

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 8, 2019

1:00 pm - 3:00 pm

Los Angeles County MTA

Gateway Conference Room, third Floor

One Gateway Plaza

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
10	2.	Introductions		
2	3.	Review & Approval of Minutes of December 11, 2018	Action	
20	4.	General Public Comment	Information	
5	5.	Report from Board of Directors	Information	
10	6.	Specialized Transportation Services - F Scott Jewell	Presentation	
10	7.	Preliminary Website Design - Josh Southwick	Presentation	
15	8.	Web booking pilot - Melissa Mungia	Presentation	
15	9.	Jerry Walker Runner Up Award - Alex Chrisman	Presentation	
20	10.	Member Communications	Information	
10	11.	Operations Report	Information	
5	12.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
2	13.	Adjournment	Action	

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair. The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

["Alternative accessible formats are available upon request."](#)

MINUTES

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

CALL TO ORDER

Vice-Chair Michael Arrigo called the meeting to order at 1:00 p.m.

INTRODUCTIONS

CAC Members Present: Michael Arrigo, Vice-Chair; Kurt Baldwin, Tina Fofoa, Terri Lantz, Jesse Padilla, Yael Hagen, Gordon Cardona, Olivia Almalel.

CAC Members Not Present : Maria Aroch, Chair; Michael Conrad, Dina Garcia, Wendy Cabil, Marie-France Francois, Liz Lyons, Rachele Goeman.

Board Members Present: Theresa DeVera

Access Services Staff Present: Matthew Avancena, F-Scott Jewell, Mike Greenwood, Megan Mumby, Eric Haack, Rogelio Gomez, Sharon Astier, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Fayma Ishaq, Louis Burns, Geoffrey Okamoto, Onnika Payne, Alvina Narayan, Alex Chrisman, Stephen Wrenn, Kevin Andoaga, Yilin Zhang, Lupe Sandoval, Susanna Cadenas, Kevin Keenan.

Guests Present: Annette Arriola (Alta Resources), Beatrice Lara (MV Transportation), Jesse Ortiz (MV Transportation), Katherine George Chu (Guest), Asa Chu (Rider), William Zuke (QSS), Wilma Ballew (Rider), Angie Smith (Rider), Tonni Hemphill (QSS), Aurora Delgado (CTI), Shelsea St. Hillien, Carlos Cervantes (LADOT), Karen Gilbert (MTM), Justin Rambaran (MTM), Shay Demmerelle (Rider), Timothy Williams (Rider), Mr. and Mrs. Patel (Rider), Victor Dominguez (QSS), Michael Sher (Rider), Victor Garate (Global Transportation), Michael Richardson (MV Transportation).

REVIEW & APPROVAL OF MINUTES

Vice-Chair Arrigo asked for a motion to approve the October 9, 2018 minutes.

Motion: Member Baldwin

Seconded: Member Fofoa

Motion: Passed

Abstentions: Member Almalel, Member Hagen

PUBLIC COMMENTS

Shay Demmerelle made a public comment by stating that she has been a rider for many years and has been having issues with various drivers. She has cerebral palsy and most of the drivers refuse to accommodate her requests. On her last ride, when she requested the driver to roll up the windows because it was cold, he did so with exception of his window, which he only did half way. She was cold the whole ride and was not able to get out of bed the next day. Matthew Avancena assigned Latisha Wilson to meet with Ms. Demmerelle after the meeting.

Mr. Patel made a public comment by stating that Access told him that the rides to the CAC meetings were free and the driver tried to charge him but the ride was free. The drivers are not good at guiding him and his visually impaired wife correctly. They need to know how to guide visually impaired riders. Matthew Avancena assigned Latisha Wilson to meet with Mr. Patel after the meeting.

Michael Sher made a public comment by stating they have too many share-rides to the point that he arrives late to his appointments. He has missed field trips and swim lessons at his school. Matthew Avancena assigned Susanna Cadenas to meet with Mr. Sher after the meeting.

