AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING
Tuesday, February 10, 2015
1:00pm - 3:00pm
Veterans Memorial Building
Rotunda Room
4117 Overland Avenue
Culver City, CA 90232

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10. Member Communication Information

11. New Business Raised Subsequent to the Posting of the Agenda Possible Action

12. Adjournment Action

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

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue, El Monte California and on its website at http://acessla.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 Cohen called the meeting to order at 1:01 p.m.

ROLL CALL


CAC Members Absent: Marie-France Francois, Dina Garcia, and Nan Stoudenmire.

Board Members Present: None.


Guests: Giovanna Gogreve (Metro), Artemio Ambrosio (Access Customer), Rachele Goeman (QSS), Aisha McKinney (QSS), Tara Rosa (Care Evaluators), Bill Zuke (QSS), Gordon Cardona (Access Customer), Michelle McByrny (Guest), Tonni Yee-Hemphill (QSS), Walter Andrade (MV Transportation), Victor Garate (Global Paratransit), Robert Coto (Guest), Karen Taylor (Guest), Karina Gonzalez (Guest), Kathleen Barajas (QSS), Julie Gaona (Guest), Rigo Gaona (Guest), Myrna Cabanban (QSS), and Maria Villaseñor (Guest).
INTRODUCTIONS

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

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM NOVEMBER 18, 2014

Motion: Member Lyons.
Second: Member Padilla.
Abstentions: None.
Corrections: Member Lantz made a correction to the Fare Item located on Page 9 of the agenda where it states that the fare issue is coming from FTA not from Access.

She stated that Access is proposing the fare policy because of the comments made by FTA but clarified that the committee voted unanimously against this change.

Minutes were approved with the correction.

GENERAL PUBLIC COMMENT

No general public comment.

REPORT FROM BOARD OF DIRECTORS

Chairperson Cohen informed the committee that there was no Board Member at today’s meeting, however, asked Access Senior Manager of Customer Service, Ms. Sherry Kelley to provide a brief update of the January 12, 2015 Board Meeting.

Ms. Kelley stated that Access Services Controller, Mr. Hector Rodriguez provided a financial overview of the agency going into 2015. She said the Board also received presentations on Dynamic Fares and Origin to Destination. Access Services Manager of Planning & Coordination, Mr. Matthew Avancena provided an
update on the upcoming audits which will include reviews of Operations, Eligibility, and Customer Service.

Access Services Operations Administrator, Mr. Jack Garate added that the December and January Superior Service Awards were presented to a Road Supervisor from MV Transportation and a Call Center Representative from Antelope Valley.

REVISION TO ACCESS’ NO SHOW POLICY

Access Services Operations Administrator, Mr. Jack Garate attended today’s meeting to provide a brief update on the Revised No-Show Policy. He stated that the item was approved by the Board and was also reviewed at the Membership Meeting last month.

Mr. Garate said that at the last CAC meeting, he reviewed the FTA Review No-Show Policy findings which included not taking into account the frequency of travel, suspension length, and standing order cancellations.

He mentioned some similarities between the previous and the revised policies, and stated the customer still has the option to appeal a no-show or suspension. He informed that customers will also continue to receive no-show notifications by mail with a list of previous no-shows.

The slide presentation displayed the previous and revised no-show policies with the following proposed changes:

1) Five or more No-Show in a calendar month & must exceed 10% of monthly trips.
   2) Two tier suspension, 15-day for first offenders, followed by 30-day suspension for every occurrence thereafter;
   3) Subscription trips can be cancelled up to two hours before the scheduled pick up time.

Member Lantz commended the person who came up with the (2) hour cancellation for the Standing Order trips and said a lot of people have received no-shows because of the previous policy.
She said this change should reduce paperwork and postage fees.

Member Lantz described a situation where two customers were almost suspended from the service but an Access staff person stepped in to help.

Mr. Garate reiterated that customers can still contact Customer Service to appeal no-shows for situations beyond their control.

