

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 13, 2018

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3rd Floor

One Gateway Plaza

<i>Item Time</i>	<i>Item Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1. Call to Order	Action	
5	2. Introductions		
2	3. Review & Approval of Minutes of December 12, 2017	Action	4-16
10	4. General Public Comment	Information	
5	5. Report from Board of Directors/ Director Art Ida	Information	
15	6. Autonomous Vehicle Pilot/ Bill Tsuei	Presentation	
15	7. Customer Service Update/ Hector Rodriquez	Presentation	
10	8. WMR Update/ Ruben Prieto	Presentation	
15	9. Nominating Subcommittee for Filling CAC Vacancy / Rycharde Martindale	Action	17-19

15	10.	Strategic Plan Update/ Eric Haack	Presentation
10	11.	Operations Performance Update/ Faustino Salvador	Presentation
5	12.	Subcommittee Update	Information
5	13.	Member Communication	Information
3	14.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	15.	Adjournment	Action

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

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided 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 12, 2017
1:00pm – 3:00 pm

CALL TO ORDER

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

INTRODUCTIONS

CAC Members: Chairperson Michael Conrad, Vice-chair Maria Aroch, Dina Garcia, Gordon Cardona, Jesse Padilla, Kurt Baldwin, Liz Lyons, Marie Francois, Michael Arrigo, Olivia Almalel, Rachele Goeman, Terri Lantz, Tina Foafoa and Wendy Cabil.

Board Members Present: Theresa De Vera

Access Services Staff: Matthew Avancena, Sharon Astier, Art Chacon, Randy Johnson, LaTisha Wilson, Fayma Ishaq, Faustino Salvador, Carlos Bermejo, Alex Chrisman, Sherri Adams and Anthony Cho.

Guests: Annette Arriola (Alta), Todd Remington (Fairfax Research), Beatrice Lara (MV Transportation), Larry Mize (MV Transportation), Nancy Loaiza (Global Paratransit), Fanny Velajo (MV Transportation), Luis Preciado (Global Paratransit), Jaqueline Sanchez (California Transit), Diana Mendez (San Gabriel Transit), Victor Dominguez (QSS), Wilma Balew (LA CARE), Belinda Conrad (QSS), Michael Sher (Access Rider), Ms. Marie (Guest), Afi Bell (Access Rider), and Desi Boykin (Guest).

CAC Members Absent: Chaplain Cohen

REVIEW & APPROVAL OF MINUTES

Chairperson Conrad asked for a motion to approve the October 10, 2017 minutes.

Motion: Member Liz Lyons

Second: Member Rachele Goeman

Abstentions: Member Baldwin

PUBLIC COMMENTS

Belinda Conrad stated that Access Stand 1 signs are not visible for the drivers to locate the riders at the Union Station location.

Assigned to Faustino Salvador

Victor Dominquez stated that he placed his Standing order on hold in order to attend the December 2017 CAC meeting, and the Southern region driver still showed up. Lastly, the Spanish line is still not available in the Southern region.

Assigned to Luis Preciado from Global Paratransit

Wilma Balew stated that Access riders could be easily identified in a large crowd if hand held signs were made available to the riders while waiting for their rides.

Afi Bell stated that the travel request process has changed. Customer service needs to improve by providing the riders with the fax numbers to the other paratransit agencies.

Assigned to Alta Manager Annette Arriola

BOARD OF DIRECTORS REPORT

Director De Vera provided a summary of the December 2017 Board meeting.

- The Superior Service Award was awarded to Albert Gastine from MV Transportation.
- The Board approved the Tap Card extension term.
- The Board approved the reappointment of eight (8) Community Advisory Committee members from Group A.
- The Board expressed their concerns regarding the Customer Satisfaction Survey. In addition, recommended Access to look at their data to identify items that need improvement.
- The Strategic Plan update was moved to January 2018.
- Bill Tsuei provided information concerning Cybersecurity.

Lastly, Director De Vera congratulated CAC Member Terri Lantz for receiving the 2017 Spirit of Accessibility Award.

Matthew Avancena, Senior Manager, Planning and Coordination facilitated the meeting in the absence of Sherry Kelley.

CUSTOMER SATISFACTION SURVEY

Mr. Avancena introduced Todd Remington and gave a brief background of his firm's working relationship with Access Services. Mr. Remington conducted our Customer

Satisfaction Survey back in 2011, and he provided the results from the recent Free Fare survey.

