



**STATEMENT OF PROCEEDINGS FOR THE  
REGULAR MEETING OF THE  
LOS ANGELES COUNTY COMMISSION ON  
DISABILITIES  
KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 374A  
LOS ANGELES, CALIFORNIA 90012  
<http://laccod.org>**

**Wednesday, March 16, 2016**

**1:00 PM**

AUDIO LINK FOR THE ENTIRE MEETING. (16-1603)

**Attachments:** [AUDIO](#)

Call to Order. (16-1419)

**President Carlos Benavides called the meeting to order at 1:00 p.m.**

Present: President Carlos Benavides, 1st Vice President Janet A. Neal, 2nd Vice President Wendy Welt Narro, Treasurer Lourdes Caracoza, Commissioner Allan Buck, Commissioner Rosa Maria Chaturvedi, Commissioner John R. James, Commissioner Steve Miller, Commissioner Dee Pinchbeck, Commissioner Peggie Reyna, Commissioner Rita Tomassian-Hopkins and Commissioner John B. Troost

Absent: Commissioner Edward A. Colley, Commissioner Maria Mustelier-Parrish, Commissioner Hector Ochoa, and Commissioner Wan Chun Chang

**I. ADMINISTRATIVE MATTERS**

1. Approval of Minutes from the meeting of February 17, 2016. (16-1404)

**On motion of 2nd Vice President Wendy Welt Narro, seconded by Commissioner John Troost, and unanimously carried, the Minutes of February 17, 2016 were approved.**

**Attachments:** [SUPPORTING DOCUMENT](#)

2. Recommendation to Take Off Calendar: Report on possible collaboration with the Los Angeles City Department on Disability (Continued from the meetings of 9/16/15, 10/21/15 and 11/18/15). (15-4390)

**On motion of 2nd Vice President Wendy Welt Narro, seconded by Commissioner Peggie Reyna, there being no objection, this item was tabled for further discussion to a future agenda.**

## **II. REPORTS**

3. Discuss and take appropriate action on the Access Services, Incorporated Board of Directors meeting report of March 2016. (16-1405)

**2nd Vice President Wendy Welt Narro read the Access Services Board report for March, 2016, prepared by Commissioner John Troost.**

**By Common Consent, there being no objection, this item was received and filed.**

**Attachments:** [SUPPORTING DOCUMENT](#)

4. Discuss and take appropriate action on the report, Immediate Needs Transportation Program, by Ms. Armineh Saint from the Local Programming Department of the Los Angeles County Metropolitan Transportation Authority (METRO). (16-1514)

**Joanna Lemus provided an overview of the following outreach event projects currently being provided by METRO:**

1. **Wrap Sessions were started at the beginning of March to assure proper wheelchair securement procedures with operators and safety concerns were addressed. These sessions are scheduled to complete by the beginning of April 2016.**
2. **Best Practice Events to be held for March**
  - a) **Easter Seals location in San Pedro, where 40 participants were shown accessibility features within their new buses.**
  - b) **California Adult Employment Support Services (CAESS) were brochures and informational materials were provided.**
  - c) **Rancho Los Amigos to demonstrate wrapping and strapping procedures.**

**Genevieve Clavreul, member of the public, addressed the Commission to address her concerns with elevators at METRO stations being unsanitary and being utilized by drug users as there are no cameras monitoring the areas.**

**Commissioners Rosa Maria Chaturvedi and 1st Vice President Janet Neal provided their comments.**

5. Discuss and take appropriate action on the Access Services Incorporated report by Louis Burns, Access Services Customer Support Administrator and Geoffrey Okamoto, Manager of Eligibility Services, C.A.R.E. = Comprehensive Assessment Restorative Evaluation Program. (16-1415)

**Louis Burns introduced Geoffrey Okamoto, Manager of Eligibility Services and Steve Chang, Vice President of Operations of Comprehensive Assessment Restorative Evaluation Program (C.A.R.E.) provided an overview of the evaluation procedure to be eligible for Access riders. He explained that transportation is provided free of charge for the day of the evaluation. The eligibility process can take up to 4 hours with a determination that is provided within a 21-day period via mail. If the applicant is found to be not eligible, there is an appeals process that can be submitted.**

**The CARE evaluation office is located in Downtown Los Angeles that does have its challenges, such as parking and construction.**

**Mr. Okamoto also provided a verbal visual of the CARE facility that included areas for check-in, waiting, transit evaluation, and the safety mobility management area, where two mock vehicles are available with an explanation of what Access is, how it operates and how it sees safety working with Access (Access Services, Inc.) themselves. Applicants with mobility devices are offered tethering and marking assistance. This is free and completely voluntary; however, there are times where applicants decline such assistance. After the evaluation is done, they are then returned to the vehicle lounge at which time they can either leave or wait for the Access vehicle to take them home.**

