# AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 13, 2016

10:00am – 12:00pm

Los Angeles County MTA
William Mulholland Conference Room, 15th Floor
One Gateway Plaza, 729 Vignes Street, Los Angeles CA 90012

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Item Description/Presenter</th>
<th>Disposition</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>1.</td>
<td>Call to Order</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>2.</td>
<td>Introductions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3.</td>
<td>Review &amp; Approval of Minutes of August 9, 2016</td>
<td>Action</td>
<td>4-16</td>
</tr>
<tr>
<td>15</td>
<td>4.</td>
<td>General Public Comment</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>5.</td>
<td>Report from Board of Directors</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>6.</td>
<td>Eligibility RFP/Facility/ Steve Chang</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>7.</td>
<td>Reservations &amp; Dispatching/ Jack Garate</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>8.</td>
<td>Customer Service Transition Update/ Sherry Kelley</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>-----</td>
<td>-----</td>
<td>-------------------------------------------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>9.</td>
<td>CAC Officer Elections/ Sherry Kelley</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>17-18</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>10.</td>
<td>Superior Service Award</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>11.</td>
<td>Member Communication</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>12.</td>
<td>New Business Raised Subsequent to the Posting of the Agenda</td>
<td>Possible Action</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>13.</td>
<td>Adjournment</td>
<td>Action</td>
<td></td>
</tr>
</tbody>
</table>

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](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."

ITEM 3
CALL TO ORDER

Chair Cohen called the meeting to order at 1:05 p.m.

ROLL CALL

CAC Members Present: Michael Conrad, Marie Aroch, Michael Arrigo, Kurt Baldwin, Chair Cohen, Marie Francois, Terri Lantz, Liz Lyons, Jesse Padilla, Dina Garcia and Tina Foafoa.

CAC Members Absent: Gordon Cardona, Phyllis Coto, Howard Payne and Wendy Cabil.

Board Members Present:  Chair Doran Barnes


Guests: Wilma Balew (LA Care), Victor Dominquez (QSS), Dawn Boulden (SGT), Howard Martin (CTI), Mike Culver (Mobility Management), Belinda Conrad (Access Customer), Thom Jones (Access Customer), Frank Lucas (California Transit), David Lee (Care), Aisha McKinley (Access Customer), Rachael Goeman (Access Customer), Bill Zuke (QSS), Tonni Yee-Hemphill (Access Customer), Monica Marroquin (Mobility Management Partner), Bill Zuke (QSS), Michael Sher (Access Customer), Victor Garate (Global Paratransit), Raymond (Intervention Program), Beatrix Lara (MV Transportation), Jeffrey Tardaguila (Guest), and Mr. Raymond (Intervention Coach).

INTRODUCTIONS

Chair Cohen welcomed the members, staff, and guests to the meeting and requested that everyone introduce themselves.

GENERAL PUBLIC COMMENT

Jeffrey Tardaguila said he is visiting from Sacramento Paratransit system, and he is an advocate for riders. He stated that he had a difficult time registering as a visitor with Access.
Victor Dominquez said taxi drivers are very impatient and not helpful. He also stated that his standing order with CTI was placed on hold during his break; however, Access continued to show up.

Fayma Ishaq will follow up with Mr. Dominquez.

Rachael Goeman said there are five buildings at Kaiser Harbor City, each with a different address. She stated that the drivers continue to show up at the wrong location. Ms. Goeman suggested that staff educate the drivers of the various addresses for the Kaiser facility in order to avoid trip delays. Secondly, Ms. Goeman stated that she takes many trips to the veterinarian, and her rides are delayed because the drivers do not have the notations stating that she is traveling with a “cat or animal in carrier”. She said this situation continues to occur and she is requesting that staff follow up.

Sherry Kelley will follow up with Ms. Goeman.

Aisha McKinney said her pick-up for August 9th was scheduled at 6:59am, and the driver didn’t arrive until 7:59am.

