

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 12, 2013

1:00pm – 3:00pm

Los Angeles County MTA

Union Station Conference Room, 3rd Floor

One Gateway Plaza,

729 Vignes Street, Los Angeles CA 90012

Time	Item	Item Description	Disposition	Pages
	1.	Call to Order	Action	
5	2.	Introductions		
5	3.	Review & Approval of Minutes of October 8, 2013	Action	4-19
10	4.	General Public Comment	Information	
15	5.	Report from Board of Directors	Information	
30	6.	Multiple Trip Bookings	Presentation	
30	7.	Service Animal Subcommittee	Action	20-27
10	8.	Subcommittee Updates	Discussion	
15	9.	Member Communication	Information	
	10.	New Business Raised Subsequent to the Posting of the Agenda	Possible 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 agenda 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."](#)

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday October 8, 2013
1:00 p.m. - 3:00 p.m.

CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:01 p.m.

ROLL CALL

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

CAC Members Absent: None.

Board Members Present: Doran Barnes.

Access Services Staff: David Foster, Araceli Camuy, Kim Hogarth-Hindi, Matthew Avancena, Mark Maloney, Marcia Velis, Jack Garate and Rogelio Gomez.

Guests: William Zuke (Access Customer), Gary Jansen (Access Customer), Margaret Garcia (Access Customer), Frank Lucas (CTI), Liz Lyons (Access Customer), Karina Moreno (CTI), London Lee (San Gabriel Transit), Teresa Gonzales (MV Transportation), Gerard Chandler (Access Customer), Edward Quintana (Care Evaluators), Tonni Yee-Hemphill (QSS Member), Clotill Ray (Access Customer), Jeff Casillas (San Gabriel/Pomona Regional Center) and Luis Cortez (Access Customer).

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 SEPTEMBER 10, 2013

Motion: Member Payne.

Second: Member Cohen.

Abstentions: None.

Corrections: None.

Motion was approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Gary Jansen stated that he does not mind that Access is a shared ride program however does not agree with being squeezed in the back seat of the vehicle with two other passengers. He also mentioned that the call takers should be able to give the customer the vehicle numbers assigned to both the pickup and return trip if requested.

Ms. Liz Lyons stated that she applied for Access and has some concerns regarding the application process. She explained that if the application is provided by a Regional or Senior Center, it will not have an Access ID number on it and the customer will not be able to schedule an eligibility appointment. She added that the person has to call Customer Service and wait on hold to get the ID number then call the evaluation center back to schedule the appointment. She stated that it takes a lot of time to make the phone calls and said that the application doesn't mention that you need the ID number in order to schedule an appointment.

Ms. Lyons also mentioned a problem she had with a requested pick up time. She said that she called reservations to request a

3:30 pm return trip and was offered a 2:31 pm, which would not give her enough time for her appointment. She did end up getting a 3:30 pm reservation, but said that sometimes the times offered are not reasonable for the customers.

A discussion ensued regarding the application process and Mr. Foster explained that when someone calls Customer Service to request an application, a new file is created and ID number is automatically generated. He further explained that if the application is given by an organization, the applicant must call Customer Service to request the ID number.

Access customer Mr. Luis Cortez stated that two oversized wheelchairs should not be put on the same vehicle and said that this problem occurred to him twice last week. He added that the dispatchers should be more attentive to the reservation comments before assigning the call. Lastly, Mr. Cortez stated that the drivers should also be notified regarding stand numbers at college campuses.

Member Lantz asked Mr. Cortez if he informs the call takers that his wheelchair is oversized.

Mr. Cortez responded that he does notify the call takers regarding his wheelchair's size.

Access customer Ms. Tonni Yee-Hemphill stated that no one from the CAC attended the last QSS meeting and explained that both committees should be working together. She also stated that Access staff member Mr. Rycharde Martindale cancelled the last few QSS meetings due to personal reasons and said that she found out about the last cancellation because she called the main office and was informed about the schedule change.

Access customer Mr. Gerard Chandler stated that it was difficult to make a reservation 24 hours in advance if a person is located in area where there is no telephone service; for example out in the ocean.

