

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday August 10, 2010
12:30 p.m. – 3:00 p.m.
Los Angeles County MTA
One Gateway Plaza, 3rd Floor
"Union Station Conference Room"
729 North Vignes Street, Los Angeles CA 90012

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 Intro. | | |
| 12:40 p.m. | - | Public Comment Procedure | INFORMATION | |
| 12:45 p.m. | - | Approval of July 13, 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. 30 Mins | 1. | Driver Curriculum Presentation Tommy Johnson Jr. | INFORMATION /DISCUSSION | |
| 1:30 p.m. 15 Mins | 2. | Appeal Hearing Panelists Selection | INFORMATION /POSSIBLE ACTION | 26 |
| 1:45 p.m. 15 Mins | 3. | Access Complaint Postcard | INFORMATION /DISCUSSION | |
| 2:00 p.m. 10 Mins | | BREAK | | |
| 2:10 p.m. 45 Mins | 4. | ADA Fixed Route/Rail Chip Hazen, Metro | INFORMATION /DISCUSSION | |
| 2:55 p.m. | 5. | <u>Reports</u> | | |
| | | <ul style="list-style-type: none"> • Chair's Report • ASI Board Meeting Update • Staff Report • OMC – May 2010 • Complaints – May 2010 • Metro OIG Audit | INFORMATION | 17-25 |
| | 6. | <u>Subcommittee Updates</u> | INFORMATION | |
| | | <ul style="list-style-type: none"> • CAC Goals Subcommittee • Shared Ride Time • Service Animal | | |

7.

New Business

INFORMATION

Subsequent to posting of agenda

3:00 p.m

8.

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 13, 2010
12:30 p.m. - 3:00 p.m.

Call to Order

Chairperson Michael Williams convened the meeting at 12:30 p.m. Sean Frye read the CAC Code of Civility and Public Comment Procedure and announced that staff was in attendance to take additional information.

Roll Call

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

CAC Members Absent: Veronica Martinez, Ray Louis McKeever, and Hugh Hallenberg.

Board Members: Theresa De Vera and Sandy Varga.

Access Services Staff: Sean Frye, Susana Cadenas, Nahila Hussen, Janine Lechuga, Marcia Velis, Galen Hale, Torrance Johnson, Louis Burns, Mark Maloney and Shelly Verrinder.

Guests: David Jones (C.A.R.E), Liz Carter (Metro), Mike Fricke (CTI), Helen Martin, Sylvia Drzewiecki.

Approval of minutes of June 8, 2010 meeting

Motion: Michael Williams moved the approval of the minutes of the June 8, 2010 CAC meeting.

Vote: 13 Yes

GENERAL PUBLIC COMMENT

Ms. Sylvia Drzewiecki opened public comments stating she appreciate the meeting being held in downtown Los Angeles because it makes it easier for people in the area to attend and hopes these meetings can continue to held in downtown, even if it's periodically.

Ms. Helen Martin stated she had a bad experience with Access that she eventually filed a complaint about and continued to follow up on until she felt the issue was resolved. She admitted contacting Access on numerous occasions to check the status of her complaint and believes this is reason Access mailed her a letter in regards to customer conduct.

Ms. Martin stated she feels the letter was offensives and insensitive and don't recall any incidents with Access staff that would require a warning letter. She stated the letter is an attempt to silence her due to false accusations made by ASI staff members

1. METROLINK BRIEFING

Ms. Claudia Zebell and Gina Avida welcomed the CAC to Metrolink's board room and provided basic safety information. Ms. Avida asked for a volunteer to be the designated person to call 911 in case of an emergency whereupon Chairperson Michael Williams accepted that responsibility. Ms. Avida continued to give additional information, such as in case of an earthquake be sure to get under the tables and do not

attempt to go into the hallways during the earthquake, and if we need to evacuate be sure to use the stairs not the elevator.

