access

AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 9, 2014
1:00pm – 3:00pm
Los Angeles County MTA
Union Station Conference Room, 3rd Floor
One Gateway Plaza,
729 Vignes Street, Los Angeles CA 90012

Time	Item	Item Description/Presenter	Disposition	Pages
	1.	Call to Order	Action	
5	**2.**	Introductions		
5	**3.**	Review & Approval of Minutes of August 12, 2014	Action	4-19
10	**4.**	General Public Comment	Information	
5	**5.**	Report from Board of Directors	Information	
15	**6.**	Officer Elections for 2014-2015 Term/Sherry Kelley	Action	20-21
10	**7.**	CAC Membership Appointments/ Sherry Kelley	Action	22-24
15	**8.**	Tap Card Update/F Scott Jewell	Presentation	
15	**9.**	Fleet Formula/Melissa Thompson	Presentation	

15	**10.**	Access to Work Update/Eric Haack	Presentation	
5	**11.**	Additional Quality Services Subcommittee Appointment/ Rycharde Martindale-Essington	Action	25-26
5	**12.**	Subcommittee Updates	Discussion	
5	**13.**	Member Communication	Information	
	14.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
	15.	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://asila.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."

MINUTES
Community Advisory Committee (CAC) Meeting
Tuesday August 12, 2014
1:00 p.m. – 3:00 p.m.

CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:04 p.m.

ROLL CALL

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

CAC Members Absent: None.

Board Members Present: None.

Access Services Staff: Sherry Kelley, David Foster, Araceli Barajas, Kim Hogarth-Hindi, Hector Rodriguez, Kurt Hagen, Janelle Adams-Davila, Alvina Narayan, Alfredo Torales, Geoffrey Okamoto, Melissa Thompson, Eric Haack, and Mike Tobin.

Guests: Mike Fricke (California Transit), Theresa Gonzales (MV Transportation), Cleo Ray (Access Customer), Victor Garate (Global Paratransit), Michele McBurny (Guest), Wendy Cabil (Access Customer), Gordon Cardona (Access Customer), Afi Bell (Access Customer), Sammie Shipman (Access Customer), Jan Johnson (Access Customer), Michael Conrad (QSS Member), Jeff Lustgarten (Metrolink), Todd Remington (Fairfax Research Group), Tara Rosa (Care Evaluators), Giovanna Gogreve (Metro), Jeff Casillas (San Gabriel/Pomona Regional Center), and Artemio Ambrosio (Access Customer).

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 AUGUST 12, 2014

Motion: Member Lyons.

Second: Member Payne.

Abstentions: None.

Minutes were approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Jeffrey Casillas stated the San Gabriel/Pomona Regional Center moved to a new office and the San Gabriel drivers are having some difficulty finding the location.

Access customer Ms. Wendy Cabil stated that the she experienced an injury while exiting an Access van on June 9th. She informed that the object was protruding from the steps and injured the back of her foot. She requested that our vans be inspected as a result of her injury.

Ms. Sherry Kelley assigned Ms. Janelle Adams-Davila to address this complaint.

Ms. Cabil also announced on August 20, 2014 a luncheon will be held in the Antelope Valley and invited Access to participate in the event. She informed that anyone interested contact her for more information.

Ms. Afi Bell emphasized the importance of teamwork between the Southern and West-Central Regions. She stated that the two providers have different reservation systems, and the lack of consistency between providers makes scheduling rides more challenging for the customers. Ms. Kelley assigned Ms. Davila-Adams to assist Ms. Bell.

REPORT FROM BOARD OF DIRECTORS

None.

METROLINK PCA POLICY UPDATE

Chairperson Arrigo introduced Metrolink Director of Public Affairs, Mr. Jeff Lustgarten to give a brief update on the Metrolink PCA Policy.

Mr. Lustgarten stated he attended a CAC meeting a few months ago and gave a presentation on the Metrolink Personal Care Attendant (PCA) Policy. He attended today's meeting to provide an update and discuss the changes to the policy.

