

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 8, 2022

1:00 pm – 3:15 pm

Webinar Only

Zoom Link – <https://us06web.zoom.us/j/86206975148>

Dial In – 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number – 862 0697 5148

***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 February 8, 2022	Action	5-13
7	3.	General Public Comments	Information	
8	4.	Board Member Report - Martin Gombert	Information	
20	5.	New Fare Coupons Update- Susanna Cadenas & Josh Southwick	Presentation	
20	6.	Eligibility Update-David Foster	Presentation	
15	7.	Operations Report – Karina Abrica	Presentation	
10	8.	Member Communications	Information	
20	9.	Rider Education: Potential Topics - Matthew Avancena	Information	
5	10.	Communications Subcommittee Update- Matthew Avancena	Possible Action	

5	11.	Same Day Subcommittee Update - Matthew Avancena	Possible Action
5	12.	Operations Subcommittee Update - 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 agendized 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 8, 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/86206975148>
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 +1 301 715 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.

ITEM 3

<p>MINUTES Community Advisory Committee (CAC) Meeting February 8, 2022 1:00 pm - 3:15 pm</p>

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:05 p.m.

INTRODUCTIONS

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

CAC Members Not Present: Vice-Chair; Gordon Cardona, Olivia Almalel, Michael Conrad

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Alex Chrisman, Susanna Cadenas, Gina Breceda, Mike Greenwood, Rycharde Martindale.

Guests Present: Rani Narula-Woods

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the January 11, 2022 minutes.

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

GENERAL PUBLIC COMMENTS

Jan Johnson made a public comment by stating that she is a representative of the City of Claremont committee on disabilities although that committee has since been disbanded.

BOARD REPORT

Director Gombert gave the report by stating that they had a Board meeting on January 24th. They had one item and that was to authorize extending virtual meetings through February. He also asked the CAC members if any of them had used Metro Micro in the past months. He clarified that it was a service similar to Dial-a-Ride.

MEMBER DISCUSSION

Member Hagen made a comment by stating that the issue with using Metro Micro is they are not always accessible and only seats one rider with a disability. She hopes they are able to expand their vehicles in the future.

Chair Goeman stated she has not used it recently as she had issues with complaints towards her service animal shedding in the vehicles.

Matthew Avancena stated that there would be a more in depth discussion on Metro Micro in the next item.

Member Arrigo asked if this transit service affects Access Services in any way. Director Gombert responded that this could be a service option to choose if they need same day service rides.

METRO MICRO TRANSIT

Rani Narula-Woods from Metro gave a presentation on Metro Micro and its benefits.

PUBLIC COMMENT

Jan Johnson made a public comment by asking if there was a plan to expand the service to the Eastern Region as that is where she lives. Rani responded that there were no plans at the moment because of the work force shortages. They are just making sure the service levels are where they need to be since the demand right now is being impacted by Covid.

MEMBER DISCUSSION

Member Hagen made a comment by stating that one of the issues of those with using a wheelchair would have using the service would be that you would have to go to a transit station. She stated that if someone is using a wheelchair and it's raining and it's an uncovered station, it's obviously not ideal.

Rani Narula-Woods responded that yes, they would have to go to a station. She is looking into this type of feedback for the service since they just launched in December of 2020, and to date, they have hit the 300,000 plus rides mark. They have actually wanted to add an "Accessible/PCA" category, which is one of the options for the

dropdown profile, where they would actually go to the curb and pick up a rider. She doesn't know how sustainable this is and it would have to be tested. They haven't had as many riders as expected because of Covid but they had planned for 40% of the fleet to be wheelchair accessible. Therefore they are looking for feedback so they can improve.

Member Hagen stated that within her apartment building with 16 townhouses there are three families already that would need wheelchair accessible vehicles. Rani responded that she would put that request in as soon as possible.

