AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 12, 2016
1:00pm - 3:00pm
Los Angeles County MTA
Union Station Conference Room, 3rd Floor
One Gateway Plaza,
729 Vignes Street, Los Angeles CA 90012

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Item Description/Presenter</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>Information</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3.</td>
<td>Review &amp; Approval of Minutes of November 10, 2015</td>
<td>Action</td>
<td>4-10</td>
</tr>
<tr>
<td>10</td>
<td>4.</td>
<td>General Public Comment</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>5.</td>
<td>Report from Board of Directors / Theresa De Vera</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>6.</td>
<td>Free Fare Program Working Group / Eric Haack</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>7.</td>
<td>Alternative Pickup Procedures at Patsaouras Plaza / Jack Garate</td>
<td>Information</td>
<td>11</td>
</tr>
<tr>
<td>20</td>
<td>8.</td>
<td>Regional Paratransit Fares Update / Alfredo Torales</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9. Subcommittee Updates</td>
<td>Discussion</td>
<td></td>
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<td>5</td>
<td>10. Member Communication</td>
<td>Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11. New Business Raised Subsequent to the Posting of the Agenda</td>
<td>Possible Action</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12. Adjournment</td>
<td>Action</td>
<td></td>
<td></td>
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</tbody>
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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 Cohen called the meeting to order at 1:00 p.m.

ROLL CALL


CAC Members Absent: Gordon Cardona, Dina Garcia, Marie-France Francois, Terri Lantz, and Howard Payne.

Board Member Present: None.

Access Services Staff: Araceli Barajas, Charlene Motta, Sherry Kelley, Kim Hogarth-Hindi, Randy Johnson, Fayma Ishaq, and Zachary Strom.

Guests: Jan Johnson (QSS and Access Customer), Rachele Goeman (QSS and Service Animal Committee), Belinda Conrad (QSS and Access Customer), Victor Dominguez (Access Customer), Maria Villasenor (Guest), Michael Sher (Access Customer), Carol Weissburg (Access Customer), Wilma Ballew (Access Customer), Michelle Ortega (Guest), Dennis Chiappetta (C.A.R.E.), Clarence Smith (C.A.R.E.), Dr. Stanley Taylor (C.A.R.E.), David Lee (C.A.R.E.), Beatriz Lara (MV Transportation), Karina Moreno (CTI), Jacqueline Sanchez (CTI), and Giovanna Gogreve (Metro),
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 OCTOBER 13, 2015

Motion:      Member Lyons, with corrections to the October meeting minutes to show that Jesse Padilla and Dina Garcia were present and to remove Dina Garcia from the absent members.

Second:     Member Conrad.

Abstentions: Phyllis Coto

Minutes were approved as corrected.

GENERAL PUBLIC COMMENT

Jan Johnson made public comment by stating that she was speaking regarding some global issues. She stated that the computers were down in the Eastern Region, so the call takers were writing everything down and could not provide a confirmation number, so the call taker requested that she call back in a couple hours. Ms. Johnson stated that when she called back, there was no record of her trip. She wanted to know what steps were being taken to prevent this from happening again.

Rachele Goeman made public comment by stating that she was also speaking on global issues. She stated that taxi cab vehicles would pick her up and when she arrived at the drop off destination, the taxi driver would make a gesture and comment about all of the dog hair in their vehicles. Ms. Goeman stated that Access drivers should be aware that dogs do shed.

CAC OFFICER ELECTIONS FOR 2015-2016 TERM
Access Services Senior Manager of Customer Service, Ms. Kelley stated that at the last CAC meeting the committee formed a subcommittee consisting of Members Michael Arrigo, Liz Lyons, and Jesse Padilla to identify the candidates for the officer positions. She stated that the current Chairperson, Chaplain Cohen had served his first term as Chair and Terri Lantz served her second term as Vice-Chair.

Ms. Kelley briefly reviewed section 4 and 5 of the CAC bylaws related to the Chair and Vice Chair responsibilities. Ms. Kelley asked if there were any other nominations to consider, and established an addendum to the slate of nominations by adding Maria Aröch as a Vice Chair candidate.

Member Maria Aröch addressed the Chair and committee members by stating that she has served as a CAC member for the last four years and has a great professional working relationship with many of the staff members at Kaiser for about the same amount of time. She also stated that she has assisted Access in various projects, such as writing appeals and marketing. Ms. Aröch stated that she has always maintained a neutral approach and she is a passionate advocate for people with disabilities. Ms. Aröch is a certified yoga instructor for over 10 years, and is presently working with national organization that focuses on people with various disabilities.

Member Michael Conrad addressed the Chair and committee members by stating he has served has an advocate for many years helping people with rides and other Access difficulties. Mr. Conrad has worked on many appeals and was very productive in making sure there are no longer three customers riding in a sedan.

Ms. Kelley addressed Chair, Chaplin Cohen to speak.

Chairperson, Chaplain Cohen stated that it is an honor to be nominated again to continue the work he had begun. He stated that he has offered to step down three times and tried to get other people to step up to this position. He thanked everyone for their confidence, and stated that it has been an honor and pleasure to work on this committee. He looks forward to going back to the Board of Directors meetings as an officio of CAC to let them know of the wonderful work they have done and would like to continue the work with the CAC if elected.
Ms. Kelley addressed Rachele Goeman for public comment.

Ms. Goeman stated that Mr. Conrad has served on QSS board over 1½ years and she has seen all the wonderful work he has done. Ms. Goeman stated that Mr. Conrad has made the rides feasible for guide dogs, and they are no longer hurt or tied down. She further shared that Mr. Conrad is on the MTA board.