William Zuke made a statement by reminding people that George H. W. Bush was one of two people who held out against the American with Disabilities Act. Then he finally conceded to sign the act into law and you would have thought it was his original ideal in the first place. People should not take for granted of the American with Disabilities Act.

Victor Dominguez made a public comment by stating that he has been late to his classes due to shared ride trips. His rides to the malls are always complicated because the drivers can never find him. Therefore, he gets many "no shows" because of this. Matthew Avancena assigned Susanna Cadenas or Rogelio Gomez to meet with him.

Angie Smith made a public comment, thanking Mr. Burns (Access staff) and Aurora Delgado (CTI) for their kindness and providing exceptional service. She spoke to Randy Johnson, Manager (Access staff) and that conversation helped her understand the effort Access makes to provide excellent service to its riders. She thanked the CAC members for everything they do.

Mrs. Patel made a public comment by stating that on November 30, 2018 she was on a long distance phone call for a family emergency. The driver did not allow her to be on her phone. She explained her situation about a dying relative and the driver kept insisting that she hang up her call, which she did. She stated that other drivers have allowed her phone calls before as long as she is not disrupting the other riders. She felt this was an exceptionally important call because of the family emergency.

Matthew Avancena assigned Louis Burns to meet with her.

Tonni Hemphill made a public comment by stating that the reservation call-takers are very rude, obnoxious and speak too fast. Lastly, her requested pick-up time was not available.

Timothy Williams made a public comment by stating that he had called for a ride and was informed of the time window for pickups. He is frustrated with the policies installed by Access. Matthew Avancena assigned LaTisha to Mr. Williams.

BOARD OF DIRECTORS REPORT

Board Secretary Theresa DeVera provided a brief summary of the November 5, 2018 meeting. She stated that as of November, the following items were approved:

- No-show Policy
- Key Performance Indicator (KPI)
- Extension of Customer Service

Lastly, Board Secretary DeVera made a public service announcement warning drivers and pedestrians to be vigilant on the roads this holiday season.

Member Discussion:

Member Lantz stated that the Southern region contract has been delayed a couple of times and for those who care about the service feel that, they have done a great job with a huge amount of people. She asked Secretary DeVera why has the Southern region contract been delayed and would they be able to function until the decision is made.

Secretary DeVera replied by stating she did not attend the November Board meeting. However, Director Turner requested to delay the issue for further consideration and the Board plans to revisit this item at the January 2019 Board meeting.

Member Padilla asked what the previous no show policy entailed. Secretary DeVera directed the question to F Scott Jewell, Director of Administration.

F Scott Jewell replied FTA reviewed the no-show policy and we had a sunset provision in terms of when a person had their last no-show and how long it would take them to reset to zero. Before it was 12 months, and now it only needs to have no-show activity for six months and it resets. Therefore, it is not a full year anymore and that is in the rider's favor. The Board of Directors approved the new policy.

Member Lantz made a comment about the old "no-show" policy being 6-8 weeks of punishment as far as she recalled. She asked for clarification. F Scott Jewell responded that it is now 30 days instead of the 6-8 weeks. She stated there are a lot on "no shows" partially because of the new software and the 5-minute wait time policy. Usually it is incorrect because the driver is in the wrong place.

F Scott Jewell replied that it is actually the software verification that activates the 5-

minute time limit once the driver arrives at his destination. There is a lot of confusion and the riders do need to call customer service and inform them of this. There will be many more glitches to iron out since this is a new software and staff is working on resolving them.

Member Hagen made a comment by stating that if you have a no show for an erroneous reason, you can simply call the customer service number and they will remove it before the 6 months. One of the reasons she has such a big concern is that the providers are not diligent when it comes to making a call out. As riders, you should make sure to provide the correct contact number so the driver can contact you. She suggested that the providers should improve on monitoring the drivers that place riders on the no show list.

