

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 14, 2017

1:00pm – 3:00pm

Los Angeles County MTA

Gateway 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 January 10, 2017	Action	4-15
10	4.	General Public Comment	Information	
15	5.	Report from Board of Directors/ Theresa DeVera	Information	
5	6.	QSS Appointments/ Rycharde Martindale	Action/Item	16-18
10	7.	Operational Update/ Jack Garate	Presentation	
35	8.	Comprehensive Operational Review/ Nelson/Nygaard	Presentation	

20	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, January 10, 2017
1:00p.m. - 3:00 p.m.

CALL TO ORDER

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

ROLL CALL

CAC Members Present: Maria Aroch, Kurt Baldwin, Dina Garcia, Gordon Cardona, Michael Conrad, Tina Foafao, Terri Lantz, Michael Arrigo, Chaplain Cohen, Liz Lyons, Wendy Cabil, Jesse Padilla and Rachele Goeman.

CAC Members Absent: Phyllis Coto and Marie Francois.

Board Members Present: Director Martin Gombert

Access Services Staff: Luis Pacheco, Cynthia Stevenson, Sherry Kelley, Sharon Astier, Art Chacon, Rogelio Gomez, Bridgette Harvey, Lisa Potter, Mike Greenwood, Geoffrey Okamoto, Arash Pashael and Randy Johnson.

Guests: Tonni Yee-Hemphill, William Zuke (QSS), Victor Dominquez (QSS), Michael Sher (Access Customer), Frank Lucas (California Transit), Beatrice Lara (MV Transportation), Annette Arriola (Alta General Manager), Kurt Hagen (CARE), Albert Contreras (Access Customer), Wilma Balew (LA CARE), Monica Harris (Truconnect), Ms. Maria (Guest), Bridgette Caldorn (Guest) and Meagan Mumby (Global Transportation).

INTRODUCTIONS

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

REVIEW & APPROVAL OF THE CAC MEETINGS MINUTES FROM DECEMBER 13, 2016

Motion: Chaplain Cohen

Second: Elizabeth Lyons

Abstentions: None.

Minutes approved.

PUBLIC COMMENTS

Victor Dominquez stated that the Customer Survey line continues to cut off. In addition, the cab drivers arrive before his scheduled pick up time and constantly rush him. Lastly, he still having problems with the Spanish recorded announcement line.

Tonni Yee-Hemphill stated that she represents the Asian community, and does not feel like there is appropriate representation on the CAC. In addition, she said call takers give out the wrong information and this problem needs to be resolved.

BOARD OF DIRECTOR REPORT

Director Gombert acknowledged the CAC members and provided a brief overview report from the December 12, 2016 Board meeting.

The Board approved a contract with Nelson/Nygaard to perform the Comprehensive Review of Operations to begin January 1, 2017 and end December 31, 2017. They also approved a proposal to migrate Global Paratransit Inc. (GPI) and MV Transportation call centers. This migration will include a software upgrade to Trapeze. The new system will provide technological improvements for Access riders.

Director Gombert concluded his report stating that the West Central region will be going out to bid this summer, and the Board was given a presentation of the Request for Proposal (RFP).

SAFETY AWARENESS

Access Analyst Cynthia Stevenson, stated that the Safety Steering Committee meetings are held on the 13th of each month and include drivers and trainers. Data sharing notes are compared at every meeting in order to address ways to improve our service. The data is also used to identify unnecessary risks that involve Access drivers while out on the road. In addition, action plans are developed for corrective steps to ensure safety. Access has a safety recognition program to acknowledge drivers with good safety performance.

Ms. Stevenson stated that Access' interacts with the Emergency Operation Center (EOC) staff on a regular basis to practice and address ongoing emergencies. She gave an example of an actual yard fire that happened recently in Lancaster in November 2016. Access activated the EOC to address riders in need of assistance. Ms. Stevenson expressed the importance of being prepared to address emergencies.

Access Safety Analyst Luis Pacheco stated that all of Access' fleet has been upgraded with new Smartdrive cameras. The Smartdrive camera system allows review of video recordings in the vehicles, which helps identify issues and to make final determinations when an incident or accident happens. In addition, the system assists in improving driver behavior and preventing collisions and incidents through coaching sessions.

