

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday September 13, 2011
12:00 p.m. – 2:30 p.m.

Metro Union Station
One Gateway, Transit Gateway Plaza
729 North Vignes Street
Union Station 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 August 10, 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 p.m. <i>15 Mins</i>	1.	REVIEW FINAL DRAFT NEW APPLICATION FORM	<i>INFORMATION/ DISCUSSION</i>	
12:50 p.m. <i>15 Mins</i>	2.	REVIEW FINAL DRAFT NEW APPLICATION PROCESS	<i>INFORMATION/ DISCUSSION</i>	
1:10 p.m. <i>15 Mins</i>	3.	REVIEW FINAL DRAFT NEW COMMITTEE BY-LAWS	<i>INFORMATION/ DISCUSSION</i>	
1:25 p.m. <i>25 Mins</i>		LUNCH		
1:50 p.m. <i>15 Mins</i>	4.	ACKNOWLEDGMENTS	<i>INFORMATION</i>	
		<u>Reports</u>		
2:05 p.m. <i>10 Mins</i>	-	<ul style="list-style-type: none"> • Board Report • Staff Report • OMC Report April/May • Complaint Report April/May 	<i>INFORMATION</i>	
2:15 p.m. <i>15 Mins</i>	-	MEMBER COMMUNICATION	<i>INFORMATION</i>	

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, 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 additional information.

Roll Call

CAC Members Present: Chairperson Williams, 1st Vice Chair Tommy Johnson Sr., Tina Fofoa, Terri Lantz, Tonni Yee-Hemphill, Gary Jansen, Gloria Broderick, Hugh Hallenberg, Nicole Maguire, Michael Conrad, Pamela Hill-Metz, Jesse Padilla, Michael Anthony Arrigo, Kurt Baldwin, and Ken Schwartz.

CAC Members Absent: James Hogan and Gay Parrish.

Board Members: Director Ramon Alarcon

Access Services Staff: Sean Frye, Galen Hale, Susanna Cadenas, David Foster, Brian Selwyn, and Rycharde Martindale.

Guests: Mel Wilson (Metro Board Director), Sandy Varga (previous Access Board Director), David Howie Jones (Access Eligibility Center), Fanny Carrasco (MV Transportation), Leslie Banks (Access Customer), Ken Metz (Access Customer), Doristine Barbee (Access Customer) and Jack Garate (Global Paratransit, Inc.).

Approval of Minutes for July 12, 2011 Meeting

Motion: CAC member Gary Jansen moved to approve the minutes of the July 12, 2011 CAC meeting.

Second: CAC member Pamela Hill-Metz

Abstentions: None

Discussion: CAC member Terri Lantz stated that her comments from the July CAC meeting were not reflected in the minutes. She stated that she will review her notes and will contact Customer Service Administrative Assistant Galen Hale or Customer Service Director to add a friendly amendment to the July 2011 CAC meeting minutes.

CAC member Tonni Yee-Hemphill echoed the same statement as Terri Lantz, indicating that she would forward her comments from the July meeting to Access staff for a friendly amendment to the July 2011 CAC meeting minutes.

Vote: Via Voice Vote

Opposed: None

Abstention: None

Pass/Fail: Motion carried.

GENERAL PUBLIC COMMENT

Access customer Ms. Doristine Barbee opened Public Comment by stating that she enjoys and appreciates the service, but has been experiencing service issues lately. She continued, explaining how Access drivers arrive at her Kaiser Hospital location, but very few actually pick up

customers or even attempt to locate a customer. She added that, because it is so difficult to find your driver at this particular location, Access should consider placing a Trip Coordinator at this location to help ensure that Access customers are picked up in a timely manner.

Ms. Sandy Varga stated that, in an effort to assure the Deaf community is represented on the new Access advisory committee, she recommends two candidates for Access staff to contact:

- Mr. Richard Ray (Los Angeles Department of Disability)
- Dr. Patricia Hughes (Executive Director, The Greater Los Angeles Agency on Deafness)

Mr. Leslie Banks stated that he has been a customer of Access for seven years and sometimes uses Access Services to travel to and from LAX. Mr. Banks continued, stating that he does not have issues with trips going to LAX. Rather, it is the return trips where he has experienced extremely late pickups due to Access drivers having difficulty locating customers. Mr. Banks suggested making the Access Services "Stand Signs" larger and more visible in order to help make it easier for drivers to locate customers.

