
AGENDA
FOR THE REGULAR MEETING OF THE
LOS ANGELES COUNTY COMMISSION ON DISABILITIES

500 WEST TEMPLE STREET, ROOM 374A
LOS ANGELES, CALIFORNIA 90012



Access

Board of Directors

Summary Report on Access Board Meeting attended by Kurt Hagen, Commission on Disabilities appointed Access Board Representative.

The following report is respectfully submitted by Kurt C. Hagen, Access Services Board of Directors appointee for the Los Angeles County Commission on Disabilities (LACCOD). This report is to be submitted in October 2011.

1. The most recent meeting of the Board of Directors was held on September 26, 2011. The following report addresses actions taken therein.

BOARD OF DIRECTORS MEETING—SEPTEMBER 26, 2011

2. **CLOSED SESSION**—The Board of Directors discussed two litigation cases currently outstanding: Chroman v. Access Services and Arun Prem v. Access Services. There was no reportable action taken on these cases.
3. **OPEN SESSION**—The Board of Directors recommenced the meeting in Open Session.

4. Approval of Access Services Public Records Act Guidelines—The Board of Directors approved the Access Services Public Records Act Guidelines. The purpose of the approval of the guidelines is to implement the California Public Records Act (Government Code Section 6250) and other related statutes and case law by setting forth the procedures to be followed when making records available to the public. The guidelines established that written requests for public information can be submitted in person, by mail or fax. Furthermore, Elisa Diaz is established as the contact person for such requests in the Public Records Unit.

5. Access Services' Community Advisory Committee and Transportation Professionals Advisory Committee Restructuring—The Board of Directors approved the restructuring plans for the Community Advisory Committee (CAC) and the Transportation Professionals Advisory Committee (TPAC), subject to the provisions outlined below.

Committee Background

The CAC was formed to provide input and advice to Access Services concerning operational and policy issues and to make recommendations to the Board and staff. CAC members are currently appointed directly by individual Directors of the Access Services Board. Each Board Director is permitted to appoint three committee members, giving the CAC a maximum membership of 27 members.

The TPAC was created in September 2001 by the Access Services Board of Directors to provide input and advice regarding operational and policy issues. TPAC is comprised of two sets of members that serve two year terms and have term expiration dates that are staggered between even and odd numbered years. The TPAC is comprised of representatives from social service, community transportation and fixed route transportation providers.

Committee Restructuring

At the June 2011 Access Services Board of Directors meeting, the Board discussed the current function and makeup of Access Services' two advisory committees. Several members of the Board stated their position that the contributions of the advisory committees could be improved by reorganizing the committees and the process by which their members are appointed. Initially, staff had recommended dissolution of the current CAC and TPAC and the subsequent formation of ad hoc working groups. However, after much discussion, the Board ultimately decided not to dismantle the current CAC and TPAC but to instead assign them the task of restructuring the committees. Each committee was to draft new bylaws, new application processes and new application forms. These tasks were to be completed by the September meeting of the Access Services Board of Directors.

Along with the general approval of the Board to restructure the CAC and TPAC, the specifics are as follows:

CAC

- The new CAC shall consist of 15 members appointed by the Board of Directors.
- The membership shall consist of two groups which will be appointed for two year terms. The terms will expire in alternating, staggering, years. There shall be eight members in Group A and seven members in Group B.
- The initial process for instituting the new CAC will be that a Board subcommittee comprising of two Board members and a staff member shall review potential applicants for the new committee and then propose a slate of possibilities to the Board for consideration.
- Upon the initial appointment of the new CAC, the CAC will recommend a slate of officers for the Board to consider for election.

- After the initial reestablishment of the CAC, the CAC application process will be conducted as follows:
 - Possible candidates must have attended at least two advisory committee meetings in a recent six month period;
 - The initial review of all prospective candidates shall be conducted by a nominating subcommittee comprising of two CAC members with the assistance of an Access staff liaison;
 - All prospective candidates must participate in one in-person meeting with a nominating subcommittee of the advisory committee, which will include two voting members and the assistance of Access staff liaison;
 - Finally, Access Services Board of Directors approval shall be required for all advisory committee officers and members.

TPAC

- The new TPAC shall consist of 15 members comprised of transit, paratransit, and social service transportation professionals representing all regions of Los Angeles.
- The membership shall consist of two groups which will be appointed for two year terms. The terms will expire in alternating, staggering, years. There shall be eight members in Group A and seven members in Group B.
- In reestablishing the TPAC, initially, member agency staff will be provided to assist in reviewing potential applicants. The slate will then be proposed to the Board.
- After the initial reestablishment of the TPAC, applications to TPAC will be submitted to staff for review. The membership subcommittee comprising of 2 to 3 TPAC members will review the application and may forward to the Board for approval. Once all vacancies have been filled, additional applicants will be placed on the waiting list.

6. TAP Card Presentation—Access Services staff made a presentation regarding the upcoming conversion to using the TAP Card.

Access Services is currently undergoing the process to convert to becoming a partner in utilizing the TAP Card program. This program is becoming the new standard in Los Angeles County for fare collection on public transportation.

