

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 14, 2019

1:00 pm - 3:00 pm

Los Angeles County MTA

Union Station Room, third Floor

One Gateway Plaza

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
5	2.	Introductions		
3	3.	Review & Approval of Minutes of April 9, 2019	Action	3-12
10	4.	General Public Comment	Information	
5	5.	Report from Board of Directors/Theresa DeVera	Information	
15	6.	CAC Subcommittee Update/Matthew Avancena	Information	
10	7.	FY 2020 Draft Budget/Hector Rodriguez	Presentation	
15	8.	Stranding Policy Update/Mike Greenwood	Information	
10	9.	Customer Satisfaction Survey/Eric Haack	Information	
15	10.	Parents with Disabilities Update/Eric Haack	Information	
10	11.	Operations Report/Megan Mumby	Information	
10	12.	Member Communications	Information	
5	13.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	

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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

MINUTES

Community Advisory Committee (CAC) Meeting

April 9, 2019

1:00 pm - 3:00 pm

CALL TO ORDER

Vice-Chair Michael Arrigo called the meeting to order at 1:02 p.m.

INTRODUCTIONS

CAC Members Present: Maria Aroch, Chair; Michael Arrigo, Vice-Chair; Kurt Baldwin, Marie-France Francois, Wendy Cabil, Terri Lantz, Yael Hagen, Gordon Cardona, Dina Garcia, Jesse Padilla, Liz Lyons, Tina Fofoa.

CAC Members Not Present: Rachele Goeman, Michael Conrad, and Olivia Almalel.

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena, Mike Greenwood, Eric Haack, Alex Chrisman, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Kevin Keenan, Jillian DeVela, Susanna Cadenas, Randy Johnson, Rycharde Martindale, Megan Mumby, Brian Selwyn, David Chia.

Guests Present: Jose Diaz (MV Transportation), Jesse Ortiz (MV Transportation) Aurora Delgado (CTI), William Zuke (QSS), Jaqueline Sanchez (San Gabriel Transit), Bianca Gomez (Foundation), Julie Ballentine (MV Transportation), Wilma Ballew (Rider), Angie Smith (Rider), Katherine George Chu (LA County Disabilities Commission), Luis Garcia (Global Paratransit), Roberto Batres (Rider), Vincent Smith (Rider), Michael Sher (Rider), Victor Garate (Global Paratransit), Tonni Hemphill (Rider), Victor Dominguez (Rider), Kathleen Barajas (President of Californians for Disability Rights), Shay Demerelle (Rider), David Moreno (Via Transportation), April Kelly (MTM).

REVIEW & APPROVAL OF MINUTES

Chair Aroch asked for a motion to approve the March 12, 2019 minutes.

Motion: Member Baldwin

Seconded: Member Lyons

Motion: Passed

Member Comments:

None.

PUBLIC COMMENTS

Vincent Smith made a public comment by stating that he had a problem with customer service because they would not let him speak with a supervisor. He had a problem with the online booking and he called customer service line but they were not able to take care of the problem. When he asked to speak to a supervisor, they would not transfer him and told him to call the call center to make a reservation. LaTisha Wilson was assigned to meet with him to discuss the issue.

Roberto Batres made a public comment by stating that he believes there should be PTSD training for the Access employees. He tried to renew his Access card and they refused to help him. He was not treated well knowing that he had a mental health issue. He is asking for retraining at the eligibility center because the customer service is unacceptable.

Victor Garate, Deputy General Manager for Global Paratransit, made a public comment by stating that he is happy to report that they have continued to see positive results in the performance indicators. The complaint ratio is down and the call center statistics are up to par, and our driver on time performance has vastly improved. They haven't changed much in the resources, but they have simply implemented a new system, as of January, and they continue to see that positive trend. He wanted to thank everyone as they strive to provide the best service possible.

Toni Hemphill made a public comment by stating that she would like to praise the Southern Region and Rogelio Gomez because he has been assisting her with getting her ride pickup in Van Nuys. She stated she also has PTSD because she is not close to her bus stop. She does not like the on-hold phone recording when she tries to make an appointment because she is tired of hearing the same recording over and over again and she is very glad they have changed it.

BOARD OF DIRECTORS REPORT

Board Director, Martin Gombert, provided a brief summary of the March 22, 2019 Board of Director's meeting. He stated that the following items were discussed at the meeting:

- Expanding Transfer Trips
- Transportation Services Brokerage
- Autonomous Vehicles

The Board of Directors would like to have more notice and be updated continuously concerning the Autonomous Vehicle project before they proceed. Lastly, he thanked Carlos Benavides from Rancho Los Amigos for the tour he facilitated in March.

Member Discussion:

None.

