## AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 10, 2013  
1:00pm - 3:00pm  
Los Angeles County MTA  
Union Station Conference Room, 3<sup>rd</sup> Floor  
One Gateway Plaza,  
729 Vignes Street, Los Angeles CA 90012

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

12. Adjournment
   Action

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

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue, El Monte California and on its website at http://accessla.org. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agendized item is debated and voted upon regarding
that item and (2) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats available upon request."
CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:08 p.m.

ROLL CALL

CAC Members Present: Maria Aroch, Michael Anthony Arrigo, Kurt Baldwin, David Dov Cohen, Phyllis Coto, Tina Foafoa, Marie-France Francois, Dina Garcia, Terri Lantz and Nan Stoudenmire,

CAC Members Absent: Howard Payne

Board Members Present: Theresa De Vera and Art Ida

Access Services Staff: David Foster, Araceli Camuy, Kim Hogarth-Hindi, Susanna Cadenas, Patrick Williams, Alfredo Torales, Justin Catoe and Ramon Garcia.

Guests: Gary Jansen (Access Customer), Edward Quintana (Care Evaluators), Gordon Cardona (Access Customer), Juan Jimenez (Global Paratransit), Teresa Gonzales (MV Transportation), London Lee (San Gabriel Transit), Liz Lyons (Northern Los Angeles County Regional Center), Kathleen Barajas (Access Customer), Stacey Murphy (San Gabriel Transit), Mike Fricke (California Transit), Sakina McNeal (Access Customer), Neil Richmond (Westside Center for Independent Living), Giovanna Gogreve (Metro) and Karina Moreno (California Transit).
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 JUNE 11, 2013

Motion: Member Baldwin.

Second: Member Lantz.

Abstentions: None.

Motion was approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Gary Jansen asked that the customers be notified in advance of any upcoming fare changes.

Access customer Ms. Sakina McNeil stated that it was her first time attending the CAC meeting and asked if there were any service changes that she should be aware of.

Chairperson Arrigo responded that Access notified the customers in advance of any upcoming service changes. He stated that someone would speak with her after the meeting.

REPORT FROM BOARD OF DIRECTORS

Director De Vera gave a brief update on the July 1, 2013 Board Meeting. She began by stating that the monthly Superior Service award winners were presented and also the winner of the National Transit Roadeo from MV Transportation was introduced.

She continued her report by stating that the Request to Terminate the Free Fare Agreement with Metrolink item was pulled from the consent calendar for discussion and was later approved.
She announced that the Access Services budget was approved and thanked everyone who attended the meetings. She stated that it would not have been possible without the community’s support.

Director De Vera closed her comments by stating that a presentation was given on the TAP card user survey results and also said that Mr. Foster gave a brief update on the Customer Service center changes.

Member Baldwin asked for clarification as to why Metro would be taking over the reimbursement process for Metrolink Free Fare trips but not for other transit agencies.

Mr. Foster stated that instead of Access reimbursing Metrolink for Free Fare, Metro would directly reimburse from the funds included in the budget.

Ms. Giovanna Gogreve from Metro added that Access, Metrolink, and Metro agreed to cap the reimbursements at 2 million dollars due to Metrolink’s increasing costs. She explained that costs would potentially go up to 4 million, so there would actually be cost savings for Metro, Access and Metrolink by capping the reimbursement amount. She stated that the agreement would be reviewed yearly and re-negotiated if necessary. Lastly, she stated that Metrolink’s ridership has remained steady over the past five years however the Free Fare program has doubled.

Member Baldwin expressed his concern regarding changes to Metrolink’s service not being communicated to Access customers since the agreement would be between Metro and Metrolink.

Ms. Gogreve stated that the MOU required Metrolink to notify Access customers of any service changes. She added that if the community was not receiving adequate information from Metrolink, the committee could directly address Metrolink at their committee meetings.

Member Lantz thanked everyone who attended the Metro Board meetings and supported the approval of the Access budget.
OFFICER ELECTIONS

Manager of Customer Support Services, Mr. David Foster stated that the slate of candidates for both Chair and Vice-Chair positions were listed in the agenda. He explained that the Chair position would be voted on first and asked if there were any nominations from the floor. He also asked if anyone on the list wished to remove themselves from the slate.

