

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 9, 2018

1:00 pm - 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3rd Floor

One Gateway Plaza

Time	Item	Description/Presenter	Disposition	Pages
	1.	Call to Order	Action	
10	2.	Introductions		
2	3.	Review & Approval of Minutes of September 11, 2018	Action	4-17
20	4.	General Public Comment	Information	
10	5.	Report from Board of Directors/ Dolores Nason	Information	
10	6.	Superior Service Award/ Fayma Ishaq	Presentation	
45	7.	CAC Officer Elections/ Rycharde Martindale-Essington	Action	18-22
45	8.	Eligibility Application Follow-up/ F-Scott Jewell	Information	23-47
15	9.	Member Communications	Information	

15	10.	OPS Report/ Faustino Salvador	Update
10	11.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
5	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 devices and services to facilitate communication. In determining the type of auxiliary devices 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 devices 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 devices 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 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 CAC 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 Chair. 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 are available upon request."

MINUTES

Community Advisory Committee (CAC) Meeting
September 11, 2018
1:00 pm - 3:00 pm

CALL TO ORDER

Chairperson Conrad called the meeting to order at 1:00 p.m.

INTRODUCTIONS

CAC Members Present: Michael Conrad, Chair; Maria Aroch, First Vice-Chair; Olivia Almalel; Marie Francois; Wendy Cabil; Liz Lyons; Michael Arrigo; Kurt Baldwin; Tina Foafoa; Dina Garcia; Terri Lantz; Rachele Goeman; Jesse Padilla; Yael Hagen.

CAC Members Not Present: Gordon Cardona

Board Members Present: Theresa DeVera

Access Services Staff Present: Andre Colaiace; Matthew Avancena; Mike Greenwood; F-Scott Jewell; Elizabeth Zambrano; Rogelio Gomez; Susanna Cadenas; Alvina Narayan; Onnika Payne; Sharon Astier; LaTisha Wilson; Art Chacon; Fayma Ishaq.

Guests Present: Annette Arriola (Alta Resources); Dawn Boulden (San Gabriel Transit, Inc.); Beatrice Lara (MV Transportation); Jesse Ortiz (MV Transportation); Katherine George Chu (Guest); Asa Chu (Rider); William Zuke (QSS); Wilma Ballew (Rider); Mary Griffieith (Rider); Desiree Boykin (Guest); Belinda Conrad (QSS); Albert Contreras (QSS); Wilma Ballew (Rider); Arletha Pierce (Rider).

REVIEW & APPROVAL OF MINUTES

Chair Conrad asked for a motion to approve the September 11, 2018 minutes.

Motion: Member Lyons

Seconded: Member Francois

Motion: Passed.

PUBLIC COMMENTS

None.

BOARD OF DIRECTORS REPORT

Board Secretary DeVera provided a brief summary of the August 27, 2018, Board meeting.

- The Board held their officer election.
- The Board tabled and requested more input on Item #10 the Consideration to Increase funds for the Customer Service Center contract. Additionally, the Eastern and Southern Region Service Provider contracts was tabled pending the Budget Subcommittee meeting.

Secretary DeVera concluded her report announcing the Board of Directors Annual meeting would be at the California Endowment Center sometime on October 30, 2018. Lastly, the next Board meeting would be on December 10, 2018, at the Los Angeles County Metro location.

ELIGIBILITY PROGRAM

F Scott Jewell, Director of Administration provided an update on the Eligibility process. He stated that it has been over a year since Access changed the process. Individuals should call 800# to inquire about their eligibility application. Alta's Customer Service Representatives would provide an explanation about Access, the application and or alternative options.

Director Jewell reviewed the information requested by the Access Eligibility Application.

- Basic personal information and emergency contact, questions related to disability, authorization for release of information and healthcare professional contact.
- Self-addressed stamped envelope sent to Access
- Applicants can schedule an interview after seven (7) days, and the evaluation is usually booked within three (3) days of the request. Once the interview is completed the applicant's determination is usually within 12 days.

There are four (4) areas that determine eligibility. (1) Unrestricted; 2) Restricted; 3) Temporary; 4) Not Eligible. He stated that more individuals are applying for Access and are receiving some kind of eligibility compared to the past. Based on the MTA compliance review recommendation, for example; people who have dialysis or some related type of symptoms and go in for treatments and their restrictions on service is based on their days of treatment. The process changed if their conditions are evident of non-treatment days, then they are able to use Access if necessary.

Director Jewell stated that the eligibility renewal term is every three (3) years. Notices are sent out on an average between 45-60 days out during the renewal process. Paper applications should be filled out and mailed back in. The eligibility contractor reviews the applications for completeness and determines either to renew or request an in-person interview. Both Temporary and Restricted individuals are always brought back in for the renewal process. There are a certain number of individuals who due to their unchanged conditions who are not brought back in because their disability is not going to change, and they just have to send back the

application in to make sure they still want to use the service. One of the feedbacks we heard from the CAC members over the increasing months, was that those who were filling out their application in terms of the auto renewal seemed problematic for some questions. Access has made some changes to that application for the auto-renewal going out next month and made the application a lot simpler and more streamlined to address that issue. Director Jewell stated that we send out approximately 5,000 - 8,000 renewal applications each month and the returns on those applications are roughly 2,500 responses and it is pretty consistent month to month. He reviewed the Eligibility renewal change chart.

- Decreased changed from 2% to 10%
- Increased changed from 8% to 10%
- No Change from approximately 70% to 90%
- Lost Eligibility from 8% to 12%

Access focused closely on the appeals which tell us if something is going on with the service. Overall the appeal results have lowered to approximately 6% which is definitely lower than what it was before. Lastly, Director Jewell reviewed changes pertaining to the online application process. Currently, when you go online to the Access website to apply for services you get a rider ID # by filling out an application. The changes are once the application is completed and sent online, it will go directly to the eligibility contractor for determination and the applicant would not have to wait for 3 days to schedule an evaluation appointment. In addition, we are also going to have the renewal process done online if a person chooses to use that process instead of mailing in the application. The new changes timeline should be rolled out sometime around December 2018 or no later than January 2019.

Member Comments:

Member Hagen spoke on behalf of Member Garcia who was stuck in traffic. Ms. Hagen stated that Ms. Garcia's concerns were not addressed in the presentation. She asked a question pertaining to the amount and quality of questions in the application process. First, how many questions are on the application? Second, how many pages? Third, what are the requirements as far as filling it out? And if someone does not know the answer to a question, then what are the consequences of that? Director Jewell replied that the initial application consists of 8-10 questions that simply request what is the applicant's disability? And how does it affect travel and use of public fixed route transit. The same questions that were previously asked during the interview process are to make sure the applicant is prepared and understood what will take place during the evaluation. In terms of someone not knowing the answer and not completing the application, they would still be given the opportunity to be interviewed as part of the evaluation process and they would not be denied the ability to book their appointment. We would like to have the information ahead of time in order to make sure we are asking the right questions during the evaluation process.

Ms. Hagen stated that there is a misunderstanding. People are under the impression that all questions must be answered in order to process their application, and their application would not be processed if omissions occurred. She asked how many questions and pages are on the initial application process because it is not eight questions as mentioned earlier.

