

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 11, 2023

1:00 pm - 3:15 pm

3449 Santa Anita Avenue
3rd Floor Council Conference Room
El Monte, CA 91731

Remote Public Link - <https://us06web.zoom.us/j/89958626364>

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

Meeting Number - 899 5862 6364

***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 14, 2023	Action	5-16
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report - Andre Colaiaice	Information	
20	6.	Establish Customer Service Subcommittee - Matthew Avancena	Action	17-18
15	7.	Operations Report - Garrett Rodriguez	Presentation	

15	8.	Emergency Management Update - Alex Chrisman	Presentation
15	9.	Member Communications	Information
15	10.	Access Podcast - CAC Chair	Information
15	11.	Subcommittee Updates - Matthew Avancena, Mike Greenwood, Karen Gilbert	Information
5	12.	Adjournment	Action

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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, then 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.

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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, then please submit a written comment as outlined above.

MINUTES

Community Advisory Committee (CAC) Meeting
March 14, 2023, 2022
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:01 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Liam Matthews, Kimberly Hudson, Bhumit Shah, Gordon Cardona, Terri Lantz, Jan Johnson, Olivia Almalel, Wendy Cabil, Rachele Goeman, Maria Aroch, Jesse Padilla, Scott Barron, Michael Conrad

CAC Members Not Present: Wendy Cabil

Board Members Present: Theresa DeVera

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Andre Colaiace, Mike Greenwood, Karen Gilbert, F Scott Jewell, Rogelio Gomez, Gina Breceda.

Guests Present: N/A

REVIEW & APPROVAL OF MINUTES OF FEBRUARY 14, 2023

Chair Hagen asked for a motion to approve the February 14, 2023 minutes.

Motion: Member Goeman
Seconded: Member Padilla
Abstained: Member Barron, Member Shah
Motion: Passed

MEMBER DISCUSSION

Chair Hagen made a correction to the previous minutes by stating that the spelling of the app she recommended was A I R A. It is only "BE MY EYES" and AIRA is the paid agent. AIRA is run by volunteers only. She also added that they should have online fillable applications for the people applying to be in the CAC, it should be accessible for screen readers and for Dragon programs. This allows people who are doing

dictation to automatically fill out the application online with the dictation software. She also stated that the minutes were greatly improved, and she appreciates it.

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by thanking Access Services for participating in the Abilities Expo. However, he was a bit disappointed with Access because some of the staff at the table were not very helpful in answering a lot of questions. They were not prepared with pen and paper to jot down information. He also wanted to commend the West Central region of Access, which is CTI, because they were doing a good job. He wished there were other providers at the event as well. He feels like CTI was doing most of the rides that day for the event and wanted to point it out. He also wanted to check on his application or the CAC member opening. He would love to serve on the Access CAC committee. He would also like to put together some kind of job fair for drivers and other staff they may need.

Steve Bauer made a public comment by stating that he applied for a position on the CAC. He wanted to make sure everybody knew he was present to satisfy the requirements.

Rachelle Goeman made a comment for a rider Aisha who asked if they were going to be selling coupons at any additional locations, so that she doesn't have to have them mailed. She has a lot of problems getting her coupons mailed to her on time.

BOARD MEMBER REPORT

Board Director Theresa DeVera made a comment by stating that at the February Board meeting, the superior award winner was road supervisor Czarina Mandap. The Board approved the consent calendar, which included approving the diversity, equity, inclusion resolution and amendment of increasing the capital budget to \$3 million for fiscal year 2023. They also approved increasing the CAC's stipend to \$50 dollars per meeting. A two-year pilot program to use TNCs was also approved and will begin in the southern region. Their next committee meetings are on March 27th and the full Board will meet again on April 17th.

MEMBER DISCUSSION

Chair Hagen thanked Director DeVera for being there and reporting on the Board meeting. She appreciates her presence at the meeting.

