



AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday May 12, 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.	1. Call to Order Reading of CAC Mission Statement, Code of Civility, and Procedure for Public Comment		
12:35 p.m.	2. Roll Call		
12:35 p.m.	3. Approval of the April 14, 2009 CAC Meeting Minutes	Action	5-10
12:35 p.m.	4. General Public Comment (3 minutes per speaker)	Information	
12:45 p.m.	5. Reports <ul style="list-style-type: none"> • Chair • Board Meeting Update • Staff • Metro OIG Audit • OMC – February / March 2009 • Complaints – February / March 2009 	Information	11-33
1:00 p.m.	6. Subcommittee Updates <ul style="list-style-type: none"> • New Outreach • Service Animal • Incentives and Penalties 	Information	34-40
1:15 p.m.	7. ADEPT Software Implementation	Information	
1:20 p.m.	8. Access Services Coupons	Action	

1:50 p.m.		Break		
2:00 p.m.	9.	Not Booking Return Trips and Calling OMC for Rescue Ride Policy	Information/Possible Action	41-45
2:05 p.m.	10.	Operations Project Update	Information	
2:20 p.m.	11.	Member Communication	Information	
3:30 p.m.	12.	New Business Raised Subsequent to posting of the agenda	Information	
3:00 p.m.	13.	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, April 14, 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, April 14, 2009, at the administrative offices of Access Services in downtown Los Angeles.

Luis Pacheco read the CAC mission statement, code of civility, and public comment procedure, and announced that Nahila Hussen was in attendance to follow-up with the comments being presented and to document any additional information.

Isa-Kae Meksin asked if there is a need to read the Code of Civility at every meeting. Gay Parrish also added that if a vote could be made in regards to the reading procedure of the Code of Civility. Mr. Prem responded that the subcommittee of the Board of Directors that worked on CAC, TPAC, and Board relationships had asked that both CAC and TPAC read the vision and mission statements at the beginning of each meeting to keep everyone focused. Nevertheless, if the committee feels that this goal has been met, he suggested that the CAC make a recommendation to the Board.

Gay Parrish asked where the committee would send the recommendation to. Mr. Prem responded to the Board.

2. ROLL CALL

CAC Members Present: Isa-Kae Meksin, Tommy Johnson Sr., Michael Anthony Arrigo, Gay Parrish, Gary Jansen, Ray Louis McKeever, Ken Schwartz, Jesse Padilla, Veronica Martinez, Tina Fofoa, Terri Lantz, James Hogan, Hellen Johnson, Kurt Baldwin, Frances Kitrell, James Harris, Ted Anderson, Gloria Broderick, and Shawn Solomon.

CAC Members Absent: Adinah Solomon, Michael Conrad and Michael Williams

Board Members: Michael Greenwood and Hugh Hallenberg

Access Services Staff: Evie Palicz, Matthew Avancena, F Scott Jewell, Charace Thompson, Luis Pacheco, Nahila Hussen, Marcia Velis, Alfredo Torales, David Foster, Rycharde Martindale and Steve Chang.

Guests: Sandy Varga, Maria Villasenor, Aisha McKinney, Jerry Arakawa, Ken

Metz, Pamela Hill- Metz, Jan Johnson, Donna Pomerantz, Daniel Garcia, David Lee, Scott Machan, Ruben Mendoza, Walter Andrade, Belinda Zelickson, and Diana Brandin.

3. APPROVAL OF MINUTES OF MARCH 10, 2009, MEETING

Motion: Gary Jansen moved the approval of the minutes of the March 10, 2009 CAC meeting.

Vote: 19 Yes
 1 Abstention

4. GENERAL PUBLIC COMMENT

Daniel Garcia elaborated on the LAX signage progress and said that the process is up and running and updates will follow as they develop.

Ray Louis McKeever made a comment on behalf of a hearing impaired person who experienced a situation where someone made a late cancelation without his permission and is asking for his record to be cleared.

Hellen Johnson talked about riders constantly having difficulties with pick-ups at Rancho Dominguez Hills because the vehicles are getting lost trying to find the address especially the yellow cabs and asked that it be looked into.

Sandy Varga shared a program sponsored by MTA called The Tethering Strap program and said that it is free to riders that use a mobility device.

Michael Greenwood asked if all the ASI contractors are aware of the Tether Strap program. Steve Chang responded that ASI will have a consultant visit the contractors to inform them about the program and ASI may consider going forward with the program.

Donna Pomerantz said that she is still having issues with receiving alternative format materials and asked that this be agendized so that CAC look into it further. Ms. Pomerantz also elaborated on the concerns riders are experiencing with the hybrid cars ASI currently uses because the vehicles are too quiet and that this was not included in the last CAC minutes. Ms. Pomerantz also commended Gloria Broderick for her involvement with the Tether Strap program.

Maria Villasenor expressed her concerns with regards to identity theft with ASI ID cards because riders that never booked a trip are being no showed.