Director Jewell replied in terms of items beyond the basic information such as contact information; emergency contact and healthcare professional there are only 8 - 9 questions regarding a person's disability.

Ms. Hagen stated that she just went through the process and there are more than 8 - 9 questions even on the abbreviated application. She stated the presentation didn't include nor provide enough information pertaining to understanding the eligibility process and needed more information in order to have a discussion.

Director Jewell replied that there are 9 questions on the application relating to a person disability and travel.

Member Goeman asked a question pertaining to those who have a continued disability that is not going to change. Example: she will not get her sight back. She asked why should they have to continually renew eligibility and fill out the forms every three years when the conditions are not changing?

Director Jewell replied that under the revised application going out next month, the renewal application has been condensed down to only confirming key contact information for those associated with conditions that are not going to change.

Andre Colaiace, Executive Director, commented that Access has taken into consideration a shorter revised application reduced in all practical aspects. You fill out, every three years, a contact form so that we can communicate with you when needed. Additionally, so that we can send out a TAP Card to the proper address. It comes down to very pragmatic reasons for making sure you still want the service and are still eligible. We did take into consideration what the CAC said and so Access did revise the application.

Member Goeman replied that this makes sense, to confirm contact information in order to receive the TAP Card properly. She thanked the staff for making the changes.

Member Lantz thanked Access for listening. The application form is actually five pages to fill out and one contact page which totals six pages. She stated that some of the Access riders at her Center could not fill out the forms by themselves and she was really bogged down with the number of riders the facility served in order to meet their deadlines. The new change is more efficient and a major step for Access, especially for those with permanent disabilities. Ms. Lantz shared that she is very grateful for the

change.

Executor Director Colaice commented that he believes that the on-line application is going to give people another choice as well.

Member Arrigo thanked Director Jewell. First, he asked what is the difference between temporary and permanent eligibility? Second, what factors would effect a new applicant from being deemed ineligible and do most people appeal the process? Lastly, what is the difference between restricted and unrestricted certification?

Director Jewell replied to the last question first. Unrestricted deals with an individual's inability to use accessible fixed route services at all times. Whereas, a person who is Restricted is able to navigate a fixed route system. For example, a person that requires dialysis, and after the treatment, they are not able to navigate on the fixed route system due to weakness and other issues, would be classified as Restricted. On other days, this individual maybe fully functional and able to use fixed route services.

On these types of days, they would not be able to utilize Access Services. Temporary is usually given to persons for some type of short-term medical procedure or condition that prevents them from using fixed route transit. After the condition has been corrected and they are able to utilize fixed route transportation, then they would no longer need Access. In terms of someone being deemed not eligible for Access Services, it is because they have demonstrated during the in-person interview process an ability to use the fixed route bus and thus, the decision is not in the eyes of the evaluator. In these cases, there is not sufficient information to give them eligibility on any level. Temporary and Non-eligible certifications are able to appeal their decisions. Eligibility is an individual process.

Member Cabil stated that she is curious about the staff's background qualification and training. She asked how often does training occur? Secondly, she asked is staff assigned a particular role in the process and or is everyone cross trained in the different aspects of the process? Additionally, how soon is one able to appeal?

Director Jewell replied that an individual can appeal as soon as one receives their determination letter. They can appeal immediately by contacting customer service or go on-line. They do or do not have to provide a reason why they want to appeal. The nature of one's disability type determines what appeal specialist Access staff uses to conduct the appeal evaluation determination. Ms. Cabil asked if there is a limited timeframe to appeal decisions?

Director Jewell replied he is not aware of any instances when someone appealed over a year ago. Usually, in that case, they would have to apply for Access again because something may have changed and usually people would have appeal within 30 - 60 days. We don't have a hard fast rule that says you have to appeal within a certain amount of days.

Ms. Cabil stated the reason why she asked about the training is that several of people

within her community are describing frustrations and there was an incident when someone had the service and somehow they were denied renewal. There were others who just was denied from the onset. She is curious as a representative in her area in how she could promote and encourage them.

Director Jewell replied that anyone could appeal for whatever reason and there are no restrictions. We don't put any barriers in place for someone to appeal. We make our process as transparent as we can. He stated that the other questions would take sometime to go through in detail and he would be happy to meet with Ms. Cabil after the meeting. There is a quality assurance policy in place that the eligibility contractors follow and it is laid out in the scope of work. Access staff meets with the contractor on a weekly basis to make sure those processes are in place and he offered to go over that scope of work a later time. The eligibility contractor has been doing this work for approximately four years and Access is pleased with their performances. Ms. Cabil asked is it possible to get a survey in order to provide feedback in the Antelope Valley area since she is a representative for that area.

Director Jewell replied yes we have planned to do a customer service survey later this year and we could include questions related to the eligibility process.

Executor Director Colaiace replied we brought those questions to the CAC for review and we could do that again.

Ms. Cabil she asked what is the approval rate if going for those with mental health disabilities. Director Jewell replied he does not have a specific breakdown of that and he could get back with you.

Executor Director Colaiace commented in our new process we asked for medical information and previously we didn't ask for it. The FTA actually supports the ability to go to a doctor. The fact that our providers can now go to a doctor is a benefit to customers with hidden disabilities such as mental illness. We believe that we have improved that process from that aspect.

Member Baldwin stated that he would like to talk about the forms in a meeting that talked about the forms. He had a chance to look at the form and had a number of questions. He is concerned that there is not enough context on the form that provides a clear understanding of the questions to help people fill out the application. Some of the questions seem kind of threatening. Such as, you maybe required to come back in if you submit an incomplete application. Mr. Baldwin addressed the following questions. 1- What is your email. A person may say I don't have one and would I need to run out and get an email. When people read these things that maybe what they are thinking. 2- There is a question about the male/female binary and I don't mind that question. But I really think you are asking would you like to be referred to as Mr. and Mrs. or something else and maybe that is the question you should be asking. Emergency contact, a lot of our clients do not have another person out there in the world nor an emergency contact and we make it seem like you have to and if

you don't get this form complete it will effect your eligibility if you don't have all of this information. Additionally, he expressed is concerned about the following questions.

- Using a fixed street route. He stated that this is kinda of a problem out there in the world and especially for people who can talk about what they are able to do instead of they are not able to do. So, I really think right on the form we need to let people know a little bit about how they can answer these questions which could effect their eligibility.
- Access asked how far you live from the bus stop and that is good but what does that mean and that should be like I don't know and or I have know way of knowing. There are a lot of problems with the form and there is an ideal of being prevented from of using the fixed route. Those sort of questions needs some context.
- The medical questions are good.
- Do you live in an assited living facility. Why are you asking for that information.
- How much width length/weight of the wheelchair.

Mr. Baldwin stated that there is a threatening tone to the form such as you better have all of this information or give it to us or else. The tone should be changed to say "this is information provided will help us make the determination and that is a better approached. Executor Director Colaiace replied I think you have a good point. I don't think the intent of the tone is to be threatening and we will address your concerns.

