

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 12, 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

<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 May 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 <i>10 Mins</i>		CHAIR'S REPORT	<i>INFORMATION</i>	
12:45 p.m. <i>40 Mins</i>	-	MEMBER COMMUNICATION <i>(Limit 3 minutes per speaker)</i>	<i>INFORMATION</i>	
1:25 p.m. <i>25 Mins</i>	1.	BY-LAWS FOR NEW ADVISORY COMMITTEE	<i>DISCUSSION/ POSSIBLE ACTION</i>	
1:50 p.m. <i>10 Mins</i>		BREAK		
2:00 p.m. <i>25 Mins</i>	2.	BY-LAWS FOR NEW ADVISORY COMMITTEE (CONTINUED)	<i>DISCUSSION/ POSSIBLE ACTION</i>	

portion of this CAC meeting, or following an Agenda Item, must complete the Golden Rod Forms and return them to the Chairman.

2:25 p.m.

Reports

5 Mins

- Board Report
- Staff Report
- OMC Report April/May
- Complaint Report April/May

INFORMATION

20-

29

2:30 p.m.

3.

ADJOURNMENT

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: ASI board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency's offices located at 707 Wilshire Blvd., 9th Floor, Los Angeles California and on its website at <http://asila.org>. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday May 10, 2011
12:00 p.m. - 2:30 p.m.

Call to Order

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

Roll Call

CAC Members Present: Chairperson Williams, 2nd Vice Chair Angela Nwokike, Tina Fofoa, Terri Lantz, Tonni Yee-Hemphill, Gary Jansen, James Hogan, Gloria Broderick, Hugh Hallenberg, Nicole Maguire, Michael Conrad, Pamela Hill-Metz, Jesse Padilla, Michael Anthony Arrigo, Kurt Baldwin, and Ken Schwartz.

CAC Members Absent: 1st Vice Chair Tommy Johnson Sr. and Gay Parrish.

Board Members: Director Sandy Varga

Access Services Staff: Geoffrey Okamoto, Nahila Hussen, Galen Hale, Susanna Cadenas, Jeff Mora, Luis Garcia, Sean Frye, Ngan Adams, and Mark Maloney.

Guests: Anne Janda (LASAFE), David Howie Jones (Access Eligibility Center), Liz Carter (Metro), Fanny Carrasco (MV Transit), Sam Altman and Jack Garate (Global Paratransit).

Approval of Minutes for April 12, 2011 Meeting

Motion: CAC member James Hogan moved to approve the minutes from the April 12, 2011 meeting.

Second: CAC member Hugh Hallenberg

Abstentions: None

Discussion: None

Vote: Via Voice Vote

Opposed: None

Abstention: None

Pass/Fail: Motion carried.

GENERAL PUBLIC COMMENT

No Public Comment

1. SHARED RIDE TIME

CAC member Kurt Baldwin discussed activities of the “Shared Ride Time Subcommittee,” which was established by the CAC following a presentation intended to outline consistent and ongoing customer concerns gleaned from both the “Public Comment” and “Member Communication” portions of recent CAC meetings regarding seemingly nonsensical routing practices and the excessive length of certain shared ride trips. Mr. Baldwin stated that this subcommittee has met for the past couple of years (first chaired by the late Shawn Solomon and now by Mr. Baldwin). A renewed energy was expressed by members to this subcommittee over the past several months to advise the Board of Director on the issue of Shared Ride Time.

Members of this Shared Ride Time Subcommittee include: Terri Lantz, Hugh Hallenberg, Pamela Hill-Metz, Tonni Yee-Hemphill, Angela Nwokike, and Gloria Broderick. Mr. Baldwin discussed how state the Subcommittee identified circumstances where operational decisions were made by contractors that caused certain trips to have significantly longer trip times than that of a fixed route bus. As example, Mr. Baldwin described a vehicle being diverted from its original route to pick up a customer who had not been scheduled for that particular route. This alternately could be due to a stranded customer needing a pickup, the booking of too many passengers on a vehicle, the scheduling of too many customers with mobility devices on a single vehicle, the booking of multiple customers with service animals, and/or any combination thereof.

In these situations other vehicles require dispatching or are additionally diverted in order to pick up customers that cannot be accommodated. Although ADA regulations specifically address occasions where unforeseen circumstances or isolated operational problems could preclude the determination of a capacity constraint, the consistent occurrence of these types of problems indicates that Access’ capacity for providing service is stretched too thin.

