AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 8, 2012
1:00pm – 3:00pm
Los Angeles County MTA
Union Station Conference Room, 3rd Floor
One Gateway Plaza,
729 Vignes Street, Los Angeles CA 90012

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

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue, El Monte California and on its website at http://accessla.org. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional
time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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

"Alternative accessible formats available upon request."
CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:06 p.m.

ROLL CALL

**CAC Members Present:** Maria Aroch, Michael Anthony Arrigo, Kurt Baldwin, Phyllis Coto, Tina Fofoa, Dina Garcia, Terri Lantz, Howard Payne, Freddi Segal-Gidan and Nan Stoudenmire.

**CAC Members Absent:** David "Dov" Cohen and Marie-France Francois.

**Board Members Present:** Director Martin Gombert.

**Access Services Staff:** David Foster, Araceli Camuy, Ngan Adams, Kim Hogarth-Hindi, Rogelio Gomez, Susanna Cadenas and Mark Maloney.

**Guests:** Lupe Medina (Access Customer), Robert Coto (Access Customer), Jack Garate (Global Paratransit), Margaret Garcia (PCA), Gary Jansen (Access Customer), Giovanna Gogreve (Metro), David Lee (Care Evaluators), Walter Andrade (MV Transportation), Francisco Lucas (California Transit), Mike Fricke (California Transit), Cathy Rosas (LA Safe 511), and Daniel Garcia (Access Customer).

INTRODUCTIONS

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

**REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM OCTOBER 9, 2012**
Motion: Member Payne moved to approve the minutes of the October 9, 2012 CAC meeting.

Second: Member Coto.

Opposed: None.

Abstentions: Members Baldwin and Lantz.

Motion was approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Gary Jansen expressed his concern regarding taxi shared rides being too tight. He stated that vans were a better option and requested that this item be put on the agenda for the next meeting.

REPORT FROM BOARD OF DIRECTORS

The board report was given after Member Communication.

GO 511 UPDATE

Access Services Senior Database Administrator, Ms. Ngan Adams gave a presentation on the 511 project, which is a program that Access began working on late last year. She stated that 511 is a system that provided commuter, traffic and travel information by dialing 511 or going online to go511.com.

Ms. Adams stated that in August 2011 the Board of Directors approved a partnership between LA Safe’s 511 system and Access. She explained that 511 added four new features to their system designed for Access customers. She stated that these four features would benefit both Access and the customers and said that the program “went live” in the summer of 2012.

She explained that the four features were:
1) Free Fare Trip Planner- Similar to Metro’s Trip Planner, this feature allows customers to plan fixed route trips using the transit partners who participate in the Free Fare program. A starting and ending point can be entered and the system will provide a route where the customer can ride for free using their Access card.

2) Service Area Lookup- Allows customers to enter their starting and ending address to check if the address is within the service area.

3) Local Transit Option- Provides more details about Dial a Ride programs and other transportation options within Los Angeles County. It also provides detailed information about each provider and a link to their website.

4) Feedback Option- Allows customers to leave comments about Access and the information will be emailed to the appropriate department within Access.

Ms. Adams gave a demonstration on how to use the website and played an audio sample of a phone call for the committee.

She concluded her presentation by stating that this information would be presented to the TPAC committee, and said that staff would be working on marketing strategies to promote the program to the customers.

Member Lantz asked if there was any voice recognition software associated with this program for persons with limited speech.

Motorist Services Program Administrator – 511 LA SAFE, Ms. Cathy Rosas stated that the 511 system currently did not have a system connected with communication devices. She explained that an option for customers with limited speech was to call California Relay Services by dialing 711. Lastly, she said that by pressing *8, the system would allow the customer to toggle back and forth from the phone key pad to speech.

Member Baldwin asked if there was a particular language that needed to be used in order for the system to accept the response for example, yes, that’s correct, etc.

Ms. Rosas responded that a list of “alias” was entered into the system since a “yes” response could be communicated in a variety of ways. She
explained that the program’s goal was to reach out to the broader community and for the system to be as user friendly as possible.

Member Baldwin asked if the “Service Area Lookup” identified the “night owl service” areas and if it provided service area boundary information.

Ms. Adams responded that the system did not include service area boundaries and since it was not a time sensitive program, it did not consider the service hours of a particular address. She stated that Access would have to look into that option.

Member Coto asked when would the 511 service be available. She also asked about the Access stand location process.

Ms. Adams responded that the system was already active however staff was working on getting the information out to the community. She also explained that a list of the stand locations was available on the Access website.

