



**STATEMENT OF PROCEEDINGS  
FOR THE REGULAR MEETING OF THE  
LOS ANGELES COUNTY COMMISSION ON  
DISABILITIES**

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

**Wednesday, November 16, 2011**

**1:00 PM**

AUDIO LINK FOR THE ENTIRE MEETING. (11-5463)

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

**Present:** President Troost, Vice President Neal, 2nd Vice President James, Treasurer Weller, Commissioner Chang, Commissioner Reitnouer, Commissioner Teran and Commissioner Wright

**Absent:** Commissioner Miller and Commissioner Welt Narro

**Excused:** Commissioner Colley, Commissioner Gureckas and Commissioner Mustelier-Parrish

**I. ADMINISTRATIVE MATTERS**

1. Meeting to be called to order by President Troost. (11-4825)

**The meeting was called to order at 1:08 p.m. Staff member, Rhonda Rangel, announced that Commissioner Gurekas is still in the hospital and is doing better.**

2. Approval of Minutes from the meeting of October 19, 2011. (11-4826)

**On motion of Commissioner James, seconded by Commissioner Neal, this item was approved with the following vote:**

**Ayes:** 7 - President Troost, Vice President Neal, 2nd Vice President James, Commissioner Chang, Commissioner Reitnouer, Commissioner Teran and Commissioner Wright

**Abstentions:** 1 - Treasurer Weller

**Absent:** 2 - Commissioner Miller and Commissioner Welt Narro

**Excused:** 3 - Commissioner Colley, Commissioner Gureckas and Commissioner Mustelier-Parrish

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

3. Approval to purchase refreshments for the 2011 year end wrap-up meeting in the amount not to exceed \$250.00. (11-5008)

**Ms. Rangel announced the refreshments will be provided at the Commission on Disabilities' December 21, 2011 meeting and all Community members are invited to attend. Commissioners were requested to send staff the names and contact information of those members they wish be invited.**

**After discussion, on motion of Commissioner Neal, seconded by Commissioner James, this item was approved.**

## **II. SET ITEM**

4. SET ITEM 1:30 p.m.

Presentation by MOMS Pharmacy specializing on the needs of patients with HIV or AIDS. (11-5010)

**A representative from MOMS Pharmacy was unable to attend the meeting.**

**By Common Consent and there being no objection, this item was continued without discussion to the meeting of December 21, 2011.**

## **III. REPORTS**

5. President's report as submitted for the month of October 2011. (11-4828)

**President Troost reported that he attended the City of West Hollywood Awards Ceremony honoring Commissioner Janet Neal and The Disability Network. Several Commissioners read the text from the following awards received by Commissioner Janet Neal and The Disability Network:**

- **2001 Disability Service Award, Media Category to The Disability Network.**
- **Commendation Scroll for her commitment to the disabled community and increasing awareness about people living with disabilities and disability issues.**

- **Certificate of Recognition for hosting the Disability Network and for the important community outreach work she does to promote disability awareness.**

**President Troost is still working with Guide Dogs of America, Andi Krusoe regarding the Comfort Dog issue and Ms. Krusoe is scheduled to present at the January 2012 Commission meeting.**

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

6. **Monthly report by Giovanna Gogreve and Louis Burns of Access Services. (11-4981)**

**Giovanna Gogreve reported that the Tap Card program is going very well and Access Services has had to order additional cards. However, due to difficulties in the manufacturing of the cards outside of the United States, the shipment will not arrive until February 2012. Therefore, Access Services has extended the start of the new Tap Cards from December 1, 2011 to February 29, 2012 to those utilizing the Free Fair Partner Program. The current supply is being reserved for new riders, lost/stolen cards and/or renewals.**

**Ms. Gogreve added that the recommendations of the Commission regarding the Tap Card program were brought to the attention of Access Services Board. Two of the recommendations have now been implemented: (1) Quick Start Guide; (2) Access Services Logo enlarged on the envelopes being distributed. Although, the Tap Card Program is doing well, there is still some confusion with the cards being defective. Access Services does replace defective cards. However, they are facing difficulties getting riders to mail back the defective cards. In an effort to try and get defective cards returned, Access Services will be adding self addressed stamped envelopes with the cards. Commissioner Neal suggested a "Drop Box" with the drivers for constituents to drop defective cards in order to save postage.**

**Mr. Louis Burns has received several customer complaints at his outreach meetings regarding the reason(s) Access Services chose the Visa logo. He has told constituents that the Visa portion does not need to be activated. The Tap Card in itself is already active once they receive it.**

If they do not use the Visa portion of the Card, there is no fee. Ms. Gogreve stated, Access Services will be including an option to only activate the card and not use the Visa option within the initial phone tree activation system. Mr. Burns stated Access Services is working hard to address all constituent concerns.

