AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 8, 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

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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

Vice-Chair Conrad called the meeting to order at 1:03 p.m.

ROLL CALL


CAC Members Absent: Phyllis Coto

Board Member Present: Theresa De Vera


Guests: Belinda Conrad (QSS and Access Customer), Victor Dominguez (Access Customer), Maria Villasenor (Guest), Michael Sher (Access Customer), Ms. Ortega (Guest), David Lee (C.A.R.E.), Beatriz Lara (MV Transportation), Ms. Harris (Access Customer), Ms. Nicholas (Access Rider), Jessie Bullock (C.A.R.E.), Karina Morena (CTI), Kathleen Barajas (Access Customer).
INTRODUCTIONS

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

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM January 12,, 2016

Motion: Vice-Chair Conrad.

Second: Member Payne.

Abstentions: None.

Minutes were approved.

GENERAL PUBLIC COMMENT

Victor Dominquez stated that the Spanish reservation line placed him on hold for 30 minutes, and the call taker wasn’t very professional.

REPORT FROM THE BOARD OF DIRECTORS

Director Theresa De Vera began her report by saying two Superior Service Award winners were presented at the Board of Directors meeting; Michael Jackson, Customer Service Representative from Global Paratransit and John Harvey, Driver from MV Transportation. Ms. De Vera stated the “Where’s My Ride” app was presented and anomalously approved by the Board. She stated the Board of Directors approved award of the Customer Service contract to ALTA Resources. She thanked everyone that came out to provide feedback on that item.

Chairperson Cohen thanked Theresa De Vera for being an advocate and Access Services Board Member.

QUALITY SERVICES SUBCOMMITTEE APPOINTMENTS

Access Services Community Relations Analyst Rycharde Martindale attended today’s meeting requesting the committee’s permission to
authorize the twenty-one candidates who applied for the 2016 -2017 Quality Services Subcommittee. Mr. Martindale asked the committee to ratify the approval of the candidates by their vote. He thanked everyone for allowing him to attend the meeting and provided his phone number follow up to any QSS matters. Mr. Martindale announced that the next QSS meeting scheduled for February 18, 2016 at Access’ main office in El Monte.

Chairperson Cohen asked if anyone had any questions for Mr. Martindale. He stated that if anyone would like to be more involved, and active to contact Mr. Martindale at the telephone provided earlier.

Mr. Martindale addressed Chairperson Cohen, and stated that he didn’t hear the committee vote to ratify the QSS members.

Ms. Kelley stated that a motion and a vote were needed to ratify the QSS member roster.

Ms. Lantz stated that she would like for the names to be read.

Co-Chair Conrad stated that he did not receive a braille list of the candidate names.

Ms. Kelley read the following twenty-one candidate names:

⇒ Michael Arrigo  
⇒ Kathleen Barajas  
⇒ Gloria Broderick  
⇒ Al Buck  
⇒ Myrna Cabanban  
⇒ Wendy Cabil  
⇒ Belinda Conrad  
⇒ Michael Conrad  
⇒ Tina Foafao  
⇒ Dina Garcia  
⇒ Rachelle Goeman  
⇒ Ronald Harris  
⇒ Roberta Hoffman
Member Baldwin stated that the candidates are all good people, and wants to know why the provider’s name was not read. He stated that the quality of service should consist of riders and providers.

Mr. Martindale stated that the providers and staff are not a part of the ratification, and that the last configuration was approved by CAC with the bylaws of QSS. He stated that the CAC is tasked to ratify the applicants, and each provider will provide one representative. Mr. Martindale informed that all other participants are non-voting members.

Chair-person Conrad made a motion to ratify all applicants.

Motion: Mr. Conrad
Second: Ms. Lyons
Abstention: Ms. Lantz

Motion was carried to move forward to ratify QSS members.

Wendy Cabil stated that she would like to request to send out QSS meeting calendar.

MASS NOTIFICATION SYSTEM PART 1

Mike Greenwood, Vice President of Operations provided a presentation on the Mass Notification System. Mr. Greenwood stated that Evergreen Mass Notification System is used by many government agencies across the United States, including LAX and Metro. He informed that Access has been utilizing the Evergreen technology for several years amongst internal staff and its provider’s staff.
Mr. Greenwood stated that Access employees contact information is located within the web portal via the internet, and can be accessed by using a PC, Smart phone, Tablet and other options. He stated that the most exciting part of this technology is that it will allow Access Services the ability to use our riders contact information to send out notifications related to an emergency and or any natural catastrophe. Mr. Greenwood stated that because of the 2014 Kobe fire, Access decided to use the notification system to contact riders versus manually calling riders individually.

