<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Item Description</th>
<th>Disposition</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.</td>
<td>Call to Order</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>2.</td>
<td>Introductions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3.</td>
<td>Review &amp; Approval of Minutes of November 12, 2013</td>
<td>Action</td>
<td>4-18</td>
</tr>
<tr>
<td>10</td>
<td>4.</td>
<td>General Public Comment</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>5.</td>
<td>Report from Board of Directors</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>6.</td>
<td>Call Center Improvements</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>7.</td>
<td>Metro Audit</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>8.</td>
<td>Metro Bus Stop Usability Study</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>9.</td>
<td>Subcommittee Updates</td>
<td>Discussion</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>10.</td>
<td>Member Communication</td>
<td>Information</td>
<td></td>
</tr>
</tbody>
</table>
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://asila.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 1:01 p.m.

ROLL CALL

CAC Members Present: Maria Aroch, Michael Anthony Arrigo, Kurt Baldwin, David Dov Cohen, Phyllis Coto, Tina Foafoa, Terri Lantz, Liz Lyons, Jesse Padilla, Howard Payne and Nan Stoudenmire.

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

Board Members Present: Martin Gombert.


Guests: William Zuke (Access Customer), Gary Jansen (Access Customer), Margaret Garcia (Access Customer), Frank Lucas (CTI), Karina Moreno (CTI), London Lee (San Gabriel Transit), Teresa Gonzales (MV Transportation), Clotill Ray (Access Customer), Jeff Casillas (San Gabriel/Pomona Regional Center), Beulah Brown (Access Customer), Mike Fricke (CTI), Victor Garate (Global Paratransit), Jess Segovia (Metro), Giovanna Gogreve (Metro), Arturo Nevarez (Independent Living Center), David Rishel (Delta Services Group), Julie Gaona (Access Customer), and Rigoberto Gaona (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 8, 2013

Motion: Member Cohen.
Second: Member Lyons.
Abstentions: None.
Corrections: None.
Motion was approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Gary Jansen mentioned a situation where he was concerned that the driver would not find the pickup location. He thanked Access because the driver did not get lost.

Access customer Ms. Margaret Garcia stated that she was having a hard time remembering to cancel her rides two hours in advance, but said that she would make sure to cancel her rides on time from now on.

REPORT FROM BOARD OF DIRECTORS

Director Gombert gave a brief update on the October 28, 2013 Board Meeting. He began by stating that the Superior Service Award was presented to Mr. Diego Rangel from California Transit and also, Access Services Executive Director, Ms. Shelly Verrinder presented former Board Member Mr. Joe Stitcher with a plaque of appreciation for his years of service on the Access Board.
He continued his report by stating that one of items discussed was the approval to increase funds for the southern region service contract due to the significant ridership increase in that region.

Director Gombert said that the Board received an update on the Free Fare Program and a presentation on the upcoming 5th Annual Access Roadeo. He said that Access was looking for a centralized location in Los Angeles County to host next year’s event and explained that the Roadeo is funded by contractor and vendor donations.

Lastly, he said that in her Director’s Report, Ms. Verrinder stated that Access is transporting 4% more passengers than budgeted this year, and also mentioned that there is a decrease in driver candidates due to the increasing economy.

MULTIPLE TRIP BOOKINGS

Chairperson Arrigo presented Mr. David Rishel, a consultant from Delta Services Group to give a brief presentation on “Multiple Trip Bookings.”

Mr. Rishel stated that he was hired by Access Services to look at a number of issues related to the reservation process particularly in the area of Multiple Trip Bookings. He explained that some changes were made to the provider’s scheduling software which raised some questions regarding trip booking and how to streamline the reservation process. He stated that with some providers using different software, the passengers may not have the same booking experience with every contractor.

He explained that following his analysis of the scheduling process, he would provide a report with the findings and some recommendations on how the process can be standardized system-wide.

Mr. Rishel stated that after reviewing some reservations data, a small group of customers were identified to be “trip shopping.” He explained that “trip shopping” is when a customer does not like the time offered by the reservationist and will call and cancel the ride
and then re-schedule. He said that some customers have called back up several times in one day regarding the same trip.

He stated that by looking at this issue more closely, it showed that a lot of time is spent on handling these calls which affects other people who are trying to schedule their rides. He said that there is also a financial impact to the contractors regarding these “multiple trip booking” calls.

Mr. Rishel explained that the data will continue to be reviewed and the goal is to improve this issue and also maximize the available reservation time for people calling to schedule a new reservations.

Member Baldwin stated that this situation does vary from provider to provider and said that the problem occurs when there is no negotiation and the customer is basically given a time.

He also explained that a provider in the north county advised him that the computer negotiates a pickup time one hour before or one hour after the requested time. He said that was not what the FTA meant when they said to negotiate the pick-up time.

