AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 13, 2014
1:00pm - 3:00pm
Los Angeles County MTA
Gateway 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</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 March 11, 2014</td>
<td>Action</td>
<td>4-25</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>TAP Card Revisions</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>7.</td>
<td>Support for Fiscal Year 2014/2015 Funding Request</td>
<td>Action</td>
<td>26-28</td>
</tr>
<tr>
<td>5</td>
<td>8.</td>
<td>Parents with Disabilities</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>9.</td>
<td>Subcommittee Updates</td>
<td>Discussion</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>10.</td>
<td>Member Communication</td>
<td>Information</td>
<td></td>
</tr>
</tbody>
</table>
11. New Business Raised Subsequent to the Posting of the Agenda

Possible Action

12. 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 1:07 p.m.

ROLL CALL

CAC Members Present: Maria Aroch, Michael Anthony Arrigo, Kurt Baldwin, Dov Cohen, Phyllis Coto, Tina Foafoa, Marie-France Francois, Dina Garcia, Terri Lantz, Liz Lyons, Jesse Padilla, Howard Payne and Nan Stoudenmire.

CAC Members Absent: None.

Board Members Present: John Troost.


Guests: William Zuke (QSS Member), Hugh Hallenberg (Access Customer), Jeff Casillas (QSS Member), Cleo Ray (Access Customer), Frank Lucas (CTI), Christine Blue (Access Customer), Giovanna Gogreve (Metro), Walter Andrade (MV Transportation), Sandy Shipman (Access Customer), Aisha McKinney (Access Customer), Michael Conrad (QSS Member), Rachele Goeman (QSS Member), Mike Culver (Mobility Management Partners), Anthony Reyes (Access Customer), Victor Garate (Global Paratransit), Scott Johnson (Metrolink), Jeff Lustgarten (Metrolink), Wendy Cabil (Access Customer), and Scott Bryant (Metro).

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 FEBRUARY 11, 2014**

Motion: Member Baldwin.

Second: Member Lyons.

Abstentions: None.

Minutes were approved.

**GENERAL PUBLIC COMMENT**

Access customer Ms. Rachele Goeman stated that her first issue was regarding travelling with a guide dog and having to share ride with two other people. She said that it was painful due to the limited space in the vehicle.

She said that the other problem was regarding multiple share rides which have recently gone up to five or six per trip. She stated even though Access is a shared ride service, it is ridiculous to be on a vehicle for three to four hours especially when travelling with a guide dog.

Ms. Goeman also mentioned that guide dogs are not supposed to travel in the front seat of the vehicle because of the air bags but said that some drivers insist that they ride in the front. Lastly, she mentioned that the dogs slide around the back of the van because it is difficult to secure them by holding the leash. She asked that these issues be addressed by Access and the CAC.

Access customer Ms. Sammie Shipman expressed her concern regarding drivers approaching the guide dogs instead of the customer. She said that only the guide dog handler is supposed to instruct the dog and often times the driver will try to command or touch the dog. She stressed the importance that drivers follow protocol and receive more training on this issue.
Access customer Aisha McKinney stated that she is a long time Access customer and has been a member for 18 years. She said that she travels with an oversized guide dog and explained that she is 6ft tall so it is difficult for her to travel in a Prius.

She also asked what animals are considered to be “service animals.” She explained a situation where the share ride passenger was travelling with a rat as a service animal. She said that she felt it was unsafe for her and her guide dog.

Chairperson Arrigo stated that under the ADA there are specific guidelines that Access is required to follow regarding service animals. He asked Access Project Administrator Mr. Geoffrey Okamoto to speak with Ms. McKinney after the meeting.

Access customer Mr. Michael Conrad stated that his issue was regarding the long wait times when calling for ETA’s or cancellations. He explained that on Sunday a friend called to cancel a ride and there were 30 calls in the queue. He mentioned that the eastern and western regions have improved since they implemented the automated system. He concluded his comments by stating that it was important for calls to be answered in a timely manner and said that it could even help reduce the number of no-shows.

