AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 12, 2016
1:00pm – 3:00pm
Los Angeles County MTA
Union Station Conference Room, 3rd Floor
One Gateway Plaza,
729 Vignes Street, Los Angeles CA 90012

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9. Subcommittee Updates  Discussion

10. Member Communication  Information

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 agendized 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 March 8, 2016
1:00 p.m. - 3:00 p.m.

CALL TO ORDER
Chairperson Cohen called the meeting to order at 1:01 p.m.

ROLL CALL

CAC Members Present: Howard Payne, Jesse Padilla, Liz Lyons, Terri Lantz, Phyllis Coto, Maria Aroch, Michael Conrad, and Dov Cohen.

CAC Members Absent: Marie-France Francois and Tina Foafoa.

CAC Members Late: Kurt Baldwin, Dina Garcia, Gordon Cardona, Wendy Cabil, and Michael A. Arrigo.

Board Members Present: None


Guests: Beatriz Lara (MV), Dr. Stanley Taylor (C.A.R.E), Karina Lopez-Murphy (Mobility Management), Linda Conrad (QSS and Access Customer), Victor Dominquez (Access Customer), Giovanna Gogreve (Metro), Artemio Ambrosio (Access Customer), Tonni Yi-Hemphill (Access Customer), and Michael Sher (Access Customer).
INTRODUCTIONS

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

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM MARCH 8, 2016

Chairperson Cohen read Kurt Baldwin’s correct statement from the March 8, 2016 CAC meeting, and requested a revision to the March minutes.

Member Baldwin stated that the candidates are all good people, and wants to know why the provider’s name was not read. He stated that the Quality Service Sub-committee (QSS) should consist of riders and providers.

Motion: Member Lyons.

Second: Member Coto.

Abstentions: None.

Minutes were approved with revision.

GENERAL PUBLIC COMMENT

Ms. Carmen Rodriquez informed that approximately three weeks ago a taxi driver arrived for a pick up at her home, and it was difficult to step into the vehicle due to her knee problems. She said that the taxi drivers’ conduct wasn’t pleasant, and he returned her fare by tossing it to her. Lastly, she stated that the driver was talking and texting on his phone while driving, and refused to drop her off at the designated location.

Chairperson Cohen stated that Fayma Ishaq will follow up with Ms. Rodriquez.
Mr. Thom Jones informed that the drivers are not going to the point of pick up, and are not waiting the five minutes. He said as a result he has received No Shows.

Sherry Kelley stated that Randy Johnson will follow up with Mr. Jones.

Tonni Yi-Hemphill informed that she had a problem with her pick up from Walmart. As a result, she called reservations to get the vehicle number and was told that the driver was on site. Ms. Hemphill stated that there was confusion regarding the address, and it was a very frustrating experience.

Chairperson Cohen stated that Fayma Ishaq will follow up with Ms. Hemphill after the meeting.

Victor Dominquez informed that his main concern has to do with Beyond the Curb. He stated that the taxi drivers do not assist with his belongings, and when he steps outside after receiving his call out, the driver is gone and this problem continues to occur. He thanked Jack Garate for his help, and also Victor Garate at Global for assisting him with his standing order.

Chairperson Cohen stated that Jack Garate will follow up with Mr. Dominguez after the meeting.

Wendy Cabil informed that she received an email from Barbara Wilson who resides in Santa Clarita, and requested information regarding Access Services transportation services between other Valleys.

Sherry Kelley stated that Fayma Ishaq will follow up with Ms. Cabil after the meeting.

Artemio Ambrosio stated that the Customer Service voice mail should be available twenty-four hours, and should not be cut off at a certain time. He stated that Customer Service and Reservations needs to improve on how to address customer concerns.

Chairperson Cohen stated that Randy Johnson will follow up with Mr. Ambrosio after the meeting.
REPORT FROM BOARD OF DIRECTORS

Chairperson Cohen stated that he attended the March Board meeting as an Ex-Officio Board Member. He stated that the meeting was interesting, and invited everyone to review the Board items on the Access Services website. Chairperson Cohen gave an overview of what took place at the Board meeting.

- Transportation Professional Advisory Committee (TPAC) report from Linda Evans
- Consideration to approve modification of procurement policies
- Real Estate location for Eligibility
- Customer Service Transition
- Vehicle Operator Recruitment
- Upcoming Board items for the Fiscal year
- Vehicle Branding. It was decided to place Access Services decal onto the vehicles to save cost
- Executive Director report from Shelly Verrinder

CUSTOMER SERVICE TRANSITION UPDATE

Sherry Kelley provided an update regarding the approved award of the Customer Service Center Contract to ALTA Resources. Ms. Kelley stated that she is the Project Lead assigned to ensure all deliverables are met for the start up.