Victor Garate will follow up with Ms. McKinney.

Tonni Yee-Hemphill requested mobility training. She also, reported that the Rosehill cemetery drop-off and pick-up locations should be at the hill top. She further suggested that materials distributed during new rider orientation be provided in multiple languages.

Geoffrey Okamoto will follow up with Ms. Hemphill.

Wilma Balew said an Access driver stated that he wasn’t allowed to stop for bathroom accommodations, and she wasn’t aware of this regulation. Ms. Balew stated that on a previous trip a taxi driver pulled over for another rider, and she suggested the same courtesy be available across the board.

Fayma Ishaq will follow up with Ms. Balew.

Thom Jones said many new drivers are unfamiliar with local city addresses, and suggested that drivers should not rely solely on the GPS system. He suggested additional training for all drivers. Mr. Jones said his trip for today was scheduled for 10:40am, but the driver did not arrive until 11:35am.
Sherry Kelley will follow up with Mr. Jones

REVIEW & APPROVAL OF THE CAC MEETING JUNE 14, 2016

Chair Cohen motioned to approve June 14, 2016 minutes.

Motion: Member Lyons

Second: Member Padilla

Minutes were approved.

BOARD OF DIRECTOR REPORT

Chairman Doran Barnes shared some of the activities that have taken place within the organization. Mr. Barnes announced that Shelly Verrinder is no longer with Access Services and thanked Ms. Verrinder for her service. He said the Board will be going through a process to select a permanent CEO, which could take some time. He announced that the Board appointed Andre Colaiace as the interim CEO.

Mr. Barnes apologized for the recent lengthy Access Board meetings and closed sessions. He said one of the items coming forward will be the election of new officers at the August 2016 Board meeting, and stated that the strategic budget plan was approved for the upcoming year. Mr. Barnes said we are moving forward into a great direction to accomplish future challenges coming our way. Mr. Barnes officially introduced Mr. Colaiace, and shared that they have worked together for approximately 20 years; previously with Culver City Transit, currently at Access for over ten years, he’s well versed in Los Angeles Transit and government issues.

Andre Colaiace said he looks forward to continue directing this agency and to work collaboratively with CAC to provide the best paratransit service possible. Mr. Colaiace said we have a lot of work to do, and it’s very important to keep an open line of communication and to utilize the CAC, QSS and TPAC, which builds a stronger agency and keeps us committed to our customers. Mr. Colaiace thanked everyone for their support and looks forward to moving towards doing great things for this agency.

Chair Cohen thanked Andre Colaiace and Doran Barnes for completing the fight for not raising the fares.
Andre Colaiace stated that Doran Barnes is one of the key elements in getting that fight done along with his relationship with Congresswoman Grace Napolitano, and said it was a team effort as well.

Doran Barnes replied with closing comments saying it was definitely a team effort in completing that task. Mr. Barnes thanked Chair Cohen and Vice-chair Conrad on behalf of the Board for their leadership. He also thanked the CAC Members, as well as the entire group for their efforts and services.

CONSIDERATION TO APPROVE NEW POLICY REGARDING DISRUPTIVE CONDUCT

Mike Greenwood, Deputy Executive Director of Operations stated that he received great feedback regarding the disruptive policy, and hopefully the concerns were addressed in the updated proposal sent to CAC. He stated that the CAC sought additional details on the following items: conduct, suspension policy, permanent suspension, and the length of suspension.

Mr. Greenwood recommended the following update: low-ranged suspension from 30 to 60 days, next a year or an indefinite suspension, and lastly that riders could file an appeal before a permanent decision was made regarding suspension of service.

Mr. Baldwin thanked Mr. Greenwood for listening to their concerns at the June meeting, and said the appeal didn’t note if a rider could still ride during an appeal process, or if suspended could ride during an appeal.

Mr. Greenwood said there are two types of suspension; first, immediate suspension for violent conduct, and second non-violent conduct where the rider could continue riding pending the outcome of their appeal.