Access customer Mr. Anthony Reyes expressed his concern regarding his pickups and drop offs at the regional center at 1000 N. Fremont Ave. Alhambra. He stated that he frequently visits that location and is requesting for a stand sign to be installed in front of the building. He said that he recently had a pick up from the regional center and the vehicle never showed up. He asked Access staff and CAC Member Jesse Padilla to look into this issue.

Access customer Mr. Hugh Hallenberg stated that yesterday when he called to make his reservation he requested 11:00 a.m. and was offered 10:15 a.m. He asked if 12:00 p.m. was available and was offered 11:34 a.m. He said that he didn’t understand why he wasn’t offered an 11:34 a.m. from the beginning. He said it seemed like Global had a policy where they negotiate an earlier time. He also asked why Access doesn’t ask the customer what
time they need to be at their destination rather than ask for the requested pick up time. He said that he understands that the reservationist’s need the pickup and destination information however suggested that the QSS look into how reservations are scheduled to find ways to improve the process.

He mentioned another issue regarding the smaller sized vans ordered by Global Paratransit that cannot fit two wheelchairs. He stated that when he travels for social outings, he usually travels with someone who also uses a wheelchair.

Mr. Hallenberg stated that at last month’s meeting, he asked Access staff to provide the number of wheelchair and ambulatory customers. He closed his comments by stating that the customers and Access are on the same team and if it wasn’t for Access, he would be confined to the Torrance area.

Chairperson Arrigo asked Access Operations Administrator, Mr. Jack Garate to speak with Mr. Hallenberg after the meeting.

Access customer Ms. Wendy Cabil began her comments by thanking Metro Officer Mr. Rashad Taylor for assisting Mr. Michael Arrigo into the meeting room with his wheelchair. She also thanked Access staff member Mr. Jack Garate for Access’ participation in the Los Angeles Client Coalition Innovations Conference and Recovery Conference coming up in June. She thanked the committee for following up on the issue she mentioned at the last meeting and said that she has not had any more denials.

She also stated that someone in the Antelope Valley who is visually impaired has been unable to get an Access application and said that she wanted to get some information on his behalf. She said that her last comment was regarding the 20 minute window and asked if the window applied before or after the reservation time. She stated that there are consequences when the customer is late and asked if there are consequences for the drivers as well. Access Services Customer Service Administrator, Mr. Louis Burns stated that the drivers have a 20 minute window to get to the pickup location after the requested time. He stated that the 20 minute window does not apply to the customers and explained that
the goal is to get everyone picked up and to their destination on time however there are many factors involved.

REPORT FROM BOARD OF DIRECTORS

Director John Troost stated the February Board Meeting was cancelled so he did not have a report to present however was pleased to share that the driver who received the January Superior Service Award helped save a person’s life. He explained that an emergency situation occurred while the customer was being transported and the driver took immediate action by taking the passenger to the nearest hospital.

He also thanked the committee for their hard work and said that the Board looks forward to Chairperson Arrigo’s CAC monthly update. He concluded his comments by inviting the committee to attend the Access Annual Meeting that will be held on March 26, 2014 at the California Endowment Center.

Chairperson Arrigo thanked Director Troost for being at today’s meeting. He also encouraged all of the CAC members to attend the Annual Meeting especially the new members.

TAP CARD UPDATE

Access Chief Operating Officer, Mr. F Scott Jewell gave a brief presentation on the TAP ID cards. He stated that today’s update would provide more information regarding the options moving forward. The presentation reviewed the following points:

Background

- Access Identification (Verifies as Access rider)
- Transit Access Pass (Smart chip embedded allows for entry onto the Free Fare Systems)
- Debit System (Visa Prepaid Cards, Access fare payment & debit card for other payments)

Migration
• August 2011- Notified 115,000 + eligible riders of change in ID card
• September 2011-March 2012
  ➢ Issued 80,000+ Tap/Visa Rider ID cards.
  ➢ February 29, 2012 sunset date of “old” Rider ID cards as valid fare media for Free Fare Program.
  ➢ February 2014 Issued 225,000+Visa Rider ID cards to date.

