

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 10, 2023

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/89076496837>

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

Meeting Number - 890 7649 6837

***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
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
20	5.	Next Gen Impacts - F Scott Jewell	Possible Action	
15	6.	New CAC Member Selection Committee - Rycharde Martindale	Action	13
20	7.	Goals Retreat Subcommittee Formation - Matthew Avancena	Action	
20	8.	Operations Report - Anthony Santiago	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 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, January 10, 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/89076496837>
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
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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 1:07 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.

CAC Members Not Present: Scott Barron, 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 Goeman 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.

Chair Hagen stated that in January they honored Carlos Benavides from Rancho Los Amigos and there is a lot of great work being done there. She is happy to see that it will be applied in different places once it's approved, like Union Station and Gateway Plaza.

Member Johnson asked what the face recognition on the app is going to do and will this replace the Access card. Thomas Lee responded that this would be just to recognize the rider as they enter the vehicle.

Chair Hagen 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 this would be an option

and they could show the QR code to the driver as well.

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 that the rider is the right person or if they show the QR code on the tablet then this can also 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.

Chair Hagen stated that if someone is interested in using this option, then they could opt in or out depending on if they have the app. Mr. Lee responded that this was correct.

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 looked into the technology "way around/public places" as an option to look help them with this. It is a pilot program that might help them, and she can put them in contact with Thomas Lee to help with the development of this program.

Member Hudson stated that on her own iPhone she has trouble using facial recognition, so she is concerned about using this. Chair Hagen responded that the technology she uses, "way around" 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 testing process and will be sure that it is accessible to everyone.

Chair Hagen stated that a driver grabbing a rider's phone to bring it up to the tablet is not 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 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.

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 open 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 asked how they were working on the facial recognition and getting it to work better. Thomas Lee stated that sometimes using 5 different angles helps the facial recognition to work better.

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

Member Lantz stated that the increase in the stipend is beneficial because the CAC members give a lot of their time and effort to the committee. She also thinks that the raise could also be an incentive to bring better qualified people to be committee members.

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 asked if for it to not change someone's benefits, there was an option to have the stipend in the form of gift cards instead. 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 the emergency mandate were to be lifted, would they be attending meetings in person. 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 if they could go back in person, then the stipend would not be enough to cover travel expenses.

Chair Hagen responded that they could revisit this issue once they know what the future holds since they can't decide just yet.

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 or even if a CAC member decided not to be paid for one of the meetings.

Member Shah made a motion to increase the stipend by \$25 dollars a month 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 award appreciation of the staff. Garrett Rodriguez stated there were more, but he just chose one picture. Chair Hagen stated that she is concerned with the on-time KPI because it is one of the most important ones.

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 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 with the eligibility issue those that have a permanent disability or advanced age, they should not have to go through the eligibility process all over again.

Chair Hagen added that although they know they have the auto renewal option, it is not always applied as regularly as it should be.

Member Lantz stated they just don't have a good system in the auto renewal being utilized consistently. People are still being required to go through the eligibility process despite having this option.

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.

JANUARY 10, 2023

TO: COMMUNITY ADVISORY COMMITTEE (CAC)

FROM: RYCHARDE MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS

SUBJECT: CAC NEW MEMBER SUBCOMMITTEE OVERVIEW AND UPDATE

ISSUE:

With the passing of CAC Member Michael Arrigo in October of 2022, and to comply with Article 3.1 of the revised CAC Bylaws of May 2020: Membership Application Process, the task of recruiting, identifying, interviewing, and then selecting a member to fulfill the now existing vacancy should begin. Though this process will begin shortly, in consultation with the CAC Chair, this process may not be finished until after the CAC Goals Retreat. The following proposed schedule provides a brief overview of the process of how a new member is selected and ratified for a position on the CAC.

BACKGROUND:

Tentative Schedule of Events:

Wednesday, February 1, 2023: Access Services publishes, announces, and distributes Notice of a vacancy on the CAC.

Tuesday, February 14, 2023: The CAC Chair will be asked to appoint 3-5 volunteers to make up the Member Selection Subcommittee (MSS) to begin this process.

Monday, April 10, 2023: Preliminary meeting for MSS to review status of process.

Tuesday, April 25, 2023: MSS screens applications and selects applicants to interview.

Tuesday, May 3-4, 2023: MSS interviews and then selects their choice for ratification before the full CAC.

Tuesday, May 9, 2023: tentative ratification vote by the CAC for new member.

RECOMMENDATION

Chair to appoint volunteers at the February CAC meeting and CAC file item for future reference.