1. BY-LAWS FOR NEW ADVISORY COMMITTEE

Chairperson Williams opened discussion by reading Articles 1-3 of the revised draft new advisory committee by-laws:

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.

CAC member Hugh Hallenberg asked for clarification on the title "Access Services Board," which is stated in Article 3, Section 2. Mr. Hallenberg stated he believes that the title should clearly refer to the Access Board of Directors.

Chairperson Williams responded that yes, the title does refer to Access Services Board of Directors, adding that clearer verbiage should be consistent throughout the By-Laws.

CAC member Ken Schwartz commented on the first sentence in Article 3, Section 1, which states "The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities..." Mr. Schwartz recommended inserting "Los Angeles County workers," which would read as follows: "The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles residents and workers comprised of persons with disabilities...."

CAC member Kurt Baldwin asked for clarification on Article 3, Section 1, which states "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..." Mr. Baldwin indicated that the intentions of this statement are unclear.

Mr. Baldwin continued to address Article 3, Section 1, stating that "persons with disabilities" can be defined in many different ways. Mr. Baldwin suggested that, as such, this statement may require more clarification. Mr. Baldwin continued, stating that the phrase "where needed" is also unclear in its intention and does not serve any purpose.

A discussion ensued in which Chairperson Williams stated that a potential candidate could be left out if the CAC attempts to list too many specific disabilities. Terri Lantz responded, stating that she doesn't want to list the many specific disabilities, but did acknowledge that there is wide range of categories when it comes to disabilities and that it is important to ensure all of them are reflected. She suggested rephrasing the verbiage as follows: "...Los Angeles County residents comprised of persons that reflect a broad diversity of disabilities...."

1st Vice Chair Tommy Johnson Sr. stated that it may not be necessary to clarify "persons with disabilities" at all because the Board of Directors does not discriminate against a specific disability, therefore no disability is excluded.

Sandy Varga stated that, because there is an evaluation process to determine a person's eligibility, it may not be a good idea to simply state "persons with disabilities." Ms. Varga suggested perhaps using the legal term for disability, which states: "a person who is unable to perform major life activities due to a physical or mental impairment."

Mr. Baldwin addressed the first sentence in Article 2, Section 1, which states "The CAC was formed to provide community input..." Mr. Baldwin stated that the word "was" is incorrectly used in that sentence. Mr. Baldwin continued, discussing Article 3, Section 2.1, which states "Representatives serve at the pleasure of the Access Services Board and may be removed at any time." Mr. Baldwin stated that the Board of Directors will no longer be individually appointing CAC members, but instead they will approve a slate of committee candidates, and therefore Article 3, Section 2.1 would not apply to the new advisory committee. Mr. Baldwin then proposed a re-written version of Article 2 Section 1, which would state: "Representatives shall be appointed to ensure that the committee reflects both the diversity of riders across various disabilities and regional diversity across the geographic areas being served by Access Services."

A discussion ensued, in which Chairperson Williams stated Article 3, Section 2.1 should be retained because it still serves a purpose for the new advisory committee.

CAC member Nicole Cavalino stated that, in order to help explain the member removal process, it might be wise to outline how the slate of candidates originated.

Pamela Hill-Metz stated that Article 4 explains the appointment structure of the committee, as well as member term limits. Therefore, Ms. Hill-Metz continued, the removal process should be incorporated into Article 4, because it keeps the appointment and removal process in sequence within the by-laws. Ms. Hill-Metz added that she agrees there should be some sort of actual mechanism allowing for a Board member to remove a member of the CAC.

CAC member Michael Arrigo asked for clarification about how the proposed 15 committee members would be grouped and what their term limits would be.

CAC member Michael Conrad responded to Michael Arrigo's comment, stating that the 15 committee members would be split into two groups with alternating two-year terms. Mr. Conrad further explained that, in the initial phase, one of the groups will serve a one-year term, so that the two groups' terms expire on alternating years.

Ms. Varga added to Mr. Conrad comments, stating that the Board intended to stagger these terms, so that committee member appointments would not expire all at once.

