

# access

## AGENDA COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 10, 2014  
1:00pm - 3:00pm  
Los Angeles County MTA  
Union Station Conference Room, 3<sup>rd</sup> Floor  
One Gateway Plaza,  
729 Vignes Street, Los Angeles CA 90012

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Time	Item	Item Description	Disposition	Pages
	1.	Call to Order	Action	
5	2.	Introductions		
5	3.	Review & Approval of Minutes of May 13, 2014	Action	4-22
10	4.	General Public Comment	Information	
5	5.	Report from Board of Directors	Information	
30	6.	Budget Overview	Information	
5	7.	Status Update on Metro's Review of Access	Information	
10	8.	Social Services Transportation Inventory Report	Information	23-25
10	9.	Non-ADA Required Services	Information	26-30
10	10.	Safety & Emergency Preparedness	Information	

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5	11.	Subcommittee Updates	Discussion
5	12.	Member Communication	Information
	13.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	14.	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.*

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*address the CAC during a CAC meeting: (1) before a specific agenda 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."](#)*

**MINUTES**

Community Advisory Committee (CAC) Meeting

Tuesday May 13, 2014

1:00 p.m. - 3:00 p.m.

**CALL TO ORDER**

Chairperson Arrigo called the meeting to order at 1:05 p.m.

**ROLL CALL**

**CAC Members Present:** Maria Aroch, Michael Anthony Arrigo, Kurt Baldwin, Dov Cohen, Marie-France Francois, Dina Garcia, Terri Lantz, Liz Lyons, Jesse Padilla, and Howard Payne.

**CAC Members Absent:** Phyllis Coto, Tina Fofoa, and Nan Stoudenmire.

**Board Members Present:** John Troost.

**Access Services Staff:** David Foster, Araceli Camuy, Kim Hogarth-Hindi, F Scott Jewell, Geoffrey Okamoto, Eric Haack, and Charlene Motta.

**Guests:** Wendy Cabil (Access Customer), Hugh Hallenberg (Access Customer), Jeff Casillas (QSS Member), Cleo Ray (Access Customer), Karina Moreno (CTI), London Lee (San Gabriel Transit), Giovanna Gogreve (Metro), Walter Andrade (MV Transportation), (Access Customer), Victor Garate (Global Paratransit), Mardell Kuntzelman (Los Angeles Community College), Afi Bell (Access Customer), Mary Jo Fernandez (Guest), and Andrew Ruiz (Guest).

**INTRODUCTIONS**

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

## REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM MAY 13, 2014

Motion: Member Lyons.

Second: Member Cohen.

Abstentions: None.

Minutes were approved.

### GENERAL PUBLIC COMMENT

Access customer Ms. Afi Bell stated that some of the drivers are rude and are “following the rules to the tee.” She said that they are not being considerate in certain situations and said that she was stranded twice with her groceries and had to call a relative to pick her up. She said that a similar situation occurred at LAX where the driver refused to transport her because her bag was too heavy.

Access customer Ms. Cleo Ray asked what the process was regarding the establishment of Access stands. She said that she visited the Nokia Theater and the pick- up/drop off area was blocked but the driver waited around the corner and picked her up. She asked if all large venues have set pick up/drop off points. Chairperson Arrigo asked Mr. Foster to speak with Ms. Ray after the meeting.

Access customer Ms. Wendy Cabil thanked Member Baldwin for his participation and for being one of the speakers at the Antelope Valley National Alliance for Mental Illness (NAMI) news night.

She also commended Metro for the Access Town Hall Meeting held on May 6<sup>th</sup>. She said that it was a great meeting and everyone felt free to express because Access staff waited outside for the first half of the meeting. She said that there were a lot of great suggestions from the customers and Access was invited in for the second half of the meeting for Q & A. She also mentioned that the interpreter did a good job assisting one of the attendees. She suggested that the same type of meeting format be set up for the drivers to have an opportunity to express their opinions freely since

they are part of the process in making sure that Access runs effectively.

### REPORT FROM BOARD OF DIRECTORS

Director John Troost provided the committee with an update of the Board Meeting held on April 28, 2014. He began by stating that the Superior Service Awards were presented to Gustavo Paniagua, Driver for CTI and Elmer Contreras, Call Center Supervisor for MV Transportation. He said that Mr. London Lee from San Gabriel Transit was recognized for being the runner-up for the Jerry Walker Commitment to Quality Service Award.

