

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Wednesday, August 10, 2011
12:00 p.m. – 2:30 p.m.

Metro Union Station
One Gateway, Transit Gateway Plaza
729 North Vignes Street
Gateway Plaza Conference Room, 3rd Floor

Access Services Business Offices: 1-213-270-6000
Reservations: 1-800-883-1295
TDD: 1-800-827-1359
www.asila.org

Address for Scheduling Access Paratransit Trips:
729 North Vignes Street

(CAC) Mission Statement

"The mission of the Access Services 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 Access Services 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.

- Reminder -

All individuals wishing to speak during the General Public Comment portion of this CAC meeting, or following an Agenda Item, must

complete the Golden Rod Forms and return them to the Chairman.

<u>Time and Time Allotted:</u>	<u>Item #:</u>	<u>Item Description:</u>	<u>Disposition:</u>	<u>Page:</u>
12:00 p.m.	-	Call To Order		
12:00 p.m. <i>5 Mins</i>	-	Roll Call & Audience Introductions		
12:05 p.m. <i>5 Mins</i>	-	Public Comment Procedure & Code of Civility	<i>INFORMATION</i>	
12:10 p.m. <i>10 Mins</i>	-	Approval of July 12, 2011 CAC Meeting Minutes	<i>ACTION</i>	
12:20 p.m. <i>15 Mins</i>	-	General Public Comment <i>(Limit 3 minutes per speaker)</i>	<i>INFORMATION</i>	
12:35 <i>10 Mins</i>		CHAIR'S REPORT	<i>INFORMATION</i>	
12:45 p.m. <i>35 Mins</i>	1.	BY-LAWS FOR NEW ADVISORY COMMITTEE <i>(Review 7/12/11 Working Group)</i>	<i>DISCUSSION/ POSSIBLE ACTION</i>	20-25
1:10 p.m. <i>10 Mins</i>	-	BREAK		
1:20 p.m. <i>35 Mins</i>	2.	NEW APPLICATION FORM & NEW APPLICATION PROCESS <i>(Review 7/12/11 Working Group. Possible Application Workgroup.)</i>	<i>DISCUSSION/ POSSIBLE ACTION</i>	
2:05 p.m. <i>20 Mins</i>	-	MEMBER COMMUNICATION <i>(Limit 3 minutes per speaker)</i>	<i>INFORMATION</i>	
		<u>Reports</u>		
2:25 p.m. <i>5 Mins</i>	-	<ul style="list-style-type: none"> • Board Report • Staff Report • OMC Report (June) • Complaint Report (June) 	<i>INFORMATION</i>	

2:30 p.m.

3.

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.

MINUTES

Community Advisory Committee (CAC) Meeting

Tuesday July 12th, 2011

12:00 p.m. - 2:30 p.m.

Call to Order

Chairperson Michael Williams convened the meeting at 12:00 p.m. Sean Frye read the CAC Code of Civility and Public Comment Procedure and announced that Access staff was in attendance to take added information.

Roll Call

CAC Members Present: Michael Williams, Tommy Johnson Sr., Tina Fofoa, Terri Lantz, Angela Nwokike, Tonni Yee-Hemphill, Gary Jansen, James Hogan, Gloria Broderick, Hugh Hallenberg, Nicole Maguire, Michael Conrad, Pamela Hill-Metz, Jesse Padilla, Michael Anthony Arrigo, Kurt Baldwin, and Ken Schwartz.

CAC Members Absent: Angela Nwokike, Gloria Broderick, Pamela Hill-Metz and Gay Parrish.

Board Members:

Access Services Staff: Sean Frye, Galen Hale, Susanna Cadenas, Jeff Mora, Geetu Banerjee, Louis Burns, Torrance Johnson and Mark Maloney.

Guests: Sandy Varga (previous Access Board Director), David Howie Jones (Access Eligibility Center), Liz Carter (Metro), Fanny Carrasco (MV Transportation), William Zuke (Access Services Customer) and Jack Garate (Global Paratransit, Inc.).

Approval of Minutes for May 10, 2011 Meeting

Motion: CAC member James Hogan moved to approve the minutes from the May 10, 2011 meeting.

Second: CAC member Hugh Hallenberg

Abstentions: None

Discussion: None

Vote: Via Voice Vote

Opposed: None

Abstention: None

Pass/Fail: Motion carried.

