

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 14, 2023

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/89734764472>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - 897 3476 4472

***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 December 13, 2022	Action	5-12
5	3.	Review & Approval of Minutes of January 10, 2023	Action	13-24
7	4.	General Public Comments	Information	
8	5.	Board Member Report	Information	
10	6.	Executive Director's Report - Andre Colaiace	Information	
20	7.	How to avoid No Shows and Missed Trips - Mike Greenwood	Presentation	
10	8.	Community Meeting - Randy Johnson	Information	

15	9.	New CAC Member Selection Committee - Rycharde Martindale	Information
10	10.	Operations Report - Anthony Santiago	Presentation
15	11.	Member Communications	Information
15	12.	Subcommittee Updates - Matthew Avancena/Mike Greenwood	Information
5	13.	Adjournment	Action

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

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific 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 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, February 14, 2023, 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/89734764472>
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

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US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)

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3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.

4. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

5. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.

MINUTES

Community Advisory Committee (CAC) Meeting
December 13, 2022
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:06 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Liam Matthews, Maria Aroch, Kimberly Hudson, Bhumit Shah, Gordon Cardona, Terri Lantz, Jan Johnson, Scott Barron.

CAC Members Not Present: Michael Conrad, Olivia Almalel, Wendy Cabil, Jesse Padilla, Rachele Goeman.

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Mike Greenwood, Hector Rodriguez, Garrett Rodriguez, Thomas Lee.

Guests Present: N/A

REVIEW & APPROVAL OF MINUTES OF November 8, 2022

Chair Hagen asked for a motion to approve the November 8, 2022 minutes.

Motion: Member Hudson
Seconded: Member Johnson
Abstained: None
Motion: Passed

GENERAL PUBLIC COMMENTS

None

MEMBER DISCUSSION

Member Lantz stated that she would be sending her corrections via email to Veronica Guzman-Vanmarcke.

Chair Hagen also gave some corrections to the minutes to be amended.

Member Cardona emailed some corrections to the minutes as well.

BOARD MEMBER REPORT

Director Martin Gombert was not present.

WMR/TECHNOLOGY UPDATE

IT Project Manager, Thomas Lee presented on the Where's My Ride and the IT technology updates. He presented the accessible mobile app as they were awarded a grant to work on this pilot. He explained that this is being tested at the Rancho Los Amigos center and the app is an extension of the Where's My Ride app. They have the mobile ticket wallet and trip planner function implemented in this app but are not yet integrated with Rider360, so it has not yet been introduced to the public yet.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Member Cardona made a comment by asking if this was accessible to people with visual impairment. Thomas Lee responded that there were testers with this disability that are helping review the app.

Chair Hagen asked how they were finding people to test this app. Thomas Lee responded that he has called people and has about eight beta testers that are helping him. Chair Hagen asked if they had different disabilities and how would someone volunteer as a tester. Mr. Lee responded that there were different testers and provided his email address if anyone wanted to be a tester. His email address is lee@accessla.org. The app will probably be available in January 2023.

Member Hudson asked what regions were included in the testing of this app. Thomas Lee stated it was all the regions with the exception of the Santa Clarita region that is not doing the testing. Member Hudson stated that she would be interested in beta testing and asked how she could reach him. He stated that she could email him.

Matthew Avancena stated that if they were a CAC member and wanted to beta test the app, then be sure to mention they are a CAC member.

Chair Hagen stated that she was confused on what is available on the app. She asked for clarification. Thomas Lee stated the online reservation is available in the beta app

and once they complete the testing it will be available to the public sometime in January.

Member Hagen stated that at the last annual meeting they honored Carlos Benavides from Rancho Los Amigos and there was a lot of great work being done. She is happy to see that once it is approved, this app will be applied to other places where it will be useful, like Union Station and Gateway Plaza.

Member Johnson asked what the face recognition on the app was going to do and if it would replace the Access card. Thomas Lee responded that this would be used only to recognize the rider as they enter the vehicle.

Chair Hagen stated that these sorts of features sometimes fail and asked if there was a way for the driver to override the face recognition option if it doesn't recognize the rider. Mr. Lee responded that it is not mandatory to use this feature and they could also show the QR code to the driver as a form of verification.

Member Johnson asked what the QR code was. Mr. Lee responded that the rider's information would be on their card on a type of code so that the driver can scan it and verify that the rider is on the correct vehicle. The tablet on the vehicle would recognize the face and confirm it is the correct rider. Additionally, they could also show the QR code on the tablet to identify them. Member Johnson was confused as to why this would be an option if the driver could recognize them personally. Mr. Lee responded that this would be used as one of the options to facilitate rides and it is possible to opt out of this option.

