# AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

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

11. Adjournment  Action

ACCESS SERVICES DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY. ACCORDINGLY, ACCESS SERVICES SEeks TO ENSURE THAT INDIVIDUALS WITH DISABILITIES WILL HAVE AN EQUAL OPPORTUNITY TO PARTICIPATE IN THE RANGE OF ACCESS SERVICES EVENTS AND PROGRAMS BY PROVIDING APPROPRIATE AUXILIARY AIDS AND SERVICES TO FACILITATE COMMUNICATION. IN DETERMINING THE TYPE OF AUXILIARY AIDS AND SERVICES FOR COMMUNICATION THAT WILL BE PROVIDED, PRIMARY CONSIDERATION IS GIVEN TO THE REQUEST OF THE INDIVIDUAL WITH DISABILITIES. HOWEVER, THE FINAL DECISION BELONGS TO ACCESS SERVICES. TO HELP ENSURE AVAILABILITY OF THOSE AUXILIARY AIDS AND SERVICES YOU REQUIRE, PLEASE MAKE EVERY EFFORT TO NOTIFY ACCESS SERVICES OF YOUR REQUEST AT LEAST THREE (3) BUSINESS DAYS (72 HOURS) PRIOR TO THE MEETING IN WHICH YOU WISH TO UTILIZE THOSE AIDS OR SERVICES. YOU MAY DO SO BY CONTACTING (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code § 54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue, El Monte California and on its website at http://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: Kurt Baldwin.

CAC Members Late: David Cohen.

Board Members Present: None.

Access Services Staff: Rogelio Gomez, Eric Haack, Randy Johnson, Jack Garate, Kim Hogarth-Hindi, Michael Greenwood, Josh Southwick, Alex Chrisman, Zachary Strom, Sherry Kelley and Sharon Astier.

Guests: Kathleen Barajas (Access Customer), Victor Dominguez (Access Customer), Michael Sher (Access Customer), Michele Ortega (Job Coach), Estella Lara (Guest), Wilma Ballew (Vice-Chair CCI LA Care), Shirley Pe (Global Transportation), Lora Potter (Access Customer), Douglas (Guest), Beatriz Lara (MV Transportation), Nicole Caballero (Mobility Management Partners), Bill Zuke (QSS), Carrie Maddon (Care), Julie Gaona (Access Customer), and Steve Jafffe (Metro),
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 MINUTES FROM APRIL 12, 2016

Motion: Member Lyons

Second: Member Cabil

Abstentions: None.

Minutes were approved.

Sherry Kelley informed the CAC members and guest that Josh Southwick, Access’ Communications Coordinator was attending the meeting to photograph CAC in action, and requested a show of hands for those who opposed being photographed. Victor Dominquez and Andrea chose not to be photographed.

GENERAL PUBLIC COMMENT

Michael Sher stated that the hold time in the Southern Region is very long, and the call takers continue to hang up on the customers.

Victor Dominquez stated that he continues to have the same problem with the Spanish Call Takers in the Southern Region. He stated that they will not assist him in Spanish, and this problem continues to happen. He also stated that the call takers in the West and Eastern Regions continue to hang up on him after being on hold for a long period of time.

Wilma Balew stated that Access’ weekend transportation is very limited in Antelope Valley, and she feels very unsafe while waiting for her 5:30 a.m. ride. Lastly, she stated few of taxi drivers follow Access’ regulations, and they are not helpful in providing accommodations for her extended legs.
She said, the drivers make illegal U-turns, run red lights, and are unprofessional.

Estella Lara gave an update on MTA transportation plan draft meeting attended by herself and Ms. Balew. She stated that MTA plans to implement a proposed transportation plan over a 40 year period beginning 2017, and proposed to allocate 2% of the funding to ADA Paratransit Service for the disabled, seniors and students. Ms. Lara encouraged everyone to contact MTA to share their thoughts in regarding the proposed plan.

Sherry Kelley spoke on behalf of Access customer Kim Vuong who is non-verbal. She stated that Global Paratransit call takers have a difficult time understanding her, and she is very frustrated because they often hang up on her. Ms. Vuong also suggested that the reservationist should help customers with their return trips.

