AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 18, 2014
1:00pm - 3:00pm
Los Angeles County MTA
Gateway Conference Room, 3rd Floor
One Gateway Plaza,
729 Vignes Street, Los Angeles CA 90012

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**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://acessa.org](http://acessa.org). Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a
specific agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats available upon request."
CALL TO ORDER

Chairperson Cohen called the meeting to order at 1:02 p.m.

ROLL CALL


CAC Members Absent: Kurt Baldwin.

Board Members Present: Theresa DeVeria and Dan Levy.


Guests: Victor Garate (Global Paratransit), Jess Segovia (Metro), Giovanna Gogreve (Metro), Artemio Ambrosio (Access Customer), Rachele Goeman (Access Customer), Aisha McKinney (Access Customer), Kathleen Barajas (Access Customer), Mike Fricke (CTI), Frank Chavez (Epilepsy Foundation of Greater Los Angeles), Tara Rosa (Care Evaluators), Julie Gaona (Access Customer), and Rigo Gaona (Access Customer).

INTRODUCTIONS

Chairperson Cohen welcomed new members Wendy Cabil and Michael Conrad to the CAC and also welcomed staff and guests in attendance. He asked that everyone introduce themselves.
He recognized Member Arrigo for his service and dedication over the past two years as CAC Chair and presented him with a personalized gavel for his contributions to Access and the ADA community.

Member Cabil thanked Chairperson Cohen and the committee for appointing her to the CAC and said that she looked forward to working in the community and keeping the CAC informed of what’s going on in the Antelope Valley.

She stated that she is a member of the National Alliance on Mental Illness (NAMI), and said NAMI recently held their 11th Annual Walkathon in downtown Los Angeles and said it was a great event.

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM SEPTEMBER 9, 2014

Motion: Member Payne.

Second: Member Lyons.

Abstentions: None.

Minutes were approved.

GENERAL PUBLIC COMMENT

Chairperson Cohen reminded the audience to fill out a comment card if they wished to speak during public comment and asked that everyone use a microphone. He also mentioned that questions or comments made during public comment will not be addressed during the meeting due to meeting regulations however said that a staff person would speak to the customer after the meeting.

Access customer Ms. Aisha McKinney stated that there needs to be more consistency between the drivers and the dispatchers when the pick-ups are at large facilities like the VA Hospital or college campuses. She said that it is important that the drivers and dispatchers on are the same page with the information that is being communicated.
REPORT FROM BOARD OF DIRECTORS

Director Devera gave a brief update on the September 22, 2014 Board Meeting. She stated that the Board recognized Member Arrigo for his service as CAC Chair and welcomed new Chairperson Chaplain Dov Cohen and Ms. Linda Evans as TPAC Chair.

She said that the Board received information about the Metro Review of Access and stated that Access Executive Director, Ms. Shelly Verrinder recognized Global Paratransit for completing a record 3,758 out of 4,268 scheduled trips while keeping a 90.1% on time percentage.

Director Devera congratulated Global for the great work they are doing and said that she was glad to be part of the Global family.

COMPREHENSIVE OPERATIONAL REVIEW ON ACCESS

Access Services Chief Operating Officer Mr. F Scott Jewell, stated that he attended today’s meeting to provide a brief update of the Comprehensive Operational Review on Access and to request the committee’s feedback regarding this item.

He stated that some of the members may recall in 2013 a review of Access was commissioned by Metro and out of that review there were a number of recommendations. Some of the recommendations were regarding how the service is delivered on a daily basis and several other aspects of the service. He explained that rather than looking at the specific areas mentioned in the review, Access decided to look into conducting a more comprehensive review. He stated that the plan is for a consultant to look at the key operational functions of Access, which includes Paratransit Operations, Eligibility, and Customer Service.

Mr. Jewell explained that the study will provide information to better equip Access for future planning and will also look at some best practices that can be implemented in Los Angeles. He stated that the scope of work is scheduled to go out at the end of the month and will be awarded at the January meeting. He offered to
answer any questions and said that if anyone would like to submit comments to be included in the scope to please forward the information to Ms. Barajas by Friday.

