## AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 13, 2021  
1:00 pm – 3:15 pm  
*Webinar - please see note below*

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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 agendized 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 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, April 13, 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. 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://zoom.us/j/98755784611
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

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 +1 929 205 6099 or 
   +1 301 715 8592 or +1 312 626 6799 or 833 548 0282 (Toll Free) or 877 853 5247 (Toll
   Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)
   Webinar ID: 987 5578 4611

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
March 9, 2021
1:00 pm – 3:15 pm

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:04 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachelle Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Tina Fofooa, Wendy Cabil, Buhmit Shah, Scott Barron, Jesse Padilla and Michael Arrigo.

CAC Members Not Present: Olivia Almalel, Michael Conrad and Marie France Francois

Board Members Present: Martin Gombert


Guests Present: Not available

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the January 12, 2021 minutes.

Motion: Member Fofooa
Seconded: Member Cabil
Abstained: Member Shah, Barron and Cardona
Motion: Passed

PUBLIC COMMENTS

Mel Bailey made a public comment stating that he appreciates being a part of the meeting and said everyone did a very good job at the retreat. He would like to point out that at the meeting someone was supposed to call him back and never did. Additionally, he has a lot of problems in the Northern region to the point where he feels like he is being targeted and retaliated against because he filed a complaint. He
did coincidentally get a phone call today. He stated that he thinks the Northern region needs major restructuring or coaching on the management level as well as dispatching.

Kimberly Hudson made a public comment to announce that she is applying to be a CAC member. She has been an advocate within the disability community for 25 years and would be happy to serve again. She served on the CAC in the early 2000s.

BOARD REPORT

Board Vice Chair Martin Gombert gave a report of last month’s Board meeting. Under the consent calendar, they awarded a contract for travel training with Mobility Management Partners. They also awarded a video production contract to Peter Watkinson and made CAC appointments, which they should be very familiar with. Under regular items, as they know, they extended Andre Colaiace’s contract for several more years, which he is very excited about. They also awarded the Southern region contract to Global Paratransit. The other bidder was MV Transportation. The Board approved the purchase of 27 Paratransit vehicles and will also approve a purchase of additional vehicles at the next meeting. The Board approved a supplemental FY 2021 budget, and also a request for FY 2022 funding.

MEMBER DISCUSSION

Member Lantz made a comment thanking Vice Chair Gombert for giving a Board update as she feels it is especially important during these times.

SUPERIOR SERVICE AWARD

Faustino Salvador presented dispatcher Reina Espinosa from Global Paratransit with the Superior Service Award.

MEMBER DISCUSSION

Member Foafoa made a comment by congratulating Ms. Espinosa and stating that she remembers her being her driver a long time ago and she did a great job.

OPERATIONS UPDATE

Garrett Rodriguez, Operations Service Monitor, provided an update for the past months. He explained the statistics and stated they met 12 of their 13 key performance indicators for January 2021. They had four highlights beginning with January where Access approved a new backup provider in the Antelope Valley. They now have a much needed safety net for riders in the Antelope Valley region and it gives OMC more options for a backup when needed. The Board of Directors approved and awarded the Southern region service provider contract to Global Paratransit. The Board of Directors
also approved the purchase of 27 new cutaway vehicles. Lastly, in February, Access began providing trips to vaccination sites and now Access riders can use Access to approved drive thru locations, such as Dodger Stadium and Cal State LA.

PUBLIC COMMENTS

Cherry Madden made a public comment by stating that she really appreciates the fact that they are going to take the riders to the vaccination sites. She would also like to suggest they provide these rides free of charge since this is a public health emergency. A lot of people won't be able to make those rides if they don't have enough money for the trip.

MEMBER DISCUSSION

Member Lantz made a comment by asking if they could provide details regarding last month’s denial. Garrett Rodriguez responded that it was due to incorrect times that were provided.

