AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 14, 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></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3.</td>
<td>Review &amp; Approval of Minutes of May 10, 2016</td>
<td>Action</td>
<td>4-14</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</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>6.</td>
<td>Consideration to Approve New Policy Regarding Disruptive Conduct/ Mike Greenwood</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>7.</td>
<td>FY 2016/17 Preliminary Budget/ Hector Rodriquez</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>8.</td>
<td>Parents with Disabilities/ Eric Haack</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>----</td>
<td>----</td>
<td>--------------------------------------</td>
<td>--------------</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>9.</td>
<td>Construction to Patsaouras Plaza/ Jack Garate</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>10.</td>
<td>CAC Meeting Location for July, August &amp; September 2016</td>
<td>Discussion</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>11.</td>
<td>Member Communication</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>New Business Raised Subsequent to the Posting of the Agenda</td>
<td>Possible Action</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Adjournment</td>
<td>Action</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Vice-Chair, Conrad called the meeting to order at 1:04 p.m.

ROLL CALL


CAC Members Absent: Terri Lantz, Dina Garcia, Chair Cohen, and Marie- France Francois.

Board Members Present: None.

Access Services Staff: Rogelio Gomez, Eric Haack, Randy Johnson, Kim Hogarth-Hindi, Sherry Kelley and Sharon Astier.

Guests: Victor Dominquez (Access Customer), Michele Ortega (Job Coach), Wilma Ballew (Vice-Chair CCI LA Care), Beatriz Lara (MV Transportation), Victor Garate (Global Transit), Karina Moreno (San Gabriel Transit), Rachele Goeman (QSS), Lucille Walker (Access Customer), and Bill Zuke (QSS).

INTRODUCTIONS

Vice-Chair Conrad welcomed the members, staff, and guests to the meeting and asked that everyone introduce themselves.

REVIEW & APPROVAL OF THE CAC MEETING MAY 10, 2016
Motion: Member Lyons

Second: Member Arrigo

Abstained: Kurt Baldwin

Minutes were approved.

GENERAL PUBLIC COMMENT

Ms. Balew said she had an opportunity to attend the Driver Training Campaign meeting held on May 5, 2016. She said the meeting provided a better understanding regarding service animal needs, and was very informative. Ms. Balew said the training is definitely needed for the drivers.

Ms. Walker said the Southern region drivers continue to arrive late for pick up and return trips.

Rogelio Gomez will follow up with Ms. Walker.

Victor Dominquez said he’s experiencing the same problem regarding late arrival time in the Southern region.

Rogelio Gomez will follow up with Mr. Dominquez.

Rachele Goeman said on April 28th she called twice for ETA, and was given two different vehicle numbers, which is confusing for a blind person. She said the driver arrived one hour outside twenty-minute window. Secondly, Ms. Goeman asked if there is a policy in place regarding seating arrangements for service animals riding in taxi cab.

Randy Johnson will follow up with Ms. Goeman.

Ms. Yi-Hemphill stated that the Bell cab driver didn’t assist with her luggage. She said the driver lacked sensitivity, and the ride was very unpleasant. Randy Johnson will follow up with Ms. Yi-Hemphill.

Jesse Padilla reported drivers are smoking while inside the vehicle.
BOARD OF DIRECTOR REPORT

Vice-Chair Conrad provided a brief board report from the May 2016 meeting. He said the closed session met until approximately 4:00 p.m. and most of the items were tabled until the June 2016 meeting. He said there was some discussion on the Free Fare program, and asked Eric Haack to provide some feedback.

Eric Haack gave a brief report on the Free Fare Program. He stated that the Board agreed to cap the 2015 Fiscal Year reimbursement money already received by the fixed route agencies, and Antelope Valley will receive additional funds. Mr. Haack said there will be no impact to Access customers who use the Free Fare Program.

ACCESS STRATEGIC PLAN (2016-2020)

Eric Haack, Strategic Planner from Access Services stated that the final draft covering Fiscal Year 2016-2020 will be presented to the Board of Director for approval at the May 2016 meeting. He said the plan will include a five-year plan for Access, which was last presented in July 2015, and the work development started July 2014. Mr. Haack said the purpose of the plan is to address future challenges, such as the demands of increased trips, and by 2021 Access budget will be over $205 million. He also said the transportation budget is extremely limited, and Access is working ahead to avoid negative customer experiences. Mr. Haack stated that Access is working with Medi-Cal to provide reimbursements; partnering with Alta Resources, and providing Smart Drive cameras to help reduce frivolous claims against Access. He concluded saying once the review is done, the plan will go to the Board for approval, and it will be updated annually to ensure Access is providing safe and reliable paratransit transportation.

