

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 10, 2018

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3rd Floor

One Gateway Plaza

Note: The Strategic Planning Subcommittee will take place immediately after the CAC meeting

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
10	2.	Introductions		
2	3.	Review & Approval of Minutes of March 13, 2018	Action	4-17
20	4.	General Public Comment	Information	
15	5.	Report from Board of Directors/ Theresa De Vera	Information	
15	6.	SSA Award Video/ Alex Chrisman	Presentation	
5	7.	Promaster Demonstration/ Rick Streiff	Presentation	

15	8.	Emergency Management Update/ Mike Greenwood	Presentation
45	9.	OPS Update/ Mike Greenwood	Presentation
10	10.	CAC New Member Subcommittee Update & Request for Appeal Panel Members/ Rycharde Martindale	Information
20	11.	Member Communication	Information
3	12.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	13.	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 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

CAC 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 Chair. 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 are available upon request."

ITEM 3

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting March 13, 2018</p>

1:00 pm – 3:00 pm

CALL TO ORDER

Chairperson Michael Conrad called the meeting to order at 1:00 p.m.

Chairperson Conrad reviewed the rules pertaining to public comments.

INTRODUCTIONS

CAC Members: Chairperson Michael Conrad, Vice-Chair Maria Aroch, Gordon Cardona, Jesse Padilla, Kurt Baldwin, Liz Lyons, Michael Arrigo, Rachele Goeman, Terri Lantz, Tina Fofoa and Michael Arrigo,

Board Members Present: Kim Turner

Access Services Staff: Matthew Avancena, Art Chacon, Sharon Astier, Fayma Ishaq, Rycharde Martindale, LaTisha Wilson, Randy Johnson, Eric Haack, Louis Burns, F Scott Jewell, Ben Lin, Tamika Arana, and Geoffrey Okamoto.

CAC Members Absent: Member Cabil, Member Almael and Member Garcia

Guests: Yale Hagen, Wilma Ballew, Victor Garate (Global Paratransit), Aisha McKinney (Rider), Annette Arrilo (Alta), Jacqueline Sanchez (SGT), Karen Gilbert (MTM Inc.), Dean White (Trinet Internet Solution), Desiree Boykin (Guest), Ben Flores (MV Transportation), Victor Dominquez (Rider), and Jan Johnson (Rider).

REVIEW & APPROVAL OF MINUTES

Chairperson Conrad asked for a motion to approve the March 13, 2018 minutes.

Motion: Member Lyons

Second: Member Goeman

Abstentions: None

Member Arrigo stated that he made a comment directly following the autonomous presentation where he said he would like the power point presentations to be a little more audio descriptive in nature. He was concerned that there was no narrative accompanying the presentation, just

music and nothing to describe what was happening on the screen. Would like see for future presentations.

Member Lantz also pointed out that her comment on the "Where's My Ride" App was missing. Her omitted comment was that: it makes things more efficient-- not only for the rider, but for all concerned. Paraphrasing Member Lantz: "I guess it would make it far more efficient only for Access because they wouldn't have riders calling in to say, 'where is my ride'. Therefore, I think it is a great feature for both."

Member Padilla mentioned that he noticed that Desiree Boykin's name was spelled incorrectly.

PUBLIC COMMENTS

Aisha McKinney stated that she has rehearsals twice a week at Theatre by the Blind (TBTB). All of her cast mates' rides are right around the same time she gets her ride. They all are picked up on time and she is the only one left out there waiting for her ride. Ms. McKinney reported that her March 6 pick-up was scheduled for 6 pm and she received a call at 5:30 pm from the driver reporting late to work. The driver did not show up until approximately 6:33 pm. In the meantime, dispatch called and asked Ms. McKinney to cancel her ride just after her call with the driver. Then on March 8, dispatch sent a driver an hour and thirty minutes past her pick up time in Santa Monica. Ms. McKinney expressed her distrust with what dispatch was telling her and asked Access to resolve this issue.

Matthew Avancena assigned LaTisha Wilson to attend to Aisha McKinney's concerns.

Victor Dominquez stated that he is experiencing the same problem as Ms. McKinney. Although his concern is from Monday – Friday at the Braille Institute. He stated that his vehicle rides are extremely long due to so many pick up(s) and drop off(s).

Matthew Avancena assigned Fayma Ishaq to attend to Victor Dominquez concerns.

BOARD OF DIRECTORS REPORT

Director Turner provided a brief summary of the most recent Access Services Board meeting. She stated the Board of Directors met on February 26, 2018, in El Monte at Access headquarters. The Board approved the consent calendar, which included items adding data network services and extending information technology consulting and software licensing agreements.

