

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 11, 2017

1:00 pm – 3:00 pm

Los Angeles County MTA

Union Station Conference Room, 3rd Floor

One Gateway Plaza

<i>Time</i>	<i>Item</i>	<i>Item Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
5	2.	Introductions		
5	3.	Review & Approval of Minutes of March 14, 2017	Action	
10	4.	General Public Comment	Information	
5	5.	Report from Board of Directors/ Martin Gombert	Information	
30	6.	Eligibility Contract Transition Update/ Geoffrey Okamoto & David Rishel, Delta Services Group Inc.	Information	
10	7.	Operations Performance Update/ Lisa Potter	Presentation	
15	8.	Proposed Access Taxi Logo Redesign/ Josh Southwick	Presentation	
5	9.	Subcommittee Update	Information	
10	10.	Member Communication	Information	

5	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 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
Tuesday, March 14, 2017
1:00pm - 3:00 pm

CALL TO ORDER

Chairperson Conrad called the meeting to order at 1:00 p.m.

ROLL CALL

CAC Members Present: Chairperson Conrad, Vice Chairperson Maria Aroch, Kurt Baldwin, Dina Garcia, Gordon Cardona, Tina Fofoa, Terri Lantz, Michael Arrigo, Liz Lyons, Olivia Amalel, Jesse Padilla, Marie Francois and Rachele Goeman.

CAC Members Absent: Wendy Cabil

Board Members Present: None.

Access Services Staff: Sherry Kelley, Sharon Astier, Art Chacon, Randy Johnson, Cynthia Stevenson, Fayma Ishaq, Rick Streiff, Eric Haack, Luis Pacheo, Josh Southwick, Evie Palicz and Matthew Avancena.

Guests: Kurt Hagen (CARE), Kathleen Barajas (Access Customer), Arnetha Pierce (Access Customer), William Zuke (QSS), Michael Sher (Access Customer), Beatrice Lara (MV Transportation - MV), Annette Arriola (Alta General Manager, Rogelio Gomez (Global Transportation- GPI), June Thomas (Guest), Douglas Tohom (Access Intern), Michele Ortega (Job Coach), Belinda Conrad (QSS), Aisha McKinney (Access Customer), Brent Lucas (California Transit- CTI) and Todd Remington (The Fairfax Research Group).

INTRODUCTIONS

Chairperson Conrad welcomed the members, staff, and guests to the meeting and requested introductions.

REVIEW & APPROVAL OF THE CAC MEETINGS MINUTES FROM MARCH 14, 2017

Chairperson Conrad asked for a motion to approve and or amend the February 14, 2017 Minutes.

Motion: Elizabeth Lyons

Second: Jesse Padilla

Kurt Baldwin requested to correct his comments regarding the Comprehensive Operational Review to Nelson/Nygaard on page 9 and 12.

Minutes approved with revision.

PUBLIC COMMENTS

Ms. June Thomas stated that she recently moved to a new area, and there is confusion with her address because it is common to four other cities. She has experienced shared rides that are delayed. Ms. Thomas suggested making zip codes a requirement when booking trips to avoid delays.

SUPERIOR SERVICE AWARD

Video presentation awarding Trent Dennis from CTI.

BOARD OF DIRECTOR REPORT

Sherry Kelley provided a summary of the February 27, 2017 Board meeting.

- The eligibility contract was awarded to MTM Transportation.
- The Commerce facility has been approved, and will be utilized by the new contractor MTM, starting July 17, 2017.
- Nelson/Nygaard provided the Board with an update on the Comprehensive Operational Review of Operations.

FREE FARE SURVEY RESULTS

Eric Haack, Strategic Planner introduced Todd Remington from The Fairfax Research Group to provide the Free Fare Survey results.

Todd Remington stated that his firm conducted the Free Fare Survey in January, 2017. They interviewed Access customers who ride the bus or train and use the free fare program at least once in a six-month period. A total of 800 customers were interviewed, and the survey length was approximately 19 minutes.

The following survey questions were asked:

1. How many times a month do you ride the bus/train?
2. How many trips do you take using a PCA (Personal Care Assistant)?
3. How do you feel about using your Access Rider ID card?
4. What is the purpose of using your Access Rider ID card?
5. Do you allow other people use your Access Rider ID card to ride the bus/train?
6. Why do you ride the bus/train rather than Access?
7. What would you do if there were a fee imposed per trip to ride the bus/ train?

