

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 9, 2022

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/83791463284>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - 83791463284

***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 July 12, 2022	Action	5-13
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
15	5.	Communications Subcommittee Update - Matthew Avancena	Information	
15	6.	Operations Subcommittee Update - Matthew Avancena	Information	
15	7.	Eligibility Subcommittee Update - Matthew Avancena	Information	
10	8.	Operations Report - Vicente Pena	Information	
10	9.	Officer Nomination Subcommittee Update - Rycharde Martindale	Possible Action	

8	10.	Member Communications	Information	
8	11.	Spirit of Accessibility Award - Matthew Avancena	Information	
8	12.	Goals Retreat Planning Subcommittee - Matthew Avancena	Action	14-15
5	13.	Adjournment	Action	

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific 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, August 9, 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/83791463284>
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, 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:

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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.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting July 12, 2022 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:00 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachele Goeman, Maria Aroch, Yael Hagen, Terri Lantz, Kimberly Hudson, Bhunit Shah, Scott Barron, Michael Arrigo, Michael Conrad, Jesse Padilla, Olivia Almalel, Wendy Cabil.

CAC Members Not Present: Vice-Chair; Gordon Cardona

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Gina Breceda, Hector Rodriguez, Eric Haack, Mike Greenwood, Rycharde Martindale.

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF JUNE 14, 2022

Chair Goeman asked for a motion to approve the June 14, 2022 minutes.

Motion: Member Padilla
Seconded: Member Hudson
Abstained: Member Hagen
Motion: Passed

GENERAL PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he normally has a lot of issues with MV, but he wanted to acknowledge that he has seen somewhat of a change lately, and somewhat of an improvement in the services that have been provided. They're still not like Global, but they have improved. He also wanted to suggest that Access drivers have photos of the riders on their tablets so that it can possibly increase the efficiency of the on-time pickups and reduce the likelihood of having a no show.

Fernando Roldan made a public comment by stating he works closely with the EDD, the State of California Employment Development Department. They create job fairs, and they could do a zoom job fair so they can get more drivers for the contractors. He volunteered his services.

BOARD REPORT

None was given.

TNC OVERFLOW SERVICE

Deputy Executive Director Hector Rodriguez presented this item.

MEMBER DISCUSSION

Member Padilla asked who the backup trips were done by. If it was done by a contract and if they were taxi companies. Hector Rodriguez responded that they have about eight different companies that are contracted to provide backup services. The concept with the OMC is that they need them at anytime, anywhere. It could be at 12 o'clock in the day or it could be midnight.

Member Cabil stated that she was glad to hear this option is available because she got stranded twice in seven days. She stated that before the pandemic, cabs stopped running in the Antelope Valley because of the crime rate. She also arrived late on the Metrolink once and could not get home, so she had to wait at a Sheriff's station. She has had to rely on Uber otherwise. She also asked if this service would be on-demand, as and available when needed. Hector Rodriguez responded that was correct. Hector Rodriguez replied that the prior contractor did not have any contracts with any taxi companies. They performed all the services with their own workforce. With the new contractor, First Transit, he still doesn't know if they do this, but their corporate philosophy is that they will utilize subcontractors to meet the service demand. He also added that they would have conversations with them about the pilot project, if it gets approved, for the use of TNCs to provide services as needed for the region.

Member Hudson stated that many of the vehicles are not wheelchair accessible. She asked if they have statistics as to what percentage of the Access riding population this program serves. She asked if they could ride in traditional cabs or this type of Uber vehicle if the vehicle was not accessible. Hector Rodriguez responded by stating that over 20% of their customers utilize some sort of mobility device and the other 80% of them, are ambulatory, meaning that only about 20%. All the vehicles they provide are wheelchair accessible. The TNCs, probably less than 1% of their vehicles are accessible, but the way they would be utilized would be to shift ambulatory passengers onto that service to allow them the capacity to use Access vehicles for those that have wheelchairs.

