

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 14, 2022

1:00 pm - 3:15 pm

**Webinar Only**

**Zoom Link - <https://us06web.zoom.us/j/86939712024>**

**Dial In - 888 788 0099 (Toll Free) or**

**669 900 6833**

**Meeting Number - 869 3971 2024**

**\*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 April 12, 2022	Action	5-11
5	3.	Review & Approval of Minutes of May 10, 2022	Action	12-18
7	4.	General Public Comments	Information	
8	5.	Board Member Report - Director Gombert	Information	
15	6.	Operations Report - Garrett Rodriguez	Presentation	
10	7.	Mask Mandate - Mike Greenwood	Information	
15	8.	CAC Officer Nominations Subcommittee - Rycharde Martindale	Action	19-21
8	9.	Member Communications	Information	

8	10.	Goals Review - Matthew Avancena	Information
8	11.	Same Day Subcommittee Update -Matthew Avancena	Possible Action
8	12.	Communications Subcommittee Update - Matthew Avancena	Possible Action
8	13.	Operations Subcommittee Update - Matthew Avancena	Possible Action
5	14.	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, June 14, 2022, 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/86939712024>
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 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 +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or  
+1 312 626 6799 or +1 929 205 6099 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)  
Webinar ID: 869 3971 2024
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, please submit a written comment as outlined above.

ITEM 2

<p style="text-align: center;"><b>MINUTES</b> Community Advisory Committee (CAC) Meeting April 12, 2022 1:00 pm - 3:15 pm</p>
---

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:02 p.m.

INTRODUCTIONS

**CAC Members Present:** Chair; Rachele Goeman, Maria Aroch, Yael Hagen, Terri Lantz, Kimberly Hudson, Bhumit Shah, Scott Barron, Michael Arrigo, Michael Conrad, Jesse Padilla

**CAC Members Not Present:** Vice-Chair; Gordon Cardona, Olivia Almalel, Wendy Cabil.

**Board Members Present:** Martin Gombert

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Kristi DeHaro, Mike Greenwood, Rycharde Martindale.

**Guests Present:** None

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the March 8, 2022 minutes.

Motion: Member Hudson  
Seconded: Member Arrigo  
Abstained: Member Hagen, Shah, Almalel  
Motion: Passed

GENERAL PUBLIC COMMENTS

Jan Johnson made a public comment by stating that she was present and believes we should continue the mask mandate.

Mel Bailey made a public comment by stating that he thinks the mask mandate should stay in place because of the more vulnerable population riding with Access.

Liam Matthews made a public comment by stating he was present at the meeting and

supports the mask mandate staying in place.

## BOARD REPORT

Director Martin Gombert gave the report by stating that they already received a report on the February Board meeting. He will report what will be discussed at the Board next week on the 18<sup>th</sup> including a lot of contractual issues including the language interpretation contract being extended. The onboard camera recording system contract was extended. The subcommittee approved a facilities and development and construction fund which would allow Access to set aside additional revenues and use for acquiring and constructing facilities for Access contractors to operate out of. Additionally, they approved the rate table for the eligibility contract and had an update on Customer Service and Operations.

## OPERATIONS REPORT

Operations Service Monitor, Kristi DeHaro, presented the operation reports. She stated that the Northern region operated by MV Transportation hired a new call center manager, James Wilson, who recently relocated from Denver and has over 30 years' experience in call center management. Staff issued a bulletin to our contractors, providing guidance on entering areas with low clearance. If it is safe to enter, vehicles may do so. Finally, Access received \$5 million from the federal government's American Rescue Plan to assist with vehicle maintenance and keep existing vehicles on the road longer, in a safe and efficient manner. Access will have the ability to use federal funding to help contractors pay for major vehicle component repairs, which can include engines, transmissions, differentials, trans-axels, suspensions, and air conditioning units.

Additionally, Mike Greenwood reported on the mask mandate. He stated that the federal mask mandate for public transportation is due to expire on April 18th. They do not know if the TSA is going to extend that mandate, and if so, for how long. Access could possibly implement its own mandate. He wanted to see if the CAC members had any opinions or feelings about whether Access should institute its own mask mandate. He also reported that in-person eligibility assessments restarted on April 4th, only for new applicants. For the time being recertification is still happening via telephone. Transfer Trips have also returned to Olive View Medical Center in Sylmar. He thanked the partners at Santa Clarita Transit and MV Transportation that hosted transfer trips at the McBean Regional Transportation Center for a couple of years.

