

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, December 14, 2021

1:00 pm – 3:15 pm

**Webinar Only**

**Zoom Link – <https://us06web.zoom.us/j/89644700216>**

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

**Meeting Number – 896 4470 0216**

**\*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 October 12, 2021	Action	5-13
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
15	5.	Metro Micro Transit (Tentative) - MTA staff	Information	
20	6.	Access Contractor Incentive Programs – Alex Chrisman	Information	
20	7.	Autonomous Vehicle Time-Lapse Video - Bill Tsuei & Josh Southwick	Presentation	
15	8.	Operations Update – Garrett Rodriguez	Presentation	
10	9.	New Member Selection Subcommittee – Rycharde Martindale	Presentation	
10	10.	Attendance at CAC Subcommittees – Matt Avancena	Presentation	

10	11.	Member Communications	Information
5	12.	Communications Subcommittee Update- Matthew Avancena	Possible Action
5	13.	Same Day Subcommittee Update - Matthew Avancena	Possible Action
5	14.	Operations Subcommittee Update - Matthew Avancena	Possible Action
5	15.	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 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."*

## **\*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, December 14, 2021 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](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/89644700216>
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](https://accessla.org/news_and_events/agendas.html)
2. Dial (for higher quality, dial a number based on your current location):  
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or  
+1 301 715 8592 or +1 312 626 6799 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll  
Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)  
Webinar ID: 896 4470 0216
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.

### ITEM 3

#### MINUTES

Community Advisory Committee (CAC) Meeting  
October 12, 2021  
1:00 pm - 3:15 pm

#### CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:05 p.m.

#### INTRODUCTIONS

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

**CAC Members Not Present:** None

**Board Members Present:** Martin Gombert

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Alex Chrisman, Gina Breceda, Mike Greenwood, Rycharde Martindale.

**Guests Present:** None

#### REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the August 10, 2021 minutes.

Motion: Member Lantz  
Seconded: Member Padilla  
Abstained: Member Lantz, Hagen, Arrigo, Barron  
Motion: Passed

#### GENERAL PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he has made several comments before and feels like he is being retaliated against. He requested that the position of Mike Greenwood be audited and he may need to be removed from the position. He stated the services are getting worse in MV and he believes they are falling on deaf ears. Drivers being rude in the northern region and he feels that he is being singled out. He would like to be contacted by someone.

Member Cabil stated that she has spoken with the Access administration and has been given permission to connect with Mr. Bailey as a CAC member and try to get a fresh perspective and to try to balance out the situation.

Mrs. Rubio made a public comment by stating that she agreed with Mr. Bailey. She believes that since returning from COVID, the drivers are less patient and ruder. She stated the rides were longer and they have a take it or leave it attitude. Sometimes they sit in the car for over an hour and 30 minutes waiting for the next rider.

## BOARD REPORT

Director Gombert gave the report on the August and September Board meetings. He stated that the subcommittee meetings covered the Antelope Valley regional service contract award. There was a review of the diversity, equity and inclusion policy. The strategic plan update, which they have just been talking about at considerable length, a budget update was presented. The TPAC subcommittee members were reappointed and a brief update was given on federal, state and legislative updates and both insurance and technology contracts were extended.

## MEMBER DISCUSSION

Member Cabil made a comment by asking for clarification concerning the new contractor for the Antelope Valley.

Member Hagen stated she was looking forward to the new contractor First Transit and hopes they make some positive changes in that region.

## SSA VIDEO

Manager of Eligibility David Foster presented Mobility Assessment Evaluator, Robert Fierro from MTM, with the Superior Service Award.

## OFFICER ELECTIONS

ADA Coordinator Rycharde Martindale presented this item. He stated that they were accepting nominations for Chair and Vice Chair of the CAC for those that wanted to do it from the floor. They also need campaign statements from those that were running. There was a unanimous decision for both of the current Chair, Rachelle Goeman and Vice Chair, Gordon Cordona to continue for the upcoming term.

