

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) GOALS RETREAT

Tuesday, March 12, 2019

9:30 am - 3:00 pm

Los Angeles River and Gardens

Atrium, First Floor

570 W. Avenue 26, Los Angeles, CA 90065

Lunch will not be provided for the general public so please plan accordingly.

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
10:00	1.	Opening Remarks - CAC Chair Maria Aroch		
10:05	2.	Introductions		
10:15	3.	General Public Comment	Information	
10:20	4.	Purpose of the Retreat/Kurt Baldwin	Information	
10:30	5.	Brokerage Transportation Services/F Scott Jewell	Presentation	4-5
10:45	6.	Process - Interrelationship of CAC, QSS and Board of Directors/Kurt Baldwin	Discussion	
12:00-12:45	7.	Lunch Break		
12:45-2:30	8.	Goals - What issues do we want to address to help impact and improve operational policy for Access?/Kurt Baldwin & CAC members	Discussion	
2:30	9.	Next Steps	Discussion	

Access Services does not discriminate based on 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."

MARCH 12, 2019

TO: ACCESS COMMUNITY ADVISORY COMMITTEE
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
RE: BROKERAGE SERVICES SCOPE OF WORK

ISSUE:

Staff has identified certain Access transportation services that may be operated more effectively in terms of rider convenience and possible cost containment. This would be achieved by establishing a transportation brokerage contract that in turn could subcontract with a variety of transportation providers, including, but not limited to, non-emergency medical transportation providers, transportation network companies (e.g. Uber and Lyft), taxis and other related entities.

BACKGROUND:

The next-day ADA transportation services that Access has provided over the last twenty years have generally utilized a primary contract model in which a service provider is responsible for all aspects of the service in a region, including reservations, scheduling, dispatch, vehicle maintenance, employee hiring and subcontracting to certified taxi providers. While staff does not foresee a near-term change to this model, the impact of new technology and transportation network companies like Uber and Lyft represents an opportunity to expand the available resources for some of the transportation services Access provides, such as eligibility interview transportation (EIT) and the Parents with Disabilities (PWD) program.

Both EIT and PWD have unique characteristics that do not neatly fit into the current service model. The existing EIT service is part of the Eastern region provider's scope of work with a dedicated fleet and call center. Eligibility applicants are grouped based on geographical location and are transported to the evaluation site in Commerce for a scheduled 2 ½ hour evaluation. Due to this routing, return trips are similarly grouped, linked to the full scheduled evaluation time, to maximize vehicle productivity. This means applicants remain on site regardless of the actual length of their interview. It is

projected that by having more non-dedicated resources brokered on the day of the evaluation, a more flexible approach can be used to meet an applicant's individual needs and potentially increase cost effectiveness.

The PWD program has been limited to the San Fernando region since its inception due to available grant funding. With the availability of Measure M funds, the program could be expanded into other service areas. However, based on its existing high cost per trip, and the uncertainty of actual demand in those areas, non-dedicated brokered resources would minimize the capital expense of investing in vehicles that may not be fully utilized, and better manage peak service times.

Through establishing a brokered service delivery contract, multiple provider types with varying service levels could be utilized and could drive more competition in the areas of cost and quality. The broker would also be responsible for call center operations and program management for both EIT and PWD. In addition, the broker could be provided with ADA-accessible vehicles to ensure equivalent service is provided to customers in mobility devices.

However, there would be some existing Access policies, practices and initiatives that would not be fully compatible in utilizing non-dedicated brokered resources such as Uber and Lyft. However the use of these services would require informed consent of the rider before the trip was dispatched.

Other key changes -

- Broker call center operations would not be required to be within service area
- Broker would not have to directly operate vehicles
- Broker would not be tasked with emergency operations

It will be critical in the development of the scope of work for the brokerage that the process for vetting non-dedicated resources and holding them accountable for their performance, safety and customer service is defined to protect both the rider and the agency. The attached draft scope of work is provided for comment and feedback.

RECOMMENDATION:

Receive and file.

**Access Services
Community Advisory Committee (CAC)
By-laws**

ARTICLE 1 - NAME

Section 1 - The name of the committee shall be the Access Services Community Advisory Committee (CAC).