Highlights from the presentation included:

- Plan Structure:
  - Summary of Access past innovations
  - Review of future challenges
  - Description of how Access will face these challenges
Access Goals:
- Focus on Improving Customer Experience, such as: Mobile Applications, Expand Customer Service Functions, and Improved Safety.
- Responding to Growing Demands by; Enhancing the Eligibility Process, Expand Travel Training, Examine Free Fare Effectiveness, Improve Customer Education and Implement Best Practices for Operations
- Provide additional funding via: Medi-Cal Reimbursements, Measure R2, New Grant Funding

Open for questions:

Member Lyons asked what type of trips Medi-Cal will cover.

Mr. Haack said Medi-Cal has a budget for transportation purposes, and will pay for an eligible Medi-Cal trip. Mr. Haack explained the rider will still pay their fare, and the cost of the provider’s trip will be reimbursed partially by Medi-Cal. He said for example; Access trip cost is approximately thirty-four dollars, and Medi-Cal will reimburse part of that cost.

Member Lyons suggested more public meetings to provide education regarding Medi-Cal reimbursement.

Mr. Haack said we may have more public meetings, and possibly pursue other options such as showing of videos.

Member Coto asked if there is a review team that monitors mileage and different routes. She also, asked if riders will be able to follow the vehicle.

Mr. Haack said all providers have their own software that links trips together, and Access is pursuing the launch of a Mobile Application that will allow the rider to track their trip.

Member Gordon asked if online reservation is available yet, and said it should have been implemented last year.

Mr. Haack said it hasn’t been implemented yet. He said the online reservation is included in the Strategic Plan, and should come after the vehicle tracking project.
Member Aroch said the Strategic Plan seems to focus more on finances, and not on customer service issues. She said the focus should be on resolving existing issues, such as accessibility. Ms. Aroch said she doesn’t see the plan addressing the current issues regarding the contractors being held accountable to improving customer service.

Mr. Haack said we are looking at an increase in demand; additional people, and most importantly we want to keep our quality of service moving forward. He continued to say currently there is a process in place for our customers to make their complaints, and that process isn’t going away. Mr. Haack said there is an opportunity for more discussion, and Access is open to looking at other suggestions from our customers. He also said as the demands increases we will continue to focus on improving our quality of service in making sure it happens.

Member Baldwin said he seconds Ms. Coto and Ms. Aroch concerns. He said the Board Box is no longer available online, and would like to know what happened to it. Mr. Baldwin said there are indicators in place to make sure the providers are following the Access contract; such as how many people are on hold, and on time performance. He continued to say he’s not sure if the new app to track your ride will be useful when dispatch bumps or changes the customer’s trip, and he believes this is what Ms. Aroch was addressing. Mr. Baldwin asked what Access is going to do in regards to holding the contractors to a higher standard of service, and to ensure better experience on their trip. Lastly, Mr. Baldwin asked to define the effectiveness of the Free Fare program, and if saving any money when Access riders uses free fare.

Mr. Haack said so far, there have been discussions with the Free Fare Subcommittee about some of the customer’s benefits of having the free fare service. He said the effectiveness also, applies to cost savings, and stated that Access is pursuing a telephone survey, which will allow customers to share their experiences about the Free Fare program, and ways to improve it as well. Mr. Haack said he believes it’s benefiting the riders, First, they don’t have to book their trips day before, Secondly, it shows that the customers have another transportation option. Mr. Haack said he believes the program is very effective, and with additional data it will justify the value of the Free Fare program.
Ms. Kelley said the executive team is working on revamping the Board box, and it should be back hopefully by June, 2016 in a different format.

Member Padilla said the Strategic Plan should include improving On-Time Performance. He said a lot of riders are not getting to work on time, and suggested to implement a Driver’s guide addressing sensitivity, no smoking or cell phone use while driving.

Mr. Haack said with respect to getting to work on time, Access did develop Access to Work program, and realize the importance of making sure the riders get to work on time. He also, said Access feels that it’s very important to improve On-Time Performance, and will work on including it into the Strategic plan as an updated version.

Member Payne said he believes the orientation of new riders should be longer, and cover more assets. He said the riders should know, and understand that this is a public service. Mr. Payne continued to say he has never seen a driver smoking inside an Access vehicle, and as a whole we should thank Access for the service they provide.

Mr. Haack thanked Mr. Payne for sharing his appreciation of Access Services, and said Access should focus more on educating riders about the actual service we provide.