Usage
• Transit Access Pass
  ➢ 2,620,000 trips (February) on Tap Free Fare Partners.
• Visa Debit
  ➢ 4,400 cards have been loaded with $ which is 3%.

Fare Payment System on Access
• Either debit or credit.
  ➢ February 2014 - 3,000 transactions

Issues
• Card Cost
  ➢ $7.10/card

Production Time
• Bulk production overseas (8+weeks)
• Pass loading (~2 weeks)

Readability
• Rider Name
• Id Number
• Eligibility Date
• PCA
• Fading of Embossed Characters

Issues
• Other requested information
• Reservation phone number
• Customer Service Phone number
Free Fare Needs
- Smart chip
- Mag stripe
- Flash pass

Mr. Jewell displayed two slides with the card design options.

He stated that the next steps would be for staff to meet with the Tap Subcommittee to get more feedback and discuss ideas on how to move the program forward. He said that the distribution of the new card would start with replacement ID cards and eligibility renewals. He explained that the cards would be replaced gradually due to the cost and said that staff would be working together with the subcommittee.

Member Lantz stated that she has been the chair of the Tap Card Subcommittee and said that she was glad to see that there are ways to make the card more accessible. She explained that the size and color contrast are both important. She also said that some customers are not using the card due to the fees and charges associated with non-transportation related purchases.

She also mentioned that it was important for customers to have something available with the Access phone numbers in large print and thanked Mr. Jewell for providing the update.

Member Coto thanked Mr. Jewell for his presentation and for working with the committee. She suggested that the black stripe on the back of the card be used to print the Customer Service phone number.

Member Lyons expressed her support for the new card design and said that some customers are not comfortable with the Visa logo on the card. She stated that the new card design seemed much safer for disabled people to carry.

Member Baldwin agreed that there have been issues associated with the Visa portion of the card ever since the card was introduced, but said that the Visa option was added to give customers the option to pay the fare similar to Metro bus or train users. He asked if Access planned to upgrade the card readers so that people could pay the fare ride with their Tap card.
Mr. Jewell responded that currently there are no plans to update the fare boxes or add smart card readers to all of the vehicles. He mentioned that last month, Metro discontinued their version of the Visa Tap card due to the low usage of the card.

Member Baldwin stated that he was referring to tapping the card to board Metro and was not referring to swiping the card on someone’s machine.

Mr. Jewell stated that it would cost millions of dollars for the agency to retrofit every vehicle and taxi that is used on the service. He said that maybe in the future the equipment could be upgraded however there were no immediate plans for that project.

Member Baldwin said that although he disagreed with the Visa portion of the card, it was important for the system to be similar and have the same capabilities as other systems.

Member Lantz stated that customers have expressed their desire to continue to purchase Access ride coupons.

Mr. Jewell responded that there would be no changes to the coupon program and said that Access is working on a project where the customers will have the option to purchase coupons online.

Chairperson Arrigo asked what fees associated with the card.

Mr. Jewell explained that currently the fee to replace a lost or stolen card was $4.50. He said that for a second card the fee was $6.25 and $7.75 for a third card.

Member Lantz asked if the card cost was $7.10 and asked if the new card would be less.

Mr. Jewell responded that the cost would be less since the banking portion will be removed. He explained that once the costs are finalized, the replacement fees will be determined.

PUBLIC COMMENT ON ITEM 6
Ms. Rachele Goeman asked if customers could order coupons by phone.

Mr. Jewell responded that coupons were available for purchase by mail and soon would be available online.

Member Coto asked if the Visa portion of the card could be cancelled if the person did not want to use the debit feature.

