

# access

## REVISED AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 10, 2021

1:00 pm - 3:15 pm

#### Webinar Only

Zoom Link - <https://us06web.zoom.us/j/82394796341>

Dial In - 888 788 0099 (Toll Free) or  
669 900 6833

Meeting Number - 823 9479 6341

\*Please see note below.

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
5	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of July 13, 2021	Action	5-11
10	3.	General Public Comments	Information	
8	4.	Board Member Report/Director Martin Gombert	Information	
10	5.	SSA Video - Megan Mumby	Information	
15	6.	Operating on Private Property - Colin Obeso/Mike Greenwood	Presentation	
10	7.	Operations Update - Garrett Rodriguez	Presentation	
10	8.	COVID-19 After Action Report - Matthew Topoozian	Information	
10	9.	Officer Nominating Subcommittee-Rycharde Martindale	Possible Action	
10	10.	New Member Selection Subcommittee-Rycharde Martindale	Possible Action	

10	11.	Member Communications	Information
10	12.	Communications Subcommittee Update-Matthew Avancena	Possible Action
10	13.	Same Day Subcommittee Update - Matthew Avancena	Possible Action
10	14.	Operations Subcommittee Update - Matthew Avancena	Possible Action
5	15.	Public Comment with Respect to Closed Session Items	Information
20	16.	Closed Session: <b>(added)</b> A) Conference with Legal Counsel: Cal. Gov. Code §54956.9 1. Anticipated Litigation: Gov. Code §54956.9 (b) i. Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of counsel considering "existing facts and circumstances," there exists a "significant exposure to litigation" (one cases).	Possible Action
5	16.	Adjournment	Action

*Access Services does not discriminate based on 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 devices and services to facilitate communication. In determining the type of auxiliary devices 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 devices 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 devices 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 agenda 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."*

**\*NOTE**

**NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES**

Pursuant to temporary revised Brown Act requirements, CAC committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - [CAC@accessla.org](mailto:CAC@accessla.org) or 2) via US Postal mail by addressing it to - Access Services CAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Tuesday, August 10, 2021 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

How to Provide Public Comment in a CAC Meeting via Zoom:

#### Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html). Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/82394796341>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

#### By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html)
2. Dial (for higher quality, dial a number based on your current location): US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free)  
Webinar ID: 823 9479 6341
3. When the Committee Chair calls for the item on which you wish to speak, press \*9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.
5. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.

**MINUTES**

Community Advisory Committee (CAC) Meeting  
July 13, 2021  
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:05 p.m.

INTRODUCTIONS

**CAC Members Present:** Chair; Rachele Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Tina Fofoa, Scott Barron, Kimberly Hudson, Jesse Padilla, Olivia Almalel, Michael Conrad and Michael Arrigo.

**CAC Members Not Present:** Wendy Cabil and Bhunit Shah

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Gina Breceda, Eric Haack, Mike Greenwood, Dina Garcia, Rycharde Martindale.

**Guests Present:** None

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the June 8, 2021 minutes.

Motion: Member Lantz  
Seconded: Member Fofoa  
Abstained: Member Hudson, Member Hagen  
Motion: Passed

GENERAL PUBLIC COMMENTS

None

BOARD REPORT

No Board Report for the month of July.

## TRAVEL TRAINING UPDATE

Strategic Planner, Eric Haack and Administrative Analyst for Planning, Dina Garcia presented on this item. They presented on the Access travel training program and recent analysis that reveals the long lasting benefits of the travel training program.

## MEMBER DISCUSSION

Member Padilla made a comment by stating that each year, the fixed-route changes their bus scheduling, especially this year. They removed routes or rerouted them to different locations. He asked if this was included in the travel training. He also asked if they put a temporary stop when there's construction and if this is factored into the travel training. Eric Haack replied that during the interview the customer would receive an initial assessment or evaluation. For example if it's a grocery store that's along this bus line, they will be trained on what the most direct bus route is to get them from their home to this grocery store. What travel training tries to do is it recognizes that these changes can happen and so in telling them, they can find an alternate route to recommend for someone to take.

Member Hagen thanked Dina Garcia and Eric Haack for an excellent presentation. She expressed her concern with this program because she feels that certain populations are coerced into using them. She asked if they were connected to Metro's Seniors On the Move Program since it seems to be a natural fit, to connect seniors. Eric Haack responded that with respect to persons with cognitive or developmental disabilities, this is one of the main reasons that there's an in-person assessment at the person's home or a place that they select. With respect to the seniors on the move, they have definitely worked with this group in the past. It works well for senior groups and outings.

