

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 8, 2018

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3<sup>rd</sup> Floor

One Gateway Plaza

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***Note: The Strategic Planning Subcommittee will take place immediately after the CAC meeting***

| <i>Time</i> | <i>Item</i> | <i>Description/Presenter</i>                                   | <i>Disposition</i> | <i>Pages</i> |
|-------------|-------------|--|--------------------|--------------|
|             | 1.          | Call to Order  | Action             |              |
| 10          | 2.          | Introductions  |                    |              |
| 2           | 3.          | Review & Approval of Minutes of April 10, 2018                 | Action             | 4-18         |
| 20          | 4.          | General Public Comment   | Information        |              |
| 15          | 5.          | Report from Board of Directors/<br>Dolores Nason               | Information        |              |
| 10          | 6.          | CAC- New Member Selection<br>Subcommittee/ Rycharde Martindale | Update             | 19           |
| 15          | 7.          | On-Time Performance Overview/<br>Melissa Mungia                | Presentation       |              |

|    |     |   |                 |
|----|-----|---|-----------------|
| 45 | 8.  | OPS Update / Mike Greenwood                                 | Presentation    |
| 20 | 9.  | Member Communication  | Information     |
| 3  | 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 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."*

ITEM 3

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| <p style="text-align: center;"><b>MINUTES</b><br/>Community Advisory Committee (CAC) Meeting</p> |
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April 10, 2018  
1:00 pm – 3:00 pm

## CALL TO ORDER

Chairperson Michael Conrad called the meeting to order at 1:00 p.m. He began the meeting by reviewing the rules pertaining to Public Comment procedures.

## INTRODUCTIONS

**CAC Members Present:** Chairperson Michael Conrad, Vice-Chair Maria Aroch, Gordon Cardona, Jesse Padilla, Kurt Baldwin, Liz Lyons, Michael Arrigo, Rachele Goeman, Terri Lantz, Tina Foafoa, Marie Francois, Wendy Cabil and Olivia Almalel.

**Board Members Present:** Theresa De Vera.

**Access Services Staff Present:** David Foster, Art Chacon, Sharon Astier, Rycharde Martindale-Essington, LaTisha Wilson, Randy Johnson, Eric Haack, Rick Streiff, Beth Ross, Mike Greenwood, Rogelio Gomez and Alex Chrisman.

**CAC Members Not Present:** Dina Garcia.

**Guests Present:** Mary Griffieth, Roberto Batres, Yael Hagen, Wilma Ballew, Michael Sherer, Victor Dominquez, Belinda Conrad, Jacqueline Sanchez (SGT), Annette Arriola (Alta Resources), Mariam Lopez (Global Paratransit Inc.), Luis Garcia (Global Paratransit Inc.), Victor Garate (Global Paratransit Inc.), Beatrice Lara (MV Transportation), Lisa Anderson and Kathleen George Chu.

## REVIEW & APPROVAL OF MINUTES

Chairperson Conrad asked for a motion to approve the April 10, 2018 minutes.

Motion: Member Goeman

Second: Member Lyons

Abstentions: Member Almalel

## PUBLIC COMMENTS

Belinda Conrad stated that on March 28, she experienced a shared ride with another rider who lived on a busy street. The driver was going to drop the rider off four house down from her house.

The rider informed the driver that it was too far to walk and asked the driver to drop her off in front of a fire hydrant. The driver replied that this was not permissible. The driver then called Dispatch and as a result of this call, a Road Supervisor was sent to the location. However, the rider asked the driver to go around the block to find a location closer to her house and the driver thus drove around for over thirty minutes. Addressing another matter, a week later, a driver asked her (Conrad) to sit in the corner of a Dodge vehicle. She asked the driver: "would she have to get out of the vehicle, allowing an over-size wheelchair in?" The driver replied: "no. Once you are sitting in the back, you are not required to get out." She stated that many people have gotten out before to allow over-size wheelchairs to enter. Ms. Conrad stated that she was very concerned about what riders should do in those situations.