## PUBLIC COMMENTS

Jan Johnson made a public comment by stating that they should follow the County in the masking mandate because if they don't follow the County, even though there are different rules for them, there will be less complaining of riders.

Mel Bailey made a public comment by stating that he thinks that a mask mandate continuance would probably be in the best interest of all. He believes they are not completely out of the pandemic, although the numbers have decreased. He stated that they are serving a more vulnerable population and it would seem best to ride it out a little bit longer just to see what happens.

Liam Matthews made a comment by stating that he believes they should continue the mask mandate because of the vulnerable population, and they should just keep an eye out to see how it goes.

Luis Garcia from Global Paratransit made a comment by stating that he wanted to provide some feedback from an employer standpoint. Exceeding the mask mandate does have some pros and cons from their perspective. He understands the population they serve is vulnerable and they want to be as safe as possible but exceeding what both County and State have mandated has given them some problems with regards to recruitment and retaining some staff. Their recommendation is to also consider the employee's choice. If an individual wishes to wear the mask 100%, they would support it both from a customer's perspective and an employee perspective.

Jan Johnson made a comment by withdrawing her previous public comment from the record.

#### MEMBER DISCUSSION

Member Lantz made a comment by stating that she respects everyone's input, and she agrees with the other riders on keeping the mask mandate because there are other variants and there are still people getting infected. She would like to continue it since the riders are in a vehicle together and they are very close.

Member Padilla made a comment by stating that he could go either way with this decision. He thinks it might cause confusion if the mask mandate is lifted and everybody else out there is not wearing the mask, but Access riders have to. He understands they have a more vulnerable population and germs are easily transmittable in such close proximity.

Member Hudson made a comment by stating that she supports the mask mandate because of the vulnerable riders. Unlike other forms of public transit, in a car or a van, you can't really put space between you and the driver or the other riders. So, it's just safer to be masked. She is an Access rider and would feel very uncomfortable with other riders or with a driver that was unmasked in that kind of environment.

Member Shah stated that he thinks masks should be recommended, but not required. As many businesses do not require masks and riding Access would be the same level of risk as going into the community.

Member Hagen made a comment by asking Mike Greenwood if there was currently an issue in the system of people who are either unable to put on a mask or refuse to put a mask or if people were generally cooperative. Mike Greenwood responded that they have few reported cases of riders refusing to wear masks. He stated that for the most part, the riders have been great about wearing masks and not having to feel like it is being forced on them. They also had a couple of cases where riders have asked for an accommodation due to their disability and being unable to wear the mask but those are in single digits.

Member Hagen continued by stating that she thinks the population is more vulnerable. She doesn't think people are really ready to be in a closed space where they do not have the ability to move away to protect themselves. If it is not a share ride and it's agreeable between the driver and a rider, then they may have the option to take off the mask. Letting the dispatchers know that they can relax a little bit about the rules when it's that kind of situation.

Chair Goeman made a comment by stating she doesn't like wearing them but having someone in my home who has precarious health, she thinks that they should continue on a six-month basis and then revisit the decision.

Member Shah made a comment by stating that there are a lot of people with developmental disabilities that may not be able to wear a mask. Even if it's reported in the single digits, what accommodation do we provide them? Mike Greenwood responded by stating that masks are required but if they need to ask for an accommodation, that request goes through Customer Service. His understanding is that they have gotten very few requests for reasonable accommodations.

Member Hudson made a comment by asking if Access decided to drop the mandate and not extend it, would a rider be able to request that a driver put on a mask. Mike Greenwood responded that they would either need to go all in or all out, that going halfway on a rule would not work. It will be subject to a lot of different opinions and people's ability to communicate on the subject on the spot which might cause some issues. They need to be very clear on what the mask requirement is.

