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

11. 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, Chaplain Dov Cohen, Phyllis Coto, Tina Foafoa, Dina Garcia, Terri Lantz and Howard Payne.

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

Board Members Present: Theresa De Vera and Joe Stitcher.

Access Services Staff: David Foster, Araceli Camuy, Mark Maloney, Jack Garate, Kim Hogarth-Hindi, Eric Haack, Alfredo Torales and Susanna Cadenas.

Guests: Gary Jansen (Access Customer), Margaret Garcia (PCA), William Zuke (Access Customer), Judy Seid (Access Customer), Stephanie Teemer (Links Interpreting), London Lee (San Gabriel Transit), Teresa Gonzales (MV Transportation), David Howie-Jones (Care Evaluators), Giovanna Gogreve (Metro), Shannon Taylor (Access Customer), Maria Villaseñor (Guest), Luis Cortez (Access Customer), Juan Jimenez (Global Paratransit), Daniel Garcia (QSS Member), Tonni Yee Hemphill (QSS Member), Julie Gaona (Access Customer), Rigoberto Gaona (Access Customer), Clotill Ray (Access Customer), Liz Lyons (Guest), Aurora (CTI), and Frank Lucas (CTI).
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 APRIL 9, 2013

Motion: Member Payne moved to approve the minutes of the April 9, 2013 CAC meeting.

Second: Member Cohen.

Abstentions: Member Payne.

Motion was approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Gary Jansen suggested that the CAC meeting be moved to the Access administrative office located in El Monte.

Access customer Ms. Shannon Taylor stated that she is a handler of a very large “medical alert dog” specialized in seizure response. She said that her comment was regarding capacity issues specifically when the provider sends her a taxi instead of a van. She stated that the driver usually arrives with people already in the vehicle or has a share ride to pick up. She closed her comments by stating that the call takers and dispatchers have tried to work on this issue however the problem continues.

Access customer Ms. Judy Seid expressed her concern regarding travel time. She stated that her return rides home to Santa Monica usually were long trips and said that her guide dog had to wait an excessive amount of time without being able to use the restroom. She also mentioned that it was more comfortable for her to sit in the front seat of a taxi with her guide dog however some drivers didn’t allow her to. Lastly, she stated that it was easier for persons with guide dogs to travel in vans.
Access customer Ms. Tonni Yee Hemphill expressed her concern regarding some West Central and San Gabriel Transit drivers that were constantly using their cell phones or their GPS. She also stated that over the weekend she had shared ride with a driver who got lost and was rude. She closed her comments by stating that as a Quality Services Subcommittee (QSS) member, she did not feel that quality service was being provided.

Access customer Ms. Clotill Ray stated that after last month’s meeting, a person from the table was rude and disrespectful towards her. She said that she felt insulted by that person’s comments and explained that the CAC meeting should be a safe place where people with disabilities could express their concerns without feeling attacked. She closed her comments by stating that everyone should be treated with respect regardless of whether their disability was visible or not.

REPORT FROM BOARD OF DIRECTORS

Director Stitcher provided the committee with a report of the Board Meeting held on April 22, 2013. He began by stating that the two runner ups for the Jerry Walker Commitment to Quality Service Awards were presented to Mr. Elmer Contreras, Dispatcher at MV Transportation and to Mr. Lafayette Lott, Driver Trainer at Global Paratransit. He stated that the Superior Service Awards were also presented to Santa Clarita Transit driver Mr. Chris Garcia, and to California Transit driver Mr. Cristobal Simon.

Mr. Stitcher continued his report by stating that the items on the consent calendar were approved, and said that one of the major items on the agenda was the San Fernando Valley service contract. He explained that the staff recommendation was approved and MV Transportation was selected as the provider for the Northern Region.

He also reported that 41 replacement vehicles were approved with an additional 30 vehicles if funding was available. He explained that vehicle replacements had been deferred the past few years in
order to offset some of the budget deficit however staff was ready to move forward with that process.

He said that board welcomed Mr. Hector Guerrero from Metro, who was replacing Mr. James Woodson. He also reviewed the operations statistics and stated that March was one of the busiest months of the year with a total of 231,000 trips. He stated that Access came close to the 10,000 daily trip mark and reached a new ridership high with 134,000 customers. He concluded his report by stating that the next Board Meeting would be held on May 20th due to the Memorial Holiday.