Next, the Board took action and awarded a contract for Travel Training services along with a contract for a new legal service firm: Alvarez-Glasman & Colvin. They are scheduled to start April 1, 2018. Finally, the Board tabled an item to award a contract for Access Services' Northern Region to MV Transportation. It is expected that this item will come back in April. Director Turner announced that the next Board meeting is set for March 26, 2018, which will

include a workshop for the Board members to give input on the Access Strategic Plan. Chair Conrad thanked Director Turner for the Board report.

CONFERENCE ROOM AVAILABILITY FOR SEPTEMBER 2018

Matthew Avancena, Senior Manager for Planning and Coordination, informed the CAC members of the conference room availability for the second Tuesday of September 2018. Metro notified Access that there are no rooms available. Mr. Avancena thus proposed that the CAC members meet at Access Services headquarters in El Monte for this meeting only. The remaining meetings would resume at Metro.

Member Lantz asked if parking arrangements could be arranged. The last time she had to park in the Northern area of the parking lot, there were too many obstacles to go through.

Matthew Avancena replied that Metro has closed off a section of the parking lot to the public, thus making available parking for Metro, Access staff and guests. The designated parking is not as far to walk from as the previous parking. Access will have staff directing CAC members as to which way to go.

Chairperson Conrad requested to confirm that the Third floor Conference Room will be available as well as Access staff the day of the September meeting.

Mr. Avancena confirmed that the CAC meeting will be held in the Third Floor Conference Room and that staff will be available to assist CAC members.

Member Lantz also commented that there were other problems. For example, there was no one to buzz you in from the main front door and therefore, arrangements should be made so that people can actually get in the building.

Chairperson Conrad mentioned that just to the right of the front door, there are two panels: the first one is for Metro and the other is for Access. When pressed and answered, someone will buzz you in.

Matthew Avancena stated that Access will unlock the doors and will post staff downstairs in the lobby.

Member Goeman reminded all to update the Information Line and to make sure the public is made aware of the meeting location in plenty of time to avoid confusion.

Matthew Avancena replied Access would remind the CAC members ahead of time and make sure the Information Line is updated.

QSS MEMBERSHIP RATIFICATION

Rycharde Martindale-Essington stated that staff was present to ask the Community Advisory Committee (CAC) to ratify the members who are willing to serve on the 2018 – 2019 term for the Quality Services Subcommittee (QSS). He stated that the QSS application process would remain open for additional interested parties who wish to join. In addition, Mr. Martindale asked a favor of the CAC regarding its recently seated Membership Subcommittee from the month before. He asked to enlist the subcommittee's alternates to participate in selecting the Chair and Vice-chair of the QSS. This is because some Standing members of the CAC Membership Subcommittee are seeking office with the QSS and cannot vote for themselves because this would be a conflict of interest. He stated that he mentioned that authority to do this derives from the current CAC Bylaws.

Chairperson Conrad then entertained a motion to hear the members vote on the ratification of perspective QSS members for the 2018 – 2019 term. The motion passed.

Next, Mr. Martindale-Essington provided a quick update on the process for the CAC Membership Subcommittee. Currently, there are approximately 4-5 persons who are interested in filling the CAC vacancy. Mr. Martindale stated that sometime in March he would convene with the Subcommittee via telephone conference call to go through the process of reviewing the applications, set up interviews, proceed with a decision based on the rankings, and then present the applicant to the Board. In conjunction, he would like to ask the members of the same CAC Subcommittee, at least three - four, excluding Chair Conrad and Ms. Goeman who are asking to run for the Chair and Vice-chair positions of the QSS. He would like to get 3-4 additional members.

Member Lyons asked what process you are referring to. Ms. Lyons stated that she no longer has a phone and would need to be contacted via email.

Mr. Martindale replied the process would be to select the Chair and Vice-Chair position for QSS. He will go back, look at the list, and contact each person to see if they would like to serve on the Membership Subcommittee regarding the QSS leadership.

OPERATIONS PERFORMANCE UPDATE

Fayma Ishaq, Project Administrator, presented the Operations Performance Report for February 2018. Operations met all Key Performance Indicators (KPIs) with the exception of On-Time Performance and Preventable Collisions. We are working with our providers diligently to reduce any safety concerns and to help reduce any incidents and collisions. Ms. Fayma stated that safety is a huge factor in terms of making sure our riders are transported in a timely manner. Access implemented the Cone pilot program in the Southern region. This program has been effective in reducing back up incidents. In addition, we had a new database implementation to help reduce calls on hold.

