

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 9, 2020

1:00 pm - 3:15 pm

**\*Please see note below**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
10	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of May 12, 2020	Action	4-11
8	3.	General Public Comments	Information	
7	4.	Board Member Report/Theresa De Vera	Information	
20	5.	COVID-19 Update - Matthew Topoozian	Information	
15	6.	Officer Nominations Subcommittee - Rycharde Martindale	Action	
15	7.	CAC Subcommittee Update - Matthew Avancena	Possible Action	
15	8.	Proposed Fare Coupon Design - Josh Southwick	Presentation	
10	9.	Parents with Disabilities Update - Access Staff	Information	
15	10.	Member Communications	Information	
5	11.	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 9, 2020 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.
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. 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. 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.
3. 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.

**MINUTES**

Community Advisory Committee (CAC) Meeting  
May 12, 2020  
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Dina Garcia called the meeting to order at 1:10 p.m.

INTRODUCTIONS

**CAC Members Present:** Dina Garcia, Chair; Tina Fofoa; Vice Chair, Kurt Baldwin, Liz Lyons, Maria Aroch, Yael Hagen, Gordon Cardona, Jesse Padilla, Wendy Cabil, Olivia Almalel, Marie-France Francois, Rachele Goeman, Michael Conrad and Terri Lantz.

**CAC Members Not Present:** Michael Arrigo

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, LaTisha Wilson, F Scott Jewell, Mike Greenwood, Kimberlie Nimori.

**Guests Present:** List not available

REVIEW & APPROVAL OF MINUTES

Chair Dina Garcia asked for a motion to approve the March 10, 2020 minutes.

Motion: Member Goeman

Seconded: Member Lyons

Motion: Passed

PUBLIC COMMENTS

No public comments.

## COVID-19/SAME DAY SERVICE UPDATE

Chief Operations Officer, Mike Greenwood, gave an update on Same Day Service and Covid 19. He discussed the new procedures implemented in response to the Coronavirus pandemic and the fact that they have been participating in a meal delivery service.

### MEMBER DISCUSSION

Member Baldwin made a comment by asking if at the moment they were offering different services because of the emergency and pandemic. He asked if this would stay in place until the stay at home order is lifted. He also asked about Covid testing, he wanted to know if at one point, when testing increases because it is a way to suppress flare ups. Would they consider letting riders test if they were symptom free riders. He also asked what areas they would think about cutting in Access Services because of the budget cuts.

Mike Greenwood responded to Member Baldwin by stating that the decision to end "same day service" is tied to two things. One is when the stay at home ends, which he heard might not be until the end of summer, they will know more in the future. He also said that once ridership returns to normal, about 75%. They will have to end this and no share rides because the contractors would not be able to handle all those rides. He can't look into the future so they will update everyone as time progresses. He also stated that as far as testing, they will have to make adjustments as time passes. He know things are always changing so that is something they will revisit when it becomes an issue. As far as the budget cuts, to his knowledge they have not discussed what they will be cutting and where. They learned of these cuts yesterday and they will have a clearer picture of the funding available during upcoming months as they put together the FY21 Budget.

Member Cardona asked if for the same day trips people are able to do it on online reservations. Mike Greenwood said this was not an option and it could be a possibility in the future.

Vice Chair Fofoa made a comment stating that she really enjoyed the same day service because of a swollen ankle and it was really great to be able to go quickly to the hospital. The service was great.

Member Cabil made a comment by asking if she could get an overview of the same day rides. Mike Greenwood stated that she can call reservations and they have to provide the trip within three hours. The rides are available only for certain types of trips like rides to the doctor, dentist, grocery store, bank and pharmacy.

Member Goeman stated that she has not had any problem with her same day rides with her dog. She was picked up within 35 minutes for one request and it was a great

experience.

Member Hagen made a comment by thanking Access staff. She has a couple of concerns once they resume their normal rides. Her concern is that some people that are most vulnerable will have a hard time returning to society than others. She believes they need to extend the no shared ride to these riders because they may be more vulnerable and they will be more exposed. As far as the budget, Access Services has been historically underfunded already. If you compare them to other transit services, then you know that they are really not appropriately funded. To give Access a budget cut is not acceptable since they are not well funded as it is.

Member Lantz made a comment by thanking staff for their response during the Covid virus. She asked how a rider can get on a meal delivery program. Mike Greenwood responded that there is a phone number and website for LA City programs. Riders can also get the information on Access' website. Member Lantz also agrees with Member Hagen when saying there will be challenges in opening up in certain places. She herself falls into a high concern area as she was sick for 3 months. She is hoping that they can continue to have their CAC meetings via webinar.