Michael Sherer stated that he almost missed his band rehearsal on April 9 due to his scheduled ride was set for a 6:41 pm. pick up and the driver arrived late at 7:15 pm. The driver had to pick up another rider and he made it to his destination around 8:15 pm.

Member Almalel was scheduled to make a comment but Chairperson Conrad informed her that she could instead make her comment during the Member Communication item since she is a CAC member.

Yael Hagen stated that her comment has to do with drivers training. She is seeing a pattern pertaining to the area of securement across the board with the exception of the San Fernando Valley. Drivers have shared their concerns with her that they are not properly trained. People are confused and many drivers are not sure on what to do with a mobility device when a person is not on that device and they don't know how to secure it. Mrs. Hagen gave an example "mobility devices must face forward whether or not the person is in it and that is incorrect. In addition, should a driver move a mobility device with or without the permission of the owner? Drivers have to wait for someone to come out to help figure out the situation and that causes delayed rides. Lastly, these situations occur a lot in CTI and Global areas.

Eric Haack, Strategic Planner for Access Services, acknowledged everyone and stated that he wanted to apologize for cancelling the Strategic Planning Subcommittee meeting. There are several meetings going on at Access Services Headquarters and we are currently hosting the Federal Transit Administration (FTA). He thanked everyone for their understanding.

Roberto Batres stated that he does not understand why Access, who receives federal funding money, does not provide a bike shared-ride program. That program is located at every train station and excludes people like himself who would like to ride a bike.

Lisa Anderson stated that her concern is about legal rights surrounding the twenty-minute window—especially, taxi drivers who arrive past the twenty-minute window. In addition, many taxi drivers are constantly on their phones and do not use bluetooth.

Chairperson Conrad asked Mr. Greenwood to assign someone from Access to address those individuals who made Public Comment. He stated that he wanted to make sure that each

individual's concerns were acknowledged and resolved. Mr. Greenwood replied that he would assign an Access staff person to attend to the Public Comments.

## BOARD OF DIRECTORS REPORT

Director De Vera provided a brief summary of the most recent Board meeting held on February 26, 2018. She stated that the Board went dark in March and thus they did not have a meeting. The Board tabled the Northern region contract. The Board took action, awarded a contract for Travel Training services, and agreed to monitor their progress. In addition, the legal counsel was up for bid and the Board awarded the contract with a new legal service firm: Alvarez-Glasman & Colvin. This firm also provides legal counsel services for Long Beach Transit. Lastly, at the January Board meeting, Director De Vera and Andre Colaiace, Executive Director introduced a working committee that would help address issues with customer service.

## SSA AWARD VIDEO

Alex Chrisman, Project Administrator, presented a video of the Superior Service Award (SSA) recipient Cassandra Monroe-- a dispatcher from Diversified Transit, Antelope Valley. Mr. Chrisman stated that Ms. Monroe wanted to be present during the award ceremony but do to circumstances beyond her control, she was unable to attend. He introduced Mr. Juan Lopez, General Manager of Diversified Transit, who stated that Ms. Monroe is very deserving of this award. She is proud of her job and has worked for Diversified for approximately 6 years. Ms. Monroe leads by example and is very attentive to our customers, drivers and does her best to make sure that every rider gets to their destination. Mr. Lopez thanked Access for recognizing Ms. Monroe.

## PROMASTER DEMONSTRATION

Rick Streiff, Senior Manager, greeted everyone and introduced a new product that will help in the area of cutaway vehicles. He stated that the streets in Los Angeles County are getting very narrow and difficult to navigate with the cutaway vehicles. Access came across something that may fit into our product line quite well and that is the Promaster made by Dodge. This vehicle is a full size van with front wheel drive that gives us the ability to lower the vehicle floor.

