

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 13, 2019

1:00 pm - 3:00 pm

Los Angeles County MTA

Union Station room, third Floor

One Gateway Plaza

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
10	2.	Introductions		
5	3.	Review & Approval of Minutes of July 9, 2019	Action	3-11
15	4.	General Public Comments	Information	
5	5.	Report from Board of Directors/Martin Gombert	Information	
15	6.	Superior Service Award	Information	
10	7.	CAC Meeting Room/Matthew Avancena	Information	
15	8.	CAC Subcommittee Update/Matthew Avancena	Possible Action	12-13
10	9.	Member Communications	Information	
7	10.	Operations Update/Megan Mumby	Information	
5	11.	New Business Raised Subsequent to the Posting of the Agenda	Information	
7	12.	Spirit of Accessibility Award Announcement/Matthew Avancena	Information	

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*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."](#)*

<p style="text-align: center;"><b>MINUTES</b> Community Advisory Committee (CAC) Meeting July 9, 2019 1:00 pm - 3:00 pm</p>
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CALL TO ORDER

Chair Maria Aroch called the meeting to order at 1:00 p.m.

INTRODUCTIONS

**CAC Members Present:** Maria Aroch, Chair; Michael Arrigo, Vice-Chair; Kurt Baldwin, Marie-France Francois, Dina Garcia, Yael Hagen, Gordon Cardona, Liz Lyons, Olivia Almalel, Rachele Goeman, Michael Conrad, Jesse Padilla and Terri Lantz.

**CAC Members Not Present:** Wendy Cabil and Tina Fofoa.

**Board Members Present:** Theresa DeVera

**Access Services Staff Present:** Mike Greenwood, Eric Haack, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Susana Cadenas, Brian Selwyn, Kevin Andoaga, Onnika Payne, David Chia, Fayma Ishaq, Bill Tsuei, Rogelio Gomez, Louis Burns and Matthew Topoozian.

**Guests Present:** Jesse Ortiz (MV Transportation), Beatriz Lara (MV Transportation), William Zuke (Rider and QSS member), Wilma Ballew (Rider & QSS member), Mike Fricke (California Transit), Angie Smith (Rider), Katherine George Chu (LA County Disabilities Commission), Carlos Benavides (LA County Disabilities Commission), Michael Sher (Rider), Luis Garcia (Global Paratransit) and Zayra Mediola (Metro).

REVIEW & APPROVAL OF MINUTES

Chair Aroch asked for a motion to approve the June 11, 2019 minutes.

Motion: Member Baldwin  
Seconded: Member Padilla  
Motion: Passed

### Member Comments:

Member Baldwin had a correction on Page 9, under Member Communication; he stated that he did not say what was written in the minutes. The correction to be made is as follows "They are spending almost 10 million dollars on what they said, were enhanced KPI's". He was not indicating whether he thought they were enhanced KPI's. Veronica Guzman-Vanmarcke will re-listen to the public comments and make the appropriate adjustments.

### PUBLIC COMMENTS

Veronica Guzman-Vanmarcke, Access Administrative Assistant, read the yellow public comment form for the meeting attendees who wished to make a public comment.

Wilma Ballew made a public comment by stating that she has had exceptionally good service and a great experience with the drivers. She appreciates Access Services so much and wanted to let them know.

### BOARD OF DIRECTORS REPORT

Board member Theresa DeVera provided a brief summary of the June 17, 2019 Board of Director's meeting. She stated that the following items were discussed at the meeting:

- The approved extension of term for the Executive Director position;
- Change of Scope for work for the Santa Clarita provider contract;
- They approved the FY19/FY20 Budget;
- Approved the extension of Budget for website services.

### WEBSITE UPDATE

Bill Tsuei, Director of Information Technology, presented the new Website updates. Some key points of the presentation were:

- New website is more user friendly;
- Website will include more community related items;
- Freedom for riders in ADA community to be able to use website;
- Same day trips for emergencies and social activities;
- Website will go live on October 2020.

### Members Discussion:

Member Baldwin asked if the WC3 Accessibility guidelines had been tested for ADA. On the main page of the website where does this take him to this specific area. He asked if he needs to select an option. He was not sure he understood the values of the website being curb to curb service. Bill Tsuei responded that for someone who does not know what Access is, this section clarifies it. Mr. Baldwin asked if this will be included in the "I am a rider" tab and Bill responded that it will be in that tab and also in the new

Access rider tab. Mr. Baldwin asked if this will also include, "how to ask for reasonable modification" policies. Mr. Tsuei said it would all be together.

