AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 13, 2015
1:00pm – 3:00pm
Los Angeles County MTA
Union Station Conference Room, 3rd Floor
One Gateway Plaza,
729 N. 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://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 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 1:00 p.m.

ROLL CALL


CAC Members Absent: Phyllis Coto, Jesse Padilla & Howard Payne.

Board Member Present: None.


Guests: Victor Garate (Global Paratransit), Victor Dominguez (Access Customer), Giovanna Gogreve (Metro), Beatriz Lara (MV Transportation), Ericka Macias (CTI), Olivia Almalel (Access Customer), Carol Weissburd (Access customer), Myrna Cabanban (Access customer), Rachele Goeman (QSS), Lisa Anderson (Access customer), Tom Jones (Access customer), Marie Elena Chavez (YWCA), Tonni Yee Hemphill (QSS), Chrystene Terry (Care
Evaluators), Karina Moreno (San Gabriel Transit), & Melissa Park (Metro).

INTRODUCTIONS

Chairperson Cohen welcomed the members, staff, and guests to the meeting and asked that everyone introduce themselves.

He also introduced YWCA Center Director, Ms. Maria Elena Chavez.

Ms. Chavez welcomed everyone to the Gloria Molina Community Empowerment Center and said they recently celebrated their first anniversary in June. She stated that the YWCA provides a number of services to the local community; which include various children programs and said a senior program is scheduled to begin in the next few months. She asked that anyone interested in receiving more information about the center or the services they provide to leave their contact information with a staff member. She stated that the YWCA is a non-profit organization and this location is one of seven satellite centers in the greater Los Angeles area. Lastly, she informed the “W” in YWCA stands for women.

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM JULY 14, 2015

Motion: Member Lyons.

Second: Member Arrigo.

Abstentions: Members Cabil, Garcia & Francois.

Minutes were approved.

GENERAL PUBLIC COMMENT

Lisa Anderson made a public comment by stating that she uses the Access to Work program to get to work every day and described a situation where she was picked up over an hour late. Ms.
Anderson also expressed her concern about drivers’ texting or talking on their cell phones while driving.

Olivia Almalel made a public comment regarding trips being routed together having an hour in between the pickup times. She said that the drivers are being told to “burn up the 20 minute window” so the customer does not have to wait so long. She explained that this situation occurred a few months back, and suggested the driver check to see if the customer was ready to go early. She also mentioned that in regards to the Access to Work program, she does not think she should be excluded from participating because of her income.

Ms. Almalel stated that another issue is regarding the city’s plan for a protected bike path along Reseda Blvd. between Parthenia & Plummer. She said the Access vans are unable to get close enough to the sidewalks for the customer to safely board the vehicle. She said a friend was no-showed because the driver refused to park in the red zone; however did not offer any instructions or alternative solution to the customer.

Wendy Cabil thanked Metro for providing her with a special grant allowing her to continue to use the service even though she lives out of the service area.

Ms. Cabil also mentioned an issue with the 7th & Metro station and said the signage was not clear. She said she approached a Metro employee and asked for assistance; however, still did not get clear directions as to where to go. Ms. Cabil said she had some pictures she wished to share with a Metro staff person.

REPORT FROM BOARD OF DIRECTORS
None.

CAC MEMBERSHIP APPOINTMENTS

Access Senior Manager of Customer Service, Ms. Sherry Kelley stated that with Nan Stoudenmire stepping down from the committee, a vacant position on the CAC became available. She
explained that the Nomination Subcommittee met to review applications and are recommending that Mr. Gordon Cardona be appointed to the CAC.

Ms. Kelley stated that last year, the committee voted to approve the subcommittee’s recommendations so in order to keep the process consistent, the committee is being asked to vote on this item today.

She provided some background information and explained that the way the bylaws are currently written, the subcommittee’s recommendations are submitted directly to the Board of Directors for approval. She explained that last year, the subcommittee recommendations were brought before the committee for approval prior to going to the board. In order to make the process consistent, she asked if the committee prefers to keep the bylaws “as is” or make a change to include the CAC’s vote on recommendations prior to board approval.

Chairperson Cohen asked if anyone would like to make a motion.