Mr. Streiff provided detail information pertaining to the Promaster. We choose to use a ramp instead of a lift. We are working on a couple of expansion detail ideals. Access currently has a grant that would allow Access to fund 20 CNG units and these would actually be expansion units. This helps Access by not experiencing the same issues as occurs with the lifts on current cutaways. The Promaster is equipped with the following:

- 4.6 V-6,
- 9 speed transmission

- 12 ½ miles to a gallon of gasoline
- Capability to put on CNG.

This vehicle would be configured for two (2) mobility devices, 4 ambulatory passengers seated in the rear, and 1 extra seat in case we have a transfer. Many of our passengers like to transfer from their mobility device into a seat and this would make it a much easier process. We would want to dispatch it as carrying four (4) ambulatory and two (2) mobility devices. Currently, we have a pilot vehicle with about 20,000 miles on it and over 200 completed trips. This vehicle has been out to many of the centers and we have many comments and plan on making changes to it. Mr. Streiff stated that he has been in contact with Chair Conrad and a few other people about how we are going to move the seats back to make enough room for our four legged friends. It's been an interesting product and we have spent a lot of time with it.

Mr. Streiff pointed out the following vehicle features:

- 1- Mobility device securement is built into the floor. It makes it a lot easier for the drivers to secure the chair and any kind of scooter.
- 2- Transfer seat is located on the left hand side of the vehicle.
- 3- The ramp fits inside of the vehicle and the walkway is cleared for ambulatory, and we don't have to spin it back and forth if someone wants to step into the vehicle. Its make it a lot easier to get inside. The original seating made it very difficult to get to the back of the vehicle and so, we eliminated the curb side front seat to get us more room to the back.
- 4- Access is moving the rear seat closer to the tank in the rear of the cabin so as to get us more room for our four legged friends.
- 5- We also are adding a track system so that we have more available angles to secure mobility devicees to help us out.
- 6- Adding a grab rail to the passenger-side of the main vehicle door to help get to and from the back compartment.

He stated that we wanted to make everyone aware of this new product and we are still taking inputs on changes. This is the first time that we have been able to do something like this and so, lets just take advantage of it. For example, he pointed out that changes can be made to the interior. Mr. Streiff reviewed the floor plan that we are currently working on right now. We have rounded off some of the edges so that we can get to the back much easier. In addition, we are trying not to punch out the sides of the vehicle to gain any floor space so that it can stay in a narrow lane. Mr. Streiff concluded by presenting a video of the vehicle we are currently running. The drivers really like it and the ride and ramp angles are the same as a mini van.

## Questions:

Member Goeman first asked how much room is there from the seat to the step drop off. Secondly, is there a way to take the center pole out so that the space beneath the seats are hollowed out. The service dogs are trained to kennel underneath. She also asked why are the rails on one side. Lastly, why so many restraints and why do you need restraints in the middle.

Mr. Streiff replied it is 16 and ½ inches with the seat all the way pushed back. Secondly, he replied that we could look into moving the center pole. He replied it's because the other side has a transfer seat in the way. Lastly, the restraints can be moved around the vehicle.

Member Goeman stated that she has small hands and it is very difficult to reach the seat buckle. She asked is there a way to raise it up.

Mr. Streiff replied that he could look into the possibility of raising the buckle's stand from the base of the seat.

Member Baldwin asked how high the rear steps are. Secondly, you had mentioned that we would always have the cutaways. Lastly, he asked why not consider passenger seat next to the driver and how many people can get into a cutaway.

Mr. Streiff replied 8 inches. Secondly, we can put 6 mobility devices into a full size cutaway and not in the Promaster. In addition, we provide transfer trips to Olive View. We are looking at a different suspension system to soften the ride and its called liquid sprang. The passenger seat is high off the ground and a rider could ride up front with the driver.

