

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, December 11, 2018

1:00 pm - 3:00 pm

Los Angeles County MTA

Gateway Conference Room, third Floor

One Gateway Plaza

<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 October 9, 2018	Action	3-17
20	4.	General Public Comment	Information	
10	5.	Report from Board of Directors/ Theresa DeVera	Information	
10	6.	Operations Report/ Mike Greenwood	Presentation	
35	7.	Customer Service Working Group/ F Scott Jewell	Presentation	
15	8.	Transfer Trips/ Mike Greenwood	Presentation	
15	9.	CAC Goals and Retreat/ Matthew Avancena	Information	
10	10.	Joe King Scholarship Award/ Geoffrey Okamoto	Video	
20	11.	Member Communications	Information	
5	12.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
2	13.	Adjournment	Action	

Access Services does not discriminate based on 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 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

MINUTES

Community Advisory Committee (CAC) Meeting
October 9, 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; Maria Aroch, First Vice-Chair; Marie Francois; Liz Lyons; Michael Arrigo; Kurt Baldwin; Tina Fofoa; Terri Lantz; Rachele Goeman; Jesse Padilla; Yael Hagen.

CAC Members Not Present: Gordon Cardona; Dina Garcia; Olivia Almalel; Wendy Cabil.

Board Members Present: Dolores Nason

Access Services Staff Present: Matthew Avancena; F-Scott Jewell; Randy Johnson; Rogelio Gomez; Sharon Astier; LaTisha Wilson; Art Chacon; Fayma Ishaq; Rycharde Martindale; Geoffrey Okamoto; Faustino Salvador.

Guests Present: Annette Arriola (Alta Resources); Dawn Boulden (San Gabriel Transit, Inc.); Beatrice Lara (MV Transportation); Jesse Ortiz (MV Transportation); Katherine George Chu (Guest); Asa Chu (Rider); William Zuke (QSS); Wilma Ballew (Rider); Albert Contreras (QSS); Angie Smith (Rider); Toni Hemphill (QSS); Jacqueline Sanchez (SGT); Aurora Delgado (CTI); Afi Bell (Rider); Zayra Mindoiola (Metro).

REVIEW & APPROVAL OF MINUTES

Chair Conrad asked for a motion to approve the October 9, 2018 minutes.

Motion: Member Goeman

Seconded: Member Lantz

Motion: Passed.

PUBLIC COMMENTS

Nick Guittinger made a public comment by stating that he has been a rider for many years. He was denied Access Service after going through evaluation three times. Matthew Avancena assigned Geoffrey Okamoto to meet with Mr. Guttinger after the meeting.

Albert Contreras made a public comment by stating that a friend informed him that

Access Services only stops at the arrival section of the airport and they no longer go to the departure locations. He asked staff if they were aware of any changes. Matthew Avancena assigned Latisha Wilson to meet with Mr. Contreras after the meeting.

Afi Bell made a public comment requesting signatures to support the bringing back of coupon stores. Matthew Avancena assigned Randy Johnson to meet with Ms. Bell after the meeting.

Tonni Hemphill stated that she recently made a request that permanent disability riders should not have to be re-evaluated and it is very inconvenient for riders. Matthew Avancena assigned Geoffrey Okamoto to meet with Ms. Hemphill after the meeting.

Angie Smith made a public comment pertaining to the regions, not accommodating riders that travel in over-size wheelchairs. She would be stuck at home or waiting for people who really do not want to pick you up because of your disability. Ms. Smith stated that her trips are delayed due to the time it takes to maneuver her wheelchair into the vehicle. She feels that it is an inconvenience for Access and other riders. Additionally, her profile states that she travels with a personal assistant. However, her personal assistant could not attend the CAC meeting with her due to the provider brought on a trainee. Ms. Smith shared that she and other riders have experienced many issues related to over-size wheelchairs and she would like the committee to address them.

Matthew Avancena assigned Rogelio Gomez to meet with Ms. Smith after the meeting.

Tonni Hemphill made a public comment by stating that many riders and veterans are experiencing the same issues pertaining to over-size wheelchairs. Many times, they are no-showed during their doctor's appointment. She suggested, as a courtesy Access should include the following identifiers on the ID cards, veteran, permanent disabled, and type of mobile devices. Lastly, the renewal forms should be in different languages. Chairperson Conrad thanked Tonni Hemphill for her comments

BOARD OF DIRECTORS REPORT

Director Nason stated that since the Board did not meet in the month of September, she does not actually have a full report to deliver. However, she announced that Access Services Annual Membership Meeting would be on Tuesday, October 30, 2018, at the California Endowment Center, located at 1000 North Alameda St. in Los Angeles, California. The 45 member agencies and other committee stakeholders would have a chance to review Access Services fiscal year 2018 financial performances. Staff would also announce the recipients of the 2018 Spirit of Accessibility and the Jerry Walker awards at the meeting. Director Nason concluded stating that she looks forward to seeing everyone at the Annual Meeting.