## STRATEGIC PLAN

Strategic Planner, Eric Haack presented on the short range strategic plan for Access Services. He wanted them to look actively at the years ahead and develop solutions as

well as plan for that future. Publicly sharing the agency focus which provides transparency for their partners.

## PUBLIC COMMENTS

Mrs. Rubio made a comment regarding Metro micro service and it is extremely helpful.

## MEMBER DISCUSSION

Member Arrigo asked what the term micro transit meant. Eric Haack responded that it's a demand response type of service. Not something Metro or Access provides but they are interested in this to help them in complementing their services.

Member Padilla made a comment by asking if Access would consider contracting Lyft or Uber for the fleet expansion. Eric responded that Access's goal is to increase the riders' transportation options but at the moment it is not something they are pursuing.

Member Cabil made a comment by asking if the AB-5 situation was still in discussion. Eric responded that he was not an expert on the taxi operations but health insurance is required for independent contractors so it would be less appealing for them. Also, the pandemic has impacted the taxi service. Member Cabil also asked if they had enough fleet resources. She wanted to make sure there are enough opportunities for those who are providing this service. Eric responded that he wasn't sure who conducts this type of evaluation. Member Cabil stated that it is important to get input and perspective from drivers and reservationists as well since they are in contact with the riders.

Vice Chair Cardona made a comment by asking if online reservations would be available for the Northern region and if it's available in Santa Clarita. Matthew Avancena responded that this was going to be discussed at the next subcommittee meeting and they will receive an update after that.

Member Hagen made a comment by stating that there were some missed opportunities on discussing the reason for online reservations and the use of technology. It provides an additional accessibility feature for people who never had accessibility for Access services, for instance, the deaf community. They were not able to communicate with Access online prior to having online reservations, as well as the community or people with speech disabilities. She also stated that they are willing to talk about micro transit, which is not even close to an Access program, but not willing to talk about same day rides. They need to speak about it openly and in terms of exploring same day as an option. She would like to be put in touch with someone at Metro for more discussion.

Eric Haack stated that this was currently a draft of the strategic plan. They can reach out to him if they would like more information on Where's My Ride and online reservations. This is still a work in development and for same day, they can talk more about that. He stated that same day is currently something that the subcommittee of the CAC is working on. It is just not in the strategic plan because it is not yet concrete.

Member Hagen stated that it should be included in the plan already. Chair Goeman stated that since there are not concrete decisions made yet, it is not yet in the strategic plan.

Member Lantz stated that she believes it is important that Access understand that the public has come to the meetings and spoken all the way through the COVID, saying how the temporary use of same day really met the need of the riders. She asked that Access please consider this.

Member Hudson made a comment by stating that the same day rides also include a type of emergency clause. Sometimes things are not foreseen and they do need a ride so this is a need that has been expressed. She knows this is a 5 year strategic plan but there is a budget component in this plan. Eric Haack responded that the plan is an overview of the agency's goals. If it aligns in the committees and Board's goals then they would pursue it and research the budget for it.

#### BIENNIAL CUSTOMER SURVEY

Strategic Planner, Eric Haack presented on this item. Historically Access has used a telephone survey of its customer population in order to determine overall satisfaction with Access and also to determine opinions on specific services, such as Beyond the Curb, or the Where's my Ride mobile app. In this presentation, he would like to provide a brief overview of categories that Access has asked in the past. He welcomed any observations concerning this survey from the CAC.

#### PUBLIC COMMENT

Mel Bailey made a public comment by stating that the survey should allow for narrative responses and not only multiple choice questions.

#### MEMBER DISCUSSION

Chair Goeman stated that it was unclear at the end of the survey where it asks the person's ethnicity and did not get the question where they ask for the rider's information. Eric Haack explained that he would send her the last two pages.

Member Hudson made a comment by asking how long the survey takes if done over the phone. Eric responded it took between 20-25 minutes. Not all the questions are asked since they are sometimes dependent on another question. Member Hudson



responded she was glad because as a social worker, she has done a lot of follow up surveys and sometimes people are very reticent to give that amount of time in terms of a survey.