He stated that the three most common responses by customers to the final question regarding imposed fees per trip to ride the bus/ train were:

1. Call Access to schedule a ride
2. Take fewer trips
3. Seek a ride with a friend or family member

Kurt Baldwin asked how the survey was constructed, and wanted to know if Metrolink was included with the Metro train counts. In addition, he asked if Metrolink and Santa Clarita/ Antelope Valley customers were distinctly surveyed.

Mr. Remington said the sample area included ridership (bus/train) for the entire service area.

Mr. Baldwin asked if Access informed them of what to survey, and also inquired if they were aware that Metrolink is a commuter train, which is a little different than the fixed route.

Eric Haack stated that the survey questions asked whether a person used a bus or rail for Free Fare. He indicated that there is a chart that represents how many customers use bus or rail, and Metrolink is included in the L.A. Metro's rail services responses. However, in follow-up questions, respondents were asked which service they used, and customers could specify if they rode Metrolink or Metro rail.

Kurt Baldwin said it would be good to capture information of how people in Santa Clarita and Antelope Valley use Metrolink.

Mr. Remington stated that this information can be cross referenced to capture that information.

Kurt Baldwin stated that there are no transfers on the weekends , and it is a hassle to get from Santa Clarita/Antelope Valley at Olive View from one Access vehicle to

another Access vehicle. He continued to say that people use the Metrolink to bridge the failure of Access Services providing a coordinated trip. He said it would have been interesting to understand why people use free fare. Mr. Baldwin shared his concern about the question of “asking people how they would like free fare to change”, and wanted to know if it was assumed that everyone would not want it to be changed. Mr. Remington said he will research to find out why those areas use the Metrolink and provide the information to the CAC.

Mr. Baldwin stated that he would appreciate if the information could be provided to support those arguments.

Liz Lyons asked if you have to pay to travel to another county. She said last year Metrolink was supposed to change the free fare from Los Angeles County to San Diego County.

Eric Haack said the rule is you can travel the Metrolink free within Los Angeles County and you are supposed to pay a fare when crossing the counties. Mr. Haack said he is not sure if Metrolink is imposing customers to pay fare beyond Los Angeles County.

Sherry Kelley informed that Metrolink does not require customers pay the fare beyond the Los Angeles County lines at this time, although there has been conversation regarding this change.

Dov Cohen stated that he has taken groups of people from Union Station down to Oceanside and never purchase tickets. He said Metrolink informed him that there was no need to purchase tickets. Secondly, he asked what percentage of customers are from Lancaster North area. Lastly, Mr. Cohen stated that the CAC should have had the opportunity to include their questions in the survey before it was complete, and the purpose of the CAC is to be an advisory to the survey.

Eric Haack stated that the CAC members participated in the free fare subcommittee, which met and provided feedback related to free fare. He shared that there was an urgency from some of Access partners to conduct this survey to gather this information. There were several questions generated from all groups, including CAC groups before the survey was issued.

Mr. Remington said having done this for many years, part of the challenge is that there is always something else that needs to be added.

Marie Francois asked if there were any variations by county or areas.

Mr. Remington said there was nothing significant, other than trips in the Northern

region are unique because of the transfers.

Rachele Goeman asked what the survey data going to be used for, and when the survey was conducted.

Mr. Remington said the actual survey was conducted in January 2017.

Eric Haack said the purpose of the survey was to gather a sense of why Access customers were taking and or using free fare. Also, based on the customer's perception, the data will be used to understand how free fare is being used.

Mr. Arrigo stated the CAC's input should have been included before the survey was presented to the customers. Secondly, he asked if other paratransit agencies offer free fare programs on a national level.

Mr. Haack said every system interacts with their fixed route differently, and Access is the only agency that partners with forty-five agencies and many systems. He stated that MTA of New York has free fare program, and they provide four trips in a single day in a twenty-four hour period. Washington DC's free fare program is only available to those who have restricted eligibility.

Mr. Cohen stated that he believes people are dishonest about the fact that they allow others to use their card, and does not feel they would be forthcoming to respond to this question honestly. He further stated that he questions the validity of that particular response.

Mr. Remington said the reason they did not ask the customers directly, because they did not expect them to be honest. He indicated that people are more honest when open questions are asked.

Terri Lantz inquired if anyone mentioned that they have been approached by strangers to use their card.

Mr. Remington stated that question was not asked, but stated that the likely 5% to respond yes to this question would be the Millennials who would allow others to use their card.

Michael Conrad said that mechanics have a saying "if it's not broke, don't fix it". He shared that he is most concerned about limiting people to four free fare rides a day. Mr. Conrad said most people who use Access have limited income, and they are below the poverty level. He stated that questions should have been included for customers to indicate if customers would like the free fare program to remain as it is.