He said that he was having a problem connecting with the Lost & Found department and also mentioned that he loaded \$100 to his Tap card but the machines are unable to read it. He said that someone contacted him regarding the Tap card issue however he has not heard back from anyone again. Lastly, he stated that the CAC meeting location should say "North" Vignes because some call takers have a hard time finding the address in the system.

Member Coto stated that there was a program available to persons with low income who could apply for a free or low cost cell phone.

Member Cohen added that the program was called "Reach out America" and was based on a person's income.

Mr. Chandler clarified that his comment was regarding not being able to call Access to schedule a ride due to a location not having cell phone reception, not regarding the cell phone itself.

REPORT FROM BOARD OF DIRECTORS

Director Barnes gave a brief update on the September 23, 2013 Board Meeting. He began by thanking Chairperson Arrigo for being the link between the CAC and the Board and also thanked Vice Chair Lantz for her great work on the committee.

He continued his report by stating that last month's meeting turned out to be the Board's annual organizing meeting where officers were elected and several members were appointed to various committees. He stated that it was his honor to have been re-elected to serve as the Chair, with Ms. Dolores Nason as Vice Chair, Mr. Martin Gombert as Treasurer and Ms. Theresa De Vera as Secretary.

Director Barnes stated that a number of consent items were approved and one of the most notable items was the revision to the Rancho Los Amigos shuttle. He explained that the changes to the service included the shuttle being open to Access eligible customers and to the general public. The shuttle would operate Monday - Friday from 8:00am to 5:00pm and there was no charge to ride. The shuttle would run on a fixed route service schedule

with hourly headways, and included two stops inside of the facility and one at the Rosa Parks train station with no reservation required.

He also mentioned that the winner of the Superior Service Award was Ms. April Kelly from Care Evaluators. He stated that the Board also adopted the FY 13/14 Organizational Goals which he listed in no particular order:

1. Securing long-term funding at the local and federal levels to provide ADA mandated paratransit service in LA County.
2. Building upon a strong safety culture that sets the standard for the paratransit community.
3. Increasing stakeholder understanding and commitment to Access.
4. Looking at ways to use automated processes for consistency, efficiency and effectiveness to improve the customer experience.
5. Elevate staff performance by ensuring that the right person is in the right position with the skills and tools now and for the future.

He stated that the Access Services and the Board would be working towards achieving those goals and concluded his report by stating the Board also received a Year End Operations Review presentation that will be presented at today's meeting.

Member Payne agreed with the safety goal and stated that the drivers do a fantastic job in terms of safety and making sure that the wheelchairs are tied down properly. He also stated that he tried the automated cancellation line in the Eastern Region and it worked out well.

Member Coto mentioned that the crosswalk lines outside of the Metro building should be more visible because it is dangerous for people exiting the busses.

SPIRIT OF ACCESSIBILITY AWARD

Chairperson Arrigo introduced Access Services Manager of Planning & Coordination, Mr. Matthew Avancena to give a brief presentation on the Spirit of Accessibility Award.

Mr. Avancena began his presentation by providing some background and said that the Spirit of Accessibility Award was established in 2000 to honor persons or organizations that have made significant contributions to making transit more accessible. He stated that this award is showcased and presented at the Access Services Annual Meeting. He explained that last year the award was presented to a volunteer driver agency in Claremont and the year prior was given to a Special Ed teacher who took her students out on the bus using their Access ID and showed them how to navigate the bus system and become more independent.

He stated that Access is starting the process early this year and asked the committee to get the word out and speak to their colleagues or other agencies about the award.

Mr. Avancena explained that the criteria to apply for the award is that the individual or organization has done things or established a program to help customers to be able to access public transportation or paratransit. He stated that he would be back to remind the CAC about the award and said that the applications would be due January 2014. He asked that anyone with questions about the award contact him.

Chairperson Arrigo stated that he enjoyed the Superior Service Award presentations at the Annual Meeting and asked if an agency, commission or group of people could be nominated.

Mr. Avancena responded that an organization or group could be nominated.

Member Cohen stated that one of the past award recipients was invited to the Veterans Home and the Annual Meeting award presentation video was shown. He said that the veterans really

appreciated the visit and the recipient's contributions to the community.