Mr. Jewell responded that the Visa portion of the card did not have to be activated.

Member Coto asked what happens if a card is stolen.

Mr. Jewell responded that the customer will need to call Customer Service to report the card stolen and request a replacement.

PUBLIC COMMENT ON ITEM 6

Mr. Hugh Hallenberg asked if the basic fare would increase on July 1st.

Mr. Jewell responded that the fare would increase .25 and would be $2.75 for up to 20 miles and $3.50 for 20 miles or more.

Chairperson Arrigo stated that the committee was informed approximately two years ago regarding the increase that would take place in July and mentioned that Access was still one of the least expensive services in the country.

Mr. Jewell explained that the second part of the increase is effective July 1st, 2014.

PUBLIC COMMENT ON ITEM 6

Mr. Anthony Reyes asked regarding the process for customers who want to use paratransit service in other states for example Washington or Kentucky.

Mr. Jewell responded that the customer can contact Customer Service and request their eligibility information be faxed to the
paratransit provider of the city they are travelling to.

Chairperson Arrigo thanked Mr. Jewell for taking the time to update the committee on the Tap Card changes.

Member Lantz thanked Mr. Jewell for responding to the committee’s concerns.

REPORT ON METRO’S REVIEW OF ACCESS SERVICES

Mr. Jewell announced that Item # 7 was postponed for later in the meeting.

QSS ADDITIONAL APPOINTMENTS

Access Services Community Relations Analyst, Mr. Rycharde Martindale-Essington stated that at last month’s meeting, he did not include Ms. Kathleen Barajas on the slate of candidates listed to serve on the QSS. He said that he was at today’s meeting requesting approval from the CAC to appoint Ms. Barajas to the QSS.

Member Arrigo asked the committee for a voice vote.

The motion to appoint Ms. Kathleen Barajas to the QSS was approved.

METROLINK PCA POLICY

Chairperson Arrigo introduced Metrolink Director of Public Affairs, Mr. Jeff Lustgarten to give a brief presentation on the Metrolink PCA Policy.

Mr. Lustgarten thanked the committee for allowing him to provide an update on the PCA ID card program. He explained that last year, the Metrolink Board considered different changes to the fare
policies and said that one of the policies discussed was regarding Access PCAs. He explained that the policy allowed PCA’s to travel for free with the Access customer however said that several options were considered by the board before making a decision last June.

He stated that the outcome was the creation of an identification card program for PCAs. He said that the other part that was considered was for the PCA’s to pay a reduced or disabled rate. He explained that the board decided to go with the ID card option because it would have the least financial impact to the customers and would still be able to address the issue.

He further explained that since the adoption of the policy last July, staff has been working on the creation of this program and a slow implementation process.

He said that last November, some information was put on the Metrolink website and newsletter so that customers could begin to get familiar with the process. He also mentioned that Metrolink staff had several meetings with Access to discuss the PCA program options. He stated that the community was very interested in this topic and a lot of discussion took place at the public outreach meetings held last May and June.

Mr. Lustgarten stated that the program went into effect at the beginning of last month however the implementation of the program will be slow. He said that the policy is currently not being enforced and explained that if the conductor or safety personnel come across a PCA that does not have a PCA ID card, they provide information about how to get a card. He mentioned that he brought some applications with him today if anyone was interested in taking one. He concluded his presentation by stating that Metrolink understands that this is a process and that customers need time to understand how the program works. He thanked the committee for allowing him to present this item at today’s meeting and said that he was available to answer any questions.

Member Coto asked if the applications would be available at the train stations downtown.
Mr. Lustgarten responded that the applications were available at the ticket stations at Union Station and said that if the committee had any suggestions as to where the applications could be made available to let him know. He added that the ID card fee was $25.00 for one year and explained that if the customer has several PCA’s, the names could be submitted and a reduced rate will be given for the second, third or fourth PCA listed. The reduced rate is $15.00 a year.

