

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, December 13, 2022

1:00 pm – 3:15 pm

Webinar Only

Zoom Link – <https://us06web.zoom.us/j/82622798314>

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

Meeting Number – 826 2279 8314

***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 November 8, 2022	Action	5-12
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
20	5.	WMR/Technology Update-Bill Tsuei	Presentation	
10	6.	Formation of Ad hoc Subcommittee (Website Improvements) - Matthew Avancena	Action	13-14
20	7.	Consideration to increase CAC meeting stipend - Matthew Avancena/Hector Rodriguez	Action	15-16
20	8.	Operations Report - Garrett Rodriguez	Presentation	

15	9.	Member Communications	Information
15	10.	Subcommittee Updates - Matthew Avancena	Information
5	11.	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, December 13, 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/82622798314>
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.

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

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 +1 301 715 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 November 8, 2022 1:00 pm - 3:15 pm</p>

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 3:02 p.m.

INTRODUCTIONS

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

CAC Members Not Present: N/A

Board Members Present: Theresa DeVera

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Mike Greenwood, Rycharde Martindale, Rogelio Gomez

Guests Present: Avital Shavit, Brian Harold, Caroline Rodier

REVIEW & APPROVAL OF MINUTES OF October 11, 2022

Chair Goeman asked for a motion to approve the October 11, 2022 minutes.

Motion: Member Goeman
Seconded: Member Hudson
Abstained: Member Barron, Member Almalel, Member Cardona, Member Lantz
Motion: Passed

MEMBER COMMENTS

Member Cabil asked them to include the statement made, that someone was going to connect her with Steve Wrenn. Veronica Guzman-Vanmarcke responded that she would make the amendment.

GENERAL PUBLIC COMMENTS

Carrie Madden made a public comment by stating that she was from the Cal Life

Independent Living Center in downtown Los Angeles. She stated that on the website, the link on the PDF file of the agenda is not clickable and she recommended they start making it so that it is easier to connect to the meetings. She also thanked Access for continuing with the mask mandate. As a person with a disability, getting Covid would be disastrous for her. She knows there are many other riders that have immune problems and other disabilities that affect their breathing as well.

Eddie Salcido made a public comment by stating that he would like the mask mandate to end as recommended by LA County because he believes it to be a discriminatory policy. He also asked when the next Board meeting would take place.

Fernando Roldan made a public comment by stating that he agrees about the link on the agendas to be clickable. He also stated that he disagrees with the previous rider who made a comment on the mask mandate. He stated that they are still vulnerable, and he doesn't believe it is discriminating by keeping the mandate in place. He also wanted to talk about ride share policies with Rogelio Gomez because there are a lot of issues with it. He understands there is the difficulty in hiring new drivers and a shortage of drivers. Secondly, the policy to pick up groceries needs to be revised as well.

Rebecca P. made a public comment by agreeing that it was important to keep the mask mandate because they are riding in an enclosed shared space with others. She doesn't agree that this is an ADA issue but thinks it is a preference issue.

Debbie Cordero made a public comment by stating that she appreciates the CAC. She also added that the routing situation has gotten out of hand. She had to be on a vehicle from three to almost four hours before. She would like to see the dispatch make better routing situations and improve the situation.

Cindy Soto made a public comment by stating that she took a ride last week and it was very good. She is also happy that the mask mandate is still in place and was wondering when they would stop requiring masks.

Mel Bailey made a public comment by stating that he has been a rider advocate for a few years, and he agrees they should keep the mask mandate for a variety of reasons. He also stated that they sit in a vehicle for an extended amount of time, so the mask is not the problem, but the routes taken are. Although the routes have improved, he finds that sometimes they just sit parked sometimes. He also thinks they backtrack or go out the way on some of the routes. It is not efficient.

Janna made a public comment by stating that as a member of Momentum Creative, a subset of United Cerebral Palsy in LA she appreciates the mask mandate and is in support of keeping it.

BOARD MEMBER REPORT

Theresa De Vera gave a report of the Board meeting by stating that they gave a Superior Service Award to Felicia Gibson. The Board approved the extension of legal service and the SIR contract. They also approved including Cesar Chavez and June 19th as holidays. They also had an update on the Board retreat, and they also saw memorial videos on David Foster and Michael Arrigo. The next Board meetings start with the annual meeting on Monday, November 14 from 9:30am to 10:30am. Board committee meetings are on Monday November 14 from 11am to 3pm. The Board special meeting is on Tuesday, November 15 from 1pm to 3pm.