Member Almalel stated that the call-out system did not work in the Northern region during the months of September and October and she believes that contributed to many no-shows. She heavily relied on the app and was thankful that the app was very reliable and accurate in keeping everything on track. During the time the no-shows do not go out the dispatchers now have to extend, prioritize other times for one dispatcher to be solely dedicated to calling for the no-show requests. She continued by saying that the rider's guide request to provide a phone number for contact and the drivers are not very helpful when you ask them to call you. They say that they are not obligated to do it, that the rider should be out there waiting. She suggested that the drivers should inform the riders that their concerns would be submitted to a manager.

Member Hagen stated that she agrees with member Almalel in that they are not obligated to give a call out and that this issue should be revisited. However, once a driver has waited the allotted five minutes, they are supposed to call the rider to make sure they are not coming out. Many of the providers think this is optional but it is not.

OPERATIONS PERFORMANCE UPDATE

Mike Greenwood, Chief Operations Officer, presented the Operations Performance Report for the month of October 2018. Operations met all Key Performance Indicators (KPIs) with the exception of Excessively Long Trips, Calls on Hold > 5 min (Reservations), Complaints per 1,000 Trips, Preventable Incidents, and Preventable Collisions.

The October highlights included:

- Phase One of Online Reservations & Cancellations implemented
 - Eastern and West/Central Regions;
- Access staff attended Q'Straint Training in Florida.
- Access monitored trips to several special events:
 - Disability Pride Parade & Festival (Oct. 7)

- 15th Annual Wheelchair Wash & Health Festival in East LA (Oct. 14).
- Older Adult Transportation Expo at Cathedral of Our Lady of the Angels (Oct. 26) in Los Angeles.

The November highlights included:

- Free rides to the polls was provided to our riders for voting.
- Great California Shakeout tabletop exercise was held in November.
- Access activated its Emergency Operations Center during the Woolsey Fire, monitored conditions over 10 days on behalf of our riders and contractors.

Member Comments:

Member Hagen stated that Member Garcia did not have a positive experience with the Online Reservations & Cancellations. She had difficulty using the pilot app of "Where's my Ride".

Member Lantz stated that they are very grateful that Access does a great job at providing service and monitoring the special events that happen in Los Angeles County. Mike Greenwood replied by stating that Access appreciates any advance notice on future large events in Los Angeles County so that we can continue to monitor them.

Secretary DeVera made a statement that she took on the role of road supervisor at the Disability Pride Parade because there were large groups of people waiting for rides. She encourages other riders to call a road supervisor if they see this situation happen in the future.

Mike Greenwood made a statement by saying that Access brokered Big Blue Bus to evacuate some people from the Woolsey Fire area. They also informed riders that Access Services would be interrupted due to the fires and canceled rides to the area.

Member Hagen stated that Access services canceled all the trips the time of the fires, and it was not an option but mandatory. Mike Greenwood replied that, unfortunately, Access could not cross the evacuated area of the fires. He will go back, review the recording, and keep this in mind for future emergency disasters.

Member Lantz asked if Access would continue to provide free rides on Election Day in the future. The voting process would soon be changing and would be using a different voting system that would spread out in a 10-day span. Mike Greenwood responded that he is not sure if this would continue to be an option as it was a one-time decision.

Member Hagen made a statement that riders were being denied Access ETA information. Mike Greenwood replied that he was not aware of the number of people denied access to this information. He also stated that the riders should always be

provided with an ETA time. He encouraged the riders to provide Access with name, time and date of any incidents so that Access can investigate and take appropriate action.

Member Hagen recommended Access staff to add this topic as a future item in a future CAC meeting.

CUSTOMER SERVICE WORKING GROUP

F Scott Jewell, Director of Administration, presented the Customer Service Working group presentation regarding a comprehensive review of customer service in 2015. The review recommended that we have a consolidation of all Customer Service functions. Access Services awarded the Customer Service contract to Alta back in October 2016 to meet this request. He reviewed the Short and Medium terms that recorded the following items:

- Enhance Access monitoring of Alta/OMC
- Reinforce "first call resolution" from customer with Providers
- Develop OMC/ETA monitoring, reporting and KPI
- Revise call center scripts and train staff
- Provide additional training to OMC staff
- Customer Campaign: Call providers for ETA
- Reinforce OMC structural options

The Board requested to form a working group to evaluate Customer Service function. F Scott stated that many of the riders are calling the OMC with questions regarding ETAs. They should be better equipped to answer these questions and identify the issues to resolve them. At the last meeting, the Board of Directors approved to extend the contract for another two years. Lastly, the final steps would be to present periodic updates to CAC, TPAC and Board, amend scope of work requirements and/or develop new request for proposals in 2019.