Member Coto asked what is Access policy regarding smoking inside vehicle.

Rogelio Gomez said Access does have a non-smoking policy, and the drivers are not allowed to smoke inside the vehicles. Mr. Gomez said that Smart Drive will show if a driver was smoking inside a vehicle, and the non-smoking policy applies to taxi cabs as well.

Member Payne stated that there is a non-smoking sign posted on taxi cab vehicles.

Ms. Lyons said the taxi cabs play music too loud, and on one of her trips the driver was watching a movie while driving.

Vice Chair Conrad said he’s very concerned about the increasing ridership. He said drivers are the least paid employees, and have the most responsibility. Mr.
Conrad said Access will need more vehicles to accommodate the increasing ridership, and asked what Access is going to do to address these issues.

Mr. Haack said Access plans to expand their fleet, and is looking into purchasing CNG vehicles. He said these vehicles are available on the market now for Paratransit, and less expensive in gas usage. Mr. Haack said Access needs to be competitive in how they retain their drivers in order to remain a reliable employer. Mr. Haack said he thinks the items bought up are very important, and suggested possible further discussion by forming another subcommittee to determine what items should go under the Strategic Plan.

Member Coto requested a motion to form a Safety Subcommittee.

Vice chair Conrad stated that this is not an actionable item.

Ms. Kelley said this should be discussed under new business.

Member Baldwin requested clarification regarding our Bylaws concerning subcommittees. He said subcommittees were formed by the Chair as needed.

Ms. Kelley said you can form subcommittees as needed, and the Vice-Chair presides over the subcommittees.
PUBLIC COMMENT

Rachele Goeman asked how Medi-Cal will be included in Access application process. Ms. Goeman stated that she has been a rider for twenty-one years, and without Access Services she would not be able to do a lot of things.

Mr. Haack said he isn’t sure of all the details Medi-Cal may require. He said they may want the person’s Medi-Cal number which will be voluntary for an Access customer to provide, and this will not impact your trip as a customer, it will just relate to reimbursement.

Ms. Balew stated that she hesitates, and finds it very uncomfortable to ask a taxi or Access driver to turn down the radio. Lastly, Ms. Balew said Access should focus on obtaining more money in order to retain their drivers, and expressed how much she appreciates Access.

Mr. Artemio recommended including the following improvements into the Strategic Plan: update all of the ID’s; provide 24-hour voicemail to file complaints, and modify reservation systems to program accommodations for over-sized walkers and wheelchairs, to avoid sending out the wrong vehicle.

Tonni Yi-Hemphill expressed her deep appreciation and gratitude for Access Services. Ms. Yi-Hemphill said the Strategic Plan should have qualified people addressing customers concerns and safety.

MENTAL HEALTH AWARENESS

Wendy Cabil, CAC Member gave a presentation on Mental Health Awareness. Ms. Cabil said she represents the National Alliance on Mental Illness (NAMI) as a peer to peer mentor, and shared her personal story on how she was affected by this illness. Ms. Cabil said she learned during her recovery journey, it’s not how you look; it’s what you’re going through. Ms. Cabil said mental health is about learning how to deal with daily challenges, and having the courage to get up. She encouraged everyone to take action on Mental Health issues, and not to be afraid to reach out for help.

Highlights from the presentation included:

- What is the Health Agency- Mandate adopted by the LA County Board of
Supervisors to provide whole person care via integrated care services.

- What is Integrated Care - Unification of three departments: Health Services (DHS), Mental health (DMH), and Public Health (DPH) with the goal of improving the quality of life for individuals and communities.
- Integrated care looks at the whole person.
  - Teaches you how to overcome challenges, and having the courage to look up.
- Faith-based communities are a part of Mental Health.
- Every Service area has a Mental Health Service Advisory Committee.
- Support Groups for Family are available within your local communities.

Comments:

Rachel Goeman thanked Ms. Cabil for sharing her story, and the presentation.

Tonni Yi-Hemphill said she has experienced some of the same challenges, and thanked Ms. Cabil.

Ms. Coto said she has seen a lot of growth in the Mental Health community, and thank Ms. Cabil for sharing her story.

Ms. Lyons said Wendy Cabil is her friend, and thanked her for sharing.

Ms. Cabil closed her presentation by reading a story she wrote called “Inner Thoughts”

Vice-Chair Cohen commended Ms. Cabil on presenting an excellent presentation. All applaud.

Ms. Kelley thanked Ms. Cabil for sharing her presentation.