Members Baldwin and Foafoa asked to be removed from the list.

Member Coto requested to be added on the ballot for Chair.

Mr. Foster asked the nominees to give a brief platform speech as to why they would like to be considered for the positions.

Member Arrigo stated that his desire was to continue learning and growing with the committee and said that he felt a great sense of satisfaction serving as Chair. He mentioned that the relationships between the members and the chair have improved from the last CAC group, and said that it was due to mutual respect. Lastly, he stated that if elected, he would work with the committee to set goals for the upcoming year and said that he believed that the group could go far.

Member Coto stated that serving as Chair would be a learning experience for her and said that if elected, she hoped to improve relationships with the community and work on more specialized projects.

Mr. Foster thanked the nominees for their platform speeches and after counting the ballots announced that the winner with (7) votes was Member Arrigo.

Mr. Foster stated that they would continue the election process by voting for vice-chair position and asked the nominees to give a platform speech.

Member Lantz stated that she has been employed with an agency serving persons with disabilities for over 40 years and with two
other organizations before that. She explained that she has worked with some great people who have been able to achieve their goals and Access and has been a part of that by getting them where they need to go. She continued by stating that transportation is very important to all of us, however to persons with disabilities it is much more challenging especially in Los Angeles County. She said that she would like to see Access continue to provide good service to the customers and also improve in the areas that need work. She closed her comments by stating that she looked forward to helping Access be the best transportation agency in the country and would be happy to serve.

Member Coto nominated Member Cohen for vice chair.

Member Cohen declined the nomination and Member Aroch removed herself from the ballot s Member Lantz was doing a great job.

Mr. Foster announced that Member Lantz was the winner by a unanimous vote.

SAME DAY TRIP REQUEST ENFORCEMENT POLICY

Manager of Customer Support Services, Mr. David Foster stated that this item was brought to the CAC a few years ago and said some of the members may remember the discussion about it. He provided some background information by stating that the OMC serves as the “safety net” for customers who for various circumstances are unable to get picked up by the provider.

He stated that up until July 1 of this year, Access had two types of back-up services however due to the budget situation the dedicated overflow vehicles were eliminated. He further explained that the “dedicated vehicles” were dispatched through the Call Center via Nextel phones however the service was too expensive.
He stated that in an effort to reduce some costs, Access is only utilizing taxi companies to provide back-up services.

He explained that so far, the feedback from the Call Center has been positive however there are fewer resources available.
He stated that many of the “rider incidents” going through the Call Center are regarding customers who do not book their return trip and call the OMC to request a same day pickup. He explained that because of the “no-strand” policy, Access is required to pick up passengers who have been transported otherwise will be in violation of the “Next Day Ride Scheduling Policy.” He said that most customers are following the rules however there are a few people who are not scheduling their return and call for same day pickup therefore making it difficult be pick-up the people who really need it.

Mr. Foster continued by stating that the item was presented to the QSS and CAC by Access staff member Evie Palicz a few years ago, and the idea was to implement a policy that would hold customers accountable who are not following the rules.

He stated that a copy of the policy presented in 2008-2009 to the QSS and CAC was included in the agenda packet and said that at that time, the CAC requested some revisions but the item was never approved. He explained that he was bringing it back to the CAC today for discussion to see if the committee would be in support of this policy.

Member Baldwin stated that he remembered this item and explained that he did not object to holding people accountable however was concerned that when Access implemented new policies, some type of punitive policy was enforced on the customers.

Mr. Foster responded that the intent of this policy was not to punish the customers rather to address an on-going problem. He explained that this policy would be directed to the small percentage of people who were not booking their rides properly. He explained that the no-show policy was also a small group of people who were abusing the no-show process. He stated that Mr. Martindale-Essington was working with QSS to develop a more streamlined no-show policy. He explained that the information regarding customers who had repeated same day service requests, could be identified through the rider 360 program.
Member Baldwin asked how many people were identified in Rider 360.

Mr. Foster responded less than 50 people.

Member Cohen expressed his concern regarding the current no-show policy and disagreed with the letter process where the customer will receive a letter even if they call to cancel the ride.

Mr. Foster agreed with Mr. Cohen that the no-show process needed to be restructured.