He stated that Access Chief Operations Officer, Mr. F Scott Jewell gave a brief presentation regarding extending the Care Evaluators contract which was approved by the Board. He also said that Director of Safety and Risk Management, Mr. Mike Greenwood gave a presentation about the Driver Incentive Program that included some revisions to improve the program.

Director Troost concluded his report by thanking Chairperson Arrigo for providing informative updates at the Board Meetings and also thanked Mr. David Foster for assisting with putting together this brief report.

Chairperson Arrigo thanked Director Troost for being at today's meeting.

### TAP CARD REVISIONS

Access Chief Operating Officer, Mr. F Scott Jewell provided a brief update on the TAP ID card changes since his last presentation at the March 11<sup>th</sup> CAC meeting.

Mr. Jewell reviewed a slide show presentation that described the changes to the revised Tap ID card. He passed around a sample of the new card for the committee to view.

Member Cohen asked if it was possible for the new TAP ID card to match with the blue/green colors of the Access van design displayed at the Annual Meeting.

Mr. Jewell responded that he would look into it.

Member Lyons expressed her support for the new card design and said that she liked that the ID number was more visible.

Member Lantz thanked Mr. Jewell for his cooperation and support and for working with the subcommittee to make the ID card more accessible.

A discussion ensued regarding how the new card will affect customers using Metrolink.

Mr. Jewell responded that the new card will not affect the Free Fare Program and explained that customers can continue to ride Metrolink using their Access card.

Member Garcia asked what type of material the card will be made of.

Mr. Jewell replied that the card will be made of the same material used for the current card.

#### PUBLIC COMMENT ON ITEM 6

Access customer Ms. Afi Bell asked if the card will be compatible with the vehicles to use for payment.

Mr. Jewell responded that the new card will not have the Visa portion however the fare can be paid with any other type of Visa or Mastercard in the vehicles.

Access customer Ms. Cleo Ray stated that her first visit to the CAC meeting was regarding issues with the ID card and expressed her gratitude for the improvements that are being made to the card.

Member Lantz asked if the providers and customers would be notified in advance of the ID card changes so that everyone is up to speed before the card comes out.

Mr. Jewell responded that there would be a full notification prior

to the new ID card implementation.

Access customer Ms. Cleo Ray stated that she was waiting the 21 days for her eligibility renewal and asked if she would have to wait until September or October to get the revised Tap Card.

Mr. Jewell responded that she would receive the current card for her renewal.

Chairperson Arrigo asked what the cost would be for the new card.

Mr. Jewell responded that the cost of the card relies on the Metro procurement process which is not completed yet.

Member Baldwin asked if a person loses their card, would they receive the revised ID card.

Mr. Jewell responded that the customer would pay the replacement fee and receive the new card.

Member Baldwin asked if the replacement fee would be less than the current card.

Mr. Jewell responded that the card cost would be less since the card would not have the Visa portion.

Member Lantz stated that if a customer loses their Access ID card, they can call Customer Service and a notation will be added to their file allowing them to ride with an alternate form of ID.

Mr. Foster added that the cards are shipped via bulk mail from Minnesota and have a processing time of 7 to 10 business days.

Chairperson Arrigo asked if the replacement cost was different if the card was lost versus stolen.

Mr. Jewell responded that there was no cost difference.

Chairperson Arrigo thanked Member Lantz and Mr. Jewell for their help with the Tap Card.

SUPPORT FOR FISCAL YEAR 2014/2015 FUNDING REQUEST

Access Services Chief Operating Officer, Mr. F Scott Jewell gave a brief presentation on the Fiscal Year 2014/2015 Funding Request. He reviewed the following slides:

### Funding Detail

Ridership	\$3,997,144
Total Operating Expenditures	\$132,112,381
Total Capital Expenditures	\$9,107,000
Total Agency FY 14/15 Expenditures	\$141,219,381
Expected Fare Revenue and Other Grants	\$9,572,547
5310 FY 14/15 Capital Revenue	\$2,533,362
STP (5310) FY14/15 Budget Amount	\$60,600,000
Metro Prop C Budget Amount for FY 14/15	\$68,513,472
Total Agency FY 14/15 Revenues	\$141,219,381
Net Request (5310 FY 14/15 Capital+ STP (5310) FY 14/15 Budget Amount + Metro Prop C Budget Amount for FY 14/15)	\$131,514,180

