## AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 11, 2016
1:00pm – 3:00pm
Los Angeles County MTA
Union Station Conference Room, 3rd Floor
One Gateway Plaza,

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<th>Pages</th>
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<td>Call to Order</td>
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15 8. Ratification of Group B/Sherry Kelley  Action 17-18

20 9. November 8, 2016 Dark Meeting  Action

5 10. Member Communication  Information

10 11. New Business Raised Subsequent to the Posting of the Agenda  Possible Action

12. Adjournment  Action

ACCESS SERVICES DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY. ACCORDINGLY, ACCESS SERVICES SEeks TO ENSURE THAT INDIVIDUALS WITH DISABILITIES WILL HAVE AN EQUAL OPPORTUNITY TO PARTICIPATE IN THE RANGE OF ACCESS SERVICES EVENTS AND PROGRAMS BY PROVIDING APPROPRIATE AUXILIARY AIDS AND SERVICES TO FACILITATE COMMUNICATION. IN DETERMINING THE TYPE OF AUXILIARY AIDS AND SERVICES FOR COMMUNICATION THAT WILL BE PROVIDED, PRIMARY CONSIDERATION IS GIVEN TO THE REQUEST OF THE INDIVIDUAL WITH DISABILITIES. HOWEVER, THE FINAL DECISION BELONGS TO ACCESS SERVICES. TO HELP ENSURE AVAILABILITY OF THOSE AUXILIARY AIDS AND SERVICES YOU REQUIRE, PLEASE MAKE EVERY EFFORT TO NOTIFY ACCESS SERVICES OF YOUR REQUEST AT LEAST THREE (3) BUSINESS DAYS (72 HOURS) PRIOR TO THE MEETING IN WHICH YOU WISH TO UTILIZE THOSE AIDS OR SERVICES. YOU MAY DO SO BY CONTACTING (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue, El Monte California and on its website at http://accessla.org. Documents, including Power Point handouts distributed to CAC by staff or CAC members
at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific 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

Vice-chair Conrad called the meeting to order at 10:10 a.m.

ROLL CALL

CAC Members Present: Marie Aroch, Kurt Baldwin, Phyllis Coto, Liz Lyons, Dina Garcia, Gordon Cardona and Vice-Chair Michael Conrad.

CAC Members Absent: Tina Foafoa, Wendy Cabil, Marie Francois, Terri Lantz, Chair Cohen, Howard Payne, Jesse Padilla and Michael Arrigo.

Board Members Present: None

Access Services Staff: Sherry Kelley, Sharon Astier, Jack Garate, Steve Chang, Art Chacon, Bridgett Harvey, Louis Burns, Geoffrey Okamoto, David Foster, Kenneth Anthony

Guests: Steve Jaffe (Metro), Bill Zuke (QSS), Olivia Almalel (Access Customer), Mary Griffin (Access Customer), Paul Pastor (Access Customer), Beatriz Lara (MV Transportation), Michael Sher (Access Customer), Dawn Boulden (SGT), Victor Garate (Global Transportation), Monica Harris (Guest), David Hershel (Delta Services), Rachael Goeman (Access Customer), Belinda Conrad, Ms. Shilakes (Guest).

INTRODUCTIONS
Vice-chair Conrad welcomed members, staff, and guests to the meeting and requested that everyone introduce themselves.
GENERAL PUBLIC COMMENT

Paul Pastor stated that he has been a rider since 2015 and was very happy with Access until July 2016. There have been many unfortunate situations; late trips outside of the 20-minute window, when contacting Dispatch and OMC his trip issues are not addressed, Yellow Cab refuses Beyond The Curb service, and has been stranded on multiple occasions.

Bridgette Harvey was assigned to address Mr. Pastor concerns.

Belinda Conrad stated that the MV-1 vans are very uncomfortable, and asked if Access thinks about the riders that have disabilities. Access should have considered the passengers when purchasing the vehicles and suggested foot rest for the riders.

Jack Garate was assigned to address Mrs. Conrad concerns.

Rachele Goeman stated that the cabs across the board in all regions do not follow the rules pertaining to service animals. There should only be a rider and service animal in the back seat; and one rider in the front seat. Because this issue continues to occur, the share rides are double booked, and there is not enough room in the vehicle. Lastly, hold times for Global reservations are very long.

Louis Burns was assigned to address Ms. Goeman concerns.

Olivia Almalel asked how does Access prepare for holiday trips, because last year she was left stranded at Hollywood Bowl for over two (2) hours. Ms. Almalel suggested that Access take this under consideration during the holiday season. Ms. Almalel also informed the committee the evaluation process needs to improve and wants to understand the difference in the evaluation process for new and reoccurring applicants who have changed their mobility device.

