

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 12, 2013

1:00pm - 3:00pm

Los Angeles County MTA

Union Station Conference Room, 3<sup>rd</sup> Floor

One Gateway Plaza,

729 Vignes Street, Los Angeles CA 90012

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Time	Item	Item Description	Disposition	Pages
	1.	Call to Order	Action	
5	2.	Introductions		
5	3.	Review & Approval of Minutes of January 8, 2013	Action	4-14
10	4.	General Public Comment	Information	
15	5.	Report from Board of Directors	Information	
10	6.	QSS Appointments	Action	15-17
20	7.	Service Animal Subcommittee	Action	18-24
20	8.	CAC Meeting Location	Discussion/ Possible Action	25-26
15	9.	Subcommittee Updates	Information/ Discussion	

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15	10.	Member Communication	
	11.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	12.	Adjournment	Action

*ACCESS SERVICES DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY. ACCORDINGLY, ACCESS SERVICES SEEKS TO ENSURE THAT INDIVIDUALS WITH DISABILITIES WILL HAVE AN EQUAL OPPORTUNITY TO PARTICIPATE IN THE RANGE OF ACCESS SERVICES EVENTS AND PROGRAMS BY PROVIDING APPROPRIATE AUXILIARY AIDS AND SERVICES TO FACILITATE COMMUNICATION. IN DETERMINING THE TYPE OF AUXILIARY AIDS AND SERVICES FOR COMMUNICATION THAT WILL BE PROVIDED, PRIMARY CONSIDERATION IS GIVEN TO THE REQUEST OF THE INDIVIDUAL WITH DISABILITIES. HOWEVER, THE FINAL DECISION BELONGS TO ACCESS SERVICES. TO HELP ENSURE AVAILABILITY OF THOSE AUXILIARY AIDS AND SERVICES YOU REQUIRE, PLEASE MAKE EVERY EFFORT TO NOTIFY ACCESS SERVICES OF YOUR REQUEST AT LEAST THREE (3) BUSINESS DAYS (72 HOURS) PRIOR TO THE MEETING IN WHICH YOU WISH TO UTILIZE THOSE AIDS OR SERVICES. YOU MAY DO SO BY CONTACTING (213) 270-6000.*

*Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to*

*address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.*

*The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.*

*["Alternative accessible formats available upon request."](#)*

**MINUTES**

Community Advisory Committee (CAC) Meeting

Tuesday January 8, 2013

1:00 p.m. - 3:00 p.m.

**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, David “Dov” Cohen, Phyllis Coto, Tina Fofoa, Dina Garcia, Marie-France Francois, Terri Lantz, Howard Payne and Nan Stoudenmire.

**CAC Members Absent:** Freddi Segal-Gidan.

**Board Members Present:** None.

**Access Services Staff:** David Foster, Araceli Camuy, Alfredo Torales, Kim Hogarth-Hindi, Justin Catoe, Susanna Cadenas and Mark Maloney.

**Guests:** Gary Jansen (Access Customer), Margaret Garcia (PCA), Julie Gaona (Access Customer), Rigo Gaona (Access Customer), Jesse Padilla (Access Customer), Allison Hughes (R & Transportation Mobility Management), Gordon Cardona (Access Customer), Carol Bravo (Care Evaluators), Lisa Gonzales (MV Transportation), Walter Andradre (MV Transportation), Giovanna Gogreve (Metro), and Mike Fricke (California Transit).

**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**

NOVEMBER 13, 2012

Motion: Member Payne moved to approve the minutes of the November 13, 2012 CAC meeting.

Second: Member Cohen.

Motion was approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Gary Jansen asked if the new fare amount varied depending on the time of the trip and stated that there seemed to be some confusion about this.

Access customer Mr. Jesse Padilla stated that he was concerned about the amount of people being put together on shared rides. He described a situation where a customer was unable to take the ride because there were too many people already in the vehicle. He asked that Access look into this issue.

