

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 14, 2018

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3<sup>rd</sup> Floor

One Gateway Plaza

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<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 July 10, 2018	Action	4-10
20	4.	General Public Comment	Information	
10	5.	Report from Board of Directors/ Director Art Ida	Information	
10	6.	OPS Update/ Alex Chrisman	Presentation	
10	7.	CAC Officer Nominations Subcommittee/ Matthew Avancena	Update	
30	8.	ChatBot Technology/ Bill Tsuei	Presentation	
10	9.	Emergency Management Update/ Beth Ross	Presentation	
10	10.	CAC Bylaws/ Matthew Avancena	Information	

5	11.	Listening-in to CAC meetings/ Matthew Avancena	Information
5	12.	September CAC Meeting Announcement/ Matthew Avancena	Information
15	13.	Member Communication	Information
3	14.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	15.	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 devices and services to facilitate communication. In determining the type of auxiliary devices 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 devices 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 devices 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 agendized 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."*

## MINUTES

Community Advisory Committee (CAC) Meeting

July 10, 2018

1:00 pm – 3:00 pm

### CALL TO ORDER

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

### INTRODUCTIONS

**CAC Members Present:** Michael Conrad, Chair; Michael Arrigo; Kurt Baldwin; Gordon Cardona; Tina Fofoa; Dina Garcia; Terri Lantz; Rachele Goeman; Jesse Padilla.

**CAC Members Not Present:** Maria Aroch, First Vice-Chair; Olivia Almalel; Marie Francois; Wendy Cabil; Liz Lyons.

**Board Members Present:** Theresa DeVera

**Access Services Staff Present:** Matthew Avancena; Rycharde Martindale-Essington; Sharon Astier; LaTisha Wilson; Eric Haack; Faustino Salvador; Susanna Cadenas; Randy Johnson; Art Chacon; Rogelio Gomez; Geoffrey Okamoto.

**Guests Present:** Andrew Berk (Attorney); Glen Gregos (Guest); Aurora Delgado (California Transit Inc.); Jacqueline Sanchez (California Transit Inc.); Beatrice Lara (MV Transportation); Luis Preciado (Global Paratransit, Inc.); Rodrigo Henriques (Global Paratransit, Inc.); Annette Arriola (Alta Resources); Katherine George Chu (Guest); Tonni Yee-Hemphill (QSS); Victor Dominguez (QSS); Yael Hagen (Rider); William Zuke (QSS); Yael Hagen (Rider); Wilma Ballew (Rider); Zayra Mindoiola (Metro).

### REVIEW & APPROVAL OF MINUTES

Chair Conrad asked for a motion to approve the July 10, 2018 minutes.

Motion: Member Goeman

Seconded: Member Fofoa

Motion: Passed.

Abstention: None

### PUBLIC COMMENTS

None.

## BOARD OF DIRECTORS REPORT

Director DeVera provided a brief summary of the June 25, 2018, Board meeting.

- The Board approved the contract for Voice Communication Services and a contract extension for Website Services to include translation in Spanish.
- The Board also approved the Fiscal 2018/19 budget of \$184.3 million for delivery services to 4.57 million passengers.

Lastly, the Board approved an extension to the contract with MV Transportation for the continuation of the Parents with Disabilities Program for an additional year.

## SUPERIOR SERVICE AWARD

Superior Service Award Video Presentation:

Faustino Salvador Project Administrator presented Rodrigo Henriquez from Global Paratransit, Inc. with the Superior Service Award. Mr. Henriquez's eagerness to make sure that all the equipment is available and functioning shows his commitment to ensuring riders receive a safe trip.

Luis Preciado, Manager, gave special thanks to Mr. Henriquez. Mr. Henriquez has done an excellent job and interacts with the drivers by treating them with respect. There is nothing that he can't address or he can't take care of on behalf of the drivers.

Rodrigo Henriquez thanked Access and Global for giving him the opportunity to work for Global Paratransit. He appreciates the recognition which motivates him to continue helping the drivers to be ready and safe before they start their trips.

## OPERATIONS PERFORMANCE UPDATE

Faustino Salvador, Project Administrator, presented the Operations Performance Report for the month of May 2018. Operations met all Key Performance Indicators (KPIs) with the exception of Denials and Preventable Collisions.

The May highlights included:

- The Santa Clarita Region operating contract was approved by the Board, including the approved performance standards;
- Staff participated in the North Los Angeles County Regional Center's Self Advocacy Group meeting; and lastly,
- Access received a web booking demonstration. The pilot project will be implemented in the West Central and Eastern regions this summer.

Questions Raised by Members:

Member Goeman asked does the 120 second average hold time apply to both Reservations and Estimate time of Arrival (ETA?) Secondly, she asked how are we getting the KPI numbers? Faustino Salvador replied that the 120 seconds average hold time only applies to Reservations. Secondly, Access' runs a daily report and all of the contractors provide their reports to Access'.

### Public Comments

Attorney Andrew Berk asked, are the calls on hold time calculations based on the end of the day or monthly tallies? Secondly, he asked what discrepancies did Access find in the daily average report?