Chair Goeman stated it went very quickly and it took her 20 minutes to complete. Member Hagen made a comment by asking if it was possible to alert people ahead of time with a text to alert people that they are doing a survey. That can be an issue because some people are cautious about what calls they pick up. She asked if there was a way to alert riders. Eric stated that the reason the company Access is working with, Great Blue, has expanded it to telephones, emails and texted links is so that people could respond in different formats if they preferred. He will ask if there is a way that we could set up something where people could be pre-notified that they could expect to call at a certain time.

Vice Chair Cardona made a comment by stating that he is glad for the different methods of survey distribution, not just by phone.

Member Almalel made a comment by asking if there is a link if someone would like to voluntarily participate in the survey. Eric responded it can be done via email, text and a link on the Access website.

Member Cabil asked how the survey was being distributed across all the areas. She asked if there was a percentage for each geographical region. Eric responded that it is between 1,200 to 1,400 completed surveys broken up by the Access population in each region.

Chair Goeman asked if the visually impaired would be able to use the online survey with their screen readers. Eric responded that he believes it is on the first page of their website and therefore an accessible link with a screen reader.

Member Lantz made a comment by stating that one trip is not enough experience to really assess Access Services. It should take into account past trips to have a comprehensive overall experience as a rider. Eric stated that they are not doing this survey until January and they will take this into consideration when doing the survey.

Member Padilla asked if he has gotten a lot of survey responses from the recent survey. Eric responded they have not reached their goal since they are still sending them out.

Member Hudson made a comment by stating that she would like it to be an extension or number that is easy to recognize so that the calls are answered. Eric stated he may need to speak to the contractor company doing this survey to find out what is available.

## PARENTS WITH DISABILITIES UPDATE

Operations Project Administrator, Alex Chrisman, gave a presentation on this item. He discussed the program and the features it would include as it was approved back in June 2020.

## MEMBER DISCUSSION

Member Arrigo made a comment by asking how this program was being marketed. Alex responded that they have conducted a survey before launching the program. They have also mentioned this on the phone tree as well as outreach to the various community groups they are in contact with.

Member Cabil made a comment by asking why the Antelope Valley and Santa Clarita are not included in this. Alex responded they are included but they just have not had any applicants yet. Member Cabil asked if moving forward they would be increasing the proportion of slots. Alex responded that there is no planned expansion on the number of program slots.

Member Lantz made a comment by asking how many parents are using the program at the moment. Alex responded that there are 12 riders in the Southern region signed up but only 6 riders are using the program. In total with all the regions only 12 riders are consistently using the program.

## OPERATIONS UPDATE

Operations Project Administrator, Alex Chrisman presented the Operation report. Some highlights from August and September, 2021 were that the new southern region contract for Global Paratransit started September 1. Numerous changes were made to the contract, which will help improve the rider experience, including the addition of a dispatch manager. An increase in driver training hours of 15 and a half hours compared to prior requirements, as well as a key performance indicator target, a new key performance indicator target for excessively late trips, tightening the target from 0.1% to 0%, which is zero tolerance with a financial penalty for each excessively late trip occurrence. Staff presented the decision on the Antelope Valley region request for proposal, which went before the board Performance Monitoring Committee in September. The road safety inspector team has successfully negotiated with SoFi Stadium in Inglewood for two new stand locations. Seven trips were taken on October, 3rd and October, 4th during the Chargers and Rams games. He showed a picture of a digital marque, with the Access pickup and drop off indication on the marque.

## PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he is not sure what the difference between ETA vs Where is My Ride. The Metro trip planner stated it was 5% and he

believes this is not accurate because he had a lot of late trips. He also stated that resources may be limited but it was used last year as an excuse and it is still being used. He is happy to hear Global will be changed and that is a good thing. He believe MV should have a financial penalty so that there are changes in that company.