He suggested that the outreach for the award begin soon after the Annual Meeting and that the recipient be acknowledged within the community, Veterans posts or other civic organizations to let people know what Access is about.

YEAR END REVIEW

Chairperson Arrigo introduced Access Services Project Administrator for the Eastern and Northern Regions Mr. Rogelio Gomez to give a brief overview of the Year End Review.

Mr. Gomez thanked the committee for allowing him to present at today's meeting and gave an overview of the operational performance for FY 2013.

In his presentation, Mr. Gomez reviewed Final Statistics, Operational Challenges, Access Operations and Accomplishments, System Impact, The Future, Ridership Growth Projections, and Preparing for Change.

Member Coto asked if Access drivers are allowed to use bus or car pool lanes.

Mr. Gomez responded that the drivers could use the carpool lanes but not the bus lane.

Member Coto suggested that Access implement a system where the customer could punch in their ID number by phone and the information will automatically come up on the reservationist screen. She stated that this would help expedite the reservation process.

Mr. Gomez thanked her for her suggestion and stated that he would make a note of it.

Member Francois asked if the ridership data was available by region.

Mr. Gomez stated that the data was available by region however he did not have the information with him today.

Member Baldwin asked who the stakeholders are that Mr. Gomez mentioned in his presentation.

Mr. Gomez responded that stakeholders are everyone who is involved with Access on a day to day basis, for example the CAC, the customers, the providers etc.

Director Barnes added that stakeholders also include the transit partners for whom Access provides and complies with the ADA requirements for and the local and federal funding partners.

Member Arrigo stated that in his presentation, Mr. Gomez mentioned fraudulent use of the Access ID and asked if the problem has decreased and what the consequences are for misuse of the card.

Mr. Gomez responded that there are different factors involved that play a role in what happens if a customer is caught misusing their card. He stated that the customer may receive a citation, or can be sentenced to serve time in jail. He stated that the amount of time depended on their background or criminal history. He stated that Project Administrator Mr. Jack Garate could provide more information about this issue.

Access Services Project Administrator, Mr. Jack Garate stated that fraudulent use of the Access cards is dealt with on a case by case basis. He explained that for some individuals there was possible jail time depending on their criminal record. He said that other penalties were citations or suspension of Access privileges.

Member Coto stated that regarding the Tap card, some customers have a hard time reading the numbers on the card because of small font size.

Mr. Foster stated that many years ago Access had a small wallet sized card with the reservations and Customer Service phone numbers on it. He stated that some information was provided to

the Tap Subcommittee regarding this option and some limitations to consider.

He explained that most of the information on the Tap card is tied to the Visa vendor portion of the card. He stated that even if Access changed vendors, the information requirements would remain the same and the design could not be changed to fit a 14 point size font on the card. He said that one option was to reproduce the wallet sized cards with the Reservation and Customer Service phone numbers printed in large font.

PUBLIC COMMENT ON ITEM 7

Ms. Liz Lyons stated that she has seen people get on the bus and claim to be travelling with an Access customer to ride for free. She said that some people might be afraid to speak up and asked if this type of situation was being looked into.

Mr. Gomez responded that Access was working with the Los Angeles County Sheriff's Department and Access Services Chief Operations Officer Mr. Mark Maloney, added that the drivers have been helpful in notifying the sheriffs about repeated offenders.

Mr. Foster stated that he has been involved with the law enforcement side with the Sheriff's on some of the arrests and has attended some court hearings to explain what Access Services is and the impact associated with misuse of the card. He further explained that based on the content of the card the code used for the arrests are serious and charged as felonies.

SUBCOMMITTEE UPDATES

Manager of Customer Support Services, Mr. David Foster introduced Vice Chair Lantz to provide the Subcommittee Updates.

Member Lantz stated that the Tap Subcommittee reconvened and met after the September 10th CAC meeting. She said that members Arrigo, Cohen, Fofoa, Coto and herself stayed for the meeting.

She stated that many ideas were discussed regarding reproduction of the Tap card but the members felt that in the meantime, it was important the customers have something available with important phone numbers in large print. She explained that unfortunately the current design doesn't have enough space to increase the font size however Mr. Foster suggested the option of a second card that the customer can carry with all of the information along with their ID card. She asked the committee for their input regarding printing a second card.

