



AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 13, 2017

1:00 pm – 3:00 pm

Los Angeles County MTA

Union Station Conference Room, 3rd Floor

One Gateway Plaza

<i>Item Time</i>	<i>Item Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1. Call to Order	Action	
5	2. Introductions		
5	3. Review & Approval of Minutes of May 9, 2017	Action	4-10
10	4. General Public Comment	Information	
5	5. Report from Board of Directors/ Kim Turner	Information	
15	6. FY2017/18 Budget Overview/ Hector Rodriguez	Presentation	
60	7. Comprehensive Operational Review/ Nelson/Nygaard	Presentation	
5	8. Subcommittee Update	Information	
10	9. Member Communication	Information	
5	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 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."

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting Tuesday, May 9, 2017 1:00pm - 3:00 pm</p>
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CALL TO ORDER

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

INTRODUCTIONS

CAC Members: Chairperson Conrad, Vice Chairperson Maria Aroch, Gordon Cardona, Tina Fofoa, Michael Arrigo, Liz Lyons, Olivia Almalel, Jesse Padilla, Wendy Cabil, Kurt Baldwin, Terri Lantz, Chaplain Dov Cohen, Dina Garcia and Marie Francois.

Board Members Present: Theresa De Vera

Access Services Staff: Sherry Kelley, Sharon Astier, Art Chacon, Randy Johnson, Matthew Avancena, Jack Garate and Eric Haack.

Guests: William Zuke (QSS), Wilma Balew (LA Care), Michael Sher (Access Rider), Mike Fricke (California Transit Inc. - CTI), Victor Dominguez (QSS), Monica Marroquin (Mobility Management), Dawn Boulden (San Gabriel Transit - SGT), Adrianna (Guest), Angie Smith (Access Rider), Jaden Welsh (Access Rider), Annette Arriola (Alta), Beatrice Lara (MV Transportation), Michele Ortega (Job Coach), Linda (Access Rider), Brenda Cornell (Access Rider), Oscar Garcia (Guest), Ms. Watson (Access Rider), Ms. Debbie (Guest), Yael Hagen (Access Rider) and Belinda Conrad (QSS).

CAC Members Absent: Rachele Goeman

REVIEW & APPROVAL OF THE CAC MEETINGS MINUTES FROM MAY 9, 2017

Chairperson Conrad asked for a motion to approve May 9, 2017 Minutes.

Motion: Member Cohen

Second: Member Padilla

Abstention: Member's Baldwin, Cabil & Cohen

PUBLIC COMMENTS

Victor Dominquez stated that the taxi vehicle was too small to allow him to sit in the back seat with another rider and service animal. The taxi driver refused to allow him to sit in the front seat and the vehicle was very uncomfortable.

Operation Manager, Randy Johnson was assigned to follow up.

Jaden Welsh stated that he lives in North Hollywood and he had to travel to La Verne to purchase coupons. Access should provide a centralized location for coupon purchases.

Project Administrator, Jack Garate was assigned to follow up.

Michael Sher stated that a very close friend of his mother (Ms. Ruth) was delayed on her trip and had to be taken to the hospital.

Senior Manager, Sherry Kelley was assigned to follow up

Member Lyons submitted a letter of concerns from the Disability Council of Los Angeles to Ms. Kelley to address concerns.

BOARD OF DIRECTOR REPORT

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

- Senior Customer Service Representative, Iliana Mena (ALTA) received the Superior Service Award and was the winner of the 2017 APTA Call Center Challenge.
- The Board approved the Consent Calendar, which included the approval to purchase furniture and install at the new Evaluation site.
- The Board recommended that a subcommittee be formed to review the Community Advisory Committee by-laws.
- The Board heard presentations on Free Fare Survey and Customer Service Update.
- Access launched their search for an Executive Director.

CUSTOMER SATISFACTION SURVEY

Access staff Matthew Avancena informed the members that Access plans to conduct a Customer Satisfaction Survey within the next three months. The purpose of the survey is to gauge the level of service Access provides to its customers.

The survey will consist of approximately 25-30 questions and the length of time is 15-17 minutes long. Mr. Avancena requested feedback from the CAC members and asked them to participate by submitting additional questions they would like for Access to ask of our customers. He informed the CAC members that all of their questions will not be included in the survey due to time limitations and the budget. Mr. Avancena said the CAC Members will receive a draft copy of the survey questions to review.

The CAC Members submitted questions and comments to Mr. Avancena at the meeting.

Mr. Avancena concluded by sharing some of the existing survey questions:

- How was the ride?
- How was the trip length?
- How did the driver treat the rider?
- How was the riders call experience with reservation?
- What other source of transportation is used besides Access?
- General demographic information such as:
 - ◊ Age range
 - ◊ How many people live in your home
 - ◊ Education level
 - ◊ Language other than English spoken in their home

Mr. Avancena informed the members and guest to submit their questions by the end of May 2017.

OPERATIONS PERFORMANCE UPDATE

Project Administrator, Jack Garate presented the Operations Performance Report for April 2017. The presentation detailed the Key Performance Indicators (KPI's). Operations met the year-to-date KPIs in all areas, with the exception of Preventable Collisions per 100,000 miles. He announced that Community Meetings will be held throughout the month of June 2017.

Mr. Garate reviewed the April highlights:

- Access Staff including IT department continues to provide "Where's My Ride" (WMR) presentations to ADHCs (Healthcare Centers)
- Callout Text pilot program launched in the Northern region - 16 Riders are participating
- Staff assisted the Guide Dogs of America facility in Sylmar with evaluating their new location
- Phase 3 of the Stand Signs are posted at Nelson Adult School in La Puente
- Monitored the Disability Athletics Fair at Mt. Sac College
- 254 drivers earned safe driving awards, 3 drivers reached 325,000 safe miles

QUESTIONS:

Member Lantz commended Access for providing great service, and added that the "Where's My Ride App" is phenomenal. Lastly, she asked if anyone other than Access riders could submit commendations.