Mr. Baldwin explained that the Shared Ride Time Subcommittee’s recommendation to the CAC was to advise the Access Board of Directors regarding the inordinate amount of Access trips with excessive trip length, and further that the CAC ask the Board of Directors to instruct staff to work in cooperation with the Share Ride Time Subcommittee to

examine appropriate solutions that would ensure trip durations that are, in fact, comparable to that of a fixed route bus, thus reducing customer dissatisfaction, and to then report back to the Board of Directors promptly with the Subcommittee's findings and suggested solutions.

Solutions could include, but are not limited to:

- Advising providers of their contractual obligation to provide adequate capacity and to provide service for expected demand, including known situations that commonly occur, such as stranded customers and inadequate vehicle capacities.
- Re-engineering the tool that is currently used to measure ride-time comparability by tightening the query results and/or using some other tool, such as one that "proximity based" in order to match shared ride routes that more adequately reflect a customer's actual experience on the fixed route system; or a combination thereof.
- Outreach to customers and potential customers, to include information designed to reduce the customers' "expectation gap."

CAC member Gary Jansen suggested Access avoid seating three passengers in the back seat of its vehicles.

CAC member Jesse Padilla inquired about whether or not the routing software used by Access reservations utilizes Metro's trip planner program in order to help establish trip routes.

Mr. Baldwin stated that some of these computer parameters are used in terms of scheduling, but added that the computer program does not have the capacity to provide the best possible routes for specific and individual needs.

Mr. Baldwin stated that the Metro Trip Planner doesn't always provide the best routes.

CAC member James Hogan recommended that Access explore ways to provide an "estimated travel time" to the customer at the time of booking

a reservation so that the customers know roughly how long their trip will be.

CAC member Nicole Maguire stated she would like to be involved in future Share Ride Time Subcommittee meetings in order to offer additional feedback from the mobility management perspective. Ms. Maguire further explained how fixed route and paratransit mirror each other in so many ways, so it's important to educate customers and avoid false expectations.

Motion: CAC member Kurt Baldwin made a motion stating it is the Subcommittee's recommendation that the CAC advise the Board of Directors of Access Services regarding an inordinate amount of trips with excessive trip length, and that the CAC ask the Board of Directors to instruct Staff to work in cooperation with the Share Ride Time Subcommittee to examine appropriate solutions that ensure trip times that are comparable to that of the fixed route bus, reduce rider dissatisfaction, and then report back to the Board of Directors promptly with their recommended solutions.

Second: CAC member Michael Arrigo

Abstentions: None

Discussion: None

Vote: Via Voice Vote

Opposed: None

Abstention: None

Pass/Fail: Motion carried.

2. COMMUNITY MEETINGS

Chairperson Williams announced to the Committee that the next series of Access Community Meetings will commence on Wednesday, May 18th in the City of Downey and will end on Tuesday, June 14th in the City of West Hollywood. Chair Williams underscored the importance of Committee involvement in Access Community Meetings and encouraged all Committee members to participate in the upcoming Community Meetings as representatives of the Access advisory board.

CAC member Michael Conrad made a suggestion to the Committee that Access assist customers scheduling their trips for the Community Meetings by being consistent in requesting the cross streets of booking addresses. Mr. Conrad reminded the Committee that providing cross streets assists the contractor reservationists in the booking procedure. Mr. Conrad added that Access should have added cross streets to the addresses listed on the Community Meeting flyers.

CAC member Terri Lantz suggested that, in the future, Access seriously consider alternate locations for Community Meetings serving the West/Central Region. Ms. Lantz stated that the Plummer Park meeting place location in the City of West Hollywood presents difficulties for customers to locate. Ms. Lantz also reminded the Committee that this location has been used for the quite a number of Access Community Meetings in the West/Central Region and, as such, might not be reaching out to Access customers adequately enough in that large an area.

Access Project Administrator Geoffrey Okamoto stated that all of the Committees' recommendations have been noted for serious consideration.

3. ACCESS INTEGRATED WITH 511 WEBSITE

Access Services Database Administrator Ngan Adams presented to the Committee on the Access' integration with the 511 website. The successful and well-established 511 system is a "one stop shop"

interactive voice recognition website that gives customers up-to-the-minute transportation information free of charge from anywhere, whenever you need it, 24 hours a day, 365 days a year. This new source of transit information being introduced to Access customers is provided through a toll-free number or through the "Go511.com" website. Ms. Adams further explained that "511" provides information on traffic, public transportation, and commuter services in Southern California area to improve customer commutes and keep customers informed on transit options on the spot.

