

# AGENDA

## COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 10, 2011  
12:00 p.m. – 2:30 p.m.

Metro Union Station  
One Gateway, Transit Gateway Plaza  
729 North Vignes Street  
\*Windsor Conference Room, 15th Floor\*

Access Services Business Offices: 1-213-270-6000  
Reservations: 1-800-883-1295  
TDD: 1-800-827-1359  
[www.asila.org](http://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.*

Time/Allotted Time:	Item #:	Item Description:	Disposition:	Page :
12:00 p.m.	-	Call To Order		
12:00 p.m.	-	Roll Call/ Audience Introductions		
12:05 p.m. 5 Mins	-	Public Comment Procedure & Code of Civility	<i>INFORMATION</i>	
12:10 p.m. 10 Mins	-	Approval of April 12, 2011 CAC Meeting Minutes	<i>ACTION</i>	
12:20 p.m. 15 Mins	-	General Public Comment (Limit 3 minutes per speaker)	<i>INFORMATION</i>	
12:35 p.m. 20 Mins	1.	SHARE RIDE TIME (Kurt Baldwin)	<i>DISCUSSION/ POSSIBLE ACTION</i>	21-23
12:55 p.m. 15 Mins	2.	COMMUNITY MEETINGS	<i>INFORMATION /DISCUSSION</i>	
1:10 p.m. 10 Mins		BREAK		
1:20 p.m. 35 Mins	3.	ACCESS INTEGRATED WITH 511 WEBSITE (Ngan Adams)	<i>INFORMATION /DISCUSSION</i>	
1:55 p.m. 10 Mins	4.	<u>Reports</u> <ul style="list-style-type: none"> <li>• Chair's Report</li> <li>• Board Report</li> <li>• Staff Report</li> <li>• OMC Report March</li> <li>• Complaint Report March</li> </ul>	<i>INFORMATION /DISCUSSION</i>	16-20
2:05 p.m. 10 Mins	5.	<u>Subcommittee Updates</u> <ul style="list-style-type: none"> <li>• CAC Goals Subcommittee</li> <li>• Shared Ride Time</li> <li>• Service Animal</li> </ul>	<i>INFORMATION</i>	21
2:15 p.m. 5 Mins	6.	<u>New Business</u> Subsequent to posting of agenda	<i>INFORMATION</i>	
2:20 p.m. 10 Mins	7.	MEMBER COMMUNICATION	<i>INFORMATION</i>	
2:30 p.m.	8.	ADJOURNMENT		

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

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

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

## MINUTES

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

### Call to Order

1st Vice Chairperson Tommy Johnson Sr. 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 added information.

### Roll Call

**CAC Members Present:** Tina Fofoa, Terri Lantz, Tommy Johnson Sr., Angela Nwokike, Tonni Yee-Hemphill, Gary Jansen, James Hogan, Gloria Broderick, Hugh Hallenberg, Michael Conrad, Jesse Padilla, Michael Anthony Arrigo, Kurt Baldwin, and Ken Schwartz.

**CAC Members Absent:** Pamela Hill-Metz, Nicole Maguire, Michael Williams and Gay Parrish.

**Board Members:** Director Marlen Garcia

**Access Services Staff:** Sean Frye, Louis Burns, Nahila Hussen, Galen Hale, Susanna Cadenas, Jeff Mora, Luis Garcia, Rycharde Martindale, Mark Maloney, and Steve Chang.

**Guests:** Director Sandy Varga (Board Member), David Howie Jones (Access Eligibility Center), Liz Carter (Metro), Lupe Medina, Sam Altman and Jack Garate (Global Paratransit).

\*\*\*\*\*SPECIAL  
ANNOUNCEMENT\*\*\*\*\*

Director of Customer Support Services Sean Frye announced that Item #4, Request for Quotes (RFQ) CAC Orientation Program Consultant, has been stricken from the April CAC Agenda. Because the process is still in "active bidding" at the time of the meeting, the RFQ is precluded from discussion in an open forum. Acting Chair Tommy Johnson Sr. noted the change.