Jesse Padilla asked if the new policy considers behavioral disabilities before making a final decision.

Mr. Greenwood said the new policy includes behavioral disabilities and that would be taken into account before making a decision.

Liz Lyons said this is a sensitive item, and suggested that it be mandatory for a
personal care attendant (PCA) to travel with a rider with behavioral disabilities at all times.

Mr. Greenwood said the policy states that “a rider can be mandated to travel with a personal care attendant (PCA) as a condition of providing service to mitigate the problem”.

Michael Arrigo said he believes it is really important to approach a situation from an educational stand point, and it is equally important to make sure the riders have read and understand the Riders Guide.

Michael Greenwood thanked Mr. Arrigo for sharing that information and stated that language will be included into the new policy, if and when approved by the CAC members. He stated that currently the Riders Guide does not say a lot about disruptive or dangerous conduct, and staff wants to make sure this is addressed in the new policy.

Liz Lyons said some riders may not understand what they have read and asked if the Riders Guide is available on audio. She said this will help a lot of riders to understand the Riders Guide.

Ms. Kelley said it’s available via audio and the customer should call Access to make these requests.

Jesse Padilla asked what is considered a violent threat.

Mr. Greenwood said that violent threats could be physical or verbal contact. He stated that there are various verbal disruptions that could be a threat to a person’s life, and considered severe, but on the other hand, it could be someone with involuntary speech issues who cannot control out bursts. Mr. Greenwood said the new policy addresses involuntary and voluntary issues.

Kurt Baldwin said there should be a more conducive means to access the Riders Guide via technology. He stated that there are some people who have visual impairments, and suggested that links be provided to request alternative formats to make it easier for people to find information they need.

Chair Cohen moved to approve the policy changes in the Rider’s Guide.
Motion: Jessie Padilla

Second: Liz Lyons

Opposed: Kurt Baldwin

Motion passed.

ACCESS PARTNERSHIP WITH COUNTY OFFICE OF EMERGENCY MANAGEMENT

Sinan Khan thanked everyone for allowing him the opportunity to speak about emergency planning and how to best serve the community. Mr. Sinan stated that Access and other agencies have worked collaboratively during many emergency exercises, and will continue to interact regularly. He stated that currently there are many conversations taking place nationwide regarding various types of emergencies, and the primary focus is to make sure the disabled community will have assistance during any emergency crisis. Mr. Sinan said the purpose of the Los Angeles County Access Functional and Needs Committee is to bridge the gap between the County and the Disability, Access and Functional Needs (DAFN) community, and to continue meeting monthly to maintain an open line of communications. He concluded by inviting everyone to attend the DAFN committee meeting September 8, 2016 at 1:30p.m., located at 1275 N. Easter Avenue, Los Angeles, CA.

RIDER’S GUIDE

Rycharde Martindale, Customer Service Analysis provided a presentation on the Riders Guide, and said that he will focus on; call-outs, vehicle types, no-shows, and the Operations Monitoring Center (OMC).

He stated that call-outs are courtesy calls, and are not guaranteed or mandated due to technical difficulties. Mr. Martindale said if a call out is requested, it is very important to provide a working phone number for receipt of the call out.

He informed that Access offers primarily sedans or vans based service, and vehicle specifications for those who depend on their mobility devices. He recommended
that customers requesting “vans only” should call customer service and submit a Reasonable Modification Request if their ambulatory status changes.

Mr. Martindale explained that a No-Show is a failure to establish contact between a driver and rider for a scheduled reservation. He said No Shows are easy to remove by contacting customer service, and if a rider receives five or more No-Show within a 30-day period equating to 10% or more of their given trips for the said period could possibly face suspension. Mr. Martindale said no-shows can be over-turned by submitting a letter to Customer Service.