Ms. Gogreve added the Community Advisory Committee (CAC) is in the process of re-establishing the CAC. Applications are now being accepted. Access Services is striving to acquire representation from various disability groups in order to improve customer service as a whole. Commission Members were asked to refer to the criteria and duties on the application as it has changed.

After discussion, Ms. Gogreve announced that she will be leaving Access Services to be the ADA Program Administrator at Metro. She will be in charge of the operations of contract services. Mr. Burns will continue to attend Commission meetings.

President Troost commented that while driving he passed a bus stop with Access Services riders awaiting the Metro bus. He noticed that the Tap Cards were worn around their necks and that it was possible for someone to drive up, reach out, snatch the tap cards and drive away. He wanted everyone to be aware of this potentially dangerous situation.

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

7. Report by Chip Hazen, ADA Compliance Officer for Los Angeles County Transportation Authority (METRO). (11-4983)

Mr. Chip Hazen announced he will no longer be the ADA Compliance Officer for Metro. The position of ADA Compliance Officer has now been taken over by Dan Levy. Mr. Hazen's title will now be ADA Compliance Administrator. Metro has also acquired an additional ADA Compliance Administrator, Evon Price. It has not yet been decided of the two, who will continue to attend and report to the Commission as the ADA Compliance Administrator.

Metro has been working on the following train services

- Train service hours have been extended to 1:00 a.m.
- Train arrivals will be now be every 10 minutes.

- **The Blue Line at 7th and Metro will only have one car running and you will not see another car going the opposite way. There will be ambassadors at the Blue line to assure constituents proper access.**
- **The Exposition Line is scheduled to open April 2012.**

**In January, Mr. Hazen will report back to the Commission on new performance measures now being developed for accessibility.**

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

- 8. Summary Report by Angela Davis J.D., Senior Deputy, Disability Civil Rights of the LA County Chief Executive Office for the month of November 2011. (11-4829)**

**Angela Davis did not have a report for November, however responded to questions posed by Commissioners.**

**After discussion, no action was taken by the Commission.**

- 9. Report on Access Board meeting attended by Kurt Hagen, Commission on Disabilities appointed Access Board representative; and the TPAC (Transportation Professionals Advisory Committee) and potential members of the Committee. (11-4831)**

**Ms. Rangel distributed the Access Board report and the TPAC application for potential members on behalf of Kurt Hagen . Mr. Hagen was not available for questions.**

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

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

#### **IV. DISCUSSIONS**

10. Discussion to revise the appointing procedures and duties of the Access Services, Inc., Board of Directors - Commission on Disabilities Representative. (Continued from the meeting of September 21, 2011.) (11-4159)

**Ms. Rangel stated the appointing procedures have not been revised since 1997. Ms. Rangel submitted some suggested revisions to the procedures for the Commissions review. Commissioners were asked to submit their suggested revisions, and changes to her by December 12, 2011 in order to incorporate them for approval at the December 21, 2011 meeting.**

**After discussion, by Common Consent and there being no objection, this item was reviewed and continued to the meeting of December 21, 2011.**

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

11. Discussion to send a letter to the Board of Supervisors regarding Commission concerns with Access Services on: (1) the TAP Card Program; (2) the restructuring of its Community Advisory Committee; and (3) the types of transport vehicles purchased by Access Services. (Continued from the meeting of September 21, 2011.) (11-4160)

**After discussion, no action was taken by the Commission.**

#### **V. MISCELLANEOUS**

12. Announcements by Commissioners on upcoming events. (11-4824)

**Commissioner Neal announced that there will be a holiday pot luck to be held on December 14, 2011 by the Transportation, Events and Executive Committees. Everyone is invited to bring a dish and enjoy this holiday celebration with Committee members.**

**Commissioner Teran announced that the Cypress Park Family Resources Center will be having a Health Fair Friday on December 2, 2011. The Commission will be hosting a table at the Health Fair. Everyone is invited.**

**After discussion, no action was taken by the Commission.**

**Matters Not Posted**

13. Matters not on the posted agenda, to be discussed and (if requested) placed on the agenda for action at a future meeting of the Committee, or matters requiring immediate action because of an emergency situation or where the need to take action arose subsequent to the posting of the agenda. (11-4822)

**No matters were filed by the Commission.**

**Public Comment**

14. Opportunity for members of the public to address the Commission on items of interest that are within the jurisdiction of the Commission. (11-4823)

**Phyllis Coto of the Los Angeles Client Coalition provided flyers to an Innovation Conference to be held on February 3, 2011. Interested individuals were asked to contact the office at the number provided on the flyer. She also asked if Access Services could provide workshops in using the Tap Cards.**

**Robert Coto, Maggie Hui and Shawnis Relison also addressed the Commission.**

**Adjournment**

15. Adjournment for the meeting of November 16, 2011. (11-4821)

**The meeting was adjourned at 3:08 p.m.**