



AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday June 9, 2009

12:30 p.m. – 3:00 p.m.

AON CENTER

707 Wilshire Blvd.

6th Floor Conference Room

Los Angeles, CA 90017

www.asila.org

**Address for Scheduling Access Paratransit Trips:
706 W. 6th Street**

(CAC) Mission Statement

“The mission of the 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 ASI 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.

<u>Item</u>	<u>Item Description</u>	<u>Disposition</u>	<u>Pages</u>
12:30 p.m.	Call to Order Procedure for Public Comment		
12:35 p.m.	Roll Call		
12:35 p.m.	Approval of the May 12, 2009 CAC Meeting Minutes	Action	5-11
12:35 p.m.	General Public Comment (3 minutes per speaker)	Information	
12:45 p.m.	1. Reports <ul style="list-style-type: none"> • Chair • Board Meeting Update • Staff • Metro OIG Audit Update • OMC – April 2009 • Complaints – April 2009 	Information	12-27
1:00 p.m.	2. Subcommittee Updates <ul style="list-style-type: none"> • New Outreach • Service Animal • Incentives and Penalties 	Information	
1:30 p.m.	3. Access Services Draft Budget	Presentation	
1:45 p.m.	4. ADEPT Software Implementation	Information	
2:00 p.m.	Break		
2:10 p.m.	Member Communication	Information	

2:25 p.m.

New Business Raised Subsequent to Information
posting of the agenda

3:00 p.m.

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.

DRAFT MINUTES

Community Advisory Committee (CAC) Meeting

Tuesday, May 12, 2009

12:30 p.m. – 3:00 p.m.

1. CALL TO ORDER

Chairperson Shawn Solomon convened the meeting at 12:32 p.m. on Tuesday, May 12, 2009, at the administrative offices of Access Services in downtown Los Angeles.

2. ROLL CALL

CAC Members Present: Isa-Kae Meksin, Tommy Johnson Sr., Michael Anthony Arrigo, Gay Parrish, Gary Jansen, Ray Louis McKeever, Ken Schwartz, Tina FoaFoa, Terri Lantz, James Hogan, Hellen Johnson, James Harris, Gloria Broderick, and Shawn Solomon.

CAC Members Absent: Frances Kitrell, Adinah Solomon, Kurt Baldwin, Michael Conrad, Jesse Padilla, and Veronica Martinez

Board Members: Theresa De Vera and Hugh Hallenberg

Access Services Staff: Arun Prem, Evie Palicz, Matthew Avancena, Luis Garcia, Charace Thompson, Luis Pacheco, Nahila Hussien, Erik Washington, Alfredo Torales, Rycharde Martindale, Susanna Cadenas and Sean Frye.

Guests: Ken Metz, Pamela Hill- Metz, Daniel Garcia, David Lee, Diana Brandin, Valdez Beaoit, Minister DeVance, Charlise Machin and Mildred Malin.

3. APPROVAL OF MINUTES OF APRIL 14, 2009, MEETING

Motion: Gary Jansen moved the approval of the minutes of the April 14, 2009 CAC meeting.

Vote: Yes 14

4. GENERAL PUBLIC COMMENT

Shawn Solomon announced that the mission and code of civility statements were not going to be read. Arun Prem added that at the April CAC meeting, the committee requested that that the reading of the mission and code of civility statements be stopped.

Luis Pacheco read the public comment procedures and announced that Nahila Hussen was in attendance to take down any additional information.

Ken Schwartz said that 6 months ago the CAC committee decided to move the member communication up to an earlier point in the agenda and to date that has not happened.

James Harris made a comment with regards to the address on 8540 South Baldwin Avenue and said that this is a doctor's office, which is on Sepulveda Blvd. but the physical address is on the Manchester side.

Valdez Beaoit elaborated on service issues he is having in the Southern region when trying to change a pick up time for a destination address. Mr. Beaoit also talked about the importance of customer service training because some representatives display rude behavior on the phone. Mr. Beaoit believes that the shared ride program needs to be streamlined.

Minister DeVance discussed a recent trip experience where she and her son were left stranded on Crenshaw and Imperial because according to the provider, the vehicle could not find them, and Ms. DeVance had to take a taxi that cost her \$27 dollars, which she would like refunded; commented on capacity issues when taking a shared ride because there are too many passengers in one vehicle; rides to CAC meetings should be free for riders such as the Board and public hearing meetings.