Chairperson Arrigo thanked Director Stitcher for his report and also thanked Director De Vera for attending today’s meeting.

FREE FARE PROGRAM REVIEW

Access Services Planner, Mr. Eric Haack provided the committee with an overview of the Free Fare Program. He stated that Free Fare allowed Access eligible customers to ride a multiple fixed route systems for free.

He reviewed some facts about the program and stated that:
- The Free Fare program began in 2001-2002.
- There are currently 23 participating partners, and 17 of the 23 receive reimbursement.
- Access customers can ride fixed-route bus and rail for free in LA County.
- Access Tap card is used as fare to board bus or rail systems.
- Free Fare program does not affect a customer’s eligibility for Access.

He explained that the purpose of the program was to reduce operating costs and stated that it also provided transportation options for Access customers.

Mr. Haack stated that with the Tap Card, more information was available regarding the amount of trips being taken on Free Fare. He also showed some graphs displaying the cost comparison between fixed route trips with Free Fare and regular Access trips.
He stated that the average reimbursement for Free Fare was $1.10 per trip compared to $35 per Access trip. He continued his presentation by stating that the total reimbursement for Free Fare was 3.8 million dollars for 3.39 million one-way trips. He said that these same trips on Access would have cost the region 93.5 million dollars.

He also reviewed ridership trends and displayed a graph that divided the different groups of Access customers. He stated that approximately 27% of eligible customers have not used Access or Free in the last 6 months. He stated that 37% have not reported Access trips but have used Free Fare. 20% have used Access and Free Fare. Lastly, 16% have taken only Access trips and no Free Fare.

Member Coto asked if Metrolink data was included in the graphs.

Mr. Haack responded that the Metrolink data was not included and explained that Metrolink’s reimbursement rate was $7.30 per one-way trip. He stated that 2/3 of the overall Free Fare reimbursements were paid to Metrolink.

A discussion ensued about travelling outside of the county using Metrolink and the Free Fare program.

Mr. Haack explained that the Free Fare program was available in Los Angeles County only.

He also showed a graph displaying fixed-route diversion estimates and stated that approximately 91 million dollars in costs were diverted from Access by the use of fixed-route.

Member Baldwin asked if the 91 million dollars in diverted funds were freed up in Metro’s budget.

Access Services Chief Operations Officer, Mr. Mark Maloney responded that they were not.

Member Baldwin asked regarding the status of PCA’s and Free Fare.
Mr. Haack responded that some agencies, for example Culver City Bus and Long Beach Transit have decided to charge the PCA’s a full or reduced fare. He explained that each agency was making the individual decision regarding their PCA policy.

Members Baldwin and Lantz agreed that charging PCA’s a fare would create a hardship since many are IHSS employees and do not have the resources to pay for the rides. They also agreed that charging for PCA’s on the Free Fare program would limit the customer’s use of fixed-route, therefore adding more trips to Access.

A discussion ensued regarding fraudulent use of the Tap Card.

Member Coto asked about the possibility of extra funds in the budget to pay for PCA’s.

Mr. Haack responded that he did not think funding would be available in the budget to reimburse for PCA’s.

PUBLIC COMMENT ON ITEM 6

Access customer Mr. Gary Jansen stated that the Free Fare program was important to the community and agreed that charging PCA’s would make things more difficult for the customer.

Access customer Mr. Daniel Garcia asked if Free Fare included the 5 counties that Metrolink covered.

Mr. Haack responded that the Free Fare program was available in Los Angeles County, and said that it was the only Free Fare program in the region.

Mr. Garcia asked if Metrolink had a committee similar to the CAC since they seemed to have a lot of the same issues.

Ms. Maria Villaseñor asked the difference between Free Fare and Access.
Mr. Haack responded that with Access, an eligible customer could take a paratransit trip on one of the Access vehicles and with Free Fare, the customer could use any of the 23 Free Fare partners fixed route services for free.

SOCIAL SERVICES TRANSPORTATION INVENTORY AND SURVEY

Access Services Planner, Mr. Eric Haack gave a brief presentation on the Social Services Transportation Inventory Survey. He stated that every 5 to 6 years, the county of Los Angeles produced a new coordinated plan and Access Services, as the Consolidated Transportation Services Agency (CTSA) was required to conduct a comprehensive inventory and survey of all specialized transportation services available to County residents.

