

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 9, 2013

1:00pm – 3:00pm

Los Angeles County MTA

Union Station Conference Room, 3rd Floor

One Gateway Plaza,

729 Vignes Street, Los Angeles CA 90012

Time	Item	Item Description	Disposition	Pages
	1.	Call to Order	Action	
5	2.	Introductions		
5	3.	Review & Approval of Minutes of February 12, 2013	Action	4-13
15	4.	General Public Comment	Information	
10	5.	Report from Board of Directors	Information	
15	6.	QSS Appointments	Action	14-16
20	7.	Social Services Transportation Inventory and Survey	Presentation	
20	8.	Access Customer Support Services Update	Presentation	
15	9.	Subcommittee Updates	Information/ Discussion	

15	10.	Member Communication	
	11.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	12.	Adjournment	Action

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: Access Services Community Advisory (CAC) 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 3449 Santa Anita Avenue, El Monte California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made

available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) 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 CAC secretary. 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 CAC 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 CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats available upon request."

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday February 12, 2013
1:00 p.m. - 3:00 p.m.

CALL TO ORDER

Vice Chairperson Coto called the meeting to order at 1:08 p.m.

ROLL CALL

CAC Members Present: Maria Aroch, Kurt Baldwin, David "Dov" Cohen, Phyllis Coto, Tina Fofoa, Dina Garcia, Marie-France Francois, Terri Lantz, Howard Payne and Nan Stoudenmire.

CAC Members Absent: Michael Anthony Arrigo.

Board Members Present: Martin Gombert.

Access Services Staff: David Foster, Araceli Camuy, Kim Hogarth-Hindi, Rycharde Martindale-Essington, Susanna Cadenas, Geoffrey Okamoto and Jack Garate.

Guests: William Zuke (Access Customer), Hugh Hallenberg (Access Customer), Daniel Garcia (Access Customer), Kathleen Barajas (Access Customer), Gordon Cardona (Access Customer), Virginia Piper (Junior Blind of America), Maria Villaseñor (Guest), Allison Hughes (Mobility Management Partners), David Howie-Jones (Care Evaluators), Georgette Gonzales (Global Paratransit), and Francisco Lucas (California Transit).

INTRODUCTIONS

Vice Chairperson Coto welcomed the members, staff and guests to the meeting and asked that everyone introduce themselves.

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM JANUARY 8, 2013

Motion: Member Payne moved to approve the minutes of the January 8, 2013 CAC meeting.

Second: Member Foafoa.

Motion was approved.

GENERAL PUBLIC COMMENT

Access Customer Mr. Hugh Hallenberg stated that he had two issues to address. His first comment was that the \$25 meeting stipend for CAC and QSS members should be increased, and second he suggested that the 20 minute window be increased to 30 minutes.

Access Customer Mr. Daniel Garcia stated that he did not agree with Access sending out Christmas cards especially with the current budget situation. He said that the money spent on mailing the cards could be better used on improving the service.

REPORT FROM BOARD OF DIRECTORS

Director Gombert provided the committee with an update of the Board Meeting held on January 25, 2013. He began by stating that major items discussed were the Free Fare in Los Angeles County and the Out of Service Area trips. He stated that both items were approved by the Board and mentioned that the change in reservation hours item was put on hold and said that that there would be some upcoming budget subcommittee meetings.

He also mentioned that the Northern Region currently contracted by MV Transportation would be going out to bid for the new contract. He stated that the recommendation would be presented to the Board for review and approval in March or April. He concluded his report by announcing that the Access Annual Meeting would be held in March.

Member Lantz asked if there was any discussion on the Out of Service Area item and asked about customers who would no longer be transported and had no other service options.

Director Gombert responded that there was little discussion on the Out of Service Trips and stated that this issue would be a potential problem for a small number of people.

Member Coto asked if the budget meetings would be open to the public.

Director Gombert responded that usually (3) Board Members were asked to serve on the budget subcommittee however he did not think it was not an open meeting since there was no quorum required.

QSS APPOINTMENTS

Community Relations Analyst for Access, Rycharde Martindale-Essington gave a brief presentation on the proposed slate of candidates and the region or community they would represent on the Quality Services Subcommittee (QSS). He stated that unfortunately, Member Baldwin had to withdraw his name from the list of CAC representative on the QSS and asked if any other CAC member were interested to contact him.

Mr. Martindale-Essington requested approval of the list of candidates to serve on the Quality Services Subcommittee.

Member Lantz stated that Member Garcia volunteered to serve on the QSS however her name was not listed on the slate of candidates.

Mr. Martindale-Essington apologized for the error and stated that Member Garcia should have been listed, and asked the CAC to amend the item adding her to the list of appointees.

PUBLIC COMMENT ON ITEM 6

Mr. Daniel Garcia stated that he was a member of the QSS and suggested that Access do more outreach to promote the committee.

Motion: Member Baldwin made a motion to approve staff's recommendation and appoint the slate of candidates adding Member Garcia to the Quality Services Subcommittee.