Mr. Remington stated that no one wants to change free fare program, and the survey was based on ridership and trips per month.

Chairperson Conrad said it is not right to put restrictions on free fare because most riders are on limited income, and he does not support limiting the use of free fare. He stated that apparently someone wants to change it, and he wants to know if Access will have discussions regarding this matter again.

Matthew Avancena addressed Michael Conrad question related to the per trip fee. He stated that last year Access imposed a reimbursement cap to all of our free fare partners, because of the increased budget of the free fare program. He further stated that Access pays to reimburse some of our partners annually. He said that staff formed a free fare working group with the free fare partners and with the CAC subcommittee. During the discussion with the free fare partners, some were not happy that there was going to be a reimbursement cap placed upon them. Therefore, the question to the group member was if it would be possible for the participating agency to recoup their loss if they backed out of free fare and charged customers a fee. He stated that it is not Access' plan for the future to impose a per trip fee or a per trip cap; however, this question was presented from the working group. He stated that the survey results would be provided to the working group to determine if there will be greater costs to the agency to continue the free fare program.

Michael Conrad requested that the CAC be kept informed of any changes.

OPERATIONAL UPDATE

Fayma Ishaq Project Administrator presented an Operational Performance Update for February 2017. She stated that Access met year-to-date key performance indicators in all areas, with the exception Late 4's and Preventable Collision Per 100,000 miles. The transitioning of the Southern and Northern regions did effect the late 4's in the month of February 2017.

In addition, Ms, Ishaq shared the February 24, 2017 highlights:

- MV began taking calls for GPI, the call centers merged on February 24, 2017
- Automated call out feature is a part of the reservation and available for the Northern region
- Access staff participated in a Diversity Training at Access
- Staff participated in Unique Needs of Children in Emergencies training/outreach program which was held in West Los Angeles.

Questions:

Kurt Baldwin asked if the doubling of the late 4's trips were mostly in the GPI area. Secondly, he requested clarification on these occurrences in the San Fernando Valley / MV Transportation. He is getting many mixed signals about contracting with other providers and availability on the weekends.

Ms. Ishaq said the late 4's represent all of the regions. Secondly, both GPI and MV have partnered together for all the weekend trips. She stated that in early February 2017 starting from 6 pm to 5 am, those trips were subcontracted out to GPI. Lastly, she said MV is taking reservation calls for the Southern region.

Rogelio Gomez, GPI explained that subcontractors are performing the trips, and the primary provider performs the routing and scheduling.

Terri Lantz stated that we know that both regions are using the Trapeze software, and she requested that we confirm if the call-takers at MV were booking the rides for both Northern and Southern regions.

Mr. Gomez said that GPI is not on Trapeze platform, only reservation are being performed by call takers on Trapeze platform, which is conducted by MV as a subcontractor for the GPI.

Terri Lantz asked when Global would have Trapeze software so that they can book the Southern rides.

Rogelio Gomez explained that Global would be implementing Trapeze in the next two months; however, MV as a subcontractor to GPI will still perform reservation calls.

Marie Aroch asked if drivers have to activate the call out.

Fayma Ishaq stated that the call out feature is tied to the GPS and will automatically dial the customer five minutes prior to the arrival, without any effort of the driver. In addition, the call out will say "your vehicle is almost arriving, so please be out and have your fare ready to board the vehicle"

Jesse Padilla requested clarification that weekend trips are actually being provided by subcontractors.

Ms. Ishaq confirmed that only taxi service is provided on weekends and after 6 pm to 5 am, and by MV drivers Monday through Friday.

Olivia Almalel stated that she is concerned that MV drivers are only performing trips Monday through Friday, and soon 6 pm to 5 am. She said that this will result in sending back empty vehicles, which works well for Eastern and Western regions for pick up and

drop offs in the same area of the originated trip. However, she experienced a driver from the Gardena who dropped her off in Northridge, then return to Gardena. She stated that since most of the trips are being sent to taxi's now, and she is curious if Access will have any standby vehicles for customers who are in wheelchairs or large mobility devices to rescue them if they are stranded.

Ms. Ishaq informed Ms. Almalel that she would follow up with her.

Terri Lantz stated that her agency has a tremendous number of trips per day, and the change had tremendous impacts as well. However, many of the trips were Standing Orders and those trips had glitches in the system. She gave praise Global for correcting the trip issues that occurred within a short period.

Ms. Ishaq said both regions are working together to ensure a smooth transition.