Member Hagen made a comment by stating that she envisions a rider would preregister to give permission to use the TNCs, in case they are unable to be picked up whenever the system is experiencing a delay. Hector Rodriguez replied that the only time where they would not have preapproval, is if, for example, a vehicle breaks down and there are four people on there then they would have to call them and explain the situation and ask if it was ok to be picked up by a TNC. Member Hagen asked if this consent would be recorded as their wish to participate. She wanted to clarify that the riders would not be forced to ride a vehicle without their consent. Hector Rodriguez responded they would not be.

Member Aroch stated that she understood that in 2020 they decided that that TNCs don't require additional training to operate like taxi drivers do. She knows that taxi drivers are not training to work directly with all seniors and people with disabilities. This is concerning but she is glad they do have a second option. She asked if they would inform the rider when they would need to replace their ride with a TNC. Hector Rodriguez responded that this would be strictly on a voluntary basis. In terms of who's more likely to use this service, the answer is ambulatory people, because there will be very few TNCs that in fact have a wheelchair accessible vehicle. People who opt in to accept these rides will be the only ones to be able to take them. The benefit is that rather than waiting for another vehicle they could dispatch a TNC and make that available much quicker.

Chair Goeman asked if it was decided what regions this pilot program would be offered to. Hector Rodriguez responded that it was up to the contractor to decide.

Member Lantz made a comment by asking what the difference was in what was required in background checks between taxi drivers and Access drivers. Hector Rodriguez responded that the biggest difference is all of Access drivers are required to go through what they call a DOJ, the Department of Justice background check, where they take the fingerprints, and run them through the database to see if they have any criminal background, they need to be aware of. TNCs do not go through the fingerprinting process. They simply scan all the available databases in the US to see if there's some outstanding issues with the applicant. If there isn't, then they allow them to perform services on their behalf. Member Lantz asked if a felony would show up and Hector Rodriguez responded it would.

Member Hagen wanted to confirm that the drivers that would be chosen or allowed to do these trips are drivers who have either consistently had good ratings or have been driving for a certain amount of time. Hector Rodriguez replied that they request that any driver that's eligible to provide services on the behalf of Access, would have at least one year of experience and have the highest customer rating for that TNC. Typically, Uber and Lyft, use a five-star rating, and the driver's performance services on their behalf are in fact good drivers with a good record.

Member Lantz asked how they discern which drivers are going to be used because

once they have the contract with the provider, it seems like they could send any driver. Hector Rodriguez replied that the contractor would have to keep track of the drivers with their own list and then report this to Access periodically to be able to audit them.

Member Arrigo made a comment by stating that Access would just need to go to Megan's law to see if there are any sexual deviants.

PROPOSED FRAMEWORK FOR SAME DAY SERVICE

Matthew Avancena presented this item by introducing Member Hagen. He stated that they we're putting the Same Day subcommittee on temporary hold because now is not the time to start this program. Member Yael Hagen explained the reasons that the Same Day program they have been discussing and were going to propose to the Board has been postponed for the moment.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he was very grateful to Member Hagen for fighting for this program. He appreciates everyone's effort and as a representative of State of California Employment Development Department he is able to help with the hiring of drivers.

MEMBER DISCUSSION

Member Lantz stated that she also served on that Same Day subcommittee she thinks Member Hagen explained everything but wanted to add that any rider of public transit other than an Access rider currently has the resources to ride the same day and make a decision, to use a bus or a train. Only Access riders of the public transit system cannot do this so that's really why this committee started meeting.

Member Hagen thanked everyone involved in the process and all Access staff that participated.

Member Arrigo made a comment by stating that there is definitely a need for this service.

Chair Goeman thanked staff and committee members who worked on this for so many hours. She appreciates everybody's hard work.

Member Hudson made a comment by thanking everyone for working so hard on this and realizing that it is a good decision to put in on hold for a bit but also to keep it in their minds in the future.

Member Cabil made a comment by stating that she appreciates everyone's work on this subject. There are situations that are out of their control, and they don't always have

time to make a reservation for a ride. This would definitely be beneficial to many.