Member Hagen stated that she was under the impression the 27 vehicles that were approved were not cutaways. Mike Greenwood responded there were three different sizes of vehicles but they were all cutaways. Member Hagen asked if they would be purchasing more minivans. Mike Greenwood stated that there will be an item at a future meeting where they will be discussing the purchase of minivans.

Member Lantz made a comment by asking where the new cutaways will be distributed or if they were marked for certain areas. Mike Greenwood responded that they will be replacing vehicles that need to be retired, mostly in the Antelope Valley and Santa Clarita regions.

EMERGENCY MANAGEMENT UPDATE

Mike Greenwood gave the emergency management update on Access’s ongoing COVID 19 response. On January 15, Access issued the first operational guidance to contractors for transportation to drop off vaccination sites around the County. On February 4, Access staff visited the first of eight drive through vaccination sites. The purpose of that was to evaluate Access’s ability to transport riders to these locations, and to collaborate with the staff operating those drive thru vaccination sites, to make sure they could do it and not be stuck in hours-long lines. On February 11, Access provided transportation assistance to the city of Los Angeles for a pop-up vaccination event that was held at the South Park Recreation Center in South Los Angeles. On February 22, Access began service to drive thru vaccination medical points of dispensing, also known as MPODs. Access is now serving eight different drive-through vaccination sites spread throughout the County. There are two ways that Access riders can use their service to get their COVID-19 vaccine. The first is to schedule a regular next day trip to a vaccination site that has a drop-off area. The second way is by booking
a next day trip to an approved drive-thru vaccination site. This program was modeled after the curbside pickup program, where the same driver performs the pickup and the return trip, and the rider does not need to get out of the vehicle at all during the trip. Enough time is built into the schedule to account for the check-in at the site, finishing up any registration process, any wait time required, the actual vaccination, and then a 15 to 30 minute post-vaccination observation period. The trips are limited to a 20 mile radius around any specific drive-thru vaccination site and the regular fare applies for those rides. Access has worked closely with their partners at the City of Los Angeles, the City of Long Beach, the County of Los Angeles, the State, as well as FEMA, to designate a specific lane at each of these sites so that Access vehicles and riders get priority. Access has communicated these services to the riders via the website, the online reservation platform, the reservation hold message, the info line and the Where’s My Ride app. Finally, Access sent an email blast to more than 3,500 subscribers to their email service. The Access’ info line number is 213-270-6110. There’s also a phone number they can call, and that is 833-540-0473. There are people answering that number between 8:00 AM and 8:30 PM, seven days a week. They are using their eligibility phone number, which is 626-532-1616 so that Access riders can call to book their drive-thru vaccination trip using Access. Access continues to operate four meal and grocery delivery programs countywide that involves four of their region contractors. As of March 2, they have done over 50,000 same day trips across the county. Ridership is slowly increasing and February ridership was at 44% from last February. Access provided just over 6,000 trips on March 4th, the highest ridership day against since October 30, and the second highest ridership day since the start of the pandemic, going all the way back to the middle of last March.

PUBLIC COMMENTS

Kimberly Hudson made a public comment to say that as of the 15th of that month, people with developmental disabilities will be able to get their vaccinations so there may be an uptake in ridership. She hopes that you are all ready for that, because that should be quite a large percentage of people throughout the County.

Victor Dominguez made a public comment by asking how he could make an appointment. Chair Goeman responded that riders could call the infoline or Customer Service.

MEMBER DISCUSSION

Member Padilla made a comment by asking if ridership is increasing now that Covid numbers are improving. Mike Greenwood responded that as restrictions ease, ridership goes up and he thinks it also correlates closely with COVID cases. As cases rise and spike, and the hospitals get full, ridership slows down. We’ve seen that kind of go up and down several times throughout the pandemic.

Member Lantz made a comment by thanking Mike Greenwood for providing all the
updates and for the whole Access team for making this vaccine process possible for the riders. She also heard that as of March that not only includes people with developmental disabilities, but some other disabilities as well. Once people realize they can get their vaccines, it should actually increase their numbers as well on rides.

