

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 8, 2013

1:00pm - 3:00pm

Los Angeles County MTA

Union Station Conference Room, 3<sup>rd</sup> Floor

One Gateway Plaza,

729 Vignes Street, Los Angeles CA 90012

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| Time | Item | Item Description  | Disposition     | Pages |
|------|------|---|-----------------|-------|
|      | 1.   | Call to Order   | Action          |       |
| 5    | 2.   | Introductions   |                 |       |
| 5    | 3.   | Review & Approval of Minutes of September 10, 2013          | Action          | 4-18  |
| 10   | 4.   | General Public Comment                                      | Information     |       |
| 15   | 5.   | Report from Board of Directors                              | Information     |       |
| 20   | 6.   | Spirit of Accessibility Award                               | Information     |       |
| 30   | 7.   | Year End Review - Operations                                | Presentation    |       |
| 20   | 8.   | Subcommittee Updates  | Discussion      |       |
| 5    | 9.   | Member Communication  | Information     |       |
|      | 10.  | New Business Raised Subsequent to the Posting of the Agenda | Possible Action |       |

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*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 September 10, 2013  
1:00 p.m. - 3:00 p.m.

CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:06 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 and Howard Payne.

**CAC Members Absent:** Nan Stoudenmire.

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

**Access Services Staff:** David Foster, Araceli Camuy, Kim Hogarth-Hindi, Susanna Cadenas, Mike Tobin, Alfredo Torales, Geoffrey Okamoto and Faustino Salvador.

**Guests:** William Zuke (Access Customer), Gordon Cardona (Access Customer), Karen Taylor (Access Customer), Adriana Paserolla (Guest), Jesse Padilla (Access Customer), Jeff Casillas (San Gabriel/Pomona Regional Center), Juan Jimenez (Global Paratransit), Edward Quintana (CARE Evaluators), Mike Fricke (California Transit), Teresa Gonzales (MV Transportation), Jose Maria Mendoza (California Transit), Maria Villaseñor (Guest), Cleo Ray (Access Customer), Liz Lyons (Guest), and Zebreda Dunham (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 AUGUST 13, 2013

Motion: Member Payne.

Second: Member Garcia.

Abstentions: None.

Corrections: Member Baldwin stated that the minutes did not include a comment he made during the Same Day Trip Request Enforcement Policy discussion. His comment was that in terms of the policy, a permanent suspension was too harsh and stated that he didn't think FTA would be ok with that. He suggested that the 1<sup>st</sup> and 2<sup>nd</sup> offense be reduced, and said that the first letter could be used to educate customers about the impacts to the service.

Minutes were approved with corrections.

## GENERAL PUBLIC COMMENT

Access customer Ms. Zebreda Dunham stated that she continues to have problems with her Sunday pickups from Glendale Community College. She explained that she requests her pickup from Lot-A Stand #2, but the drivers go to Lot-F instead. She stated that she has brought this issue up at the CAC before and has spoken to London Lee and other San Gabriel Transit staff about the situation.

She mentioned another problem that occurred this past Sunday at the college where she was waiting with her friend Mr. Gordon Cardona and his Access vehicle did not arrive. She expressed her

concern for all of the Access customers who deal with the same issue at the college. She passed around a map of the campus.

Lastly, she mentioned an incident where the bus broke down and her facility called Access for a same day trip, however the reservation was scheduled for the next day.

Ms. Liz Lyons suggested that the signage at Metrolink stations that state "failure to pay fare will result in a fine" should be posted in accessible formats for persons with disabilities.

Member Lantz asked if the signs she was referring to were located at Metro or Metrolink stations.

Ms. Lyons responded that they were Metrolink signs.

Access customer Ms. Cleo Ray made a comment regarding Access pickups from the Greek Theater. She mentioned an incident that occurred last month where a lady was stranded and waited for the vehicle until 12:55am. She stated that there is no Access sign at the theater and would like to work with Access staff to get a sign like the one at the Hollywood Bowl.