Approval of Minutes for March 8, 2011 Meeting

**Motion:** CAC member James Hogan moved to approve the minutes from the March 8, 2011 meeting.

**Second:** CAC member Gary Jansen

**Abstentions:** None

**Discussion:** None

**Vote:** Via Voice Vote

**Opposed:** None

**Abstention:** None

**Pass/Fail:** Motion carried.

**GENERAL PUBLIC COMMENT**

Mr. Sam Altman opened Public Comment suggesting that during the Access re-evaluation process one-quarter of the decision should be based on the evaluator's assessment and the other three quarters should

based on “your guidelines.” Mr. Sam Altman further suggested that anytime an evaluator sees a customer with a walker should constitute automatic approval. Mr. Altman then asked who he would need to speak with in order to have one of the Access Stand Signs at UCLA repositioned so that customers don’t need to climb a curb nearly six inches tall. First Vice Chair Tommy Johnson Sr. stated Nahila Hussen would be happy to speak with her after the meeting

Mr. Michael Conrad stated that he would like clarification on the No Show policy, explaining that he was aware of a trip where the driver arrived in a sedan type vehicle with three passengers already aboard. The driver then attempted to pick up a 4th customer, but the 4th customer was too large to fit in the vehicle comfortably. Mr. Conrad stated that he heard the driver issued this customer a No Show over the radio, and Dispatch had to send another vehicle to pick up the customer. Mr. Conrad said it was not fair to issue the customer a No Show for this reason, when it was not their fault. The customer was where they needed to be, and Access either scheduled too many shared rides for that trip or just did not send the proper vehicle.

Mr. Conrad continued to express concern over the reservation process at Global Paratransit, inquiring how a customer can call to request a pick up time and are given a time that does not work for them. But, if the customer calls reservation back later, they are then given more desirable pickup times. Mr. Conrad asked Access staff to please explain why this happens.

Mr. Conrad finally described a situation his wife encountered, wherein she called the MV Valley reservations line 10 minutes before 10:00 p.m. to make a reservation for the next day, but while waiting in the queue she was transferred to Dispatch. She was then informed that Reservations closes at 10:00 p.m. and was told by Dispatch she would not be able to make a reservation. Mr. Conrad stated that he does not feel this is fair either. If a customer calls reservations and are waiting in the queue, he said, they should be able to make reservations because they called before 10:00 p.m.

## 1. CUSTOMER SUPPORT SERVICES RESTRUCTURING

Director of Customer Support Services Sean Frye provided an update on a previously Customer Support Services department reconfiguration presentation. Mr. Frye recapped members on those recent changes. He then stated he would illustrate departmental progress since and address new, additional changes.

Mr. Frye explained the following plans already implemented:

- October 18, 2010- Reconfiguration begins with radical changes to staff schedules in the Customer Support Center.
- January 18, 2011- A new Call Center Phone Tree is implemented.
- February 28, 2011- Restructuring of the Customer Support Services Team begins.

The objective of this restructuring falls under one of Customer Support's departmental goals, which is to maximize the utilization of the department's human resources. Mr. Frye stated that too many Customer Support Services staff were concentrating on call center activities and not supporting customers in other ways. Based on this identified a gap in service, Mr. Frye continued to outline the action plan:

- Shift the responsibilities of the Customer Support Administrator away from managing call center operations and into community relations, building stronger relationships with customers, stakeholders and local authorities while at the same time providing education on Access. Also, the Customer Support Administrator will maintain, analyze & report on the progress of the entire Department's goal measurements and performance objectives.
- Promote the current Lead call center representatives (the Leads) to Senior Customer Support Representatives in order to reflect the beefed-up and simulated-supervisory responsibilities that they will have "quarterbacking" the floor of The Customer Support Center.

- Promote the Customer Care (Complaints) Coordinator to Customer Care Supervisor in order to reflect a higher level analysis and reporting that this person will be performing for the Complaints unit – and for the entire Customer Support Services department as well.
- Significantly amplify the responsibilities of the Customer Support Analyst (who manages daily operations for the Access call center) without promotion or remuneration.