Second: Member Garcia.

Discussion: None.

Pass/Fail: Motion carried.

SERVICE ANIMAL SUBCOMMITTEE (SAS)

Access Services Manager of Customer Support Services, Mr. David Foster stated that as mentioned in the item, there were some issues raised at the last Board Meetings regarding Service Animals. He explained that due to the complaints, the Board and the Executive Director recommended that the subcommittee reconvene.

Mr. Foster provided some background information and stated that about 10 years ago, there was a lawsuit against cab companies in Los Angeles due to persons with service animals being passed up by the drivers. He said that since Access contracted with some of the taxi companies, the settlement required Access to form a Service Animal Subcommittee that had to meet quarterly for (5) years to address the issues regarding service animals. He said that after the five year requirement ended, the CAC continued to meet and then decided to meet only as needed.

He explained that one of the issues that the subcommittee worked on was regarding the dogs sliding in the vehicles. He said that with the help of Mr. Ken Metz and other subcommittee members,

a harness was designed that could attach to the animal's harness to prevent the dog from sliding. Mr. Foster concluded his presentation by asking the committee if they 1) wanted to reconvene the Service Animal Subcommittee and set a date for the first meeting, and 2) want to contact the original committee members or approach other customers.

Member Payne expressed his support to reconvene the (SAS) and volunteered to be the subcommittee chair. He stated that he was familiar with the service animal community and the issues they face. Lastly, he stated that share ride passengers complaining about the service animals was a common problem service animal users encountered.

Member Baldwin agreed that service animal users had specific issues that warranted a subcommittee however he stated that vehicle capacity was an issue that should be addressed separately.

Mr. Foster stated that some providers have already transitioned from DDS to the Stratagen software which should reduce some of the capacity issues. He explained that the other providers would be transferring over to the Stratagen software as well. He stated that with the upgraded software, providers would be able to factor in oversized passengers, oversized wheelchairs, or service animals into the reservation routing.

Member Lantz asked if a phone loop message could be played to help educate people who aren't familiar with ADA regarding service animals.

Member Payne stated that there was already a recorded message.

Member Coto stated that she was having issues with Metro's drivers no longer allowing her to travel with a small cart. She expressed her concerned because she said that she needed the cart to carry her groceries.

Member Lantz advised Member Coto that Metro had an Accessibility Advisory Committee who she could contact to discuss the cart issue.

Member Francois stated that due to the increase in the types of service animals approved by the ADA, there will be an increase in service animal users for different disabilities.

Member Payne gave his support for reconvening the Service Animal Subcommittee.

The discussion continued regarding whether or not the CAC would reconvene the Service Animal Subcommittee.

Mr. Foster offered to contact all service animal users and invite them to a meeting to determine the interest from the community.

Motion: Member Baldwin made a motion that Mr. Foster invite all service animal users to a meeting and based on the feedback from the community, the CAC determine whether or not to move forward with the subcommittee.

Second: Member Francois seconded with a friendly amendment that staff reach out to Member Payne's contacts at the VA Hospital.

Discussion: Member Lantz supported Member Baldwin's motion and suggested that the service animal user community is encouraged to attend the CAC meetings to share their experiences.

The committee continued the discussion regarding service animals.

PUBLIC COMMENT ON ITEM 7

Ms. Virginia Piper from the Junior Blind Foundation stated that she worked with people with service animals and has also worked with veterans with guide dogs. She explained that by law, a person could not be asked what the service animal was for. She also stated that there were many organizations representing guide dogs or service animal users and didn't feel that the CAC needed to form another subcommittee.

Mr. Foster asked Member Baldwin to reinstate the motion.

Motion: Member Baldwin made a motion that Mr. Foster contact all customers and/or organizations that are service animal/guide dog users or work with that community, and invite them to attend a meeting. He stated that based on the feedback from the meeting, the CAC will determine whether or not to reconvene the Service Animal Subcommittee and who will be involved.

Second: Member Francois.

Discussion: None.

Opposed: Member Payne.

Pass/Fail: Motion carried.

CAC MEETING LOCATION

PUBLIC COMMENT ON ITEM 8

Mr. Hugh Hallenberg stated that prior to Access re-locating to El Monte, the CAC meetings were held at Access headquarters in downtown Los Angeles. He stated that after the move to El Monte, the committee decided to continue to meet in downtown. He said that at this time, because of the need for proper sound and recording he felt that it was appropriate to move the CAC meetings to Access administrative office in El Monte.

Mr. Daniel Garcia expressed the need for more communication from Access regarding the Parents with Disabilities program and the community.

Mr. Foster stated that at the last few meetings, CAC members requested a PA system or microphones to be added to the meeting set-up. He explained that Metro was unable to accommodate the request and could only provide three

microphones for the meeting. He explained that this item was brought to the CAC for consideration of alternate locations. He added that a possible option was to move the meeting to the Access headquarters in El Monte since the conference room had PA system and necessary equipment.

