

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 12, 2022

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/81502897749>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - 815 0289 7749

***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 March 8, 2022	Action	5-12
7	3.	General Public Comments	Information	
10	4.	Board Member Report	Information	
20	5.	Operations Report - Kristi DeHaro	Presentation	
15	6.	Member Communications	Information	
20	7.	Potential Topics for Discussion - Matthew Avancena	Information	
10	8.	Communications Subcommittee Update- Matthew Avancena	Possible Action	
10	9.	Same Day Subcommittee Update - Matthew Avancena	Possible Action	

10	10.	Operations Subcommittee Update - Matthew Avancena	Possible Action
5	11.	Adjournment	Action

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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 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 12, 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. 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/81502897749>
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.

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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
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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)

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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 3

<p>MINUTES Community Advisory Committee (CAC) Meeting March 8, 2022 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:03 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachele Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Kimberly Hudson, Bhumit Shah, Scott Barron, Michael Arrigo, Olivia Almalel.

CAC Members Not Present: Michael Conrad, Jesse Padilla, Wendy Cabil

Board Members Present: Theresa DeVera

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Karina Abrica, Susanna Cadenas, Josh Southwick, David Foster, Mike Greenwood, Rycharde Martindale.

Guests Present: None

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the February 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.

BOARD REPORT

Director DeVera gave the report by stating that they held a Board meeting in February where they welcomed two new CAC members. The Board approved the extension of

terms to increase funds for mail service. The Board also approved to increase funds for legal services. They approved the rate table for the eligibility contract and had an update on Customer Service and Operations.

NEW FARE COUPONS UPDATE

Chief Marketing and Creative Officer, Josh Southwick and Customer Relations Manager, Susanna Cadenas presented on this item. They spoke about the coupon book changes and received feedback from the other members.

MEMBER DISCUSSION

Member Hagen made a comment by stating that on the flyer it says they only use the flex coupon in Santa Clarita and Antelope Valley. She finds that absurd since there are two programs that ask for the same denomination of payment throughout the County. They should be able to be used on the "Access to Work" and "Parents with Disabilities" programs and this should be corrected in the flyer. She thought there had to be a tactile differentiation on the flex coupon versus the base coupon. She thought the plus coupon is smaller in size and that is how it was differentiated.

Chair Goeman responded that was not the case and it wasn't discussed at the previous meetings. During the CAC meeting they decided to have the smaller coupon book to have a notch to differentiate it. It was discussed with all CAC members during a meeting.

Susanna Cadenas responded that concerning the wording for the coupon sales, the coupon itself is equivalent to \$2. Technically they can use it for other services, like Access to Work or Parents with Disabilities, as long as the cost is \$2. She also stated that they can also be used in combination with other trips. They are not necessarily marketing them for those programs because if there are any changes in the future, they don't want to give out misinformation.

Member Hagen made a comment by asking they change the wording, because it is misleading. She believes the people in the San Fernando Valley, for instance, would think that they are not able to use the \$2 coupon. She was also hoping they could consider having more distribution sites, like independent living centers or senior centers, places where people can go within their communities and neighborhoods to be able to purchase coupons.

Susanna Cadenas responded there were locations that purchase coupons for their participants. They have ADHC's that purchase them, regional centers that purchase them for their participants then they distribute them. She agrees there are only limited locations they have for in person purchase. Member Hagen asked if that could be added to the flyer. Susanna responded they would take down the suggestion.

Member Hudson made a comment by stating that it takes a while to receive the

coupons via mail. She was wondering if they have a quicker more convenient way to purchase coupons. Susanna Cadenas responded that the online orders are processed very quickly and via mail it does take longer because there is only one person working on them. The most it takes is 10 days and there are a number of locations that sell coupons.

Member Lantz made a comment by asking Susanna Cadenas to repeat the three in-person locations. She also asked if they can purchase it from those three locations and she can purchase it through Access by mail. She asked what the third location was and they responded it was Pomona Valley Transportation Authority.

Susanna Cadenas stated that they would be happy to partner with other municipalities to sell coupons but they don't make any money out of selling them and therefore don't want to sell them.

Member Arrigo made a comment by stating that he likes the color and the size differentiation. However, he agrees with the previous committee members, that there should be more outlets to sell coupons. He was wondering if they could give out a whole coupon book for free to the riders as an incentive to buy more.