Ms. Kelley said that anyone can submit commendations by contacting Customer Service.

Member Arrigo said he would like to see the CAC members at Access Community meetings. He also shared how people were pleased with the giveaways from Access, such as coupons.

Member Garcia asked why the Where's My Ride App is limited to certain number of people.

Mr. Garate said Access wants to make sure the app is working well before releasing it to everyone.

Member Cabil mentioned her appreciation regarding the KPI's by region.

Member Lyons said she was in Glendale waiting for her ride and was no-showed because the driver was at the wrong pick up location.

Mr. Garate will follow up.

Member Baldwin stated that the CAC Members are no longer receiving the Board Box report.

Ms. Kelley stated that the Board Box has been revised, and she will make sure that all of the CAC Members receive a copy.

Director De Vera commended all of the providers for accommodating riders at the LA Ability Expo event.

Mrs. Yael Hagen asked how Access measures On-Time Performance, No-shows, ETA's, Call-outs, and Negotiated requested time.

Mr. Garate will follow up.

PARENTS WITH DISABILITIES PROGRAM UPDATE

Strategic Planner, Eric Haack presented an update of the Parents with Disabilities Program. The presentation detailed the purpose of the program and current status.

Mr. Haack stated that the program was funded by the FTA New Freedom Grant and has been operating since December 2013, with a budget of \$1.1 million for over a three year period. The funds were used to purchase 2 Vans and 1 Cut-away at the cost of \$166,000, and \$940,000 for contracted services.

The program was designed to provide services to Access customers who are parents and travel with minor children for everyday childcare needs, and is only available in Northern Region (MV Transportation). Currently, there are 44 enrolled customers in the program with an average of 575 monthly trips. The program provides many enhanced services to meet parents needs.

- Linked Trips that allow parents to take rides with their child to and from home to school.
- Extended wait times (10/20 minutes)
- Same Day trips for emergencies (4 one-way trips/mo.)
- Schedule to Arrival Time
- Reduced (\$1/per passenger) fare
- No shared rides

Unfortunately, the program is projected to end Fall of 2017, and could continue through June 2018 with the following modifications. Access Planning Department is working diligently to seek grant funding to continue the program, and has developed an outreach plan to contact all of our customers that are in the program to let them know of any changes that may effect the program after December 2017.

- Next day and Standing Order trips will now become shared ride trips
- Reduce wait time from 20 minutes to 10 minutes
- Same day trips will also become shared ride trips
- Change price of same day trips from \$1 to \$3

QUESTIONS:

Member Baldwin stated that having this kind of program in place is very important to parents with disabilities and their children.

Member Lantz asked if there has been any effort from Access in finding grants. She also suggested that staff should reach out to North LA Regional Center and other agencies.

Mr. Haack stated that Access Planning department is working diligently to maintain this program.

Member Arrigo thanked Access for pioneering one of the best programs. He shared that it is important to extend this program to the end of the school year. Lastly, he asked if there is any leniency to allow anyone else other than the parents to assist the children with their rides.

Mr. Haack said for the purpose of the grant, the person riding with the child must be an Access customer.

Member Francois asked what percentage of time is used for the program. Secondly, what is the average cost per trip.

Mr. Haack said an one-way trip averages 31 minutes and the average cost per trip is approximately thirty-four dollars.

Member Cabil asked if customers in this program are allowed to provide feedback.

Mr. Haack said Access plans to reach out to these customers before the end of the contract.

Member Lantz suggested to meet with parents involved in the program to get ideas regarding funding for the program.

Mr. Haack thanked Member Lantz for her suggestion.

Member Garcia stated that Access should reach out to customers before the changes go into effect. She also expressed her concerns regarding the necessity of the 20-minute drop off to secure the child, the waiting list and how much time the vehicle was used for Access trips.

Mrs. Hagen suggested to remove shared ride while a child is inside a vehicle.

Chairperson Conrad thanked Mr. Haack.

CUSTOMER SERVICE PERFORMANCE

Chairperson Conrad made a motion to reschedule the Customer Service Performance Update due to time restraints.

Motion: Member Lyons

Second: Member Padilla

SUBCOMMITTEE UPDATE

Vice-Chair Marie Aroch informed the CAC Members that a public comment was presented at the April 2017 Board meeting regarding conflict of interest concerning the CAC Chairperson serving as Chairperson for both the Community Advisory Committee (CAC) and Quality Service Subcommittee (QSS). Vice-Chair Aroch requested that a subcommittee be formed to discuss the matter. Member Lantz motion to first schedule a conference call, and to meet following after the next CAC meeting.

All of the CAC Members were in favor of the motion.

MEMBER COMMUNICATION

Member Lyons stated that the MTA Disability program provides a service that will assist riders to pay their fare without using their badge.

Member Cohen shared that he appreciates the caliber of questions posed by all the CAC Members.

Member Almalel thanked Access on behalf of the Triumph Foundation for coordinating all of the riders pick up from the Santa Clarita Metrolink.

Member Cabil announced National Mental Awareness is throughout the month of May 2017.

Member Francois request a copy of the Community Meetings scheduled.

Member Cardona stated that riders should be able to change their same day ride when there is a delay in their schedule.

Member Arrigo thanked all of the presenters.

Member Padilla thanked everyone for attending the meeting.

Member Lantz said the wait and hold time as greatly improved.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Member Cohen

Second: Member Lyons

The meeting adjourned at 3:08 p.m.