He stated that Access' Road Safety Inspectors (RSIs) consist of five (5) dedicated Access employees who spend 90% of their time in the field to assist drivers and riders. The RSIs investigate and assist when a collision/incident occurs, coach drivers to make sure they are following agency policies & procedures, and perform location evaluations.

Mr. Pacheco informed that the safety recognition program has been in operation since 2010, and it is a very effective. He stated that the program motivates drivers and provides a commitment to safety. The drivers are rewarded when they drive safe; have zero - preventable collisions/incidents, safety related complaints, and smartdrive observations (cell phone use, smoking, speeding, running a red light and stop signs). Approximately 500

drivers received an award in the month of December 2016. Mr. Pacheco presented a Back-up Safety video and concluded his presentation.

Questions:

Mr. Cohen asked how long are drivers disqualified from driving, and if the new cameras have sound.

Mr. Pacheco said once the driver is disqualified, they are reset back to zero and must reach 25,000 safe miles to qualify again. He informed that the new cameras do not have sound.

Rachele Goeman asked if the cameras can see the floor level inside the vehicle.

Mr. Pacheco said the cameras have inside and outside footage, which can zoom to floor level.

Jesse Padilla stated that staff provided a great presentation, and he is happy to know that the cameras are available.

Liz Lyons asked when the EOC is activated and if Access is trained to handle terrorism or other emergencies.

Ms. Stevenson said Access would activate the EOC based on the circumstances of the situation. She further stated that Access is currently working with local detectives and FBI agents to provide training in February 2017.

Kurt Baldwin said the Back-up video quality was very nice and asked if the video was produced in house. He suggested creating a training video for routers to get a sense of how the medical equipment is used in the vehicle.

Mr. Pacheco said that Access worked with a consultant for the video. He thanked Mr. Baldwin for the feedback, and will pass along the suggestion.

Terri Lantz asked when are the camera initiated.

Mr. Pacheco said the new camera system are always on and are triggered by unusual driving patterns or activities.

Michael Arrigo encouraged Access' to get the audio channel for the cameras. In addition, he asked if the CAC members are invited to attend the safety meetings held on the 3rd Tuesday of each month and requested the meeting location.

Ms. Stevenson said the meetings are held at Access Corporate Office in El Monte, CA and all are welcome to attend.

Wendy Cabil asked when was the Yard fire.

Ms. Stevenson said it happened in Novemeber 2016.

Jesse Padilla asked if the camera turns on automatically when the driver starts the vehicle or does the driver have to turn it on.

Mr. Pacheco said the camera have back up batteries, which allows the camera to be on all the time. He said if the vehicle is hit while parked, the camera will record the event.

Mr. Arrigo asked what direction are the cameras set to record.

Mr. Pacheco said the camera points toward the front windshield as well as the back.

Mr. Conrad asked if drivers are required to exit the vehicle if they can't park in front of the rider's home in order to approach a rider.

Mr. Pacheco said drivers are trained to approach and if you noticed they are not approaching to please report it to Access.

Annette Arriola asked what are the driver's service award creteria.

Mr. Pacheco said drivers will receive prizes when they reach a certain safe mile quota. He stated that drivers have an option to select their own prize once they drive over 100,000 miles.

Mr. Pacheco said we currently, have one driver that reached 300,000 safe miles. This program has encouraged drivers to continue safe driving.

- 1- 25,000 safe miles (Back pack)
- 2- 50,000 safe miles (Jacket)
- 3- 75,000 safe miles (Television)
- 4- 100,000 safe miles (Disneyland Tickets)

Wilma Balew asked if the new cameras were installed inside the taxi cabs.

Mr. Pacheco stated that we currently have it on Access' fleet; however, a few subcontractors have their own camera systems.

Dov Cohen shared a brief story about an appeal meeting he and Mr. Martindale attended approximately 2 years ago. He shared how the vehicle camera recorded an incident of a rider hitting a driver with his cane, and the rider wasn't aware that he was being recorded.

Terri Lantz requested future presentations that deal with disasters and terrorist situations.

Ms. Stevenson said we do have actual videos and presentations that address those types of situations.

Chair Conrad thanked both Ms. Stevenson and Mr. Pacheco for providing the great presentation.

OPERATIONS SYSTEM PERFORMANCE

Randy Johnson, Operations Manager addressed Chair Conrad and committee members. He presented a brief update on the FY 2016/2017 performance. He stated that Access improved in every category except for complaints performance. Mr. Johnson said the providers are doing a really good job.