### FY Comparison

	FY 13/14	FY14/15
Ridership	3,623,369	3,997,144
Total Operating Expenditures	\$124,231,594	\$132,112,381
Total Capital Expenditures	\$12,505,700	\$9,107,000

### Key Meetings

- Metro
  - Finance, Budget, and Audit Committee Meeting- Wednesday May 14, 1:00pm.
  - Metro Board Meeting- Thursday May 22
- Access
  - Budget Subcommittee (~June 2<sup>nd</sup> -6<sup>th</sup>)
  - CAC & TPAC (June 10 & 12)
  - Access Board (June 23)

Member Lyons asked if the old vans would be painted to match the new van design.

Mr. Jewell responded that the vehicle displayed at the Annual Meeting was a concept design and Access was still testing it out and getting feedback.

Member Lyons asked if the old white vans will continue to be used once the new vans are in operation.

Mr. Jewell responded that the white vans will continue to operate.

#### PUBLIC COMMENT ON ITEM 7

Access customer Mr. Hugh Hallenberg asked if the ridership numbers could be given to him in writing.

Mr. Jewell stated the presentation would be forwarded to him.

Member Lantz asked if the new budget included any technology updates.

Member Padilla asked if this budget will include software updates for the routing systems.

Mr. Jewell responded that the software utilized belongs to the contractors and they perform software updates throughout the year. He explained that there are additional software upgrades in the system however there are currently no programmed upgrades.

A discussion ensued regarding the amount of vehicles being replaced this year versus last year.

Member Cohen asked what the subcontractor rate per trip is and also asked if the rate is fixed.

Mr. Jewell responded that the contractors are paid a flat rate per trip except for the back -up trips dispatched through Operations Monitoring Center (OMC). He explained that the rate varies depending on the contractor and said that he would send Member Cohen the rate breakdown by provider.

Member Padilla asked if the budget included back up trips and asked how many back-up trips have been provided so far this year.

Mr. Jewell responded that he did not have that information but would forward it to him later. He said the budget does include the back-up trips.

Member Baldwin asked if the funding request details were included in the Metro Finance and Budget Subcommittee Agenda.

Mr. Jewell responded that the Access funding request is posted on Metro's website and is located in the first 17 pages of the report. He also said that there are flyers available with information about the budget and explains how Access is funded. He asked that anyone requesting alternative format of the flyer to contact Ms. Barajas.

Motion: Member Cohen moved to approve the Fiscal Year 2014/2015 Funding Request as presented by staff.

Second: Member Payne.

Discussion: Member Lantz asked if the Funding Request included the funds necessary for Access to continue to operate.

Mr. Jewell responded that it did.

Pass/Fail: Motion passed.

#### PARENTS WITH DISABILITIES (PWD)

Access Services Strategic Planner, Mr. Eric Haack provided a brief update on the recently launched Parents with Disabilities Program (PWD).

He began his presentation by stating that the program was developed as a Premium Service and is funded under the New Freedom Grant Program. He explained that the ADA protects an individual's Civil Rights and their particular disability and Access complies with the requirements however said this program was developed to meet the needs that go beyond a person's individual body, in this case with respect to childcare needs.

Mr. Haack reviewed a power point presentation with the following slides:

### **Background:**

FTA grant to provide:

- Services to parents with disabilities who travels with minor children for everyday activities.
- Examples of childcare related activities - school healthcare, recreation, and socialization.

### **Background continued**

Service characteristics:

- Multiple pick-up/drop-off locations
- Appointments time scheduling
- Extended and flexible wait times
- Same day or will-call service
- Door-to-door service (if requested)
- Reduced fare - \$1.00 per one-way trip

### **Budget**

Three Year Grant -	\$1.1 million (operating & capital)
Contracted Services	\$940k over 3 years
Consultant	\$50,000
Capital (2 Vans/1 Cut-away	\$166,000
Yearly Budget (Operations)	\$156,200 - Year 1