VIA PRESENTATION

David Moreno, West Sacramento Field Manager at Via, presented on the transportation company that has partnered with Metro. He stated that although they are mainly in the east coast and abroad, they are now expanding service to the west coast. They are only offering three areas of operation, which include Burbank, North Hollywood and the Artesia Blvd stations. Most of the rides connect riders between metro stations to shopping centers and even an airport. This is a rideshare service but they do not deviate from the route. Rides can be requested via an app or a phone call and this is a cashless service similar to Uber. They are wheelchair accessible and they charge flat rates to all riders, not by distance or time. He discussed pricing and other basic information on their service.

Member Discussion:

Member Lyons asked why they provide rides in Burbank and not in other areas. She stated that this was not convenient for her because she can call Access or take the bus instead. Mr. Moreno stated that the areas they provide service in are just to test pilot and they will be expanding their service eventually.

Member Baldwin asked what the response time was when requesting a wheelchair accessible vehicle. Mr. Moreno responded that it was about 20 minutes because they do not have as many wheelchair accessible vehicles and he feels that is an adequate response time.

Member Lantz asked if they were going to expand from their three pilot locations and if they were going to start services in other areas. Mr. Moreno responded that this is a question of performance of the program, and any time they hear of an area they should provide service to and there is an option to expand, then they look into it. Ms. Lantz was curious as to why they did not choose LAX since there is a lot more need there.

Member Hagen stated that she is concerned about the 20-minute wait time because her husband could probably just roll his wheelchair over to the destination within the time it would take him to wait for a ride. She asked if there was a possibility of minimizing the wait time for a person using a wheelchair. Mr. Moreno responded that would happen if the data given to VIA during this pilot state was for a large demand. That would be something they could modify and therefore drop the response time.

Member Francois asked if the vehicles were minivans or larger vans. Mr. Moreno responded that they are five passenger vehicles.

Member Lantz asked if in the wheelchair-accessible vans, there is enough space for two people in wheelchairs, or just one plus a passenger. Mr. Moreno stated that the fleet they have consists of regular sized vehicles and the wheelchair-accessible vehicles are vans, which can carry one wheelchair person at a time.

Director Gombert asked if they had any ridership numbers yet. Mr. Moreno stated that

they do not at the moment have solid numbers because they only have occasional users but will have a number for them in the future.

Member Garcia recommends that they look into vehicles with more than one wheelchair because families like herself and her husband are traveling together. She also wanted to know if the vehicles had tie downs. Mr. Moreno stated that they are planning to expand their wheelchair carrying vehicles in the near future. He reminded the members that this is a pilot program and there is a lot of flexibility in terms of what they can do. He also responded that every vehicle has a four-point tie down.

Member Hagen asked what kind of outreach efforts are being made to promote Via. Ms. Hagen fears that because of the wait time for wheelchair accessible vehicles, the lack of demand for this service might decrease, and in doing so, it would influence the data. Mr. Moreno responded that they have the same formula in other partner cities and it seems to be working. They are promoting at senior community events, at street markets and expos. Word of mouth has also been working very well.

Member Francois asked what, if any, fees are charged to a person riding with a personal attendant. Mr. Moreno stated that the fee is charged for each rider, regardless of the reason for taking a ride.

Member Lyons asked what their service dog policies are because she has a diabetes dog and not necessarily a dog for visually impaired or a more obvious illness and doesn't want to have trouble with the drivers. On their request form, she did not see that as an option when reserving a vehicle. Mr. Moreno responded that as long as they are service dogs or a dog inside an airline-approved carrier, there should be no problem taking a dog in the vehicle. All dogs are welcome as long as they meet the requirements that is why they did not ask this on the app.

Member Cabil asked what kind of special rate a Life Program rider or an Access Rider would get. Mr. Moreno responded that the Life program is income-based; he will pass out some pamphlets so that riders can see if they qualify for that. Access or tap-card holders, would get a discounted rate as well.

Chair Aroch inquired on the type of training the drivers received. Mr. Moreno responded that the drivers go through training for the program but otherwise they do an alcohol screening, drug screening, background check as well as a DMV check, and an ongoing DMV monitoring. The training provided is on how to tie down a scooter or a wheelchair so they are strapped properly to the vehicle. The trainings are four hours for all drivers and two days for the wheelchair accessible vehicle drivers.

Member Hagen asked how many accessible vs. non-accessible vehicles they had in their fleet. Mr. Moreno responded that they currently have 8 accessible vehicles out of 62 regular vehicles but depending on the response and demand for wheelchair accessible vehicles, they will add more.

Member Francois asked if the app was available in Spanish and Mr. Moreno stated it was not available but they do have some informational flyers in Spanish.