Mr. Gordon Cardona stated that he has been an Access customer for almost 20 years. He mentioned that recently he had a reservation scheduled and the driver never showed up due to an incorrect address. He also stated that last week he had a shared ride going from Alhambra to Long Beach and was in the vehicle for over two hours. He stated the long ride affected his health.

Access customer Ms. Julie Gaona explained that on several occasions she has waited for the driver and it never arrived and marked her as a no-show. She stated that this problem has occurred to both her and her husband and asked what she could do to avoid this from happening in the future and asked what to do if it happened again.

REPORT FROM BOARD OF DIRECTORS

No report given.

FREE FARE CUSTOMERS OUTSIDE LOS ANGELES COUNTY

Access Services Project Administrator, Mr. Alfredo Torales gave a brief presentation on the upcoming Free Fare Customer Outside of Los Angeles County policy change. He explained that currently, all Access customers were able to ride fixed route systems under the Free Fare program however with this change only Los Angeles County residents would be eligible for Free Fare. He explained that the Free Fare program allowed Access to save money by paying the local bus a fraction of the cost instead of paying for an Access trip.

He explained that costs associated with Metrolink were different from the other Free Fare participants since it was the only Free Fare partner whose service extended beyond Access' service area. He said that with the increased number of customers who lived outside of the county riding Metrolink using Free Fare, the costs were rising with no real savings for the agency. He further explained that the Free Fare program was a premium service and was intended to produce savings. He stated that this item was presented to TPAC at their last meeting and asked the CAC for their feedback as well. He said that the item would be presented to the Board at the January meeting along with the plans on how the changes would be implemented.

Mr. Torales concluded his presentation by stating that upon the Board's approval, the next steps would be to update the Rider's Guide, conduct outreach to potential customers affected by this change and inform existing stakeholders in the different counties. He said that lastly, the agency would modify any existing and future TAP cards that could be affected by this change.

Member Coto asked if seniors and disabled customers would continue to pay the senior or disabled rates.

Mr. Torales explained that the policy change will only affect customers who live outside of Los Angeles County. He stated that people who live outside of the service area could still qualify for Access; however they would not be able to use the Free Fare program.

Member Payne asked if San Bernardino and other counties would continue to provide their own ADA Paratransit services.

Mr. Torales responded that the other counties would continue to provide their services.

Member Baldwin asked if customers who lived outside of Los Angeles County could no longer use the Free Fare program inside of LA County. He also asked if there would be more savings if non LA County residents were allowed to use Free Fare rather than having Access pay for their trip.

Mr. Torales responded that with the policy change, non Los Angeles County residents could not use the Free Fare program however the change would not affect anyone's next day service.

Member Baldwin stated that if non Los Angeles County residents were no longer eligible to use Free Fare, Access would have to provide coordination for the transfers between counties which did not seem cost effective.

Mr. Torales responded that Access would continue to provide transfer coordination.

Member Coto asked what the cost savings would be.

Mr. Torales explained that the estimated savings were \$900,000. He explained that currently, Access reimbursed 2.5 million dollars to Metrolink which was the most expensive Free Fare partner.

Member Garcia asked how the Metrolink conductor would determine if the Access customer was a resident or a non-resident of Los Angeles county.

Mr. Torales responded that currently there was no agreement with Metrolink regarding ID card verification however there could be some ways to track whether or not a person was eligible for Free Fare in the future.

#### PUBLIC COMMENT ON ITEM 6

Mr. Gary Jansen stated that the customers should be informed of the Free Fare policy changes so that no one takes advantage of the system.

### OUT OF SERVICE AREA TRIPS

Access Services Project Administrator, Mr. Alfredo Torales gave a brief presentation on the Out of Service Area Trips policy. He stated that there was currently an Out of Service area policy; however Access had not been strictly enforcing  $\frac{3}{4}$  of a mile from fixed route system boundaries.