He informed that the PCA ID Card program was suspended by the Metrolink Board of Directors at the July meeting. For individuals who received a PCA ID Card or submitted an application with the $25 fee, they will be refunded. Therefore, the Metrolink PCA policy is as follows: a PCA is allowed to accompany a person with a disability without purchasing a ticket. The PCA must board and detrain with the person with a disability.

He concluded his presentation and thanked the members for their comments to the Metrolink Board and thanked everyone who attended their board meeting.

Member Coto asked if Access customers could ride Metrolink with a PCA for free.

Member Payne asked if the two million dollars mentioned in the presentation was the cost to transport Access customers for free. He also asked how the costs are generated.

Mr. Lustgarten responded that the costs are generated per person.

Member Baldwin stated that in line with Member Payne's comments, the problem is that Metrolink does not have a system that provides an accurate count. He asked what scientific formula is being used to

determine the amount of Access customers riding Metrolink.

Mr. Lustgarten responded that Metro shares data from the number of Taps going onto the Metrolink system.

Member Baldwin stated that Access customers would be more supportive of Metrolink if actual figures are presented.

Mr. Lustgarten responded that Metrolink is looking into some technology upgrades that will provide an accurate number of the Access customers using Metrolink.

Member Padilla asked if Access customers can still travel to the Antelope Valley on Metrolink for free.

Mr. Lustgarten responded that no changes were made to Metrolink service for Access customers and said that the policy was regarding PCA's.

He stated that if an Access PCA is charged, they should contact Metrolink and report it because the PCA's should ride for free.

Member Lantz thanked Mr. Lustgarten for considering the committee's input and also thanked Metrolink for listening to the community. Lastly, she agreed with Member Baldwin that having more accurate data would be helpful.

Member Lyons asked why Metrolink does not use the same Tap system as Metro. She also clarified that Access customers can ride Metrolink for free using their Access card.

Member Coto supported the idea of purchasing a PCA ticket at a lower fare.

COMPARATIVE ANALYSIS: METRO & ACCESS CUSTOMER SURVEY RESULTS

Chairperson Arrigo introduced Access consultant Mr. Todd Remington from Fairfax Research Group to provide a brief overview of the Comparative Analysis of the Metro & Access Customer Survey Results.

Mr. Remington presented a slide show reviewing the 2011 Fairfax Research Survey and the 2014 Metro Survey of Access Services.

Member Francois asked if the data was organized by region.

Member Baldwin asked if disability type was included in the survey.

Mr. Remington responded that Metro chose the survey questions and said the data that he was presenting today was not arranged by region or by type of disability.

Member Francois asked if the survey could be analyzed to determine what data influenced the Customer Service responses.

Mr. Remington responded that he would have to further analyze how the different factors affected the overall evaluation of Customer Service.

Member Payne asked if any differences were identified in the hold times.

Mr. Remington responded that he did not have the exact numbers and would need to further research the information. He stated that based on the community's feedback there are some issues however the overall response was positive.

Member Baldwin stated that the 2011 survey asked how the customer felt about the person versus the 2014 survey where it asks how the customer felt about the service. He agreed with the questions being directed towards the service not the person.

Mr. Remington stated that Mr. Baldwin brought up a very good point and said that the 2011 survey focused on the most recent experience with Access and the 2014 survey had a different design.

Member Coto stated that Access is doing a great job with the pickups but mentioned that the reservationists are not always friendly. She said that it would be nice to hear a "good morning" or "good afternoon" and closed her comments by stating that some call takers speak too fast.

Mr. Remington stated that on any given day there is a 7-10% chance of having a bad experience however most customers rate the service very positively. He said that Access is not perfect but the numbers show that the service does well.

PUBLIC COMMENT ON ITEM 7

Access customer Mr. Michael Conrad stated that some of the comments from the Town Hall meetings were regarding vehicles with poor suspension and also about the van floors being too hot.