Jesse Padilla shared a recent trip experience where the driver was using the cell phone while driving.

Shawn Solomon asked what happens to complaints that are filed such as the

one using a cell phone while driving. Mr. Prem responded that if the driver is in violation of the policy, there will be action by the provider, which could be retraining or other measures.

Tommy Johnson Sr. added that a driver will be called in and allowed to state his/her side of the story.

Ken Metz commented on the differences between TPAC and CAC and how they relate to each other when it comes to reporting back to the Board. Mr. Metz also talked about the reading of the mission statement process.

Pamela Hill-Metz expressed her concern with regards to the cleanness of the ASI vans and that drivers are not consistent when checking riders IDs.

Jerry Arakawa talked about the new software Global Paratransit is currently using and that he was recently notified by the reservationist that with the new software, riders are only given one negotiated time and he would like to know if this is true. Mr. Prem responded that item 8 on the agenda would address this question.

A vote was made to move item 7 Fare Increase/Service Change before the subcommittee reports.

7. Fare Increase/Service Change

Arun Prem gave a presentation on the proposed fare increase/service change and reported the feedback from all the meetings that were conducted throughout the LA County.

Kurt Baldwin shared his concerns with regards to the proposed fare increase and said that the proposed fare increase will affect people with disabilities that have not had living adjustments. Mr. Baldwin added that we should make sure the system is adequately funded until we have a good usable public transit system for everyone.

Gary Jansen asked if riders are going to get new ASI coupons. Mr. Prem responded that ASI will have coupons in the denomination of the new fare.

Terri Lantz shared her experience attending two of the public meeting and expressed her disappointment because she did not see too many people in attendance. Ms. Lantz also asked if all avenues had been looked at in consideration of the proposed fare increase.

Hugh Hallenberg asked if Access Services is planning any cuts in services that the community has not heard of. Mr. Prem responded no and that the title is labeled changes in fares and services to keep that option there for the Board

when they look at it, but the proposal right now is only the change in fare. Mr. Hallenberg asked if Metro is planning to raise fares for the fixed route. Mr. Prem responded that Metro announced a 3 year fare increase which went into effect last year, so they are going on as scheduled.

Michael Greenwood stated a correction that when measure R passed, it froze a proposed fare increase for 5 years for seniors, disabled, and 1 year for everyone else.

James Hogan asked why it is 6 dollars for 45 miles from Antelope Valley to Santa Clarita and from Santa Clarita to the transfer point 6 dollars for 8 miles. Mr. Prem responded that this happened when the fares were based on the underlying route services at that time.

Ms. Lantz asked if funds are available, would the fare increase be revisited. Mr. Prem said that CAC would certainly have the option to ask for the fare to be revisited.

Donna Pomerantz asked if the budget has been looked at because she asked for the Board to look at duplication of services such as travel training because other entities also provide the same type of service. Ms. Pomerantz also elaborated on the hiring of consultants being a luxury.

Sandy Varga shared her thoughts with regards with the way funds are used by Access and the providers with relation to the way service is being provided and how contracts are awarded to companies that are low bid.

Mr. Greenwood asked if there are any other effective or efficient options that can be traded for less of a fare increase. Mr. Prem responded that when the fare increase was proposed, it was the only response ASI looked at since the Board asked ASI to look at the fare increases and nothing else because they wanted to preserve the premium services. Due to the comments received at the January meeting, premium services were put back on the table and look at other cuts if they made sense.

Further discussions followed and a motion was made:

Motion: Accept staff recommendation and Access Services would look into any source for additional funding, any sources that can be considered to make the changes in to the proposed budget for next year and if additional funds are available, the fare structure would be revisited and the fare increase would be reduced so that the burden does not fall on the rider.

Vote: 15 yes
 2 Abstentions
 3 Opposed

5. REPORTS

CHAIRS REPORT

No report was provided

STAFF REPORT

The report was deferred for lack of time

BOARD OF DIRECTORS

The report was deferred for lack of time

METRO OFFICE OF INSPECTOR GENERAL AUDIT RECOMMENDATIONS UPDATE

No report was provided

OPERATIONS MONITORING CENTER (OMC) REPORT – February 2009

No report was provided

COMPLAINTS REPORT – February 2009

No report was provided

6. SUBCOMMITTEE REPORTS

New Outreach

The report was deferred for lack of time but the letters to elected representatives were distributed for signature.

Service Animal

Ken Metz gave a report on the service animal subcommittee and talked about the letter he received from Shelly Verrinder. Mr. Metz also commented on the recent TPAC meeting where he learned that Access Services did not know that service animals were sliding or service animals had to be retired because of the sliding

inside the vans and where TPAC made recommendations to the Board not to purchase the floor mats.

Arun Prem clarified that TPAC does not have priority over CAC when it comes to making recommendations to the Board and that both groups are on the same level to look at issues and provide feedback. So if TPAC takes a vote, they are not taking action, they are making a recommendation.

