

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Wednesday September 15, 2010

12:30 p.m. – 3:00 p.m.

Metro Union Station

One Gateway, Transit Gateway Plaza

729 North Vignes Street, 3rd Level Conference Room

www.asila.org

Access Services Business Offices: 1-213-270-6000

Reservations: 1-800-883-1295

TDD: 1-800-827-1359

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.

Time/Allotted Time:	Item #:	Item Description:	Disposition:	Page :
12:30 p.m.	-	Call To Order		
12:35 p.m.	-	Roll Call/Audience Introductions		
12:40 p.m.	-	Public Comment Procedure	INFORMATION	
12:45 p.m.	-	Approval of August 10, 2010 CAC Meeting Minutes	ACTION	5-16
12:50 p.m.	-	General Public Comment	INFORMATION	
<i>(Limit 3 minutes per speaker)</i>				
1:00 p.m. 15 Mins	1.	ADEPT SOFTWARE PRESENTATION F SCOTT JEWELL	INFORMATION /DISCUSSION	
1:15 p.m. 15 Mins	2.	ACCESS WEBSITE Q & A JEFF MORA	INFORMATION /DISCUSSION	26
1:30 p.m. 15 Mins	3.	RAILROAD STOPS PRESENTATION Geffrey Okamoto	INFORMATION /DISCUSSION	
1:45 p.m. 15 Mins		OFFICERS NOMINATIONS	ACTION	
2:00 p.m. 10 mins	4.	BREAK		
2:10 p.m. 30 mins	5.	DRIVER CURRICULUM PRESENTATION TOMMY JOHNSON	INFORMATION /DISCUSSION	
2:40 p.m. 5 mins	6.	HUGH HALLENBERG QSS ANNOUNCEMENT RYCHARDE MARTINDALE	INFORMATION /POSSIBLE ACTION	
2:45 p.m. 10 mins	7.	CAC LOCATION	INFORMATION /POSSIBLE ACTION	
2:55 p.m.	8.	Subcommittee Updates	INFORMATION	
		<ul style="list-style-type: none"> • CAC Goals Subcommittee • Shared Ride Time • Service Animal 		

9.

New Business

INFORMATION

Subsequent to posting of agenda

3:00 p.m.

10.

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, August 10, 2010

1:00 p.m. - 3:00 p.m.

Call to Order

Chairperson Michael Williams convened the meeting at 1:00 p.m. Sean Frye read the CAC Code of Civility and Public Comment Procedure and announced that Nahila Hussen was in attendance to take additional information.

Roll Call

CAC Members Present: Michael Williams, Tina Foafao , Kurt Baldwin, Terri Lantz, Michael Anthony Arrigo, Ken Schwartz, Jesse Padilla, Tommy Johnson Sr., Gloria Broderick, Frances Kitrell, Angela Nwokike, Gay Parrish, Tonni Hemphill, Gary Jansen, Veronica Martinez and Hugh Hallenberg.

CAC Members Absent: Jesse Padilla

Board Members: Theresa De Vera and Sandy Varga.

Access Services Staff: Sean Frye, Susana Cadenas, Nahila Hussen, Janine Lechuga, Marcia Velis , Galen Hale, , Giovanna Gogreve, Louis Burns, and Rycharde Martindale

Guests: David Jones (C.A.R.E), Liz Carter (Metro), Mike Fricke (CTI), Jack Garate, Nadar Rayden, Lupe Medina, Sylvia Drzewiecki, Ken and Pamela Metz.

Approval of minutes of July 13th, 2010 meeting

Motion: Michael Williams moved the approval of the minutes of the August 10, 2010 CAC meeting.

*****Corrections to July 13th meeting minutes*****

-Ms. Frances Kitrell was absent for July's meeting.

-Attendance sheet has members marked present for August; it should have shown July.

-Replacement Card Item for July's meeting was discussed only as "Information/Discussion." There was no vote on this item.

Vote: 13 Yes

GENERAL PUBLIC COMMENT

Ms. Lupe Medina opened public comment stating Access has a number of issues that need to be addressed. She also expressed frustration over being denied full eligibility and feels it should be granted due to her condition. Ms. Medina stated she had full eligibility a few years ago and wants an explanation as to why she is now being denied.

Ms. Sandy Varga stated that the FTA recently released new guidelines regarding paratransit and eligibility which can be found on the Access website under "DREF" and she encouraged everyone to visit the site.

Mr. Ken Metz stated that on a recent trip he noticed the vehicle's rear end kept hitting the ground creating sparks that were clearly visible. He explained how it could be a hazard and feels he may have to go to the

CHP to ensure that the problem is corrected. Mr. Metz continued, "When customers call in regarding unfit vehicles, it should be taken seriously."