Member Hagen made a comment by asking if there a possibility that there could be a future consideration of having both locations as a pickup, as a transfer point and maybe assessing whether or not which one was more effective as a transfer point. Mike Greenwood responded that contractually the contractors bid on the location. It was only changed for the pandemic as an exception. Olive View is also closer, location wise.

## MEMBER COMMUNICATIONS

Member Arrigo made a comment by stating that he agrees with Mike Greenwood where they should decide on a mandate or not so that it isn't confusing for the riders.

Member Aroch stated that she agrees with everyone that they should wear a mask, but she agrees that regardless, they should just make a clear decision to avoid confusion.

Member Lantz thanked all the staff for carrying the message forward to the Board and thanked Director Gombert for his attendance each month.

Member Hagen thanked all the participants at the subcommittee meetings. She is impressed with the quality of work and input. She loves the collaboration and likes the deep dive they are able to take into issues.

Member Hudson made a comment by stating that she is grateful to staff and participants in the subcommittee meetings as well. She hopes everyone remains safe and that a decision is made soon concerning the mask mandate.

Member Padilla made a comment by stating that he is also confused in stores by the mask mandate because it is never clear whether they should wear a mask or not. There is a lot of confusion.

Member Shah stated they should follow the directions of the other transportation agencies in Southern California in order to be with public transportation. If masks are not required by OCTA or local city transit programs, then we may be looked upon differently from the community.

Chair Goeman stated that she wanted to thank Director Gombert for his monthly reports. She also congratulated the new CAC members.

#### POTENTIAL TOPICS FOR DISCUSSION

Matthew Avancena presented on this topic. He is requesting items they would like to add to the agenda and discuss on future meetings. Every CAC member can request this and they will add it to the agenda in the future.

#### PUBLIC COMMENT

Jan Johnson made a comment by stating that concerning the mask mandate, people who have hypoglycemia need to snack sometimes and it is difficult without removing the mask. It is a reasonable accommodation and there should be a way to go around this.

Mel Bailey made a comment by stating that they should consider going back to the previous CAC meetings to consider future topics. Many public comments were made to add issues to the agendas.

## MEMBER COMMUNICATION

Chair Goeman suggested a topic to discuss more places to buy coupons and also easier options to be able to obtain them. It is a very popular issue with the riders.

Member Hagen made a comment by stating that the transfer between counties is an issue that should be added to the agenda. There are many issues brought about at the previous goals retreat that are still outstanding. Matthew Avancena responded that he would look up the list to check which items were on there.

Member Padilla suggested they discuss the Where's My Ride app for any new updates. He also suggested they speak more about the website and how to navigate around it.

Member Aroch agreed with Member Padilla concerning the website. She thinks with everything in white and also the order of the tabs, it is difficult to find things.

Member Hagen wanted to include eligibility and people with hidden disabilities.

## COMMUNICATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave an update on this subcommittee. He stated that they had their last meeting in March. The most prevalent topics they have to make videos on were discussed. They made a list of potential topics they could use. Eligibility was one of them in addition to a dozen more. The overwhelming one was the information that was provided to the driver so that they can communicate with the contractor and the rider. Mike Greenwood discussed key points that would be in the video to help educate riders. That includes convincing the rider that they need to provide as much detail as possible about the pickup location, by mentioning landmarks and also asking the reservationist to read the notes back at the conclusion of the call to make sure that the reservation got it right. It's very important to specify AM versus PM when the reservation asks you, what time do you want to book the trip for. It was suggested that try to use some real video footage of pickup locations in the video. Those were some of the key highlights discussed.

## MEMBER DISCUSSION

Chair Goeman made a comment by asking if during the communications subcommittee they had discussed to make a video on service animals. Member Hagen responded this was part of the discussion in the making of videos.

Member Hudson made a comment by stating that she is the Chair of this committee and encourages other members to join if they are interested in offering input.

Member Lantz stated that she encourages riders to really listen to the reservationist because sometimes riders will change their equipment without notifying Access. It's important to let Access know so there is space in a vehicle.

Member Hagen suggested a sort of orientation video for new riders that join Access.

#### OPERATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave an update on this item. He stated that Mike Greenwood has discussed the KPIs with the subcommittee and there was a discussion concerning the way they are tracked. A suggestion was made to discuss the eligibility process at the next meeting. If it becomes a big topic then they might create a separate subcommittee.