Michael Greenwood asked if there is going to be a written report from both CAC and TPAC for the Board to make a decision. Mr. Metz responded that he already sent in the report.

Donna Pomerantz commented on the way complaints are logged and how complaints could be categorized properly and about a recent comment she made where to her recollection, she did not think that TPAC was supposed to be involved. There is no mention of the motion because it was not to her recollection, it was based on the motion that CAC approved back in November 2007.

Jerry Akikawa talked about how expensive it is to train the service dogs and about what the ADA regulations represent. Mr. Arikawa concluded by discussing the importance of the welfare of the service dogs.

Penalties and Incentives

The report was deferred for lack of time

9. Policy-Return Trip Booking and calling OMC for Rescue Ride

Item 9 was deferred for lack of time

10. Operations Project Update

Item 10 was deferred for lack of time

11. Member Communication

Member communication was deferred until the next CAC meeting.

12. New Business Raised Subsequent to Posting of the agenda

There was no New Business raised.

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

REPORTS

BOARD MEETING UPDATE

- a. Amendment of ASI-2100 – Information Technology consulting & Services (RIDER 360) - **passed**
- b. Access Services Vehicle Donation to Social Service Agency - **passed**
- c. Amendment of ASI-1465 – Foreign Language Telephone Interpreting Contract - **passed**
- d. Approval of Simon and Company Extension (ASI-2016) - passed
- e. Support for AB 144 - **passed**
- f. Establishment of an Ad Hoc Budget Committee for Fiscal Year 2009/2010 - **passed**
- g. Support for California Transit Association Initiative Process – **passed**
- h. Endorsement in concept of a revised Access Services Insurance program – **passed**
- i. Complementary ADA Paratransit plan update effective fiscal year 2010 - **passed**

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 –	The revised recertification process has been implemented. This item is now

08	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 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</p>
----------	---

	1, 2008. The Order Taker Code of Conduct is scheduled for distribution in June 2008.
May - 08	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.

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:	May 12, 2009
To:	Community Advisory Committee (CAC)
From:	R. P. Martindale-Essington, Community Relations Analyst
Re:	Update on QSS Activity on OIG Narrative Survey Comments

ISSUE:

In 2008, the Quality Service Subcommittee (QSS) was given the task of reviewing rider narrative comments within the Metro Office of Inspector-General (OIG) Audit of Access Services. This process was completed in February of 2009. This process was brought to the QSS because of its unique make-up of ASI staff, riders, and service providers as equal members.

BACKGROUND:

A chronological synopsis is presented here to members of the CAC showing the major highlights involved in this process.

RECOMMENDATION:

Receive and review the following document. Should you have any questions about the process or other details not included in the document, contact R. P. Martindale-Essington at: 213-270-6000 or by E-mail at: martindale-essington@asila.org.

SYNOPSIS OF EVENTS

May 08: The QSS is presented with a breakout of the Rider Narrative from the Metro Office of Inspector-General (OIG). The QSS is asked to review riders' comments and if necessary, discuss and proposed changes to related policies and procedures. Rider comments are divided into several topics including: Timeliness, Making Reservation, Drivers, and Vehicles.

Jul 08: The QSS prioritizes the list of items in the Rider Survey and establish the agenda topics guiding its work for the next year. Two motions are passed. The first

motion prioritizes the list in the following order: (1) TIMELINESS (client pick-ups and Call Outs); (2) TIMELINESS (shared rides and trips); (3) MAKING RESERVATIONS (call takers and reservations); and (4) DRIVERS AND VEHICLES. The second motion permits the QSS to look at the list of individual comments and prioritize these for discussion at the time of each meeting. The QSS also reviews preliminary concepts on new Eligibility and Appeals brochures. The Office of Metro Design is to assist in designing new brochures and the QSS is asked to comment on which points should be emphasized. Additional comments are to be sent to ASI staff before concepts are forwarded to Metro.

Aug 08: The QSS address narrative comments in the survey on timeliness. According to the narrative comments, there is a problem with Access Paratransit being on time. In discussing the topic, members asked if it is possible to get a breakout of the reasons why trips are late? Having some of the reasons available could help in finding a solution to the problem. It was decided by consensus that the current 91% On-Time policy requires no present changes. Discussion continues on Call Outs and Rider Notification. The QSS decides by consensus to leave the Call Out/Rider Notification policy as is.

Sep 08: The QSS discusses comments in the Eligibility Survey. Comments cover CARE Evaluators, appeals, transportation, etc. Some of the comments are no longer applicable since changes to the evaluation facility had occurred during the past nine months. The QSS agrees to look over such comments and prioritize them by importance, sending any of its recommendations or comments to the CAC for further action. It then continues work on the Rider survey comments. Topic discussion focuses on Client Pick-Ups. A motion is passed which places this particular topic at the back of the list of other topics so ASI staff can prepare a report showing what actions have been already taken on the matter of No-Shows. It is also proposed that through its Project Administrators, ASI will speak to Dispatch Coordinators and Dispatch Supervisors about QSS concerns impacting No-Shows. The QSS accepts the proposal without opposition.