Mr. Torales explained that it had been difficult to strictly enforce the service area policy due to several reasons. He stated that technological inconsistencies with the mapping software as well as political pressure were both contributing factors. He stated that with the improvements in technology and with the implementation of the Go511.com program, Access could effectively enforce the service area boundaries. He explained that by enforcing the boundaries, the overall service would improve for the customers who live inside of the service area.

He closed his comments by stating that the next steps were to conduct outreach to political stakeholders and customers, and strictly enforce the Out of Service Area policy beginning April 1, 2013.

Member Lantz expressed her concern for the people who live right outside of  $\frac{3}{4}$  mile of the fixed route system and how enforcing the service area policy would negatively affect them. She stated that UCP serves clients that are unable to get to and from the bus stop alone; therefore they will be completely stuck if Access does not transport them.

Member Cohen mentioned a situation that occurred last month where 12 Access customers were trying to get to an address on Havenhurst Avenue in the Valley. He stated that Access could take them to Mullholland and Havenhurst however would not go half a block further to get to the requested address. He said that when the customers called to find out why they couldn't be taken  $\frac{1}{2}$  block up to get to the address, they were advised that it was

outside of the  $\frac{3}{4}$  mile from a fixed route system. Mr. Cohen closed his comments by stating that he did not agree with how the situation was handled and was also concerned about how the boundary enforcement would affect the customers.

Member Garcia stated that it was difficult for persons with disabilities to get to where they needed to go and felt that by enforcing the service area policy things would be even more confusing.

The discussion continued and Mr. Torales stated that less of .5% of the total ridership would be affected by the change.

Mr. Foster explained that the service area policy had been in effect, however the updated technology would allow the providers to be more effective in enforcing the boundaries.

Member Baldwin suggested that Access keep the service area boundary however go up to 1  $\frac{1}{2}$  mile of a fixed route rather than the  $\frac{3}{4}$  mile. He stated that expanding the distance from fixed route service would also make it possible to connect Santa Clarita and Antelope Valleys areas. Lastly, he mentioned that customers who did not have internet Access would have difficulty checking the boundaries through Go511.

#### PUBLIC COMMENT ON ITEM 7

Access customer Mr. Gary Jansen stated that it was Access' responsibility to notify customers if their trip was outside of the service area. He also said that customers who lived outside of the service area could travel as visitors with Access for 21 days a year.

Access customer Ms. Julie Gaona expressed her concern regarding the out of service area boundaries especially for persons like herself, who had difficulty with directions. She stated that it took her 5 months to get familiar with the bus stop near her home. She stated that by enforcing the service area boundaries Access would be making things harder for the customers instead of helping them.

Mr. Torales stated that as Mr. Foster had mentioned earlier, the service area policy had been in effect for a long time however Access now had the opportunity to do a better job at enforcing the boundaries.

The discussion continued regarding the committee's concern for the customers and how the policy enforcement would affect their freedom.

Access customer Ms. Kathleen Barajas asked if there would be an appeals process available for customers whose address was said to be "out of the service area." She suggested that customers be allowed to continue using the service during the appeal process.

Member Lantz agreed with Ms. Barajas's comment.

Access customer Ms. Julie Gaona stated that some Access customers had more severe medical conditions than others and was concerned about how the out of service area boundaries will affect them as well as herself.

Mr. Foster explained that there were two components to the process and stated that a person can still be eligible for the service but the trip may not be eligible. He stated that as of last year, Customer Service checks the addresses of all new applicants in order to notify them up front if their address is in the service area.

Member Cohen asked if the service area boundary applied to persons using the service as visitors.

Access Services Chief Operations Officer, Mr. Maloney stated that the service area applied to anyone using the service. He explained that if an address was not in the service area, the reservationist will inform the customer of the closest address inside of the service boundary.

Member Coto mentioned having some difficulty scheduling her rides going to Thousand Oaks. She also mentioned that there was a long hold time to speak to a customer service representative.

