# AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 12, 2014  
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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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://asila.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."
CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:04 p.m.

ROLL CALL

**CAC Members Present:** Maria Aroch, Michael Anthony Arrigo, Kurt Baldwin, Dov Cohen, Phyllis Coto, Tina Foafoa, Marie-France Francois, Terri Lantz, Liz Lyons, Jesse Padilla, Howard Payne and Nan Stoudenmire.

**CAC Members Absent:** Dina Garcia.

**Board Members Present:** Martin Gombert.

**Access Services Staff:** David Foster, Araceli Camuy, Kim Hogarth-Hindi, F Scott Jewell, Mike Greenwood, Sherry Kelley, Susanna Cadenas, Matthew Avancena, Charlene Motta, and Rogelio Gomez.

**Guests:** Rigoberto Gaona (Access Customer), Julie Gaona (Access Customer), Desiree Boykin (Guest), Cleo Ray (Access Customer), Michele McBurny (Guest), London Lee (San Gabriel Transit), Karina Moreno (CTI), Teresa Gonzalez (MV Transportation), Victor Garate (Global Paratransit), Mike Culver (Mobility Management Partners), Karina Murphy-Lopez (Mobility Management Partners), Tara Rosa (Care Evaluators), Giovanna Gogreve (Metro), and Artemio Ambrosio (Access Customer).
INTRODUCTIONS

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

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM JUNE 10, 2014

Motion: Member Lyons.

Second: Member Cohen.

Abstentions: None.

Minutes were approved.

GENERAL PUBLIC COMMENT

Access customer Ms. Julie Gaona asked if the providers are all required to follow the same policies and procedures or if the rules vary by region.

Mr. David Foster responded that there may be some slight differences, for example the Antelope Valley reservation hours are shorter than in the basin however said that the overall policies are the same for all providers.

REPORT FROM BOARD OF DIRECTORS

Director Martin Gombert provided the committee with an update of the Board Meeting held on May 19, 2014. He began by stating that the Superior Service Award was presented to Ms. Karina Abrica, Dispatcher from Global Paratransit.

He stated that Access Chief Operating Officer, Mr. F Scott Jewell gave a brief update on the renovated Tap Card which was also discussed at the last CAC Meeting. He said that the Eligibility Services Contract Extension was approved and also mentioned that Access Manager of Planning & Coordination, Mr. Matthew Avancena gave two presentations; one was on the Social Services
Transportation Inventory Survey report and the second presentation was regarding Metro’s Review of Access Services.

Director Gombert concluded his report by stating that Access Services Executive Director, Ms. Shelly Verrinder reminded everyone that the Access Roadeo will be held on June 28\textsuperscript{th} at the Rose Bowl in Pasadena from 8:00 a.m. to 1:30 p.m.

Chairperson Arrigo thanked Director Gombert for being at today’s meeting.

**BUDGET OVERVIEW**

Access Chief Operating Officer, Mr. F Scott Jewell provided an overview of the FY 14/15 Budget. He stated that at the last CAC meeting, he informed the committee that the Access budget would be presented to the Metro Budget Subcommittee and Board for approval. He announced that next year’s budget was approved by Metro; therefore Access will continue to operate and meet the transportation needs of the community.

He presented a slide show reviewing the FY 14/15 Budget. He also reminded everyone that the second part of the two-step fare increase would take effect July 1\textsuperscript{st} and said that the fares would go up 25 cents. Mr. Jewell stated that Access has started the notification process via mail, website, and updated the phone loop message to ensure that the customers are informed before the implementation date.

He concluded his presentation and offered to answer any questions.

Member Coto asked if the 25 cent increase would be permanent.

Mr. Jewell responded that the fare increase is permanent and the new fare amounts will be $2.75 and $3.50. He said that at this time, there are no other increases scheduled after July 1\textsuperscript{st}.