Ms. Sylvia Drzewiecki stated that the current meeting room (Metro's Union Station Conference Room) is too small and provides little room for public seating. She added that to gain more audience participation Access should find a larger room that is centrally located in Los Angeles County.

Mr. Ken Schwartz discussed Access' policy when approaching railroad tracks, in which they must make a complete stop before proceeding forward. Mr. Schwartz suggested Access add "amber" lights to the back of their vehicles, so that cars behind will be prepared to stop when Access vehicles approach a railroad track, which, in return, could reduce rear-end accidents. He recommended that this item be agendaized.

1. DRIVER CURRICULUM PRESENTATION

Due to time restraints, this item was postponed until next meeting.

2. APPEAL HEARING PANELISTS SELECTION

Mr. Geoffrey Okamoto discussed ongoing appeal hearings, in which Access staff has asked some CAC members to participate in these hearings as panel members, while the selection committee identifies a list of interested members from the CAC for future hearings.

Mr. Kurt Baldwin made a motion to adopt a list of willing persons to participate in hearings "two selectees" and "two alternates", with a rotating list for each month.

Motion: Adopt a list of willing persons to participate in hearings "two selectees" and "two alternates," with a rotating list for each month, to be ratified each year for term January to December.

Friendly Amendment: Conduct an orientation prior to hearing.

Second: James Hogan seconded the motion.

Discussion: Committee members agreed appeal hearing education is necessary for all participating members.

Vote: Via Voice Vote

In Favor: Kurt Baldwin, James Hogan, Michael Arrigo, Gay Parrish, and Gary Jansen.

Opposed: None

Abstention: None

Pass/Fail: The motion carried.

3. ACCESS COMPLAINT POSTCARD

Mr. Sean Frye explained the current Access Complaint Postcard, which was a deliverable of the Complaint Modification Sub-committee of the CAC through numerous brainstorming sessions. It is a black and white postcard that briefly explains the complaint process, offers confirmation that the complaint was received for investigation, and provides a tracking number for customers to follow up on their concerns.

Mr. Frye described the new postcard as having a picture of a reservationist on one side and the above-referenced written information regarding the complaint on the other.

The committee suggested:

- Clearly indentifying the "Date" and "Complaint Number" fields so that they're more visible when viewing the postcard.
- Clearly indicate customers can call to get status of their complaint.

- More serious complaints should automatically get a quick response.
- Possibly re-word some of the language to state “Regarding this matter or to get a resolution please contact Customer Service.”

Mr. Frye stated all recommendations have been noted and will be forwarded to Access staff. Chairman Michael Williams requested an update be given on this item in the future.

5. ADA FIXED ROUTE/RAIL

Mr. Chip Hazen stated the American with Disabilities Act (ADA) of 1990 is a civil rights law that gives all persons with disabilities equal access to all programs and facilities. He continued to explain ADA bus operation requirements:

- Call out stops via AVA systems; but when it’s not working the Operator must verbally announce all stops.
- Where more than one bus line uses the same stop, Operators are instructed to look for the “Metro Flash Card,” which is primarily used by visually impaired customers. The Metro Flash Card allows a customer to show the bus line number they’re waiting for by using the numbers on the cards.
- Service animals are legally allowed in all public places, as well as on Metro Buses and Trains.
- Service animals are permitted to accompany wheelchair users on the lift, but all service animals must be under control of their handler or on a leash that does not exceed six (6) feet.

Mr. Hazen explained the definition of a wheelchair as a mobility aid belonging to any class of three or four wheeled devices, usable indoors, and designed for and used by individuals with mobility impairments. He continued to explain ADA bus operation requirements regarding wheelchairs:

- Operators shall ask each individual who boards in a wheelchair if they need assistance to secure their wheelchair.

- Operators shall flip up the seats and secure the wheelchair upon request of the user unless the bus securement equipment is not working.
- Operators must stop at all designated bus stops where a customer using a wheelchair wishes to stop and deploy the ramp or lift, unless deployment of the ramp or lift would cause damage to bus equipment.
- Any individual may use the ramp or lift to board and/or alight Metro buses upon request or if the Operator believes it is safer to deploy the ramp or lift.

Mr. Hazen explained the Wheelchair Safety Strap and Marking Program:

- Metro staff is trained to attach safety straps; these are done by appointment.
- Markers or Safety straps are placed on the wheelchair to tell the Operator where to attach the bus securement hook.
- Operators are to hook the bus securement hook to the marking or safety strap and tighten the bus strap.
- No Wheelchair may move more than 2 inches after being secured.

