

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 14, 2020

1:00 pm - 3:15 pm

**\*Webinar - please see note below**

| <i>Time</i> | <i>Item</i> | <i>Description/Presenter</i>                                      | <i>Disposition</i> | <i>Pages</i> |
|-------------|-------------|---|--------------------|--------------|
| 10          | 1.          | Call to Order/Roll Call   | Action             |              |
| 5           | 2.          | Review & Approval of Minutes of June 9, 2020                      | Action             | 4-11         |
| 8           | 3.          | General Public Comments   | Information        |              |
| 7           | 4.          | Board Member Report/Theresa De Vera                               | Information        |              |
| 15          | 5.          | COVID-19 Update & Service Restoration - Matthew Topoozian         | Presentation       |              |
| 15          | 6.          | Accessible Traveler Mobile App Grant - Bill Tsuei                 | Presentation       |              |
| 17          | 7.          | Parents with Disabilities Program Alternatives - F Scott Jewell   | Information        |              |
| 10          | 8.          | Officer Nominations/New Member Subcommittee - Rycharde Martindale | Possible Action    |              |
| 8           | 9.          | Access Community Meetings - Yael Hagen                            | Information        |              |
| 10          | 10.         | CAC Subcommittee Update - Matthew Avancena/Kurt Baldwin           | Possible Action    | 12-15        |
| 15          | 11.         | Member Communications   | Information        |              |
| 10          | 12.         | Proposed Fare Coupon Design - Josh Southwick                      | Information        |              |
| 5           | 13.         | Adjournment   | Action             |              |

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*seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.*

*Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.*

*The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.*

*"Alternative accessible formats are available upon request."*

**\*NOTE**

## **NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES**

Pursuant to temporary revised Brown Act requirements, CAC committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - [CAC@accessla.org](mailto:CAC@accessla.org) or 2) via US Postal

mail by addressing it to - Access Services CAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Tuesday, July 14, 2020 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

How to Provide Public Comment in a CAC Meeting via Zoom:

#### Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html). Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer.
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
4. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

#### By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html)
2. 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.
3. 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.

**MINUTES**  
Community Advisory Committee (CAC) Meeting  
June 9, 2020  
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Tina Fofoa called the meeting to order at 1:15 p.m.

INTRODUCTIONS

**CAC Members Present:** Chair; Tina Fofoa; Kurt Baldwin, Liz Lyons, Maria Aroch, Yael Hagen, Gordon Cardona, Jesse Padilla, Wendy Cabil, Olivia Almalel, Rachele Goeman, Michael Conrad and Terri Lantz.

**CAC Members Not Present:** Michael Arrigo, Marie-France Francois

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, LaTisha Wilson, F Scott Jewell, David Foster, Josh Southwick, Matthew Topoozian, Mike Greenwood.

**Guests Present:** List not available

REVIEW & APPROVAL OF MINUTES

Chair Tina Fofoa asked for a motion to approve the May 12, 2020 minutes.

Motion: Member Conrad  
Seconded: Member Lyons  
Abstentions: Member Hagen  
Motion: Passed

PUBLIC COMMENTS

No public comments.

## COVID-19 UPDATE

Emergency Management Coordinator, Matthew Topoozian, gave an update on Access' COVID 19 response. He discussed the new procedures implemented in response to the Coronavirus pandemic.

## MEMBER DISCUSSION

Member Lantz made a comment by stating that she was proud of Access for everything they have been doing to make sure that riders have the service they need, especially during this time period. She asked what the six areas that they're not delivering in where. Matthew Topoozian responded by stating that they are actively delivering in all five regions other than Santa Clarita.

Member Lantz asked if the deliveries were not being made in Antelope Valley. Matthew Topoozian responded that they were working with Project Door Drop in the Lancaster area and the Antelope Valley, to also deliver grocery boxes in partnership with some of their food vendor partners in that region. They do coordinate with six different organizations, and the County of Los Angeles does have a program separate from the organizations that Access is working with in order to cover the entire county, including unincorporated areas. Therefore, Access is only working with or making deliveries on behalf of six organizations that cover those regions.

Member Cardona made a comment by stating that on Sunday, May 31st, he noticed the online reservation system was down, and this was early in the afternoon, so he had to call. Matthew Topoozian responded that the online reservation system was not active during the times of restrictions due to the curfew, but it is back online and there's no restrictions.

Member Lyons asked a question about the same day pick up and the 45 minute timeline. Matthew Topoozian responded that the time period between the actual transaction at the curbside pickup location and when the transaction is complete varies. Sometimes the curbside pick-up transaction is completed quicker.