ARTICLE 2 - PURPOSE

Section 1 - The CAC provides community input and advice to Access Services Board of Directors and staff concerning operational policy issues to impact and improve the Access Services transportation program.

Section 2 - While CAC is not intended to be a complaint resolution or appeals board, it does allow for public input at the regularly scheduled CAC meeting.

ARTICLE 3 - REPRESENTATION

Section 1 - The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for CAC membership and a personal interview by the Access Services staff liaison. Representatives shall be appointed to ensure that the committee reflects both diversity across various types of disabilities and regional diversity across the geographic area being served by Access Paratransit.

Section 2 - Removal of Representatives

2.1 - Representatives serve at the pleasure of the Access Services Board of Directors and may be removed at any time.

2.2 - A representative who misses three (3) meetings during each year of their term may be subject to removal from the CAC.

2.2.1 - The Access Services Board of Directors shall be notified in writing after the third absence.

2.2.2 - The representative shall be requested to provide justification for continued service.

2.2.3 - The CAC shall review such justification and shall recommend to the Access Services Board of Directors whether the representative should continue to serve on the CAC.

2.2.4 - The Access Services Board of Directors will then make the final determination whether or not to remove the representative.

ARTICLE 3.1 -MEMBERSHIP APPLICATION PROCESS

Section 1 - Any CAC Membership opening will be posted publicly on the agency website along with distribution to interested stakeholders.

Section 2 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

Section 3 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 4 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.

Section 5 - Following this in-person meeting, CAC application(s) will be presented to the Community Advisory Committee for potential review and approval. Applicant(s) approved by the full Committee will be forwarded to the Board of Directors for final review and approval. The Applicant must attend this Board meeting.

ARTICLE 4 - TERMS

Section 1 - There shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on _____ and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on _____ and every two years thereafter on the date of the Board of Directors meeting.

Section 2 - Representatives who are unable to complete their terms may submit their resignations to the Committee through the Access Services staff liaison. The Access Services staff liaison and the Committee will recommend any new members as vacancies occur. Access staff will provide nominations to

the Board of Directors for all vacancies. There shall be no limit to the number of terms an individual may serve.

ARTICLE 5 - OFFICERS

Section 1 - The CAC will have a Chairperson and a First Vice-Chairperson.

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.

Section 3 - Terms and Appointment Process

- 3.1 - Officer terms are one year and will be limited to no more than two consecutive terms served by any one individual.
- 3.2 - Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board of Directors Chairperson. If ratified by the Board Chair, the term is one year from September.

Section 4 - Duties of the Chairperson

- 4.1 - Preside at the CAC meetings

- 4.2 - Represent the CAC at meetings of the Access Services Board of Directors when appropriate.
- 4.3 - Reports, at a minimum, concerns and actions taken by the CAC including the establishment of subcommittees, as well as potential agenda items for the next CAC meeting.

Section 5 - Duties of the First Vice-Chairperson

- 5.1 - Perform the duties of the Chairperson in the absence of the Chairperson.

Section 6 - Vacancies of Officer Positions

- 6.1 - A Vacancy of an Officer position shall exist in the following circumstances:
 - The resignation or death of an officer;
 - The removal of an officer by a ROLL CALL VOICE VOTE of the majority of the committee;
 - The removal of an officer as a representative on the CAC by the Board of Directors as provided in Article 3 of these Bylaws.

Section 7 - Filling Vacancies of Officer Positions

- 7.1 - In the event of a vacancy of the officer position of Chair, the presiding First Vice-Chair Officer will automatically assume the role of Chair.
- 7.2 - There will be an election conducted for the vacant Vice-Chair position by ROLL CALL VOICE VOTE of the majority of the committee;

ARTICLE 6 - SUBCOMMITTEES

Section 1 - The CAC may establish subcommittees which will be charged with a specific purpose or task.

1.1 - Subcommittee membership will be appointed by the CAC.

1.2- Subcommittee Officers Chairperson and Vice-Chairperson shall be presented to the CAC for approval serving for a one-year term using the process outlined in Article 5.