Member Comments:

Member Hagen identified that what has been discussed has not really been reported on and there are many points missing regarding the issue. F Scott responded that there is a report that is being generated by the consultant for this and it will be disseminated to the working group in the next couple of weeks. Ms. Hagen wishes the Board had made a decision quicker in extending the contract.

Secretary DeVera expressed that she wished the caller ID identified Alta and not appear on cell phones as a toll free number because her family does not answer toll free number calls. Therefore, they miss many of their calls.

Member Baldwin made a statement by asking how the percentages of reasonable

modification are identified per call. F Scott responded by saying that the Access staff reviews and answers these questions and they determine when it is a reasonable accommodation or not.

Member Hagen suggested providing RMR training to drivers. F Scott responded by saying that a simple request, for example, "Please put up your window because I'm cold", is not necessarily categorized as a reasonable accommodation but more of a simple request.

Member Lantz stated that Shay Demmerelle health was very negatively affected by the driver's refusal to put the window up. The rider's request should be categorized as a reasonable accommodation. There needs to be some sort of sensitivity training for the drivers and staff. There are agencies that provide free sensitivity training and Access should look into it.

TRANSFER TRIPS

Mike Greenwood, COO, presented the possibility of expanding transfer trips between the Santa Clarita area and the Antelope Valley within the LA Basin. Currently, there is no fixed route service that connects those areas and there are very limited transfer trips but they are costly and long. In August, we implemented something new called a "starter" at one of the transfer stops, Olive View Medical Center. The role of this person is to facilitate and monitor the transfers. We are looking to expand service in the future, so we will have to hire more starters. There are not too many people using this service now but we are not sure if they are not using it because of the price or inconvenience.

Member Hagen stated that many people do not know the service exists. Mike responded by asking how we can make it more convenient and how do we get the word out. We would like your feedback to factor into the planning and expansion of this project. We will be making a presentation to the Santa Clarita AAC in January. I am working with Kurt Baldwin to arrange a meeting with our constituents in the Antelope Valley. Additionally, there might be funding available through Metro, so we are looking into that option. We have to find out the cost, the vehicles we will be using, etc. We have a short timeline if we are going to take advantage of the grant so we have to have everything planned. Based upon a busy week in October, the trips are about 35 a day. I am not sure if this is a hugely significant number to schedule more trips but if we do this may increase demand.

Mike Greenwood responded by asking if they should add weekends or holidays to the expansion. He feels that those options would be the most beneficial now. A second starter would have to be added to cover the trips sufficiently. Another major consideration is the trip to Antelope Valley to Sylmar is a very long trip. The rate should be renegotiated.

Public comment:

Wilma Ballew, an Access rider, made a public comment by stating that traveling to the Antelope Valley is a nightmare. It is unfair to want to increase the fare for the trip. The vehicles are not well maintained and there is a lot of traffic both ways. In addition, she stated that the public is unaware this service route exists and should be better informed. She stated that she would like to be involved in the organization process for any meeting held on this subject.

Member comments:

Member Baldwin stated that many people do not consider San Fernando Valley part of the Los Angeles Basin. The trips should definitely be offered on weekends and holidays. There are many jobs in Santa Clarita that these rides could facilitate people applying for them.

Member Lantz stated that transportation should be made available on weekends and holidays to allow individuals to visit their families. She believes there are many clients with disabilities that are hesitant to use this service because they are not sure what to expect. Additionally, she recommends some informational training to remedy this and more outreach on spreading the word about this route.

