

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 9, 2021

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>
8	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of January 12, 2021	Action	5-11
8	3.	General Public Comments	Information	
7	4.	Board Member Report/Martin Gombert	Information	
10	5.	Superior Service Award - Faustino Salvador	Information	
10	6.	Operations Update - Garrett Rodriguez	Presentation	
15	7.	Emergency Management Update - Mike Greenwood	Presentation	
10	8.	Zoom Meeting Protocol - F Scott Jewell	Information	
15	9.	Goals Retreat Follow-Up- Mike Greenwood/Matt Avancena	Action	12-13
10	10.	Member Communications	Information	
10	11.	Member Selection Subcommittee Update - Rycharde Martindale	Possible Action	14-15
15	12.	Stand Signs Subcommittee - Matthew Avancena	Possible Action	
5	13.	Adjournment	Action	

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

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

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

["Alternative accessible formats are available upon request."](#)

*NOTE

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, CAC committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - CAC@accessla.org or 2) via US Postal mail by addressing it to - Access Services CAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Tuesday, March 9, 2021 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://zoom.us/j/95331176372>
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. 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 +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)

Webinar ID: 953 3117 6372.

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

January 12, 2020

1:00 pm - 3:15 pm

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:09 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachelle Goeman, Vice-Chair; Gordon Cardona, Kurt Baldwin, Maria Aroch, Yael Hagen, Terri Lantz, Tina Fofoa, Wendy Cabil, Olivia Almalel, and Michael Arrigo.

CAC Members Not Present: Jesse Padilla, Michael Conrad and Marie France Francois

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Matthew Topoozian, Mike Greenwood, Art Chacon, Rycharde Martindale, and Jessica Volanos.

Guests Present: Not available

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the November 10, 2020 minutes.

Motion: Member Baldwin
Seconded: Vice Chair Cardona
Abstained: Member Almalel
Motion: Passed

PUBLIC COMMENTS

Allan Buck made a public comment to announce that he is applying to be a CAC member.

Scott Barron made a public comment to announce that he is applying to join the CAC and is happy to be there.

Daniel Garcia made a public comment by stating that he was very concerned about the violence at the Capitol. He hasn't gone out but other people have gone out and there have been issues concerning that.

Buhmit Shah made a public comment by stating that he works with people with disabilities and he is applying for one of the CAC vacancies.

Elizabeth Wells made a public comment by stating that she had two public comments. She thanked Access for taking her and her husband to their holiday party. It was in La Habra and Access was able make sure they got there. The second comment is she is also applying to be on the CAC.

Mel Bailey made a public comment by stating that it would be helpful if drivers are not playing music, especially loud music when picking up, or in transportation. Also it's a bad idea to have someone who does not speak English paired with a visually impaired person. He had a really horrible experience recently and he didn't know how to communicate it to Access. The driver was very nice, but it was a very frustrating experience. There have been a lot of incidents and he always gets responses that say the drivers do get training but he stated that they don't have any type of residual effect for the passenger. He thanked Robert from Southern Region, who has been completely helpful for Access thus far as he is concerned.

BOARD REPORT

Board Vice Chair Martin Gombert gave a report of last month's Board meeting. Various consent calendar items were discussed. A management services contract was approved with Griffin Structures. The background on that is that Access is working on finding real estate that can be purchased and upgraded for Access to use as operating facilities. At the moment, the contractors provide the facilities which is not an ideal situation. In the last several years, it's becoming more and more difficult to find industrial real estate in Southern California. Once Access finds a potential location, there's going to have to be some modifications done on the site for that. The third item that was reviewed was the monthly COVID-19 and operations update. There was a budget update given by Mr. Hector Rodriguez, which gave the Board an idea of the financial status of the agency through the first quarter of 2021.

MEMBER DISCUSSION

Member Lantz made a comment by asking if he had the percentage of where Access is at now in delivering rides as compared to pre-COVID. Vice Chair Gombert referred this question to Access staff. Mike Greenwood responded that in the month of December, Access was at 43% of pre-COVID ridership levels.

EMERGENCY MANAGEMENT UPDATE

Matthew Topoozian gave an emergency management update on Access's ongoing COVID 19 response. He spoke about the incident timeline. They updated all of the public messaging to be in line with the state's limited stay-at-home order. On November 23rd, Access restarted one of the delivery programs with the I Did Something Good Today Foundation. That program had previously ended in July, but was restarted in November and is again focused on delivering paper goods to seniors across Los Angeles County. On December 14th, Access sent a letter to Governor Newsom, which advocated for vaccine prioritization for transit and paratransit workers in California's vaccine distribution plans. With the restart of the I Did Something Good Today Foundation delivery program, Access now has four meal and grocery delivery programs that are active. As of January 7th, Access has completed 333,796 total deliveries to date. In terms of the same-day-service pilot program, we have completed 37,155 same-day trips since the program was implemented in May. Additionally, a total of 102 curbside pickup trips have been completed since that program was implemented in June. The Access Emergency Operation Center remains activated virtually at its highest level of staffing, which is typically around 25 to 30 Access staff engaged each week. The Emergency Operation Center continues to carefully monitor the current case surge that we're experiencing here in LA County. And Access operations continues to engage with each service region contractor to ensure service continuity.