- On Time Performance- 91.1%
- Late 4- 0.08%

- Average Hold Time- 80 Sec
- Calls On Hold Over 5 Min- 4.0%
- Preventable Collisions Per 100,000 Miles- 0.66

The February highlights were:

Real Estate Acquisition kickoff meeting. Access is looking at real estate available, seeing where Access can go ahead and position various contractors, and assist riders in high traffic generated areas. Access hosted the Santa Clarita community meeting and attended an Emergency Preparedness training meeting at Metro. The Northern and Santa Clarita Transit contracts are out to bid and staff is going through RFP interviews. Access implemented the Appreciation program for drivers. In addition, staff met with the Taxi Sub-contractors and discussed safety and how to improve overall in customer service. Staff conducted a 100% driver file audit for all of the regions. Lastly, staff participated in the Abilities Expo February 23 through 25.

Questions:

Member Lantz expressed her concerns pertaining to on time performance. She stated that since the software changes there were many issues. They found out later that the riders profile was incorrect. By the time the ride gets rebooked the person is picked up forty-five minutes to two hours later and I am just wondering how that is reflected. We all need to recognize the problems that have occurred in order to improve in the future.

Ms. Ishaq replied I do not know the details in terms of how the database or the Trapeze program works. Ms. Ishaq stated that she would voice Member Lantz concerns to the providers and I would provide feedback on what they are doing and how things will improve. In addition, we are looking into the challenges with the transitioning of the Trapeze software and addressing the concerns to make it more efficient.

Member Francois thanked Ms. Ishaq for the update. Ms. Francois asked is there a summary as to the discussion with the taxi subcontractors and if this information is going to be translated into contract requirements or the Board Box for the future.

Ms. Ishaq replied in terms of something in writing we have not produced that. Our meeting discussions pertain to what type of software they use or the customer service aspect and safety. We want to take the information gathered from the meetings and mold our contracts in moving forward with our service.

Member Goeman asked to explain the cone policy.

Ms. Ishaq replied basically, a cone is provided to each of the drivers in the Southern region that is part of the pilot program. The drivers will place a cone behind the vehicle providing clearance in terms of back up or any other object in the area. Next, the driver would do a walk-through of

the vehicle and of the surrounding area and then do a reverse of that safety check. Finally, the driver would place the cone back in the vehicle and make sure they drive off safely.

Member Padilla expressed his concerns pertaining to taxi subcontractors regarding safety and customer service. He stated that many drivers are speeding, breaking and stopping at the last minute as this relates to the preventable collision.

Ms. Ishaq replied she would take his concerns down and incorporate his comments on the safety aspect.

Member Lyons stated that Access always does a good job at the Expo. She had no problems getting there and everything went well.

Ms. Ishaq replied every year we have staff and the providers at the Expo to assist and they all do a phenomenal job. They put a lot of effort into having someone there from each provider because we do all of the drops offs at the expo downtown Los Angeles Convention Center.

Public comment:

Yael Hagen stated that she finds these types of reports interesting because of the disconnect between what we experience as riders on the road and what is reported in percentages at the Board and CAC meetings. She requested CAC members to ask staff to bring us some raw numbers pertaining to on-time performance so that we can have a closer way to relate to what is going on with our experience verses numbers.

In addition, Mrs. Hagen asked a question pertaining to the coning process. She asked is the time it takes for the coning process figured into the ride so that extra time does not affect the driver's ability to get the riders on time. She also noticed that the Strategic Plan was not on the agenda.

Chair Conrad replied the Strategic Plan subcommittee is scheduled to meet immediately after today's meeting and the public is welcome to attend.

Director Turner commented that she is hearing a lot from the audience in regards to these reports and she was in concurrence with Member Lantz and other member's comments. She asked Ms. Ishaq if the report is for all six regions and requested a report including a breakdown of all the regions. In addition, Director Turner stated that if we have a complaint from just one vendor not doing a good job and you paired them up with those who are doing a good job, then we really don't see where the issues are and so therefore as a Board member I would like to know who's not doing their job so that we can address those issues.

The CAC members thanked Director Turner for bringing up that point.

Member Lantz added that she would like to know how those figures are arrived at. If they come to pick up someone and they have notes saying ambulatory or over size wheelchair and they

cannot fit then they rebook the ride. So then, my guess is that they go on the rebook time, and not on the original pickup time.

