda packet and asked if anyone had any questions. No questions were raised.

METRO OFFICE OF INSPECTOR GENERAL AUDIT RECOMMENDATIONS UPDATE

Gay Parrish said that the report was much easier to read because it only reported the open items.

OPERATIONS MONITORING CENTER (OMC) REPORT – May 2009

Gay Parrish said that the provider needs to communicate to the OMC whether or not they can pick up a rider within a specific time so that OMC may take the proper course of action.

COMPLAINTS REPORT – May 2009

No questions were raised from the committee.

2. SUBCOMMITTEE REPORTS

New Outreach

No report was provided

Service Animal

Ken Metz shared his recent visit to a convention held in Florida where a speaker from their guide dog user's group talked about the use of a tether device and once he receives more information, he will share it at the next CAC meeting.

James Hogan said that at the last meeting, there was a concern about the number of complaints made to Access Services about service animals and that

they were not getting logged in properly and asked if that had been resolved. Mr. Metz responded that to his knowledge this was resolved two months ago.

Penalties and Incentives

Shawn Solomon announced that the penalties and incentives subcommittee will meet Thursday 16, 2009 and that he QSS subcommittee has not met for two months

3. CAC Nomination Subcommittee

Gay Parrish gave the CAC nomination subcommittee report and said that she needed two candidates to serve on the subcommittee. Ms. Parrish added that the subcommittee will present a slate of candidates in August for the CAC elections to be held in September for the following positions:

- Chair
- Vice Chair
- Second Vice Chair

4. Customer Perception Project

David Foster said that this item was included because the CAC committee had asked for it at the last CAC meeting.

Gay Parrish added that the committee was excited about this project and was pleased with the initiative. Mr. Foster said that this project included three parts, the rider's guide, welcome packet in the eligibility center and the customer perception.

Sandy Varga said that for any written material being developed, to include the vision impaired community for input and in terms of call takers, Ms. Varga suggested that the provider require that call takers pronounce their names clearly. Mr. Foster responded that part of the project is on a guide for call takers on how to greet people, how to sign off, how to be more patient with people with speech impairment and other disabilities.

Michael Williams added if a rider is making a reservation, they should be asked if they want to book a return trip as well.

Sandy Varga talked about customer perception and how it is viewed from the outside public. Ms. Varga also agreed with Mr. Garcia's comment with regards to how Access Services should use the money collected from riders to better the service.

5. CAC Goals and Objectives

Terri Lantz gave the goals and objectives report and said that the CAC committee needs to move forward with the approved CAC goals and objectives.

Ms. Lantz proceeded to read the CAC goals and objectives. Further discussion followed and a motion was made.

Motion: Gay Parrish made a motion to establish an Ad Hoc committee that can take more than one goal so they can work forward during the year.

Vote: 13 Yes

Second Motion: Gay Parrish made a second motion to authorize the goals committee to establish Ad Hoc committees to address the individual goals with timelines to be completed within the next fiscal year.

Vote: 13 Yes

Tonni Hemphill shared a trip experience where the driver was rude and yelled at her asking her for directions. Ms. Hemphill also asked why she is only offered one pick up option because it is usually nowhere near her appointments.

Member Communication

Gary Jansen was pleased that drivers are allowing the air conditioning to be on and the stand sign located at the Brea Mall.

Ken Schwartz shared a recent Santa Clarita article that read "if you are having problems with transportation, get a hold of Ken Schwartz". Mr. Schwartz also talked about how riders are having problems when they want to reach Access Services or local dial-a-ride when using the phone tree.

Sand Varga commented on the issues she is having with the new reservation software because one time the software did not recognize an address that she provided.

Ray Louis McKeever said that he has been using his Access Services ID card to get to and from work for free using one of the free fare providers and asked when Access Services will implement the tap card.

Gloria Broderick asked why the agenda did not include an update on the software and that the way to improve customer perception is to improve the services.

Tommy Johnson Sr. said that the best way to have an issue addressed is to have all the information available such as the name, address, date and time.

Shawn Solomon elaborated on the inefficiencies of the software because it seems to lack vital information that the drivers need to be aware of and that this be agendized for next month's meeting.

Michael Anthony Arrigo commented on the complete remodeling of the building and that the building needs to have a physical address on the 706 side and welcomed Sandy Varga to the CAC committee.

Terri Lantz asked for volunteers for the Ad Hoc committee and shared her e-mail address.

Gay Parrish said that she was looking forward to a monthly report on the reservation software.

Michael Williams said that he submitted his application to become an Access Services rider and is looking forward to the experience.