He reviewed some of the highlights that took place in the month of November and December 2016.

November highlights:

- Completed six community meetings for all the regions.

- Activated EOC for the Antelope Valley yard fire.
- Established Stand 4 at Rancho Los Amigos which will be very helpful for our riders.

December highlights:

- Distributed safe driving incentives.
- Completed Section 5310 vehicle build and added 132 new vehicles into the fleet.
- Hosted 30 attendees (staff, contractors, and member agencies) for Active Shooter Training led by FBI and El Monte Police Department.
- Passed FTA’s Drug and Alcohol Program Audit.

Mr. Johnson concluded the presentation reviewing the key performance indicator (KPI).

Key Performance Indicator	Target	FY 15/16	FY 16/17
On-Time Performance	> 91%	90.8%	91.4%
Late 4	< 0.10%	0.13%	0.10%
Average Initial Hold Time (seconds)	< 120	89	83
Calls On Hold > 5 Minutes	< 5%	4.6%	4.3%
Preventable Collisions Per 100,000 Miles	< 0.5	0.55	0.53
Service Complaints per 1,000 Trips	-	3.4	3.5

Questions:

Gordon Cardona said he noticed that information was provided for on-time performance statistics and nothing on rideshare trip length.

Mr. Johnson said trip length comparability is not one of our standards right now. He said Access is currently measuring and analyzing the customer's trip length issues. In addition, we are working with the providers to see what can be done to help them.

Kurt Baldwin said he recently learned that Access measures comparability from the riders pick-up time and not from the negotiated time. He expressed that its wrong to measure from when the rider loads into the vehicle.

Mr. Johnson said we will take that matter into consideration and see how we can account for that time.

Chair Conrad gave an example of late arrival for a 1st pick up to the arrival of the 2nd pickup. He asked what standards does Access' have for the inconvenience of the wait time for the 1st rider.

Mr. Johnson stated that if this is a chronic problem to bring to Access' attention to address routing and to work with the Providers.

Jesse Padilla said the free fare fixed route trips are shorter than Access' routes. Secondly, he suggested that Access' should look into the excessiveness of adding trips onto a driver's route that prolongs other riders' trips.

Mr. Johnson said we have actually looked into the routes, and noticed that the West Central region faces a lot of challenges due to most of their trips are short. Access has a difficult time outperforming the local fixed routes services, especially when faced with situations like vehicle breakdowns or canceled trips that have to be rerouted.

Rachele Goeman asked what are the guidelines for excessively long trips for service animals. She said Access should consider the service animals, and she wanted to know if there is a way to fix this issue.

Randy Johnson said there are no specific guidelines for service animals being in a vehicle, and the comparability is for the trip itself. He stated that he will look in to her request for consideration.

Sherry Kelley said she believes that falls under prioritizing trips and the ADA states we can't prioritize trips.

Kurt Baldwin stated that it is considered discrimination to give one group of people with disabilities over another group of people.

Rachale Goeman said she agrees that you cannot put another group of people over another. She's just asking to consider the service animals aspect.

Kurt Baldwin said he recognized there is a problem. The riders have a problem, as well as the drivers and service animals. He said there should be a way to provide rest room breaks for trips exceeding 4 hours.

Rachele Goeman thanked Mr. Baldwin.

Chaplain Cohen informed that the Access' signs had been removed from Los Angeles International Airport (LAX) during construction, and asked if the signs were put back in place since the September 2016 CAC meeting.

Randy Johnson said he received occasional email updates stating that a few signs were installed, but he will follow up.

Liz Lyons said she experienced a trip where a driver was going the wrong way. Said the driver informed her he would have to drop her off in a safe zone area, and she expressed that she was very concerned about her safety.

Mr. Johnson suggested asking the driver to contact dispatch if you noticed a driver is not familiar with an area.

Terri Lantz thanked Mr. Johnson and said service has really improved. In addition, there have been a lot of issues with missed rides, because drivers cannot accommodate oversized wheelchairs. She stated that the wheelchair measurements take place once the rider is picked up, and if another vehicle is required the rider has to wait approximately 2-3 hours later for another vehicle. Ms. Lantz asked if there is anything in place to address this concern.