Rogelio Gomez will follow up with Ms. Vuong.

Julie Gaona stated that the Eastern Region is the only one that offers to book a return. Ms. Gaona further said the drivers have left her outside waiting quite a few times, because they continue to go to the wrong address. She suggested that the drivers should be allowed to return to a pick up or drop off location if they made an error. Lastly, Ms. Gaona stated the Southern Region is the only one that informs the rider prior to providing a reservation time that they are unable to go back to give the original time.

Randy Johnson will follow up with Ms. Gaona.

REPORT FROM BOARD OF DIRECTORS

Chair Cohen stated that he attended the April Board meeting as an Ex-Officio Board Member. He stated that the staff presented a tremendous amount of information, and is doing a great job. He encouraged everyone to attend the Board meetings.
CONSTRUCTION TO PATSAOURAS PLAZA

Jack Garate, Operations Administrator from Access Services gave a brief report on the Patsaouras Transit Plaza construction project. He stated that Access Services is working in coordination with Metro to ensure the best level of service necessary for Access Riders visiting the Metro Headquarters. He introduced Metro Deputy Executive Officer Steve Jaffe to present the construction project details.

Steve Jaffe, Metro Deputy Executive Officer from General Services stated that Metro is about to undertake a six months construction project, beginning April 11, 2016. He stated that the construction will be done in two phases:

Phase I - Private Occupancy Vehicle Relocation

- Remove vehicles from Patsaouras Plaza.
- Vehicles will not have to contend with bus traffic.
- P1 level parking main features will include a new area for boarding and alighting near Vignes Street; this location will become the new entrance.
- Install two lanes for traffic.
- Install new passenger seating and awnings.
- Install four additional waiting zones for vehicles, with ten wait times.

Phase II - July 11 through October 10, 2016

- Remove all of the pavers and sand to install asphalt for repair of structure.
- Widen the south end curb turning area.
- Clean and repair drainage systems.
- Relocation of Bus Bay Users; Metro, Flyaway, Mega Buses, and other municipal operators.
- The Plaza will be closed to all vehicles
- Metro will provide free parking in the garage during the construction.
- Boarding and alighting will remain the same for the west end of Union Station.
Access and Metro agreed to use the corner of Vignes Street at Cesar Chavez Avenue as the new sign post stop location for boarding customers.

Mr. Jaffe informed that a communication team was established to deal with issues related to the bus plaza closure during the six months period, and opened for questions.

Terri Lantz asked if the underground parking change for those who drive to the location. She also inquired about the proximity of the drop off to the entrance of the building, and if there will be signage.

Mr. Jaffe said, no the parking will continue to operate in its current state. He also explained that the drop off is at the corner of Vignes at Cesar Chavez, and is further than the current East Portal drop off. He said there will be wayfinding signage with the Access logo to lead the passengers to the correct location.

Mr. Garate stated that Access will provide assistance to help riders to their location. He said, the proposed drop off is slightly further than the East Portal location, but less distance than space eight and nine.

Phyllis Coto asked if Access will discontinue drop offs at Cesar Chavez and Vignes.

Mr. Garate said, Access will continue to have drop-offs during the Phase II through completion.

Phyllis Coto requested clarification regarding the drop off.

Mr. Jaffe stated that currently if you are going to Gateway, the drop off would be up at the bus plaza in front of the East portal, and after construction the location will remain the same with improvements and signage’s with Access logos adjacent to the elevators that go down to the East Portal.

Phyllis Coto asked when coming into Union Station building can you walk out the door.
Mr. Jaffe responded yes, that’s not changing.

Liz Lyons asked if the other location is closer than the Cesar Chavez location.

Mr. Garate stated that Access and Metro will continue to provide updates, and information. He said materials are being developed by Access to ensure our riders are kept informed throughout the entire process. Lastly, Mr. Garate stated that further updates will be provided at the next month’s meeting.

Dina Garcia asked if the communication will be added to the bus stops and on the Metro App.

Mr. Jaffe said, the intent of the communication is to add to the bus stop and include update to the Metro App, and he will make sure it’s done.

Jesse Padilla asked if the bus spaces will be at the corner of Cesar Chavez and Vignes during the construction.