EXECUTIVE DIRECTOR'S REPORT

Executive Director, Andre Colaiace thanked the members of the CAC for having him at the meeting. With the return of earmarks in Congress, Access staff had been working with Access's federal affairs team at Simon and Company to develop a request for funding of the Antelope Valley paratransit operations and maintenance facility. The process is competitive, but they know this funding will help in Access building additional facilities in every region of the service area in the near future. They are working with the offices of both Senator Feinstein and Senator Padilla, as well as Congressman Mike Garcia, who represents both Santa Clarita and the Antelope Valley. Randy Johnson and he will go to Washington DC next week to have in-person discussions with the elected officials about the project and to meet with other stakeholders like the Federal Transit Administration. Hector Rodriguez and he recently attended a conference on autonomous vehicles and public transport in San Francisco. Randy Johnson and Bill Tsuei spoke at that conference in the past, so they were reaching out to them for future conferences. They also went to San Jose to the headquarters of Lilly Systems where they were able to take a short ride on Access's own prototype accessible autonomous vehicle. He added that he has heard from both the TPAC and CAC members that they would like to keep doing virtual meetings going forward. He also stated that the Board will be looking at issues related to the declared end of the pandemic and will keep everyone updated.

PUBLIC COMMENTS

Mel Bailey made a public comment by asking if the meetings were to go in person, will there be an option to join virtually. He would still like to interact this way.

Fernando Roldan stated that in the previous CAC meeting he spoke to his assembly and state representatives. They need to understand that some riders cannot always be at in person meetings, even though it is part of the Brown Act. He was assured by them that legislature, will fight this to make sure that most those that have physical disabilities or certain illnesses will be able to attend via Zoom meetings.

MEMBER DISCUSSION

Member Lantz made a comment by stating that as a person with a disability and a senior who has had Covid and still has problems, she appreciates virtual meetings. Long time, Access rider, Sylvia Drzewiecki passed away from Covid. She understands politics but they should not remove the safety concerns for people with disabilities and for seniors because their participation in meetings is extremely important.

Member Goeman stated that she agrees with Member Lantz because they all have different medical issues, and going to a meeting frightens her. Riders are vulnerable and that is how Member Conrad got COVID, and almost died. She appreciates that Access Services supports virtual meetings.

Member Johnson stated that with the shortage of drivers, it could be as long as three to four hours in a vehicle, and she was wondering how the hybrid, or the autonomous vehicle would function in this case. She asked if there would really be no people in the vehicle. Andre Colaiace responded that they have no near-term plans to deploy autonomous vehicles in regular service, but in 10 years they would imagine the vehicles would be fully autonomous.

Member Hudson asked if in addition to the health and safety issue, it was also cheaper to have in person meetings. She also stated that she had served on another Board and had to step down because they're going back only to in person meetings and doesn't want to endanger her family's health and safety.

Member Barron stated that meeting virtually allows him to do more work in the office because he doesn't need to travel anywhere.

Member Almalel stated that this was great news to keep the virtual meetings because she has a wheelchair, and it is much easier to attend meetings. She added that this will also reduce usage of Access resources with the staff and vehicles that could be better utilized for other trips. She also said driving in downtown LA from 1:00 to 3:00 PM on a weekday is really challenging. There's a lot of accident-prone situations during that time.

Member Padilla stated that he can go either way having it virtual or in person since he goes out in public anyway. Having it virtually does save him on gas and planning time. He is glad they are staying virtual.

Member Conrad stated he still has some Covid effects as well as other health issues so that he would have a hard time getting out to join a meeting in person.

Chair Hagen asked a question about the autonomous vehicles concerning the prototype design and if they were minivans or larger vehicles. She added that if they are looking for volunteers to try out the new vehicles, she would be interested. Andre Colaiace responded that he would let her know. Chair Hagen asked about the facilities and if it would have a significant financial impact on the amount of money that goes to contractors for new contracts. Andre Colaiace responded that it would not be funded separately. However, in future contracts, there will there be a reduction of the amount of money needed. At the moment the contractors have to bid for a facility, and if they own the facility, they have to pay rent so that rent gets passed on to Access. One of the advantages of owning facilities is they will have their own facilities and save on certain costs. She also encouraged riders to go to the Board meetings and make a public comment on important items.