Member Lantz stated that customers who utilize PCA’s are usually individuals with severe medical or physical issues and require assistance. She said that most of these individuals and their aides live on limited incomes and expressed her concern regarding the additional fee for the PCA card.

She stated that some of the feedback she has heard from the community is that customers may have to stop using Metrolink.

Mr. Lustgarten thanked Member Lantz for her feedback and stated that Metrolink is still working on various issues and said that they are aware that some modifications will be needed. He said that the Board rather than looking to charge PCA’s a reduced rate, opted for the ID card which would be a more economical alternative. He said that all of the issues brought up are legitimate concerns and will be forwarded to the Board. He encouraged the committee to attend the Metrolink Board Meeting which is held every 2nd Friday of the month in Metro Board Room.

Member Lantz added that there is a high turnover rate for aides so that would be another issue to consider. The customer could potentially pay for the PCA and a few months later, the aide personnel can change.

Member Lantz asked if the PCA card would cost $25.00.

Mr. Lustgarten responded that the first card cost is $25.00 and any additional PCA card costs $15.00.

Member Lyons asked if the person has a PCA ID card can they ride Metrolink for free.
Mr. Lustgarten responded with the PCA ID card, the aid rides for free and also stated that this program does not affect the Access customer’s ride.

Member Payne stated that some customers travel with different relatives or aides as their PCA’s, particularly customers with visual disabilities. He said that it would be difficult to have a PCA ID card for each person.

Mr. Lustgarten stated thanked Member Payne and clarified that the PCA ID card was strictly with Metrolink and did not involve Metro.

The discussion continued regarding the PCA ID card and Mr. Lustgarten clarified that Metrolink was still working on modifications to the policy. He stated there was a legitimate need for PCA’s however there are situations where the system is being abused.

Member Baldwin stated that originally when the policy came out, it came out with the fare increase. He said that during the public hearings, the issue of fraud came up. He mentioned that he attended a meeting in Santa Clarita and the discussion was focused on fraud rather than on fares. He stated that the Sherriff’s are getting paid to monitor the trains and take care of this problem.

The discussion continued regarding fraudulent use of the Access card on Metrolink.

Member Coto asked if the $25.00 fee could be made in payments.

Mr. Lustgarten stated that Member Coto brought up a good point and said that paying the $25.00 in payments could be an option.

Mr. Burns reiterated that if a customer requests multiple cards the price would $15.00 and thanked Mr. Lustgarten for his presentation.

PUBLIC COMMENT ON ITEM 9

Access customer Mr. Hugh Hallenberg stated that if the PCA can only travel with a certified Access customer, why not issue the PCA
card to the Access customer. He closed his comments by saying that he disagreed with the PCA policy.

Member Lantz thanked Mr. Lustgarten for being at today’s meeting and presenting the item and stated that many of the concerns raised are based on the community’s feedback. She stated that the committee wants to ensure that Metrolink receives the information communicated on behalf of the customers. She said that with Metrolink’s experience and knowledge, she hoped that they would come up with a good option. Lastly, she suggested that Mr. Hallenberg’s comment be considered and shared with Metrolink.

Mr. Lustgarten stated that he would forward the committee’s feedback to Metrolink and encouraged everyone to attend the next Metrolink Board Meeting and share their questions and concerns.

Member Cohen stated the Access customer’s ID card already states that the person is eligible to travel with a PCA and does not agree with the idea of having to pay a fee to get another card.

PUBLIC COMMENT ON ITEM 9

Access customer Mr. Michael Conrad stated that he is a member of the Metro Citizens Advisory Committee and heard that 20% of Metro riders don’t pay their fare. He stated that the financially challenged people are being affected by charging them $25.00 for their PCA instead of focusing on other problems.