Member Lantz stated that when we originally saw this vehicle Access was kind enough to bring it out to one of the locations. There was a capacity for three wheelchairs plus one folded up in the rear for someone who could transfer into the seat next to the wheelchair in the diagram. The reason that she is bringing this up is that people with disabilities are people first. Some are married, dating and want to go out together. Part of the problem with Access is that people who are traveling with a companion that is also in a wheelchair and having to travel in separate vans. They are not able to ride together. In order to book their ride together, your partner has to book as a PCA Personal Care Assistant and there is no other way to do it. We just haven't figured out a way were two people could ride together on Access.

Ms. Lantz continued and stated once again when a vehicle was out there, we were told there was a capacity to have two wheelchairs sitting side by side and I thought wow that's great, that problem was resolved. The other thing when you say people don't like cutaways, at our day program they love cutaways. Because of the individuals, it's much more efficient. Example: We got 10 individuals who live in Culver City and they are going maybe a mile to an adult day program also in Culver city and if they send differently vehicles or vehicles like this, it is going to take them a long time. Ms. Lantz suggested that maybe out fit some of the vans for more who are in wheelchairs and for some of them that are not in wheelchairs. She lived part of her life in a wheelchair. This design is harder for people to get into and the raised area with the driver would be difficult to negotiate for those coming in with a wheelchair. In addition, the seat is raised to high and its not an easy thing to balance if you have a cain.

Mr. Streiff replied we are going to have cutaways in many different situations and just right now, there are many places where it is not needed. We have 752 vehicles in the systems and 92 cutaways.



Member Almalel with respect to the center area where the wheelchair is flushed against the rear seats how much space is between the seats in the rear of the wheelchair for the driver to get in to unlock the tie down.

Mr. Streiff replied 16 and ½ inches. It is actually automated. The driver would hit the lever and it would pull everything forward.

Member Padilla asked how much space it would be for an ambulatory to get in and out from the back seat without having to climb or hit the wheelchair tires due to vehicles are sometimes full.

Mr. Streiff replied the back wheelchair is actually the secondary position and pointed out an example via the vehicle diagram.

Member Cabil stated that she is concerned about the grab bars. Is there another way to place the grab bars in the rear.

Mr. Streiff replied yes, there is an upper grab bar to assist the rider.

Chairperson concluded no further questions.

## Public comment:

Yael Hagen stated that she did not have the advantage of seeing the picture of the vehicle and would have loved to have the opportunity to be in it just to see what it is like. She stated that her general issues are with bigger vehicles and suggested providing grab bars to hold onto while seated in transit, which helps with balance. In addition, she asked could someone transfer into a seat without moving the mobility device away from the rider. Mrs. Hagen stated that Access policy states, "A person's mobility device cannot be moved without the riders permission". She is concerned that excessive long trips, along with the physical capacity of the vehicles, would affect a person's quality of life. She stated that we all deserve to get around and be a part of the community.

Mr. Streiff replied that this vehicle was designed to transfer your mobility device from the rear position right from the mobility device into a seat with the device parked right beside the rider and the wheelchair secured.

Member Cabil asked a question about to grab bar. What would people hold onto while entering the van.

Mr. Streiff replied that the vehicle has regular bus doors and the grab bar handles are located on both sides of the bus door.

Mr. Streiff concluded his presentation by stating that he appreciated all of the comments and offered to look into all of them.

## OPERATIONS PERFORMANCE UPDATE

Mike Greenwood, Deputy Executive Director, stated that he understood that there were some discussion and interest in getting more details on Key Performance Indicators KPIs as well as more details on each of the six service regions. To this end, copies of the most recent Board box items have been distributed to the CAC and therefore, this report includes detail updates on all six regions' Key Performance Indicators. In addition, Alex Chrisman was recently promoted to Project Administrator from Senior Road Safety Inspector. Mr. Chrisman helped build up the Safety Program, including the expansion of the Access Stand Sign Location Program for Access customers. After describing this accomplishment, Mr. Greenwood then introduced Mr. Chrisman, who presented the Operation Performance Update to the CAC for March 2018. The presentation described the KPIs. Operations met the year-to-date KPIs in all areas, with the exception of Preventable Collisions, slightly at 0.66 percent.