Oct 08: The QSS agrees to combine both narratives found in the Rider and Eligibility Surveys to better address all of the remaining topics as one document.

Jan 09: The QSS continues work on the now combined Eligibility/Rider survey comments. Since Eligibility-related comments are still being compiled into policy or service categories, the Rider comments are addressed. These include: Reduction of the

20-Minute On-Time Window, Driver Reporting False Rider No-Shows, Increasing the Five-Minute Wait Time, Better Driver Identification At Location Pick-Ups, Call-Outs Not Being Made, Earlier Call-Outs, Call-Out Upon Arrival and Further Steps If Rider Is Not Outside. The QSS votes to accept the current 20-Minute Window Policy as practiced by Access Paratransit without any additional recommendations. After much discussion, the following statement is adopted by the QSS: "The QSS finds that this continues to be a significant service issue and therefore, the QSS supports ASI's zero tolerance policy with regards to false No-Shows and their continued investigation of No-Shows for errors or falsification." The QSS elects to remain with the current Access Paratransit 5-minute wait policy but it requests that further analysis be brought to either it or the CAC regarding trends discovered in the No-Show process. The QSS supports ASI's efforts in having drivers do a better job at identifying themselves. The QSS upholds ASI's existing policies on Call-Outs. However, the QSS notes that there are two types of Call-Outs: an automated one and a provider one prior to a vehicle being allowed to leave. The QSS affirms the policy but asks ASI to continue monitoring the situation.

Feb 09: The QSS reviews the survey comments on Eligibility. The six categories include: (1) Evaluation Testing; (2) Appeals; (3) Evaluators; (4) Facilities; (5) Trip to and from the Evaluation Center; and (6) Positive Comments. The QSS comes up with three recommendations pertaining to the survey comments. It accepts all of the current practices implemented by ASI involving the eligibility process with the understanding that ASI staff will continue to address the following: (1) revision of the letter explaining the Appeals process; (2) completion of a easily understood brochure about the eligibility process; and (3) mandate that all contractors have adequate parking at their facilities, and have staff that have interpersonal and not just theoretical sensitivity to persons with disabilities.

Date:	May ,12, 2009
To:	Community Advisory Committee (CAC)
From:	Sean Frye, Director of Customer Support Services
Re:	Operations Monitoring Center (OMC) Report – February and March 2009

February 2009

A total of **6,718** calls were logged by OMC for the month of February. Exactly **2,053** of these calls pertained to Late Trips. Of the total Late Trip calls, **1,733** 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 **349** Backup Response vehicles in February. Exactly **236** of these trips were performed by Overflow Service and **113** were performed by Non-Certified Providers. February’s average Length of Time (LOT) between initial call to OMC and their pickup by a Backup Response vehicle was approximately **55** minutes; February’s longest single LOT was approximately **5** hours and **55** minutes.*

**This Rider contacted the OMC from home at 1:41 p.m. to inquire about his 12:20 p.m. pickup. The OMC agent was told by the Provider that the Driver was not able to locate the Rider and that the next available vehicle would be in two hours. The Rider uses a power mobility device and unfortunately both OMC overflow drivers were servicing other trips. The Rider chose to book the Provider’s next available vehicle. The Rider contacted the OMC a second time at 17:36 to inquire about the rebooked trip. It was discovered by the OMC that the pickup address was booked incorrectly by the Provider’s reservationist. The Provider offered another two-hour next available trip, which was declined. An OMC Overflow vehicle was dispatched for the Rider immediately.*

	January 2009	February 2009
Total OMC Calls	7,252	6,718
Total Late Trip Calls	2,070	2,053

Late Trips Reconciled on 1st ETA	1,757	1,733
Total Backup Trips Dispatched	338	349
<i>Subtotal Overflow Backup*</i>	246	236
<i>Subtotal Uncertified Provider Backup*</i>	92	113
Average LOT (call to pickup)	55.0 minutes	55.0 minutes
Longest LOT (call to pickup)	3 hours, 45 minutes	5 hours, 55 minutes

**Data Not in ASI Operations Report*

March 2009

A total of **7,784** calls were logged by OMC for the month of March. Exactly **2,461** of these calls pertained to Late Trips. Of the total Late Trip calls, **2,049** 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 **399** Backup Response vehicles in March. Exactly **255** 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 **50** minutes; March's longest single LOT was approximately **4** hours and **58** minutes.*