Member Lantz asked approximately how many vehicles will be purchased with the 8.8 million dollars budgeted for vehicles.
Mr. Jewell stated that Access staff recently met with the contractors to discuss the vehicles approaching 250,000 miles that need to be replaced. He said that approximately 150 vehicles will be purchased and explained that the cost depends on the type of vehicle. He stated that the Access fleet includes mini-vans, MV-1s and cut-aways and said that he could provide a more accurate report of the vehicle breakdown by provider within the next few days.

Member Lantz asked if the vehicles will be distributed throughout the service regions.

Mr. Jewell responded that the vehicle replacement process consists of looking at the vehicles throughout the service fleet approaching 250,000 miles, and replacing the oldest vehicles first. He said that the item is being prepared to go to the Board and will include a list of the replacement vehicles by provider.

Member Lantz asked if the vehicle breakdown could be sent to the committee.

Mr. Jewell responded that he would forward the information to the committee once the item is sent to the Board.

Member Lantz asked if the 2.9 million dollars in Free Fare reimbursements is the same or higher than last year.

Mr. Jewell responded that the Free Fare Program reimbursements increased by $150,000 this year.

Member Lantz asked for a copy of today’s presentation.

Mr. Jewell responded that he would forward today’s presentation to the committee.

Member Lyons asked if the Antelope Valley region went over budget and if so, how the overages were paid for.

Mr. Jewell responded that the number of trips in the Antelope Valley were almost 60% higher than the budgeted amount for this
fiscal year. He explained that the overages were paid for with funds from other areas in the budget where the expenses were less than the projected amount.

Member Coto asked if the new vehicles will improve the overcrowding issues.

Mr. Jewell responded that Access is purchasing the same type of vehicles consistent with the ones currently being used.

Member Lantz stated that she has heard some complaints from the community regarding the limited space in the Prius'.

She mentioned that vans with jump seats have also been an area of concern especially for customers using wheelchairs and asked if the new vans will have jump seats.

Mr. Jewell responded that the vans are equipped with jump seats however it is up to the provider to keep the seats or remove them.

A discussion ensued regarding the jump seats and Mr. Foster stated that Access Operations Administrator, Mr. Jack Garate gave a presentation on Jump Seats at the March CAC Meeting. He agreed with an earlier comment made by Mr. Jewell that vehicle overcrowding issues are related to routing/scheduling problems.

Mr. Foster stated that the providers use a combination of Access vehicles and sedans because the majority of the customers are ambulatory. He explained that the providers do their best to utilize vehicles based on the needs of their service area however he said that as information comes through the community or the CAC, it is forwarded to the provider for them to make the necessary fleet adjustments.

Member Lantz mentioned that the call takers are unable to tell if the vehicle has a jump seat or not, therefore any issues regarding the seat cannot be identified until after the driver arrives.

Mr. Jewell suggested that a statistical analysis be conducted of the amount of trips that are re-routed due to jump seats.
Member Baldwin clarified that wheelchairs are not getting larger however said that configurations are different and certain types of wheelchairs do not fit in vehicles with jump seats.

Member Payne disagreed and said that the veterans are transported to and from the VA in all wheelchairs sizes.

The discussion continued regarding the different types of wheelchairs.

Member Lantz asked what a cut-away is.

Mr. Jewell responded that a cut-away is a large vehicle that seats 5 to 7 people.

**STATUS UPDATE ON METRO’S REVIEW OF ACCESS**

Access Services Manager of Planning & Coordination, Mr. Matthew Avancena stated that earlier this year, he presented an item to the CAC on the Metro Review of Access. He explained that he was here today to give a status update on the recommendations that have been closed.

He stated that out of the twelve recommendations, three of them were closed. He said that the first one was for the Demand Projections to be conducted on a regional and countywide level. He explained that Access worked with the consultant and incorporated the demand projections by service area to ensure a more accurate ridership and the recommendation was closed.