Member Coto expressed her support for printing a second information card.

Member Baldwin stated that it was interesting that a second card was needed to make up for the failures of the first card and said that the Tap card has been a problem since it was introduced. He said that regarding the card colors that Member Lantz mentioned, black on white is a good contrast for most people but not for all and said that bolding would not improve the situation. Lastly, he stated that the two numbers on the Tap card are confusing and mentioned that one particular customer he works with has a hard time distinguishing which is the Access ID number.

PUBLIC COMMENT ON ITEM 8

Access customer Ms. Julie Gaona suggested that the changes discussed is considered for the future Tap card so that the customers won't have to deal with the same issues.

Member Lantz stated that the subcommittee had a lot questions about the Tap card and thanked Mr. Foster for being so responsive.

Member Garcia asked if the second card that was mentioned would also be an ID card and asked if it would have a picture on it.

Mr. Foster responded that the card would be a thin plastic wallet sized card as an additional piece of information, not an ID card and would not have a picture on it.

The discussion continued regarding the Tap card and the proposed information card and Mr. Foster explained that the information card could be given to all new applicants as well as to customers who request it.

Member Lantz stated that the consensus among the subcommittee was that the current Tap card color design of green with white was not a good idea and said that she hoped that when the card is reproduced, the input from the committee is considered.

Member Aroch asked if the card would have an expiration date on it.

Mr. Foster responded that the card would not be an ID card and will only have the phone numbers in large print.

Member Cohen stated that the subcommittee has been discussing some issues for close to two years and one issue is regarding a publication that mentioned several locations where money could be loaded onto the card. He explained that he visited some of the locations listed which included Ralphs, Radio Shack and US Bank and talked to their corporate offices. He said that they were not aware of Access but would be interested in possibly providing a public service. He said that an agreement would need to be coordinated between Metro and Access.

He also explained that he visited a Metro ticket booth and was told that they did not have anything to do with Access. He stated that the goal was to be able to add money to the card without paying a fee and said that possibly an arrangement could be worked out with some of these companies. Lastly, he stated that regarding Metro, the goal would be to add money to the card wherever tickets are sold.

Mr. Foster clarified that the Free Fare program allows the customer to ride for free so money does not need to be loaded onto the card. He stated that regarding the debit card portion of the card, if the vendor changes, the list of retail outlets will be provided by the company handling the banking portion of the card. He said that

the list of retail locations could be verified before disseminating that information to the customers.

The discussion continued between the members regarding the card fees and the possibility of establishing an agreement with some of the companies interested in providing the service to add money on the card for free.

Member Payne asked the status of the \$4.95 Tap card fee.

Member Cohen responded that the \$4.95 fee begins when the card is used to pay for something other than transportation.

Mr. Maloney explained that if the card is used for transportation there is no fee but if the card is used as a debit card it is like a checking account. He explained that originally, the two ways to load the card for free was through a paypal account or by direct deposit.

Member Coto suggested that the retail vendors Member Cohen mentioned be invited to discuss possible agreement options.

Member Cohen responded that the subcommittee would need to further investigate the current or future vendor limitations before inviting a retailer to meet with the CAC.

Member Baldwin stated that in the Santa Clarita region, money can be loaded to the Tap portion of the card and used on their vehicles since their vehicles have card readers. He stated that the reason we have so many issues with the card is because Access does not want to spend the money to add the technology to their vehicles like most other agencies.

Member Cohen asked how much it would cost to add the card readers to the vehicles.

Mr. Maloney responded that it would cost \$5,000-\$8,000 per vehicle for approximately 1,400 vehicles.

Member Coto asked if the customers could somehow contribute to pay for the technology update if they were willing to pay for it.

Mr. Foster responded that paying additional money would not solve the problem and explained that the issue was regarding the design of the Tap card and the font size.

A discussion ensued and the committee discussed different types of card holder options and lanyards to make it easier for customers to carry their cards and also protect the Visa logo from showing.

