

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 12, 2020

1:00 pm - 3:15 pm

**\*Please see note below**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of March 10, 2020	Action	4-16
8	3.	General Public Comments	Information	
20	4.	COVID-19 /Same Day Service Update - Mike Greenwood	Information	
20	5.	Officer Nominations Subcommittee - Rycharde Martindale	Action	17-18
15	6.	CAC Subcommittee Update - Matthew Avancena	Possible Action	
15	7.	Future Meetings Post Covid-19 - Matthew Avancena	Information	
10	8.	Possible Agenda Items - Matthew Avancena	Information	
15	9.	Member Communications	Information	
5	10.	New Business Raised Subsequent to the Posting of the Agenda	Information	
1	11.	Adjournment	Action	

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*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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*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, the CAC members will be participating via teleconference. The public may listen in on the meeting by either - 1) dialing 1-669-900-6833, code 968 1771 5464 OR 2) clicking on the webinar link located at [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html). Please note there is no opportunity to make public comment through these options. The public may submit written comments on any item on the agenda - 1) through email by addressing it to [CAC@accessla.org](mailto:CAC@accessla.org) or 2) via US Postal mail by addressing it to -**

**Access Services CAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Tuesday May 12, 2020 so they can be read into the record as appropriate.**

**MINUTES**

Community Advisory Committee (CAC) Meeting  
March 10, 2020  
12:5 pm - 3:00 pm

CALL TO ORDER

Chair Dina Garcia called the meeting to order at 12:50 p.m.

INTRODUCTIONS

**CAC Members Present:** Dina Garcia, Chair; Kurt Baldwin, Liz Lyons, Maria Aroch, Yael Hagen, Gordon Cardona, Jesse Padilla, Wendy Cabil, Olivia Almalel, Michael Arrigo.

**CAC Members Not Present:** Vice Chair, Tina Fofoa, Marie-France Francois, Rachele Goeman, Michael Conrad and Terri Lantz.

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, LaTisha Wilson, Vy Vu, Melissa Mungia, Faustino Salvador, Geoffrey Okamoto, Art Chacon, Susanna Cadenas, Rycharde Martindale, David Chia, Brian Selwyn, David Foster, Kimberlie Nimori.

**Guests Present:** Stephanie (Alta), Wilma Ballew (Rider & QSS member), Aurora Delgado (California Transit), Fayma Ishaq (Metro), Jesse Ortiz (MV Transportation), Elizabeth Wills (Access Rider), Roberto (Global Paratransit).

REVIEW & APPROVAL OF MINUTES

Chair Dina Garcia asked for a motion to approve the February 11, 2020 minutes.

Motion: Member Hagen  
Seconded: Member Lyons  
Abstention: Members Padilla and Almalel  
Motion: Passed

## MEMBER COMMENTS

Member Baldwin made a comment by stating that there were a couple of errors on page 6, the first paragraph, where it states that all conveyances of all types whatsoever, and then comma, do not have to be wheelchair accessible. He didn't say that, he said sedans don't have to be wheelchair accessible. It depends on the size of the vehicle. Larger vehicles do have to be wheelchair accessible. Taxi cabs do not have to be wheelchair accessible. Then on page 7, under member comments, the second paragraph, he stated "it was because of poor service". He was trying to explain something on what Hector Rodriguez was explaining, that the numbers were higher because of good service. He was asking if the numbers were lower, does that mean it was because of poor service. Veronica Guzman-Vanmarcke responded that she would make the change after verifying the recording.

Member Cabil made a comment by stating that for clarity on page 8 at the top, it's the continuation of her comment, KPI should be spelled out in parentheses so the public knows it's concerning the Key Performance Indicators.

## PUBLIC COMMENTS

Elizabeth Wills made a public comment by stating that she requested a ride for her and her husband to a golf course in San Dimas. She was told the drop off was 9/10 of a mile from the golf course. The entrance of the golf course is hilly and she was trying to make it to a wedding reception 15 minutes away. She was able to find a driver who could drive her husband's van to get to the wedding reception. She wanted to know if she should have called Access the day before to find out if this address was accessible by Access. LaTisha Wilson was assigned to meet with her to discuss the issue.