Mr. Avancena explained that the second recommendation was for a process review of the Call Center function of Access. He explained that a new call standard was developed to ensure that the Customer Service and Operations Monitoring Center calls are handled promptly. He said that the standards will be published in the monthly Board Box report and said that the standards were approved by the Board and the recommendation was closed.
He stated that the third recommendation was requested to be closed by Metro. He explained when the report was published, Metro asked Access to consider revising the service area map however this process would leave many customers out of the service area. He said that Access responded to Metro and disagreed with this recommendation. Metro has requested that the recommendation be closed.

Mr. Avancena further explained that three of the twelve recommendations are regarding the Travel Training Program, one is regarding the Fleet Formula, and the remaining recommendations relate to how Access delivers the service.

He said that the FY 15 Budget includes funding for a consultant to review the remaining recommendations. He stated that monthly status updates are located in the Board Box report.

Member Baldwin referred to the service area map and asked what the status was regarding the approximately 800 customers who were considered to be out of the service area.

Mr. Avancena stated that the issue Member Baldwin was referring to was the Go511 service area map which placed about 1000 customers outside of the service area. He explained that currently the service area map changes are not being enforced. He said that after reaching out to the community and other stakeholders, Access was advised to hold off on the “Out of Service Area” enforcement.

He explained that Access applied for a grant under the “New Freedom Call for Projects” to help fund trips for customers who live outside of the service area. He said that Access has submitted an application and will be notified if the grant was approved within the next month.

Member Baldwin asked what happens to the customers who are applying for the service and live outside of the service area. He
also asked what will happen once the extra funding ends.

Mr. Avancena responded that it will depend on the amount of people that are eligible for the service and live outside of the service area. He said that Access will need to go to the Board for guidance and policy directives.

Member Lyons asked if the travel training program will be closed.

Mr. Avancena responded that the travel training program will continue to operate.

Chairperson Arrigo asked what the process is once a recommendation is closed out.

Mr. Avancena responded that once a recommendation is closed, Access no longer needs to report or provide a status updates for that particular issue. He explained that staff provides a monthly status update on the pending items.

Chairperson Arrigo asked if the Access Board is required to provide Metro with a monthly update.

Mr. Avancena explained that staff provides a monthly progress report to the Access Board. He said that Metro has received and filed the report.

Member Lantz stated that there are parts of the San Fernando Valley that are considered to be “urban valley areas“ and are out of the service area due to bus line cancellations.

Member Baldwin mentioned that the older customers will be “grandfathered“ into the service but expressed his concern for new customers. He said that this issue may raise some confusion as to why some people are picked up and others are not while living in the same area.
Mr. Avancena responded that new applicants will be advised whether or not they live within the service area during the application process. He said that if the person is outside of the service area, they may need to find a way into the service area to be picked up.

Member Lantz commended Access for seeking additional funding options to continue providing the services.

SOCIAL SERVICES TRANSPORTATION INVENTORY SURVEY

Access Services Manager of Planning & Coordination, Mr. Matthew Avancena gave an overview of the Social Services Transportation Inventory Report.

He explained that the survey was a requirement from all Consolidated Transportation Services Agencies (CTSA) and said that Access serves as the CTSA for Los Angeles County. He explained that the firm Nelson/Nygaard was retained to conduct the survey and presented a brief overview of the survey results.

Member Coto asked if funding from the “Affordable Care Act” could be used to fund Access programs.

Mr. Avancena responded that the “Affordable Care Act” pertains to Medi-Cal and does not apply to transportation.

Member Baldwin stated that he had some difficulty locating the survey report online.

A discussion ensued regarding the 211 LA County information/referral service.

Member Arrigo mentioned that the Mobility Management Department is also a great alternative to obtain transportation resources.
NON-ADA REQUIRED SERVICES

Access Services Manager of Planning & Coordination, Mr. Matthew Avancena stated that he was there to present an item on the services Access provides that are considered to be Non-ADA.

He stated that this item came up as a result of the Metro’s Review of Access where recommendation #9 of the report requests a review of services Access provides that go beyond the minimum requirements of the ADA. The report asked that the costs and benefits of continuing these services be assessed.