Chair Goeman asked what the size difference was between the ones for \$2.75 that they have now and the new ones. Matthew Avancena responded that the size difference was shorter in width and length. She also asked if the coupons were going to be good indefinitely because there are some riders that bought many. She asked if the design and color combo has remained the same. Josh Southwick responded it had and the distribution will begin in April.

Member Barron made a comment by asking if there would be a digital coupon in the future. Matthew Avancena responded by stating that would not be possible but Apple pay and paying through the Where's My Ride app is something being considered.

Member Almalel asked if they would be able to see the new coupon books before they are distributed so that she and some of her colleagues could handle them. Susanna stated they would be sending some coupon books to the CAC members to look at.

Vice Chair Cardona made a comment by asking if they needed to change the wording on the website and asked when the new flex coupons would be available. Susanna responded it would be available in mid-April.

Member Hagen asked if it would be possible to do standing orders for coupons each month, kind of a subscription. This way, they don't have to reorder each time. Susanna Cadenas responded they would look into it.

ELIGIBILITY UPDATE

Eligibility Manager, David Foster presented on this item. He gave an update and explained about the over the phone evaluations.

MEMBER COMMUNICATION

Member Lantz stated there was a new COVID variant that they've discovered, and wondered if they should have another variant that hits if they have an emergency plan in place. David Foster responded by stating that there is something in place. It's a matter of changing in-person assessments, and canceling the transportation, to phone appointments, which the customers do not mind. They just give the service provider enough notice so they can make those changes.

Member Hagen made a comment by stating that she has a tremendous amount of concern about someone going into their appointment and they don't have any symptoms but might have a fever not having to do with COVID. There are riders with spinal cord injuries and with neurological disabilities that cannot easily regulate their temperature. She is concerned that if they are going to ask people to have another way of transporting themselves home, they will have these kinds of situations where they might have trouble returning home. The evaluation center is not central at all. She believes it is not accessible, not only to public transportation, but it is difficult to find.

David Foster responded that in terms of temperature screening are factors that will be evaluated on a case by case basis. In December where we saw 600 to 800 people, they didn't have any instances of elevated temperatures or anyone presenting with an illness. During the pandemic, it was not possible for Access to locate a non-emergency medical provider that would commit to transporting people that were COVID positive. They do have a list of non-emergency medical that they can refer the customer to. They can also facilitate for them by contacting someone to assist them in getting a ride home. If someone presents themselves by stating they tested positive there is a protocol to be followed.

Member Hagen made a comment by stating that temperature isn't the answer to that. In a case by case basis, what expertise do these individuals who make these decisions have when it comes to that? She would like to know if the individuals who assess people are trained. David Foster responded that they are trained.

Vice Chair Cardona made a comment by stating that he doesn't understand why people with permanent disabilities have to renew. He also asked if the drivers take the passenger's temperature prior to boarding, rather than at the site. David Foster responded that they have to renew it every three years just by filling out the form so they do not have to go through the whole evaluation process again. They do have this in place so that they can make sure the rider is still using the service.

Chair Goeman made a comment by asking why people who are visual impaired aren't given a paper card with their ID that has their information on it. Unfortunately, not everybody that's blind has people who can help them. It would be a lot easier if with the new IDs they could get a card with braille on it that has their information. David Foster responded that was one of the things they were working on in the revised version of 2.0. A better connection between alternative format requests in the customer's file and how those get produced on a case by case basis.

Member Hagen responded they would be able to have a plastic sleeve to keep both cards together.

Member Hudson made a comment by stating that maybe times have changed but in the past there were long wait times. She doesn't like to sit with a lot of people while waiting so long. She asked if there was an arrangement of seating to give people more space. David Foster responded they are bringing in less people than usual and they do warn everyone how long it takes to give them notice. He also stated that they have about 40 people in an 8 hour day and no more than 10 people in the waiting area at a time.

Member Hudson asked if there was a possible solution of having Zoom interviews instead. David Foster responded that the option is via phone because not everyone has access to a computer.

Member Lantz made a comment on Vice Chair Cardona's question about eligibility and needing to go through a full eligibility process again if they have a permanent disability. She believes that they could get this process a lot more reasonable for potential riders especially during the times of COVID. David Foster responded that they do not have to go in to do the full eligibility process to renew. Member Lantz responded that she knows people that are asked to go in to be reevaluated again in some situations.

Member Almalel made a comment by suggesting that people going in person for evaluation should probably be asked to self-test beforehand just to be sure they don't have COVID. This way, they have more assurance that they are not infected.

Member Hagen asked to agendize the subject of auto renewal for the riders.