1.3 - Members will include CAC members.

1.4 - Members may include non-CAC members who have expertise, insight, knowledge, or specific interest in the specific purpose or task.

1.5 - Subcommittees will encourage open discussion and dialogue with all persons attending their meetings.

1.6 - All meeting locations shall be posted according to the Brown Act. An Access Services staff person will be assigned to each subcommittee and will attend subcommittee meetings.

1.7 - Subcommittees shall report their activities to the CAC on a regular basis. The CAC shall take recommendations under advisement and determine further action, if appropriate.

Section 2 - The CAC shall have a standing subcommittee called the Quality Services Subcommittee (QSS).

2.1 - The purpose of the Quality Services Subcommittee (QSS) is to monitor the quality of service of Access Paratransit and to make comment and recommendations.

2.2 - Composition -

2.2.1 - One Access Paratransit rider from each existing service region appointed by the CAC.

2.2.2 - One additional appointment from each existing service region appointed at the discretion of the CAC.

2.2.3 - Access Services staff from Operations and Customer Service appointed by Access Services Executive Director (non-voting members).

2.2.4 - A representative from each transportation contractor appointed by Access Services Executive Director.

2.2.5 - A member of the Board of Directors of Access Services appointed by the Board of Directors.

2.2.6 - At least one member from the CAC appointed by the CAC.

2.3 - Terms shall be for one year commencing in _____ with a _____ appointment.

2.4 - The Quality Services Subcommittee shall meet at least quarterly.

ARTICLE 7 - MEETINGS

Section 1 - The CAC shall meet once a month on the second Tuesday of every month at a location as centralized to the County of Los Angeles as possible in a fully Americans with Disabilities Act (ADA)-compliant venue.

Section 2 - CAC meetings are subject to the Ralph M. Brown Act (Government Code Section 54952.3), requiring that all meetings involving CAC deliberations are open to the public, with advance posting of agenda(s).

Section 3 - CAC meetings shall be conducted under Roberts Rules of Order, except where these Bylaws provide other provisions.

Section 4 - Special meetings of the CAC may be called by Access Services staff or at the request of the Chairperson.

Section 5 - To facilitate full discussion of issues by the CAC, discussion of items will first involve CAC representatives.

5.1 - Public comment will be limited to brief comments, as directed by the Chairperson, on each agenda item after the items have been discussed. As appropriate, the Chairperson may suggest persons contact staff directly regarding specific questions.

Section 6 - Change in meeting location, date or special meeting requires representatives to be notified at least seven (7) days in advance and follows the required posting procedure.

Section 7 - Alternative formats are available, upon request, by contacting Access Services three (3) business days prior to the date of a meeting to assure availability.

Section 8 - Minutes of the Committee shall be recorded by Access Services staff and returned to the Committee for review and approval. Minutes of the Committee shall be forwarded to the Access Services Board of Directors by an agreed upon method.

ARTICLE 8 - VOTING/QUORUM

Section 1 - A majority of the representatives currently appointed must be present at a meeting for a quorum.

Section 2 - An affirmative vote of a majority of the representatives present is required for any action items.

Section 3 - A representative must be present at the time of a vote to vote on a particular issue.

Section 4 - An absent representative cannot authorize a proxy vote.

Section 5 - Representatives are expected to actively participate in regularly scheduled CAC meetings and Subcommittee meetings.

ARTICLE 9 - COMPENSATION AND REIMBURSEMENT

Section 1 - Per the Access Services Board of Directors, CAC Representatives may receive such compensation, if any, for their services as committee representatives or officers, and such reimbursement of expenses.

Section 2 - Per the Board of Director's action, CAC Representatives are provided stipend FOR EACH meeting in which their attendance is requested by Access Services staff or Board of Directors.

Section 3 - Compensation is limited to two (2) stipends monthly for CAC Representatives.

ARTICLE 10 - AMENDMENTS

Section 1 - These Bylaws may be amended at any regularly scheduled Committee meeting as defined by Articles 7 and 8 above, subject to final approval of the Access Services Board of Directors.