Mr. Hazen added, Operators are to request able-bodied customers occupying seats in the area reserved for seniors and customers with disabilities to vacate those seats each time a customer who is a senior or is disabled boards the bus; however, the Operator may not insist on compliance and cannot insist that someone move for a senior or a person with a disability.

Committee members asked how an Operator would know if a customer actually has a service animal and not a pet. Mr. Hazen replied that the Operators are instructed to ask "what task is your service animal trained to perform" and in most cases the driver accepts the customer's explanation as long as they have full control of their service animal.

A discussion ensued over what can be considered a service animal. In some cases, customers can have "Emotional Support" animals that help to keep a customer calm during transit. However, many are not properly trained. Therefore under FDA regulations they would not be considered

a service animal. Non-service animals are required to be properly caged in order to board the vehicle.

Mr. Hazen concluded his presentation, thanking the committee for their time.

REPORTS

CHAIRS

Chairman Michael Williams announced sadly that Ray Louis McKeever passed away on July 19th from a massive heart attack. Mr. Williams continued to thank Mr. McKeever for all his hard work and dedication to the Community Advisory Committee.

Mr. Williams also discussed the last meeting location, which was located on the 25th of the Metrolink Building. He stated that being on the 25th floor may make it difficult to evacuate everyone in case of an emergency, not to mention that the building wasn't totally accessible for Access customers. Mr. Williams asked that when recommending a location, please be sure check it out first to ensure it meets the needs of the CAC as well as Access customers.

BOARD OF DIRECTORS

No Board meeting for the month of July.

STAFF REPORT

Mr. Sean Frye reported on Access Services activities:

- Both Access staff and the West/Central Provider participated in, and coordinated trips for, celebrations surrounding the 20th anniversary of the signing of the Americans with Disabilities Act (ADA), one of which was held at Dodger Stadium on July 25th. The other event was held on Monday July 26th by the City of Los Angeles Department on Disabilities, where Access had a Road Supervisor on-site conducting wheelchair tethering and marking.
- Access staff also visited all the Provider locations during the week of the July 19th-23rd to promote the new driver incentive program.

- Global's Call Center Manager Jack Garate will be recognized as July's Superior Service Award Recipient.

OPERATIONS MONITORING CENTER (OMC) REPORT - JUNE 2010

No discussion on this item

COMPLAINTS REPORT - JUNE 2010

No discussion on this item.

METRO OFFICE OF INSPECTOR GENERAL AUDIT RECOMMEDATIONS UPDATE

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 on-going 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, such as 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

MEMBER COMMUNICATION

This item was not addressed due to time constraints.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

This item was not addressed due to time constraints.

ADJOURNMENT

Motion for adjournment.

Motion approved.

REPORTS

CHAIR REPORT

Chair will give a verbal report

BOARD MEETING UPDATE

Board Director will give verbal update

STAFF REPORT

Access staff liaison will give verbal report

Date: September 1, 2010
To: Community Advisory Committee (CAC)
From: Marcia Velis, Call Center Analyst
Re: Operations Monitoring Center (OMC) Report – **July**

July 2010

A total of **5,231** calls were logged by OMC for the month of July. Exactly **1,419** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,231** 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 **297** Backup Response vehicles in July. Exactly **221** of these trips were performed by Overflow Service and **76** were performed by Non-Certified Providers. July's average Length of Time (LOT) between initial call to OMC and their pickup by a Backup Response vehicle was approximately **1** hour and **4** minutes; July's longest single LOT was approximately **5** hours and **26** minutes.*

**This customer contacted the OMC at 8:22 a.m. regarding her 7:30 a.m. pick up from home. 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 7:42 a.m. No next available was offered by the Provider since the customer was at home. The customer thanked the OMC agent and terminated the call. At 8:38 a.m. the customer contacted the OMC requesting a vehicle be sent so that she could make her 9:15 a.m. appointment. In order to accommodate the customer's mobility device a accessible van was offered, however it would not be possible to get the customer to her destination by 9:15 a.m. The customer told the OMC agent she was going to try to reschedule her appointment for later in the day and call back. At 11:54 a.m. the customer contacted the OMC requesting a backup vehicle be sent. At that time the next available backup vehicle would be in one hour, which the customer accepted. The backup vehicle picked up the customer at 1:48 p.m. and dropped them off at 2:33 p.m.*

	<i>June 2010</i>	July 2010
Total OMC Calls	5,503	5,231
Total Late Trip Calls	1,464	1,419
Late Trips Reconciled on 1st ETA	1,252	1,231
Total Backup Trips Dispatched	355	297
<i>Subtotal Overflow Backup*</i>	230	221
<i>Subtotal Uncertified Provider Backup*</i>	125	76
Average LOT (call to pickup)	54.0 minutes	1 hour, 4 minutes
Longest LOT (call to pickup)	4 hours, 26 minutes	5 hours, 26 minutes