Member Coto mentioned a few issues regarding Metro buses and said that the bell to request a stop may be difficult to reach for some disabled customers. She also said that the bus floors are slippery and said that the newer buses don’t seem to be ADA compliant.

Mr. Jewell asked if there was a specific route she was referring to.

Ms. Coto responded line 704 and the big rapid busses.

PUBLIC COMMENT ON ITEM 6

Access Customer Ms. Rachele Goeman, stated that her biggest concern with riding public transportation is that drivers do not inform customers with guide dogs that they are loading a wheelchair passenger. She said that guide dog users need to be informed for their dog’s safety.

Member Lantz asked if Ms. Goeman was referring to Access or to fixed route.

Ms. Goeman responded that she was referring to the buses.

Member Lyons stated that ever since the Metro lawsuit, the bus drivers are more respectful and more polite to Access customers.

METRO LOGO INTEGRATION

Access Services Deputy Executive Director for Planning & Governmental Affairs, Mr. Andre Colaiace, stated that he was at today’s meeting to request the committee’s feedback on the Metro Logo Integration.

He explained that the Memorandum of Understanding with Metro (MOU) states the following:
In conjunction with LACMTA's Communications - Marketing Department, Grantee shall place a notice in its vehicle design and marketing materials for the purposes of communicating that the Grantee receives financial support through Los Angeles County sales taxes approved by voters. The vehicle design shall display LACMTA's "Metro" logo on all Grantee-owned vehicles and service vehicles owned/operated by the Grantee's contractors. LACMTA shall approve final logo size and location. The final vehicle design is subject to approval by the Access Services Board of Directors.

He stated that Access agreed to the idea for a number of reasons and explained that Metro is the countywide funding agency and provides 90% of the Access budget. Secondly, he explained that many people have heard about a possible sales tax for various transportation and transit related projects in 2016. He said that the goal was to link up Metro and Access together which might help the sales tax to pass.

Mr. Colaiace showed some examples of a few transit & paratransit systems in the country that have two logos on their vehicles. He also reviewed some slides that displayed how Access vehicles and various printed materials would look like with the Access & Metro logos.

Member Lantz asked if the information on the slides could be enlarged.

Mr. Colaiace responded that he could not enlarge the presentation however said that the information on the screen was located in the agenda packet.

Member Lantz stated that she was still having trouble seeing the information.

Mr. Colaiace described the information in more detail and asked if the Metro staff in the audience wished to add anything.
Chairperson Cohen asked how much input Access had in the Logo Integration Process.

Mr. Colaiace responded that there was no input from Access and said that the designs were sent to Access as a concept. Access agreed to review the information with CAC, TPAC, and the Board.

Member Lantz stated that the Access logo was not as clear as the Metro logo. She also mentioned the color contrasts and asked about the colored van design that was presented a few months back. She asked if any studies have been done in other cities regarding how adding a large entity like Metro could affect liability.

Mr. Colaiace responded that the vehicle design unveiled at the Annual Meeting is a concept vehicle that was put into service to get the community’s feedback; however, it is an expensive option to implement fleet wide. He said that he was not aware of any liability studies being conducted.

Member Conrad mentioned the current budget situation and asked how the logos would be paid for.

Access Board Member Mr. Dan Levy stated that Metro would pay for the logo integration.

Member Lyons mentioned a grey and black vehicle in the Northern Region and said that she liked that color contrast. She also suggested the address be made larger and the print in be in color on one of the handouts shown in the presentation.

PUBLIC COMMENT ON ITEM 7

Access customer Mr. Artie Ambrosio suggested that brighter colors be for the printed materials with black lettering but said that he supported the overall concept.

Member Aroch expressed her concern regarding the financial
impact of adding the Metro logo and suggested that the money for this project be used to update and keep current vans in good condition.

Member Stoudenmire stated that her center works with developmental and intellectually challenged individuals and mentioned that adding the Metro logo to the Access vehicles will be confusing to their customers. She suggested that Access “keep it simple.”