Member Lantz stated that the UCP served many Access customers on a daily basis and was also familiar with the no-show process. She supported the idea that a policy be in place to address people who are abusing the system in terms of no-shows, however agreed that the current process needed to be improved and offered her assistance in that discussion.

Member Garcia stated that sometimes her daughter gets sick unexpectedly and she is unable to call more than 2 hours before the pickup time. She mentioned that with the steady ride, the customer is required to cancel before 10:00 p.m. the night before making that impossible in certain situations.

Member Coto suggested that the cut off time to cancel a ride be changed from 2 hours to 1 hour before the pick-up time.

Member Lantz agreed with Member Garcia and stated that many of the no-shows were being overturned and that the process was costing Access a lot of money. She concluded her comments by stating that the current policy was not helping the customers or the company.

Member Baldwin mentioned that the Santa Clarita region addressed their no-show issues by educating the customers on the impact of no-shows to the service and were successful. He suggested that Access look at that approach.
The discussion continued regarding the no-show process and Mr. Foster clarified that the No-Show Policy and the Same Day Trip Request Enforcement Policy were separate policies. He suggested that a subcommittee be formed to review the draft Same Day Trip Request Enforcement Policy to discuss and make the changes to present to the CAC for approval. He suggested that the subcommittee meet via phone conference to come up with a policy that the committee is comfortable with, but will still hold the customers accountable who are violating the scheduling policy.

The discussion continued regarding the current no-show process.

Member Baldwin asked if customers were permanently suspended for no-shows.

Mr. Foster responded that long-term suspensions were for violent or disruptive behavior not for no-shows. He clarified that the no-show policy and the same day trip request enforcement policies were separate and that the proposed policy being discussed today was regarding the same day trips only.

Motion: Member Baldwin made a motion to form a subcommittee to review the policy as written and make some suggestions to improve it and present it to the CAC.

Second: Member Lantz.

Discussion: Members Francois, Baldwin, Aroch, Lantz and Cohen volunteered to serve on the subcommittee.

Pass/Fail: Motion passed.
PUBLIC COMMENT ON ITEM 7

Ms. Liz Lyons asked about a situation where a customer in a wheelchair was sent the wrong vehicle then was told by the provider that they would have to wait for an hour for another pick up.

She also described an incident where her mom was taken to the hospital by an ambulance and said that Medical would not pay for transportation unless she was admitted. She stated that it would cost her $90 to get a ride home and asked if Access would be able to help in a situation like this.

Member Aroch stated that based on her experience the provider would mostly likely not be able assist the passenger in a same-day situation described by Ms. Lyons.

Mr. Foster explained that the Call Center assists the customers with different types of situations and staff tries to help as much as they can even with a same-day type trips. He explained that the issue is to address the people who are not scheduling their rides and call expecting to get a same-day pickup.

ACCESS ID CARD USER SURVEY

Manager of Customer Support Services, Mr. David Foster stated at the Board Meeting held on July 1st, a representative from the Fairfax Research Group presented the Access ID Card Survey results and said that he had an overview of that presentation for today’s meeting.

He explained that the original presentation was fairly long however he reduced the slides to the ones focused on the Tap ID Card and Free Fare.

He stated the methodology was a telephone survey for customers who had received the Tap Card. He explained that the survey was conducted in January 2013 and was the sample size of 800 customers with an average questionnaire length time of 14 minutes.
Member Lantz stated that she asked a group of UCP clients if they had received the survey and they responded that they had not. She asked how the survey was distributed. She also stated that the feedback she has received regarding the card was that the Access ID number and the Customer Service phone number should be larger.

A discussion ensued regarding the selection process of the survey recipients.

Member Lantz added that in order to have a more user friendly card in the future, it was important to get as much feedback as possible from the community.

Member Cohen stated that this was his second year on this committee and his concern about the Tap card was still not resolved regarding how and where to load money to the card. He stated that several places were mentioned including Metro however it was never clarified as to where money could be loaded for transportation to the card without being charged a fee.

Mr. Foster responded that he did not think funds could be loaded onto any debit card without paying a fee.

Member Cohen stated that about two years ago when this item was first discussed at the CAC, it was mentioned that a kiosk would be available at Metrolink where money could be added to the card.