Member Johnson made a comment by asking about whether the vehicles they are proposing to buy are adequate for guide dogs or service animals. Andre Colaiace responded they were.

Member Cardona stated that owning facilities is much better than leasing them.

ELIGIBILITY SERVICES CONTRACT SCOPE

Karen Gilbert presented this item. She gave an update on the upcoming scope of work for Eligibility services.

PUBLIC COMMENTS

Fernando Roldan made a public comment by thanking Karen Gilbert for a wonderful presentation. He recommended that the drivers have business cards in case they want to recommend someone to join Access. He also added that for the application process, he believes they need to tweak the website a little bit more so that instead of emailing the applications, they can be completed online.

Timothy Powell made a public comment by asking when the eligibility renewal from three to five years, was going to take effect.

MEMBER DISCUSSION

Member Goeman stated that the five years renewal for eligibility is a great idea. She asked if those that had to renew in the middle of the pandemic and who are on three years, the five years will start after the present term expires. F Scott Jewell responded that it depends on when the contract went into effect. Theoretically they could start it sooner, but again, they want to get feedback from the committees first.

Member Hudson stated she is in support of extending the eligibility period to five years, because many of the riders have physical disabilities or health conditions that are not going to change. This will save money and processing time. She also would like to see a Zoom meeting process for some people who may not be able to go in for an evaluation for health reasons, to provide an accommodation for them.

Member Lantz stated that she is definitely in support of this after working with many Access riders during her years at UCP. She believes it will reduce the stress of people who really depend on this, and for those with permanent disabilities where their disability is not going to change for the better. She believes it is much more efficient for Access and makes so much more sense when it comes to the money. She agrees that if someone has a disability that prevents them from attending in person, that there be a virtual option to attend the evaluation.

Member Almalel stated that she is thankful she was able to join the eligibility subcommittee and thanked F Scott Jewell and Karen Gilbert for participating and listening to their input. She would also like to look into an online document for those who have access to computers that don't want to travel for evaluations and can do it virtually.

Member Padilla stated he was in favor of the five-year contract and was glad that they would discuss having virtual appointments for evaluation meetings. He also asked if they really do start evaluating the applicants as soon as they arrive at the eligibility center. Karen Gilbert responded that the evaluation starts from the moment they arrive at the evaluation site.

Member Hudson asked if people are made aware of that because it wouldn't be fair that they were being observed without knowing. Karen Gilbert stated that during the interview they are told, and if there are any inconsistencies in what was observed, then they need to get clarification. They do ask a lot of follow-up questions.

Chair Hagen stated that if they are looking for suggestions or changes in the scope of work, then these suggestions of transparency to the customer would be one. They should know the evaluations start the minute someone arrives at the lobby.

Member Hudson responded that her feedback is to let people know. People like her were always going to use a wheelchair and that is obvious but not everyone's disability is.

Chair Hagen stated that if they are observing someone's behavior, it can change from one day to another depending on if it's the morning or afternoon or how they are feeling that day.

Member Padilla agreed with Chair Hagen and stated that if he was going to the facility and being watched, he would want to know that. It could also make them more nervous and maybe even more uncomfortable.

Member Goeman stated this should be communicated because for a virtually impaired person, their disability changes when they are indoors and outdoors depending on lighting or using a cane.

Chair Hagen asked if she knew anyone who had any issues concerning their service dogs during the evaluation process. Member Goeman did once hear there was a problem with cleaning up after their own dogs at the facility but that would be the rider's responsibility not Access staff.

Member Lantz stated that she believes there could be a legal issue in taking a video of someone without their consent. It should be noted on the application somewhere letting people know they are on camera or being filmed. F Scott Jewell responded

that the security cameras that are on the premises are not used for the evaluation. The observations are by staff looking at their body language and such.

Member Lantz stated that they should know they are being observed, as it would be obvious to determine their eligibility and believes they should still be informed of this. She thanked F Scott and Karen for their help in the eligibility process. Member Lantz stated she has received good feedback from people who told her that the staff were very helpful in helping them fill out applications and the process itself.

