

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 13, 2024

1:00 pm - 3:15 pm

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

Remote Public Link (click on this link) -
<https://us06web.zoom.us/j/83604915841>

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

Meeting Number - is 836 0491 5841

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of July 9, 2024	Action	5-12
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
10	6.	Post-eligibility calls - Eric Haack	Information	

8	7.	Operations Report - Gina Breceda	Presentation
10	8.	Emergency Management Update - Alex Chrisman	Information
	9.	OMC Text to Chat - Mayra Calderon	Information
10	10.	Goals Retreat Subcommittee - Matthew Avancena	Possible Action
7	11.	Future Agenda Items - Yael Hagen	Information
8	12.	Member Communications	Information
8	13.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	14.	Adjournment	Action

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Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject

to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats are available upon request."

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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.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting July 9, 2024 1:00 pm - 3:15 pm</p>

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:05 p.m.

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Terri Lantz, Olivia Almalel, Gordon Cardona, Bhumit Shah, Jan Johnson

CAC Members Not Present: Rachele Goeman, Michael Conrad, Scott Barron, Wendy Cabil, Maria Aroch, Jesse Padilla

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Hector Rodriguez, Susanna Cadenas, Eric Haack, Art Chacon, Rogelio Gomez, Andre Colaiace, Rycharde Martindale

Guests Present: Catherine Veschi

REVIEW & APPROVAL OF MINUTES OF JUNE 11, 2024

Chair Hagen asked for a motion to approve the June 11, 2024 minutes.

Motion: Member Almalel

Seconded: Member Lantz

Abstention: Member Shah

Motion: Passed

MEMBER DISCUSSION

Chair Hagen stated that in her comment, concerning the newsletter, it said once a month was junk mail, and she said it was "twice a month is junk mail." She would like that correction made. Additionally, if she could verify the attendance for that meeting.

REVIEW & APPROVAL OF MINUTES OF APRIL 9, 2024

Chair Hagen asked for a motion to approve the April 9, 2024 minutes.

Motion: Member Almalel
Seconded: Member Hudson
Abstention: Vice Chair Lantz, Member Shah
Motion: Passed

MEMBER DISCUSSION

Chair Hagen made a comment by stating that they need to verify that the transcripts and recording are used to edit the minutes and make sure they make sense.

GENERAL PUBLIC COMMENTS

Dara Wright-Butler made a public comment by stating that she had a ride all over Los Angeles. She stated there were too many people in one vehicle. They kept picking up riders and they didn't fit comfortably in the vehicle. She was late to work and almost lost her job.

Kurt Hagen made a public comment by stating that he had a situation in a ride on the ProMaster vehicle. As a wheelchair user he felt that the vehicle makes you feel like you are sunk into a boat since you can't see out the window. He doesn't like the ramp because it has a huge bump when you exit, and the foot pedals hit the ground hard when exiting. He found there was a lot of wasted space in the vehicle, and he didn't feel very safe in it.

Andrea Wingreen made a public comment by thanking them for getting an additional drop off point at a building in Burbank that she had mentioned at the last meeting. She stated that the ProMasters are too steep when entering and exiting the vehicles.

Julie Gaona made a public comment by stating that when she was in a rideshare last week where there was a rider who was dropped off and then her PCA and driver had to go looking for them afterwards because he was lost. She was wondering what the policy was on lost people and dealing with this kind of situation.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace gave an update congratulating Chair DeVera for her reappointment to the Board of Directors by the City of Los Angeles from Mayor Bass. They just received news that Supervisor Janice Hahn has reappointed Dolores Nason to the Board. The budget was approved. It's a complicated process where the budget is approved by both Access and Metro, so he's happy to say that the Board approved the FY25 budget, and then approved by the Metro committee, the Finance budget and Audit committee.

The Metro Subcommittee Finance Budget and Audit Committee, the Board members were very complimentary of Access, which is a testament to staff, the employees of contractors, and the drivers. As well as their working relationship with the CAC and the Transportation Professionals Advisory Committee. In the comments from the members of the Finance Budget and Audit committee. He recently took a trip on Waymo, the first autonomous vehicle service open to the public in Los Angeles County. It happens to be in his area, and he was able to take Waymo from a friend's house to a restaurant. It was a very interesting experience, and a big part of the future. It is going to impact various services, and Access has been keeping an eye on it as well. They received money from the federal government to work on their own autonomous vehicle, which they successfully completed, and are continuing to ask the federal government for additional money to further their efforts on behalf of autonomy and accessibility. They are looking to partner with Waymo in future grant applications to the federal government.