Ms. Adams then introduced Communication Manager for LASAFE Ms. Anne Janda who explained that by 2010 every region in the United States was required to have a 511 program pursuant to FCC regulations. Ms. Janda further explained that LASAFE sponsors the 511 program for the Los Angeles County and that 511 programs are deployed by regional agencies across the United States in this fashion. Ms. Janda explained that, among other things, the goal of the 511 program is to improve mobility for customers in Los Angeles County by providing travelers with all the information they would need to get to wherever they need go. As stated, the 511 program has Voice Recognition, so that the customer can interact with the 511 program in order to customize their searches and get the specific information they need.

Ms. Janda outlined some of the features 511 offers, such as:

Traffic Information

Get freeway traffic speeds, travel times, construction detours and much more. Information is updated every sixty seconds and customers can even view real-time traffic camera screens.

Buses and Trains Information

Find transit providers nearest to you, and also get all bus and train schedules for upwards of 60 different transit agencies. Additionally, customers can use the 511 trip planner in order to identify the best and most appropriate transit routes for your travel needs.

Commuter Services

Locate a carpool or vanpool partner in or close to your area. Also, locate a Park & Ride lot nearest your home and workplace. Also, become informed on how you can help your employer organize a ride-share program at your office or place of work.

CAC member Nicole Maguire asked if the 511 program would be replacing (323) GO-METRO.

Ms. Janda responded in the negative, 511 serves only as a supplement to (323) GO-METRO and that, although the two programs are similar, (323) GO-METRO utilizes live operators and is not open 24 hours.

Ms. Adams explained to the Committee the integration of Access into the 511 program and the features that will be available to users.

Access Service Area Query

Persons can query addresses in order to instantly find out whether or not a particular address is inside or outside of the Access service area, using either phone or website.

Local Transit Options

Persons can look up local transit options available to them by city and get information on official contacts for more detailed questions persons may have about the registration processes and so forth.

Access's Free Fare Trip Planner

Persons can access a "free fare trip planner" which will provide customized routing options by coordinating the services of Access' free fare partners.

Access Feedback

Persons will be able to leave feedback about the 511 system as it relates to Access Services, such as general concerns, specific commendations, service complaints, suggestions for improvement and so forth.

This concluded the presentation portion of Access' integration with the 511 website. Ms. Janda opened up the floor for questions.

CAC member Ken Schwartz suggested adding a reservation feature in order to allow customers to book Access trips via the 511 website.

Access Services' Chief Operating Officer, Mark Maloney, responded to this suggestion by stating that Access is currently considering adding reservation functions to the Access website sometime in the future.

CAC member Nicole Maguire suggested that the 511 trip planner map offer a zoom function in order to allow persons to view all of the fixed route buses in service in a particular area so that they would be able to manually manipulate their own trip options, rather than accept whatever the computer offered.

CAC member Pamela Hill-Metz inquired about whether the website was accessible for the vision impaired.

Ms. Adams stated that the website is accessible for the vision impaired and is supported by two separate accessible software programs that are in compliance with ADA.

Ms. Adams wrapped up by stating that all recommendations and feedback will be taken into consideration. Access Staff will then plan to present the 511-Access system integration to the Board of Directors for approval.

CHAIR'S REPORT

No Report provided.

BOARD REPORT

Director Sandy Varga of the Access Board of Directors reported:

BOARD REPORT, APRIL 2011

AWARDS:

1. ACCESS SUPERIOR SERVICE AWARD WINNER

Access Services Project Administrator Luis Garcia introduced Global Paratransit employees Alejandro Garcia and Esmeralda Reyes as the recipients of the "Access Superior Service Awards" for the months of February and March, 2011. Both recipients were presented with a Certificate of Appreciation and a gift card for all their hard work.

2. RUNNER UP TO THE "JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD"

Access Services Project Administrator David Foster introduced San Gabriel Transit Call Center Supervisor London Lee as the First Runner Up for Access' "Jerry Walker Commitment to Quality Service Award." Mr. Lee was presented with a crystal plaque in appreciation of all his hard work.