Member Hudson stated that as a person who's had a disability her whole life, she has been raised to minimize her disability so that she fits into the community. She always advises people to talk about how difficult things are. She encourages the interviewers to be sure to tell the customers, to please be honest and straightforward about their difficulties and not minimize them.

Chair Hagen added that they can discuss this at the eligibility subcommittee discussion on observation, because she has additional concerns about that, and it has to do with the scope of work.

COUPON SALES OUTLET

Customer Relations Manager, Susanna Cadenas, presented this item and explained about the various outlets they sell coupons from. She added that there was a new location added to the Antelope valley. The senior center in Azusa will be removed as a possible location to buy coupons.

PUBLIC COMMENTS

Mel Bailey made a public comment by asking what the tax ramifications would be and if this would affect their taxes. F Scott Jewell responded there is no tax paid by riders for coupons.

Fernando Roldan made a public comment by suggesting that they try to sell them at various stations, like Amtrak or Metrolink. Other options are Glendale Train Station, Burbank Train Station and some bus stations.

Mel Bailey asked if there were ramifications to the different regions for filing purposes. The entity that is selling is not selling for profit, therefore they don't have to pay any sort of taxes.

Timothy Powell made a public comment by asking if there was an issue of selling coupons, at Union Station where Metro is located since they are selling different products. Although, he doesn't understand how there could be issues being that Access is funded by Metro.

MEMBER DISCUSSION

Director Teresa DeVera stated that the coupons are so easy to use and convenient, but the shipping charge is ridiculous to pay. She believes they should incentivize coupon users rather than charging them so much for coupons shipped to an individual person's home.

Susanna Cadenas responded that it is \$5.05 of shipping cost if purchasing via mail.

Member Goeman stated that she has trouble ordering her coupons online and she would like a more viable option to buy them. She recommends that maybe customer service sell them.

Member Lantz stated that there were bus stations and hubs where they had an option to buy Access coupons. She knows Culver City and Santa Monica had locations before. In the west side there are no locations to buy coupons now. She hopes they can make it geographically accessible to purchase coupons in every region. This could be a discussion topic to add to a subcommittee.

Member Shah asked if there was a way, they could use the Where's My Ride app, to order coupons so people that don't want to pay for the shipping charges. A coupon that drivers can scan off the phone. Also, if there was a financial incentive for people to repay Access. If someone buys a hundred coupons, there would be a financial incentive for them to pay Access and to use the coupons in advance. He lives in the southern region and there's no place to get coupons and does not want to incur the shipping charge to buy them. He recommends they come up with a technological way for people to access coupons online.

Chair Hagen stated that the electronic coupons might be a little more complicated because the drivers need to return the physical coupon back to Access.

Susanna Cadenas stated that they are working on an electronic or a QR code version of the coupon. It is something the IT department is working on. They have reached out to different locations and Metro to see if they could sell coupons at Union Station. Unfortunately, that was not a favored suggestion but if they have any other suggestions, they are glad to hear them.

Chair Hagen asked when Metro was approached and Susanna responded somewhere in 2017, 2016 but she doesn't have exact dates.

Chair Hagen asked if it would be possible to have a subscription type of system where it would be an option to subscribe with monthly auto deposit that can be automatically deducted. Susanna Cadenas said they have had discussions about this and are looking into it.

Chair Hagen asked if for the shipping they could maybe include some free coupons in exchange for the fee of the postage. Susanna responded the postage fee has not been increased in years despite postage going up. So, this is something to consider but can also be discussed.

Member Shah asked if they are buying bulk coupons, maybe the coupon rate can be decreased to incentivize people to buy more coupons. For example, they are paying in advance for a ride that they are going to use in the future. If they can give them some kind of financial incentive to use coupons with a discount over a specific time period.

Chair Hagen stated that since people are paying in advance, they're putting in the money upfront to rides that they will use in the future. In order to make it an incentive for people to get coupons, instead of paying \$2.75 as the face value of the coupon, they would pay \$2.50 for the coupon. In other words, they would get a discount by buying it in bulk prior to using it.