Member Baldwin expressed his concern regarding people being discouraged from applying for the service because they live outside of the service area. He stated that there seemed to be some confusion, particularly with a customer from the Lancaster area.

Mr. Foster replied that reservation agents were given scripts regarding out of service addresses where it clearly states that customers whose address is out of the service area can still apply for the service.

Member Baldwin asked Mr. Foster to provide him with the script information so that he could forward it to the Lancaster area.

Member Lantz stated that customers who are denied due to the service area boundary can contact their local County Board of Supervisor's Office to advocate for some type of service. She stated that she was available if anyone needed her assistance.

Member Baldwin mentioned that there was now a fixed route service that went from Agua Dulce to Santa Clarita.

#### MEMBER COMMUNICATION

Member Garcia announced that Communities Actively Living Independent & Free (CALIF) would be hosting a Regional Power Summit on February 21<sup>st</sup> and 22<sup>nd</sup>, 2013 from 9:00 a.m. to 5:00 p.m. She stated that Cynde Soto would be the guest speaker and the price was \$10.00 with lunch included.

Member Lantz wished everyone a Happy New Year and thanked Access for doing a great job. She stated that the one issue that UCP had experienced was regarding the holiday schedules at some of the centers and explained that even though Access was notified of the cancellations, the vehicles would still show up and no-show the customers. She asked what would be the most effective way to have the no-shows removed.

Mr. Foster responded that she could contact Customer Service or she could forward the information to him.

Member Cohen stated that he had requested microphones to be set up at the last meeting and there were still no microphones. He asked that there be microphones at the next meeting. He also stated that he had been marked down with 14 “erroneous” no-shows however he called customer service and had them removed.

Mr. Foster stated one of the goals of the Customer Support department was to revise the no-show policy.

Member Lantz stated that Mr. Louis Burns was a great staff person at Access to help with no-shows.

Member Cohen announced that the Veterans Home of Los Angeles opened last year with 45 residents. He stated that they were currently at 162 with the capacity for 430 residents. He asked that anyone who knew of a veteran who would be interested to contact him.

Member Baldwin gave a brief update on the last Paratransit Coalition Meeting. He stated the Access board tabled the reservation hours item and stated that the “crazy” shared rides were decreasing however there was an increase in vehicles not showing up. He also mentioned an issue with reservationist’s not taking the time to get all of the information especially with people who have difficulties communicating. He concluded his comments by stating the next Paratransit Coalition Meeting would be held on February 15, 2013 at 1:30 p.m. online via Google Hangout. He stated that anyone interested contact him.

Member Coto expressed her concern regarding the length of the Customer Service hold time.

Mr. Foster explained that beginning on February 4, 2013, the TAP related phone calls would be handled by Southland Transit which will lessen some of the demand in the call center.

Member Payne announced that the Long Beach VA hospital had numbers put on the buildings and said that Access helped speed up the process. He explained that since the numbers were put on the buildings, there have been fewer no-shows.

Member Stoudenmire stated that the ARC customers continued to have issues with late pick-up and said that their staff would get more information and would forward it to Access.

Member Francois wished everyone a happy New Year and stated that she was glad to be back. She suggested that Access have their own staff person at Rancho Los Amigos hospital because of the amount of Access customers that come in and out of that facility.

Member Lantz agreed with Member Francois and mentioned an incident that occurred where a customer had to travel across the facility to get picked up and fell and was seriously injured.

Member Cohen asked about the upcoming CAC member terms expirations.

Mr. Foster replied that the committee was set up in the bylaws into two groups: Group A and Group B. He stated that an item would be presented to the Board to reappoint Group B for another 2 years.

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

Member Coto asked for an update on the Education and Outreach Subcommittee that was discussed at the last meeting.

Chairperson Arrigo responded that the members who volunteered would be contacted to schedule their first meeting.