\$283,577 - Year 2  
\$420,964 - Year 3

### Working with the Provider

- Developing Policies & Procedures
- Monitoring
- Updates

### Service Start

- Board approved one year trial of Program May 2013
- Started with limited outreach (12-18 customers)
- Five customers approved for PWD
- First trips in December 2013
- Recently expanded outreach to added 20 customers

### Service Activity

- 510 one-way trips (12/18/13 and 5/8/14);
- Of 9 eligible customers, 5 use service;
- On time performance 96%\*
- Average trip distance 3.0 miles;\*
- 19 minute average trip time;\*
- \$21,210 expended of 1<sup>st</sup> year budget;
- 80% of all PWD trips transported on 3 PWD vehicles\*

### Next Steps

- Expand service to additional customers;
- Continue to monitor program;
- Receive feedback from current customers;
- Develop Guidelines to Replicate Program

He concluded his presentation and offered to answer any questions that the committee may have.

Member Baldwin asked when the funding for this program would end and if anyone else would be taking over.

Mr. Haack responded funding began in December 2013 and would go to the end of 2016 or beginning of 2017. He explained that a module is being developed so that the program can be re-created anywhere else throughout Los Angeles County.

Member Garcia asked how long the process takes once the application is received.

Mr. Haack responded that there is no additional eligibility process required for the PWD program and said that once the application is submitted and reviewed, a staff member will contact the customer. He said when the person can start the program depends on MV's availability to take on more customers. Mr. Haack explained MV's General Manager recently advised him that they are currently able to add more people to the program.

Member Cohen asked why the San Fernando Valley Region was chosen for the pilot program.

Mr. Haack responded that the idea for this program came from a customer advocate based in the Valley. He explained that this customer knew of people who had similar issues in that same area. He further stated that since there was no knowledge of demand or need elsewhere, the grant for this program was written for the San Fernando Valley.

He also explained that one of the ways customers were identified for this program was by researching people who had made reservations travelling with a car seat. He said that with the limited funding available, the program had to be limited to one area.

Member Lantz asked if all of the PWD participants were in the Valley and asked how many customers were using the program.

Mr. Haack responded that there were currently five people enrolled and the program could only be used in the Valley.

Member Francois asked about the total number of customers that can be served using the PWD funding.

Mr. Haack responded that the program is unique and there is no other program like this in the United States that offers modified paratransit service for customers with childcare needs. He explained that when the program's "extra steps" were created, the demand was still unknown so there were several discussions between Access and MV Transportation.

He explained that for the first year, the plan was for 3-6 customers, the second year 6-9, and the final year 9-12. He said that the number of trips was expected to be higher therefore the amount of customers can go beyond the contracted numbers.

Member Francois asked regarding the unit cost for this program compared the regular Access trips.

Mr. Haack stated that negotiated cost per trip is \$40 dollars which is higher than a standard Access trip but explained that 50% is paid by a federal grant. The actual cost to Access is \$20 dollars which is less than the regular Access trips. He explained that many of these trips were still being provided under the regular Access program at a higher cost therefore there is a cost benefit. He said further cost analysis would be researched before presenting the program's one year review to the Board in November or December.

Member Francois asked if the Customer Satisfaction Survey will be conducted prior to presenting the item to the Board. She expressed her support for the program and said that there are many persons with disabilities that have children and can benefit from this program.

Mr. Haack responded that the consultants have provided the draft report of Customer Satisfaction Survey results however said that he did not have enough data for today's meeting. He stated that the survey results would be included in the Board update and said that he would present the information to the CAC prior to going to the Board.

Member Baldwin asked if the survey was conducted for five customers.

Mr. Haack responded that a total of four customers were surveyed.

Chairperson Arrigo asked that if there were any plans to expand the program to other regions.

Mr. Haack responded that because of the way the grant was written, the program would probably only operate in the Valley. He explained that Access is looking at creating a module that will replicate the program so that if regional centers or other social service agencies have customers with childcare needs, they can create a similar program.

Member Lantz asked if there is a separate reservation line for PWD rides. She also asked if the program has separate vehicles and if they are used to service regular Access trips.

Mr. Haack responded that MV Transportation created a separate phone line for the PWD program and said that there are a group of trained call takers and drivers to assist with the program.

Mr. Haack added that the grant included funding to pay for two mini-vans and one cutaway.