Member Hagen stated that she has family in Santa Clarita and need to visit often but it is a long, difficult journey and it is very challenging to people with her disability because her mobility device is not appropriately attached. The available times to travel those routes are not user friendly as they stop at 5:30pm and they are not available on weekends or even for someone who is employed in the area.

Member Padilla made a statement that it is very unfortunate that people have to decline family events because public transport is not available at times when it is more needed. It would be great to consider more timetables.

Mike Greenwood stated there are times when there are car accidents or other serious incidents that may cause delays in the transfer and that starters are there to help during these situations. The starters help arrange rides and make alternative plans for the riders when there is heavy traffic. Member Kurt stated the traffic incidents are usually going the opposite way so this is should not be such a significant issue.

Member Hagen made a public comment by stating that having a starter is a step in the right direction however, there was in the past transit without transfers to the Antelope Valley and Santa Clarita. In the recent years, it has changed but before there were transfers, if you missed your transfer because of some unforeseen delay, the vehicle you were in, was supposed to take you all the way to your destination. It took Ms. Hagen about 3 hours to arrive at her destination the last time because of the all the people transferring and being distributed. There need to be more vehicles out

there to help with the load.

CAC GOALS AND RETREAT

Matthew Avancena proposed that the CAC goals be a standing item. Yael Hagen did not agree and stated that this was previously mentioned as being some sort of all-day retreat and would like to keep it as such. Member Hagen asked if anyone would like to help organize the retreat and Member Lantz said she would help. Member Fofoa said she would help as well.

JOE KING SCHOLARSHIP AWARD

Superior Service Award Video Presentation:

Geoffrey Okamoto, Manager presented Justin Rambaran from MTM with the December 2018 Joe King Scholarship Award. Mr. Rambaran received a scholarship for participation in the certification program for the transit/paratransit program. Karen Gilbert, Program Director for MTM and Functional Assessments Contractor recommended Mr. Rambaran for this award because he stood out for his passion and commitment to the ADA community by his wonderful performance. He was recently promoted to supervisor. She knows this scholarship opportunity will help him grow his career with MTM.

Justin Rambaran thanked everyone for their kind words and was very appreciative for this award. He thanked all the team members at both Access and MTM.

MEMBER COMMUNICATION

Member Baldwin stated that he likes the idea of having a sit down session on how they speak to the QSS and what they are doing and reporting to the CAC. There should be a way to formalize what is reported back to the Board of Directors just to make sure the information being discussed at these meetings is accurate.

Member Lantz expressed that she is happy to plan another retreat to discuss CAC goals because there was one, some years ago and the results were very positive. She also wanted to point out that she is hosting a UCP meeting on January 11, 2019 from 11:00-1:30pm and Access should be aware there would be extra riders that day.

Member Hagen stated that there were many outstanding items that have not been discussed and we have a tendency to let topics die out instead of taking action. She expressed that she is glad the retreat would finally be brought to fruition and we need to be more vigilant about revisiting the topics discussed and seeing them through.

Member Alamalel thanked everyone from guests to members to service providers and wish them a happy holiday season. She is a proud CAC member and is grateful for this opportunity.

Member Fofoa wished everyone a happy holiday.

Member Padilla stated that we should be more sensitive to the riders and please provide some sort of sensitivity training. Happy holidays to everyone.

Member Hagen stated that she would like an item agendaized.

Michael Arrigo, Vice-Chair responded that he understood that they should get a refresher of the Brown Act.

Member Baldwin recommended we get a refresher of ADA rules and paratransit.

Member Lantz asked if there would be something in writing about the approved no-show policy and more information about the eligibility center. Matthew Avancena wanted to clarify that they want a copy of the no show policy?

Member Hagen stated she wanted the copy of the no show policy and eligibility to be on the Agenda for the next meeting. Matthew Avancena agreed.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Vice-Chair Arrigo asked for a motion to adjourn the meeting.

Motion: Member Baldwin

Second: Member Lantz

The meeting adjourned at 3:05 pm