F Scott Jewell responded by stating that at the moment the Governor has issued a stay at home order and suspended parts of the Brown Act requirements about posting of meeting locations and they are not sure when this will be ending. As of now, they don't plan to meet in person.

Member Lyons made a comment by stating that she received a food box and she was extremely grateful for Access delivering her the food box. She knows that her friend gets the meals and she is very proud that Access is doing this for everyone.

Member Padilla made a comment by asking if there has been a large amount of people making same day reservations right away. Mike Greenwood responded that they did receive about 40 riders the first day and it has been increasing as time goes. He also said that contractors like these rides because it keeps them busy at this moment when not many people are going out. Member Padilla asked if picking up takeout food would be considered a good reason for same day service. Mike Greenwood stated that this is something that qualifies but they might have to wait a bit to be picked up on the way back home.

Chair Garcia made a comment by asking how Access knows where the person is going for same day service. Mike Greenwood responded that they are able to see where exactly they are going to be dropped off and they are keeping tabs on the places the rider is going to and how often so that nobody abuses this service.

## OFFICER NOMINATIONS SUBCOMMITTEE

ADA Coordinator, Rycharde Martindale, presented on the Officer Nominations Subcommittee in order to proceed with the Officer Elections. He asked for 3 to 5 volunteers to help him with the process of those that want to run for Chair and Vice Chair.

## MEMBER DISCUSSION

Member Baldwin, Member Cabil and Member Lantz volunteered to help in the process.

Motion: Member Lyons  
Second: Member Padilla

## CAC SUBCOMMITTEE UPDATE

Director of Planning and Coordination, Matthew Avancena, stated that it has been a while since they've met. He also stated that the revised Bylaws were presented to the Board yesterday. He is proposing that they schedule the next subcommittee meeting in the next two weeks so they can continue where they last had a discussion and be able to present an update to CAC members by their June meeting.

## MEMBER COMMENTS

Member Baldwin agreed with Matthew Avancena about coordinating a subcommittee meeting in the next two weeks. He will propose some dates via email.

## FUTURE MEETINGS POST COVID-19

Matthew Avancena spoke on future CAC meetings and that they will most likely be held via webinar until the Covid situation changes. He asked the members if they are in favor of continuing the CAC meeting via teleconference and secondly, do people have access to computers to view the presentations. He also said that the Governor temporarily suspended the posting of public meetings until further notice.

## MEMBER DISCUSSION

Member Padilla stated that he has no problem calling in for the meetings. He has a problem with his desktop so he would like the presentations emailed to him if possible.

Member Lyons stated that there is an app for Zoom but in the end she didn't use it but called instead. As long as she gets a hard copy of the documents, there is no problem.

Veronica Guzman-Vanmarcke stated that she would make sure each CAC member receives a paper copy of the agenda and would try to send the presentations too. This would facilitate everything for the members to follow the meetings.

Member Aroch stated that she is very happy to do the Zoom meetings because she finds it safer and easier. Also, she would like hard copies of the documents.

Member Hagen stated that she believes that there should be a public comment section for everyone to make a public comment live. There should be a time during the meetings to give the public an opportunity to speak.

Vice Chair Fofoa stated she liked to use her phone herself to join the calls since she has no computer access.

Member Hagen translated for Chair Garcia by stating that Zoom also has an option to join by calling instead of using a computer.

Member Goeman made a comment by stating that in her situation it would be more difficult since she uses Jaws and it's loud. She also stated that she did not get her agenda on time for the meeting.

Member Conrad stated that he needs to receive the agendas and the presentations by braille early. Also, he stated that he needs to receive a phone call whenever there are subcommittee meetings. He doesn't have email access and doesn't get the notices.

Member Cardona made a comment by stating that he would like to see the agenda posted during the Zoom meetings so he can follow along. He also said that he would like an option to where he can chat and ask questions this way.

Member Baldwin made a comment by stating that a platform like Zoom can make these meetings better. They have other tools they can utilize to improve the meetings for public comments and also being on video. He also said that there is a way that staff type in emails or phone numbers if need be as well. They also have an app that you can download on your phone if you have a smartphone. As far as sending out the PowerPoint presentations via Braille. He stated that the person giving the presentation should be giving out the appropriate amount of information so that they can follow along without the need of a paper copy. He also asked Member Conrad if it was ok for Veronica Guzman-Vanmarcke to send him his phone number and he would call him about the subcommittee meeting date and time.