Member Hagen asked if the package restriction has been lifted for this time. Was it also lifted for everything else except for the curb side pickup? She also asked if with the same day services that are being booked, they are tracking two different types of same day services. She just wanted to make sure that in the statistics, they are counted as separate. Matthew Topoozian responded that the package restrictions were more relaxed and that they are tracking the same day trip and a curbside pick-up trip separately.

Member Padilla asked if there were any problems that occurred while scrambling to get riders home during curfews or was it successful with no further issues. During the curfew with the reservation center being down, he asked if there were any issues. Matthew Topoozian responded that system wide, overall, there were minimal delays in response

to the curfew. He added that only the online booking service that was down. Member Padilla added that when you call reservations, it does not say anything about the same day service. Mr. Topoozian responded that they were in the process of updating that on the reservation lines and that he would take that back to his operations team.

Member Hagen made a comment by asking about the utilization of the information line. She asks that this information be provided on the reservation line as well so that people know where to call and get information. She asked if Access has been actively pursuing, trying to do some online community meetings to let people know about the changes made. Mr. Topoozian responded that as far as the information line, he can take it back to the public information officer and that team as a recommendation. As far as the community meetings, he would have to defer to the other members of his team and hopefully have a response at a later time.

#### OFFICER NOMINATIONS SUBCOMMITTEE

ADA Coordinator, Rycharde Martindale, gave an update on the process to choose a subcommittee for officer nominations.

#### MEMBER DISCUSSION

Member Hagen asked when the elections were supposed to take place. Rycharde Martindale responded that the bylaws call for the elections to happen before September so they are looking at the August meeting. Member Hagen asked if the election was for Vice Chair. Rycharde Martindale responded it would be for both Chair and Vice Chair.

Member Goeman asked that if there was anyone they wanted to nominate, would they simply email him the nomination. Rycharde Martindale responded that he would be calling each individual CAC member to get any nominations.

#### CAC SUBCOMMITTEE UPDATE

Director of Planning and Coordination, Matthew Avancena, introduced Member Baldwin to give an update on their meeting in June. Member Baldwin stated that they came to agreement on about four of the recommendations that they've been working on. They don't want to present it until they decide on all of the recommendations and if there are recommendations they can't come to consensus, they just won't make that recommendation. He is hoping to iron out their differences on the remaining recommendations by the next subcommittee meeting to have something to present at the following CAC meeting.

Member Baldwin also asked about the response update on the 10 miles for the same day pickup. He knows that in the eastern side of the Antelope Valley, you can't get to something within 10 miles. It takes at least 25 to 30 miles to get into Palmdale or Lancaster so that pickup distance isn't going to do people any good. He asked if an exception can be made for the eastern part of the Antelope Valley. He also agreed with

Member Cardona concerning the online option being shut off because of the curfew because not everybody can use the phone. There should be other options available and he suggested texting.

### COUPONS UPDATE

Communications Coordinator, Josh Southwick, discussed the new coupons. He explained that they added a third coupon book and described the specifics.

### MEMBER DISCUSSION

Member Goeman asked why they were changing the coupons. She misunderstood what the third coupon was for. Josh Southwick clarified that this was a Flex coupon for \$2 dollars.

Customer Relations Manager, Susanna Cadenas, responded that in the Antelope Valley they don't have the ability to buy any \$2 dollar coupons so they decided to create one and also update the existing coupons to make them more user friendly. Member Goeman asked if the existing coupons are still valid and Susanna Cadenas responded that they would until they ran out.

Member Hagen asked what the exact dimensions of the new coupon was and if it would be possible to fit in a wallet. She also expressed that she wished that all the coupons were not the same size because riders with visual disabilities would have trouble differentiating them. She also wonders about people with cognitive disabilities and she thinks having them all the same size will be a source of confusion, even if they were tactile, because the tactile utilizes memory that's very different than the size. Josh Southwick responded with the correct size specifications they were increasing the coupons to and the reason for the increase was because of the font size on the coupon.

Member Lantz made a comment by stating that the new coupons would be difficult to use by a lot of people with Cerebral Palsy or Parkinson's or a variety of disabilities. She feels that if you are visually impaired or colorblind, the new coupons would not be as user friendly. She doesn't think it is the most creative solution to this but she is happy to hear about the new Flex coupon for people in Antelope Valley. She just wished they had spent a little bit more time on how best to differentiate the coupons, because there are people who can't read or have other disabilities.