Member Cardona asked if this could be done on the computer and how that would work logistically. Mr. Lee responded that online reservation is not yet able to be used on the website, but they are working on it.

Chair Hagen asked if they have ever considered the technology "way around/public places" as an option to look help them with this. She stated this might be a more simpler option, and she can put them in contact with Thomas Lee to see if they can utilize it.

Member Hudson stated that on her iPhone she has trouble using facial recognition, so she is concerned about using this on Access. Chair Hagen responded that the reason she suggested the "way around", as it is not web based, but it is pretty accurate, and it might be a more reliable way.

Member Cardona asked if this would work for wheelchair users since the table is mounted on the vehicle. Mr. Lee stated that they are still in the process of testing and will be sure that the tablet is accessible to everyone.

Chair Hagen agreed that facial recognition would be an enhancement to a lot of issues

that people might have. She added that a driver grabbing a rider's phone to bring it up to the tablet is not considered accessibility.

Member Lantz stated that she doesn't understand why facial recognition is even being considered as an option. She doesn't think it's necessary since they show their ID's when they get on a vehicle. She doesn't think facial recognition is reliable and can cause problems. It seems like an expensive option to buy tablets for all vehicles. Thomas Lee responded that this was just a pilot program and they have not decided to use this feature. This feature would possibly assist the driver so he can focus more on driving.

Mike Greenwood stated this was just a pilot project to test products that might enhance a rider's experience. They won't know unless they test different features and get feedback from riders. There will probably be other alternatives that have not been explored yet.

Hector Rodriguez responded that they received a grant for them to do this project and that the results will be published at a national level. This pilot is more of a fact-finding mission than a project to institutionalize face recognition. Technology is changing rapidly and it's important to see what the challenges are and how they can improve it to use it for their industry to help them provide better service. They have the World Cup and the Olympics coming to Los Angeles and they want to have the technology that can help in scenarios where there are a lot of riders to handle.

Chair Hagen stated that she uses the OrCam camera, and the facial recognition is really good, but the reason is because it's not the computer doing it, it is training the camera to do that. The camera takes several pictures of someone and when the camera sees that person, they indicate who they are looking at based on the way it was programmed. This could be a way of improving the facial recognition feature to be more accurate. Thomas Lee stated that in the testing they had to take 5 different angles of his face and it did improve the facial recognition rate.

FORMATION OF AD HOC SUBCOMMITTEE

Director of Planning and Coordination, Matthew Avancena presented on this item. He asked for an Ad Hoc subcommittee to be formed with Josh Southwick working with the CAC members. He stated that they had 21 recommendations that came out of a CAC retreat. He recommended they form a committee to discuss going over the website and get input.

Motion: Member Lantz
Seconded: Vice Chair Matthews
Abstained: None
Motion: Passed

MEMBER DISCUSSION

Chair Hagen asked if they had any volunteers that wanted to join the Ad Hoc subcommittee.

Volunteers: Member Lantz, Vice Chair Matthews, Chair Hagen, Maria Aroch

Alternate: Member Hudson

Member Barron asked what the subcommittee entailed. Chair Hagen responded that it was to discuss the recommendations to improve the website.

CONSIDERATION TO INCREASE CAC MEETING STIPEND

Deputy Executive Director, Hector Rodriguez and Matthew Avancena co-presented on this item. Matthew Avancena stated that they recommended the increase of \$25 dollars for a total of \$50 dollars. He added that per the IRS regulation they would need to fill out 1099 tax form since they would be increasing their income to a \$600 dollar amount.

Hector Rodriguez stated that if the CAC member chooses to stay at the limit they set, then that is ok, but they need to communicate this to them for IRS purposes.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Chair Hagen stated this was a very important item because the CAC members have been putting in a lot of work, effort and time into the subcommittees.

Member Lantz stated that she supports the stipend increase. One of the reasons is because it is very low compared to other organizations. Some members spend up to 10 hours a month in meetings so they will appreciate the increase. She stated that the CAC members do not volunteer for the money but she believes that in the future, to get people that have the background and really care about the issues and would like to contribute to the CAC, it could be an incentive to bring them in.

Member Hudson made a comment by stating that it is helpful to have an increase in the stipend. She thanked Access staff for supporting this. She also stated that it was good that it could be made optional for those that prefer not to increase their income so that it doesn't change their benefits.