## BOARD OF DIRECTORS REPORT

There was no Board report since there was no Board meeting.

## CUSTOMER SERVICE UPDATE

Project Administrator for Eligibility, David Foster, gave an update on Customer Service. He discussed the customer service call center and the services provided by Alta Services.

## MEMBER DISCUSSION

Member Lyons made a comment by stating that when she has called Customer Service with a problem, or a question she gets good service. She also asked if they start using Uber or Lyft if they were going to do the same kind of background check as the other Access drivers. David Foster responded that they were not rushing in to anything, it is just something they're considering because it's a possible option for backup services.

Backup services aren't ADA mandated, they don't have to have a backup service. They don't need to meet the same requirements but still want to provide safe, reliable backup trips.

Member Baldwin stated that he noticed the KPIs and the backup trips spiked in August of '19. He asked why that happened. David Foster responded that in August of '19, they had a couple of major service related computer issues. Member Baldwin asked how they handle when the service, being provided by other contractors impacts the ability of the call center. He asked how they maintain their KPIs. David Foster responded that he worked on making sure they get more updates on what's going on with the provider so that Alta management can make staffing decisions. Alta knows by noon whether an issue is going to continue on throughout the day, they know how many people to keep on to handle calls. Any call center knows what to expect when there's a spike and they know how to staff that.

Member Padilla made a comment by stating that he was grateful for the Where's My Ride app. He wished it existed when he was riding Access, it would've made it a lot easier and being on hold on the phone would be the tremendous help. He asked if the backup vehicles aren't Access where do they come from. David Foster responded that taxi companies except for one of them. One of them is more of a brokerage service but they've had back up agreements since the beginning of the service. Usually the cab companies, in L.A. County have some kind of background check. For their contractors, they have to have a live scan, fingerprint, DOJ Livescan check or equivalent. They also have to have a county background check but they all have background checks. When they offer the customer a backup trip, they offer them right up front, that it isn't an Access trip, but a backup trip and if they still want to take it.

Member Hagen asked if the OMC relies on Where's My Ride app to get information on a person's trip. David Foster responded that it was the case. Member Hagen stated that most of the time, when she calls is because the issue is part of the Where's My Ride app. For instance it shows that the vehicle is four minutes away, then its 16 minutes away, then it's back to, four minutes away, and so on. If the fluctuation is very close, it means that the vehicle is going around trying to find a location. Sometimes the problem is the information that you get on Where's My Ride. It's a wonderful app but she would like to know that the OMC has more knowledge, more authority and more information than she does. She is concerned that that's where they're getting their information.

David Foster responded to Member Hagen by stating she made a good point but when they revised the standard operating procedures (SOP), what the SOP says is that if a customer is calling for their first ETA, that they're encouraged to use the WMR app. Not to call the provider because it saves a lot of time for them and the customer. There's provisos in the SOPs, they're going to call the provider with an ETA anyway. If a customer gets that ETA and then doesn't seem like it's accurate they're going to be calling back and then they're going to initiate contact with the provider. Member

Hagen stated that they don't check if the information given to the rider is accurate, and they give them information for the sake of information because that's what they have. But there's something wrong with the ride, and they wouldn't catch it and by the time that happens, the person is now stranded. So sometimes it causes a bigger problem where the problem should have been detected much earlier. David Foster responded that was not the feedback received from the riders.

Member Aroch made a comment by asking how they check for the quality of the providers. She asked if they screen the calls handled by the provider. David Foster referred the question to Faustino Salvador and stated they randomly pull 20 calls a month.

Faustino Salvador confirmed they have monthly audits and listen to anywhere from 275 to 300 calls. They focus on how reservations are scheduled, if they are in compliance with several of Access policies such as CAP, DTD. They have a number of audits that they do for each region. They send observations to the contractors who are responsible for responding back, whether it's positive or negative.

