

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 12, 2022

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/89804597033>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - 898 0459 7033

*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 June 14, 2022	Action	5-14
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
15	5.	TNC Overflow Service - Hector Rodriguez	Presentation	15-19
15	6.	Proposed Framework for Same Day Service - CAC/Access staff	Information	20-21
15	7.	PWD Update - Eric Haack	Presentation	
10	8.	Operations Report - Gina Breceda	Information	
15	9.	Formation of Eligibility Subcommittee - Matthew Avancena	Action	22-23

10	10.	Officer Nomination Subcommittee Update - Rycharde Martindale	Information
10	11.	CAC Board Report - Matthew Avancena	Information
8	12.	Member Communications	Information
8	13.	Communications Subcommittee Update - Matthew Avancena	Possible Action
8	14.	Operations Subcommittee Update - Matthew Avancena	Possible Action
5	15.	Adjournment	Action

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

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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, July 12, 2022, so they can be read into the record as appropriate.

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

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

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/89804597033>
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:

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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.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting June 14, 2022 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:00 p.m.

INTRODUCTIONS

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

CAC Members Not Present: Vice-Chair; Gordon Cardona

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Garrett Rodriguez, Mike Greenwood, Rycharde Martindale.

Guests Present: None

REVIEW & APPROVAL OF MINUTES of APRIL 12, 2022

Chair Goeman asked for a motion to approve the April 12, 2022 minutes.

Motion: Member Hudson
Seconded: Member Padilla
Abstained: Member Hagen, Shah
Motion: Passed

REVIEW & APPROVAL OF MINUTES of MAY 10, 2022

Chair Goeman asked for a motion to approve the May 10, 2022 minutes.

Motion: Member Padilla
Seconded: Member Hudson
Abstained: Member Hagen
Motion: Passed

GENERAL PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he wanted to thank and acknowledge Rogelio Gomez. He's been really instrumental in assisting with some matters as it relates to Access. He also stated that it would be helpful if Access would provide the mobility training to the drivers so they can better assist the visually impaired.

BOARD REPORT

Director Martin Gombert gave the report by stating that he would talk about what they would be addressing at the next Board meeting. The FY 22/23 budget would be discussed as would purchasing 253 paratransit vehicles. They are getting behind on getting new vehicles because of chip shortages and what's going on in the world. Another item which may be talked about is supplemental compensation for subcontracted trips. Basically, the taxi drivers would get an increase of \$3.50 to reflect the rapid rise in gasoline prices. He thinks that's effective back to April 2022. They are looking forward to closing out 2022 and moving on to the next fiscal year.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that at the last Board of Directors meeting he made a suggestion that Access should acknowledge the Juneteenth holiday. Unfortunately, it appears that it's not going to be acknowledged and he wanted to take a couple seconds to state how significant it is in African American culture. He believes it is a little distasteful and disrespectful to their African American culture not to observe it as a holiday. He asks that consideration be given, or at least if Access can identify whatever date they're going to acknowledge the national holiday of Juneteenth. Director Gombert encouraged him to participate at the Board meeting next Monday the 20th. He stated that they will be talking about this issue in a substantive way.

MEMBER DISCUSSION

Member Padilla asked what Director Gombert meant by telecommunication meetings. Director Gombert responded that to do meetings by Zoom the agency has to pass a resolution every 30 days or less to allow that to happen. They recently had a meeting to pass a resolution allowing them to continue telecommunication meetings by Zoom for the next 30 days. It's really a bureaucratic thing.

Member Shah made a comment by asking how far in advanced will they be informed before there is a rate increase for riders. Director Gombert responded that they don't foresee any increase in the near future, and it would only happen at the beginning of the fiscal year. He believes there is a 5-6-month process even then when it is accepted.

Matthew Avancena clarified that Access doesn't have any plans to increase fares anytime soon. There is also a clause that Access doesn't increase fares unless Metro does theirs.

Member Lantz made a comment by stating that the reality is that there are about 17 people that passed away from Covid in L.A. County today and that Covid is still predominant. She appreciates the wisdom of the Board and Access to meet via Zoom.