REPORT ON METRO’S REVIEW OF ACCESS SERVICES

Access Services Chief Operating Officer, Mr. F Scott Jewell stated that the committee may recall the discussion about the Metro review of Access. He said that the review included a number of different areas which were reviewed at prior meetings. He explained that the “recommendations” or “findings” from that report will be included in Access’ monthly board agendas until they are all closed out. He stated that one of the recommendations from Metro’s Board was that a survey of Access be conducted by an outside firm. He said that Access has also been planning to do survey and will be assisting Metro in the development of their survey.
He introduced Mr. Scott Bryant from the firm Metro retained to conduct the survey to talk about the process.

Mr. Scott Bryant thanked the committee for allowing him to present the survey information at today’s meeting and stated that as Mr. Jewell mentioned, the Metro Board was interested in having an outside firm conduct a survey of Access Services.

He stated that the survey will get a perspective of the customer concerns and also rate the service. He said that in addition to the survey, a series of Town hall or Focus Group meetings will be held in each service region.

He explained that the survey will include questions regarding the reservation process, driver courtesy and also about how immediate service needs are handled. He said that the customers would also be asked about the complaint process and what changes they would like to see happen in the future.

He said that a random sample of customers will be selected and every Access customer has the same chance to be chosen to participate. He said that some of the criteria in order to get accurate information was to target customers who have used the service within the last six months to a year. He said that there would also be questions for people who are not using the system to find out why they are not using Access.

Mr. Bryant stated that the information collected from the survey would be confidential and would not be given to Access and also said that the same would be the case with the focus groups. He stated that he would appreciate any comments or suggestions from the committee regarding the survey.

Member Baldwin suggested that people who have signed up for the service but have never used the program be asked why they have never used it. He also stated that people who previously used Access and stopped could be asked why they stopped using the service.
He mentioned that special consideration should be taken into account for customers in the Santa Clarita and Antelope Valley Regions because of the transfer trips.

Member Cohen stated that an issue commonly heard from the customers is regarding the vehicle size.

Member Padilla agreed with Member Cohen’s comments and added that long shared rides is also an issue.

Member Garcia mentioned asking the customer how often they used the service. She explained that the experience may be different for people who use the service once a month versus someone who uses the service five days a week.

Member Payne stated that he also hears comments from people regarding the vehicle size.

Member Lyons stated that if the survey is conducted by phone, the person asking the questions needs to be patient because some people require more time than others. She also suggested that the questions be kept simple and easy to understand. Lastly, she mentioned that the survey should include some questions regarding the complaints process.

Member Coto stated that she was very happy with the service, however stated that she has a hard time getting a reservation during the hours of 7:00 a.m. to 9:00 a.m.

Member Francois stated that there have been some concerns mentioned at the CAC meetings regarding service animals and asked if some service animal questions could be included in the survey. She also reiterated Member Baldwin’s comments regarding the unique issues related to the service areas. She suggested that the issues be further discussed with the focus groups to ensure that the “Qualitative Data” is included in the “Quantitative Survey.” She asked about the process for recruiting the focus group participants and asked if different types of disabilities will be represented in the survey.

Mr. Bryant stated that the all customers are invited to participate in the meetings which will be held in every region.
Member Francois asked if the focus group participants will be screened to have better demographic information.

Mr. Bryant agreed with Ms. Francois’ idea. He said that it would be helpful if the telephone survey results were available to present at the focus groups.

Member Lantz suggested that at the focus group or town hall meetings, PCA’s or people who assist the customers with scheduling their rides be asked for some feedback since they interact with Access on the customer’s behalf. She also agreed with the vehicle size issue that was mentioned.

Chairperson Arrigo suggested that Mr. Bryant review the previous CAC meeting minutes under the Public Comment section to get an idea of the concerns in the community.

Member Padilla suggested that the bus stop signage usability study be looked at as well as the Access stand locations especially at larger venues.

**CALL CENTER PERFORMANCE STANDARDS**

Chairperson Arrigo stated that at the last CAC meeting, Mr. Foster reviewed the proposed Call Center Performance Standards and requested approval from the CAC to approve the recommendation. He explained that the item was not listed as an action item on the agenda, therefore was carried over to this month’s meeting. He asked the committee if they wished to table the item since Mr. Foster was unable to attend today’s meeting.