Member Cabil made a comment by stating that she was glad for this presentation because of clarity. She wanted to address one of her experiences where she called late to cancel for a no show, but there were some health challenges beyond her control and when she got the notice in the mail, she had two no shows with an additional ride. An additional service provided a ride that she wasn't even aware of. Now that she is hearing the presentation, she guesses it was considered the backup ride that she was sent out an hour later. It didn't make sense because she did communicate with someone that she would have to cancel. David Foster responded that a backup trip wouldn't be counted in as a no show because it's not part of the trip database for next day trips. They don't have any back up providers in Antelope Valley. It sounds more like an anomaly with a no show. He asked her to provide Veronica Guzman-Vanmarcke with that information, they'll be happy to look in to it and figure out why she got two letters when it sounds like she only should've received one.

Member Almalel stated that she was recently at the Abilities Expo at the convention center and was notified that because her pick up time was later than the expo was ending, they would have to reschedule for a different pick up address. She has already submitted the complaint and it is being investigated. She was given the notice that there was a safer pick up location as designated by Access services not the one she provided and she had to go there to get picked up. It was a very long distance and some of the riders would not have been able to make that trek to the designated location. She asked if the OMC would have been able to help. David Foster responded that the OMC might have been able to intervene in that situation.

#### CAC SUBCOMMITTEE UPDATE

Director of Planning and Coordination, Matthew Avancena, first asked Rycharde

Martindale to speak on the latest developments on the QSS with the latest tasks assigned to them by the CAC. He stated that he provided everyone a report that's in their packet and gave a quick summary of it. At the CAC workshop the CAC goals subcommittee had tasked the QSS to do a couple of different things. One of the major things was to look at the development of a same day, premium service. They were asked to put together an outline and report back to the subcommittee for further action. The QSS came up with four basic elements. The first element was what a potential fee and distance may look like for such a program. Second element, was what kind of eligibility criteria would be utilized, not necessarily who was eligible but what kind of trips for example. The third element, was looking at the idea of what and how to handle cancellations and no shows. The fourth element that they wanted to look at was what role customer service and complaint resolutions play in this premium program. The QSS went through elements one and two at subsequent meetings last year and to get their report prepared and delivered to you, staff asked them to give their comments on elements three and four in writing. Unfortunately they didn't really get any responses and so he presented the recommendation for the CAC subcommittee to look at the report. He recommends they review it and then looking at what further actions the subcommittee would want to take. He also provided some background reading material on what some systems are doing about non ADA same day service, some other thoughts about what kinds of service are out there and looking at different alternatives.

## MEMBER COMMENTS

Member Baldwin apologized because they did not have a subcommittee meeting last month, there were some changes in management where he works and he had some extra work that I had to get done. They did arrange to have the next subcommittee meeting on March 19th from 2:00 P.M. to 4:00 P.M. and he would like to put that on the agenda so they can discuss the information the QSS has provided. He is hoping that perhaps at the next April meeting they'll be able to a set of recommendations for the QSS to look at and give comments on. Then they would send it back to us or send it back to the CAC or the Board of Directors.

## OPERATIONS UPDATE

### OPERATIONS PERFORMANCE UPDATE

Faustino Salvador, Project Administrator, presented the Operations Performance Report for the month of March 2020.

The February highlights included:

- Access assisted with trips going to and from the Abilities Expo for all three days. They completed 546 trips for all three days;
- Five staff members of Access attended emergency management training in Temple City;



- Access provided evacuation assistance with city of Los Angeles following a structure fire;
- Access received the request from the city of Los Angeles department to transport an individual to the American Red Cross shelter;
- And all six contractors have activated the new reservation recording hold message.

### MEMBER DISCUSSION

Member Padilla asked if the emergency management trainings have anything in place for the Corona virus and how to deal with it with the riders. Faustino Salvador responded they were involved with updating contractors on the Corona virus updates. They have a hold message on the recording line, and also put a banner on the Access website. They are continuing to monitor and urging riders that are sick not to ride on Access.

Member Cabil asked who was in charge of updating the riders of any alerts concerning the Coronavirus. She added that she had some information to pass on from the Department of Mental Health, on how to deal with the panic aspect of this virus. Faustino Salvador responded it would be Rogelio Gomez and Mike Greenwood as well as the Management team.