Susanna Cadenas understands the suggestion and will keep it in mind. I do want to say though, the cost of creating these coupons are costs covered by Access. They sell the coupons for what the value would be for the fare itself, the cost is also something they must consider every time they order the coupons.

Member Shah stated that it is not guaranteed that he will use the coupons that he bought that year, and they can't be returned. Chair Hagen stated that there's no guarantee that they would use all the coupons that they bought for the year.

Member Cardona stated that it was a great presentation. He also asked if they have asked the local senior centers about selling. He also stated that \$5 dollars was still too high for shipping. He also added that if they print in bulk, it is cheaper.

Susanna Cadenas affirmed that it was true that printing in bulk was cheaper and that is why she just ordered a large amount. She has approached senior centers and regional centers to see if they would like to sell coupons since they already bought some for their customers.

Member Padilla thanked everyone for their presentations and for continuing to have him on the committee.

Chair Hagen stated that she will add this to the operations subcommittee and invite Susanna Cadenas to join so that they don't create a new subcommittee.

Member Cardona asked about selling them somewhere in Los Angeles. Chair Hagen responded they will make sure to try to cover all areas of LA to sell coupons. She asked everyone if this was ok with them to add to the subcommittee.

Matthew Avancena responded that since the Communications Video Subcommittee is about to wrap up their work on working on the script, if there was something she wanted to add to this one. Member Hagen responded that it doesn't belong in that subcommittee and prefers to focus on the scripts in that subcommittee.

OPERATIONS REPORT

Operations Service Monitor, Gina Breceda presented the Operations report. She stated that Access held its community meeting on February 25th via Zoom with over a hundred attendees, where a wide range of topics were discussed. The topics ranged from operational updates, no-shows, and eligibility information just to name a few. Access is pursuing the purchase of an operating facility in the Antelope Valley, which will mark the first time the agency has owned a paratransit operating facility. The expectation is that the purchase will allow more diversity and bidders for future proposals in the region. The 3.4 acre property is located in Lancaster, just east of Sierra Highway and just north of Avenue L. On February 27th, the board approved the new TNC Pilot Program. This pilot program will allow service providers to utilize TNC as a subcontractor for the duration of two years.

EASTERN REGION CONTRACT RFP UPDATE

Operations Manager, Rogelio Gomez, presented this item. He discussed the Eastern Region Contract RFP update along with the scope of work changes that were made based on CAC, CAC subcommittee, and rider's feedback.

MEMBER DISCUSSION

Chair Hagen stated that there were a lot of things added to the RFP that were taken into consideration. Committee member input, public comments and other feedback; The improvement in the scope that there will be more direct communication between the rider and the driver through the ETA line staff is really great news.

Rogelio Gomez stated that this is a partnership with the subcommittee and the CAC members. They listened to the provided feedback and also took into consideration the rider's suggestions so as to make the rider's experience better, especially since the contracts are up in 10 years.

Member Hudson stated that some aspects of the contract will make everybody's life easier. She believes the community's being heard and she really appreciates it.

Member Lantz stated that she agrees with them and as a subcommittee member, it shows that they are being heard. It also shows that meeting via Zoom or by phone, is actually more efficient and more effective in getting participation. She feels they are accomplishing more than when they were meeting in person.

Member Johnson agreed with everything as the previous speaker indicated. She used to be one of the most vocal complainers about Access and it has really improved so much more.

Chair Hagen stated that she feels like the Eastern region has been the least responsive of the regions and to have the changes begin there is a good thing. She asked that since this was going to be added into a future contract, how can they be incorporated into existing contracts, and would they be introduced when the contract is completely over in other regions. Rogelio Gomez responded that they are always looking to make improvements but before they do that, they need to wait some months to evaluate it first. Chair Hagen asked because she would like it incorporated into other regions sooner rather than later. The more training and the more information people come into a position, the better equipped they are in being able to make less mistakes and be more efficient.

MEMBER COMMUNICATIONS

Member Lantz stated that she was a grandparent for the second time to a lovely little girl named Natalie Rose. It really reminds her of why she is fighting hard for her health and to stay alive because family becomes more important during those times. She should be with her family today, but Access is very important on her list as well.

