

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 10, 2018

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3rd Floor

One Gateway Plaza

| <i>Time</i> | <i>Item</i> | <i>Description/Presenter</i> | <i>Disposition</i> | <i>Pages</i> |
|-------------|-------------|---------------------------------------------------------------------------|--------------------|--------------|
| | 1. | Call to Order | Action | |
| 10 | 2. | Introductions | | |
| 2 | 3. | Review & Approval of Minutes of June 12, 2018 | Action | 4-12 |
| 20 | 4. | General Public Comment | Information | |
| 15 | 5. | Report from Board of Directors/ Director Theresa De Vera | Information | |
| 5 | 6. | Superior Service Award/Fayma Ishaq | Presentation | |
| 10 | 7. | OPS Update/ Faustino Salvador | Presentation | |
| 10 | 8. | New CAC Members Approval/ Rycharde Martindale-Essington | Action | 13 |
| 10 | 9. | CAC Officer Nominations Subcommittee/Rycharde Martindale- Essington | Possible Action | 14-15 |

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|----|-----|----------------------------------------------------------------|--------------------|
| 45 | 10. | Canine Companion/ Andrew Berk | Presentation |
| 5 | 11. | September CAC Meeting Announcement/ Matthew Avancena | Information |
| 20 | 12. | Member Communication | Information |
| 3 | 13. | New Business Raised Subsequent to the Posting of the Agenda | Possible Action |
| | 14. | 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 devices and services to facilitate communication. In determining the type of auxiliary devices 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 devices 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 devices 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 both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC 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 Chair. 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 are available upon request."

ITEM 3

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| <p>MINUTES Community Advisory Committee (CAC) Meeting June 12, 2018 1:00 pm – 3:00 pm</p> |
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CALL TO ORDER

Michael called the meeting to order at 1:00 p.m.

INTRODUCTIONS

CAC Members Present: Michael Conrad, Chair; Maria Aroch, First Vice-Chair; Dina Garcia; Gordon Cardona; Kurt Baldwin; Terri Lantz; Rachele Goeman; Liz Lyons; Michael Arrigo; Olivia Almalel; Tina Fofoa.

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena; Ruben Prieto; Sharon Astier; LaTisha Wilson; Eric Haack; Faustino Salvador; Hector Rodriguez; Rycharde Martindale-Essington; Susanna Cadenas.

CAC Members Not Present: Marie Francois; Jesse Padilla; Wendy Cabil.

Guests Present: Michelle Cook (MV Transportation); Guillermo Rendon (MV Transportation); Beatrice Lara (MV Transportation); Victor Garate (Global Paratransit, Inc.); Aurora Delgado (California Transit Inc.); Annette Arriola (Alta Resources); Laura Clark (Guest); Rufus Clark (Guest); Rufus Clark, Jr.); Annabelle Corral (Guest); Wilma Ballew (Rider); Katherine George Chu (Guest); Tonni Yee-Hemphill (QSS); Victor Dominguez (QSS); Yael Hagen (Rider); Nicole Campos (Guest); Belinda Conrad (QSS); Michael Sherer (Rider); Rocio Robledo (Rider); Desiree Boykin (Guest); William Zuke (QSS); Myrna Cabanban (QSS).

REVIEW & APPROVAL OF MINUTES

Chair Conrad asked for a motion to approve the June 12, 2018 minutes.

Motion: Member Lyons

Seconded: Member Goeman

Motion: Passed.

Abstention: None

PUBLIC COMMENTS

Annabelle Corral stated that she had 4 points to cover: 1) A person should be able to have unlimited Personal Care Attendants (PCA), instead of one PCA due to protection reasons; 2) Request unlimited free public transportation using Access' Tap card for all of Southern California, and not just for Los Angeles County; 3) Requested transportation for airlines in

Southern California by using Access' Tap card; 4) Requested Waymo service similar to Uber or Lyft for unlimited rides.

Matthew Avancena assigned LaTisha Wilson to speak with her after the meeting.