BOARD ITEMS:

1. AUTHORIZE EXTENSION OF CONTRACT WITH INSIGHT STRATEGIES, INC.

Staff Recommendation: Authorize an extension in the contract with Insight Strategies for one year, from July 1, 2011 through June 30, 2012. For this period, authorize an increase in the total contract not-to-exceed amount of \$125,000.00, thus increasing the total contract from \$279,000.00 to \$404,000.00. **[APPROVED]**

2. ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD REQUEST FORM

Staff Recommendation: Either approve the attached form (as designed by the CAC) or refer this item to the Board Subcommittee currently working on Community Advisory Committee issues. **[POSTPONED UNTIL NEXT MEETING]**

3. SELECTION OF SOUTHERN AREA SERVICE PROVIDER CONTRACT

Staff Recommendation: Authorize staff to execute a contract for transportation service in the Southern service area beginning September 1, 2011 and ending August 31, 2016, with Global Paratransit, Inc. (GPI) in an amount not to exceed \$122,252,664.00 for the five year base period. **[APPROVED]**

4. APPROVAL TO AMEND THE FUNDING AGREEMENT BETWEEN ACCESS SERVICES AND THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY (LACMTA) (MOU.P000ASI15) FOR SECURITY SERVICES

Staff Recommendation: Authorize the CEO to Amend MOU.P000ASI15 to provide LACMTA reimbursement for fraud investigation, incident response and accident reduction services in L. A. County excluding Santa Clarita and Antelope Valley in the amount of \$75,344 preformed on behalf of Access Services for the period May 1st through June 30th, 2011. **[APPROVED]**

STAFF REPORT

Director of Customer Support Services, Sean Frye, reported the following:

ACCESS SERVICES STAFF REPORT: APRIL 2011

Planning and Coordination Department

Matthew Avancena, Manager of Planning and Coordination attended CalACT's Spring 2011 Conference in Palm Desert on April 21st and 22nd. Mr. Avancena was a guest speaker and gave presentations on various

studies and practices currently being advanced both in Northern and Southern California to increase mobility options for customers of paratransit services. In his presentations, Mr. Avancena described the various Mobility Management activities that Access Services conducts. Much of his presentations focused on Access' Travel Training program. As described at CalACT, the Access Travel Training program has opened up transportation alternatives for nearly 750 Access riders in the past three years [means of transportation other than paratransit to reach their common destinations]. Mr. Avancena also presented on Access' Mobility Management, which, among other things, provides mobility counseling to its clients on the Free Fare Program. Access also continues to attend the Los Angeles City and County Commission On Disabilities. At the last meeting, Access informed Commission members about the upcoming Department of Developmental Services public hearing on proposals to achieve service cuts for State Regional Centers.

Eastern & West/Central Regions:

On April 15th, 16th and 17th Access once again coordinated transportation for the Abilities Expo at the Los Angeles Convention Center. Taking the lead on staffing and coordination of the pickup & drop off location was Access' West Central Region service provider, California Transit (CTI). CTI' s job of coordinating with other Access service providers, with Access staff, and with event coordinators was very well received by customers. With all Access service providers pitching in, and with CTI's coordination, customers were able to get to-and-from the event and enjoy the services and products highlighted at the event. Also, San Gabriel Transit's Call Center Supervisor London Lee was recognized as a runner up winner for the Jerry Walker Commitment to Quality Service Award.

Southern Region:

On April 19th Global Paratransit COO Edward Muncy and Risk Manager Albert Moreno participated in a tour of the Access Customer Support

Center. Both Edward and Albert are fairly new to the Access arena and requested a tour of the Customer Support Services' call centers in order to become familiar with the instrumental role that the Customer Support Center in supporting Access Operations in general. A secondary goal for the representatives from Global was to foster an open line of communication between the two agencies and departments, especially regarding the importance of understanding the outline of data communication among agencies pertaining to risk management incidents and risk management procedures. The tour was very positive for both parties, providing an insightful abundance of information and direction for the newly developed partnership. Thanks go out to both Global Paratransit and to the Access Customer Support Services Department for their proactive roles in team building at Access.