He said that in terms of the vehicles, federal regulations require they provide at least one PWD trip the days they are activated into service. He explained that if the PWD vehicle is out of the Valley area, the provider can send another vehicle for additional trips that the parent may take. He said that the only requirement is that the vehicle is used once for a PWD trip for the day.

Member Lantz asked if the vehicles can be used for trips other than for PWD trips.

Mr. Haack responded that once the PWD trips are completed the van can go into regular service until it is needed again for PWD.

Member Lantz asked why Access doesn't expand the service to other areas since it seems to be reducing the regular service trip cost. She stated that customers in need of this service are scattered throughout Los Angeles County. She also asked how parents in other areas could also benefit from the program.

Mr. Haack responded that Access would like to look further into grant programs that will provide more funding however this program was implemented cautiously due to the uncertainty of what the demand would be.

Metro ADA Program Administrator, Ms. Giovanna Gogreve added that when the grant was put together, research was conducted by a firm called “Through the Looking Glass” and transportation was found to be the top challenge for persons with disabilities who have children.

Member Cohen expressed the importance of educating the ridership because many customers may not be aware that the program exists. He asked how the program was being promoted and asked if a random sampling could be conducted to get a better idea of the demand and also to get the word out.

Mr. Haack responded that the implementation of the program began very cautiously and 12 applications were sent out. He explained that a consultant developed a list of people who had expressed interest in the program and a list of the people who travelled with car seats were also contacted. He said that the outreach of the program was done on a small scale but could be expanded.

#### PUBLIC COMMENT ON ITEM 8

Ms. Mardell Kuntzelman asked where the rest of the funding was going if there were only four customers.

Mr. Haack stated Access has spent 21,000 dollars so far and set aside 150,000 dollars for this year. He explained that the 1.1 million was not intended for four people, however said that since the demand is less than was expected, more customers can be added to program.

Member Cohen suggested that the information from a random sampling would give a better idea of what the demand is and could potentially help with future funding.

Mr. Haack agreed that the information would be valuable data to have and could be used to help other organizations implement similar programs.

Member Lyons stated that many agencies are so large that if one person receives information about new programs, the rest of the organization may not receive the updates. She said that the North Los Angeles Regional Center for example, has three separate offices.

Member Lantz asked about the possibility of duplicating the program in other parts of the county. She said that many customers have transportation challenges and end up giving part of their parental responsibility to other people to help with their children.

Mr. Haack responded that Member Lantz's comment reflects what is being seen by the low trip demand due to people making the lifestyle adjustments and are not relying on Access for their childcare needs.

Member Lantz suggested collecting data in other geographical areas to get a better idea of the need for future funding.

Member Padilla asked Mr. Haack if he could make a presentation at a future East Los Angeles Regional Center meeting.

Mr. Haack responded that they could meet later to set a date.

Member Padilla asked the PWD presentation be sent to him in writing.

A discussion ensued regarding PWD trip cancellations and Mr. Haack explained that if a customer has a PWD trip and cancels or no-shows, the vehicle can then enter the regular Access fleet since it's met the federal requirement.

Chairperson Arrigo thanked the committee for the great discussion.

### SUBCOMMITTEE UPDATES

Member Lantz thanked the subcommittee members for their hard work and participation. She also thanked Ms. Giovanna Gogreve from Metro and Access staff for all of their help.

Access Services Project Administrator, Mr. Geoffrey Okamoto stated that the Service Animal Subcommittee will be meeting briefly after today's meeting. He announced that Access will be hosting a dispatch meeting where provider staff from all regions will be attending and a few service animal customers will also be there to discuss issues and concerns.

He added that another meeting will be held in July with the Road Supervisors in order to be more proactive and provide more awareness about the issues.

### MEMBER COMMUNICATION

Member Baldwin stated that today was his first day back from a three week vacation. He encouraged that anyone interested in participating in a Paratransit Rider's Coalition to contact him and said that the coalition is looking for as many people throughout the county as possible. He said that the next meeting was scheduled for next Tuesday from 1:30p.m. - 2:30 p.m. via google hangout.

He also stated that one of members from Claremont attended the last Metrolink Board Meeting and advocated regarding the charge for a PCA ID card. He said that Metrolink voted to suspend the implementation for now and he thanked everyone involved in the advocacy.

