

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 10, 2017

1:00pm - 3:00pm

Los Angeles County MTA

Gateway Conference Room, 3rd Floor

One Gateway Plaza

<i>Time</i>	<i>Item</i>	<i>Item Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
5	2.	Introductions		
5	3.	Review & Approval of Minutes of December 13, 2016	Action	4-13
10	4.	General Public Comment	Information	
20	5.	Report from Board of Directors/ Martin Gombert	Information	
15	6.	Safety Awareness/ Cynthia Perkins- Stevenson & Luis Pacheco	Presentation	
15	7.	Operations System Performance/ Randy Johnson	Presentation	
20	8.	Subcommittee Update	Information	

5	9.	Member Communication	Information
10	10.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	11.	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 to the board 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 board 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 Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats are available upon request."

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday, December 13, 2016
1:00p.m. - 3:00 p.m.

CALL TO ORDER

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

ROLL CALL

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

CAC Members Absent: Jessie Padilla and Marie Francois.

Board Members Present: Director DeVera

Access Services Staff: Sherry Kelley, Sharon Astier, Art Chacon, Susanna Cadenas, Josh Southwick, Jack Garate and Douglas Tohom.

Guests: Bill Zuke (QSS), Tonni Yee-Hemphill, William Zuke (QSS), Victor Dominquez (QSS), Michael Sher (Access Customer), Frank Lucas (California Transit), Fany Carrasco (MV), Monica Harris (Guest), Annette Arriola (Alta General Manager), Desiree Boykin (Access Customer), Kurt Hagen (CARE) and Chaka Spencer (Access Customer).

INTRODUCTIONS

Chair Conrad welcomed members, staff, and guests to the meeting and requested that everyone introduce themselves.

REVIEW & APPROVAL OF THE CAC MEETINGS MINUTES FROM OCTOBER 11, 2016

Motion: Kurt Baldwin

Second: Chaplin Cohen

Abstentions: None.

Minutes were approved.

GENERAL PUBLIC COMMENT

Victor Dominquez stated that the Customer Survey line continues to cut off and he's unable to complete the survey. Also, he said the Spanish line is never available in the Southern and West Central region.

Sherry Kelley was assigned to Mr. Dominquez's concerns.

BOARD OF DIRECTOR REPORT

Director DeVera acknowledged the CAC members and provided reports from November 14th, 28th and December 12, 2016 meetings.

- The Board approved the contract rate modifications for Access' contractors, along with an increase of funds to address wage compression at the November 14, 2016 meeting.
- The Spirit of Accessibility Award was presented to Congresswoman Grace Napolitano, and Jerry Walker Commitment to Quality Service Award was presented to Ms. Aurora Delgado from California Transit Inc. at the November 28, 2016 Annual meeting.
- The Board recognized Michael Moore from San Gabriel Transit with the Superior Service Award at the December 12, 2016 Board meeting.

Director DeVera concluded her report stating that Global Paratransit Inc. (GPI) plans to upgrade their system to the Trapeze Software, which will make reservations a lot easier for the provider and customers.

TRUCONNECT FREE PHONES

Monica Harris, Representative from TruConnect thanked the CAC for allowing her to present. Ms. Harris is a TruConnect representative and her role is to distribute free phones to those who qualify for California Lifeline service. She stated that California Lifeline is a government funded and sponsored program, which was created to provide basic home phone and other qualifying services. Ms. Harris said California Lifeline partnered with T-Mobile, Sprint, and ATT to provide no cost and low cost phone service to those who qualify.

Ms. Harris further stated that the services are unlimited talk and text, 500 megabits, free or low cost international calling to 70 countries, free phone or low cost phone upon request, free sim chip, and activation. Customers can keep their current phone number and all services are provided monthly and renewed annually.

TruConnect agents service 500-750 clients per week via home appointments, special events and set up locations. She said they are also prepared to assist the Access riders with the "Where's My Ride" software application.

She concluded her presentation stating, "It is better to be prepared and know how to use current technology than it is to have an application and not know how to use current technology".

Rachele Goeman asked if she could port her iPhone to TruConnect. Secondly, she stated that the Android phones are very difficult to use for those who are blind or low sighted.