METRO MOBILITY WALLET

This item was presented by three different representatives, Senior Director at LA Metro from the Office of Strategic Innovation, Avital Shavit, Caroline Rodier, Principal investigator at UC Davis, and Brian Harold, an evaluation specialist with the UC Davis, Institute of Transportation Studies. Their respective email addresses are cjrodier@ucdavis.edu and shavita@metro.net.

PUBLIC COMMENTS

Eddie Salcido made a public comment by asking if they would be able to put it onto smartphones for those who already have them. The second question was how they were evaluating low-income situations and what other factors would be evaluated in addition to SSL.

Carrie Madden made a public comment by stating that in the portal the URL is wrong, but it is correct on the English side of the portal. She stated that she was from Cal Life, an independent living center in downtown Los Angeles, and those zip codes are all in their catchment area. She would be happy to partner with them to help get the word out and asked for their contact information.

Fernando Roldan made a public comment by stating that he too was from Cal Life and asked if this card or the funds would also include Metro Micro, and, or shuttle buses going to the airport.

Lisa Anderson made a public comment by stating that someone was supposed to contact her after the Board meeting, but she didn't hear back. She also asked what the protocol was to get tested for COVID. She asked if Metro Wallet would have this option too.

MEMBER DISCUSSION

Member Goeman made a comment by asking if someone could tell them what zip codes are connected to this program because she is visually impaired and can't see

the slides. Avital Shavit responded there were eight zip codes in South LA. They are 90007, 90008, 90011, 90015, 90089, 90016, 90018, 90037, 90043 and 90062.

Member Hudson asked if there was a certain percentage of the study group who are Access riders and if so, could they send this information to them, so they are aware of this option. Avital Shavit responded that those that signed up online will be selected out of the pool of about 900 individuals to have access for this pilot program. They are working with the city, with UC Davis and UCLA, to look at what the existing socio demographics are of those eight zip codes just listed, and to make sure that the sample is representative of that population. Meaning representative in terms of age, gender, and in terms of income. They ask if they have a TAP ID, or if they have an Access card and this will allow them to identify them. They are about a week or two out from looking at that sample data set and looking at how to best randomly select people accordingly. The reason they reached out to the CAC is to inform those who use Access Services that this is an option for them as well and they want them to participate. They want to receive feedback on how it works for Access riders.

Member Padilla made a comment by stating that it sounded like a great program, and if the pilot was a success, would they be moving it out to other low-income zip codes. He asked if the funds that are in those prepaid cards were only for those transportation systems. Avital Shavit stated that the \$150 per month can only be used on a shared transportation service. They are limited by a merchant code on the back of the credit card. Avital Shavit stated that part of the research was to see works for the program and stated there is a lot of interest in this concept of a wallet nationwide. They have also been talking to other partners within California. The city of Oakland is actually testing something like this right now, and they are talking to partners in Pittsburgh who are also testing it.

Member Johnson asked if they surveyed demographic areas such as South LA and wouldn't there be differences there vs. Claremont or Pasadena. She is just wondering how valuable the survey will be for different geographics and different sets of people. She added that buses ran differently and quite often. Avital Shavit responded that LA County was so diverse in terms of the types of community and the densities. They have tested it in more dense and less dense areas to get ideas and different information. They do get some information through Metro Micro which has replaced some of the high frequency bus service in some neighborhoods. They are talking to local communities and community-based organizations to see how they can make them work for the various communities.

Member Almalel made a comment by asking if going forward the results of the pilot program would be presented to them. Avital Shavit responded that the length of the pilot was a year, and it will essentially run from January of 2023 to January of 2024. Member Almalel asked if they could come back to them afterwards and present the results of the pilot. There are times when riders have the potential to possibly be stranded, although infrequent, and it's nice to know that there could be an option to

have available funds for people to use for rides.

Chair Hagen stated that some of the criteria to look into was the disability community and if they are looking into random pockets. In terms of accessibility, are they teaching how to use the app and how so? There could be issues with those with accessibility difficulties using the wallet, the app, and being able to get transportation.