Member Aroch asked for a copy of the statistics for a specific region and Faustino responded that could be provided and to contact him.

Member Cabil complimented Access for their hospitality at the Abilities Expo.

Member Baldwin stated that the Santa Clarita Access Advisory Committee, is also looking for not just performance but the regional eligibility numbers. Faustino asked if he wanted the regional eligibility numbers, if that was what he was requesting. Member Baldwin was just asking if it could be added that to the report.

### MEMBER COMMUNICATION

Member Hagen stated that she had some flyers for upcoming workshops for IHSS done by PASC. The workshop is on March 18th and you can join by phone or attend one of the locations that are stated on the flyer.

Member Cabil asked Member Hagen for help in her area of expertise sitting on that committee. She forwarded the information to someone she knows in Antelope Valley who's having trouble getting paid in a timely manner. She was hoping to get some help from Ms. Hagen.

Member Almalel stated that the nonprofit that she volunteers for, Triumph Foundation is having an annual sports weekend up in Santa Clarita, they're going to provide

sporting wheelchairs and they will have everything from scuba to yoga to rugby to basketball. It is a free event and taking place on April 25th and 26th.

Member Lyons stated she was on the MTA disability committee, and gave everybody a copy of what she will be speaking about. They are looking for new members and their next meeting is on the 12<sup>th</sup> of March at 10:30. They meet there at the MTA meeting room and need new members, if they know anybody who wants to be on the Board, let her know. They need to have experience riding buses and the transit system.

Chair Garcia stated that she wanted to announce a Metro workshop at her office on the 17<sup>th</sup> concerning the bus lines. They want to inform the community as to how they feel about some of the proposals so they want everyone to come and speak up. Tuesday, March 17th from 11:00 to 1:00 and food will be served.

Member Cabil also announced that the AV Health Neighborhood had a wonderful celebration of Women's History Month in the month of March. It was a great event and a gentleman spoke about sexual assault. He made a point to not only share his own testimony but to make it so that everybody understand the need that they have to believe when people say, what's going on in their lives to take it seriously. In the meantime, Wayfinder Family Services is offering a training for those in, for mental health to work with those with disabilities, physical disabilities. See her for more information.

## VIDEO VIGNETTES

Matthew Avancena introduced Josh Southwick and stated that this topic was one of the items that were brought up at the CAC goals retreat. He asked Josh to show exactly what the Access Communications Department does in terms of video production. Hopefully after he shows some of the products that he's involved with or has produced, the CAC can maybe give him some other suggestions as far as what other video vignettes the community would like to see going forward.

Josh Southwick presented various slide examples and videos of the products he has produced for the Access website and various other projects.

## MEMBER DISCUSSION

Member Hagen asked about the possibility of using video vignettes to assist drivers while they're in the vehicle and they need a refresher of some sort. For instance, it's if they have a mobility device that they haven't come across for a long time and they don't remember what it was, exactly that you do with this particular kind of device. Another idea would be to show locations that are difficult to find or places where stands are that they can have a video where they can review that. Another use of those videos could be people who speak another language or someone who signs, for instance.

Member Almalel stated that the videos are great. She was thinking that maybe have

small videos promoting the CAC meetings that happen once a month and they would love for them to attend and maybe snippets of the meeting. Also, videos on bag policies or other policies they might not be aware of. Maybe sample videos of how to make a reservation so that it's more familiar when they start riding.

Member Arrigo stated that he saw some great videos during his recertification. It covered a lot of things such as bags, in which he didn't know he couldn't travel with more than 25 pounds total. He asked about a video of the CAC meeting and what they are talking about, what they do, when they meet, where they meet, that would be a good idea. He always enjoys going to the Board of Directors meetings because the Superior Service award videos are always positive and the production is great.

Member Lyons stated that she was happy that her and her dog Dot were part of the videos. She thinks there should be a video showing that Access is involved in the community because a lot of people don't know they do attend meetings. They go to the New Horizon meeting or if they have a meeting of fundraising, as well.