Member Almalel thanked Director Jewell. I think one thing that would assist in the wording and the subject matter of these forms for application. Suggested to have someone that is not an able-bodied individual to be apart of the process because sometimes we speak a different language and have different disabilities and knowing the right questions to ask. There is still a broad amount of imbigous general questions that could be asked and should be termed differently. Like when you go in for your physical evaluation. Example, she was asked to put change into a change box and she asked what do you know what happens if I drop this change. There's a lack of hands sometimes for someone that needs their hands for everything. Especially, when you are pushing or have a service animal or a mobility device. The evaluator does not take into account the many medical situations that may occur when asked to for example to bend over to pick up something. Not thinking in terms of a disability only thinking can you pick it up. So, she went through an appeal process and it was interesting. When she finally got her denial letter it was 7 days after she found out that she was denied. There are timing issues and she works, goes to church and goes out with her friends and it is because she has Access'. She was not given a proper timeframe to appeal. She was deemed ineligible by a Therapist and was sent out crying during and no Therapist should send out a client in a very vulnerable state. There could be things done to better the appeal process. She is eternaly grateful to Access and appreciates everyone's input.

Member Foafoa shared that she was not qualified the first time. She met with Hugh Hollenburg, who advocated on her behalf, and she was approved. She went through

the eligibility process and when asked to pick up fare change she had dropped, she said to herself: "that person is going to wait forever if they expect me to pick up that change!"

Director Avancena asked the members, in the interest of time, if they would prefer to submit any further questions to him. He would compile these questions and send them to Director Jewell to address. Director Avancena stated that this item should be re-agendized and asked the CAC members to email or call him directly. Mr. Colaiace stated that we will make sure someone reaches out to Member Garcia.

Member Lantz, "I think Mr. Baldwin's point was well taken and most people reading the application are just overwhelmed by it. And so I think there is a way to simplify the steps and the (DRDEF) information is now all the way below the form and I would like to see it above the Determining Eligibility section or at the beginning because if they read the some of that then they would understand." Ms. Lantz stated that the print should be in a large bold blackfont.

Member Baldwin suggested sending out the form to the CAC members for review.

NEXTGEN STUDY

Robert Calix from LA Metro presented the NextGen Bus Study. Mr. Calix summarized the key point of the bus study report and reviewed the four different phases. The NextGen bus study, as simply stated, is an effort to look at the entire bus network to work better as a County-wide system. It has been over thirty years since we reviewed the entire bus network. The system is tweaked every 6 months whenever we put out a new line and we have to adjust our bus system to make sure it connects well with our future rail network and or any other type of investments. Mr. Calix stated that the study process would be four steps and we are looking at how people are traveling today. The first step was completed and we are reaching out to organizations to get their feedback in order to determine how the existing bus systems relate to the rider's needs.

- 1- Market Demand and Travel Patterns - Spring/Summer 2018- Project awareness and listening to what the market tells us about how we travel, evaluate how existing bus service relates to the needs of the rider.
- 2- Policy Choice for Service- Fall 2018/winter 2019 - Policies to develop potential bus service priorities to better meet the needs of the rider.
- 3- Service Design Guidelines and Route/Schedule Changes - Redesign new routes and schedules based on guidelines and parameters reflecting the adopted Policy Choices.
- 4- Implementation and Marketing Implement new routes and schedules that reflect the way people travel today.

The outreach committee has met with numerous organizations to bring awareness of the NextGen bus study. Once the steps are completed, Metro will present it to the Board. Mr. Calix stated that Los Angeles County residents as a percentage have four

types of customers. 1) Frequent - 80% are bus riders; 2) Occasional - 22% use it several times a month; 3) Infrequent 5%; 4) Non-Rider 16%. Security and bus cleanliness were some of the reason that former riders no longer use the bus network. We realize that with the existing levels of service, we cannot be fast, frequent, and reliable all day, every day nor everywhere. So we need to develop policy choices that balance the trade-offs in route and network design for different market needs. Mr. Calix continued and reviewed the following. The focus is to determine how we are going to meet the needs of all of our riders.

- 1) Transit Accessibility - Transit is assessable to 85% of trips made in the region.
- 2) Transit Service Density - All day frequent service is concentrated in central LA County.
- 3) Population and Employment Density - The bulk of the trips are within the Central area of Los Angeles County. (East and West of downtown Los Angeles)
- 4) Travel Intensity - San Fernando Valley, Westside and the Northwest area of Los Angeles County.
- 5) Trip Origins - Total versus Transit Trips
- 6) The Transit Journey- The walk/wait and on-board time are the two factors that make-up total transit travel time.
- 7) Understanding Trip Purposes - Commute Trips - Travel from home to a regular destination like work/school, etc. Other Trips - Travel from a changing origin to a changing destination.

Additionally, Mr. Calix provided information pertaining to the importance of travel speed and frequency, which is the key factor for shorter trips. They found that there is a huge market potential during the day between 9:00 a.m. - 2:00 p.m. and during the late evening from 6:30 p.m. - 12 a.m. They realize that their service is not aligned that way to accommodate those hours. Lastly, he reviewed the stakeholders meeting calendar.

Member Comments:

Member Francois requested clarification pertaining to employment population density. She referred to the Eastern San Gabriel Valley area. Her concern is that when you look at the employment distribution data, it maybe that the job exists in the Metro area. However, people are not likely to accept the job because the transportation is taking too long. She feels the study may not represent what is really going on and is not consistent with the needs in the area. In reference to commuting trips, her agency covers the LA and Inland Empire area and what they see is the lack of migration due to the housing crisis. Ms. Francois asked are we going to an increase of using cars and will there be a need to increase the numbers of rides coming from the Eastside of Los Angeles County into Metro or from the Orange County area into Los Angeles metropolitan area. Additionally, the graph shows a lack of trips during the mid-day and she asked is the variation by area. It seems that Metro is not meeting the needs mid-day? Lastly, she asked where the money is coming from.

Mr. Calix replied you are correct. Metro needs to change our service and do something different to better these trips and improve ridership during our travel time. We have a way to be more effective and efficient to serve more people. The money will come from our existing resources.

Director Avancena addressed the CAC members in the interest of time and asked each to present one question. Any additional questions would be forwarded to Robert Calix to address. Staff will forward the answers back to the CAC members.

Member Lantz stated that many years ago people were pushed out to the edges of LA County when enclaves were built. Now here we are 30 - 40 years later a lot of those people are seniors now and some with disabilities. Recently, she has attended community meetings and repeatedly they have asked Metro what about the seniors. They pay taxes and do not get any transportation offered in the areas that have hills, and the buses are located at the bottom of the hill. Additionally, those who live three-quarters of a mile away from a bus and up the hill cannot get Access services and now they are stuck without being able to travel. She wonders if Metro could be created by using shuttle buses for seniors in the morning and get them to where they need to go. Right now, they have nothing and they would love to take the bus.