Mr. Jaffe explained all of the buses that use the nine spaces at Patauoras Plaza will be relocated somewhere else, and redirected accordingly. He further stated not all buses stop at Cesar Chavez, and gave an example of the Foothill Transit, which goes to 101 and Alameda, because that’s a convenient location.

Ms. Lantz requested that Access provide another map that’s easier to understand and that this information be included on the Access website.

Vice-Chair Conrad stated that he is concerned for the visually impaired, and requested to pool the members to vote for options 1 or 2.

Mr. Jaffe stated that Access and Metro are working on marketing materials that are appropriate for the public. He informed that Access and Metro are looking to provide customers with separate materials.

Mr. Jaffe offered, Option 1 – Metro information to include Access or Option 2 – Access only map, plus general information. The group agreed to Option 2.
Chair Cohen stated that some Access riders use fix route and wants to be sure they are included.

Ms. Cabil stated that the presentation was a little overwhelming, and thanked Mr. Jaffe for the information provided.

Ms. Coto suggested there should be strong presence of personnel during the change.

Mr. Padilla suggested it should be an easy path for the Free Fare riders, and signs should be placed around the construction area.

Mr. Jaffe said, there will be temporary and permanent wayfinding signs during the construction.

Mr. Garate said, the location designated for Access will not have barriers, and that’s why the location was chosen. He also informed that assistance will be provided for riders.

Mr. Payne stated that the elevators are not marked for blind people, and it’s a problem.

Mr. Jaffe stated that the elevators are ADA compliant, and welcomed any recommendations on how to improve them.

Ms. Aroch thanked Mr. Jaffe for the presentation, and asked how the call takers and drivers will be made aware of the changes.

Mr. Garate stated that Access will share the same marketing materials with the drivers, call takers and providers, and if needed will update the reservation systems to show the locations. Mr. Garate suggested trips should be scheduled to 1 Gateway Plaza, not at 729 Vignes when making reservations.

Liz Lyons request signs to help locate the elevators.

Mr. Jaffe stated that he will ask the staff to start looking at ways to make it easier to understand.
Ms. Francois addressed the importance of making sure the drivers are trained, and shared her concerns regarding drivers and riders being confused by the construction.

Mr. Garate stated that Metro has been very accommodating during this process, and Access plans to continue their partnership to ensure the process runs smoothly for all involved.

Mr. Lantz expressed her gratitude to Metro for thinking ahead, and for offering the space to CAC.

**DRIVING TRAINING CAMPAIGN**

Mike Greenwood provided a brief update regarding the new Driver Campaign. He said this campaign will focus on improving communication of our driver's interaction with our blind and low sighted riders.

Mr. Greenwood said Access reached out to the Braille Institute for hands on training to offer best practices to our drivers to better assist the customers. The Braille Institute provided a two hour training session to Access and provider staff. The training included the following:

- Best Practices
- Approaching riders
- Escorting riders to the vehicle
- Assisting away from the vehicle
- Assisting between narrow spaces
- Assisting to seats

Mr. Greenwood further shared the Braille Institute agreed to provide regular ongoing training to Access and its contractor staff. He asked if the CAC members would like to form a group to provide feedback on this matter.

Ms. Francois asked if the curriculum will include best practice for service animals.

Mr. Greenwood said we received feedback from Guide Dogs of America, who is also willing to assist with training.
Mr. Padilla asked if the training will include driver’s sensitivity and language for those drivers who speak different languages.

Mr. Greenwood said the offering of a secondary language and materials is being considered. He feels that driver sensitivity is definitely a part of the training.

Ms. Lantz suggested it would be a good idea for the CAC to be a part of the discussion and training.

Vice Chair Conrad suggested inviting Braille Institute to attend the CAC meetings. He also asked if the drivers are trained by different providers, and wondered if it would be helpful to have some of our disabled riders be a part of their training.

Ms. Garcia suggested we involve the cab drivers in the training.

Mr. Greenwood said the same training used for our service providers could also be used for the cab drivers, who attend refresher course throughout the year. He stated that the cab drivers are definitely a part of the main focus, and should be trained the same as the other drivers.