Mr. Frye further explained the focus and responsibilities of the Customer Support Services Administrator, Louis Burns. His focus will be multifold, to include education, relationship-building, and quality assurance within Customer Support. Major responsibilities include:

- Educate Access Services customers, stakeholders, local authorities, regional centers, social service organizations, schools, and the community-at-large
- Meet with key personnel and other audiences at organizations and facilities that are vested in Access Services to provide education and information
- Maintain and analyze Customer Support Services metrics and progress measurements and provide recommendations as needed
- Ensure overall Quality Assurance for Customer Support Services
- Manage the Incident Reporting & Resolution Program and oversee supervision of the No Show & No Show Appeals process

Director Varga asked whether Louis Burns and Rycharde Martindale would be focusing their outreach activities to a diverse array of communities.

Mr. Frye responded yes, but that Mr. Burns' program would be primarily focused on ongoing service issues with stakeholders, regional centers, local authorities and such, but not necessarily other types of outreach.

CAC member Terri Lantz asked if she could recommend a few facilities for Mr. Burns to visit.

Mr. Frye responded positively, stating that a database has already been created by Mr. Burns to store names of various facilities, agency contacts, and such, adding that all recommendations are welcomed.

CAC members agreed that outreach to regional center and other facilities utilizing Access could be beneficial to both Access and Access customers.

## 2. SECURITY SERVICES

Project Administrator Luis Garcia presented an overview of the proposed Security Services initiative, wherein Access Services is pursuing a partnership with Metro to employ an outside agency (Transit Services Bureau) in order to provide security services. The Transit Services Bureau (TBS) is operated by the Los Angeles Sheriff's Department and is contracted by Metro to provide security services across Los Angeles County. Access Service has indentified a need to reduce fraudulent activity and enhance the Access Services culture of safety.

Mr. Garcia stated that there are benefits to having a central security agency (Transit Services Bureau) rather than having multiple law enforcement entities dedicated to one specific city or area. Mr. Garcia articulated response time as one of the primary concerns. He discussed a recent accident that required law enforcement and how it took almost two hours for a unit to respond.

A Transit Services Bureau (TBS) would respond to all calls related to:

- Enforcement Needs
- Customer Incidents
- Driver Incidents
- Any illegal actions on board Access vehicles (drug or alcohol related)

- Threat Investigation (physical, terrorist, or weapon)

Mr. Garcia added the Transit Services Bureau (TBS) would be the one point of contact for all Los Angeles "basin" providers. Mr. Garcia continued to explain the objectives of the Transit Services Bureau (TBS), stating "Fraud Prevention" as one of the key components. Fraud affects Access Services on two tiers; one pertains to trips provided directly by Access Services involving someone using a fraudulent ID. This costs the agency \$34 per trip. The second tier impacts Access Services "Free Fare Program," wherein a person using a Fraudulent ID card on Metro or through a Local Municipal Agency would cost Access Services. The monthly value on Metrolink equates to \$75.00. The cost to Access Services cost would equate to a monthly value of \$224.00.

Mr. Garcia stated that the Transit Services Bureau (TBS) will outline areas of improvement regarding fraud investigations in order to offer Access Services feedback. Furthermore, Access Service will request that the Sheriff's Department assist in prosecuting fraudulent ID card users and also help Access develop policies and procedures to help prevent fraudulent activity proactively. Mr. Garcia added that the Sheriff's Department will help heighten safety awareness with an on-scene visual presence for incidents and accidents, which would benefit both Access customers and drivers. Additionally, Access Services will encourage the Sherriff's Department to participate in safety meetings so that they may better understand how the service works and offer essential feedback.

CAC member Hugh Hallenberg asked when Access is scheduled to present this proposal to the Board of Directors.

Mr. Garcia stated Access will present the item to the Board of Director on Monday, April 25th.

CAC member Ken Schwartz asked if the implementation of the new TAP Card would help eliminate fraudulent activities.

Mr. Garcia responded not necessarily, but that the added feature of Security Services would help reduce fraudulent activities.

CAC member Angela Nwokike stated she rides Metrolink and is very rarely asked to show her Access card, so she inquired how Metrolink keeps track of those riding with an Access ID card.

Mr. Garcia stated Metrolink currently does a sample count of customers riding with Access ID cards and reports numbers back to Access Services for reimbursement.