5. REPORTS

CHAIRS REPORT

The following Chairs Report is a repeat of a subcommittee report included in this month Agenda packet. I believe the information from this report is important enough to repeat.

On March 20, 2009 there was a Shared Ride Time subcommittee meeting with the following attendees: ASI staff, Matthew Avancena, Steve Chang, and Luis Garcia. From the Advisory Committee, there was Shawn Solomon, Terri Lantz, and Gloria Broderick. Nader Raydan of MV Transportation was the representative of the service providers.

I wanted to provide a meeting summary memo because there was significant information that was shared leading to a better understanding of the problem from the rider and provider point of view.

Let us review the history of the subcommittee and why it was created. More than a year ago the mayor of Los Angeles at a Metro Board of Directors meeting was

very upset by the quality of the service provided by Access Services. The Metro Board commissions the Office of Inspector General (OIG) to conduct a survey of users and riders of this system to establish why it was so bad. Many small problems were identified by the OIG but Share Ride Time is still with us.

One performance standard which all agree is the maximum ride time for any ride shall not be any longer than it would take, per the online Metro planner. Per the Board Box, 88 % of all rides are shorter than a Metro ride, leaving us with the troublesome rides which are longer than Metro at 12%.

After several lengthy and detailed discussions there are no tools to insert rides into the manifest for rides canceled that day. This process is left to be performed by the dispatcher manually. The cancellation rate of a typical day is about 40% of all rides. The revelation of this fact tells us that the reasons for so many long share rides are created during this process. Our current providers do not have the necessary software to do this live. Another possible way to improve the ride insertion process is to utilize more dispatchers. This would allow each dispatcher more time to look at some of the causes for long share rides. The negative effect of this recommendation is that it would increase the cost of operations.

There is help on the horizon for software that will cure this problem. The provider for the Southern section of Los Angeles has started the installation and testing of this new software. Unfortunately the planned time to complete this task for all providers is about two years.

The subcommittee will continue to work on the incentives and penalties as a means to improve the service performance and reduce ride Time to a more acceptable level. The method of finance to sponsor the program could be set up like the incentives to reduce the call wait program, to improve the call -- wait time. The key to success of an incentives program is to make the incentives large enough to sponsor the additional cost of whatever you are trying to improve.

BOARD OF DIRECTORS

Board member Hugh Hallenberg gave the Board of Directors report and shared the following:

- The Board of Directors meeting was held on April 27, 2009
- The proposed fare increase was approved
- 6 other items were passed

Gary Jansen asked what would be the fare after 9 pm. Mr. Hallenberg responded

that the fare would stay the same.

Gay Parrish wanted to know if the proposed fare increase was in steps or just a one-time increase. Mr. Hallenberg said that the proposed fare increase was for the coming year only and for next year, the Board will go back and revisit the process.

James Harris said that the fare increase was voted as an amendment for next year.

Gay Parrish asked what happened to the vehicle floor mats. Mr. Hallenberg responded that it was deferred for the next Board meeting due to lack of time.

James Hogan asked if Mr. Hallenberg got a copy of the report that was made at every community meeting. Mr. Hallenberg said no.

STAFF REPORT

Arum Prem gave the staff report and said the following:

- Welcomed Board members Hugh Hallenberg and Theresa DeVera
- Ted Anderson resigned from CAC
- Welcomed newly elected CAC member Sandy Varga appointed by Hugh Hallenberg
- The new Access Services fare will be effective July 1, 2009
- The floor mats and integration of telephone services will be reviewed at the next Board meeting
- Ken Metz was in attendance to provide more details on the service animal floor mats
- The Board asked CAC and TPAC to look at another product for service animals, which was introduced during the meeting
- The software update item was postponed for next month's meeting
- The Board meeting scheduled for May 18 has been rescheduled for June 1, 2009

METRO OFFICE OF INSPECTOR GENERAL AUDIT RECOMMENDATIONS UPDATE

Gary Jansen asked how often does the inspector general come by or do they come unannounced. Mr. Solomon responded that they do not come by and that this is input that was given to staff for implementation.