#### PUBLIC COMMENT

Mel Bailey made a public comment by stating that the cameras being utilized only offer a percentage of what's really taking place. There are no cameras outside of the vehicle so there is only a portion of the story being told. In the past he has also filed a complaint on behalf of a rider because nothing was captured on the camera.

#### SAME DAY SERVICE SUBCOMMITTEE UPDATE

Matthew Avancena stated they are still discussing the different issues and Member Hudson is providing a report on the discussions they have had.

#### ADJOURNMENT

Motion to adjourn the meeting by Member Hudson. Second by Member Arrigo. The meeting adjourned at 2:21 p.m.

ITEM 3

**MINUTES**

Community Advisory Committee (CAC) Meeting  
May 10, 2022  
1:00 pm - 3:15 pm

CALL TO ORDER

Access Director Planning and Coordination, Matthew Avancena called the meeting to order at 1:02 p.m.

INTRODUCTIONS

**CAC Members Present:** Yael Hagen, Terri Lantz, Bhunit Shah, Michael Arrigo, Jan Johnson, Liam Matthews, Olivia Almalel, Wendy Cabil.

**CAC Members Not Present:** Chair; Rachele Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Michael Conrad, Jesse Padilla, Kimberly Hudson, Scott Barron.

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Eric Haack, Hector Rodriguez, Jessica Volanos, Tamika Arana, Mike Greenwood, Alex Chrisman.

**Guests Present:** Catherine Veschi from Great Blue

REVIEW & APPROVAL OF MINUTES

There was no quorum for this meeting, therefore the April 12, 2022 minutes will have to be voted on at the next meeting.

GENERAL PUBLIC COMMENTS

No public comments.

BOARD REPORT

No board report was given.

## CUSTOMER SURVEY RESULTS

Strategic Planner, Erick Haack gave a presentation on the customer satisfaction survey. He specifically spoke on the last survey conducted in 2021 with the help of Great Blue research. The survey had questions on customer satisfaction with Access' mobile apps and online services as well as other recently launched technology improvements.

## MEMBER DISCUSSION

Member Hagen made a comment by asking about age and demographics. She couldn't see the slide so doesn't know if there was a bigger breakdown. She asked if they could get into more detail as to what the age demographic is. She also asked if the OMC and customer service were rated separately or if they were considered together.

Eric Haack responded that with respect to customer service and OMC, those two were separate questions in the survey. The OMC was a separate group in case they had required calling the operations monitoring center. Catherine Veschi responded with regards to the questions concerning demographics. She stated that the age, for 65 or older, had 40.5%. About two fifths of the respondents were 65 and older and 55 to 64 years old were 21.5% of the respondents. Usually, the concern is that when they go digital for surveys, they are not going to be able to capture that older population of respondents if they don't have the technology to complete it or aren't on their phones as much as younger customers might be. The data is very promising in that they were still able to capture especially the 65 or older segment of customers.

Member Cabil made a comment by asking if these slides were shared with the CAC members already. F Scott Jewell responded it was posted on the website but they can forward the presentation to her. Additionally, Member Cabil stated she was concerned because communication was lacking within the customer service personnel. There were no advance communications concerning the no shows or cancelations. In her opinion, customers are penalized without prior warning. Matthew Avancena responded that he would be contacting her back concerning her issue.

Eric Haack encouraged the CAC members to take a look at the whole presentation to see if they had any questions.

Member Hagen made a comment by stating that she found the survey very difficult and there were questions that she wasn't sure how to answer. She would be interested in knowing how each provider fared in the survey results. Catherine Veschi responded that there are no statistics specific to providers but they do have results by region. Eric Haack added that the surveyor is provided the questions that have previously been reviewed and approved by the CAC. Eric Haack added that he can have a discussion with Member Hagen after the meeting with the questions of concern.

Member Matthews made a comment by thanking them for their presentation and stating that he found it very informative.

### DRAFT FY 2023 BUDGET

Deputy Executive Director, Hector Rodriguez gave a presentation on the FY 2023 Draft Budget and answered questions.