Ms. Kelley stated that we are preparing for Phase I to transition the STI calls, which will go live on April 1, 2016. Ms. Kelley informed everyone that they are currently working through the tasks related to the transition and preparing to move forward to train the ALTA staff. She informed that all of the Key Performance Indicators (KPIs) have been identified for the new contractor, and they must be met in order to move through each of the assigned phases of the transition. Ms. Kelley said the transition is going well.

Terri Lantz asked Ms. Kelley to review the phases of the transition.

Ms. Kelley stated that Phase I consists of all of the STI customer service calls; applications, eligibility and Tap card needs. Phase II consists of
everything that is at Access Services for Customer Service; complaint
intake, customer education and No Shows. Phase III consists of OMC
after hours calls which are currently at San Gabriel Transit, from 6pm-
8am, and Phase IV consists of OMC calls at Access Services during
normal business hours.

Terri Lantz stated that they’re seeing a lot of No-Shows and some of them
have nothing to do with the customer. She stated that most of the riders
can’t call or write, and she takes on that responsibility to assist the
customers by emailing, and or contacting Access Services to resolve the
No-Show issues. Ms. Lantz stated that she’s very concerned about the
new procedure. She stated that the non-verbal riders are not able to call
or email until their aide arrives to assist them with the No-Shows, and
asked if there is a faster process. She stated that Mr. Burns has been
amazing, and they are very grateful for his help, as well as Ms. Kelley
regarding the No-Shows.

Ms. Kelley stated that ALTA will be able to assist with No Shows and there
will continue to be Customer Service support at Access as well.

Dina Garcia asked will Access conduct any sensitivity training, to
understand those with speaking disabilities.

Ms. Kelley stated that Dina Garcia, Terri Lantz, Kurt Baldwin and Michael
Conrad attended the Meet and Greet Meeting that was conducted back
in early December with ALTA, and they requested to be a part of the
sensitivity training. Ms. Kelley stated that ALTA would like them to be a
part of the sensitivity training on a volunteer basis to speak for a couple
of minutes. She stated that she is working on the logistics, and will send
an invitation for those who volunteered to participate.

Liz Lyons asked if the training will also train riders on how to use the bus.
She stated that a lot of people think that if they ride the bus they will lose
their services with Access.

Ms. Kelley stated that the customers should contact Mobility Management,
and explained that Access Mobility provides travel training.
Ms. Lyons stated that she will refer the riders to Access Services Mobility for further assistance.

Ms. Lantz stated that a lot of us are very grateful to those who work in Customer Service, and thanked the Access Services staff for their service. She asked if the customer service employees will be able to continue their work at ALTA.

Ms. Kelley stated that this is a very sensitive subject and this is her staff that’s being affected by the change. She stated the jobs at ALTA have been posted, and they are welcoming our staff to apply. Ms. Kelley also extended a big thank you to the Customer Service team for their hard work as they continued to meet the KPIs during the transition.

Phyllis Coto stated that our taxi drivers are being ticketed near the red zone area at hospital facilities. She suggested that Access Services should notify the drivers of where the Access Services signs are posted to avoid any future tickets.

Ms. Kelley asked Ms. Coto if she had any concerns regarding the customer service transition.

Ms. Coto stated that Customer Service is wonderful. She stated that she had two No-Shows which were not her fault, and a customer service representative took them off her account and was a delight. She stated that her overall experiences have been great.

Terri Lantz asked when will Phase I start, and to provide an estimate timeframe, so that they will have an idea.

Ms. Kelley stated that Phase I will start April 1, 2016, and originally it was scheduled to start on March 28, 2016. She stated that there is flexibility in the schedule, and if there are any challenges or missed KPIs it could delay moving on to the next phase.

Howard Payne stated that he is with the VA of Long Beach, and they have numerous buildings for pick up, and invited Global’s trainer and drivers to attend the April meeting. He stated we are trying to prevent No-Shows by educating the riders to make sure they are waiting at the curb. Mr.
Payne stated that some of the blind riders should be approached, and the drivers are not doing so.

Ms. Kelley asked if he had any questions regarding the Customer Service transition, and informed that she would have Victor Garate from Global follow up with him after the meeting to address his issues at the VA.

Chairperson Cohen thanked Ms. Kelley for always doing a phenomenal job.

Wendy Cabil stated that she would like to give kudos to Ms. Kelley and Mr. Burns. She stated that they have always come to her rescue when she had any issues, and took the time to investigate. Ms. Cabil stated just recently, Fayma Ishaq was very instrumental in handling a situation in a timely manner, and just wants to say good job, and keep up the good work.

Co-chair Michael Conrad stated that at the last month’s meeting, two other members submitted QSS applications. Mr. Conrad requested Mr. Martindale to present the candidates name for ratification.

CAC RATIFICATION FOR ADDITIONAL QUALITY SERVICE SUBCOMMITTEE (QSS) MEMBERS

Rycharde Martindale stated that at the last month’s meeting we had introduced twenty-one applicants who wish to serve on the 2016-2017 QSS, and at the conclusion of the ratification vote there were two other applicants who had expressed a desire to be on the committee. Mr. Martindale requested the committee’s approval to ratify the vote for Victor Dominquez and William Zuke to the QSS for 2016/2017.