Mr. Remington stated that his firm Fairfax Research was retained again to conduct the 2017 Customer Satisfaction Survey. They used similar methodology and the same questions so that they would not have bias in the survey. They used the telephone survey to contact Access customers who had traveled or ridden with Access at least once in the previous six-month period.

The survey interview was conducted in October 2017, and they spoke to over 1,204 customers in 2014 and 1,319 in 2017. The average questionnaire length was twenty minutes. Customers were very willing to share their overall experiences and opinions about Access and were honest with their responses.

Mr. Remington stated that the sampling margin of error was 2.9 percent in 2011 and 2.7 percent in 2017. His firm used a computer algorithm process that picked the numbers to call so that there was no possibility of bias results. In addition, customers were asked to evaluate their most recent trips and experiences with Access.

He reviewed and compared the customer's overall experiences results from the 2011 and 2017 Customer Satisfaction survey in the following areas.

- The Drivers- (Very helpful, courteous and satisfied with driver)
- Reservation Agent- (Courteous, accurate and satisfied with reservation agent)
- Customer Service Representative- (Trip issue or ETA, courteous, satisfied)
- The Vehicle- (Difficulty/problems entering/exiting vehicle)
- Travel Time- (With Access compared to the bus)
- Punctuality- (Driver arrived within 20 minutes of scheduled pickup time)
- Complaint Resolution- (Satisfaction with Access response to concerns)
- Commendation- (Compliment driver, Access, and Customer Service)
- Operations Monitoring Center- (Satisfaction with experience calling Access OMC)
- Beyond the Curb Service During Trip- (Satisfaction with driver response to request for assistance to door)
- Beyond the Curb Request for Reservation- (Satisfaction with way Access handled Beyond the Curb services)
- Traveling with Service Animal- (Experienced difficulties or problems traveling with Service Animal)
- Quality of Service Last 2 Years- (Improved, unchanged and gotten worse)
- Overall Satisfaction- (Satisfaction with total ride experience)

Mr. Remington stated that overall, the numbers indicated a satisfied customer base, and Access is striving to accomplish that satisfaction in providing these services to their customers.

Additional details can be found on the Access website accessla.org or contact Access at 213-270-7000.

Questions:

Member Lyons asked what are the numbers listed on each page of the presentation. (Example n=500/489)

Mr. Remington replied the numbers refer to the sample size or the number of people who answered the questions.

Member Goeman asked why there was only one service animal question.

Mr. Remington replied he would provide details of the other questions in the final report.

Member Francois asked if any regional differences.

Mr. Remington replied the final report would provide details.

Member Padilla asked was the study results based on the people called during 2011 and 2017. He also asked if other methods were used to contact customers.

Mr. Remington replied correct, the studies were based on 2011 and 2017. His firm used telephone survey.

Member Cabil apologized for her lateness due to a crisis in helping someone at the Metro location. She thanked Mr. Remington for his presentation. In addition, Ms. Cabil stated that Mr. Remington comment was very offensive and insulting referring to the CAC members and to those with various disabilities, as though they are not smart due to their disabilities. She added that we are very bright and insightful, and she is pleased and proud to be a part of this group. She looks forward to continuing to collaborate even further in making improvements where needed and hopes this was an educational moment for all of us.

Member Cardona stated that the survey missed some key questions about rideshare and length of the trip.

Mr. Remington replied the final report would include the trip length and additional rideshare questions.

Member Goeman asked a question concerning vehicle cleanliness. She stated that visually impaired riders could not see the condition of the vehicles. They have to rely on their other senses, smell and feel. Ms. Goeman asked was there a similar question that asked the rider what other senses did they you use. Lastly, she suggested including

the following question into next survey. If you are visually impaired, blind or have some sight impairment what was your scent of the vehicle.

Mr. Remington replied that is a good question. They did not go into that level of detail concerning the question wording. It is certainly something to discuss with Access staff about for future reference.

Matthew Avancena stated that is a great question. The plan is for Mr. Remington to do a tracking survey over the next two years. Maybe for the next round of surveys that is a question that we can certainly ask of them. Mr. Avancena thanked Member Goeman.

Member Almalel asked a question pertaining to customer service interaction. She asked was there any differentiation between customer service, Monday – Friday from 9 am – 5 pm, OMC and the call center.