Ms. Kelley mentioned in some cases the no-show is removed before the letter is mailed out.

Mr. Garate said the next steps will include presenting this information at the upcoming Community Meetings and taking the item to the Board for approval at the February meeting for a March 1st implementation.

He concluded his presentation by offering to answer any questions.

Member Conrad directed his question to Ms. Kelley and said he has called Customer Service to notify them of a no-show and was told that nothing can be done until he receives the letter.

Ms. Kelley responded that she would look into the situation and make sure that the issue concerning the no-show letters does not continue to occur.

Member Lyons stated Access has been picking her up at the same location for twenty years and she recently had a situation where she waited inside of the house due to the weather. She received a call out and immediately went outside but the van was already leaving. She called Customer Service the next day and was told that she needed to call back once she received the letter.

Member Lantz expressed her concern with the frequency of travel portion of the policy because the 10% and the number of no-shows may be too confusing for some customers to understand. She said keeping a straightforward number may be easier and also mentioned that the people who use the service the least will be impacted most.
Mr. Garate explained FTA required the “frequency of travel” be taken into account.

The discussion continued regarding frequency of travel.

Member Lantz asked if she could get a copy of the FTA finding regarding the no-show policy.

Mr. Garate reiterated that the revised policy is definitely more flexible for customers and said that invalid no-shows will not be counted.

Chairperson Cohen stated customers also have a certain responsibility to contact to Customer Service whether it is the same day or until after they receive the no-show letter.

ADA Paratransit Program Administrator, Ms. Giovanna Gogreve said she worked with Members Arrigo and Lantz on the original no-show policy and agreed that this policy is more lenient for the customer.

Member Arrigo agreed with Ms. Gogreve and said the no-show appeal hearings are approached from an educational standpoint and very few people are suspended.

Member Coto explained a situation regarding an Access customer who is a paraplegic and was no-showed at City Hall due to some miscommunication involving the address. She said the person had to wait for an hour in the rain and suggested people in wheelchairs be exempt from receiving no-shows.

Mr. Garate concluded his presentation by stating that staff compared the no-show data by using the previous and the revised policies and said the numbers showed a 10% reduction of no-shows with the new policy.
REVIEW OF TRIENNIAL FINDING ACTION PLAN: ORIGIN TO DESTINATION

Access Services Project Administrator, Mr. Alfredo Torales attended today’s meeting to provide an update on the FTA Triennial Review Finding Action Plan regarding Origin to Destination.

He stated this information was presented at yesterday’s Board Meeting and said the Origin to Destination finding was also a result of the FTA Triennial Review. Origin to Destination requires Access to provide some level of service beyond the curb.

Mr. Torales said if the region provides the funding for this program, Access will begin the implementation plan and timeline as follows:

**JANUARY 2015**

- Access Board Chair appoints members of the Ad Hoc Working Group
- Ad Hoc Working Group meets to draft policy recommendation on Origin to Destination Policy
- Community Meetings in every region for community outreach
- Receive feedback at QSS, CAC, TPAC Meetings

**FEBRUARY 2015**

- Final policy recommendation developed by Ad Hoc Working Group
- Present Policy Recommendation to FTA
- Retain HDR Engineering, Inc. to develop short and long-term cost projections
MARCH 2015

- Public Hearing on Policy Recommendation
- Present Policy Recommendation at CAC and TPAC Meetings
- Present Policy Recommendation at Board of Directors Meeting for Approval

APRIL 2015

- Present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access.
- Submit a request for funding to the Los Angeles County Metropolitan Transportation Authority (Metro)
- Review and Modify Insurance Requirements for Providing Origin to Destination Service for next fiscal year

MAY 2015

- Training of Eligibility and Service Providers begins
- Initiate revision of Access publications and website
- Amend Eligibility and Service Provider Contracts to include Origin to Destination Service
- Finalize FY16 Budget

JUNE 2015

- Finalize Training of Eligibility and Service Providers

JULY 2015

- Implement Origin to Destination Service
He concluded his presentation saying the Board approved the action plan and timelines for this project at yesterday’s meeting and offered to answer any questions.