** This Rider called the OMC at 13:09 to check on her 12:45 pickup from home. The OMC was told by the Provider that the rider was not able to be located 12:56 and the Provider was not able to rebook a next available due to their trip volume. Additionally, the OMC was not able to secure a non Access backup taxi for the Rider. Since both OMC drivers were currently servicing other Riders, and were also holding already-booked calls, the Rider was offered the next OMC driver at approximately 16:30, which the rider accepted. Eventually, the OMC driver became available and was dispatched at 16:35. The Rider was loaded at 18:07 and dropped off at 18:48.*

	<i>February 2009</i>	March 2009
Total OMC Calls	6,718	7,784
Total Late Trip Calls	2,053	2,461
Late Trips Reconciled on 1st ETA	1,733	2,049
Total Backup Trips Dispatched	349	399
<i>Subtotal Overflow Backup*</i>	236	255
<i>Subtotal Uncertified Provider Backup*</i>	113	144

Average LOT (call to pickup)	55.0 minutes	50.0 minutes
Longest LOT (call to pickup)	5 hours, 55 minutes	4 hours, 58 minutes

**Data Not in ASI Operations Report*

Date:	May 12, 2009
To:	Community Advisory Committee (CAC)
From:	Susanna Cadenas, Customer Care Coordinator
Re:	Complaints Report – February and March 2009

Total Complaints for February 2009	867
Complaints Under Investigation for February:	94
Total:	491
Total Complaints that still require a Written response	66
Complaints Over 2 Weeks and investigation open or reopened	325
Complaints over 2 weeks where rider has not been given a status call	0

Complaint Response Preference		
	Feb '09	FY
Post Card	680	7006
Phone	33	252
Written	90	1133

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI-WC
ADA	2	0	0	1	0	1	0	0	0
Animal	2	0	0	1	0	0	0	0	1
ASI	0	0	0	0	0	0	0	0	0
Booking	98	0	0	37	8	34	2	1	16
Cancel	4	0	0	1	0	1	0	0	2
Conduct	33	2	0	14	1	10	1	0	5
Denied	0	0	0	0	0	0	0	0	0
Discourt	122	8	0	39	18	40	1	0	16
Fare	1	0	0	1	0	0	0	0	0
Late1	24	2	0	10	3	5	1	0	3
Late2	33	0	0	14	9	7	1	0	2

Late3	23	0	0	9	6	5	1	0	2
Late4	183	0	0	67	17	45	11	0	43
Routing	24	0	0	14	3	6	0	0	1
Service	162	2	0	62	12	56	1	0	29
TravelTime	66	0	0	27	10	13	1	0	15
Urgent	19	0	1	6	4	7	0	0	1
Vehicle	12	0	0	7	1	4	0	0	0
Total	808	14	1	310	92	234	20	1	136

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	2	0	0	0	0	0	0	0	2
Lost/Found	1	0	0	0	1	0	0	0	0
Phone	2	0	0	1	0	0	1	0	0
Policy	27	2	0	13	3	5	0	0	4
Suggestion	27	21	0	1	1	0	1	0	3
Total	59	23	0	15	5	5	2	0	9

No Shows	658	2	0	228	103	178	17	2	128
LSOX	197	0	0	46	77	32	0	2	40

Commendations	117	7	1	9	48	29	1	0	22
---------------	-----	---	---	---	----	----	---	---	----

Total Complaints for March 2009	927
Complaints Under Investigation for March:	75
Total:	343
Total Complaints that still require a Written response	69
Complaints Over 2 Weeks and investigation open or reopened	359
Complaints over 2 weeks where rider has not been given a status call	7

Complaint Response Preference		
	Mar '09	FY
Post Card	742	7813
Phone	25	292
Written	116	1238

TRIP SERVICE RELATED COMPLAINTS

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI-WC
ADA	2	0	0	1	1	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	102	0	0	44	8	27	0	1	22
Cancel	4	0	0	3	1	0	0	0	0
Conduct	49	0	0	18	6	15	0	0	10
Denied	1	0	0	0	1	0	0	0	0
Discourt	135	11	0	39	21	39	1	0	24
Fare	1	0	0	1	0	0	0	0	0
Late1	26	0	0	7	6	7	0	0	6
Late2	39	0	0	19	5	8	0	0	7
Late3	23	0	0	9	2	8	0	0	4
Late4	145	0	0	61	11	39	4	1	29
Routing	36	0	0	23	3	5	0	0	5
Service	207	2	0	86	9	57	4	0	49
TravelTime	70	0	0	42	4	17	0	0	7
Urgent	22	0	0	10	3	4	2	0	3
Vehicle	8	0	0	4	0	2	0	0	2
Total	870	13	0	367	81	228	11	2	168

Complaint Type	Total	ASI	CARE	GPI	MV Valley	SGT	Southland Transit	SCT	STI- WC
Cert	2	0	0	0	2	0	0	0	0
Incident	3	1	0	0	1	0	0	0	1
Lost/Found	4	0	0	2	0	2	0	0	0
Phone	6	0	0	5	0	0	0	0	1
Policy	29	2	0	12	10	2	1	0	2
Suggestion	13	7	0	3	0	2	1	0	0
Total	57	10	0	22	13	6	2	0	4

