

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 12, 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 from December 11, 2018 & January 8, 2019	Action	3-27
20	4.	General Public Comment	Information	
10	5.	Report from Board of Directors/Kim Turner	Information	
10	6.	Operations Report/ Faustino Salvador	Presentation	
35	7.	Transfer Trips/ Mike Greenwood	Discussion	
5	8.	QSS Appointment for 2019-2020 Term/Rycharde Martindale	Action	28-32
15	9.	CAC Goals Retreat/ Matthew Avancena	Discussion	
10	10.	Customer Satisfaction Survey/Matthew Avancena	Information	33-46
15	11.	CAC Member Communications	Information	
5	12.	New Business Raised Subsequent to the Posting of the Agenda	Possible 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."

ITEM

REVISED MINUTES

Please refer to underlined sections where minutes have been revised

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 Almael.

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 Foafoa

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 what the reason for the no show is, and they will remove it ~~before the~~ without having to wait 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~~ calling to verify a no show before approving a no show. 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. Way too many times the driver's call is not being made to the rider or it's being made within the window, without them waiting for the window to be over, before making the call.

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 online booking 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 Baldwin, made the following statement “So, I’ve got a question about your pie chart and the 1%, you don’t have to go back to it, the 1% that was reasonable modification calls. I’m curious on how those are identified and what training the customer service have on identifying what is a request for reasonable modification? At the beginning we heard a really good example of a request for reasonable modification, to roll up the windows, I have CP and it’s cold. Well, the driver didn’t recognize that as a request for reasonable modification. And I’m wondering, how these customer service people are being trained to identify what is a request for reasonable modification?”

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 Hagen stated that she has family in Santa Clarita, and what prevents her from visiting her parents on her own is the lack of other services, like Metrolink. There are no other fixed-route options and Access is her only option. Travel time is a huge factor, because that means she has to go during the day, when her parents may not be home. During holidays and the weekends, there's no service. The other thing that keeps her from going is the type of vehicle that's being used by Access. Going up to Santa Clarita and the Valley feels like a cattle call. You're being put in a vehicle that exasperates her disability, as I'm sure it exasperates most of our disabilities, especially for people who are using mobility devices that need to be secured in these vehicles. People go mostly because of employment opportunities, visiting people, entertainment, and education. If you take a look at the times that are available, none of those times embrace any of those activities. If you were visiting somebody, the chances are that you're going to be visiting them in the evenings or after 5:30pm. If you're working or going for entertainment or school it would be the same situation. You won't get to your employment with the offered transfer times because you're not going to make an 8 hour work day. She believes that the times that are currently available do not meet any of the needs of the reason people travel to those regions.

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 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 all the people transferring and being distributed. There needs 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 Cardona would like to thank Access for not ride sharing him to and from Northridge on his last ride.

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.

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 the final draft of the eligibility forms as well as the outstanding topics from the last meeting that was never discussed to be on the Agenda for a future meeting ~~the next meeting~~. Matthew Avancena agreed. Member Hagen stated that she would like an item agendized.

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

ITEM 3

MINUTES

Community Advisory Committee (CAC) Meeting

January 11, 2019

1:00 pm - 3:00 pm

CALL TO ORDER

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

INTRODUCTIONS

CAC Members Present: Maria Aroch, Chair; Michael Arrigo, Vice-Chair; Kurt Baldwin,

Rachele Goeman, Terri Lantz, Yael Hagen, Gordon Cardona, Olivia Almalel, Michael Conrad, Dina Garcia, Liz Lyons.

CAC Members Not Present: Wendy Cabil, Marie-France Francois, Tina Fofoa, Jesse Padilla.

Board Members Present: None

Access Services Staff Present: Matthew Avancena, F-Scott Jewell, Mike Greenwood, Eric Haack, Rogelio Gomez, Sharon Astier, Veronica Guzman-Vanmarcke, LaTisha Wilson, Josh Southwick, Melissa Mungia, Ruben Prieto, David Chia, Brian Selwyn, Onnika Payne, Alex Chrisman, Susanna Cadenas, Allyson Sharp, Amanda Rodriguez, Kevin Andoaga, Yvonne Siu.

Guests Present: Annette Arriola (Alta Resources), Jesse Ortiz (MV Transportation), Julie Ballentine (MV Transportation), William Zuke (QSS), Wilma Ballew (Rider), Angie Smith (Rider), Michael Richardson (MV Transportation), Martin Romero (Eligibility Center), Effie Bell (Rider), Mike Fricke (California Transit), Margie Morales (California Transit), Vincent Smith (Rider), Noah Garcia (Global Paratransit), Olivia Conrad (Rider), Lisa Anderson (Rider).

REVIEW & APPROVAL OF MINUTES

Chair Aroch asked for a motion to approve the December 11, 2018 minutes.

Michael Arrigo made a motion to approve the minutes of the December 2018 meeting.

Member Baldwin stated that there were a number of things that were not quite right with the minutes, and he believes that it's probably because it is the first time that a new person has done them, and maybe some of the language isn't quite understood. He realizes that sometimes, as members, they struggle with the language themselves, particularly with terms like, a no-show or a missed trip, since they are both very specific things. He has a number of things he would like to suggest to be changed in the minutes to better reflect the discussion at the meeting and would like to make an alternate motion to table the approval of the minutes until next month. This allows members an opportunity to get their changes in, and submit anything that might have been omitted. Member Hagen seconds this motion.

Matthew Avancena, Director of Planning and Coordination, asked Member Baldwin, to elaborate on what was omitted.

Member Baldwin stated that Member Cardona sent an email where he indicated that his comment from the December minutes was omitted. Mr. Baldwin said that the comment in the minutes, where it states that he made a statement by asking, which he sometimes does, he admits, how the percentages of reasonable modification are identified per call, and that was not what he asked. He asked how the customer service representatives knew how to identify requests for a reasonable modifications of policies. Then Member Hagen asks about how they are trained to identify a reasonable modification. In the minutes it states "Member Hagen suggests providing RMR training to drivers." Member Baldwin is not sure what RMR is. He knows that RM is the reasonable modification training. Member Hagen agrees with Member Baldwin's comment. He reiterates that he would like to table the minutes until the February meeting, once the amendments are made.

Matthew Avancena, asked for clarification if Member Baldwin's, Member Hagen's and Member Cardona's comments were omitted or if they had been misrepresented or both. Member Baldwin stated it was both.

Member Baldwin requested the minutes be tabled and not approved.

Member Hagen seconds the motion to table the minutes until next month.

Member Arrigo asked since he made the first motion, should he withdraw it.

Member Baldwin stated that he wasn't making a friendly amendment to Member Arrigo's motion and that he is presenting an alternate motion. Therefore, Member Arrigo does not need to withdraw his previous motion.