OPERATIONS MONITORING CENTER (OMC) REPORT – February/March 2009

Gay Parrish asked if there is in place a mechanism where the provider sends a second vehicle to find the rider and does the provider notify OMC that the rescue vehicle did not find the rider. Mr. Frye responded that if OMC dispatches their own vehicle, there is a mechanism for knowing right away that the rider was not located. In the case where the provider has dispatched a second vehicle, the OMC would rely on the provider to call back and let OMC know that the rider has not been located. So no, there is no mechanism for when the provider has been told to dispatch another vehicle to follow up with OMC.

Gary Jansen asked if the provider notifies the OMC when running late. Mr. Frye responded yes.

Michael Williams commented on how procedures are drawn up and implemented because there is too much time between the time an issue is brought up and the time it is finalized and that a timeline needs to be implemented to speed up the process.

Hugh Hallenberg shared his concerns with the call out process because he is not receiving them on his cell phone and the policy is there to help the rider and driver and it ought to be used.

Terri Lantz shared a recent trip experience that one of her consumers experienced where her center did not receive a call from the provider letting them know that they were running late.

Ray Louis McKeever talked about a problem a hearing impaired rider experienced due to a demonstration and the rider was not showed and had to wait 2 hours to find a ride home.

COMPLAINTS REPORT – February/March 2009

No questions were raised from the committee.

6. SUBCOMMITTEE REPORTS

New Outreach

No report was provided

Service Animal

Kent Metz gave the service animal report and said that at the last Board meeting, he suggested an alternative device instead of the floor mats that would also be ideal for proper service animal securement; at the last service animal subcommittee, some complaints regarding capacity issues were raised along with some issues with dog's paws being injured; thanked Mr. Prem for putting together a meeting that will be attended by some service animal subcommittee members, TPAC members and ASI staff to discuss the possible solutions; brought up a recent incident where a service animal got injured while on a sedan and that this complaint is currently being investigated.

Penalties and Incentives

Shawn Solomon said that the penalties and incentives subcommittee report was provided during the Chair's report.

7. ADEPT Software Implementation

This item was deferred for the next meeting.

8. Access Services Coupons

Sean Frye gave a presentation on Access Services Coupons.

Gloria Broderick said that it would be very helpful to make the coupons in different sizes. Mr. Frye said that currently, there are 2 coupons to a page and that the base coupon is the size of an entire page and the plus zone could be the current size or half a page.

Mildred Malin asked when the coupons will go in effect. Mr. Frye responded July 1, 2009.

Terri Lantz suggested avoiding too much print on the coupons and that the print should be large enough to see.

Michael Williams asked how come there are only 24 coupons in a book when there are 30 days in a month.

Michael Anthony Arrigo asked where the locations are to purchase the coupons and suggested more color contrast.

Theresa De Vera asked what type of paper the coupons would be made of and suggested keeping the existing stock. Mr. Frye responded that it had not been decided yet.

A motion was made to accept Access Services coupon recommendations with the committee's suggestions.

14 yes

9. Not Booking Return Trip and calling OMC for Rescue Ride Policy

Evie Palicz said that this presentation was a follow up and shared some statistics that the committee asked for. Ms. Palicz added that this recommendation has gone through the QSS and asked that CAC approve the proposed policy

Michael Williams asked what happens when riders forget to book a return trip, are they given a warning. Ms. Palicz responded that OMC will recognize if there is a trend by identifying the names of repent offenders.

Further discussions followed and a motion was made:

Motion: James Hogan made a motion to make an amendment to the original motion. To add a financial penalty if a rider is picked-up they have to pay double the price or whatever the recommendation would be.

Second Motion: To adopt the policy as presented in the agenda with the following two changes:

1. Under definitions "...a pattern of practice includes not booking a return trip in two (2) or more incidents in a 12 month period.
2. A trip will not be considered a pattern on practice if Access Services can confirm the rider did book a return trip.

14 yes

10. Operations Project Update

Luis Garcia gave a presentation on the operations project update.

Gary Jansen asked how often the rider's guide comes out. Evie Palicz responded the last one came out on April of 2009.

Michael Williams stressed the importance of sensitive training and that it needs to be addressed in the riders guide.

11. Member Communication

Member communication was deferred due to lack of time.

12. New Business Raised Subsequent to Posting of the agenda

No new business was raised.