Member Baldwin stated that customers will figure out ways to get the time they want and closed his comments by saying that the way to eliminate the problem was to have a true negotiation from the beginning.

Member Lantz agreed with Member Baldwin and stated that years ago, a person could call and request a time and the reservationist would inform the customer if the time was available or not. She said that currently, the customer is offered a time exactly one hour before or after and many people are frustrated because of this situation.

She stated that last week, she booked a ride for a UCP customer and was able to negotiate a time however she has not been able to do that in a while. She asked if the scheduling issues were due to the software changes.
Mr. Rishel responded that the scheduling issues could be related to both software and policy and said that with the software changes, it was a good time to review the booking process.

Member Payne asked if the computer automatically generates a time plus or minus one hour from the requested time.

Member Coto stated that since Access has grown so much over the past five to ten years, staff needs to find a better way to accommodate the customer’s requested times.

Member Lyons stated that she requested a 3:10pm return from today’s meeting and was offered a 2:30pm or 4:10pm. She explained that for today it worked out because she had other plans, however if the return was from a doctor’s office, the times she was offered would have been a problem. Lastly, she said that the call takers are telling the customers to call back later to check for another time so that might be part of the problem.

Mr. Rishel responded that he could include Mr. Padilla’s comment into what is being looked at however said that the ADA prohibits prioritizing trips. He said that all trips are handled on a first come first serve basis and said that each trip is considered equally important.

Member Baldwin stated that Mr. Padilla was probably referring to the delivery time as opposed to the pick-up time.

Member Aroch stated that some days her work requires her to attend meetings in different locations and explained that she will sometimes have to call reservations several times to get the requested pick up times.

She also said that she notices many people waiting at Senior Centers as early as 6:00am because later pickup times are not available. She explained that many of these places open at 8:00am so the customers have to wait outside in bad weather for the facilities to open. She said that this same situation occurs at Rancho Los Amigos.
Mr. Rishel responded that there are several factors involved with the reservation process, however said that a customer should not be in a situation where the time offered is more than one hour before or after the requested time.

Member Lantz stated that people are responding to the volume changes but said that Access has been successful with managing the ridership increase. She added that the service will continue to grow especially with the beginning of the baby boom generation. She stated that making sure that Access gets new vans and has the funding to cover staff and the necessary resources is a priority.

She agreed with Member Padilla’s comment regarding the possibility of reservations being booked based on the desired destination arrival time rather than the pick-up time.

Mr. Rishel responded that changing the scheduling structure would be a fundamental change to the scheduling process and would also be a major policy decision on the part of Access to go beyond what the ADA requires. He stated that as Ms. Lantz pointed out earlier, it is important to emphasize that the challenges Access is facing are not unique to Los Angeles County. He said that ADA Paratransit is complimentary service to the bus system and the regulations require Access to meet the trip request within one hour before or after the requested time. He added that Access is trying to do better however as the capacity increases, the system is struggling to cope with the growing demand. He said that with the financial resources available, Access cannot accommodate all of the customers requested times. He said that the goal was to look at ways to improve the negotiation process where customers are more satisfied.

San Gabriel Transit Call Center Manager, Mr. London Lee stated that the first thing he heard were horror stories and also that customers were not accepting a time or thinking that a time should be given rather than negotiated or offered. He explained that the provider does not give a time, rather the call taker will offer the best available time within the trip negotiation process.
He stated that as mentioned earlier, the service is growing and it is not feasible to give every customer the requested time especially during peak hours. He said that the trip negotiation process should be followed and said that customer education was important for making sure that everyone understands the process. Lastly, he stated that the providers are working hard to give the customers the best available time that works for their ride.

Member Stoudenmire asked if it was possible for facility staff to request that customers who live in the same area and go to the same location be put on the same share ride.

Member Lantz responded that she didn’t think Access allowed facility staff to schedule rides for next day trips for other customers however the contractor can be notified if there are customers who live in the same area.

Mr. Rishel responded that the ADA intended all trips to be handled individually on a first come first serve basis.

The discussion continued regarding same day and steady ride trips.

Member Padilla asked how many trips could be scheduled in one day.

Mr. Foster responded that there is no limit to the number of trips an individual can book in one day.

Member Lantz added that a customer is allowed to schedule (3) round trip or (6) one-way trips per phone call.

Member Coto asked if several people request to be picked up in a specific area, could Access reserve a vehicle for those customers.

Mr. Rishel explained that Access and the contractor staff would have to discuss the situation however said that it would depend on how other people would be impacted since Access is not allowed to prioritize trips.
Member Cohen stated that complaints are often heard however said that London Lee and Karina Moreno from San Gabriel Transit have worked well with the Veterans Home in coordinating their trips. He closed his comments by thanking Mr. Lee and Ms. Moreno for their help.

