

# AGENDA

## COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday October 12, 2010

1:30 p.m. – 4:00 p.m.

Metro Union Station

One Gateway, Transit Gateway Plaza

729 North Vignes Street, 3rd Level Conference Room

[www.asila.org](http://www.asila.org)

Access Services Business Offices: 1-213-270-6000

Reservations: 1-800-883-1295

TDD: 1-800-827-1359

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 :
12:30 p.m.	-	Call To Order		
12:35 p.m.	-	Roll Call/Audience Introductions		
12:40 p.m.	-	Public Comment Procedure	<b>INFORMATION</b>	
12:45 p.m.	-	Approval of September 15, 2010 CAC Meeting Minutes	<b>ACTION</b>	5-13
12:50 p.m.	-	General Public Comment <i>(Limit 3 minutes per speaker)</i>	<b>INFORMATION</b>	
1:00 p.m. 5 Mins	1.	<b>HUGH HALLENBERG QSS ANNOUNCEMENT</b>	<b>ACTION</b>	23-25
1:05 p.m. 20 Mins	2.	<b>FIELD TRIP PLANNING</b>	<b>ACTION</b> <b>/DISCUSSION</b>	
1:25 p.m. 20 Mins	3.	<b>CAC BYLAWS REVIEW</b>	<b>ACTION</b> <b>/DISCUSSION</b>	26-31
1:45 p.m. 15 Mins		<b>CAC ACKNOWLEDGEMENT CARDS</b>	<b>INFORMATION</b> <b>/DISCUSSION</b>	
2:00 p.m. 10 mins	4.	<b>BREAK</b>		
2:10 p.m. 20 mins	5.	<b>COMMUNICATION SKILLS TRAINING</b> KEN SCHWARTZ	<b>INFORMATION</b> <b>/DISCUSSION</b>	
2:30 p.m. 15 mins	6.	<b>APPEALS PANELIST ORIENTATION PROCESS</b> RYCHARDE MARTINDALE	<b>INFORMATION</b> <b>/POSSIBLE ACTION</b>	32-33
2:45 p.m.	7.	<b><u>Subcommittee Updates</u></b>  <ul style="list-style-type: none"> <li>• CAC Goals Subcommittee</li> <li>• Shared Ride Time</li> <li>• Service Animal</li> </ul>	<b>INFORMATION</b>	
	8.	<b><u>New Business</u></b> Subsequent to posting of agenda	<b>INFORMATION</b>	
3:00 p.m.	9.	<b>ADJOURNMENT</b>		

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.*