Member Coto suggested that a “catch phrase” be placed on the vehicle in addition to the logos.

Member Lantz agreed with the members comments regarding keeping things simple and said that she also works with people with developmental disabilities and said that change can be difficult. She agreed that having two logos on the vehicles can be confusing.

Member Padilla said that he liked the current vehicle color scheme and suggested that the Access logo be displayed in large letters on the vehicles.

Member Francois stated that as the mother of an autistic adult, she agreed that directions should be simple and said that Access should stand out.

PUBLIC COMMENT ON ITEM 7

Access customer Ms. Rachele Goeman asked if the logos would be displayed inside of the vehicles and if so, would the text be raised or in Braille. She stated that for persons with visual impairments the information is more important than the colors.

Access customer Ms. Aisha McKinney stated that Access used to provide signs for customers to display at their homes or at their location for the driver to see and asked if Access still provided the
Member Lantz mentioned that experts recommend black & white or black and yellow as the best contrast for visual perception.

Mr. Colaiace stated that the intent is to keep the colors black and white.

Chairperson Cohen asked if the logo integration has already been determined and said that the color contrast was another issue.

Mr. Colaiace stated that the item has to be approved by the Access Board; however, the information needs to be presented to the CAC and TPAC first.

Chairperson Cohen asked if this item will be presented at the October board meeting.

Member Coto suggested that a “smiley face” also be added somewhere on the vehicle.

Member Lantz asked for the next Board Meeting date and time.

Mr. Colaiace stated that the next Board Meeting will be held on November 17th.

CAC MEETING LOCATION

Access Services Senior Manager of Customer Service, Ms. Sherry Kelley stated that the CAC currently meets here at Metro; however, due to the limited conference room availability, the CAC will be looking at alternative meeting locations after the November meeting.

She explained that Ms. Barajas has been looking at some locations that has Access has worked with in the past and said that the idea is for the CAC meeting to move to a different location every month. She said that one of the benefits of this structure is that people who
generally don’t attend the meetings may be able to attend the meetings in their community. She reviewed a list of possible locations and asked that if anyone had any other suggestions to please forward the information to herself or to Ms. Barajas.

Member Padilla stated that he supported the Rancho Los Amigos idea and asked if the meeting room at Access headquarters in El Monte was an option.

Ms. Kelley responded that there may be limited availability at Access headquarters; however, said that staff will review the calendar.

Member Conrad asked that the meeting locations be close to restaurants or where food is sold and explained that people who are diabetic can stop and get something to eat before the meeting.

Member Lantz stated something to keep in mind is that some people who attend the CAC meeting are coming from all over the county so the long travel may be difficult. She volunteered to start looking for some meeting locations that are centrally located and suggested that a subcommittee be formed to work on this issue. Lastly, she mentioned that there was a recent court order stating that meeting locations must have accessible parking in order to be ADA compliant.

Chairperson Cohen stated that a subcommittee will be formed to discuss the meeting location and said that they would meet prior to next month’s CAC meeting. He invited anyone interested in this discussion to attend.

Member Aroch suggested that a few meetings be held at the Access headquarters in El Monte and mentioned that this would save money on facility rental fees.

Ms. Kelley responded that staff is looking for locations that are free or low cost.
PUBLIC COMMENT ON ITEM 8

Access customer Mr. Artie Ambrosio suggested that the CAC meetings be held at the evaluation center. He said that the facility has meeting space and parking available that is large enough to accommodate the meeting.

Access customer Ms. Rachele Goeman stressed the importance of the location being “Access friendly” and said that the Metro building with all of the construction is difficult to find.

Member Coto asked that the list of possible locations be restated.

Chairperson Cohen stated that the subcommittee will meet before the next CAC meeting to discuss the meeting location.

MYTHS & FACTS ABOUT EPILEPSY

Mr. Frank Chavez, from the Epilepsy Foundation of Greater Los Angeles gave an informative presentation about epilepsy and showed a short video that explained what to do if a person has a seizure.

Member Conrad asked how long before a seizure occurs does the person know that it is coming, and also asked what are the symptoms the person feels. Lastly, he asked if seizure dogs help to notify the person before the seizure happens.