Tonni Yee-Hemphill stated that she really appreciates the Beverly Hills taxi and the drivers are extremely courteous. However, they did not provide curbside service. She also reported just recently an Access van driver strapped down another rider incorrectly and she believes the driver was not properly trained and considered that very unsafe. Lastly, Ms. Yee-Hemphill recently booked a ride and the call-taker spoke too fast but was very thorough.

Matthew Avancena requested LaTisha Wilson or Susanna Cadenas address her concerns after the meeting.

Katherine George-Chu stated that she received input from families who use Access in the Cerritos and South Bay areas. One of the comments from the riders was about the survey in the Where's My Ride (WMR) app. The survey asked the following questions pertaining to the driver's conduct:

(1) Was the driver courteous?

(2) Was the vehicle clean?

The riders would like to expand and include the following questions into the survey.

(1) Did the driver arrive on time?

(2) How long did it take to get to your destination?

(3) Did you arrive on time to your destination?

(4) Did the driver take a reasonable route?

(5) How many stops did the driver make?

Additionally, Ms. George-Chu shared some of the riders' concerns, including that the vehicle window tinting is too dark and drivers are on their cellphones while driving.

Susanna Cadenas was asked to speak to this person after the meeting.

Laura Clark suggested that anyone who walks or ride bikes across the street need to wear a reflector device or jacket for safety to prevent themselves from getting hit by a vehicle. She mentioned an incident that happened in the state of Arizona, where a woman was hit by a car while either walking or riding a bike at night. In addition, the vehicles contained a lot of trash and are not kept clean.

BOARD OF DIRECTORS REPORT

Director Gombert provided a brief summary of the May 21, 2018, Board meeting.

- The Board approved the purchase of 20 newly designed paratransit vehicles from Creative bus sales.
- The Board authorized the contract for the Santa Clarita service region with Santa

Clarita Transit to continue the ADA paratransit service.

- A Parents with Disabilities program update was presented.
- Access staff presented a detailed update pertaining to Information Technology.

Additionally, Director Gombert provided an update on the WMR app. He stated that online booking would be available within the next six months.

FY19 DRAFT BUDGET

Hector Rodriguez, Deputy Executive Director, presented a detailed report of Access' Fiscal Year 2018 through 2019 proposed budget. Mr. Rodriguez explained how the budget process works and summarized some of the major issues Access is currently working on. Staff met with the Budget Subcommittee approximately one month ago, and it is up to Metro to decide how to fund Access Services. The Access Board of Directors will review and consider approval of the budget report at the June 25, 2018 Board meeting.

Mr. Rodriguez stated that ridership is actually projected to be below the current year's level and that has not happened since 2006/2007. In addition, the number of certified riders has continued to decline since last year and into this year. Minimum wages increase have impacted the cost per trip and the overall cost structure. Additionally, the Eligibility determinations cost have dropped from the current year budget of 12 million to eight and a half million. Mr. Rodriguez concluded his presentation with a summary of the following paratransit operations expenses.

- Historical data of Actual trips from FY13 – FY18
- Projections of Passenger and Trip Growth
- Certified Riders and Service Demands
- Budget by Category:
 - Paratransit Operations
 - Eligibility Determination
 - CTSA Function
 - Administration Expense
 - Operating Expense
 - Capital Expense

Budget Summary

| <u>FY19 Budget</u> | <u>%of</u> | <u>Total</u> | <u>%of Operating</u> |
|--------------------|----------------|--------------|----------------------|
| | <u>Funding</u> | | <u>Costs</u> |

| | | | |
|----------------------------------------------------|---------------------------|----------------------|---------------|
| <u>Paratransit Operations</u> | <u>156,262,116</u> | <u>84.79%</u> | <u>90.69%</u> |
| <u>Eligibility Determination</u> | <u>8,520,475</u> | <u>4.62%</u> | <u>4.95%</u> |
| <u>CTSA Function</u> | <u>650,376</u> | <u>0.35%</u> | <u>0.38%</u> |
| <u>Administrative Expense</u> | <u>6,861,955</u> | <u>3.72%</u> | <u>3.98%</u> |
| <u>Operating Expense</u> | <u>172,294,924</u> | <u>93.49%</u> | <u>100.0%</u> |
| <u>Capital Expense</u> | <u>12,000,000</u> | <u>6.51%</u> | |
| <u>Total Operating and Capital Expenses</u> | <u>184,294,924</u> | <u>100.0%</u> | |

Questions Raised by Members:

Member Baldwin asked the following two questions pertaining to demand and Measure M. First, what was the rationale that the HDR gave for a reduction in demand? Secondly, How will the Measure M backfill Prop C when it's intended to enhance Access Services?