Access customer Ms. Karen Taylor expressed her concern with call takers going too fast when booking rides. She stated that even after repeating the address back to the reservationist several times, the information is still incorrect.

Member Coto asked if there was a special operator assigned to assist customers with speech impairments.

Mr. Foster responded there was not a designated person to handle certain calls however explained that all call center representatives received sensitivity training for different types of disabilities.

Member Baldwin stated that in the Santa Clarita region it was mentioned in a discussion that MV call takers were pressured to meet certain productivity levels therefore would rush to the next call.

Mr. Foster responded that he was working with the call center to make sure there was a balance between productivity and good customer service.

Member Lantz asked if the call center training was the same for every region.

Mr. Foster stated that the software used could vary depending on the provider however the information needed to schedule a reservation was the same for all contractors. He stated that all call takers were required to repeat the information back to the customer before ending the call.

Member Coto asked if the operator could say "is that correct" before ending the call.

Access Services Operations Supervisor, Mr. Faustino Salvador explained that the providers were given a script for reservation scheduling. He stated that the call takers were required to repeat the information back number by number to ensure the accuracy of the reservation as well as asking if the information was correct before proceeding.

Member Lantz asked if a customer could mention that the information was not repeated back when filing a complaint.

Mr. Foster responded "yes" and explained that if the approximate date and time of the call is provided, staff could find the recording and the CSR could be identified and coached.

Member Cohen asked how long phone recordings were kept on file.

Customer Care Analyst, Ms. Susanna Cadenas responded that the recordings were kept for 90 days.

Mr. Foster added that after 90 days, the recordings were archived however they could still be retrieved if necessary.

Mr. Jesse Padilla stated that last month his aunt had a pickup scheduled from his sister's house and the driver never arrived. He stated that his family called the provider and were given several ETA's. He said that his father ended up taking his aunt home however expressed his concern for the people who may not have someone to help.

Mr. Foster stated that in general when a problem like this occurs, the customer could call the Operations Monitoring Center (OMC) for assistance.

Access customer Mr. Gordon Cardona stated that the first issue was regarding a pickup on August 22<sup>nd</sup> where he was on a shared ride with three other passengers going from Long Beach to Rancho Los Amigos in Downey. He stated that he was late to his appointment causing him to miss his return ride.

He also stated that this past Sunday, he had a problem with his pick up from Glendale Community College. He explained that the driver went to the wrong location and marked him as a no-show so he had to wait for another vehicle.

#### REPORT FROM BOARD OF DIRECTORS

Director De Vera gave a brief update on the August 26, 2013 Board Meeting. She began by stating that she did not have much to report and said that she was asked last minute to attend today's meeting.

She stated that the Superior Service awards were presented and mentioned that both drivers were very grateful and even cried when they received their awards. She stated that drivers do not have a lot in their control and asked everyone to be a little more patient with them. Lastly, she stated that many drivers don't look at their job as just a job, but as a way to help people who need it.

Chairperson Arrigo agreed with Director De Vera and encouraged everyone to attend the Board of Directors meeting and see the Superior Service Award presentations.

## THE 2013 NATIONAL COMMUNITY TRANSIT ROADEO WINNER

Chairperson Arrigo introduced Access Services Operations Supervisor, Mr. Faustino Salvador to provide a brief presentation on the 2013 National Community Transit Rodeo.

Mr. Salvador shared his experience at the Rodeo and introduced the 1<sup>st</sup> place winner Mr. Jose Maria Mendoza from California Transit. He thanked Chairperson Arrigo and the committee for allowing him to share.

Mr. Mendoza thanked Mr. Faustino Salvador, California Transit Project Manager, Mr. Mike Fricke, and Access Project Administrator Mr. Geoffrey Okamoto as well as the entire team for their help and support.

## SAME DAY TRIP REQUEST ENFORCEMENT POLICY

Manager of Customer Support Services, Mr. David Foster stated that last month an item was brought to the committee for discussion regarding a policy on Same Day Trip Request Enforcement. A subcommittee was formed which included members Cohen, Lantz, Baldwin and Francois. He stated that based on the feedback, a revised policy was drafted and was on today's agenda for the committee's review and approval.