Chairperson Cohen described a recent experience using paratransit service in Massachusetts, and said he was surprised to see that the driver left the car & heater on and got off to find the passenger. He said that upon arrival at his destination, the driver exited the car and escorted him to the door. He said there was a shared ride customer who expressed her concern about travelling with strangers, especially with men.

Member Coto suggested drivers be provided with better information for pickups at larger locations.

Member Baldwin stated he attended the ADHOC workgroup meeting on Friday and said he was surprised that most of the policy was already laid out as he thought the group would be making the policy recommendations. He disagreed with the issue of cost increase associated with being flexible and said that being flexible actually creates efficiencies.

Regarding the issue of people feeling uncomfortable waiting in the vehicle, he said Access is Paratransit Service which completes public transportation. He stated that a variety of personalities use the public busses and it’s the same with Access; however, felt that some customer could have a note added to their file stating “cannot be left alone.”

Member Lantz stated she has heard similar comments from customers as the one Chairperson Cohen mentioned about the lady feeling uncomfortable travelling with men. She agreed with Member Baldwin some customers cannot be left alone in the vehicle.

Chairperson Cohen suggested a letter be added as part of their eligibility for example A, B, C, etc.
PUBLIC COMMENT ON ITEM 7

Access customer Mr. Artemio Ambrosio suggested people under the age of eighteen travel with an adult on Access.

REVIEW OF TRIENNIAL FINDING ACTION PLAN: ACCESS FARES

Access Services Project Administrator, Mr. Alfredo Torales attended today’s meeting to provide an update on the FTA Triennial Review Finding Action Plan regarding Access Fares.

He said this information was presented at yesterday’s Board Meeting and is also the result of the FTA Triennial Review.

Mr. Torales explained that for the past twenty years, Access has had coordinated fare which includes a two tiered system based on mileage. He explained the fare methodology satisfied FTA requirements, and there were no findings related to the fare until 2014. Some Member Agencies received a finding stating our fare is twice the amount we can charge.

Mr. Torales said Access executive management recently met with FTA Acting Administrator, Ms. Therese McMillan in Washington to discuss the fare issue. FTA believes that a dynamic fare system is feasible and also determined that a Department of Transportation rulemaking petition is also an option.

He reviewed the following three recommendations that were presented to the Board:

Recommendations (Dynamic Fare)

- Analyze and propose a dynamic fare system that will meet FTA requirements and be fare revenue neutral. A final recommendation for the proposed dynamic fare system, including cost estimates and a timeline for implementation, should be brought back to the Board at its May 2015 meeting
He stated the Board modified the part where the system is required to be to be “fare revenue neutral” and instead directed staff to look at different options.

Recommendations (Dynamic Fare)

- Dynamic fare proposal elements:
  - Lower “dynamic fares” under $2.75
  - Higher fares to make up revenue loss
  - Fare cap
  - Fare “rules” to determine fixed-route fare
  - Coupon or alternative payment system

Recommendations (Dynamic Fare) continued:

Implement a comprehensive outreach plan to inform stakeholders and solicit feedback about a proposed dynamic fare system.

**JANUARY-FEBRUARY 2015**

- Staff to develop a proposed dynamic fare system

**MARCH-APRIL 2015**

- Forward proposal to FTA
- Conduct community meetings and hold a public hearing to receive feedback on proposal
- Work with software vendors on cost estimates and timeline

**MAY 2015**

- Board consideration of proposed dynamic fare system with implementation timeline

**JUNE 2015**

Present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access.
Recommendations (Regulatory Change)

- Concurrently, implement a plan to seek legislative or regulatory changes to allow for a coordinated fare when operating under a coordinated plan. At a minimum, authorize staff to petition the United States Department of Transportation for a rulemaking that would amend applicable regulations to allow coordinated paratransit systems like Access to have a coordinated fare.