2. INCREASING FEES FOR REPLACEMENT CARDS

Mr. Sean Frye explained that, due to the increasing number of replacement identification cards being requested, Access finds it necessary to impose fee increases and other measures as a deterrent. Some of the returned identification cards have been received from Metro, where the card was confiscated from a non-Access and non-LACTOA card customer. Individuals have been known to use these cards until they were confiscated by the coach driver. Replacements fees would apply across the board. The below recommendations are being proposed as a means to address this issue.

Option one:

- Increase the replacement cost from \$3.00 to \$10.00, no limit on replacements.

Option two:

- Increase the replacement cost from \$3.00 to \$5.00
- Limit replacements to three cards per year duration period, two replacements for a one year period.

Option three:

- Continue with the current \$3.00 replacement fee. For each additional replacement the cost goes up by double the initial cost. \$3.00 to \$6.00, \$6.00 to \$12.00 and upward. No limit to the replacement.

A discussion ensued on whether these options would be used as a deterrent, due to the loss in cost in the Free Fare program or the actual cost of the ID card.

Ms. Shelly Verrinder explained this issue initially surfaced while working on the budget for the next fiscal year, when she noticed the cost for purchasing 50,000 ID card. She stated that was a large number when you consider Access only approves between 20,000 - 30,000 applicants for eligibility. Ms. Verrinder stated Access is exploring ways to prevent this situation from interfering with the Free Fare program and the upcoming launch of the "Tap" card.

Committee members expressed concern over any policy that would punish customers who have short term memory loss or any disability that could contribute to them losing their ID card more often than other customers.

Ms. Shelly stated individuals who request multiple replacement cards have been indentified and the aforementioned options are solely intended to reduced the overall number of replacement cards and not punish Access customers with specific disabilities.

Committee members asked if confiscated card are investigated.

Ms. Verrinder replied, yes and for the most part family members are found to be the persons who are misusing these cards. She continued to discuss the upcoming "Tap" card, wherein customers will be issued one card and if it becomes lost, Access will have the capability to deactivate the card and reissue another as needed. Fraud poses the biggest problem when you consider how the Free Fare program continues to grow.

3. PASSENGER CONDUCT WORKSHOP

Mr. Walt Diangson explained the upcoming passenger conduct workshop, which focuses on disruptive behavior aboard Access vehicles. This not new, but it has been of increasing concern and is the basis for more and more complaints. Disruptive behavior can also lead to both serious injuries to others on board Access vehicles and vehicle collisions. While each service provider and project administrator have handled various situations in the past, there has not been a uniform or system-

wide set of procedures in dealing with passenger disruption and conflicts while riding Access.

Access has in place procedures for responding to complaints and for filing incidents or claims due to rider disruption. These are used for reporting and disciplinary follow-up. More than leading to a complaint, on board disruptions may cause injuries to those in the vehicle and may even result in claims against the Access self-insurance retention program.

Mr. Diangson continued, stating that while much has been written about customer behavior and disruptions, unruly airline passengers, and law enforcement confrontations with citizens, there are few guides readily available for public transportation, especially for paratransit. In general, all public paratransit agencies have adopted some form of codes of conduct or rules of the road for riders and staff. Access also has written codes of conduct for riders, order takers and drivers. However, there are no clear, written and widely distributed procedures for dealing effectively with disruptive and unruly passengers while traveling Access on a system-wide basis.

He stated the workshop is not only industry-specific (public transportation and paratransit), but also specific to Access Services and its methods of management and operations. The ultimate aims of the workshop are:

- 1) To provide a common understanding of the issues,
- 2) To learn from actual provider and Access staff experience,
- 3) To arrive at a recommended set of procedures in dealing with those issues.

Mr. Diangson added that the “Dealing with Disruptive Passengers” class is a workshop designed exclusively for Access providers and corporate staff. Those who are expected to attend include the following staff from both Access corporate and each service provider: managers, safety directors, risk managers, customer service managers, trainers, road supervisors, dispatch supervisors, lead reservationists, project administrators and dispatch coordinators.

In addition, he requested volunteers from the CAC to participate. Gary Jansen, Angela Nwokike, Helen Martin, Tonni Hemphill and Michael Arrigo all volunteered.