Ms. Harris said there are two types of telephone numbers; retail numbers and street numbers. TruConnect pays ATT, T-Mobile, and the other companies for their retail numbers and these numbers cannot be ported into free phone numbers. However, the street numbers can be ported. She said ATT also offers specialty phones for the blind community.

Phyllis Coto asked if TruConnect provides lessons on how to use the Smart phone.

Ms. Harris said it's not part of the company policy, but she's willing to assist on a personal basis.

Wendy Cabil asked if home appointments are available.

Ms. Harris said TruConnect was approved by California Lifeline to schedule home visit appointments.

Kurt Baldwin asked what is the data limit policy and cost.

Ms. Harris said TruConnect will provide 100 megabits and up to 1 gigabit of data, and any additional data may be purchased at low cost. The costs are \$10 per 1.5 gigabits per month.

Michael Arrigo thanked Ms. Harris for the presentation. He asked are the free phones referred to Obama phones, and will these phones be discontinued in January 2017.

Ms. Harris replied yes. She said President Reagan signed it into law in 1984 to continue the service and there are fifteen years remaining.

Liz Lyons asked if she could keep her unlimited minutes plan.

Ms. Harris said the unlimited plan remains the same.

Terri Lantz asked what are the steps to qualify for the California Lifeline service.

Ms. Harris said to contact California Lifeline first and then call TruConnect for the free phones.

Chaplain Cohen thanked Ms. Harris for the presentation.

Rachele Goeman asked for TruConnect contact information.

Ms. Harris provided her new cell phone number.

Maria Aroch asked what happens if you lose your phone.

Ms. Harris said to contact California Lifeline and they will send out another phone at no extra cost. She informed that the charge of \$39 applies for a third incident of a lost or stolen device.

Terri Lantz asked if an exchange could be made from a home phone for a cell phone.

Ms. Harris said yes, a home phone could be exchanged for a cell phone.

Ms. Lyons said she has a lot of unused cell phones and wants to know what to do with them.

Ms. Harris suggested contacting a recycling company within your area.

Victor Dominquez said he currently has free phone service and is interested changing to TruConnect.

Ms. Harris replied to contact her and she will assist him.

Chair Conrad thanked Ms. Harris for an excellent presentation.

SUPERIOR SERVICE AWARD

Video presentation of Michael Moore from San Gabriel Transit as the Superior Service Award winner.

NEGOTIATION, ROUTING AND DISPATCH

Jack Garate, Access' Operation Administrator, informed everyone that this presentation is based on a continuation of the reservations presentation at the August 2016 CAC meeting. Mr. Garate stated that the purpose of the presentation is to address the process of how negotiation, routing, and

dispatching works together to complete a trip.

He said the negotiation process includes the preparation of pre-negotiation which addresses the contractors and subcontractors, such as taxis and mini vehicles. Following that process, the combination of resources and Standing Order trips are created into skeleton routes, referred to as unfinished routes. Mr. Garate said there are many things that are considered in the driver's schedule on a daily basis.

- Pre-trip Inspection prior to leaving the yard.
- Fueling at the end of the shift.
- Interior debris clean-up at the end of the shift.
 1. Cups left behind
 2. Items left behind (lost and found)
 3. Napkins, etc.
- Paperwork completion: trip information for the day, incident reports, etc.
- Lunch and break schedule for the driver; two 10-minute breaks and 30-minute lunch. All uninterrupted.

Mr. Garate walked through the negotiation process of a driver's daily route and explained all of the components and disruptions that take place on a daily basis. There are some incidents that may occur that have to be incorporated into the driver's route.

Mr. Garate stated that the routing process includes loading, unloading, traffic flows, on-time performance projections, limited deadhead miles, and share-rides.

Dispatch handles many trip delays caused either by the riders or drivers such as riders not waiting at the curb or the driver going to the wrong location. Dispatch incorporates delays to ensure the drivers are able to maintain their scheduled route. Mr. Garate said 7:00 - 8:00 a.m. are the best hours with least impact to on-time performance, and the worst hours are from 4:00 - 5:00 p.m. He stated that we have improved performance year over year and are making progress.

Mr. Garate stated that dispatch is able to see the scheduled time, pick-up and drop-off address, the number of passengers, mobility and trip details.

Kurt Baldwin asked if extra capacity is available during the time of rebooking and overbooking. He also asked how often does Access observe the expansion of vehicles.