SUPERIOR SERVICE AWARD

Megan Mumby, Project Administrator, presented Jose Diaz from MV Transportation with the April 2019 Superior Service Award. Mr. Diaz has been with MV Transportation for ten years where he began as a driver; he was then promoted as a behind-the-wheel trainer and is now a Road Supervisor. Julie Ballentine, Safety Manager at MV Transportation recommended Mr. Diaz for this award because of his work ethic. Mr. Diaz treats everyone with dignity, compassion and respect and he is very thorough in his training technique.

Jose Diaz thanked everyone for the award and stated that it was a pleasure to receive it. He said he was very happy to serve the community and because of this, it has made him a better human being.

QSS APPOINTMENT FOR FY 2019/20

Rycharde Martindale, ADA Coordinator, asked the CAC Members to ratify the nomination of an applicant who applied in the month of February for the new QSS tenure. Wilma Ballew was approved to serve during the FY 2019/2020 term.

Motion: Member Baldwin
Seconded: Vice-Chair Arrigo
Opposed: Member Lyons
Motion: Passed

CAC GOALS RETREAT SUMMARY AND RECOMMENDATIONS

Matthew Avancena, Director of Planning and Coordination, thanked the CAC members for helping organize a successful retreat in the month of March 2019. He then asked Member Baldwin to discuss steps to be taken concerning the results of the meeting. Member Baldwin stated that there was a discussion after the CAC retreat to form some subcommittees for the items and goals that came out of the meeting. The following recommendations were made from a list of "top things" that were proposed by each CAC member during the retreat. Member Baldwin presented a summary of these recommendations.

The comments below summarize the three subcommittees:

Bylaws subcommittee - Member Hagen called for a motion to create the CAC subcommittee to review the CAC bylaws. In addition, this subcommittee will also be tasked to review issues such as CAC attendance, public participation, meeting duration, CAC agendas and standing items (and its order in the agenda). They will accept volunteers for a QSS Liaison. Members of the subcommittee are to be - Member Baldwin,

Chair Aroch, Member Hagen, Member Lantz, and Member Fofoa. Matthew Avancena will be representing the Access staff.

Motion: Member Hagen
Seconded: Member Lantz
Opposed: Member Lyons
Motion: Passed

Operations Subcommittee - Member Baldwin called for a motion to create the CAC subcommittee to address "missed trips" and "no shows"; how to avoid long rides, routing and miss-matched rides; improve stand signs and improve identification e.g. geo locating, clear communication to riders and drivers regarding locations, expanding locations at key venues. Members of this subcommittee are Member Baldwin, Member Lantz, Member Hagen, Member Cabil, Member Garcia, Member Fofoa, and Chair Aroch. Mike Greenwood will be representing the Access staff.

Motion: Member Baldwin
Seconded: Member Hagen
Opposed: Member Lyons
Motion: Passed

Stranding Subcommittee - Member Lantz called for a motion to create a CAC subcommittee to address the stranding issue. Member of this subcommittee are Member Lantz, Chair Aroch, Member Hagen, Member Cabil, Member Fofoa, Member Garcia, and Member Baldwin. Mike Greenwood will be representing the Access staff.

Motion: Member Lantz
Seconded: Member Francois
Opposed: Member Lyons
Motion: Passed

Member Hagen proposed to have the following items on a future agenda. Member Baldwin clarified this is not a motion but a recommendation to discuss these items in a future meeting.

- How to improve negotiation of pick up time.
- How to improve provider and rider training.
- The script for the on hold information.
- The video vignettes

Member Hagen made a motion to ask the QSS for recommendations on the items listed:

- Develop recommendations on what a same day trip would look like; enhancing services or a premium service could be a brokerage model on how to be able to offer same day trip services.
- Expanding the functionality of the where's my ride app.

Motion: Member Hagen
Seconded: Member Padilla
Opposed: Member Lyons
Motion: Passed

Member Francois clarified that the members in that subcommittee would need to define what the stranding issue is and provide all that information to the QSS, so that they can talk about policy.

Member Cabil stated that she agrees with Member Francois but clarified that they would first bring it to the CAC so that the other members who are not in the subcommittees know what is going on.

Member Baldwin stated that the second subcommittee that has to do with looking at the bylaws and the communication between the QSS and the CAC, and the CAC and the Board of Directors is what is going to develop. They need to make a motion to send an item to the QSS but there has to be a more formal way to ask them and for them to report back to the CAC.

Matthew Avancena responded that staff should have positive developments to report on this issue because Mike Greenwood was working on an updated policy.

Public Comments

Wilma Ballew stated that as a new member in the QSS Subcommittee, she will be addressing some of the guidelines that are not being followed according to the Brown Act and Robert's Rules of Order concerning the meeting. She believes it is important that they work as a team. As riders and consumers, they have the right to discuss these issues with everyone in the meeting. She is concerned with the dissention in the organization.