Mr. Johnson said there are no current processes in place for this circumstance. He stated that if the call taker didn't accommodate for the rider's equipment, it would be a provider error and a back up trip would be dispatched. In most cases, the providers do account for mobility equipment that is too large for our vehicles and this issue is on our radar to address.

Kurt Baldwin said that problem is not all related to reservations. He said it could be the routing, the first or last person could keep other people from getting on.

Wendy Cabil said recently she called for an estimated time of arrival while waiting for her ride out front and the phone line was busy. Ms. Cabil said a security guard made her aware that a vehicle was waiting in the rear. She said in that situation she could have missed her ride and received a no show. Secondly, Ms. Cabil said she called reservation and asked for 7:45 am pick-up and was given 7:31am or 8:31 am. She decided to call back and requested for the same 7:45 am pick-up, and was given 7:50 am pick up. She wanted to know how this could happen.

Mr. Johnson stated that if there was an issue with this location going forward, a location evaluation may be necessary. Next, he said stated that the available times are a part of the routing, and the system can offer an hour before or after. He further stated that it is common that cancellations occur, and sometimes a requested time can be obtained on a subsequent call.

Chair Conrad thanked Mr. Johnson for a great presentation.

SUBCOMMITTEE UPDATES

Marie Aroch, Vice Chair reported that Phyllis Coto resigned from the CAC as of January 10, 2017, and decided that she would like to take a computer class. Ms. Olivia Almalel was ranked as the next highest candidate with most points of the remaining four applicants interviewed in November; therefore, Member Aroch requested the committee's vote to appoint Ms. Almalel to fill Ms. Coto position. All members approved the request of the appointment.

Sherry Kelley, Access Senior Manager stated that the appointment of Ms. Almalel will be presented to the Board for approval at their January 23, 2017 meeting.

MEMBER COMMUNICATION

Wendy Cabil said Happy New Year and welcomed new CAC member Rachele Goeman. She invited everyone to attend a mental health event sponsored by an African American organization on February 9, 2017, and to contact her regarding registration.

Dina Garcia said Happy New Year and welcomed everyone back to the first 2017 meeting.

Tina Fofoa said she is very thankful for being at the meeting and is looking forward to working with everyone.

Mr. Cohen invited everyone to attend "Reach Across America" next event that will be held on February 12, 2017, from 12 - 2 p.m. at the Los Angeles National Cemetery. He said the event is open to the public and there is no charge to attend.

Gordon Cardona announced that the Ability Expo is coming up in March 2017.

Rachele Goeman shared that her father passed away and asked for a prayer. She mentioned that Union Station should install signs to help the cab drivers find the drop off locations.

Jesse Padilla said Happy New Year.

Liz Lyons expressed sympathy toward Ms. Goeman and her family

Kurt Baldwin stated that Los Angeles County and City are working on providing affordable housing for people with disabilities.

Terri Lantz said Happy New Year and thanked the providers for the great service they provide.

Michael Arrigo said he would like to close the meeting in memory of Rachele Goeman's father.

Vice Chair Marie Aroch said Happy New Year.

Chair Conrad said Happy New Year.

New Business Raised Subsequent to the Posting of the Agenda

None.

ADJOURNMENT

Motion: Chaplain Cohen

Second: Liz Lyons

The meeting adjourned at 2:36 p.m.

February 14, 2017

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. Martindale-Essington, Customer Relations Advocate

RE: Quality Services Subcommittee Appointment for 2016-2017
Term

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 2016, the CAC ratified the last of several appointments to the QSS for the 2016-17 term.

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, begins in February 2017, and ends January 2018.

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.

Applicants wishing to apply for remaining seats can be voted on by the CAC throughout the year.

RECOMMENDATION:

At this time, the CAC is asked to approve the following list of twenty-one (21) applicants who have expressed a willingness to serve.

- Michael Arrigo
- Kathleen Barajas
- Gloria Broderick
- Al Buck
- Myrna Cabanban
- Wendy Cabil
- Belinda Conrad
- Michael Conrad
- Albert Contreras
- Tina Fofoa
- Dina Garcia
- Rachele Goeman

- Ronald Harris
- Roberta Hoffman
- Pattie Hyland
- Jan Johnson
- Liz Lyons
- Carrie Madden
- Aisha McKinney
- Tonni Yi-Hemphill
- William Zuke