Mr. Foster announced that the nomination forms for the Spirit of Accessibility Award were available at the back table for anyone interested in nominating an organization or individual who represents the meaning of the award. He stated that the award would be presented at the Annual Meeting in March.

He also stated that there were currently 3 vacancies on the committee and mentioned that Mr. Jesse Padilla a current applicant was in the audience. He explained that huge marketing effort to promote the committee took place in December. He

stated that letters were sent to all of the social service agencies and seat drops were distributed to the providers for their vehicles. He stated that at the end of the month, the nomination subcommittee would reconvene to review the applications and make a decision on the new applicants.

### ADJOURNMENT

Motion:           Member Baldwin.

Second:           Member Coto.

Meeting was adjourned at 2:38 p.m.

FEBRUARY 12, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. MARTINDALE-ESSINGTON, COMMUNITY RELATIONS ANALYST

RE: QUALITY SERVICES SUBCOMMITTEE APPOINTMENTS

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ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS). In May of 2012, the CAC made the last of several appointments to the QSS.

BACKGROUND:

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services staff members on ways of insuring quality control for the Access ADA Paratransit service. The QSS can:

- Hear and review customer and service provider issues that are presented to them;
- Prioritize those issues, formulate plans of action, and make recommendations to the CAC and Access Services staff members.

The QSS term is for one (1) year and begins in February 2013 and ends January 2014.

Three basic types of QSS membership can be approved by the CAC in any combination. Types of membership include:

- (1) One Access Paratransit customer from each existing service region appointed by the CAC;
- (2) One additional appointment from each existing service region appointed at the discretion of the CAC;
- (3) At least one member from the CAC appointed by the CAC.

RECOMMENDATION:

At this time, the CAC is asked to approve the following list of fifteen (15) candidates who have expressed a willingness to once again serve. Three basic types of QSS membership can be approved by the CAC in any combination. Though six (6) vacant positions exist and must be filled to have meaningful rider representation, applicants wishing to apply for these remaining seats can be voted on by the CAC throughout the year.

**2013-14 QSS Nominee List by Service Region**

Eastern:

- *Gloria Broderick*
- *Vacant*

Northern:

- Belinda Conrad
- Daniel Garcia

Southern:

- Myrna Cabanban
- Michael Conrad

West-Central:

- Patricia Hyland
- Vacant

North County/Antelope Valley:

- *Vacant*
- Vacant

North County/Santa Clarita Valley:

- Vacant
- Vacant

At-Large Disability Community Representation:

- Abby Vincent, Visual Impairments, Service Animal.
- Gary Jansen, San Gabriel/Pomona Regional Center) Developmental Disabilities.
- Tonni Yee-Hemphill, Orthopedic Impairments)
- Hugh Hallenberg, Elderly and Seniors with Disabilities

CAC Appointed Representatives:

- ✓ Michael Arrigo
- ✓ Tina Foafoa
- ✓ Phyllis Coto
- ✓ Terri Lantz
- ✓ Kurt Baldwin

FEBRUARY 12, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: SERVICE ANIMAL SUBCOMMITTEE

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ISSUE:

During recent Access Services (Access) Board of Directors meetings, there have been public comments about ongoing concerns with respect to the transport of customers with service animals on Access.

Executive Director, Shelly Verrinder, informed the Board during the January 28, 2013 Board of Directors meeting, that Access would reconvene the Access Service Animal Subcommittee to work on addressing these concerns.

The Service Animal Subcommittee is a subcommittee of the Community Advisory Committee (CAC) and its members are appointed by the CAC. In 2009 the Service Animal Subcommittee opted to meet “as needed” since participation in meeting by service animal users had significantly dwindled. The last meeting held was in February 2010.

Going forward, the staff liaison/point of contact for service animal issues will be Access Project Administrator, Geoffrey Okamoto.