Mr. Remington replied the survey did include separate questions for OMC and there was a differentiation. He reviewed the questions and stated that the final report would provide further details.

Director De Vera stated that the Board addressed their concerns regarding differentiating if the calls were made to Alta and the providers.

Mr. Remington replied that was a good question and they did not differentiate those calls.

Member Francois with respect to Beyond the Curb trip, and at Reservation. She suggested including the following question in the next survey. What the customer would like to see happen so that we can see whether there are issues to consider to increase satisfaction in customer service.

Member Padilla stated that he is glad to hear that the Board is looking into customer service. Riders have shared that customer service representatives are rude and short with callers.

Member Lantz suggested not to use acronyms, but to use words. She stated that it makes the report harder to read. She suggested, adding the following question pertaining to Beyond the Curb. "Did it happen or was the service not provided. "

Mr. Remington replied very good point, and further details would be provided in the final report.

Member Goeman asked when the final report would be available.

Mr. Remington replied the final report should be available sometime in January 2018.

Chair Conrad commented on vehicle cleanliness. He stated that riders continue to leave trash inside the vehicles and asked how we can address this concern.

Chair Conrad and the CAC Members thanked Mr. Remington.

Additional details can be found on the Access website at accessla.org or contact Access at 213-270-7000.

DRAFT STRATEGIC PLAN

Matthew Avancena, Senior Manager, Planning and Coordination stated that Eric Haack presented the overall process back in October 2017. Access also presented a draft plan of the key objectives at the Board Annual meeting including the agency goals for the next five years beginning 2019 - 2023. We hope this will be a collaborative process and once adopted the plan is to go back to the Board, CAC, and TPAC with an annual update.

Mr. Avancena stated that the agency goal is to address and overcome the challenges we are facing. Such as Ridership growth due to demographics and the aging county population increase. He stated that ridership has a direct impact on cost and there are other challenges, such as health insurance and the increase in minimum wage that the County has recently adopted. Mr. Avancena stated that Access continues to have difficulties hiring and retraining skilled drivers, which have been an issue for all of our contractors. Staff took some of the recommendations from the Comprehensive Operational Review and met with all of the departments and the agency to come up with a list of projects. The COR plan will serve as a narrative for Access's future annual budget.

Mr. Avancena reviewed the four main areas of interest.

- Customer Service
- Safety
- Cost Control
- Coordination and Partnership

Staff is in the process of rolling out the Where's My Ride App, Text and ETA's and the ability to book your trips through the web or an app. Right now customers can request an eligibility application online. In addition, Access plans to give customers the option to fill out their application online or request an application via mail.

Mr. Avancena stated that staff plans to revise the website and make it more user friendly. During this process, additional instructional videos and the WMR app will be available on Access website in the next couple of weeks. Access staff will be working with focus groups to review proposed logos, branding, and plans to expand the use of Access stand signs throughout the county. The safety of our riders is Access primary concern. The goal of the agency is to respond more quickly to incidents and

emergencies, increase vehicle audits and the number of Access Road Safety Inspectors. Staff will be working with IT security experts to ensure sufficient safeguards to reduce security breaches and have a backup system in the event of a disaster.

Mr. Avancena stated cost control and the revenue for the agency was one of the COR recommendations referring to Access lack of control over facilities. The COR noted that if Access owned or had control over the lease of operator facilities there is a possibility of increase competition. In addition, it is very difficult to find an operating facility that is large enough to handle some of our large service regions. One of Access long-term goal is to investigate the possibility of centralized reservations. The COR noted that while this is something that we may want to consider, there also may be some pitfalls, and we recognize this is a long term goal and something we may engage in over the next few years.

He stated that Measure M gives Access the flexibility in terms of which projects to pursue and it also allows the agency to be less reliant on some of the local Prop C funding's that Access receives.

Lastly, the area of Coordination and Partnership. Staff will continue to work with our Member agency to promote other mobility options with our customers. We will continue to work with our social service agencies and hospitals to reduce missed trips. Access will explore a partnership with the transportation network companies (TNC) such as Uber and Lyft.

Staff released the draft plan by email to CAC, TPAC and the Board. He encouraged the CAC members to read the plan and to email their comments. Mr. Avancena stated that he plans to bring their comments back to the board maybe in January or no later than February 2018.