He reiterated that the bylaws could also be left “as is” if the committee does not want to make any changes to the process.

Motion: Member Baldwin made a motion to change the bylaws to require the CAC’s approval of the subcommittee’s recommendation prior to the item going to the board.

Second: Member Garcia.

Pass/Fail: Motion passed.

**UPDATE ON REGIONAL FARE ISSUE**

Access Services Special Projects Administrator, Mr. Alfredo Torales attended today’s meeting to give an update on the regional paratransit fare issue. He reviewed a power point presentation that included the following slides:
Issue

FTA finding that Access charges more than twice the fixed-route fare for some paratransit trips.

Access received an extension from the FTA to comply by January 1, 2016

Efforts to Comply with Current Regulations

August 24, 2015, the Access Services Board of Directors:
- Approved fare structure that would check each paratransit trip request against its fixed-route equivalent, double the fixed route fare, and then round down to a fare of Free, 50 cents, $1, $2, $3 or $4.
- Approved a motion that, in the event a legislative or regulatory change is enacted by January 1, 2016, the new fare structure would not be implemented.

Regulatory Change Update

- On August 20, 2015, the US DOT issued a Federal Register Notice seeking public comments on Access’ Petition for Rulemaking.
- Access’ petition asks the Department to revise its regulations to explicitly allow for a “coordinated” paratransit fare structure.
- Public comments will be accepted online, by mail, or by fax until September 21, 2015. The docket number for this rulemaking is DOT-OST-2015-0075.

Submitting Comments

Online: www.regulations.gov

By US Mail: Docket Management Facility, U.S. Department of Transportation, 1200 New Jersey Avenue SE., W12-140, Washington, DC 20590-0001
Please include docket number in letter: DOT-OST-2015-0075
Send two copies by mail

By Fax: 202-493-2251
Please include docket number in letter: DOT-OST-015-0075

**Next Steps**

**AUG 2015**
Staff works with Metro and reservation vendors to integrate Metro Trip Planner

**SEP/OCT 2015**
Testing of reservation system with Metro Trip Planner.

Present amendment to the LA County Coordinated Paratransit Plan to the membership of Access

**NOV/DEC 2015**
Customer outreach

**JAN 2016**
Start date of new fare system

**Questions:**

Member Lyons asked Mr. Torales for clarification regarding the number he mentioned in his presentation.

Mr. Torales reminded everyone who plans to submit a comment to make sure to include the docket number DOT-OST-2015-0075.

Member Conrad said the regulations allow Access to charge up to twice the amount of fixed route; however, Access is not required to charge that amount.

He also mentioned that with dynamic fares, if the bus fares increase Access fares will automatically be affected.
Member Baldwin said that in Mr. Torales’ presentation he said Access believes the Dynamic Fare plan is compliant with the federal regulations; however, he asked if FTA or DOT have confirmed the plan is in fact compliant.

Mr. Torales responded that Access has not received any indication from the DOT or FTA that the proposed fare system is not compliant. Mr. Torales’ opinion is that it is likely the FTA won’t formally inform Access until they go through their regular review and enforcement schedule. However, he would need to follow up on this concern.

Member Baldwin expressed his concern with FTA coming back in the future and finding a problem requiring Access to start over.

Member Cabil asked for clarification on the slide that talks about the “efforts to comply with current regulations.” She asked what type of legislative or regulatory changes would be made that would not require the dynamic fare implementation.

Mr. Torales explained that Access submitted a petition for rulemaking asking the DOT to revise the regulations to allow a coordinated paratransit fare system.

Member Francois followed up on Member Baldwin’s comment and asked if the proposed plan will be implemented prior to FTA’s approval of the plan.

Mr. Torales stated that he would like to get some clarification before responding to the question; however, he said that the proposed fare system was designed to be in compliance.

Member Baldwin stated he has been advising people in the Antelope Valley & Santa Clarita that the dynamic fare change will not apply to them; however, if the proposed rulemaking is approved, a coordinated fare can potentially be applied to all service areas.

Mr. Torales responded that Santa Clarita & Antelope Valley regions
will not be affected by the fares changes.

Member Baldwin reiterated his concern regarding a possible rulemaking change that could affect the two regions.