CUSTOMER SURVEY RESULTS

Eric Haack, Manager of Strategic Planning with Access Services and Catherine Veschi, project manager with Great Blue Research presented this item. They spoke about the survey results and discussed any feedback that was received.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Vice Chair Lantz asked what percentage of surveys were received from each region. She also wanted to know which region turned in the highest number of surveys. Catherine Veschi responded the highest number of completed surveys were from the southern region, which was 678 surveys followed by the eastern region with 493, and then the lowest was Santa Clarita Valley with 62 surveys and Antelope Valley with 103 surveys. Their goal is to get a good amount of representation from each region.

Member Almalel asked if the findings of the survey were broken down by region. Catherine Veschi responded that the larger report had a lot of the key questions broken out by region, and they only include it if there's a significant difference in the findings. Member Almalel also asked if they would ask about the vehicles, especially the new ProMasters in the next report. She stated retaining good drivers and the feedback about drivers is also very important. Having capable drivers and maintaining them means you maintain experience, better functionality and efficiency.

Eric Haack stated that in the next satisfaction survey, they will request input from the CAC and will welcome any new or edited questions, including any of the ProMaster. When the time comes, they will set up another ad hoc committee.

Vice Chair Lantz asked if they could conduct a survey on the new ProMasters and get input since they have already been out.

Chair Hagen agreed it was a great suggestion and thanked the people who participated in the ad hoc committee and helped fine tune some of the questions for the survey.

VEHICLE DISCUSSION

Chief Operations Officer Mike Greenwood presented this item by discussing the different vehicles used by the Access contractors and by giving an update on the new ProMaster vehicle. He explained the features of this new vehicle and discussed the feedback received and the changes to come.

PUBLIC COMMENT

Kim Hudson made a public comment on behalf of her husband, Tom Hudson. She stated that he liked that he didn't feel claustrophobic in the van because he's squeezed against the front of the vehicle anymore. He is an engineer, and he asked if the vehicle had a good use of space.

Kurt Hagen made a public comment by stating that with regards to the ProMaster. He had a situation with the ProMaster where he had a shared ride and riders who joined the share ride also had a wheelchair. There were two additional people to be picked up who had trouble fitting in the vehicle because they were ambulatory and power wheelchair. The issue with booking was probably with the dispatching, but they were left behind because of this and that was not ok.

MEMBER DISCUSSION

Member Cardona stated, "Another con for the ProMaster is the windows are too high for wheelchair users to look out."

Member Johnson asked what the driver told Kurt Hagen when they could not fit the riders. Chair Hagen stated the driver said that it would be another two hours before those two passengers would be picked up. However, they ended up getting picked up within a half hour.

Member Hudson suggested the reservation line and road supervisors should be cognizant of who goes in the vehicles, so they don't overbook rides. She also suggested they change the surface of the steps to help those that have low vision or have a mobility trainer. Chair Hagen stated that was a good suggestion as long as it doesn't hinder any other mobility devices.

Vice Chair Lantz was happy they lowered the front seat and added the yellow bar for the back seats. She was concerned for people like herself that use canes getting up the two back steps. The middle seat of the van didn't seem large enough either. She doesn't think she would be able to exit the seat if there was a wheelchair there so that is a safety issue. The previous ProMaster had plenty of space and people could get in and out without issues, including two side by side wheelchairs but had problems with the steps.

Member Hudson said the middle seat was way too close to the other seats and would be uncomfortable to ride next to someone especially if they are larger.

Member Almalel stated that several drivers and riders have mentioned the steps to the back of the vehicle. She likes the two shallow steps as opposed to one big step; however, it's still challenging for anyone who uses walkers to make their way up to the rear row of seats. Someone had mentioned the possibility of putting a ramp, but the rise would be too long and could cause a tripping hazard. Another suggestion would be to add a T bar in the center of the steps but that would impede someone with mobility devices.

Member Cardona stated "I agree with Kim. Drivers need to be nearby for passengers to negotiate the steps." He also wrote, "Some people might not be able to climb steps."

Chair Hagen stated that at the last meeting, they had a public comment from Mr. Bailey about not having storage for personal items. This is an issue that needs to be addressed.

Member Hudson stated there is an area towards the front where they could secure a walker or shopping bag.

Chair Hagen stated that before in other vehicles, they were able to put their phone, cane, or water bottle in the Dodge Caravan, but the new vehicles do not allow that. If someone needs a quick sip of water, or needs to take medication, they cannot hold all their items on their lap.