Mr. Foster explained that the card was designed with the intent to be used to as a Tap Card for customers to ride any bus or rail system by tapping their card. He stated that money did not have to be loaded on the card to be used as a Tap Card on the Free Fare program.

Member Coto suggested that when the ID card is re-designed the ID number is printed in black or another color. She also recommended that the black line be removed and the customer service and reservation phone numbers be printed larger. She made a motion that a subcommittee be formed to discuss the tap card issues.
Member Lantz stated that there was an existing Tap Card Subcommittee and asked if the members were still interested in serving in the subcommittee.

Member Baldwin mentioned that the survey addressed the aesthetics of the card however did not seem to consider the disability and the card usability. He also expressed some concerns regarding Free Fare numbers on the survey.

Member Coto asked if Access coupons were still available for purchase.

The Tap Card Subcommittee was reconvened and included members Lantz, Cohen, Coto, Stoudenmire and Garcia.

PUBLIC COMMENT ON ITEM 8

Access customer Ms. Cleo Ray asked if the community would have the opportunity to see the ID card and give their feedback before the cards are reprinted.

Chairperson Arrigo expressed his support for the modifications for a new card that were discussed and agreed that the reservation and customer service numbers should be printed larger. He stated that it would be nice to be able to add money to the card without paying a service fee.

MEMBER COMMUNICATION

None.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Project Manager for San Gabriel Transit, Ms. Stacey Murphy gave a brief update on a new Pilot Project in the San Gabriel Valley and West Central Regions.

She explained that the San Gabriel and West Central regions recently added a Pilot Program called “Express Booking.” She stated that this program was geared towards customers who take
similar trips at least once a week to and from the same destination, using the same mobility device and the same callout number. She explained that so far the program has been successful for the people who have been using it.

Ms. Murphy stated that this pilot program allows eligible customers to schedule their reservation by using the keypad on their phone. She stated that the customer is asked to enter their zip code as the password and the system will pull up the registered trips. The customer can have up to four registered trips in the system. Once the trip is selected the customer will request a pickup time. The system will offer two times close to the requested time. The system will then repeat all of the information to customer for confirmation before accepting the trip. Lastly, she stated that customer with Steady Ride’s did not qualify for this program.

Mr. London Lee from San Gabriel Transit stated that this program was targeting customers who have recurring trips but were unable to get a Steady Ride. He explained with this program customers could travel some days with a PCA or travel alone. He also stated that the pick-up time could fluctuate unlike steady ride where the times could not be changed.

Ms. Murphy stated that to begin the program, a mailing was sent out to 300 eligible customers and provided the information and details on how to sign up. She stated that there was currently about 3000 eligible customers however they had to start with a small number. She explained that a few modifications were made based on some feedback and stated that the Spanish line would be available in approximately two weeks. She stated that in addition to the Express Booking, an automated next day cancellation line was available to all customers who wanted to cancel a next day ride. Lastly, she stated that anyone on the committee who was interested in signing up to try the program out contact her.

Member Aroch asked if the reservation time that is offered does not work, could the customer request to speak to a reservationist.

Ms. Murphy responded that the customer could request to speak to a live person.
Chairperson Arrigo asked if this program was only available in the San Gabriel Region.

Ms. Murphy responded that it was available in the San Gabriel and West Central regions.

Member Aroch asked how long the program would be available.

Ms. Murphy stated that she was not sure but hoped that the program would continue.

Member Lantz asked if there was any paperwork available with information about the program.

Ms. Murphy responded that there was a letter that was sent to the customers with information about the program.

Member Coto asked if the trips would still be share rides.

Ms. Murphy responded that they would.

Mr. Foster stated that the idea behind this program was to find another way to help the customers and streamline the reservation process.

Member Cohen stated that he called the West Central region and left his information to be registered for the program.

Member Aroch stated that she would like to try the program however she has a standing order ride.

Ms. Murphy stated that she could register and try it for another trip.

Member Barajas stated that this is a good program for persons who have difficulty speaking.
ADJOURNMENT

Motion: Member Cohen.

Second: Member Aroch.

Meeting was adjourned at 3:03 p.m.
SEPTEMBER 10, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: SAME DAY TRIP REQUEST ENFORCEMENT POLICY

______________________________________________________________

ISSUE:

Last month the CAC was presented with an item for discussion and possible action regarding a policy to manage the behavior of customers who intentionally do not book their trips on a next day basis in order to obtain same day service because of Access’ practice of not stranding any customer in the community.