Josh Southwick asked Member Lantz if why she feels like the color difference on the coupons would not help to differentiate them better. Member Lantz responded that for people with visual disabilities it wouldn't matter but if there was a difference in sizes this would be of help. Josh Southwick responded that the Flex and the Base coupons would be the same size, and the Plus coupon would be a different size.

Member Hagen made a comment by stating that if the both Zone coupons could be smaller it would be great. She also asked if they could do a double sided coupon so they

can fit more information on the backside of a coupon to allow the larger print, on a smaller coupon. Josh Southwick responded that if they decide to print double sided, they might run into issues with printers and costs but they can look into it. They do need to maintain a fourteen point print on the coupons.

Member Conrad made a comment by stating that he doesn't like that they will all be the same size and he has a concern on expiration dates of the current coupons. They should extend the time limit on the old coupons. Susanna Cadenas responded that they can always do an exchange if the old coupons do expire.

Member Cardona expressed that he thinks the reservation number should be on the back of the coupons. That might be a good reason to have two-sided coupons.

Member Padilla made a comment by asking what the Flex Coupon was and he also asked, if there would be some sort of orientation how to use the new coupons because they look confusing. Josh Southwick responded that they can probably put together a short video to help explain the difference in the coupons.

Member Hagen made a comment concerning some holes on the coupons and how this can create some tearing when inserting them into wallets. She recommends another option would be to make them tactile. Josh Southwick responded that they thought about putting dots but it would also be a problem when putting it in a wallet. Member Hagen suggested that maybe the corners could be rounded or slanted corner or a sticker could be another option. This would be only for the Base coupons and not the Zone.

Josh Southwick asked if every CAC member felt comfortable with moving forward with this project, taking into consideration the changes.

Member Goeman made a comment by stating that she has trouble gripping things and if there's not enough differentiation between the \$2.75 and the \$2 Base coupons, she thinks that's going to be a huge problem for her.

Member Hagen responded that most people would either use the either or of the Base coupons but not both of them. The only people who would really need both, are those who are traveling on a regular basis between the Antelope Valley region and other regions. If there is a rider who transfers a lot, then they would need the three coupons.

Member Padilla asked if someone would be transferring from Santa Clarita and Antelope Valley, how many coupons would they need. Member Hagen responded that to him with those details.

#### PARENTS WITH DISABILITIES UPDATE

Director of Administration, F Scott Jewell, gave a presentation on the item and all the changes to come.

## MEMBER COMMUNICATION

Member Baldwin made a comment by stating that he originally thought the proposal that went to the Board was tabled and then it was scaled down not to exceed a smaller amount of money. Then there was a shutdown of the schools. He thought that the program was supposed to begin in June but it didn't happen since there is no school at the moment. He wonders why they can't just start the program in September so they know the actual cost of the program instead of just cancelling it.

F Scott Jewell responded that because they do not have the money to provide the program they are not able to move forward on it. The PWD program was contingent upon specific funding being awarded by the Metro Board as part of their normal budget process. That budget or that grant award has not occurred. The Board may give alternatives to the agenda that was released for the next meeting and they could decide to ask the current contractor to continue to program if they still need to.

Member Baldwin made a comment by asking why they don't delay the contract until schools starts again. He doesn't understand why they have to make a decision about the program and start something different right now when there is no school.

F Scott Jewell responded that they have a contract that ends June 30th, which means the Board would have to take action to do something about that contract if they so desire at the meeting on Monday. In terms of moving it, the contract was specifically granted and contingent on it being paid for by Metro. This means they can't move forward or even award that contract until that money is available to Access, which would not happen until at the earliest September of 2020. The most they can do is to provide the options to the Board as they have laid them out in order to try to find alternatives to continue the program.

Member Baldwin stated that the reason for this extension was because Metro put off the budget until September or the end of October. Since they made that shift, why not shift what Access is doing, then they'll have the opportunity to go advocate at Metro to get this funding. F Scott stated that in staff's opinion, in terms of budget, they feel this is the most appropriate way for them to move everything forward. He stated that there are aspects of the program that are already in place, in terms of scheduling to arrival, no shared rides, lower fares. These are aspects that they will approach the contractors about to see what is feasible for them and what the pricing would be to provide for those types of services. Once they get that information back, they will break that down for the Board. They will be clear on what is feasible and what's not and then they will be able to make an informed decision in July on how to move this forward.