Member Lantz asked if the fare system has already been approved by the board and the status of the process.

Mr. Torales responded the fare system was approved by the board at their last meeting and the next step is to present the item to the member agencies in October. He said that if approved by the membership, the plan will become part of the Los Angeles Coordinated Paratransit Plan.

PUBLIC COMMENT ON ITEM 7

Rachele Goeman made a public comment by asking if staff has determined what will happen with the coupons once the new fare system goes into effect.

Mr. Torales stated that the coupon process not been determined yet.

Thom Jones made a public comment by asking if staff has contacted the Department on Aging requesting that they contact their multipurpose center participants to help spread the word on how to submit comments to the DOT regarding the fares.

Mr. Torales responded that staff has reached out to various committees & organizations but not specifically to the Department on Aging. He thanked Mr. Jones for the suggestion.

Member Lantz stated that many of the customers she works with do not have access to a computer, and asked if Mr. Torales was still offering to help with submitting the comments, she would like his assistance. She also asked if there will be an issue if several comments are submitted from the same computer.

Member Baldwin stated that the DOT is looking for individual information not where the comments are coming from.
COMPLAINTS PROCESS UPDATE

Access Services Customer Care Supervisor, Ms. Susanna Cadenas attended today’s meeting to give a brief update on the changes to the complaints process.

She explained that as part of the McCloud & Associates Comprehensive Review that was presented previously to the CAC, the review included the following areas:

**Comprehensive Review of Customer Service**

**Items Reviewed:**
- Complaint policies and procedures
- Evaluation of Access complaint webpage
- Review of Rider’s Guide
- Analysis of complaint data and statistics
- Revision of complaint-handling procedures
- Peer analysis and review

**Key Findings**
- Current processes are manually-driven and have redundancies
- Approximately 95% are received via telephone; impacting call volume
- Interactive Voice Response (IVR) technology is not used to support the complaint handling process
- Access Rider’s Guide requires updates

**Peer Review**
- Use an outsourced contracted model
- Standardized letters are automatically generated by the complaint-intake system
- Peers had an average of 1.5 employees

**Benchmarking**
- Benchmarking to measure our complaints processes
- Result of benchmarking confirmed our need to automate our processes;
  - Revise our CRM system to support automation
  - Decrease staff
• Transition investigations to contactor for accountability

**Recommendations/ Actions**
• Revise our Standard Operating Procedures for complaints
• Consider automation of the intake and responses to complaints
• Realign Customer Care staff to call taking functions
• Include IVR technologies in the Customer Service RFP
• Discontinue the usage of Post Cards

**Results**
• Contractor Investigations; decreased the internal workload by 90%
• Improved overall results for commendations and complaints
• Customer Care and Operations are aligned to address trends and quality assurance

**Questions**

Member Lyons asked why the postcards are not being mailed out anymore. She said the postcard notifies that her complaint was received.

Ms. Kelley responded that there are two issues with the postcard; first, some customers did not want to receive a postcard, but instead would rather have the issue resolved. Next, explained that the second part is that the agency was spending about $6000 a year for postcards and most customers do not want to receive them.

Member Baldwin asked if the complaints process was turned over to the providers or to an outside contractor.

Mr. Cadenas responded that under the new process, the providers will be investigating their own complaints.
Member Baldwin stated that he has been encouraging clients to call Customer Service to submit their complaints to Access which seems appropriate as the overseer of the program. He expressed his concern about ensuring accountability with the new process. He also mentioned that it is suspicious that after the new complaint process was implemented the complaints decreased and the commendations went up.

Ms. Cadenas explained that Access still receives the complaint calls so the provider will not be documenting the complaints themselves. The providers will investigate their own complaints; however, Access will continue to have oversight of the process. She said the complaint team will also be verifying the investigations and quality checks to make sure that the providers are recording the correct information.

Ms. Kelley further explained that for every complaint there is an investigation process and the provider is required to follow depending on the type of complaint. Access staff will be conducting quality assurance checks and checking for validity of the complaints as well as looking at service trends for each of the service providers. She stated the information is shared with the Project Administrators (PA’s) and the PA’s work with the provider to resolve the complaints. Lastly, she said the previous process focused on investigating the complaints; however, this process ensures improvements.