Access customer Ms. Jan Johnson mentioned that some of the vans are dirty and she does not like to put her clean dog on a dirty floor.

Member Lantz asked if Fairfax Research has worked with Metro or surveyed other transit agencies and if so, how Access did in comparison to them.

Mr. Remington stated that Metro is not one of their clients, however; said that the Access customer perception compared to regular transit is positive. He said that although they were two different surveys, he felt it was close enough to make the comparisons.
Member Lantz disagreed with the idea of asking about the most recent ride experience because a person can have one bad experience and many good ones.

Mr. Remington stated that Member Lantz brought up a valid point and said that the goal was to get information based on an experience the customer could easily remember.

He said that the responses were identical whether the customer was asked about the totality of their experience or regarding their most recent ride.

Chairperson Arrigo thanked Mr. Remington for his presentation.

ACCESS "VISION 20/20-PLANNING THE SHORT RANGE FUTURE OF ACCESS SERVICES"

Chairperson Arrigo introduced Access Services Planner, Mr. Eric Haack to give a presentation on Access "Vision 20/20-Planning the Short Range Future of Access Services."

Mr. Haack attended today's meeting to present a new project that is looking at the future of Access Services and the development of a Short Range Transportation Plan 2015-2020. He explained that unlike the Annual Report that describes Access accomplishments', this plan will include challenges the organization will face and how the agency will address these issues in the future.

He presented a slide show reviewing the following topics included in the plan:

- Los Angeles 2020
- Projected Growth
- Short Range Transportation Plan Purpose
- Anticipated Challenges
- Short Range Transportation Plan Calendar

He concluded his presentation by asking the committee for their feedback regarding the plan and offered to answer any questions.

Member Coto stated that since more vans will be needed in the future, she suggested that Access look into acquiring school busses or airport vans that can be modified and used for the service.

Member Francois asked for clarification regarding the formula used to determine the projected growth.

Mr. Haack stated that the consultant firm that handles the Ridership Demand Projections for Access uses five different factors to determine the

number of trips for LA County. He explained that the factors are fuel cost, unemployment rate in the region, age, percentage of persons with disabilities and income level. He said that the projections have been very accurate and being off only by 1%.

Member Francois asked if migration will influence growth in the county and if an expected point of saturation will be reached where the growth will cap and plateau.

Mr. Haack responded that some areas are experiencing more growth; for example the Lancaster and Palmdale area is growing at a much faster rate than in the basin. He stated that the service will not reach a point where it will level off within the next five years.

Member Padilla asked if Access has considered scheduling rides based on the requested drop off time.

Mr. Haack responded that in terms of changing the service model, if the service will be more efficient, then it is something that can be considered. He explained that there are different service-models around the country so there are other options out there. He emphasized how serious the future of Access looks in terms of the challenges, and said that the CAC has a lot of experience so the feedback from this group is essential.

Member Coto stated that based on the projected population for 2020, she was in support of charging people based on their income.

Mr. Haack stated that the fare structure would change and Access cannot charge more than two times the amount of what the fixed-route cost would be.

Member Francois stated another factor that could be considered is the advancement of technology. She said that Telecase Management and Telemedicine are services being brought to the individual's home or community. She stated this could have an impact on transportation services in the future.

CAC OFFICER NOMINATION SUBCOMMITTEE FORMATION

Access Services Project Administrator for Eligibility, Mr. David Foster stated that a selection subcommittee needed to be formed today to begin the officer election process. He asked for 3-5 volunteers to contact the other members of the CAC and put a slate of candidates together for the September meeting. He explained that if a person is nominated, the subcommittee will need to contact the member and find out if they are willing to serve as an officer. He said that nominations can also be taken the day of the meeting.

Members Cohen, Aroch and Foafoa volunteered to serve on the Officer Nomination Selection Subcommittee.

