

CTSA Advisory Committee
Regular Meeting Minutes
Wednesday, January 28, 2015

1. CALL TO ORDER

Committee Chair McEachen called the meeting to order at 1:05 p.m. in the conference room of the Alliance on Aging Office (AoA).

Present:

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| Maureen McEachen | VNA |
| Rena Weaver Wyant | Blind & Visually Impaired Center |
| Nancy Budd-Garvan | ITN Monterey |
| Kasuko Wessendorf | Interim, Inc. |
| Laurie Crosby | CSUMB |
| John Hart | RIDES Consumer |
| Ronn Rygg | United Way Monterey County |
| Robert Garcia (Alternate) | Alliance on Aging |
| Virginia Murillo (Alternate) | TAMC |

Excused Absent:

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| Kathleen Murray-Phillips | DSES-AAA |
| George Dixon | Monterey County Military and Veterans Affairs |
| William (Terry) Bare | Veterans Transition Center |
| Melissa McKenzie | Carmel Foundation |

Staff:

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|----------------|----------------------------|
| Tom Hicks | CTSA Manager |
| Cristy Sugabo | Senior Mobility Specialist |
| Charne Purnell | MV Transportation |

Guest:

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| Mike Gallant | MST staff |
| Olivia Quezada | CCCIL |
| Betty Duckworth | Public |

2. CONSENT AGENDA

2.1 Minutes of the regular meeting of November 19, 2014.

Member Garcia made a motion to approve the amended minutes on the consent agenda and Member Rygg seconded. The motion carried unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Betty Duckworth stated that she is speaking on behalf of her husband who takes RIDES to and from the VNA Adult Day Care Center in Monterey. He moved from Salinas to an assisted living facility in Carmel since April. Since his move she was told by reservationist that she could not change his scheduled pick up time. Also, she stated that her husband was once dropped off at the wrong building by RIDES dispatched taxi. She stated that she did talk to MV General Manager Mary Ann Jackson regarding her concerns. *(In response, Chair McEachen asked for her to stay for discussion on agenda item 6.1)*

4. UNFINISHED BUSINESS

4.1 Funding the Taxi Voucher Program

Mr. Hicks stated that the grant money for the program has expired and funding from Measure Q money will not be released from the Controller's Office until mid July. However, MST is seeking interim funding so it can restart the Senior Taxi Voucher Program in April.

Mr. Hicks also recommended appointing an ad hoc committee to consider Measure Q funding priorities and timings. Subsequently, the following members volunteered: **Rena Weaver Wyant, Ronn Rygg, Roberto Garcia, Maureen McEachen, and Nancy Budd-Garvan.** Terry Bare was also appointed by Chair McEachen.

Member Murillo stated that MST submitted its application for the 5310 grant to Caltrans, if approved, MST will receive \$32,000 and the funds will be available in October.

5. NEW BUSINESS

5.1 MST's TTY/TDD machine

Ms. Sugabo explained that Staff reviewed the new phone system and questioned the compatibility of the TTY/TDD machine. Since the machine is not used and most hearing-impaired individuals are now using relay services, Staff is considering removing the machine. MST is seeking the committee's suggestion for the best option for communicating with individuals with hearing impairment. She stated that Staff posed the question to the FTA Office of Civil Rights and in response, FTA stated that *technically* the machine is not *required* but to provide alternate accessible format to effectively communicate with individuals with disability. Mr. Hicks also stated that the committee's opinion regarding this matter is important to Staff and the Board, therefore, MST is asking for the advisory's input.

Member Rygg stated that at United Way, his present employer, have a TTY machine, but in the last 6 years it has not been used. He stated that with changes in technology most hearing impaired individuals are using other means of communication. He recommends removing the machine and advises MST to inform the public of alternate accessible ways of communicating to MST.

Member Rygg stated that in the tri-county area there are about 35,000 individuals who have hearing loss and asked if MST RIDES has worked with this population before. In response, Mr. Hicks directed the question to Ms. Purnell who stated that RIDES does have a couple passengers who are hard of hearing. She stated that communication has not been a problem that the customer do reserve RIDES on their own or have family members make the reservation for them.

Member Kasuko and Member McEachen asked if online reservation is available.

Member Wyant requested to invite a representative from the DHHSC Office to speak to the MAC. She stated that on a regular basis this individual works directly with the deaf and hard of hearing individuals. She stated that it is possible the machine is rarely used due to the lack of public awareness of its existence at MST.