CAC member Kurt Baldwin stated that the Sheriff's Department is already offering services to Metro and Metrolink and asked if Access is solely paying the Sheriff's Department to identify fraudulent card users? Mr. Baldwin stated that he was under the impression TAP Card implementation was supposed to help to eliminate these types of fraudulent activities.

Mr. Garcia stated the Sheriff's Department would also offer support in accident investigation, acting as a dedicated response team to the scene of an incident or accident, helping Access Services to investigate and resolve escalated incidents.

CAC member James Hogan asked, since Metro has employed the Sheriff's Department for security services, shouldn't Access Services fall under that umbrella?

Mr. Garcia responded no, that Metro's contract with the Sheriff's Department is separate; however Access Services will be an extension of that contract to receive a full range of services for a fee.

Mr. Garcia concluded his presentation by stating all the feedback from the CAC and TPAC will be taken into consideration before presenting to the Board of Directors.

### **3. FINAL CAC REQUEST FORM BEING PRESENTED TO BOARD**

First Vice Chairman Tommy Johnson Sr. stated a draft of the previously addressed "CAC Request for Information Form" has been completed and will eventually be presented to the Board of Directors. CAC member

Terri Lantz stated Gay and she worked on the form some months ago and has received feedback from both CAC members and Access staff. She added that the form has been finalized with revisions, but that the layout could be changed to landscape in order to offer more space for comments.

CAC member Kurt Baldwin stated the "Budget Impact" section of the form doesn't apply to the CAC, since Committee members really wouldn't have that type of information available to them. Ms. Lantz agreed and stated the "Budget Impact" section can remain blank and that maybe Access staff can apply that information as necessary.

CAC member James Hogan stated committee members shouldn't focus on the budget impact and should address the issue regardless of the budget.

## REPORTS

### CHAIRS

No Report provided.

### BOARD OF DIRECTORS REPORT

Director Garcia of the Access Board of Directors reported the following.

Annual Board Meeting:

### RATIFICATION OF AMENDED BY-LAWS

Ratification of the amended Access Services Bylaws by our Member Agencies is necessary to reflect a change made in 2010 to drop the "Incorporated" from Access Services' legal name, and to change the

official business address of the organization's headquarters. This item was approved.

## **ESTABLISHMENT OF NOMINATING COMMITTEES-BOARD ELECTIONS**

The Access Services bylaws [Art.VI D] require the establishment of Nominating Committees at the annual Membership Meeting in order to develop a list of candidates for the Municipal and Local Fixed Route Transit Operators' Board Member elections.

This item was approved.

## **2010 SPIRIT ACCESSIBILITY AWARD**

Access Services Strategic Planning Analyst Giovanna Gogreve introduced Bonnie Cherko as the 2010 Spirit of Accessibility recipient; Ms. Cherko was presented an award while being recognized.

## **2010 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD**

Access Services Project Administrator David Foster introduced Manuel Ramos as the 2010 Jerry Walker Commitment to Quality Service recipient and Mr. Ramos was presented a gift card and a certificate of appreciation.

## **GUEST SPEAKER**

Mark Aesch, CEO of the Rochester Genesee Regional Transportation Authority.

## **STAFF REPORT**

Director of Customer Support Sean Frye reported:

### **Northern Region:**

A monthly provider update meeting and wheelchair tip over accident investigation was conducted in the Antelope Valley. Also, a Transfer Trip Meeting was conducted in the San Fernando Valley to improve coordination between Providers MV Valley and STI and to discuss how

on-time performance standards can be improved at the Olive View Transfer point. Meetings were also conducted with provider management including Scott Manchan, Dan Thomas, Nadar Raydan, and Access Manager, Evie Palicz, in order to discuss the Emergency Preparedness Incident Command Structure.

### **Southern Region:**

Global Paratransit participated in the Access Services Emergency Preparedness Tabletop Exercise that was conducted at Access' El Monte offices (more information on that below). The exercise provided real-time operational situations that tested the service providers' ability to manage crisis situations. Global Paratransit found the experience very positive and felt it provided a solid foundation for the next exercise, which plans to elevate these crisis situations into to more specific regional and county scenarios.