Chair Hagen stated she has been communication with legal service to see what impact the increase might have. She stated that in order to avoid any problems, some

organizations give the stipend in the form of gift cards. Hector Rodriguez responded that it could be an option to do it in a gift card form, but he must check first.

Member Shah made a comment by asking if they would be attending in person meetings if the emergency mandate were to be lifted. Mike Greenwood responded they might possibly go back to in-person meetings in March. LA County had stated that the emergency order has ended but it could eventually be extended. Member Shah stated that the stipend would not be enough to cover travel expenses if they would go back to in person meetings. Chair Hagen responded that they could revisit this issue once they know for sure.

Member Johnson stated that the problem with gift cards is that they can't always be used everywhere.

Chair Hagen stated that if it makes a difference in people's benefits being affected or not. Hector Rodriguez responded that it would all be considered reportable income anyhow. Regardless of how it is received, in gift card or cash option.

Chair Hagen asked if making it 11 meetings in a year vs. the 12 would decrease the annual income. Hector responded that it would and a CAC member can decide not to be paid for one of the meetings.

Member Shah made a motion to increase the stipend by \$25 dollars a month, for a total of \$50, with an amendment to offer a gift card option or a cash stipend.

Member Hudson seconded the motion. Member Barron abstained. Motion passed.

OPERATIONS REPORT

Operations Project Administrator, Garrett Rodriguez presented the Operations report. He provided statistics and highlights for the month of November.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Member Johnson stated that it was a fantastic result on the KPI report.

Member Hudson stated she was glad things were improving despite difficulties in hiring drivers.

Chair Hagen asked if there were others in the appreciation lunch for the staff. Garrett Rodriguez stated there were other companies who also had events, but he just chose

one picture.

MEMBER COMMUNICATIONS

Member Aroch wished everyone a safe and happy holiday season.

Member Lantz wished everyone a happy holiday season. She also thanked Access for keeping the mask mandate since she has been sick with respiratory problems and the Covid numbers are increasing.

Member Shah made a comment by wishing everyone a happy holiday season. He asked a question concerning disability rights and Chair Hagen stated she will get back to him on that.

Member Hudson wished everyone a happy holiday season and encouraged everyone to get their vaccinations up to date. She thanked Access for all they are doing to keep everyone in the community safe and healthy.

Member Johnson made a comment by stating that she echoed what Member Hudson said. She is also very impressed with the KPI's considering the driver shortages. She has had great drivers lately and she thanked the contractors for hiring them.

Member Cardona wished everyone a happy holiday season and told them to stay safe.

Chair Hagen wished everyone a happy holiday. She appreciated all the work that the staff has done and the work the CAC has done this past year in addressing a lot of issues. They have been very productive, and she appreciates it.

SUBCOMMITTEES UPDATE

Matthew Avancena gave an update on the three subcommittees and what they are working on. He gave an update on the Communications subcommittee first. He stated that they continued to work on the script. Traveling with guests and travel time was included in the script. They are going to work on when the reservationists answers the phone. In the Eligibility subcommittee meeting they talked about the automatic renewal process. If someone has a condition that has no way of improving or if they are advanced in age, then there should be some consideration to do the auto-renewal on their eligibility. The new eligibility manager will be attending their next meeting. In the Operations subcommittee they discussed the no show verification calls and the call out calls. They discussed ways to enhance the visibility of this feature and they will continue to discuss this topic in the next meeting.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Member Lantz stated that those that have a permanent disability or advanced age should not have to go through the eligibility process all over again. They have already been deemed eligible and have been evaluated, therefore, should not have to go through the process again. The problem is that a lot of people are being required to go through the full process that should be on auto renewal.

Chair Hagen added that there is an auto renewal option, it is not always applied as regularly as it should be. The committee feels that the auto-renewal is sometimes forgotten or is not applied as often and as regularly as it should be.

Member Johnson asked what a no-show verification call was exactly. Mike Greenwood responded that it referred to the call made by the driver before they were about to leave. It is their last attempt to reach the rider to verify if they need extra time or if they are on their way out to the vehicle.

Member Shah asked if the meeting on January 21 was open to all CAC members. Chair Hagen said it was only for those in the subcommittee, but they could contact her or Matthew Avancena if they wanted anything discussed during the meetings.

Member Johnson requested a call back after the meeting to help her connect to future CAC meetings on zoom. Veronica Guzman-Vanmarcke will return her call.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting in memory of Michael Culver. Member Johnson made the motion to end the meeting. There was a second by Member Barron. The meeting was adjourned at 3:04 p.m.