Member Lantz stated that some UCP clients identified a list of addresses that were difficult to find and asked how they could submit a stand evaluation request.

Mr. Foster responded that the information could be forwarded to him or to Customer Service for processing.

Access customer Mr. Daniel Garcia asked if the 511 system had any phone features for persons with hearing impairments or if a text mechanism was available.

Ms. Rosas responded that the system did not have a text feature currently available.

Access customer Mr. Robert Coto asked if the system offered any other language options.

Ms. Rosas responded that the 511 system did not offer Spanish or any other language options under the Access portion of the program.
Access Chief Operations Officer, Mr. Mark Maloney explained that the 511 system was an additional resource however Access customers could continue to call Customer Service center for any questions.

Ms. Rosas stated that Access calls could be transferred from the 511 system to the Access Customer Service center.

Member Aroch asked what the 511 business hours were.

Ms. Adams responded that the program was available through the automated phone system or online 24 hours, 7 days a week.

Ms. Coto asked what the costs savings associated with the program were.

Ms. Adams responded that it was too soon to determine the cost savings associated with the program however more information would be available once the program was marketed and fully implemented.

Member Lantz asked if Access planned to provide training for the community on how to use the system.

Mr. Foster explained that the marketing of the program would include information on what the system is for, and how to use it.

Ms. Adams advised the committee that she would be willing to provide training for the community if requested. She also asked the committee to let Access know of any questions or concerns they had regarding the system.

OUTREACH SUBCOMMITTEE FORMATION

Access Services Manager of Customer Support Services, Mr. David Foster stated that at the last CAC meeting, Chairperson Arrigo suggested that an outreach subcommittee be formed and that other areas of interest be looked at for subcommittees.

Member Lantz stated that a TAP Subcommittee was formed to work on TAP related issues and asked if the subcommittee was still in effect. She
also asked for the status of the TAP card info sheet that was supposed to be brought back to the committee for review.

Mr. Foster stated that the TAP card subcommittee had not been eliminated however stated that none of the subcommittees needed to be standing or permanent. He explained that the CAC could move on to other subcommittee topics as needed. Lastly, he said that the TAP card information sheet would be brought back to the committee at the January meeting.

A discussion ensued between the members regarding guide dogs/service animals and ADA regulations.

Mr. Foster explained that a person with a guide dog could not be denied access to public transit. He stated that for service animals, the person travelling with a service animal could be asked the purpose of their service animal. He further explained that Access had a Service Animal Subcommittee in place however the subcommittee stopped meeting and decided to meet only as needed.

He stated that situations have recently come up related to shared rides and capacity issues involving service animals or guide dogs. He explained that the Operations Department was looking at reconvening the subcommittee to work on those issues.

The committee continued the discussion regarding guide dog/service animals and vehicle capacity issues.

Member Coto stated that she was not allowed to board a bus with a small cart.

Mr. Foster explained that Access had a package policy in place which specified the limitation of how much a customer could carry aboard a vehicle.

Member Baldwin stated that there seemed to be capacity issues with persons travelling with service animals especially in sedans. He stated that these situations caused customers to be bumped off their rides and have to wait for another vehicle. He also mentioned some capacity issues...
regarding packages and travel time. He suggested a possible subcommittee be formed to address this issue and agreed to be part of it.

Member Aroch mentioned that a customer who she shares rides with in the mornings was having capacity issues due to her being “oversized”. Ms. Aroch stated that the customer was told by reservations that there was nothing they could do.

A discussion ensued regarding oversized customers and capacity issues causing customers to be “bumped” from their rides.

Mr. Baldwin expressed his concern regarding the “package policy” and mentioned that customers with limited income could be negatively affected by the restrictions of this policy.

Mr. Foster explained that it would be difficult to schedule share rides without having a formal package policy in place.

A discussion ensued regarding “insertions” and Mr. Foster explained that the providers were working really hard to eliminate situations where rides needed to be re-routed due to vehicle capacity.

Member Coto asked if Access could charge double for persons who were oversized and required two seats.

Mr. Foster responded that Access could not charge double fare.

Access customer Mr. Daniel Garcia, asked for clarification regarding the proposed Outreach Subcommittee’s role.

Member Arrigo stated that the purpose of the Outreach Subcommittee was to promote and educate groups or individuals about Access. He explained that the subcommittee would also represent the CAC at community meetings.

Mr. Garcia asked if the subcommittee would include outreach efforts to inform the community of any new laws or policies that would affect them.
Mr. Foster stated that it was up to the CAC to determine the areas of interest for their subcommittees.

