

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 13, 2018

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3<sup>rd</sup> Floor

One Gateway Plaza

---

*Note:* the Strategic Planning Subcommittee will take place immediately after the conclusion of the CAC meeting.

---

<b>Item Time</b>	<b>Item Description/Presenter</b>	<b>Disposition</b>	<b>Pages</b>
	1. Call to Order	Action	
10	2. Introductions		
2	3. Review & Approval of Minutes of February 13, 2018	Action	4-14
20	4. General Public Comment	Information	
15	5. Report from Board of Directors/ Director Kim Turner	Information	
15	6. Conference Room Availability for September 2018/ Matthew Avancena	Information	
5	7. QSS Membership Ratification/Rycharde Martindale	Action Item	15-16
15	8. OPS Update/ Faustino Salvador	Presentation	

45	9.	Access Website Redesign/ Ruben Prieto /Trinet	Presentation
20	10.	Eligibility Update - F Scott Jewell	Presentation
5	11.	New Member Subcommittee Update	Information
20	12.	Member Communication	Information
3	13.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	14.	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 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."](#)*

<p style="text-align: center;"><b>MINUTES</b> Community Advisory Committee (CAC) Meeting February 13, 2018 1:00pm – 3:00 pm</p>
---

**CALL TO ORDER**

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

**INTRODUCTIONS**

**CAC Members:** Chairperson Michael Conrad, Dina Garcia, Gordon Cardona, Jesse Padilla, Kurt Baldwin, Liz Lyons, Michael Arrigo, Olivia Almalel, Rachele Goeman, Terri Lantz, and Tina Fofoa.

**Board Members Present:** Art Ida

**Access Services Staff:** Andre Colaiace, Matthew Avancena, Ruben Prieto, Sharon Astier, Fayma Ishaq, Faustino Salvador, Bill Tsuei, Geoffrey Okamoto, Eric Haack, Hector Rodriguez, Kyra Williams, William Kim, Rycharde Martindale, Tamika Arana

**CAC Members Absent:** Vice-chair Maria Aroch, Member Cabil, and Member Francois

**Guest:** Yael Hagen, Wilma Balew, Beatrice Lara (MV Transportation), Karen Gilbert (MTM Inc.), Mike Fricke (California Transit), Jordon Scott, Desiree Boyle (Rider), Maria V, Regina Mc Cray (Southern Region), Michael Sher (Rider), Victor Dominguez (QSS), Rufus Clark IV (Rider), Laura Scott (Rider), Rufus Clark (Rider), Cathy Markworth (Rider), Fred Markworth (Rider), and Annibal Corral (Rider).

**REVIEW & APPROVAL OF MINUTES**

Chairperson Conrad asked for a motion to approve the December 12, 2017, minutes.

Motion: Member Rachele Goeman

Second: Member Liz Lyons

Abstentions: None

## PUBLIC COMMENTS

Yael Hagen stated that her reservation request is never available for any of the CAC or other Access monthly meetings held at Gateway Plaza. She stated it deters herself and others from wanting to attend Access Services meetings. One should not have to put up a fight to obtain a decent reservation time.

Matthew Avancena assigned Rycharde Martindale and Mike Fricke (CTI) to attend to Yael Hagen's concerns.

## BOARD OF DIRECTORS REPORT

Director Ida provided a brief summary of January 22, 2018, Board meeting.

- The Board approved the consent calendar that included items which extended data network services and established an ad hoc budget committee. In addition, they authorized audio recording on Access vehicles.

Next, the Board approved a contract for a new voice over IP phone system, which would replace the existing Access' legacy phone system. Finally, the Board authorized service providers' contract rate adjustments in preparation for the July 1, 2018, minimum wage increases. He concluded his update by announcing that the February 26 Board Meeting would be held at the Access Services corporate office in El Monte. Upcoming Board items would include new legal and travel training services.