Safety, Training, and Emergency Preparedness AND Northern Region:

April marks the first year anniversary of the Access Driver Incentive Program. Access has come a long ways since the program began tracking driver miles in April of 2010. The main objective of the program is to recognize drivers for their hard work and their safe driving record, as well as to enhance Access' culture of safety. As of March 2011 many milestones have been reached, including one driver who has reached the 70,000 and then 80,000 safe miles marks. This means that soon Access will have its first 100,000 safe miles recipient who will receive the top level award, which is five Disneyland "Park Hopper" tickets and a day off work with compensation. On April 26th Access visited MV Division 45 in the San Fernando Valley and presented drivers with their incentive awards. Executive management staff, including Executive Director Shelly Verrinder, Chief Operations Officer Mark Maloney, Director of Contract Services Steve Chang, and Project Administrator Geetu Banerjee personally greeted and congratulated the drivers as they checked in for their route. Access also participated in a staff cookout at MV Transportation in April. Access is in the process of reviewing proposals for the Antelope Valley contract, which begins on August 1st, 2011. On

April 20th, Northern Region Project Administrator Geetu Banerjee also teamed up with Administrator of Customer Support Services Louis Burns to present on Access at the Canton Sages organization, which was also very well received.

OPERATIONS MONITORING CENTER (OMC) REPORT – March 2011

No discussion on this item.

COMPLAINTS REPORT – March 2011

No discussion on this item.

SUBCOMMITTEE REPORTS

New Outreach:

No report provided.

Service Animal Subcommittee:

CAC member Pamela Hill-Metz stated that her Husband (Ken Metz) is currently training his new guide dog and was unable to attend the last Service Animal Subcommittee meeting, but he has not received any service animal complaints recently. Ms. Metz added that her husband will plan to attend the next CAC meeting in order to provide an update.

Shared Ride Time Subcommittee:

Please see Item #1.

CAC Goals and Objectives Subcommittee:

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

CAC member Michael Conrad suggested Access provide CAC members with a list of staff members, including titles and phone numbers.

Access Staff Liaison Sean Frye responded by saying Access will take that the idea into serious consideration, but reminded members that, because Access staff members are frequently “on the move” (leaving them rarely at their desk), often meeting with contractors and so forth. It was Mr. Frye’s suggestion that individuals contact Access personnel through the main number (213-270-6000) where the operator can either attempt to forward the call directly to the requested staff member or page that staff member.

MEMBER COMMUNICATION

CAC member Tonni Yee-Hemphill stated that she has noticed more drivers not assisting customers with boarding and alighting Access vehicles. Of special concern to her are those customers who require extra assistance.

CAC member Nicole Maguire stated that Access contractor R&D Transportation received a JARK fund and is currently rolling out a program that focuses on children at schools who may potentially need to use Access. The program also attempts to proactively travel train these children about public transportation before they get too comfortable using paratransit services as their comprehensive system of transportation.

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

April 2011

A total of **4,847** calls were logged by OMC for the month of April. Exactly **1,495** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,321** 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 **418** Backup Response vehicles in April. Exactly **237** of these trips were performed by Overflow Service and **181** were performed by Non-Certified Providers. April's average Length of Time (LOT) between initial call to OMC and their pickup by a Backup Response vehicle was approximately **58** minutes; April's longest single LOT was approximately **2** hours and **54** minutes.*

**This customer contacted the OMC at 4:22 p.m. regarding their 3:30 p.m. pick up. The OMC agent contacted the Provider and discovered the driver reported to dispatch he was not able to locate the customer and was authorized to leave at 3:52 p.m. The Provider did offer a next available of 90 minutes. The customer did not accept the next available and requested that backup vehicle be sent. The OMC agent contacted a Non-Certified Provider and was given a 20 minute eta. The customer contacted the OMC at 5:20 p.m.*

inquiring why the backup vehicle had not arrived. The OMC agent contacted the Non-Certified Provider and it was discovered that the order was canceled for reasons unknown. The trip was immediately reentered with another 20 minute eta. The customer contacted the OMC at 6:20 p.m. inquiring why the backup vehicle had not arrived. The OMC agent contacted the Non-Certified Provider and was told a vehicle had yet to be assigned. At that time the OMC agent canceled the request and contacted a different Non-Certified Provider. The Non Certified Provider agreed to contact the OMC should any issues arise. The backup vehicle picked up the customer at 7:16 p.m. and dropped them off at 7:30 p.m.