5. TRANSPORTATION SURVEY PRESENTATION

Ms. Judith Norman (Transportation Consultant, JNTC) explained the purpose for an upcoming Access Services' study, which assesses the feasibility of Access Services being designated as the Regional Mobility Resource Center which could potentially:

- Establish centralized management and oversight of existing specialized transportation resources.
- Enable a more cost-effective use of resources and potentially serving additional individuals within existing budgets and potentially reducing duplication and overlap in specialized transportation services.
- Expand and improve relationships with human service agency/organization partners and the public.

She gave an outline of the scope of work for this study:

- Task 1- Study Management Plan,
- Task 2- Market Research and Outreach Activities,
- Task 3- RMRC Assessment of Programs and Services Relevant to RMRC,
- Task 4- RMRC Operating Plan,
- Task 5- Final Report.

In regards to this study, Ms. Norman stated she wanted to gather information by asking the following questions:

1. What types of transportation needs, in your opinion, are not currently being met for the target populations such as (older adults, persons with disabilities and individuals with low incomes?)
2. What day-to-day challenges do you or your clients/customers face in accessing transportation?
3. Do you believe that you or your client/customers (older adults, persons with disabilities and individuals with low incomes) can benefit from a centralized community-based resource center operated by Access Services which would offer mobility management services?
4. Is your agency/organization willing or interested to work in partnership with Access Services to develop mobility management plans, programs and projects that can improve transportation for older adults, persons with disabilities and individuals with low incomes?
5. Are there other agencies/organizations or individuals that you believe should be included as participants in the RMRC study?
6. Is your agency/organization willing to provide referral(s) to client/customer/citizen group(s) that could be solicited to participate in focus groups on these issues?

Committee members asked if the list of unmet needs includes the North County and can designating Access as the Regional Resource Center help solve transportation issues in the North County?

Ms. Norman stated yes, gathering information from all over Los Angeles County will help identify what transportation needs are not being met and determine how a Regional Resources Center could help alleviate tough transportation hurdles that face some transportation agencies.

Committee members suggested creating a resource center that can provide all the necessary transportation needs (referrals, training etc.) for

customers who are unable to identify other entities that could help get them to their destination.

In tandem with other entities to help increase transportation service across Los Angeles County, Ms. Norman stated a Regional Mobility Management Center could serve as trip planner, service provider, referral service, and travel trainer among other things.

She added this study would continue for a 12 month period, which will include several brainstorming meetings to get ideas and information on how Access could possibly work with other entities to help create a Regional Mobility Management Center.

REPORTS

CHAIRS

- No Chair's Report given.

BOARD OF DIRECTORS

Mr. Sean Frye delivered the Board Report on behalf of Director Theresa de Vera:

- June's Board meeting was held at Access headquarters in El Monte,
- C.A.R.E was selected to contract the new Wheelchair Marking and Tethering program,
- Budget for a little over \$100.5 million was approved for fiscal year 2010,

- The Board of Directors will not meet in the month of July; June's Board meeting was adjourned in honor of CAC member, the late Shawn Solomon.

STAFF REPORT

Mr. Sean Frye reported on Access Services activities:

- Customer Perception posters have been distributed to all of the providers and a judging committee will be formed to visit each site to determine the best display of the posters.
- Global continues to conduct outreach meetings with the scheduling of two more meetings for July.
- Global and Access staff visited New York to view their paratransit system and routing software while exchanging information that may be helpful to each other.
- The Southern Region community meeting was very well attended with over 150 participants.

OPERATIONS MONITORING CENTER (OMC) REPORT - MAY 2010

No Discussion on this item

COMPLAINTS REPORT - MAY 2010

No discussion on this item.