Access Services IT staff member Ms. Kim Hogarth-Hindi suggested that a 3 sided Mylar envelope card holder be looked into with the Access logo and important phone numbers printed on it.

Member Lantz requested that when the card is redesigned that 1) the ID number is printed in larger font and 2) the card has black print on a yellow background or black print on a white background.

A discussion ensued regarding whether or not the drivers usually request to see the customer's ID number or just the picture.

Member Baldwin mentioned that some customers have a hard time scheduling their reservations because of the confusing ID numbers on the card.

Mr. Foster stated that in regards to Member Baldwin's comments, it can be difficult to book a ride depending on the customer's disability so the goal is to find ways to help the customers schedule their reservations.

Member Lantz asked if it would be helpful for the customers to have a second card with the phone numbers needed to make a reservation.

Member Cohen expressed his support for the Mylar folding envelope idea Ms. Hindi mentioned. He also asked why some ID cards have a different Access and Visa expiration dates.

Mr. Foster explained that most debit cards expire every five years and a customer's Access eligibility is renewed every three years so a customer's debit card will not expire before the person's eligibility expires.

PUBLIC COMMENT ON ITEM 8

Access customer Mr. Gerard Chandler suggested that the ID number placement be changed and said that the Visa logo could go on the back of the card instead of on the front.

Chairperson Arrigo asked if a motion was required for this item.

Member Baldwin stated that this item was a discussion item only and did not require any action.

Chairperson Arrigo reminded the subcommittee that there would be a brief meeting after today's CAC meeting.

Mr. Foster stated that once the subcommittee has their discussion, they can forward their recommendations to him so that staff can do the research and find out the most feasible options to get the customers the information they need.

MEMBER COMMUNICATION

Member Cohen announced that the Veterans will be hosting their 3rd Annual "Stand Down for Homeless Veterans" event on November 1st, 2nd and 3rd at Whittier Narrows Park in South El Monte. He asked that anyone interested come out and support the event.

He also announced that on December 8th the Los Angeles VA will be celebrating their 21st year on the grounds of the West Los Angeles VA. He said that it will be a great event with fun, food and entertainment with Jim Belushi, Dan Akroid and the Blues Brothers Band performing. He stated that the event is free and encouraged the committee to attend. He said that the event will be held at the VA 11301 Wilshire Blvd., Los Angeles, Jackie Robinson Stadium.

He concluded his comments by thanking San Gabriel Transit and CTI for taking care of the customers.

Ms. Liz Lyons asked if the event information was available online.

Member Cohen stated the event information was available on the web at Veterans Holiday Celebration Inc.

Member Baldwin stated that the committee needs to get back to following order in the meetings and said that everyone should be recognized by the Chair before speaking.

He also announced that the next Paratransit Rider's Coalition Meeting would be held on October 15th and asked that anyone interested contact him. He stated that at the last meeting the discussion was about "Restroom Breaks" during long shared rides and said that this month's agenda would include "Excessive Wait Time for Pick-ups."

Member Payne stated that it was important that the \$4.95 fee issue be looked into and resolved.

Member Stoudenmire agreed with Member Payne.

Member Coto stated that she was grateful for the service Access provides however mentioned a situation regarding replacing her ID card. She explained that she lost her ID card and had to wait for almost two months to get it replaced. She asked if it was possible to provide a temporary ID for customers so that they don't incur high charges while waiting for their card.

Mr. Foster responded that if a customer calls to report a lost card and requests a replacement, the card is deactivated and it usually takes 3-4 weeks to receive a new one.

Member Fofoa explained that for today's pick up going to the meeting, she had a 10:40am pickup scheduled and waited until 11:09am before calling the provider to check on the vehicle. She was advised by the call taker that the driver showed a pick up and said there must have been an error. The reservationist informed

Ms. Foafao that another vehicle would be sent which arrived at 12:20pm.

She also mentioned some problems with the providers sending her on shared rides with other oversized wheelchairs. She explained that even after she notifies them of her wheelchair size, she still encounters this issue. Lastly, she stated that if her wheelchair is damaged by another wheelchair, Medi-cal will not pay for it.