GENERAL PUBLIC COMMENT

Mr. William Zuke opened public comment stating that he was in a shared ride during the Abilities Expo with a woman who was slightly reclined in her wheelchair. The customer did not want the driver to secure the seatbelt too tight over her chest because of her condition, indicating it would be very uncomfortable. However, the driver insisted upon making it tight for her safety. As the vehicle was in motion, the customer was eventually able to loosen the seatbelt around from her chest. Mr. Zuke suggested that drivers should have additional training for customers that are more "fragile."

CHAIRS REPORT

Chairperson Michael Williams reported that, during an Access Services Board of Directors strategic planning retreat held April 18, 2011, Board Directors and staff had discussions concerning the function and make-up of the two Access advisory committees: The Community Advisory Committee (CAC) and the Transportation Professionals Advisory Committee (TPAC). Prior to this retreat, a subcommittee of the Access Board met several times to discuss the role of the committees and to outline possible improvements that could be explored on both committees in order to better reach agency objectives.

In general, many Access Board Directors believe that contributions to the Board by the respective advisory committees could be improved upon by possible reorganization and by revisiting the method by which advisory board members and officers are confirmed.

Chair Williams continued by explaining that the Board of Directors is requesting both CAC and TPAC meet to discuss reorganization of their respective advisory committees and to adopt the following recommendations:

- CAC and TPAC shall have fifteen (15) committee members each.
- Establish a new advisory board application process. Have applications reviewed by committee members and some staff and consider qualifications for candidacy. Board approval shall be required for all advisory board members.
- Membership will be appointed in two groups and members will be appointed for two-year terms. The terms will expire in alternating years (even, then odd, etc.). In the case of membership vacancies, individual member(s) may be recommended to the Board for possible consideration and appointment. Additionally, the Board Chairs will appoint the officers of the committees.

Chair Williams wrapped up his report by stating that the Board has asked that the current CAC and TPAC advisory boards work on these

deliverables, and begin incorporating changes into the current By-Laws to reflect the two new advisory committees. Chair Williams added that the Access Board has requested this task be completed by September 2011.

MEMBER COMMUNICATION

CAC member Hugh Hallenberg expressed concern about the aggressive timeline that the Board is requesting the CAC to adhere to in accomplishing this task. He stated that it will be very difficult to complete a full set of By-Laws by September.

CAC member James Hogan stated that he has no problem with downsizing the committee, just as long as they are productive. Although, he added, the Board of Directors' aggressive timeline seemed very unreasonable, considering that they are providing relatively little guidance.

CAC member Tonni Yee-Hemphill also expressed concern about the timeline and questioned why the Board of Directors would give the CAC such an aggressive deadline.

CAC member Ken Schwartz inquired about ADA regulations vis-à-vis Access Services policies regarding the use of Air Conditioners in the vehicles. He stated some drivers refuse to turn the A.C. on. And in some cases, the A.C. does not even work in certain vehicles. Mr. Schwartz asked for clarification.

CAC First Vice Chair Tommy Johnson Sr. provided clarification by saying that all vehicles are inspected just prior to leaving the yard and that the A.C. unit is a part of that inspection. Furthermore, Mr. Johnson stated, drivers are encouraged to turn on the A.C. when requested or needed.

CAC member Michael Conrad expressed concern about the downsizing of the Community Advisory Committee and feels that the Committee

could lose some valuable insight and input reflected in its current membership.

CAC member Jesse Padilla expressed concern over restructuring the Community Advisory Committee and over the possibility of losing key Committee members.

CAC Member Michael Arrigo expressed concern over the sense of “urgency” surrounding the restructuring of the Community Advisory Committee, questioning how the downsizing process would work.

CAC member Terri Lantz stated it has been an honor to serve on the Community Advisory Committee and hopes to continue serving as a voting member.

CAC member Tina Fofoa stated she’s comfortable with the Board of Directors’ decision and has always enjoyed serving as a Community Advisory Committee member.

1. BY-LAWS FOR NEW ADVISORY COMMITTEE

Chairperson Michael Williams opened up discussion on this item by surveying the membership regarding what type of qualifications a person should have to become an advisory committee member, what the new committee composition should look like, and what the new application process should entail.

Qualifications

- CAC member Kurt Baldwin stated a committee member should be a person who can demonstrate knowledge of the system, as well as knowledge of a specific disability.
- CAC member Hugh Hallenberg stated a committee member should be a person who can represent a large group of people, such as older adults and the elderly.