Mr. Chavez stated that some people can sense a seizure and explained that they get what is described as an “aura” which is a sensation that the person feels. He said some people sense a certain smell, or a tingly feeling or even a change in their environment and said that some people have no warning at all.

He stated that seizure dogs are very effective; however, said that they are expensive.

Member Conrad asked if seizure dogs are donated.
Mr. Chavez responded that he was not familiar with the seizure dogs and how they work with the Epilepsy Foundation.

Chairperson Cohen asked if Mr. Okamoto had any information since he has reached out to guide dog organizations.

Mr. Okamoto responded that guide dogs are privately funded.

Member Lantz mentioned that some dogs are trained and shared a story about a K-9 Companion who would sense the seizures and notified the boy’s mother before the seizure would start.

Member Coto suggested that people should learn how to train the dogs themselves and purchase their own dog to be a seizure service dog.

PUBLIC COMMENT ON ITEM 9

Access customer Ms. Rachele Goeman stated that some guide dogs have also learned to detect seizures for people who are visually impaired and suffer from seizures.

Access customer Ms. Julie Gaona stated that she has seizures but does not have epilepsy and wanted to clarify that a person can have seizures without being epileptic.

Access customer Mr. Artemio Ambrosio asked if Access drivers are trained on what to do in case a passenger has a seizure while on board the vehicle.

Director DeVeria asked the providers in the audience the same question regarding drivers receiving training for emergency situations.

California Transit General Manager, Mr. Mike Fricke stated that drivers are no longer required to be First Aid and CPR certified.

Chairperson Cohen asked if the process is for drivers to call 911 first then contact the dispatcher.
Member Lyons stated that she liked the video because it was easy to understand.

Mr. Chavez stated that any interested in more information to contact him at Oooootay@aol.com.

Member Padilla agreed with Member Lyons about the video being easy to follow and asked what the procedure was for Metro rail and bus drivers in case of an emergency.

Metro ADA Paratransit Program Administrator, Ms. Giovanna Gogreve stated that on the trains someone has to contact the conductor and on the buses the driver will call 911 then contact Bus Operating Control Center. She said that she drivers are CPR trained but would have to verify that information.

Member Lantz stated that she was surprised that drivers no longer receive first aid training. She encouraged Access to revisit this topic.

The discussion continued between the members regarding epilepsy and driver first aid training.

Mr. Colaiace clarified that Access is a form of public transportation not a medical transportation service therefore the drivers are to call 911. He explained drivers do not know every customer’s medical condition.

Member Lantz stated that it would be helpful for the drivers to watch the video that was presented today so that they know what to do until the ambulance arrives.

Chairperson Cohen thanked Mr. Chavez for his presentation.
SERVICE ANIMAL UPDATE

Access Services Project Administrator, Mr. Geoffrey Okamoto stated that he was today’s meeting to give a brief update on the Service Animal Subcommittee. He stated that on October 2\textsuperscript{nd}, Access hosted a Service Animal Orientation at the Access Headquarters in El Monte and thanked Ms. Goeman for referring him to Guide Dogs of America who Access partnered with for this orientation.

He said that Ms. Lori Bernson from Guide Dogs of America assisted Access with the training and said that she has a lot of insight because she works with Guide Dogs of America and is an Access customer. He explained that there were about 50 people in attendance which included Access and provider staff. He mentioned that Member Arrigo was able to attend and said that the training was well received by all.

Mr. Okamoto said that staff is looking into developing a training video and a training script to better educate drivers and call takers on how to improve service for guide dog users.

Member Coto asked if dogs are trained to work with people with serious mental disabilities like Bipolar or Schizophrenia.

Mr. Okamoto stated that he did not have that information; however, said that Ms. Bernson did mention that the entire process to train a dog costs about $42,000 and the program is privately funded.

He also presented a slide show reviewing the number of service animal users by region. He stated that the even though some areas have smaller numbers of service animal users the goal is to improve the quality of service for everyone.