2. NEW APPLICATION PROCESS & NEW APPLICATION FORM

New Application Process

Chairperson Williams read the proposed New Application Process, as follows:

1. Community Advisory Committee applicants may obtain an application form either at a formal meeting of the CAC or by contacting Access Customer Service at (800) 827-0829.
2. Completed CAC membership applications should be submitted to Access Services by any of the following means:
 - o Mail: P.O. Box 5728, El Monte, CA 91734
 - o Email: cserv@asila.org
 - o Fax: (213) 270-6057
3. All applications will receive an initial review by the staff liaison to the Access Services community advisory board.
4. Applicants will be required to have attended at least one (1) recent meeting of the CAC.

5. Applicants must participate in an in-person meeting with the CAC nominating subcommittee, which will include 2-3 voting CAC members and the Access Services advisory board staff liaison.
6. Following this in-person meeting, CAC application(s) will be presented to the Board of Directors for review and potential.

Chairperson Williams stated that he would like the new advisory committee referred to as a "committee" rather than a "board" throughout the application documents.

CAC member Nicole Cavalino commented on Number Four of the proposed new application process, suggesting the incorporation of a time frame wherein a candidate must attend at least one recent CAC meeting.

CAC member Ken Schwartz responded to Ms. Cavalino's comments, stating that one meeting may not sufficient enough for a candidate to understand the purpose of the Community Advisory Committee. Therefore, candidates should be required to attend two-to-three meetings within a six-month period.

Chairperson Williams suggested offering some sort of orientation for candidates in order to help familiarize them with the Community Advisory Committee.

CAC member Terri Lantz responded to Chairperson Williams' comments, stating that perhaps a brief pamphlet could be included with the CAC application form in order to help explain the purpose and the responsibilities of the Community Advisory Committee.

New Application Form

1st Vice Chair Tommy Johnson Sr. read the draft copy of the proposed New Application Form document.

CAC member Kurt Baldwin stated that if Article 2, Section 1 of the revised draft new advisory committee By-Laws is accepted, it should replace the current front page verbiage of the new application document.

Mr. Baldwin continued, stating that some of the terminology throughout the application document may not be appropriate. Under question Number Three for example, the term "Users of Service Animals" is not a disability, Mr. Baldwin pointed out, and should be removed from the form as a "Functional Need."

Mr. Baldwin continued to explain that the term "Developmental Disability" is no longer used throughout the disability community. Rather, it is now referred to as an "Intellectual" or "Cognitive" disability or impairment. Mr. Baldwin also commented on the term "Mental Health Disability," stating that this term is also no longer used. Rather, the accurate term is "Psychiatric Disability." Mr. Baldwin suggested researching correct terminology for this document.

Mr. Baldwin commented on question Number 10 in the draft copy of the proposed new application document which states, "What is your preferred format for receiving information? Choose one." Mr. Baldwin suggested removing "Choose one" so that potential CAC members are not limited to just one format for receiving their information.

Ms. Varga suggested that it would be a great asset to have linguistic diversity among members and recommended adding another section to the proposed application document, asking a question such as "Are you fluent in another language?"

Special Introduction by Chairperson Williams

CAC Chairperson Michael Williams introduced Metro Board Director Mel Wilson. Director Wilson stated that he had recently been appointed to the Metro Board of Directors by Los Angeles Mayor Antonio Villaraigosa. Director Wilson thanked the Community Advisory Committee for their dedication and hard work to the community. Director Wilson stated that he was invited to the meeting by CAC member Michael Conrad and wanted to have the opportunity to introduce himself to the Community Advisory Committee. Director Wilson encouraged the CAC to continue

to represent the disability community, while helping to improve paratransit service.

Continuation of Discussion (New Application Form)

CAC member Ken Schwartz continued discussion on the proposed new application form, stating that old age is not a disability and suggested removing the item "Seniors/Older Adults" from the list of "Functional Needs" under question Number Three.

Mr. Baldwin suggested perhaps adding a separate section focused on languages, senior citizens and service animal users.

Ms. Varga agreed with Mr. Baldwin and suggested adding a section dedicated to the applicant's professional background. Ms. Varga continued, stating that some candidates may have served on other committees or worked for other agencies within the disability community.