Mr. Martindale said Operations Monitoring Center (OMC) is a non-ADA premium lifeline service that allows Access members to request real time trips assistance; such as, estimated times of arrival, related communication regarding a late trip, and back up trips. He stated that OMC does not provide emergency transportation for pathways to a shorter wait time or to avoid the next day service policy. Mr. Martindale said that OMC can help in providing a back-up service when a customer is stranded. He concluded his presentation and asked if anyone had any questions pertaining to the Riders Guide.

Jesse Padilla said sometimes the courtesy call-out works, but a lot of times a rider will receive their courtesy call while they are already inside the vehicle.

Mr. Martindale said the call-outs are generated from an automatic system and that they are sometimes delayed.

Liz Lyons said she called the cancellation line Saturday, August 8th around 2:30a.m., and the driver still arrived after cancelling her ride.

Mr. Martindale said he will check her record for no-show and remove it.

Kurt Baldwin thanked Mr. Martindale for doing the review. He said some rider’s disabilities prevents them from waiting outside at the curb, and asked if a courtesy call-out could be guaranteed under reasonable modification. Secondly, he said the Rider’s Guide sounds accusatory by saying Rider’s No-show and suggested to make a change to make it sound less accusatory. Lastly, Mr. Baldwin said he was informed that the Northern transfer schedule changed, and if this is the case the Rider’s Guide does reflect the change.
Mr. Martindale said the first part of his request seems logical and he will check with staff to see what could be done. He said we can definitely work on changing the No-Show terminology, and will follow up regarding all three items.

Sherry Kelley confirmed that there were no changes on the Northern Region schedule.

Michael Arrigo said it’s important when making a reservation to request an approach when you plan to attend a big event. He also said that people need to realize that call-outs are definitely an act of courtesy from Access Services, and they are not guaranteed. He said they are an extension of Metro public transportation. Lastly, Mr. Arrigo suggested that eligibility should require a rider’s signature indicating they have read and understood the Rider’s Guide.

Andre Colaiace commented on the call-out issue, and said it seems to be a technology problem and he plans to work on making it more reliable.

Terri Lantz said a lot of times riders are waiting for their ride and will receive a No-Show letter. She said many times, physically a customer may be unable to respond to No-Show letters, and some customers don’t have assistance to call, cancel or to remove their No-Shows. Ms. Lantz asked if there are any phone numbers, fax or email available for the riders to remove their No-Shows.

Mr. Martindale said the fax and email information is located on the letters, and he will send her copies with this information to distribute to riders for follow up.

Sherry Kelley stated that with the change of the No Show policy last year, they implemented triggers in the system to generate a No Show letter at the 1 hour and 45-minute mark, instead of the 2-hour mark to accommodate late cancellations. Ms. Kelly said that No-Shows can still be removed even after getting a letter, but the customer would have to contact, email or fax Customer Service to make this request.

Dina Garcia said the provider sent out a taxi instead of a van, but she has a power wheel chair.

Mr. Martindale he will look into her file and follow-up.

Michael Arrigo commented that there is a 24-hour line available for cancellations,
and it is important to also cancel the PCA if they are unable to make the trip.

**ELIGIBILITY FACILITY PROCUREMENT SCHEDULE UPDATE**

Geoffrey Okamoto provided an update on the Eligibility Request for Proposal (RFP). Mr. Okamoto said they have selected a facility and the start-up of the service is tentatively scheduled for July 1, 2017. He said the department is excited to enhance the existing process, and the goal is to ensure that persons considered eligible for Access are thoroughly tested to benefit both Access and the customers.

Kurt Baldwin asked if the current facility is provided by a contractor. Mr. Baldwin said he is concerned about a more thorough screening, and it will be more challenging to become eligible.

Mr. Okamoto responded, yes the facility is provided by a contractor. He ensured that the testing is thorough and the correct processes are in place. He further explained that the goal is not to restrict eligibility.

Jesse Padilla asked if clients should be more careful in entering the building and how they conduct themselves during the eligibility process.