He concluded his presentation by offering to answer any questions.

Member Lyons asked if the dynamic fare would be calculated using Metro’s regular or disabled fare. She said she budgets her transportation for the month and if the fare increases, she may not be able to attend all of the meetings.

Chairperson Cohen asked if staff knows what the basis of the fare will be.

Mr. Torales responded the fare basis has not been determined yet but the idea is to keep it simple.

Member Coto asked for more clarification regarding the fare changes.

Mr. Torales responded that the idea is to look at per trip fares and mentioned Metro’s trip planner is a system that provides different route and fare options. He explained the initial plan is to see what type of system can be tied into Access’ reservation system so that when a person calls to make a reservation, the trip fare will be highlighted.

Member Coto asked if the fare will still be based on distance.

Mr. Torales responded the fare may be based on distance.

Member Baldwin said the complication comes in where FTA says Access is overcharging on some of the smaller transit agency trips and wants to make up for it on the longer trips. He agreed with the
idea of a fare cap and mentioned that some trips could potentially cost up to $9.00 and asked what the fare cap will be.

Mr. Torales responded the fare cap will not be close to $9.00 and said that after doing a random sampling, the numbers showed only 12% of trips are under $2.75. Lastly he stated even with the fare cap, the loss revenue will not be recovered and several areas still need to be looked at.

Access Services Chief Operating Officer, Mr. F Scott Jewell reiterated what Mr. Torales mentioned in his presentation about the Board removing the recommendation of moving forward as “fare revenue neutral.” He said that different options will be looked at and the fare cap has not been determined. Lastly, he stated staff cannot commit to anything at this point however want the feedback of this committee to take back to the Board.

Chairperson Cohen asked if Access is being mandated to make a change or can the fare be left as is.

Member Lantz expressed her support for the regulatory change option and stated that the premise of having ADA paratransit service is a system for people who have difficulty riding the bus or trains. She expressed her concern about Metro’s trip planner system being too difficult for many customers to utilize. She said the comments she has heard from customers like Member Garcia is that she values her independence and it will be difficult to plan ahead not knowing how much will be spent on transportation.

She said she hopes Access can create some type of change that will address FTA’s concern without upsetting the entire structure of the service and making it impossible for people to know what the fare is going to be in advance.

Member Coto asked if FTA takes into consideration the customer’s income.

Mr. Torales responded that he did not have that information.
LONG BEACH VA ACCESSIBILITY TO ACCESS

Chairperson Cohen introduced CAC Member Mr. Howard Payne to give a brief presentation on Accessibility to Access at the Long Beach VA Hospital.

Member Payne began his presentation by stating that Global has been involved with attending the meetings at the Blind Veterans Association and the Blind Rehabilitation Center. He said the VA was experiencing a lot of no-show issues, specifically regarding the drivers not approaching the customers and some difficulty finding the correct pick up point. Detailed maps were given to the drivers and an outline of how to properly schedule a pick up at the VA was given to the Access customers. He also described a form developed to help customers confirm the pick-up and return times. He said the brochures located in the packets outlined the services provided by the blind center.

He said an Access stand sign was put up in front of building 166 and thanked Global and Access staff for doing a great job.

Member Payne said he is the President of the Blind Rehabilitation Center Alumni and displayed their quarterly publication called “Liberty” which covers topics like accessibility. He concluded his presentation by saying that liberty, freedom, and removing anxiety in transportation are all very important.

Member Cohen thanked Member Payne for taking the time to prepare his presentation and for taking on the responsibility to work with the Blind Veterans, Access and providers to make changes. He congratulated Member Payne and Access staff and providers for working together.

SUBCOMMITTEE UPDATES

Member Lantz stated there was a Service Animal Subcommittee meeting after the last CAC meeting and several people attended. She said the subcommittee did not reach a final conclusion and will continue the discussion at the next meeting. Access staff is looking at different devices available to secure service animals.
Chairperson Cohen reminded everyone that the February 10\textsuperscript{th} meeting will be held at the Veterans Memorial Building at 4117 Overland Avenue, Culver City.