MINUTES

Community Advisory Committee (CAC) Meeting
January 10, 2023, 2022
1:00 pm - 3:15 pm

CALL TO ORDER

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

INTRODUCTIONS

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

CAC Members Not Present: Maria Aroch, Jesse Padilla

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Mike Greenwood, Anthony Santiago.

Guests Present: N/A

REVIEW & APPROVAL OF MINUTES OF December 13, 2022

Chair Hagen asked for a motion to approve the December 13, 2022 minutes.

Motion: Member Johnson

Seconded: Member Goeman

Abstained: Vice-Chair; Liam Matthews, Bhumit Shah, Terri Lantz, Jan Johnson, Scott Barron, Michael Conrad, Olivia Almalel, Wendy Cabil, Rachele Goeman

Motion: Not Passed

MEMBER DISCUSSION

Member Cabil stated that she planned to abstain from approving the minutes since she was not present at the last meeting but had some concerns as to the accuracy of the minutes. She questioned whether Member Lantz made the comment on the topic of the stipend increase and how it would attract better qualified committee members to join the CAC. She wanted to know if that statement was accurate.

Member Lantz stated that there was a bit more to her statements but did state that the stipend was very low compared to the stipends from other organizations. She stated that in the future when they look for new members, it might be difficult to find new members because some of them are serving on subcommittees and putting in 8 to 12 hours a month so that is what she was referring to.

Member Cabil asked if in the discussion, they would be covering the extra subcommittees with a stipend as well. Member Lantz responded that was not part of the discussion.

Chair Hagen suggested to Veronica Guzman-Vanmarcke if she could relisten to the recording of the minutes and clarify the comment made by Member Lantz.

Member Hudson made a comment by stating that she knows the minutes take a lot of work and effort and she appreciates Matthew Avancena and Veronica Guzman-Vanmarcke for all they do. She would go back and look at details like the meeting start time and general housekeeping of the minutes.

Chair Hagen made a comment by stating that there were some things in the minutes that were not necessarily captured. Either the essence of the comment or even if someone asked a question. If those statements could be more accurate and clear in the minutes, it would be easier to understand. She had already spoken to staff with some corrections and changes she wanted made to the minutes.

Veronica Guzman-Vanmarcke asked that the CAC members send her their corrections and changes for the December minutes so that she could make the necessary amendments.

Member Goeman and Member Conrad stated that they abstained because they were not present at the December meeting.

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by wishing everyone a Happy New year. He would like to propose that Access Services make a change in their policy in terms of when they have out-of-town family members riding with them. They know the limit on an Access van is three people, but he asks them to change that policy to increase the number of accompanying riders. He had requested that before and they were not able to accommodate him, for which he complained to Access about that two times. He asks them to consider his request and change this policy.

BOARD MEMBER REPORT

Director Martin Gombert presented the report for December 12. He congratulated Mayra Aleman, the Superior Service award winner. He stated the items approved under

consent were to approve the CAC membership reappointments for group B and they were renominated. They also reviewed and approved the public transportation agency safety plan, which documents Access's processes and activities related to safety management systems implemented in compliance with federal regulations. The one other comment he made was that on December 13th, the city of Lancaster City Council approved the sale of property to Access Services. This begins a long process for Access to build their own operating facility, which is a great start for the agency. It's going to take a long time, but it's going to make a big improvement in the quality of service and quality of operations that can be provided. He congratulated Access staff for working on that project and they will be hearing a lot about that in the next several years.

MEMBER DISCUSSION

Member Cabil stated there was a lot of good news and congratulated Access. She is happy for what is coming and happening in the Antelope Valley.

NEXT GEN IMPACTS

Director of Administration, F Scott Jewell presented this item. He shared information on the potential impacts the NextGen service changes made by Metro will bring to the Access service area. This would only affect Metro when it was approved by their Board in October 2020 and they implemented it on June 2021. In terms of Access' service area map, it's based on the fixed route three quarter mile boundary, meaning they must provide service in three quarters of a mile along each fixed route regular service. There are other services that will also be impacted, and they have a map that shows where these boundaries are and where they can provide service for both pickups and drop offs. They will do a data sample to have a better understanding of the impact the NextGen plan would have. They have looked at the details of the impact of the change in service for all the fixed route operators on the Access service area for all trips between January 1st, 2022 and July 31st, 2022. After looking at the results of the research, they were able to have a new map, which would make about 8,600 trips considered out of the service area. This would affect up to 690 individual riders. No changes have been made until they meet with the CAC in December or January. From then on, they plan to develop a plan for affected customers and request Board approval in the next Board cycle. They were able to secure grant funds to allow them to continue servicing those addresses for a period of time but now with the number of riders increasing since the pandemic things are changing. There are trips to a medical center and some major shopping centers that they would possibly no longer be able to provide rides to and from. They wanted to bring this information to the TPAC and CAC to get feedback on the next steps moving forward before they bring a recommendation to the Board of Directors.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that many years ago, he