Member Johnson made a comment by stating that the 10-mile radius on the same day program would not be ideal. It would be nice to have a longer distance.

Mike Greenwood responded that they chose the 10-mile radius because it worked well during the pandemic. He feels like it allows enough for people to reach pharmacies and grocery stores.

PWD UPDATE

Strategic Planner, Eric Haack gave an update on the Parents with Disabilities program.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Member Hudson made a comment by asking if this was a pilot program. Eric Haack responded it was not and it was a program that was now part of Access's agreements with its contractors, so this is something that is intended to continue. He stated that at this point, it is small as they are just launching the program in its inaugural year. Member Hudson stated that it seems to be working well and hopes it keeps going because people will and do depend on, so she is glad that there's funding to keep it going.

Member Padilla made a comment stating that he is glad that the Parents with Disabilities program is still up and running, but he wondered if they have the same options to use the OMC or backup service if in case, they have a problem or are stranded. Eric Haack responded that this option is not part of that service. This is a question for the operations team members.

Operations Manager, Rogelio Gomez responded that since they are still using their Access ID, they could still call customer service in the event that they find themselves stranded. They could still call OMC as a regular rider, providing their ID number and the information needed.

Member Lantz made a comment by stating that she is glad this program exists for people with children. She wanted to clarify that this was not something under ADA access. Eric Haack responded that this program is not a requirement from the ADA.

Member Arrigo made a comment by stating that he was glad the program was still running.

Member Hagen made a comment by thanking everyone involved in the PWD program and making it possible for people like her that use this service.

OPERATIONS REPORT

Operations Service Monitor, Gina Breceda, presented the operations report. She stated that Global Paratransit hosted an Employee Appreciation Day at its operating facility in Gardena, which included food and raffles. The event was well received by employees. After a 43-year career in transportation, Tom Irvin, the General Manager of MV Transportation in the Northern region is retiring on June 15th. She thanked him for his years of service to Access and the transit community. As of May 1st, online booking became available in Antelope Valley region. So far 372 trips have been booked. There were 98 trips booked in May and 274 in June representing a nearly 180% increase. Finally on June 8, Access staff and contractors participated in a tabletop exercise to simulate a cyber-attack. This exercise was an opportunity to practice plans already in place and identify any areas of improvement as cyber threats are increasing.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he would like to encourage Access to please use services from the Employment Development Department to help with the hiring process of their drivers. The services are free for anybody that work with them, they will be within the State of California Employment Development Department. They have offices all over LA County and asked that they take advantage of their services for whatever they need, job fairs, recruitments, etc.

MEMBER DISCUSSION

Member Hagen made a comment by thanking Tom Irving for all of his work at MV Transportation and stated that he did a fantastic job. She welcomed the new manager, Shawn.

Member Cabil made a comment by welcoming Shawn to the manager position at MV Transportation. She also asked a question regarding the operations report. Rogelio Gomez clarified that there's two statistics that Gina provided - Vehicle trips include the Access rider only; passenger trips include the rider, PCAs and guests. Member Cabil asked who she needs to suggest a KPI to, the Board or someone in operations. Rogelio stated that it could be referred to the Chair. Member Cabil also said the issued of getting stranded needed to be addressed.

Member Arrigo made a comment by stating that at the last table top exercise, they should have invited the CAC members. They really enjoy participating in those events. Gina Breceda responded that they would take note of that.

FORMATION OF ELIGIBILITY SUBCOMMITTEE

Matthew Avancena presented on this item. He stated that they would create a new subcommittee since the same day subcommittee was now on hold. They would try to meet at the same time and date as the previous one. He then asked for volunteers for this subcommittee.

MEMBER DISCUSSION

Member Hagen made a motion to create the eligibility subcommittee. This motion was seconded by Member Lantz. Item passed.

Member Hudson made a comment by asking what the subcommittee entailed and when they would be meeting. Matthew Avancena responded that they would follow the same format as the previous subcommittee.