Member Baldwin stated that Mr. Foster was requesting the CAC’s approval of the standards that were presented at the last meeting.

Chairperson Arrigo stated that the Call Center was doing a great job and introduced Mr. Louis Burns to give a brief presentation.

Mr. Burns stated that the Call Center has done an amazing job and staff has been working hard over the past 6-9 months. He
explained that the Call Center management and leadership team received the support to make several changes and the numbers reflect the improvements. He closed his comments by stating that Customer Support and the Call Center planned to continue their hard work.

Motion: Member Baldwin made a motion to approve the Call Center Performance Standards as presented.

Second: Member Cohen.

Discussion: None.

Pass/Fail: Motion passed.

JUMP SEAT ANALYSIS

Access Project Administrator, Mr. Jack Garate gave a brief power point presentation on the Jump Seat Analysis.

He began his presentation by providing some background and stated that the analysis reflects the customer concerns regarding vehicles with jump seats. He explained that one of the locations that is prominent with a lot of wheelchairs and generates a high trip volume is the UCP in Culver City. He said that there are certain locations where the providers have to transport several wheelchair customers at the same time every day.

He said that another part of this analysis is the customer concerns like the one Mr. Hugh Hallenberg mentioned regarding certain vehicles not being able to accommodate more than one wheelchair. Lastly, he stated that this is a good opportunity to improve the customer’s experience travelling on Access and reviewed the following reasons why the Jump Seat Analysis was conducted:

He explained that the analysis approach included:
- Statistical Analysis
- Fleet Observation
- Cost Analysis
- Operational Practices
The next slide reviewed Trip Analysis from July 2013 - December 2013 and provided the following trip information:

**Total System Trips** 1,432,754
- **Shared Ride** 970,824
- **Non Shared Ride** 461,930

**Total Trips**
- 32% Non Share Ride
- 6% Share Ride

Another slide reviewed a Shared Ride Analysis from July 2013-December 2013.

**Total Shared Ride Trips** 970,824
- **Ambulatory** 800,627
- **Wheelchair Trips** 142,781
- **Oversized Wheelchair Trips** 27,416

Next, he reviewed the Fleet Analysis.

**Vehicle Percentages**
- **Jump Seat** 46%
- **Non Jump Seat** 54%

**Distribution by Contractor**

*SGT*
- Jump Seat 39%
- No Jump Seat 61%

*MV Valley*
- Jump Seat 62%
- No Jump Seat 38%

*CTI*
- Jump Seat 84%
- No Jump Seat 16%
Mr. Garate also reviewed a cost analysis chart with a breakdown by type of vehicle.

He said that moving forward the focus would be on the following items:
- Use of Vehicle Formula
- Strategic Vehicle Purchasing
- Operating Practice Awareness

Mr. Garate concluded his presentation by thanking the committee for allowing him to present this information at today’s meeting.

Member Lantz thanked Mr. Garate for his presentation and for responding to the committee’s request of this analysis. She said that it is really important to have to an accurate fleet mix to respond to the customer’s needs and said that it was visible in what is being done.

Chairperson Arrigo also thanked Mr. Garate for his presentation.

**MEMBER COMMUNICATION**

Member Coto offered to purchase a condolence card for Mr. Foster on behalf of the committee.

Member Lantz stated that Abilities Expo was a great event and thanked Access for helping make this year’s Expo another successful one. She stated that even with the bad weather conditions, Access and providers did a wonderful job.
Chairperson Arrigo stated that it was his first time attending the Abilities Expo and said that it was an eye opening experience for him. He encouraged everyone who has not been to an expo, to attend next year.

Member Baldwin stated that the Metrolink Board of Directors serving this area are; Supervisor Michael Antonovich, Supervisor Don Knabe and City Councilmember Don Krikorian who serves the Southern San Fernando Valley.