Mr. Okamoto explained that Service Animal Subcommittee Meetings are held quarterly and are usually right after the CAC meeting. He said that improvements have been made and said that the subcommittee is moving in a positive direction.
Member Conrad asked for the status was on the adapter that was supposed to be connected to the dog’s harness to prevent the dog from sliding. He described a situation where he was in a vehicle with a guide dog and the driver stopped suddenly causing the dog to slide.

Mr. Okamoto asked for clarification regarding the adapter and said that the subcommittee can look into that option.

Member Conrad stated that he thought this issue had already been forwarded to the Safety Committee.

Mr. Okamoto explained that the subcommittee discussed a tether to keep the dog from sliding; however, if the tether is longer than 12 inches it can be a safety risk for the dog. He said that the subcommittee can discuss this topic at the next subcommittee meeting which will be after the November CAC meeting.

Member Arrigo stated that the tethers mentioned earlier may have been discussed at the previous rendition of the Service Animal Subcommittee when Pam Metz and her husband were leading the subcommittee. He thanked Mr. Okamoto for the progress made by the subcommittee.

PUBLIC COMMENT ON ITEM 10

Access customer Ms. Rachele Goeman expressed her concern about the dogs sliding and said that the subcommittee needs to do something before a dog gets injured.

Access customer Mr. Artemio Ambrosio asked if the service animal owner is required to wear a safety vest and safety strap so that the dog won’t get hurt.

Mr. Okamoto responded that a safety/vest strap is not required.

The discussion continued regarding service animals.

Chairperson Cohen stated that he has been serving as Chaplain for the Women’s Prison in Corona for the past 10 years and said they
have a program that trains about 60 dogs a year. He said that the dogs are donated to veterans and non-veterans and offered to get more information about how their program works.

Mr. Okamoto stated that Access recently implemented a new procedure where no more than two people are allowed to travel in the back of a sedan. He said operations staff is looking at ways to come up with a configuration to address service animals and service animal users in this process. Lastly, he stated that the goal is provide comfortable, safe and efficient service for everyone.

SUBCOMMITTEE UPDATES

Chairperson Cohen stated that new Tap Cards will begin to be distributed in December and said that the Visa feature will not be included in the new cards.

Member Coto asked how she could get the new card in December.

Chairperson Cohen stated that if the card is lost she could request a new one.

Ms. Kelley clarified that the new cards will be available for purchase.

MEMBER COMMUNICATION

Chairperson Cohen stated that there will be three subcommittee meetings next month and said that the CAC Location Subcommittee will be meeting at 12:00 p.m. and the Service Animal Subcommittee will be meeting immediately after the CAC meeting.

He stated at the next meeting, Member Payne will be giving a brief presentation about the work he has done at the Long Beach VA in terms of signage.

Member Lyons stated that the blind institute will be hosting an open house this Friday from 10:00 a.m. to 2:00 p.m.
Member Coto reiterated her comment regarding the bus floors being slippery and suggested that the issue be looked into.

Member Stoudenmire commended a Global Paratransit driver for providing outstanding service to a customer from the ARC in Downey.

Member Garcia stated that with the upcoming elections, CALIF will be hosting a forum next Tuesday at 1:30 p.m. to discuss the propositions on the ballot and encouraged everyone to attend.

Member Coto stated that she was glad to be at today’s meeting and thanked Access for the work they do.

Ms. Kelley stated that Mr. Martindale asked her to announce that the next QSS meeting will be held on December 4th.

Member Lantz stated that UCP and their Los Angeles affiliate will be celebrating their 70th Anniversary and said that she and the UCP were presented with an award by the Culver City Council. She thanked Global for doing a great job picking everyone up on time. She also thanked CTI and Access for their help coordinating a zoo trip for several customers.

Director De Vera stated that she enjoyed attending the CAC meetings and said that she learns a lot from listening to the members and audience comments. She thanked the CAC for their work and said that working collaboratively with the Board they will make Access even more efficient than it is today. She congratulated Member Lantz for her recognition she received and congratulated Member Arrigo for his service as CAC Chair.