Mr. Cardona suggested drivers should guide people in their chair up the ramp to prevent the chair from tilting backwards.

Mr. Greenwood informed if the request is part of Beyond the Curb service, then the driver should assist the rider, no further than 60 feet from the vehicle; whether the rider is using a wheelchair or ambulatory.

Vice Chair Conrad thanked Mr. Greenwood for his presentation.

**GENERAL PUBLIC COMMENT**

Lori Potter said it is too difficult to walk down stairs with her walker and requested to be picked up at the third driveway.

Alex Chrisman will go out for Location Evaluation.
CUSTOMER SERVICE UPDATE

Sherry Kelley, Senior Manager of Customer Service provided an update regarding the Customer Service contract to Alta. She stated that as of March 31st, Access completed Phase I of moving Access Tap and Eligibility (STI) calls to Alta, and the cut over was successful. She informed that Ms. Kathleen Barajas and Co-Chair Michael Conrad participated in the Sensitivity Training at Alta, which was a success. She said, Access feels very confident that Alta understands the needs of our Access riders. Ms. Kelley concluded her update by saying, May 20, 2016 is the next cut over of Access call center.

Maria Aroch asked if the calls to Access will discontinue after May 23rd.

Ms. Kelley stated that Alta will handle the balance of the customer service functions until May 23, 2016, and OMC calls will remain at Access until those functions transition to Alta.

Maria Aroch asked who will handle Reservation calls.

Ms. Kelley stated that the reservation functions will continue to be done by our providers.

Vice-Chair Conrad thanked Ms. Kelley for the presentation.

SUBCOMMITTEE UPDATE

Vice-Chair Conrad provided an update on the Free Fare Subcommittee. He informed that the committee is focusing on determining why riders are taking 8-10 trips a day using the Free Fare.

Mr. Conrad requested volunteers to assist with the Driver Training item presented by Mr. Greenwood.

Ms. Kelley requested a show of hands of those who would like to attend, and the following members volunteered:

1- Michael Arrigo
2- Liz Lyons
3- Wendy Cabil
4- Marie-France Francois
5- Terri Lantz
6- Howard Payne
7- Gordon Cardona

MEMBER COMMUNICATION

Howard Payne commented by saying blind people should participate on the committee to make sure the focus is just for those who are blind.

Liz Lyons invited everyone to attend LA Care meetings.

Jesse Padilla stated that people at the day programs are still experiencing problems with no shows and being left stranded.

Terri Lantz thanked Steve Chang, CTI and Global for making sure our riders arrived safely to the Art of Care event.

Michael Arrigo thanked Mr. Greenwood for his presentation, and said he would like to be a part of the discussion regarding the blind and low sighted. He requested to also hear from Eric Haack regarding Parents with Disability program in the future.

Gordon Cardona suggested the GPS system inside the vehicles be updated.

Dina Garcia said she agrees with Mr. Cardona.

Phyllis Coto suggested MTA provide space accommodation for walkers, and the taxi drivers need to focus on driving safely.

Marie-France Francois thanked Access for presenting the driver training information, and recommends that we focus on customers with service animals.

Wendy Cabil acknowledged Antelope Valley Safety Manager - Jennifer, for going beyond her call of duty, by assisting her with a recent ride. She further suggested we send a thank you card to Congresswomen Grace
Napolitano who helped us with our victories regarding Dynamic Fare. Ms. Cabil reminded everyone about Mental Awareness Month.

Marie Aroch thanked Mr. Greenwood for his presentation.

Ms. Kelley thanked everyone for attending today's meeting. She agreed to provide a thank you card at the next meeting for members and guests to sign for Congresswomen Grace Napolitano.

Chair Cohen thanked Vice Chair Conrad for conducting the meeting and invited others to bring a guest to the CAC meetings.

Vice-Chair Michael Conrad stated that Global operates much better since their system changed regarding trip availability. However, he said customers are complaining of being double charged when using a credit card to pay fare.

NEW BUSINESS RAISED SUBSEQUENT

Ms. Lantz suggested we look into the future trainings for staff to assist riders with developmental disabilities.

ADJOURNMENT

Motion: Chair Cohen

Second: All present

The meeting adjourned at 2:50p.m.