Member Lantz thanked Access for doing a great job on coordinating the transportation for a special outing organized for the UCP clients. She commended CTI and Global for their hard work and gave a special thanks to Luis Garcia, Victor and Karina.

She also stated that UCP World Challenge was over and thanked everyone who supported the UCP online challenge. She said that \$40,000 dollars were raised to increase awareness for developmental disabilities.

Member Arrigo reminded the committee to continue working together with respect for one another in order to run a smooth and productive meeting.

Lastly, he stated that October is Breast Cancer Awareness Month and also reminded everyone about the people whose disability is not so obvious and encouraged everyone to try to get to know them better.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

Motion: Member Cohen.

Second: Member Garcia

Meeting was adjourned at 2:57pm.

NOVEMBER 12, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: SERVICE ANIMAL SUBCOMMITTEE

ISSUE:

During the February 2013 CAC meeting an action item was presented with regard to the Service Animal Subcommittee to discuss if the CAC wished to have the committee either reconvene or establish a new committee. This request was the result of customer comments at recent Access Services (Access) Board of Directors meetings with concerns about the service with respect to their service animals.

At that meeting, the CAC made a motion that staff would send a letter to all Access customers whose file indicated they had a service animal/guide dog to encourage them to attend future CAC meetings to voice any concerns as well as call customer service to register their concerns. As the committee may recall we did have a few customers and one individual representing one of the guide dog schools attend, however, there was not a large response to the mail out. As was mentioned at that meeting, the Access staff liaison/point of contact for service animal issues will be Access Project Administrator, Geoffrey Okamoto.

At the most recent Access Board of Directors meeting, there was public comment provided by two service animal users who still have concerns regarding the booking of trips with service animals

in terms of the space available on the vehicle, and as a result the Executive Director and Board are interested in re-convening the Service Animal Subcommittee.

Since the other subcommittees formed with the recently re-formed CAC do not have by laws and are intended to be in affect only until the issue(s) have been addressed, the CAC can opt to instruct staff to form a Service Animal Subcommittee and allow Access staff to identify the service animal users that wish to participate. Access Project Administrator and Service Animal Subcommittee staff liaison, Geoffrey Okamoto can then reach out to service animal users who would like to participate on the subcommittee; any member of the CAC is of course welcome to participate.

RECOMMENDATION:

Authorize Access staff to form a Service Animal Subcommittee and report back to the CAC during the Subcommittee Updates agenda item as needed.

BACKGROUND:

The Committee was formed in response to a settlement agreement requirement from a lawsuit filed by the Western Law Center for Disability Rights alleging civil rights violations by multiple taxi operators within Los Angeles County for allegedly refusing service to individuals with service animals. Some of the taxi companies named were also service providers for Access Services and therefore, Access Services was included in the lawsuit.

The settlement agreement required that a Service Animal Subcommittee be formed to provide input and advice to Access Services with regard to issues related to the transport of service animal users. The Service Animal Subcommittee is to meet quarterly for a period of up to five (5) years unless the subcommittee members determine that issues are resolved prior to that time. At the end of that five-year period the CAC opted to continue the Service Animals Subcommittee, however, in 2009, the

Service Animal Subcommittee opted to meet "as needed" since participation in meeting by service animal users had significantly dwindled. The last meeting held was in February 2010.

The bylaws for the Service Animal Subcommittee are included below:

Access Services Community Advisory Committee
Service Animal Subcommittee
Bylaws

Article 1 - Name

The name of the committee shall be the Access Services *Community Advisory Committee* Service Animal Subcommittee.

Article 2 - Purpose

The Committee was formed in response to a settlement agreement requirement from a lawsuit filed by the Western Law Center for Disability Rights alleging civil rights violations by multiple taxi operators within Los Angeles County for allegedly refusing service to individuals with service animals. Some of the taxi companies named were also service providers for Access Services and therefore, Access Services was included in the lawsuit.

The settlement agreement required that a Service Animal Subcommittee be formed to provide input and advice to Access Services with regard to issues related to the transport of service animal users. The Service Animal Subcommittee is to meet quarterly for a period of up to five (5) years unless the subcommittee members determine that issues are resolved prior to that time.