CERTIFICATION TRIP NO SHOW AND CANCELLATION POLICY

Chairperson Arrigo introduced Access Services Manager of Eligibility Mr. Kurt Hagen to give a brief presentation on the Certification Trip No-Show and Cancellation Policy.

Mr. Hagen attended today's meeting to review a new policy that will also be presented to TPAC later this week and at the next Board Meeting.

He stated that this policy is regarding certification trips for eligibility appointments and explained that due to the number of no-shows and late cancellations, it has become necessary to create a policy to address this issue.

Mr. Hagen stated that there is currently no limit to the amount of times an individual can no-show or cancel a certification trip. He explained that data shows the highest number of times a customer cancelled or no-showed a certification trip is 18. He said each time a certification trip is no-showed or cancelled it creates an unnecessary expense for Access and the cost increases after every missed ride. He explained no-shows and cancellations cannot be completely removed, however; having a policy is important for the overall health of the system. He said that by having less no-shows and cancellations, the service will be more efficient for people who are trying to schedule their evaluation appointment.

He explained that the cost to the system associated with cancellations and no-shows is approximately $360,000 dollars. He mentioned that the

assets cannot be recovered since the trips are scheduled in advance and there is no way to fill in the gap.

Mr. Hagen reviewed the following proposed draft policy:

Certification Trips:

1st Scheduled Certification Trip- No Fare Payment/Complimentary Trip Provided.

2nd Scheduled Certification Trip-No Fare Payment/Complimentary Certification Trip Provided & Applicant Receives Letter Regarding Fare for Next Trip.

3rd Scheduled Certification Trip-Fare Payment Required/Applicant Pays Regular Access Rate for Similarly Distanced Standard Access Trip.
4th Scheduled Certification Trip & Beyond - N/A – Applicant Provides Own Transportation.

He explained that the enforcement of this policy will be on a case by case basis and the customer will not be penalized if the situation is beyond their control.

Member Lyons asked for clarification regarding when the applicant will be charged for the trip.

Mr. Hagen stated that currently there is no charge for eligibility transportation; however, under this policy the customer will receive a letter after the second no-show stating that fare will be charged for the 3rd trip.

Member Lantz asked if the person calls before 10:00 p.m. the night before will the ride be considered a no-show or cancellation.

Mr. Hagen responded that with this particular policy, there is no difference if the person cancels at 10:00 p.m. the night before or at the door.

Member Lantz stated the problem with some disabilities is that the person could feel fine then suddenly become sick. She said that she understood

the reason why this policy was created; however, expressed her concern about the situations beyond a person's control.

Mr. Hagen stated that a provision is included in the policy for situations to be reviewed on a case by case basis. He reiterated that evaluation appointments and routes are scheduled days in advance so there is no way to recover the time or money lost on no-showed or cancelled certification trips.

He stated that if a portion of the no-shows and cancellations are removed, the eligibility center can provide better service.

Member Baldwin disagreed with implementing a punitive policy without trying other options first. He mentioned that many people are signing up for the service and don't use it. He said this issue may be a result of case workers and discharge planners that push their clients to get Access without having the proper information about the service.
He suggested that providing education about who is eligible and ready to use Access can be an option to try before implementing a punitive policy. Lastly, he stated that he was glad to hear that situations beyond a persons control will not be counted against them; however, people should be educated first.

Member Padilla asked if the proposed policy was specifically regarding certification trips.

Mr. Hagen responded that this policy refers to excessive no-shows and cancellations of certification trips only.

Member Coto stated that people who have abused the system in regards to this issue should be charged to recover the money that was wasted.

Member Payne asked for clarification regarding the standard cancellation and no-show policy and the policy being discussed here.

Mr. Hagen stated that this policy applies to people who are applying for the first time or are going through the recertification process.

The discussion continued regarding standing order cancellations versus certification no-shows and cancellations.

Member Lantz asked if the person calls to cancel the trip, will that be considered a no-show.