Mr. Okamoto said he does not agree, but the clients should conduct themselves appropriately and answer the questions honestly.

**CAC OFFICER NOMINATION SUBCOMMITTEE FORMATION**

Sherry Kelley, Senior Manager of Customer Service said the elections occur every year in August to obtain the board’s approval in September. Ms. Kelley said that this is an action item needed to form a nomination sub-committee that will identify chair and vice-chair candidates for the subsequent meeting.

Chair Cohen moved to establish officers for next year. He announced the following subcommittee members:

1. Kurt Baldwin
2. Michael Arrigo
3. Liz Lyons
4. Chair Cohen
Motion: Michael Arrigo

Second: Kurt Baldwin

Motion passes.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Chair Cohen mentioned Monica Harris whom provides information about free cell phones with new software, new apps and tracking information for Access members.

Fayma Ishaq, Access Project Administrator announced that the Superior Service Award Winner was awarded to Martin Howard of West Central Region of California Transit. Fayma Ishaq presented Mr. Howard with a gold name pin, $100 gift certificate, and a certificate for hard work.

MEMBER COMMUNICATIONS

Marie Francois thanked the presenters and Access for being concerned for the rider’s safety. Ms. Francois requested an update on Access’ efforts for the grant for Medical trips. She further stated that the No Show Policy was implemented and updated in Riders Guide approximately one year ago, and requests to look into the No-Show rate and any lingering issues.

Jesse Padilla thanked the presenters and expressed his concern of riding with other passengers, but happy that safety and the riders conduct is being looked at.

Liz Lyons expressed concern about her 95-year-old neighbor Pete who fell down the stairs. She said he was approved for Beyond the Curb service. She said her neighbor missed his ride at the Veteran Hospital because the driver left and he was not picked-up until after 5:30 p.m.

Kurt Baldwin said that the Los Angeles County Independent Living facilities are going to select a member of the Board of Directors for Access Services. Mr. Baldwin said they are currently in the process of taking resumes to select a new replacement. He informed that anyone interested should submit their resume to an Executive Director of the independent living facilities. Lastly, Mr. Baldwin requested a
presentation on the reservationist process.

Sherry Kelley confirmed that a presentation will be done after conducting the Rider’s Guide Review.

Michael Arrigo suggested making a field trip to the provider sites. Mr. Arrigo announced that Phyllis Coto’s husband passed away and suggested to adjourn the meeting in honor of her husband. He expressed that he liked ending the meeting with the Superior Service Award.

Terri Lantz expressed that it was great to see Doran Barnes and Andre Colaiace. Ms. Lantz said that their input was greatly appreciated.

Maria Aroch thanked Access staff for providing great service at Metro.

Michael Conrad said he is generally receiving unacceptable responses, listed below when he calls in after the 20-minute window, and these actions should cease:

1- Ride was no-showed
2- The driver will arrive in ten minutes
3- No vehicle assignment yet
4- Ride rebooked after waiting one hour

Sherry Kelley thanked Chair Barnes and Andre Colaiace for attending the CAC meeting. She announced that the September meeting will be held on the 15th floor and that the updated CAC calendars are located on the website and on the table for taking.

ADJOURNMENT

Chair Cohen acknowledged Vice-chair Conrad retirement for the Los Angeles Fire Department. The meeting was adjourned in honor of Phyllis Coto’s husband.

The meeting adjourned at 2:55p.m.
SEPTEMBER 13, 2016

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: COMMUNITY ADVISORY COMMITTEE NOMINATION SUBCOMMITTEE

ISSUE:

The Nomination Subcommittee formed during the October 2015 Access Services Community Advisory Committee meeting has developed a slate of candidates for the 2015-2016 term.

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

RECOMMENDATION:

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

Advisory Committee Chair
☐ Michael Conrad

Advisory Committee Vice-Chair
☐ Elizabeth “Liz” Lyons
☐ Terri Lantz

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.