Mike Greenwood stated that the final March numbers would be available by April 15, 2018, and would be made available in the next Board box report. He mentioned that while the standards and KPIs were approved by the Board late last year, and reviewed by the CAC, not all of these performance standards are in the contracts. It will take some time before we can read all of the standards/KPIs and associated liquid damages for failure to meet performance through the contracts. All of the KPIs are in the newest West-Central contract and they are required to meet all of the standards. In addition, the KPIs were included in pending contracts with the San Fernando Valley and Santa Clarita regions pending approval from the City of Santa Clarita. The San Fernando Valley contract would be considered for approval at the next Access Board meeting.

Mr. Greenwood reviewed the March highlights:

- Staff participated in the cybersecurity training to make sure we are all safe.
- Quarterly general manager meeting with the providers to talk about performance indicators and service improvement.
- Southern Region scope-of-work brainstorming session on things to improve and address in the contract to benefit our customers.
- Completed last of six 100% driver file audits. Access staff audited the contractor's file and made sure every driver has a valid drivers license and completed background check.
- Where's My Ride users surpassed 1,000
  - Almost 41,000 log-ins
  - More than 3,300 trip ratings
  - 4.7 rating out of 5 for "safe ride"

4.7 rating out of 5 for "courteous driver"

## QUESTIONS:

Member Lantz asked the question: is on-time performance based only on the second ride. Example: A customer books a ride and that the ride does not arrive and it then is rebooked.

Mr. Greenwood replied the first ride goes down as a missed trip and that is why we have this new category to keep track of missed trips. Prior to that, we were not keeping track of missed trips. The contractors are now held accountable for missed trips. Missed trips are worse than a late trip, which means the customer did not get served as promised. The FTA noticed last year during our audit that we did not have a standard for missed trips. Fortunately, we were in the process of already implementing that standard.

Member Lantz stated that providers are absolutely trying their best. The change in software with Global affected the service from November 2017 until a couple of weeks ago and their service is significantly better since the last meeting. Global finally figured out what was wrong, it was really beyond their control and they should not be blamed for something that was due to several changes in the system. She stated that most people want problems fixed and we need to face the problems head on in order to find the solution. In addition, Ms. Lantz stated that she would like to look at the audit to confirm the 91% performance rating.

Mr. Greenwood replied that he agrees with Ms. Lantz and there are zero active plans to change any more software. The current plan is that everyone would continue as is for the time being. Everyone is performing quite well right now system wide. We are right around 93% and Global was not at 91% for some of those months during the transitioning. Mr. Greenwood stated that he did take into consideration that Global was going through a very difficult transition but recent performance has significantly improved.

At this point, Member Cabil apologized for her late arrival to the meeting due to her attendance at another meeting held by the Department of Mental Health. She stated that the Mental Health field is going through a transition with a new director and many needed changes are taking place. Ms. Cabil stated that she serves as one of the co-chairs on the Service Area Advisory committee in Antelope Valley. As a body, we are to give advice and be the conduit between the mental health department and the community. So now, we are feeling that we finally have a chance to get the community voices heard. Lastly, Ms. Cabil asked how Access would know that a contractor has effectively addressed an issue?

Mr. Greenwood replied that if it is a complaint that has been logged into Rider360, which means Alta Resources/Customer Service takes the complaint and enters it into rider360, that this is our permanent tracking method. That item goes over to the contractor and they investigate it and we go in and audit after the fact to make sure that the ticket was properly investigated and

closed. Member Cabil then asked would Access respond back to riders' investigated concern? Mr. Greenwood replied we would respond to the customer upon their request.

Member Francois asked are missed trips standards Federal or Access measures.