Member Cohen stated that he had three events to announce. He said that on March 17<sup>th</sup>, the VA will be hosting their 1<sup>st</sup> Armed Forces Day, where there will be a joint USO Armed Forces dance at the Veterans Home of California. He said the event is free and there will be a 15 piece live band and great food. Secondly, he announced that on May 24<sup>th</sup> at 10:00 a.m. at the cemetery across from the Veterans Home, 5000 Boy Scouts will be there to decorate

the 88,000 military graves who gave the ultimate sacrifice. Lastly, he announced that on Memorial Day in commemoration of Memorial Day, a ceremony will be held from 10:30 a.m. to 12:00 p.m. at the National Cemetery on Sepulveda.

Member Padilla thanked Metro for their assistance with the changes to the Tap ID card. He mentioned that he would like to be part of the coalition and was working on getting more familiar with how to use google hangout.

Member Garcia stated she attended Metrolink Board Meeting last Friday with Member Baldwin and said that even though Metrolink postponed the decision, the item will be brought back in their June agenda to decide if the policy will be postponed or if a soft enforcement will be implemented.

She also announced that on June 13<sup>th</sup>, Communities Actively Living Independent & Free (CALIF) and Independent Living Centers (ILC) are putting together an In Home Supportive Services (IHSS) rally on Wednesday, May 28<sup>th</sup> at 12:00 p.m. and asked that anyone interested in getting more information or knew of any speakers who could participate, to contact her.

Member Lyons stated that she has been experiencing some dropped calls in the Eastern Region and said that on one occasion she had four dropped calls in a row. She also mentioned that she attended a workshop and shared about Access and some of the people have never heard of the Travel Training Program. She said that she contacted Access staff Mr. Washington regarding Travel Training.

She also mentioned a situation that occurred on a holiday where the vehicle was 40 minutes late and said that the share ride passenger waited for one hour. She said that she understood that it wasn't the driver's fault but suggested that there be more staff to assist on holidays.

Lastly, she stated that she also has had issues with rude drivers and mentioned a situation where the driver repeated how the "vehicle lift" works five times. She mentioned that some drivers have helped her with her groceries and some drivers have refused to help.

Member Baldwin stated that he has been an advocate regarding the package policy and “reasonable modifications.” He mentioned that flexibility in the rules is the cornerstone of the spirit of the Americans with Disabilities Act.

Member Padilla suggested that the dispatchers and drivers have meetings where they can discuss different issues and also mentioned that many drivers are from foreign countries and do not speak good English.

Member Lantz stated that she attended the recent Metro Town Hall Meetings regarding Access that was held in the Global service region. She said that the discussion was very enlightening and there were a lot of positive comments about Access. She said that she hoped the positive and negative feedback is forwarded to the right staff. She mentioned that Mr. Hallenberg’s commented “if it weren’t for Access, he would be confined to his home.”

She stated that she recently got back from Michigan and said that the paratransit service in Michigan and in other counties she has visited does not compare with the service that Access provides.

Member Lantz mentioned an article written by Member Garcia and asked her if she could share it with the committee. Member Lantz read the article titled “Crawling Across the Tracks” and said that the article could be found on Member Garcia’s blog at [lifewithdinagarcia.blogspot.com](http://lifewithdinagarcia.blogspot.com).

Chairperson thanked everyone for a great meeting.

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

None.

#### ADJOURNMENT

Motion: Member Cohen.

Second: Member Lyons.

The meeting was adjourned at 3:01 p.m.

JUNE 10, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND  
COORDINATION

RE: SOCIAL SERVICES TRANSPORTATION INVENTORY AND  
SURVEY REPORT

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ISSUE:

Review the Social Services Transportation Inventory and Survey Report.

RECOMMENDATION:

None.

BACKGROUND:

In January, 2013 the Board authorized a contract with Nelson/Nygaard Consulting Associates to conduct a social services transportation inventory and survey (SSTI) on behalf of Access Services.

The SSTI is a comprehensive inventory and survey of social service, municipal and local agencies that provide specialized transportation services to County residents. The State requires Consolidated Transportation Service Agencies (CTSA) to develop an Action Plan and transportation inventory every four to six years for implementing coordination and/or consolidation of services to better meet the transportation needs in the County.