Geoffrey Okamoto was assigned to address Ms. Almalel concerns.

REVIEW & APPROVAL OF THE CAC MEETINGS MINUTES FROM AUGUST 9, 2016 AND SEPTEMBER 13, 2016
Vice-chair Conrad informed that there were not enough members present to approve the August 9, 2016 minutes.

BOARD OF DIRECTOR REPORT

None.

ELIGIBILITY RFP/FACILITY

Steve Chang, Deputy Executed Director greeted everyone and introduced the Access Eligibility team, Geoffrey Okamoto, Manager of Eligibility and David Foster, Project Administrator. He stated that the current eligibility contractor is Care Evaluators, which Access has worked with for over 10 years. The contract with Care Evaluators is due to expire the end of fiscal year June 30, 2017, and there is one option year left on the contract. The Care facility is located downtown Los Angeles in the Arts district.

Delta Services conducted a Comprehensive Operational Review of Eligibility in June 2015. This review helped Access to identify opportunities for improvement. Access intends to issue an Eligibility RFP with improved service enhancements. Staff would like to focus on bringing some new innovative ideas to the environment.

The new location will be a long term lease, and is a single level facility dedicated solely to Access Services. The building is accessible and has over 60 parking spaces for staff and customers. The main focus is to ensure that the overall evaluation process is a positive customer experience.

Access is seeking potential contractors to bring their innovative ideals to the proposal. He concluded by stating that the Eligibility RFP will be issued in October 2016, and begin eligibility services in July 2017.
Comments:

Phyllis Coto asked for the cross street of the new facility. Ms. Coto also wants to understand how Access will address the mentally disabled community in regards to providing better eligibility criteria for those that have mental challenges.

Mr. Chang responded with the following, the new facility address is 5747 Rickenbacker Road in Commerce, CA. and the cross street is Eastern Avenue. Access is looking for the potential contractors to bring their expertise, and to share ideas to improve the existing evaluation process.

Liz Lyons asked for the local bus number to the new facility. Ms. Lyons also commented that the old facilities accommodations, and informed that it was not comfortable. Ms. Lyons suggests the new facility provide a larger waiting area and additional bathrooms that will accommodate wheelchairs.

Mr. Chang informed the committee that he will provide the bus routes by the new eligibility facility. The new facility will have two separate bathrooms and Access will definitely communicate to the designers to include a larger waiting area.

Kurt Baldwin stated that he noticed that the ramp cross loop is dangerous; there is no level landing in the rear, the 70’s style doors are inaccessible, and the new facility is not centrally located for the San Fernando Valley area. Mr. Baldwin said he hopes that the enhanced application will include information that will help people understand what makes them eligible for the service.

Mr. Chang stated that our staff will address the concerns mentioned regarding the noticeable repairs. The Southern and Eastern are the largest regions, and the City of Commerce is centrally located to within the two areas. Mr. Chang further stated that Access will begin with the Commerce location, and will consider a satellite office in the near future for the San Fernando Valley area. The current evaluation process takes approximately 4 hours and Access noticed a lot of time is spent on collecting data from the customers. The goal is for customers to understand the eligibility process and to shorten the wait times.
Mr. Baldwin asked if Access will give the customer information on what makes them eligible before they start filling out the application.

Mr. Chang responded with yes, Access wants to maintain transparency and share with our customers the purpose and goal of ADA paratransit.

Gordon Cordona asked how many people will work at the new facility.

Mr. Chang said Access is working with a consulting firm HDR Engineering, who will review the volume of customer growth to determine appropriate staffing projections.

Ms. Coto said it’s important for the CAC members to review the eligibility requirements, for input and suggestions to enhance the process.

Mr. Chang said according to the schedule, Access would like to issue the RFP in October 2016.

Ms. Coto said they were not aware of the new location until today and should have been informed earlier.

Ms. Aroch said Access should have worked with the customers from the beginning to help them qualify, and not rush to assign them a number. Eligibility questions should be asked upfront, and Access should make sure the customers understand the eligibility process before filling out the application.

Mr. Chang said the current process, the customer is mailed an application when requesting service. However, the new focus is to take the opportunity to educate the customers upfront to ensure they are aware of the services and how it aligns to their needs.

Ms. Lyons suggested that CARE hire disabled people. She also wanted to know if Access will provide Travel Training to teach people how to ride the bus.

Mr. Chang thanked Ms. Lyons for the suggestion. Mobility Management plays an
important role in providing travel training to individuals and groups, and will continue to do so throughout the eligibility process.