SUPERIOR SERVICE AWARD

Superior Service Award Video Presentation:

Fayma Ishaq (Project Administrator), presented Nate Hutt from San Gabriel Transit with the September 2018 Superior Service Award. Mr. Hutt was honored for his excellent work ethic as a driver. He has completed over 5,000 trips since January 2017 and has an on-time performance of 97 percent for the 2018 fiscal year, which is outstanding.

Dawn Boulden General Manager for San Gabriel Transit stated that Mr. Hutt has been part of the San Gabriel Family since 2004. He has received several commendations during his 14 years of service and is definitely the most honest and humble driver in their company.

CAC OFFICER ELECTIONS

Mr. Martindale-Essington reviewed the bylaws by stating that anyone who has not submitted their name for an officer position could do so the day of the election. He asked if there were any others from the committee who has not informed staff of their interest in running for either the Chair or Vice-Chair position.

Chairperson Conrad replied he would like to run for the Vice-Chair position.

Member Arrigo replied he would like to run for both Chair and Vice-Chair positions.

Mr. Martindale-Essington acknowledged and accepted both Mr. Arrigo's and Mr. Conrad's offer to run for Chair and Vice-Chair. Mr. Martindale-Essington continued on by informing the candidates to provide their campaign statements and qualifications to the committee voters. The candidates will have 3-5 minutes to present their statements.

Member Baldwin suggested that the candidates' statements should include additional information about what their responsibilities would be as the Chair and Vice-Chair and their responsibilities to the Board.

Matthew Avancena stated that each candidate should limit their speech to no more than 3 - 5 minutes due to there being other items on the agenda. Additionally, the candidates will not entertain any questions.

Candidate statements for Chair and Vice-Chair

Member Arrigo acknowledged the Committee members and all others present. Mr. Arrigo began his speech by saying that he previously served as CAC Chairperson for a two-year term before Dov Cohen and enjoyed the experience very much. He has been with Access Services for a long time and enjoys sitting on the committee. He believes in Access Services and believes in providing safe, quality and dependable services for people with a disability or challenge. Mr. Arrigo continued by sharing how he used to have 20/20 eyesight up until a rare hereditary eyesight disorder that struck him many years ago. His driver's license was taken away and he no longer can drive. However, he still misses driving and every now and then a friend of his puts him behind the wheel of his truck in an empty parking lot and he goes driving. Mr. Arrigo concluded by stating that he could attend every Board of Directors meeting and he realizes that

is the Chairperson's responsibility. He believes that we can set goals. Access' is moving forward and the service has gotten better over the many years he has been on the committee. We must continue moving forward knowing the service will be better. Mr. Arrigo thanked the committee members.

Member Aroch started her speech by saying good afternoon to the Committee Members, Access Staff and members of the public. Currently, she serves as the CAC Vice-Chair and is an Access Rider. Ms. Aroch asked the committee for the opportunity to serve as the Chair. She is passionate about doing advocacy work for people that do not have a voice and for those that are unable to attend the monthly meetings to express their concerns. She enjoys attending the monthly meetings because the committee members work hard together in addressing and resolving issues for those that do not' have anyone to speak on their behalf. One of her goals would be to attend the Board of Directors monthly meeting and to inform them of any concerns that may impact the community, especially for those that use Access. Ms. Aroch concluded by saying that she supports Access Services and that they are doing a great job. She believes that Access provides the freedom to be taken everywhere. However, she recognizes not everyone has the opportunity to use Access. Ms. Aroch thanked the committee members and hope that she gains their trust and votes. Lastly, she expressed her willingness to learn.