### MEMBER DISCUSSION

Member Hagen made a comment by stating that Mr. Kurt Baldwin had been making comments about this issue for a long time. When they are talking about late trips and calculating that against fixed route trip, they are not taking into consideration the time that somebody had to wait for the vehicle. She encouraged staff to take this into consideration as it compares to fixed route.

### MEMBER COMMUNICATION

Member Shah made a comment by thanking everyone for their hard work. Access is a great service and working together they can improve it for all the people with disabilities.

Vice Chair Cardona thanked everyone for their presentations and support. He took a minute to honor their fallen hero, Tina Fofoa.

Member Hudson made a comment by stating that she thanked everyone for a great meeting.

Member Aroch sent greetings to everyone and she hopes to be able to see everyone in person soon.

Member Arrigo stated that he would like to adjourn the meeting in memory of Tina Fofoa. He congratulated the Chair and Vice Chair and told them to keep up the good work.

Member Almalel stated that she is very sad of Tina Fofoa's passing and thanked all the staff that have moved Access forward.

Chair Goeman thanked everyone for their vote of confidence and looks forward to continuing.

Member Lantz congratulated the presiding Chair and Vice Chair. She thanked Access for continuing to strive for better services and making the meetings accessible.

Member Cabil stated that she was humbled and privileged to be on the CAC and the QSS committees, as well as the subcommittees that are in progress. She is happy to express concerns, share any ideas, innovations and so forth, be a part of this team to help move Access continuously in the right direction. She is grateful the Antelope

Valley has a voice and that she can step in those shoes to provide that. She is very glad to hear the progress they are making. She is enjoying the meetings and congratulated the Chair and Vice Chair for their continuous effort moving forward in the leadership positions.

Member Hagen congratulated the Chair and Vice Chair and thanked them for all the work and leadership.

Member Padilla made a comment by stating that he is very happy he is in the CAC.

#### COMMUNICATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena stated that a couple of comments that came out of the meeting was that they wanted a separate page to assist a rider on how to use the website. A more extensive video library or how to videos for visitors was suggested. Going forward, they are meeting the last Monday of each month at 1:30 PM. The next Communications meeting will include the topics on how to improve rider and driver communication, similar to OCTA and the Go-Go Grandparent service. He invited someone from the Operations and IT departments to participate in the next communications meeting.

#### SAME DAY SERVICE SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena stated that there was a discussion on the kind of parameters they should put on same day trips if they are reintroduced. Member Hagen suggested that four one way trips per month was reasonable. However, as a conversation continued, they thought that eight one way trips per month or an equivalent of four round trips per month is reasonable for Access to start off with. They considered whether these trips could be carried over and these are things still trying to formulate among the group. The committee members prefer to keep the fares the same, similar to the pandemic pilot when Access did introduce some limited same day service. Essentially the consensus is up to two round trips per week or eight trips per month, there should be some rider and education efforts. Fare should be kept the same. There should be a reasonable pickup window. The next meeting would be on the third Tuesday of each month at 1:30.

#### OPERATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena stated that the Operations subcommittee met on October 6. The committee members felt that an alternative payment system should be introduced for Access drivers to accept. Some examples were in the form of Zelle, PayPal, and Venmo as well as Apple Wallet and Android pay. Another suggestion that was raised was can riders pay their fares ahead of time, especially when they're booking their trip either online or when they're speaking to a reservations agent. A couple of issues that were brought up with introducing new

technology and he would reach out to the IT department and ask them what is the feasibility of introducing these technologies going forward.

#### PUBLIC COMMENT RELATED TO CLOSED SESSION

Mel Bailey made a public comment by stating that communication would improve if the drivers all spoke English. He believes standing orders should be discounted because it's a guaranteed ride that can be booked. He has also seen an improvement with customer service and their level of communication.

Member Hagen asked for a moment of silence in memory of Tina Foafoa.

#### CLOSED SESSION

No action was taken.

#### ADJOURNMENT

The meeting adjourned at 3:18 p.m.