## AUTONOMOUS VEHICLE PILOT

Bill Tsuei, Access Services IT Director, presented a video of the Waymo Driverless Vehicle that currently operates in Chandler, Arizona. Matthew Avancena, Senior Manager for Planning and Coordination, assisted by providing descriptive audio captioning of the presentation for the visually-impaired members of the audience. The Waymo company are the ones that would outfit the proposed autonomous vehicle pilot project. The video showed a mini-van navigating through a neighborhood completely autonomous without a driver navigating the vehicle. Director Tsuei stated that he initiated the autonomous vehicle project in the Phoenix area while working at Valley Metro. They have approximately 100 driverless vehicles provided by Waymo in that particular area. He believes there is potential to bring the autonomous vehicle to the Access Services region in order to conduct a pilot project. He next gave an overview of the 6 different levels of driving an autonomous vehicle, including the 3 different component functions of how the vehicle actually works:

- Level 0 - No Automation;
- Levels 1 and 2 - requires a person to sit in the driver's seat to operate the vehicle;

- Level 3 - requires a person to sit in the driver seat even though the car is driving itself. The operator is there in case a sudden incident occurs. For example, the system would actually notify the driver 10-15 seconds before a system failure, thus allowing the driver to take control of the vehicle;
- Level 4 - the vehicle understands the conditions of the roadway and is also familiar with a particular route in order to make that trip successful without any accidents;
- Level 5 - there is no driver whatsoever and the vehicle does not have to be familiar with any particular route.

Some of the long-term goals consist of: (1) overcoming driver shortages; (2) improving service quality; (3) understanding operational impacts; and (4) embracing new technologies for people with disability.

Based on a data analysis, Access Services has identified the VA Greater Los Angeles Healthcare Center as the final route selection for the autonomous vehicle pilot project. The Waymo vehicle is what Access is looking into implementing in our pilot project. Director Tsuei reviewed the potential partner's list and the preliminary project timelines:

- Project Preparation: Current - October 2018
- Vehicles Testing: July 2018 - December 2018
- Non Revenue Services: January 2019 - March 2017
- Circulator Services: April 2019 - October 2019
- On Demand Services: November 2019 - June 2020

Lastly, Director Tsuei stated that the FTA has a Strategic Transit Automation Research Plan and they have already reviewed our project and they are highly interested in it. He would like Access to be a strategic partner. We are guaranteed to receive some money from the available grant funding of \$12 million dollars to use toward this project. Other partners will contribute toward the project as well.

Questions:

Member Lyons stated that this is a fantastic project and she would like to see something for the deaf and blind riders developed out of this.

Mr. Tsuei replied that we have introduced different technology. For example; we will use the beacon to help guide visually impaired riders in boarding the vehicle along with their PCA.

Member Baldwin asked if we could hold Access Services to the comparable trip length based on current regional transit who are on time compared to AVTA.

He stated that he is concerned for those who will need assistance with how to get off the vehicle, how to get to a location, or that person who needs the driver to approach them in order to identify the vehicle location.

Mr. Tsuei replied that we will work with beacon along with mobile devices which will help the rider recognize buildings or where the source is coming from. Access will explore other options with different government agencies and will use this opportunity to look into other technology options for the vision impaired for boarding the vehicle.

Member Goeman stated that she is not comfortable getting into a vehicle without a driver.

Member Baldwin asked why Access did not look at current regional transit in Lancaster instead of Antelope Valley Transit Authority.

Director Tsuei replied we are looking at the total amount of trips and the number of customers we are currently serving. We do not want to introduce this to a very congested area where there are many different riders. This is a pilot project and will potentially have only 3-4 vehicles assigned to it.

Member Arrigo thanked Director Tsuei. He stated that drivers should not be replaced, and he would not feel comfortable getting into a van without a driver.

#### CUSTOMER SERVICE UPDATE

Hector Rodriguez, Deputy Executive Director of Finance, provided a customer service update to the CAC. He stated that Alta met all Key Performance Indicators (KPIs) in May 2017, and their performance declined drastically in September and October. He met with the contractor on October 3, 2017, and issued a cure notice a week from that date. Later, penalties were imposed at the first level. The contractor agreed to hire additional staff to address the issues that were coming up. Performance did improve in November and December 2017. He stated that calls should not be on hold any longer than 3 minutes and no more than 5 percent of the calls should exceed that 3-minute standard.