Member McEachen asked to invite Michelle Overmeyer, MST's Grants and Compliance Officer to attend the next meeting. She also requested Staff to review history of how often the TTY machine is being used. Member Garcia agreed and asked Staff to get feedback from individuals who has used the machine.

5.2 Membership recruitment

Member McEachen stated that from a previous meeting it was recommend CCCIL Staff Maria Magana replace Ms. Elizabeth Pope. She introduced CCCIL representative Olivia Quezada who addressed the committee that due to prior commitments Ms. Magana was unable to attend the meeting. She stated that Ms. Magana will be CCCIL's designated representative for the committee. Subsequently, members discussed and unanimously agreed to nominate Ms. Magana for membership.

Member Rygg made a motion to appoint Maria Magana for MAC membership to MST Board of Directors and Member Garcia seconded. The motion carried unanimously.

6. SUBJECT ITEMS TO FOLLOW-UP

6.1 RIDES customer service feedback procedure

Mr. Hicks stated that if a passenger wants to know the status of a ride to call MV RIDES reservation number, and if a passenger who has a complaint regarding a RIDES trip or service, to contact MST customer service directly. Also, he stated that the MV RIDES

reservation number now include option 6 that will redirect customers to MST's Customer Service Department for complaints or compliments.

Ms. Duckworth stated that she thought she was calling MST whenever she calls to make a reservation. She did not know that MV is the RIDES service provider. In response, Mr. Hicks stated that MST provides eligibility certification and that RIDES dispatch and trip fulfillment is contracted to MV Transportation to provide these services. Further, he stated he will follow up with the customer service manager about her filed complaint.

7. SUBJECT ITEMS TO REQUEST

This item(s) will be included on a future agenda for follow-up

- 1) Chair McEachen requested that Staff provide additional information about the TTY/TDD machine and to invite representation from the hearing impaired community for input.
- 2) Member Crosby stated that CSUMB and MST met back in November. She stated that she still hears customer's name announced on the bus radio. She prepared a short list of updated requests to Staff. She gave the list to Ms. Sugabo for reference.
- 3) Member Rygg asked Staff to follow up after investigating Ms. Duckworth's complaint. Also, he asked Staff to provide customer service report feedback.
- 4) Member Virginia stated she will present her update on the unmet transit needs.
- 5) Member Rygg requested a follow up report on the MAC Ad-hoc committee.
- 6) Member Wyant stated that the cities are putting expiration dates on their senior taxi vouchers. Recently one of her visually impaired clients got stranded because the driver would not honor her client's expired voucher. She is requesting a follow up from Staff on addressing the issue to the cities.

8. REPORTS

No action required unless specifically noted

9.1 ADAPTR liaison report

Member Wyant, ADAPTR Liaison, stated that the December meeting was canceled. Also, Member Hart expressed his interest in becoming a secondary liaison for the ADAPTR to the MAC. She stated that his interest will be addressed to the ADAPTR committee at its next meeting in February.

9.2 MV Transit report

Ms. Purnell stated that she is the new reservationist and Ms. Mary Ann Jackson, MV Transportation General Manager, was unable to attend due to a scheduling conflict.

9.3 Mr. Hicks stated that MST is still working on the Interactive Voice Response System (IVR). The IVR will allow passengers to cancel or modify their trip(s) through the IVR automated phone system. The system will call out the evening before the scheduled trip and again ten minutes before the actual pick up. Also, it has the capability to send out notifications using text messages and emails, and customers will have the ability to schedule and modify trips using its website. He stated that about 95 percent of the software installation is complete and that Staff training will start in February. Then a test pilot group of consumers will start using the software by the end of March or April and he looks forward for the project to be completed by the end of June.

Mr. Hicks stated that MST has recently received a few complaints about MST RIDES-contracted taxi providers. He stated that MV Transportation has been following up on the complaints and continues to train the taxi drivers about RIDES policies and procedures. He stated that MST must meet RIDES service demands and that taxis may be used during peak-demand hours and for other purposes.

Mr. Hicks stated that Staff will soon do a mass mail out to all RIDES customers. It will include information on the new IVR system and the two RIDES contact numbers.

9. ANNOUNCEMENTS AND APPRECIATIONS

Member McEachen announced that Ms. Diana Seay, ADAPTR Chair, resigned due to her health condition. Staff will present her with a recognition award for her dedication and contribution to the Mobility Advisory Committee through the ADA Paratransit RIDES subcommittee.

10. ADJOURN

There being no further business, Chair McEachen adjourned the meeting at 2:34p.m.



PREPARED BY: _____
Cristy Sugabo



APPROVED BY: _____
Tom Hicks