Member Padilla stated that he noticed bus routes might change every six months to make enhancements. Mr. Padilla asked what do you base your data on when you take away a bus route or change bus schedules in order to improve services

Mr. Calix replied: "I do not know what was done in the past. However, the goal this time around is to study how and what needs to happen in-terms of re-allocating resources with the existing resources in order to reach more people? Our ridership has declined and it has not just declined in outline areas but also in areas where we provide frequent service. The old way of thinking was to put more buses in high populated and transit dependent areas and you would get more riders but not today. Therefore, if ridership has declined in high transit demand areas we know why and we need to do something different. The public idea of frequency is shown in the study that the majority of people feel the buses should come every 5 - 10 minutes, and every 15 minutes for off-peak. We are misaligned on every expectation and we need to do a better job. We need your help when we bring policy choices."

Member Lyons shared that she noticed a gentlemen going out to a bus stop and apparently, he did not know the latest bus schedule. The bus stop was brand new and she wanted to tell the gentlemen that the bus was coming in 15 minutes. She thought maybe he did not have the app and people do not always look at the schedule.

Member Cabil asked Mr. Calix to go over the Completeness and Market Potential information again.

Mr. Calix replied we are trying to communicate that now we are only serving and

capturing a smaller percentage in our transit share market. For example; the 1-5 miles market of folks is 46 percent, we are only capturing 2% and the 10 plus miles market is 16%, and we are capturing 6%. He stated that we could serve the market better because that is what people want. It is possible that riders are using other sources of travel options.

Board Secretary DeVera asked a question pertaining to the ping that notifies the bus is coming. She asked would that guarantee a rider that travels with a mobility device a seat on the bus?

Mr. Calix replied no that would not guarantee a seat on the bus. It only guarantees that the bus is on its way. Secretary DeVera replied could that be fixed. She stated that people that use mobility devices are being past up because there is no room for them. Secretary DeVera asked could Metro make that adjustment.

Mr. Calix replied he would make a recommendation to the board concerning her request to accommodate a seat for those who travel with a mobility device. He stated that it is up to the board to determine how that could be done.

Mr. Colaiace commented that Metro has been great about including Access in this process along with a CAC member, as well as Mike Greenwood, who is serving on the taskforce for this project. It is important that we hear this information and it is essential that Metro hear from us and we are very collaborative right now.

Member Baldwin commented that the one place ridership is growing is with older adults and people with disabilities. He has been looking at the bus lines for a different reason having to do with housing. In the San Fernando Valley and along the North of the Orange line, there is a problem with the North/South buses because there are washes that go through there and a lot of the housing that is accessible and affordable are tucked into these washes. You have to go over to the North East district that does not travel very often and the East West travels a lot. The North South for whatever reason starts late and early. The public transportation for the housing projects is lousy. So, maybe this is a type of granular way of looking at where the people come from and where they go. Especially, for people with disabilities and where is the housing that is assessable to them.

Member Almalel thanked Mr. Calix for a very thorough presentation. She works in West LA on the border of Beverly Hills. There is a huge influx of public use apps for scooters and bikes. The app driven devices do not have to wait for a vehicle to pick them up and that may be what's moving the 46% demographic around. Secondly, she notices that many riders that use mobility devices use Access due to bus stop removals and that is important to take into consideration. Many people live in areas that do not have access to transportation.

Member Garcia stated that she travels a lot, especially in the San Fernando Valley.

She often is left behind constantly and it not because of the drivers or the buses. There is no room for a person with disabilities because there are other chairs in the vehicle. She knows that the data is available because the drivers call in when a person is left behind due to inaccessibility issues. For example, she was late to the CAC meeting due to there was no available room on the bus, she had to wait for another bus and this happens constantly.

Chairperson Conrad thanked Mr. Calix.

Director Avancena announced to the CAC members to contact him if they have any further questions pertaining to the presentation and he would forward them to Mr. Calix.

CAC ELECTIONS PROCESS AND VOTING

Rycharde Martindale-Essington stated that since we were not able to find three volunteers that could sit on the CAC Officer Nominations Subcommittee to fulfill the requirements of Article V in the CAC Bylaws, therefore, selection of a CAC Chair and First Vice-Chair will proceed by a vote of CAC members present as directed by Article V. In short, what we are going to do is dispense with the nomination process and go to a direct vote by the CAC. Here how we accomplish the recommendations. Mr. Martindale-Essington read the following recommendation.

Staff receives candidates' prepared written statements, which will then be distributed to the full CAC prior to the October 9, 2018 meeting. At the October meeting, candidates will be given three-five (3-5) minutes each to give a presentation explaining their reasons for wanting to hold office. After all, candidates have made their presentations, secret ballots will be distributed and then collected. Access staff will count these ballots and announce the vote count of each candidate to the CAC. In the event that there is a tie vote for a specific office, a run-off election will be held using the same ballot process and again, the results will be counted by Access staff and reported to the CAC. The candidate with the highest number of votes will be declared the winner of the specific office sought. The winning candidates for each office will then be submitted to the Access Board of Directors for ratification.

Martindale-Essington stated that he plans to make phone calls to all CAC members to confirm what office each person would like to fill. Once confirmed, he would need to get a short candidate statement. The candidate statements would be published in the October 2018 minute packet.

Director Avancena stated that it is critical that the CAC members are present at the October meeting in order for you to vote. Each person will be given their own ballot that will require your signature and you be asked to vote for one Chair and one Vice-chair candidate. You can also vote for yourself and would be allowed to vote for one person only. Both Director Avancena and Ms. Astier will count and tally the votes then

report them back to the CAC.

Members Comments:

Chair Conrad asked a question pertaining to providing assistance to those who are visually impaired. Mr. Avancena replied that staff would assist members with the ballots and provide braille copies.

Chair Conrad apologized for not being able to complete the remaining items on the agenda.

Member Baldwin expressed his concern regarding the CAC member comments. He stated that the agenda does not allow enough time for member comments and he thinks that is important.

Member Cabil shared her trip experience to the CAC meeting. She got off the bus down in the lower level and had to take the elevator going up. She was given directions to go outside and around to get the building. Ms. Cabil stated that she could not figure out the exit and two staff members were able to guide her to the meeting location. She requested an alternative route to the corporate office location and or use to the employee exit gate.

Member Arrigo stated that people should make note of their questions. Sometimes we spend too much time scrambling around and mumbling with our words and we could get through the agenda much quicker.

Member Lantz stated that she turned left one block too soon and ended up in the bus area. She stated that there is no Santa Anita sign on the street and for those who are partially sighted do have problems. She thanked Mike Greenwood for assisting with the parking.

OPERATIONS PERFORMANCE UPDATE

Moved to a future meeting due to time constraints.

CAC BYLAWS

Moved to a future meeting due to time constraints.

LISTENING IN TO CAC MEETINGS

Moved to a future meeting due to time constraints.

MEMBER COMMUNICATION

Moved to a future meeting due to time constraints.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Chair Conrad asked for a motion to adjourn the meeting.

Motion: Member Lyons

Second: Member Francois

The meeting adjourned at 3:02 pm.