Member Goeman asked if the minutes were no longer sent out via mail and email because she didn't receive them and neither did Member Conrad. Sharon Astier, Access Administrative Assistant, responded she had personally mailed the minutes to them the

Wednesday before and that maybe there had been a delay because of the holidays. Member Goeman stated that she would check her mail once again.

Matthew Avancena, reinstated that there is an alternate motion on the table and a second. He asked the CAC members if they were all in favor. The members voted yes with exception of Member Lyons who abstained since she was not present at the December meeting. Mr. Avancena stated that the minutes would be amended, to better reflect Member's Baldwin and Member Hagen's comments and would be approved at the next meeting. He requested the recording be listened to once again for accuracy.

PUBLIC COMMENTS

Wilma Ballew made a public comment by stating that she wanted to invite all of those present, to a meeting in Lancaster on January 18 from 10:30 to 12 noon. The meeting was to take place at the ILCSC, 606 East Avenue K4, in Lancaster. The issues of transfers on the rides of all areas going to Lancaster will be discussed. They will be taking suggestions from riders on how to make it more convenient and user-friendly. They will try to come up with a compromise to make it more realistic for riders to be able to get to the Lancaster area and visit their families and friends. She recommends that some sort of transportation be set up for those who might be going to the meeting. Member Hagen stated that she was just going to suggest that Access staff aid in transferring riders to this event.

Angie Smith made a public comment by stating that she wanted to know what to do in a situation when you are dropped off at a medical facility and that facility transports you to a different medical facility. This is an unexpected change that alters your roundtrip request. Can this unexpected change of address be identified as an urgent pickup or something else? Ms. Smith is aware that this is not usually done but would like to know if this can be discussed at a Board meeting to be indicated as a special modification. It has happened to her several times and she is asking for a solution to where it can be identified as a special circumstance or urgent pickup. Rogelio Gomez was assigned to help out Mrs. Smith.

Member Lyons stated she would be interested in knowing the answer to Angie Smith's question because this has happened to her as well.

Angie Smith continued her public comment by stating that there are certain instances, where she has been waiting for her ride with another oversized rider and they have not wanted to pick up her fellow oversized rider because they are not flagged as such. She says her file states she is oversized so she has no problems but other riders have these issues too. She does not understand why, if someone is in the same situation as her, they can't be picked up as well. She was told by the provider that it is not an option for everyone but she stated that it should be.

Alfie Bell made a public comment by announcing that she has a petition that her fellow Access riders can sign. The petition is a request for a Metro to have a location at Union Station that sells Access coupon books. She is ready to buy four books today during the meeting. She stated that she does not want to hear the excuse of being talked to after the meeting and then nothing is resolved. LaTisha Wilson will speak to Ms. Bell.

Vincent Smith made a public comment by stating that he had a problem at the last meeting, he thinks it was Lakewood. He tried to call operations to speak with Katrina and was not able to. He also had a problem trying to make a reservation to go to the CAC meeting that day. When he called customer service, they too were not aware of the meeting and referred him to the Access website. He also stated that his wheelchair was not properly secured by the mechanism in the Access vehicle because it was really old. He continued by stating that the customer service representatives speak too fast and this can be a problem for the elderly and people who don't speak English too well. He would like to speak to someone in operations.

Lisa Anderson made a public comment by stating that when she makes a reservation, and changes her mind, she always calls two hours ahead of time to cancel. She always verifies on the website to make sure it has been canceled, however, a couple days later she looks at the trip history, it's marked as a no-show. Additionally, she states that she doesn't have a problem with ride share, when it's going in the same direction, but it usually takes her in all different directions. She also stated that some of the drivers are looking at their cell phones while driving and are also speeding, particularly, the taxi drivers. She believes the Access app is actually more reliable and essential. LaTisha Wilson was directed to speak to Lisa.

Member Lantz requested clarification with regards to Lisa Anderson's questions'. She asked, "What geographic area on the drivers particularly? And is it just taxi cabs or is it also Access vehicles?" Lisa Anderson, Access rider, responded that it was the Southern region and mostly taxi vehicles.

Angie Smith stated that she wanted to thank Mr. Garcia (Global) for the excellent service rendered to her and she notices that he makes a conscious effort to listen and help and not just avoid helping. It make a difference from others who do not want to help and those who do. She just wanted to express her appreciation.

BOARD OF DIRECTORS REPORT

There is no Board of Directors Report.

SPECIALIZED TRANSPORTATION SERVICES

F Scott Jewell, Director of Administration, presented the Specialized Transportation Services Brokerage presentation regarding Special Services. He reviewed the

Transportation Brokerage and discussed the issues and challenges. Please refer to the presentation for more detail. Below are some of the points discussed:

- Eligibility Interview Transportation
- Parents with Disabilities
- Trip volume and geographical constraints
- Arrange and monitor transportation services for individuals with special needs
- Subcontracts with established network of providers
- Federal Requirements (i.e. Drug and Alcohol testing)
- Vehicle maintenance and safety inspections
- Live scan background checks

Member Lantz stated that it sounds like they are moving forward with many good things but the challenge of not having drivers who are background checked, really concerns her. Vulnerable people are being transported and it is being used for the parent with disabilities program. It's a big liability not to have a driver background checked, when they're driving a person with a disability with a child. She reinstated the importance of background checks, especially if they are talking about using other services, i.e., Uber.

F Scott Jewell, stated that he believes Uber is going to be one that is very difficult to work with, whether it's going to be viable option or not. Brokers under the requirements will have some type of background check. They need to look and find a balance on what we think is going to be acceptable and what is appropriate with each type of program. He is working with Mike Greenwood, Director of Operations, on how to best expand their limited resources. They have to take advantage of some of the new grant money that allows them a little more leeway to be able to take advantage of other transportation resources. This will allow for both the riders and potential riders as well as Access, to experience a much more efficient service.

Member Lantz stated that she appreciates everybody's efforts. She stated that if they ever needed help on that issue from the public or from any of the members, they would be very interested in helping.

Member Hagen asked for clarification of whether this was in fact a presentation and that F Scott was trying to collect input from the members. F Scott responded that he is open to hearing from the members at this meeting or future meetings, concerning his presentation. He would like to start a conversation and make sure that people understand the direction that Access is trying to take.