**Data Not in ASI Operations Report*

Date: September 9, 2010
To: Community Advisory Committee (CAC)
From: Susanna Cadenas, Customer Care Coordinator
Re: Complaint Report – July 2010

Total Complaints for July 2010	827
Complaints Under Investigation for July:	56
Total:	742
Total Complaints that still require a Written response (includes email)	118
Complaints Over 2 Weeks and investigation open or reopened	441
Complaints over 2 weeks where rider has not been given a status call	6

Complaint Response Preference		
	July '10	FY
Post Card	581	581
Phone	38	38
Written	114	114
Email	36	39

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
ADA	+100%	2	0	0	0	0	0	0	0	2
Animal	-100%	0	0	0	0	0	0	0	0	0
ASI	-----	0	0	0	0	0	0	0	0	0
Booking	-25.7%	72	0	0	24	9	22	2	0	15
Cancel	+25.0%	8	0	0	3	1	3	0	0	1
Conduct	-30.1%	65	0	0	17	12	25	1	0	10
Denied	+100%	1	0	0	0	0	1	0	0	0
Discourt	-17.4%	85	2	1	30	9	26	1	0	16
Fare	-45.4%	6	0	0	2	0	1	0	0	3
Late1	-42.4%	19	0	0	8	4	3	1	0	3
Late2	-19.4%	36	0	0	15	11	7	2	0	1
Late3	+21.4%	14	0	0	7	4	1	0	0	2

Late4	-14.2%	193	0	0	68	21	45	12	0	47
Routing	-26.4%	25	0	0	21	1	3	0	0	0
Service	-4.3%	89	0	1	38	2	12	19	2	15
Securement	+60.0%	10	0	0	5	1	1	0	0	3
TravelTime	-10.8%	41	0	0	25	3	10	1	0	2
Urgent	-7.79%	77	0	0	28	15	17	0	0	17
Vehicle	+33.3%	9	1	0	0	0	4	2	0	2
Total	-12.0%	752	3	2	291	93	181	41	2	139

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
Cert	-----	4	0	0	1	1	0	0	2	0
Incident	-50.0%	2	0	0	0	1	1	0	0	0
Lost/Found	-71.4%	2	0	0	0	0	1	1	0	0
Phone	-6.6%	14	0	7	3	0	3	0	0	1
Policy	-21.0%	45	1	0	16	10	6	2	0	10
Suggestion	+25.0%	8	5	0	2	0	1	0	0	0
Total	-19.3%	75	6	7	22	12	12	3	2	11

No Shows	-8.14%	1151	0	0	373	175	298	39	13	253
LSOX	+4.5%	110	0	0	30	34	29	3	0	14

Commendations	-27.2%	456	34	1	178	127	62	5	4	45
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* % change from previous month

DATE: September 9, 2010

TO: BOARD OF DIRECTORS

FROM: STEVE CHANG, DIRECTOR 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 August 2010. Of the sixteen recommendations, fourteen have been completed.

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:

At the recommendation of the Board of Director's the Status Report only contains updates on the final four audit recommendations. A complete status report on all sixteen recommendations can be found on the Access Services website at www.asila.org.

**STATUS REPORT ON THE IMPLEMENTATION OF
THE AUDIT RECOMMENDATIONS**

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.
Aug - 09	The service quality in the Southern Region has stabilized. A modification of the software that's related to the scheduling of stand-by trips and pick-up times being changed has been completed and installed. The next region scheduled for implementation is MV Transit in the San Fernando Valley in early 2010.
Jan-10	Full implementation of the software including dynamic mode scheduling is scheduled to be implemented on January 18, 2010.
Feb-10	New feature requests have been made to further enhance the software, so that it can provide improved control and flexibility of the software to users.
April-10	The software is being utilized for reservations only in the Southern region. Staff from Access and Global Paratransit is working with StrateGen to modify the dispatching software for use in Access.
May -10	Access, Global and Strategen staff have developed a plan of action to improve the understanding of the scheduling engine. In the June Board Box staff will include a detailed status report on the software project.
June - 10	Access and Global staff just returned from a week in New York city where they observed the software "in action." StrataGen staff will be in Los Angeles during the week of June 21 st to finalize a list of software enhancements. A consultant is being retrained to assist in determining "Success" of the software.
Aug - 10	Staff has received a draft report titled "Computer System Review and Recommended Decision Making Framework." The report will be finalized within the next few weeks and will be used to define "Success." A full report on the software will be given at the September 2010 Board meeting.