Member Almalel asked to be considered to join the pilot program if they were in need of volunteers.

NEXT GEN IMPACTS

This item was postponed until the January meeting.

EASTERN REGION CONTRACT SCOPE

Senior Manager of Operations, Rogelio Gomez, presented this item.

PUBLIC COMMENTS

Debbie Cordero made a public comment by thanking Rogelio Gomez for the information. She said that on one of the bullet points, he had something to compare the new contract to the current contract in regard to improving the training.

Mel Bailey made a public comment by stating that Rogelio Gomez presented an excellent and detailed presentation. He asked if Access personnel were going to be trained in this. Everyone from the CSRs, to dispatch, so that everyone is on the same page.

MEMBER DISCUSSION

Theresa de DeVera made a comment by asking if, knowing that SGT and CTI are the same owner, and asked if they should not be on two different contracts. Rogelio Gomez responded that they would look into it.

Member Conrad made a comment by asking if there were a lot of companies that would bid for this contract or was it just San Gabriel. Rogelio Gomez responded that it has not yet gone out for bid, but they are preparing the scope of work.

Chair Hagen added that this was important information to provide because they have never had another provider there. She thinks that part of the problem that they have with the Eastern Region is their responsiveness. She asked if they could add a suggestion in the scope of work in being able to be more responsive not only in the ETA line, but between the rider and the dispatcher. She thinks they should be more customer service oriented. Rogelio Gomez responded that he noted this

recommendation on the item.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Chief Operations Officer, Mike Greenwood presented this item.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he has asked Mike Greenwood about Access' training as it relates to those who are visually impaired. While there are some drivers that are highly skilled at it, there are still some drivers who have trouble communicating with someone who has no vision. He believes this is a safety hazard. The second thing is that if a driver is incapacitated for whatever reason, it would be good for a rider to know in advance.

Debbie Cordero made a public comment by thanking them for presentation concerning good measures of trying to prevent road accidents. Many times, there is unnecessary long travel on the roads where sometimes they end up about 2 blocks away from their pickup. The more you travel, the more they have a risk of getting in an accident on the road because of exposure. The GPS needs to be looked into as well because there are many times riders have been dropped off at the wrong destination which presents a safety risk.

Eddie Salcido made a public comment by stating that safety and preventing exposure to infectious diseases was presented in this item. He believes prolonged rides and prolonged mask wearing does increase respiratory issues. He also added that visually impaired people do need to be treated equally. He is a pretty fast walker, and he has noticed that many Access drivers get nervous about that and they start yelling when they see a visually impaired person walking quickly toward the vehicle. It is not necessary for the drivers to be so hands on with visually impaired individuals if they express a desire not to be treated paternalistically and it should be noted on their file somewhere.

Lisa Anderson made a public comment by stating that before they add another trip, when they arrive at the destination, they should ask if they have another ride planned. She got a no show for something like this in the past.

MEMBER DISCUSSION

Member Goeman made a comment by stating that concerning safety, she really likes the fact that the drivers are cautious and able to walk fast, that doesn't mean they don't see obstacles. Not every visually impaired person is that way, but a lot of them are. Some riders like to use their residual vision a little bit too much and that can cause injuries. She appreciates the extra care drivers provide.

Member Johnson thanked Mike Greenwood for his presentation. She asked about passenger assaults and service animal injuries. She has had passengers literally slam a seat back and hurt her cat. Mike Greenwood responded that they do track all collisions and incidents. They don't necessarily report on them by all the possible categories, but he understands her question about passenger assaults. They do track that but just don't report on it. It is something they could consider.

Member Lantz thanked Access for all its efforts to provide safe transportation. She thinks Access has done an amazing job. She thanked Access for respecting the fact that many of the riders are vulnerable and keeping the mask mandate. To the riders who don't feel they need it anymore, she understands but it's saving some lives and that is important. Mike Greenwood responded that he appreciates her support and the support of the CAC over last two and a half years. He gets daily reports from the LA County Health Department and unfortunately yesterday there were nine deaths and over 1400 new COVID cases in LA County.