RECOMMENDATION:

In accordance with the attached by laws the CAC needs to take action to:

- a) Determine if the existing roster of Service Animal Subcommittee members should continue, or if a new membership is to be selected
  
- b) Call a meeting of the Service Animal Subcommittee

**BACKGROUND**

The Committee was formed in response to a settlement agreement requirement from a lawsuit filed by the Western Law Center for Disability Rights alleging civil rights violations by multiple taxi operators within Los Angeles County for allegedly refusing service to individuals with service animals. Some of the taxi companies named were also service providers for Access Services and therefore, Access Services was included in the lawsuit.

The settlement agreement required that a Service Animal Subcommittee be formed to provide input and advice to Access Services with regard to issues related to the transport of service animal users. The Service Animal Subcommittee is to meet quarterly for a period of up to five (5) years unless the subcommittee members determine that issues are resolved prior to that time.

At the end of that five-year period the CAC opted to continue the Service Animals Subcommittee in accordance with the following bylaws.

**Access Services Community Advisory Committee  
Service Animal Subcommittee**

## Bylaws

### Article I - Name

The name of the committee shall be the Access Services *Community Advisory Committee* Service Animal Subcommittee

### Article 2 - Purpose

The Committee was formed in response to a settlement agreement requirement from a lawsuit filed by the Western Law Center for Disability Rights alleging civil rights violations by multiple taxi operators within Los Angeles County for allegedly refusing service to individuals with service animals. Some of the taxi companies named were also service providers for Access Services and therefore, Access Services was included in the lawsuit.

The settlement agreement required that a Service Animal Subcommittee be formed to provide input and advice to Access Services with regard to issues related to the transport of service animal users. The Service Animal Subcommittee is to meet quarterly for a period of up to five (5) years unless the subcommittee members determine that issues are resolved prior to that time.

### Article 3 - Membership

The subcommittee consists of three (3) to five (5) Access Services Community Advisory Committee members, or individuals nominated by the Access Services Community Advisory Committee. **The majority of the members shall be service animal users.**

A member who misses three meetings during a one-year period may be subject to removal from the subcommittee. Such members shall be notified in writing and shall be requested to provide justification for

continued membership. The subcommittee shall review such justification and shall recommend to the Access Services Community Advisory Committee whether the member should continue to serve on the subcommittee. The Access Services Community Advisory Committee will then make the final determination whether or not to remove a member.

#### **Article 4 - Terms**

There shall be a two-year term and members may be re-appointed at the pleasure of the Access Services Advisory Committee. Members, who are unable to complete their terms, may submit their resignations to the Access Services Community Advisory Committee through the ASI Administrator. Access Services Community Advisory Committee will appoint any new members as vacancies occur.

#### **Article 5 - Officers**

The subcommittee will have a Chairperson. The term is one year from January through January. Officers will be elected each year at the quarterly meeting that occurs prior to January of each calendar year by a voice vote of majority of the members present. Officer seats will be limited to two consecutive terms served by any one individual.

#### **Duties of the Chairperson**

The Chairperson will preside at the meetings, and will represent the Committee at meetings of the Access Services Community Advisory Committee and Access Services Board of Directors when appropriate.

#### **Vacancies of Officer Positions**

A Vacancy of an officer position shall exist in the following

circumstances:

- (a) the resignation or death of an officer;
- (b) the removal of an officer by a voice vote of the majority of the Service Animal Subcommittee.
- (c) the removal of an officer as a member of the Advisory Committee by the Board of Directors as provided in Article 3 of these Bylaws.

### Filling Vacancies of Officer Positions

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative **VOICE** vote of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these Bylaws.

### Duties of Subcommittees

All meeting locations shall be posted at the ASI headquarters. An ASI staff person will be assigned to each subcommittee and will attend subcommittee meetings.

Subcommittees shall report their activities to the Advisory Committee on a regular basis. The Advisory Committee shall take subcommittee recommendations under advisement and determine further action, if appropriate.