Member Baldwin asked if besides receiving the initial complaint and forwarding it to the provider for the investigation is there another step in the process.

Ms. Kelley stated that the provider will follow up the investigation process, and provide validation or invalidation of the complaint. Access staff will ensure the complaints are being closed out in a timely manner if not, Customer Care staff will provide a response to the customer. Lastly, she explained that once the complaints are determined valid or invalid, the PA’s will follow up on invalid investigations.

Member Baldwin asked what happens to individual issues.
Ms. Kelley responded that the providers are also looking at trending issues by complaint types; however if the customer requests a response, the customer will receive a response with the complaint investigation.

Member Baldwin expressed his concern regarding individual complaints going into a process and the issue not being resolved until the issue comes up as a trend.

Ms. Kelley responded that there is a threshold for call taker and driver complaints and said for example, a conduct issue will come up again if there is a behavior problem. She said staff will review the complaint investigation results and find out what discipline action was taken by the provider.

Member Cabil asked if the customer needs to request a response in order to receive one.

Ms. Kelley stated that the Customer Service Representative will ask if the customer would like to receive a response.

Member Francois asked if the complaint goes to the provider and is not resolved, what the next step is in the process. She also asked if the customer disagrees with the resolution does the complaint stay at the provider level.

Ms. Cadenas responded that Access will be responding to the complaints and working with the customers to resolve the issues.

Member Francois asked if the response will be coming from Access or from the provider.

Ms. Cadenas responded that the response will come from Access.

Chairperson Cohen asked if Access will maintain oversight of the process and asked how long the recordings are kept on file.

Ms. Cadenas responded that the recordings are kept on file for one year.
Chairperson Cohen asked how long the provider has to respond to a complaint.

Ms. Cadenas stated that the provider has seven days to respond and three days if the issue has escalated.

SERVICE ANIMAL TRAINING

Chairperson Cohen introduced Access Services Manager of Eligibility Mr. Geoffrey Okamoto & Access Safety Analyst Mr. Luis Pacheco to give a brief Service Animal presentation.

Mr. Geoffrey Okamoto stated that the Service Animal Subcommittee was re-established in 2014, and since then he has worked with the subcommittee and many other people to develop some new initiatives. He reviewed a slideshow presentation and training video that included the following items:

SERVICE ANIMAL BACKGROUND

Reinstated Service Animal (SA) Subcommittee - Jan. 2014
SA Group Meeting w/Metro July 2014
Board suggested to create a training video - Aug. 2014
SA Seating Configuration - Dec. 2014
SA Community Meetings - Jan. 2015
SA D-Ring Securement - July 2015
SA Training Video - Aug. 2015

RESULTS

SA Orientation w/Guide Dogs of America - Oct 2014
SA sedan seating configuration - December 2014
• Sedans: Up to (2) amb. customers & (2) service animals
• Maximum of (1) customer & (1) SA to occupy the front seat & rear seat at any given time.

D-RING SECUREMENT

Minivans / cutaways equipped
• Accommodates two (2) service animals
RIDERS RESPONSIBILITY:

Handlers to provide an extra leash to secure their service animal to the D-Ring.

**Note: Access does not provide any leash**
Rider would connect their leash clip to the D-Ring as well as to the body harness

**Upon request, driver would provide assistance in locating the D-Ring**
Leash should be equipped with two clip ends:
1. One connects to the animal’s body harness
2. The other to the D-Ring Securement

TRAINING VIDEO Presented

D-RING SECUREMENT NEXT STEPS

Training Video & Driver Material - August 2015
Service Providers to Train All Drivers
- Safety Meetings
- Training Curriculum (Initial and Re-Training)
- Safety Monitors
- Implementation - October 2015
- Present at Future Community Outreach Events

Chairperson Cohen stated that in order to cover all of the items on the agenda, he asked that anyone with questions or comments regarding the service animal presentation to stay after the meeting & speak with staff.