Mr. Greenwood replied that missed trips was a Board adopted Access standard. The FTA does not set performance standards for the transit agencies. However, they do look and compare and would tell us if we fall out of the norm. That is why when we have the comprehensive operation review last year we asked them to evaluate our peer agencies and they looked at all of their performance standards. Some agencies have a standard of missed trips of 1 %, others at .5%, Access was set at .75%, and we were within that range of normalcy of that particular standard. We found that some agencies did not report or did not have it during our peer review. We did base our proposed standard to the Board based on industry standards and we track all of our contractors.

Public comment:

Yael Hagen stated that when we do operation reports. We need to call a spade a spade. We are talking about a trip that is not there. When your negotiated pick up time is past. That is not the startup point and we really need to talk about real life. When you talk about trips and some of our trips are already 20 minutes past the negotiated time. We are not talking about when your trip is due at 8:00 and the trip got there at 8:05. When you are talking about late trips, a lot of us use Access services, and the percentage does not match our real experiences. She would like the CAC members to ask the Access staff to talk about time in reality and when you talk about late, one late 2 and late 3 that would get reviewed so that we know what the lateness means. To explain the different tiers of lateness and to use real time experiences when doing so.

Mr. Batres asked a question surrounding vehicle checks. He asked whether the audit include technical problems regarding vehicles and if they are checked before leaving the lot. He had to wait a half hour for a driver to fix the vehicle signal light before getting on the freeway. Lastly, Mr. Batres asked if a driver could stop to allow a rider to take a restroom break.

Chair Conrad asked Mike Greenwood to address the riders who made public comment.

## EMERGENCY MANAGEMENT UPDATE

Mike Greenwood provided information on emergency management. He stated that Access is a member of TransMAC (Transportation Mutual Assistant Compact), which is a mutual aid agreement between transit agencies, which there are 19 Southern California transit agencies that are a part of this alliance. From Oceanside to Antelope Valley, Omni Trans in San Bernardino County and many of Los Angeles County transit industries. We met recently, developing an Operations Plan that will help implement assistance to a transit agency in need of assistance from another agency in case of an emergency.

Access staff attended several meetings pertaining to emergencies:

- Access staff recently attended a meeting that included a group of cities, the Army corps of engineers and the County that are working together to develop an evacuation plan in case the Whittier Narrow Dam would ever breach.
- Access staff attended the "Integrating Access & Functional Needs into Emergency Management" training sessions offered by the California Office of Emergency Management in Riverside.
- Access staff regularly attends City of Los Angeles "DAFN Subcommittee meetings. We work very closely with Los Angeles County and City of Los Angeles in emergency planning partnership.
- The Emergency Operations Center activated December 5-7 in response to Creek, Skirball, and Rye Canyon fires. Access vehicles and drivers were staged at several of the command posts.
- Access staff assisted the County Social Services on February 14 in response to a structure fire in South Los Angeles. Access transported a wheelchair user to a shelter upon the request and the County was very thankful for Access assistant.

Lastly, Mr. Greenwood introduced Ms. Beth Ross, who is the first full-time Access staff devoted to emergency management. She will provide future updates to the committee on our emergency management activities. Beth Ross stated that she is very excited to be at the meeting and to work for Access Services. She wants to make sure that we provide resources for emergency preparation training and to make sure everyone is ready and prepared for any emergencies.

Questions:

Member Almalel stated that approximately two weeks into March, the West-Central region reservation lines were cut-off 2 minutes prior to closing and that the last minute reservation calls were directed to the ETA line instead of being able to make a reservation.

Public comment:

Yael Hagen stated that while on the phone with an Access staff there was a possible active shooting situation near her home. The swiftness of how that message got through before it hit the News and got into action was quite impressive. She thanked Access.

Mr. Batres stated that he experienced the same situation pertaining to West Central reservation line cutting off calls.