### Article 7 - Meetings

The Access Services Service Animal Subcommittee shall meet quarterly

at the Access Services corporate offices at a day and time to be determined each year by the subcommittee. The meetings are subject to the Ralph M. Brown Act (Government Code Section 54952.3), requiring that all meetings involving subcommittee deliberations are open to the public, with advance posting of agenda(s). Special meetings of the Committee may be called by ASI staff or at the request of the Chairperson.

To facilitate full discussion of issues by the Committee, discussion of items will first involve Committee members. Public comment will be limited to brief comments of three minutes on each agenda item after the items have been discussed. As appropriate, the Chairperson may suggest persons contact staff directly regarding specific questions.

Meetings shall be held at the ASI headquarters, 633 West Fifth Street, ninth floor, Los Angeles, CA 90071, unless ASI staff identify a special location and notifies members at least seven (7) days in advance and follows the required posting procedure. Alternative formats are available, upon request, by contacting Access Services three (3) business days hours prior to the date of a meeting.

### **Article 8 - Compensation and Reimbursement**

Per the Access Services Board of Directors, Access Services Advisory Committee members may receive such compensation, if any, for their services as committee members or officers, and such reimbursement of expenses. Per the Board of Director's action, Advisory Committee members are provided a stipend for each meeting in which their attendance is requested by Access Services staff or Board of Directors.

Additionally, COMPENSATION is only APPLICABLE TWO (2) times monthly for Advisory Committee members, with the exception of the Chair who is allotted four (4) monthly stipends UNLESS APPROVED BY THE ACCESS SERVICES BOARD OF DIRECTORS.

## **Article 9 - Voting/Quorum**

A majority of the members must be present at a meeting for a quorum; an affirmative vote of a majority of the members present is required for any action items.

A committee member must be present at the time of a vote to vote on a particular issue. The vote of the person chairing the meeting will be counted only in the event of a tie. An absent member cannot authorize a proxy vote.

Committee members are expected to actively participate in regularly scheduled Committee meetings and Subcommittee meetings.

## **Article 10 - Amendments**

These bylaws may be amended at any regularly scheduled Committee meeting as defined by Articles 7 and 8 above.

## **Article 11 - Minutes**

Minutes of the Committee shall be recorded by Access Services staff and returned to the Subcommittee for review and approval.

FEBRUARY 12, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: AVAILABILITY OF PA SYSTEM AND LOCATION OF CAC MEETINGS

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ISSUE:

Some members of the CAC have requested that a public announcement (PA) system be used during the CAC meetings.

Staff agreed to make arrangements during the January 2013 CAC meeting so that the February 2013 CAC meeting would have a PA system. Staff has made arrangements with Metro's facility staff, however, the portable PA system available in for the Union Station Conference Room, or any other meeting room is a portable system that has only 2 or 3 wireless microphones. The only meeting room at Metro that has a built-in PA system with the requisite number of microphones to place in front of each CAC member is the board room, and that is not available for CAC meetings.

Therefore, the CAC may wish to consider alternate locations. The most obvious solution is to move the CAC meeting back to Access headquarters. The construction has been completed so there are no longer challenges presented to those visiting. Additionally, the primary meeting room at Access headquarters has a PA system and the necessary equipment (microphones, etc.) so that each CAC member's voice can be amplified for their fellow CAC members and the audience.

RECOMMENDATION:

For discussion, and possible action; a) assess the necessity for a PA system to conduct the meetings, and b) if deemed necessary, decide on an alternate location.

BACKGROUND:

Since the CAC was formed in 1995, the meeting has been held (with few exceptions) at Access' headquarters. Prior to moving to El Monte, Access was located in four different buildings in downtown Los Angeles, all of which had the appropriate facilities to conduct public meetings.

Access headquarters in El Monte is less than 20 minutes from downtown, and like the Metro location is a major public transit hub accessible to all our customers, by Access and Free Fare users.