No Shows	1769	1	1	680	268	414	75	14	316
LSOX	174	1	0	39	47	55	0	4	29

Commendations	164	15	1	25	61	31	0	2	29
---------------	-----	----	---	----	----	----	---	---	----

SUBCOMMITTEE REPORTS

New Outreach

April 14, 2009

The Honorable:

Barbara Boxer, United States Senator
C/O: United States Senate
112 Hart Senate Office Building
Washington, D.C. 20510

SUBJECT: Access Services' Budget Shortfall Crisis

Dear Senator Boxer:

Like many Americans who struggle with record-breaking home foreclosure rates, rising unemployment, soaring energy prices, continuing bank failures and growing global instability, Access Services Incorporated (ASI), an agency which provides American's with Disabilities Act (ADA) Para-Transit Service throughout Los Angeles County, is facing a projected \$161,805.00 budget shortfall and, an uncertain financial future. Driven by increased ridership, higher vehicle maintenance costs, and an unprecedented economic recession, ASI Executive Board of Director's has directed staff to prepare fare increase proposals which, if enacted, would raise the current one-way fare from \$1.80 to \$2.30 effective July 1, 2009. Staff was also authorized to explore service changes and possible staffing reductions; impacting Client Call-Out's, Standing Order Reservations, Transfer-Free Services within the Greater Los Angeles Basin and elimination of this agency's Toll-Free Telephone Lines. These are critical services, staffed by specially-trained, Operations Monitoring Center personnel, who are also essential to the continued success of Access Services' daily operation but, are not required under ADA regulations.

President Obama has announced active U.S. Troop involvement in Iraq will end on August 31,

2010. With the prospect of thousands of wounded Iraq war heroes returning to Southern California, Para-Transit agencies like Access Services must begin preparations to accommodate those in need. That mission, along with this agency's ongoing commitment to provide quality Para-transit travel assistance to a growing number of existing ASI clients, cannot be achieved without increased financial support from Federal, State and Local sources.

As you embark upon another term as a proud Democratic Representative of the great State of California, you should know that ASI has held the line on substantial fare increases since it was founded 14 years ago. In fact, for many with disabilities, Access Services represents their only viable public transportation resource; allowing them personal independence and the ability to attend to healthcare, shopping and other life-sustaining necessities without shifting such responsibilities onto the shoulders of loved ones or strangers. This therefore, is an invaluable and specialized transportation resource that addresses the needs of disabled individuals who, live on fixed-incomes and cannot be lost.

We, the proud appointee's of the Access Services Community Advisory Committee, request your assistance in securing a fair and reasonable portion of "The Economic Recovery Act" allotment for Los Angeles County. While our members and, ASI clients accept the reality of an eventual fare increase, we also understand that alone may not be enough to preserve and protect our vitally-important transit system. And, we respectfully ask that you champion our efforts by encouraging Federal, State and Local support of this Additional Funding Request. A "Supplementary Information Packet" accompanies this appeal and, is provided for your review.

Sincerely;

Shawn Solomon, Chairperson
Access Services Community Advisory Committee

Mnw

Enclosures: 1

Access Services Para-Transit, Incorporated

Community Advisory Committee Members:

(Appointee's)

Gloria Broderick, Vice-Chairperson
Access Services Community Advisory Committee

Michael N. Williams, Member
Access Services Community Advisory Committee

Tommy Johnson Sr., Member
Access Services Community Advisory Committee

Veronica Martinez, Member
Access Services Community Advisory Committee

Gay Parrish, Member
Access Services Community Advisory Committee

Terri Lantz, Member
Access Services Community Advisory Committee

Isa-Kae Meksin, Member
Access Services Community Advisory Committee

Michael Anthony Arrigo, Member
Access Services Community Advisory Committee

Ted Anderson, Member
Access Services Community Advisory Committee

Kurt Baldwin, Member
Access Services Community Advisory Committee

Michael Conrad, Member
Access Services Community Advisory Committee

Tina Foafoa, Member
Access Services Community Advisory Committee

James Hogan, Member
Access Services Community Advisory Committee

Gary Jansen, Member
Access Services Community Advisory Committee

Hellen Johnson, Member

Ray Louis McKeever, Member

Access Services Community Advisory Committee

Ken Schwartz, Member

Access Services Community Advisory Committee

James Harris, Member

Access Services Community Advisory Committee

Access Services Community Advisory Committee

Adinah Solomon, Member

Access Services Community Advisory Committee

Frances Kitrell, Member

Access Services Community Advisory Committee

access Services, Incorporated

Supplementary Information Packet

Contents:

- 1) Access Services Para-Transit, Incorporated **Fare Structure Proposals**
- 2) Access Services Para-Transit, Incorporated **Fiscal Year-2010 Budget Proposal Breakdown**

- Implementation of the Proposed ASI Fare Structure(s) and, Executive Board approval of the currently proposed FY-2010 Budget would negatively impact and impair this agency's ability to provide ADA-recognized Para-transit assistant services to clients who reside within the Los Angeles Basin, Antelope Valley and Santa Clarita areas. Some of the information contained herein, is "CONFIDENTIAL" and, is subject to change. - All material(s) used by permission.