Ms. Cavalino echoed Ms. Varga's comments. Further, Ms. Cavalino suggested incorporating Ms. Varga's suggestion into question Number Six (which asks for a summary of experience), so that candidates may better explain their qualifications.

Chairperson Williams stated that, although it appears the committee has completed the deliverables of the Access Board of Directors, another "working group" may still be in order. Therefore, Chairperson Williams asked that Customer Service Administrative Assistant Galen Hale research dates and conference rooms available at Metro in order to determine when and where another work group meeting could be scheduled.

MEMBER COMMUNICATION

CAC member Tonni Yee-Hemphill stated that her major concern with the drivers is "quality safety," pointing out that some of the drivers are still not assisting customers in and out of the vehicles. Ms. Yee-Hemphill continued, stating that a customer could get seriously injured due to the lack of assistance from drivers.

CAC member Michael Conrad wanted to know whether Access drivers who arrive early to pick up customers are required to wait the full length of time until the scheduled pickup. Mr. Conrad continued, explaining an experience where his Access driver arrived 45 minutes early to another pickup and waited the full 45 minutes for that customer to come out, while he and other passengers remained in the vehicle on a hot day.

CAC member Ken Schwartz stated that he is happy to see Access Services has installed reflective polar strips on the back of their vehicles. Mr. Schwartz continued, stating that he made the recommendation months ago and believes this will help reduce rear-end collisions.

CAC member Kurt Baldwin stated that he has observed some contracted taxi drivers parking across the street from pickup locations and expecting the Access customer to cross the street in order to board the vehicle.

CAC member Nicole Cavalino wanted to thank the committee for all of their feedback regarding R&D Transportation's High School Travel Training Project, which targeted high school kids who may potentially become users of paratransit and involved training them about how to use the fixed route service as an alternative.

Special Introduction by Chairperson Williams

Chairperson Williams introduced Mr. Roman Alarcon, who was recently appointed by Metro to the Access Board of Directors. Director Alarcon is Service Operations Superintendent of Transportation for Metro.

REPORTS

BOARD OF DIRECTORS REPORT

No report provided.

STAFF REPORT

Access Services staff liaison Sean Frye reported the following:

Regional Service Updates

- o Global Paratransit, Inc. (Southern Region) & Santa Clarita (Northern Region):

July was a pretty typical summer month for Global. Things went relatively smoothly for the Southern and Santa Clarita Regions. Performance standards were met in both regions and there were no significant operational changes. One notable event occurring in July was “Provider Appreciation Day” at each of the provider sites. Access staff visited Santa Clarita Transit on July 13th to give gift certificates to Access drivers, call takers and dispatchers. The next day on July 14th, Access gave personal thanks to Global Paratransit, Inc. by bringing in a special food truck to provide lunch for facility staff. It was very rewarding for both Access and its contractor staff to celebrate Global’s hard work.

- o CTI-WC and SGT (West/Central & Eastern Regions):

On Wednesday, July 13th Access conducted a Driver Incentive Award ceremony at the California Transit facility (service provider for the West/Central Region). Attending from Access was Executive Director Shelly Verrinder, Chief Operations Officer Mark Maloney, Project Administrator David Foster, Road Supervisor Faustino Salvador and Safety Analyst Luis Pacheco. Access staff was on-site bright and early to hand-deliver the incentive awards to drivers who had achieved specific milestones (miles driven without accidents, without incidents, and without complaints).

On Thursday, July 21st Access Deputy Executive Director of Planning and Governmental Affairs Andre Colaiace and Project Administrator David Foster hosted a site visit of San Gabriel Transit for Access Services legislative lobbyist Mr. Len Simon. Mr. Simon was in town from Washington D.C. and desired an up-close and personal understanding of our service providers, their operations, and their facilities.

In the month of July, San Gabriel Transit (service provider for the Eastern Region) made tremendous progress with respect to the Smart Drive on-

board camera system in Access vehicles. One of the key components of this system is contractor coaching of Access drivers on unsafe events that are captured in the system. Playing back these events assists in training of new drivers and coaching existing drivers in order to modify certain behaviors. The process is labor intensive, but San Gabriel Transit has identified a dedicated staff person who will focus on this process exclusively. San Gabriel Transit is also in the process of building a new, larger call center for their staff which will provide a much quieter work environment for the call takers and Access customers.