Questions and Dialog:

Member Lantz stated that she is happy to see that this is a real inclusive process. She appreciates the fact that Access is looking at working with many people who have ties to many different organizations. Lastly, she is happy to hear that Access plans to study the universal call system before moving forward.

Member Padilla asked will the five year plan improve on how the camera's work concerning safety and security. Secondly, he asked what you meant by an increase in service cost.

Mr. Avancena replied, we are in the process of rolling out the new SmartDrive cameras, and they have the ability to record ongoing. This will allow Access the ability to capture certain events. Secondly, every year our ridership continues to grow and there is always an associated cost with that and outside of ridership, there is minimum wage impact.

Member Lyons stated that she is glad to hear that Access is studying the concept before moving forward to a universal call center. She stated there are a couple of things to reconsider about the new van. She suggested adding another step inside the van because the existing steps are too steep and dangerous.

Mr. Avancena replied would make note of her concern.

Member Almalel asked would Access be able to evaluate the safety of a passenger that is subject to a late four trip. Recently, she was in Whittier and her van did not arrive until an hour and a half after the pick-up time. It was 50 degrees outside and waiting outside in extreme weather conditions could be hazardous to a rider's health. She asked how Access would address this situation in the Strategic Plan.

Mr. Avancena replied, "That is a valid concern and he would definitely look into that matter.

Member Goeman asked if the new cameras could zoom into the vehicle floor. Many times others have kicked her service dog and she is concerned about the service animal's safeness.

Randy Johnson Operations Manager replied the cameras could see into the cabinet area including the floor.

Mr. Avancena replied personally that he finds it very upsetting to hear about her dog being kicked. He stated that he is an animal lover and loves dogs. Access can easily retrieve that recording to verify that it did happen and encouraged Ms. Goeman to call customer service if that happens again, and they will investigate it right away.

Member Padilla asked if the drivers have access to alert the police if a rider becomes very violent.

Mr. Avancena replied the drivers only have access to contact dispatch on the radio and they would call law enforcement.

Member Arrigo stated that he is looking forward to the upcoming final report. He appreciates that Access is paying attention to the stand locations, and suggested to make the Access logo a little larger with a reflector neon color during the nighttime hours. Lastly, he asked if there is a way that a blind person could feel and identify Access stand location sign.

Mr. Avancena thanked Mr. Arrigo.

Chair Conrad thanked Mr. Avancena.

JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD

Fayma Ishaq presented the Jerry Walker awards to Nancy Loiza from Global Paratransit and Larry Mize from MV Transportation. She stated that the recipient of this award must have demonstrated over a long period of time, dedication to the promotion of high quality service. In addition to operational efficiency and exceeding the expectation of Access riders, customers, and managers. Ms. Fayma introduced the recipient's managers Luis Preciado from Global Paratransit and Fanny Velajo from MV Transportation.

Luis Preciado, Global Paratransit Manager congratulated Nancy Loiza for providing over 10 years of excellent service. She is a great asset to the company. She started as a driver then progressed to Road Supervisor and finally as Global Training Manager. Ms. Loiza expresses empathy and sensitivity to all persons with disabilities and has earned the utmost respect and trust. She holds the task of training new drivers on how to serve persons with disabilities setting the expectation to service safely. On behalf of Global Paratransit, we would like to thank Access for allowing them the opportunity to thank Nancy Loiza for all of her contributions.

Fanny Velajo, MV Transportation Operation Manager stated that we are here to recognize a valuable team member Larry Mize. He is a motivated, patient, hardworking individual and his number one priority is to provide top of the line quality service to our customers. Mr. Mize started as a driver and is now Operational Supervisor. Global is very proud to have Mr. Mize in our organization and we would like to thank Access for giving us this opportunity to honor one of our employees. Ms. Velajo congratulated and thanked Mr. Mize for all is dedicated hard work.

Mr. Mize thanked the Board members and MV for this opportunity and hopes to be able to always maintain Jerry Walker outlook on how to provide excellent customer service.

Ms. Loiza stated that it is an honor to receive this award and she could not have done it without the Global staff, Access and the providers.

Director De Vera shared that Nancy Loiza has risen to the ranks of where she is today. Ms. Loiza was a driver when she attended Loyola Marymount University (LMU). Their trips were always enjoyable. She is like a sister and would not be where she is today. Ms. De Vera congratulated Ms. Loiza for providing excellent service.