Ms. Kelley said the meeting information will available in braille for customers who request it.

Chairperson Cohen reviewed the 2015 meeting schedule with the committee.

Member Baldwin asked if a location in the Antelope Valley was not available.

Ms. Kelley responded staff was able to secure the location he recommended in the Northern Region; however, there were more locations available in the West Central Region. She said that moving forward the meetings can be moved around to other parts of the region and said that locations are all free except for one.

She said one meeting per quarter at will be held here at Metro, and suggested that everyone who has internet access register to receive email notifications and meeting reminders. Lastly, she said the meeting calendar will be posted online on a month to month basis to avoid confusion.

Chairperson Cohen asked if the board meetings will also be rotating to different locations.

Mr. Jewell announced that the Board meetings will also be moved to different locations and the next meeting will be held at Gardena Municipal Bus Lines in the City of Gardena.

Member Coto said if the CAC has a meeting in the Antelope Valley, the only way to get there is to rent a bus.

Member Baldwin pointed out that customers in the Antelope Valley face the same challenges travelling into Los Angeles.

Member Padilla asked what the date and location of the next Board meeting is.
Member Lantz expressed her concern about possible confusion that can result from moving the meetings to different locations. She also said that moving the meetings will be more challenging for the providers than if the location is at one central location. Lastly, she stated she was under the impression that the room was not available at Metro however, said that there is new information about the room availability. She asked if Ms. Gogreve could provide more information.

Ms. Kelley said Metro is able to accommodate a meeting room for every month; however, originally Access was advised of some potential meeting conflicts. At that point, staff began the process of looking at other meeting locations. She said she understood that the members would like to keep the meeting at one location; however, moving the meetings into the community will allow an opportunity for others to attend. Lastly, she stated that all of the members have a list with the meeting schedule and locations and all of the locations have accessible parking.

Member Cabil asked if she will have to make the transfer from the Antelope Valley into Los Angeles for the February meeting or if her ride will be direct.

Ms. Kelley responded that she would need to make the transfer.

Member Baldwin stated that the issue with the Antelope Valley is that the transfer times are not usable and although Metrolink is an option, not everyone who uses Access can use it.

Member Lantz said the CAC meeting is important for the community to provide their input and reiterated her concern regarding the meetings being moved.

Chairperson Cohen asked if the meeting schedule could still be changed.

Ms. Kelley stated the CAC meeting locations were previously discussed with Chairperson Cohen and Member Lantz to review meeting and recommendations were reviewed before moving
forward. She further shared that the moving the CAC meetings was driven by the Access Board and Executive Director.

Member Cohen stated that Member Lantz is referring to having a centrally located meeting place.

Member Baldwin reiterated that there will not be any CAC meetings held in the locations most inaccessible for customers.

**MEMBER COMMUNICATION**

Member Conrad asked if all of the meetings will have somewhere to purchase food nearby and said this is especially important for people who are diabetic.

Ms. Kelley stated that water, coffee and healthy snacks will be provided.

Member Padilla thanked Member Payne for his presentation and agreed that anxiety is a major issue for everyone and should be reduced. He said that he would also like to see a stand sign put up at the regional center where he works as well. Lastly, he agreed with Member Lantz regarding keeping the meetings at a centralized location.

Member Aroch expressed her concern regarding the fare issues discussed and said that customers on fixed incomes will suffer the consequences.

Member Baldwin reminded everyone that this year is the ADA’s 25th Anniversary and said that the law was signed in 1990. He said the Independent Living Center will be hosting different events beginning with a training in Van Nuys regarding the laws leading up to the ADA. He said he will be conducting the training and asked that anyone interested in attending contact him.

Member Cabil announced that the Antelope Valley has a great newsletter with a lot of information about what’s happening in the community. She said travel training sessions will be offered this year and two electric busses will begin operating in the area.
She stated that the Antelope Valley will also be hosting their “homeless count” on January 29th from 6:00 a.m. to 9:00 a.m. and the “youth count” will be held on different date. She said she participates in both of those events.