Member Hagen had a question concerning the eBook, she asked if the website will be indexed for the audio pat. Bill Tsuei responded it will be.

Member Goeman posed a question regarding the eBook, she asked if it would be compatible with Jaws or other screen readers. She also asked if this website was designed with the vision-impaired community in mind. Bill Tsuei answered that this website could be used by whatever reader the rider has on their tablet or phone and that they had kept the vision-impaired riders in mind.

Member Padilla asked if the agendas and publications will be easier to view with the new website because the current website is very confusing. Bill Tsuei stated that the CAC meetings will be on the cover page of the website and very easy to spot, therefore giving accessibility to all working documents.

Member Francois asked if the language capability was only Spanish and Bill Tsuei confirmed that was the case but that they could easily use Google translate for other languages.

Member Lantz stated that for those that are applying and appealing there is a section called "how to make my case" and she asked where it would be located in the new website. Bill Tsuei stated that there will be an appeal section and it would be located there.

Member Cardona asked if there was an online reservation section and Bill Tsuei stated that there is not but they are trying to make it work for the future.

Member Baldwin commented that when making a case it would not be in the "where to appeal" section but in the "where to apply" section of the website. He wants to be sure that the people applying to Access have that information when filling out an application.

Member Arrigo asked if it would be possible to stream any of the CAC, TPAC and Board meetings through the website for those people that are not able to attend the meetings. In addition, they would also be able to make Public Comments through the website. Bill Tsuei responded this was not a decision for him to make.

Member Lantz asked if he could add "how to make my case" to both the "Appeals" section and the "I want to be a rider" section because if an existing riders' application has been denied then they will not necessarily think to look in the under "I want to be a rider" tab. Bill Tsuei stated that this would not be necessary because there will be a search engine option for riders to find the specific answer they are looking for.

Member Hagen asked if the focus groups are currently gathering to look at the website.

Bill Tsuei told Ms. Hagen that they will and if anyone is interested in joining the focus group, they can let him know. She also asked if the website will be fully accessible for everyone. Sometimes the text is attached to an image and it not easy to separate. Bill Tsuei stated that they are making sure it is accessible to everyone.

### MEMBER COMMUNICATION

Member Baldwin hoped everyone had a great 4<sup>th</sup> of July and were not too upset by the earthquakes.

Member Lantz thanked Access for helping a UCP client with their stranding incident and thanked Alex Chrisman and the provider in the Valley. The staff was extremely responsive and they saved a rider from a very hot wait outside.

Member Goeman stated that she has tried to use the web booking and finds it difficult even with her updated version of JAWS. She would like to know if there is information on any of the websites that explains how to use the web booking. Michael Greenwood responded that he will have Melissa Munguia or Ruben Prieto reach out to her on this issue.

Member Hagen stated that she has had some positive experiences in the San Fernando Valley and at the Kaiser there is some major construction and MV Transportation has been very proactive in making changes to be able to assist riders more efficiently.

Member Almael stated that she had a situation at the Hollywood Bowl that is being dealt with already. The driver arrived late due to barricades and due to the fact that they were being held up by the Lyft liaison. At the end of the night they were the last to be picked up after the lights were off. She thanked everyone involved in looking into this and helping.

### CUSTOMER SATISFACTION SURVEY

Eric Haack, Strategic Planner, discussed the Customer Satisfaction Survey by reviewing and accepting recommendations on ten topics that were previously discussed.

#### Member Discussion:

A lengthy discussion ensued in which the following recommendations were suggested by the CAC members. Here is a summary of the discussion by topics discussed:

1. Is the respondent Medicare Eligible?
  - It was stated that there are Medical Groups that provide free transportation; Some of the Medical Groups that are providing the coordinated care initiative (Care First, Blue Cross, and LA Care).
  - Most riders are enrolled in some type of health plan, it would be beneficial to include a question that asks, what type of health plan a rider has and

if they are taking advantage of the transportation option.