Planning and Coordination Updates

- Civil Rights Documentation:

Access Services worked with the Federal Transit Administration (FTA) to complete a series of Civil Rights reports in order to demonstrate Access Services ongoing efforts to prohibit discriminatory practices with respect to employment practices as well as with respect to its interactions with customers. Access has consistently employed a no-tolerance policy with respect to discrimination in the workplace or with Access customers.

The FTA approves of Access Services plans and even recommended that other local transit agencies look to Access Services as a guideline on how to present agency non-discrimination policies and practices.

- County Supervisor Zev Yaroslavsky's Government Day:

Staff from Access attended the San Fernando Government Day on Saturday, July 23rd. Government Day is an event designed to introduce members of the community to a variety of government services that exist for their benefit. Access shared information about how the agency works with the functional needs community and staff distributed literature describing the details of what services Access provides, and how one can apply for the service.

- FTA State of Good Repair Grant:

In its efforts to improve the service provided to its customers, Access

submitted an application for a grant being issued by the Federal Transit Administration which could provide as many as 200 new minivans to the Access fleet, replacing older Access minivan vehicles. Access Services will not know for some time if the FTA approves this request from Access to purchase new minivans in order to retire older ones. However, Access will continue to work in various ways to improve the service it provides to customers throughout Los Angeles County.

- o Certificate of Appreciation - Los Angeles County Commission on Disabilities:

Ms. Janet Neal, President of the Los Angeles County Commission on Disabilities, presented Access employees Louis Burns and Giovanna Gogreve with Certificates of Appreciation from the Commission. Ms. Gogreve and Mr. Burns received this award in recognition of dedicated service to the affairs of the community and for the civic pride demonstrated by numerous contributions for the benefit of all the citizens of Los Angeles County.

Access Staff invited to White House Roundtable - Winning the Future:

Access employees Giovanna Gogreve and Matthew Avancena (Manager of Planning and Coordination) will attend a White House Roundtable on transportation issues hosted by FTA Deputy Administrator Ms. Therese McMillan. This forum, which is being co-hosted by the Center on Disabilities at California State University, Northridge, is intended to allow Administrator McMillan to gather feedback and comments on the current status of transportation for persons with disabilities. It is also an opportunity to comment on the future of transportation, the impact of technology, and what should be considered in designing transportation - always keeping in mind the needs of persons with functional needs.

OPERATIONS MONITORING CENTER (OMC) REPORT - June 2011

No discussion on this item.

COMPLAINTS REPORT - June 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: September 1, 2011
To: Community Advisory Committee (CAC)
From: Marcia Velis, Call Center Analyst
Re: Operations Monitoring Center (OMC) Report – **July**

July 2011

A total of **4,489** calls were logged by OMC for the month of July. Exactly **1,379** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,224** 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 **413** Backup Response vehicles in July. Exactly **233** of these trips were performed by Overflow Service and **180** 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 **52** minutes; July's longest single LOT was approximately **3** hours and **28** minutes.*

**This customer contacted the OMC at 1:48 p.m. concerning their 12:30 p.m. trip. The customer stated the driver refused to transport because of the number of bags she had. The OMC agent contacted the Provider, who confirmed the customer was not shown by the driver at 1:34 p.m. The driver reported to dispatch that the customer exceeded the 25lb limit. The Provider offered a next available of two hours. Before the OMC agent could advise, the customer disconnected. At 4:06 p.m. the customer contacted the OMC stating another vehicle was sent, but again the driver*

refused to transport due to the number of bags. An overflow driver was dispatched for the customer at 4:35 p.m. The customer was picked up at 5:16 p.m. and dropped off at 5:54 p.m.