Member Coto stated that she preferred that the meetings continue to be held at Metro.

Member Baldwin agreed with Member Coto and stated the El Monte station would be more difficult to get to for people driving from Santa Clarita, Antelope and San Fernando Valleys.

Member Lantz also agreed that the meetings should continue to be held at Metro. She stated that traffic travelling to and from El Monte was an issue as well as the parking structure at the building since it did not have an elevator. She stated that this could be a problem for people who had difficulty with stairs.

Member Garcia also agreed that the meetings continue to be held at Metro.

SUBCOMMITTEE UPDATES

Mr. Foster stated that Chairperson Arrigo had requested an Outreach Subcommittee item to be put on the agenda for discussion.

Member Lantz suggested that the subcommittees of the CAC meet before or after the regular scheduled CAC meetings in order to reduce travel for the members and Access staff.

MEMBER COMMUNICATION

Member Lantz announced that the Abilities Expo would be taking place on March 15-17, 2013 at the Los Angeles Convention Center and encouraged everyone to attend.

Member Coto asked if the CAC would be participating at the event.

Metro ADA Paratransit Program Administrator, Ms. Giovanna Gogreve responded that Metro and Access Services would be sharing a booth at the event. She stated that Yvonne Price was the contact person at Metro regarding the expo.

Member Lantz stated that UCP would also have a booth at the event.

Access Services Project Administrator Mr. Jack Garate stated that the reservation procedure would be the same as last year which was for the customer to call the day before to schedule their reservation.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Member Lantz presented some questions regarding the Go511.com program specifically regarding the service area lookup.

Ms. Gogreve stated that a brochure would be available soon that provides a quick overview of the different options.

Member Lantz asked if there were any options for the customers who were out of the service area.

Mr. Foster responded that the Mobility Management department could provide customers with alternative transportation options.

Member Cohen asked if Access could provide the committee with a brief demonstration of the Go511.com program.

Mr. Foster responded that an item could be put on the next agenda regarding the Go511 program.

Ms. Gogreve recommended that the committee review the Access Services monthly Board Box which has valuable information about the service.

Access Services Project Administrator Mr. Geoffrey Okamoto explained the four step process on how to look up an address on go511.com.

Member Coto asked if a list of Metro meetings could be forwarded to her.

Mr. Foster announced that due to some family health issues, Member Segal-Gidan had to resign from the committee.

He explained that the Nomination Subcommittee would be meeting via teleconference to review the applications on file and move forward with the nomination process.

ADJOURNMENT

Motion: Member Lantz.

Second: Member Payne.

Meeting was adjourned at 3:02 p.m.

APRIL 9, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. MARTINDALE-ESSINGTON, COMMUNITY RELATIONS ANALYST

RE: ADDITIONAL QUALITY SERVICES SUBCOMMITTEE APPOINTMENTS

ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS). In February of 2013, the CAC made the last of several appointments to the QSS.

BACKGROUND:

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services staff members on ways of insuring quality control for the Access ADA Paratransit service. The QSS can:

- Hear and review customer and service provider issues that are presented to them;
- Prioritize those issues, formulate plans of action, and make recommendations to the CAC and Access Services staff members.

The QSS term is for one (1) year and begins in February 2013 and ends January 2014.

Three basic types of QSS membership can be approved by the CAC in any combination. Types of membership include:

- (1) One Access Paratransit customer from each existing service region appointed by the CAC;
- (2) One additional appointment from each existing service region appointed at the discretion of the CAC;
- (3) At least one member from the CAC appointed by the CAC.

RECOMMENDATION:

At this time, the CAC is asked to approve the following list of two (2) candidates who have expressed a willingness to serve. These include: Chaplain Dov Cohen as a CAC-appointed member, and Ms. Kathleen Barajas as the appointed representative for the remaining West-Central region seat. Three basic types of QSS membership can be approved by the CAC in any combination. Though six (6) vacant positions exist and must be filled to have meaningful rider representation, applicants wishing to apply for these remaining seats can be voted on by the CAC throughout the year.

2013-14 QSS CAC-Appointed Members List By Service Region

Eastern:

- *Gloria Broderick*
- *Vacant*

Northern:

- Belinda Conrad
- Daniel Garcia

Southern:

- Myrna Cabanban, Chair
- Michael Conrad, Vice-Chair

West-Central:

- Patricia Hyland
- Vacant

North County/Antelope Valley:

- *Vacant*
- Vacant

North County/Santa Clarita Valley:

- Vacant
- Vacant

At-Large Disability Community Representation:

- Abby Vincent, Visual Impairments, Service Animal.
- Gary Jansen, San Gabriel/Pomona Regional Center)
Developmental Disabilities.
- Tonni Yee-Hemphill, Orthopedic Impairments)
- Hugh Hallenberg, Elderly and Seniors with Disabilities

CAC Appointed Representatives:

- Michael Arrigo
- Tina Fofoa
- Phyllis Coto
- Terri Lantz
- Dina Garcia