

**AGENDA**

**COMMUNITY ADVISORY COMMITTEE (CAC) MEETING**

**Tuesday, August 11, 2020**

**1:00 pm – 3:15 pm**

**\*Webinar - please see note below**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Time*** | ***Item*** | ***Description/Presenter*** | ***Disposition*** | ***Pages*** |
| 10 | 1. | Call to Order/Roll Call | Action |  |
| 5 | 2. | Review & Approval of Minutes of July 14, 2020 | Action | 5-14 |
| 8 | 3. | General Public Comments | Information |  |
| 7 | 4. | Board Member Report/Martin Gombert | Information |  |
| 15 | 5. | COVID-19 Update – Matthew Topoozian | Presentation |  |
| 15 | 6. | Officer Nominations Subcommittee – Rycharde Martindale | Possible Action |  |
| 15 | 7. | Proposed Fare Coupon Design – Josh Southwick | Presentation |  |
| 17 | 8. | Passenger Opinion Survey – Eric Haack | Presentation |  |
| 10 | 9. | Goals Retreat – Matthew Avancena | Possible Action |  |
| 10 | 10. | CAC Subcommittee Update – Matthew Avancena/Kurt Baldwin | Possible Action | 15-18 |
| 15 | 11. | Member Communications | Information |  |
| 5 | 12. | Adjournment | Action |  |

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**\*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, August 11, 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>. 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/93099556881>

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>

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

Webinar ID: 930 9955 6881

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.

ITEM 3

**MINUTES**

Community Advisory Committee (CAC) Meeting

July 14, 2020

1:00 pm – 3:15 pm

CALL TO ORDER

Vice-Chair Tina Foafoa called the meeting to order at 1:07 p.m.

INTRODUCTIONS

**CAC Members Present:** Vice-Chair; Tina Foafoa; Kurt Baldwin, Liz Lyons, Maria Aroch, Yael Hagen, Gordon Cardona, Jesse Padilla, Rachele Goeman, Michael Arrigo, Michael Conrad and Terri Lantz.

**CAC Members Not Present:** Wendy Cabil, Olivia Almalel and Marie-France Francois

**Board Members Present:** Theresa DeVera

**Access Services Staff Present:** Matthew Avancena,Veronica Guzman-Vanmarcke, F Scott Jewell, Bill Tsuei, David Foster, Josh Southwick, Matthew Topoozian, Mike Greenwood, Rycharde Martindale.

**Guests Present:** List not available

REVIEW & APPROVAL OF MINUTES

Chair Tina Foafoa asked for a motion to approve the June 9, 2020 minutes.

Motion: Member Goeman

Seconded: Member Padilla

Abstention: Member Hagen

Motion: Passed

PUBLIC COMMENTS

No public comments.

BOARD OF DIRECTORS REPORT

Board member, Theresa DeVera, provided a brief summary of the June Board of Director’s meeting. She stated that the following items were discussed at the meeting:

- The Superior Service Award was given to Susanna Cardona from ALTA;

- The Board authorized to increase funds for IT services;

- The Parents with Disabilities program was discussed at great length;

- Approved to extend the contract for ALTA resources.

COVID-19 UPDATE

Emergency Management Coordinator, Matthew Topoozian, gave an update on Access’ COVID 19 response. He discussed the procedures implemented in response to the Coronavirus pandemic.

PUBLIC COMMENTS

Kathleen Barajas made a public comment by asking how Access is accommodating riders who can’t wear a face mask during their ride due to their disability. Access staff Mike Greenwood responded that Access has put a process in place where if a customer asks for an accommodation to not wear a mask due to their disability, then Access will accommodate the request. The driver wouldn't necessarily know that a rider has asked for that accommodation. The driver is instructed to first inform the rider that a face covering is required, if the rider says "I forgot it," or "I don't have one," the driver has extra masks he can provide to the riders. If the rider refuses to wear one, the driver is required to write up an incident report. Customer Service then follows up with the customer over a phone call. The rider can then explain the reason to the Customer Service rep and this is noted on their file.

MEMBER DISCUSSION

Member Baldwin had a question regarding the elimination of shared rides. He knows there are people with disabilities whose disability is in that list of underlying conditions that make them vulnerable to COVID-19. He wonders if riders understand that they can ask for a reasonable modification if they go back to having shared rides and find themselves in this situation. Mike Greenwood responded that they don’t think they will have shared rides through this fiscal year. When ridership increases and they have to go back to shared rides, then they will revisit this.