Director Turner stated that she would contact Executive Director Andre Colaiace to address these issues.

Chair Conrad thanked Director Turner and said he agrees with Member Lantz. He also thanked Fayma Ishaq.

ACCESS WEBSITE REDESIGN

Ron Weber, Chief Operating Officer of Trinet Internet Solution, addressed the CAC members and audience. We are a digital marketing firm based in Irvine, California. We work with government agencies like Access LA, Orange County Transportation Authority and a number of other agencies to create engaging websites. Trinet has been commissioned by Access LA to redesign their website www.accessla.org. In order to do that and as part of the preliminary design, Access LA commissioned Trinet to conduct two focus groups at Access LA headquarters in El Monte, CA. and that occurred on January 17, 2018. The purpose of today's presentation is to review with the Community Advisory Committee the focus group findings and to solicit and add in any comments or suggestions from the CAC members before we proceed to the next phase, which is the initial redesign phase. Mr. Weber introduced Dean White as the Focus Group facilitator to present and discuss the focus group findings. He stated that Mr. White is an experienced Focus Group facilitator as well as a talented voice over actor.

Mr. White shared that Access has been a part of his life in many ways. His friend Denise of 25 years, as well as his mother-in-law, use Access Services. He is excited to be a part of helping redesign Access LA website. Mr. White shared a story about one of his friend's daughter who played soccer some years ago and tied that story into how to create a focus group. He stated that many voices want to interject their voices and it is hard to get the project started. Mr. White reviewed the focus group findings and recommendations.

- 1- **Who really uses the website-** There are multiple people that use the website. Riders, Rider support persons that go on the website on behalf of the rider, employees, civil organizations, as well as government agencies. The focus group discovered that the riders are the target client and when we understand who the core is and design everything around them, then that will eventually lead over to help the crowd and then community. The website can't be everything for everybody. It needs to be a first and foremost for that core, the rider.
- 2- **What are the key words that best describe Access LA.** We need to incorporate those key words into the development of the website and provide the most words that best describe Access LA.
 - > Paratransit
 - > Accessibility

- > Community / Caring / A Civil right
- Additional descriptions that support the top three are
- > Curb-to-Curb Service
 - > Safety
 - > Mobility
 - > Liberating
 - > Independence
 - > Connection to Government agencies

- 3- **The key reasons to use the website.** We want to make sure the website performs the way you wanted it to perform. The following are key reasons to use the website.
- Prospective rider information pertaining to Access LA service area, what services are available, rider re-eligibility and the application process.
 - Rider information on how to use the service, phone numbers, obtaining the Rider's guide, understanding the first-time rider experience, service updates, and alerts.
 - Public notices such as meeting dates and times, Board meeting updates and meeting agendas.
 - Other information such as training & vendor opportunities.
- These are all the key reasons why someone would visit the website.

- 4- **Ways to make the website even more engaging.** (17 ways)
- Easier navigation
 - Add Call out areas for primary users, the rider, supporting agencies and ASI staff- the employee.
 - Greater visual appeal by incorporating videos, icons, graphics, photographs of users enjoying the services with the disability aspect as a side note in an active lifestyle.
 - Clearly outline the application process by explaining eligibility versus applying and include the application form cannot be accessed without entering a valid ID card number.
 - Bullet point information on text-heavy defining.
 - Responsive site that adjusts to various devices.
 - Ability to subscribe to alerts - includes defining perimeters on when Access LA sends out an alert.
 - Interactive maps with geolocation function as a tool for riders and to assist potential riders with determining whether they are within the service area.
 - Click-to-call phone numbers.
 - Rider's Guide in an FAQ or tips format.
 - Increase branding
 - Live Chat- requires a trained staff to implement.
 - Information on how Access LA is different from other providers, such as Dial-A-Ride.
 - Improve the search function.

- Provide additional tools for users with vision issues/impairments such as audible screen readers, captions where photos are present.
- Driver information- "who is my driver".
- Expanded access to the CMS for updates- with Trinet providing training to the Access LA staff.

5- **Frustrations with the current site.** They found out there is a lot of redundancy, duplicate information. In addition, language translation that does not work perfectly, lastly, an outdated site that is too cluttered, and needs enhanced navigation.

Mr. White stated that not all may be implemented due to the budget expense and from here a proposal will be sent to Access to decide what would be implemented. He concluded saying the ideal is that we would have a better focus on how to create a better website for everybody involved. The last part was to bring it to the committee and see if there are things we did not cover or anything else you would like us to considered and take back to Access LA.