Member Lantz made a comment by stating that this was discussed at a retreat in the past and it has been a long time coming. She hopes people want to see this move forward.

Member Hudson asked what the goal of the subcommittee was. Matthew Avancena stated that it was to review the rules of eligibility and try to improve it.

The following people volunteered: Member Hagen, Chair Goeman, Member Cabil, Member Lantz, Member Aroch, Member Cardona and Member Hudson as an alternate.

OFFICER NOMINATION SUBCOMMITTEE UPDATE

Matthew Avancena reported on this on behalf of Rycharde Martindale. He stated that they will be reaching out to finalize the elections for the September meeting. They would like to have a list of candidates by August.

MEMBER DISCUSSION

Chair Goeman made a comment by stating that Rycharde Martindale is hoping to get everyone's response to this asap so that they can continue forward.

CAC BOARD REPORT

Matthew Avancena spoke on this item. He stated that it was important for the CAC officer to attend the Board of Directors meetings each month in addition to the CAC. The question was asked by a CAC member if they Chair, or Vice Chair could not attend then could a member of the staff give the report on behalf of them, and the answer was no because they don't have a seat on the Board.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Member Hagen asked if they Chair could appoint someone to give the report at the Board meetings if either of them could not make it. Matthew Avancena responded that was not an option. Member Hagen stated that she would like this to be researched more instead of this answer.

MEMBER COMMUNICATIONS

Member Conrad made a comment by asking what type of new Access vehicles that were approved by the Board.

Member Arrigo made a comment by thanking Matthew Avancena and staff for the swag bag he received in the mail.

Member Aroch made a comment by thanking everyone to continue to advocate for transportation.

Member Cabil made a comment by thanking staff for the swag bag. She also made a comment by stating that she sent an email inviting everyone to a webinar and Veronica will be forwarding this to them all. She stated that July was national minority mental health awareness month.

Member Hagen made a comment by stating that PASC was also having a webinar with Andre Colaiace as the speaker. She invited everyone to join them. She also suggested that the Infoline should add certain information. She asked they add the website and maybe a walk through the website to find the information. She also asked that they speak slower when leaving the message. She stated that the purpose of gift bag was to introduce the new coupons and finding a classy way to send them.

Member Lantz made a comment by stating that she was happy to receive the gift as it was a nice surprise. She thanked staff and all members that have participated in the subcommittees they created. She thanked everyone for their continued support.

Matthew Avancena stated that Josh Southwick was the person who sent the bags and gifts out.

Member Shah made a comment by stating that they should make online meetings more user friendly.

Member Hudson made a comment by thanking staff for the merchandise and acquainting them with the new coupons. She also thanked everyone for maintaining the mask mandate.

Chair Goeman made a comment by asking about the redesign of coupons. She asked if those were the ones with the notch in them.

Member Hagen made a comment by responding to the Chair. She stated that Member Hagen called customer service to ask the question on the new coupons. The base coupon is bigger and the two that are smaller were different by a differentiating notch.

Matthew Avancena made a comment by stating that the plus coupon has the notch. The 75-cent coupon is the one with the notch.

Josh Southwick made a comment by stating that the flex and plus coupon are the same size but the flex coupon for \$2 dollars has no notch.

COMMUNICATIONS SUBCOMMITTEE UPDATE

There was no time for this update. It was not discussed.

OPERATIONS SUBCOMMITTEE UPDATE

There was no time for this update. It was not discussed.

ADJOURNMENT

Motion to adjourn the meeting by Member Arrigo. Second by Member Conrad. The meeting adjourned at 3:36 p.m.

AUGUST 9, 2022

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

SUBJECT: FORMATION OF GOALS RETREAT PLANNING SUBCOMMITTEE

ISSUE:

Some members of the CAC have requested the formation of a new subcommittee to start planning for the next CAC Goals Retreat.

RECOMMENDATION:

Approve the formation of the CAC Goals Retreat Planning Subcommittee.

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