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.

SUBCOMMITTEE REPORTS

Shared Ride Time

No report was provided.

Service Animal

No report was provided.

CAC Goals Subcommittee

No report was provided.

DATE: September 15, 2010

TO: Community Advisory Committee (CAC)

FROM: Rycharde P. Martindale-Essington. Customer Service Analyst

RE: Quality Services Subcommittee Appointments

ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual appointment of members to the Quality Services Subcommittee (QSS). In December of 2009, the CAC made the last of several appointments to the QSS.

BACKGROUND:

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services Board of Directors on ways of insuring quality control for the Access Paratransit service. The QSS can: hear and review customer and service provider issues that are presented to them, prioritize those issues, formulate plans of action, and make recommendations to the CAC and Board of Directors. The QSS term is for one year and begins January 2010 and ends December 2010.

A standing invitation for QSS membership exists on the ASI website but in addition, in October of 2009, a general public request was made for persons wishing to join. In December of last year, the CAC ratified a number of candidates now serving as current CAC-Appointed members. Three basic types of QSS membership can be approved by the CAC in any combination. Types of membership include:

- (1) One Access Paratransit customer from each existing service region appointed by the CAC.
- (2) One additional appointment from each existing service region appointed at the discretion of the CAC.
- (3) At least one member from the CAC appointed by the CAC.

RECOMMENDATION:

At this time, the CAC is asked to approve, by majority vote, the reappointment of current CAC member, Hugh Hallenberg. He has expressed a willingness to once again serve and has completed a QSS Membership application. His appointment would be as a CAC-Appointed position to the QSS similar to the position held by Gay Parrish and Tina Fofoa.

Current CAC Appointed And Customer Members By Service Region

Eastern:

- * Gloria Broderick (CAC)
- * Michael Williams (CAC)

Northern:

Vacant

- * Daniel Garcia (Customer)

Southern:

- * Myrna Cabanban (Customer)
- * Michael Conrad (Customer)

West-Central:

- * Patricia Hyland (Customer)
- * Michael Arrigo (CAC)

North County/Antelope Valley:

Kurt Baldwin (CAC)
Vacant

North County/Santa Clarita Valley:

Vacant
Vacant

At-Large Disability Community Representation

- * Abby Vincent (Customer) Visual Impairments, Service Animal.
- * Gary Jansen (CAC) Developmental Disabilities.
- * Terri Lantz (CAC/UCP LA) Cognitive/Developmental Disabilities.
- * **Tonni Yee (Customer, Orthopedic Impairments)**

CAC Appointed Representatives

- * Gay Parrish (CAC)
- * Fetineiai Fofoa (CAC)

P - PRESENT - R - RESIGNED - A - ABSENT

CAC ATTENDANCE	April 09	May 09	June 09	July 09	August 09	September	October 09	November 09	December 09	January 10	February 10	March 10	April 10	May 10	June 10	August '10
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
KURT BALDWIN	P	A	P	A	P	P	p	P	P	A	P	P	A	P	P	p
GLORIA BRODERICK	P	P	P	P	P	P	p	P	P	P	P	P	P	P	P	P
MICHAEL CONRAD	A	A	A	A	A	A	p	P	P	A	P	P	P	P	A	P
TINA FOAFOA	P	P	P	A	P	P	p	P	A	P	P	P	P	P	P	P
JAMES HOGAN	P	P	P	P	P	P	p	P	P	P	P	P	A	P	A	P
GARY JANSEN	P	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	P	P	P
FRANCES KITRELL	P	A	P	A	A	P	p	A	A	A	P	P	P	A	P	P
TERRI LANTZ	P	P	P	P	P	P	p	P	P	P	P	P	P	P	P	P
VERONICA MARTINEZ	P	A	P	A	P	P	p	P	P	P	P	A	A	A	P	P

GAY PARRISH	P	P	P	P	P	p	p	P	P	P	P	P	P	A	A	P
KEN SCHWARTZ	P	P	P	P	P	p	p	P	P	P	A	P	P	P	P	P
JESSE PADILLA	P	A	P	P	P	p	p	P	P	P	A	P	P	A	P	A
MICHAEL WILLIAMS	A	P	P	P	P	p	p	P	P	P	P	P	P	P	P	P
ANGELA NWOKIKE	-	-	-	-	-	-	-	-	-	-	-	-	-	P	P	P
HUGH HALLENBERG	-	-	-	-	-	-	-	-	-	-	-	-	-	P	P	P
TONNI YEE-HEMPHILL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	P	p