Member Baldwin stated that he thought the production work was very good. He thinks it could be useful for both drivers and people that are providing service reservations and riders with little vignettes about how to assist a person with a visual impairment. Or a video on appropriate communication so that they are being respectful when talking to somebody with a cognitive disability or people that have communication barriers who are deaf or can't speak. Also for riders, issues like the process of asking for reasonable modification of policies and the process for asking for door to door service. He also agrees with Member Hagen on having short "how to videos".

Member Hagen added that she would be more than happy to help in anything she can. She could offer help in doing something like how to communicate with various types of disabilities and she also has a video that can be an example of what can be done with that topic. It would be nice for drivers and other staff members to know who the people who ride Access services. There's a misconception about who they are, maybe doing a little story on the riders themselves.

Member Aroch stated that sometimes they have a PCA , especially the kids, and how people can clean up after the riders while on public transportation. More of a sanitary video that is going to help everybody.

#### PROPOSED FARE COUPON DESIGN

Josh Southwick presented the new design and explained the details of it. He asked for feedback from the CAC members as to what the name of the new coupon book should be.

#### MEMBER DISCUSSION

Member Hagen stated that tactile is definitely a good option since this helps with those that are visually impaired. She can't see the design but in the current coupons, having different sizes certainly helps. They should consider the third coupon book in being a \$1 increment, which will also address the Access to work program fare and also the difference in the fare in Antelope Valley for the base.

Member Lyons stated that she could see his point on the XXX one. Would it be possible to write Antelope Valley on the coupon book to distinguish it so they know it is for that area? She thinks it would be good to mark it because if she bought that, she couldn't use it down there because it's \$1 bills. Josh Southwick responded that they would probably need to send out some additional marketing material to let people know this change and notify them of how to identify tactilely these individual coupons.

Member Padilla asked what the difference was in price and zones for the different coupon books. Josh Southwick responded that the base itself has the value of \$2.75 even though the value is not on the coupon. But that's the idea. The plus zone is the \$.75 additional to get to that \$3.50 fare, so that's why the idea is that they'll use a base coupon with the plus zone to pay for trips that are over 20 miles. The XXX coupon which is just XX right now, would be the third coupon that would then support the fare in the Antelope Valley and Santa Clarita region. They want to name it something, it could be the dollar coupon or whatever else but they want to get feedback to go along with the development of this third coupon.

Member Hagen stated that you would not need this third coupon if you didn't use Access to work or traveled in Antelope Valley or Santa Clarita. She suggested they call it the dollar coupon since that would allow more flexibility when using it.

Member Baldwin suggested to call it the 2 dollar coupon but definitely not the special coupon.

Member Hagen stated they could also be used as \$2 and an additional \$.75 coupon if somebody wanted to supplement, or if that's easier for somebody to figure out. So if they do it as \$1 coupons the flexibility is awesome.

Josh Southwick also had a question about the quantity that you got in the actual package, if it's a \$1 coupon, should they look at providing more in that booklet or the same amount that you get in a regular booklet?

Member Almalel suggested they make the one dollar coupon book with a large number one to make it stand out.

## RESERVATION SCRIPT

Matthew Avancena stated the unfortunately Mike Greenwood was not there to present that day but will leave it up to the members to discuss this topic or whatever issues

they're having with the reservation script and Faustino Salvador can address those questions. There are currently 23 messages but it has increased to 24. The new addition is the COVID 19 message.

### MEMBER DISCUSSION

Member Hagen stated that she doesn't think that the suggestions given for the script were put in to place. One of those would be that people know that it is optional to give the type of building or the type of location they're going to and can give as many details as they want or not give any details but it's optional. In the valley, they're still asking people if you're going to a house, an apartment or a medical building. In the rest of the regions, what medical equipment they are using, that was part of their feedback that has not been put in to practice.

Faustino Salvador responded that the reason they ask if it's a residential or medical building is to help eliminate confusion for the drivers and it helps guide the drivers to ensure that they're at the right place. It's optional but it is something that they have to ask. In addition to that, they are asking for mobility equipment and mobility devices along with service animal just to help eliminate any booking errors. The script helps eliminate those potential booking errors that the call taker might come across and it's just double checking with the rider to see that we have the right equipment and the right mobility device in place along with the PCAs and the guest.