Member Arrigo stated that he just completed two years serving as Vice-Chair of the City of West Hollywood’s Accessibility Advisory Committee and stated that on Monday the County of Los Angeles Commission on Disabilities recognized the City of West Hollywood’s Advisory Board at their Annual Luncheon.

He also announced that on Tuesday the City of West Hollywood will be hosting a Wellness Fair at Plummer Park from 10:00 a.m. to
2:00 p.m. and said that the Aids Healthcare Foundation along with Cedar Sinai Hospital will be offering free testing. He stated that on Wednesday night, the City of West Hollywood will be presenting their Annual Disability Services Award in the individual, business, media and non-profit categories. He said that he nominated the West Hollywood Food Coalition who is run by a couple who has been feeding the homeless for twenty-seven years.

Member Payne stated that October is White Cane Awareness Month and said that the “White Cane” is the official symbol for the blind. He suggested that the drivers be given a sample survey to get their input and perspective regarding guide dogs.

Member Aroch thanked Access for their support with the Southern California Rehabilitation Services 35th Anniversary event last week.

Member Padilla stated that the service has improved over the past few weeks and mentioned that the Public Comments seemed to have dropped which is a good sign. He said that regarding guide dogs, he would like to see something done before a dog gets hurt.

Member Conrad started off his comments by thanking Ms. Kelley for the work she has done with Customer Service and said the service has improved. He also asked if drivers are aware that customers who are diabetic may need to eat a snack to elevate their blood sugar while in the vehicle.

He also expressed his concern regarding next month’s subcommittee meetings and said that two of the meetings will be at the same time.

Member Cohen suggested that one meeting could be from 12:00 p.m. to 12:30 p.m., and the other from 12:30 p.m. to 1:00 p.m.

Member Cabil announced that on October 30th, a Wellness Symposium will be held from 8:00 a.m. to 4:00 p.m. at the Antelope Valley Fairgrounds. She said that the tickets will cost $40.00 and will include two meals. She stated that Supervisor Michael Antonovich and Senator Steve Knight will be in attendance along with the mayor and various professionals in the medical field.
Member Cohen thanked everyone for their cooperation in the today’s meeting. He announced that there are several events coming up at the West LA Veterans home and stated that the first one is a free exhibit that displays 95 enlarged photos by Hollywood photographer Phil Stern.

He also announced that on December 7th, the VA will be celebrating their 22nd Annual Veterans Holiday Celebration which will include free food and entertainment by Jim Belushi and Dan Akroid. He encouraged everyone to attend and said that if anyone wanted more information to contact him.

Chairperson Cohen concluded his comments by thanking the West Central Region for their help coordinating a trip for a group a veterans.

Member Padilla mentioned that he usually waves at drivers to encourage them on the road.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

The meeting was adjourned at 2:59 p.m.
NOVEMBER 18, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: ANDRE COLAIACE, DED, PLANNING/GOVT. AFFAIRS

RE: FTA TRIENNIAL REVIEW FINDINGS

________________________________________________________________________

ISSUE:

The Federal Transit Administration has issued findings that Access policies regarding no shows, origin to destination service and fares are not compliant with federal regulations. Since the resolution of these findings will affect our customers, staff will be bringing regular reports to the Community Advisory Committee (CAC). Any proposed changes to Access policies will also be brought to the CAC.

RECOMMENDATION:

Receive and file.

BACKGROUND:

The FTA findings are as follows. Staff will provide an explanation of each one and update the CAC on current plans to address them.

No show finding

Access Services’ written no-show policy does not take into account frequency of travel prior to suspension. Further, the written policy, which calls for suspending passengers for 10 days after the first occurrence, 30 days for a second occurrence, 60 days for a third occurrence and 90 days for a fourth occurrence of no-shows, does
not meet the reasonableness requirement of 49 CFR 37.125(h). Additionally, Access Services treats subscription trips canceled after 10:00pm the night before as no-shows; FTA permits cancellations to be regarded as no-shows only if they are made within one to two hours of the pickup time provided to the passenger.