Member Baldwin responded that his question is more focused on informing the riders of the possibility of a reasonable modification of policy. He wants to make sure the riders are aware of their rights.

Member Cardona asked when shared rides would be reinstated and stated there was a surge in cases. He thinks there should be no more share rides this year. Matthew Topoozian responded that cases are monitored daily. They are in close communication with the Department of Public Health to monitor the pandemic situation on a daily basis.

Member Aroch made a comment by asking a question concerning the same day reservations. She asked how long they have to wait to be picked up on the same day reservations. Mike Greenwood responded that at the moment they are not planning to remove the same day trips. They do have a stipulation that the rider would be picked up within a couple of hours of the request. The contractor needs enough notice to be able to get to the rider.

Member Goeman made a comment by stating that the same day service is great. She wonders why the contractors are not being told that a veterinary appointment is also considered an emergency. Matthew Topoozian responded that they are considered emergencies and they have informed the contractors. Mike Greenwood added that if the contractor does not want to do a pick up because of this, then she should make a complaint to Customer Service and they would deal with the issue.

Member Hagen made a comment by asking if they would no longer be cleaning the vehicles as often. Mike Greenwood responded that the mid-day disinfecting would be the first to go. They have to bring the vehicles back to the contractor a second time in the middle of the day to disinfect the vehicles. They will be bringing this to the next Board meeting for review. Member Hagen also asked how many riders including the driver, ride in the vehicles that go to the Antelope Valley. Mike Greenwood responded that there would be a maximum of 4 people in the vehicle at any given time.

Member Lyons made a comment by complimenting her driver and knows she made an effort in waiting for her when she was not home when delivering her food.

Member Padilla made a comment by asking if someone could not catch COVID by touching a surface. Matthew Topoozian responded that it is still possible, but the CDC states that COVID-19 is mainly transferred by person to person transmission. Member Padilla asked if they still had transfer points. Matthew Topoozian responded that transfer trips are taking place from the McBean Regional Transit Center in Santa Clarita at the moment. They were moved to the McBean location in March, due to Olive View Medical Center being inaccessible because the increased precautions Olive View was taking to prevent and screen for COVID-19.

Member Baldwin made a comment concerning the use of plastic barriers and he was curious as to what that was for. F Scott Jewell responded that those barriers were for the eligibility center in Commerce. He added that it would not be implemented until the first of the year but they just wanted to have that option available.

Member Hagen asked about the stopping of the meal deliveries and if that was a decision of Access or the city of Los Angeles. Mike Greenwood responded that that was a decision made by the city in conjunction with the meal provider, the Khalsa Care Foundation. He is not aware of them changing companies or continuing through a different service.

ACCESSIBLE TRAVELER MOBILE APP GRANT

Bill Tsuei gave a presentation on the recently awarded FTA Mobility for All grants. The grant was announced on November 1st, 2019, with a total grant amount of $3.5 million. Access was awarded $330,000. He explained that they would use the funds to improve the Where’s My Ride app and to have electronic coupons, wayfinding capabilities and trip booking on the app.

MEMBER DISCUSSION

Member Baldwin made a comment by stating that he was very happy they were trying to figure out ways to improve how riders and drivers connect to each other and these changes sound like they will help.

Member Hagen made a comment by stating that this will definitely make life easier for a lot of riders. She wondered about those who don't have access to the app and how they can use the same functions. Some of them are easy and some of them are a little more complicated, but there's always a technological option. For instance, there is communication between the beacon and the cell phone but the cell phone is off, or doesn't have a signal, does it show that? She is concerned that a rider might be waiting for a vehicle, but the person would not receive it. Is there a way to figure that out?

Bill Tsuei responded to Member Hagen by stating that the beacon is not using cellular connection. It's broadcasting signal in its proximity of about 40 feet away from where the beacon is installed. As long as they are in the proximity area and the Bluetooth function is enabled on their cell phone or any smart devices, they will be able to receive notifications.

Member Hagen stated that if there is no signal and a person can't get that message, will the driver be calling a landline, to find out what's going on.

Bill Tsuei responded that the driver will see the user profile so he will know if the rider is at the stop sign at the pickup point, waiting. So even if the rider doesn't have a cell phone or the battery died, the driver will still be able to know.