Mr. Hagen responded that if the person calls to cancel the trip, it will be similar to a late cancellation. He said that after a certain time the day before, the eligibility appointments are closed so there is no way to redeploy the services once they are scheduled.

Member Lantz asked if there is a mechanism in place that allows the customer to cancel without being a no-show and asked what the cut-off time is.

Mr. Hagen stated that if the person cancels in advance it will not be considered a no-show. He explained that the scheduling is handled by a transportation provider and the cut off time occurs at different times of the day.

Member Lantz expressed her concern regarding the different policies being too confusing for customers.

Mr. Hagen stated that this policy is directed towards first time customers and should not be confusing since they are not familiar with the overall service policies. Lastly, he stated that staff is requesting the committee's support of this policy.

Mr. Foster stated that certification trips are scheduled differently than regular reservations in that the provider schedules the appointments and calls the customer the day before to confirm. He also explained that since the certification trips are scheduled farther in advance, there is a higher no-show cancellation rate. Lastly, he reiterated that this policy will be looked at on a case by case basis and is only directed to customers with excessive cancellations.

Chairperson Arrigo asked if anyone wanted to make a motion to approve the staff recommendation.

Motion: Member Lyons made a motion to approve the Certification Trip No Show and Cancellation Policy as presented by staff.

Second: Member Coto.

Discussion: Member Francois reminded everyone that persons with disabilities will sometimes feel good one day and feel sick the next. She said that the policy addresses that issue; however, suggested that a "friendly amendment" be made that includes educating case workers and other staff that help people apply for the service Access about the qualifications to become to a member and also the impacts of missing their appointments.

Mr. Hagen stated that when the person calls to schedule their appointment they will be informed of the policy structure.

Member Cohen stated some of the people he has helped apply for the service say that Access tells them that they will receive a call two days in advance with an appointment time. He asked if the applicant cancels at that time, is that considered to be a no-show.

Mr. Hagen stated that if the person cancels at the time, it will not be considered a no-show or cancellation.

Member Aroch suggested that since Access is providing the transportation for free as a courtesy, maybe they should start charging.

Member Baldwin explained that the regulations restrict Access from charging people to apply for service that is why Access does not charge for the trip.

Chairperson Arrigo stated that there was a motion and a second on the floor.

Member Baldwin asked that the motion to be re-stated.

Member Lyons made a motion to approve the Certification Trip No Show Policy and Cancellation Policy as recommended by staff.

The motion was seconded by Member Coto.

Member Baldwin reiterated that a punitive policy against the customer should not be implemented without looking at other ways to solve the problem first.

Chairperson Arrigo asked the committee for a voice vote.

Pass/Fail: Motion failed.

Member Baldwin stated that in Chairperson Arrigo's CAC report to the Board, he explain that Mr. Hagen brought the item to the CAC and reviewed the reasons of how this issue is impacting the service. He said that Mr. Arrigo inform the Board that the consensus was that more education be provided to people who refer customers to Access before implementing this policy.

Mr. Foster asked the committee for their suggestions on how to deal with the people who are currently abusing the certification process since there is nothing in place to prevent it.

Mr. Hagen clarified that the policy would not limit a person's ability to have their evaluation; however, they would have to pay for their trip or find their own transportation.

Member Baldwin stated that according to the numbers it did not appear to be a major problem and said that by taking some proactive steps, the problem could be eliminated up front.

Member Arrigo stated that he would give the Board a clear overview of today's discussion.

Member Cohen asked if the CAC votes against an item, can the item still be approved by the Board.

Mr. Foster responded that the Board can approve an item without the CAC's support; however, the Board really looks at the negative and positive feedback from the CAC before making their decision.

Member Coto suggested that a subcommittee be formed to further review this policy.

Member Garcia suggested that when the person calls to schedule an appointment, the operator inform them up front how no-shows and cancellations impact the system.