Mr. Baldwin said he would like to reiterate that the information should be given to riders upfront. He said the system is set-up to screen riders out, but at the beginning of Access customers were approved immediately. Lastly, Mr. Baldwin said a rider should know what makes them eligible for Access Services.

Mr. Chang said Access Services has been around for approximately 20 years, and much has been learned along the way. Therefore, it is the agencies duty to continue to learn from past experiences. Access will continue to improve upon the eligibility evaluation process to better educate our customer and to move forward in a positive direction.

Ms. Coto stated that consumers should be aware of the appeals process if they are denied.

Mr. Chang said the appeals process and information is part of the customer response letter sent to the customer if they decide to submit an appeal.

Vice-chair Conrad asked if Access will schedule a tour for the CAC members to visit the new eligibility facility prior to the opening.

Mr. Chang said a grand opening will be available to those who would like to visit the new facility.

Vice-chair Conrad thanked Mr. Chang for the presentation.

RESERVATIONS

Jack Garate, Operations Administrator stated that he began his career as a call-taker with one of the contractors in 2003, and he is familiar with the reservation process. He stated that the phone numbers for reservation lines, by region are located in the Riders Guide and the hours of operations vary.

Understanding peak reservation hours and travel times are helpful tips that will
assist the rider prior to scheduling their reservation. The peak travel time occurs between 8-9 a.m., and heavy traffic conditions occur between noon and 3 p.m. Peak hours for reservations has shifted from 6-7 a.m. to 8-9 a.m., which has shifted heavily from the past.

In order to avoid long wait times, it is recommended that trips be scheduled between 6 a.m.-2:00pm. Longer delays are experienced when calling between 7-9 p.m.

Please refer to the Riders Guide for the estimate travel time when using Access, “Public Transportation: Access is a form of public transportation. We offer shared-ride service for person with disabilities who, because of their disability, are unable to use regular bus and light rail services. Your travel time with Access will be similar to travel time on a bus or rail line. You probably will not go directly to your destination because other riders need to be picked up or dropped off first.” Mr. Garate expressed that traffic volume and time of day affects the overall travel time.

Reservations calls are recorded, and each of the reservationist should answer calls using the following script: “Good Afternoon, thank you for calling the (region name) of Access. My name is (first name); may I have the Access ID number and the name on the account please?”

It is important to determine the region you’re calling for your reservation. Trip details are information in order to make sure you are picked-up and dropped-off at the right location. It is also helpful to provide major cross streets to assist the driver locate you, and a call out number is also useful. The number of riders, Personal Care Assistant (PCA), and equipment details are also important information to book your trip. Reservationist should confirm your trip information and details when closing the reservation to ensure that it is accurate. The standard call script for closing is, “Thank you again for calling Access”.

Lastly, Mr. Garate stated that the current call hold time is 5 minutes, and September was a very busy month. The reservation call performance is lower this year, and the contractors are working hard to service all calls. The average initial hold time is also trending as well in a positive direction.
Comments:

Ms. Coto stated that she doesn’t recall hearing a greeting acknowledgment from reservation.

Mr. Garate said he will ensure each Provider is using opening and closing statements at the beginning and end of calls.

Ms. Aroch asked if reservations can be booked without providing a zip code or cross streets.

Mr. Garate said reservations can be processed without the zip code or cross street. However, it is very helpful to so for the driver to arrive at the appropriate locations wrong place.

Ms. Aroch asked if the drivers are limited on courtesy call outs.

Mr. Garate said there are different levels within the call out process, and Access is currently working on improving the courtesy call out process. For example, the driver can send a message to dispatch and provide estimate time of arrival (ETA), and the computer system will send a message to dispatch providing the ETA, this information is provided to the call-taker, and finally passed to the rider.

Maria Aroch said sometimes the riders have to wait 40 minutes inside the vehicle while waiting for a shared ride, and this adds to the travel time. The drivers should be allowed to pick up other riders and return without the extended wait time.

Mr. Garate stated that travel time is based on the amount of time it takes a fixed route operator for the equivalent trip.

Gordon Cardona said that cutting down on the number ride shares will help reduce travel time.

Mr. Garate said drivers do their best to help the disabled community in making sure they are picked up and dropped off in a timely manner.
Liz Lyons said the calls continue to increase while waiting on the reservation line. She said it starts out with 6 calls ahead and then increases to 15 calls ahead.

Mr. Garate said this example could be a possible system error, and he will look into resolving the issue.

Mr. Garate closed and asked the members to send their list of questions to Sherry Kelley pertaining to routing and dispatch to discuss at a subsequent meeting.

PUBLIC COMMENTS

Dina Garcia said she should not have to leave 2-3 hours early to make her appointments.

Mr. Garate stated that unfortunately everyone does not get the time they desire, and travel time can sometimes be complicated.

