

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 9, 2017

1:00 pm – 3:00 pm

Los Angeles County MTA

Union Station 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 April 11, 2017	Action	4-9
10	4.	General Public Comment	Information	
5	5.	Report from Board of Directors/ Theresa De Vera	Information	
15	6.	Customer Satisfaction Survey/ Matthew Avancena	Information	
10	7.	Operations Performance Update/ Randy Johnson	Presentation	
30	8.	Parents with Disabilities Program Update/ Eric Haack & Matthew Avancena	Presentation	
15	9.	Customer Service Performance Update/ Sherry Kelley	Presentation	
5	10.	Subcommittee Update	Information	
10	11.	Member Communication	Information	

5	12.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	13.	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."

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday, April 11, 2017
1:00pm - 3:00 pm

CALL TO ORDER

Chairperson Michael Conrad called the meeting to order at 1:05 p.m.

INTRODUCTIONS

CAC Members: Chairperson Conrad, Vice Chairperson Maria Aroch, Gordon Cardona, Tina Fofoa, Michael Arrigo, Liz Lyons, Olivia Almalel, Jesse Padilla, and Rachele Goeman.

Board Members Present: Martin Gombert

Access Services Staff: Sherry Kelley, Sharon Astier, Art Chacon, Randy Johnson, Lisa Potter, Josh Southwick, Matthew Avancena, Anthony Santiago, Patricia Wilson (Temporary Staff), Geoffrey Okamoto, Steve Chang, F-Scott Jewell, Alfredo Torales and David Foster.

Guests: William Zuke (QSS), Beatrice Lara (MV Transportation), Rogelio Gomez (Global Paratransit Transportation), Michele Ortega (Job Coach), Belinda Conrad (QSS), Mike Fricke (California Transit Inc.), Wilma Balew (LA Care), Victor Dominquez (QSS), Giovanna Gogreve (Metro), David Rischel (Consultant), Lisa Young (Contract Designer), Leticia Wilson (Guest), Ms. Chow (Orientation Mobility Specialist), Dawn Boulder (San Gabriel Transit), Marie Via (Guest) and Clarence Smith (CARE).

CAC Members Absent: Wendy Cabil, Kurt Baldwin, Terri Lantz, Chaplain Cohen, Dina Garcia and Marie Francois.

REVIEW & APPROVAL OF THE CAC MEETINGS MINUTES FROM APRIL 11, 2017

Chairperson Conrad asked for a motion to approve April 11, 2017 Minutes.

Motion: Member Padilla

Second: Member Lyons

Minutes approved.

PUBLIC COMMENTS

Victor Dominquez stated that the Southern region taxi drivers tend to drive too fast and are constantly on their cell phones while driving.

BOARD OF DIRECTOR REPORT

Director Gombert provided a summary of the February 27, 2017 Board meeting.

- Nelson/Nygaard progress report on the Comprehensive Review of Operations
- Call Center Migration - All GPI calls are now addressed by MV Transportation call center
- Discussed Board consent calendar items related to procurement and upcoming items.

ELIGIBILITY CONTRACT TRANSITION UPDATE

Geoffrey Okamoto, Access Manager of Eligibility and David Rischel from Delta Service Group provided a status update of the Comprehensive Operational Review of Eligibility conducted in 2015.

David Rischel provided an update on the findings of the review, in addition to the recommendations that will be implemented in the new eligibility contract. He stated that overall Access is ADA compliant. He mentioned the following findings as a result of the review:

- Applicants arrived to their eligibility appointment unprepared and without their applications.
- The Evaluators had no systematic way to verify information that applicants provided.
- The eligibility determinations lacked consistency, and there were no quality assurance methods in place.
- Satellite locations did not match the main facility.

The recommendation was for the contractor to review the performance of all interviews to ensure consistency and fair evaluations.

Mr. Rischel stated that most applicants were not using Access, and this data is consistent around the country with other paratransit services. The accessible fixed route services, like buses/trains, have improved in many areas and Access riders have

opted to use fixed route over shared rides. One of the recommendations is for Access to consider including mobility services into the new scope, in addition to paratransit services.

QUESTIONS:

Member Padilla asked if Access will include educating applicants on the process in the future.