He explained that the coordinated plan’s goal was to 1) List all available services alternatives to the public; especially disabled & senior riders in Los Angeles County, and 2) Calculate the number of trips currently being provided in the County to members of the disabled, senior & low income population.

He stated that the information from the survey will also help the Access Mobility Management department to provide additional transportation resources to the community.

Mr. Haack stated that Nelson/Nygaard, a consulting firm located in San Francisco, was contracted to conduct the survey and would be setting up some focus group meetings sometime in June. He asked the committee to contact him if they knew of any organizations who would be willing to host a meeting.

Member Lantz offered to host a focus group at UCP and asked if the survey information would be available online and in large print.

Mr. Haack responded that the survey was available at surveymonkey.com and stated that he would email the committee the survey for their review. He asked that they forward any questions or comments to him.
PARENTS WITH DISABILITIES

Access Services Planner, Mr. Eric Haack gave a brief update on the Parents with Disabilities Program. He explained that the program was developed through a suggestion from an Access customer who noticed barriers associated with Access and persons with childcare needs. He stated that at the next Board Meeting, Access would be presenting this item to the Board for approval of the contractor for the program.

Member Coto asked if the Parents with Disabilities program was similar to the Parents with Alzheimers.

Mr. Haack responded that it was different because a child with a disability could qualify to become an Access customer. He explained that this program was designed for parents who were eligible Access customers and had children.

Member Aroch asked when the program would start.

Mr. Haack responded that upon the Board’s approval, the estimated start date would be sometime in June.

Member Aroch asked if the program would only be available in the Valley.

Mr. Haack responded that due to limited funding, the program would be offered in the San Fernando Valley region only.

Chairperson Arrigo asked if it was the parent or the child with the disability to qualify for the program.

Mr. Haack responded that program was for parents with disabilities and was designed to provide needs for parents with children.

Chairperson Arrigo asked if there was a minimum age to be an Access customer.

Mr. Haack responded that children 5 and under must be accompanied by an adult.
PUBLIC COMMENT ON ITEM 8

Mr. Daniel Garcia asked if there were plans to continue the program once the funding ended.

Mr. Haack responded that at it was uncertain what would happen once the funding ended, however said that most likely the program would end as well.

Member Cohen asked what the timeline of the grant was.

Mr. Haack responded that the grant was for 3 years in the amount of 2.5 million dollars.

Member Lantz asked if the New Freedom funds could be used for PCA’s.

Mr. Haack responded that the Parents with Disabilities program was designed to expand the role of the ADA and provide a premium service. He said that although New Freedom monies could be used to fund something involving PCAs, the monies set aside for the Parents with Disabilities program would not be able to be used for PCAs.

PUBLIC COMMENT ON ITEM 8 CONTINUED

Access customer Ms. Julie Gaona asked if Access would provide the child car seat or was the customer responsible for bringing their own car seat. She stated that it would be difficult for some customers to travel with their child and a car seat.

Mr. Haack responded that there were many discussions regarding safety car seats and due to the liability involved, the empty car seat would be treated as a package. He stated that more information about the car seats and the Parents with Disabilities program would be provided at the next meeting.

Ms. Liz Lyons asked if a child had the disability but the parent did not, would they qualify for the program.
Mr. Haack responded that a child with a disability could qualify for Access and travel with a parent as a PCA however for this program, the parent would have the disability not the child.

He explained that more information would be available once the item was voted on by the Access board.

Ms. July Seid asked when the next CAC meeting would be.

Chairperson Arrigo responded that the next meeting would be held on June 11, 2013.

**RANCHO LOS AMIGOS CONTRACT**

Access Services Project Administrator, Mr. Alfredo Torales gave a brief presentation on the Rancho Los Amigos contract. He explained that the Rancho Los Amigos is one of the top ranked rehabilitation centers in the country and was Access’ largest trip generator. He said that Rancho is located in Downey, California and provides services to customers from all other service regions.