Member Fofoa presented her speech first by giving honor to God. She acknowledged the CAC Members, Access Staff, Providers and the Riders. Ms. Fofoa shared that she remembered Ms. Lantz inviting the CAC Members to attend an event put on by her agency. She expressed how awesome it was to see the support from the committee. The CAC is about supporting one another and it was an awesome experience. These types of events have taught us to learn about the different types of disabilities and to bring their needs to the committee. Access has been there for her and others. She would not be able to go anywhere without their service. Even though members are seeking to take on the chair position, we should not think that we are almighty. We have to look at the riders and those with disabilities as though we are looking at ourselves. She believes that it is the responsibility of the CAC Members and Access to meet the needs of the riders and to encourage one another with respect. Like the song says, "Reach out and touch somebody's hand, Make this world a better place if you can". Ms. Fofoa concluded by sharing that she is quadriplegic and broke her neck in 1983. However, she is still moving like an energizer bunny and would continue to go forward. We can all accomplish anything if we set our minds to do it. Thank you all for the opportunity.

Member Goeman opened her speech by saying, "as you all know, I am a service animal handler." She advocates for people with service animals, as well as for those that have a different disability, whether seen or unseen. We all need people to advocate for us. Ms. Goeman informed the committee that she has a Master's Degree in Social Work and due to an injury; she has not been able to complete her hours. She believes that every person present is an individual and needs the committee to speak for others who cannot. Ms. Goeman stated that Access is a great service. She shared

that there was a time we did not have Access and we were dependent on people. However, people are independent because of Access Services. Ms. Goeman believes that we are in partnership with the Board of Directors and they cannot support us if they do not know that there is a need out there. Therefore, it is the job of the CAC to submit the riders and providers concerns to the Board of Directors. Ms. Goeman concluded by stating that her work as an advocate continues all the time and she expressed the importance of making sure to bring your concerns to the CAC so that the committee could take the concerns to the Board. Ms. Goeman thanked the committee.

Chairperson Conrad acknowledged everyone and commenced his speech by saying that he takes the Vice-Chair position very seriously. He would run the meetings to the best of his abilities and make sure that the meetings stay in order. Additionally, Mr. Conrad stated that he would be responsive to people and riders with public comments. He works hard helping people with recertification, ride issues and whatever the case may be. Mr. Conrad concluded by stating his belief in duty and looked forward to the opportunity of representing the CAC.

Matthew Avancena thanked the committee members for attending and participating in the Officer Selection process vote. After the ballots were tallied, he announced Maria Aroch as the new Chairperson and Michael Arrigo as the new Vice-Chair. Both Chair and Vice-Chair would preside over the next meeting.

ELIGIBILITY APPLICATION FOLLOW-UP

F Scott Jewell, Director of Administration, provided feedback pertaining to the CAC members request from the September 2018 meeting for staff to go over the planned changes to the questions asked in the initial and renewal eligibility applications. Mr. Jewell reviewed the current and revised version of the initial application.

Section	Current Version	Revised Version
Personal Information	Captures personal information of applicant	Added primary language section Added Non-binary as Gender option
Emergency Contact	Captures emergency contact information for applicant	No changes
Current Use of Public Transportation	<ul style="list-style-type: none"> • When was the last time you rode the fixed route bus or train? • How frequently do you ride the fixed route bus or train? Daily, 	<ul style="list-style-type: none"> • When was the last time you rode the fixed route bus or train? • How frequently do you ride the fixed route bus or train? Never used, Daily, Weekly, Monthly, Not currently using

	<p>Weekly, Monthly, Not currently using</p> <ul style="list-style-type: none"> • How far do you live from your nearest bus stop? • Travel training is available to those who want to learn how to ride fixed route transit in the Los Angeles region. Would you like information about travel training? Yes, No 	<ul style="list-style-type: none"> • What is the farthest that you can travel outdoors without the help of another person (using mobility device/aid, if applicable)? Less than 1 block, 1-4 blocks, More than 4 blocks • How far do you live from your nearest bus stop? Less than 1 block, 1-4 blocks, More than 4 blocks • When using fixed route bus or train do you travel? Independently, With assistance, Not applicable
<p>Disability / Health Condition Information</p>	<ul style="list-style-type: none"> • Please describe the disability or health condition which prevents your ability to travel on a bus or train: • Is this a temporary disability or health condition? Yes No • If yes, how long do you expect it to prevent you from using fixed route buses or trains? months • Are you currently receiving any treatment? Yes No • If yes, please provide information on what type of treatment you are currently receiving: • Do you live in an assisted living facility or nursing facility? Yes No • <i>Do you need to bring</i> 	<ul style="list-style-type: none"> • Please describe the disability or health condition which prevents your ability to travel on a bus or train independently. You may attach more documentation on a separate page. • Is this a temporary disability or health condition? Yes No • If yes, how long do you expect it to prevent you from using fixed route buses or trains? Week(s) Month(s) • Are you currently receiving any treatment? Yes No • If yes, please provide information on what type of treatment you are currently receiving