Member Padilla made a comment by asking who could be eligible for Micro transit. He also asked if it covered the San Gabriel Valley. Rani responded that they do cover the El Monte area and they are still working through some boundaries. She stated the rate was \$1 dollar per trip and it's accessible to anyone as long as they sign up and make a profile. This can be done through the app, the website or the phone.

Member Hagen made a comment by stating that there is a bit of a divide as to where they can be picked up. If the option to get picked up around the corner from a Metro bus stop. Rani responded that Metro Micro will pick up at numerous areas and numerous stops. One of the things she suggested was that if someone needs or wants a new stop, they write it in and normally they will then add the stop if it's safe. They do that on a regular basis, it's not even a special practice.

Member Hagen asked if she recommends that if someone usually uses Access but wants to move around in their local community, this would serve as a way to have same day service. Rani responded that it is definitely worth requesting virtual stops to see if there is a possibility. She doesn't want to give the impression that they will be able to deliver everything since it is a pilot.

LOST AND FOUND PROCEDURES

Chief Operations Officer, Mike Greenwood and Operations Project Administrator, Alex Chrisman gave a presentation on this item. They answered questions on the lost and found procedures and proposed improvements.

PUBLIC COMMENTS

Mel Bailey made a public comment by asking when the previous policy was updated. He asked because the procedure that they are presenting sounds really great and on point. He had an expensive umbrella that was left on the vehicle and he was never able to recover it. He kept calling customer service and months went by and then after 60 days it was discarded.

Jan Johnson made a public comment by stating that she has lost items in the past 10

years and has never been able to recover her items either.

MEMBER COMMUNICATION

Member Lantz thanked staff for their presentation and asked if it was 60 or 90 days that they hold the items. Mike Greenwood responded that they tell the riders it's within 60 days but the contractor keeps the item for up to 90 days to be sure the rider has enough time to retrieve their item.

Member Lantz stated that it was great. She thinks there are improvements in this service and stated that some of the contractors have been very good in the past. She wanted to especially give credit to Global Paratransit for returning items to riders like glasses and medication.

Member Padilla stated that he had lost a phone in the past and was told he had to book a ride to the provider to pick up his lost item. He asked if this was still in the policy. He has talked to individuals who have never been able to retrieve their items. Mike Greenwood responded that booking a trip to the contractor facility to pick up their lost item is the current policy. They are proposing to change that to make it easier for the riders to retrieve their items. In the rider's guide it states that the rider should pick it up but they are updating that as well.

Member Hudson made a comment by stating that she lost her cell phone and the phone was never found. She is glad the policy is being updated because it's important for such items to be returned ASAP. Mike responded that they would also like to add a bit more of responsibility to the driver as well so that they check the vehicle as a passenger leaves.

Member Cabil made a comment by stating that she herself has lost many canes on rides and she really hopes there is an improvement on this since it is a very important issue. She asked where exactly the items are taken, to El Monte or the contractor. Mike Greenwood responded that items left on vehicles are taken back to the contractor's yard.

Member Hagen made a comment by stating that there should be an option on the phone so people know that they can press whatever number for lost and found. For instance, it can be put with a standing ride so somebody doesn't have to wait through a reservation line in order to talk to somebody about a lost and found item. She also recommends there is a slogan or something to remind the rider to check for their items before exiting the vehicles. She also asked how long until an item is returned and if it would take long because it depended on whether a contractor had time to deliver it.

Mike Greenwood responded there was not an X amount of time limit for the return of an item but he will make it a priority rather than a non-priority. Member Hagen responded that hours would be better than days to wait for an item because if someone

leaves medication behind or a cell phone it could be pertinent to that rider to get it back ASAP.

CUSTOMER SERVICE UPDATE

Customer Service Manager, Susanna Cadenas presented on this item. She gave an update on the Customer Service issues.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he has had conflicting responses between the OMC and the customer service reps in the past. He feels they should all be trained well enough to have the same procedures. He also recommends they call back if they are ever disconnected from a call since most times, they are calling with urgent issues.