GOVETS511.COM DEMONSTRATION

Chairperson Cohen introduced Metro Program Administrator of the Veterans Transportation Community Initiative, Ms. Melissa Park to give a brief presentation.
Ms. Park stated that she attended today’s meeting to talk about a new program FTA funded called the Veterans Transportation Community Living Initiative. She said part of the funding for this project was used to develop a website called govet511.com.

She explained that the website includes various resources which include employment, housing, healthcare, finances, education, transportation and legal services.

Ms. Park stated that that website is available on Metro.net, govet511.com, 511.net and Accessla.org. The customer can fill out an intake form and the system will automatically generate an ID number. This program will also help reduce some of the phone calls to Access and streamline the eligibility process. She explained that the project is a two phase development and is currently in the first step of the process. She explained that the second phase will be to automate the entire process.

Member Aroch asked Ms. Park to review the website address.

Ms. Park stated that the link could be found at Metro.net, Go511.net, Vetsgo511.net & Accessla.org.

CAC MINUTES

Access Senior Manager of Customer Service, Ms. Sherry Kelley said the next item is regarding the current CAC minutes format and introduced, Access Services Senior Administrative Assistant, Ms. Araceli Barajas to present the information. Ms. Barajas stated that currently the CAC minutes are formatted in narrative style, which include a detailed summary of the meeting. She explained that last year, the Access Board changed their minutes from a narrative style to “action minutes” which only include motions, public comments & some discussion. She stated that this item was brought before the committee to get their feedback on if they wish to continue with a detailed style of minutes or to change to an action style.

She stated that the agenda packet includes a sample of the CAC minutes in an action style format for the committee’s review. She
added if the committee decides to go with an action format a CD of the entire meeting can be made available upon request.

Chairperson Cohen thanked Ms. Barajas for the work she does with the committee.

Member Baldwin stated that when he served on the Board and this item came up, he was opposed and still is against this change. He said that he prefers to be able to read the minutes and get a sense of what was discussed at the meeting. He explained that in some cases like the Board of Supervisors meeting this style of minutes work because there is a link to the televised broadcast. He said that having the detailed minutes make it easier to prepare for the meetings.

Member Lantz agreed with Member Baldwin that the detailed minutes format is a better fit for this committee. She thanked Ms. Barajas for doing a great job with the minutes.

Member Arrigo concurred with Members Baldwin & Lantz.

SUBCOMMITTEE UPDATES

None.

MEMBER COMMUNICATION

Member Conrad expressed his concern with having guide dogs sit in the front seat of a sedan. He said that some drivers have a center console which limits the amount of space the dog has to sit down. He also mentioned the issue with the dogs traveling in front with the air bags.

Member Aroch thanked Mr. Torales for the fare presentation he gave at the Southern California Rehabilitation Service office in Downey.

Member Foafoa mentioned that some drivers do not know how to properly tie down wheelchairs and said they need additional training.
Member Cardona asked if it is comfortable & safe for guide dogs to ride in the front seat of a sedan.

Mr. Okamoto said one of the reasons staff decided to allow more than one service animal in the vehicle was due to previous discussion whereas, a couple with two service animals were unable to ride together in the same vehicle with their dogs. He said that preferably the dog should ride in the rear of the vehicle; however, if the back of the sedan is not available the front seat can be utilized. He said Access is trying to offer different options to the customers.

Chairperson Cohen asked if a customer can request a minivan if there is more than one service animal traveling.

Mr. Okamoto clarified that if the front airbag was to deploy in the vehicle, it would not impact the floor where the dog would be sitting.

Member Conrad stated that if the dog is large, it can potentially be affected if the airbag deployed. He also said that if the two passengers traveling together know each other, it is different because the dogs can both go in the floor of the back seat.

Chairperson Cohen announced that next month’s meeting will be held at the usual location at Metro and thanked Ms. Chavez for hosting today's meeting.

Member Francois thanked the presenters for the information provided at today’s meeting. She also expressed her concern with guide dogs traveling in the front seat of the vehicle.

Chairperson Cohen stated that the Service Animal Subcommittee will reconvene either before or after the next CAC meeting.

Mr. Okamoto stated that staff acquired information from various agencies including Guide Dogs of America, the Braille Institute and Access customers to get feedback to try to provide the best possible options for the customers.
Member Baldwin suggested that this item be agendized for the next meeting.