He stated that a shuttle pilot program was created in 2007 and said that the original goal of the shuttle was to provide same day trips to and from the Metro Blue or Green line stations. The idea was that the shuttle would allow more flexibility for customers to take fixed route transit. He said that a dedicated vehicle was assigned to provide this service from 8:00 a.m. to 5:00 p.m.

Mr. Torales explained that even with the promotional campaigns to encourage the shuttle, it did not get anticipated usage and the feedback was that there were already other fixed route systems that covered the area.

He stated that the shuttle was not sufficiently performing the original goal of the program and explained that the limited number of customers being served was costing a higher price than projected. He stated that as a result, staff was considering eliminating the shuttle.
Member Aroch stated that she works across the street from Rancho and frequently sees the shuttle driver sitting in the vehicle waiting. She agreed that the shuttle be eliminated and said that the resources could be used to serve other customers.

Member Coto stated that the 120 bus goes right by Rancho Los Amigos.

Member Baldwin mentioned a customer who travelled to Rancho from Lancaster and had a lot of issues with his transfer trips. He stated that the customer received some no-shows but they were cleared up. He asked if any changes were made to make the shuttle more usable and asked who paid for the shuttle.

Mr. Torales responded that not many changes were made other than trying to promote the use of the shuttle. He stated that the cost was for the shuttle was split between Rancho and Global paratransit.

Member Lantz asked how many customers would be affected by this change.

Mr. Torales responded that there were approximately 20 trips per day.

PUBLIC COMMENT ON ITEM 9

Mr. Daniel Garcia asked the capacity of the shuttle.

Mr. Torales responded that the older model fit 4 wheelchairs.

SUBCOMMITTEE UPDATES

Chairperson Arrigo encouraged the committee to participate in the focus groups that Mr. Haack mentioned in his presentation.

MEMBER COMMUNICATION

Member Cohen thanked staff for their presentations.
Member Baldwin stated that at the last Paratransit Rider’s Coalition meeting, they discussed the enforcement of \( \frac{3}{4} \) mile service area boundary. He said that the next meeting would be held on May 21, 2013 and the discussion would be regarding PCA’s and Metrolink. He asked that anyone interested in attending contact him.

Director Joe Stitcher thanked the committee for allowing him to be there and reminded everyone that the next Board Meeting would be held on May 20, 2013.

Member Coto expressed her concern regarding crossing safety at the Rapid Bus area outside of the Metro building. She asked that the matter be looked into.

Member Foafoa mentioned an incident that occurred last month where she sat in the van for almost an hour. She stated that the ramp would not go down so her family members had to come out and help get her out of the van.

Member Payne stated that the same thing has happened to a few veterans from the Long Beach VA.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

Motion: Member Cohen.

Second: Member Payne.

Meeting was adjourned at 2:59 p.m.
JUNE 11, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: COMMUNITY ADVISORY COMMITTEE NOMINATION SUBCOMMITTEE FORMATION

ISSUE:

The bylaws stipulate the officer elections occur each year during the September meeting in order to obtain Board approval during the September 2013 Access Board of Directors meeting.

Due to the process of reforming and selecting committee members, the election for the slate of officers did not occur until May 2012. In order to adhere to the bylaw language, this first term will be truncated. Bear in mind of course that the officers currently in place can be reelected for the next term.

RECOMMENDATION:

This is an action item in which the formation of a nomination committee will identify candidates for Chair and Vice Chair, present a slate of officers at the July or August CAC meeting, and conduct the election at the September 2013 CAC Meeting.

BACKGROUND

The bylaws stipulate the process as follows:
Section 2 - Slate of Officers Nomination Process

2.1 - A nominations subcommittee consisting of 3-5 CAC members shall be appointed by the CAC during one of its regular meetings but no later than June 30. No member of the CAC shall serve on more than two consecutive nominating committees.

2.2 - The nominations subcommittee will contact each CAC member and determine if they wish to nominate themselves or another CAC member.

2.3 - The nominations subcommittee will then contact those CAC members nominated by another member to determine if they wish to run for election, and if nominated for more than one officer position, which position they intend to pursue.

2.4 - Each nominee will present either a written or verbal platform speech/presentation during the approval process held at a regular scheduled CAC meeting and a recommended slate of officers shall be chosen by vote at such meeting.

2.5 - Any CAC members not selected to run during the nomination process can also submit their nomination from the floor on the day of the election.