OPERATIONS REPORT

Operations Service Monitor, Garrett Rodriguez, presented the operations report. He stated that Access was always looking for ways to improve the rider experience. They recently improved the lost and found process. Tags and logs are used to better track items and drivers are expected to check the vehicle upon rider exit to minimize lost items. An example of a lost and found tag is shown on the slide, which is a green tag with the Access logo that has fields to capture important information such as the rider's name and ID number, the date found, and a description of the item. The hours to retrieve items have been expanded to 8:00 AM to 5:00 PM, seven days a week. Finally, critical items such as medication or prescription glasses are now expected to be delivered to the rider's home by the contractor. A new Access stand sign was installed at Long Beach Airport directly across the main terminal at the center divider. A list of all Access stand signs is on the website at accessla.org. Staff continue to monitor the performance of the new contractor in the Antelope Valley, First Transit, which started service on May 1st. Staff has been very pleased with the performance of the contractor, which has delivered improved on time performance to the region. Special thanks to Southern region contractor, Global Paratransit, and the West Central region contractor, California Transit, for lending two of their staff members to the Antelope Valley to share vital knowledge and assist with the transition. Vicente Pena joined the Operations team from Risk Management at Access.

Mike Greenwood gave an update on driver resources. He stated that maybe riders have noticed that service is not at the high level that they are accustomed to. The contractors continue to be short on drivers as the service industry continues to struggle to find workers. In response, Access is taking several items to the Board next week to attempt to assist the contractors to be more attractive to potential drivers, to retain the drivers they already have, and also, to help recruit for other essential positions. One initiative would raise the per trip rate for subcontractor drivers, such as taxis, as Director Gombert recently mentioned. This is in response to increased gas prices, which come out of the taxi driver's pockets, as well as the recent increase in taxi rates approved by the city of Los Angeles. The other initiative would be part of the FY 23 budget and would allow contractors to raise wages by several dollars per hour. Access' Northern region contractor, MV, is now using a transportation network company, or TNC, known as Silver Ride. They have five vehicles and five drivers that are already in revenue service, and they completed more than 540 trips in the first month of their operation. This is just an example of the contractors looking to find new drivers anywhere they can

that meet the requirements. Access has been having ongoing discussions with Uber to see how they may be able to use them. One possibility would be to have them available to the operations monitoring center, or OMC, to use for backup trips to resolve some stranded rider situations. They are also investigating if Uber could also do some regular next day trips through a rider opt-in process. They will provide more details to the CAC in next month's meeting about this exciting opportunity. One final option on the table is to make use of more non-certified taxi cabs on days when the contractors are not meeting performance standards. Access has occasionally done this on an emergency basis in the past, but they are looking at the pros and cons of doing this more frequently.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he thinks that the operational value of the OMC is not good. He believes they will save money by disbanding that operation. He also wanted to know what was needed to determine the necessity for an Access stand. He would like to know more information on this.

Jose Espinosa made a public comment by stating that he wanted to speak about the mask mandate that Access has. He stated that masks should be optional, and they should make it like that on rides. He understands that there are individuals that are more prone to get sick but for those that are vaccinated, they should be able to remove their masks. Access should consider a change to this policy.

MEMBER DISCUSSION

Member Hagen made a comment by thanking Mike and the team. She appreciates the much improved lost and found process and policy.

Member Hudson made a comment by asking for clarification on the driver shortage. She asked if non-certified meant that they had experience with people with disabilities or not. Mike Greenwood responded that they are not currently certified to do Access trips, but they are experienced taxi drivers regulated by the city of Los Angeles's Taxicab Commission. They could be fairly new to driving a taxi or they could be a 20-year veteran of the taxi industry. Since they're certified by the city Taxicab Commission, they do have background checks, they are put in a drug and alcohol testing pool, they do get some level of training. It's just not at the level of Access drivers and this would be an opt-in process where riders would agree to get a ride by a non-certified taxi. This is just something they are currently exploring.

Member Padilla stated that he is glad to see that they are finally looking into Uber as part of a backup service to prevent stranding.