13. Mr. Solomon adjourned the meeting at 3:03 p.m.

REPORTS

BOARD MEETING UPDATE

- a.** Selection of Third Party Administrator For ASI's Insurance Policies
- b.** Approval of Self-Insured Retention Automobile Liability Program
- c.** Approval of Commercial Business Package Insurance
- d.** Overflow Service Provider Contract ASI-2689
- e.** Community Advisory Committee Recommendation on New Service Proposal
(continued from April 27, 2009 Board)
- f.** Approval of Amended Contract Term and Rates ASI-1900 (Southland Transit, Inc.), ASI-1928 (San Gabriel Transit, Inc.), ASI-2017 (Global Paratransit), ASI-2364 (California Transit, Inc.), ASI-2492 (MV Transportation)
- g.** Approval of Extension of Service Contract with Southland Transit, Inc. – Antelope Valley Service Area)ASI-1900) Continued from April 27, 2009 Board meeting)
- h.** Approval of extension of Service Contract with Global Paratransit, Inc. (ASI-2017)
Continued from April 27, 2009 Board Meeting

STAFF REPORT

STATUS REPORT ON THE IMPLEMENTATION OF THE AUDIT RECOMMENDATIONS

Recommendation 1 – CLOSED in July 2008

ASI should reassess its recertification policy and consider a) periodically reviewing its criteria for determining individuals that are allowed to renew without in-person reevaluations, b) increasing the recertification period on a case-by-case basis, and c) adopting a tiered approach for recertifying riders. The tiered eligibility determination approach should include an option to recertify a rider without the need for a face-to-face interview or functional test.

Apr - 08	A modification to the recertification policy to allow for a tiered approach to eligibility without the need for an in person interview or functional test requires a change in the adopted Paratransit Plan Update. The proposed revision will be presented to the Transportation Professionals Advisory Committee (TPAC) on April 10, 2008 and the Quality Services Subcommittee (QSS) on April 17, 2008. A public hearing has been scheduled for April 22, 2008. The Community Advisory Committee (CAC) will discuss the revision at their May 13, 2008 meeting and member agencies will provide their input via electronic mail during the month of May. The final approval for the revision will be placed on the May 19, 2008 Board of Directors Agenda. Assuming Board approval, the revision will be implemented on July 1, 2008.
May - 08	Staff prepared a recommendation for the Board to approve an updated to the Coordinated ADA Paratransit Plan specifying changes to the recertification process, which address Recommendation 1. If approved, the changes will be effective July 1, 2008.
June - 08	At the regular ASI Board of Directors meeting on May 19, 2008, the Board of Directors approved Agenda Item 10 - REVISION OF PARATRANSIT PLAN UPDATE which modified the recertification process to include a tiered approach versus a mandatory in person evaluation. The updated Plan will be mailed to FTA in June 2008.
July - 08	The revised recertification process has been implemented. This item is now considered to be closed.

Recommendation 2 – CLOSED in September 2008

ASI should a) review the narrative comments included on the Eligibility Survey and initiate any appropriate actions or changes, b) consider client comments/concerns when making any future changes or improvements to the eligibility evaluation process or the evaluation facility, and c) evaluate whether ASI can offer more evaluation locations through the use of mobile evaluation units.

Apr - 08	All of the narrative comments from the surveys have been organized into categories of service. ASI staff is in the process of reviewing the comments to identify areas of concern. The narrative comments will be presented at the May 2008 QSS meeting. Any potential recommendations will be forwarded to the CAC and TPAC prior to being presented to the Board of Directors for approval.
May - 08	Narrative comments from the eligibility survey were placed on the May QSS meeting agenda.
June - 08	QSS reviewed the narrative comments at the May QSS meeting and the top concerns raised in the survey will be used as a blueprint for discussion at future meetings.
July - 08	QSS will review the narrative comments from the eligibility survey in August 2008 and include them in the prioritization discussion topics established in July 2008. Any recommendations will be presented to the CAC as appropriate.
Aug - 08	The narrative comments on eligibility were presented to QSS at the August 2008 meeting. Due to a full agenda the committee tabled the item until the September 2008 meeting.
Sept - 08	In September 2008, the QSS prioritized the narrative comments from the eligibility survey and added these comments to their current list of comments from the rider survey to be discussed at future meetings. Any recommendations will be presented to the CAC as appropriate.

Recommendation 3

ASI should evaluate the process for informing individuals who complete the eligibility evaluations of their right to appeal and the process on how to make an appeal.