Faustino Salvador replied that the reports are based on both daily and monthly. We calculate by the end of the day and the end of the month. Secondly, sometimes the call centers get overwhelmed with high call volumes towards the midday and evening shifts and this impact calls on hold.

Yael Hagen declined to comment.

### NEW CAC MEMBERS APPROVAL

Rycharde Martindale-Essington reviewed the CAC Membership Application Process of the CAC Bylaws under Article 3.1, Section 5. He asked the CAC Members to ratify the highest rated candidate, Mrs. Yael Hagen, as the CAC's newest member and to send this ratification to the Access Board of Directors' Chair for approval so that Mrs. Hagen can take her seat as the next appointed CAC Member.

Chairperson Conrad requested a motion to accept Yael Hagen as a CAC member.

Motion: Member Goeman

Second: Member Lantz

Votes in favor were:

- 1- Member Arrigo
- 2- Member Baldwin
- 3- Member Cardona
- 4- Member Foafao
- 5- Member Garcia
- 6- Member Goeman
- 7- Member Lantz
- 8- Member Padilla

Abstentions: None

Members Discussion:

Member Baldwin made a general comment about the process. He stated that he was involved in the Subcommittees' for both the QSS and CAC. Sometimes there is no clear instruction in the CAC Bylaws that allows for some flexibility in how things are done and he is not sure that he disagrees with the process. He abstained from the vote on the QSS Chair and Vice-chair because he was not confident in the process. He suggested that the subcommittee should look at the Bylaws again to see what we are doing is the right way to go and make a recommendation that is put into the bylaws.

Mr. Avancena thanked Mr. Baldwin for his comments. He asked Mr. Baldwin did he have any concerns about this process and would he like to discuss them.

Mr. Baldwin replied the QSS did not get to vote on who should be their Chair or Vice-chair. The subcommittee chose the best candidate and he thought it was more objective and less democratic.

Mr. Avancena replied we could certainly revisit the whole process as outlined in the bylaws in future meetings if that is the wish of the CAC.

Member Lantz stated that she would definitely volunteer to serve on the subcommittee to study the bylaws.

Mr. Avancena replied we could certainly form the subcommittee; we can talk about both the CAC and QSS process because the QSS is a subcommittee of the CAC.

He announced the Access Board of Directors meeting is dark in July and technically, Mrs. Hagen would not be an official CAC Member until the board takes action on her seat.

Public comment:

Wilma Ballew shared that she was thrilled about the new CAC Member Mrs. Hagen and has been 100% behind her since day one. Ms. Ballew stated that she was one of the three candidates that interviewed for the position. She was completely satisfied with how things were handled and the comfortability of the CAC members that were present. Ms. Ballew suggested that if a position comes up again, to consider one of the candidates that were already interviewed in the final process. Additionally, she expressed her concerns pertaining to the CAC Members attendance and shared that it is important to be present at the meetings. Lastly, She asked if the other members had to meet the same standards to be part of the CAC? Chairperson Conrad replied yes, the process was the same.

Member Lantz stated that she served on the CAC Subcommittee and not on the QSS. She supports Mr. Baldwin statement and thinks that the process was thorough. Access' did their due diligence and she appreciated that someone was there making sure they were going along according to the bylaws.

Member Baldwin commented that he has been part of many nominating subcommittees for many years, and this was the most formal and it was not the same.

Member Goeman shared her interview experiences. She stated that the interview process was not an easy one. She agrees with Ms. Ballew comments pertaining to the CAC attendance and takes it very seriously.

CAC OFFICER NOMINATIONS SUBCOMMITTEE

Rycharde Martindale-Essington reviewed Article 5 of the CAC Bylaws that specified the method in which the CAC is to select a Chairperson along with the First Vice-chairperson. A subcommittee must be appointed consisting of 3 to 5, CAC Members. Those who are interesting in running for either office would then be contacted by the Access CAC Staff Liaison. Additionally, according to the bylaws you cannot serve on this nominating subcommittee if you have served on it twice in a row. (A third term in a row is not allowed by the Bylaws).

Chairperson Conrad asked volunteers to serve on the Officers Nomination Subcommittee.

- 1- Member Arrigo
- 2- Member Fofoa

Mr. Avancena stated that due to some of the CAC Members being absent, Rycharde Martindale would send a general email to all of the CAC members asking if they want to volunteer on the subcommittee.

### CANINE COMPANION

Andrew Berk thanked the CAC members for inviting him and his staff to the meeting. He reviewed the law covering Access, Title II of the Americans with Disabilities Act (ADA) and provided a legal definition of disability. Persons with disabilities are protected from disability-based discrimination if they have a physical or mental impairment that limits one or more major life activities or have a record of such an impairment, and they are regarded as having such an impairment. Mr. Berk stated that a service animal is an animal that is individually trained to perform work or tasks for a person with a disability. Only dogs and miniature horses are service animals. Additionally, service animals in training must wear county issued tags; have their shots and follow public health codes. Emotional support animals are not the same as service animals, including psychiatric service animals. An emotional support animal provides emotional support to a person with a disability and there is no actual law that defines emotional support animal. In California, if you discriminate against a person with a disability, including denying access to a service animal, depending on where you are, if it is a public place or a private business, it is either \$2,000 or \$4,000 per incident of discrimination. Mr. Berk reviewed the following limited inquiries.