Member Hagen asked if taxis and the opt-in will there be any wheelchair accessible vehicles as a part of that. She still believes there is still a value, even if there wasn't just because then it will free Access Services vehicles that are accessible to do those trips.

Mike Greenwood responded that he hopes so but there may not be any of those vehicles available to dispatch.

Chair Goeman was very glad to hear the lost and found is being improved.

MASK MANDATE

Mike Greenwood spoke on this item. He stated that this mandate will remain in place and there is no announced end date on this mandate. They are following the county health department guidelines.

MEMBER COMMUNICATIONS

Member Padilla made a comment by clarifying that the mandate would continue. Mike Greenwood confirmed this was the case.

Member Lantz made a comment by thanking Mike Greenwood for all the work he has done. She also thanked Access for their stance that does help protect riders and she realizes some people may not feel these things are necessary, but the County certainly feels that way and the statistics certainly point to using caution at time.

Member Hudson made a comment by thanking Mike Greenwood and Access for upholding the County standards. As a social worker and an Access rider she is very happy that the mask mandate remains in place. She would feel very reticent to use Access without a mask mandate at this time.

Chair Goeman made a comment by stating that, the masks sometimes are uncomfortable, but she would rather wear a mask and not get sick or anybody around her get sick. She really appreciates Access for continuing to hold up these standards.

Member Cabil made a comment by stating that she echoes the sentiments and knows that they have to be responsible for fellow riders. She asked what the protocol was if a rider doesn't want to use a mask. Mike Greenwood responded that the drivers have been instructed to ask the riders to put a mask on and can also provide them with a mask. If the rider refuses, then the driver should file an incident report and it will be followed up on.

Member Hagen made a comment by asking if the driver is not wearing a mask what the protocol was. She recently had a ride where they were not wearing one. Mike Greenwood responded that they encourage the rider to call Customer Service to place a complaint. They do then deal with the contractors in taking the appropriate measures.

Member Padilla made a comment by stating that some drivers do not wear masks and he is glad that question was asked.

CAC OFFICERS NOMINATION SUBCOMMITTEE

Rycharde Martindale presented on this item. He asked for 3-5 members to volunteer in choosing the next officers for the process. He stated that anyone wishing to run for an opening they should not volunteer for the committee.

The following members volunteered: Kim Hudson, Rachele Goeman, Michael Arrigo, Jesse Padilla

MEMBER DISCUSSION

Chair Goeman asked how the length of the term of the officers can be changed. Rycharde Martindale responded that since it is in the Bylaws, then it would be a change that would need to be done there.

Member Hudson asked what the role of the volunteer was. If they were supposed to call the members and ask if they were running and explain the process. Rycharde Martindale responded that there was a process, and they are all aware of it, she would just need to know if there were running and for what position.

MEMBER COMMUNICATIONS

Member Lantz made a comment by thanking the committee members who have been serving on committees. She thinks it's really important that if they are going to serve as a CAC member and join a committee and serve on it. It's a good bonding experience with other people, and she is really happy to see the new members have joined the committee for the officers.

Member Hudson thanked Access staff and CAC members for working together to try to resolve problems with on time performance. She applauds everybody for working together to try to resolve the issues.

Member Matthews made a comment by stating that he would like to request a possible action item for future meetings. The request is to review the Access community facing website to ensure that it's up to date and meets current standards of web technologies. Under the CAC, he believes this is a valid item in terms of having it reviewed to make sure that it does meet those requirements. He has a number of individuals that he works with saying that the current configuration of the website is currently quite challenging to use.

Member Johnson made a comment by thanking everyone for their hard work.

Member Conrad made a comment by asking if the high cost of fuel is incurring the extra expense. He asked if Access is sharing it with the contractors or is it all on the contractors to deal with it. Mike Greenwood responded by stating that Access is

incurring that additional cost because it's a pass through from the contractors to Access. Access would be paying for the incremental increase in fuel that has skyrocketed in recent months. The one exception to that is the fuel consumed by the subcontractors, mainly taxi cab drivers. Normally they pay for fuel out of their pocket, and they get a per trip rate in compensation. This item will be going to the Board next week.

