

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 11, 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>
5	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of April 13, 2021	Action	5-12
10	3.	General Public Comments	Information	
8	4.	Board Member Report/Theresa De Vera	Information	
10	5.	Superior Service Award - Mayra Perez	Information	
15	6.	New Member Ratification - Rycharde Martindale	Action	13-14
15	7.	Goals Subcommittee - Matthew Avancena	Possible Action	15-16
15	8.	Operations Update - Jessica Volanos	Presentation	
15	9.	Emergency Management Update - Matthew Topoozian	Presentation	
15	10.	Member Communications	Information	
15	11.	Stand Sign Subcommittee - Matthew Avancena	Possible Action	17-18
5	12.	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, May 11, 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/94485213254>
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 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)

Webinar ID: 944 8521 3254

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>MINUTES Community Advisory Committee (CAC) Meeting April 13, 2021 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; Rachelle Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Tina Fofoa, Wendy Cabil, Bhumit Shah, Scott Barron, Jesse Padilla, Olivia Almalel, and Michael Arrigo.

CAC Members Not Present: 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, Eric Haack, Bill Tsuei, Thomas Lee, Rycharde Martindale.

Guests Present: Catherine Veschi

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the March 9, 2021 minutes.

Motion: Member Barron
Seconded: Member Padilla
Abstained: Member Almalel, Member Hagen, and Member Shah
Motion: Passed

MEMBER DISCUSSION

Member Hagen and Member Cabil will send the corrections via email to Veronica Guzman-Vanmarcke.

GENERAL PUBLIC COMMENTS

Mel Bailey made a public comment stating that he requested information concerning

their plan to stop non shared rides immediately and has not heard back. He would like to know how they are going to handle shared rides while still remaining within the CDC guidelines. Additionally, he wanted to know they will handle the sanitizing of vehicles and the way they handle animals on vehicles during COVID.

Carrie Madden made a public comment by stating that people with disabilities are more susceptible to COVID and there is no way to know who has had a vaccine and who has not. She thinks it is too soon for Access to do shared rides because they are exposing everyone and potentially becoming a super spreader situation.

Engracia Figueroa made a public comment by stating that using Access with shared rides is too soon and dangerous. She doesn't understand why the driver can't wait for the rider to get their vaccine on site instead of them having to wait for another driver. She believes same day rides should also be extended because emergencies happen and people need to pick up prescriptions and get groceries and they should be able to accommodate them.

Andrea McFearson made a public comment by asking if it is a requirement for drivers to be vaccinated in order to work, as well as anyone who is in direct contact with the public. Would this be a requirement for drivers?

BOARD REPORT

There was no board report as there was only committee meetings in March.

MEMBER DISCUSSION

Member Hagen made a comment by stating that she believes they should still receive a report on the committee meetings as well. She asks that this be discussed in the future.

VEHICLE GRANT REQUEST

Director of Information Technology, Bill Tsuei and Director of Governmental Affairs and Outreach, Randy Johnson gave a presentation on the potential electric vehicle project as well as a motion of support on this project.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that they should consider making vehicle ramps with a yellow line down the middle so that those that have vision problems can see them better.

MEMBER DISCUSSION

Member Shah made a comment by asking if there would be multiple vehicle options when going electric. Bill Tsuei responded that they will be the same size vehicles as to what Access has at the moment.

Member Lantz made a comment by asking if there have been studies done on how this will affect scheduling of pickups since electric vehicles have less range than a normal gasoline vehicle. Bill Tsuei responded by stating that the range of the vehicle is about 175 miles. The number would decrease during the pilot project to about 150 miles. There is also the option of the Promaster. At the beginning of the pilot they will actually try to limit the trips by using the new vehicles and try to gain experience to modify them in the future.