Michael thanked Ms. Ishaq.

ACCESS FLEET DESIGN AND MAINTENANCE

Rick Streiff, Senior Manager Fleet and Josh Southwick, Communications Coordinator provided the Access Fleet Design and Maintenance plan.

Mr. Streiff stated that Mini Vans are the most commonly used vehicles in the Access fleet, and there are many things that attribute to the design and specifications for our vehicles.

- Americans with Disabilities Act
- We must follow the Federal Motor Vehicle Safety Standards
- Code of Federal Regulations Title 49
- All federal vehicles have to be Altoona Bus tested
- Buy America guidelines
- Air Research Board
- California Research Board
- Title 13 of California

Mr. Streiff explained that Access currently has 526 Mini Vans in service. He provided the layout of the various vehicle types used by Access, and how the vehicles are built after Access receives them from the manufacturer. Plexiglass diagrams of the vehicle types were distributed so that all members and guest were able to experience the vehicle layout.

He stated that the entire process to secure vehicles takes approximately twenty-one days. First, the vehicles are completely stripped down to a shell. The entire bottom end of the vehicle is cut out; floors are installed and the doors are extended. Lastly, the

vehicles are moved to the body shop area and marked VBS (Vehicle Body Shop). He explained that the dedicated mobility device position is in the very front of the vehicle, and a flip seat is front and center so that an ambulatory passenger can be transported when there is only chair mobility device.

Mr. Streiff reviewed each vehicle type used by Access, along with the maintenance costs:

1. Amerivan (4 Ambulatory 2 Mobility Aid)
Life Cycle Cost \$146,000 per vehicle
2. Access Mobility Ventures CNG MV1 (3 Ambulatory 1 Mobility Aid)
Life Cycle Cost \$137,500 per vehicle
3. Access Class A Cutaway (7 Ambulatory 2 Mobility Aid)
Life Cycle Cost \$213,750 per vehicle
4. Access Class B Cutaway (8 Ambulatory 5 Mobility Aid)
Life Cycle Cost \$266,000 per vehicle
5. Access Class C Cutaway (12 Ambulatory 6 Mobility Aid)-Only available in Northern area -Life Cycle Cost \$274,000 per vehicle

Lastly, Mr. Streiff reviewed Access maintenance vehicle policy. Access Contractors are responsible for maintenance and held to the standards in the vehicle policy. He indicated that the contractors are also responsible for ensuring that all vehicles safety standards are within the DMV Federal Safety Standards.

Questions:

Member Lantz thanked Mr. Streiff for doing a great presentation. She stated that the jump seats in the Dodge Mini-vans block the turning radius for those who have a wheelchair, and asked if something can be done about it.

Mr. Streiff said if Access had a centralized dispatch, we could actually have vehicles set up without the jump seats. He stated that he would mention this for consideration.

Dov Cohen thanked Mr. Streiff, and asked if there is a cost savings to Access to purchase vehicles already stripped down.

Mr. Streiff stated that Dodge will not build the vehicles this way, and if they did, it would cost them a lot of money to make this type of line change.

Member Gordon stated that the flip seat should be eliminated. He said it is difficult to maneuver for people with large power chairs.

Mr. Streiff said that his suggestion would be taken under consideration.

Member Goeman asked if there is a way to make the jump seats the same height as the back seats. She stated that the jump seats are extremely uncomfortable for those who have lower back injuries.

Mr. Streiff said the seats were designed to be lower so that the people in the rear seat have a line of sight over the center seat.

Member Lyons asked why the 4 and 5-year service life have the same mileage contract.

Mr. Streiff said the actual federal regulation for replacing that style of vehicle is 5 years or 150,000 miles so that a replacement is not requested unless either criteria is reached.

Mr. Baldwin said he thinks we get a little confused when it comes to Antelope Valley, and Santa Clarita. He stated that he wishes we could figure out a way to make a distinction. He asked why the Mini Vans and smaller vehicles were not available in those areas.

Mr. Streiff said the City of Santa Clarita runs their own services, with type B and C cutaways. They want maintain uniformity, so they choose not to utilize Mini Vans.

Mr. Baldwin said he knows that Santa Clarita is in a unique position, being a member agency and contractor of Access, and they want their Access vehicles and Dial-a-ride vehicles to look the same. However, this causes more confusion. He stated that customers do not know if they are in an Access or Dial-a-ride vehicle. He said, no comment is needed to this statement.

Member Padilla complimented said Mr. Streiff on the diagrams.

Member Lantz thanked Mr. Streiff for making the presentation accessible to everyone.