Member Padilla made a comment by thanking the leadership and Access.

Member Hagen made a comment by stating that she thinks they have had great comments. She agrees with Member Matthews concerning the website and making it a future agenda item. It is no longer ok for Access to say, "Look at our website." She thinks Access needs to be able to inform the riders on where to look for information on the website.

Chair Goeman made a comment by thanking the future members who are on the committees who do so much work to make Access a better experience for all of the riders. The other thing she wants to echo is what they are saying about the website. It is hard for screen readers to use. The colors and other options on the website make it even worse. She would like to see a future meeting, to start trying to work on the website.

GOALS REVIEW

Director of Planning and Coordination Matthew Avancena gave an update on this item. He stated that they had three ongoing subcommittees they have been meeting to address some of the topics that came out of the Goals review retreat about a year and a half ago. Three subcommittees were formed, and they are the communication, the operations and the same day subcommittees. One of the main things that came out of this group, that they need to address is to produce the short videos to train dispatchers, drivers, and riders. He mentioned that working on the website is also in the discussions.

OPERATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave an update on this item. He stated that there were five items that were placed on the agenda for future discussion. The items are to reduce long shared rides, review performance standards, implement alternative payment systems, and outdated practices and there's a taxi-cab experience. He is pleased to report that the subcommittee members have tackled most of these items, which is the long shared rides, performance standards, implement alternative payment systems, and outdated practices that restrict pickups. The still need to discuss to improve coordination between the riders.

MEMBER DISCUSSION

Member Hagen made a comment by adding a correction, that they also discussed alternative payments, even though some of that discussion did go to the general CAC group. The discussion included additional coupons and the design of the additional coupons. They have not really tackled that issue and that needs to be something that might be brought up for discussion.

Member Padilla made a comment by asking to clarify, that they were not going to tackle the inter agency transfer from county to county and if that was added to a different subcommittee meeting. Matthew Avancena stated that the Operations Subcommittee started discussion on this.

SAME DAY SERVICE SUBCOMMITTEE UPDATE

Matthew Avancena stated that he was very pleased to report to the committee that the same day subcommittee has almost completed their work. They came up with a solid proposal that they asked, Mike Greenwood, to write up. He will propose the actual outline of the program and then will discuss where they are with the same day service. The same day subcommittee has recommended that the program include the following elements, which will be considered by staff. There is a trip limit of four round trips or eight one-way trips per month. The response or pickup time should not exceed 45 minutes from the rider's requested pickup time. There is a modest restriction of within 10 miles of the trip origin. The fares will be the same as next day's service, which is \$2.75, and there are no restrictions on trip purpose. That is where the subcommittee ended the discussion, and they all agreed that the next level would be to propose the service to the CAC for possible consideration by the Access Board of Directors.

However, at the last meeting, the committee members and staff had a very lengthy discussion, and the consensus was given Access to difficulties with staffing shortages, specifically with hiring drivers and the logistical challenges of not having enough staff. The consensus is not the right time for both staff and the committee to be proposing same day service. There are other issues that need to occur before staff can bring this to the Board and that is why they thought that they would pause the work of the same day subcommittee.

This is just a temporary pause until they figure out a better time to bring this to the Board or as such time that circumstances improve for the agency. The subcommittee members are asking the full CAC if they would like to establish a new subcommittee to address some of the issues that some folks are having regarding the eligibility process.

MEMBER DISCUSSION

Member Hudson made a comment by stating that she served on the same day subcommittee, and it was a pleasure to do that. She thinks that due to the current

climate, they just wanted to put this aside for now before they present it to the Board of Directors because we would like it to have a good chance to pass and to come into being and so now it would very likely not come into being.

Member Hagen added that the time will be better suited when they have more of an opportunity.

Member Lantz made a comment by asking if at the next meeting they could discuss what was included in the same day proposal with the whole CAC so that they were aware of the plan. She agrees that right now is not the time to send the proposal to the Board because of the situation with drivers.

Member Padilla agrees with Members Lantz and Hagen concerning the same day proposal. He asked what the 10-mile radius on the same day proposal meant.