Member Hagen stated that they should absolutely ask it, but they're not medical devices, they're mobility devices. They're still being called medical devices. As far as the type of location, they are not informed that it is optional and they can provide the information if they want to help the driver locate them.

Member Lyons stated that she could be asked what building she is going to or if she has a PCA. She does have a complaint about a call she had the evening before. The reservationist changed the script and this confused Member Lyons. They all need to get on the same page for people like her who get confused if they change the script.

Member Padilla stated that he agrees with Member Hagen with regards to the medical devices and that it is an ignorant term. He also doesn't have a problem with letting Access know what kind of building he is in front of, if that will help the driver find him.

Member Baldwin suggested they reword the question about what kind of building it is by asking if there was something unique about the building they are being pickup up at or is there a landmark they should look out for.

Member Almalel has noticed the change when they do call and ask what kind of facility she is in front of and she appreciates that now. They are also asking if there are children riding as well as any service animals.

### CAC RETREAT

Matthew Avancena stated that this was a topic the Chair asked to be discussed. Again, this was also another item that the chair be requested be brought up to the CAC. He turned it over to the members on what they would like to be discussed. Chair Garcia stated they had a really robust retreat last year, and she wanted to ask the member's opinions about having another one soon.

Member Baldwin stated that he agreed and it was a very robust meeting and gave them a lot of direction. They have accomplished a lot and he thinks it's a good idea to have one, if nothing else, to give an update on what has been done and what still needs to be done. He suggests they have it in the summer time.

Member Hagen stated that give them an opportunity to do some workshops during that time on the Brown Act because they've discussed that a lot in the meetings and Robert's Rules of Order. She thinks that would give them a good opportunity to also put in those workshops into the retreat and maybe even an ADA transportation workshop.

Member Lyons stated that they should review what they have already done and still needs to be accomplished.

Member Hagen asked if she could make a motion but was informed this was only an informational item.

Matthew Avancena stated they don't need to make a motion and staff will start looking into the logistics of it. He does need to inform the CAC, that summer is usually when they have the community meetings or even in the fall. In terms of getting into the schedule, it may be a little tough, as staff finalizes the community meeting schedule. He will come back to the group and let them know which months would be a better time to hold the retreat.

Member Cabil is concerned about her area with regards to the community meetings and the community not being well informed. She is willing to take flyers, put them in the library or wherever else.

Matthew Avancena responded that once the dates are finalized, Veronica Guzman-Vanmarcke can inform the CAC members on what these dates are and printout the flyers, so they can make them available for them to distribute to their respective communities to help get the word out. He is looking into this and they can revisit the topic in May. The meeting would take place sometime in the summer or late summer.

#### NEW BUSINESS RAISED

Matthew Avancena brought up the many concerns about COVID 19 also known as the Coronavirus. He wanted to gauge the CAC's thoughts on any concerns about the virus

but more, specifically about meetings. If there are those with concerns, staff is certainly open to having these meetings via teleconference or via conference call. They would need to follow Brown Act posting requirements but that is an option that is available to the CAC if they have concerns about going to a central location to have a meeting.

Matthew Avancena clarified that if they do have meetings via conference call, the location of where the meetings take place, would have to be posted. So right now we posted meeting location as One Gateway Plaza. But if, like, for instance, someone was to be calling from home, they would have to post their home address on the agenda because essentially the Brown Act requires. The addresses would need to be posted on the agenda for purposes of the Brown Act.

Member Baldwin clarified that people would have the option to attend a meeting at your home.

Member Cabil made a comment by stating this was the first time she had ever heard of this because she attends quite a few meetings through the Department of Mental Health, they're using Skype now.

Member Baldwin stated that they are having a governmental meeting that is why this applies to their meetings.

Matthew Avancena clarified that before they even begin discussing this subject, he wanted to get everyone's opinion.