Member Hagen continued by stating that for this to be a presentation means that it should be strictly informational and that when you ask for input, it becomes a discussion and therefore, an action item or a report and some sort of exchange, but in a presentation there is no exchange. If there is input being asked from the members, it can't be presented as a presentation but as an action item so that the input goes the rest of the way. She asked how this would be reported to the Board and how the CAC

members' input would be presented to them. She doesn't believe this is a good way to get input. Secondly, Member Hagen, stated that she was troubled by the way the parents with disabilities program was presented. She believes it is a misrepresentation of what the program encompasses. This program is dictated because of a grant requirement of a certain amount of participation, not because there are not a lot of participants who need the program and cannot access it. She would like the presentation to reflect the program accurately. She also stated that the parents with disabilities program and eligibility trips are not the only kind of trips that are different. An example is, "Access to work", which is not mentioned and wonders why the parents with disabilities program is singled out. She believes that there is a wide range of eligibility trips that are mandated and all these types of trips that can be brokered out should be on the list and not only those two listed. All in all, she thinks it's a good idea, and it's a good discussion that can be had about the deal breakers, as Member Lantz mentioned earlier. An example is that if a provider will not perform background checks that could be a big deal breaker.

Chair Aroch called on Member Kurt to state his comments and he stated he didn't want to have two nitpicky statements in a row and referred Member Lyons to speak before him.

Member Lyons stated that she liked F Scott Jewell's presentation and understands it. She agrees with Member Lantz with regard to the background checks, because there are vulnerable riders. Especially when you have parents riding with a child. Secondly, Member Lyons recommends training for the drivers because they may have never dealt with someone with disabilities. She has been to Board meetings and understands that the things reported to them are accurate and easy to understand. She also agrees that special transportation is not doing too great. Having the same thing every day, like going to the doctor if you have to go three times a week, you didn't bring that up in your presentation as far something as can be brokered out. Member Lyons agrees with Member Hagen with regards to her comments on parents with disabilities.

Member Baldwin stated that he likes the idea of the brokerage model and expanding options for riders, and to assure that riders have accessible options to the same degree as other options, and that the way you access those options is as accessible, all that sort of stuff. My nitpicky little thing has to do with, this broader societal sort of language, and its growing use of the term "special needs". He stated he is dyslexic, so in school he could have been identified as a student with special educational needs, because that's a term that's in California law and Federal Individuals With Disabilities Act Law to make sure that the appropriate resources are provided for students with educational needs. This term is now being used in a broader kind of language in society, especially deriving from parents, who identify their children as a special needs child rather than a child with a disability. However, he has never heard a person with a disability say they are a special needs. It is not something they identify with and rather say they have individual needs or have particular needs that are based on them but it's

not special. He would like to make everyone aware that although it is utilized on T.V., it is not a term that should be used.

Member Arrigo made a comment by stating that he agrees with Member Baldwin and believes the term “special needs” is used too loosely. He asked F Scott Jewell if the specialized transportation program relates to the transportation that involves people who attend community meetings or CAC meetings, etc.

F Scott Jewell replied that those types of requests are usually handled through the general reservation as a one-time request, depending on the level of service need. He stated that theoretically if they need extra resources they could turn to the brokers to get them but it currently stands as a CAC trip.

Member Goeman asked if the term specialized services would pertain to doctor visits or something like weekly chemo therapy. She asked if this would also be considered specialized care, or specialized transportation. F Scott Jewell responded that what Member Goeman is probably referring to is standing orders, which is for trips that recur weekly. Mr. Jewell responded that this would not pertain to that.

PRELIMINARY WEBSITE DESIGN

Josh Southwick, Communications Coordinator, presented preliminary sketches for the website design. He presented slides for the new website design in response of some of the feedback he received. Below are some of the points:

- New website design will be more user-friendly
- Most used categories are easy to find
- Website will be available in Spanish and English
- Website will be tested with screen readers once it is ready
- New design will be less confusing and have more longevity
- Customer news, events and important alerts will be available

Member Lantz stated that one of the things that used to be easy to find was how to make your case. The two categories that should be included in the primary categories are returning riders who are reapplying for eligibility or a new person who is trying to gain eligibility.

Member Goeman stated that the JAWS program does not scroll but tab or arrow. She asked Josh Southwick if they have tried any speech programs yet. Mr. Southwick responded by stating that all that is available at the moment are JPEGs. Nothing has been designed yet. They have a preliminary design from Trinet based on everybody’s feedback and tweaked the design so it better fit Access’s brand. Once they arrive to that step they will test any of those platforms that people use to read screens. Information will be imbedded where any images or video exist so when you scroll over the image it’s not going to say PDF, or JPEG, it would actually give you a description of, what the image is, i.e., an Access driver loading someone.

Member Goeman asked if this was already a trial and Josh Southwick responded it was not yet a trial but a proposal to the Access Executive team. The team recommended Mr. Southwick to present this to the CAC members for feedback.

Member Goeman stated the reason she doesn't use the Access website is because as soon as JAWS goes on, and it sees all of the pictures, it gets stuck because graphics and JAWS don't intertwine. She asks if a visually-impaired person would have the capability to shut the graphics off or shut the pictures off so that it's just text. The 18 JAWS program still has problems with pictures and graphs. In Gmail, you can actually go over and shut the pictures off and it'll go to HTML. Gmail allows you to flip back and forth between HTML and regular Gmail. Member Goeman's question would be to facilitate the use of the site, would it be possible to shut off the graphics so that she may access simple files like the CAC Agenda. She appreciates this was presented to the members so early in the game. Josh Southwick stated that this will definitely be taken into consideration when creating the website.

Member Baldwin made a comment by stating that he appreciated that this has been brought up so early in the game. He states that in some sites, there is a text only option that is available on the home site. It takes you to a different page with text only and no graphics. Mr. Baldwin has been working closely with housing and community investment department because they are developing a registry for accessible housing. Therefore, there is a lot of testing he is going through. He states that instead of considering the term, "mobile first", Access should consider accessibility first and design their website around accessibility. He agrees with Member Goeman when speaking about scrolling. You have the slides that scroll around and you have the alt text behind it. By the time the slide scrolls, the screen reader has not read the alt text on the previous slide. This creates difficulty for any type of screen reader. The mobile phones now have text options so he recommends beginning there.

Member Lyons stated that she agrees with Member Baldwin's comments concerning the website being more accessible. JAWS is not always user friendly as Ms. Lyons states that she needs aid in turning off the program because she is not quick enough to do it herself. She recommends using the Google LG program for its user-friendly capabilities versus the JAWS program. Josh Southwick will meet with Ms. Lyons after the meeting to write down her recommendations.

Member Hagen translated Member Garcia's comments as she stated that somebody told her they wanted to mail \$5 dollars for their lost Access card, and could not find the address on the website. Ms. Garcia searched but could not find it; she asked why the PO Box address was no longer on the website like it once was. Matthew Avancena said that she could call customer service at any moment to get the address and Ms. Garcia responded that for some people it is not easy to make a call. Josh Southwick responded that he would look into that.

Member Almael stated that she really loves the new proposed website because it is more inclusive and she suggested that there should be quick links added on the main

page for stand directories. It is something she is always searching for. Additionally, a quick link to purchase coupons and maybe the go 511 site locations site where drop offs and pick up locations are according to your destination.