Member Hagen responded that for the time being they are just in discussion so this could be changed later on once they iron out the details.

Member Hagen tried to make a motion to establish another subcommittee, but it wasn't possible because the item she tried to make a motion on was not on the agenda. Matthew Avancena stated that he would add it to the next agenda so that a motion can be made. Member Hagen insisted this come back for sure at the next meeting because in the past there have been items that were supposed to be on the agenda and were not included.

Member Lantz asked if they would put on the agenda about taking a break on the current subcommittee and instead having them look at Access eligibility issues. She also asked if they were also going to share all the current ideas that would be later proposed with the Board with the full CAC. Matthew Avancena responded they would be doing that.

Matthew Avancena added that the county-to-county transfers was also discussed at the last Operations subcommittee and that was the last thing they discussed.

COMMUNICATIONS SUBCOMMITTEE UPDATE

Matthew Avancena stated they developed an outline to fine tune the script of 9-10 points that will be included in the outline. This is yet to be determined to who will write the script. He encouraged everyone to join them at the next meeting to discuss the outline.

MEMBER DISCUSSION

Chair Goeman asked what the script included. Matthew Avancena stated it would actually be transformed into a video so that it can be watched by riders and also the

contractors.

Member Hagen stated that if anyone had suggestions of something that they feel is very important during the reservation process, they welcome their input. Especially any ideas on how the driver and rider can contact each other. They can send their suggestions to Matthew Avancena or Veronica Guzman-Vanmarcke.

Member Hudson made a comment by stating that they are looking for tips from riders so that they can make the best reservation for a successful trip.

Member Almalel asked if this was also going to address tips for drop off and pick up locations. She thinks this would be a good idea. She also recommends tips for the drivers to check the manifest to find locations.

Member Hagen responded that this would be an essential guide for making a reservation and all the details it entails. It is a matter of how much information can be put in one video and the time limit.

Member Almalel added that requesting travel time, so they know their time of arrival.

Chair Goeman will be calling Matthew Avancena with some of her own suggestions, and she thinks this is a very useful tool for riders, especially new riders.

Member Lantz made a comment by stating that they are looking to put something on the website that corresponds to the video that would be bullet points so they will be able to go on the website and look at the bullet points.

Member Almalel made a comment by adding that time stamps in a video to highlight the bullet points would be very helpful.

Member Hudson stated that this video will hopefully be short and to the point. She stated that they were going to be a longer video with a more in-depth explanation. She stated that it needs to be kept short and to the point so that it's not confusing.

ADJOURNMENT

Motion to adjourn the meeting by Member Lantz. Second by Member Aroch. The meeting adjourned at 2:59 p.m.

JULY 12, 2022

TO: COMMUNITY ADVISORY COMMITTEE (CAC)
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: CONSIDERATION TO APPROVE TRANSPORTATION NETWORK COMPANIES (TNCs) PILOT PROGRAM

ISSUE:

Access service providers are currently experiencing difficulties in obtaining sufficient resources (either employee drivers or taxis) to meet customer demand during the Agency's peak service periods in the spring and fall. Board approval is required to implement a program that will allow service providers to utilize TNCs, such as Uber, for a small portion of their next-day paratransit service

In addition, Access' Operations Monitoring Center (OMC) needs alternative service providers to provide back-up services for stranded Access riders and other emergency situations.

Staff plans on bringing the following recommendations to the Board -

1. Authorize the Executive Director to implement a pilot program as outlined in this item that will allow service providers to utilize TNCs as subcontractors for two years. At the end of the first year, staff will present findings and recommendations to the Board.
2. Authorize the Executive Director to contract directly with TNCs for the provision of back-up service via Access' OMC for stranded Access riders and other emergency situations.

IMPACT ON BUDGET:

The implementation of the program will not have a financial impact as our service providers will contract directly with the TNCs. The expected cost of OMC directed trips is expected to be negligible.