Member Lantz made a comment by congratulating them on the grant. She is happy to hear that they will help improve the communication between riders and drivers, especially when they're having problems getting linked. She was wondering on this technology, if it is available only on smartphones. Bill Tsuei responded there will also be a text function to SMS, so there'll be a function for regular cell phone.

Member Padilla made a comment by stating that it is great and he is happy to hear that the stand signs are connected into locating the riders.

Member Goeman made a comment by asking about those that don’t use the text function for those that can’t. Are there contingencies for people who don't text? Bill Tsuei responded that they would just use the traditional way of test calling out and also the call center, that function is still available.

Member Hagen made a comment by asking if a rider is looking for his ride and they are on a different side of the building, is there a way to add that location as part of their app communication? Bill Tsuei stated that there was a function where the rider and driver can communicate. Member Hagen asked if there was a speech function as well. Bill Tsuei responded that that is something to take into consideration.

Member Arrigo stated that he uses GoGo Grandparents quite often, and it is very convenient to use.

Member Cardona stated that this was all really great.

PARENTS WITH DISABILITIES PROGRAM

F Scott Jewell gave a presentation on the Parents with Disabilities Program and the proposed actions to be presented to the Board at the next meeting.

MEMBER DISCUSSION

Member Lantz made a comment by stating that schools would not be opening in the fall and they'll be conducting education virtually. She asked what the plan is and how they will create a budget that can be flexible with the mandates made by LA County for the schools.

F Scott Jewell responded by stating that their discussion with the Board is because of the pandemic and the fact that they are providing same day non-shared ride trips anyways, they don't anticipate changing that anytime soon. One of the advantages of the Parents with Disabilities Program is some of those services are still in place at the moment. They will have to wait in terms of developing what the options they are moving forward once things get back to normal.

Member Hagen made a comment by stating that because this was a very last minute decision, they are all hearing it pretty much for the first time. There has not been an opportunity for those who would have maybe wanted to make a public comment and the stakeholders in the program to participate in today’s meeting to give feedback. The members of this committee have not been given enough time to think about what is being proposed and that's not right. The good news is that this means that there is a potential continuation of the program. The good news is that the providers did agree to fold it into their contracts, and that's positive. What is being proposed to take out of the program is the essence of the program, therefore pretty much deeming it unusable. The same day and no-share rides that are currently provided by the program because of the virus are great, except that there are restrictions. She asks staff to consider that whatever the outcome is, some of the trips that can be done through same day and curb pickup may address some of the issues that Parents with Disabilities have. Being able to go to a school on the same day, or being able to take a child to a doctor's appointment are some examples. She reminds them that LAUSD is one of 80 or so school districts in LA County. While LAUSD is doing one thing, private schools and charter schools do not have to abide by the same restrictions. It is very possible that some schools will be opening full time. It's not a fair representation to say that all children will not be going to school anyway. This will affect a lot of people in a very big way, but you have to at least be honest that these issues exist. There should be a committee set up with stakeholders, meaning those who use the program, providers and staff, to be able to iron out some things so once as things change, that they change the program in a good way.

Member Baldwin made a comment by stating that he thinks the program is important to preserve and agrees with Member Hagen. It would be helpful to have a group of people that are looking at what's going on and how it's working and can make recommendations for changes. He also concurred with what she said also about it's not just LA Unified School District. There was a mention about the idea of getting the person at their destination within 15 minutes to the time of arrival. He has heard of some of the feedback of riders being picked up way early and being kept on that vehicle for a long time. There should be a way to monitor the efficiency of that share ride as it will be very important for it to work.

F Scott Jewell responded that if it's the modified program or the full program, then from the rider to the location, they can arrive up to 15 minutes ahead of the scheduled time. If they want to be there at 7:45 am and the requirement is for them to be there between 7:30 am and 7:45 am. That is an attribute of the trip that we can capture and measure and report back on.

Member Hagen made a comment by stating that that if they are going to share rides, then parents can share with other parents that are going in the same direction, rather than sharing a ride with someone else. She also added that given the system, it would be very difficult for a provider to be able to guarantee that 15 minute window of when to get there. When they calculate the time and plan on a share ride, but there isn't a share ride, that's very difficult to then clean that gap.

Member Padilla made a comment by stating that he agrees with Member Baldwin and Hagen on their comments.