MEMBER DISCUSSION

Member Arrigo made a comment by stating that he hopes the Governor will respond to the letter that encourages transit and paratransit to get the vaccine next.

Member Lantz made a comment by asking if the governor would also prioritize the riders, like people with disabilities as many have conditions that leave them vulnerable.

Chair Goeman asked if any of the staff or any of the contractors that have been positive. Matthew Topoozian responded they have had cases and that information is on the website.

PUBLIC COMMENTS

Daniel Garcia made a public comment by asking if this information can be diffused via email instead.

MEMBER SELECTION SUBCOMMITTEE UPDATE

Rycharde Martindale gave an update on the selection of the next CAC member. There is a meeting the next day to continue on the selection.

OPERATIONS UPDATE

Jessica Volanos, Senior Operations Service Monitor, provided an update. She went through the statistics and in the month of November, Access completed over 139,000 vehicle trips, Access also completed over 172,000 passenger trips. There were over 120,000 reservation calls answered and over 27,000 ETA calls answered. Additionally, in the month of November, there were over 139,000 Where's My Ride ETAs requested. This is a significant decrease from November, 2019. This is due to the decrease in ridership that they have experienced with the ongoing COVID-19 pandemic. In terms of highlights, the recommendation for the new Southern region service contract was heard by the Board Performance Monitoring Committee and the recommendation will be taken to the Board of Directors next month.

PUBLIC COMMENT

Wilma Ballew made a public comment by stating that she is there to announce that she is applying for the CAC opening.

Buhmit Shah made a public comment by stating that he would like to know if future meetings about the on time arrival if it is increasing or decreasing and how that is compared to pre-COVID ridership.

Elizabeth Wells made a comment by asking what the process is of becoming a member of the CAC. If it is not now then how can someone reach out to them for more information? Someone will be reaching out to her shortly.

MEMBER COMMUNICATION

Member Fofoa made a comment by wishing everyone a happy new year and thanked all the Access staff for everything.

Member Almalel echoed Member Fofoa's sentiment and wished everyone to stay safe out there.

Member Baldwin wished everyone a happy new year and wished everyone would stay safe. He also passed on a message from Member Padilla that he was doing better and is sad to not be able to attend the meeting.

Member Arrigo stated he had trouble joining the meeting too and wished everyone health and wealth this new year. He also expressed a deep thank you to Kurt Baldwin for all his work in the committee because he will be greatly missed.

Member Hagen wished everyone a happy new year and wished everyone well.

Member Lantz made a comment by thanking all Access staff for all their effort to make

sure services continue during this pandemic. She especially thanked Kurt Baldwin for all his hard work on the CAC and the subcommittee meetings. She thanked the applicants for the CAC position and appreciates them hanging in there.

Chair Goeman made a comment by thanking everyone for their well wishes for Michael Conrad who is in the hospital with COVID 19. So far she herself is negative but she is asking everyone to keep him in their prayers. She thanked Kurt Baldwin and stated she would miss him.

Member Baldwin stated that he will be attending the Goals retreat in February and thanked everyone for the kind words.

Member Aroch made a comment by thanking Kurt Baldwin for all his knowledge and hard work.

GOALS RETREAT UPDATE

Matthew Avancena gave a presentation on the upcoming Goals Retreat that will take place on February 9. He discussed the attached agenda so that everyone knows what will be discussed during the retreat. He encouraged those that were applying for the CAC positions to make a public comment so their attendance is noted. There was a deep discussion on suggestions made by the CAC members for lunch times.

MEMBER DISCUSSION

Member Hagen made a comment by asking if people would be able to reconnect once they come back from lunch. If they could leave the Zoom call and reconnect with the same code. She also asked if anyone had suggestions on the lunch time if 45 minutes would be better than one hour.

Member Baldwin stated that he would not need a lot of time to discuss the Brown Act and would not need the whole time allotted to him so that would allow more time for lunch.

Member Lantz made a comment by asking they allow some flexibility on the end time in case they have extra time for discussion.

STAND SIGNS SUBCOMMITTEE

Matthew Avancena and Member Baldwin gave an update on the stand signs subcommittee. Member Baldwin shared that he sent his notes on their discussion. They did a recap of what they had discussed so far in the previous meetings. He asked Mike Greenwood to speak on the policy that came out of that discussion. There are not recommendations to be made yet.