Steve Bower made a public comment by stating that his calls to customer service have always been positive but he does have issues when calling the OMC. The recordings are so long that by the time you talk to someone your ride is already there. It doesn't make sense to listen to 4-5 minutes or recordings before speaking to an agent.

MEMBER COMMUNICATION

Member Padilla made a comment by stating that he wasn't aware that Alta was going to end their contract. He asked who would be taking the customer service calls in the interim. Would it be Access Services?

Susanna Cadenas responded that Alta will continue to provide service up until the end of the contract when the new vendor takes over.

Member Hagen made a comment by asking what the OMC can do for the rider that they can't do, by calling the provider. In her previous experience, she hasn't called the OMC for a long time. She stated that by the time they reach the OMC, it's a moot point because it became a no show and therefore, the situation's a lot worse then. She also doesn't find that the OMC could do more than she could on her own. She is concerned about the timeliness of OMC to be able to contact the provider and give results. Mayra Perez-Calderon responded that OMC helps with real time issues like ETA's, if the rider is stranded and so on. They are there to assist with next available trips. Member Hagen stated that she recommends the rider call OMC if the vehicle hasn't arrived within the 20 minute window. She asked the riders not wait for the 20 minute window and call before having a problem. She highlighted that they do not have to wait to call customer service.

Susanna Cadenas stated that the customer is allowed to call up to 15 minutes before

the pick-up time, instead of after the 20 minute window. She also added that the long recording message plays when calling the OMC, will be reviewed to shorten it or adjust it.

Member Hagen responded that there should be a skip button to not have to listen to the message if they have already heard it. She also asked what the percentage was of calls that go to the OMC. Susanna Cadenas responded it was 20%. The information to call the OMC is in the rider's guide and it's a service that is available 24hrs a day. Mayra Perez-Calderon also added that the on hold message also has information on the OMC.

Member Hagen made a comment by stating that she thinks the hold time and the duration of the call could be separated. This could be because they had a speech impairment or had to speak to a supervisor. Mayra Perez-Calderon responded that the total time is not added as you are transferred.

Member Cabil made a comment by stating that she is also concerned about the low percentage of calls to the OMC. She asked if it could it also reflect the callers that hung up because they were on hold for too long. Susanna Cadenas made a comment by stating that there may be different factors that affect the percentage of calls taken but they do take into account the abandoned calls.

Member Cabil stated that she is sometimes in the queue and next thing she knows, she is descending in the queue instead of ascending. Susanna Cadenas made a comment by stating that this is only for the reservation line not this line.

NEW MEMBER SELECTION SUBCOMMITTEE

Rycharde Martindale presented on this item. He stated that the subcommittee met and interviewed the candidates. The subcommittee voted and selected Jan Johnson and Liam Matthews. Once those two members have been ratified, their nominations will then go to the Board Committee. If approved that submission will then go to the full Board in April for approval. Then such members would be able to take their full seats of CAC members in May of 2022.

Motion: Member Hudson
Seconded: Member Arrigo
Motion: Passed

The CAC members voted and ratified new members Jan Johnson and Liam Matthews to the CAC.

OPERATIONS UPDATE

Operations Service Monitor, Gina Breceda presented the Operations report. They are providing contractor hiring assistance as discussed at the virtual community meeting on January 15th. They sent out an email blast on January 24th to the 4,253 subscribers of Access email alerts. They can visit accessla.org and click on Contact Us/Signup for Alerts on the right-hand side of the top of the page to sign up for Access email updates regarding upcoming events, changes to policy, emergencies and more. Access also added recording information about job opportunities on the toll free reservation number, 1-800-883-1295. This message plays as soon as the line is answered before the regional prompts to make the reservation. Riders can press seven (7) to hear information and be connected directly to contractors who are hiring. She stated that Access committed to helping their contractors meet the ongoing human resource challenge. Staff presented information about eligibility, information technology, and upcoming customer survey, operations, and no-show process during the virtual community meeting on January 15th. More than 75 guests attended, making it the most attended virtual meeting Access has ever presented. She stated that drivers that reach 75,000 to 100,000 miles without preventable accidents or safety violations can now earn an American Express gift card valued at 250 and \$500, a small token of Access's appreciation for making sure that operation is safe as possible.