OFFICER NOMINATIONS SUBCOMMITTEE

ADA Coordinator, Rycharde Martindale, gave an update on the process to choose a subcommittee for officer nominations. He spoke on the issue of the membership selection committee, in which he asked the Chair to ask for volunteer. There is also a vacancy on the CAC which must be filled according to the bylaws. He asked for three volunteers who would be a willing and able to meet via teleconferences, to be able to process and look at the applications that are coming in for the CAC open position that needs to be filled.

MEMBER DISCUSSION

Members Lantz, Conrad, Hagen and Arrigo volunteered to help be on the committee in choosing for the open CAC position to be filled.

Member Hagen asked if there had been any outreach to the senior population because it is very under represented. There are a significant amount of seniors on the service and a very small population that represents them. Rycharde Martindale responded that he has not reached out to those centers unless someone is interested and goes to the website to get the application. He has a small list but since he is unsure of all the senior centers in the whole of LA County, it is difficult. He is open to any suggestions or help in this.

Member Baldwin stated that they are under the umbrella of the LA County Department of Aging and the City of Los Angeles Department of Aging.

Rycharde Martindale added that Theresa DeVera told him, she would give him some information on the Department of Aging.

Member Hagen made a comment by asking about some changes they made to the Bylaws about the process and new members. She asked if they will be incorporating those changes in the process of choosing the members. Rycharde Martindale responded they would be using the new protocols in the Bylaws.

Veronica Guzman-Vanmarcke will be sending a copy of the new Bylaws to the CAC members.

ACCESS COMMUNITY MEETINGS

Member Hagen discussed the option of holding Community Meetings so that the community is better informed on things that are happening and all the changes going on. She is asking the members to make a recommendation to hold these meetings.

MEMBER DISCUSSION

Member Padilla made a comment by stating that they should distribute the information regarding stand signs and the changes to be made with the app. He is putting this information on their newsletter at his workplace.

Matthew Avancena stated that as staff prepares for the next round of community meetings, they would typically do this in the fall and spring. They will be preparing for the next round of community meetings and will certainly come back to the CAC and basically lay out our plans to conduct the meetings via Zoom.

Veronica Guzman-Vanmarcke explained that they were planning the meetings in the summer, but with the pandemic and everything closing, they were postponed. Therefore they have not been any since fall of 2019.

Member Hagen stated that there is not enough opportunity for the community to give feedback and to have the knowledge that the CAC committee has.

F Scott Jewell stated that the two methods that they have in terms of just general information is the website and the info line, which highlights events that are coming up along with any specific issues that are being addressed. In prior community meetings, they leave seat flyers on the vehicles, along with the on hold messaging, which are hit and miss. Those are the primary means of the communication to the ridership.

Member Cardona asked if they can send out an email and post on social media and he also asked how often the Access newsletter gets sent. F Scott Jewell responded that the Access “Behind the Scenes” newsletter is issued every two weeks. In terms of email, they can send an email to those riders who have provided their email. They do need to have their permission ahead of time and they could then decide to opt out.

CAC SUBCOMMITTEE UPDATE

Director of Planning and Coordination, Matthew Avancena, introduced Member Baldwin to give an update on their last subcommittee meeting. They have some of the outstanding recommendations they are still discussing. They have come to a consensus on seven recommendations ranging from issues like; asking road supervisors to pick up stranded riders, to how they can measure efficiency on route routing. They were not able to come to a consistent consensus on one recommendation having to do with building in some flexibility on ready-to-proceed. The length of time people are getting on the vehicles and how long they are there to their destination. Some of it that was heard today about some of the technological solutions. They started working on stand signs and locations. They are waiting on some legal understanding about what responsibilities different entities have regarding access for people with disabilities. They will deliver the seven recommendations that we've come to consensus and then ask them to form another ad hoc subcommittee to look just at stand signs.

MEMBER DISCUSSION

Member Hagen made a comment by thanking Member Baldwin for all his work. She asked if they were ready to proceed to make these as recommendations to the Board.

Member Baldwin responded he would do this at the next meeting so he has a clear list of the recommendations so they can just vote on them.

Member Hagen made a motion to create a subcommittee for the stand sign issues with the riders and staff, and perhaps even a Board member.