- CAC member James Hogan stated the current Mission Statement describes the qualifications.
- CAC member Ken Schwartz stated a committee member should be a customer of the service and demonstrate the ability to represent their community.
- CAC member Michael Arrigo stated a committee member should be a person who represents a specific disability while demonstrating knowledge of the system.
- CAC member Michael Conrad stated a committee member should be a person who represents a facility or large group of disabled persons.
- CAC member Tonni Yee-Hemphill stated a committee member should be a person who focuses of the quality of service and safety.
- CAC member Tommy Johnson Sr. stated committee members who are Vendors or Providers can offer a different perspective and also hear customer concerns first-hand via Public Comment etc.
- CAC member Terri Lantz stated a committee member should be a person who represents people with disabilities who cannot represent themselves and a person who deals with a specific disability on a daily basis.
- CAC member Gary Jansen stated a committee member should be a person who can serve as an example to others.
- CAC member Tina Fofoa stated committee a member should be a person who can get involved in the community and with Access customers.
- CAC member Jesse Padilla stated a committee member should be a customer of the service and demonstrate the ability to represent their community and Access customers.

- CAC Chairperson Michael Williams stated a committee member should be a person who can be responsive to customer concerns and can attempt to address issues as they come.
- Director Sandy Varga stated a committee member should be a person who is a representative of the disability community, a customer of the service, and/or at least demonstrate the ability to speak up for customers.

Committee Composition

- CAC member Kurt Baldwin stated Vendors and/or Providers who have contracts with Access Services should not be a voting member of the CAC. This will help balance the Advisory Boards, since both TPAC and the Board of Directors are heavy transportation professionals.
- CAC member Hugh Hallenberg stated the committee should include representation for older adults, seniors and the elderly.
- CAC member Michael Arrigo stated a wide range of disabilities should be represented within the committee, as well as representation of the entire area of Los Angeles County.
- CAC member Tonni Yee-Hemphill echoed the same thoughts of Michael Arrigo.
- CAC member Michael Conrad stated regional representation will be important.

Application Process

- CAC member Michael Arrigo stated the current CAC roster should be Grand-fathered into the new Advisory Board.

By-Laws

- CAC member James Hogan stated the current Mission Statement should be adopted for the new Advisory Committee By-Laws.

REPORTS

BOARD OF DIRECTORS REPORT

APPROVAL TO AMEND THE FUNDING AGREEMENT BETWEEN ACCESS SERVICES AND THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY FOR 511 TRAVELER INFORMATION SERVICES

Issue

Board approval is needed to increase funds for contract ASI-2881 with Mobile Relay Associates for Access' two-way radio communication equipment.

Recommendation

Authorize an additional \$47,000 in funds for the period June 28, 2011 through August 2, 2013, thus increasing the contract not-to-exceed amount from \$242,328 to \$289,328.

Action

Motion Passed

APPROVAL OF PROPOSED BUDGET FOR FISCAL YEAR 2011/2012

Issue

It is necessary to appoint Board members to Access Services Audit Committee.

Recommendation

Appoint board members or there designated appointee to serve on the following committee effective July 1, 2011:

Audit Committee: Kathryn Engel (Director Baghdanian), Enny Chung (Director Stitcher), and Richard Hasenohrl (Director Barnes).

Action

Motion Passed

ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE RESTRUCTURING

Issue

During the Access Services Board of Directors Strategic Planning retreat held on April 18, 2011, the Board and Access staff had extensive discussions concerning the function and make-up of Access' two advisory committees: the Community Advisory Committee (CAC) and Transportation Professionals Advisory Committee (TPAC). Before this meeting, a subcommittee of the Board met several times to discuss the role of the committees and outline the possible improvements that could be made in both committees to better reach Agency goals. In general, many Board members believe the Advisory Committees' contribution to the Board could be improved by reorganizing them and by taking another look at the methods by which their members and officers are appointed.

Recommendation

Staff requests that the Board review and approve the following recommendations concerning the structure of the CAC and TPAC:

- CAC and TPAC shall have fifteen committee members each.
- A formal application process shall be established with applications sent to a small group of staff and committee members for review and consideration.

- Board approval shall be required for all Advisory Committee members.
- The membership will be appointed in two groups which will be appointed for two-year terms. The terms will expire in alternating (even and odd) years. In the case of membership vacancies, individual member(s) may be recommended to the Board for possible consideration and appointment. In addition, the Board Chair will appoint the officers of the committees.
- The current CAC and TPAC as presently constituted would become two ad hoc working groups whose function would be to develop a formal application process and discuss issues such as committee composition and membership qualifications.
- The ad hoc working groups shall draft new advisory committee by-laws incorporating the above recommendations. The revised application process and by-laws shall be brought for Board consideration no later than September 2011.