	<p><i>someone with you to help you when you travel (a personal care assistant or personal attendant)? Yes, No, Sometimes</i></p> <ul style="list-style-type: none"> • <i>What is your primary mobility aid? (If applicable) Powered wheelchair, Manual wheelchair, Powered scooter, Walker, Cane, Crutches, Brace, Prosthesis Portable oxygen, White cane, Communication board, Other:</i> • <i>What is your secondary mobility aid? (If applicable) Powered wheelchair, Manual wheelchair, Powered scooter, Walker, Cane Crutches, Brace, Prosthesis, Portable oxygen, White cane Communication board, Other</i> • <i>Do you use a service animal? Yes No</i> • <i>If you use a wheelchair or scooter, what is the width, length and weight with you in it? Width: inches Length: inches Weight: pounds</i> • <i>Under the best conditions, what is the farthest that you can walk outdoors (using your mobility aid if you use one) without</i> 	
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	<p>the help of another person? Less than 1 block, 1-4 blocks, More than 4 blocks</p> <p>• Please provide any other information about your disability or health condition:</p>	
Mobility Devices / Aids	<p>Questions in the above section in <i>italics</i> were moved into this separate section in the revised version.</p>	<p>Do you require assistance when traveling on the bus or train? (a personal care assistant)? Yes No Sometimes Not applicable</p> <p>Do you use a service animal? Yes No</p> <p><u>What function is it trained to perform?</u></p> <p>What is your primary mobility device/aid? (If applicable) Powered wheelchair, Manual wheelchair, Powered scooter, Walker, Cane, White cane, Brace, Prosthesis, Portable oxygen, Crutches, Communication board, Other:</p> <p>What is your secondary mobility device/aid? (If applicable) Powered wheelchair, Manual wheelchair, Powered scooter, Walker, Cane, White cane, Brace, Prosthesis, Portable oxygen, Crutches, Communication board, Other:</p>
Healthcare Professional Contact Information	<p>Captures the contact information of the treating healthcare professional who is familiar with the applicant's condition and, if needed, could be contacted for</p>	<p>No changes</p>

	clarifying information.	
Certification and Authorization for Release of Information	Captures signature of applicant. Current version has authorization as a separate section.	Captures signature of applicant and authorizes release of information from healthcare professional
Person, Other Than Applicant, Completing Form (optional)	Captures information about individual who filled out application on the behalf of the applicant.	Section was formally titled "Responsible Party"

Members comments:

Member Lantz made a comment by suggesting adding "I don't Know" response to the following question. How far do you live from the nearest bus stop?
F Scott Jewell replied we could certainly add that to the question.

Member Francois made a comment by stating her primary language is sometimes not her preferred language. She asked was the intent to add primary language for personal competency.
F Scott Jewell replied it is more on how staff would communicate with someone and if you put a preferred language then we would know.
Member Francois thanked staff for adding non-binary as gender option.

Member Goeman made a comment by stating some people cannot see the bus stop location and there may be one right down the block.
F Scott replied staff could certainly add her request to the question.

Member Baldwin asked what is the purpose for asking about a person's gender, and are you asking what a person would like to be called or is it just demographics.
F Scott Jewell replied essentially we capture that information as part of the application as a whole for individuals and it is just demographics.

Member Hagen made a comment pertaining to the disability and health condition information. She stated that someone may have a disability and getting treatment for something else altogether and may not want to identify their treatment. However, they have a disability that prevents them from using fixed route. She does not see any relevance to that question and believes that is too much.

Member Lantz made a comment by stating that it is not appropriate to ask a person about receiving treatment. However, she suggested adding, "Is your disability ongoing or permanent in nature."

Member Baldwin stated that a person's treatment may have nothing to do with their ability to use fixed route transit.

F Scott acknowledged the committee comments.

Member Arrigo made a comment by saying that he did not see a section on medication. He believes that it may not be necessary to ask what a person take or what kind of medication they take. Most people have side effects, which can affect how a person maneuvers, runs, walks, and so forth.

F Scott replied that type of information would be gathered by an evaluator during the actual in-person interview.

Member Goeman stated that her disability is not getting better and she thinks there should be something on the form that states, re-occurring or permanent, which is very important. Therefore, a person should only have to mail back their form and not re-interview again. Additionally, she believes you cannot ask "what is the trained function of a person's service animal".