Member Arrigo made a comment by agreeing with Member Almael on the stand locations directory. He finds it difficult to find them. Josh Southwick responded that they are trying to improve this with possible photos each stand to better represent the locations. Mr. Arrigo added that he is more than happy to giving his input with regards to the any issues concerning the blind or visually-impaired.

WEB BOOKING PILOT

Melissa Mungia, Business Analyst with Access Services, presented the Web Booking application pilot, which is Access's latest technology advancement towards giving customers more options to manage their trips. The Web Booking application is an easy-to-use tool that allows customers to book a next day trip with different devices.

- Book a next day trip
- Edit an existing next day trip
- Cancel a Trip
- Access the app through Smartphone, Computer or Tablet
- Timeline of Phases per Region
- Feedback from pilot group

Member Goeman asked if this was already tested with Voice-Over, JAWS, WindowEyes and iOS. She also wanted to reiterate not to use the term "scroll" because she doesn't do that.

Melissa Mungia stated that they are going to make sure that the app is accessible for screen readers with JAWS and BDS. She stated that they have two staff members at Access who are visually impaired, are subject matter experts, and will be working closely with developing the app. At this moment, it is just in the beta phase but it will launch fully, when they have an accessible version that uses screen readers' full function.

Member Goeman made a comment by asking if this app will be released in March and how long it has been tested. This is the first time she has heard of Web Booking so she is wondering why she has never heard of this. Is this an app or on the web. Melissa Mungia responded that testing for the app began in September with about 10 customers using it and that it is scheduled to be released in March 2019. Member Goeman stated that using the terminology scroll or click is not necessarily clear to the visually impaired because she hits buttons. She recommends that this app be presented in the future with a hands-on approach to meet the needs of all its users, especially the visually impaired people. She suggests having a computer or a smartphone as a tool to present the app.

Member Lantz stated that she believes it is great that the app shows different pick up

time options when requesting a ride. It is a huge improvement and she wonders if why this option is not available when calling in. It should be possible to get a time, not give up that time, but simply inquire if there's another time available without losing that first time. At the moment it's a balancing act when trying to reserve and by the time she took some of the proposed times, here event would be over. At times, she has three phone lines going to try to reserve and ends up losing certain timetables if she is not quick enough. It is a huge step forward and she urges all of the providers, to make it possible for riders who can't use website to give them some sort of viable access. She understands it's a challenge with the software. She thanks Global for going to 3M and finds that it went better way than the last time, she feels for Global as well as the riders. She believes that these steps need to be made, to make sure the website is accessible for all riders because some cannot use websites or have no access to internet.

Member Cardona made a comment by asking if a new address could be put in for the destination, not a previously visited address. Melissa Mungia responded that at the moment they are focusing on the previous visited addresses to make sure the drivers know where to go. However, this is an option they are looking into for the future. Meanwhile, if you want to add an address and it is not showing in the app, you will have to call the reservation line and schedule at least one trip so that it stays on the record and will appear on the app in the future.

Member Almalel made a comment by asking if it would be possible to change the mobility aid or device when making a reservation. She understands that at the moment this is not possible because that information comes us with the rider ID number. The second question asked was if reservations stopped at 10pm as they currently do on the reservation line. Melissa Mungia responded that this was still the case. Additionally, the two hour time limit to cancel was also still in place. Member Almalel continues in stating that when she switches from power chair to a manual chair, for some reason or another, she has issues. She has trouble scheduling her rides. Melissa Mungia, stated that you can make this change on the app and also on the phone. Ms. Almalel stated that usually they are requested to get re-evaluated with their new devices. Melissa Mungia responded that she would still be allowed to book a trip regardless of the device change.

Member Baldwin stated that the before mentioned issue should not be an issue since many people switch from one device to another depending on their functional state or if their wheelchair is being serviced. He stated that pop-up windows should not be used unless they add some sort of functionality because it is very difficult for screen readers and therefore needs to be programmed to work with all screen readers. Melissa Mungia responded that it is still in the early stages of filling out a successful version of the app and are considering these issues. Mr. Baldwin suggests you only use it if it improves the app but that doesn't seem to be the case. He asked if when scheduling a ride and when you are offered time slots, will it allow you to return to the previous times offered even if you didn't choose them previously when you had a chance? Or will those time slots no longer be available if you go back. Melissa responded that they may show if they are

still available but it's not guaranteed. You may change your requested time but you will not be able to go back to the previous times offered.

Member Hagen stated that what Member Baldwin meant, was that if for instance, you requested a 6pm pick up time and one of your options was 5:55pm and then changed your request to 5pm and realized after looking at the newly presented options, that the 5:55pm option was not so bad, could you go back to that option and choose it?

Melissa Mungia stated that depending on the request you make, there are two negotiating times you can select and if you then change the request to another time, you are presented with two other time options to negotiate. She stated that every time you put in a new request, it will query new pick up time options.

Member Lyons made a comment by stating that when you call the reservation line, you are offered so many times.

Member Lantz stated that she wanted to clarify that when you first requested a time of pick up, you received two options. She asked, "Depending on which time you chose, you would not lose the other time slot while you are negotiating which time you want, correct?" Melissa confirmed that this was correct. Member Lantz states that this in fact is a different situation than if you call in because when you call the reservation line and you choose one of two times, you then automatically lose the previously offered time slot. Then you are back to square one and this is why people keep calling back. Additionally, the instruction detail given for the pick-ups could reduce no-shows. Ms. Lantz asked if the details of the location pick-up could be changed. Melissa Mungia responded that this information is automatically populated.

Member Lantz made a comment by stating that once a mobility device is approved, it should not matter what they are using to move around. It is obvious this person is approved already and sometimes, depending on the situation may use a different mobility device than the one assigned to them, which should not matter.

Member Baldwin stated that a mobility device may also change for a rider depending on the accessibility of a location. He made a comment by stating that the use of the term of, negotiating the time slot options, was not properly used. Member Baldwin stated that it is not considered a negotiation when the two time slots are first provided. That is considered the first time they were offered.

Member Goeman made a comment by stating that her dog is not a mobility device and asked if the options for service animals is located. She also asked if the option to put her dog as an oversized dog is an option because her dog needs much more space than a small dog. Melissa Mungia responded that the app is already aware if you normally travel with a service animal. However, the size of the animal cannot be indicated in the app but this is something that they will take it into advisement.

Melissa Mungia announced that if anyone is interested in being part of the test group, she will be taking names after the meeting.