### MEMBER DISCUSSION

Member Cabil made a comment by asking where she could find these documents on the website. Veronica Guzman-Vanmarcke responded that she would forward all meeting documents to her after the meeting.

Member Hagen asked how much flexibility there was in the projections and if they were more or less accurate. Hector Rodriguez made a comment by stating that a forecast is about 90% probability that they will end up within that range. They must use this number in order to build their budget because they must provide this number to Metro. At the end of the fiscal year they do an audit and any funds not utilized must be returned to Metro. They can then approach Metro and ask to use these funds in a future fiscal year. The pandemic has obviously changed all that for FY23 because the funds changed so drastically.

Member Lantz made a comment by stating that she knows the pandemic has changed many things especially the price of the vehicles they are purchasing. Hector Rodriguez responded that the vehicles had already been ordered for the amount stated in the contract and the pandemic cannot change that. The future vehicles purchased will however, have a dramatic increase and there are some vehicles that are no longer produced.

Member Almalel made a comment by stating that she has many conversations with the drivers and has heard the issues they go through. She has heard their frustration and was happy that they were addressing this concern in the meeting.

Member Hagen made a comment by asking if the new vehicles that were ordered were adding or subtracting the vehicle count. She asked how they will meet rider increase if they don't increase the number of vehicles. Hector Rodriguez responded that the vehicles they are waiting for are replacement vehicles so there will be no extra vehicles other than the electric vehicles. They might end up with 10 extra vehicles with this order. He stated that they are only delivering about 8,000 trips a day and the contractors are responsible for providing any additional vehicles that are required in order to deliver service. In order to get more vehicles they have to ask Metro for additional funding. Vehicles are expensive and they only get about 10 vehicles per million. If they were to add another 100 vehicles, that would be another \$10 million to the budget and it would be very expensive. Something else to consider is if they

expand their Access fleet they will need a much larger operating facility. If they buy additional vehicles, they will have to lease additional facilities in order to have the space for these vehicles. This is long-term issue because it has a lot of financial implications as well as operating issues that come into play once they make the fleet larger.

Member Cabil made a comment by asking what factors were involved in deciding which region will receive a new vehicle. Hector Rodriguez responded that the only factor is once a vehicle reaches X number of miles in any fiscal year, then they know it needs to be replaced.

### INTER-COUNTY TRANSFERS

Operations Service Monitor, Jessica Volanos, presented this item on inter-county transfers.

### MEMBER DISCUSSION

Member Almalel made a comment by asking how a customer or rider will find an address that is serviced by a mutual agency. Jessica Volanos responded that they can check with customer service when they call to reserve. Member Almalel asked if the commonly used addresses used by the other agencies will appear automatically. She asked how they would find out if it is available to them. Jessica Volanos responded that the rider would have to call the other agency to check beforehand. They would have to go on their website or call that agency's customer service to find out that information.

Member Hagen made a comment by stating that it is an impossible task to do unless someone has figured it out from trial and error. Someone who wants to go for the day to another county, the process is very long and it is a confusing system with not much information. She would like this item to be discussed in a future meeting so that they can figure out a solution for easier coordination.

Member Cabil made a comment by asking for the contact information of Jessica Volanos. She agrees there needs to be better coordination on this issue.

Matthew Avancena suggested that they discuss this specific issue at the Operations Subcommittee meeting so that there could be a more in-depth discussion. He suggested they reach out to Veronica Guzman-Vanmarcke if anyone is interested in joining a subcommittee.

Member Shah asked what the protocol was to get the rider back to their location if they used this service. Jessica Volanos responded that it depends on what direction they are heading. If they are going from Orange County to LA, if they are in an Orange County vehicle and back to their location, they should want to contact LA Access to let them know of any delays or anything like that so that they're aware of that when they arrive and will need transport to get back to the rest of their trip.

Member Shah asked if they keep track of the transfer trips that run into problems. He asked if there were people having difficulty in the Inter-county trips and if the data was captured and kept track of. They should flag those incidents so they can see what issues are encountered.

Member Matthews made a comment by stating that he agrees with the other members on better communication for scheduling this type of trip. It's unreasonable to leave the entire responsibility for the riders to organize. Having the subcommittee look at the different methods for approaching something like this is definitely going to be something they will need to discuss.

