

Amended minutes as approved on March 14, 2017  
Paged 9 and 12 Under Nelson/Nygaard Presentation

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 14, 2017  
1:00 pm – 3:00 pm  
Los Angeles County MTA  
Gateway Conference Room, 3<sup>rd</sup> 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 February 14, 2017	Action	4-13
10	4.	General Public Comment	Information	
10	5.	Superior Service Award/ Trent Dennis (CTI)	Information	
5	6	Report from Board of Directors	Information	
20	7.	Free Fare Survey Results/ Fairfax	Presentation	

		Research	
10	8.	Operations Performance Update/ Fayma Ishaq	Presentation
30	9.	Vehicle Type/ Rick Streiff & Josh Southwick	Presentation
5	10.	Revision to CAC Bylaws/ Sherry Kelley	Action
5	11.	Subcommittee Update	Information
10	12.	Member Communication	Information
5	13.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	14.	Adjournment	Action

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*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 agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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

*"Alternative accessible formats are available upon request."*

**MINUTES**

Community Advisory Committee (CAC) Meeting  
Tuesday, February 14, 2017  
1:00pm - 3:00 pm

CALL TO ORDER

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

ROLL CALL

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

**CAC Members Absent:** Chaplain Cohen

**Board Members Present:** None

**Access Services Staff:** Sherry Kelley, Sharon Astier, Ruben Prieto, Randy Johnson, Jack Garate, Louis Burns, F-Scott Jewel, Rycharde Martindale, and Alfredo Torales.

**Guests:** Tonni Yee-Hemphill, William Zuke (QSS), Victor Dominquez (QSS), Michael Sher (Access Customer), Beatrice Lara (MV Transportation - MV), Annette Arriola (Alta General Manager), Kurt Hagen (CARE), Meagan Mumby (Global Paratransit Inc. - GPI), Kathleen Barajas (Access Customer), Olivia Almalel (Access Customer), Angie Smith (Access Customer), Arnetha Pierce (Access Customer), Terra Curtis (Nelson/Nygaard), Will Rodman (Nelson/Nygaard), Daniel Berez (Nelson/Nygaard), Giovanna Gogreve (Metro), Ms. Cleo (Access Customer), Johnny Summerville (Guest), Michele

Ortega (Job Coach), Erica Ortiz (California Transit 0- CTI), and Karina Moreno (San Gabriel Transit - SGT).

## INTRODUCTIONS

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

## REVIEW & APPROVAL OF THE CAC MEETINGS MINUTES FROM FEBRUARY 14, 2017

Motion: Elizabeth Lyons

Second: Jesse Padilla

Abstentions: Marie Francois

Minutes approved.

## PUBLIC COMMENTS

Victor Dominquez stated that he contacted GPI's Spanish line on February 13, 2017 and heard the representative saying "disconnecting the call due to no response" and the call ended. He said this issue continues to happen when he calls.  
GPI will follow up.

Arnetha Pierce said she was not aware that San Fernando Valley region transports only during weekdays and not on the weekend. Secondly, the Southern region arrived at 2:02 p.m. and should have arrived at 12:50 p.m. In addition, her reservation ID numbers changed without notification.

Operations Manager, Randy Johnson will follow up.

Angie Smith said she appreciates the service provided by Access. She further said the providers continue to send out smaller vehicles that cannot accommodate her oversize wheelchair along with her oxygen device.

GPI representative will follow up.

Olivia Almalel suggested that managers should listen to recorded calls related to reservation and dispatch for improvements to service when mistakes happen related to customer's trips. Secondly, she asked if customer's mobility devices accounted for when booking trips, as she often receives complaints from riders whose trips are being denied due to specifications of their mobility devices.

Project Administrator, Jack Garate will follow up.

Tonni Yee-Hemphill stated that she was told that the vehicle would be blue and white cab; however, a black cab arrived. In addition, she called back later that evening to confirm her pick up and the call taker was not cooperative and hung up on her.

Community Liaison, Louis Burns will follow up.

#### BOARD OF DIRECTOR REPORT

None.

#### QSS APPOINTMENTS

Access Customer Advocate, Rycharde Martindale requested that the committee approves the appointment of the slate of (22) candidates to the 2017/2018. Mr. Martindale provided some background and informed everyone that the QSS is a subcommittee of the CAC comprised of riders, service providers, and staff organized to improve upon service quality issues. Mr. Martindale stated that QSS application is available online via [accessla.org](http://accessla.org) or upon request for those interested in joining.

Chairperson Conrad reviewed the slate of candidates on the list below, and asked if the committee was prepared to make a motion.

- Michael Arrigo
- Kathleen Barajas
- Gloria Broderick

- Al Buck
- Myrna Cabanban
- Wendy Cabil
- Belinda Conrad
- Michael Conrad
- Albert Contreras
- Tina Fofoa
- Dina Garcia
- Rachele Goeman
- Ronald Harris
- Roberta Hoffman
- Pattie Hyland
- Jan Johnson
- Liz Lyons
- Carrie Madden
- Aisha McKinney
- Tonni Yi-Hemphill
- William Zuke
- Victor Dominguez

Motion: Member Baldwin made a motion to approve staff's recommendation to appoint the list of (22) members to the QSS.