**Origin to destination finding**

45 Los Angeles County transit operators rely on Access Service to provide ADA complementary paratransit services for its fixed-route operations. The ADA service is described as curb-to-curb in the public information that is provided to passengers. No provisions are made for assistance beyond the curb for passengers whose disabilities may require such assistance in order to reach their destination or leave their point of origin. Under 49 CFR § 37.129(a), complementary paratransit service for ADA paratransit eligible persons must provide origin-to-destination service. Where the basic mode of paratransit service is curb-to-curb, service may need to be provided to some individuals to ensure that they are actually able to travel from their points of origin or destination.

**Fare finding**

In 2014, FTA’s Region IX office informed five Access Services member agencies (Torrance Transit, Santa Monica’s Big Blue Bus, Culver City Bus, Foothill Transit, and Metro) that the Federal Transit Administration’s (FTA) Office of Civil Rights determined that the fare structure for Access Services did not meet regulatory requirements. The Access base fare of $2.75 was found to be more than twice the member agency’s fixed route base fare and therefore resulted in a deficiency finding for the ADA review area.
NOVEMBER 18, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: J ACK GARATE, PROJ ECT ADMINISTRATOR

RE: REVISIONS TO ACCESS SERVICES’ NO SHOW POLICY

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ISSUE:

During the 2014 Federal Transit Administration (FTA) Triennial Review process, seven Los Angeles County transit agencies (Torrance Transit, Santa Monica’s Big Blue Bus, Antelope Valley Transit Authority, Santa Clarita, Culver City Bus, Foothill Transit and Los Angeles Metro) received a finding regarding Access Services’ no show and cancellation policies.

Staff is working on revisions to Access’ no show and cancellation policies and would like the CAC’s feedback and approval.

RECOMMENDATION:

1. Staff recommends the following changes to the no-show policy:

   - Customers who have 5 or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips;

   - A 15-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter;
- Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours from the scheduled pick-up time.

BACKGROUND:

As discussed above, a number of Los Angeles County transit agencies received a finding that Access’ no show and late cancellation policies were not compliant with federal rules.

The finding is as follows:

Finding

Insufficient no-show policy
Access Services’ written no-show policy does not take into account frequency of travel prior to suspension. Further, the written policy, which calls for suspending passengers for 10 days after the first occurrence, 30 days for a second occurrence, 60 days for a third occurrence and 90 days for a fourth occurrence of no-shows, does not meet the reasonableness requirement of 49 CFR 37.125(h). Additionally, Access Services treats subscription trips canceled after 10:00pm the night before as no-shows; FTA permits cancellations to be regarded as no-shows only if they are made within one to two hours of the pickup time provided to the passenger.

In formulating a revised policy, staff surveyed a number of transit agencies around the country to see what their no show policies are.

Proposed revisions

Access’ proposed revisions are as follows:

Current no show policy

A customer who has six (6) or more no shows in a 60-day period
may be suspended from using Access.

The current policy of notifying a customer after each no show and encouraging them to call staff to discuss will still be in place. The intent of this policy is still to educate customers in order to reduce no shows and conserve scarce regional transit dollars.

**Proposed policy**

Customers who have five (5) or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips. For example, a customer who has 5 no-shows and has scheduled 10 trips during a month (which equates to a 50 percent no show rate) may be suspended from using Access. A customer who has 5 no shows and has scheduled 100 trips in a month (which equates to a 5% no show rate) will not be suspended from Access.

**Current suspension policy**

Access' current policy calls for suspending passengers for 10 days after the first occurrence, 30 days for a second occurrence, 60 days for a third occurrence and 90 days for a fourth occurrence of no-shows.

**Proposed suspension policy**

A 15-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter.

**Current subscription trip cancellation policy**

Access Services treats subscription trips canceled after 10:00pm the night before as no-shows.
Proposed subscription trip cancellation policy

Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours from the scheduled pick-up time.

Staff plans to also present these recommendations at the QSS meeting on November 13, 2014 and the TPAC meeting on December 11, 2014. A final version of the policy may be presented at the January 2015 Board of Director’s meeting subject to recommendations from Access’ advisory committee.