Prepared under the direction and participation of

Access Para-Transit, Services Inc.
Community Advisory Committee

Funding Article Support Sub-Committee:

Michael N. Williams, Chairperson

Terri Lantz, Member

Veronica Martinez, Member

Access Services Para-Transit, Incorporated

Proposed Fare Structure

Greater Los Angeles Basin

(Effective July 1, 2008)

002010

Distance: (Calculated in Miles)	July 1, 2009 (Fiscal Year-2010)	July 1, 2010 (Fiscal Year-2011)	July 1, 2011 (Fiscal Year-2012)
0 - 20 Miles	\$2.30	\$2.40	\$2.50
20 Miles - Or Greater	\$3.00	\$3.20	\$3.40

Access Services Para-Transit, Incorporated

Proposed Fare Structure

North County

(Effective July 1, 2008)

North County	Local Fare:	Transfer Fare:
Antelope Valley	\$2.00	\$7.00
Santa Clarita	\$2.00	\$6.00
Between Santa Clarita & Antelope Valley		

Access Services Para-Transit, Incorporated

Proposed Fiscal Year-2010 Budget Breakdown

(Calculations based upon numerous fiscal factors and are subject to change)

EXPENSES:

Non-Capitol expenses	-	\$92,400.537.00
Capitol expenses	-	7,750,000.00
Total expenses	-	\$100,150,537.00

REVENUES:

Fare	-	\$4,686,612.00	<i>(Assumes approval of proposed fare increase)</i>
Section 5310 FTA	-	54,400,000.00	
Proposition "C"	-	39,045,000.00	
Other	-	1,867,120.00	<i>(Includes grants. vehicle sales, Section 5310 Caltrans & Misc.)</i>
Total Revenues	-	\$99,998,732.00	

PROJECT SHORTFALL:

Calculated Amount	-	\$161,805.00	<i>(Requires resolution before submission for funding review)</i>
-------------------	---	---------------------	---

Service Animal

Incentives and penalties subcommittee

ITEM 9

Date:	May 12, 2009
To:	Community Advisory Committee (CAC)
From:	Iwalani "Evie" Palicz, Project Administrator
Re:	Not Booking Return Trips and Calling OMC for Rescue Ride Policy

ISSUE:

Currently Access Paratransit has a "No Strand" policy and on a very limited basis is able to provide rescue or backup same day emergency rides. Repeat riders have deliberately not booked return trips back to their home and have called the Operations Monitoring Center for same day rescue rides.

BACKGROUND:

Access Paratransit has a policy not to leave a rider stranded away from their home. This "No Strand" policy allows a rider to call the Operations Monitoring Center (OMC) for a rescue or same day emergency ride. This service is intended to provide a safety net for riders who encounter problems with their ride while out in the community.

In recent months the OMC has reported a sharp rise in calls for same day emergency rides and by the same riders. When the riders were asked by the OMC about their return rides, these riders did not book a return trip. They just called to OMC knowing they would be guaranteed a ride.

Riders who knowingly do not book return trips and depend on calls to the OMC for return rides are abusing a system that was designed to help riders in trouble. Rescue or backup vehicles sent to retrieve these riders are not available to help those riders who did book return trips.

Staff presented a written policy to the QSS at the October 2008 meeting. The policy, which used the No Show Policy as a template, is designed to deter riders from abusing the No Strand practice thus reserving the rescue or backup vehicles for those riders in true need.

The proposed policy was reviewed and discussed in depth from all perspectives; rider, staff, OMC, and provider. The QSS then made recommendations for changes to the proposed policy, voted to accept the revised policy, and to present it to the CAC for further review, discussion, and action.

The policy attached herein is the revised policy including the changes recommended by the QSS.

RECOMMENDATION:

As members of the QSS, staff requests the CAC to review and approve the proposed policy prior to it being submitted to the Board of Directors.

Section: I Policy: _____
10/10/08

Issued:

Title: Not Booking Return Trips and Calling OMC for
Rescue Ride

Revised:

POLICY: Access Paratransit riders who have a pattern or practice of “Not Booking Return Trips and Calling OMC for Rescue Ride” may lose their riding privileges for a designated time period.

IMPLEMENTING PROCEDURES:

1. Definitions

1.1. A pattern or practice involves, regular or repeated actions, not isolated, accidental or singular incidents is three (3) or more “Not Booking Return Trips and Calling OMC for Rescue Ride” in any 60 day period shall, subject to the Rider’s right of protest, contest and appeal described below, constitute a pattern or practice.