Apr - 08	ASI will re-evaluate the eligibility determination packet with the help of TPAC and CAC to ensure that appeal information is presented in a manner most likely to be understood by applicants. Staff is anticipating a new brochure to be available in July of 2008.
May - 08	ASI will work with communications professionals and small focus groups to re-evaluate the eligibility determination packet. This will be implemented in July 2008.
Jun - 08	No update to report.
July - 08	On July 17, 2008, the QSS reviewed recommended changes to the eligibility fact sheets. New information sheets detailing the eligibility and appeal process are being formatted by Metro Design Center and will be available in September 2008. Per ASI Policy, alternative accessible formats will be available upon request.
Aug - 08	The formatted fact sheets are expected to be ready for distribution in the near future.
Feb -09	The Board of Directors approved a new identity program for Access Paratransit at their February 2009 meeting. Metro Design Center will begin work on finalizing these new information sheets. The new sheets are expected to be distributed in April 2009.

Recommendation 4 – CLOSED in July 2008

ASI should continue to critically evaluate its eligibility determination policies, general approach, and specific processes to ensure that reasonable eligibility determinations are being made, that the impact on and inconvenience for those seeking eligibility is reasonable, and that the total costs of the eligibility determination process are consistent with the value of the process.

Apr - 08	ASI will continue to evaluate the eligibility processes and policies used in Los Angeles County. ASI will continue to monitor the best practices used in the industry by participating in various forums and seeking out documents and
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	reports published by organizations such as, but not limited to, Easter Seals Project Action, Transportation Research Board Synthesis Studies, National Transit Institute, as well as from advocacy groups like the Disability Rights Education and Defense Fund. In addition, on a local level the eligibility contractor, under the new contract, will form a Community Council as an advisory group to provide feedback. ASI will be a part of that Council. This Council will begin in July 2008.
May - 08	No update to report.
Jun - 08	CARE held its first Customer Care Committee on Thursday June 29, 2008. The group had seven riders attend and discuss their experience with the evaluation process. CARE will use those comments to train staff and modify customer service procedures. The Committee will be meeting once a month.
July - 08	With the implementation of the revised recertification process and the opening of the new eligibility evaluation center in July, this item is now considered closed.

Recommendation 5 – CLOSED in August 2008

ASI should review the narrative comments on the Rider Survey and initiate any appropriate actions or changes.

Apr - 08	All of the narrative comments from the surveys have been organized into categories of service. For instance, comments regarding the order taking process have all been grouped together. ASI staff is in the process of reviewing the comments to identify areas of concern. The narrative comments will be presented at the May 2008 meetings of the transportation service providers and the QSS. Any potential recommendations will be forwarded to the CAC and TPAC prior to being presented to the Board of Directors for approval.
May - 08	Narrative comments from the rider survey were placed on the May QSS meeting agenda, and the May Provider meeting agenda.
Jun - 08	In May 2008, the QSS and Provider groups reviewed the narrative comments from the Rider Survey. Each group agreed that the top concerns would be

	discussed at future meetings to determine how to improve the service.
July - 08	On July 17, 2008 QSS prioritized the narrative comments from the rider survey into four groups with subtopics to be discussed at future meetings beginning in August 2008. Any recommendations will be presented to the CAC as appropriate.
Aug -08	At the August 2008 QSS meeting, the committee began discussion on one of the four groups of comments. The committee has agreed to have the narrative comments as a standing item on their agenda until all of the groups have been discussed and the appropriate action taken. This item is now considered closed.

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.

Recommendation 7 – CLOSED in July 2008

ASI should reinforce to contractor call takers the goal of providing courteous and helpful service to clients. In this regard, ASI should provide call takers with a written document that reinforces the policies and rules of conduct and service to paratransit customers, and ASI’s commitment to quality service.

Apr - 08	A draft of an Order Taker Code of Conduct is scheduled to be presented to the Transportation Service Providers at their meeting in May of 2008. Staff anticipates distribution of an Order Taker Code of Conduct in June of 2008.
May - 08	A draft of the Order Taker Code of Conduct was placed on the May Provider Meeting Agenda.
Jun - 08	The Order Taker Code of Conduct was reviewed at the Provider meeting in May. The Contractors will begin distribution and the document will be posted on the ASI website by June 23, 2008.
July - 08	The Order Taker Code of Conduct has been distributed and can be viewed on the ASI website. This item is now considered closed.

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.