Lastly, she mentioned some issues at the Metro stations and said that in one of the elevators had water in it and she could not call because there was no service underground. She also mentioned that an elevator on Vignes here at Metro, is extremely dirty and needs to be disinfected. She said she spoke to a Metro staff person and was advised that there was a problem with rats.

Member Coto stated the committee has a lot of major issues to deal with in 2015, and said that she is confident that this group along with the community will be able to make a great impact.

Member Lyons stated that some of the regional center meetings are moved throughout the community and said they use special buses to provide transportation. She asked if Access could assist Member Cabil with transportation to ensure that she is able to attend the meetings.

Member Payne thanked Member Baldwin for his work speaking on the ADA and said he is interested in attending the event.

Member Arrigo also expressed interested in attending the event. He mentioned that he is on the City of West Hollywood Accessibility Board and said that there will also be several events coming up.

He thanked Member Payne for his presentation and said that it reminded him that everyone on the committee is very special and can make a difference. He suggested a few minutes be set aside after every meeting for the members to share about their accomplishments.

Member Lantz stated that the UCP is celebrating their 70th anniversary this year so there will be a different things going on their website, face book page, and twitter. She said a lot of customers are contributing information on the history of individuals
with disabilities. She thanked Member Payne for his presentation and also thanked Global for doing an amazing job.

She said UCP is hosting an art show once a month with exhibits from disabled artists. She thanked Access for getting the customers to and from the show on time and also commended Mr. Torales for his presentation at the Community Meeting.

Chairperson Cohen introduced Ms. Gogreve to make a brief announcement.

Ms. Gogreve announced that the Abilities Expo is coming up on March 6th, 7th, and 8th and said that Metro has purchased some tables and will be there together with Access. She stated that it is a great event and encouraged everyone to attend. She mentioned that a wheelchair marking and strapping team will be there to replace straps and mark wheelchairs.

Member Lantz thanked Ms. Gogreve for all of her help with reserving conference room available these past few years.

Ms. Gogreve stated Metro understands that this is a central location and will continue try to accommodate Access with meetings room whenever possible.

Ms. Kelley reminded that the Community Meetings have started to take place and this past weekend meetings were held in the West Central and Northern Regions. She said the Southern and Eastern Meetings will be held this weekend and mentioned that flyers were located on the back table.

She also stated that the new Tap Cards without the Visa logo will begin to be available beginning in February and will be sent to customers whose eligibility is expiring. She said that people with balances on the visa portion of their card currently, will receive a separate notice.

Member Arrigo encouraged everyone to attend the Abilities Expo and said it is a great event.
Chairperson Cohen stated that on December 7th, Pearl Harbor Day, the Veterans Home held their 22nd Annual Veteran Celebration Event on the VA grounds. He said that over 5,100 veterans and guests were served meals and said that Access was picking up and dropping off people throughout the day. He said it was a great event and announced that this year’s event will be held on December 6th.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

The meeting was adjourned at 2:54 p.m.
FEBRAURY 10, 2015

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: JACK GARATE, OPERATIONS ADMINISTRATOR

RE: REVISIONS TO ACCESS SERVICES’ NO SHOW POLICY

ISSUE:

During the 2014 Federal Transit Administration (FTA) Triennial Review process, seven Los Angeles County transit agencies (Torrance Transit, Santa Monica’s Big Blue Bus, Antelope Valley Transit Authority, Santa Clarita, Culver City Bus, Foothill Transit and Los Angeles Metro) received a finding regarding Access Services’ no show and cancellation policies.

Staff presented these recommendations at the QSS meeting on November 13, 2014. Staff also presented and received approval of these recommendations at the CAC meeting on November 18, 2014 and at the TPAC meeting on December 11, 2014.