He explained that the revisions were made to the "Disciplinary Action" section. He stated that as it was written, permanent suspension of riding privileges was listed however based on the discussion it was agreed that permanent suspension was too harsh. He said that the subcommittee came up with some suggestions and said that Member Cohen also had a recommendation which was implemented into the policy.

He stated the revised draft policy in Section 3 was as follows:

- 3.1. For a first offense, a written warning letter will be sent to the rider advising to always book a return trip.
- 3.2. For a second offense, a final written warning letter will be sent to the rider advising to always book a return trip.

- 3.2. For a third offense, suspension of all privileges to use Access Paratransit for 10 days.
- 3.3 For a fourth offense or more, suspension of all privileges to use Access Paratransit for 30 days.
- 3.4 For a fifth offense or more, suspension of all privileges to use Access Paratransit for 90 days.

Member Francois asked if a bullet could be included to address subsequent offenses after the fifth offense.

Member Baldwin apologized for not responding to the email and stated that he was out sick a few days. He also said that he was expecting a conference call for the policy discussion. He said that at the last meeting his issue was regarding the punitive policies that hold customers to a higher standard than Access holds themselves.

He stated that the term “pattern or practice” was important in terms of regulations with issues such as capacity constraints or denials therefore pattern or practice could also include excessive trip length, hold time and late pickups more than 3 times in a 12 month period.

Mr. Foster asked Member Baldwin if his concern was applying the phrase pattern or practice to policies regarding customers.

Member Baldwin responded that a pattern or practice was considered to be a repeated action not an accidental or isolated incident.

A discussion ensued regarding “pattern or practice” and Mr. Foster asked if the term “pattern or practice” be removed from the policy.

Member Baldwin explained that the point was not to hold the customers to a higher standard and suggested that the time period be changed to (3) times in a running (60) day period like in the no-show policy.

Member Foafao mentioned that a few months ago, she was in an accident and needed an emergency pickup because her wheelchair didn't fit in the ambulance. She stated that she did not call Access but asked if she could have called for a rescue vehicle.

Mr. Foster responded that she could have called Customer Service and explained that the OMC assists customers with various emergency situations. He explained that the policy being discussed would be directed towards the small percentage of people who ignore the scheduling policy.

#### PUBLIC COMMENT ON ITEM 7

Ms. Liz Lyons asked if there was a way to prove when a customer is not following the scheduling policy and repeatedly calls to request a same day ride.

Mr. Foster responded that all of the information is documented by the call center and same day trip requests are logged as incidents so there was a way to track the customers.

Member Lantz agreed with Member Baldwin that the time frame should be the same as the no-show policy. She said that it would be less confusing for the customers if the policies were consistent.

Mr. Foster stated that the "disciplinary action" letter could include the same language as the no-show policy. He asked if the committee was prepared to make a motion to approve the policy with the changes.

Member Payne asked if the customers could request an appeal if they did not agree with the letter.

Member Baldwin stated that the customer could call Customer Service to explain the situation and have the incident removed.

Member Lantz added that if a customer has proper justification, the incident will be removed and the clock would start over.

Member Baldwin stated that there was a specific definition in section 4.1.3 (ii) regarding “challenge to the determination regarding not booking return trips and calling OMC for rescue ride” and said that section 1.2.1 specifically says that if this is done intentionally and a person is out and needs a rescue ride, then it does not meet the definition.

Member Francois asked for clarification regarding the language in section 3 and mentioned that the policy states (3) within a 90 day period however some months have less than 30 days so the time frame could be challenged. She suggested the word “month” be used instead.

Member Baldwin agreed with Member Lantz regarding keeping the policy consistent with the no-show policy. He also agreed with Member Francois that the days of the month could vary however stated that the no-show policy says 90 days.

Mr. Foster stated that he would revise the policy to reflect the same language used in the no-show policy.

Motion: Member Baldwin made a motion to forward this information to the Board of Directors as recommended by the CAC with the change of definition “pattern or practice” to reflect the same information as the no-show policy including the frequency.