Mr. Rishel thanked the committee for their feedback and said that he would report back to the CAC with the more information about the study.

SERVICE ANIMAL SUBCOMMITTEE

Access Services Manager of Customer Support Services, Mr. David Foster stated that he wanted to bring the issue concerning service animals back to the CAC and introduced Access Services Project Administrator, Mr. Geoffrey Okamoto to provide a brief presentation.

Mr. Okamoto explained that he was at today’s meeting to update the committee regarding service animals and also to answer any questions. In his presentation, he showed a slide that described the amount of service animal users by region and said that although the numbers per region were small, it did not take away the importance of the issues.

He explained that the Eastern Region has the most service animal users followed by the Southern and West Central Regions. He said that there is a small overlap of customers that are in between regions and said that the number of service animal users has increased as the ridership has gone up.

Mr. Okamoto stated that the overall number of service animal complaints has decreased from FY 10/11 to FY 12/13 however said that there are still some issues which is why this item was brought back to the committee.

He offered to help the CAC in re-forming the subcommittee and work on the service animal issues.
Member Lyons stated that she has a service animal but her dog Rosie does not travel with her all the time. She asked if the service animals need to travel in a doggy carrier.

Mr. Okamoto responded that service animals are required to be on a leash but a doggy carrier is not required.

Member Lyons explained that she has a doctor’s note however said that her dog has not gone through any formal training. She mentioned a website where you pay $200 to get the service animal certified however said that she did not have the money to pay.

Member Baldwin discouraged the use of the website Member Lyons mentioned and said it was a scam. He explained that there is a difference between what Housing and Urban Development (HUD) says under the Fair Housing Act regarding emotional support animals, and the definition of a service animal under the ADA. He further explained that service animals are individually trained to do work or perform tasks for a person with a disability.

Member Payne stated that he is an officer at the VA Blind Center in Long Beach and said that there are many students with service animals that come in and out of that location. He suggested that a questionnaire be used as a way to get feedback from service animal users.

Mr. Foster stated that he helped put together the Service Animal Subcommittee item on today’s agenda to help Mr. Okamoto facilitate and get the subcommittee going again.

He provided some background about the item by stating that the previous Service Animal Subcommittee was under the purview of the CAC and was developed back in 1999 or 2000. He said that the subcommittee was formed as a result of a settlement agreement from a lawsuit that Access was involved in. He explained that some taxi vendors who also provided service to Access customers were sued by service animal users. He said that Access was tied to the settlement agreement and which required the formation of the Service Animal Subcommittee.
Mr. Foster added that the subcommittee sunset date ended years ago, however the CAC decided to continue the subcommittee with the bylaws. He said that the group began meeting monthly, then quarterly, and finally only as needed.

Mr. Foster explained that the idea was to simplify the process by asking the CAC to consider restarting the Service Animal Subcommittee. He said that Mr. Okamoto could reach out to the customers who have concerns and issues with service animals rather than having a permanent committee with elections and officers. He said that this committee would be similar to the other CAC subcommittees and once the issues are resolved, the subcommittee moves on.

He stated that the issue is mostly regarding the routing software and how it does or does not create the space needed for service animal users. He said that Access staff recently met with StrataGen, the scheduling software company and a number of issues were discussed including vehicle capacity.

Chairperson Arrigo asked if the subcommittee members had to be service animal users to serve on the committee.

Mr. Okamoto responded that the subcommittee members did not have to be service animal users.

Chairperson Arrigo stated that the majority of the complaints were regarding overcrowded vehicles.

Mr. Foster agreed with Chairperson Arrigo and said that there were also some issues regarding service animals sliding in the vans. He said that to address the issue, Access purchased a harness that could be attached to the seatbelt to prevent the dogs from sliding.

Member Coto asked if a customer is afraid or allergic to dogs, can the provider ask them if they are comfortable travelling with a service animal.
Chairperson Arrigo said that he remembered situations in the past where the shared ride customers were allergic to dogs and refused to take the trip.

Mr. Foster responded that the previous Service Animal Subcommittee dealt with complaints regarding customers not wanting to share-ride with service animals. He stated that the response to the complaints was that: a) it is a person’s civil right to travel with their service animal and b) Access is a shared ride service so the customers need to understand that can potentially have a share ride with a customer travelling with a service animal. He explained that being allergic to dogs was not considered in the booking process.

Mr. Okamoto stated that another option was that the person could refuse the trip and request another vehicle.

Member Baldwin recalled the issue of the dogs sliding in the vehicles and stated that he was glad the harness was still available to the customers.