- Some people may not want to answer this question because of the political situation in the country. They may not have insurance and others might wonder why this question is being asked. There are many factors of why riders might not want to answer. If there is more explanation of why this question is being asked it might encourage the riders to answer.
  - The question of whether a rider is aware that their health insurance might offer free transportation to their appointments could be included in the survey.
2. Eligibility Appeals Process
    - People that have not passed the eligibility appeals process will be excluded when this question is asked so there might be a demographic that is not reached.
  3. "Where's My Ride" experience
    - A suggestion of a 1–5 rating scale to answer this question was recommended.
    - On the second part of the question, it needs to be more specific so that it is easier to answer. A suggestion to simplify the language in this question was made.
    - There are some riders that are not capable of using this app but they may have an assistant that helps them use it. Maybe they should include a question that is for the assistant who helps the rider use it.
    - Ask the riders whether the provider allows them to receive the same information via phone that is being provided by the "Where's my ride" app.
  4. Comfort of the Vehicle
    - "Do you have difficulty getting in and out of a vehicle?" or "Do you need more time to get in and out of a vehicle?" is a better question to ask.
    - The seat adjustment in vehicles is a question that some riders with a smaller stature might have and it should be included in the questionnaire.
  5. Access Trip Length
    - The way this question is phrased is not pertinent to riders since some of them have never ridden in public transportation. It might eliminate part of the population that is being served by Access. It needs to be rephrased.
    - Instead of comparing it to taking a bus they could ask how satisfied they are with the length of time during transport.
    - Two separate questions should be asked; If they have taken the public transportation, if so, it would proceed with the next question, if not then they move to another question.

6. Seat Belt Extensions
  - A CAC member wondered if the seat belt extensions will raise the cost of Access rides.
  - Asking riders about positional belts and if they are offered on their rides for those who use them.
  - There should be a question concerning service animal restraint loops. Whether or not the rider uses them all the time, sometimes or not at all. A lot of money is used to install these devices and many riders do not use them.
7. Questions About More Than One Access Trip
  - No comments were made.
8. Demographic question on gender identity
  - This question can be worded as male to female and female to male instead of transgender. The question should be include "other" or "someone else".
  - It was mentioned that this is not pertinent to Access and it is not a question that many people want to answer.
  - Many suggestions were made to eliminate this question all together.
  - A suggestion was also made to word it as follows; "Do you consider yourself part of the LGBT community?"
9. Stranding Experiences
  - It was suggested to add the question of missed ride experiences.
10. How long have you been an Access customer
  - What does the comment, "don't use Access" mean? Some clarification was requested.

Suggestions on questions that should be added to the questionnaire:

Regarding non-emergency transportation; "Do you want to let us know what your medical insurance is?" and "Do you know about the non-emergency transportation options?" Another comment would be, giving riders an option to not answer this question.

On number 62, some changes in that question could be modified to say, "Do you identify...?" instead of "Would you Identity...?" Also, if you delete the word categories and have the option of "Other" in the answer section.

On number 33, there is a typo, and the suggestion is to rephrase the question. Some recommendations on the responses are, "I don't use Access, I don't know and I don't remember."

Member Garcia stated that some riders may have a hard time articulating on the phone or they may not be understood when responding because of a speech impediment. She wanted to know if there was a way to do the questionnaire online. Mr. Haack stated that they are working on the actual questions for the survey for now and that they are still working on the different formats this will be available.

Member Hagen stated that the fixed route question is something that scares some riders because it was a question that was asked during the eligibility process that could possibly get you kicked out of Access. She recommended that anything pertaining to fixed routes be eliminated from the survey.

Member Padilla asked that the Beyond the Curb question should be included in the survey as well as standing order trips. Eric Haack responded that those questions are included.

#### Public Comments:

Director DeVera asked why gender identity was included in the Customer Satisfaction survey. Erick Haack responded in order to get an idea about general information concerning demographics. This question was a suggestion made by the CAC members. Ms. DeVera stated that every single rider would need to do the survey in order for the demographic data to be accurate and this is not the case.

Carlos Benavides made a public comment by stating that the following questions should be asked; "Are you satisfied with your driver?" and "How was your trip?" These are typical questions usually asked in a Customer Satisfaction Survey.

#### CAC SUBCOMMITTEE UPDATE

Mike Greenwood stated that he was on the last subcommittee conference call that took place on June 20. There are two subcommittees, one focusing on Operations and the other on Bylaws processes. The Operations subcommittee is focusing on two main issues, stranding and long trips. The subcommittee was presented with data and they received some direction to delve deeper on some topics. The Bylaws subcommittee is reviewing the Bylaws and working on communication between the CAC and QSS committees as well as adding a bit more time to the CAC meetings.

Member Baldwin stated that they didn't have any members on the call with exception of Member Hagen. He mentioned that if there is anyone that cannot make it to the meetings, they need to let him know because there are other members interested in joining. He proposes July 18 at 1pm for the next conference call.

Member Garcia asked that the meetings be scheduled on days she is working because otherwise, she cannot attend.

Member Hagen stated that they are closely inspecting the selection process because the Bylaws are vague and they are welcoming any recommendations.

Chair Aroch stated that she missed the meeting because of a miscommunication on the time.