Action

The Board did not approve staff's recommendation and made a friendly amendment to the Item. The motion was approved as amended to go back to the CAC & TPAC to come back with some recommendations on the restructuring of TPAC & CAC. The item will be brought back before the Board in September 2011.

ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD REQUEST FORM

Issue

Approve the award of a consulting services contract to Simon and Company, Inc. for the period October 1, 2011 through September 30, 2016 at an amount not to exceed \$225,000 for the five year period. The contract rate would be \$3,390 per month throughout the five years, with a maximum of \$3,390 per year for travel and other overhead expenses.

Recommendation

Subject to Board action on Item 13 - Access Services Community Advisory Committee Restructuring, staff recommends deferring this request.

Action

Motion tabled until next meeting.

STAFF REPORT

PLANNING AND COORDINATION ACTIVITIES FOR MAY & JUNE 2011

Volunteer Driver Research:

Access' Planning Division has been working to find out more about established Volunteer-Driver transportation programs that exist throughout Southern California. Part of this research is to find out what these organizations do and if they have resources that our customers can safely access for specific transportation needs (for instance, if an Access customer needs to traverse deeply into outlying counties, Access is only able to assist through coordination with outside agencies, which can be problematic. However, volunteer driver services can generally assist in these types of scenarios). Access Services is interested in encouraging more of these volunteer driver organizations to develop and supports their efforts to provide further transportation alternatives in Southern California.

Access-to-Work progress:

Access Services received funding from the FTA to develop a program for customers who use Access specifically to go to-and-from work. Currently Access planning staff is working with Operations to determine the best way to effectively implement this new service in a manner that does not to disrupt current service. This program would start in Fall 2011

at the earliest and the service will expand onto Access' existing Standing Time Order program. Under the new Access-to-Work program, commuting customers would be picked up together in various types of vehicles depending on need and would not be combined with shared riders who are taking non-work-based trips. These Access-to-Work trips would pledge each customer's arrival prior to the start of the customer's work day.

Civil Rights Documentation & Off-Site Training:

The FTA has recently developed many new requirements for transit agencies in order to ensure that they are in compliance with Civil Rights legislation with respect to employment practices as well as in its contact with customers. Access has consistently had a zero tolerance policy with respect to discrimination in the workplace or with its customers. Yet new reporting requirements set forth by the FTA required Access to develop a variety of reports (including an Equal Employment Opportunity Plan and a Limited English Proficiency Plan) to help show Access' commitment to non-discriminatory practices. Recently, a member of Access' planning staff attended an FTA Civil Rights training in Washington D.C. and since, the above referenced reports have been submitted to the FTA on deadline for review and approval.

NORTHERN REGION OPERATIONS:

In May, northern region operations facilitated a Wheelchair Securement Training in the Antelope Valley. There was also an MV-hosted Community Meeting on Saturday May 28th including a brief presentation followed by discussion and a customer feedback session. Also in May, Access reviewed and scored the Antelope Valley Request for Proposals. Antelope Valley site visits of the newly proposed offices and spaces were visited. In June, Antelope Valley hosted a Community Meeting on Thursday, June 9th and sponsored a "Provider Appreciation Day" as well. Finally, MV employees were featured as Superior Service Award winners at the June Board meeting.

EASTERN & WEST/CENTRAL OPERATIONS:

In May and June, the eastern and west-central regions also hosted Access Community Meetings. The Community Advisory Committee was very well represented at the Access Community Meetings. Among others, the following Committee members were in attendance: Michael Williams, Angela Nwokike, Toni Hemphill, Nicole McGuire, Ken Schwartz, James Hogan, Michael Arrigo, and Gary Jansen. Also in attendance were Access Board members. Community Meetings generally covered the following topics:

- Travel Training Program
- Free Fare Program
- Smart Drive Program
- The Marking and Tethering Program
- The Role of the "OMC" Call Center

Additionally, each meeting was attended by a staff person from the Access Eligibility Center who works in the Marking and Tethering Department. These staffers remained on-hand and available to mark or tether any attendee who requested tethering of their mobility device.

Interstate 405 Closure Announcement:

From the evening of July 15th through the morning of July 18th, a segment of the 405 freeway between the 101 freeway and the 10 freeway will be closed due to construction. It is anticipated that the closure will cause significant traffic delays around the 405 and throughout the region. Safety officials are encouraging the public to avoid the west-side regions of the Los Angeles area (or stay home if at all possible) during construction. If you must travel, please plan ahead when booking your trips during this time period because Access anticipates extremely heavy

traffic and significant travel delays on these days. For additional information please visit the Access website at www.asila.org or visit the project website at www.metro.net/405.