ALTERNATIVES CONSIDERED:

Staff continues to work with Access' providers to help them obtain traditional driver resources (employee driver and taxis) through the implementation of a Contractor Hiring Assistance Program and providing for additional funding in the FY 23 budget to raise provider driver wages to be more competitive in the marketplace.

In addition to these initiatives, other alternatives include:

- Expand use of direct employees - The service providers are constantly seeking to expand the workforce to meet the demand. However, for most service providers, expanding the directly hired workforce to cover trips originally delegated to subcontractors during the bidding process would require additional support personnel as well as a renegotiation of contracts that would substantially increase Agency costs. In addition, it is unlikely in the current economic environment that service providers could obtain sufficient personnel.
- Expand the size of the fleet - This option would go together with the first option outlined above. While expanding the fleet is prudent, this is a long-term solution rather than a short-term solution. Expanding the fleet is capital intensive and would require planning by this agency as well as our service providers as most of the existing operational facilities would not be able to accommodate an increase in the size of the Access dedicated fleet. In addition, this option would substantially increase Agency capital costs.
- Increase use of taxis - To date, service providers continue to seek additional taxi resources. Staff will continue to hold conversations with our service providers to determine avenues that will lead to greater taxi participation in our contracts.
- Increase compensation to taxi subcontractors - The Board recently approved an increase to subcontractor (taxi) rates. Staff will follow the response to the increase to determine its effectiveness and what additional steps should be taken if necessary.

BACKGROUND

The pandemic has had multiple impacts on the way the agency operates. Ridership demand declined rapidly and is only now beginning to return to more normal levels, but the increase in demand has not been a steady and predictable increase. With each new wave or variant, the demand has again dropped, only to increase again. The extent of each decrease and corresponding rebound have not been consistent.

The taxi subcontractors have not been spared during this pandemic. During the initial outbreak, Access service providers stopped utilizing taxi subcontractors. The lack of taxi utilization by our service providers, coupled with the decline in travel, tourism, and night life, led many taxi companies to cease operating. Other taxi companies severely curtailed their operations to minimize expenses. As the economy reopened and travel bounced back, many of the remaining taxi operators are choosing profitable cash fares rather than performing the steady work that is subcontracted to them through Access' service providers.

Access has historically supplied about half of the required vehicle fleet required to deliver the service during peak periods. Thus, the service providers must choose between purchasing or leasing approximately 1,000 vehicles and corresponding staffing levels or subcontracting the work to outside firms such as the taxi industry. Most of our service providers have chosen to subcontract the work rather than increase staffing levels and the corresponding number of fleet vehicles.

Paratransit Agency Use of TNCs

Access conducted a small survey of ten (10) transit agencies to, in part, answer the question as to how those agencies do or do not utilize TNCs in conjunction with their ADA paratransit service.

Listed below is the summary of findings from the report:

- All agencies reported that their TNC collaboration was considered a non-ADA option for paratransit riders. When some type of non-ADA paratransit service is offered as a supplement, there are a proportion of passengers who will be interested but also a proportion who are not interested or are unable to use it.
- All the supplemental non-ADA paratransit services were less expensive on a per trip basis to the agencies by a wide margin.
- Some agencies did not use Federal funding to pay for their supplemental non-ADA paratransit service and did not count it in their NTD reporting.
- All these services are pilots and hard data about costs, trip making rates and the impact on ADA paratransit demand are too "soft" to reach any conclusions.
- The passengers who use these supplemental services tend to prefer them to ADA paratransit but not always for all trips.

Proposed TNC Pilot Project

The pilot project proposes to utilize TNCs in the following manner:

- Provide a non-ADA transportation to paratransit riders.
- Allow Access service providers to subcontract up to 10% of the reservations received.
- Allow Access service providers to subcontract up to an additional 5% of trip demand as daily demand conditions dictate.
- Allow Access service providers to request authority to subcontract additional work should conditions dictate for each day (e.g., major holidays).
- Riders will have to opt-in to the program. Final opt-in details will be further developed if the program is approved.
- Only riders that have expressly given their approval to opt-in will be provided trips via a TNC.