Recommendation 9 – CLOSED in July 2008

ASI should reinforce to contractor staff ASI’s policy on call-outs, and the

importance of making all call outs that are requested.

Apr - 08	<p>ASI is in the process of redesigning new employee training tests for drivers, call takers, and dispatchers. Questions regarding call out procedures will be included in these tests. The driver, call taker, or dispatcher will be required to pass this test with a score of 90% or greater before they are allowed to work on the ASI contract. This test will be completed no later than July 2008.</p> <p>ASI Road Supervisors and Dispatch Coordinators monitor compliance with currently required continuous training for each contractor. The call-out procedures are a part of that training. Immediately, ASI will instruct the service providers to include this topic in the next rotation of training beginning in May 2008.</p>
May - 08	<p>Service providers were instructed to include “call out procedures” in the rotation of training beginning in May 2008.</p>
Jun - 08	<p>Providers are in the process of updating the tests and training materials.</p>
July - 08	<p>All materials have been updated and the new materials have been implemented. A copy of the revised test is available upon request. This item is now considered closed.</p>

Recommendation 10 – CLOSED in May 2008

ASI should reinforce to service provider contractors ASI’s goal of providing courteous and quality service to clients. In this regard, ASI should provide contractor drivers and call takers with a written document, which reinforces the policies and rules of conduct and service to paratransit customers, and ASI’s commitment to quality service.

Apr - 08	<p>The Driver Code of Conduct will be distributed to all certified drivers by May 1, 2008. The Order Taker Code of Conduct is scheduled for distribution in June 2008.</p>
May - 08	<p>Driver Code of Conduct was delivered to contractors on May 1, for distribution to drivers; it can be viewed at www.asila.org. This item is now considered closed.</p>

Recommendation 11

ASI should reinforce to paratransit applicants and riders that the primary purpose of using Access Paratransit Services is that the individual is unable to use the regular bus and rail service.

Apr - 08	ASI will work with TPAC and CAC to ensure that information on eligibility is consistent with the recommendation and presented in a manner most likely to be understood by applicants. Staff is anticipating new brochures to be available in July of 2008.
May - 08	Staff is anticipating new brochures to be available in July of 2008.
Jun - 08	No update to report.
July - 08	In addition to the information sheets discussed in Recommendation 3, the new eligibility center's transit theme and presentation should reinforce the connection between Access Paratransit and regular bus and rail service.
Aug - 08	See item 3 above.

Recommendation 12 – CLOSED in April 2008

ASI should:

- a) Develop a written manual or procedures for processing and inputting complaints, and ensure that the list of complaint type codes and definitions are kept up-to-date.**
- b) Institute a formal training program for the employees who handle complaints, for both new employees and periodic refresher training for current employees.**
- c) Record all complaints relevant to the eligibility determination process so that any underlying problems can be trended and solved.**
- d) Conduct a periodic trend analysis of complaints to identify problem areas to improve customer service.**
- e) Develop a specific process to mark closed complaints, and incorporate this process into the policy and the staff training materials.**

- f) **Re-evaluate the complaint types used in the performance measure of Complaints per 1,000 Trips.**
- g) **Assure that no sequential complaint numbers are deleted from the database.**
- a) The Complaints and Customer Service departments have developed a procedures manual with input from the Complaints Process Modification Subcommittee of the CAC. The manual was completed in April 2008. This item is considered closed.
 - b) As of January 12, 2008, formal training now includes Customer Service workshops, as well as follow up and refresher trainings, one-on-one review with all Customer Support Supervisors and management, side-by-side training, and review of completed procedures manual. The Complaint Specialists now attend regular monthly meetings to address any observations and/or needed training refreshers to ensure that procedures remain standardized. New staff members are now required to train with both Customer Service and Complaints and are provided a copy of the procedural manual. This item is considered closed.
 - c) As of February 25, 2008, all complaints related to eligibility have been entered into the complaint database as well as the relevant eligibility or appeal record. This item is considered closed.
 - d) More intense trend analysis of complaints has been in place since January 29, 2008. New complaint procedures have freed up additional time so that staff can dedicate more of their resources to the analysis of information. This item is considered closed.
 - e) The procedures manual has been completed. See item (a) above. This item is considered closed.
 - f) Additional complaint categories have been added to the service complaints per 1,000: Animal, Booking, Conduct, Discourtesy, Routing, Service, Travel time, Urgent and Vehicle. These additional categories will be reflected in the April 2008 operations report to the Board of Directors.
 - g) Sequential complaint numbers were deleted by ASI's Information Technology department in order to avoid combining real complaints with system tests. All complaints that are either duplicated or entered incorrectly are voided out but remain recorded in the database. To ensure that there are no duplications of complaint numbers, and as a security measure, as of January 29, 2008, the current system and Rider 360 does not recycle unused complaint numbers or complaints used for system testing. This item is considered closed.