### **Eligibility Services:**

Eligibility Staff had marking and tethering staff available at the Abilities Expo for the entire three days of the event to mark/tether anyone's mobility device on demand. The Access Eligibility Center was also recently visited by officials from the Ventura County Transit Authority and will be visited by delegates from Russia this coming April 11th.

### **Safety, Training, and Emergency Preparedness:**

On March 2nd, Access Services hosted and participated in their first Emergency Preparedness Table Top Exercise. Facilitated by NUSURA, who are consultants hired to help Access prepare for and respond to natural or man-made emergencies. Key Access staff and representatives from all six regional contractors participated in a simulated Wildfire Emergency Table Top Drill. This wildfire table top exercise was designed as a learning experience to gauge how well Access and its providers would respond to such an emergency, based on the "*Security and Emergency Preparedness Plan (SEPP)*" adopted by the Access Board of Directors in September 2010. This exercise also allowed participants to put into practice: 1) the National Incident Management System (NIMS)

protocols for responding to emergency or catastrophic events that have been outlined in [Access'](#) SEPP plan, and 2) the two-day Federal Emergency Management Agency course that Access staff participated in during January of this year. The table top exercise reinforced the fact that Access and its contractors are moving full-speed ahead in order to ensure [that](#) they are prepared to meet the needs of Access customers with functional needs in the event of any emergency.

### **Eastern and West Central Region:**

West Central provider, California Transit (CTI) was pleased to announce Access driver **Ms. Karin Cooper** as our Miles of Smiles featured employee of the week! Karin has been continuously recognized over the past year for her safe, efficient driving and her positive attitude. Karin has been working for Southland Transit for over two years now and her favorite thing about Access is that it gives her the opportunity to help people. *"Driving is often stressful," she says, "especially with all the traffic. But it's worth it because I know that I'm making a difference for someone."* Karin is an exemplary employee because of the way she puts Access customers at ease, which is an important aspect of quality customer service. We wish Karin the best!

### **OPERATIONS MONITORING CENTER (OMC) REPORT - February 2011**

No Discussion on this item.

### **COMPLAINTS REPORT - February 2011**

No Discussion on this item.

### **SUBCOMMITTEE REPORTS**

New Outreach:

No report provided.

**Service Animal:**

No update provided.

**Shared Ride Time:**

CAC member Kurt Baldwin stated the Shared Ride Time subcommittee will be meeting on Tuesday, April 26th from 9:30am - 11:00am in the 18th Floor Tarzana Conference Room at Metro.

**CAC Goals and Objectives:**

Goal & Objective # 1- Initiate mandatory orientation for all new members.

Goal & Objective #2- Establish clear guidelines for input and output requests from the Board/Access staff to the CAC.

See Item #3

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 Terri Lantz discussed a book called "ADA Essentials for Board Members" that serves as a guide to Board or Committee members and also talks in detail about ADA regulations, adding that it was published by Easter Seals. Ms. Lantz stated she found the book to be very helpful and would recommend that each CAC member read the book.

## **MEMBER COMMUNICATION**

CAC member Angela Nwokike introduced customer Lupe Medina to give a public comment, Ms. Medina stated she called reservation to change the address for her return trip and received confirmation that the change was made. The next day, Ms. Medina arrived to her destination

with no problem, but she her return trip was late. So, she called the provider for an ETA and was told the driver had already come and left the location. She continued, stating she waited for almost three hours before she was finally picked up. Ms. Medina stated she doesn't understand how this mistake could have happened after she had confirmed the address with the reservationist. First Vice Chair Tommy Johnson Sr. stated Nahila Hussen would be happy to speak with her after the meeting.

CAC member Ken Schwartz stated the City of Santa Clarita is hurting for decent transportation, stating that they are approaching 200,000 miles and seem to be falling apart at the seams.

CAC member Hugh Hallenberg stated that he has heard some concerns from fellow customers regarding the proposed lanyards for the TAP cards, saying customers feel it is a safety risk to wear the lanyard around their neck with a Visa-type card inside.

CAC member Jesse Padilla seconded Hugh's concerns, adding that he has seen a big improvement in Access since he first started riding.