Member Segal-Gidan asked for clarification as to specific purpose or task of the subcommittee being formed.

Member Coto commented that a suggestion box could be made available at the Community Meetings for customers to comment on the issues they wanted the committee to address.

Member Lantz stated that one of the subcommittee’s roles could be to educate the community in areas of the service that were difficult to understand for some customers. She stated that the no-show process for example was one area where more education could benefit both the customers and Access.

The committee continued their discussion on the purpose or role of the subcommittee.

Member Baldwin stated that the “Outreach Subcommittee” could inform the community about the CAC and be an avenue for customers to voice their concerns to Access and to the Board.

Chairperson Arrigo expressed that when he previously served on the CAC, he remembered how impressed he was with how staff quickly worked with the customers to resolve issues mentioned during public comment.

Member Baldwin added that some previous subcommittees were developed as a result of issues brought up during the CAC meetings.

Member Lantz stated, about a year ago, UCP put together some brainstorming sessions and invited Access customers, Access staff, vendors and facility staff to educate customers and answer questions. She stated that this gathering was very successful and that the issues discussed were all resolved. She said that planning this type of meeting could be an option that Access and the community could benefit from.
Mr. Foster asked for some volunteers for the subcommittee and asked what their priority would be.

Chairperson Arrigo asked for a motion to form a subcommittee.

Motion: Member Coto made a motion that the CAC create an education and outreach subcommittee.

Second: Member Garcia.

Discussion: None.

Pass/Fail: Motion carried.

The volunteers to serve on the subcommittee were: Member Lantz, Member Coto, Member Aroch, Member Foafoa, Member Garcia, Member Arrigo; Members Stoudenmire and Lantz (via teleconference only).

Member Lantz stated that no-shows are an issue that the subcommittee could look into.

Mr. Foster explained that one of the goals of the Customer Support department this upcoming year was to streamline the no-show process. He stated that more information would be brought back to the committee as it became available.

MEMBER COMMUNICATION

Member Garcia stated that a customer told her about a situation where a driver in East Los Angeles was drinking beer. She said that when the customer called to complain, they were advised that they did not deal with personnel issues.

Mr. Foster asked Member Garcia for more information about the trip.

Member Lantz stated that she attended the most recent board meeting and was pleased with attendance and support from the community. She
also thanked the board for considering the feedback from the customers regarding the proposed reservation hour changes.

Member Aroch mentioned that the Executive Director from her regional center informed her that their clients had been experiencing many service issues with Access. She stated that he asked her to relay this information at today’s CAC. She stated that she did not have details however she would get more information and forward it to Mr. Foster.

Member Baldwin apologized for missing the last CAC meeting and stated that he had to attend a Medicare Managed Care forum. He stated that the discussion included representatives from Lancaster, Van Nuys, Los Angeles and Long Beach along with an attorney from DREDF and LA CARE.

He stated that regarding the service changes he felt that transit system was well represented on the Board however it lacked more community representation. He expressed his disappointment regarding the approval of the fare increase.

He announced that the next Rider’s Coalition meeting would be held on December 4, 2012 from 1:00 p.m. to 3:00 p.m. and asked that anyone interested in attending contact him.

Mr. Baldwin closed his comments by stating that a customer from the Lancaster area had a situation where she had money loaded onto her tap card, however when the driver arrived his reader did not work so he refused to transport her. He stated that he did not understand how she was denied a ride because the provider’s equipment was not working.

Member Coto stated that she received some negative feedback from persons who had gone through the eligibility process regarding some of the questions they were asked. She suggested that a visit to CARE be planned for CAC members who were interested in attending.

Member Stoudenmire stated that at the last CAC meeting, she reported that things were going well with Access at her center however lately there have been a lot of complaints regarding late rides. She stated that
she did not have specific information but has asked staff to start documenting the issues.

Mr. Foster asked Member Stoudenmire to forward the information to him and he would send it to Global so that the issues could be looked into and resolved.

Member Lantz stated that the providers are good about going out and working with the centers and said that they have helped UCP on several occasions.

Member Payne thanked Access for their help with resolving the issues at the VA Long Beach.

Member Segal-Gidan expressed her concern regarding potential budget cuts to senior transportation programs and the impact it will have if approved. She asked if staff was tracking these issues.

Mr. Maloney responded that Access has been tracking these potential cutbacks and continues to monitor any changes.

Member Payne stated that he had visited CARE Evaluators and was pleased with the eligibility process.