Recommendation 13 – CLOSED in July 2008

To improve its management and oversight of paratransit service providers, we recommend that ASI a) require all paratransit service providers to perform driver performance evaluations annually and maintain the evaluations in the driver personnel file for periodic ASI review, and b) develop a standard driver code of conduct and require each driver to sign and agree to such conduct.

Apr - 08	<p>a) ASI required an annual driver performance evaluation to be maintained in the driver training record in the most recent transportation service provider scope of work. Staff is in the process of negotiating with our existing contractors in order to implement the recommended change system wide effective July 1, 2008.</p> <p>b) See recommendation 10 response.</p>
May - 08	<p>a) ongoing</p> <p>b) Driver Code of Conduct was delivered to contractors on May 1, for distribution to drivers; it can be viewed at www.asila.org. This item is now considered closed.</p>
Jun - 08	No update to report.
July - 08	All contractors have agreed to implement an annual driver performance evaluation beginning in July of 2008. This item is now considered closed.

Recommendation 14 – CLOSED in April 2008

ASI management should increase its monitoring of average daily phone hold times to ensure compliance with the contractual performance requirement. Increased monitoring should identify the reasons why there are certain instances when daily phone hold times per hour exceed 4 minutes.

The audit recommendations were based upon operating statistics from fiscal year 2007. Average initial hold times after the audit period had dropped considerably and have been less than 1 minute for the last year. This recommendation is considered closed.

Recommendation 15 – CLOSED in April 2008

ASI should consider requesting that back-up providers submit their invoices semi-monthly to be consistent with other paratransit providers. ASI then will be able to concurrently review invoices and supporting documentation from both paratransit providers and back-up providers to determine if payments due are for actual services.

ASI has requested that back up providers submit invoices semi-monthly. The majority cannot comply with the request. This recommendation is considered closed.

Recommendation 16 – CLOSED in April 2008

We recommend that the Accounting Manual, General Accounting Desk Manuals, and other accounting policies and procedures be approved by ASI Senior Management. In addition, the effective dates of the Accounting Manual, General Accounting Desk Manuals, and other accounting policies and procedures should be properly determined. Furthermore, the pages of these accounting documents should be properly numbered and cross-referenced. For accounting procedures that are still in handwritten editing mode, ASI should finalize the procedures as soon as possible.

Updated Accounting Manual and General Accounting Desk Manuals have been approved by ASI Senior Management. Each Manual includes an effective date and is properly numbered and cross referenced. Copies of these manuals are available upon request. This recommendation is considered closed.

Date:	June 9, 2009
To:	Community Advisory Committee (CAC)
From:	Sean Frye, Director of Customer Support Services
Re:	Operations Monitoring Center (OMC) Report – April 2009

April 2009

A total of **7,307** calls were logged by OMC for the month of April. Exactly **2,321** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,972** 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 **357** Backup Response vehicles in April. Exactly **241** of these trips were performed by Overflow Service and **116** 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 **52** minutes; April's longest single LOT was approximately **2** hours and **51** minutes.*

**This Rider called the OMC at 13:44 regarding her 13:15 pick up. The Rider had already contacted the Provider, where she was told that the driver had No Showed her at 13:27 and that the next available vehicle offered would be two hours. The Rider called the OMC asking for assistance in getting picked up earlier. Since this Rider uses a power mobility device and is non-transferable, a ramp van was required. At the time the Rider called, the OMC overflow drivers were servicing other trips. The Rider was advised that the next available overflow driver would be sent out to her as soon as possible. An overflow driver was then dispatched at 15:43. The Rider was picked up at 16:35 and was dropped off at 16:58.*

	March 2009	April 2009
Total OMC Calls	7,784	7,307
Total Late Trip Calls	2,461	2,321