Vice Chair Matthews thanked everybody who's participated in the meeting and there's been a lot of good news across the board and is very happy to see the results.

Member Almalel made a comment by stating that she agrees with all the comments in that they are getting a lot more done these days. She sees the value of participating and getting others to participate because many voices provide a lot of information to go the right direction. She would like to see an opportunity to be able to speak with dispatchers and the other regions aside from MV. In the northern region they can speak with dispatchers and get problems alleviated a lot quicker when they go through the call center. She understands it is busy but sometimes the routing software is auto inserting trips into routes where the routes don't make sense.

Member Cardona said outstanding work to Access at the Abilities expo and congratulations to Member Lantz.

Member Aroch stated that it was a really nice and informative meeting and thanked everyone for the great work they are doing.

Member Padilla had nothing to add but stated it was a great meeting and wished everyone a Happy Valentine's Day.

Member Goeman said Member Conrad stated he has a brand new baby kitten and she's five months old and she's a holy terror.

Member Hudson stated that she appreciates the seamless experience taking Access to and from the Abilities Expo. She was really impressed with the staff and the efficiency. She went with two guests, and it all went smoothly, and it was great. She wishes there were more accessible women's restroom at the venue but that is not Access fault.

Member Shah stated that they have come a long way, but there's a lot more great work they can do to make the service better and more effective. He looks forward to working with the entire team to make positive changes.

Chair Hagen stated that she thought it was a wonderful meeting. Congratulations to Terry Lantz as a grandma again and she appreciates having Andre Colaiace give a report. She appreciates all the fantastic comments and how they were able to have Board member Theresa DeVera present to hear the report. She appreciates all the presenters and the great discussions.

SUBCOMMITTEE UPDATES

None given.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Goeman made the motion to end the meeting. There was a second by Member Hudson. The meeting was adjourned at 3:20 p.m.

APRIL 11, 2023

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

SUBJECT: FORMATION OF CUSTOMER SERVICE SUBCOMMITTEE

ISSUE:

Some members have expressed issues with the ordering process for Access coupons, lack of sales outlets and how No-Shows are processed by the Customer Service department.

RECOMMENDATION

Approve the formation of a Customer Service subcommittee to discuss and suggest improvements.

IMPACT ON BUDGET

None.

BACKGROUND

On Tuesday February 9, 2021 Access' Community Advisory Committee (CAC) held their second Goals Retreat via Zoom tele-conference. The CAC Goals Retreat was co-facilitated by former CAC member Kurt Baldwin and Access staff.

Building upon the goals and recommendations implemented from the first Goals Retreat held on April 19, 2019, CAC members wanted to discuss goals on how to further improve Access rider's experience.

The CAC had an open and robust discussion on various goals, ideas and service enhancements that Access ought to consider implementing. However, while the goals, in and of themselves are intended to enhance service, some are open-ended, may be overly broad, and need be categorized and further defined.

Listed below are some of the ideas (or goals) the CAC discussed:

1. Produce short videos to train dispatchers, drivers, and riders

2. Identify issues to educate riders on. Issues to include were:
 - a. No shows
 - b. Transfers
 - c. How to book a trip
 - d. OMC
 - e. Difficult locations
3. Better coordinate with bordering transit agencies for intercounty transfers
4. Implement permanent same day service
5. Improve website to make it more usable by persons with disabilities
6. Improve rider-driver communication (OCTA and GoGo Grandparent examples mentioned)
7. Revisit the no show policy
8. Send the Board Box to CAC members
9. Need to serve gated communities
10. Implement a better process for late arrivals; rider should be notified
11. Provide more detailed statistical data to CAC
12. Include a driver and dispatcher at CAC Meetings
13. Improve flexibility for online reservations
14. Reduce long share rides
15. Improve functionality of the WMR app
16. Review performance standards
17. Expand online reservations to the Northern Region
18. Implement alternative payment systems
19. End outdated practices that restrict pick-ups
20. Make it easier to purchase coupons
21. Improve the Eligibility process