The following proactive measures have been taken due to this event:

- Customer Service, the Access Eligibility Center, the Access Services Information Line and Reservations hold messages have been changed to inform callers of the closure
- Customer Service and Reservations will inform every caller of the closure from Monday, July 11th through Monday, July 18th
- Seat Drops regarding the closure will be disseminated starting 7/6/2011
- The Access Services Web Site will have information on the closure as well

SAFETY, TRAINING & EMERGENCY PREPAREDNESS:

Access and Contractor staff participated in further Emergency Preparedness trainings covering how to handle complex emergency situations as they expand from smaller incidents into larger disasters. Training was provided by Gary Gleason, David Ofwono and Kkoby Griffith of NUSURA, the consultant group contracted by Access to provide expertise in Emergency Management.

Stakeholder Meeting at the City of LA Emergency Command Center:

On June 28th Access staff met with representatives from partner agencies at the City of LA Emergency Command Center, including LA County Fire Department, LA Police Department, members of the Operational Advisory Board, Access and Functional Needs,, the LA City Emergency Management Department and Metro to discuss the integration of Access' resources into their emergency preparedness planning process when a disaster or emergency occurs. The meeting,

which was held at the City of Los Angeles Emergency Command Center, served to brief agencies on the progress that Access has made in planning and to indicate areas where more planning is needed.

OPERATIONS MONITORING CENTER (OMC) REPORT – March 2011

No discussion on this item.

COMPLAINTS REPORT – March 2011

No discussion on this item.

SUBCOMMITTEE REPORTS

New Outreach:

No report provided.

Service Animal:

No report provided.

Shared Ride Time:

No report provided.

CAC Goals and Objectives:

Goal & Objective # 1- Initiate mandatory orientation for all new members.

No Update.

Goal & Objective #2- Establish clear guidelines for input and output requests from the Board/Access staff to the CAC.

No Update.

Goal & Objectives #3- Create avenues for CAC members to have expedient clarification and resolution on issues regarding their constituents.

No update.

Goal & Objectives #4- Conduct ongoing presentations and trainings for CAC members, which should include customer/driver sensitivity training, Access policies and procedures, transportation vendor contract negotiation, open meeting laws, ADA, etc.

No update.

Goal & Objectives #5- As part of the ongoing education process during scheduled CAC meetings, Access shall transport and accompany members on site visits to transportation vendors, call centers, dispatch centers, vehicle yards, etc.

No update.

Goal & Objectives #6- This includes annual team-building exercises, intermingling TPAC, Access staff, Board members, CAC, transportation vendors and customers.

No update.

Goal & Objectives #7- This entails meetings (quarterly or bi-annually) between the CAC members and their appointing Board member to discuss issues and strategies.

No update.

Goal & Objectives #8- Regional Rider/Provider Forum

No update.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

No new business was raised subsequent to posting of the agenda.

ADJOURNMENT

Motion for adjournment.

Motion approved.

CHAIR'S REPORT

The Chair will give a verbal report.

BOARD REPORT

The Board Director will give a verbal update.

STAFF REPORT

The Access Staff Liaison will give a verbal report.

Date:	August 1, 2011
To:	Community Advisory Committee (CAC)
From:	Marcia Velis, Call Center Analyst
Re:	Operations Monitoring Center (OMC) Report – June

June 2011

A total of **4,856** calls were logged by OMC for the month of June. Exactly **1,559** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,368** 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 **501** Backup Response vehicles in June. Exactly **262** of these trips were performed by Overflow Service and **239** 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 **4** hours and **14** minutes.*

**This customer contacted the OMC at 8:56 a.m. regarding their 7:45 a.m. pick up. The OMC agent contacted the Provider and discovered the driver reported to dispatch he was not able to locate the customer and was authorized to leave at 7:51 a.m. The Provider did not offer a next available, since the customer was at home. The customer did request another vehicle be sent. The OMC agent was not able to obtain assistance from Backup Providers. The customer was offered the next overflow driver that would become available, which they accepted. The overflow driver picked the customer up at 1:10 p.m. and dropped them off at 2:15 p.m.*

	May 2010	June 2011
Total OMC Calls	5,502	4,856
Total Late Trip Calls	1,631	1,559
Late Trips Reconciled on 1st ETA	1,453	1,368
Total Backup Trips Dispatched	515	501
<i>Subtotal Overflow Backup*</i>	282	262
<i>Subtotal Uncertified Provider Backup*</i>	233	239
Average LOT (call to pickup)	54 minutes	52 minutes