Similarly, SAFETEA-LU requires the development of a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) to serve the needs of seniors, persons with disabilities and income disadvantaged. The Coordinated Plan is required for disbursements of FTA JARC and New Freedom grants for transportation and related services to the above-mentioned populations. Access prepared an Action Plan for the County in 2007 which Metro adopted as the basis for the region's Coordinated Plan.

Because of the many overlapping parameters of the Action Plan and Coordinated Plan, Metro's role as the designated recipient of JARC and New Freedom funds, and Access' experience as the CTSA, it was mutually agreed upon that Access will prepare the transportation inventory and Metro will prepare the next Coordinated Plan update. Metro may incorporate the information gathered from the transportation inventory when it updates the Coordinated Plan.

As part of the project Nelson/Nygaard was also tasked to:

- Assess the efficacy of Access' CTSA education and training programs and offer recommendations on additional trainings, programs and/or services that could be implemented.
- Conduct a high-level assessment of Access' contracted travel training program.
- Analyze current and future ridership by ADA paratransit eligible persons in Los Angeles County, including trips on Access, public transportation, social service programs, and trips by wheelchair users.

#### Report Highlights:

##### Survey Outreach

In order to conduct an assessment of available services and transportation needs, the consultants sent over 300 e-mail

invitations to agencies to fill out the survey on-line.

The surveys were sent to transit agencies, member agencies, non-profit and private for-profit organizations to determine the number of agencies that provide some form of specialized transportation.

Four focus group meetings were conducted with transportation advisory committees and social service agencies throughout the County in order to solicit additional feedback from stakeholders and their constituents. Separate presentations were held with Access' Community Advisory Committees and Metro's Accessibility Advisory Committee.

### Goals and Objectives

Data gathered from the inventory and survey will be used by Access' Mobility Management program to update its directory of specialized transportation providers. Access will also use survey data to update its listing of all fixed route service operators and any Dial-a-Ride services provided in the County to increase the mobility options for persons with disabilities, older adults, and people with low incomes.

Additionally, Access may use the information gathered from the travel training assessment to develop alternative cost-savings model to determine program effectiveness.

A detailed discussion of the project objectives and outreach efforts are included in the report. The draft report is available on the Access Services website for review.

[http://accessla.org/about\\_us/publications.html](http://accessla.org/about_us/publications.html)

JUNE 10, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: NON-ADA SERVICES AND PROGRAMS

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ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings that resulted in 12 recommendations including Access' Management Response to the recommendations. One of the recommendations concerns ADA services and/or programs that are provided beyond the minimum required levels.

RECOMMENDATION:

According to Recommendation #9 in the Final Report, Access Services" ... should review current ADA services provided beyond the minimum required levels and services provided that are not required by the ADA and assess the costs and benefits of continuing these services." Access has reviewed these services, along with the annual cost and benefit of providing them to customers.

BACKGROUND:

Access provides a number of services that are not required by the ADA. Access provides these services for the following reasons: 1) customer convenience and to improve the customer experience, 2) help control or contain the growing cost of ADA paratransit

services; and 3) to improve service efficiency.

### Customer Convenience

Services such as Toll Free Reservations and Customer Support, Customer Call-Out Services and extended Reservation Hours benefit both Access and customers in a number of ways. Given the number of area codes in the service area, toll free reservations and customer support improves the customer experience as customers do not need to call multiple phone numbers to schedule their trip. Similarly, Access introduced customer call out services so that customers need not wait at the curb for the entire arrival window. Extended reservation hours makes it more convenient for customers who are unable to call during normal business hours which potentially may lead to fewer no shows or late cancellations.

### Demand Management

Services such as the Free Fare and Travel Training program have proven to be effective strategies to reduce or contain costs associated with more expensive ADA paratransit. With the Travel Training program, customers who are trained to use fixed-route help to reduce demand on paratransit services. The Free Fare program allows customers a choice of using fixed-route as another mobility option if they are able to. For some customers, the Free Fare program is a more convenient alternative for same-day travel or when traveling over long distances. Staff has estimated that the Free Fare program alone saves Access and the region upwards of \$91 million annually.

### Improves Service Efficiency

Services such as Standing Order Reservations improve routing efficiency and reduce call center staff requirements. The Rancho Los Amigos Shuttle Service provides services to the Green and Blue Lines at the Willowbrook Station for Access customers going to/from the Rancho Los Amigos Rehabilitation Center. The Rancho Los Amigos and Braille Institute Trip Coordinator assists Access

customers to board the correct vehicle.