JERRY WALKER RUNNER UP AWARD

Superior Service Award Video Presentation:

Alex Chrisman, Project Administrator of Access Services presented Margaret “Margie” Morales from California Transit with the January 2019 Jerry Walker Runner up Award. As one of the longest serving general managers involved with Access, Jerry Walker understood the meaning and importance of improving operational efficiency and seeding customer expectations. During that time, she served as a call-taker communications supervisor, call center manager, and operations manager, making a consistently positive impact in the lives of our riders throughout her long career.

Mike Fricke, General Manager of California transit, made a comment by stating that he wanted to present this award to Margie to show appreciation for her hard work and dedication. Ms. Morales accepted the award and thanked everyone.

Member Arrigo thanked Margie Morales for always helping him in the past and wanted to express his appreciation.

Member Lantz extended an invitation to everyone to a meeting regarding the new voting system for the County of Los Angeles taking place on Friday, January 11 from 11:30am-3:30pm. She passed out a flyer with all the information for the meeting and encouraged those with disabilities and those who are supporting them, to come out and give their

input. This meeting is geared to be able to have more accessibility to vote and know that they depend on accessible transportation to do simple things like voting. She also wanted to notify Access staff so that they know that some riders will be attending. This is a great opportunity to give feedback on what would work and not work as far as accessibility when it comes to voting. There are many important agencies that have been notified and will be coming out and speaking at this event.

Member Baldwin made a comment by stating that he attended a meeting and there was no location proposed for the eastern part of Antelope Valley and the people living there would have to travel all the way to Palmdale to vote. He was able to let them know that there needed to be additional locations so that more than 100,000 people would have more accessible locations to vote, closer to their home. He wished everyone a happy and successful new year. He wanted to clarify that earlier in the meeting, he requested an alternate motion but he was mistaken, it is called a substitute motion.

Member Hagen made a comment by stating that the meeting in Antelope Valley, was on the 18th at 10:30am. All questions regarding this meeting, can be directed to Member Baldwin or Wilma Ballew. She also wanted to give an update for the agenda item on the upcoming CAC retreat. Potential venues were discussed, in addition to agenda items and more details will be presented at the next CAC meeting. Member Hagen took the time to congratulate Margie Morales for her award and finds that she is well deserving of it for her thoughtful and attentive service.

Member Conrad made a comment by congratulating Global Paratransit for their new software and stated that they have done a really good job since they have it.

Member Goeman stated that she would like to echo Member Conrad's previous comment. She rides in the Southern region most of the time and she finds that the service has improved significantly. She thanks Global and hopes they continue.

Member Almalel congratulated Margie on her award and said it's well deserved. She wanted to know who was responsible for assisting a new driver when they are arriving super late to their pick-ups. Is the burden on the dispatchers or the routers that are assisting the drivers or is it up to the drivers to reach out when they need help? Some drivers don't know how to get assistance when they are running late. She also wanted to remind everyone about the Disabilities Expo on February 22-24 and hopes to see many people there.

Member Cardona wished everyone a Happy New Year.

Member Garcia made a comment by wishing everyone a Happy New Year and she hoped everyone had a nice holiday. She will be bringing flyers next month for an advocacy class at KLIFE on starting March 7 at 1pm and lasting eleven weeks. Member Hagen helped translate this statement.

Chair Aroch wished everyone a Happy New Year and thanked all those present.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Chair Aroch asked for a motion to adjourn the meeting.

Motion: Member Goeman

Second: Member Arrigo

The meeting adjourned at 3:00 pm

FEBRUARY 12, 2019

TO: ACCESS COMMUNITY ADVISORY COMMITTEE
FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS
RE: QUALITY SERVICES SUBCOMMITTEE APPOINTMENT FOR 2019-2020 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 2018, the CAC ratified appointments to the QSS for its 2018-19 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, and begins on February 2019 and ends on January 2020.

Three 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 fourteen (14) applicants who have expressed a willingness to serve.

- Michael Arrigo;
- Kathleen Barajas;
- Gloria Broderick
- Myrna Cabanban;
- Wendy Cabil;
- Belinda Conrad;
- Michael Conrad;
- Albert Contreras;
- Tina Foafao;
- Rachele Goeman;
- Ronald Harris;
- Jan Johnson;
- Liz Lyons;
- William Zuke

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Quality Services Subcommittee (QSS) Application

QSS MEMBERS NEEDED!

Every year, the Access Services Community Advisory Committee (CAC), appoints persons to its Quality Services Subcommittee (QSS). Members serve one-year terms and meet at least once, every three months, in El Monte at Access Services Headquarters. The QSS monitors the quality of service for Los Angeles County's ADA Paratransit System and makes comments and recommendations to sustain and improve such service.

If you are interested in being considered for the 2019 calendar year term, please go to the following link:

http://www.accessla.org/about_us/qss.html and return a completed application to Access Services by 5:00p.m. Friday, March 15, 2019. Once received, completed applications, will be reviewed and sent to the CAC for ratification. If you are then approved for membership to the QSS, you will be notified by telephone, letter or by e-mail. Please note, incomplete applications, will not be considered.

Send applications to:

Access Services
Attention: QSS 2019 Membership Application
P.O. Box 5728
El Monte, CA 91734

You can also e-mail your application to: cserv@accessla.org

OFFICE USE ONLY
Applicant: _____

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Quality Services Subcommittee (QSS) Application

The Quality Services Subcommittee (QSS) was formed, to provide input and advice to Access Services concerning service issues and policies for the Access ADA Paratransit program.

PLEASE PRINT or type CLEARLY

Name: Last _____ First _____

Address: Street _____ City _____

Zip _____ Phone (____) _____ TDD Yes No

Access Paratransit Customer? Yes No

If yes, ID #: _____

• Primary Geographic Representation:

- Eastern Region
- West/Central Region
- Southern Region
- Northern Region
- Santa Clarita Region
- Palmdale/Lancaster Region

OFFICE USE ONLY Applicant: _____
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access
Quality Services Subcommittee (QSS)
Application

Representative at Large - Please indicate general disability group you represent:

In a single paragraph, please explain how you would contribute to the work of the subcommittee. For example, if given a group project to work upon, what kind of resources and what abilities would you use to contribute to this effort? If you prefer, you can use a separate page for your paragraph.

I do hereby submit this application for a seat on the Access Services Quality Service Subcommittee (QSS).

Signature

Date

Return by close of business on Friday, March 15, 2019 to:

Access Services
Attn: QSS 2018 Membership Application
P. O. Box 5728
El Monte, CA 91734

or e-mail to: cserv@accessla.org

February 12, 2019

TO: COMMUNITY ADVISORY COMMITTEE

FROM: ERIC HAACK - STRATEGIC PLANNER
MATTHEW AVANCENA - DIRECTOR OF PLANNING AND COORDINATION

SUBJECT: REVIEW OF TOPICS AND QUESTIONS FOR 2019 ACCESS CUSTOMER
SATISFACTION SURVEY

BACKGROUND

Access Services has conducted bi-annual, customer satisfaction surveys since 2013. Through telephone surveys of the past, Access has gathered valuable information on customer impressions of Access' service. In 2019, Access is seeking to conduct a new telephone customer satisfaction survey, seeking input from Access' customers.