METRO OFFICE OF INSPECTOR GENERAL AUDIT RECOMMENDATIONS 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, 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 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

No update (there was no Board Meeting in July)

STAFF REPORT

Access staff liaison will give verbal report

Date: August 1, 2010

To: Community Advisory Committee (CAC)

From: Marcia Velis, Call Center Analyst

Re: Operations Monitoring Center (OMC) Report – **June**

June 2010

A total of **5,503** calls were logged by OMC for the month of June. Exactly **1,464**

of these calls pertained to Late Trips. Of the total Late Trip calls, **1,252** 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 **355** Backup Response vehicles in June. Exactly **230** of these trips were performed by Overflow Service and **125** 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 **54** minutes; June's longest single LOT was approximately **4** hours and **26** minutes.*

**This customer contacted the OMC at 11:20 a.m. reporting he was told by the Provider he had already missed his ride. The customer stated he had booked his trip for 11:40 a.m., but was told by the Provider the trip was booked for 11:06 a.m. The Provider advised the customer since he was at home they would not offer him a next available and asked the customer to contact the OMC for assistance. The OMC agent contacted the Provider and confirmed the trip was booked for 11:06 a.m. There was no answer on the call out and the driver was authorized to leave at 11:14 a.m. At that time the next available backup vehicle would be in three hours, which the customer accepted. The backup vehicle picked up the customer at 3:46 p.m. and dropped them off at 4:34 p.m.*

| | May 2010 | June 2010 |
|--|----------|-----------|
| Total OMC Calls | 5,432 | 5,503 |
| Total Late Trip Calls | 1,493 | 1,464 |
| Late Trips Reconciled on 1st ETA | 1,285 | 1,252 |
| | | |

| | | |
|--|---------------------|---------------------|
| Total Backup Trips Dispatched | 390 | 355 |
| <i>Subtotal Overflow Backup*</i> | 229 | 230 |
| <i>Subtotal Uncertified Provider Backup*</i> | 161 | 125 |
| Average LOT (call to pickup) | 57.0 minutes | 54.0 minutes |
| Longest LOT (call to pickup) | 3 hours, 20 minutes | 4 hours, 26 minutes |

Date: July 6, 2010

To: Community Advisory Committee (CAC)

From: Susanna Cadenas, Customer Care Coordinator

Re: Complaint Report – May 2010

**Data Not in ASI Operations Report*

| | |
|------------------------------------|-----|
| Total Complaints for June 2010 | 956 |
| Complaints Under Investigation for | |

| | |
|---|-----|
| June: | 155 |
| Total: | 887 |
| Total Complaints that still require a Written response (includes email) | 134 |
| Complaints Over 2 Weeks and investigation open or reopened | 584 |
| Complaints over 2 weeks where rider has not been given a status call | 8 |

TRIP SERVICE RELATED COMPLAINTS

| Complaint Response Preference | | |
|-------------------------------|----------|------|
| | June '10 | FY |
| Post Card | 698 | 8844 |
| Phone | 36 | 344 |
| Written | 102 | 1225 |
| Email | 36 | 429 |

| Complaint Type | % Change* | Total | ASI | CARE | GPI | MV Valley | SGT | Southland Transit | SCT | CTI |
|----------------|-----------|-------|-----|------|-----|-----------|-----|-------------------|-----|-----|
| ADA | -100% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Animal | +100% | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| ASI | ----- | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Booking | +26.8% | 97 | 0 | 0 | 29 | 13 | 29 | 2 | 0 | 24 |
| Cancel | ----- | 6 | 0 | 0 | 2 | 2 | 1 | 0 | 0 | 1 |
| Conduct | +3.2% | 93 | 1 | 0 | 35 | 12 | 33 | 2 | 0 | 10 |
| Denied | -100% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Discourt | -5.5% | 103 | 6 | 0 | 30 | 18 | 26 | 1 | 2 | 20 |
| Fare | +45.4% | 11 | 0 | 0 | 7 | 1 | 3 | 0 | 0 | 0 |
| Late1 | +12.1% | 33 | 0 | 0 | 11 | 11 | 9 | 0 | 0 | 2 |
| Late2 | -27.5% | 29 | 0 | 0 | 11 | 5 | 8 | 2 | 0 | 3 |
| Late3 | -26.6% | 11 | 0 | 0 | 5 | 1 | 3 | 1 | 0 | 1 |
| Late4 | -32.0% | 225 | 0 | 1 | 90 | 22 | 68 | 2 | 0 | 42 |
| Routing | -15.0% | 34 | 0 | 0 | 14 | 2 | 11 | 0 | 0 | 7 |
| Service | -21.8% | 93 | 4 | 0 | 36 | 11 | 12 | 7 | 0 | 23 |
| Securement | +50.0% | 4 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 |
| TravelTime | -16.3% | 46 | 0 | 0 | 26 | 5 | 9 | 0 | 0 | 6 |
| Urgent | +1.4% | 71 | 0 | 0 | 23 | 6 | 23 | 1 | 1 | 17 |