Roberto Batres stated that he does not understand why there are so many subcommittees being formed and why the QSS is discussing issues that are not being addressed at the CAC. He is confused about the division during the CAC meeting.

Member Hagen stated that she is aware that the member of the public may always have the opportunity to make a comment on every agenda item. She also stated that by working in smaller groups, it gives them time to thoroughly examine the issue and be able to report to the CAC meeting in a more concrete way.

MEMBER COMMUNICATION

Member Lantz thanked Access for helping them come together and have a CAC retreat where the public was invited and they were able to address important issues in a serious way. She also thanked Global and CTI for providing service at a recent event. She stated

that their service was safe and on time despite it being such a difficult event to do. She understand it was a logistic challenge for the Northern region to maneuver and she is very impressed with the excellent outcome.

Member Francois stated that May is Mental Health month. She encourages people to attend community events and support mental health services. There is so much stigma associated with receiving mental health services, so she wanted to underscore that next month will have many events regarding mental health services.

Member Hagen congratulated Mr. Diaz on his Superior Service Award and she thanked the committee for working on all the issues.

Member Garcia informed everyone that the past year, Metro has been doing a study and having community forums to see which systems are good and which are bad for people with disabilities to ride on. They are having a Metro workshop on Tuesday, April 16 from 12:30-2:30pm with lunch being provided and free TAP cards being available. She has flyers to pass out with all the information.

Member Cabil stated that she wanted to add on to what Member Francois said. She wanted to reiterate that Mental Health Awareness month is coming up next month and the Department of Mental Health under LA County is also sponsoring a poetry contest. It is a "We Rise Poetry Contest" and all the submissions are due by May 1st. She stated the information is on their website, whywerise.la. She also announced an event on endangered Black mothers and babies that will highlight black women led work and what is being done to combat this crisis. The event will take place on Saturday, April 13 at the Kingdom Life Fellowship Church. This is in Lancaster, from 11am-1pm. She also stated that the Abilities Expo this year was very exciting and she picked up some very useful flyers that she would like to share with anyone if they are interested. Lastly, she asked what the Transfer Trip program status was and Matthew Avancena stated that this item was approved and will begin on July 1st.

Member Padilla stated that he is very glad they are finally tackling all these pending issues. He stated that at the regional center where he works, he has many consumers that have issues with Access and is glad to hear that many of the issues that riders have will soon be addressed.

Chair Aroch thanked everyone for their presence and help. She reminded everyone that they are there for a purpose and they need to respect each other when speaking during the meeting. She hopes that they will improve the communication between themselves so that they have a smoother meeting next time. She suggested that the members email the items discussed during the meeting to Matthew so they can put together a proper summary.

Vice-Chair Arrigo stated that there have been many incredible changes in the Cityride Program. He used to send a \$9 check and then he would get about \$48 worth of transportation vouchers. He now gets \$84. He would like to see if they could invite a

representative from Cityride to inform every one of these changes. Another change is you can now make a reservation through their website as well as their Dial-A-Ride service.

Member Cabil stated that there was one more announcement. Last night there was a special subcommittee that the Department of Mental Health started for those with physical disabilities. There is a legal attorney that will be on site at Five Acres in Pasadena to discuss resources of information for those who are blind. Go see her after the meeting for more information.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

OPERATIONS PERFORMANCE UPDATE

Alex Chrisman, Project Administrator, presented the Operations Performance Report for the month of March 2019. Operations provided just under 300,000 trips to riders.

The March highlights included:

- The Board of Directors approved the expansion of the Transfer Trip Services.
- The West Central Region contractor, California Transit, moved to their new yard.
- Major venue locations evaluations were conducted for potential stand signs, such as Dodger Stadium.
- A tour of Rancho Los Amigos from the rider's perspective, completed by a Board Member, Director Martin Gombert.
- A mobility device training video is being developed to assist drivers as an enhancement-training piece.

Members Discussion:

Member Lantz asked why there was such a big increase on the excessively long trips in March, from 0.10% to 0.31%. Alex Chrisman responded that the month of March was challenging because of the bad weather.

Member Padilla asked what the purpose of the tour was in Rancho Los Amigos. Mr. Chrisman referred the question to Martin Gombert. Mr. Gombert stated that he had requested the tour because he had asked staff for a list of the busiest pickup points that Access goes to, and Rancho was number one on the list. He wanted to go out there and see for himself how they were doing with clients' transportation and to see what Rancho did. Carlos Benavidez gave the tour and he insisted the tour be in a wheelchair. It was an amazing but difficult experience. He is also trying to set up a visit to the Braille Institute on Vermont Avenue.

ADJOURNMENT

Chair Aroch asked for a motion to adjourn the meeting.

Motion: Member Baldwin

Second: Member Padilla

The meeting adjourned at 3:01 pm