Mr. Avancena explained that Access responded to Metro that a list of the Non-ADA services and their costs would be discussed at both the CAC and TPAC meetings.

He reviewed a power point presentation that included the following services:

- Toll Free Reservations
- Customer Service
- Operations Monitoring Service
- Customer Call Out
- Extended Reservation Hours
- Access to Work Program
- Parents with Children Program
- Free Fare Program
- Mobility Management
- Travel Training
- Standing Order Reservations
- Rancho Los Amigos Shuttle
- Trip Coordinator-RLA and Braille Institute
- Tether Strap/Marking Program

He concluded his presentation by asking the committee for their feedback on the services mentioned.
Chairperson Arrigo stated that when he attended the Braille Institute, the pickup and drop offs would get really hectic. He stated that the Access ride coordinator made the process a lot easier for everyone. He also said that the reservation hours were much longer than in most other cities.

Member Lantz stated that the services mentioned is what the community has asked for over the years and has helped Access reach the efficiency level they have achieved. She said that the toll free numbers and the Call Center are essential to customers in the community. She also mentioned the benefits of Steady Rides and concluded her comments by thanking Access for providing these services and for doing a great job.

Member Baldwin stated that is a lot of federal money was brought into the community that is not being accounted for through the Access the Work and Parents with Disabilities Programs. He mentioned that even with the local match it is difficult to monetize large amounts of money. He said that in terms of the safety incentives and tether straps, it is also difficult to quantify the savings.

Lastly, he mentioned that it was helpful to see the Travel Training numbers in the report and the comparison to other counties. He said that Access would probably be similar and said that Metro should be aware of this information.

Member Lyons thanked Mr. Avancena for his presentation and said that she had a situation where she was at the doctor with her mother and they missed their ride. She said that the Operations Monitoring Center (OMC) sent another vehicle right away.

Member Padilla also thanked Mr. Avancena for the great presentation and said that without these services, customers would not have they independence they have now.

The consensus was that the committee is in full support of the Non-ADA Services.
Member Stoudenmire mentioned a situation where the driver arrived to pick up a passenger and the vehicle overheated. She said that the driver immediately called for backup and the customer was picked up right away by another vehicle.

Member Lantz asked if the community’s feedback from the Town Hall Meetings was forwarded to Metro.

Mr. Avancena responded that the Town Hall Meetings were conducted by a consultant firm hired by Metro. He explained that in addition to the Town Hall Meetings, a phone survey was conducted of some active and non-active customers. Lastly, he explained that the report has been completed and will be presented at the June Board Meeting.

SAFETY & EMERGENCY PREPAREDNESS

Access Services Director of Safety and Risk Management, Government Services Mr. Mike Greenwood along with Los Angeles County Sherriff’s Department, Detective Frank Richter gave a presentation on Safety and Emergency Preparedness.

Mr. Greenwood reaffirmed the committee that safety is a top priority for Access and said that a number of new initiatives and projects have been accomplished that he would like to share with the committee. He reviewed a slide show presentation that included the following topics:

- Back Up Best Practices
- Renewed Focus
- Improving Safety
- Being Prepared
- The Colby Fire
- New Policies & Procedures
- Improving Security

Mr. Greenwood concluded his presentation and introduced Detective Frank Richter from the Los Angeles County Sherriff’s Department to talk more about improving security.
Detective Richter explained that he has been working with Access for about a year and the Sheriff’s Department has been working with Access over the past three years and have recovered more than a thousand stolen or misused Access cards. He said that as a result, many of the card thieves have gone to jail or federal prison.

Member Lyons asked if a card is stolen why a person would go to prison instead of jail.

Detective Richter responded that for a misdemeanor a person can serve jail time for up to one year and a felony is one year or more. He said that it depends on the criminal record whether the individual goes to jail or to prison.

Member Lyons asked if anyone has ever been injured while their card is being stolen.

Detective Richter responded that he was not aware of a situation where a person was injured while getting their card stolen.

Member Padilla asked Detective Richter if he has ever had to respond to an incident while the customer is still in the vehicle.