Date:	July 1, 2011	
To:	Community Advisory Committee (CAC)	
From:	Susanna Cadenas, Customer Care Coordinator	
Re:	Complaint Report - May	
Longest LOT (call to pickup)	4 hours, 42 minutes	4 hours, 14 minutes

**Data Not in ASI Operations Report*

Total Complaints for June 2011	826
Complaints Under Investigation for June:	243
Total:	1,040
Total Complaints that still require a Written response (includes email)	117

Complaints Over 2 Weeks and investigation open or reopened	784
Complaints over 2 weeks where rider has not been given a status call	104

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
----------------	-----------	-------	-----	------	-----	-----------	-----	-------------------	-----	-----

Complaint Response Preference		
	June '11	FY
Post Card	667	8028
Phone	23	381
Written	23	748
Email	29	409

ADA	-----	0	0	0	0	0	0	0	0	0
Animal	-----	0	0	0	0	0	0	0	0	0
ASI	-----	0	0	0	0	0	0	0	0	0
Booking	-12.3%	64	0	0	16	8	26	1	1	12
Cancel	-67.0%	2	0	0	2	0	0	0	0	0
Conduct	-24.0%	19	2	0	2	1	10	0	0	4
Denied	-----	0	0	0	0	0	0	0	0	0
Discourt	+24.7%	113	8	0	35	16	31	3	1	19
Fare	-60.0%	4	0	0	1	1	1	0	0	1
Late1	+22.2%	27	0	0	13	4	3	2	2	3
Late2	-2.8%	34	0	0	17	2	8	1	0	6
Late3	-56.2%	7	0	0	4	0	3	0	0	0
Late4	+6.9%	216	1	0	76	18	60	3	1	57
Routing	+44.1%	34	0	0	13	6	7	0	0	8
Service	+5.6%	125	3	0	40	23	28	5	1	25
Securement	-75.0%	1	0	0	0	0	1	0	0	0
TravelTime	-43.9%	23	0	0	8	3	5	1	1	5
Urgent	-18.3%	89	0	0	28	22	15	1	0	23
Vehicle	+57.1%	7	0	0	2	1	1	1	1	1
Total	-----	765	14	0	257	105	199	18	8	164

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
Cert	-67.0%	1	0	0	1	0	0	0	0	0
Incident	-----	0	0	0	0	0	0	0	0	0
Lost/Found	-----	4	1	0	0	1	1	0	0	1
Phone	+75.0%	4	1	0	2	0	0	0	0	1
Policy	-30.6%	34	0	0	9	8	6	3	1	7
Suggestion	+38.8%	18	14	0	1	1	1	1	0	0

Total	-8.9%	61	16	0	13	10	8	4	1	9
No Shows	+4.4%	68	0	0	15	10	24	0	0	19
LSOX	-100%	0	0	0	0	0	0	0	0	0
Commendations	+19.9%	447	36	1	124	133	84	2	0	67

* % change from previous month

SUBCOMMITTEE REPORTS

Shared Ride Time

No report was provided.

Service Animal

No report was provided.

CAC Goals Subcommittee

No report was provided.

ARTICLE 1 - NAME

Section 1 - The name of the committee shall be the Access Services Community Advisory Committee (CAC).

ARTICLE 2 - PURPOSE

Section 1 - The CAC was formed to provide community input and advice to Access Services Board and staff concerning operational policy issues to impact and improve the Access Services transportation program.

Section 2 - While CAC is not intended to be a complaint resolution or appeals board, it does allow for public input.

ARTICLE 3 - REPRESENTATION

Section 1 - The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for CAC membership and a personal interview by the Access Services staff liaison. Representatives shall be appointed to ensure that the committee reflects both diversity across various types of disabilities and regional diversity across the geographic area being served by Access Paratransit.

Section 2 - Removal of Representatives

2.1 - Representatives serve at the pleasure of the Access Services Board and may be removed at anytime.

2.2 - A representative who misses three meetings during each year of their term may be subject to removal from the CAC.

2.2.1 - The Access Services Board shall be notified in writing after the third absence.

2.2.2 - The representative shall be requested to provide justification for continued service.

2.2.3 - The CAC shall review such justification and shall recommend to the Access Services Board whether the representative should continue to serve on the CAC.

2.2.4 - The Access Services Board will then make the final determination whether or not to remove the representative.