Mr. Rodriguez replied first, he believes the major reasons were gasoline prices, the economy, and other major changes such as the ability for people to have a car. Secondly, the question pertaining to Measure M should be directed to Metro and there was no rationale as to why it was done with certain sources of funds. Mr. Rodriguez stated that he would provide a detailed Measure M report to those who would like a copy.

Member Lantz stated that she attended several meetings on Measure M. Her understanding was that Access was going to get 2% of the Measure M funds to use for things that do not exist now. It was to enhance transportation for persons with disabilities who cannot ride fixed route. Ms. Lantz requested a detailed statement from MTA to understand what items are listed under Measure M so that we can become more knowledgeable before Measure M is passed. Additionally, she visited the eligibility location along with some consumers that wanted to apply for Access Services and they were there for hours. Ms. Lantz asked why are there fewer riders applying?

Mr. Rodriguez replied there are two things that are happening. First, the number of new applicants are down by approximately 40 percent and the number of people who sent out a re-certification has dropped by approximately 20%. He stated that there were some issues with eligibility staffing and hopefully they resolved those issues.

Member Lyons stated that one of the consumers had a question pertaining to why we can't have unlimited access to other counties outside of Los Angeles (LA) County? She also asked would that affect the budget if we had unlimited rides throughout other Counties?

Mr. Rodriguez replied Access' is the Consolidated Transportation Services Agency for Los Angeles County and our mandate is LA County. There would have to be legislative changes in order to provide service outside of LA County.

Member Garcia stated that she concurs with Mr. Baldwin's and Ms. Lantz's statement pertaining to the Measure M funding and would like to know where the money is going.

Mr. Rodriguez replied that based on federal law, Metro must fully fund the expected demand of Paratransit service. Access' will try to get an answer from Metro as to the intended purpose of Measure M funding.

Member Goeman asked if ridership is down and many people are in need of Access, then where is the \$184 million going. Mr. Rodriguez replied the Memorandum of Understanding (MOU) is written in such a way that any money left over at the end of the year must be given back to Metro.

Member Almalel asked are the reduced numbers of new applicants and re-certifications based on planned stringent qualifiers for riders? A couple of years ago it was stated that we had too many riders and not enough supply. She is concerned that new applicants may be blocked upfront without doing a more thorough search into their actual daily lives and needs and are considered not a good fit for Access.

Mr. Rodriguez replied we never say you don't fit. The eligibility process has been revamped and we have started screening up-front and directing those who do not qualify to other resources that may best fit their needs.

Public Comments

Yael Hagen stated that she is very disturbed by the Measure M issue and thought that Measure M was more of a project based funding that included other categories such as students and the senior's population that is not being addressed. She believes there are legal issues coming into this matter and it is not right. Additionally, many new applicants look at the eligibility application and don't know how to begin replying to it, thus becoming frustrated. Lastly, Ms. Hagen believes people are not getting through the eligibility process because of the front line process, not because they are not eligible.

QSS LEADERSHIP

Rycharde Martindale-Essington stated that the Nomination Subcommittee met on May 31, 2018, to select the QSS Chair and Vice-Chair. He asked the CAC Members to ratify the selection

of the subcommittee. The recommendation will go to the Board of Access Services for final approval.

Member Baldwin requested a motion for the QSS Officers to serve a one-year term starting September 2018 – September 2019.

Motion: Member Goeman

Second: Member Lyons

Chairperson Conrad requested a ratification vote for Myrna Cabanban as QSS Chairperson and Michael Conrad as Vice-Chairperson.

Votes in favor were:

- 1- Member Aroch
- 2- Member Arrigo
- 3- Member Garcia
- 4- Member Cardona
- 5- Member Foafao
- 6- Member Lyons
- 7- Member Lantz
- 8- Member Almalel

Abstentions: Member Goeman and Member Baldwin.