Questions and Dialog:

Member Lantz stated that she noticed the use of a color background, white writing and bolding of certain things.

Mr. White replied and confirmed, to specify contents and highlight key words.

Member Baldwin apologized for being late. He pointed out that Paratransit is actually one word. He stated that you might want to think about usability for the different groups you were talking about. Especially for people with cognitive impairment and dyslexia like myself to make things easier to navigate through. He gave an example pertaining to the search engine. On the current website, if you were looking for the five-year strategic plan, it is almost impossible to find and it is a very complicated process. The information requested should just pop up.

Mr. White replied if we enhance the search engine it would solve the current problem you are faced with now.

Member Baldwin stated that the PC- the personal commuter website should be a secondary consideration due too many people do not have a PC. Most all of our clients cannot afford a PC nor a laptop and may be able to get a phone. So mobile first then PC.

Mr. White confirmed, how accessible an application is on the site and usable via mobile first and pc secondary.

Member Baldwin stated that the times and alternative information should be included because some buses end at ten o'clock and Access will not pick you up after 10 pm. If the map was interactive and could tell riders some place close, where Access could pick up and where buses

ran until one o'clock, instead of 10 pm. In addition, Access should provide information to say "if in or outside the service area".

Mr. White asked Mr. Avancena if buses run until 1:00 am. He informed Mr. Baldwin that we would need to collect the data to create that geo- map.

Mr. Avancena replied it depends on the regions and the service hours running at the time.

Member Goeman regarding what Mr. Baldwin said as far as the maps. For those of us that are blind and reading a screen reader that is not going to work. When you use too many colors it's very hard for our screen readers and the more colors, bolding and graphics the harder it is on Jaws. Personally, she can only use the website with her phone screen reader over the PC screen reader. Lastly, Ms. Goeman stated that the colors are the reason she does not use the current website. It is very difficult to navigate with all the colors.

Mr. White replied we realize that. He asked Ms. Goeman what type of screen reader she uses for your phone. Member Goeman replied Jaws and Apple IOS and it is a voice over. She added that the following items should be accessible on Access website. 1- Agenda, 2- Hours of operation, 3- Bus stop and start time, 4- Where to buy coupons, 5- Stand location, 6- Meeting schedules.

Member Padilla stated that there should be one click to access the agendas and publications. He suggested placing the Board, CAC and other committees under governance. The current process is very inconvenient. In addition, the complaint/smile site should be easier to get to so that more people would want to use it.

Mr. White replied so, under governance you would have meetings, agendas, and maybe for the CAC riders a consumer corner and government agencies.

Vice-Chair Aroch thanked Mr. White. She stated that the website is missing the connection and transfer points for the six regions. In addition, customer service does not know that information and it should be on the website.

Mr. White replied he would have to work with Mr. Avancena so that we can implement that onto Access website.

Matthew Avancena stated that we could certainly work with Trinet to incorporate transfer points onto the Access website.

Member Arrigo stated that we should expand and expound beyond the six global service areas. He stated that the connectability would be very nice to have on the website. Mr. Arrigo also shared an example of traveling to his home state of Ohio.

Mr. White replied it would be great to connect beyond the six regions.

Member Lyons stated that she does not like all of the pictures and colors. She suggested bold the first letter of a word instead of the entire word. In addition, Ms. Lyons stated that she and Mr. Padilla visited Northern California a couple of years ago and their website provided an option to press the "on button" to speak and the information was read back. Access should really think about adding that process.

Mr. White replied that is a good idea.

Member Lantz commented on what Ms. Goeman shared pertaining to the screen reader. She stated that almost 90% of the people that she works with having development disabilities and visual perception problems. We really have a much easier time reading when you can see the colors and the bolds and she understands the other situations. Access should provide a link accessible to those who are blind.

Member Goeman stated that the website should provide an informational section that describes how to qualify for Access under eligibility section.

Mr. White concluded hopefully, we could design a website for the majority of the riders and provide help to all of the supporting agencies and to be able to get information quicker, and simpler. Lastly, help those who need transportation in their lives.

ELIGIBILITY UPDATE

F Scott Jewell Director of Administration greeted everyone and provided a brief update on the eligibility process. We moved to the new eligibility facility last July 2017 with a new eligibility process. The application that we currently have in place explains what Access and paratransit are all about. The following information is required on the application. Basic personal information and emergency contact, questions related to disability, authorization for release of information, healthcare professional contact and responsible party and signature. The applicant should wait 7 days before calling to check status and book an appointment. He stated that MTM is our contractor and located in the City of Commerce.