Mike Greenwood stated that Access issued an operations bulletin to all of its contractors, making them aware that a rider should not be restricted to being picked up or dropped off at a stand location, if there are other safe locations to be picked at or dropped off at. They have heard and verified that in some cases, riders seem to be restricted when they go to a location where there's a stand sign, and that's not their intent. Stand signs should increase accessibility and make it easier for drivers and riders to meet each other. They just wanted to make that clear to the contractors, and have them pass that onto their dispatchers, call takers and drivers.

MEMBER DISCUSSION

Chair Goeman stated that a lot of the drivers will tell you that they don't think they get the memo that it's okay to drop off somewhere else, as long as it's safe. They get really itchy about wanting to drop off where the rider wants instead of where the stand signs are. She is really glad to hear that they issued the bulletin and discussed it with the providers.

FUTURE AGENDA ITEMS

Matthew Avancena presented on this item. He asked for suggestions on possible future topics the CAC would like to discuss in future meetings.

MEMBER DISCUSSION

Chair Goeman made a comment by stating that she would like to have a discussion item on emotional support animals. She has had experiences with certain transportations, like Lyft and Uber not accepting their emotional support animals. The policies need to be discussed on this issue.

Member Baldwin stated that the ADA has changed their regulations not the Department of Transportation. He explained that the rules change depending on where you are. It can vary in a flight, a doctor's office or in another form of transport.

Member Hagen made a comment by suggesting that alternative formats and languages on announcements made.

Member Baldwin suggested there be an easier way to receive information and request information in different formats.

Member Almalel made a comment by stating that she would like to have a driver present monthly or quarterly to get a driver's perspective.

Member Hagen suggested they invite them as a guest speaker to speak on issues that are relevant.

Chair Goeman made a comment by stating that they can have their viewpoint on what is going on during the pandemic and just on different issues that they might not be aware of.

Member Lantz stated that it would be nice to get input from issues like stand signs or on any issues they might want to bring up.

Member Hagen made a comment by inviting people to join the paratransit rider coalition. Please contact her or Member Baldwin if they want to join.

Member Cabil made a comment by thanking everyone for all that they are doing and the wonderful things that she is hearing. She would like to somehow incorporate more mental health in the meetings and some new connections. She is thinking of ways of being able to be an avenue of resource and inspiration. She wants to promote more mental health resources and will be sharing this information with the CAC members.

Member Cardona thanked everyone for their participation and for the PRC to please email him.

PUBLIC COMMENTS

Wilma Ballew made a comment by asking what this item was about. She stated that they have covered a lot of interesting situations that need to be addressed already. She is impressed with the issues covered.

ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Member Arrigo
Second: Member Fofoa

Motion passed

The meeting adjourned at 3:09 p.m.

MARCH 9, 2021

TO: CAC
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION
MIKE GREENWOOD, CHIEF OPERATIONS OFFICER
SUBJECT: CAC GOALS RETREAT SUMMARY AND NEXT STEPS

BACKGROUND:

On Tuesday February 9, 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

RECOMMENDATION:

- With staff assistance, request the CAC to review the goals listed above and categorize and/or further define; perhaps prioritize the top 5 - 10 goals to work on during the year.
- Establish a deadline to accomplish the goals.
- Create the necessary ad hoc committee(s) to work on the goals with staff input.

MARCH 9, 2021

TO: ACCESS COMMUNITY ADVISORY COMMITTEE (CAC)
FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS
RE: CAC NEW MEMBER SELECTION SUBCOMMITTEE UPDATE

ISSUE:

To keep the Community Advisory Committee (CAC) apprised of the decisions and activities of the New Member Selection Subcommittee (MSS), here is an update regarding the existing CAC vacancy occurring when Kurt Baldwin resigned from the CAC in February 2021.

BACKGROUND:

The Bylaws provide the specifics on what steps must be followed when selecting new CAC members. Some of the key elements in this process include: (1) starting the Membership Application Process; (2) establishing a list of MSS volunteers; (3) assuring that applicants meet the minimum Meeting Attendance Requirement; (4) MSS activities such as reviewing applications and interviewing applicants; and (5) evaluating the highest scoring applicant for recommendation to the CAC for ratification and approval by the Access Services Board of Directors.

BACKGROUND:

At its February 25, 2021 meeting, the MSS met to strategize and map out the next steps for the currently remaining opening on the CAC. The Bylaws in Article 3, Section 6 allow the MSS to review the existing applications on file of those applicants still interested in serving on the CAC for consideration of the newly open seat. With the recent ratification of two members at the February 9, 2021 CAC Goals Retreat, three of the five applicants not chosen still desired to keep their applications on file for consideration. Wanting to assure that diversity across disabilities along with the needs of the CAC are met through the Bylaws Selection Process, the MSS directed staff to reopen the Member Application Process until March 15, 2021. After that date, it would meet to review all received and already filed applications and decide which qualified applicants to interview.

Staff published the CAC opening announcement and sent copies to the several Independent Living Centers, Regional Centers, and disability commissions throughout

Los Angeles County, along with other entities contacted in July of 2020.

RECOMMENDATION:

Receive and file.