PARENTS WITH DISABILITIES UPDATE

Eric Haack, Strategic Planner, presented a brief update on the Parents with Disabilities program. This program provides services to parents with disabilities and allows them to travel with their children for childcare needs. Currently, we have up to 44 eligible customers. However, only 18 customers actually use it on a regular month-to-month basis. In June 2017, staff approached the Access Board and requested an extension to continue this program which was granted until June 2018. Mr. Haack stated that the Board expectation was that this would be the final extension of the program and it would cease to operate at the end of June of this year. The Board asked staff to explore possible opportunities with other agencies to partner with or fund the program. The success of the pilot program identified customers who would benefit from this enhanced level of service for childcare needs. This program only operated in the San Fernando Valley and most likely there are parents outside of the San Fernando Valley that could benefit as well. Staff went to the Board in May 2018 and presented the idea of the program coming to an end. The Board informed staff to go back and look for alternatives to continue the program beyond June 30, 2018.

Mr. Haack stated that staff reached out to other agencies and they have not yet seen an opportunity where Access and their organization can partner to continue the existing benefits of this program. Lastly, Mr. Haack presented some of the options that could allow the continuation of the pilot program.

- 1) Access can enter into a sole source procurement contract with MV Transportation for a limited period up to one year at a different price point.
- 2) MV could continue to provide the service unchanged at a higher price point of \$54.88 per trip.
- 3) Dwell time would change from 20 minutes to 10 minutes.
- 4) Include a share-ride component with other Access customers.

QUESTIONS

(Please note that there were numerous comments made by the CAC members and members of the public in support of continuing the Parents with Disabilities (PWD) program. Here are summary highlights of some, but not all, of the comments made at the CAC meeting).

Member Lantz shared that this program obviously is needed. However, this program is only offered in one area and only 18 parents use the service. Ms. Lantz expressed her frustration and mentioned that other Regional centers should have been contacted as well. Additionally, she supports a slight fare increase in order to guarantee the program would survive.

Mr. Haack replied we explored the contacts we had and other contacts lead to even more contacts; thus, we are still exploring other opportunities.

Member Goeman stated that this program should be provided throughout LA County and that would open other opportunities to find money and grants. She definitely believes in this program and does not want it to disappear. Ms. Goeman mentioned that Access should have reached out to other agencies. In addition, she believes that the option to pay a fare amount of \$2.75 per ride would bring money into the program to avoid ending the service.

Mr. Haack replied Access is an extension of the transit system and for the most part our contacts exist within the transit world. In some cases, you may have additional contacts and resources that we do not have. Working together as a group will provide us an opportunity to get a one-year procurement contract.

Member Goeman replied the one-year contract is a great idea and that would allow more time to find other opportunities.

Member Garcia asked why the Parents with Disabilities (PWD) fare cost would be more money than the traditional trips. She is not in favor of the option changes to shared-ride and expressed that her travel time would change from 20 minutes to approximately 2 hours.

Mr. Haack replied we can work with MV but ultimately, this is part of an RFP process. Back in 2013, we submitted an RFP for this program and MV was the only bidder and thusly the lowest bidder. We would be going with MV if we go with a sole source contract and they would tell us what the price would be.

Member Baldwin shared that Metro had some 5310 money for the North Los Angeles County that sat on the table and that seems like an opportunity for some agencies to carry out this service.

Vice-Chair Aroch stated that the PWD is a temporary program and the CAC should not be pressured every year with the same problem. She shared that the schools have a lot of money and resources. Those who are participants of the PWD program should find a way to continue this service to avoid coming back every year. Ms. Aroch stated that you have to work hard, fight for what is important to you, and continue to come up with new ideas to resolve problems.

Public comments

Yael Hagen asked the CAC to please make a motion to keep the PWD program for another year. The parents are trying to find funding and have a lot of support from Congressman Sherman and from different politicians. The Los Angeles Unified School District-is continuing to work with us along with SILK. A consultant that we found would be helpful to us as, well.