He stated that this technology will allow us to contact Access staff, providers and riders simultaneously and reduce phone calls. Mr. Greenwood stated that the “Where’s My Ride” app will be implemented soon, and it’s very important to keep our customers contact information current. He requested volunteers to provide their phone numbers and emails to demonstrate how the notification system works and provided the following information:

1- Once the alert message is sent out, the riders will receive a notification via their cell phone, land line or email.
2- The system will repeat itself attempting to reach the riders.
3- Text to voice message will convert to speech and will ask the rider to press one to hear the message.
4- The rider will press one to confirm receipt of the notification.
5- The notification will relay the message.
6- Message example: Heavy rain and traffic, please contact your service provider for further details regarding your trip by calling OMC at 800-829-0829, option 2.

Mike Greenwood thanked all the volunteers that provided their information for testing and welcomed questions.

Mr. Baldwin stated that sometimes systems like this will not translate your information correctly such as street addresses. He stated that the system sounds pretty good to him.

Mr. Greenwood stated there are ways to manipulate the system to make sure the information is correct before it’s sent out.
Ms. Lantz stated that she really likes the notification system, and expressed how it will help our riders.

Marie Aroch asked if this system provides language capabilities.

Mr. Greenwood stated that isn’t part of the current functionality. He stated that we would have to meet with the contractor to discuss and if available, he would investigate adding these options for the future.

Victor Dominquez stated that he heard about this technology, and it’s very interesting. He stated that he would like to know if he could receive the alert messages on his phone.

Chairperson Cohen stated yes.

CUSTOMER SERVICE CONTRACT UPDATES

Access Services Special Project Administrative, Alfredo Torales stated that the Board voted six to three to contract out all of Customer Service calls, including Operation Monitoring Center (OMC). He informed that the contract was awarded to ALTA Resources and they are located in Brea, CA. He stated that there was a lot of discussion bought up from the board concerning how Access will manage the new contractor. He informed that sensitivity training will be provided to help understand the disability community.

Mr. Torales stated that the Board approved outsourcing Customer Service for the consolidation of all services in a single location and due to the increasing costs to operate a customer service center.

Mr. Torales stated that the transition plans are pending with the recent approval. He informed that there will be regular updates provided to the CAC, QSS, TPAC and the Board.

Chairperson Cohen stated that it was agreed that CAC will play a very integral role in the implementation, and they will be invited to visit the new site once the contract is signed. Mr. Cohen stated that the new staff is very competent, and was rated very well according to Access staff.
Member Terri Lantz stated that we should get volunteers to provide sensitivity training with the call takers early on. She stated that another part of her concerns is that there are a lot of people who have speech limitations who use communication devices, and it may help if Access had some advisors who have disabilities to help with the training.

Member Kurt Baldwin stated that he would like to know what type of measurements will be used to hold ALTA accountable to the negotiated contract.

Mr. Torales provided the Key Performance Indicators (KPI’s) for Customer Service and informed there are incentives and penalties in place to measure performance. He informed that we would like to have feedback from the committee regarding their thoughts on what is “good customer service”.

Chairperson Cohen stated that he would like to develop a subcommittee to determine our customers’ needs during the transitional process and suggested Michael Conrad to chair the committee.

Sherry Kelley stated that since this isn’t an actionable item a subcommittee could not be formed. She informed that there will be an ALTA After-Call survey available for customer feedback.

Member Terri Lantz asked what riders should do when they receive a No-Show, and how will this processed be handled.

Mr. Torales stated that the No-Show process will be handled the same way, whether with the existing or new call center.

Member Baldwin stated that he believes Ms. Lantz was talking about vehicles not showing up.

Member Lantz stated that she has other concerns pertaining to No-Shows. She asked will a van be sent out if a rider is stranded, and can we still email or call customer service the same we do now.

Mr. Torales stated that a customer may continue to email or call the same telephone number, and they will not notice any changes. He stated that
the only change will be the people handling the calls, but the process of contacting OMC will be the same.

Chairperson Cohen stated that the customer will not be aware of any changes, other than an improved level of service. He stated that he understands that there will not be any advertisement informing the community of the new company.

Mr. Torales stated yes, and informed that the community has been made aware of these changes and helped the Board with the decision. Mr. Torales stated that the average customer will not notice any changes, if ALTA does their job well.

Member Baldwin stated that he would like to know if ALTA will be able to communicate a request to send out a back-up vehicle.