Member Baldwin expressed his concern on the decision they have taken to this situation. If the budget got delayed by Metro, it is unfair to go forward with a decision to end the program without giving advocates a chance to advocate for adequate funding. He thinks it's ill-advised.

Member Lantz stated that for many riders they are not really going out. Public comments become more difficult to submit and if they don't know what's being proposed, they can't really write public comments. She is not sure that the public has been given a fair opportunity to comment on this issue and that can be a real problem.

Member Aroch stated that she would submit a comment in writing.

Member Conrad made a comment by stating he agrees with Member Baldwin that it doesn't make sense for them to make a decision on this without knowing what Metro's budget is going to be.

Member Hagen made a comment by stating that Metro did not make Access take this decision and they also didn't say they were not going to fund it and the members should keep this in mind. Another point is that the Access services Board had this option in front of them back in December. They could have, if they wanted to integrate it into the contract. It was given to the Board again in February, they decided not to do that. This is also something to remember.

Member Cardona agrees with Member Baldwin.

Member Padilla also agrees and shares Member Baldwin's concern.

#### MEMBER COMMUNICATION

Member Almael made a comment by stating she hopes everyone stays safe.

Member Baldwin stated that he hopes everyone stays safe.

Member Cardona stated he has really been enjoying the direct rides.

Member Conrad stated that he had to wait over an hour since there is no share rides. The drivers are doing only one rider at a time so it is more time consuming for them.

Member Aroch stated she hoped everyone was continuing to stay safe.

Member Goeman made a comment about the no share rides and the same day service, in that they need to include veterinary appointments. Her dog got really sick and she was almost not able to get a same day ride and her dog almost died. It was very serious and she believes it's important because her dog is a service animal. They need to inform their contractors that this is part of the same day ride service.

Member Hagen invited everyone to weekly PASC workshops that take place every Friday via Zoom at 1:30 pm. The next workshop is about resilience and wisdom with seniors and people with disabilities. More information can be found on their website.

Member Lantz thanked everyone for doing a good job and the creativity in which they've

made things possible. The need to continue in that way of how to creatively enable people to live their lives as independently as possible. She has a couple of websites that are giving information for people with disabilities, [disabilityrightsca.org](http://disabilityrightsca.org), which is disability rights, California. They have a lot of good information on COVID-19, but it also has a lot of good information on people's rights and regarding housing, regarding a lot of issues that have come up because of COVID. She also recommends [cause.org](http://cause.org) that has a lot of good information on voting as well, because people have the options to vote as safely and securely as possible.

Member Padilla stated that it was great to see everyone on Zoom and he can't wait until they all come together in person.

Vice-Chair Fofoa thanked everybody for making their presentations and all the members for their comments and questions. She thanked Access staff for this meeting and thanked everybody that came on the Zoom meeting.

Veronica Guzman-Vanmarcke made a comment by informing everyone that there is an infoline number (213) 270-6110, that they can call for meeting information. Member Hagen asked if this number was provided on the reservation hold message. If not, it should be because not everyone can read the number on the website especially if they are visually impaired. Veronica Guzman-Vanmarcke stated that Mike Greenwood, would know if this was on the on hold reservation line.

#### ADJOURNMENT

Vice-Chair Fofoa asked for a motion to adjourn the meeting.

Motion: Member Goeman  
Second: Member Baldwin

The meeting adjourned at 2:52 p.m.

JULY 14, 2020

TO: CAC  
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION  
SUBJECT: CAC SUBCOMMITTEE UPDATE - JUNE 2020

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**BACKGROUND:**

On Tuesday March 12, Access' Community Advisory Committee (CAC) held their first Goals Retreat at the Los Angeles River and Gardens. The CAC Goals Retreat, facilitated by current CAC member and former Access Board member Kurt Baldwin, focused on a number of areas.

One of the areas CAC members wanted to discuss was the interrelationship of the Access Board, the Community Advisory Committee (CAC) and the Quality Services Subcommittee (QSS). The CAC is one of two advisory committees created by the Board to advise them on policy matters while the QSS was created by the CAC to monitor the service quality of Access' paratransit services.

On March 21, the CAC Goals Retreat subcommittee comprised of Kurt Baldwin, Yael Hagen, Terri Lantz, Maria Aroch, Tina Foafoa and Access staff, Matthew Avancena held a follow-up conference call to discuss next steps. More specifically, the subcommittee members discussed the suggested goals that came out of the retreat and discussed ways by which the CAC could take action by either creating a subcommittee(s), deferring the issue to the QSS and/or tasking the CAC to take up the issue at future meetings.