Motion: Member Hagen

Seconded: Member Lantz

Abstention: Member Hagen

Motion: Passed

Member Baldwin asked for volunteers for the subcommittee. The volunteers are Members Hagen, Baldwin, Lantz, Foafoa, Arrigo and Padilla. Matthew Avancena and Mike Greenwood are assigned as staff to this subcommittee.

MEMBER COMMUNICATION

Member Baldwin thanked everyone and especially the subcommittee members for all the recommendations that were made. He also thanked the staff that participated.

Member Conrad stated that San Fernando Valley provider gives out very long confirmation numbers with eight digits that are difficult to write down. The rest of the region has six and he thinks something needs to be done about it.

Member Aroch stated she hoped everyone stays safe.

Member Hagen made a comment by stating that she was very happy with all the productive recommendations. She feels they are almost done with last year’s items and they should think about having a retreat in the near future. She wants the Chair to make a retreat an action item for the next CAC meeting. She also invited everyone for a workshop that Friday on senior services in LA County.

Member Arrigo asked Member Hagen to post this information or send it to Veronica Guzman-Vanmarcke so she could forward it to him.

Member Cardona made a comment by stating that he was wondering if they could disseminate Access information by social media, email and the Access newsletter. He means the newsletter that gets sent out to everybody. It has been a while since they have had a newsletter.

Member Lantz thanked the subcommittee and the staff for all their work. She said it was a pleasure working with them. She explained it was register voter week and encouraged people to register to vote. She also announced the Disability Rights, California, which is disabilityrightsca.org has quite a bit information on voting and some other things that are pertinent to the COVID virus that might be of interest. They're also celebrating the ADA’s 30th anniversary so people can check that out online.

Member Padilla thanked Member Baldwin and the subcommittee for all the recommendations that have materialized. He is happy for the new technology that will help find stand signs. He also pointed out how important it was for outreach and for the health of the riders in using letters to put out information. He agrees with Member Cardona about social media and Access creating their own presence.

Member Goeman asked if the Bylaws were in Braille and Rycharde Martindale responded he could make copies for them.

Member Hagen added that community meetings is an actual legal obligation not just an option.

Member Baldwin clarified that there is nothing specific that states it’s an obligation besides the fact that they have to receive input from the public and he feels that Access is meeting this requirement. She feels the newsletter would cost a lot of money versus having an actual Zoom meeting.

ADJOURNMENT

Vice-Chair Foafoa asked for a motion to adjourn the meeting.

Motion: Member Arrigo

Second: Member Goeman

The meeting adjourned at 3:15 p.m.

**ITEM 10**

**AUGUST 11, 2020**

**TO: CAC**

**FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION**

**SUBJECT: CAC SUBCOMMITTEE UPDATE – JULY 2020**

**BACKGROUND:**

On Tuesday March 12, Access’ Community Advisory Committee (CAC) held their first Goals Retreat at the Los Angeles River and Gardens. The CAC Goals Retreat, facilitated by current CAC member and former Access Board member Kurt Baldwin, focused on a number of areas.

One of the areas CAC members wanted to discuss was the interrelationship of the Access Board, the Community Advisory Committee (CAC) and the Quality Services Subcommittee (QSS). The CAC is one of two advisory committees created by the Board to advise them on policy matters while the QSS was created by the CAC to monitor the service quality of Access’ paratransit services.

On March 21, the CAC Goals Retreat subcommittee comprised of Kurt Baldwin, Yael Hagen, Terri Lantz, Maria Aroch, Tina Foafoa and Access staff, Matthew Avancena held a follow-up conference call to discuss next steps. More specifically, the subcommittee members discussed the suggested goals that came out of the retreat and discussed ways by which the CAC could take action by either creating a subcommittee(s), deferring the issue to the QSS and/or tasking the CAC to take up the issue at future meetings.

At the April 9 CAC meeting, the CAC took action and formed subcommittees and tasked the QSS and the full CAC committee to work on various issues. The subcommittees are as follows:

**1. Bylaws/Process subcommittee** – this subcommittee will be tasked to review issues such as:

* CAC attendance/participation process
* Public participation
* Meeting duration
* CAC agendas and standing items (and its order in the agenda).
* Volunteers for a QSS Liaison

**2. Operations Subcommittee** – this subcommittee will be tasked to review issues such as:

* Missed trips and No shows
* How to avoid long rides
* Routing and miss-matched rides
* Improve stand signs and improve identification e.g. geo locating
* Clear communication to riders and drivers regarding locations
* Expanding locations at key venues

**Discussion topics to be included in upcoming agendas:**

* How to improve negotiation of pick up time.
* How to improve provider and rider training.
* The script for the on hold information.
* The video vignettes

**QSS Tasks/Projects** – The QSS has been tasked with the following issues

* Develop recommendations on what a same day trip would look like; enhancing services or a premium service could be a brokerage model on how to be able to offer same day trip services.
* Expanding the functionality of the Where’s My Ride app.