	<i>March 2010</i>	April 2011
Total OMC Calls	5,059	4,847
Total Late Trip Calls	1,655	1,495
Late Trips Reconciled on 1st ETA	1,464	1,321
Total Backup Trips Dispatched	382	418
<i>Subtotal Overflow Backup*</i>	238	237
<i>Subtotal Uncertified Provider Backup*</i>	144	181
Average LOT (call to pickup)	54 minutes	58 minutes
Longest LOT (call to pickup)	6 hours, 6 minutes	2 hours, 54 minutes

**Data Not in ASI Operations Report*

Date: July 1, 2011
To: Community Advisory Committee (CAC)
From: Marcia Velis, Call Center Analyst
Re: Operations Monitoring Center (OMC) Report - **May**

May 2011

A total of **5,502** calls were logged by OMC for the month of May. Exactly **1,631** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,453** 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 **515** Backup Response vehicles in May. Exactly **282** of these trips were performed by Overflow Service and **233** were performed by Non-Certified Providers. May's average Length of Time (LOT) between initial call to OMC and their pickup by a Backup Response vehicle was approximately **54 minutes**; May's longest single LOT was approximately **4 hours and 42 minutes**.*

**This customer contacted the OMC at 1:03 p.m. regarding their 11:38 a.m. pick up. The OMC agent contacted the Provider and discovered the driver reported to dispatch that he was not able to locate the customer and was authorized to leave at 11:46 a.m. The Provider offered the usual next available of two hours. The customer did not accept the next available and a backup vehicle was offered. However the customer disconnected before confirmation was made. The customer contacted the OMC at 3:53 p.m. once again and a backup vehicle was offered. Once again the customer disconnected. The customer contacted the OMC again at 4:05 p.m. The OMC agent was able to*

keep the customer on the line long enough to confirm an Overflow driver would be sent. The Overflow driver picked the customer up at 5:45 p.m., delivering them home at 6:19 p.m.

	April 2010	May 2011
Total OMC Calls	4,847	5,502
Total Late Trip Calls	1,495	1,631
Late Trips Reconciled on 1st ETA	1,321	1,453
Total Backup Trips Dispatched	418	515
<i>Subtotal Overflow Backup*</i>	237	282
<i>Subtotal Uncertified Provider Backup*</i>	181	233
Average LOT (call to pickup)	58 minutes	54 minutes

Date: July 1, 2011

To: Community Advisory Committee (CAC)

From: Susanna Cadenas, Customer Care Coordinator

Re: Complaint Report - April

Longest LOT (call to pickup)	2 hours, 54 minutes	4 hours, 42 minutes
------------------------------	---------------------	---------------------

**Data Not in ASI Operations Report*

Total Complaints for April 2011	766
Complaints Under Investigation for April:	196
Total:	1200
Total Complaints that still require a Written response (includes email)	120
Complaints Over 2 Weeks and investigation open or reopened	822
Complaints over 2 weeks where rider has not been given a status call	38

TRIP SERVICE RELATED COMPLAINTS

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

Complaint Response Preference		
	Apr '11	FY
Post Card	588	6696
Phone	20	342
Written	41	688
Email	29	352

Animal	- 100%	0	0	0	0	0	0	0	0	0
ASI	-----	0	0	0	0	0	0	0	0	0
Booking	- 26.3%	53	0	0	13	3	17	6	0	14
Cancel	+50.0%	4	0	0	0	0	4	0	0	0
Conduct	-----	27	2	1	11	2	7	1	0	3
Denied	-----	0	0	0	0	0	0	0	0	0
Discourt	- 23.8%	86	3	1	23	15	37	1	0	6
Fare	- 37.5%	5	0	0	1	0	4	0	0	0
Late1	+20.0%	20	0	0	4	7	7	0	0	2
Late2	+30.0%	26	0	0	9	7	9	1	0	0
Late3	- 40.0%	9	0	0	1	2	5	0	0	1
Late4	- 5.2%	181	0	0	65	23	56	4	0	33
Routing	+28.5%	21	0	0	11	1	7	0	1	1
Service	+1.7%	117	0	3	41	22	30	3	0	18
Securement	- 62.5%	3	0	0	1	0	2	0	0	0
TravelTime	+10.7%	28	0	0	14	5	3	0	0	6
Urgent	+3.9%	126	0	0	41	32	17	6	0	30
Vehicle	- 25.0%	3	0	0	1	1	0	0	0	1
Total	- 6.2%	709	5	5	236	120	205	22	1	115

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
Cert	- 50.0%	2	0	0	1	0	1	0	0	0
Incident	- 100%	0	0	0	0	0	0	0	0	0
Lost/Found	- 80.0%	1	0	0	1	0	0	0	0	0
Phone	- 60.0%	5	0	1	1	2	1	0	0	0
Policy	- 32.0%	36	0	2	13	2	13	0	0	6
Suggestion	+23.0%	13	0	5	2	1	2	0	0	3