Jesse Padilla commented on the completed construction and that it is always a good idea to get the name of the driver for future reference.

New Business Raised Subsequent to Posting of the agenda

No new business was raised.

Mr. Solomon adjourned the meeting at 3:00 p.m.

REPORTS

BOARD MEETING UPDATE

- There was no Board meeting for the month of July

STAFF REPORT

- New Access Services Board Member - Honorable Marlen Garcia, Councilwoman, City of Baldwin Park
- New TPAC Officers - Chair, Mr. Jesse Valdez, Eastern Los Angeles Regional Center
Vice-Chair, Ms. Kathryn Engel, Glendale Beeline
- August 24 Board Meeting will start at 11:00 am

Date: August 5, 2009
To: Community Advisory Committee (CAC)
From: Sean Frye, Director of Customer Support Services
Re: Operations Monitoring Center (OMC) Report – **June**

June 2009

A total of **7,922** calls were logged by OMC for the month of June. Exactly **2,964** of these calls pertained to Late Trips. Of the total Late Trip calls, **2,510** 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 **514** Backup Response vehicles in June. Exactly **274** of these trips were performed by Overflow Service and **240** were performed by Non-Certified Providers. June’s average Length of Time (LOT) between initial call to OMC and their pickup by a Backup Response vehicle was approximately **52** minutes; June’s longest single LOT was approximately **5** hours and **35** minutes.*

**This customer contacted the OMC at 12:20 p.m. checking on her 11:28 a.m. pickup from home. The OMC agent contacted the Provider and discovered at 12:09 the driver reported to dispatch that he was not able to locate this customer. The OMC offered this customer the Provider’s next available pickup. The customer accepted and the trip was rebooked for 2:30 p.m. The customer again contacted OMC at 4:28 p.m. to inquire about her 2:30 p.m. pickup. While checking, the OMC discovered that the provider was once again unable to locate the customer at 2:40 p.m. The OMC immediately dispatched an overflow vehicle to pick customer, as the customer travels in a wheelchair and is non-transferable. The overflow driver picked up the customer at 5:55 p.m. and dropped them off at 6:54 p.m.*

	May 2009	June 2009
Total OMC Calls	7,922	6,009

Total Late Trip Calls	2,964	1,811
Late Trips Reconciled on 1st ETA	2,510	1,566
Total Backup Trips Dispatched	514	373
<i>Subtotal Overflow Backup*</i>	274	218
<i>Subtotal Uncertified Provider Backup*</i>	240	155
Average LOT (call to pickup)	45.0 minutes	52.0 minutes
Longest LOT (call to pickup)	3 hours, 18 minutes	5 hours, 35 minutes

**Data Not in ASI Operations Report*

Date:	August 11, 2009
To:	Community Advisory Committee (CAC)
From:	Susanna Cadenas, Customer Care Coordinator
Re:	Complaints Report - June 2009

Total Complaints for June 2009	1085
Complaints Under Investigation for June:	188
Total:	648
Total Complaints that still require a Written response	77
Complaints Over 2 Weeks and investigation open or reopened	455
Complaints over 2 weeks where rider has not been given a status call	19

Complaint Response Preference		
	June '09	FY
Post Card	862	9575
Phone	28	361
Written	141	1507

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI-WC
ADA	3	0	0	2	0	1	0	0	0
Animal	3	0	0	0	0	2	0	0	1
ASI	0	0	0	0	0	0	0	0	0
Booking	169	0	0	75	17	40	6	2	29
Cancel	8	0	0	0	2	6	0	0	0
Conduct	42	0	0	14	4	11	2	0	11
Denied	0	0	0	0	0	0	0	0	0
Discourt	127	9	1	42	15	34	5	0	21
Fare	12	0	0	7	1	2	0	0	2
Late1	19	0	0	10	2	4	0	0	3
Late2	59	0	1	40	5	10	0	0	3
Late3	27	0	0	19	3	2	0	0	3

Late4	224	1	0	120	15	55	2	0	31
Routing	40	0	0	22	4	13	0	0	1
Service	213	2	2	109	20	48	1	0	31
TravelTime	54	0	0	26	4	17	0	0	7
Urgent	27	0	0	13	1	8	1	0	4
Vehicle	4	0	0	3	0	0	1	0	0
Total	1031	12	4	502	93	253	18	2	147

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	6	0	0	4	1	0	0	0	1
Lost/Found	5	0	0	2	0	2	0	0	1
Phone	6	0	0	3	2	1	0	0	0
Policy	21	0	0	9	2	7	1	0	2
Suggestion	16	11	0	1	3	1	0	0	0
Total	54	11	0	19	8	11	1	0	4

No Shows	1176	2	0	76	244	452	118	17	267
LSOX	176	0	0	26	54	58	6	10	22

Commendations	129	5	1	18	66	31	1	1	6
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SUBCOMMITTEE REPORTS

Penalties and Incentives

No report was provided.