The incoming applications are entered into the system, reviewed for completeness and someone from MTM will contact the applicant if needed. Evaluation appointments are booked within 2-3 days of the request and the applicant is evaluated. In addition, we are required under the federal law to complete the application and provide the applicant with a determination letter via US mail within 21 days and the current average is 13 days. Currently, we have 161,736 eligible riders as of 01/31/2018, which is lower than last year we had approximately 170,000 eligible riders.

Mr. Jewell reviewed the eligibility and appeal determinations statistics. He stated that 50% of appeals are being upheld in terms of the original determination. Recently, 5400 notices was sent out to riders whose eligibility was ending in April 2018. We noticed that only 1800 riders use Access, TAP or combination of both and almost 3000 riders do not use Access.

Eligibility Determinations	2017- July	2017- Aug	2017-Sep	2017- Oct	2017- Nov	2017- Dec	2018- Jan	Total	
Unrestricted	1,146	1,240	1,241	1,324	1,422	1,378	1,473	9,224	54%
Restricted	349	311	371	482	484	574	559	3,130	18%
Temporary	177	183	173	174	150	150	179	1,186	7%
Not Eligible	317	316	314	489	569	721	858	3,584	21%
Total	1,989	2,050	2,099	2,469	2,625	2,823	3,069	17,124	
Appeal Determinations	2017- July	2017- Aug	2017-Sep	2017- Oct	2017- Nov	2017- Dec	2018- Jan	Total	
Eligibility Increased	98	62	36	37	23	26	42	324	
Eligibility Decreased	0	0	1	0	0	0	0	1	
Eligibility Modified (restrictions)	0	0	0	0	0	0	0	0	
Original Determination Upheld	92	56	23	32	27	44	37	311	

Matthew Avancena stated that we do not have any questions from the CAC.

Public Comments:

Yael Hagen commented and said it was very interesting to hear about people who are non-active Access riders. She stated that there is no way for Access to know of riders lifestyle change. The rider may have moved or have gone into a nursing home. Ms. Hagen asked what Access update process is for people who are deceased or have moved. How does Access address that kind of update.

Mr. Jewell replied in terms of updating riders' status. It is incumbent upon the riders or the rider's responsible party to inform Access of any changes so that we can update the rider's information.

Mrs. Hagen stated that it is important to look into and confirm the reasons why riders no longer use Access services.

Member Padilla asked is it true from the moment you walk into the building someone keeps an eye on your demeanor to determine a person's eligibility or is it just based on the diagnose of disability.

Mr. Jewell replied the evaluation starts when the evaluator approaches the applicant.

Member Baldwin thanked Mr. Jewell and said he may have answered his question. He just wants to verify his understanding on how it use to work regarding the evaluation process. He stated that cameras were used sometimes in the evaluation process.

Mr. Jewell replied we never used cameras, video tapes to determine someone's eligibility.

Chairperson Conrad thanked Mr. Jewell.

SUBCOMMITTEE UPDATE

None.

MEMBER COMMUNICATION

Member Lantz announced that the United Cerebral Palsy event at UCP location at 6100 Washington Blvd in Culver City on Saturday, March 24 from 5 – 10pm. The event is open to the public and there will be a special Access drop off area. There will be an Exhibit of people's artwork and people available to train.

Member Francois shared that she was glad to be at the meeting and thanked the presenters. She apologized for missing the February meeting because of an important commitment that she could not miss. Ms. Francois asked if she could give further comments or suggestions to the consulting firm.

Mr. Avancena replied to send your comments to himself and Sharon.

Member Lyons shared that she enjoyed Trinet presentation and it was very informative and easy to understand.

Member Padilla thanked Trinet for their presentation. He shared that most organizations have their own social media. Suggested Access should consider creating a social media page to file a smile via Facebook.

Vice-chair Aroch- none.

Member Cardona- none.

Member Arrigo- none.

Member Goeman- none.

Member Baldwin- none.

Member Foafao- none.

Chairperson Conrad commented on dispatch changing a rider's pick up time. He stated that sometimes dispatch would change a rider's pick up time for whatever the reason without the rider's knowledge and this should not be allowed. This is a bad practice and riders should not be charged with a late or no show.

Mr. Avancena asked Mr. Conrad if this has happened to him.

Chairperson Conrad replied many people have reported this to him and it has not happened to him.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Member Goeman

Second: Member Lyons

Abstention: None

The meeting adjourned at 2:59 pm.