remembers making a complaint against Access Services and San Gabriel Transit, because one of his rides was not close to the nearest bus stop or the 3/4 of a mile point. The point of his comment is that if they are going to make changes to maps, he strongly suggests they also talk to other transit companies. Not only Metro but also, Antelope Valley Transit and Santa Clarita Transit, as well as some of the other subsidiary buses like Montebello Transit to make sure that they are all in agreement. If they are going to make those changes then all transit in LA County should be included and he recommends also including the Board of Supervisors.

MEMBER DISCUSSION

Member Lantz stated that there was a group of riders who wrote something up for the item and sent it to the Rider's Coalition and she has it in front of her. She stated they didn't know how to submit it to Access. Chair Hagen told Member Lantz to read the text.

Member Lantz read the text as follows: "Access Services is not in complete control of its service area. Access Services provides coordinated para-transit services on behalf of the 44 transit member agencies. The service area is comprised of an aggregation of the service areas of all the member agencies. ADA requires that a complementary para-transit service area be, at a minimum, 3/4 of a mile from public transit's fixed route. ADA allows local decision makers to extend the 3/4 mile to 1.5 miles along the outer perimeter of the para-transit service area. LA County decision makers chose to take the bare minimum of 3/4 of a mile. Metro's Next-Gen proposal went to great lengths to consider the impact service changes would have in marginalized communities, creating an equity index to help them measure the impact and guide decision-making. This equity index took many factors into account, population, income, race, numbers of people without cars, etc. However, the survey failed to consider impacts on service changes to the users of Metro's para-transit system, Access Services. Instead, Metro now asks Access Services to inform them on how Next-Gen service changes will impact users on Metro's transit system as an afterthought. More resources must be put into the outer perimeters because seniors and people with disabilities often must move to those outer areas, because of cost of housing and availability of accessible or affordable housing, those are some of the factors. Metro should assure Access Services funding to continue in its current service areas and plan to expand to the 1.5 miles of fixed route."

Member Johnson made a comment by stating that when she started her job, several times she was put in a position where they moved the bus service she was taking and she had to then rely on rides to get to her commuter bus. Metro does not seem to consider the general public's needs of the disabled and seniors, who seemed to be so affected by these changes.

Member Lantz stated that when the NextGen went out to speak to groups, they went to the Independent Living Centers, and a lot of other places. She attended many of

those meetings and she heard many people speak up, saying how this would impact them personally. None of that feedback went into the study so when she reads the statement, she totally agrees with their sentiment. It is worse because Metro heard from many people and many agents, about the concerns they had for their constituents being able to even get to their day programs or being able to get to doctors and they were still not taken into consideration. She spoke to them, and they were saying that Access doesn't have to change their service lines. They could keep it exactly the way it was, and she responded that Metro insisted that Access go to the minimum requirements. Access is caught in the middle of a situation that is extremely unfair, but the main point is some of the riders have no other form of transportation. She knows that in the Valley, if they stopped service in those areas, they would be completely stuck.

F Scott Jewell made a clarifying statement by saying that Metro has not asked them to drop the service areas. At the moment, it is important for Access to go through the process and inform the stakeholders, such as the CAC, of the potential changes to make sure they are kept informed of what is going on. They want to get accurate feedback from the CAC, whether it's the form of a motion or however they want to proceed as they need to engage regional funding for the next MOU. They are still going to be serving the area because that's what they need to do, based upon what the ridership and stakeholders have meant to be moved forward. He doesn't want anyone to think Metro has asked them to stop servicing those areas.

Member Lantz responded that they are concerned and want to be sure Access is funded appropriately. The fact of the matter is that service is still needed in all those areas and that Metro should really look at expanding this 3/4 of a mile, since that's just the bare minimum that they're required by law to serve.

Chair Hagen made a comment by stating that the ADA doesn't restrict the service area or that it must be restricted to the 3/4 of a mile or even the 1 1/2 mile. The region can serve as much of the region as they want, and it is only the minimum. She thinks that's a very good point. In other words, Metro has been funding the service area as is for years and it would make no impact if they continued to fund the service area as is. She recommends they make a motion of saying, "Do not change the service area," because that is definitely a reasonable motion to make.