Currently, they are meeting all the KPIs year to date in the following categories:

- Average Hold Time; Average Call Duration;
- Calls On Hold Over 5 Minutes; and
- Abandoned Calls.

The next steps include monitoring the following:

- continue closely monitoring the contract, perform live audits of calls, provide training to contractor, review performance daily, review weekly reports, ensure proper staffing levels, ensure proper and continuing training, and, revisit customer service Scope Of Work (SOW)

Finally, he stated that Director DeVera requested Access to form a working group to include members of the Board, TPAC, and CAC to look at Alta's scope of work. Alta's contract is due to expire December 31, 2018, unless we issue a 1-year extension.

## Questions & Dialog:

Member Lantz asked if abandon calls include being put on hold then hung up on after the call-taker returned to the call.

Director Rodriguez replied yes that is an abandoned call.

Member Lyons asked why the system states the number of calls while waiting for the call-taker.

Director Rodriguez replied he would handle that issue right after the meeting. Instead of the system stating the number of calls ahead of you, it should say expecting wait time in terms of minutes.

Member Garcia stated that call takers do not listen to riders and rush to get off the phone. She asked if 5 minutes is enough time to handle a call.

Director Rodriguez replied the expected talk time with the customer is 5 minutes, but if it takes 10 minutes to resolve the customer's issue then it takes that amount of time. The hold time should not be greater than 3 minutes, which is different that talk time.

Member Garcia stated that reservation call-takers are telling customers their time is up.

Director Rodriguez replied that this should never occur and would handle that concern right after the meeting.

Member Almalel asked if this is specific to customer service phone calls or also reservation phone calls.

Director Rodriguez replied only specific to customer service.

Member Almalel asked is it possible to enforce call-takers to read back the complaint or compliment details and to provide ticket number for confirmation.

Director Rodriguez said that is not currently enforceable and not written into the contract. The next step is to revise the scope of work. He thanked Ms. Almalel for her great suggestion.

Member Lantz expressed her concerns pertaining to riders that use communication devices. She stated that call takers should not work in customer service if they are not willing to be patient.

Director Rodriguez commented we are now monitoring live calls. We are looking at ways to better address the needs of our clients by changing the scope of work. In addition, the customer service survey is available at the end of every call.



Member Goeman stated that a call taker refused to remove a no show related to her service animal not feeling well and that was unacceptable.

Director Rodriguez stated that this is unacceptable and the feedback from customer's survey is how we can resolve the issues.

### WHERE'S MY RIDE UPDATE

Ruben Prieto, I.T. System Analyst for Access Services, reviewed the Where's My Ride app program. He stated that the WMR app is a rider information system that provides a vehicle location and estimated time of arrival (ETA). Access understands not everyone has a smartphone or computer and the system was reconfigured to make it accessible via flip-phone and texting. The registration process is very simple and you can register after downloading the app via Access website or with the WMR mobile phone app.

The following information is required to register:

- Riders ID
- Last name
- Home zip code
- Eligibility expiration date located on the riders tap card

Mr. Prieto stated that riders have two options to rate their ride at the end of their trip. First, it provides a rider the ability to give instant feedback without having to make a phone call and not be on hold. Secondly, it provides another channel to give Access Services feedback from the rider to help with service improvement.

In addition, instructional videos have been added to Access website showing riders step-by-step on how to register and how to use the system. We also provided a hotline for immediate WMR assistant. Currently, we have over 600 riders and over 25 facilities on our system since the launch.

Lastly, Mr. Prieto reviewed the Phased Implementation Plan.

- Phase 1 implementation started December 26, 2017, in Eastern and West Central Regions
- Phase 2 implementation started January 29, 2018, in Southern and Northern Regions
- Phase 3 implementation in late Spring for Santa Clarita and Summer for Antelope Valley Region due to system changes within those regions.