Detective Richter responded that most people appreciate the service however said that when incidents do occur, they usually happen outside of the vehicle. He stated that he has not had to respond to any.

Member Coto asked if any groups have been identified trying to duplicate the Tap Card.

Detective Richter responded that several individuals have been caught replacing the picture on the card with their own picture but no groups have been identified.

Member Lantz asked what happens to the people who do not go to jail.

Detective Richter stated that about 400 people have gone to jail for stealing the card but others receive a fine for misuse of fare media.
He explained that Metro fines are $80 and LA City or County fines can go up to $300.

Chairperson Arrigo asked what prompts the Sheriffs to check a customer’s ID card.

Detective Richter responded that the inspections generally occur on Free Fare trips.

Member Lyons mentioned that some customers are being forced into situations where a person pretends to be their PCA in order to ride for free. She also explained that certain customers may not be able to speak up because of their disability or they may not want to say anything for fear of getting hurt.

Detective Richter stated that he has caught Access customers who charge for allowing people to ride on Metrolink as their PCA.

The discussion continued regarding the issue of false PCA’s.

Member Lantz asked if bus operators receive any training regarding verifying PCA’s.

Detective Richter responded that it is the bus operator’s responsibility to quote the fare. He explained that he has not trained Metro bus operators but has trained Metrolink security officers and spoken with multiple conductors regarding the misuse of Access cards. He mentioned that today he received a letter about an issue that occurred on a Metrolink train involving an Access card.

Member Stoudenmire stated that she attended a Safety and Fraud training Det. Richter presented at Access headquarters and said that it was one of the best classes she’s attended.

**SUBCOMMITTEE UPDATES**

Member Lantz stated that the Tap Card Subcommittee met and provided all of the information from the discussions to Access. She said that the Service Animal Subcommittee also met after the last
CAC Meeting and there were a lot of comments about the issues service animal users are facing. She said that Access staff, Mr. Geoffrey Okamoto organized a conference call and several people participated in the discussion. She said that they also talked about people with oversized wheelchairs and explained that they deal with some of the same capacity issues that people with service animals deal with. Lastly, she said that the next Service Animal Subcommittee meeting will be held in August at the Braille Institute.

MEMBER COMMUNICATION

Member Baldwin apologized to Member Payne for speaking over him earlier. He announced that the next Paratransit Rider’s Coalition will be held next Tuesday from 1:30 p.m. to 2:30 p.m. and asked that anyone interested contact him.

Member Aroch thanked Mr. Greenwood and Detective Richter for the great presentation. She asked if the cameras inside of the vehicles also pick up sound.

Mr. Greenwood responded that the cameras do not pick up audio and said that it is against the law.

Member Aroch stated that having the audio available would help clarify a lot of the “he said, she said” situations in the appeals hearing process.

Member Cohen stated that next Saturday the 14th, the Veterans Home of California is celebrating its 4th anniversary and everyone is welcomed to attend. He also thanked London Lee for his help in serving the community particularly the veterans that use the service.

Member Padilla thanked staff for the great presentations and asked if the cameras on the busses are used to investigate fraudulent use of the cards.

Detective Richter responded that the cameras are used in the investigations.
Member Payne also thanked staff for the presentations and stated that the providers are doing a great job transporting customers travelling in various sized wheelchairs.

Member Lyons thanked staff for the presentations and said that the Los Angeles County SNAP program does a great job notifying people about disasters in the area.

Member Coto stated that Access continues to do a great job and suggested that an 800 number be developed in conjunction with the Customer Service number to address issues regarding service animals.

Member Lantz congratulated Access on getting the budget approved and thanked Access on behalf of all of the customers who rely on the service every day.

She asked to speak with Detective Richter after the meeting to discuss some vandalism issues at UCP.

Member Baldwin asked if the customers will be updated of any policy updates, for example the drivers being able to back up the vehicles. He said that many people may have been restricted from using the service because of the driver not being able to back up that can now can use the service.