October 9, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE
FROM: R. P. Martindale-Essington, ADA Coordinator for Customer Relations
RE: CAC CANDIDATE STATEMENTS

ISSUE:

To further comply with Article V: Officers, in the CAC Bylaws, here are the Election Candidate Statements of those CAC members seeking to fill the Chair and/or First Vice-Chair position

BACKGROUND:

At the September 11, 2018 CAC meeting, it was announced that three (3) volunteers could not be found to sit on the Officer's Nomination Subcommittee to interview and select candidates for leadership office. Therefore, the next process laid out in the CAC Bylaws is to proceed with a direct election by the entire CAC. To help do this, Candidate Statements were requested from all interested parties to allow candidates to tell voters about their qualifications and explain why they are running for office.

RECOMMENDATION:

Presented in alphabetical order are the Candidate Statements for the position of CAC Chair and CAC First Vice-Chair. As voters, the CAC is encouraged to read these statements in preparation to filling out ballots at the October 9, 2018 election.

Candidate Statement for Chair:

Maria Aroch

Greetings committee members, Access Services staff and members of the public,

I am Maria Aroch, current Access Services CAC Vice Chair. I am asking for the opportunity this afternoon to become the next Chair of this committee. I feel that serving this committee during the past 4 years as an active committee member and also this past year as your Vice Chair, I have gained the experience and passion necessary to lead this committee in moving forward.

As many of you know, I am a daily Access rider, I have been using Access for nearly 10 years and understand the needs of our community and support this organization requires. Also, through my work at SCRS Independent Living Center, I assist many of our consumers from all over L.A. County with Access related matters.

I am excited to lead and I look forward to continuing working alongside each of the members on this committee and I am happy to serve all of the members of the public as it relates to Access Services and the role of this committee. I want to continue to play an important role in Access Services, their delivery of services and their continued growth.

I hope that I have your trust and support to be your next Chair.
Thank you.

Best Regards,

Maria Aroch

Candidate Statement for Chair:

Tina Foafoa

Hello CAC Members,

I am running for CAC Chair. CAC is very important to me. In the ten years that I have served on CAC. I have learned so many things. For example, I have learned that CAC Membership goes beyond reading the agenda, understanding the needs of the people in the community. In CAC, you learn to observe and to focus on more important things. I believe that you have to reach out the CAC Members, to notify them ahead of the scheduled meeting, and not just members but also the community.

We have to think outside the circle to advocate, focus on what's important for the committee. Each member must respect one another. We have to help each other. There are many more things that CAC can do, than just hold the meetings. For example, if CAC presents a fundraiser or an outreach to educate the community and the riders, that we are here to support them in any way possible, if you elect me as your Chair, I will help the committee to get this done and more.

I humbly appreciate your time and your effort in taking the time to read my statement.

CAC Member

Tina Foafoa

Candidate Statement for Chair and First Vice-Chair:

Rachele Goeman

These are the reasons that I believe that I am qualified for either Chair or First Vice-Chair of the CAC. I am a strong advocate for the service animals. Also I am concerned about other disabilities that make up riders of Access. I have helped riders with their problems, such as assisting with recertification and ride problems. I am very responsible about attending meetings and getting there on time. I participate in asking questions about the issues that are brought up at CAC meetings. I don't only complain about issues, I try to find solutions.

Through my advocacy with the California Council of the Blind, I have also helped many riders to understand that Access Services really wants to make the lives better for all disabilities.

Sincerely,

Rachele Goeman

Candidate Statement for First Vice-Chair:

Michael Conrad

These are the reasons I would like to be considered for Vice-Chair of the CAC. I have experience: chairing meetings, such as the CAC, and I am President of the Greater Long Beach California Council of the Blind. During my 41 years working for the County, I also ran many union meetings. I am also a member of the Citizens Advisory Council for Metro. I am also First Vice-President of the Foothill Club for the Blind. I am a strong advocate for service animals and the problems their animals and handlers go through with Access. I also was Chair of the QSS and am now Vice-Chair. I have also helped make changes for the better in Access, such as: not having three (3) passengers in the back of a sedan. I also advocate for riders with recertification problems and ride issues.

Sincerely,

Michael Conrad.

October 9, 2018

TO: Community Advisory Committee (CAC)
 FROM: F Scott Jewell, Director of Administration
 RE: Access Eligibility Application Revisions

ISSUE:

At the September 2018 CAC meeting, staff was requested to go over the planned changes to the questions asked in the initial and renewal eligibility applications.

BACKGROUND:

In July 2017, Access modified its eligibility process to require an application to be filled out and returned prior to the scheduling of an in-person evaluation. This applied also to those whose eligibility was expiring and need to be renewed. Over the subsequent year, staff has been evaluating the applications and is planning to make some changes. The following is a comparison of the existing and proposed applications.

Initial Application

Section	Current Version	Revised Version
Personal Information	Captures personal information of applicant	Added primary language section Added Non-binary as Gender option
Emergency Contact	Captures emergency contact information for applicant	No changes
Current Use of Public Transportation	<ul style="list-style-type: none"> • When was the last time you rode the fixed route bus or train? • How frequently do you ride the fixed route bus or train? Daily, Weekly, Monthly, Not currently using 	<ul style="list-style-type: none"> • When was the last time you rode the fixed route bus or train? • How frequently do you ride the fixed route bus or train? Never used, Daily, Weekly, Monthly, Not currently using • What is the farthest that you can

	<ul style="list-style-type: none"> • How far do you live from your nearest bus stop? • Travel training is available to those who want to learn how to ride fixed route transit in the Los Angeles region. Would you like information about travel training? Yes, No 	<p>travel outdoors without the help of another person (using mobility device/aid, if applicable)? Less than 1 block, 1-4 blocks, More than 4 blocks</p> <ul style="list-style-type: none"> • How far do you live from your nearest bus stop? Less than 1 block, 1-4 blocks, More than 4 blocks • When using fixed route bus or train do you travel? Independently, With assistance, Not applicable
Disability / Health Condition Information	<ul style="list-style-type: none"> • Please describe the disability or health condition which prevents your ability to travel on a bus or train: • Is this a temporary disability or health condition? Yes No • If yes, how long do you expect it to prevent you from using fixed route buses or trains? months • Are you currently receiving any treatment? Yes No • If yes, please provide information on what type of treatment you are currently receiving: • Do you live in an assisted living facility or nursing facility? Yes No • <i>Do you need to bring someone with you to help you when you travel (a personal care assistant or personal attendant)? Yes, No, Sometimes</i> 	<ul style="list-style-type: none"> • Please describe the disability or health condition which prevents your ability to travel on a bus or train independently. You may attach more documentation on a separate page. • Is this a temporary disability or health condition? Yes No • If yes, how long do you expect it to prevent you from using fixed route buses or trains? Week(s) Month(s) • Are you currently receiving any treatment? Yes No • If yes, please provide information on what type of treatment you are currently receiving