- Verification of opt-in program will be captured by both the Rider360 customer portal and the reservations and dispatching (RSDS) software.
- New riders will be provided the opportunity to opt in during the evaluation process.
- Existing riders will be given the option to opt in during the reservation process, if necessary.
- TNC drivers must have criminal background checks.
- TNC drivers must be screened for satisfactory driving history.
- TNC drivers must be regularly reviewed for new information related to criminal or driving history on at least an annual basis.
- TNCs will be required to provide insurance with minimums of at least \$1 million per occurrence.
- Reporting of collisions and incidents will mirror existing requirements.
- TNC vehicles will have to undergo the required inspection that the TNC requires and subsequent inspections as required by the TNC.
- All TNC vehicles must meet the minimum age and feature requirements as stipulated by the TNC.
- TNCs must provide 24-hour support for situations that may arise as part of the normal course of business.
- TNC drivers that perform services on behalf of Access service providers will be required to have at least one year of experience with the TNC.
- TNC drivers that perform services on behalf of Access service providers will be required to have the highest customer satisfaction rating.
- Collection of fares will be performed either through the TNC app or via a third-party app.
- TNC trips will be GPS tracked from the pickup point to the destination point.
- TNCs will be required to provide all data required by NTD and Access in a usable format for ease of reporting.
- TNCs will be required to provide service providers with a dashboard or the ability to provide live trip information in order to allow the contractor staff to provide ETA information.
- TNCs will contract directly with Access service providers.
- Access service providers will provide separate billing detail for trips performed by TNCs.
- Access will reimburse service providers for TNC trips at the same variable rate applicable to each contract.
- Customers will be advised of a TNC trip option during the reservation process.
- Customers will be contacted to be offered the option to be dispatched a TNC vehicle the day of the trip.
- All costs related to this pilot project will be paid using local funds only.
- The TNCs may differ from other Access subcontractors in that it will not have the same standard for driver training, driver assistance to riders, vehicle maintenance, driver credentialing, and drug & alcohol testing.
- The TNCs will be primarily used for ambulatory riders.

Proposed Backup Trips Utilizing TNCs

- Backup trips are arranged by the Customer Service Department's Operations Monitoring Center (OMC) to provide solutions to stranded rider situations or extremely late trip pickups.
- TNC vehicles and drivers will be subject to the requirements of the contracted TNC .
- Contracts would be directly with Access.
- TNCs will be added to the list of available resources to be utilized.
- Continue current practice related to backup trips:
 - Access pays the full cost of the trip.
 - Typically, the fare is waived.
 - Billing occurs monthly.
- Monthly utilization is expected to be low as OMC trips are used only when there are no other transportation options available through the service providers.
- TNCs would be added to provide more options to solve service issues.

JULY 12, 2022

TO: COMMUNITY ADVISORY COMMITTEE (CAC)
FROM: COMMUNITY ADVISORY COMMITTEE SAME-DAY SERVICE
SUBCOMMITTEE
RE: SAME-DAY SERVICE PROGRAM DEVELOPMENT

ISSUE:

The Community Advisory Committee (CAC) Same-Day Subcommittee was formed in order to develop parameters for a Same Day Service Pilot Program. The subcommittee has finalized its proposed operating parameters and now wishes to present its recommendations to the CAC to review and provide further guidance.

RECOMMENDATION:

1. Solicit CAC input on program parameters developed by the subcommittee.
2. Request that staff provide estimated program costs, funding and operational considerations after receiving input from the CAC.

IMPACT ON BUDGET:

The costs associated with this program will have to be developed once input has been received by the CAC. Staff would then develop budget estimates and provide potential sources of funding.

ALTERNATIVES CONSIDERED:

The alternative, should the CAC not approve the recommendation, is to not pursue a same-day pilot program. Same-day service is not part of the minimum requirements of ADA regulations but would provide certain benefits to the Los Angeles County disability community including the flexibility for spontaneous travel, which is not feasible with Access' current next day service model.

EFFECT OF APPROVAL OF RECOMMENDATION:

If the CAC approves this CAC subcommittee recommendations, Access staff would fine-tune program parameters, including potential costs, and return to the CAC with this additional information. This information could ultimately be presented to the Access Board of Directors for their consideration and action.