Second: Member Payne.

Discussion: Member Francois made a friendly amendment to section 3 and suggested that another point be added for subsequent offenses. She said that the policy does not address six or more offenses.

Member Baldwin accepted the friendly amendment.

Pass/Fail: Motion passed with the friendly amendment.

## CAC APPOINTMENTS

Manager of Customer Support Services, Mr. David Foster stated that Ms. Liz Lyons and Mr. Jesse Padilla are at today's meeting and were selected by the Selection Subcommittee to serve as members of the CAC.

He explained that as per the bylaws, once the Selection Subcommittee has identified the candidates, the item is sent to the Board of Directors for approval. Upon the board's approval, the applicants will become official members of the committee. He stated that the time frame was too short to submit the item for this month's Board Meeting so it will be presented at the October meeting.

## CUSTOMER CARE OVERVIEW

Customer Care Analyst, Ms. Susanna Cadenas gave a brief overview of the complaint process and presented a slide show.

Member Lantz asked for clarification regarding the "Risk Management" section in the "complaint classifications" slide.

Ms. Cadenas responded that the "Risk Management" category included urgent issues such as accidents, incidents, lost or damaged property.

Member Lantz asked what a Late 4 was.

Ms. Cadenas responded that Late 4 is the classification for when a vehicle arrives over 45 minutes late or does not show up.

Member Garcia asked what a commendation was.

Ms. Cadenas responded that commendations were compliments.

Director De Vera asked if a link could be added to the Access website main page to make it easier to submit commendations. She stated that when calling the Customer Service number to submit a commendation, the customer is asked to leave a phone

number and will receive a call back. She stated the customer may not be able to get the call when the CSR calls back.

Ms. Cadenas stated that there is currently a comment form on the website where a customer can submit a comment, commendation or complaint and stated that a link on the main page for commendations would make it easier.

Member Coto described a situation where she was on a shared ride and the other passenger wanted the driver to take a specific route and the driver said that she could not.

Ms. Cadenas explained that drivers are required to take the route they are given.

#### MEMBER COMMUNICATION

Member Fofoa stated that she appreciated the Access drivers and was grateful for the service.

Member Coto described a recent experience where she was picked up by a small modern vehicle. She explained that at first, she was worried that she would be uncomfortable but said that the ride worked out well. She also expressed her gratitude for the program. She asked when the Tap Subcommittee would be meeting.

Member Francois stated that she appreciated Access' efforts to listen to the community and said that as Healthcare Reform moves forward and with the current budget situation, access to services will be difficult for the community. She thanked Access for being there for the disabled population.

Member Payne stated that Access and the VA Hospital in Long Beach have done a wonderful job with the getting the stand signs posted in front of the buildings. He stated that the signs have helped tremendously.

Member Lantz also thanked Access and stated that that there had been some challenges in the CTI region, however said that some

changes were made and CTI has done a great job. She also thanked Global and said that it was a team effort and that there have been a lot of positive changes.

Member Baldwin announced that the next Paratransit Rider's Coalition meeting would be held next Tuesday from 1:30pm to 2:30pm and said that there were a number of locations available to participate. He stated that one of the issues discussed was the idea that customers in the vehicle needing to use the restroom especially during long shared rides. He stated that this discussion was important and suggested that this item be put on a future CAC agenda.

Member Aroch agreed with Member Baldwin. She also thanked Global for doing a good job and stated that the service has improved since Luis Garcia has been there. She said that she has noticed a lot of positive changes with the drivers. She thanked San Gabriel Transit, David Foster and all of the staff for their help.

Member Cohen stated that two years ago when he first became a CAC member, the Veterans Home of West Los Angeles had (15) residents. He stated that now the number is over 200 and on the way to 360.

He also mentioned that many of the Veterans Home residents are Access customers and said two years ago, there were a lot more complaints but recently the comments regarding Access are very positive.

Member Garcia asked if the Rancho Los Amigos shuttle was still in operation. She stated that she and a co-worker waited for at least an hour with several other people for the bus going to the green line station. She stated that the service needs to be more available for customers.