	<ul style="list-style-type: none"> • <i>What is your primary mobility aid? (If applicable)</i> <i>Powered wheelchair,</i> <i>Manual wheelchair,</i> <i>Powered scooter,</i> <i>Walker, Cane, Crutches,</i> <i>Brace, Prosthesis</i> <i>Portable oxygen, White cane, Communication board, Other:</i> • <i>What is your secondary mobility aid? (If applicable)</i> <i>Powered wheelchair, Manual wheelchair, Powered scooter, Walker, Cane Crutches, Brace, Prosthesis, Portable oxygen, White cane Communication board, Other</i> • <i>Do you use a service animal? Yes No</i> • If you use a wheelchair or scooter, what is the width, length and weight with you in it? <i>Width: inches Length: inches Weight: pounds</i> • Under the best conditions, what is the farthest that you can walk outdoors (using your mobility aid if you use one) without the help of another person? <i>Less than 1 block, 1-4 blocks, More than 4 blocks</i> • Please provide any other information about your disability or health 	
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	condition:	
Mobility Devices / Aids	<p>Questions in the above section in <i>italics</i> were moved into this separate section in the revised version.</p>	<p>Do you require assistance when traveling on the bus or train? (a personal care assistant)? Yes No Sometimes Not applicable</p> <p>Do you use a service animal? Yes No</p> <p><u>What function is it trained to perform?</u></p> <p>What is your primary mobility device/aid? (If applicable)</p> <p>Powered wheelchair, Manual wheelchair, Powered scooter, Walker, Cane, White cane, Brace, Prosthesis, Portable oxygen, Crutches, Communication board, Other:</p> <p>What is your secondary mobility device/aid? (If applicable)</p> <p>Powered wheelchair, Manual wheelchair, Powered scooter, Walker, Cane, White cane, Brace, Prosthesis, Portable oxygen, Crutches, Communication board, Other:</p>
Healthcare Professional Contact Information	Captures the contact information of the treating healthcare professional who is familiar with the applicant's condition and, if needed, could be contacted for clarifying information.	No changes
Certification and Authorization for Release of Information	Captures signature of applicant. Current version has authorization as a separate section.	Captures signature of applicant and authorizes release of information from healthcare professional
Person, Other Than Applicant, Completing Form	Captures information about individual who filled out application on the behalf of the applicant.	Section was formally titled "Responsible Party"

(optional)		
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Renewal Application

The renewal application questions are identical to those asked in the initial application and have been revised per the table above. Questions in italics have been moved into a separate section and those that are struck-through have been removed from the revised version. Renewal applications are sent 60 days prior to the end of eligibility. Restricted and temporary eligibility types are always sent a renewal application. Starting November 1, 2018, riders whose eligibility is based on a condition that will not change will be sent an auto renewal application. The auto renewal application will be used to verify contact information and will not have the other questions that are present in the revised renewal application.

The full version of the three (3) revised applications follow this page.

Access Services

Applying for Access

- > Applying for Access
- > In-person Evaluation Required
- > Submitting Application
- > Other Transportation Resources



access

Applying for Access

An in-person evaluation is required to determine your eligibility with Access Services. In order to ensure that Access has the necessary information to process your application, complete the following steps:

Access Rider ID number is required.

If you do not have an Access ID Number, please contact Customer Service at **1.800.827.0829** or visit eligibility.accessla.org/scheduler to have one issued (application will not be processed if ID number is missing).

- 1** Complete and submit the application portion in the enclosed envelope to: **Access Eligibility Center**

**5747 Rickenbacker Rd
Commerce, CA 90040**

- 2** Allow **seven (7)** calendar days after you send in your application form to call the Access Eligibility Scheduling Center. Schedule your in-person evaluation at **626.532.1616 (TDD 626.532.1620)**, Monday through Friday from 8am-5pm. Please do not call before the **seven (7)** calendar day period.

Access provides free transportation to and from your in-person evaluation. Applicants also have the option to provide their own transportation.

Required In-person Evaluation

- > If applicable, bring your primary mobility device that you intend to use while out in the community.
- > If you need assistance, please bring a personal care assistant (PCA).
- > Bring a **valid photo ID**. Access accepts the following form(s) of photo ID:
 - a. State issued Driver's License or ID
 - b. Military ID
 - c. U.S. Passport
 - d. LACTOA Reduced Fare ID card
 - e. Other transit operator reduced fare ID card
- > Bring any documentation that will support the information in your application.
- > Eligibility is based on your functional abilities to use fixed route bus or train services.
- > The evaluation will include an interview as well as a functional and/or a cognitive evaluation, if necessary. The Evaluator will be looking at your functional skills which are needed to ride buses and trains.
- > If the Evaluator needs verification from your healthcare professional, they will contact them.

access

The application process will be considered **complete** with the following:

- a. Completed application including a copy of your photo ID
- b. Completed in-person evaluation
- c. Completed healthcare professional verification (if applicable)

You will receive a letter within **21 days** after the completion of the application process informing you of your eligibility status.

This application is available in alternative formats. If you require an accessible format of this application, please contact Access Customer Service:

1.800.827.0829 (TDD 1.800.827.1359)

between the hours of 8am and 5pm Monday through Friday.

If you have a concern about what information you need or what to do to prepare, the Disability Rights Education and Defense Fund (DREDF) has published "ADA Paratransit Eligibility: How To Make Your Case." You can get a copy of this helpful guide online at dredf.org or by calling Access Customer Service Center at **1.800.827.0829 (TDD 1.800.827.1359)**.

Other Transportation Resources

Los Angeles County has fixed route bus and train services that are equipped with ADA accessible features such as lifts or ramps, securement spaces, designated priority seating, stop announcements, audio announcements, handrails, lighting, and operators who are trained to assist passengers with disabilities. These modes of transportation do not require prior reservation.

For more information about bus and train routes, schedules, and/or reduced fares in Los Angeles County, please visit metro.net or call **323.GO.METRO (323.466.3876)**. Riders with hearing or speech impairments can use the California Relay Service. Dial **711** and the number you need.

Access can assist with your search for transportation options including Travel Training which provides assistance with learning how to use the fixed route bus or train services. For more information call Access Customer Service at **1.800.827.0829 (TDD 1.800.827.1359)** or visit accessla.org.

Questions? Please call Customer Service:

1.800.827.0829

TDD 1.800.827.1359

2

Emergency Contact

Name	Relationship to applicant
Primary phone number	Alternate phone number

3

Current Use of Public Transportation

When was the last time you rode the fixed route bus or train?

How frequently do you ride the fixed route bus or train?

Never used

Daily Weekly Monthly Not currently using

What is the farthest that you can travel outdoors without the help of another person (using mobility device/aid, if applicable)?

Less than 1 block 1-4 blocks More than 4 blocks

How far do you live from your nearest bus stop?

Less than 1 block 1-4 blocks More than 4 blocks

When using fixed route bus or train do you travel?

Independently With assistance Not applicable

4

Disability / Health Condition Information

Please describe the disability or health condition which prevents your ability to travel on a bus or train independently. You may attach more documentation on a separate page.

Access ID number _____

access

Disability / Health Condition Information (cont.)

Is this a temporary disability or health condition? Yes No

If yes, how long do you expect it to prevent you from using fixed route buses or trains? _____

Week(s) Month(s)

Are you currently receiving any treatment? Yes No

If yes, please provide information on what type of treatment you are currently receiving:

5

Mobility Devices / Aids

Do you require assistance when traveling on the bus or train? (a personal care assistant)?

Yes No Sometimes Not applicable

Do you use a service animal? Yes No

What function is it trained to perform? _____

What is your primary mobility device/aid? (If applicable)

Powered wheelchair Manual wheelchair Powered scooter

Walker Cane White cane

Brace Prosthesis Portable oxygen

Crutches Communication board

Other: _____

Access ID number _____

Mobility Devices / Aids (cont.)