Listed below are a summary of budget items for non-ADA program expenditures and a listing of non-ADA services (and associated costs) as described in Metro’s review of Access Services:

**Summary of Budget Items for Non-ADA Program Expenditures**

	FY2013/2014 Budgeted Amount	FY2013/2014 Actual Amount
Free Fare Programs	\$ 2,800,000	\$2,990,423
Travel Training	519,586	469,995
Telephone - 800 # usage/ OMC service	454,000	694,751
Access To Work Program (Prop C match portion)	318,729	318,000
Safety Incentive Program (Driver)	234,122	122,037
Tether Strap/Marking Program (Prop C match portion)	116,810	115,258
Parents with Children Program (Prop C match portion)	96,836	14,000
CTSA Training Workshops	38,034	40,841
Roadeo	25,000	55,000
Provider Appreciation	16,000	5,194
Total	\$ 4,619,117	\$4,825,499



The following exhibit shows paratransit services provided by Access Services that are beyond minimum ADA requirements, along with the cost and benefit of providing those services.

<b>Exhibit 11</b>		
<b>Paratransit Services Beyond ADA Minimums</b>		
<b>Service</b>	<b>Cost</b>	<b>Benefit</b>
Reservation hours beyond normal business hours	Unknown Cost, Makes scheduling for next day more difficult due to limited time.	More convenient for customers. Potentially fewer no-shows or late cancellations.
Toll Free Reservation and Customer Support Telephone Number	Approximately \$60,000 Annually	Improved customer convenience and ease given number of area codes in the service area.
Standing Order Reservations	No Cost	Improves routing efficiency and reduces call center staff requirements.
Service Area defined as ¾ mile from fixed route on point-to-point basis rather than actual walking distance.	Unknown	Current / historic clients served.
Fares below ADA allowance of twice the full fixed route fare	Unknown	
Client Call Out Service – Telephone notification of client on vehicle arrival.	Approximately \$68,000 in telephone tolls	Convenience for client not having to wait at curb for entire arrival window.

Access Services provides a number of services that are not strictly required by the ADA. Many of these services are provided as necessities related to required services, or as strategies to reduce or contain the costs associated with required services. The following exhibit shows Access Services' that are not required by ADA, along with the cost and benefit of providing those services.



<b>Exhibit 12</b>		
<b>Paratransit Services Not Required by ADA</b>		
<b>Service</b>	<b>Cost</b>	<b>Benefit</b>
Free Fare Program (Demand Management)	\$2.8 Million	Diverts eligible ADA clients to the Fixed Route System. Estimated savings \$91 million annually.
Customer Support Center / Operations Monitoring Center	\$230,000 Annually	Provides assistance to clients that have missed their return trip or have experienced other issues that require immediate resolution.
Back-up Trips	\$385,000 Annually in Cost, \$189,000 in reduced contractor costs	Provides trips to clients that have missed their return trip or have other issues that require immediate resolution.
Rancho Los Amigos Shuttle Service	Cost paid by Metro as a pass through cost.	Provides Access Services to Fixed Route (Green and Blue Line at the Willowbrook Station).
Rancho Los Amigos Trip Coordinator	Cost shared by Rancho Los Amigos and Global Paratransit	Assists ADA Paratransit clients to get on the correct vehicle.
Braille Institute Trip Coordinator	Cost shared by The Braille Institute and Access Services – Cost to Access Services approximately \$8,000 annually.	Assists ADA Paratransit clients to get on the correct vehicle.
Mobility Management	Approximately \$162,000 Annually	Provides information that should reduce demand on ADA Paratransit by encouraging clients to use the Fixed Route System.
Travel Training	\$500,000 Annually	Should reduce demand on ADA Paratransit by training clients to use the Fixed Route System.
Standing Order Trips for ADA clients using Access Services to commute to work.	Cost to Access Services is \$364,000 annually. Comparable costs (50%) funded by Job Access Services and Reverse Commute (JARC) grant	Provides grant funding for Access Services eligible clients.

Each of these services results in costs for Access Services, but also has substantial benefits. Some of these services, while not strictly required by ADA, are necessary for practical reasons, or are strategies to control or contain additional costs of meeting ADA requirements.