VIDEO/AUDIO RECORDING OF ACCESS VEHICLES

Randy Johnson Operations Manager stated that most providers and contractors use video and audio in their vehicles throughout the Country in the transportation industry. In 2010, Access implemented video with SmartDrive cameras and the audio component was not turned on due to various reasons at that time it was not integrated. The recorded audio would increase safety for both riders and drivers and deterred some bad behaviors. It will also provide a complete picture when performing our investigations, improve customer service, and reduce some of the fraudulent claims that come across our agency.

Mr. Johnson stated hopefully the reviews from CAC and TPAC are favorable and they would support the initiative. In addition, hopeful that the Board will consider and approve it as well.

He stated that part of the process after the acceptance would include a message on reservation line; seat drop flyers; website bulletins; eligibility safety orientation script; riders guide and decals on vehicles. Currently, the taxi vehicles have decals posted stating "video recording while you are inside the vehicle". Lastly, Mr. Johnson provided what the proposed decal would look like.

QUESTIONS:

Member Baldwin stated that he does not have a problem in switching on the audio. He stated that people get worked up and say things and he's concerned what is said in the audio will get the riders kicked off for some seriously disruptive behavior. Those are just words and he wants to make sure that is not the case.

Mr. Johnson replied he understands and there is nothing that will change in regards to that and what is already in the policy.

Member Lantz asked what is Access proposing to do if the behavior is a direct result of a person disability. She stated that there are a number of disabilities that cause certain behaviors.

Mr. Johnson replied we do get claims occasionally that are the result of that and those are assessed by the agency. Again, having the availability of audio will only allow us a complete picture of actually what happened. We have those complaints now and it does not always resolve a suspension. It may resolve in us reaching out to the rider's family or to suggest a PCA that could actually control or help assist the rider better. He stated that he is comfortable that it will not result in any unfair suspension because we deal with these concerns on a daily basis.

Member Francois asked how long is the information stored.

Mr. Johnson referred that question to Mr. Chrisman. Mr. Chrisman stated that if the event is not flagged, it is gone in 10.5 days. If flagged, two years and it is secured. Mr. Johnson stated that we would only look at an event if someone called and complained, otherwise we do not review it. Alex stated that he and his team investigate serious collisions and incidents, and we do understand disabilities and weigh all that and work with our customers. Our goal is to keep our customers and drivers safe.

Member Lyons asked if a rider could request not to be recorded while inside the vehicle.

Mr. Johnson replied he believes it is comparable to fixed route and you do not have the ability to say turn off the audio or video.

Member Arrigo stated that he totally supports the audio plus video and asked if these cameras have TTZ functions or can they pan, tilt and zoom.

Mr. Johnson replied they are not that level of camera quality, but the visual of it can see details of the vehicle.

Member Francois stated that she is concerned about the privacy of the stored information and Access should explore to ensure privacy.

Mr. Avancena replied we would certainly look into that before we finalize and roll out the report.

Chair Conrad thanked Mr. Johnson.

VISITOR REQUEST

Carlos Bermejo, Customer Relations Associate provided information pertaining to Traveling outside Los Angeles County with ADA Paratransit. He stated that an Access rider may use ADA paratransit services outside Los Angeles County as a visitor. A visitor is anyone with a disability who does not reside in the jurisdiction(s) served by the transit agency or other transit agencies within a region with which the transit agency provides coordinated paratransit. Access policy for visitors provides complementary service during any 12-month period and Access riders are entitled to a maximum of 21 days of riding privileges outside of Los Angeles County.

Mr. Bermejo stated that a rider must provide the following information to customer service to plan their visitor request. Customer service will process the request and Access will fax the information within 48 hours to the ADA Paratransit agency. Mr. Bermejo stated that it is very important to plan early.

- The name of the County you plan to visit.
- The dates you need transportation.
- The fax number of the ADA Paratransit agency within the County you are

visiting.

Mr. Bermejo provided the questions a rider should ask when planning their visitor request and demonstrated the steps to arrange visitor paratransit service from Los Angeles County to Orange County Transportation Authority (OCTA).

- What are the hours of operation
- When can I call to book my ride
- Reservation phone number
- Trip cost
- Visitor status procedures and policies

To inquire about Paratransit service outside Los Angeles County contact Customer Service either by phone at 1-800-827-0829 Monday to Friday from 8 a.m. to 5 p.m. or by fax 213-270-6057 or email cserv@accessla.org.