Total	- 27.8%	57	0	8	18	5	17	0	0	9
No Shows	- 48.4%	49	0	0	17	5	9	2	0	16
LSOX	+75.0%	4	0	0	1	2	0	0	0	1
Commendations	- 16.5%	323	25	0	94	89	56	3	3	53

* % change from previous month

Complaint Response Preference		
	May '11	FY
Post Card	665	7362

Date: July 1, 2011

To: Community Advisory Committee (CAC)

From: Susanna Cadenas, Customer Care Coordinator

Re: Complaint Report - **May**

Total Complaints for May 2011	832
Complaints Under Investigation for May: Total:	188 1200
Total Complaints that still require a Written response (includes email)	120
Complaints Over 2 Weeks and investigation open or reopened	822
Complaints over 2 weeks where rider has not been given a status call	38

Phone	17	359
Written	40	728
Email	29	381

TRIP SERVICE RELATED COMPLAINTS

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	-----	0	0	0	0	0	0	0	0	0
ASI	-----	0	0	0	0	0	0	0	0	0
Booking	+27.3%	73	0	0	30	3	21	2	1	16
Cancel	+33.3%	6	0	0	3	0	1	0	1	1
Conduct	- 7.4%	25	1	0	10	2	8	0	0	4
Denied	-----	0	0	0	0	0	0	0	0	0
Discourt	- 1.1%	85	2	1	31	9	27	0	0	15
Fare	+50.0%	10	0	0	1	6	2	0	0	1
Late1	+4.7%	21	0	0	7	6	5	0	0	3
Late2	+25.7%	35	0	0	15	8	11	0	0	1
Late3	43.7%	16	0	0	3	2	7	0	0	4
Late4	+9.9%	201	0	0	76	14	69	2	1	39
Routing	+14.2%	18	0	0	8	3	4	0	0	3
Service	+0.8%	118	3	0	44	10	33	5	2	21
Securement	+25.0%	4	0	0	1	1	2	0	0	0
TravelTime	+31.7%	41	0	0	12	2	12	3	0	12
Urgent	- 13.4%	109	0	0	42	27	21	0	1	18
Vehicle	-----	3	0	0	0	1	1	0	0	1
Total	+7.3%	765	6	1	284	93	224	12	6	139

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
Cert	+33.3%	3	0	0	1	2	0	0	0	0
Incident	-----	0	0	0	0	0	0	0	0	0
Lost/Found	+75.0%	4	0	0	1	0	2	0	0	1
Phone	- 80.0%	1	0	0	0	0	0	0	0	1
Policy	+26.5%	49	0	0	24	6	6	5	0	8

Suggestion	- 23.0%	10	5	0	1	1	2	0	0	1
Total	+14.9%	67	5	0	27	9	10	5	0	11

No Shows	+24.6%	65	0	0	21	10	22	3	1	8
LSOX	+50.0%	2	0	0	0	0	0	1	0	1

Commendations	- 9.7%	358	29	0	114	103	53	2	3	54
---------------	--------	-----	----	---	-----	-----	----	---	---	----

* % change from previous month

SUBCOMMITTEE REPORTS

Shared Ride Time

No report was provided.

Service Animal

No report was provided.

CAC Goals Subcommittee

No report was provided.

P – PRESENT - R – RESIGNED - A – ABSENT

CAC ATTENDANCE	February 10	March 10	April 10	May 10	June 10	August '10	September '10	October '10	November '10	December '10	January '11	February '11	March '11	April '11	May '11	June '11
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P	P	A	-	P	P	P	P	P	-
KURT BALDWIN	P	P	A	P	P	p	P	P	A	-	P	P	P	P	P	-
GLORIA BRODERICK	P	P	P	P	P	P	A	P	P	-	P	A	P	P	P	-
MICHAEL CONRAD	P	P	P	P	A	P	A	P	P	-	P	A	A	P	P	-
TINA FOAFOA	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	-
GARY JANSEN	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	-
TERRI LANTZ	P	P	P	P	P	P	P	P	P	-	P	P	P	P	P	-
NICOLE MAGUIRE	-	-	-	-	-	P	P	P	A	-	P	P	P	A	P	-
GAY PARRISH	P	P	P	A	A	P	P	P	A	-	P	A	A	A	A	-
KEN SCHWARTZ	A	P	P	P	P	P	P	P	A	-	P	P	P	P	P	-

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