Member Hudson made a comment by stating that they do not change the service area because any change would negatively affect the health and safety of current riders and potential riders. She would also encourage them going to the Board of Supervisors or looking into alternative funding sources, because more and more people are having to move out of the city centers and into these areas.

Member Cabil made a comment by stating that she has not received any documents via mail because she has not been receiving them. She asked if these documents were accessible via website. F Scott Jewell responded that the presentation is posted on the

website and can also be emailed to the members. Member Cabil asked if they were on a timeframe to make a decision that day. F Scott Jewell responded they were not but he did have to present this at the next Planning and Development Committee meeting in two weeks so the more input he gets from the CAC the better. It will not be brought up to the full Board until April.

F Scott Jewell responded that they are getting everyone's feedback before developing their recommendation so that everyone can be kept informed and make the best decision moving forward.

Director Gombert made a comment by stating that this issue was something the Board has been very aware of since NextGen started developing several years ago. They attended a lot of meetings and they do want to hear from the CAC and other communities and not rush into any decisions.

Member Almalel stated that she wanted to echo everyone's sentiments. Changes in routes are always hard when they have riders on the borders of the county, and she is concerned for those areas. She agrees with looking into the extension of those service areas since COVID has really impacted the bus service routes. She agrees with everyone's sentiments about increasing the service area and taking care of the riders that have had service that are potentially going to lose service.

Chair Hagen made a comment by stating that she lives in Chatsworth, and she is in an area that will be affected by this. She will not be able to get to her doctor's appointment, her local market or even visit her friends. Even if there were concessions made in terms of riders that are currently utilizing the service, she would still not be able to be a viable part of the community, which would become an issue of complete isolation for her. She knows of at least nine people who use Access Services in her townhouse community and that impact is huge. She is not able to take the fixed route under any circumstances. For her, there would be no form of transportation, she thinks it is very reasonable for them to say that they should not further isolate people like her and her neighbors. They have a huge senior population in Chatsworth and Porter Ranch who can't move anywhere else. She lives where she does now because it was the only accessible housing, she was able to find at the time and they were able to make modifications to their home. They have nowhere to go, and they would be completely isolated. There is a Shepherd of the Hill Church, which is up by Porter Ranch, which is also going to be part of the affected areas. The people who have been going and worshiping there for years will not be able to do that anymore. She added that Metro has said that they do not want to impact any Access Service areas. They have assured them of this, and she wants to be sure that they hold them to it.

Member Cabil made a comment by thanking Chair Hagen for sharing her own personal testimony. She wanted to echo her sentiments because being that she is part of the Department of Mental Health as a client herself and a big promoter of mental health wellbeing, there is an overarching impact to people's wellbeing. That's something she

would like for Metro to consider in their decisions, how transportation is a vehicle of freedom to everyone's wellbeing. She would be more than happy to create or devise some kind of project to get that message across.

Vice Chair Matthews made a comment by stating that he echoes their sentiment on the impact this will have. The numbers don't really translate that and he thinks it's important to bear in mind that however small the community is, they are being impacted. It's important to keep that in mind when making these types of decisions.

Member Hudson made a motion that Metro should not make any changes to the service area and that other funding sources should be looked into to increase the service area.

F Scott Jewell stated that since they are not taking this to the Board for action in February and at the earliest it would be April, the sentiment between the committee and TPAC is remarkably similar in terms of not wanting to have an impact in the change of service based upon the NextGen impacts. The next step would be for Access to take what the CAC has shared along with TPAC, to the Board committee meeting in two weeks.

Member Lantz suggested that they state that the members of CAC have taken a vote and recommend that nothing be done to change the current service area for Access riders. In many cases those riders have no other form of transit available to them.

Member Lantz stated that she can't imagine that Metro could consider not having bus riders pay any kind of fee and then stop providing rides in areas of service for people with disabilities that have no other form of transit. She suggests they make sure to state they oppose and the Board opposes any change to reduce the service area that Access is serving currently and instead, recommend that they consider increasing the service area to 1.5 miles.

Chair Hagen asked them to make an appropriate motion so this can go to the Board. There was a lot of discussion on how to word the motion appropriately so they can then vote on this. Member Lantz stated that she would forward the letter to F Scott from the rider's coalition.

Veronica Guzman-Vanmarcke read off the motion as "The CAC highly recommends that the Board oppose any change to reduce Access' current service area, so we do not further isolate people with disabilities. The CAC also recommend that the Board consider expanding the service area to 1.5 miles at a minimum."