What is your secondary mobility device/aid? (If applicable)

- | | | |
|--|---|---------------------------------------|
| <input type="radio"/> Powered wheelchair | <input type="radio"/> Manual wheelchair | <input type="radio"/> Powered scooter |
| <input type="radio"/> Walker | <input type="radio"/> Cane | <input type="radio"/> White cane |
| <input type="radio"/> Brace | <input type="radio"/> Prosthesis | <input type="radio"/> Portable oxygen |
| <input type="radio"/> Crutches | <input type="radio"/> Communication board | |
| <input type="radio"/> Other: _____ | | |

You will be assessed with the primary mobility device/aid that you bring to the eligibility center at the time of your appointment. If you change your mobility device following your evaluation, you may be required to return for a new evaluation in your new device. Use of a different mobility device may change your functional ability to use accessible fixed route transit.

IMPORTANT: Most of the accessible vehicles in our fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and/or weighing with its passenger up to 600 pounds. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger than this, we may be unable to transport you either because it would damage the vehicle or to do so would impose an unreasonable safety hazard.

6

Healthcare Professional Contact Information

Please provide the contact information of your treating healthcare professional who is familiar with your condition and, if needed, could be contacted for clarifying information.

The following licensed healthcare professionals are authorized to provide clarifying information:

- | | | |
|--|--------------------------|----------------|
| > Physician (MD or DO) | > Registered nurse | > Psychologist |
| > Psychiatrist | > Ophthalmologist | > Optometrist |
| > Physical therapist | > Occupational therapist | |
| > Other licensed provider familiar with your condition | | |

Access ID number _____

access

Healthcare Professional Contact Information (cont.)

Healthcare professional's name

Specialization

Institution/facility/agency name

Street address

Suite number

City

State

Zip

Primary phone number

Alternate phone number

Fax number

Email

7

Certification and Authorization for Release of Information

I hereby certify that, to the best of my knowledge, the information given in this application is correct. I authorize my healthcare professional to release any and all information about my disability or health condition and its effects on my functional ability to travel. I understand that all medical information will be kept strictly confidential. I agree to undergo an in person assessment of my functional abilities and limitations for the purpose of making a determination regarding my eligibility for ADA paratransit service.

Print name

Signature

Date

Access ID number _____

access

8**Person, Other Than Applicant, Completing Form (optional)**

Name

Relationship to applicant

Primary phone number

Alternate phone number

Referring agency (if applicable)

Signature of person, other than applicant, completing form

Date

Access ID number _____

access

Access Eligibility Center
5747 Rickenbacker Rd
Commerce, CA 90040



access

Your Access Services
Information is here.

Access Services

Eligibility Renewal Form

- > Renewing Your Service
- > Instructions
- > Submitting Application
- > Your Eligibility Notification



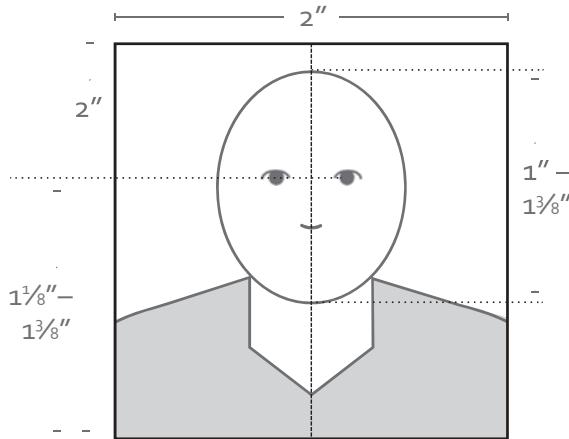
access

Renewing Your Service

Your eligibility for Access is expiring soon. Your expiration date can be found on your Access Rider ID Card (the last day of the month).

To ensure you can continue to use Access paratransit, please renew your eligibility by returning the attached renewal form to us at least **30 days** before your current eligibility ends.

You will be notified in writing within **10 business days**, from when we receive your application, if an in-person evaluation is required.



Instructions

Access ID Number is required, please contact Customer Service at **800.827.0829** if you do not know your number.

In order to ensure that Access has the necessary information to process your application, complete the following steps:

- 1** Answer all questions with as much detail as possible. Feel free to attach additional document(s). Send a current photo of yourself (photo cannot be returned).
- 2** This passport-style photo must be 2 inches by 2 inches (see illustration to the left) and of good quality or it will not be used. Please write name and Rider ID number on back of the photo.
- 3** Complete and mail the application portion in the enclosed envelope, or to: **Access Eligibility Center 5747 Rickenbacker Rd Commerce, CA 90040**

An In-person evaluation will be required if:

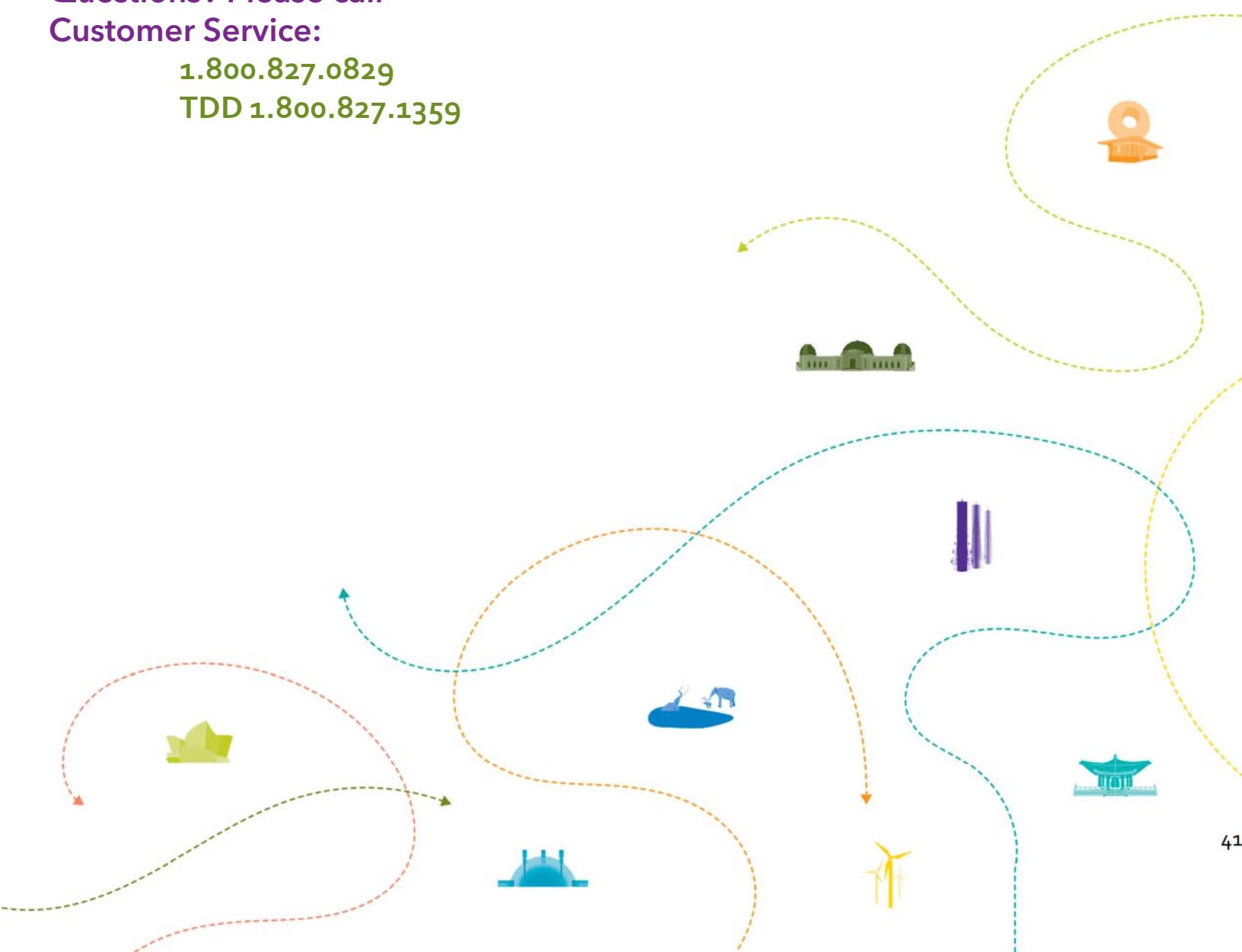
- > You indicate a change in:
 - > your medical condition
 - > mobility device
- > You submit an incomplete application which includes:
 - > Missing signature (section 7)
 - > The application is not legible
 - > Information is substantially incomplete