Kurt Baldwin said the negotiation process is important during the reservation call, and he believes there is a communication breakdown with dispatch sending the riders information to the drivers. The fixed route comparable is not an average of the entire county, or how long it takes the bus to get from one place to another. He stated that everyone should look at their travel time and consistency to determine trends.

Mr. Garate said that is correct, the rider should be looking at the length of their trip, as travel time can be used as a helpful tool.

CUSTOMER SERVICE TRANSITION UPDATE

Sherry Kelley informed there was a technical issue and the presentation for this item is not available, therefore requested that this presentation be provided at the next meeting or received and filed. The group was in agreement to not move forward with this presentation.

CAC OFFICER ELECTIONS
Vice-chair Conrad said we do not have enough CAC members present for the officer election.

SUPERIOR SERVICE AWARD

Vice-chair Conrad acknowledged the superior service award recipient, and thanked Maria Rochelle, Driver from Global Paratransit for her six years of service.

MEMBER COMMUNICATION

Kurt Baldwin shared some exciting news about jurisdiction not building required accessible housing from money funded through HUD. The settlement will provide an additional 4,000 affordable housing for persons with mobility and physical impairments.

Phyllis Coto said drivers should assist the riders with the seatbelts, and make sure they fit comfortably.

Liz Lyons said the service dog information was not communicated to the drivers. Sherry Kelley stated that unfortunately we did not have a quorum to vote on the slate of officers, or to approve the minutes to our next meeting.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Steve Jaffe said the Patsaouras Transit Plaza construction is on schedule to open October 10, 2016 and the Access sign posts will be back at each portal location.

ADJOURNMENT

Meeting concluded at 12:02 p.m.

Vice-chair Conrad adjourned the meeting at 12:02 p.m.

Seconded: Liz Lyons
October 11, 2016

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: COMMUNITY ADVISORY COMMITTEE NOMINATION SUBCOMMITTEE

ISSUE:

The Nomination Subcommittee formed during the August 2016 Access Services Community Advisory Committee meeting has developed a slate of candidates for the 2016-2017 term.
Each nominee was encouraged to provide an oral or written campaign platform to present prior to today’s vote.

RECOMMENDATION:

Review nominations presented, solicit any additional nominations from the floor, and conduct the election for Chair and Vice-Chair.

**Advisory Committee Chair**
- Michael Conrad

**Advisory Committee Vice-Chair**
- Elizabeth “Liz” Lyons
- Terri Lantz
- Maria Aroch

BACKGROUND:
As outlined within the bylaws, the election of officers is to occur each year at the September meeting and officers serve for a one-year term with a term limit of two years.

It is important to remember that the Chair of the Advisory Committee is also the Ex-Officio member of the Access Services Board of Directors. This requires that the Chair be an active participant at the Board of Directors meetings conducted every fourth Monday.
OCTOBER 11, 2016

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SUPPORT SERVICES

RE: APPROVAL OF RE-APPOINTMENT FOR COMMUNITY ADVISORY COMMITTEE GROUP B AND MEMBER TERMS

ISSUE:

At the January 2017 Access Services Board of Directors meeting, the Board approved the proposed slate of CAC members.

As prescribed by the bylaws, there shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a
one-year term (known as Group B). Group A terms will expire on January 22, 2018 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 23, 2017 and every two years thereafter on the date of the Board of Directors meeting.

The Group B members therefore need to be re-appointed during the November 2016 Board of Directors meeting in order to meet the upcoming term expiration date.

**RECOMMENDATION:**

Staff is requesting board approval to re-appoint the following members of Group B to a two-year term, which would be effective January 23, 2017 – January 21, 2019.

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<th>Last Name</th>
<th>First Name</th>
<th>Access User</th>
<th>Affiliation</th>
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<tr>
<td>Aroch</td>
<td>Maria</td>
<td>Yes</td>
<td>Southern California Rehabilitation Services</td>
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<tr>
<td>Cohen</td>
<td>David</td>
<td>Yes</td>
<td>Chaplain, Veterans Administration</td>
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<td>Conrad</td>
<td>Michael</td>
<td>Yes</td>
<td>Metro Accessibility Advisory Committee</td>
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<td>Coto</td>
<td>Phyllis</td>
<td>Yes</td>
<td>Los Angeles County Client Coalition - Department of Mental Health</td>
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<td>Francois</td>
<td>Marie</td>
<td>No</td>
<td>Director of Programs - Foothill Aids Project/child with Autism</td>
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<tr>
<td>Garcia</td>
<td>Dina</td>
<td>Yes</td>
<td>Communities Actively Living Independent &amp; Free (CALIF)</td>
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