What Can They Ask About Your Service Animal \_

1. Right to Service Animal – Limited Inquiry
  - A. Can ask if the person has a disability- related need for the animal, and what Service the animal provides.
  - B. Cannot ask about the nature of a person’s disability or for medical records.
  - C. Cannot require documentation, such as proof that the animal has been Certified, trained, or licensed as a service animal.

Mr. Berk also provided contact information pertaining to legal options and turned it over to Glen Gregos from Canine Companions.



Glen Gregos from Canine Companions stated that the laws were written in such a way to make it flexible and to protect all of us with a disability when we are going in the public to be partnered with a service dog. He shared that with a service dog he can go into restaurants, hotels, and planes and it is not required for service dogs to wear a vest. The service dogs just need to be specifically task trained for one or two tasks that help mitigate your disability. Mr. Gregos shared that his service dog helps by carrying items while shopping and she helps him with other daily tasks. Many people self-train their dogs and do not want to go to a school. However, his service dog was trained by a school for two years. In 1973, Mr. Gregos was in an accident that caused a spinal cord injury at the age of 15 years old. He wasn't aware of a service dog until after 30 years of his disability. He collaborated with his first service dog back in 2006 and later on, he partnered with a second service animal named Kalea. Mr. Gregos encouraged everyone with a disability to look into what a dog could do for you because it could be a positive life changer. Lastly, he stated that Canine Companion dogs come free of charge to the recipient and the organization operates all by private donations. He suggested getting on the list sooner than later because it can be a long wait.

#### SEPTEMBER CAC MEETING ANNOUNCEMENT

Matthew Avancena announced the CAC September 2018 meeting will be at Access Services Corporate Office in El Monte, California in the Council Conference room and the August CAC meeting will be at the Metro building. Access' will make sure to have staffing out in the parking lot and along the long driveway that goes into the building at the September meeting.

#### MEMBER COMMUNICATION

Member Arrigo no comments.

Member Baldwin expressed his disappointment that Metro chose to substitute Proposition C money with Measure M money. He was under the impression that Measure M was supposed to go towards creating new enhancements to make things better. He believes pressure needs to be put on how that process works and suggested bringing back same-day service, provide permanent funding for Parents with Disabilities and expand the service area.

Member Lantz expressed that she was disappointed with the 2% interpretation of how the Measure M funding should be used. The money is being substituted and Access is not getting more money for new things they have never done for the people with disabilities.

Member Goeman no comments.

Member Garcia stated that many riders including herself are not getting their eligibility unless in the event of their card expiring. She asked the staff to bring the eligibility topic back to the CAC meeting to explain the new process.

Mr. Avancena replied he would work with staff to schedule.

Gordon Cardona asked what happened to Sherry Kelley

Matthew Avancena replied she is no longer with Access Services.

Member Fofoa reported that another wheelchair rider was improperly strapped down facing the door on her June 25<sup>th</sup> shared ride trip.

Mr. Avancena assigned staff to meet with Ms. Fofoa after the meeting.

Member Padilla shared that it was disturbing to hear that the Measure M money was not going towards improving Los Angeles Transportation for people with disabilities. He would also like to have same-day service back because sometimes things come up at the last minute. Additionally, many riders have reported that drivers are still arriving too early for pick-up and the riders feel pressured to leave early. He suggested having staff look into the matter.

Chairperson Conrad no comments.

#### NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Tonni Yee-Hemphill stated that riders' should automatically be renewed and not be reevaluated again, especially if their disability has not improved.

#### ADJOURNMENT

Chair Conrad asked for a motion to adjourn the meeting.

Motion: Member Goeman

Second: Member Padilla

The meeting adjourned at 2:59 pm.

ITEM 7

August 14, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. Martindale-Essington, Customer Relations Supervisor

RE: CAC Officer Nominations Subcommittee –

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ISSUE:

Three volunteers requested to sit on the CAC Officer Nominations Subcommittee could not be found to fulfill the requirements of Article V in the CAC Bylaws. Therefore, selection of a CAC Chair and First Vice-Chair will proceed by a majority vote of CAC members present as directed by Article V.

BACKGROUND:

At July 10, 2018, CAC meeting, staff asked 3-5 volunteers to serve on the Officer Nominations Subcommittee. This Subcommittee was to identify and screen candidates desiring to fill upcoming officer positions. Unfortunately, only one volunteer could be identified. Without a Subcommittee, the next allowable way under the Bylaws is to select candidates by direct vote.

RECOMMENDATION:

Staff help candidates prepare written statements which will be distributed to the full CAC prior to the September 2018 CAC meeting. At the September meeting, candidates will be given five (5) minutes each to orally present their reasons for wanting to hold office and by majority vote, the CAC select their leadership, with this selection sent to the Board Chair for ratification.