Chairperson Cohen asked if the committee was prepared to make a motion to ratify the vote.

Motion: Member Lyons
Second: Member Garcia
Discussion: None.
Abstention: None.

Pass/Fail: Motion passed.

Terri Lantz requested the geographical area of the two applicants.

Rycharde Martindale stated that Victor Dominquez is from the Southern Region and William Zuke is from the Northeast Region.

POTENTIAL AGENDA ITEMS DISCUSSION

Chairperson Cohen asked if anyone would like to share with the Board any particular items for future meetings.

Sherry Kelley stated that since we didn’t have a lot of items to discuss at today’s meeting, we would like to hear from the committee. Ms. Kelley requested that we go around for the room for each of the members to state their suggested items to discuss at our future meetings.

In Summary, the following items were suggested by the CAC members for future meetings:

- Reservations;
  - Scripts used for reservations
  - Software used; what the reservationist sees
  - Coordination with reservation and dispatching
  - How does dispatch coordinate vehicle types for wheelchairs and the appropriate sizes to eliminate wasted resources
  - Understanding call outs
  - No Shows; there doesn’t always seem to be a coordination with reservations and dispatching
  - What are the scheduling and routing guidelines?
- Trip negotiation process
- Consistency by regions
  - Shared rides
    - Drivers and service animals; addressing persons with allergies and positioning of passengers with service animals
    - Wait times during shared rides
    - Early departures - idle vehicles in the area of pick ups
  - Stand Signs
    - Addressing the coordination of stand signs at large facilities; stadiums, hospitals, facilities, Veterans Administration and theatres with multiple pick up and drop off locations
    - Installing taller stand signs at Airports
    - Providing stand signs during the reservation process
    - Providing stand sign locations on the Access website
  - Updates on advanced technology on vehicles
  - Presentation for Mental Health Awareness month
  - Field trips to the provider sites, is this possible?
  - Types of premium services offered by Access; Parents with Disabilities, Standing Orders, OMC and Same Day service
  - Superior Service Award presentations at CAC
  - Vehicle types, including taxi’s
  - Driver Safety - RSI roles
  - Prioritizing trips that have connectivity with Metrolink. (The ADA does not allow prioritization of trips)
Ms. Kelley informed that this list of items will be reviewed to present at future CAC meetings.

ADJOURNMENT

Motion: Member Lyons

Second: Member Padilla

The meeting adjourned at 2:15p.m.
ITEM 6

TO: COMMUNITY ADVISORY COMMITTEE
FROM: Jack Garate, Operations Administrator
RE: Construction to Patsaouras Plaza

ISSUE:

Metro has begun a construction project at Patsaouras Plaza adjacent to Union Station and Metro’s headquarters. As Access riders regularly travel to Metro’s headquarters for Access meetings, a briefing on the project will be provided.

RECOMMENDATION:

Receive and file.

BACKGROUND:

As part of construction of a Silver Line Station on the El Monte Busway, Patsaouras Plaza will be closed from July through October, 2016. The closure will impact Access pick-ups and drop-offs to their area around Union Station and Metro’s headquarters.
ITEM 7

TO: COMMUNITY ADVISORY COMMITTEE

FROM: Mike Greenwood, Vice President, Operations & Safety

RE: Driver Training Campaign

__________________________________________________________________________

ISSUE:

In response to rider concerns, Access is finalizing a campaign for its providers to deliver refresher training to drivers on assisting riders who are blind or have limited vision.

RECOMMENDATION:

Receive and file.

BACKGROUND:

Access staff, and its contractors, recently visited the Braille Institute in Los Angeles to learn best practices for communicating with, and assisting riders who are blind or have limited vision. The visit included a hands-on training session that included communication, assisting riders to and from vehicles, and in navigating around objects and through narrow spaces. Staff is requesting comments and suggestions from the CAC prior to implementation.
TO: COMMUNITY ADVISORY COMMITTEE

FROM: Sherry Kelley, Senior Manager of Customer Service

RE: Customer Service Update

Staff completed the first operational milestone of Phase I to transition the Customer Service calls from Southland Transit (STI) to ALTA. The Access team provided support where needed and this resulted in a successful cut-over on April 1st with ALTA as our new Customer Service provider. ALTA is now handling 100% of the calls previously handled by Southland for Applications, Eligibility, TAP and Reasonable Modification Requests.

ALTA hired a great Customer Service team, and spent the appropriate time implementing the technical infrastructure and telephony to meet and Access’ system needs. Part of the transition plan also included having a few of our riders attending the sensitivity training sessions at ALTA. This contributed to their staff’s understanding of our riders’ essential needs.

We are confident that our new partnership with ALTA will be a success. We will now monitor KPI’s to ensure the quality of service supports moving to the next phase, which is scheduled to begin at the end of May.

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