| | | | | | | | | | | |
|---------|--------|-----|----|---|-----|-----|-----|----|---|-----|
| Vehicle | -25.0% | 6 | 0 | 0 | 2 | 3 | 1 | 0 | 0 | 0 |
| Total | +5.4% | 863 | 11 | 1 | 323 | 112 | 237 | 19 | 3 | 157 |

| Complaint Type | % Change* | Total | ASI | CARE | GPI | MV Valley | SGT | Southland Transit | SCT | CTI |
|----------------|-----------|-------|-----|------|-----|-----------|-----|-------------------|-----|-----|
| Cert | +25.0% | 4 | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 0 |
| Incident | ----- | 4 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 1 |
| Lost/Found | +71.4% | 7 | 0 | 0 | 1 | 2 | 1 | 2 | 0 | 1 |
| Phone | +46.6% | 15 | 1 | 7 | 3 | 1 | 2 | 0 | 0 | 1 |
| Policy | +28.0% | 57 | 1 | 0 | 14 | 16 | 21 | 0 | 0 | 5 |
| Suggestion | -45.4% | 6 | 3 | 0 | 0 | 1 | 2 | 0 | 0 | 0 |
| Total | +25.8% | 93 | 5 | 7 | 19 | 24 | 27 | 3 | 0 | 8 |

| | | | | | | | | | | |
|----------|--------|------|---|---|-----|-----|-----|----|----|-----|
| No Shows | +11.7% | 1253 | 0 | 0 | 459 | 190 | 347 | 27 | 15 | 215 |
| LSOX | -41.6% | 105 | 0 | 0 | 14 | 31 | 33 | 5 | 2 | 20 |

| | | | | | | | | | | |
|---------------|--------|-----|----|---|-----|-----|----|----|---|----|
| Commendations | +1.45% | 627 | 40 | 0 | 257 | 185 | 93 | 10 | 4 | 38 |
|---------------|--------|-----|----|---|-----|-----|----|----|---|----|

* % change from previous month

DATE: June 30, 2010, 2010

TO: COMMUNITY ADVISORY COMMITTEE

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 June 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. |

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: JULY 29, 2010

TO: COMMUNITY ADVISORY COMMITTEE

FROM: SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT

RE: CONDUCT AND NO SHOW APPEAL HEARING PANELISTS
SELECTION PROCESS

ISSUE:

As outlined in the Board Box for the upcoming August 2010 meeting, the QSS will be asked to brainstorm and submit ideas for suitable parameters to the proposed “new” Conduct and No Show Appeal Hearing Panelists Selection Process during its September 2010 meeting.

RECOMMENDATION:

Vote to authorize a random order rotation of panelists based on all CAC members that have expressed interest in sitting on the panel at the August 2010 meeting, giving the QSS until the September 2010 to propose recommendations.

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 | A |
| 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 | A |
| TERRI LANTZ | P | P | P | P | P | P | p | P | P | P | P | P | P | P | P | P |

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| VERONICA MARTINEZ | P | A | P | A | P | P | p | P | P | P | P | A | A | A | P | A | |
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| RAY LOUIS MCKEEVER | P | P | P | P | P | p | p | A | P | P | P | P | P | P | P | A | |
| | | | | | | | | | | | | | | | | | |
| GAY PARRISH | P | P | P | P | P | p | p | P | P | P | P | P | P | A | A | P | |
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| 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 | P | |
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| 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 | A |
| | | | | | | | | | | | | | | | | | |
| TONNI YEE-HEMPHILL | - | - | - | - | - | - | - | - | - | - | - | - | - | - | P | p | |