OPERATIONS UPDATE

Operations Service Monitor, Karina Abrica presented the Operations report by going through the KPIs and statistics. She also presented on some highlights for the month. She stated the transition with new contractor, First Transit, has been going smoothly. She thanked the cooperation and commitment of the outgoing contractor towards a smooth changeover. Antelope Valley region driver, Dalia Mayen was featured in Access Behind the Scenes newsletter for driving nearly 400,000 safe vehicle miles

without preventable collisions or other disqualifying events, such as running a red light or a stop sign. She stated that her secret is keeping distance from the vehicles ahead of her.

MEMBER DISCUSSION

Member Hagen asked if in the reporting regarding the transfer trips, there was no changes since she had trouble hearing her. Karina Abrica responded that it was just a transfer trip overview. She stated the amount of ridership was increasing.

Vice Chair Cardona made a comment by stating that for some, Zoom with chat is easier than using the phone. He also asked if the transfer trips could be booked through online reservation system. Karina responded it was not possible yet.

MEMBER COMMUNICATIONS

Member Arrigo made a comment by remind everyone to turn back the clocks.

Member Aroch thanked everyone for their time and looks forward to next month.

Member Hudson made a comment by stating that she is enjoying being on the committee and she learned a lot from the meeting.

Member Shah made a comment by stating that it was a great meeting and wants to make sure all of the forms of communication are accessible. It would be great to have a detailed discussion to ensure they are taking steps to modernize.

Member Hagen agreed with Member Shah with being able to provide accessibility to everyone.

Member Lantz thanked all the staff and thanked all the participants in making Access better.

Member Almalel stated she was grateful for everything. She apologized for missing the last meeting as her work is short staffed. She stated they are having an event April 30 and May 1 in Santa Clarita with many sport activities.

Vice Chair stated that Access did a great job at the Abilities Expo and he is happy to be back to attending meetings.

Chair Goeman stated that she wanted to thank everybody for joining the meeting and for the presentations that were so informative. Michael Conrad said he will definitely be at the April meeting and hopes they continue to have good meetings like this one.

RIDER EDUCATION: POTENTIAL TOPICS

This item was presented by Director Planning and Coordinating, Matthew Avancena concerning the future topics for would they like the staff to consider as a short video or flyer on how to educate riders and how to use the service.

MEMBER DISCUSSION

Member Hagen made a comment by asking to utilize the where's my ride app.

Chair Goeman asked for a video on the process of ordering coupons on the website because it is very confusing.

Member Lantz suggested they hear from committee members of these topics if there is something they feel is more meaningful than other topics.

Chair Goeman also made a comment by stating that making the online reservations is self-explanatory but maybe some people would have trouble doing it as well as using the Access website.

Member Shah made recommendation by discussing how to use fixed route and what grants are out there. They should train people how to use paratransit.

Member Arrigo made a comment by stating that they should create a video to promote the CAC and be the voice of the community.

Member Hagen made a comment by stating that they are looking for priority or urgent topics they want to distribute to the riders. Chair Goeman responded that it should be using the online services.

Vice Chair Cardona made a comment by stating that they should educate people about other transportation options, like Dial a Ride. He notices many people traveling within their city limits. If they use the local services, it would free up Access for longer trips and maybe fewer ride shares. Member Hagen stated that many of these agencies already have their own promotional videos that maybe they can upload on the Access website.

Member Lantz suggested one of applying to Access and also on eligibility to be able to make their case. It should be a topic on top of the list.

COMMUNICATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave updates on this subcommittee. He stated that they discussed reaching out and getting the suggestions for topics. Member Hagen added that they also discussed they would have both

printable and audio format of information for accessibility.

SAME DAY SERVICE SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave an update on this item. He stated they are finalizing a recommendation document that will go to the Board eventually. The recommendation includes the same day pilot and Member Hudson will be summarizing this to submit it for possible approval by the CAC members.

OPERATIONS SUBCOMMITTEE UPDATE

Matthew Avancena stated they discussed the KPIs. There were some questions and concerns with the Access to Work program they are reviewing. Chief Operations Officer Mike Greenwood stated they had crossed the halfway point in terms of reviewing the KPIs. They had already completed discussion of seven of them at the last meeting. They also talked about average initial hold time for reservation calls. They will continue talking about the call center statistics and KPIs at the next meeting.

ADJOURNMENT

Motion to adjourn the meeting by Member Hagen. Second by Member Lantz. The meeting adjourned at 2:51 p.m.