Katherine George Chu Commissioner of Los Angeles County of Disability stated that her comment was pertaining to the performance report card. She said that many riders located in the Cerritos area have contacted her regarding consistently late trips and she referred them to

Mr. Burns at Access. These riders attend a program one day out of the week for work and they need to be there at a specific time. The taxi contractors are constantly late and the participants do not get to work on time. Finally, after several instances of this happening weeks after weeks, the participants decided to change and use Uber and other services. Mr. Burns checked the files and determined that Access did not have any records of complaints. She stated that the contractor never reported the complaints.

Secondly, Ms. Chu stated that it is noted on the riders records to park in the front of the building for pick up and drop off and the drivers continually park somewhere else other than the front. Riders would get calls saying the driver was there and they were not there. She reported that one of the contractors was being inappropriate with two female riders. The contractor driver would ask the rider if she had a boyfriend or can I have your phone number. She suggested including that type of conduct into the performance report. Lastly, riders are told not to make a complaint to the contractor, because those comments are not getting through to Access.

#### CAC NEW MEMBER SUBCOMMITTEE UPDATE & REQUEST FOR APPEAL PANEL MEMBERS

Rycharde Martindale-Essington greeted the Chair and the Committee Members. He stated that we were going to commence the interview process for both the QSS leadership and the CAC vacancy. That process will begin next week and for those members who volunteered to be on the Membership Subcommittee, they will be contacted shortly to see if they can participate in the interview process. In addition, Mr. Martindale-Essington stated that every year per the CAC bylaws, Access has to come to the CAC and ask for a list of CAC volunteers to sit on the various appeals panels that we have for conduct throughout the year. Administrative Due Process, guaranteed under the United States constitution, says that when a person loses their civil right to ride, that individual has the ability to be heard, and present evidence to make their case to Access Services. Part of this process can be handled a couple different ways. Obviously, we would usually ask the rider to send in a written appeal if you were the person who was suspended, we could also have an informal teleconference to see if we could negate the situation that was the cause for suspension if circumstances are beyond a person's control. Mr. Martindale-Essington asked volunteers to take part in the formal Appeals Panel Hearing process. The essential part of this process is having a fair and impartial panel that is made up of two members from the CAC and one member of the Access Svices staff that is not directly associated with the suspension of the person. Mr. Martindale asked Chair Conrad to ask for volunteers and we collect those names and contact you and let you know who is on the chart.

Member Baldwin expressed a concern regarding the rotation of volunteers and after a discussion with Mr. Martindale-Essington, he conceded to Member Baldwin's point that all volunteering for the Appeals Panel would be fair and impartial.

Chairperson Conrad asked Mr. Martindale would he like to talk to Mr. Baldwin in private or answer his question right now.

Mr. Martindale replied what I need is a list of persons who would like to serve as impartial members.

Chairperson Conrad asked Mr. Martindale if he could look up Mr. Baldwin's statement. He informed Mr. Baldwin that he understands the importance of his question and hope that he gets an answer.

Chairperson Conrad requested volunteers to participate as panelist.

Panelist include the following;

- 1- Member Arrigo
- 2- Chairperson Conrad
- 3- Member Cabil
- 4- Member Fofoa
- 5- Member Francois
- 6- Member Lyons
- 7- Member Goeman
- 8- Member Baldwin

#### SUBCOMMITTEE UPDATE

None.

#### MEMBER COMMUNICATION

Member Almalel thanked everyone for his or her input and his or her brainstorming efforts to make things better.

Member Arrigo asked is there a list of no shows that can be developed or tracked. Example: Recently, he was at a doctor's appointment and the appointment lasted a lot longer than he anticipated and as a result, he missed his ride. He contested that no show and received a letter that it was deleted from his records. Mr. Arrigo provided another example to add to the list: "if a driver goes to the wrong address.

Member Lantz thanked Access for doing a great job in getting people to an event that happened 3 weeks ago. She announced another Artist workshop event would take place on April 14, 1-4 pm and the closing reception on May 5, 7-9 pm.