	June 2011	July 2011
Total OMC Calls	4,856	4,489
Total Late Trip Calls	1,559	1,379
Late Trips Reconciled on 1st ETA	1,368	1,224
Total Backup Trips Dispatched	501	413
<i>Subtotal Overflow Backup*</i>	262	233
<i>Subtotal Uncertified Provider Backup*</i>	239	180
Average LOT (call to pickup)	52 minutes	52 minutes

Date: September 6, 2011

To: Community Advisory Committee (CAC)

From: Susanna Cadenas, Customer Care Coordinator

Re: Complaint Report - July

Longest LOT (call to pickup)	4 hours, 14 minutes	3 hours, 28 minutes
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**Data Not in ASI Operations Report*

Total Complaints for July 2011	718
Complaints Under Investigation for July:	145
Total:	1,145
Total Complaints that still require a Written response (includes email)	122
Complaints Over 2 Weeks and investigation open or reopened	832
Complaints over 2 weeks where rider has not been given a status call	140

TRIP SERVICE RELATED COMPLAINTS

Complaint Response Preference		
	July '11	FY
Post Card	547	547
Phone	33	33
Written	25	25
Email	21	21

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
ADA	-----	0	0	0	0	0	0	0	0	0
Animal	-----	1	0	0	1	0	0	0	0	0
ASI	-----	0	0	0	0	0	0	0	0	0
Booking	-12.3%	61	0	0	22	5	17	5	1	11
Cancel	-67.0%	2	0	0	1	0	0	0	0	1
Conduct	-24.0%	20	1	0	4	5	7	0	0	3
Denied	-----	0	0	0	0	0	0	0	0	0
Discourt	+24.7%	93	5	0	15	19	37	2	0	15
Fare	-60.0%	7	0	0	3	0	2	0	0	2
Late1	+22.2%	23	0	0	7	1	9	0	0	6
Late2	-2.8%	21	0	0	5	8	6	1	0	1
Late3	-56.2%	11	0	0	3	3	5	0	0	0
Late4	+6.9%	171	1	0	52	18	56	3	0	41
Routing	+44.1%	25	0	0	10	2	6	0	0	7
Service	+5.6%	95	2	0	43	8	19	1	0	22
Securement	-75.0%	0	0	0	0	0	0	0	0	0
TravelTime	-43.9%	20	0	0	9	1	4	2	0	4
Urgent	-18.3%	89	0	0	28	20	22	3	0	16
Vehicle	+57.1%	8	0	0	2	2	2	0	1	1
Total	-----	647	9	0	205	92	192	17	2	130

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
Cert	-67.0%	2	0	0	1	1	0	0	0	0
Incident	-----	4	1	0	1	1	0	0	0	1
Lost/Found	-----	1	0	0	1	0	0	0	0	0

Phone	+75.0%	2	1	0	0	0	1	0	0	0
Policy	-30.6%	41	2	0	16	8	8	0	0	7
Suggestion	+38.8%	21	17	0	0	0	1	1	0	2
Total	-8.9%	71	21	0	19	10	10	1	0	10

No Shows	+4.4%	54	0	0	9	17	15	0	0	13
LSOX	-100%	8	0	0	2	4	0	0	0	2

Commendations	+19.9%	328	27	0	104	77	75	5	0	40
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* % change from previous month

Shared Ride Time

No report was provided.

Service Animal

No report was provided.

CAC Goals Subcommittee

No report was provided.

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	August '11
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P	P	A	-	P	P	P	P	P	-	P	P
KURT BALDWIN	P	P	A	P	P	p	P	P	A	-	P	P	P	P	P	-	P	P
GLORIA BRODERICK	P	P	P	P	P	P	A	P	P	-	P	A	P	P	P	-	A	P
MICHAEL CONRAD	P	P	P	P	A	P	A	P	P	-	P	A	A	P	P	-	P	P
TINA FOAFOA	P	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	A
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	A	-	P	P
TERRI LANTZ	P	P	P	P	P	P	P	P	P	-	P	P	P	P	P	-	P	P
NICOLE CAVALINO	-	-	-	-	-	P	P	P	A	-	P	P	P	A	P	-	P	P
GAY PARRISH	P	P	P	A	A	P	P	P	A	-	P	A	A	A	A	-	A	A
KEN SCHWARTZ	A	P	P	P	P	P	P	P	A	-	P	P	P	P	P	-	P	P

JESSE PADILLA	A	P	P	A	P	A	P	P	A	-	P	A	P	P	P	-	P	P	
MICHAEL WILLIAMS	P	P	P	P	P	P	P	P	P	-	P	P	P	A	P	-	P	P	
HUGH HALLENBERG	-	-	-	P	P	P	P	P	P	-	P	A	P	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	P	