Michael Conrad stated that he receives many complaints from people regarding the fact that their feet do not touch the floors of the MV vehicles, and this makes them afraid that they cannot brace themselves. Mr. Conrad said he likes the MV1; they are comfortable. He asked if the next MV1 vehicles would be running on regular fuel instead of natural gas. Lastly, he suggested that height be considered. He thanked Mr. Streiff for the informative presentation.

Mr. Sfreiff said his suggestions would be taken into consideration. He said the new 2016 MV1's are not available in CNG and they changed to the V6 direct injected.

Ms. Goeman asked if there is any way to slant or adjust the MV1 ramps. She said it is very uncomfortable to walk on, especially for those who have poor balance.

Mr. Streiff said the MV1's have a two-stage ramp and the drivers could be using the short stage ramp. He suggesting asking the driver to use the long ramp.

REVISION TO CAC BYLAWS

Sherry Kelley Senior Manager stated at the February 2017 Access Services Board of Directors meeting, the Board requested revisions to the CAC Bylaws Article 3.1 to increase outreach efforts when an open position becomes available. In addition, the Board requested that the CAC application be available on the website.

Ms. Kelley read Article 3.1, Sections 1-5 as the recommended revision to the Bylaws. Ms. Kelley turned the meeting back over to Chair Conrad for a vote.

Ms. Kelley announced that the item will be presented to the Board April 2017 meeting and the Board will not meet March 2017.

Michael Conrad asked for a motion to approve changes to Article 3.1

Motion: Member Baldwin made a motion to approve the Board recommendation and to Article 3.1-of the CAC Bylaws.

Second: Rachelle Goeman

Discussion: None.

Abstention: None.

SUBCOMMITTEE UPDATES

None.

MEMBER COMMUNICATION

Michael Arigo requested an update on the Parents with Disability Program.

Marie Francois thanked the presenters for the enlightening presentations.

Kurt Baldwin thanked the presenters.

Terri Lantz thanked the presenters, and stated that Access did a tremendous job to assisting with the guest in to the venue at the Universal City Globe Theatre. She personally thanked Steve Chang, Phillip Rice, Alex Chrisman, Fayma Ishaq, MV Transportation & Global who all did a great job in getting everyone there in a timely manner without any glitches.

Dov Cohen thanked Michael for being a wonderful chair of the committee. He stated that three people have contacted him to share that they received their new ID card without the Visa logo, and he thanked the CAC members who lead the fight to change the card.

Liz Lyons said she volunteers her service at one of the Veterans Administration (VA) facilities, and to let her know if anyone is interested in volunteering.

Member Padilla said the presenters did a great job. He stated he is still receiving many calls from customers saying that reservations uses the term "medical device" and not "mobility device". He asked what is the correct term that riders should use when booking their trip.

Randy Johnson, Operations Manager, said the correct term is mobility device. He will follow up with the Providers to ensure they are using the correct term.

Member Goeman stated that reservation books her ride for two people instead of one person and service animal. She asked how her request should be entered into the system.

Randy Johnson said that this is the appropriate way to enter for routing and to ensure the appropriate spaces are accounted for.

Member Garcia said no comments.

Member Cardona announced that the Abilities Expo occurs on March 24 - 26, 2017. He thanked Michael Conrad for doing a wonderful job at all of the meetings.

Member Fofoa said as a reminder that reservation and the riders should make sure they confirm the correct stand sign location to avoid trip delays. She said a lot of times the drivers arrives for pick up and determined that the rider is at the wrong location and that causes delays.

Marie Aroch thanked all of the presenters, Michael Conrad and Sherry Kelley.

Sherry Kelley announced if you are booking trips to come to the Metro building at 729 S. Vignes that is not the proper address. The appropriate address is One Gateway Plaza Drive. She also thanked Rick Streiff and welcomed Olivia Almalel.

Michael Conrad informed riders' when making a reservation there are two things you should do. First, listen very carefully to what the call taker is reading back to you. Secondly, be sure you write down your confirmation number or store on your phone so that you are covered if there is a problem with your trip.

New Business Raised Subsequent to the Posting of the Agenda

None.

ADJOURNMENT

Motion: Dov Cohen

Second: Liz Lyons

The meeting adjourned at 3:04 pm.

Michael Conrad thanked everyone for attending today's meeting.

New Business Raised Subsequent to the Posting of the Agenda

None.

ADJOURNMENT

Motion: Dov Cohen

Second: Liz Lyons

The meeting adjourned at 3:04 pm.