Mr. Torales stated that OMC calls are currently handled by a contractor during the week nights from 6p.m. - 8a.m., weekend and holidays. He stated that Access staff handles the day-time calls from 8a.m. to 6p.m., Monday - Friday. Mr. Torales stated that the same procedures will remain the same with the new contractor ALTA.

Member Lantz said that she understands the measurements. She stated that it’s very important to know that we have riders whose speech is difficult to understand, and that we need to focus on getting their information right. Ms. Lantz stated that she’s concerned that the focus will not be on how to balance calls from customers who use communication devices, but the pressure will mainly focused on call wait time. She stated she wants to make sure we addressed this concern while going through the transitional process.

Member Payne asked if the new contractor will be able to handled ETA calls from different regions.

Mr. Torales stated that the calls will be handled the same way.

Member Payne stated that he’s talking about institutional pick up from the VA, and asked will the call taker understand the situation, after the rider has been on hold for a long time.
Co-Chair Conrad stated that riders should call OMC directly. He stated that the call taker will contact the region on behalf of the rider, and request a rescue vehicle. He stated that we are not talking about the different regions; we are just talking about Customer Service and OMC contracting out.

Mr. Conrad stated that the person handling your call will contact a supervisor directly, if needed. He stated that you get a better response when you contact OMC.

Member Baldwin stated that he wanted to make a point regarding what Ms. Kelley explained about the after call survey. He asked if the calls will be randomly monitored to make sure ALTA is meeting the measurements.

Mr. Torales stated that Access understands sensitivity and the importance of balancing customer calls. He stated that ALTA calls will be monitored.

Member Dina Garcia stated that her biggest concern has to do with the call time sensitivity, and wants reassurance that the new call will take time to assist those with disabilities.

Member Gordon Cardona asked if Access existing staff will still be available during the transition.

Mr. Torales stated that Access staff will be available to oversee the new contractor. He stated that Access will make sure ALTA is providing quality service, and meeting all of the KPI’s. Mr. Torales stated that currently Access staff oversees and facilitates meetings for our existing contractors.

Member Maria Aroch stated that she welcomes changes, and asked about the company business profile, and the new contractor’s name.

Mr. Torales stated that the new contractors name is ALTA Resources and they are a professional call center management firm. He further advised that ALTA currently provides services for Disneyland, Metrolink, and Johnson-Johnson.
Member Lyons stated that her biggest complaint has to do with making reservation, waiting so long after going through the scrip, and not get the time you want.

Chairperson Cohen stated that reservation does not pertain to the new entity. He stated that reservation is totally separate from customer service.

Marie-France Francois asked who will handle customer service issues related to policy.

Mr. Torales stated that ALTA would intiate the calls concerning policy issues. He stated that Access staff will work with ALTA to fix those issues. Mr. Torales stated that ultimately, it is Access responsibility to make sure policy issues are resolved.

Member Payne stated that he would like to know how is it that ALTA will be able to resolve problems immediately, and get through to the Regions. Mr. Payne asked for the OMC contact number.

Mr. Torales stated that the same toll free number will be used to reach OMC by choosing option 2 for immediate assistance.

Mr. Torales stated that he will provide further information at the next month meeting, and hopefully Sarah Bolden will make it to the meeting to answer any further questions.

TRANSPORTATION CONTRACT AMENDMENTS

Mr. Torales stated that the Reasonable Modification program has been in effect for approximately six months. He stated that Reasonable Modification and Beyond the Curb services haven’t had any major effects on the operation in terms of our service providers, and he doesn’t know if our customers have felt or noticed any changes in terms of productivity. He stated that based on performance numbers there are no significant changes. He asked if anyone had noticed changes in service levels.
Member Lyons stated that reservation asked if she needed assistance from her front door, after she made the call taker aware of her service animal. She expressed her appreciation for the call taker.

Mr. Torales stated that he will continue to check in with our providers and customers. He stated that he will keep the group updated and thanked everyone for their feedback.

Member Lantz stated that she has encountered some standing order issues with some of our rider’s. She stated that the rider’s standing order was booked at a certain time, and was rebooked twice the same day.

Mr. Torales stated he will follow-up with Ms. Lantz regarding that situation.

**PUBLIC COMMENT EMPLOYEE SAFETY**

Ms. Stella stated that she rode Access from Beverly and Normandie to Roscoe and Sepulveda during a lot of traffic. Ms. Stella stated that she was dropped off first and felt that the North Hollywood passenger should have been dropped off first. She stated that it was unusual to go that route.