Service Animal

No report was provided.

Date:	August 11, 2009
To:	Community Advisory Committee (CAC)
From:	Steve Chang, Acting Manager Of Contract Services
Re:	Status Update Office of the Inspector General's Audit Recommendations

ISSUE:

The audit of Access Services Incorporated conducted on behalf of the Metro Office of Inspector General (OIG) in FY 07 - 08 confirmed Access Services system design and operational compliance with the ADA and funding requirements and the general satisfaction of Access Services riders with that service. The audit contained no negative findings, but the auditors did make sixteen recommendations and the audit report contains Access Services affirmative responses to these recommendations.

This item comprises the monthly update for June 2009. Of the sixteen recommendations, twelve have been completed and four are remaining as shown in the attached update.

RECOMMENDATION:

Receive and file the attached status report on the implementation of the audit recommendations from the "Report on the Evaluation of the Paratransit Eligibility Process; Administration, Performance, and Management of Paratransit Operations; and Compliance with Memorandum of Understanding."

BACKGROUND:

One of the early recommendations from the OIG was for Access to develop a procedure to periodically update the Board of Directors on the status of recommendations contained within audit reports performed on Access Services. Reporting on the status of audit recommendations through the Board Agenda should provide the Board and the general public assurance that recommendations/findings contained in audit reports were being

addressed.

The majority of the recommendations were implemented by July 1, 2008 and the remaining few will be addressed by the implementation of the new reservations/scheduling software.. A written status report on the recommendations will be on the Board, CAC and TPAC monthly agendas until all recommendations have been implemented.

STATUS REPORT ON THE IMPLEMENTATION OF THE AUDIT RECOMMENDATIONS

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 -08	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.
May -09	The eligibility and appeal information sheets consisted of four different parts. The four parts have been condensed and simplified into one user friendly document. Metro Design is currently finalizing the language and the layout. It is expected that the finalized document will be distributed in the Summer of 2009.

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.
May - 09	Implementation began in the Southern Region. The contractor is working to fine tune all of the scheduling parameters within the software and things are moving accordingly.

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 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.

Date:	August 11, 2009
To:	Community Advisory Committee (CAC)
From:	Gay Parrish, Jesse Padilla and Terri Lantz
Re:	CAC Elections

RECOMMENDATION

Create a 3 member election subcommittee.

ISSUE

The by-laws of the Community Advisory Committee (CAC) state that an election subcommittee be established.

BACKGROUND

The nomination subcommittee will report a slate of candidates at the August 11, 2009, meeting for elections to be held at the September 8, 2009 CAC meeting.

The CAC by-laws read as follows:

Section 3 - Election Subcommittee

Section 3.1 - Purpose - recommend nominees for the election of CAC officers and report in writing at the August meeting or sooner in the event of a vacancy.

Section 3.2 - Composition - The Election Subcommittee shall consist of 3 or 5 CAC members.

Section 3.3 - Term - one year commencing in July (June appointment).

Section 3.4 - The Election Subcommittee shall meet as needed.

ACCESS SERVICES CAC
CAC OFFICER CANDIDATES QUESTIONNAIRE 2009

CHAIRPERSON, 1st AND 2nd VICE-CHAIR

1 - Tell us about your background and your experience in chairing or leading a group of your peers, especially as it relates to transportation, disability issues & advocacy.

2 - What other organizations are you active with at present, and in what capacity? Would these commitments possibly conflict with your ability to satisfy the requirements of the CAC officer position?

3 - How would you encourage increased community participation and awareness of ASI?

4 - At the July 2009 meeting, the CAC renewed their commitment to a priority list of Goals for the next year (goals listed below). The CAC designated the "Goals Subcommittee" to establish and coordinate ad hoc subcommittees to address each of the 9 goals and report back to the CAC at least by July 2010. In your role as Chair, or Vice-Chair, how might you encourage and monitor these activities to bring results?

5 - Are you available to attend the monthly ASI Board of Director's meetings on behalf of the CAC? (usually held the 4th Monday of each month from 1:00 - 4:00 p.m.) (Necessary for the Chair and for the Vice-Chairs as "backup" in absence of the Chair.)