Access Project Administrator, Mr. Rogelio Gomez stated that for now there is no change, however as Access begins looking at the policies regarding “backing up,” there is a database that includes every customer and their address for staff to look into.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Access Services Manager of Customer Support Services, Mr. David Foster announced that the Access Roadeo will be held on June 28th from 8:00 a.m. to 1:30 p.m. at the Rose Bowl in Pasadena. He also reminded everyone as Mr. Jewell mentioned earlier that the second part of the fare increase will go into effect on July 1, 2014.
He also announced that after speaking with Chairperson Arrigo, and since the Board Meeting is cancelled in July, the CAC meeting will be cancelled for the month of July. He said that it will also give him time to transition new Access employee Ms. Sherry Kelley into her role as Senior Manager, Customer Service. He stated that he will be moving into the Eligibility Department and assisting Mr. Kurt Hagen with eligibility issues. He said Ms. Kelley comes with lots of experience in Customer Service and her responsibilities will include Customer Service, Operations Monitoring Center and Complaints. He said that in addition to the administration of the Customer Service, Sherry will also be responsible for working with the CAC. He introduced Ms. Kelley to the committee.

Ms. Kelly stated that she looks forward to working with the committee.

Chairperson Arrigo stated that the CAC was looking forward to working with her as well.

**ADJOURNMENT**

Motion: Member Cohen.

Second: Member Baldwin.

The meeting was adjourned at 3:05 p.m.
AUGUST 12, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE
       DAVID FOSTER, PROJECT ADMINISTRATOR OF ELIGIBILITY

RE: COMMUNITY ADVISORY COMMITTEE NOMINATION SUBCOMMITTEE

ISSUE:

The bylaws stipulate the officer elections occur each year during the September meeting in order to obtain Board approval during the September Access Board of Directors meeting.

RECOMMENDATION:

This is an action item in which the formation of a nomination committee will identify candidates for Chair and Vice Chair in order to vote in new officers at the September 2014 Access Services Community Advisory Committee meeting.

BACKGROUND:

The bylaws stipulate the process as follows:

Section 2 - Slate of Officers Nomination Process

2.1 - A nominations subcommittee consisting of 3-5 CAC members shall be appointed by the CAC
during one of its regular meetings but no later than June 30. No member of the CAC shall serve on more than two consecutive nominating committees.

2.2 - The nominations subcommittee will contact each CAC member and determine if they wish to nominate themselves or another CAC member.

2.3 - The nominations subcommittee will then contact those CAC members nominated by another member to determine if they wish to run for election, and if nominated for more than one officer position, which position they intend to pursue.

2.4 - Each nominee will present either a written or verbal platform speech/presentation during the approval process held at a regular scheduled CAC meeting and a recommended slate of officers shall be chosen by vote at such meeting.

2.5 - Any CAC members not selected to run during the nomination process can also submit their nomination from the floor on the day of the election.
AUGUST 12, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY

RE: CERTIFICATION TRIP NO-SHOW AND CANCELLATION POLICY

ISSUE:

It has become necessary to create a policy to address excessive no-shows and cancellations of certification trips to Access eligibility evaluations. As a means of ensuring proper resource management, Access Eligibility submits the following “Certification Trip No Show and Cancellation” policy for your review and approval.

RECOMMENDATION:

Staff is requesting the support of the CAC by approval of the attached new policy “Certification Trip No Show and Cancellation.”

BACKGROUND:

Currently, if an applicant requests transportation to the evaluation site when calling to schedule their certification appointment, the certification trip provider dispatches a certification vehicle on the scheduled day and time to provide transportation to and from the Access Eligibility Center in their region for purposes of being evaluated for eligibility to the service.

Since all certification trips are scheduled and routed in advance for efficiency, when an applicant does not complete their scheduled
trip, the certification vehicle resource is unable to be reallocated.

While each instance of an applicant no-show or cancellation causes an unneeded expense for the provision of the certification trip, it becomes progressively more costly when an applicant continuously schedules a certification appointment and then no-shows or cancels.