Member Barron made a comment by asking if the drive to the vaccination is considered one trip or two. Mike Greenwood responded that it was considered two trips. They do not exit the vehicle either.

Member Hagen made a comment by stating that if people are having trouble make vaccination appointments by themselves. She knows that some senior programs and foundations help individuals that are not able to access online services or don't know how to use a computer.

Chair Goeman made a comment by asking if there is a long wait to make the vaccine appointment. She also asked how long the wait is when taking the vaccine. Mike Greenwood responded that they can’t predict. It all depends on how many people are waiting.

Member Aroch made a comment by stating that she works in independent living. The priority now is people that have cancer, kidney disease, pulmonary disease, down syndrome, organ transplants and pregnancies. Every week the County updates their website. Regional centers will be opening up next week.

Member Hagen stated that the website is very vague on who qualifies for a vaccine. She asked Mike Greenwood to explain what the email blast was about and how it worked. He explained you would sign up through the Access website under notifications.

ZOOM PROTOCOL

F Scott Jewell did a presentation on Zoom meetings and the protocol when attending a CAC meeting. He explained how to connect and the appropriate way to leave a public comment.

PUBLIC COMMENT

Kimberly Hudson made a public comment by asking why she was not able to see the speaker view during the meetings. F Scott Jewell stated this is an option that the attendee can change on their interface. They would have to select speaker view.

Mel Bailey made a public comment by stating that with the Brown Act, they are entitled to make public comments but they don’t need to answer them. He knows that many of the public comments that are made have not been agendized for future meetings and he would like them to be. F Scott Jewell responded that the agenda items are at the
discretion of the Chair and fellow CAC members.

Tony Stone made a public comment by stating that he is very happy to have Access and is happy with the service. He had a question regarding a driver who had Covid before and was wondering if this person had been quarantined and how he could follow up on this. F Scott Jewell stated that someone would get back to him after the meeting.

**MEMBER DISCUSSION**

Wendy Cabil made a public comment by asked how long the Zoom protocol had been in place and wanted to know how she could get a copy of the presentation. F Scott Jewell responded that the presentation was on the website.

Chair Goeman stated that she encourages the attendees to make their public comment during the item that was just presented so they keep the public comments organized according to item. Many people will leave a public comment once the item has already passed.

Member Hagen made a public comment by asking what the protocol would be if someone is not able to connect to the meeting from home. Who can they contact and how can they help them connect. F Scott Jewell responded that unfortunately if it is a general public member there is nothing they can do to fix their problem because this is a personal matter. The link that is provided is very straightforward and stable so they should not have problems connecting. There is no password to enter the meeting.

Member Hagen asked for a refresher on how to connect to the meetings via Zoom again. F Scott Jewell explained the steps again on how to connect to the meeting.

Member Cabil made a comment regarding the conversation on the chat box of the Zoom. She asked if this was in line with the Brown Act since they are not always read. She has heard before at meeting that the chat box was going to be used solely for the public and not the meeting attendants. F Scott Jewell responded that different public entities handle their meetings in different ways. It varies depending on who is holding the meetings. She also asked if the CAC has the right to weigh in to the Zoom protocol or access. F Scott Jewell followed up by stating that they are welcome to any input.

Member Hagen made a comment by asking if the chat option is only for the CAC member and if there was a member of the general public wanting to use the chat option, they would have to request it.

**GOALS RETREAT FOLLOW UP**

Matthew Avancena stated that he is still trying to put together the goals and ideas that came about during the retreat. They are quite extensive with over a dozen of them and
so the goal is to try to hone down these goals or ideas going forward, because some of them are overly broad. Mike Greenwood stated that here are 21 goals/issues on the list and that in the past they had created a committee to refine the goals.