Member Lantz agreed with Member Matthews and stated that she has experienced a situation like this from Ventura County and it was extremely different than Access. She knows Access and the other counties meet in transit meetings and this should be a topic of discussion. She agrees that they should have a presentation but also have the Operations subcommittee take a look at this issue.

Member Johnson made a comment by stating that she lives very close to San Bernardino County and she can never navigate the transfers. She had a lot of trouble trying to see a friend in the other county. There is an issue of arrival time and transfers and how to coordinate within the two counties. It is very difficult and confusing for riders.

Member Hagen made a comment by asking that they add it to the Operations subcommittee meeting so they can bring it back to the CAC to get enough input from riders.

#### ANTELOPE VALLEY/SANTA CLARITA TRANSFER TRIP UPDATE

Operations Project Administrator Alex Chrisman made a presentation on this item.

#### MEMBER DISCUSSION

Member Cabil made a comment by asking if this information was included in that survey. If not, she recommends they include it. Eric Haack responded that in terms of transfer trips between the Antelope Valley, Santa Clarita and other regions, this was not a question in the most recent customer satisfaction survey. He responded that they could add it as a question in a future survey.

#### PRO MASTER PROTOTYPE

Fleet Maintenance Analyst Tamika Arana presented on this item. She described the prototype of the 2022 Ram ProMaster and all its features.

## MEMBER DISCUSSION

Member Lantz made a comment by stating that in the photo provided she doesn't see any windows. She asked if the vehicle had any windows. She also asked if the vehicle is air conditioned or if the windows opened to get ventilation to the back of the vehicle. Tamika Arana responded that there were windows and the photo didn't do a great job of showing this. She also stated that there are two windows that open in the back for ventilation and there were air conditioning vents in the back as well.

Member Cabil made a comment by asking if they would be able to walk in and experience the vehicle before its ordered. They did get a chance to go into the previous vehicles before and sit in them. She was also looking for the railing and it didn't look like this vehicle had any. She asked if the yellow bar on the right was a railing or something else. Tamika Arana responded that there was a railing that went all the way to the back of the vehicle.

Member Cabil also asked if the temperature of the vehicle was only accessible on the underneath of the vehicle like the older ones. She has been told before by drivers that they can't adjust the temperature because it is outside the vehicle. Tamika Arana responded that the vehicles all have standard air conditioning equipment.

Member Almalel made a comment by asking if they would be able to see the vehicle in person to see how large it is and how the ramps work. If there will be any straps for the ramps as well. She mentioned that many of the drivers are not properly trained to pull out the ramps. Tamika Arana responded that the ramp was a basic pull-out ramp. She also stated that they do not have a vehicle to show them because the contractors are currently looking at the vehicles. Mike Greenwood responded that they are not hosting public viewings because of the pandemic.

Member Matthews made a comment by asking about the measurements on the ramp. He asked if it wasn't too long and it would cause any issues with pathways. Tamika Arana responded that so far, it had not caused any issues in the testing.

Member Lantz made a comment by asking if there was a handrail on the ramp. Tamika Arana responded that there was not one for the rider to hold on to. Member Lantz responded that this was an issue for those going up the ramp and needing assistance as well as those that wheel themselves up the ramp.

Member Cabil made a comment by asking if there was a timeline for approval with this vehicle. Tamika Arana responded that it was just a prototype and that there were some manufacturer and availability issues, so it probably won't be approved until next fiscal year.

Member Johnson asked if there were any provisions made for the service animals since it can get pretty crowded in the back depending on the number of wheelchairs. She is

concerned there won't be room. Tamika Arana responded that they do have D rings in the back and plenty of circulation in to keep the animals cool. She also stated that they are still testing the prototype so they are not sure how much room there will be for a service animal.

Mike Greenwood stated that there are three seats in the rear of the vehicle. They've had feedback from previous vehicle orders that some of the riders were too tight in the back seat, so they reduced the number of seats in the rear from four to three to allow more space. There's also room underneath the seats for a service dog to sit at the rider's feet. As Tamika mentioned, they also have D-rings underneath those seats in case they wanted to use a tether and a D-ring to secure a service dog.