Member Padilla expressed interest in joining the subcommittee if there is an opening.

#### OPERATIONS PERFORMANCE UPDATE

Fayma Ishaq, Project Administrator, presented the Operations Performance Report for the months of June 2019.

The June highlights included:

- Staff attended Guide Dogs of America Open House in Sylmar;
- The Board of Directors approved the Proposed Budget for FY 19-20;
- Global Paratransit Call Center Supervisor, Roberto Montalvo received the Superior Service Award;
- Staff conducted outreach at Mikkon ADHC, Willow Adult School and Wayfinder Family Services;
- Contractor preparation for Transfer Trip Expansion of service;
- Access participated in Keolis' Food Drive for Antelope Valley;
- Staff participated in an emergency exercise based on a possible failure of the Santa Fe Dam in Irwindale;

#### Members Discussion:

Member Padilla asked what the Santa Fe Dam emergency exercise consisted of. Fayma Ishaq asked Mike Greenwood to explain more about it since he was the one who attended. Mr. Greenwood stated that the exercise included many attendees from various agencies. There were a number of scenarios that were presented and they had to work through solving them. Santa Fe Dam is usually dry but when there are heavy rains, it could become a safety concern. They are working on making it safer.

Mike Greenwood wanted to give an update that Monday, July 1 was the first day of expanded transfer trips and the rides were double what they were on the previous Monday. On July 4, there were two people that used the transfer trip but they are expecting the rides for this service to increase.

Member Hagen asked if there was a more even distribution of riders for the transfer trips. Mr. Greenwood was not looking at that in the data but he will report more after a full month of data.

#### NEW BUSINESS SUBSEQUENT TO THE AGENDA

Member Baldwin stated that the SSI recipients can now receive food stamps and all Independent Living Centers can assist in signing people up for this service.

Vice-Chair Arrigo wanted to ask Chair Aroch and Matthew Avancena, to invite someone from the Medi-Cal/Medicare to a CAC meeting to talk about the free transportation

service that is offered to people. Ms. Aroch asked Michael to send her the contact person's information to set this up.

Member Lantz stated that she was now a grandmother and everyone congratulated her.

Member Hagen announced that there are PAAC has town hall meetings each month and the last was on non-emergency transportation. The information is on their website for those that are interested.

### ADJOURNMENT

Chair Aroch asked for a motion to adjourn the meeting.

Motion: Member Goeman

Second: Member Lyons

The meeting adjourned at 2:53 pm

AUGUST 13, 2019

TO: COMMUNITY ADVISORY COMMITTEE  
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION  
RE: CAC SUBCOMMITTEE UPDATE

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**BACKGROUND:**

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

Operations Subcommittee

Members in attendance: Kurt Baldwin, Terri Lantz, Yael Hagen, and CAC Chair Maria Aroch, and staff Mike Greenwood, Matthew Avancena.

Absent; Wendy Cabil, Dina Garcia, Tina Foafoa

Others in attendance; Michael Conrad, Rochelle Goeman, Rycharde Martindale-Essington, Rogelio Gomez, Melissa Mungia, Susanna Cadenas.

Mike explained the data that was provided to the subcommittee by first describing the methodology used to determine ratios of location to location distance compared to actual miles traveled from origin to destination. Graphs were provided by Melissa to show how routing can create a 1 to 1 ratio along with examples of higher ratios including a poorly planned routing that produced higher ratios including a 7 to 1 ratio. Mike also explained the graph showing the breakdown of rides over 2 hours and the difference between the ride being a share ride or not, from the April data. The data seems to indicate that it is far less likely a rider will experience a trip time of over two hours when the trip is not a share ride.

Our discussion included other ideas to avoid overly long trips including greater utilization of road supervisors or standby capacity to avoid rerouting other vehicles already dispatched.

Bylaws Subcommittee

Members in attendance - Yael Hagen, CAC Chair Maria Aroch, Terri Lantz, Kurt Baldwin and assigned ACCESS staff Matthew Avancena

Absent; Tina Fofoa

Others in attendance; Michael Conrad, Rochelle Goeman, Rycharde Martindale-Essington, Susanna Cadenas

We discussed meeting length, we have been informed that 3pm is the latest we have use of the room due to the cafeteria needing to remove refreshments and close. We discussed starting 15 minutes early at 12:45 and agreed by consensus that we would recommend that to the full CAC at our next meeting in August. We discussed how to add additional clarity to the bylaws starting with the CAC membership selection and subcommittee membership selection sections that we decided to focus on at our last meeting. Kurt will include the suggested additions of the subcommittee in our working draft.