Vice Chair Lantz stated that it would be nice to have access to those amenities in the vehicle but if it's not possible, then let the riders know so they can be aware and have a plan accordingly.

Member Hudson asked if they got any feedback from anybody. Some people take Access to go grocery shopping, and do they have difficulty spilling their groceries on the way home in a ProMaster. Mike Greenwood responded that when they added that red strap up in the front of the vehicle, one of the uses of that was designed to be able to secure groceries. They have other vehicles they are operating for years that don't have any space designated for these other things. Member Hudson doesn't know because she doesn't do grocery shopping with Access. Mike Greenwood responded

that a carry-on piece of luggage would fit inside the vehicle. They don't have vehicles that handle so much luggage and additionally, it's prohibited in the rider's guide.

Chair Hagen stated that sometimes drivers put their own bags or personal belongings in the space meant for the luggage,. Her concern is that if someone puts their belongings on the floor and there is a hard brake, it can be potentially dangerous to the driver. There are a lot of comments from riders and drivers. Many of the veteran drivers have said that they will not drive the ProMaster because of the additional responsibility. They could provide training for drivers and could also look into the software. If someone cannot go up the steps, they should not be getting a ProMaster, and that's a software issue. If people are traveling together, and two people are using a wheelchair and then that should not be an option for them. There should be an option to opting out of riding in the ProMaster, if a rider wishes to do so.

Vice Chair Lantz asked if the original ProMaster, wasn't available anymore. There was space for two wheelchairs, and it had space for everything they were discussing. Mike Greenwood responded that they have 31 of them now, but that vehicle is much larger than a Dodge Caravan. They purchased it to replace the small cutaways, not to replace Dodge Caravans or MV-1's.

Chair Hagen asked if they are riding in a ProMaster, they could share their experience and ask people in the community if they have issues to please file them as complaints. They should share with customer service and continue to go to the CAC meetings and give feedback on the vehicles and their ability to travel.

POST ELIGIBILITY CALLS

This item was postponed.

EMERGENCY MANAGEMENT UPDATE

This item was postponed.

OPERATIONS REPORT

This item was postponed.

FUTURE AGENDA ITEMS

This item was postponed.

SUBCOMMITTEE UPDATES

Karen Gilbert stated they met for the eligibility subcommittee on June 26 at 1:30pm and reviewed all suggested changes from the Access application starting from page

one to page six. The new list will be submitted to the Director of Administration for review and consideration, and their next meeting is scheduled for Wednesday, July 24 at 1:30pm.

Susanna Cadenas gave a customer service subcommittee update. They met on Thursday, June and discussed the no-show approval. If OMC is on the call with the customer and contact is made with dispatch this means that dispatch should delay any no-show approvals until OMC can verify if the customer and providers have made all efforts to connect. The subcommittee plans to discuss this topic further at the operations subcommittee. We also discussed the need for the provider to make themselves more available in dire circumstances when OMC is unable to get an accessible vehicle utilizing one of the backup providers within a reasonable time. The committee feels there's low inventory of accessible vehicles to transport mobility devices.

Eric Haack spoke on the communications subcommittee. The subcommittee is working on the script for a video on how customers can avoid receiving a no-show. At the July 1st meeting, they started going over different tips and bullet points as to what are some of the things that riders can do to avoid incidents of no-shows.

Garrett Rodriguez gave an update on the operations subcommittee that was held on Wednesday, July 3. The main topics discussed were the continuing conversation of successfully long trips from the June meeting and reviewing some ProMaster feedback in the meeting. In addition, CAC members and staff discussed updating the Infoline and reservation hold message with some new information for the riders. Staff will be looking into those updates and reporting back to the subcommittee at the August meeting that is tentatively scheduled for August 7.

Matthew Avancena stated the website subcommittee discussed the interior page design. Josh Southwick showed different designs with the new design elements that the subcommittee members had reviewed in past meetings. There is some discussion concerning the video box placement, so it doesn't interfere with screen readers. The goal is once the interior pages are designed, they will set up a beta website. It is a different website for invited people and people with visual disabilities will be asked to start checking this website and start playing around with it to make sure that it's functional. They will take consideration of any comments people have as beta users, and report this to Josh and Access staff so that they can fine tune the webpage going forward.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Vice Chair Lantz motioned to adjourn the meeting and Member Almalel seconded the motion. The meeting was adjourned at 3:18 p.m.