Member Hagen asked if seniors on the move is also good for socializing not just training. She highly encouraged they contact Lily Ortiz at Metro and see if there is a partnership that can be done. Eric Haack will reach out to Lily Ortiz.

Member Barron made a comment by asking how someone can sign up for this service and how long the service is for. Eric Haack responded that the main way people have found out about the program is at the Eligibility Center. At the moment, their partners at MMP will call the new applicants or the renewing applicants and ask them if they are interested in further information about other services, such as riding the bus, riding rail, , or even Dial-a-Ride in their area. Member Barron asked how long the training was and Eric Haack responded it took one to two days. He also asked if Access offers to show them the service and what a ride would be like on Access Services before they complete the application. Eric Haack responded that one way that this is done is through outreach meetings but normally they don't show a preview of the rides.

Member Cardona asked if they are referring people to local dial-a-ride services. He has noticed some Long Beach residents use Access to get to their destination within the city. Eric Haack responded the answer is yes, and if a person is trying to get around Long Beach, their partners at Mobility Management Partners, can give them information about dial-a-ride.

Member Hudson made a comment by asking how they prioritize who gets training first and how they determine who may need specific training about how to use Access Paratransit. What if someone has cognitive impairment or other type impairments, and how they can safely use Access Paratransit? Eric Haack responded that MMP provides up to 300 trainings a year for Access customers and the trainings are first come, first serve.

Member Fofoa asked what would happen if somebody from out-of-state came to visit the area, would they receive training? Eric Haack responded that the current program is limited to customers who are eligible for Access. Member Fofoa also asked if in Long Beach, there's a lot of people that take the Dial-a-Ride for local pick-ups and if they are informed of this service. Eric Haack stated that the locals are usually trained on the service that could be a best fit for them.

Member Lantz asked that if someone applies for Access is found eligible, are they automatically provided the opportunity for travel training. Eric Haack responded that the way the program is structured right now is that the travel training is available only to customers who either have restricted, temporary or unrestricted Access eligibility. Member Lantz specifically had that question because years ago, this came up when people are not found eligible, they often don't know what to do after that.

Chair Goeman made a comment by asking if the instructors know how to do travel training for the blind and visually impaired, such as using a cane or a service animal. Eric Haack responded that they have incorporated it into the most recent contract that they currently have with MMP. It is called O&M training and not all trainers have this certification but it is accessible when needed.

Member Hagen made a comment by stating that she has concerns about when and how people are being approached. Telling people about the program during eligibility process is a huge turnoff and some people might be confused and think they are being kicked off Access service. She recommends a brochure or information so that the rider can choose to contact them if they are interested in the program. Eric Haack responded they would look into this for the future.

#### NEW MEMBER SELECTION SUBCOMMITTEE

ADA Coordinator, Rycharde Martindale presented this item. He requested volunteers to select a candidate for the vacancy that Marie France Francois vacated.

## MEMBER DISCUSSION

The members that volunteered were Chair Goeman, Member Lantz, Member Hagen and Member Conrad. The alternates that volunteered were Member Padilla and Member Hudson.

## OFFICER NOMINATING SUBCOMMITTEE

ADA Coordinator, Rycharde Martindale, stated that he contacted the three person officer selection committee and asked them to begin polling their choice of officers or the recommendations from their fellow CAC members. They will then sit down and proceed with the process to begin to set up for the September elections.

## MEMBER DISCUSSION

Member Hagen made a comment by asking if there was still a possibility of nominations from the floor. Rycharde Martindale responded that yes because it is in the Bylaws.

Matthew Avancena made a comment by encouraging the CAC members to please make their submissions as soon as possible so they can quickly move on with the process.

Member Lantz made a comment by asking how they were going to contact the members but she would find it very helpful to know who has already been contacted and they don't have to necessarily need to chase people down.

## OPERATIONS UPDATE

Operations Service Monitor, Gina Breceda presented the Operations update and statistics. She added that they will be hosting a community meeting via Zoom on July 31st, 2021. She also stated that Carmen Marquez received the June Superior Service award. Access also updated the Rider 360 software to version 2.0, which brought the program up to date with current technology standards. The Access Emergency Operations Center was de-mobilized after over one year of activation in response to COVID-19 pandemic. And lastly, the Board extended the service provider contracts for the Eastern and Santa Clarita regions.

## COMMUNICATIONS SUBCOMMITTEE UPDATE

Matthew Avancena presented an update on this item. He explained how the members discussed how the website was not user friendly and there were no direct links to the meetings. One of the suggestions was for staff to come up with a matrix or a list of areas where the website needed improvement.