Member Foafoa stated that on October 30, 2012 there was a situation at Rancho Los Amigos where the ride coordinator named Karla went home and left a clip board outside with all of the customer’s personal information. Ms. Foafoa explained that she was the last person to get picked up, so she took the clipboard inside.

Mr. Foster stated that the coordinator was an employee of Rancho Los Amigos however said that Access staff had contacts at Rancho that they could talk to about the situation.

Chairperson Arrigo announced that an organization named “Beauty Bus” was offering free haircuts, manicures, pedicures and other beauty treatments to persons who were home bound. He encouraged the committee to spread the word to anyone who could benefit from this service.
NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Member Baldwin proposed that the committee consider a “capacity subcommittee” to look into the various capacity issues that could be discussed further through a subcommittee.

Member Arrigo stated that due to the light agenda and the upcoming holidays, he asked the committee how they felt about cancelling the December meeting and reconvening in January.

The committee agreed to meet again in January.

Member Segal-Gidan asked what the status was regarding the vacancies on the committee.

Mr. Foster responded that there were currently 3 vacancies on the CAC and there were 3 applicants. He explained that the subcommittee decided that vacancies would be filled based on the need of representation in terms of disabilities and service regions. He stated that they would be remarketing the application process to promote the committee.

Member Lantz stated that she knew of a previous CAC member who was interested in serving on the committee.

REPORT FROM BOARD OF DIRECTORS

Director Gombert provided the committee with an update of the Board Meeting held on November 19, 2012. He stated that the proposed fare and service change items were the main topics of discussion. He said that the proposed fare increase item was approved and the reservation time change item was pulled from the agenda. He explained that due to the community’s feedback regarding the reservation hours, the Board felt that they needed additional information before voting on the item.

ADJOURNMENT

Motion: Member Segal-Gidan.
Second: Member Lantz

Meeting was adjourned at 3:04 p.m.
JANUARY 7, 2012

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR

RE: FREE FARE CUSTOMERS OUTSIDE LOS ANGELES COUNTY

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ISSUE:

Access customers living primarily in San Bernardino, Riverside, Orange, and Kern Counties, are using the Free Fare Program (i.e. Metrolink) outside of Los Angeles County at a significant cost to Access and Los Angeles County taxpayers. The Free Fare Program is a premium service intended to promote fixed-route alternatives for customers to use in Los Angeles County.

RECOMMENDATION:

Amend Agency policy to state that only Access customers who reside in Los Angeles County are eligible for the Free Fare Program.

If approved by the Board, staff will:

- Update Access Rider’s Guide;
- Conduct outreach to potential customers affected by the policy change;
- Inform San Bernardino, Orange, Riverside and Kern County stakeholders of change.
- Modify existing and future issued Access TAP cards to prevent enabling Free Fare functionality for non Los Angeles County residents

IMPACT ON BUDGET:
In FY 11/12, Access reimbursed Metrolink $2,548,051 for an estimated 339,740 Free Fare Metrolink trips. It is estimated that Access could save up to $900,000 annually by allowing only Access customers who reside in Los Angeles County to use the Fare Program.

Residing outside Los Angeles County will not affect a customer’s eligibility for regular ADA-paratransit service as required by the ADA law.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered.
TO: ACCESS COMMUNITY ADVISORY COMMITTEE
FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR
RE: OUT OF SERVICE AREA TRIPS

ISSUE:
For years, Access has performed trips outside the ADA-mandated service area (¾ mile from local bus and rail routes). Advances in software allow Access to definitively outline the ADA-mandated service area. Additionally, resources such as go511.com, establishes a system of transparency, allowing Access customers and stakeholders to look up whether their location is inside the Access service area.

RECOMMENDATION:
Strictly enforce the Access service area to pick-up and drop-off locations that are within ¾ of a mile from Los Angeles County local bus and rail routes.

IMPACT ON BUDGET:
None

ALTERNATIVES CONSIDERED:
No alternative were considered.

TIMELINE:
The plan for outreach to customers and stakeholders and implementation:

- January 2013  Political Outreach
- January 2013  Customer Outreach
- January 2013  Go 511
- April 1, 2013  Service Area Map Enforcement

**BACKGROUND:**

Only 1,833 out of the total 130,000 Access customers live outside the Access service area. In the past six months, 531 of these customers have taken Access trips, the majority within the service area limits. Less than 1 percent of all Access trips take place outside the service area. These exceptions to the policy have occurred mostly due to occasional revising of the service area, earlier limited technologies, and political pressure.