**As additional information, Mr. Okamoto stated, Access is currently using the basic industry standard color lines for their programs.**

**Customer Services for Access is very important. They utilize a voluntary survey that does a thorough investigation on overall service and to assure satisfaction. For CARE, a voluntary satisfaction survey was introduced to make necessary improvements internally. More recent improvements include a walkthrough by the Senior Supervisor Manager in the lobby to assure satisfaction, additional sensitivity training, quality assurance, conduct audits on CARE evaluations. CARE has also started utilizing a system of numbers when referring to applicants instead of the applicant name.**

**In response to comments made by President Benavides, 1st Vice President Neal and Commissioners Reyna, Pinchbeck, Miller, and Buck, Access will research incorporating different strategies to address their interview processes; transit evaluators and a statistical comparison of how many applicants are being denied with a comparison of denials this year versus last year, how many are overturned and report back to the Commission. At the request of Commissioner John James, a sample of the denial letter will also be provided.**

**Teddie-Joy Remhild, Sheila Washington, Tonni Hemphill, Frances Gates, Theresa de Vera and Genevieve Clavreul, members of the public, addressed the Commission.**

**President Benavides thanked Mr. Okamoto, and Mr. Chang for their information report and reiterated Mr. Chang's request to have Commissioners provide President Benavides with their questions of which will be forwarded to Access to report back at the April 20, 2016 meeting.**

**After further discussion, and by Common Consent, there being no objection, this item was continued to the meeting of April 20, 2016 for a report back.**

- 6. Discuss and take appropriate action on the monthly President report for the month of March 2016. (16-1407)**

**President Carlos Benavides reported that he attended the Access Services Board meeting and noted a speaker spoke on ethics was cut off due to time constraints. He also reported that the Fourth District has already responded to the Commission letter requesting for contribution with Commission John James noting a contribution from the Third District of \$1,500 will be processed for the Scholarship Programs. Commissioner Steve Miller added he is working with the Fifth District on their response. No other responses have been submitted. President Benavides encouraged the rest of the Commissioners to speak with their District representative.**

**After discussion, by Common Consent, there being no objection, this item was received and filed.**

7. Discuss and take appropriate action on the update report by the Policy Ad-Committee on the impact of cutback and freezes in funding for services to people with profound physical, medical and developmental disabilities within Los Angeles County. (Continued from the meetings of 12/16/15 and 1/20/16) (15-4472)

**Chair Steve Miller reported the Ad-Hoc Policy Committee met and provided an update report of the results from the urgency five-signature letter sent to the Los Angeles County Delegation California State Assembly and State Senate. He noted that due to the letter, funding for the Community-Based services was restored. He thanked staff for their diligence in finalizing and the distribution of the letter. He also stated that the single largest challenge for the disabled is unemployment, with a rate of 80% living in poverty. Therefore, the Ad-Hoc Policy Committee will be reviewing measures on State levels for job opportunities for the disabled.**

**Teddie-Joy Remhild, member of the public, addressed the Commission.**

**After discussion, by Common Consent, there being no objection, this item was received and filed.**

8. Discuss and take appropriate action on Transportation/Events Committee Report as submitted by Commissioner Janet A. Neal. (16-1408)

**Chair Janet Neal reported the Annual Access Awards Luncheon will be tentatively held on October 17, 2016 at the Omni Hotel. She will be meeting with the Omni Hotel for a final quote. President Benavides added the Nomination forms for the Access Awards Luncheon has been drafted by staff and will be dominated to Commissioners and members of the public once finalized by the Committee. Chair Neal noted Commissioners should started creating their lists for staff to send sponsorship packets for the event. This can include advertisements for the souvenir program, door prizes, goodie bag and auction items.**

**After discussion, by Common Consent, there being no objection, this item was received and filed.**

**III. MISCELLANEOUS****Matters Not Posted**

9. Matters not posted on the agenda, to be discussed and (if requested), placed on the agenda for action at a future meeting of the authority, of matters requiring immediate action because of an emergency situation or where the need to take action arose subsequent to the posting of the agenda. (16-1410)

**No matters were posted.**

**Public Comment**

10. Opportunity for members of the public to address the Commission on items of interest that are within the jurisdiction of the Commission. (16-1411)

**Mariela Balam, member of the public, addressed the Commission.**

**Adjournment**

11. Adjournment for the meeting of March 16, 2016. (16-1413)

**On motion of 1st Vice President Janet Neal, seconded by Commissioner Steve Miller, the meeting adjourned at 2:55 p.m. in memory of Lynn Paul Reitnouer.**