Chair Hagen asked if he could go over the requirement of training for the drivers. Mike Greenwood made a comment by stating that this particular regulation is only related to safety training. It doesn't talk about other types of training. The federal guidelines don't tell them how many hours a specific type of employee needs for training, but it does stress the importance of training. They do, for example, require that drivers get a minimum number of hours for sensitivity training. Sensitivity to different types of disabilities and the number of training hours can increase in the future according to the needs.

Chair Hagen responded that this could be a future item to discuss concerning training and how they can improve it. She also added that there could be topic in direct correlation between the amount of overtime and the amount of time that a driver is on the road, not their base time, but over that. They need to discuss the safety issue of drivers that go past their shift and how they can address a driver's optimum way of driving. Mike Greenwood responded that they would have to possibly create another subcommittee meeting to discuss this issue. Issues like this are regulated by the employer and there are some legal reasons why Access can't get involved in the management of their employees.

Member Almalel stated that she is working for a healthcare facility and let everyone know the flu is on the rise and because they have been quarantined and closed off for so many years. She also added that there are unseen stressors for drivers when they take unnecessarily long routes, given to them by the software or the dispatchers and the riders get upset at them. They should take this into consideration when doing the routing and how this too affects the drivers.

Member Lantz stated that some drivers are given routes after they've worked, when they are already tired. They are not treated well and because of this they might leave. It is better to not only gain better drivers, but more loyal drivers because people don't

want to leave if they've got some flexibility in their job.

Chair Hagen added that this issue was something that could be talked about at the next Operations subcommittee meeting. She recommended that they postpone the rest of the items and watch the memorial video for David Foster still left on the agenda. Every CAC member agreed to watch the video and postpone the items for next month's meeting.

SUBCOMMITTEES UPDATE

This item was postponed for the January CAC meeting.

DAVID FOSTER MEMORIAL VIDEO

A video of former Access employee, David Foster was played to honor him.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Chair Hagen made a comment by stating that they had a very packed agenda for today's meeting and some of it was time sensitive. She appreciates everyone's good work and willingness to help. She thanked everyone who made a public comment and encouraged them to come to the next meeting if they were not able to make one at this meeting.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Lantz made the motion to end the meeting. There was a second by Member Hudson. The meeting adjourned at 3:42 p.m.

DECEMBER 13, 2022

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

SUBJECT: FORMATION OF WEBSITE AD HOC SUBCOMMITTEE

ISSUE:

Some members have expressed issues with the current layout and usability of the Access website.

RECOMMENDATION

Approve the formation of an ad hoc subcommittee to discuss and suggest improvements to the Access Services Website.

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 the 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

DATE: DECEMBER 13, 2022
TO: COMMUNITY ADVISORY COMMITTEE (CAC)
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION
RE: CONSIDERATION TO INCREASE CAC MEETING STIPEND

ISSUE

A member of the Community Advisory Committee (CAC) has requested a stipend increase for its members for attending CAC meetings and other meetings requested by the Access Board of Directors.

RECOMMENDATION

Increase the meeting stipend from \$25 to \$50 effective March 1, 2023.

IMPACT ON BUDGET

The increase in meeting stipends will cost approximately \$9,000 per year.

BACKGROUND

Per the CAC bylaws, the Access Services Board of Directors authorizes a meeting stipend for each meeting in which CAC attendance is requested by Access Services staff or Board of Directors. Stipends are limited to two (2) meetings per month for CAC representatives.

CAC representatives were initially authorized to receive a stipend of \$50 but during FY 2004, the Access Board of Directors reduced the CAC and Board members' stipends by 50% to \$25 for CAC members, and \$50 for Board members.

In June 2016, the Board took action to increase the Board member stipend back to \$100 but left the CAC stipend unchanged. In July 2018, the Board took action to exclude five (5) Board member representatives from fixed route operators (L.A. Metro, Municipal and Local fixed route operators, and City Selection Committee's Corridor Transportation Reps.) from receiving a meeting stipend.

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues to impact and improve Access' transportation program.

The CAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. The CAC meets monthly and is comprised of Access riders, disability rights advocates and representatives from social services and other non-profit agencies.

Per IRS regulations, Access Services will file a Form 1099-MISC for each person who receives at least \$600 in stipends during the calendar year.