Mr. Garate said we try to subcontract as much as possible to accommodate the riders during those types of delays. He said the expansion of vehicles are reviewed annually, and more vehicles are added when the trip volume increases.

Kurt Baldwin asked if the drivers can see one way street information in the trip detail.

Mr. Garate said not all trip information is made available in the trip detail, unless the rider provides it.

Liz Lyons asked if her address meets the fixed route schedule.

Mr. Garate said Ms. Lyons requested a 2:00 a.m. pick up from her home to the Los Angeles airport. He said her address does not fit into a parameter of the night owl fixed route schedule.

Wendy Cabil asked if Access will provide "Where's My Ride App" training.

Mr. Garate said training will be made available.

Rachele Goeman stated that the service animal information is not always provided in the trip detail for the drivers.

Mr. Garate said the rider's mobility information is included in the trip details, and both the driver and dispatch have the same trip information. He said to please let him know if this situation continues and he will check her trip history.

Dina Garcia asked if a route is based on who called first.

Kurt Baldwin asked if the negotiation process is based on the time the system can pick up the rider. He also stated that true negotiation offers two different times.

Jack Garate said the negotiation is based on the system. He informed that the rider will be offered two times; before and after. He also said the system displays the available times.

Maria Aroch stated that she has experienced a driver assigned to two separate pick ups at the same time, and they were very frustrated.

Mr. Garate said sometimes it happens, and could be because inefficiencies exist, and the system will keep the trip.

Wendy Cabil asked if detours are accounted for in the system.

Jack Garate said detours are not necessary embedded into the system, and Access doesn't always receive the notifications from Caltrans to embed this information into the systems.

Wendy Cabil asked what happened to the communication between Access and Caltrans.

Jack Garate said that is a good question and he will follow up and respond back.

Phyllis Coto said a lot of TV stations have their own weather and traffic apps and riders may want to look into it.

Chair Conrad thanked Jack Garate for the informative presentation and said he did a great job.

SUBCOMMITTEE UPDATE

Chair Conrad reported that Howard Payne resigned from the CAC, due to his commitment to the Long Beach VA. He thanked Mr. Payne for all of his contributions while serving on the Community Advisory Committee. He informed that there were five individuals who interviewed for the open position, and it was a very tough choice. The nomination subcommittee did come to a decision and selected Rachele Goeman as the new CAC member.

MEMBER COMMUNICATION

Wendy Cabil invited everyone to attend a Fashion Show fundraiser that helps seniors, women, and youth. She said the event will take place on February 24th and 25th, 2017 in Lancaster, California.

Chaplain Cohen thanked the CAC for allowing him to serve as Chair. He also invited everyone to attend the "Wreaths Across America" ceremony tribute to veterans on December 17, 2016.

Tina Fofoa congratulated Rachele Goeman as the new CAC member. She wished everyone a safe holiday and shared how much she appreciates attending the meetings.

Phyllis Coto said she has seen a 90% improvement with Access Services and said Merry Christmas to everyone.

Gordon Cardona said Jack Garate did a great job on his presentation. He also said Access should cut down on ride share.

Dina Garcia congratulated Rachele Goeman as the new CAC member and said she's looking forward to working with her.

Terri Lantz said a safe and happy holiday to everyone. She thanked all of the providers and said without Global and CTI her program would not exist.

Liz Lyons wished everyone a Merry Christmas and Happy New Years.

Michael Arrigo wished everyone Happy Holiday. Said he's looking forward to a great New Year.

Kurt Baldwin wished everyone Happy Holiday. He stated that he and Dina Garcia wished to discuss Measure M on how to improve paratransit. He said please bring any input to either one of their's attention.

Rachele Goeman said Happy Holiday and thanked the committee for her CAC appointment.

Maria Aroch welcomed Rachele Goeman. She said Happy Holiday and thanked Access Services for the Christmas party donations.

Theresa DeVera said the Board recognizes that the CAC is very vital to the Board and thanked all of those who attended the monthly meetings.

Sherry Kelley thanked all for their contributions and said Happy Holiday to everyone.

ADJOURNMENT

Motion: Chaplain Cohen

Second: Kurt Baldwin

The meeting adjourned at 2:55 p.m.