ARTICLE 4 - TERMS

- Section 1 - There shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on October 24, 2013 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on October 28, 2012 and every two years thereafter on the date of the Board of Directors meeting.
- Section 2 - Representatives who are unable to complete their terms may submit their resignations to the Committee through the Access Services staff liaison. The Access Services staff liaison and the Committee will recommend any new members as vacancies occur. Access staff will provide nominations for all vacancies. There shall be no limit to the number of terms an individual may serve.

ARTICLE 5 - OFFICERS

- Section 1 - The CAC will have a Chairperson, a First Vice-Chairperson and Second Vice-Chairperson.
- Section 2 - The term is one year from October through September.
- 2.1 - Officers will be appointed by the Access Services Board of Directors.
- 2.2 - Officer seats will be limited to two consecutive terms served by any one individual.
- Section 3 - Duties of the Chairperson
- 3.1 - Preside at the CAC meetings, and
- 3.2 - Represent the CAC at meetings of the Access Services Board and Board committees when appropriate.
- 3.2.1 - Reports, at a minimum, concerns and actions taken by the CAC, including the establishment of subcommittees, as well as potential agenda items for the next CAC meeting.
- Section 4 - Duties of the First Vice Chairperson
- 4.1 - Perform the duties of the Chairperson in the absence of the Chairperson.
- Section 5 - Duties of the Second Vice Chairperson
- 5.1 - Perform the duties of the Chairperson in the absence of the Chairperson and First Vice-Chairperson.
- Section 3 - Vacancies of Officer Positions
- 3.1 - A Vacancy of an officer position shall exist in the following circumstances:
- The resignation or death of an officer;
 - The removal of an officer as a representative on the CAC by the Board of Directors as provided in Article 3 of these Bylaws.

Section 4 - Filling Vacancies of Officer Positions

- 4.1 - Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative voice vote of the representatives present at a regularly scheduled or special meeting held pursuant to Article 7 of these Bylaws.
- 4.2 - In the event of a vacancy of the officer position of Chair, the presiding First Vice-Chair officer will automatically assume the role of Chair and the Second Vice-Chairperson will assume the role of First Vice-Chairperson for the remaining term.
- 7.3 An election will be conducted for the vacant position(s) by approval of the affirmative voice vote of representatives present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws.

ARTICLE 6 - SUBCOMMITTEES

Section 1 - The CAC may establish subcommittees which will be charged with a specific purpose or task.

- 1.1 - Subcommittee membership will be appointed by the CAC.
- 1.2 - Members will include CAC members.
- 1.3 - Members may include non CAC members who have expertise, insight, knowledge, or specific interest in the specific purpose or task.
- 1.4 - Subcommittees will encourage open discussion and dialog with all persons attending their meetings.
- 1.5 - All meeting locations shall be posted at the Access Services headquarters. An Access Services staff person will be assigned to each subcommittee and will attend subcommittee meetings.
- 1.6 - Subcommittees shall report their activities to the CAC on a regular basis. The CAC shall take recommendations under advisement and determine further action, if appropriate.

Section 2 - The CAC shall have the following standing subcommittees.

- 2.1 - Election Subcommittee
- 2.2 - Quality Service Subcommittee

Section 3 - Election Subcommittee

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

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

3.4 - The Election Subcommittee shall meet as needed.

Section 4 - Quality Service Subcommittee

4.1 - Purpose – monitor the quality of service of Access Paratransit and to make comment and recommendations.

4.2 - Composition –

4.2.1 - One Access Paratransit rider from each existing service region appointed by the CAC.

4.2.2 - One additional appointment from each existing service region appointed at the discretion of the CAC.

4.2.3 - Access Paratransit staff from Operations and Customer Service appointed by Access Services Executive Director (nonvoting members).

4.2.4 - A representative from each transportation contractor appointed by Access Services Executive Director.

4.2.5 - A member of the Board of Directors of ASI appointed by the Board of Directors.

4.2.6 - At least one member from the CAC appointed by the CAC.

4.3 - Term – one year commencing in February (January appointment).

4.4 - The Quality Service Subcommittee shall meet at least quarterly.

ARTICLE 7 - MEETINGS

Section 1 - The CAC shall meet once a month at the Access Services corporate offices at a day and time to be determined at the September meeting of the CAC.

Section 2 - CAC meetings are subject to the Ralph M. Brown Act (Government Code Section 54952.3), requiring that all meetings involving CAC deliberations are open to the public, with advance posting of agenda(s).