Second: Member Cabil

Discussion: None.

Pass/Fail: Motion passed.

### OPERATIONAL UPDATE

Jack Garate Project Administrator, presented an Operational Performance Update for January 2017. All key performance indicators were met, in spite of a very heavy rain season. The overall performance for the month of January was a success. In spite of a very heavy rain season.

In addition, Mr. Garate shared the January 2017 highlights:

- Two new stand signs were installed at UCLA campus
- A new map was added to the [www.accessla.org](http://www.accessla.org) website for pick-up and drop-off locations at Los Angeles Airport (LAX)
- The Eastern and West Central regions have been integrated into Where's My Ride (WMR) application for beta testing
- Google Traffic functionality has been integrated into WMR and provides more accurate information.
- Regional Centers Emergency Work Group - Access staff met with five regional centers and California Office of Emergency Services (CalOES).

#### Questions:

Member Lyons asked what is considered a trip denial? Secondly, she asked if Access plans to meet with North Los Angeles Regional Center.

Jack Garate outlined the reservation process. Reservations can't offer a time that's greater than one hour before or after and it's considered a denial whether or not the rider accepts the trip. He stated that Access' met with each regional center and presented the emergency plan.

Member Goeman requested the standard hold time percentage. Secondly, she asked if the cancellation rate is higher during the raining season. Lastly, she asked will riders receive a no show if it starts to rain heavy 15 minutes before their trip.

Mr. Garate said the standard hold time percentage is 5 percent. He stated that most cancellations are due to riders choosing not to schedule trips during the raining season.

Terri Lantz asked about the location of the new stand signs at UCLA. Secondly, she requested the the two most common accidents.

Mr. Garate informed that he is not sure of the exact stand sign location at UCLA, but would provide the information after the meeting. He also suggested checking Access website. He stated that the most common accidents are a result of vehicles backing up and hitting polls.



Jesse Padilla asked if Access includes a driver being pulled over by police as a preventable collision. Secondly, he wanted to know if late 4's occur more frequently in the evening.

Mr. Garate said being pulled over by the police is not considered a preventable collision; however, this could affect a driver's DMV records. He also stated that late 4's vary based on the road conditions.

Chair Conrad thanked Mr. Garate for the Operations Performance update.

### COMPREHENSIVE OPERATIONAL REVIEW NELSON/NYGAARD

Project Manager, Will Rodman introduced himself and his team as the consultants hired to perform the Comprehensive Review of Operations for Access. He stated that the project goals are to assess the current service model, structure, policies & procedures including service delivery.

Mr. Rodman shared that they would return to the CAC meeting in May to discuss their findings, and again in August with the final recommendations. Finally, Mr. Rodman reviewed the task schedule and requested areas of concern from the CAC members.

#### Member Feedback:

Member Goeman requested the team to review the service animal's safety and vehicle accommodations.

Member Cabil asked if the drivers are allowed to use the carpool lane.

Member Lantz stated that the combination of the appropriate software and matching the right vehicle to a customer is important. Additionally, she would like areas in Los Angeles that are not within the ¾ mile to be addressed.

~~Member Baldwin requested to look into the areas surrounded by fixed routes that include islands. He mentioned his concern about the practice of changing trip times not comparable to fixed routes. Mr. Baldwin requested to address eligibility issues related to the non-accessible path of travel to bus stops. He stated that the Northern region is only able to transfer customers from one county to another during the weekdays and not the weekends.~~

Member Baldwin requested to address eligibility issues related to the non-accessible path of travel to bus stops. He stated that the Northern region, a customer is only able to transfer within our own systems, from Santa Clarita/Antelope Valley, which are within Los Angeles County on the weekdays and not the weekends.

Member Francois expressed her concerns related to technology forbidding information and recommends that this include culture competency.

Member Arrigo asked what was done with the data compiled from the last study, and how Access riders benefit from that data. He also inquired about the cost of the study including the funding source.

Giovanna Gogreve of Los Angeles County Metropolitan Transportation Authority (Metro) explained that the budget is based upon service projections provided by Access. She stated that Access will consider and incorporate recommendations from the study into their budget.

Mr. Rodman said the last study focused on service performance to determine if the service contractors were achieving the standards. He stated that based upon the operations presentation provided today, the contractors are doing better as it relates to service and quality.

Co-chair Aroch expressed concerns about the budget and asked if the team will monitor Access' budget.

Mr. Rodman responded they are scheduled to review Access' funding sources. This information will be taken in to consideration when they are compiling conclusions and recommendations.

Chair Conrad stated that Metro Board Members would sometimes ride the bus to get a feel of what was really happening. He suggested assigning secret riders to monitor various departments to understand what customer's experience.

Member Padilla said he agrees with Chair Conrad in regards to mystery riders. He also stated that the shared ride function needs to be reviewed for service quality reasons.

Mr. Rodman said service quality is on their task list.