After a productive discussion on this issue, a Subcommittee was formed to review the original proposed policy and make recommendations so that that policy could be brought back to CAC at the September 2013 meeting. The subcommittee consisted of Maria Aruch, Marie France-Francois Terry Lantz, Kurt Baldwin and Dov Cohen. Section 3 of the attached proposed policy has been revised based on comments from the subcommittee.

RECOMMENDATION:

Staff is requesting that CAC review, discuss and take action to move this policy on the Access Board of Directors for approval.
BACKGROUND:

Several years ago Access brought an issue to the CAC and subsequently a policy for their approval to address an issue that continues to pose a problem. The issue then and continues to be that there are a number of Access customers that deliberately do not book their not booked return trips and then call the Operations Monitoring Center (OMC) for what is effectively a same day trip.

As you are probably aware, Access, as a “best practice” makes every possible effort to ensure that no one is ever stranded in the community. Since this is not ADA mandated service, each situation is assessed and prioritized. For example, particularly those who used Access to venture into the community and are using Access to return to their original destination. Fortunately these types of situations are limited in scope in relation to the millions of trips provided each year, and Access has very limit “back-up” resources to perform these same day emergency rides.

Back up resources are even more finite as of July 1, 2013 when Access discontinued our overflow contract which afforded OMC direct Access via Nextel phones to dispatch vans for these rescue trips. Therefore, the only rescue services remaining are accounts with a dozen or so taxi and/or private transit companies with limited accessible vehicles. As such, this is an appropriate time to revisit this issue since it is more critical than ever that the limited resources available are used for true emergency situations in lieu of customers who abuse the system by intentionally not booking their return trips and calling OMC same day service.

Staff presented a written policy to the QSS in October 2008, to the CAC in May 2009, and to TPAC in June 2009. The policy, which used the No Show Policy as a template, is designed to deter riders from abusing the No Strand practice thus reserving the rescue or backup vehicles for those riders in true need.
The proposed policy was reviewed and discussed in depth from all perspectives; rider, staff, OMC, and provider. The QSS then made recommendations for changes to the proposed policy, voted to accept the revised policy, and send it to the CAC for further review, discussion, and action; at that time however, the CAC as a group could not agree on a final version of the policy and action was never taken to move on the board for consideration.
POLICY: Access Paratransit riders who have a pattern or practice of “Not Booking Return Trips and Calling OMC for Rescue Ride” may lose their riding privileges for a designated time period.

IMPLEMENTING PROCEDURES:

1. Definitions
   1.1. A pattern or practice involves, regular or repeated actions, not isolated, accidental or singular incidents is three (3) or more “Not Booking Return Trips and Calling OMC for Rescue Ride” in any rolling 12 month period shall, subject to the Rider’s right of protest, contest and appeal described below, constitute a pattern or practice.

   1.2. A “Not Booking Return Trips and Calling OMC for Rescue Ride” is defined as:

   1.2.1. Rider books a trip out into the community and does not scheduled a return trip and calls the OMC to request a rescue or back up vehicle be sent to transport him/her home.

   1.2.2. Rider who is out in the community and does not schedule a trip to return to their home and calls the OMC to request a rescue or back up vehicle be sent to transport him/her home.

2. A trip will not be considered part of a pattern or practice of “Not Booking Return Trips and Calling OMC for Rescue Ride” if the rider is able to produce proof that he/she did book a return trip but it was cancelled without the rider’s knowledge.

3. Riders who have a pattern or practice of two (2) or more “Not Booking Return Trips and Calling OMC for Rescue Ride” in any rolling 12 month period, are subject to having their riding privileges suspended as follows:

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

3.2. For a third offense, suspension of all privileges to use Access Paratransit for 10 days.

3.3 For a fourth offense or more, suspension of all privileges to use Access Paratransit for 30 days.

3.4 For a fifth offense or more, suspension of all privileges to use Access Paratransit for 90 days.

4. Riders will have the right and opportunity to informally protest the assessment of any alleged “Not Booking Return Trips and Calling OMC for Rescue Ride” within 10 days of receipt of notice as set forth below. This right of protest is in addition to and not in lieu of a Rider’s right to contest and thereafter appeal any suspension or other sanction sought to be imposed as a result of “Not Booking Return Trips and Calling OMC for Rescue Rides”. In order to facilitate this right of protest:

4.1. Riders shall be notified by mail, in an appropriate format, when it is alleged that a first, second, or third “Not Booking Return Trips and Calling OMC for Rescue Ride” has occurred and may be assessed. The letter shall:

4.1.1. Inform the rider of the date, time, and location of the trips

4.1.2. Provide an opportunity for the rider to review the trip information

4.1.3. Provide an opportunity for the rider to protest the assessment of the “Not Booking Return Trips and Calling OMC for Rescue Ride” set forth in the notice which have not been previously protested by the Rider. Such a protest may include one or more of the following: (i) challenge to the factual accuracy of the basis for the proposed assessment; (ii) challenge to the determination that the facts stated constitute a “Not Booking Return Trips and Calling OMC for Rescue Ride”; (iii) explanation as to why the reason for the “Not Booking Return Trips and Calling OMC for Rescue Ride” was beyond the control of the Rider.

4.1.4. Notify the rider of the current “Not Booking Return Trips and
4.1.5. Explain the potential of loss of service for an over accumulation of “Not Booking Return Trips and Calling OMC for Rescue Rides”

4.1.6. Explain the consequences of not scheduling trips to the paratransit system and other riders

5. If a suspension would otherwise be imposed under the provisions of this Policy, before such a suspension is imposed, the following shall occur:

5.1. The Rider shall be notified in writing of the following: (i) the intention to suspend service or other sanction; (ii) the specific basis for the proposed suspension or other sanction; (iii) the nature and extent of the proposed suspension or other sanction; (iv) the Rider’s right of appeal and the method by which that right may be invoked; (v) that any appeal to be valid must be filed no later than sixty (60) days of the date of the notice; (iv) that if a timely appeal is filed, the imposition of the suspension or other sanction shall be stayed during its pendency.

5.2 A contest shall set forth the specific ground therefore, shall attach such written information, as the Rider believes relevant and shall state whether the Rider desires the opportunity to be heard orally to present further information and arguments.

5.3 Any appeal of the result of a Rider contest of a proposed suspension or other sanction shall be conducted in accordance with Section III Policy 12.
SEPTEMBER 10, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: CAC MEMBERSHIP APPOINTMENTS

ISSUE:

Currently there are four vacancies on the CAC and the Nomination Subcommittee has been reviewing applications for some time in order to identify members who can best represent the our customers both in terms of different disabilities and in terms of scope of influence/representation.

As of now the Nomination Subcommittee has identified two individuals, Jesse Padilla and Liz Lyons that have been selected to serve on the CAC. Jesse Padilla represents the Eastern Los Angeles Regional Center, which has a large client base of Access users. Additionally, Mr. Padilla was a prior member of the CAC and is very familiar with Access policies, procedures and the role of the CAC.

Ms. Lyons was a member of the North Los Angeles County Regional Center Board of Trustees, and at one time was president of the board. Additionally, she served as Chair of the Association of Regional Center Agencies and has served on a number of other disability focused organizations, and Ms. Lyon’s mother is an Access customer.
RECOMMENDATION:

This is an information item for the CAC to inform the full committee of the selections made by the selection subcommittee; the applicants listed below will be presented to the Access Board of Directors for approval.

BACKGROUND:

The CAC Bylaws outlines the process for membership application and selection as outlined below:

ARTICLE 3.1 - MEMBERSHIP APPLICATION PROCESS

Section 1 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

Section 2 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 3 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.

Section 4 - Following this in-person meeting, CAC application(s) may be presented to the Board of Directors for potential review and approval.

ARTICLE 1 - TERMS

Section 1 - There shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on _____ and every two years thereafter on the date of the Board of Directors meeting; Group B terms will
expire on _____ and every two years thereafter on the date of the Board of Directors meeting.

Section 2 - Representatives who are unable to complete their terms may submit their resignations to the Committee through the Access Services staff liaison. The Access Services staff liaison and the Committee will recommend any new members as vacancies occur. Access staff will provide nominations to the Board of Directors for all vacancies. There shall be no limit to the number of terms an individual may serve.