**SUBCOMMITTEE UPDATE:**

The following is a summary of the Operations and Bylaws/Process subcommittee conference calls courtesy of subcommittee Chair Kurt Baldwin:

Ad Hoc Operations Subcommittee Recommendations

On March 12, 2019, the Community Advisory Committee and Access Services staff organized a retreat to develop a set of priorities, including brainstorming operational ideas to improve the delivery of services, which led to the development of the CAC ad hoc operations subcommittee. Over the past year and a half, the subcommittee has worked to create a set of recommendations to create greater efficiency within the operation of the paratransit system and improve the rider experience.

At our June 25, 2020 subcommittee meeting, we finalized the recommendations the subcommittee was able to reach consensus. At our July CAC meeting the CAC recognized the conclusion of our work and created a new ad hoc subcommittee on stand signs to work toward that priority identified in the March 2019 retreat.

While maintaining the ad hoc nature of the operations subcommittee, the CAC members contributing included Kurt Baldwin, Chair, Terri Lantz, Dina Garcia, Tina Foafoa, Mike Conrad, Maria Aroch, Wendy Cabil, Yael Hagen, Jesse Padilla, Rachele Goeman with Michael Arrigo being the remaining alternate.

Staff participants included Melissa Mungia, Rogelio Gomez, Susanna Cadenas, Rycharde Martindale Essington, and Randy Johnson along with our assigned staff Matthew Avancena, and Mike Greenwood, and keeping us organized Veronica Guzman-Vanmarcke.

The Operations Subcommittee submits the following set of recommendations to the CAC for your consideration. It is the subcommittee’s intent that the CAC vote to make these recommends to our Board of Directors.

* Provider staff who finalizes vehicle routing must consider the mobility needs of riders and avoid mismatching riders with routes. The definition of mismatched trips should include, not just a capacity issue (not fitting on the vehicle), but also the order riders are scheduled to embark and disembark so riders do not needlessly having to get off and back on the vehicle and for those that need to transfer to a passenger seat from a mobility device.
* Providers must contact a rider if the vehicle is going to arrive 30 minutes after a scheduled pick up time. This must be reinforced at regular staff meetings. A rider should be offered the opportunity to decline the trip with no late cancellation penalty but must not be encouraged to cancel by the provider.
* Create a direct communication between the driver and rider and/or other technology to help riders connect with the pickup vehicle.
  + Enhance land line response Rider-Dispatcher-Driver
  + Beacons on vehicles
  + Geolocate riders and vehicles using the Where’s My Ride App
  + Access LA website should add a resource page regarding consumer technology to assist in communication, way finding, etc.
* Make the notes the driver has about the trip have extra importance.
  + The dispatcher should verify the driver read the notes prior to determining a no-show and allowing the driver to proceed to next destination. e.g., ask the driver to repeat back what the notes say before letting the vehicle go to the next stop.
  + The dispatcher should read the notes and accommodate any ESL needs, or as an ESL accommodation allow the onboard technology to read the notes in the drivers’ language of choice.
  + Create a distinction between trip notes and a permanent note, create a field for notes that will always apply regarding the rider (Such as “must transfer to passenger seat but needs room for mobility device.)
* When a road supervisor is available the road supervisors should, in a timely manner in order to maintain comparability, pick up riders whose connections were missed due to provider error or stranding for other reasons and take the rider to their destination. This is needed to avoid diverting another vehicle to pick up the rider breaking the efficiency of the diverted vehicles route.
* Comparable travel time to fixed route should include the wait time from the negotiated pick up time to the destination instead of from the time rider boards the vehicle and the vehicle departs.
* Develop a methodology to be used to hold contractors accountable in efficiency of routing using ratios of location-to-location distance compared to actual miles traveled from origin to destination.
  + Include liquidated damages for poorly routed trips to future contracts.