1.2. A “Not Booking Return Trips and Calling OMC for Rescue Ride” is defined as:

1.2.1. Rider books a trip out into the community and does not scheduled a return trip and calls the OMC to request a rescue or back up vehicle be sent to transport him/her home.

1.2.2. Rider who is out in the community and does not schedule a trip to return to their home and calls the OMC to request a rescue or back up vehicle be sent to transport him/her home.

2. A trip will not be considered part of a pattern or practice of “Not Booking Return Trips and Calling OMC for Rescue Ride” if the rider is able to produce proof that he/she did book a return trip but it was cancelled without the rider’s knowledge.

3. Riders who have a pattern or practice of two (2) or more “Not Booking Return Trips and Calling OMC for Rescue Ride” in any 60 day period, are subject to having their riding privileges suspended as follows:

- 3.1. For a first suspension, loss of all privileges to use Access Paratransit for 10 days.
 - 3.2. For a second suspension, loss of all privileges to use Access Paratransit for 30 days.
 - 3.3. For a third suspension, loss of all privileges to use Access Paratransit for 60 days
 - 3.4. For a fourth and each subsequent suspension, loss of all privileges to use Access Paratransit for 90 days
4. Riders will have the right and opportunity to informally protest the assessment of any alleged “Not Booking Return Trips and Calling OMC for Rescue Ride” within 10 days of receipt of notice as set forth below. This right of protest is in addition to and not in lieu of a Rider’s right to contest and thereafter appeal any suspension or other sanction sought to be imposed as a result of “Not Booking Return Trips and Calling OMC for Rescue Rides”. In order to facilitate this right of protest:
 - 4.1. Riders shall be notified by mail, in an appropriate format, when it is alleged that a 1st, 2nd, or 3rd, “Not Booking Return Trips and Calling OMC for Rescue Ride” has occurred and may be assessed. The letter shall:
 - 4.1.1. Inform the rider of the date, time, and location of the trips
 - 4.1.2. Provide an opportunity for the rider to review the trip information
 - 4.1.3. Provide an opportunity for the rider to protest the assessment of the “Not Booking Return Trips and Calling OMC for Rescue Rides set forth in the notice which have not been previously protested by the Rider. Such a protest may include one or more of the following: (i) challenge to the factual accuracy of the basis for the proposed assessment; (ii) challenge to the determination that the facts stated constitute a “Not Booking Return Trips and Calling OMC for Rescue Ride”; (iii) explanation as to why the reason for the “Not Booking Return Trips and Calling OMC for Rescue Ride” was beyond the control of the Rider.
 - 4.1.4. Notify the rider of the current “Not Booking Return Trips and Calling

OMC for Rescue Ride” accumulation

- 4.1.5. Explain the potential of loss of service for an over accumulation of “Not Booking Return Trips and Calling OMC for Rescue Rides”
 - 4.1.6. Explain the consequences of not scheduling trips to the paratransit system and other riders
5. If a suspension would otherwise be imposed under the provisions of this Policy, before such a suspension is imposed, the following shall occur:
- 5.1. The Rider shall be notified in writing of the following: (i) the intention to suspend service or other sanction; (ii) the specific basis for the proposed suspension or other sanction; (iii) the nature and extent of the proposed suspension or other sanction; (iv) the Rider’s right of appeal and the method by which that right may be invoked; (v) that any appeal to be valid must be filed no later than sixty (60) days of the date of the notice; (iv) that if a timely appeal is filed, the imposition of the suspension or other sanction shall be stayed during its pendency
 - 5.2 A contest shall set forth the specific ground therefore, shall attach such written information, as the Rider believes relevant and shall state whether the Rider desires the opportunity to hear orally to present further information and arguments.
 - 5.3 Any appeal of the result of a Rider contest of a proposed suspension or other sanction shall be conducted in accordance with Section III Policy 1

CAC ATTENDANCE	July	August	September	October	November	December	January 09	February 09	March 09	April
TED ANDERSON	P	P	A	P	A	A	P	A	A	P
MICHAEL ANTHONY ARRIGO	P	P	P	P	P	P	P	P	P	P
KURT BALDWIN	A	P	P	P	A	A	P	P	P	P
GLORIA BRODERICK	A	P	P	P	P	P	P	P	A	P
MICHAEL CONRAD	P	P	P	P	P	P	A	A	A	A
TINA FOAFOA		P	P	P	P	P	A	A	P	P
MARY GRIFFIETH	P	A	R	R	R	R	R	R	R	R
JAMES HOGAN	P	A	P	P	P	A	P	P	P	P
GARY JANSEN	P	P	P	P	P	P	P	P	P	P
TOMMY JOHNSON, SR.	A	A	P	P	P	P	P	P	P	P
FRANCES KITRELL	A	P	P	A	P	P	A	P	P	P
TERRI LANTZ	P	A	P	P	A	P	P	P	P	P

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

P – PRESENT

A – ABSENT

R - RESIGNED