Member Garcia announced that CALIF was hosting a Medical/Medicare Expo on March 26th from 1:30 p.m. to 3:30 p.m. at their offices located at 634 S. Spring Street, Los Angeles. She asked that anyone interested in attending contact her.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Member Baldwin stated that the Selection Subcommittee was supposed to meet after today’s meeting, however since Mr. Foster was not able to be there, the meeting would be postponed until next month.

ADJOURNMENT

Member Cohen made a motion to adjourn the meeting in honor of David Foster’s brother and Mrs. Brown, member Lyon’s mother.

The meeting was adjourned at 3:04 p.m.
MAY 13, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER

RE: SUPPORT FOR FISCAL YEAR 2014/2015 FUNDING REQUEST

ISSUE:

Access receives annual funding from Metro in its capacity as Regional Transportation Planning Agency (RTPA) which has traditionally been determined by a 12 year projection model that was established in 2004. The dollar value projections at Metro have not been modified to meet the growth in service or the capital needs that Access has experienced over the last few years. This funding shortfall has generally been addressed through deferment of capital vehicle replacements on an on-going yearly basis which tends to exacerbate issues related to increased service demand.

RECOMMENDATION:

CAC support the Access funding request to Metro of $131,646,834. This amount includes FY2014/2015 service demand projections, agency program expenses, and capital fleet service vehicles.

BACKGROUND:

Under Title II B of the ADA, public fixed route operators are required to provide or certify that there is provided ADA paratransit service meeting specified minimum service criteria and that is
complementary with the fixed routes they operate. That paratransit service must be designed, funded and implemented to fully meet all projected demand for next-day service and be operated so as to be free of capacity constraints. [49 C.F.R.37.131 (b) and (f)] The Los Angeles County public fixed route operators have elected to do that by joining in and supporting the Los Angeles County Coordinated Paratransit Plan which is administered by Access Services.

Metro, in its role as RTPA, allocates Federal STP funds and discretionary Proposition C funds to Access through an annual MOU process. The funds so provided combined represent 91% of available funding for Access for a fiscal year (the remaining 9% of funding consists of grants, fare revenue, and other income). The funds requested are based on budgets and plans which are highly dependent on sophisticated demand projections. Once demand projections are completed in January/February (through a demand forecasting process developed by HDR Engineering) Access staff begins the budget development process.

<table>
<thead>
<tr>
<th>Ridership</th>
<th>3,997,144</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Operating Expenditures</td>
<td>$ 132,112,381</td>
</tr>
<tr>
<td>Total Capital Expenditures</td>
<td>$ 9,107,000</td>
</tr>
<tr>
<td>Total Agency FY 14/15 Expenditures</td>
<td>$ 141,219,381</td>
</tr>
<tr>
<td>Expected Fare Revenue and Other Grants</td>
<td>$ 9,572,547</td>
</tr>
<tr>
<td>5310 FY14/15 Capital Revenue</td>
<td>$ 2,533,362</td>
</tr>
<tr>
<td>STP (5310) FY14/15 Budget Amount</td>
<td>$ 60,600,000</td>
</tr>
<tr>
<td>Metro Prop C Budget Amount for FY14/15</td>
<td>$ 68,513,472</td>
</tr>
<tr>
<td>Total Agency FY14/15 Revenues</td>
<td>$ 141,219,381</td>
</tr>
</tbody>
</table>

| Net Request (5310 FY14/15 Capital + STP(5310) FY14/15 Budget Amount + Metro Prop C Budget Amount for FY14/15) | $ 131,646,834 |

This funding request will allow for the development of a fully
funded draft FY2014/2015 budget. If the funding is not fully recognized by Metro, then staff and the Board Ad Hoc Budget Subcommittee will need to develop a restricted budget that ensures sufficient funding to meet the minimum ADA paratransit regulations obligation.