Prior to conducting an approximately 1,200 participant, telephone survey of active paratransit customers throughout Access' service area, Access is seeking input from members of the Community Advisory Committee (CAC) as well as the Transportation Professionals Advisory Committee (TPAC).

In years past, the CAC and TPAC have offered suggestions on questions that can be asked on the surveys along with proposing themes or a series of questions to address a specific issue of Access's service. A copy of the questions used in 2017 is attached to this agenda item.

During Access' 2017 Customer Satisfaction Survey, the following were question areas included in the telephone survey:

- 1) Assessment of Rides on Access
- 2) Assessment of the Reservation Process and Calling Customer Service
- 3) Overall Perceptions of an Access Trip
- 4) Filing a Commendation or Complaint
- 5) Requesting a back-up trip through Access' Operations Monitoring Center
- 6) Assessment of Beyond the Curb Service
- 7) Experiences with Using Access with Service Animals
- 8) Internet and Smart Phone Availability for Customers
- 9) Overall Access Satisfaction
- 10) General Customer Demographic Information

Access, the CAC, and/or the TPAC may seek to introduce new questions or new sections of questions, into the 2019 survey, and for that reason Access staff is starting this discussion several months before the actual telephone surveys may be conducted.

Access Services
Customer Satisfaction Survey
September 27, 2017
FINAL

PERSONAL/CONFIDENTIAL

A. Service Area Quotas (**FROM SAMPLE**)

1. Antelope Valley (Between 190 and 200)
 2. Eastern Region (Between 190 and 249)
 3. Northern Region (Between 190 and 231)
 4. Santa Clarita (Between 190 and 200)
 5. Southern Region (Between 190 and 264)
 6. West/Central Region (Between 190 and 226)
 7. Overlap (Up to=61)
-

B. May I please speak with [**NAME ON SAMPLE**]?

1. PERSON ON PHONE (**ASK Q.1**)
 2. OTHER THAN PERSON ON PHONE (**WAIT FOR PERSON NAMED IN SAMPLE, THEN ASK Q.1**)
 3. PERSON ON PHONE ASKS WHO'S CALLING, SAY: "I'm [**NAME OF INTERVIEWER**] of Fairfax Research, a national research firm." (**WAIT FOR PERSON NAMED IN SAMPLE, THEN ASK Q.1**)
 4. RESPONDENT NOT AVAILABLE, ASK: When could I call back to talk with (him/her)?
 5. RESPONDENT NOT ABLE TO COMPLETE SURVEY ON PHONE
 6. RESPONDENT NOT AT THIS LOCATION (**THANK AND TERMINATE**)
 7. NO (**THANK AND TERMINATE**)
-

INTRODUCTION:

Hello, I'm [**NAME OF INTERVIEWER**] of Fairfax Research, a third party research firm, calling on behalf of Access Services in Los Angeles County. We are conducting a survey today with customers like you about your experiences using Access Services. I would like to ask you a few questions on a confidential basis. (**IF NECESSARY READ**) Let me assure you that I am not selling anything and will only take about 15 minutes of your time.

C. Record interview language for all contacts.

1. English
 2. Spanish
 3. Other (**SPECIFY**)
-

1. Approximately how long have you been using Access Paratransit? (**READ CHOICES**)

1. Less than six months (**CONTINUE**)
 2. Six months to less than one year (**CONTINUE**)
 3. One year to less than two years (**CONTINUE**)
 4. Two years to less than three years (**CONTINUE**)
 5. Three years to less than five years (**CONTINUE**)
 6. Five years or more (**CONTINUE**)
 97. Don't use Access (**THANK AND TERMINATE**)
 99. Don't know/Don't Remember (**CONTINUE**)
-

2. Approximately how many one-way trips do you take each month using Access Paratransit? (**READ CHOICES**)

- | | |
|------------------|-------------------------------|
| 1. Less than one | 6. Five |
| 2. One | 7. Six to nine |
| 3. Two | 8. Ten or more |
| 4. Three | 99. Don't know/Don't Remember |
| 5. Four | |
-

Now I would like you to think about your **most recent** trip with Access Paratransit.

3. Compared to taking the bus, would you say the travel time for your **most recent** trip with Access was ...? (**READ CHOICES**)
1. Shorter than taking the bus
 2. About the same as taking the bus
 3. Longer than taking the bus
 99. Don't know/Don't Remember (**DO NOT READ**)

-
4. Did the driver arrive within 20 minutes of your scheduled pick up time; that is, the driver arrived no later than 20 minutes after your scheduled pick up time?
1. Yes (**SKIP TO Q.6**)
 2. No (**ASK Q.5**)

IF "NO" IN Q.4, ASK Q.5:

5. How many minutes after your scheduled pick-up time did the driver arrive? (**RECORD EXACT NUMBER. ENTER "99" IF DON'T KNOW OR DON'T REMEMBER. ENTER "98" IF THEY DRIVER NEVER ARRIVED FOR THE PICK UP.**)

Minutes

Let me just confirm that the driver arrived [**READ ANSWER**] minutes after your scheduled pick up? Is that correct?

ASK ALL RESPONDENTS

I am going to ask you to rate several aspects of your **most recent** trip with Access. First, I would like to ask you specifically about your experiences with your driver.

6. Would you say your driver was ...? (**READ CHOICES**)
1. Very helpful
 2. Somewhat helpful
 3. Not very helpful
 99. (Don't know/Refused) (**DO NOT READ**)

-
7. Was your driver ...? (**READ CHOICES**)
1. Very courteous
 2. Somewhat courteous
 3. Neither courteous nor rude
 4. Somewhat rude
 5. Very rude
 99. (Don't know/Refused) (**DO NOT READ**)

-
8. Overall, how satisfied were you with the driver? Were you ...? (**READ CHOICES**)
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

Now I would like to ask you specifically about your experiences making the reservation for your **most recent** trip with Access.

9. Was the reservation agent ...? (**READ CHOICES**)

1. Very courteous
 2. Somewhat courteous
 3. Neither courteous nor rude
 4. Somewhat rude
 5. Very rude
 99. (Don't know/Refused) (**DO NOT READ**)
-

10. Did the reservation agent make the reservation accurately?

1. Yes
 2. No
 99. Don't know/Don't Remember
-

11. Overall, how satisfied were you with the reservation agent? Were you ...? (**READ CHOICES**)

1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

ASK ALL RESPONDENTS

12. Still thinking about your **most recent** trip with Access, did you speak with a customer service representative about a trip issue or an ETA for your trip?