SUBCOMMITTEE UPDATES

Eric Haack gave a brief update on the Free Fare meeting. He said the committee focused on a very small group who use Free Fare quite a bit, approximately over 300 trips a month. Mr. Haack said the committee talked about how to approach these customers, and agreed to present the information to the main committee, once the research is completed.
MEMBER COMMUNICATION

Michael Arrigo thanked Ms. Cabil, and said it took a lot of courage to present her story.

Liz Lyons said the call hold time increased to forty-five minutes while waiting for call taker in the Eastern region.

Sherry Kelley will follow up with Ms. Lyons.

Jesse Padilla said Access is a very important entity with huge responsibilities, and commended Access for the service they provide. He also said continued education is needed.

Howard Payne said Mr. Lopez, and a team from Access visited the Long Beach VA Blind center to attend a meeting. He said the VA blind center is developing a relationship with Access to work with the blind Access riders. Mr. Payne said the VA blind center provides six weeks training; they are available 24/7, and have 550 blind veterans within their system.

Gordon Cardona thanked Ms. Cabil for sharing her testimony, and presentation. He also said Access should cut down on their ride share.

Maria Aroch thanked Ms. Cabil for sharing, and said Happy Mother’s Day.

Ms. Coto said she feels a strong need to have a safety subcommittee due to ongoing reported issues, and request support from the committee.

Ms. Cabil said Antelope Valley press reported that their community had the highest rate increase of homelessness. Ms. Cabil shared that the Homeless Outreach Partnership Event (HOPE) will take place on May 20, 2016, and free services will be provided.

Tina Foafoa thanked Access for all the things they do for riders, and thanked Rancho for doing their job well. Sherry Kelley thanked Ms. Cabil for sharing her presentation. She also thanked Mr. Baldwin and Ms. Coto for bringing up the subcommittee items. Ms. Kelley read CAC bylaws.
ADJOURNMENT

Motion: Vice Chair Conrad
Second: All present

The meeting adjourned at 3:02 p.m.
TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, and OPERATIONS & SAFETY

RE: CONSIDERATION TO APPROVE NEW POLICY REGARDING DISRUPTIVE CONDUCT

________________________________________________________

ISSUE:

Approval is needed to implement a new policy to address threats and harassment towards Access and contractor staff.

RECOMMENDATION:

Approve a policy addressing violent, seriously disruptive, or illegal conduct from Access riders or those representing Access riders.

IMPACT ON BUDGET:

The proposed policy will not have an impact on the budget.

ALTERNATIVES CONSIDERED:

None. The policy has been recommended and approved by Legal Counsel to protect Access employees and contractors from violent, seriously disruptive or illegal conduct from Access riders or those representing Access riders.

BACKGROUND:

Due to serious, albeit infrequent incidents, involving threats or other damaging actions aimed at Access employees, as well as employees of
Access contractors, it is necessary to implement a policy to curtail such actions. Staff is recommending that a new policy be added to Rider's Guide, to inform Access riders and those that represent them, that violent, seriously disruptive or illegal conduct shall result in loss of riding privileges. Furthermore, said policy will also be added to the Access Employee Handbook to reinforce with staff that such actions will not be tolerated.

The new policy shall read as follows:

All Access employees and associated, contracted, temporary, and volunteer workers and independent contractors shall not be subjected to violent, seriously disruptive or illegal conduct from Access riders or those representing Access riders. Seriously disruptive conduct includes, but is not limited to, excessive phone calls, voice messages, emails, obscene language, bullying, and/or threats. It is the policy of Access to issue a warning and/or suspend riding privileges based on the conduct of a rider, a rider’s representative, or a person reasonably acting on behalf of the rider. Section 37.5 of Part 39, Title 49 of Code of Federal Regulations (CFR), authorizes Access Services to refuse service to an individual with a disability because that individual engages in “violent, seriously disruptive, or illegal conduct.”
JUNE 14, 2016

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: JACK GARATE, OPERATION ADMINISTRATOR

RE: CONSTRUCTION TO PATSAOURAS PLAZA

__________________________________________________________________

ISSUE:

Metro has begun a construction project at Patsaouras Plaza adjacent to Union Station and Metro’s headquarters. As Access riders regularly travel to Metro’s headquarters for Access meetings, a briefing on the project will be provided.

RECOMMENDATION:

Receive and file.

BACKGROUND:

As part of a construction project, Patsaouras Plaza will be closed from July through October, 2016. The closure will impact Access pick-ups and drop-offs to their area around Metro’s headquarters.