Article 3 - Membership

The subcommittee consists of three (3) to five (5) Access Services Community Advisory Committee members, or individuals nominated by the Access Services Community Advisory Committee. The majority of the members shall be service animal users.

A member who misses three meetings during a one-year period may be subject to removal from the subcommittee. Such members shall be notified in writing and shall be requested to provide

justification for continued membership. The subcommittee shall review such justification and shall recommend to the Access Services Community Advisory Committee whether the member should continue to serve on the subcommittee. The Access Services Community Advisory Committee will then make the final determination whether or not to remove a member.

Article 4 - Terms

There shall be a two-year term and members may be re-appointed at the pleasure of the Access Services Advisory Committee. Members, who are unable to complete their terms, may submit their resignations to the Access Services Community Advisory Committee through the ASI Administrator. Access Services Community Advisory Committee will appoint any new members as vacancies occur.

Article 5 - Officers

The subcommittee will have a Chairperson. The term is one year from January through January. Officers will be elected each year at the quarterly meeting that occurs prior to January of each calendar year by a voice vote of majority of the members present. Officer seats will be limited to two consecutive terms served by any one individual.

Duties of the Chairperson

The Chairperson will preside at the meetings, and will represent the Committee at meetings of the Access Services Community Advisory Committee and Access Services Board of Directors when appropriate.

Vacancies of Officer Positions

A Vacancy of an officer position shall exist in the following circumstances:

- (a) the resignation or death of an officer;

- (b) the removal of an officer by a voice vote of the majority of the Service Animal Subcommittee.
- (c) the removal of an officer as a member of the Advisory Committee by the Board of Directors as provided in Article 3 of these Bylaws.

Filling Vacancies of Officer Positions

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative **VOICE** vote of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these Bylaws.

Duties of Subcommittees

All meeting locations shall be posted at the ASI headquarters. An ASI staff person will be assigned to each subcommittee and will attend subcommittee meetings.

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

Article 7 - Meetings

The Access Services Service Animal Subcommittee shall meet quarterly at the Access Services corporate offices at a day and time to be determined each year by the subcommittee. The meetings are subject to the Ralph M. Brown Act (Government Code Section 54952.3), requiring that all meetings involving subcommittee deliberations are open to the public, with advance posting of agenda(s). Special meetings of the Committee may be called by ASI staff or at the request of the Chairperson.

To facilitate full discussion of issues by the Committee, discussion of items will first involve Committee members. Public comment will be limited to brief comments of three minutes on each agenda item after the items have been discussed. As appropriate, the

Chairperson may suggest persons contact staff directly regarding specific questions.

Meetings shall be held at the ASI headquarters, 633 West Fifth Street, ninth floor, Los Angeles, CA 90071, unless ASI staff identify a special location and notifies members at least seven (7) days in advance and follows the required posting procedure. Alternative formats are available, upon request, by contacting Access Services three (3) business days hours prior to the date of a meeting.

Article 8 – Compensation and Reimbursement

Per the Access Services Board of Directors, Access Services Advisory Committee members may receive such compensation, if any, for their services as committee members or officers, and such reimbursement of expenses. Per the Board of Director's action, Advisory Committee members are provided a stipend for each meeting in which their attendance is requested by Access Services staff or Board of Directors.

Additionally, COMPENSATION is only APPLICABLE TWO (2) times monthly for Advisory Committee members, with the exception of the Chair who is allotted four (4) monthly stipends UNLESS APPROVED BY THE ACCESS SERVICES BOARD OF DIRECTORS.

Article 9 - Voting/Quorum

A majority of the members must be present at a meeting for a quorum; an affirmative vote of a majority of the members present is required for any action items.

A committee member must be present at the time of a vote to vote on a particular issue. The vote of the person chairing the meeting will be counted only in the event of a tie. An absent member cannot authorize a proxy vote.

Committee members are expected to actively participate in regularly scheduled Committee meetings and Subcommittee

meetings.

Article 10 - Amendments

These bylaws may be amended at any regularly scheduled Committee meeting as defined by Articles 7 and 8 above.

Article 11 - Minutes

Minutes of the Committee shall be recorded by Access Services staff and returned to the Subcommittee for review and approval.