BACKGROUND:

Access operated a same-day service in the 1990s through xxxx when it was discontinued due to xxxxx. During the COVID-19 pandemic, a temporary same-day service pilot was introduced to Access riders. This program allowed riders to take advantage of community services such as seniors-only grocery shopping hours. The same-day program was strongly encouraged and supported by the CAC. Regular updates were provided to the CAC who provided positive feedback about these programs, as did riders and members of the public.

Starting in early May 2020, same-day service was available to grocery stores, non-emergency medical and dental visits, veterinary visits, phone stores, pharmacies and drugstores, banks, Los Angeles County cooling stations, and other locations as deemed eligible by the contractor. These locations were deemed essential to Access riders during the pandemic. This service continued until May 2021.

The limited same-day service provided during the pandemic (May 2020-May 2021) was viewed as successful. Below are some statistics from this 13-month long temporary program:

- Total completed trips = 59,538
- Average trip length = 7 miles
- Average trip length = 27 minutes
- Number of riders who took at least one trip = 8,363
- Number of riders who took 25 to 49 trips = 418
- Number of riders who took 50 or more trips = 132
- Number of trips that started in one region and finished in another region = 10,013 trips (17%)
- The CAC's Same-day Subcommittee has recommended that the program include the following elements, which will be considered by staff:
 - Trip limit - 4 roundtrips or 8 one-way trips per month;
 - Response/Pick-up time limit-should not exceed 45 minutes from the rider's requested pick up time;
 - Mileage restriction - within 10 miles of trip origin;
 - Fare - the same as next-day service: \$2.75; and
 - No restrictions on trip purposes.
- Next Steps

Upon approval and input by the CAC over the coming months, Access staff would continue to work with the CAC to further develop program parameters, cost estimates, and resources needed for a same-day service pilot program.

JULY 12, 2022

TO: COMMUNITY ADVISORY COMMITTEE (CAC)
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION
RE: FORMATION OF CAC ELIGIBILITY SUBCOMMITTEE

ISSUE:

Members of the CAC Same Day Subcommittee have requested the formation of a new subcommittee to address concerns with some aspects of Access' eligibility process.

RECOMMENDATION

Approve the formation of the CAC Eligibility Subcommittee.

IMPACT ON BUDGET:

None.

BACKGROUND:

On Tuesday February 9, 2021 Access' Community Advisory Committee (CAC) held their second Goals Retreat via Zoom tele-conference. The CAC Goals Retreat was co-facilitated by former CAC member Kurt Baldwin and Access staff.

Building upon the goals and recommendations implemented from the first Goals Retreat held on April 19, 2019, CAC members wanted to discuss goals on how to further improve Access rider's experience.

The CAC had an open and robust discussion on various goals, ideas and service enhancements that Access ought to consider implementing. However, while the goals, in and of themselves are intended to enhance service, some are open-ended, may be overly broad, and need be categorized and further defined.

Listed below are some of the ideas (or goals) the CAC discussed:

1. Produce short videos to train dispatchers, drivers, and riders
2. Identify issues to educate riders on. Issues to include were:
 - a. No shows
 - b. Transfers
 - c. How to book a trip
 - d. OMC
 - e. Difficult locations
3. Better coordinate with bordering transit agencies for intercounty transfers
4. Implement permanent same day service
5. Improve website to make it more usable by persons with disabilities
6. Improve rider-driver communication (OCTA and GoGo Grandparent examples mentioned)
7. Revisit the no show policy
8. Send the Board Box to CAC members
9. Need to serve gated communities
10. Implement a better process for late arrivals; rider should be notified
11. Provide more detailed statistical data to CAC
12. Include a driver and dispatcher at CAC Meetings
13. Improve flexibility for online reservations
14. Reduce long share rides
15. Improve functionality of the WMR app
16. Review performance standards
17. Expand online reservations to the Northern Region
18. Implement alternative payment systems
19. End outdated practices that restrict pick-ups
20. Make it easier to purchase coupons
21. Improve the Eligibility process