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

Access Services Project Administrator, Mr. Alfredo Torales stated that in May, he presented an item to the CAC regarding the

Rancho Los Amigos shuttle and said he was at today's meeting to give the committee an update.

He stated that at that time, the shuttle was not meeting productivity standards or the pilot program goal so there were some discussions about what to do with the program.

He explained that about a week ago Metro, proposed an idea to have the shuttle open to all people at Rancho needing accessible service not only to Access customers. He stated that in that area, there are a lot of busses that pass up people waiting because the wheelchair sections fill up quickly. He said that the idea was to use the shuttle to transport people to the Metro Blue or Green lines at the Rosa Parks station. He said that currently one shuttle would be in service however if the demand for the shuttle grew, Access could request an additional vehicle from Metro.

Lastly, he explained that Metro would be marketing this program in effort to promote its use along with the other local transit options in the area. He said that the shuttle would be free from Rancho to the station.

Member Garcia asked where the shuttle is located.

Mr. Torales responded that the shuttle stop was at building 100. He stated that if the shuttle was not at the designated pick-up area, it was probably in route. He said that an Access coordinator was available on site to provide information regarding the shuttle.

Member Cohen asked if it was possible for the Access coordinator to try to help people apply for Access in addition to providing shuttle information.

Mr. Torales responded that the goal was to promote all modes of transportation whether it was the bus or Access and to assist the community with their transportation needs.

Member Coto asked what the shuttle hours of operation were.

Mr. Torales responded that the shuttle was available from 7:00am-5:00pm, Monday-Friday.

Member Coto asked if it was possible to have the shuttle available on the weekends.

Mr. Torales responded that the proposal included weekdays only however it could be looked at in the future.

Member Coto asked how many people could be transported in the shuttle.

Mr. Torales responded that the shuttle had 3 wheelchair spaces and 3 to 4 ambulatory spaces. He stated that the shuttle was an addition to the two existing bus lines in the area.

Member Coto asked what the average use per day was.

Mr. Torales responded that he did not have the information with him.

Member Aroch asked if a person was not an Access customer, would they have to call a 310 phone number or how would they contact the coordinator.

Mr. Torales responded that the details have not been finalized however the shuttle would most likely operate on a timetable for example every hour on the hour. He said that he would bring back more details to the committee once he had the information. He mentioned that Metro planned to post signs and maps to advertise local transit options.

Member Lantz described an incident where a customer had to cross the entire Rancho Los Amigos campus to get to the Access pick-up location and fell off their wheelchair. She stated that people have complained to her about getting stuck over there.

Mr. Torales explained that for regular next day service Rancho has three designated pickup locations. He stated that the shuttle is to

provide additional options for same day trips going to the Metro Rosa Parks Station.

Member Baldwin mentioned his concern for people travelling from Rancho back to the Antelope Valley. He suggested that Access look into some type of coordination between the picks ups from Palmdale, Lancaster Metrolink. He stated that currently if a customer does not make their connection from the blue line to the Metrolink station, they will miss their ride and be marked as a no-show.

He suggested that maybe Access could notify the other regions if the customer will be on the next train.

Chairperson Arrigo announced that on September 29<sup>th</sup>, the City of West Hollywood was hosting their 12<sup>th</sup> Annual West Hollywood Book Fair. He stated that it would be a great event and encouraged everyone to go.

He also asked the committee think about any goals they would like to see the CAC accomplish and to bring their ideas to the next meeting.

Member Lantz announced that the United Cerebral Palsy (UCP) was hosting an event called CP World Challenge and stated that all of the details were available on their website at [www.ucpla.org](http://www.ucpla.org). She stated that it was a month long event focusing on exercise and promoting good health for persons with different disabilities and stated this challenge was focused on the UCP.

Lastly, she announced that the TAP subcommittee would be meeting immediately after the CAC.

## ADJOURNMENT

Motion: Member Coto.

Second: Member Cohen.

Meeting was adjourned at 2:45pm.