Member Lantz thanked everyone who participated in the Service Animal Subcommittee and said the hard work put into this project made a difference.

She thanked Mr. Okamoto for the time & work he put into this project and also thanked the customers who gave their time and input. She agreed with some of the earlier comments and mentioned her concern about the guide dog traveling in the front seat. She asked that the subcommittee reconvene immediately after the October meeting to discuss this issue further, and invited the people who were on the subcommittee to attend.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

Motion: Member Lyons.

Second: Member Francois.

The meeting was adjourned at 2:59 p.m.
OCTOBER 13, 2015

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: COMMUNITY ADVISORY COMMITTEE NOMINATION SUBCOMMITTEE

ISSUE:

The bylaws stipulate the officer elections occur each year during the September meeting in order to obtain Board approval during the September Access Board of Directors meeting.

RECOMMENDATION:

This is an action item in which the formation of a nomination committee will identify candidates for Chair and Vice Chair in order to vote in new officers at the November 2015 Access Services Community Advisory Committee meeting.

The Committee Members will recommend a Chairperson and Vice-Chairperson for consideration by the Board of Directors Chairperson. If ratified by the Board Chair, the term is one year from September.

BACKGROUND:

The bylaws stipulate the process as follows:

Section 2 - Slate of Officers Nomination Process

2.1 - A nominations subcommittee consisting of 3-5
CAC members shall be appointed by the CAC during one of its regular meetings but no later than June 30. No member of the CAC shall serve on more than two consecutive nominating committees.

2.2 - The nominations subcommittee will contact each CAC member and determine if they wish to nominate themselves or another CAC member.

2.3 - The nominations subcommittee will then contact those CAC members nominated by another member to determine if they wish to run for election, and if nominated for more than one officer position, which position they intend to pursue.

2.4 - Each nominee will present either a written or verbal platform speech/presentation during the approval process held at a regular scheduled CAC meeting and a recommended slate of officers shall be chosen by vote at such meeting.

2.5 - Any CAC members not selected to run during the nomination process can also submit their nomination from the floor on the day of the election.
TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: UPDATE ON REGIONAL PARATRANSIT FARE ISSUE

ISSUE:

Every year, the Federal Transit Administration (FTA) conducts Triennial Reviews of certain transit agencies who receive federal funds to ensure they are complying with various federal laws and regulations. During the 2014 Triennial Review cycle, Access and several member agencies received an FTA finding that Access charges more than twice the fixed-route fare for some paratransit trips. Access recently received an extension from the FTA and has until January 1, 2016 to come into compliance.

RECOMMENDATION:

Receive and file

BACKGROUND:

On August 24, 2015, the Access Services Board of Directors approved a proposed fare structure that would comply with current federal regulations by the FTA’s deadline of January 1, 2016. The fare system would check each paratransit trip request against its fixed-route equivalent, double the fixed route fare, and then round down to a fare of Free, 50 cents, $1, $2, $3 or $4. (For example, a paratransit trip that mirrors Metro’s system would be $3 because Metro’s base fare of $1.75 would be doubled and then rounded down.) The Board also approved a motion that, in the event a legislative or regulatory change is enacted by January 1,
2016 that would allow for the continuance of the current Access fare system, the new fare structure would not be implemented.

On August 20, 2015, the U.S. Department of Transportation (DOT) issued a Federal Register Notice seeking public comments on Access’ Petition for Rulemaking. Access’ petition asks the Department to revise its regulations to explicitly allow for a “coordinated” paratransit fare structure. The deadline to submit comments was September 21, 2015. As of October 1, 2015, there are approximately 200 submissions to the docket. The overwhelming majority of submissions are supportive of the petition and from individuals and organizations that reside in Los Angeles County. Submissions that are opposed to the petition are primarily from outside of Los Angeles County.

Next Steps/Timeline:

**OCTOBER 2015**
- Testing of reservation system with Metro Trip Planner.
- Present amendment to the LA County Coordinated Paratransit Plan to the membership of Access.

**NOVEMBER / DECEMBER 2015**
- Customer Outreach
- Community Meetings

**JANUARY 2016**
- Start date of new fare system.