Section 3 - CAC meetings shall be conducted under Roberts Rules of Order, except where these bylaws provide other provisions.

Section 4 - Special meetings of the CAC may be called by Access Services staff or at the request of the Chairperson.

Section 5 - To facilitate full discussion of issues by the CAC, discussion of items will first involve CAC representatives.

5.1 - Public comment will be limited to brief comments, as directed by the Chairperson, on each agenda item after the items have been discussed. As appropriate, the Chairperson may suggest persons contact staff directly regarding specific questions.

- Section 6 - Change in meeting location, date or special meeting requires representatives to be notified at least seven (7) days in advance and follows the required posting procedure.
- Section 7 - Alternative formats are available, upon request, by contacting Access Services three (3) business days prior to the date of a meeting to assure availability.
- Section 8 - Minutes of the Committee shall be recorded by Access Services staff and returned to the Committee for review and approval. Minutes of the Committee shall be forwarded to the Access Services Board of Directors by an agreed upon method.

ARTICLE 8 - VOTING/QUORUM

- Section 1 - A majority of the representatives currently appointed must be present at a meeting for a quorum.
- Section 2 - An affirmative vote of a majority of the representatives present is required for any action items.
- Section 3 - A representative must be present at the time of a vote to vote on a particular issue.
- Section 4 - An absent representative cannot authorize a proxy vote.
- Section 5 - Representatives are expected to actively participate in regularly scheduled CAC meetings and Subcommittee meetings.

ARTICLE 9 - COMPENSATION AND REIMBURSEMENT

- Section 1 - Per the Access Services Board of Directors, CAC Representatives may receive such compensation, if any, for their services as committee representatives or officers, and such reimbursement of expenses.
- Section 2 - Per the Board of Director's action, CAC Representatives are provided stipend FOR EACH meeting in which their attendance is requested by Access Services staff or Board of Directors.
- Section 3 - Additionally, compensation is only applicable two (2) times monthly for CAC Representatives, with the exception of the Chair who is allotted four (4) monthly stipends unless approved by the Access Services Board of Directors.

ARTICLE 10 - AMENDMENTS

Section 1 - These bylaws may be amended at any regularly scheduled Committee meeting as defined by Articles 7 and 8 above, subject to approval of the Access Services Board.

P - PRESENT - R - RESIGNED - A - ABSENT

CAC ATTENDANCE	February 10	March 10	April 10	May 10	June 10	August '10	September '10	October '10	November '10	December '10	January '11	February '11	March '11	April '11	May '11	June '11	July '11
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P	P	A	-	P	P	P	P	P	-	P
KURT BALDWIN	P	P	A	P	P	p	P	P	A	-	P	P	P	P	P	-	P
GLORIA BRODERICK	P	P	P	P	P	P	A	P	P	-	P	A	P	P	P	-	A
MICHAEL CONRAD	P	P	P	P	A	P	A	P	P	-	P	A	A	P	P	-	P
TINA FOAFOA	P	P	P	P	P	P	P	P	P	-	P	P	P	P	P	-	P
JAMES HOGAN	P	P	A	P	A	P	P	A	P	-	P	P	P	P	P	-	P
GARY JANSEN	P	P	P	P	P	P	P	P	P	-	P	P	P	P	P	-	P
TOMMY JOHNSON, SR.	P	P	P	P	P	P	P	P	P	-	P	P	P	P	A	-	P
TERRI LANTZ	P	P	P	P	P	P	P	P	P	-	P	P	P	P	P	-	P
NICOLE MAGUIRE	-	-	-	-	-	P	P	P	A	-	P	P	P	A	P	-	P
GAY PARRISH	P	P	P	A	A	P	P	P	A	-	P	A	A	A	A	-	A

KEN SCHWARTZ	A	P	P	P	P	P	P	P	P	A	-	P	P	P	P	P	-	P
JESSE PADILLA	A	P	P	A	P	A	P	P	P	A	-	P	A	P	P	P	-	P
MICHAEL WILLIAMS	P	P	P	P	P	P	P	P	P	P	-	P	P	P	A	P	-	P
ANGELA NWOKIKE	-	-	-	P	P	P	P	P	P	P	-	P	P	P	P	P	-	A
HUGH HALLENBERG	-	-	-	P	P	P	P	P	P	P	-	P	A	P	P	P	-	P
TONNI YEE-HEMPHILL	-	-	-	-	P	P	P	P	P	P	-	P	P	P	P	P	-	P
PAMELA HILL-METZ							P	P	A	-	A	P	P	P	P	-	A	