(Candidates are requested to complete this questionnaire to be published with the CAC agenda prior to the election of officers in September. Completion of the questionnaire is not required. Please keep your answers brief. You may also attach a resume' or statement of experience if you wish to do so. Please mail or email your response to Matthew Avancena (avancena@asila.org) 213-270-6000) by Monday, August 24, 2009. Assistance with completion or alternative formats may also be requested from Matthew.)

PRIORITIZED CAC GOALS & OBJECTIVES FOR 2009-10: confirmed by CAC July 14, 2009
(paraphrased by G. Parrish 7/09)

- 1) Initiate mandatory orientation for all new CAC members.
- 2&3 Establish clear guidelines and a format for requests and recommendations to the ASI Board of Directors and for Board requests or responses to the CAC.
- 4) Develop avenue for CAC members to have expedient clarification or resolution on issues at CAC meetings to take back to constituents.

- 5) Provide ongoing training for CAC members on policies, operations, ADA and other relevant topics.
- 6) As part of ongoing training for CAC members transport members to transportation and eligibility contractor sites during meetings.
- 7) Promote and participate in annual team-building exercises in cooperation with Board, TPAC, ASI staff, contractors and riders.
- 8) Establish mandatory practice of regular meetings (quarterly or bi-annual) between CAC member and appointing Board member to discuss issues and strategies.
- 9) Establish the practice of regular Regional Advisory Meetings conducted by the local transit contractors, for outreach, rider information & training, problem solving and community input without minimizing/replacing the role of the CAC.

USEFUL EXCERPTS FROM CAC BYLAWS

Article 5 - Officers

Section 1 The CAC will have a Chairperson, a First Vice-Chairperson and a Second Vice-Chairperson.

Section 2 The term is one year from October through September.

Section 2.1 Officers will be elected each year at the September meeting by a voice vote.

Section 2.2 Officer seats will be limited to two consecutive terms served by any one individual.

Section 3 Duties of the Chairperson

Section 3.1 Preside at the CAC meetings, and

Section 3.2 Represent the CAC at meetings of the Access Services Board and Board committees when appropriate.

Section 4 Duties of the First Vice Chairperson

Section 4.1 Perform the duties of the Chairperson in the absence of the Chairperson.

Section 5 Duties of the Second Vice Chairperson

Section 5.1 Perform the duties of the Chairperson in the absence of the Chairperson and First Vice-Chairperson.

Article 6 - Subcommittees

The CAC may establish subcommittees which will be charged with a specific purpose or task.

Subcommittee membership will be appointed by the CAC.

Election Subcommittee

Purpose - recommend nominees for the election of CAC officers and report in writing at the member in August meeting or sooner in the event of a vacancy.

Composition -

The Election Subcommittee shall consist of 3 or 5 CAC members

Term - one year commencing in July (June appointment)

The Election Subcommittee shall meet as needed.

P - PRESENT - R - RESIGNED - A - ABSENT

CAC ATTENDANCE	<i>January 09</i>	<i>February 09</i>	<i>March 09</i>	<i>April 09</i>	<i>May 09</i>	<i>June 09</i>	<i>July 09</i>
TED ANDERSON	P	A	A	P	R	R	R
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P
KURT BALDWIN	P	P	P	P	A	P	A
GLORIA BRODERICK	P	P	A	P	P	P	P
MICHAEL CONRAD	A	A	A	A	A	A	A
TINA FOAFOA	A	A	P	P	P	P	A
MARY GRIFFIETH	R	R	R	R	R	R	R
JAMES HOGAN	P	P	P	P	P	P	P
GARY JANSEN	P	P	P	P	P	P	P
TOMMY JOHNSON, SR.	P	P	P	P	P	P	P
FRANCES KITRELL	A	P	P	P	A	P	A

TERRI LANTZ	P	P	P	P	P	P	P
CHIN-HO LIAO	R	R	R	R	R	R	R
VERONICA MARTINEZ	P	P	P	P	A	P	A
RAY LOUIS MCKEEVER	P	P	P	P	P	P	P
ISA-KAE MEKSIN	P	P	P	P	P	P	N/A
GAY PARRISH	P	P	P	P	P	P	P
HARLEY RUBENSTEIN	R	R	R	R	R	R	R
KEN SCHWARTZ	P	P	P	P	P	P	P
JESSE PADILLA	P	P	P	P	A	P	P
ADINAH SOLOMON	A	A	P	A	A	A	A
SHAWN SOLOMON	P	P	P	P	P	P	P
MICHAEL WILLIAMS	P	P	P	A	P	P	P
HELLEN JOHNSON	P	P	P	P	P	A	N/A
JAMES HARRIS	P	A	A	P	P	P	A

SANDY VARGA					A	P	P
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