**MEMBER COMMUNICATION**

Chair Goeman stated that her understanding was the CAC decides what they will be working on first and then once it is decided they form the subcommittees.

Member Hagen made a comment by stating that they already have a process and they have a subcommittee that had put together the Goals retreat ideas. They then group them and assign them to the subcommittees or future agenda items. They then form the subcommittees and discuss the issues. The recommendations were then presented to the Board for approval.

Member Hagen made a motion to follow the goals protocol as previously decided. To have the original Goals subcommittee to comb through the ideas first before forming the subcommittees. Member Padilla seconded that motion.

Member Arrigo made a comment by stating that there were too many ideas that they have to comb through and should definitely hone in on them. Once the recommendations are made they then go to the Board to be ratified.

Matthew Avancena stated that they could use the same subcommittees to tackle the various issues that came about from the retreat. However, Kurt Baldwin did stress the fact that the retreat, or at least a subcommittees should be formed, and at least be reopened up again to other members who would like to join the subcommittee. As a point of fairness to other members of the CAC, and especially for those new members, such as Member Shah and Member Barron, that they also have the opportunity to be able to participate.

Member Hagen agrees with Matthew Avancena with including the new members. However, she stated there were two ways to discuss the ideas. They should either just make it ready for goals discussion, and to split it into the ad hoc subcommittees. They can have a separate subcommittee just to go through the goals and clean them up, put them into goal form, or they can use the existing subcommittee to do that.

Chair Goeman made a comment by stating that when they read off the goals then at the end of the presentation they ask the members to see who wants to join what subcommittee. Member Hagen stated it would be easier to use the original members on the subcommittees then welcome any new members to them if anyone is interested and there are openings.

Rycharde Martindale made a comment by stating that they do have many subcommittees and a lot of goals and ideas. They should take advantage that they
already have the QSS subcommittee to be able to give some of the goals to.

Chair Goeman made a comment by stating that they are jumping a step by not asking the CAC members to see what subcommittees they would like to join. They should be hearing all 21 ideas and see if any of the members would like to join the subcommittees.

Member Cabil made a comment by stating that she was grateful for the clarity Rycharde Martindale provided concerning the QSS subcommittee.

Member Hagen asked who was on the Goals retreat subcommittee. She asked the headcount and how many openings there were. Veronica Guzman-Vanmarcke read of the list of the members; Yael Hagen, Rachele Goeman, Gordon Cardona, Maria Aroch, Tina Foafaoa, Wendy Cabil for total of six members.

Matthew Avancena suggested that Veronica Guzman-Vanmarcke email the CAC members and ask if anyone would like to leave or join a subcommittee.

**MEMBER DISCUSSION**

Member Lantz welcomed Scott Barron and Bhumit Shah to the CAC. She also thanked the Access Board members for approving the contracts Andre Colaiace and also for Global Paratransit.

Member Hagen stated that she would also like to also extend a warm welcome to the new members of the CAC. She also reminded everybody that PASC has some great webinars coming up. One will be also from Access services coming up soon but they don’t have an actual date yet. She encourage people to attend and go on their website, which is www.pascla.org. She thanked Veronica for helping them and forwarding any information.

Member Foafaoa thanked all the staff that are there today, and thanked the people that did the presentations. She also thanked and welcomed the new CAC members.

Vice Chair Cardona made a comment by stating that he was willing to step away from the goals retreat subcommittee, if somebody else wants to join. He also hopes everybody is staying safe, and welcomed Member Shah and Member Barron to the CAC.

Member Aroch thanked everyone for their hard work. She also welcomed Member Barron and Member Shah to the CAC.

Member Arrigo thanked F Scott Jewell for his informational Zoom presentation. He appreciates everyone on the committee.
Member Cabil stated that is was Women’s History month. She is thankful for all the
celebrations that are taking place. The mental health, did a wonderful celebration this
month. She is also thankful that a generous donor is helping her out with the vaccines
at the hospital. She also wanted to welcome the newest members, Member Barron and
Member Shah. She has some other information to share but doesn’t have it on her. She
will send it via email.