Member Olivia asked if they can use a different option for the meetings but she believes these other options are paid. She explained that there is an option on Zoom for them to let attendees raise their hands if they want to speak. She thanked Access staff for all their work.

Member Hagen made a comment by thanking F Scott Jewell for doing a great job with the Zoom meetings. She joined the Board meeting the day before and it was great. She does believe that they could have more public participation in future meetings.

### POSSIBLE AGENDA ITEMS

Matthew Avancena asked what types of agenda items they could speak about in the future meetings. He will include the regular items like the Operations report. He also said that he will bring back Josh Southwick with the fare coupon presentation for the June meeting. Rycharde Martindale will also give an update on the Officers Election item.

### MEMBER COMMUNICATION

Member Baldwin asked they speak about curbside pickup because it is something that riders could benefit from. They have curbside at places like Target, Walmart and Lowes and it should be an option that should be offered.

Member Aroch made a comment by stating that she would like to see more descriptions of how they are cleaning the vans and making sure all rides are safe.

Member Cabil made a comment by stating that she is a member of the Department of Mental Health and would like to distribute information to everyone. She will forward these emails to Veronica to forward them. She wanted to get a representative from DMH to speak to the CAC members. Matthew Avancena stated that was ok and just let him know when.

Member Cardona would like a follow-up on the Covid 19 updates from Mike Greenwood.

Member Hagen made a comment by stating that she agrees with Member Baldwin that curbside pickup would be very helpful for people that need it. Even the pharmacies are curbside, especially for her that has a refrigerated medication. There are people that only have this option for their services.

Member Francois made a comment by stating that the reopening of the County will be full of guidelines that will be adjusting as time passes so she would like to be able to match those guidelines to continue providing rides to Access riders accordingly.

Member Lantz made a comment by asking if it would be appropriate for someone to do a tutorial for the members on how to use Zoom on the cellphone. She also agrees that the Covid updates are helpful.

Member Lyons agrees with the other members concerning curbside pickup because she needs to pick up certain items and Access doesn't always work.

Member Padilla made a comment by agreeing with his fellow members in that curbside pickup is very important. He also asked if they were going to continue the no shared ride system or if they were going to gradually introduce the shared rides as the restrictions get lifted.

#### NEW BUSINESS RAISED

Member Lantz made a comment by stating that there is a lot of Covid information on the website of the Disability office and their office is still open. They do meetings via Zoom or skype as well.

Member Hagen thanked all Access staff for doing a great job in putting together the meeting. She announced PASC was having a workshop and she would like to forward a meeting they would have on the 14<sup>th</sup> of May at 4pm. She asked Veronica Guzman-Vanmarcke to forward that information. They are also having a book club meeting on the May 28 if anyone is interested.

Vice Chair Fofoa thanked Access staff for the meeting.

Member Cabil stated that everyone did a good job for the first time Zoom meeting. She will be sharing some important resources and information with Veronica Guzman-Vanmarcke to forward to everyone.

Member Goeman expressed she was happy for programs like Zoom that allowed them to meet in safety but she will be happy when they can meet in person again.

Member Conrad wished everyone stay safe during this time and is glad they are still able to meet and looks forward to meeting in person soon.

Member Aroch thanked all Access staff and contractors for their hard work and wanted to acknowledge the hard work they are doing.

Member Baldwin thanked Access for the response to the Covid 19 pandemic and listening to the community. He also stated that if they have SNAP or Cal fresh, they can order through Amazon or Walmart and order the groceries online and the delivery is free if it's \$25 dollars or more.

Member Hagen stated that Hungeractionla.org is giving vouchers for farmers markets which are still open in the LA Area.

Member Almalel thanked Access staff and everyone's effort in putting this meeting together.

Chair Garcia made a comment by stating that if they have Medicare that the Amazon Prime is available for \$35 a year and they can order food or items via their website. She

also thanked Matthew Avancena for all he has done during this Covid emergency. She also recently accepted a position at Access Services and announced she would be stepping down from the CAC as Chair. This will be her last meeting as Chair and Tina Foafoa will be filling in meanwhile.

#### ADJOURNMENT

Chair Garcia asked for a motion to adjourn the meeting.

Motion: Member Goeman

Second: Member Lantz

The meeting adjourned at 2:55 p.m.