He said that he also remembered an issue regarding heat coming off the floor of the vehicles but said that the biggest problem was regarding the amount of people being scheduled onto one vehicle. He said that he considered this issue the same as when too many wheelchair customers are scheduled on the same van.

Member Cohen stated that he would like to serve on the subcommittee and said that many veterans dealing with (PTSD) are being paired up with service animals. He said that he would like to help provide his feedback and participate on the subcommittee.

Member Lantz stated that what Member Baldwin mentioned was really important and said that when the vehicles changed from the previous model to the newer drop seat vehicle, the space on the vehicle was reduced. She explained that the drop seat has been a reason for many customers not being picked up. She stated that customer needs to notify the provider if they will be travelling with a service animal or a mobility device. She agreed that the
subcommittee should look into these issues and volunteered to serve on the subcommittee.

Mr. Foster stated that the issue was concerning the space in the vehicle whether it was due to an oversized wheelchair or a service animal and explained that the Service Animal Subcommittee would help address overall vehicle capacity issues.

Member Lyons volunteered to serve on the subcommittee.

Mr. Foster stated that the recommendation authorized staff to form a Service Animal Subcommittee and report back to the CAC during the subcommittee updates as needed. He requested a motion to form the subcommittee.

Motion: Member Cohen made a motion to authorizing staff to form a Service Animal Subcommittee and report back to the CAC during the Subcommittee Updates as needed.

Second: Member Payne.

Discussion: Member Lantz asked if the subcommittee would deal with booking issues.

Mr. Okamoto responded that the subcommittee would deal with booking issues as well as service animal issues.

Members Lyons, Payne, Foafoa, Lantz, Cohen and Arrigo volunteered to serve on the subcommittee.

SUBCOMMITTEE UPDATES

Member Lantz stated that the TAP subcommittee would be meeting after today’s CAC meeting if anyone was interested in staying for the discussion.
MEMBER COMMUNICATION

Member Lyons stated that she recently went to the evaluation center to get her mother’s wheelchair certified and also to process her own application. She stated that the evaluators were very professional and that the experience was much better than it was the first time she went with her mom.

Member Coto stated that Access was doing a great job.

Member Stoudenmire agreed with Ms. Coto however stated that a co-worker’s mother was having problems with her Saturday morning pick up going to Dialysis. She said that the rides have been late for the past four Saturdays.

Mr. Foster asked Member Stoudenmire to give him the customer’s information after the meeting.

Member Coto described a situation where she went to the hospital with her husband for a medical procedure and had a ride scheduled however the nurse told them that Mr. Coto would not be released on time for the return. Member Coto said that she called to cancel her ride but a few minutes later the nurse informed them that they could leave early. Member Coto called reservations back about 10 minutes later however the call taker said that she could not re-schedule the ride. Member Coto asked if Customer Service could have helped in this situation.

Mr. Foster responded that if there is an unexpected situation, the customer could call Customer Service or Operations Monitoring to request assistance.

Member Payne stated that the best thing to do is to call and cancel the ride rather than having the provider send out a vehicle for nothing.

Member Lantz thanked Access for doing an incredible job considering how many people are using the service and said that the customers really appreciate the service.
Member Baldwin announced that the next Paratransit Rider’s Coalition Meeting would be held next Tuesday from 1:30pm to 2:30pm and asked that anyone interested contact him. He explained that at the last meeting there was a discussion on “wait time” and said that although the percentage sounds low, the actual number turns out to be over 1000 customers per month that experience excessive wait times. Lastly, he stated that the discussion for the next Paratransit Rider’s Coalition will be regarding vehicle capacity.

Member Cohen reminded the committee that everyone raise their hand and wait to be recognized by the chair before speaking. He also reminded the members to use the microphone because some people have difficulty hearing.

He invited everyone to attend the Holiday Veterans Celebration on December 21st at the VA grounds in West Los Angeles. He said that it would be a wonderful event with entertainment by Jim Belushi and the Blues Brothers Band. He said that the event hours were from 12:00pm to 5:00pm and the event would be free.

Member Lyons asked if the event information was available on the VA website.

Member Cohen stated that the information could be found online at Veterans Holiday Celebration, Inc.

Member Padilla commended Access for the work that they do, especially the dispatchers with scheduling the routes. He said that service has improved over the years.

Chairperson Arrigo thanked everyone for attending the meeting.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Member Coto asked if the committee would be meeting in December.
Chairperson Arrigo stated that the committee would not be meeting in December and the next meeting would be held on January 14, 2014.

He asked that the members bring any goals ideas for the upcoming year to the next meeting for discussion and wished everyone a great holiday.

**ADJOURNMENT**

Motion: Member Cohen.

Second: Member Payne.

Meeting was adjourned at 2:15pm.