Member Padilla made a comment that was unrecognizable because of static.

Chair Goeman made a comment by asking for prayers for Member Conrad for his
illness. He will be having surgery soon so she asked for prayers.

NEW CAC MEMBER SELECTION SUBCOMMITTEE

Rycharde Martindale gave a brief update on the new member selection subcommittee
update. Even though two members, Mr. Shaw and Mr. Barron, had been ratified, three
of the five members who had applied still wanted to have their applications left in play,
to be considered if another opening head occurred. To balance both of those things,
the NMS decided to keep the process open for two weeks. Staff was asked to send out
and submit more applications to the various different agencies, and you’ll see a list of
those that we solicited in item 11 in the packet.
The NMS will meet again and go through the process to select a new member.

MEMBER DISCUSSION

Chair Goeman asked if there were any new applications. Rycharde Martindale stated
there were two.

Member Cabil asked what the closing date for applications was. Rycharde Martindale
responded that it was March 15.

STAND SIGN SUBCOMMITTEE

Matthew Avancena gave an update on the stand sign subcommittee by stating that
they last met in February. They have not come to a consensus on all the items so they
are still working on them. One of the issues the subcommittee would like to simplify for
riders is to be able to recommend a stand sign, by using the Where’s My Ride app.
Another issue that came up was some riders have problems with stand signs that are
have been removed for construction, and the problem is they’re not able to identify
which stand signs have been removed and are temporarily not present. One issue
that's of major concern is when a rider would like to be dropped off somewhere else,
other than the stand sign location. Mike Greenwood previously issued a directive to
the providers to allow the rider to be able to be dropped off, as long as it's safe. Mike
Greenwood provided an update on some stand sign locations.
MEMBER DISCUSSION

Chair Goeman asked if any stand signs were added to the Cal State Long Beach location. Mike Greenwood responded they had not.

Veronica Guzman-Vanmarcke stated that the following CAC members where in the stand sign committee; Yael Hagen, Jesse Padilla, Terri Lantz, and retired, Kurt Baldwin. Now there are only three.

ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Member Foafoa
Second: Member Arrigo

Motion passed

The meeting adjourned at 3:15 p.m.
APRIL 13, 2021

TO: COMMUNITY ADVISORY COMMITTEE (CAC)

FROM: RANDY JOHNSON, DIRECTOR OF GOVERNMENT AFFAIRS AND OUTREACH
       BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: ACCESSIBLE ELECTRIC VEHICLE PROJECT MOTION OF SUPPORT

ISSUE:
The U.S. House of Representatives recently approved the return of earmarks, which are discretionary projects that are included in annual appropriations bills. The Appropriations Committee is requiring that interested transportation agencies include a letter or resolution of support for projects from local elected officials or leaders. This includes motions of support from advisory groups such as the Community Advisory Committee (CAC).

RECOMMENDATION:
Pass a motion in support of the purchase of ten (10) accessible electric paratransit vehicles and related infrastructure to test these vehicles in paratransit service.

IMPACT ON BUDGET:
Access is seeking federal funds in the amount of $3,112,000 for this project, which is 80% of the total project cost. If this project ultimately receives funding, the remaining costs will be covered by local Los Angeles County transit funds programmed in the FY22 budget for fleet replacement.

ALTERNATIVES CONSIDERED:
Access could decide to forego this funding opportunity but believes the appropriations process offers a unique way to fund an accessible electric vehicle pilot project.

BACKGROUND:
While zero-emission, electric vehicles are becoming more common in fixed-route bus fleets, they are not being deployed in paratransit services. Access Services is in the process of looking at opportunities to transition its fleet, currently consisting of a
combination of gasoline and natural gas-powered vehicles, to one consisting of electric powered vehicles.