Member Baldwin likes the idea of being able to do remote meetings but thinks they should wait until the Public Health authorities say that's what you should be doing. They are not there yet but the medical professionals are telling them that they need to be washing their hands and if you're sick stay home, if your child's sick, don't send them to school. However, if the public authorities say don't go to work anymore, then we have to decide if they are going to shut down for the 30 days or so and work remotely. They have been talking about this at work because the nature of their service is person to person and so how do you handle that.

Member Padilla agrees with Member Baldwin in that they still need to live life but also at the same time be careful. They are attending their meetings at the Union Station where lots of people travel on the trains. If there are any capabilities for the CAC to have what the Paratransit Coalition has which is to meet over at Google Hangout and over the conference call.

Matthew Avancena stated that was available but again it depends on the CAC members. Some CAC members may not have a camera to be able to participate on Google hangout type of meeting. And even so, again we would, the meeting itself would be subject to Brown Act requirements.

Member Cabil mentioned they could then do the meeting from the library but Member Hagen stated that this would still be congregating.

Member Lyons stated that she doesn't want her address out for the public to see because of privacy. She doesn't mind giving out her e-mail, but not her address or phone number.

Member Cabil mentioned that she doesn't always take Access all the way but also public transportation and some of the homeless population is not necessarily very hygienic which cause some concern with this virus going around.

Member Hagen proposed that everybody can make a decision of whether they feel comfortable attending a meeting or not and should not be penalized for it.

Member Baldwin asked about the write up that the bylaws are going up to the Board for approval. Matthew Avancena responded it was going to be going to one of the subcommittee meetings in May. Unless there are additional changes that they would like to add in the bylaws.

Member Lyons stated that she was very glad to be able to have the Access ride by herself today to the CAC meeting because of the virus.

#### ADJOURNMENT

Chair Garcia asked for a motion to adjourn the meeting.

Motion: Member Padilla

Second: Member Aroch

The meeting adjourned at 3:00 p.m.



MAY 12, 2020

**TO: ACCESS COMMUNITY ADVISORY COMMITTEE**  
**FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS**  
**RE: REQUEST FOR CAC OFFICER NOMINATIONS SUBCOMMITTEE MEMBERS**

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ISSUE:

Article 5 of the proposed revised CAC Bylaws (provided at the end of this item) requires the selection of a Chairperson and a Vice-Chairperson. Article 5 also describes how to go about doing this. The CAC is asked to put together a nominations subcommittee to begin this process.

RECOMMENDATION:

The CAC Chair calls for 3-5 CAC member volunteers or if not enough volunteers appoint CAC members to a nominating subcommittee to begin this process. Under the proposed bylaws, there is no longer any term limits restricting any CAC member serving on this subcommittee.

BACKGROUND:

The method laid out in the first few sections of Article 5 is easy to follow. Here is a quick overview of what will happen:

- ✓ May 2020: CAC selects nomination subcommittee members ;
- ✓ June 2020: the subcommittee contacts potential candidates and vets who is running for office;
- ✓ July/August 2020: the CAC holds an election and selects its officers.

Proposed Revised By-Laws Article V

ARTICLE 5 - OFFICERS

Section 1 - The CAC will have a Chairperson and a Vice-Chairperson.

## Section 2 - Officers Election Process

2.1- A nominations subcommittee consisting of 3-5 CAC members shall be appointed by the CAC during one of its regular meetings but no later than July 30.

2.2 - Nominations subcommittee members cannot be nominated for officer positions

2.3 - The nominations subcommittee will contact each CAC member and determine if they wish to nominate themselves or another CAC member.

2.4 - The nominations subcommittee will then contact those CAC members nominated by another member to determine if they wish to run for election, and if nominated for more than one officer position, which position they intend to pursue.

2.5 - Any CAC members can also submit their nomination from the floor on the day of the election.

2.6 -Each nominee will present either a written or verbal platform speech/presentation at the September CAC meeting, or the next scheduled CAC meeting thereof and officers shall be chosen by ROLL CALL VOICE VOTE of the majority of the CAC at such meeting

2.7 -New officers will be provided specific orientation on Robert's Rules and open meeting laws prior to being seated.