CAC member Gloria Broderick stated that Customer Service call takers may require some retraining, because she has experienced more and more rude call takers over the last few months.

## **ADJOURNMENT**

Motion for adjournment.

Motion approved.

## **REPORTS**

### **CHAIR REPORT**

Chair will give a verbal report.

## BOARD MEETING UPDATE

Board Director will give a verbal update.

## STAFF REPORT

Access staff liaison will give a verbal report.

**Date:** May 1, 2011

**To:** Community Advisory Committee (CAC)

**From:** Marcia Velis, Call Center Analyst

## March 2011

A total of **5,059** calls were logged by OMC for the month of March. Exactly **1,655** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,464** 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 **382** Backup Response vehicles in March. Exactly **238** of these trips were performed by Overflow Service and **144** were performed by Non-Certified Providers. March's average Length of Time (LOT) between initial call to OMC and their pickup by a Backup Response vehicle was approximately **54** minutes; March's longest single LOT was approximately **6** hours and **6** minutes.\*

*\*This customer contacted the OMC at 8:31 a.m. regarding her 6:50 a.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 6:59 a.m. The Provider did not offer a next available since the customer was being picked up from home. The OMC agent was not able to secure a non certified backup vehicle and the OMC overflow drivers were servicing other customers. The customer stated she would call back later and terminated the call. At 9:44 a.m. the customer again contacted the OMC. Once again the OMC agent was unsuccessful in obtaining a backup vehicle. The OMC agent offered the next available overflow vehicle that becomes clear, which the customer accepted. An overflow vehicle came clear at 12:45 p.m. and was dispatched. The overflow vehicle picked up the customer at 2:37 p.m. and dropped them off at 2:56 p.m.*

	<i>February 2010</i>	<b>March 2011</b>
<b>Total OMC Calls</b>	4,450	5,059
<b>Total Late Trip Calls</b>	1,575	1,655
<b>Late Trips Reconciled on 1<sup>st</sup> ETA</b>	1,416	1,464
<b>Total Backup Trips Dispatched</b>	382	382
<i>Subtotal Overflow Backup*</i>	235	238
<i>Subtotal Uncertified Provider Backup*</i>	147	144
<b>Average LOT (call to pickup)</b>	55 minutes	54 minutes
<b>Longest LOT (call to pickup)</b>	4 hours, 31 minutes	6 hours, 6 minutes

*\*Data Not in ASI Operations Report*

**Date:** May 3, 2011  
**To:** Community Advisory Committee (CAC)  
**From:** Susanna Cadenas, Customer Care Coordinator  
**Re:** Complaint Report - March

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Total Complaints for March 2011	835
Complaints Under Investigation for March: Total:	180
Total Complaints that still require a Written response (includes email)	799
Complaints Over 2 Weeks and investigation open or reopened	581
Complaints over 2 weeks where rider has not been given a status call	38

Complaint Response Preference		
	Mar '11	FY
Post Card	655	6108
Phone	11	324
Written	40	649
Email	31	328

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
ADA	+50%	2	0	0	1	0	0	1	0	0
Animal	-----	2	0	0	1	0	0	0	0	1
ASI	-----	0	0	0	0	0	0	0	0	0
Booking	+9.7%	72	0	0	15	12	25	2	0	18
Cancel	-71.4%	2	0	0	2	0	0	0	0	0
Conduct	-33.3%	27	1	0	5	3	12	1	0	5
Denied	-100%	0	0	0	0	0	0	0	0	0
Discourt	+32.7%	113	7	0	31	18	42	1	0	14
Fare	+37.5%	8	0	0	1	2	4	0	0	1
Late1	-23.8%	16	0	0	7	3	5	1	0	0
Late2	+25%	20	0	0	3	5	9	0	0	3
Late3	+20%	15	0	0	5	4	4	0	0	2
Late4	+21.4%	191	0	0	61	17	68	3	3	39
Routing	-6.2%	15	0	0	9	0	2	0	0	4
Service	-9.4%	115	3	0	35	18	35	3	0	21
Securement	+62.2%	8	0	0	1	1	5	0	0	1