This project proposes the purchase of ten (10) accessible electric paratransit vehicles and charging infrastructure, as well as the testing of these vehicles in three of Access’ service regions. Specifically, testing would take place in the Eastern Region (San Gabriel Valley), Northern Region (San Fernando Valley) and the City of Santa Clarita, in order to allow the agency to better understand the vehicle characteristics, operational characteristics, HVAC requirements, vehicle maintenance and training requirements, as well as the impacts to dispatching software that the deployment of such vehicles would have. The charging facilities will be located in El Monte, Van Nuys and the City of Santa Clarita.

The completion of the pilot project will allow Access to collect enough data to analyze the optimal ways to operate electric vehicles in paratransit service, establish charging facilities, and provide formal training to drivers, dispatchers, fleet maintenance staff, operations staff and road supervisors.
APRIL 13, 2021

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND COORDINATION

SUBJECT: GOALS RETREAT SUBCOMMITTEE MEETING – MARCH 26, 2021

The subcommittee members met on March 26, 2021 to categorize the goals and ideas that came out of the CAC Goals Retreat that was held on February 9. Staff and subcommittee members agreed to place the following goals into the subcommittees below:

**Communications Subcommittee**

1. Produce short videos to train dispatchers, drivers, and riders.
2. Identify issues to educate riders. Issues to include:
   - No shows
   - Transfers
   - How to book a trip
   - OMC
   - Difficult locations
3. Improve the website to make it more usable by persons with disabilities.
4. Improve rider-driver communication (Ex. OCTA and GoGo Grandparent).
5. Implement a better process for late arrivals; improve rider notifications.

**Same Day Subcommittee**

- Implement permanent same day service.

**Future CAC Agenda Items for discussion**

1. Improve coordination with bordering transit agencies for inter-county transfers.
2. Revisit the no show policy.
3. Need to serve gated communities.
4. Improve flexibility for online reservations.

**To be removed from the Goals List**

1. Send the Board Box to CAC members - staff is doing this.
2. Provide more detailed statistical data to CAC.
3. Include a driver and dispatcher at CAC Meetings. In lieu of inviting drivers and dispatchers to CAC meetings, the CAC chair can ask contractor staff to introduce themselves during introductions.

To be discussed at the next subcommittee meeting (ran out of time):

1. Reduce long share rides
2. Improve functionality of the WMR app
3. Review performance standards
4. Expand online reservations to the Northern Region
5. Implement alternative payment systems
6. End outdated practices that restrict pick-ups
7. Make it easier to purchase coupons
8. Improve the eligibility process

Recommendation:

Task the CAC to ask for members to form two new subcommittees:

- Communications Subcommittee
- Same Day Subcommittee
APRIL 13, 2021

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND COORDINATION

SUBJECT: STAND SIGN SUBCOMMITTEE MEETING - MARCH 24, 2021

The subcommittee members met on March 24 to discuss where they left off from the previous meeting. Among the items on the agenda were pick-ups and drop offs for locations with or without a stand sign and a process for customers to identify difficult locations.

Staff reiterated that consistent with Access’ revised policy, a customer could be dropped off at a location whether there is a stand sign or not so long as the location is safe for a customer pick-up/drop-off. As for difficult locations, customers can always contact customer service to report the difficult location. Once it is reported, customer service refers the complaint or report to the operations department where a Road Safety Inspector (RSI) is asked to investigate the location(s). This process is called a Location Evaluation.

One of the issues identified by subcommittee members is the process to identify difficult locations is not always clear to the rider. For instance, a customer may not know they can call customer service to report a difficult location because this process is not identified on the website, Access’ phone tree and/or the Rider’s Guide.

Possible Recommendation - a possible recommendation from subcommittee members to address this issue is 1) how to communicate to riders that they can report difficult stand sign locations; 2) possibly incorporate a stand-alone message in Access’ reservation/customer service phone tree for an Access customer to select and either leave a message or speak to a customer service representative.