In addition, staff presented these recommendations at the Access Services’ Membership meeting on December 16, 2014. Staff informed the members that a follow-up presentation, not requiring approval, would be conducted at both the CAC and TPAC before it was presented to the Board of Directors for approval. The follow-up presentations were conducted at the CAC meeting on January 13, 2015 and at the TPAC meeting on January 15, 2015.
RECOMMENDATION:

1. Staff recommends the following changes to the no-show policy:
   
   - Customers who have five (5) or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips;
   
   - A 10-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter;
   
   - Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours from the scheduled pick-up time.

BACKGROUND:

As discussed above, a number of Los Angeles County transit agencies received a finding that Access’ no show and late cancellation policies were not compliant with federal rules.

The finding is as follows:

Finding

Insufficient no-show policy
Access Services’ written no-show policy does not take into account frequency of travel prior to suspension. Further, the written policy, which calls for suspending passengers for 10 days after the first occurrence, 30 days for a second occurrence, 60 days for a third occurrence and 90 days for a fourth occurrence of no-shows, does not meet the reasonableness requirement of 49 CFR 37.125(h). Additionally, Access Services treats subscription trips canceled after 10:00pm the night before as no-shows; FTA permits cancellations to be regarded as no-shows only if they are made
within one to two hours of the pickup time provided to the passenger.

In formulating a revised policy, staff surveyed a number of transit agencies around the country to see what their no show policies are.

Proposed revisions

Access’ proposed revisions are as follows:

Current no show policy

A customer who has six (6) or more no shows in a 60-day period may be suspended from using Access.

The current policy of notifying a customer after each no show and encouraging them to call staff to discuss will still be in place. The intent of this policy is still to educate customers in order to reduce no shows and conserve scarce regional transit dollars.

Proposed policy

Customers who have five (5) or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips. For example, a customer who has 5 no-shows and has scheduled 10 trips during a month (which equates to a 50 percent no show rate) may be suspended from using Access. A customer who has 5 no shows and has scheduled 100 trips in a month (which equates to a 5% no show rate) will not be suspended from Access.

Current suspension policy

Access’ current policy calls for suspending passengers for 10 days after the first occurrence, 30 days for a second occurrence, 60 days for a third occurrence and 90 days for a fourth occurrence of no-shows.
Proposed suspension policy

A 10-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter.

Current subscription trip cancellation policy

Access Services treats subscription trips canceled after 10:00pm the night before as no-shows.

Proposed subscription trip cancellation policy

Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours from the scheduled pick-up time.

A final version of the policy may be presented at the February 2015 Board of Director’s meeting.
FEBRUARY 10, 2015

TO: ACCESS COMMUNITY ADVISORY COMMITTEE
FROM: R. P. MARTINDALE-ESSINGTON, CUSTOMER SERVICES COORDINATOR
RE: QUALITY SERVICES SUBCOMMITTEE APPOINTMENTS

ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS.) In September of 2014, 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 2015 and ends January 2016.

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 thirteen (13) candidates who have expressed a willingness to serve. Three basic types of QSS membership can be approved by the CAC in any combination. Though five (5) vacant positions exist and must be filled to have meaningful regional customer representation, applicants wishing to apply for these remaining seats can be voted on by the CAC throughout the year.

2015-16 QSS Nominee List By Service Region and Category

Eastern:

Gloria Broderick
Jeffrey Casillas

Northern:

Daniel Garcia
(Vacant)

Southern:

Myrna Cabanban
Aisha McKinney
West-Central:

Patricia Hyland  
William Zuke

North County/Antelope Valley:

(Vacant)  
(Vacant)

North County/Santa Clarita Valley:

(Vacant)  
(Vacant)

At-Large Disability Community Representation:

Kathleen D Barajas (Cross Disabilities)  
Rachele Goeman, (Service Animal)  
Arturo Nevarez, (Cross Disabilities)

CAC Appointed Representatives:

Michael Arrigo  
Michael Conrad  
Phyllis Coto  
Tina Foafoa  
Dina Garcia