Veronica Guzman-Vanmarcke stated that Member Hagen was unable to finish the rest of the meeting and excused herself from the call.

#### ADJOURNMENT

Meeting was adjourned without a motion because there was no quorum at 3:15 p.m.

JUNE 14, 2022

**TO: COMMUNITY ADVISORY COMMITTEE (CAC)**

**FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS**

**RE: REQUEST FOR CAC OFFICER NOMINATING SUBCOMMITTEE MEMBERS**

---

ISSUE:

Article 5 of the current CAC Bylaws (see at the end of this item) requires the selection of a Chairperson and a Vice-Chairperson to serve as officers for the CAC. Article 5 also describes the steps involved in how to do this. The CAC is thus asked to put together a nominations subcommittee to begin this process.

RECOMMENDATION:

The CAC Chair calls for 3-5 CAC member volunteers and if not enough members volunteer, appoint CAC members to such a nominating subcommittee to begin this process. Please recall that under the current bylaws, there are no term limits preventing any CAC member from serving on this subcommittee. However, a member running for an officer position may not serve on this subcommittee for it would be a conflict of interest.

BACKGROUND:

Here is a quick overview and estimated schedule of what will happen according to Article 5:

June 14, 2022: CAC selects nomination subcommittee members.

July 12, 2022: the subcommittee contacts potential candidates and screens who is running for office.

August 9, 2022: the CAC holds an election and selects its officers.

August 2022-September 2022: Board Chair approves CAC nominees who take their office immediately.

ARTICLE 5 - OFFICERS

Section 1 - The CAC will have a Chairperson and a Vice-Chairperson.

Section 2 - Officers Election Process

2.1 - A nominations subcommittee consisting of 3-5 CAC members shall be appointed by the CAC during one of its regular meetings but no later than July 30.

2.2 - Nominations subcommittee members cannot be nominated for officer positions

2.3 - The nominations subcommittee will contact each CAC member and determine if they wish to nominate themselves or another CAC member.

2.4 - The nominations subcommittee will then contact those CAC members nominated by another member to determine if they wish to run for election.

2.5 - Any CAC members can also submit their nomination from the floor on the day of the election.

2.6 - Each nominee will present either a written or verbal platform speech/presentation at the September CAC meeting, or the next scheduled CAC meeting and officers shall be chosen by private ballot of 51% of the CAC present.

2.7 - New officers will be provided specific enhanced orientation on Robert's Rules or Order and open meeting requirements prior to being seated.

### Section 3 - Terms and Appointment Process

3.1 - Officer Terms are one year and will be limited to no more than two consecutive terms served by any one individual.

3.2 - Committee members will recommend the elected Chairperson and Vice-Chairperson for consideration by the Board of Directors Chairperson. If ratified by the Board Chair, the term is one year from September.

### Section 4 - Duties of the Chairperson

4.1 - Preside at the CAC meetings.

4.2 - Develop an Agenda, in collaboration with Access Services staff liaison, based on Access Services staff requests for agenda items to discuss and CAC Member requests for agenda items to discuss.

4.3 - Represent the CAC at meetings of the Access Services Board of Directors as an ex-officio Board Member

4.4 - Reports to the Access Services Board actions taken by the CAC including the establishment of subcommittees, policy and operational recommendations, CAC concerns and potential agenda items for the next CAC meeting.

Section 5 - Duties of the Vice-Chairperson

5.1 - Perform the duties of the Chairperson in the absence of the Chairperson.

Section 6 - Vacancies of Officer Positions

6.1 - A Vacancy of an Officer position shall exist in the following circumstances: (1) The resignation or death of an officer; (2) The removal of an officer by a ROLL CALL VOICE VOTE of a majority of the committee; or (3) The removal of an officer as a representative on the CAC by the Board of Directors as provided in Article 3, Section 2 of these Bylaws.

Section 7 - Filling Vacancies of Officer Positions

7.1 - In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair Officer will automatically assume the role of Chair.

7.2 - There will be an election conducted for the vacant Vice-Chair position by using the process in Article 5 Section 2.