**Questions? Please call
Customer Service:**

**1.800.827.0829
TDD 1.800.827.1359**

Your Eligibility Notification

Within **21 days** after completing the renewal application (including submitting any necessary follow-up documentation at the request of the evaluator) and/or in-person evaluation, you will be notified by mail whether or not you are eligible for Access. If your eligibility is not processed within **21 days**, Access will allow you to use the service until you receive your notification.



2

Emergency Contact

Name	Relationship
Primary phone number	Alternate phone number

3

Current Use of Public Transportation

When was the last time you rode the fixed route bus or train?

How frequently do you ride the fixed route bus or train?

Never used

Daily Weekly Monthly Not currently using

What is the farthest that you can travel outdoors without the help of another person (using mobility device/aid, if applicable)?

Less than 1 block 1-4 blocks More than 4 blocks

How far do you live from your nearest bus stop?

Less than 1 block, 1-4 blocks, More than 4 blocks

When using fixed route bus or train do you travel: Independently

With assistance Not applicable

4

Disability / Health Condition Information

Please describe the disability or health condition which limits your ability to travel on a bus or train independently. You may attach more documentation on a separate page.

Access ID number _____

Disability / Health Condition Information (cont.)

Is this a temporary disability or health condition? Yes No

If yes, how long do you expect it to prevent you from using fixed route buses or trains? _____

Week(s)

Month(s)

Are you currently receiving any treatment? Yes No

If yes, please provide information on what type of treatment you are currently receiving:

5

Mobility Devices / Aids

Do you require assistance when traveling on the bus or train? (a personal care assistant)? Yes

No Sometimes Not applicable

Do you use a service animal? Yes No

What function is it trained to perform? _____

What is your primary mobility device/aid? (If applicable)

- | | | |
|--|---|---------------------------------------|
| <input type="radio"/> Powered wheelchair | <input type="radio"/> Manual wheelchair | <input type="radio"/> Powered scooter |
| <input type="radio"/> Walker | <input type="radio"/> Cane | <input type="radio"/> White cane |
| <input type="radio"/> Brace | <input type="radio"/> Prosthesis | <input type="radio"/> Portable oxygen |
| <input type="radio"/> Crutches | <input type="radio"/> Communication board | |

Other: _____

Access ID number _____

access

Mobility Devices / Aids (cont.)

What is your secondary mobility device/aid? (If applicable)

- | | | |
|--|---|---------------------------------------|
| <input type="radio"/> Powered wheelchair | <input type="radio"/> Manual wheelchair | <input type="radio"/> Powered scooter |
| <input type="radio"/> Walker | <input type="radio"/> Cane | <input type="radio"/> White cane |
| <input type="radio"/> Brace | <input type="radio"/> Prosthesis | <input type="radio"/> Portable oxygen |
| <input type="radio"/> Crutches | <input type="radio"/> Communication board | |
| <input type="radio"/> Other: _____ | | |

You will be assessed with the primary mobility device/aid that you bring to the eligibility center at the time of your appointment. If you change your mobility device/aid following your evaluation, you may be required to return for a new evaluation in your new device. Use of a different mobility device may change your functional ability to use accessible fixed route transit.

IMPORTANT: Most of the accessible vehicles in our fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and/or weighing with its passenger up to 600 pounds. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger than this, we may be unable to transport you either because it would damage the vehicle or to do so would impose an unreasonable safety hazard.

6

Healthcare Professional Contact Information

Please provide the contact information of your treating healthcare professional who is familiar with your condition and, if needed, could be contacted for clarifying information.

The following licensed healthcare professionals are authorized to provide clarifying information:

- | | | |
|--|--------------------------|----------------|
| > Physician (MD or DO) | > Registered nurse | > Psychologist |
| > Psychiatrist | > Ophthalmologist | > Optometrist |
| > Physical therapist | > Occupational therapist | |
| > Other licensed provider familiar with your condition | | |

Access ID number _____

access

Healthcare Professional Contact Information (cont.)

Healthcare professional's name

Specialization

Institution/facility/agency name

Street address

Suite number

City

State

Zip

Primary phone number

Alternate phone number

Fax number

Email

7

Certification and Authorization for Release of Information

I hereby certify that, to the best of my knowledge, the information given in this application is correct. I authorize my healthcare professional to release any and all information about my disability or health condition and its effects on my functional ability to travel. I understand that all medical information will be kept strictly confidential. I agree to undergo an in person assessment of my functional abilities and limitations for the purpose of making a determination regarding my eligibility for ADA paratransit service.

Print name

Signature

Date

You may be required to undergo an in-person evaluation to renew your eligibility if your renewal application is deemed incomplete. (Sections 1-6 are not answered and Section 7 is not signed.)

access

Access ID number _____

8**Person, Other Than Applicant, Completing Form (optional)**

Name

Relationship to applicant

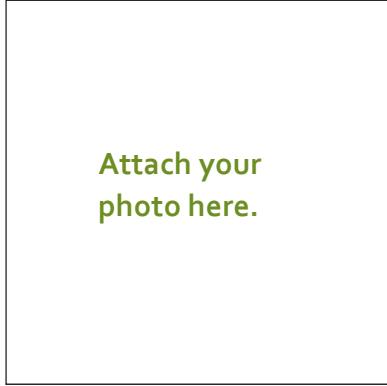
Primary phone number

Alternate phone number

Referring agency (if applicable)

Signature of person, other than applicant, completing form

Date



Attach your
photo here.

access

Access ID number _____