Member Lantz replied that per the Attorney from Disability Rights that attended one of the CAC meetings, you can only ask: "What is the service animal's function?"

Member Goeman thanked Ms. Lantz for the clarification.

Additionally, F Scott Jewell provided information pertaining to certification and authorization for release of information to another person, other than the applicant completing the form. Anyone other than the applicant that is filling out the application is asked that they provide their contact information.

Member Goeman stated that someone else fills out her form. She asked does that person need to put their information on the form.

F Scott Jewell replied we only need the contact information, if the contact person has guardianship over somebody, and/or making a legal decision.

Member Lyons made a comment by saying that she does not have great handwriting and she often has somebody else to fill out the form, and it is not because she cannot do it. She asked would the person assisting her have to provide their contact information.

F Scott Jewell replied in that case they would not have to provide their contact information since they are just assisting and they are not legally responsible for you.

Member Lantz made a comment by saying that this explanation is confusing. She just assisted two people filling out their form and provided her contact information. The

applicants were able to answer the questions and just needed physical assistance from someone else.

F Scott Jewell replied that may be a clarifying point and staff would look into it.

Member Baldwin made a comment pertaining to a person's ability to use public transportation and the furthest a person can travel. Those questions may not be worded properly and it does not matter how far it is when there is not an accessible path of travel to get to the bus stop from a person's home. The environment is not included in the questions and they may be something to think about. Additionally, Mr. Baldwin stated that there needs to be effective communication and reasonable accommodations for those who are not able to fill out the application. He suggested that an applicant should be able to call in to have someone fill out the application for them and staff would send it back to the applicant for signature. The forms are misleading and should include information about eligibility for ADA paratransit.

F Scott Jewell acknowledged Mr. Baldwin's comments.

Mr. Jewell then provided information regarding auto-renewal application process. Essentially, moving forward someone who has a condition that is not going to change and has been deemed to have unrestricted eligibility would only need to confirm their information in terms of their home address; primary phone number; emergency contact and any changes in the mobility device or any other device that the applicant happens to use.

Member Lantz stated that for years the following problem continues to happen. Someone goes to eligibility and they are found eligible in one of the two wheelchairs types, power or manual. Many times riders' trips are delayed due to a change from a broken power wheelchair to a manual wheelchair. She suggested that Access should look into this matter. F Scott Jewell replied that is a topic for staff to take back and work on.

Member Goeman shared that one of her friends uses a white cane for support and drivers continue to question why the rider uses both. She stated that there is a reason why people use two pieces of equipment and it is not that you want to, it is because you have to. She believes a person should be able to put on the form or during the interview process that there is a possibility that they may have two devices.

Member Hagen stated that the same goes for scooter users. If your scooter breaks down then you are not likely to get a temporary scooter. You are likely to borrow a wheelchair, either manual or power. She agreed that everybody's point is that these things are kind of fluid and they occur by situation. There needs to be something in the service that recognizes people may need to use different mobility devices and that kind of change should be allowed.

Member Lantz added when a rider makes their ride, they should say which one they are riding to the providers.

Member Francois made a comment by saying the question regarding Medi-Cal says optional, so why is it on the form. F Scott Jewell replied Access is eligible to request funding for those trips that are Medi-Cal related and if the trip is Medi-Cal related, we are able to bill that to the State for a portion of the trip cost. This request has never been part of our application before.

Member Hagen commented that she was unclear about whether or not the instructions talk about how many, if you do not have answers to some questions or have not answered a question, what are the consequences of that? Additionally, she stated that the contrast, print and choice of colors are very important on the form. F Scott Jewell replied he would go back, look at the contrast, and make sure the lettering is visible within those areas.

Director Nason asked what the font size is. F Scott Jewell replied 14 points. Director Nason replied the Department of Rehabilitation requires using 14-font size. F Scott Jewell replied we would make sure that there is significant contrast with the lettering and the print.

Member Baldwin stated that he thinks the instructions were changed a little from what he read before and the personal evaluation would be required if there is a change in medical condition, mobility device, submitted an incomplete application, missing signatures, not legible, or information is substantially incomplete. Therefore, a person would have to give their doctor information, even though you are not going to need that to determine eligibility. Therefore, maybe in those sections you should say something like, "Provide contact information for treating healthcare professional." If you think it will help you can always add this information later." F Scott Jewell replied okay.