1. Yes (**ASK QS.13-14**)
2. No (**SKIP TO Q.15**)

IF "YES" IN Q.12, ASK QS.13-14:

13. Was the customer service representative ...? (**READ CHOICES**)

1. Very courteous
 2. Somewhat courteous
 3. Neither courteous nor rude
 4. Somewhat rude
 5. Very rude
 99. (Don't know/Refused) (**DO NOT READ**)
-

14. Overall, how satisfied were you with the customer service representative? Were you ...? (**READ CHOICES**)

1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

ASK ALL RESPONDENTS

Now I would like to ask you specifically about the vehicle you rode in during your **most recent** trip with Access. Please tell me whether you were ... very satisfied ... somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied with ...? (**ROTATE AND READ QUESTIONS**)

	Very Sat	Smwht Sat	Neither	Smwht Dissat	Very Dissat	(D.K/Ref)
15. The appearance of the vehicle	1	2	3	4	5	99
16. The comfort of the vehicle	1	2	3	4	5	99
17. The cleanliness of the vehicle	1	2	3	4	5	99

18. Did you have any difficulty or problems getting into or out of the vehicle?

1. Yes
2. No

Now I would like to ask you about two other aspects of your **most recent** trip with Access. For each one please tell me whether you were ... very satisfied ... somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied. The first one is ...? (**DO NOT ROTATE. READ IN ORDER**)

	Very Sat	Smwht Sat	Neither	Smwht Dissat	Very Dissat	(D.K/Ref)
19. The actual ride in the vehicle to your destination of your most recent trip with Access?	1	2	3	4	5	99
20. And thinking about everything you experienced on your most recent trip with Access, from making the reservation to arriving at your destination, how would you rate your total experience?	1	2	3	4	5	99

21. What did you **like most** about your **most recent** ride, that is, what did Access do particularly well or what did they do that you really liked? (**PROBE**) Can you tell me more about that?

[RECORD VERBATIM RESPONSE]

22. And what did you **like least** about your **most recent** ride, that is, what did Access not do particularly well or what did they do that you did not like? (**PROBE**) Can you tell me more about that?

[RECORD VERBATIM RESPONSE]

23. Thinking about your experiences with Access over the past couple of years, would you say the quality of the service has ...? (**READ CHOICES**)
1. Improved a lot (**ASK Q.24**)
 2. Improved a little (**ASK Q.24**)
 3. Not noticeably changed (**SKIP TO Q.25**)
 4. Gotten a little worse (**SKIP TO Q.25**)
 5. Gotten a lot worse (**SKIP TO Q.25**)
 99. (Don't know/Refused) (**DO NOT READ**) (**SKIP TO Q.25**)

IF IMPROVED "A LOT" OR "A LITTLE" IN Q.23, ASK Q.24:

24. How has the quality of service improved? (**PROBE. ACCEPT MULTIPLE RESPONSES. DO NOT READ CHOICES.**) What else?
1. Nicer vehicles/Vehicles are cleaner/More comfortable
 2. Vehicles easier to enter/Exit
 3. Drivers friendlier/More courteous
 4. Drivers more helpful
 5. Drivers Better/More Careful
 6. Easier to make reservations/Reservation process easier/Better
 7. Reservations agents friendlier/More helpful
 8. Reservation agents more knowledgeable
 9. More punctual/On time/Arrive when promised
 10. Better information/Information about services easier to understand.
 11. More responsive to my needs
 12. Offers more services/More programs/Better programs
 98. Other (**SPECIFY**)
 99. Don't know/Refused

ASK ALL RESPONDENTS

25. What do you feel Access should do to improve your overall experience using their services? (**PROBE**) What else?

[RECORD VERBATIM RESPONSE]

Next, I'd like you to ask you about your experience calling Access.

26. Have you contacted Access Customer Service in the past six months to file a complaint?
1. Yes (**ASK TO Q.27**)
 2. No (**SKIP TO Q.31**)

IF "YES" IN Q.26, ASK Q.27:

27. Did you **request** customer service to provide a response to your complaint?
1. Yes (**ASK Q.28**)
 2. No (**SKIP TO Q.30**)

IF "YES" IN Q.27, ASK Q.28:

28. Did you **receive** a response to your complaint?
1. Yes (**ASK Q.29**)
 2. No (**SKIP TO Q.30**)

IF "YES" IN Q.28, ASK Q.29:

29. Did you feel that the issues that led to your complaint were resolved?

1. Yes (**ASK Q.30**)
 2. No (**ASK Q.30**)
-

IF "YES" IN Q.26, ASK Q.30:

30. Overall, how satisfied are you with the way Access responds to your concerns? Are you ...
(**READ CHOICES**)

1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

ASK ALL RESPONDENTS

31. Have you contacted Access Customer Service in the past six months to file a commendation?

1. Yes (**ASK TO Q.32**)
2. No (**SKIP TO Q.33**)

IF "YES" IN Q.31, ASK Q.32:

32. Could you please tell me about the type or nature of the commendation? (**PROBE**) Anything else?

[**RECORD VERBATIM RESPONSE**]

ASK ALL RESPONDENTS

33. Have you ever called Access Operations Monitoring Center (OMC) because of a missed trip or to reschedule a trip?

1. Yes (**ASK Q.34**)
2. No (**SKIP TO Q.37**)

IF "YES" IN Q.33, ASK Q.34:

34. Did Access OMC send you a backup trip?

1. Yes (**ASK Q.35**)
2. No (**SKIP TO Q.36**)

IF "YES" IN Q.34, Q.35:

35. How long did you wait for the driver to arrive, was it ...? (**READ CHOICES**)

1. Less than one hour (**ASK Q.36**)
 2. One hour to less than two hours (**ASK Q.36**)
 3. More than two hours (**ASK Q.36**)
 99. (Don't know/Don't remember) (**DO NOT READ**) (**ASK Q.36**)
-

IF "YES" IN Q.33, ASK Q.36:

36. Overall, how satisfied are you with your experience calling Access OMC because of a missed trip or rescheduling a trip? Are you ...? **(READ CHOICES)**
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) **(DO NOT READ)**
-

ASK ALL RESPONDENTS

37. While riding in an Access vehicle have you ever asked the driver to assist you to the door of your residence without arranging the request in advance?
1. Yes **(ASK Q.38)**
 2. No **(SKIP TO Q.40)**

IF "YES" IN Q.37, ASK QS.38-39:

38. When you asked for the driver's help without making the request in advance, how often did he or she assist you to your door? Was it ... **(READ CHOICES)**
1. Always
 2. Often
 3. Sometimes
 4. Rarely
 5. Never
 99. (Don't know/Don't remember) **(DO NOT READ)**
-
39. How satisfied are you with the way the driver responded to your request to assist you to your door? Are you ...? **(READ CHOICES)**
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) **(DO NOT READ)**
-