Ms. Kelley informed the committee members that the first step was to conduct a voice vote for Vice Chair and requested to vote by a show of hands. Ms. Kelley stated that the vote was very close 5 to 6 and announced that Michael Conrad was the new Vice Chair. Michael Conrad thanked everyone for their vote. Ms. Kelley announced that there was only one candidate for chair David Cohen who was currently serving as Chair, and by a unanimous vote he will continue to serve as Chair for next year.

CUSTOMER SERVICE - ITEM 7

Access Services Executive Director, Ms. Verrinder provided a brief presentation on Customer Service and the RFP issued June 2015. Ms. Verrinder stated she came from an operation background and moved on to discuss the findings of the Comprehensive Review of Customer Service conducted by McCloud Transportation and Associates. She provided the current state of Customer Service and the breakdown of responsibilities handled in each area; Customer Service at Access and STI, OMC at Access and SGT and the responsibilities related to complaints processing. Ms. Verrinder stated four proposals were received as a result of the RFP, and there will be a recommendation to the Board to determine what functions will stay in and go out. Ms. Verrinder stated that the recommended vendor is Alta Resources. See Power Point presentation.

PUBLIC COMMENTS ON ITEM 7

Michael Conrad stated he would like to talk about three issues; first eligibility paperwork is being lost and there needs to be improvement on keeping better track of paper work. Second, he mentioned that Lost and
Found has a cliché when the item is left in a cab. He wanted to know what a rider should do when they lose items in a cab. Lastly, he stated that if Customer Service is contracted out, the current Access employees are trained and if they are contracted out they will lose benefits and experience a cut pay, and it’s unfair.

Ms. Verrinder stated that there are at least 5,000 applicants who will not be recertified, and we’re working on going paperless. She said to keep in mind that a large percentage of access riders do not have computer access.

Ms. Verrinder stated that the same lost and found process would apply and to contact the provider, who will contact the cab company to locate the lost items. She also stated the taxis go to the yard only once a week and the Access drivers go to the yard at the end of every shift. Ms. Verrinder stated the provider should provide a one-way trip to drop off the lost item.

Jesse Padilla asked if training on how to be more knowledgeable and not to be rude. Mr. Padilla stated that representatives need to learn to be polite.

Ms. Kelley asked Mr. Padilla if he was referring to Customer Service or Reservation, and Mr. Padilla replied both. Ms. Kelly stated as a result of the McCloud review we have completed a comprehensive training manual and plan on executing it to improve service whether its contract or Access.

Wendy Cabil thanked Ms. Verrinder for her presentation. Ms. Cabil stated she is concerned about the Antelope Valley area including the drivers not being heard, and that we are losing a lot of them. Ms. Cabil requested an intervention to address these areas, asked about dispatch and what area routing falls under?

Ms. Verrinder informed Ms. Cabil she will have someone from Operations to contact her regarding dispatch and routing.

Ms. Lantz, requested information regarding the other three proposals, and expressed her concerns that Alta may not have the experience to
handle the rider’s severe disability. Ms. Lantz stated she hasn’t experienced any negativity with lost and found, and the No-Shows are her biggest concern.

Chair Cohen stated that he would like to establish a sub-committee to address the members concerns, and assigned Ms. Terri Lantz as Chair over the committee.

Ms. Verrinder addressed the sub-committee and said to keep in mind it comes down to money, and one must determine what they are willing to give up pertaining to covering the cost to maintain benefits and whether it would be to increase the fare.

Phyllis Coto thanked the committee and stated her issues are very serious and she’s an advocate for mental disabilities. Ms. Coto agreed to work on the sub-committee with Terri Lantz.

Kurt Baldwin stated he’s concerned that requested information may not be handled correctly due to the lack of knowledge pertaining to ADA.

Ms. Verrinder announced permanent regulatory change and stated the Dynamic Fare is on hold.

**CLOSING COMMENTS**

Chair Cohen announced that a Veteran’s acknowledgement dinner will be on Sunday December 6th, 2015 and recognized the speakers.

Michael Conrad stated Happy all worked together.

Maria Aroch welcomed Ms. Verrinder

Tina Foafaoa thanked everyone.

Wendy Cabil stated good to be back.

Liz Lyons thanked everyone and wished a Happy Holidays
Phyllis Coto thanked the staff.

Dina Garcia thanked Ms. Verrinder for being there.

Ms. Verrinder said to remember if you do talk to Alfredo Torales and Andre Colaiace to wait for Senate.

Terri Lantz thanked the team for fighting for the bill.

Closing remarks from Ms. Kelley thanking everyone for their presents and announced Araceli leaving access.

Araceli thanked everyone for their support.

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

None.

**ADJOURNMENT**

Motion: Member Baldwin.

Second: Member Lyons

The meeting was adjourned at 2:39 p.m.
January 12, 2016

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: JACK GARATE OPERATION ADMINISTRATION

RE: ALTERNATIVE PICKUP PROCEDURES AT PATSAOURAS PLAZA

ISSUE:

Safety issues related to the loading Access riders at Metro Patsaouras Plaza.

RECOMMENDATION:

Change of loading location at the Metro Patsaouras Plaza.

BACKGROUND:

Operations has been working with Metro in developing an alternative loading area at Patsaouras Plaza when Access hosts meetings where 10 or more riders are in attendance. Since our passenger loads have increased as a result of Access meetings, it has become apparent to Operations that an alternative loading location is required due to improve safety and convenience. After discussions with Metro, an alternate location was agreed upon. A successful test run of this location was conducted in November, and Metro has agreed to the proposed loading area in Patsaouras Plaza, Bay 8. When the alternate location is used, Access staff will assist riders to the loading area.