TravelTime	-37.5%	25	0	0	8	3	7	0	0	7
Urgent	-10.7%	121	0	0	35	38	26	2	0	20
Vehicle	-----	4	1	0	1	0	2	0	0	0
Total	+11.2%	756	12	0	221	124	246	14	3	136

Complaint Type	% Change*	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	CTI
Cert	+75%	4	1	0	1	1	1	0	0	0
Incident	+40%	5	0	0	1	1	1	0	0	2
Lost/Found	+40%	5	0	0	1	1	3	0	0	0
Phone	-66.7%	2	0	0	2	0	0	0	0	0
Policy	+22.6%	53	1	0	15	9	14	5	0	9
Suggestion	+30%	10	8	0	1	0	0	1	0	0
Total	+22.7%	79	10	0	21	12	19	6	0	11

No Shows	+4.2%	95	0	0	17	17	41	0	0	20
LSOX	+100%	1	0	0	1	0	0	0	0	0

Commendations	+19.3%	387	41	0	123	104	62	5	5	47
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\* % 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.

**Date:** May 10, 2011  
**To:** Community Advisory Committee (CAC)  
**From:** Share Ride Time Sub-Committee  
**Re:** Committee Recommendation

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## **Background:**

The CAC authorized a Share Ride Time Subcommittee after being presented with consistent and ongoing complaints in both "Public Comment" and "Member Comment" regarding the seemingly nonsensical routing and lengths of some shared ride trips. The Subcommittee has met for the last couple of years, first Chaired by Shawn Soloman and then Kurt Baldwin. In the last several months there has been renewed energy, by new members to the Subcommittee, to advise the Board of Directors on this issue.

The Subcommittee members include; Terri Lantz, Hugh Hallenberg, Pam Metz, Tonni Yee-Hemphill, Angela Kwokike, and Gloria Broderick. Additionally, Jack Garate, Sean Frye and Galen Hale contributed to our process.

The Subcommittee recognizes that there are a number of factors that contribute to the experience of riders during shared rides. Factors that range from the capacity of providers and unexpected operational issues, to computer scheduling/routing programs, to rider expectations. The Subcommittee further recognizes that ADA paratransit service complements and must to be comparable to fixed route bus service, and for this issue the length of a trip on ADA paratransit may not be longer than a comparable trip on fixed route. Additionally, the Subcommittee recognizes that a "pattern or practice" of excessively long trips could be a capacity constraint.

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## **Report**

The Subcommittee identified circumstances where operationally, decisions were made by providers that caused some trips to have significantly longer trip times than that of a fixed route bus. For example, a vehicle being diverted while en route to pick up a rider who was not scheduled for that particular trip. This could be due to a stranded rider or trying to fit too many passengers on a vehicle, such as riders with service

animals or who use wheelchairs or combinations of these riders. In this situation another vehicle has to be dispatched or diverted to pick up the rider that cannot be accommodated. Although the ADA regulations specifically address occasions where unforeseen circumstances or isolated operational problems would not be considered in determining capacity constraints, the consistent occurrence of this problem indicates that capacity for providing service is stretched too thin.

The Subcommittee examined the process Access Services utilizes to measure comparability when routing share rides. Access Services utilizes the same framework to measure “comparable to the fixed route” as the Metro Trip Planner, which allows internet users to input a number of parameters, including origin to destination and time of day, to help riders understand what transit options are available. The Subcommittee has identified irregularities in this program that cause significant variations in the estimated trip time the query reports. For example, moving the origin as little as two short city blocks can vary the reported trip time as much as an hour. The Trip Planner additionally gives the user the opportunity to look at the actual route schedules to know the time the bus is expected at a particular stop and the time the bus is expected at the destination stop. The program Access Services uses does not and is not capable of this additional step. Therefore the Subcommittee identifies additional problems; first the gross estimates given in the query report are somewhat longer than the actual time the bus takes. For example if the report states the trip will take between 15 and 30 minutes, the actual time is likely 20 minutes to 25 minutes. If the report states the trip will take between 60 minutes and 90 minutes, the actual time is likely 70 to 80 minutes. Then the default option in the gross estimate is from the closest bus stop to the inputted origination point while the shortest trip may be from a bus stop that is further away from the inputted origination point. The Subcommittee is convinced that without taking the additional step of looking at the actual route scheduling and making an informed decision regarding transit options as a bus rider would, the gross estimates calculated by the system will constantly and erroneously be overestimated.