Late Trips Reconciled on 1st ETA	2,049	1,972
Total Backup Trips Dispatched	399	357
<i>Subtotal Overflow Backup*</i>	255	241
<i>Subtotal Uncertified Provider Backup*</i>	144	116
Average LOT (call to pickup)	55.0 minutes	52.0 minutes
Longest LOT (call to pickup)	4 hours, 58 minutes	2 hours, 51 minutes

**Data Not in ASI Operations Report*

Date:	June 9, 2009
To:	Community Advisory Committee (CAC)
From:	Susanna Cadenas, Customer Care Coordinator
Re:	Complaints Report – April 2009

Total Complaints for April 2009	1089
Complaints Under Investigation for April:	123
Total:	417
Total Complaints that still require a Written response	53
Complaints Over 2 Weeks and investigation open or reopened	178
Complaints over 2 weeks where rider has not been given a status call	6

Complaint Response Preference		
	April '09	FY
Post Card	871	8560
Phone	42	326
Written	128	1338

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI-WC
ADA	2	0	0	2	0	0	0	0	0
Animal	2	0	0	0	0	0	0	0	2
ASI	0	0	0	0	0	0	0	0	0
Booking	155	0	0	68	15	40	3	1	28
Cancel	6	0	0	4	0	1	0	0	1
Conduct	40	2	0	20	8	7	0	0	3
Denied	1	0	0	0	0	1	0	0	0
Discourt	147	6	0	47	20	46	1	0	27
Fare	7	0	0	5	0	0	1	0	1
Late1	36	0	0	24	5	3	0	0	4
Late2	51	0	0	30	8	7	1	0	5
Late3	25	0	0	16	3	4	1	0	1
Late4	180	0	0	81	9	52	4	0	34

Routing	47	0	0	26	4	12	0	0	5
Service	217	8	0	90	18	53	7	0	41
TravelTime	72	0	0	39	11	14	1	1	6
Urgent	28	0	0	9	3	12	0	0	4
Vehicle	10	0	0	3	0	6	0	0	1
Total	1026	16	0	464	104	258	19	2	163

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI- WC
Cert	0	0	0	0	0	0	0	0	0
Incident	6	0	0	2	2	1	0	0	1
Lost/Found	5	0	0	1	0	4	0	0	0
Phone	1	0	0	0	0	0	0	0	1
Policy	36	0	0	15	3	14	0	0	4
Suggestion	15	10	0	4	0	0	0	0	1
Total	63	10	0	22	5	19	0	0	7

No Shows	1754	4	0	507	289	479	66	13	396
LSOX	169	0	0	21	54	53	0	0	41

Commendations	133	8	3	19	53	30	0	0	20
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SUBCOMMITTEE REPORTS

New Outreach

No report was provided.

Penalties and Incentives

No report was provided.

Service Animal

No report was provided.

CAC ATTENDANCE	<i>December</i>	<i>January 09</i>	<i>February 09</i>	<i>March 09</i>	<i>April</i>	<i>May</i>
TED ANDERSON	A	P	A	A	P	R
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P
KURT BALDWIN	A	P	P	P	P	A
GLORIA BRODERICK	P	P	P	A	P	P
MICHAEL CONRAD	P	A	A	A	A	A
TINA FOAFOA	P	A	A	P	P	P
MARY GRIFFIETH	R	R	R	R	R	R
JAMES HOGAN	A	P	P	P	P	P
GARY JANSEN	P	P	P	P	P	P
TOMMY JOHNSON, SR.	P	P	P	P	P	P
FRANCES KITRELL	P	A	P	P	P	A
TERRI LANTZ	P	P	P	P	P	P

CHIN-HO LIAO	R	R	R	R	R	R
VERONICA MARTINEZ	P	P	P	P	P	A
RAY LOUIS MCKEEVER	P	P	P	P	P	P
ISA-KAE MEKSIN	P	P	P	P	P	P
GAY PARRISH	P	P	P	P	P	P
HARLEY RUBENSTEIN	R	R	R	R	R	R
KEN SCHWARTZ	P	P	P	P	P	P
JESSE PADILLA	p	P	P	P	P	A
ADINAH SOLOMON	A	A	A	P	A	A
SHAWN SOLOMON	P	P	P	P	P	P
MICHAEL WILLIAMS	P	P	P	P	A	P
HELLEN JOHNSON		p	P	P	P	P
JAMES HARRIS		P	A	A	P	P
SANDY VARGA						A

P – PRESENT - R – RESIGNED - A – ABSENT