It is important to limit certification trip no shows or cancellations as much as possible to make that resource available to provide certification trips to other customers. As such, it has become necessary to create a policy to address excessive no-shows and cancellations of certification trips to Access eligibility evaluations in order to maintain the utmost in efficiency and to ensure availability to certification trip transportation for all applicants.

Access data demonstrates there are some applicants who have multiple no-shows or cancellations of their certification trips regardless whether they actually ever complete their Access eligibility evaluation. The following chart represents the progression of availability of certification trip transportation for an applicant with multiple no-shows or cancellations for certification trips.

<table>
<thead>
<tr>
<th>Scheduled Certification Trip</th>
<th>Fare Payment?</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>No</td>
<td>Complementary Access Certification Trip Provided</td>
</tr>
<tr>
<td>2nd</td>
<td>No</td>
<td>Complementary Access Certification Trip Provided Applicant Receives Letter Regarding Fare for Next Trip</td>
</tr>
<tr>
<td>3rd</td>
<td>Yes</td>
<td>Applicant Pays Regular Access Rate for similarly distanced standard Access trip</td>
</tr>
<tr>
<td>4th &amp; Beyond</td>
<td>N/A</td>
<td>Applicant Provides Own Transportation</td>
</tr>
</tbody>
</table>

Access Services Eligibility may, at its sole discretion on a case-by-case basis, make exceptions to ensure circumstances beyond an applicant’s control be considered in the enforcement of this policy.
POLICY: Applicants scheduling appointments for Access Services eligibility in need of transportation are responsible for adhering to the scheduled appointments. As such, Access limits the number of attempts to provide free transportation to applicant.

IMPLEMENTING PROCEDURES:

1. If the applicant elects to provide their own transportation to and from the evaluation site, this policy would not apply to the applicant for this particular instance of certification appointment, but may apply to subsequent requests for Access Services provided transportation to a certification appointment.

2. If the applicant requests transportation to the evaluation site when calling to schedule their certification appointment, the Trip Provider Customer Service Representative (CSR) will explain Access Services’ Certification Trip No Show and Cancellation policy.

3. The applicant will be provided a complimentary Access Certification Trip to and from the evaluation site at no charge to the applicant, upon request. This complimentary service will be provided to the applicant for the initial request, and if cancelled, for the second (2nd) certification appointment scheduled.

   a) If the applicant no-shows or cancels the second certification appointment scheduled, Access will send the applicant a reminder letter stating the imposition of an Access trip fare to be paid for the Access certification trip for the next scheduled transportation to the certification appointment.
4. Third (3rd) certification appointment scheduled by applicant: the applicant would be required to pay the regular Access Services rate for a similarly distanced standard Access trip. The Trip Provider CSR would inform the applicant of this requirement at the point of scheduling this certification appointment/request for transportation.

5. Fourth (4th) certification appointment and beyond scheduled by the applicant: the applicant would be required to provide their own transportation to the certification site. Additionally, any subsequent certification appointments scheduled by the applicant would be subject to this requirement. The Trip Provider CSR would inform the applicant of this requirement at the point of scheduling this, and subsequent, certification appointments.

6. If the applicant wishes to dispute any certification trip no-shows or cancellations triggering any of the aforementioned requirements, the applicant may appeal in writing to: Access Services Eligibility, and provide an explanation for the no-show/cancellation in question.

   a) The applicant may dispute a certification trip no show or cancellation on the basis of the applicant having a disability-related and/or general circumstance that precipitated the no-show/cancellation that was beyond the control of the applicant.

   b) Access Services Eligibility may, given the explanatory information provided by the applicant, choose to expunge the no-show/cancellation occurrence from the applicant’s file.

   c) Access Services Eligibility will review all such requests to provide an explanation for a certification no-show/cancellation and make a determination regarding expunction on a case-by-case basis.
d) All appeals will be responded in a timely manner but in no case later than seven (7) working days from receipt of the formal appeal.