QUESTIONS AND DIALOG:

Member Aroch thanked Mr. Berjemo. She stated four years ago customer service handled the entire process when she visited Washington D.C, and just two months ago, she had to contact San Francisco Paratransit to get their fax number. Ms. Aroch stated that Access should provide the customers with a paratransit database that includes all of the paratransit agency information.

Mr. Avancena replied Access would look into her request.

Member Baldwin stated that some people do not have access to obtain other jurisdiction information and that information should be made available to customers through a database. He asked how are the transfer trips coordinated within our own jurisdictions, such as Ventura County and other neighboring counties.

Mr. Berjemo replied and explained the process. He stated that the Customer Relations department coordinates the trip by faxing the rider's information to other counties, which allows the riders to plan their trip. In addition, the rider is provided the drop off address and pick up time information.

Member Lantz stated we use to get the other provided information from customer service and that information is no longer provided. She asked if the change occurred when customer service went from Access to Alta.

Mr. Avancena replied and said we would certainly look into it and work with Operations and Alta to determine how we can make the process better for our customers.

Member Almalel stated that it would be better served to provide a national database on a website.

Mr. Berjemo replied he would work with Rycharde Martindale Customer Relations Manager.

Chairperson Conrad stated due to time restraints we are unable to continue with questions and member communication. He postponed the OPS presentation to January 2018.

SUBCOMMITTEE UPDATE

None.

MEMBER COMMUNICATION

None.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Chairperson Conrad read Member Cohen resignation letter received December 9, 2017.

ADJOURNMENT

Motion: Member Lyons

Second: Member Padilla

The meeting adjourned at 3:03 p.m.

FEBRUARY 13, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. MARTINDALE-ESSINGTON, CUSTOMER RELATIONS
SUPERVISOR

RE: NOMINATING SUBCOMMITTEE FOR FILLING COMMUNITY
ADVISORY COMMITTEE (CAC) VACANCY

ISSUE:

A current vacancy exists on the CAC, which must be filled per the instructions set forth in the CAC Bylaws. A Membership Selection Subcommittee must be formed to help select a new CAC member.

BACKGROUND:

At its October 16, 2017 meeting, the Access Services Board of Directors approved revised CAC Bylaws governing the CAC. Parts of Articles 3 and 6 are cited here which explain the process to be followed:

ARTICLE 3 - REPRESENTATION

Section 1 - The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for CAC membership and a personal interview by the Access Services staff liaison. Representatives shall be appointed to ensure that the committee reflects both diversity across various types of disabilities and regional diversity across the geographic area being served by Access Paratransit.

ARTICLE 3.1 -MEMBERSHIP APPLICATION PROCESS

Section 1- Any CAC Membership opening will be posted publicly on the agency website along with distribution to interested stakeholders.

Section 2- All applications will receive an initial review by a subcommittee of the CAC

and the Access Services staff liaison.

Section 3- Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 4- Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.

Section 5- Following this in-person meeting, CAC application(s) will be presented to the Community Advisory Committee for potential review and approval. Applicant(s) approved by the full Committee will be forwarded to the Board of Directors for final review and approval. The Applicant must attend this Board meeting.

ARTICLE 6 – SUBCOMMITTEES

Section 1- The CAC may establish subcommittees which will be charged with a specific purpose or task.

- 1.1 - Subcommittee membership will be appointed by the CAC.
- 1.2 - Subcommittee Officers (Chairperson and Vice-Chairperson) shall be chosen by the same process as outlined in Article 5 and presented to the CAC for approval for a 1-year term.
- 1.3 - Members will include CAC members.
- 1.4 - Members may include non-CAC members who have expertise, insight, knowledge, or specific interest in the specific purpose or task.
- 1.5 - Subcommittees will encourage open discussion and dialogue with all persons attending their meetings.
- 1.6 - All meeting locations shall be posted according to the Brown Act. An Access Services staff person will be assigned to each subcommittee and will attend subcommittee meetings.
- 1.7 - Subcommittees shall report their activities to the CAC on a regular basis. The CAC shall take recommendations under advisement and determine further action, if appropriate.

RECOMMENDATIONS:

Per the instructions given in the Bylaws, Article 3.1, Section 4, the CAC appoint 2-3 voting members to work with the staff liaison to carry out the CAC membership

selection process.