In the process of converting to the new countywide standard of the TAP Card, Access is adding the functionality of a prepaid Visa to the card. If a rider chooses to load money on the card (there is no requirement whatsoever to do this), that rider will be able to use their TAP Card to pay for a ride instead of utilizing coupons or cash.

Access Services has sent out 113,000 notices regarding the conversion to the TAP Card that include a toll-free number to request the card. As of September 26, 2011, there have been 24,446 requests. Access will begin transitioning, immediately, to the TAP Card for all riders either gaining or renewing their eligibility. For those who use their Access Services eligibility card for usage on the free fare program with other fixed route transportation entities, the TAP Card will become a requirement on November 1, 2011. For those who do not use the free fare program, but only use Access Services for their transportation needs and do not immediately wish to use the Visa functionality, their current rider identification card will be good until their next eligibility renewal.

There have been several concerns raised about the usage of the TAP Card. One concern is with regards to safety of carrying the TAP Card with the Visa logo on it. As some riders carry their Access identification card on a lanyard that they wear around their neck, there has been an expression of concern of safety for the individual with the Visa logo being displayed. Access Services has responded to this concern by creating a modified lanyard TAP Card holder that includes a blinder to cover the logo.

Another concern that has been raised is with regard to individual privacy and independence issues. A member of the public making public comment has concerns about individuals who are unable to physically take the Card and tap it on the sensor required at some free fare program facilities for fare payment.

Additional concerns that have been raised include allegations that ReadyCard (the company operating the Visa portion of the TAP Card) has been soliciting personal information in order to activate the Card, confusion on the part of some riders who believe the card they received is a credit card and shredded it and are now being told they must pay for replacements, and concerns over the charges that the company charges those using the card as a debit card (concern over whether there is sufficient understanding among the ridership of the specific requirements of using this as a debit card versus using it only as Access rider identification).

As your representative, I will continue to seek responses for these and other concerns that arise and will work to bring the best possible resolution to fruition.

There is a “frequently asked questions” (FAQ) section on Access Services’ website regarding the implementation and usage of the TAP Card. The website address is www.asila.org. For those who do not have access to the Internet, I have included a copy of the FAQ information with the filing of this report.

Respectfully Submitted,



Date: October 19, 2011

access

Access is becoming a partner in TAP, Los Angeles County's new fare collection system. This will allow us to improve your riding experience not only on Access but also when you use your Rider ID Card on participating Free Fare bus and rail systems.

Access is also partnering with ReadyCARD to add the functionality of a prepaid Visa® to your card. If you choose to load money on your card, you'll also be able to use it to pay for a ride instead of using tokens or coupons, pay at your favorite stores, shop online or over-the-phone, or pay bills without money orders.



Starting in August 2011 Access will begin transitioning to the new Rider ID card for all riders either gaining or renewing their eligibility. If you only use your Rider ID Card when you board an Access vehicle and do not immediately want to use the prepaid Visa functionality, then you do not need to request a new card - it will be replaced automatically when your eligibility is renewed.

However, if you use your Rider ID Card on participating Free Fare bus and rail systems (after October 1, 2011 the current Access Rider ID card will no longer be accepted on these systems) or wish to take advantage of the prepaid Visa functionality, then you must either -

- 1) submit a request for a replacement card by clicking [here](#)
- or
- 2) contact us at 1-888-404-4229 to request a replacement card

There is no charge to you for this initial replacement card.

Access TAP ReadyCARD Visa® Prepaid Card is issued by MetaBank™ pursuant to a license from Visa U.S.A. Inc.

Access RiderID FAQ

I've never had an Access Rider ID Card before. How do I use it?

You must show your card every time you ride with Access. Your card is proof that you are permitted to ride on our vehicles.

I already have an Access Rider ID Card. Why did you send me this new card?

Access is becoming part of Los Angeles County's exciting TAP (Transit Access Pass) program that adds more value to your Access Rider ID Card. As soon as you activate the card, you'll be able to continue to get FREE rides on buses and trains in participating Los Angeles County transit systems.

Why does it have a Visa logo on it? Is it a credit card?

No, your Access Rider ID Card is NOT a credit card. It has a Visa logo on it because we've added the opportunity to also use your Access Rider ID card as a prepaid card. Prepaid means that you can only spend what you load on your card. If you load money on your card, you'll be able to use it to pay bills—no money orders needed, pay at your favorite stores, shop online or over-the-phone, and pay for your ride instead of using tokens or coupons. There's no interest, no credit check, and you can't overspend.

How do I load money on my card?

It's free to load money on your card through direct deposit of a payroll or government check. When you call to activate your Access Rider ID Card, the live customer service agent will ask if you'd like to set up direct deposit, and if so, will be happy to take your information and do all the paperwork for you. You can also load money on your card at any of the following places; fees vary by location (you can search for reload locations near you at tapreadycard.com):

ReadySTATION™ Cash Service Center Kiosk

- > Swipe your card.
- > Insert cash.
- > Your money is instantly available on the card.