Member Lyons shared the same thoughts related to monitoring various departments, and suggested to listen to the reservation lines for service quality. She also said that the reservation confirmation process needs improvement.

Mr. Rodman said they would listen to the reservation calls to review scripts are correct and to make sure they are asking the right questions.

Member Fofoa said the vehicles do not have enough space to accommodate wheelchairs. Further shared that reservations does not enter that information into the system. She also stated that the trips are too long.

Mr. Rodman said he will definitely focus on the mobility devices and vehicle size. He also stated that because of the size of Access' regions, trips can be very long and can confirm that Access staff is working diligently to monitor travel time.

Member Garcia stated that reservation is not very patient with customers who have speech impairments, and she sometimes has to hang up and call back again. She also feels that there are improvements to be made on the availability of reservation times.

Member Cardona said Access should cut down on long ride shares since there are no rest rooms and some customers have health issues.

Mr. Rodman said his team will look to see how other systems are addressing those issues.

Sherry Kelley, Senior Manager, Customer Relations shared that it seems as though we are looking at the height and width of a wheelchair and not necessarily looking at certain specifications such as extended legs, other mobility devices that could add to the actual size.

Mr. Rodman said he witness two different drivers with the same rider. The first driver maneuvered the customer's wheelchair just fine, the second driver informed the customer he could not assist, and he realizes this is a problem.

Member Goeman said some riders have big dogs and it is very difficult to ride in a small vehicle. She stated that this issue goes along with equipment accommodations.

Member Cabil asked if manufactures have vehicles available to accommodate oversized wheelchairs.

Mr. Rodman said he believes they are incognito and looks forward to seeing how the manufactures will move forward in the future concerning the issue.

Member Lantz stated that the problem relates to the van configuration and it is not always the size of the equipment.

~~Member Baldwin recommends that Access move away from system negotiation times for reservations to true, real time negotiation.~~

Mr. Baldwin stated that when measuring if an Access ride is a comparable trip length to fixed route they are counting the time it takes to; walk to a bus stop, to wait for a bus, the time to transfer, if any, and the time the bus takes to get to the disembarking point, and the time walking to the destination from the bus stop. The problem with this is that Access is starting the time the person boards the Access vehicle and disregarding the time an Access rider is actually waiting for that vehicle when measuring that comparability. He also requested to review the practice of moving the scheduled pick up time into the 20 minute on time window, without checking with the rider and then again when comparing the start of the trip length from the agreed upon pick up time, not the moved pickup time unless agreed upon by the rider.

Jesse Padilla said standing order trips are not consistent. He stated that many times the trips are late and the software needs improvement.

Member Lyons mentioned we should consider the driver's safety as it relates to irate customers.

Mr. Rodman concluded thanking the committee for sharing their concerns and looks forward meeting again with their findings and recommendations.

Chair Conrad thanked Mr. Rodman for the informative presentation.

#### SUBCOMMITTEE UPDATES

None.

#### MEMBER COMMUNICATION

Chair Conrad thanked everyone for attending today's meeting.

Vice Chair Aroch wished everyone Happy Valentines' Day.

Michael Arrigo happily shared his new Access card that no longer carries the Visa logo.

Terri Lantz announced that the United Cerebral Palsy Art of Care event is on March 11, 2017.

Wendy Cabil announced that the African American Women Leadership event is on March 18 and April 1, 2017.

Rachele Goeman wished everyone Happy Valentines' Day and to be safe.

Liz Lyons said the providers do a great job at regional center monthly events.

Jesse Padilla said Happy Valentine's Day.

Sherry Kelley stated that the stand sign information is located at [accessla.org](http://accessla.org). She further shared the "Where's my Ride" was extended to West Central and Eastern regions and to contact Ruben Prieto at Access for further information if interested in being a beta tester.

#### New Business Raised Subsequent to the Posting of the Agenda

None.

#### ADJOURNMENT

Motion: Liz Lyons

Second: Jesse Padilla

The meeting adjourned at 2:53 pm.

MARCH 14, 2017

TO: COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: APPROVAL OF CAC BYLAWS ARTICLE 3.1 – MEMBERSHIP  
APPLICATION PROCESS

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**ISSUE:**

At the February 2017 Access Services Board of Directors meeting, the Board requested revisions to CAC Bylaws Article 3.1 to increase outreach efforts and requirements of recommended CAC members.

**RECOMMENDATION:**

Review and approve the changes to Article 3.1 – Membership Application Process as detailed below.

**ALTERNATIVES CONSIDERED:**

None; recommendation of Access Board of Directors to revise CAC bylaws.

**IMPACT ON BUDGET:**

No impact.

**BACKGROUND:**

The Access Services Community Advisory Committee (CAC) was established to provide input and advice to Access Services related to operational and policy issues, and to make recommendations to the Access Services Board and staff.

This revision to the CAC Bylaws will ensure that openings to the CAC are posted publicly, and the recommended applicant(s) are presented to the Access Board of

Directors for final approval.

### **ARTICLE 3.1 - MEMBERSHIP APPLICATION PROCESS**

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

Section 2 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

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

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

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