Questions & Dialog:

Public comment:

Rufus Clark stated that he is very disappointed with Access. He stated that customer service is very rude and offensive. Communication is poor and deaf people should have access to a video phone in order to communicate with Access.

Director Rodriguez replied we would continue to better address the needs of everyone and work with our IT department to meet our rider's needs.

Annabel Corral asked does Access have an app like Uber or Lyft.

Director Rodriguez replied that would be the ultimate goal in the future, possibly 1-2 years.

Member Goeman stated that she no longer can hear the ring tone and asked why it was changed. She also asked about braille app.

Mr. Prieto replied riders complained about their dogs barking. We are in the process of implementing ring tone choices for our customers. He is currently working with staff regarding a braille app.

Member Almalel would it be possible to add the vehicle type.

Mr. Prieto replied that enhancement was requested early on and we were waiting for everything to be stable. That feature should be available within 3-4 months.

Member Lantz thanked Access Services for the WMR app. The riders can actually see when the ride is coming. There were times when something went wrong and the app actually let you know what was wrong. She thinks it is an incredible feature.

Member Baldwin asked why you are limited to check on your ride 15 minutes before scheduled time.

Mr. Prieto replied we came about that value and initially we had 30 minutes. A lot of things can happen with the dispatch system such as reassignment, trip breakdowns. The test users feedback is how we came to this conclusion.

Mr. Baldwin asked why is there a disconnect when using the app. He gave an example: "The vehicle has called you out and it's not there and you are looking at the app and you see that the vehicle is a block or so away and you cannot call dispatch until the vehicle is 20 minutes late. Lastly, he asked about why is there a delay in Santa Clarita area for the WMR app

Mr. Prieto replied the app is obviously giving you an ETA on the 20-minute window. However, the policy states to call after the 20-minute window. It is sort of a mix match that we are looking at.

Mr. Prieto replied Santa Clarita uses an older Trapeze system and needs to upgrade to the system used by MV.

Member Garcia brought up an issue that she was having with the app--the coming soon message.

Mr. Prieto explained it will always say coming soon if you check 15 minutes prior. He gave an example; If your trip is due at 2:00 pm and you check at 1:50 pm and it says it is coming soon, that means it has not been assigned.

Mrs. Hagen stated that Access must make the WMR app available to people who are unable to access technology.

Chair Conrad thanked Mr. Prieto.

#### NOMINATING SUBCOMMITTEE FOR FILLING CAC VACANCY

Rycharde Martindale addressed Chair Conrad and reviewed the vacancy process. He stated in order to fulfill the current vacancy that he needs two to three voting members from the CAC to help with the process of selecting persons who are interested on becoming members of the CAC. He requested Conrad would solicit those nominees and appoint them. In addition, Mr. Martindale requested two alternates and therefore we could proceed with the process in place. The position would also be advertised to our stakeholders which is in the bylaws with the help of the subcommittee. Mr. Martindale stated that he would be in contact with the subcommittee members and present a list of applicants to them, and proceed with the interview process. Martindale stated there should be six members, including the Chair, after appointing himself to the subcommittee.

Member Baldwin asked a question about the process. He stated last time we just went down a list and picked the next person in line. He wondered if these people were still on the list and not sure, if we are still doing it this way once again.

Mr. Martindale answered that in October 2017, when the Board approved the final CAC Bylaws, in particular, Article 3, and 3.1, this matter was addressed. These articles speak to the membership selection process, especially, the new set of instructions pertaining to the Quality Service Subcommittee QSS.

Chair Conrad asked who would like to participate on the subcommittee. The following members volunteered.

Member Lyons stated that we do not have any Asian or deaf on our committee.

Mr. Martindale responded that diversity is covered in Article 3's mandates within the application process and that's what we are trying to shoot for.

Member Goeman asked if there will be someone who can read the application.

Mr. Martindale replied that he would take care of braille and any other alternative format requests to accommodate members.

Chair Conrad thanked Mr. Martindale.