FLEET FORMULA

Chairperson Arrigo apologized to Ms. Thompson and said that due to time constraints, this item would be carried over to the September meeting.

He also apologized to the members because the Member Communication portion of the meeting would not be discussed because of same reason.

SUBCOMMITTEE UPDATES

This item was carried over to the next meeting due to time constraints.

MEMBER COMMUNICATION

This item was carried over to the next meeting due to time constraints.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

Motion: Member Lyons.

Second: Member Baldwin.

The meeting was adjourned at 3:13 p.m.

SEPTEMBER 9, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: COMMUNITY ADVISORY COMMITTEE NOMINATION SUBCOMMITTEE

ISSUE:

The Nomination Subcommittee formed during the August 2014 Access Services Community Advisory Committee meeting has developed a slate of candidates for the 2014-2015 term.

Each nominee was encouraged to provide an oral or written campaign platform to present prior to today's vote.

RECOMMENDATION:

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

Advisory Committee Chair

- ☐ Terri Lantz

Advisory Committee Vice-Chair

- ☐ David Dov Cohen

BACKGROUND:

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

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

SEPTEMBER 9, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CAC APPOINTMENTS

ISSUE:

Currently there are two vacancies on the CAC. The Nomination Subcommittee has reviewed applications to identify members who can best represent our customers, both in terms of various disabilities and in scope of influence/representation.

The Nomination Subcommittee has identified two individuals, Wendy Cabil and Michael Conrad to serve on the CAC.

Ms. Wendy Cabil represents the Antelope Valley Region of Access Services and is a long time participant in the disability community. In addition, to being an Access customer, she is also a Wellness Outreach Worker for the LA County Department of Mental Health. Ms. Cabil serves on the board member for AV Community Consumer Coalition, LA County Client Congress Advisory Board and NAMI-Antelope Valley. She would be a great asset to us, as we would have representation from our consumers who reside in Antelope Valley. Ms. Cabil has been a regular attendee of CAC meetings this year.

Mr. Michael Conrad has been active with Access for many years, as a customer and an advocate for persons with visual impairments including service animal users. Additionally, Mr. Conrad was a prior member of the CAC, and is currently a member of the Quality Services Subcommittee, the Service Animal Subcommittee and Metro's Accessibility Advisory

Committee. As a long time employee of the Los Angeles County Fire Department, Mr. Conrad brings the perspective of an active Access user relying on Access to get him to and from work over the past 17 years.

RECOMMENDATION:

This is an information item for the CAC to inform the full committee of the selections made by the selection subcommittee; the above listed applicants 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.

SEPTEMBER 9, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R.P.MARTINDALE-ESSINGTON, COMMUNITY RELATIONS ANALYST

RE: ADDITIONAL QUALITY SERVICES SUBCOMMITEE APPOINTMENT

ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS.) In March of 2014, the CAC made the last of several appointments to the QSS.

BACKGROUND:

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services staff members on ways of insuring quality control for the Access ADA Paratransit service. The QSS can:

- hear and review customer and service provider issues that are presented to them;
- prioritize those issues, formulate plans of action, and make recommendations to the CAC and Access Services staff members.

The QSS term is for one (1) year and begins in February 2014 and ends January 2015.

Three basic types of QSS membership can be approved by the CAC in any combination. Types of membership include:

(1) One Access Paratransit customer from each existing service region appointed by the CAC;
(2) One additional appointment from each existing service region appointed at the discretion of the CAC;
(3) At least one member from the CAC appointed by the CAC.

RECOMMENDATION:

At this time, the CAC is asked to approve the following candidate who has expressed a willingness to serve. Three basic types of QSS membership can be approved by the CAC in any combination. Approved applicants wishing to apply for seats on the QSS can be voted on by the CAC throughout the year.

2014-15 QSS Nominee List By Service Region and Category
At-Large Disability Community Representation:

Aisha McKinney (Cross-Disabilities)