Mr. Rischel confirmed that a number of steps will be included to assist applicants through the process.

Member Goeman asked if the customers with permanent medical conditions will be required to get recertified.

Mr. Okamoto said the recertification and appeal process is not changing, and customers will still receive a letter in the mail 45-60 days before their eligibility expires.

Member Almalel asked if an evaluator deems the applicant not eligible and/or makes medical judgements without understanding the medical conditions, does that automatically become a denial which has to be appealed. In addition, she asked if the evaluator has the power to send an applicant to a medical physician for in depth assessment.

Mr. Okamoto stated that the evaluations are not based upon a medical condition, and clarified that transit assessments are performed to determine eligibility. However, there are times that gathering more information with respect to a medical condition is necessary to confirm the individual's functional ability, and accordingly, the eligibility contractor will seek to obtain verification with the applicant's treating physicians based on information supplied by the applicant.

Mr. Okamoto stated that evaluations will be conducted at the new Commerce facility on July 5, 2017.

Member Arrigo requested that arrangements be made for the CAC members to visit the facility when ready.

Mr. Okamoto confirmed that he will follow up with the CAC and make arrangement to visit the facility.

OPERATIONS PERFORMANCE UPDATE

Lisa Potter, Project Administrator presented the Operational Performance Update for March 2017. She stated that Operations met year-to-date key performance indicators, with the exception of Preventable Collisions Per 100,000 miles.

Ms. Potter concluded by providing the March 2017 Operational highlights:

- Transported 16 Elite Wheelchair Racers for the LA Marathon on March 19th.
- Provided 589 trips starting March 24th over three days for the Ability Expo.
- Access, its Antelope Valley contractor, and member agency AVTA had a coordination meeting on March 27th. They discussed ridership emergency planning and response coordination.
- Presented the Where's My Ride app to United Cerebral Palsy in Culver City.

PROPOSED ACCESS TAXI LIGO REDESIGN

Josh Southwick, Communications Coordinator, introduced Lisa Young Contractor designer. He stated that they have been working on a new taxi logo, and reviewed the challenges with the current design:

- Lacks visibility, close up and far away
- Lacks contrast if trying to see from a distant
- Does not utilize the current Access brand
- Poor placement on taxis
- Taxis are having a hard time with certain locations
- Current decal do not have serial numbers to ensure taxis are authorized Access vehicles

Ms. Young said the purpose for the new taxi decal is to make sure they are more recognizable for the riders. In addition, the new decals proposed colors are yellow, orange, blue and lime green. Once the colors are approved, the decals will be located on the vehicles in four different areas. She concluded that riders should be able to identify the taxi serial numbers on the new logo that correlates with the actual identification number of the vehicles.

QUESTIONS:

Member Goeman asked if the new decals for all vehicles.

Mr. Southwick said the new decals are strictly for taxis.

Belinda Conrad asked the release date for the new logos.

Mr. Southwick stated that the tentative date is early June 2017.

Vice-Chairperson Aroch asked if the taxi drivers are required to pay for the new decals.

Josh Southwick said that the taxis are required to pay for the new decals.

Chairperson Conrad emphasized the importance to inform the drivers to approach those who are blind.

SUBCOMMITTEE UPDATE

None

MEMBER COMMUNICATION

Member Arrigo shared he likes the new Access logo color contrast and is looking forward to seeing them on the taxi vehicles.

Vice-Chairperson Aroch thanked the presenters and said she likes the new Access logo color contrast.

Member Lyons said to be aware of your surroundings and to be safe. Lastly, she said Happy Easter and thanked Access staff for the service they provide.

Member Padilla thanked Josh Southwick and Lisa Young for a great presentation and his looking for to seeing the new logo on the vehicles.

Member Goeman said Happy Easter to all and said she likes the new logo change.

Member Almalel announced Triumph foundation is having an event on April 29 - 30, 2017.

Member Fofoa thanked everyone for attending the CAC meeting.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Jesse Padilla suggested including riders on Access training calendar.

Michael Arrigo suggested involving the CAC members with training and workshops.

Sherry Kelley made note of the suggestions.

ADJOURNMENT

Motion: Rachele Goeman

Second: Liz Lyons

The meeting adjourned at 2:17 pm