## MEMBER DISCUSSION

Member Lantz stated that the website has headings that are misleading and do not really help in finding the tab that you are looking for.

Member Hagen made a comment by asking for clarification if staff or the committee member would be putting together the matrix of ideas. Matthew Avancena stated it was staff that will put it together with the help of the committee members.

Chair Goeman stated that it is extremely difficult to use the website because the jargon is difficult and the colors on the website are also not practical. The JAWS reader program does not read websites well when there are too many colors.

Member Hagen explained that JAWS was a reading program for people with visual disabilities. She asked if there was part of the website where there is an option that it can be converted into text only format for those that use the reader.

Member Lantz made a comment stated that there are some people like her that have visual impairments and sometimes it is difficult seeing white. People need to keep in mind that there needs to be really high contrast, for example black and white. While she understands that Access is trying to make a nice looking website, they also need to understand that the website needs to be user friendly and that is much more important.

Member Hudson made a comment by stating that the website doesn't use plain language. For example, they need to simplify the language.

Member Arrigo made a comment by stating that Access needs to go with practicality not by the aesthetic.

Member Cardona stated that there are accessibility standards for websites available.

## SAME DAY SERVICE SUBCOMMITTEE UPDATE

Matthew Avancena presented an update on this item. Lately with the pandemic, there were some enhanced services whereby Access, provided same-day service with some restrictions. There is an extensive discussion to see what the options are.

## MEMBER DISCUSSION

Member Hagen made a comment by stating that the discussion for Same Day service had much more content. She believes the same-day service is absolutely needed and it's something that the community absolutely deserves to have. They also discussed about keeping Same Day services open so that people can make the decision of when

they can use it. The committee feels very strongly about providing this service with some restrictions in place in terms of number of trips. The committee seems to be gravitating towards a positive and respectful way of making sure that everybody has access to Same Day services in an equal and dignified way.

Member Padilla made a comment by stating that maybe Access can limit the amount of Same Day reservations per rider. Same Day service should continue to be an option as it is considered a part of accommodating the community as well.

Member Hudson made a comment by asking if there were any arrangements for emergency Same Day service, for example an unexpected doctor appointment. Matthew Avancena responded that this was not in the works or a possibility at the moment.

Member Lantz responded that they did have limited Same Day services during the pandemic up to recently. This is why they are discussing in the subcommittee how the Same Day could be brought back in. Some years ago, Access found that having some Same Day reservations actually made the service more per productive and actually helped Access.

#### OPERATIONS SUBCOMMITTEE UPDATE

Matthew Avancena presented an update on this item. There are four topics that they discussed. To reduce long-shared rides, to review performance standards, to implement alternative payment systems and to end outdated practices that restrict pickups.

#### MEMBER DISCUSSION

Member Hagen made a comment by stating that when they are talking about having a dispatcher, if it would be from a different region because different regions have different ways of dispatching. They use different software and they have different philosophies. Matthew stated they will keep this in mind and pass that on to the staff when they start scheduling dispatchers to speak with the community.

#### MEMBER COMMUNICATION

Member Almalel made a comment by thanking everyone for their input. She thanked them for addressing shared rides and the long trips. She wanted to know about the mask mandates for riders because she noticed some do not want to wear a mask on rides.

Member Arrigo made a comment by stating that he strongly believes there should be an O&M instructor for the travel training. Especially for newly visually impaired people.

Member Hagen thanked Dina Garcia for her excellent presentation. She really enjoyed all the discussions in the meeting.

Member Hudson thanked everyone and she really enjoyed the meeting. She looks forward to working with everyone in the future.

Member Lantz thanked all the new and older CAC members for their participation. She also thanked Access staff for all their help.

Member Padilla made a comment by thanking everyone for their presentations and the clarifications. He doesn't always know all the acronyms like JAWS. He is assuming they will meet virtually for the rest of the year but would like to be notified when they will be returning to in person meetings.

Member Fofoa made a comment by thanking Access for all their hard work. She thanked the CAC members for showing up to each meeting. She congratulated Kim Hudson on joining the CAC.

Member Conrad stated that there are modifications to the Pro Master vans and he would like a call back from Mike Greenwood.

Vice Chair Cardona made a comment by asking Dina Garcia to rejoin the CAC and join the Board.

Chair Goeman made a comment by thanking everyone for joining the meeting. She thanked Access for their hard work. She is looking forward to having in person meetings sooner than later. She welcomed Kim Hudson to the CAC and hoped she enjoyed the meeting.

## ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Member Fofoa

Second: Member Padilla

Motion passed

The meeting adjourned at 3:05 p.m.