Next, Ms. Stella stated that a driver spoke to her about a trip she was sent to in San Fernando Valley. She stated that the rider’s dog had almost bit the driver, and the incident was reported. She wanted to know why the driver still had to provide service to that rider.

Lastly, Ms. Stella stated that she believes that Access, and the other carriers are important to different communities, and thinks the service is wonderful.

Chairperson Cohen stated that Randy Johnson will follow-up with Ms. Stella after the meeting.
PUBLIC COMMENT ON ITEM 9

Ms. Mary stated that she would like to elaborate on the new “Where’s My Ride” app. Ms. Mary stated that she feels it’s not necessary for riders to be able to pin point the driver’s location, and this app should be used for company purposes only. Ms. Mary stated that she feels that this new app will be used to fire people, and why should Access bring on ALTA when there is a GPS system already in place. Ms. Mary thanked everyone for listening.

Chairperson Cohen stated that Mr. Torales will follow up with Ms. Mary after the meeting.

Ms. Tonne stated that she would like to thank those who provided new information on how to contact OMC. Ms. Tonne stated that she called region four to book a trip, and was connected to voice mail twice. She stated that she was able to text someone directly to assist her, only because she was a former CAC member. She stated that she is in favor of the new app.

Chairperson Cohen stated that Mr. Rogelio will contact Ms. Tonne.

Ms. Sylvia stated that the drivers are very rude, and should not knock on the riders’ door while they are preparing to leave. She stated that the reservation staff is also very rude, and it’s not fair to the customer.

CLOSING COMMENTS

Member Cabil asked will the riders be able to see the mapping location of the vehicle.

Mr. Torales stated that the riders will be able to see the location of the vehicle.

Member Lyons thanked all the drivers and Access for doing a great job.

Member Payne stated that the hold time should not be so long, and should be monitored.
Member Francois stated that as a reminder, the delivery threshold should be provided in Spanish and French.

Member Lantz stated that the following website Grandpad.org will allow seniors to schedule their rides.

Board Member Theresa De Vera thanked everyone for their support.

Sherry Kelley announced the Free Fare Subcommittee will meet immediately after the CAC meeting.

**ADJOURNMENT**

**Motion:** Member Baldwin  
**Second:** Member Lyons  

The meeting was adjourned at 2:40 p.m.
March 8, 2016

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CUSTOMER SERVICE TRANSITION UPDATE

On February 8, 2016 the Board of Directors approved the award of the Customer Service Center Contract (AS-3955) to ALTA Resources (ALTA). Below is the agreed transition timeline for customer service center.

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Access staff Sherry Kelley is the Access Project Lead to ensure all deliverables relating to the transition are met and addressed. ALTA made a very positive first impression with Access staff before and during the kickoff meeting by being organized, detailed, and proactive in their approach to the transition experience.

To make certain that we achieve a successful and seamless contract transition key performance indicators (KPIs) for the contract transition have been identified i.e. Average Hold Time, Average Call Duration, Calls on Hold 5 Minutes or More, and Abandoned Calls. Sherry and the Access transition team will monitor and manage the KPIs during each phase of
the transition. The transition team must achieve and be able to sustain the KPIs and the expected level of service before moving on to the next phase of the transition.

ALTA will work with Access closely over the course of the transition to address the current and future technology that will drive performance. In collaboration with ALTA’s lead project manager, steering committee and sub groups on telephony and IT have been formed to work through the technological infrastructure and IT issues while also initiating training for the ALTA trainers.
March 8, 2016

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. Martindale-Essington, Customer Services Coordinator

RE: CAC Ratification for QSS (Additional Members) Appointment for 2016-2017 Term

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ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS). In April of 2015, the CAC ratified the last of several appointments to the QSS for the 2015-16 terms.

BACKGROUND:

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services staff members on ways of insuring quality control for the Access ADA Paratransit service. The QSS can:

- Hear and review customer and service provider issues that are presented to them;
- Prioritize those issues, formulate plans of action, and make recommendations to the CAC and Access Services staff members.

The QSS term is for one (1) year and begins in February 2016 and ends January 2017. Three basic types of QSS membership can be approved by the CAC in any combination. Types of membership include:
1) One Access Paratransit customer from each existing service region appointed by the CAC;
2) One additional appointment from each existing service region appointed at the discretion of the CAC;
3) At least one member from the CAC appointed by the CAC.

Applicants wishing to apply for remaining seats can be voted on by the CAC throughout the year.

**RECOMMENDATION:**

At this time, the CAC is asked to approve the following list of two (2) applicants who have expressed a willingness to serve.

Victor Dominguez
William Zuke

**BACKGROUND:**

None