PUBLIC COMMENT

Mel Bailey made a comment by stating that he since only 20% of the calls are going to OMC, and he doesn't believe the OMC is doing anything he believes it is more cost effective to remove the OMC and put that money elsewhere. He asked how much they were paying for OMC staffing because it seem like that money could go elsewhere.

Jan Johnson made a public comment by stating that she disagrees with the last person's public comment. She has been transferred over to customer service and back when she has called OMC in the past.

MEMBER DISCUSSION

Member Padilla made a comment by stating that he was glad they are hiring contracting assistance for those like himself looking for a job.

MEMBER COMMUNICATIONS

Chair Goeman made a public comment by requesting prayers for Michael Conrad because he was hospitalized. She thanked staff for helping her run the meeting.

Member Barron made a comment by stating that he has a great project coming up and is very excited for it.

Member Arrigo congratulated the two newest members to the CAC. He also encouraged everyone to pray for Michael Conrad.

Member Padilla made a comment by stating that he is temporarily working at a shelter workshop and could bring back some of the information for the others.

Member Lantz thanked all the staff and the committee for the new CAC member selection. She also thanked everyone on all the subcommittees for their hard work and time.

Member Shah made a comment by stating that he also thanked staff for providing great customer service and the drivers in the community for their hard work.

Member Cabil made a comment by stating that she is grateful for all the CAC members, the public and Access staff for their partnerships and hard work. She highlighted that February was Black History Month and the npr.org has a lot of good information on events.

Member Hagen made a comment by thanking Rani from Metro for her presentation and stated that she appreciates all her dedication and hard work.

Member Hudson made a comment by stating that she would like to encourage that more information about Metro Micro Transit be circulated as it is the first time she had ever heard about it.

COMMUNICATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave updates on this subcommittee. He stated that the discussed the issue of the driver not being able to locate the rider. There needs to be some sort of communication as to where they can find a particular rider. They are trying to address this issue with technology, maybe in the where's my ride app. The issue is not so much the technology but the 5 minute wait time. They are discussion solutions.

SAME DAY SERVICE SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave an update on this item. Member Hagen is working on a proposal that highlights previous discussions of where the subcommittee has taken this topic. She will provide a background on significance on same day services that Access has previously provided and what the program ought to look like when this service is in fact brought back. This is currently a work in progress and once that paper is developed and shared with the subcommittee, it will be shared with the full CAC subcommittee.

OPERATIONS SUBCOMMITTEE UPDATE

Chief Operations Officer Mike Greenwood gave an update on this item as Matthew Avancena was not able to attend. He stated the operations subcommittee of the CAC last met on February 2nd, and they had a robust hour long discussion of one particular KPI, that being denials. He discussed that they are closely monitored by the federal government, and there are guidelines that they must follow in regard to not denying service. Denials are a product of a reservation request gone badly, and Access does a lot of call sampling each month to monitor those reservation calls, to make sure that they are not denying service to the riders. Through their research, they have determined that the standard for denials far exceeds the federal requirements and staff is proposing that they modify those guidelines to closely mirror the federal requirements. That would create a new category that they would start tracking and monitoring. He stated it was suggested by the subcommittee that they add a liquidated damage for these call taker errors that may not rise to the level of a denial, but are still nonetheless a poor standard for customer service. They got some very good feedback and will be making recommendations in March.

ADJOURNMENT

Motion to adjourn the meeting by Member Arrigo. Second by Member Hudson. The meeting adjourned at 3:05 p.m.