A lengthy discussion ensued between Member Lantz, Member Hudson, Member Barron and Chair Hagen on the wording of the motion. Many suggestions were made to change the wording of the motion. Chair Hagen asked staff to put forward a motion

for them with the appropriate wording. She asked that potential riders be included in the motion. F Scott Jewell responded that he would work on this with Matthew Avancena and will be sure to put it forward with all their suggestions.

Member Lantz made a motion to pass the motion as discussed with F Scott Jewell. The motion was seconded by Member Barron.

Chair Hagen made a comment by encouraging the CAC members to participate in future meetings on this issue. They need to attend and make comments, whether it's written or in a Zoom meeting. A lot of people have mentioned there is strength in numbers and being able to act.

Member Barron made a comment by stating that in the Letterman Act there is something that talks about access to the community and if there is no transit available, then how this can make an impact on that. They need to look at the language and stated that there is a larger community that is affected and what that would mean to riders.

MEMBER COMMENTS

Member Cabil made a comment on Member Hudson's mental health comment by asking about how they could go about doing something to provide mental health support to riders that will be affected by this issue. Should they extend a letter inviting other partners to join or sign on as she has seen with organizations. Is that something they would have that capability or privilege to do.

Chair Hagen made a comment by responding to the question. She responded that this would be something that people can do separately. If they want to get signatures or if they want to get letters out to others, they can draft something. Member Cabil responded that she doesn't need an answer right away but really likes this idea because she is a mental health advocate. Chair Hagen asked staff to respond to Member Cabil and Matthew Avancena said he would reach out.

NEW CAC MEMBER SELECTION COMMITTEE

ADA Coordinator of Customer Relations, Rycharde Martindale, presented on this item. He stated that with the passing of CAC member Michael Arrigo in October 2022 and also to comply with Article 3.1 of the revised CAC bylaws of May 2020 titled Membership Application Process, the task of recruiting, identifying, interviewing, and then selecting a member to fulfill the now existing vacancy should begin. This process may not be finished until after the CAC goals retreat. He has factored in enough time of how long the process will take and believes they would be able to choose and ratify a new member by May 2023.

Motion: Member Lantz

Seconded: Vice Chair Matthews
Abstained: None
Motion: Passed

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he had put in an application last year for the CAC. It should be on file and if they get the chance, to keep his application in mind. I would like to participate in the CAC or any other committee of Access Services.

MEMBER DISCUSSION

Chair Hagen stated that it seems that this timeline is quite excessive because it should not take five months to put all this together. The timeline is ending at the CAC's approval of the members, but they have not taken into consideration that it can take two or more months for the Board to approve those members. She doesn't feel this should be a half year process. From what she remembers, this application process should be a couple of weeks. She is wondering where they can announce the call for a new member announcement.

Rycharde Martindale responded that they need to take into consideration the Goals retreat that is happening soon and how much of their time this will consume. The retreat will be in February or March, and he didn't want this process to interfere with that. He would also like to elicit their help to get resources to various agencies as far as who to contact with the notices and applications for the new CAC member opening. They would need addresses, contact person and email, and therefore he could then compile a list and send that information out.

Chair Hagen made a comment by stating that she understands and appreciates his thought process. She can't imagine that the goals retreat would be any time within the next couple of months. She asked the members if they would like to advance the time of the new member selection since there are two more subcommittees that will be created. One being the new member selection and the other the goals subcommittee.

Matthew Avancena made a comment by stating that they need volunteers for the new member selection subcommittee and once they establish that, they can have a discussion on the specific timeframe for the selection. Member Cabil, Chair Hagen, Member Lantz, Member Goeman and Member Barron with Member Hudson as an alternate.

Member Hudson asked if they were still working on the goals from the last retreat and she suggested the most pressing issue now is selecting a new member.

Chair Hagen stated that she doesn't see one committee more important than the other

and believes they are both equally important. She stated that they are very short and quick meetings.

Member Cabil made a comment by asking what the alternative timeframe Chair Hagen would like to propose to advance the process. Chair Hagen responded that the subcommittee can form the timeline when they meet.

GOALS RETREAT SUBCOMMITTEE FORMATION

Director Planning and Coordination, Matthew Avancena presented on this item. He asked for volunteers to join this subcommittee. He looked back at his notes and realized they already have volunteers for this subcommittee and just confirmed if they were still going to join. He confirmed the members to be Chair Hagen, Member Shah, Member Lantz, Member Goeman, and Member Cabil. Vice Chair Matthews and Member Hudson volunteered as well.