MoneyGram

- > Fill out a MoneyGram Blue Form and use Receive Code 7034.

Western Union

- > Fill out a grey Prepaid Services Form with your card number, the amount of cash you want to add, and the name of the card (Access TAP ReadyCARD Prepaid Visa Card).
- > Give the form to the clerk, along with your cash and the service fee. You will get a receipt.
- > Your money will usually be available on the card in 30 minutes or less.

Green Dot MoneyPak®

- > MoneyPak is available at many stores, including CVS, Rite Aid, 7-Eleven® and Walmart.
- > To reload money onto your card, bring your cash to the store and purchase a MoneyPak.
- > Your money will be available on the card immediately.

VISA ReadyLink network

- > Look for the Visa ReadyLink symbol (on the door, the self service center or the cash register).
- > At a cash register, the cashier will swipe your card and accept your cash.
- > At a self-service center, you swipe your card yourself and insert your cash.

Are there costs for using my Access Rider ID Card?

There are never any fees for using your card for transit. The following standard fees will apply if you load money on your card and pay for something that is NOT transit (see your Cardholder Agreement for full information):

- >Monthly Maintenance - \$4.95
 - >Balance Checks/Card Account Information -Free via Website, ReadySTATION and Alerts
 - >Live Agent Customer Service Call - 4 free calls per month; \$3 each additional
 - >Automated Phone Service - 4 free calls per month; \$0.25 each additional
 - >Direct Deposit – Free
 - >Signature or PIN Transaction, Return or Declined Transaction – Free
 - >Cash Back at Point-of-Sale – Free
 - >ATM* - \$1.95
 - >ATM Decline, Balance Inquiry or Balance Inquiry Decline - \$0.95
- *ATM owner fee may apply.

Do I have to load money on my card?

If you want to also use your card to pay bills, shop, or pay for rides instead of using tokens or coupons, you will have to load money on your card. You do not have to load money on your card to only use it for Access rides.

How safe is money that is loaded on my card?

The money on your card is FDIC insured.

What do the other words on my card mean?

“TAP” stands for Transit Access Pass. This means that you can get free rides on buses and trains in participating transit systems. “ReadyCARD” is the name of the prepaid provider.

How does my card work on buses and trains in participating Los Angeles transit systems?

Simply tap the card on the bus fare box or rail station validator (or ask the driver or attendant to help you). Your card contains an electronic TAP chip that works as a free transit pass. On some systems they may ask you to simply show your card to the driver or to swipe it on the farebox.

What transit systems participate in the Free Fare program?

There are a total of 21 transit systems in Los Angeles County that participate. Please visit our website at asila.org/freefare for a complete list.

Can I bring a companion with me on these transit systems?

If your card has the PCA logo below your picture then you may have ONE personal care attendant ride with you free. You MUST display your card to the driver if you have a personal care attendant with you. Otherwise your companion must pay the normal fare for that particular transit system.

How long is my card good for free rides on these buses and trains?

As long as you are eligible to ride on Access vehicles.

Can I pay part of my fare with my card and the rest with cash?

No. You cannot split the payment of your fare between the card and cash (or coupons.)

Can I check my Access TAP ReadyCARD balance with the driver?

No. You can only check your balance at www.tapreadycard.com, or by calling TAP ReadyCARD Customer Service. You can also sign up to have your balance sent to you daily via free email or text message alerts.

If I decide not to ride after I pay with my card, will the driver give me a credit?

No, you must contact Access Services Customer Support at 1.800.827.0829 to submit a credit request.

What if there is a data transmission problem, and my ride payment can't be processed?

The driver will try again to process payment at your drop-off location.

What if I want to buy something that costs more than the balance on my card?

You can only spend up to the amount that you have loaded on your card. If your purchase costs more than what you have loaded on your card, your purchase transaction will be declined and not go through.

What if I need to return something I bought with my card?

Just bring the card with you to the store, along with the item and your receipt. If the store allows you to return the item, the purchase amount will be credited to your card in 3 to 7 business days.

Can another person share my card?

Your card has your photo on it, so only you can use it as your Access ID or as a transit pass. Allowing someone else to use your card for these programs constitutes fraud and could result in criminal prosecution and/or the loss of your eligibility for these programs.

Will using the card help build my credit rating?

No. This is not a credit card, so you will not have a credit history with the card.

What should I do if I lose my card?

Call Access Services immediately at 1.800.827. 0829 and select extension 2. If you report the lost card immediately, you will not be held responsible for any charges you did not authorize. Your old card will be cancelled, and you'll be given information on how to request a replacement card. Any money on your old card will be transferred to your replacement card. The charge for a replacement card is as follows:

- 1st replacement \$4.50
- 2nd replacement \$6.00
- 3rd & each card \$7.75 thereafter

You will not be charged if your card is replaced due to the renewal of your eligibility on Access Services.

NOTE: You can still ride Access while waiting for your new card. When you book a ride, the driver will be told that you may ride without your ID. But you will not be able to use

the free fare program on buses and trains in participating Los Angeles County transit systems until you receive your new card.