Member Baldwin also added a comment pertaining to 30 inch wide, 48 inches long and under 600 pounds and he asked is that true. Additionally, he stated that the Department of Transportation came out with a guidance that states "If it will fit and if the ramp can take it" then you have to put in the vehicle. He does not know of any manufacturers now that rate their equipment at 600 pounds. Mr. Baldwin asked do we still have equipment rated at 600 pounds.

F Scott Jewell replied he specifically could not address the equipment and that is more on the operations and fleet maintenance department. He stated that particular requirement has been a part of our environment for quite a long time and perhaps it may need to be updated.

Member Lantz pointed out that the wheelchair measurements are very different and we should be adding five inches in order to build in all of the posturing supports that someone needs. It is very difficult for the providers to accommodate another rider when there is already an over-size wheelchair inside the vehicle. We need to address this issue so that we can accommodate our riders.

Member Lyons stated that she visits the shelters a lot and they deal with shelters that do not allow clients to use their address. She asked what a client should do if they do not have an address. Additionally, she asked do we provide a reason for denying service.

Geoffrey Okamoto, Manager of Eligibility, replied the thing to think about is how you are going to receive that information. We do accept post office box addresses and many agencies do allow the use of their addresses for applicants who have no current address. Director Jewell replied that we do provide reasons for eligibility denials.

Member Hagen stated that Member Dina Garcia was unable to attend the CAC meeting due to a conflicting event. Ms. Hagen stated that Ms. Garcia had previously addressed the timing of when the renewal letters reached the person to fill out. They both experienced that there was not enough time. F Scott Jewell replied we moved the mailing from 45 days in advance to 60 days, which is about two months before someone's eligibility expires. Additionally, we plan to roll out the ability to renew eligibility online close to the end of 2018.

Member Francois spoke pertaining to the mobility devices section of the application that states: "You will be assessed with the primary mobility device." She stated that this statement refers only to the primary mobility device and many people may have a backup. She suggested including backup devices. F Scott Jewell replied staff would look into the request.

Member Padilla suggested adding graphic art pictures into the document pertaining to the equipment. F Scott Jewell replied we do not want to unintentionally make the application longer than what we already have but staff will look into this.

OPERATIONS PERFORMANCE UPDATE

Moved to a future meeting due to time constraints.

CAC BYLAWS

Moved to a future meeting due to time constraints.

LISTENING IN TO CAC MEETINGS

Moved to a future meeting due to time constraints.

MEMBER COMMUNICATION

Member Aroch thanked the committee for their vote and for trusting that she would do her very best as the Chair.

Member Arrigo thanked the CAC members for their vote. He believes that both he and Ms. Aroch would work well together along with the committee members.

Member Hagen announced that the Personal Assistance Services Council (PASC) is having an open house on October 31, 2018 and invited everyone to attend.

Member Lantz thanked staff for taking the time to listen to the committee comments. She believes that is the only way things are going to improve, and gave Access' a lot of credit for being open to their ideas.

Member Goeman informed the committee that she received an email from Member Cabil stating that she missed her connection and was not able to attend the meeting. Additionally, Ms. Goeman apologized for offending anyone by requesting to speak into the microphone. She had some hearing problems and thanked everyone for speaking up.

Member Fofoa thanked everyone for attending the meeting. She congratulated Maria Aroch and Michael Arrigo.

Member Francois congratulated Maria Aroch and Michael Arrigo on their appointment. She shared that her 103-year-old mother made it to California by flying. Ms. Francois stated that she had the opportunity to look into Access for people who are in wheelchairs and how important it is on what we are doing in advocating for Access. The airline wanted her mother to walk from the entrance to her seat without her walker. However, what I am saying is our work is important and thank you all for your advocacy.

Member Lyons thanked everyone present for attending the meeting and thanked Director Nason for staying for the entire meeting. She also thanked Access for resolving an issue. She also congratulated Maria Aroch and Michael Arrigo.

Member Padilla congratulated Michael Arrigo and Maria Aroch and is looking forward to seeing their leadership. He also, thanked F Scott Jewell for taking the extra time to hear the committee concerns.

Member Conrad shared that it is with a sense of sadness that he is leaving the Chair position. He really enjoyed serving over the last two years. He knows that we are going to have good leadership. Maybe he could become Chair or Vice-Chair again. Mr. Conrad thanked the committee for supporting him.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Chair Conrad asked for a motion to adjourn the meeting.

Motion: Member Lyons

Second: Member Francois

The meeting adjourned at 2:57 pm