MEMBER DISCUSSION

The volunteer members all confirmed their participation in the goals subcommittee and Vice Chair Matthews and Member Hudson were also added to the volunteers. They still had to confirm Member Shah who was no longer in attendance.

Matthew Avancena stated that he will schedule a meeting on Thursday, January 26 by sending out a Zoom invite.

OPERATIONS REPORT

Senior Operations Service Monitor, Anthony Santiago presented the Operations report. He provided statistics and highlights for the month of January. He stated that some of the highlights were that the Board approved the Public Transportation Agency Safety Plan, also known as PTASP for Access, which outlines how the agency will endeavor to maintain a safe environment using the safety management system principles as championed by the federal government. He also stated that Metro released a Board report, which included the possibility of 45 million in future funding for Access electric vehicle fleet and charging infrastructure in relation to the 2028 Olympic and Paralympic games, which will be held in Los Angeles. First Transit hosted the holiday safety campaign at their site with the theme of protecting your joy during the holiday season. This safety campaign focused on driving safely during the holiday season and being aware of distractions on the road. There were also goodie bags and lunch served during this campaign to show appreciation to their staff during the holiday season. The photograph shared on this slide is a group photo of the First Transit safety team in their festive attire during one of their safety campaigns.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Chair Hagen thanked him for his great presentation.

MEMBER COMMUNICATIONS

Member Almalel made a comment by wishing everyone a happy new year and saying that she was grateful for the group who serves the community and champions those who can't speak for themselves.

Member Barron stated that he was excited for the great work they will do this year.

Member Cardona wished everyone a happy new year.

Member Aroch wished everyone a happy new year and told them to stay safe.

Member Cabil made a comment by stating she is an Antelope Valley representative and is excited to start the New Year off with them as a member. She is looking forward to continuing to make progress and keep holding up the light and making a difference in the community. She thanked Access and all the providers. She also stated that she sent Veronica Guzman-Vanmarcke an email with some resources related to these weather conditions so that she may share it with them.

Member Goeman made a comment by wishing everyone a happy new year and told them to be safe with the bad weather.

Member Hudson wished everyone a happy new year and she looks forward to working with everyone this year.

Member Johnson made a comment by wishing everyone a happy new year and she expressed a sincere thank you to Chair Hagen, Rycharde Martindale, Veronica Guzman-Vanmarcke and Matthew Avancena for helping her with all the technical difficulties she has been having.

Member Almalel made a comment by commending her driver, Kia Games from the West central division and she did a really great job at driving her around in the rain.

Chair Hagen thanked all the members of the committee. She is really touched by the camaraderie and thoughtfulness of all the members that have participated in the subcommittees and the meetings.

SUBCOMMITTEES UPDATE

Matthew Avancena gave an update on the three subcommittees and what they are working on. He gave an update on the Communications subcommittee first. He stated that they sent the draft script to Josh Southwick and Peter. They have made some changes to it already to tighten up the script. They asked Mike Greenwood and Susanna Cadenas to review the script and it is looking good so far. They need to include a couple of items on call outs and reservations.

In the Operations subcommittee, there was a presentation from Garrett Rodriguez on no shows and some of the issues. They discussed ways to improve this issue and they will introduce a segment on how to avoid a no show and what it actually is.

The Eligibility subcommittee is focused on the automatic renewal process. F Scott Jewell and Karen Gilbert were in the meeting and they will be gathering data which they will present to the subcommittee at the next meeting.

PUBLIC COMMENT

Fernando Roldan recommended that when it comes to no shows, especially during crazy weather is to give tips. He would advise to tweak the policy a little bit to make sure people don't get no shows, especially during the rainy season.

MEMBER DISCUSSION

Member Hudson made a comment by stating that some of the most difficult addresses turned out to be statistically proven to be difficult.

Member Johnson asked how to avoid a no-show despite the crazy weather since they do need to be outside to wait for their rides. She would like to hear some tips on how to avoid this because they are asked to be outside not only in the rain but in hot weather as well.

Rycharde Martindale volunteered to call Member Johnson to explain and help her.

Mike Greenwood suggested Member Johnson volunteer for the Operations subcommittee to be able to hear her suggestions on the subject of no shows.

Chair Hagen stated that they do not have a spot open but she can join as an alternate. Member Hudson stated she could take her alternate spot. She also asked them to resend the list of volunteers per subcommittee so that if anyone would like to join a committee or be removed, they can do so.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Cabil made the motion to end the meeting. There was a second by Member Johnson. The meeting was

adjourned at 3:10 p.m.