ASK ALL RESPONDENTS

40. When making a reservation, have you ever requested beyond the curb service for a trip? **(IF THEY ASK WHAT BEYOND THE CURB MEANS SAY: "door to door.")**

- 1. Yes **(ASK Q.41)**
- 2. No **(SKIP TO Q.43)**

IF "YES" IN Q.40, ASK QS.41-42:

41. When you requested beyond the curb service, how often was the service provided? Was it ... **(READ CHOICES)**

- 1. Always
- 2. Often
- 3. Sometimes
- 4. Rarely
- 5. Never
- 99. (Don't know/Don't remember) **(DO NOT READ)**

42. How satisfied are you with the way Access has handled your requests for beyond the curb service? Are you ...? **(READ CHOICES)**

- 1. Very satisfied
- 2. Somewhat satisfied
- 3. Neither satisfied nor dissatisfied
- 4. Somewhat dissatisfied
- 5. Very dissatisfied
- 99. (Don't know/Refused) **(DO NOT READ)**

ASK ALL RESPONDENTS

43. When riding with Access do you travel with a service animal?

- 1. Yes **(ASK Q.44)**
- 2. No **(SKIP TO Q.47)**

IF "YES" IN Q.43, ASK Q.44:

44. Have you experienced difficulties or had problems traveling with your service animal?

- 1. Yes **(ASK Q.45)**
- 2. No **(SKIP TO Q.47)**

IF "YES" IN Q.44, ASK Q.45:

45. Does this happen ... **(READ CHOICES)**

- 1. Always **(ASK Q.46)**
- 2. Often **(ASK Q.46)**
- 3. Sometimes **(ASK Q.46)**
- 4. Rarely **(ASK Q.46)**
- 99. (Don't know/Don't remember) **(DO NOT READ) (SKIP TO Q.47)**

IF "ALWAYS, OFTEN, SOMETIMES OR RARELY", IN Q.45, ASK Q.46:

46. What types of difficulties or problems have you experienced traveling with your service animal? **(PROBE FOR SPECIFICS)** What else?

[RECORD VERBATIM RESPONSE]

ASK ALL RESPONDENTS

47. Please tell me if you have **NOT** made a trip with Access in the last year for any of the following reasons? (**READ IN RANDOM ORDER. ACCEPT MORE THAN ONE RESPONSE.**)
1. Could not schedule the pickup time you requested
 2. Long rides
 3. Shared rides
 4. Late pickup
 5. Missed pickup
 6. Difficulty traveling with service animal
 7. Difficulty traveling with oversized mobility device
 98. Or some other reason (**SPECIFY**)
 99. Don't know/Don't Remember (**DO NOT READ**)
-

[Internet/Smart Phone Usage]

Now I would like to talk to you about computers and the Internet.

48. Do you have access to the Internet at home, at work, or somewhere else?
1. Yes
 2. No
-

49. Do you have a cell phone?
1. Yes (**ASK Q.50**)
 2. No (**SKIP TO Q.52**)
-

IF "YES" IN Q.49, ASK Q.50:

50. Is it a smart phone?
1. Yes (**ASK QS.51**)
 2. No (**SKIP TO Q.52**)

IF "YES" IN Q.50, ASK Q.51:

51. Have you ever downloaded an app with your smart phone?
1. Yes
 2. No
-
-

ASK ALL RESPONDENTS

52. Do you use a mobility device like a wheelchair or scooter?
1. Yes (**ASK Q.53**)
 2. No (**SKIP TO Q.57**)

IF "YES" IN Q.52, ASK Q.53:

53. Is this mobility device an oversized wheelchair or scooter?
1. Yes (**ASK Q.54**)
 2. No (**SKIP TO Q.57**)

IF "YES" IN Q.53, ASK Q.54:

54. Have you ever experienced difficulties or had problems with your oversized mobility device when riding with Access?
1. Yes (**ASK Q.55**)
 2. No (**SKIP TO Q.57**)

IF "YES", IN Q.54, ASK Q.55:

55. Does this happen ... (**READ CHOICES**)
1. Always (**ASK Q.56**)
 2. Often (**ASK Q.56**)
 3. Sometimes (**ASK Q.56**)
 4. Rarely (**ASK Q.56**)
 99. (Don't know/Don't remember) (**DO NOT READ**) (**SKIP TO Q.57**)

IF "ALWAYS, OFTEN, SOMETIMES OR RARELY", IN Q.55, ASK Q.56:

56. What types of difficulties or problems have you experienced riding with Access with your oversized mobility device? (**PROBE FOR SPECIFICS**)
What else?

[RECORD VERBATIM RESPONSE]

ASK ALL RESPONDENTS

57. How satisfied are you overall with Access? Are you ...? (**READ CHOICES**)
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

[Demographics]

And now I have just a few final questions for statistical purposes.

Question 58:

Please make sure the interviewers emphasize the number includes the respondent. Record the exact number. Please confirm their answer to question 58. This is done to eliminate interviewer errors when entering the response. Probe to get an answer. However, please enter "99" if the respondent refuses to answer the question.

- 58 Including you, how many people live in this household? (**RECORD EXACT NUMBER. ENTER 99 FOR REFUSED OR DON'T KNOW**)

--	--

Let me just confirm that, including yourself, you have [**READ ANSWER**] (person/people) living in this household?

59. What is your age, please? (**READ CHOICES**)

1. Less than 18 years old
 2. 18 to 24 years old
 3. 25 to 34 years old
 4. 35 to 44 years old
 5. 45 to 54 years old
 6. 55 to 64 years old
 7. 65 or older
 99. (Refused) (**DO NOT READ**)
-

60. What is the highest level of schooling you have completed? (**READ CHOICES**)

1. Less than high school
 2. High school graduate
 3. Some college/Community college/Vocational school
 4. College graduate
 5. Post-graduate degree
 99. (Refused) (**DO NOT READ**)
-

61. Which of the following best describes your current employment status? Are you ... (**READ CHOICES**)

1. Working part-time, less than 30 hours a week
 2. Working full-time, 30 or more hours a week
 3. Unemployed/Laid off
 4. Retired
 5. Permanently disabled
 6. Homemaker
 7. Student and not-working
 8. Student and working
 98. (Other) (**SPECIFY**) (**DO NOT READ**)
 99. (Refused) (**DO NOT READ**)
-

62. Are you of Hispanic, Latino, or Spanish origin? (**IF NO, ASK:**) What is your main ethnic or racial heritage? (**READ CHOICES**)

1. Hispanic/Latino/Spanish (**DO NOT READ**)
2. Asian American/Pacific Islander
3. Black/African American