Member Baldwin- none.

Member Francois thanked Access for its continuing efforts in attending to the needs of individuals with disabilities in the event of an emergency and for having a full-time emergency management staff. In addition, Ms. Francois expressed her concerns pertaining to missed calls.

She asked Access to track missed calls and to provide feedback so that we may understand what the issues with missed calls are. Ms. Francois stated that she understands things are going to happen and she would like Access to look into that matter.

Member Fofoa thanked Access for all they do every day for everybody and thanked everyone for the presentations. It was wonderful to hear new and old things.

Member Cabil shared that for the last 2 months she has been involved in life transitioning experiences and shared some good news that she has her own place. Ms. Cabil stated that she joined a disability work group subcommittee formed through the Department of Mental Health that gives her the platform for those with physical disabilities. She is glad to hear that we have a full-time staff to work in emergency management. Ms. Cabil asked if Access could provide data including what type of mobility devices are being reserved for riders and how many trips per day, week, month and year. Lastly, Ms. Cabil shared the following announcements. April events: Sexual Assault Awareness and Public Health. May events: Mental Health, Addiction on May 16, America Indian Counseling Center May 16, 11 am – 4 pm-, Hope Homeless Outreach Event May 18, 9 am – 1 pm and Mental Health America at Barnes & Noble in Palmdale, May 11, 9 am – 10 pm. Ms. Cabil thanked all of those who were instrumental in advocating and supporting her during her homeless journey.

Member Lyons announced that after 25 years MTA plans to go through a redo. In addition, she reported that a driver played the radio in a different language and she doesn't like listening to music that she doesn't understand. Ms. Lyons asked the driver to turn the music down a little bit and the driver did not turn it down enough. Ms. Lyons asked what are the policies pertaining to radios in the vans.

Mr. Johnson replied that the driver should have turned the radio off and not had it on. Let us know the trip details so that he could look into it.

Member Padilla stated that there was something in the Operations update that he was concerned about. The no shows were not included in the report and he is hearing a lot about the no shows are being put out left and right and that should be a part of Operations.

Member Baldwin asked Mr. Padilla if he meant the missed trips or the flyers are not there.

Member Padilla replied both.

Member Goeman asked a question pertaining to the new vehicle. She asked would the walkers and wheelchairs have similar tie downs. If so, she has experienced walkers falling on her service dog twice and would like to know if the walkers would be up front and how that would be handled.

Vice-chair Aroch- none.



Member Cardona- none.

Chairperson Conrad- none.

#### NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Member Lantz shared that MTA is looking into scaling back on some of their routes and that could affect Access riders and if your ride is within the  $\frac{3}{4}$  of a mile you will not have a ride. She suggested that Access should look into it and invite someone from MTA to attend a CAC meeting. She stated that it is not fair to people with disabilities who cannot ride fixed route. In addition, we hope that Access would schedule someone to talk about Ms. Francois request pertaining to missed trips.

#### ADJOURNMENT

Chairperson Conrad entertained a motion to adjourn the meeting.

Motion: Member Goeman

Second: Member Lyons

Abstention: None

The meeting adjourned at 3:02 pm.

ITEM 6

May 8, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. Martindale-Essington, Customer Relations Advocate

RE: CAC- New Member Selection Subcommittee Update

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ISSUE:

In addition to providing an update to the CAC on the recent progress in filling the CAC vacancy, it is requested by Access staff that the Chair appoint a 4-5 member taskforce for defining the workload for the QSS during its 2018-19 term.

BACKGROUND:

The QSS is working on defining its purpose by reviewing several elements found in the CAC manual such as: ethics, the Brown Act, the ADA, and Code of Civility. It seeks guidance from the CAC in knowing which projects to work on behalf of the CAC.

RECOMMENDATION:

Once selected, taskforce members and the staff liaison meet to bring this item to the CAC for discussion and possible action.