Chairperson Conrad stated that he also would like to see this program expanded throughout LA County. The PWD program is a very important service and we need to do something right away. Mr. Conrad announced that he would reach out to the Board of Directors before their June 25 meeting and share the concerns mentioned at today's CAC meeting.

CAC OFFICER NOMINATIONS SUBCOMMITTEE

Moved to next meeting.

OPERATIONS PERFORMANCE UPDATE

Moved to next meeting.

SUBCOMMITTEE UPDATE

None.

MEMBER COMMUNICATION

None.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Chair Conrad asked for a motion to adjourn the meeting.

Motion: Member Goeman
Second: Member Lyons
Motion: Passed.

The meeting adjourned at 2:59 pm.

July 10, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. Martindale-Essington, Customer Relations Supervisor

RE: CAC New Member Approval

ISSUE:

To further, comply with Article 3.1: Membership Application Process of the CAC Bylaws, Section 5, following an in-person meeting, CAC application(s) will be presented to the Community Advisory Committee for potential review and approval. Applicants approved by the full committee will be forwarded to the Board of Directors for final review and approval.

BACKGROUND:

In January of 2018, Access Services published on its website, in its Behind the Scenes newsletter, and distributed by email to various community-based stakeholders such as Regional Centers and Independent Living Centers, notice of a vacancy on the CAC. The notice provided instructions to interested persons on the steps to complete an application. On May 24, 2018, and on June 12, 2018, three voting members of the CAC making up the Membership subcommittee interviewed and rated three applicants seeking to fill the most recent CAC vacancy. The three CAC members are Chairperson Michael Conrad, Kurt Baldwin and Terri Lantz. Presented to the full CAC is the top ranked applicant selected through this process.

RECOMMENDATION:

That as the highest rated candidate, the CAC ratify Mrs. Yael Hagen as the CAC's newest member and that this ratification be sent to the Access Board of Directors' Chair for approval. Mrs. Hagen would fulfill the term of the vacancy she is recommended to.

July 10, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. Martindale-Essington, Customer Relations Supervisor

RE: CAC Officer Nominations Subcommittee

ISSUE:

Article 5 of the CAC Bylaws requires the selection of a Chairperson and a First Vice-Chairperson. Article 5 also tells you how to go about doing this. The CAC is asked to put together a nominations subcommittee to begin this process.

RECOMMENDATION:

The CAC Chair call for volunteers or appoint voting CAC members to a nominating subcommittee to begin this process. Members must not have served two previous consecutive (twice in a row) terms on this subcommittee.

BACKGROUND:

The method laid out in Article 5 is summarized below so that it is easy to follow what process is to be completed in what order and by what date.

- ✓ The Bylaws state that the CAC has to have a Chairperson and a First Vice-Chairperson.
- ✓ The way to select the Chairperson and First Vice-Chairperson is to come up with a slate of officer candidates. The Bylaws says you should do this by:
 - ✓ (1) selecting a nominating subcommittee;
 - ✓ (2) selecting 3 to 5 CAC members for this purpose;
 - ✓ (3) to do this by June 30th so that the process begins in enough time to have officers start their duties in September.

- ✓ As a CAC member, you can only serve on this nominating subcommittee (referred to as the Officers Subcommittee) twice in a row.
- ✓ Here's the proposed scheduled dates to meet the September start date for new CAC officers.

Tuesday July 10, 2018:

CAC Chairperson appoints Officers Nomination Subcommittee;
The Access staff Liaison for the CAC will begin contacting each CAC member to see if they want to nominate themselves or another for one of the available positions.

Thursday July 19, 2018:

By teleconference or special Officers Subcommittee meeting held in El Monte, the subcommittee will be updated by the Access staff liaison as to the proposed slate of candidates and for which office such candidates are seeking.

Tuesday August 14, 2018:

At the CAC meeting, nominees will present a written or verbal platform speech/presentation to the CAC. Also, at this CAC meeting, any CAC member not selected to run by the Officers Subcommittee, can submit their nomination from the floor for consideration. The CAC will recommend a slate of officers by vote at this meeting. The CAC recommendation will be forwarded to the Chairperson of the Access Services Board of Directors and the term will begin in September and last for one year.