Member Kurt Baldwin- Voting Member  
Member Terri Lantz- Voting Member  
Member Liz Lyons  
Member Rachele Goeman- Alternate  
Member Michael Arrigo- Alternate  
Member Tina Fofoa  
Member Chair Conrad- Voting Member

### STRATEGIC PLAN UPDATE

Eric Haack, Strategic Planner for Access Services, reviewed the strategic plan as currently drafted. He stated that the strategic plan is covering a 5-year period from FY 2019 to FY 2023. The Plan also covers projects that Access wants to pursue during this period. This process ensures a level of transparency in making the process “public” so that all of the customers, interested stakeholders and partners can comment on the plan-- thus achieving an overall focus when developing the plan for the agency. Presentations were presented to the CAC and TPAC in October and December of 2017, and to member agencies in November during the Annual Membership meeting. Also, the TPAC Subcommittee met in January 2018 which was charged with making a recommendation for improvements to the strategic plan.

Mr. Haack reviewed the plan elements.

- Challenges that Access anticipates over the next 5 years
- Current initiatives are projects we are currently pursuing and hopefully implemented by the start of FY 2019. WMR app should be fully implemented by July 2018.
- Future Projects for 2019-2013 include improvement in the following areas.
  - Safety
  - Customer Service and Customer Education
  - Cost Containment and Streamlined Process
  - Coordination and Partnership

Member Baldwin asked are you seeking feedback from the CAC today.

Mr. Haack replied that your feedback does not have to be today.

Mr. Avancena replied Mr. Haack will be back to talk about the plan once again.

Mr. Haack reported that TPAC created a subcommittee of some members and they looked at the previous draft. The subcommittee came back with a number of recommendations that were captured into two categories.

- 1- Improving the readability of the plan, how well the narrative flows
- 2- Oversight- How the projects will be implemented

Subcommittee Recommendations include:

- Challenges- driver shortages, increase in a number of seniors seeking Paratransit transportation. How will the projects address these challenges.
- Projects List - the subcommittee wants to see the individual projects
- Responsible Departments for each project
- Review Coordinated Plan for Consistency- how are we going to improve mobility across the county.
- Timeline and Performance Goals

In addition, Access plans to meet with the Board to determine the project timeline.

Lastly, the next steps include:

- Receive comments from CAC and TPAC - February
- Board Retreat - March
- Final Plan Approval- mid 2018
- Begin Annual Update to Strategic Plan- mid 2018

Chair Conrad stated that due to time constraints, members were unable to ask any more questions concerning the strategic plan. Does not want riders to miss their ride. In addition, Chair Conrad moved the Operation's Performance Update to the March meeting.

Chair Conrad stated that he is very happy to see the deaf community at today's meeting and thanked them for attending the CAC meeting. He also welcomed them to attend QSS meetings.

Member Baldwin suggested forming a CAC Strategic Planning subcommittee and he requested a link to the plan itself.

#### OPERATIONS PERFORMANCE UPDATE

Moved to March Meeting

#### SUBCOMMITTEE UPDATE

None.

#### MEMBER COMMUNICATION

None.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Member Goeman

Second: Member Lyons

Abstention: None

The meeting was adjourned at 3:00 pm.

Additional details pertaining to presentations can be found on the Access website at [accessla.org](http://accessla.org) or contact Access at 213-270-6000.

March 13, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

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

RE: QUALITY SERVICES SUBCOMMITTEE APPOINTMENT FOR 2018-2019 TERM

---

ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS). In February of 2017, the CAC ratified appointments to the QSS for its 2017-18 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 ensuring 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, begins in February 2018, and ends January 2019. 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 twenty-one (20) applicants who have expressed a willingness to serve.

- Michael Arrigo
- Kathleen Barajas
- Gloria Broderick
- Myrna Cabanban
- Wendy Cabil
- Belinda Conrad
- Michael Conrad
- Albert Contreras
- Victor Dominquez
- Tina Foafoa
- Rachele Goeman
- Ronald Harris
- Roberta Hoffman
- Pattie Hyland
- Jan Johnson
- Liz Lyons
- Aisha McKinney
- Tonni Yi-Hemphill
- William Zuke