The Subcommittee identified that the expectation of some riders, for the length of time a trip should take, would appropriately be comparable to the time it would take in a personal vehicle as opposed to that of a fixed route bus. This should be expected, since for the most part, public transit

in Los Angeles County is wholly lacking compared to other extra-large metropolitan areas and most of Access Services riders have never used the fixed route bus and/or identify the type of vehicles Access Services' utilizes with taxi service or shuttle service. The Subcommittee recommends outreach efforts to reduce this expectation gap.

Although the operational issues and the gross estimates used to measure comparability problems taken individually may or may not rise to the level of a capacity constraint, when taken as a whole these problems tempt fate. At the April 2011 CAC meeting Subcommittee member Hugh Hallenberg identified that the Staff Complaint Report showed a 27.2% increase in complaints about "Routing" and a 17.5% increase in complaints about "TravelTime." And the March 28<sup>th</sup> 2011 Board Box report titled, "Comparability of Access Paratransit To Fixed Route Travel Times\*", shows that only 92.7% of trips are "Equal to or Shorter than Comparable Fixed Route Trip", a report which utilizes in its calculation the overestimated trip times.

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## Recommendation

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, working 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 report back to the Board of Directors promptly with their recommended solutions.

Solutions could include but are not limited to:

- Advising providers of their contractual obligation to provide adequate capacity to provide service for expected demand including those known situations that commonly occur, such as stranded riders and lack of vehicle capacity.
- Re-engineering the tool used to measure comparability by tightening the query results or using some other tool such as one that is proximity based to match shared ride routes to more adequately reflect a fixed route system bus riders actually experience, or a combination.

- And outreach to riders and potential riders to include information designed to reduce the expectation gap.

P – PRESENT - R – RESIGNED - A – ABSENT

CAC ATTENDANCE	September	October 09	November 09	December 09	January 10	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
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P	P	P	P	P	P	P	A	-	P	P	P	P
KURT BALDWIN	P	p	P	P	A	P	P	A	P	P	p	P	P	A	-	P	P	P	P
GLORIA BRODERICK	P	p	P	P	P	P	P	P	P	P	P	A	P	P	-	P	A	P	P
MICHAEL CONRAD	A	p	P	P	A	P	P	P	P	A	P	A	P	P	-	P	A	A	P
TINA FOAFOA	P	p	P	A	P	P	P	P	P	P	P	P	P	P	-	P	P	P	P
JAMES HOGAN	P	p	P	P	P	P	P	A	P	A	P	P	A	P	-	P	P	P	P
GARY JANSEN	P	p	P	P	P	P	P	P	P	P	P	P	P	P	-	P	P	P	P
TOMMY JOHNSON, SR.	P	p	P	P	P	P	P	P	P	P	P	P	P	P	-	P	P	P	P
TERRI LANTZ	P	p	P	P	P	P	P	P	P	P	P	P	P	P	-	P	P	P	P

NICOLE MAGUIRE	-	-	-	-	-	-	-	-	-	-	P	P	P	A	-	P	P	P	A
GAY PARRISH	p	p	P	P	P	P	P	P	A	A	P	P	P	A	-	P	A	A	A
KEN SCHWARTZ	p	p	P	P	P	A	P	P	P	P	P	P	P	A	-	P	P	P	P
JESSE PADILLA	p	p	P	P	P	A	P	P	A	P	A	P	P	A	-	P	A	P	P
MICHAEL WILLIAMS	p	p	P	P	P	P	P	P	P	P	P	P	P	P	-	P	P	P	A
ANGELA NWOKIKE	-	-	-	-	-	-	-	-	P	P	P	P	P	P	-	P	P	P	P
HUGH HALLENBERG	-	-	-	-	-	-	-	-	P	P	P	P	P	P	-	P	A	P	P
TONNI YEE-HEMPHILL	-	-	-	-	-	-	-	-	-	P	P	P	P	P	-	P	P	P	P
PAMELA HILL-METZ												P	P	A	-	A	P	P	P