At the April 9 CAC meeting, the CAC took action and formed subcommittees and tasked the QSS and the full CAC committee to work on various issues. The subcommittees are as follows:

1. **Bylaws/Process subcommittee** - this subcommittee will be tasked to review issues such as:

- CAC attendance/participation process
- Public participation
- Meeting duration
- CAC agendas and standing items (and its order in the agenda).
- Volunteers for a QSS Liaison

2. **Operations Subcommittee** - this subcommittee will be tasked to review issues such

as:

- Missed trips and No shows
- How to avoid long rides
- Routing and miss-matched rides
- Improve stand signs and improve identification e.g. geo locating
- Clear communication to riders and drivers regarding locations
- Expanding locations at key venues

**Discussion topics be included in upcoming agendas:**

- How to improve negotiation of pick up time.
- How to improve provider and rider training.
- The script for the on hold information.
- The video vignettes

**QSS Tasks/Projects - The QSS has been tasked with the following issues**

- Develop recommendations on what a same day trip would look like; enhancing services or a premium service could be a brokerage model on how to be able to offer same day trip services.
- Expanding the functionality of the where's my ride app.

### **SUBCOMMITTEE UPDATE:**

The following is the most recent summary of the Operations and Bylaws/Process subcommittee conference calls courtesy of subcommittee Chair Kurt Baldwin:

**Subject:** Summary of May 27, 2020 CAC operations subcommittee

Subcommittee members present; Yael Hagen, Kurt Baldwin, Dina Garcia, Maria Aroch, Mike Conrad, Jesse Padilla and assigned ACCESS staff present; Matthew Avancena, Mike Greenwood

Others present; Rochelle Goeman, Rogelio Gomez, Susanna Cadenas, Rycharde Martindale Essington, Veronica Guzman-Vanmarcke, Randy Johnson

We had a brief Update on Access Services Covid19 Response.

Mike Greenwood gave a brief update on Access Services Covid19 response. Ridership is up, same day trips are being utilized and some, less than 15, contractor staff and a few riders have disclosed positive results from testing. Access has completed over 80,000 food deliveries across 6 programs however no new programs will be added and as ridership increases Access will shift resources to provide trips for eligible riders. Access will be implementing a pick-up service for certain goods and services, this will be

counted as two one-way trips. With few exceptions Access will require wearing face masks.

We continued our discussion of current Draft of the Subcommittee recommendations. The Subcommittee came to consensus on three of the recommendations we have been working on.

1. Routers (may not be called router) must consider the mobility needs of riders and avoid mismatching riders with routes. The definition of mismatched trips should include, not just a capacity issues (not fitting on the vehicle), but also the order riders are scheduled to embark and disembark so riders do not needlessly having to get off and back on the vehicle and for those that need to transfer to a passenger seat from a mobility device.

2. When a road supervisor is available the road supervisors should in a timely manner, in order to maintain comparability, pick up riders whose connections were missed due to provider error or stranding for other reasons, and take the rider to their destination in order to avoid diverting another vehicle to pick up the rider.

3. Require providers to contact a rider if the vehicle is going to arrive 30 minutes after scheduled pick up time. This must be reinforced at regular staff meetings. A rider should be offered the opportunity to decline the trip with no late cancellation penalty but must not be encouraged to cancel by the provider.

4. We have not come to consensus on one recommendation, "ready to proceed." We are continuing to discuss the merits of connecting more riders with their trip and the impact on other riders scheduled for that vehicle.

On two recommendations we have asked for more information, Mike Greenwood is going to look for what is possible.

5. Make the notes the driver has about the trip have extra importance.

6. Create a direct communication between the driver and rider. (Or other technology to help riders connect with the pickup vehicle. We plan to seek more expertise on how that could be accomplished. Mike reported that they are looking into the ability to geo-locate riders using the where's my ride app)

And we have not discussed recommendations on the following.

1. Develop methodology to be used to hold contractors accountable in efficiency of routing using ratios of location to location distance compared to actual miles traveled from origin to destination. (This could be like the information provided by Melissa to show how routing can create a 1 to 1 ratio, an efficient routing, to a poorly planned routing that produced higher ratios including 7 to 1 ratio. (or limit share rides over two hours) include report to CAC and encourage provider.)

2. Comparable travel time to fixed route should include the wait time from the negotiated pick up time to the destination instead of from the time rider boards the vehicle and the vehicle departs.

3. Stand Signs and Locations