Member Hagen made a comment by stating that it is a pilot program and the idea is to learn from it. If there are major issues like ramp deployment or air conditioning issues, or the dispatching of vehicles, how are they planning to correct those issues? She believes 20% of the total is quite a bit of money to utilize for this project. Bill Tsuei responded that they will start using the vehicles with about 100 miles a day to begin. As far as the ramp and air conditioning, the AC portion is probably not going to be a problem as long as there is battery power. Member Hagen would like there to be a caveat to make these trips non shared rides so as to prevent any other issues. Bill Tsuei responded that this would not be an option to limit the passengers because that would defeat the purpose of having these vehicles. They need to use them as normal vehicles because of the weight that needs to be tested to understand how the vehicle is capable of traveling. Member Hagen stated that she doesn't feel very comfortable with being used as a guinea pig for this test.

Member Cabil made a comment by asking how soon this pilot will be launched. Bill Tsuei responded that it would be about a three to six month timeframe for them to select the awardee. Once they have been selected, they will try to implement the project within a 12 month period. Member Cabil stated that she is relieved it isn't right away because she is concerned with the pandemic. She just wants to make sure that they are not rushing to put these vehicles on the street with the shared ride situation. She does understand their point that they have to test it in real life situations to see how it can handle and accommodate everyday situations.

Member Lantz made a comment by asking what exactly the timeline would be. Bill Tsuei stated that if they are awarded the money, they have 12 months to spend the money that it is a Federal requirement. They would receive the vehicles within three months of receiving the grant. After that they will do their due diligence to test the vehicles prior to the pilot operation. It would begin about the end of the year if everything lines up with the schedule. Member Lantz asked if the CDC puts out another restriction concerning COVID, how they would handle this situation of testing the pilot program. Randy Johnson responded that they would just have to make adjustments to

the pilot program to ensure everyone's safety.

Member Padilla made a comment by asking what regions where the vehicles going to be used in. Bill Tsuei responded they were going to be used in the Santa Clarita region, Eastern region in El Monte and Northern region in Van Nuys.

Member Almalel made a comment by asking if they would consider changing the design of the vehicle because the current Promaster is very narrow in the back and uncomfortable. There are also issues with grab bars and so on. She asked how they were going to take suggestions from riders and also what the charging time was to fully charge the vehicle between trips. Bill Tsuei responded that they are able to charge in about 4 hours. He also stated that they are taking all the designs into consideration.

Chair Goeman made a comment by asking how they are going to make sure that people who are visually impaired can hear the electric vehicles coming up to them since they make no sound. She was also wondering what accommodations are being made for service animals because the four () seats in the back row would not allow room for them. Bill Tsuei responded by stating that they are going to find a solution for the rider to maybe have a device that will allow the individual to be aware the vehicle has arrived. They will also look into the issue of the service animals.

Member Aroch made a comment by asking how long the pilot will go on for because she is concerned this will go on for years if there is no set timeline. She also requested a spreadsheet with a detailed project timeline so they can clearly see the timing of everything because it is a lot of money to do this pilot and they don't have much information.

Member Hagen made a motion that the CAC supports this recommendation with the caveat that if the project if funded, this issue will return to the CAC to make sure that they have a strong plan on gathering information and input from riders.

Member Hagen made the motion

Member Aroch seconded that motion

Member Barron and Member Padilla objected to the motion

Motion Passed

ACCESS TECHNOLOGY SURVEY

Strategic Planner, Erick Haack gave a presentation along with Catherine Veschi from Great Blue Research. They discussed a recent customer survey that was conducted on technology topics.

PUBLIC COMMENTS

Carlos Benavides made a public comment by asking that they speak slower next time

they do a presentation because it was difficult to understand everything. He requested a copy of the presentation and Veronica Guzman-Vanmarcke stated the presentation was available online if he wanted to take a look.

MEMBER DISCUSSION

Member Lantz made a comment by asking when the survey was conducted. Eric Haack responded that it started in January and ended in February.

Member Hagen made a comment by stating that there were many questions on the survey that were concerning autonomous vehicles and she wondered what the results were on that. Catherine Veschi responded that there were various questions and they were overall positive. She pulled up the information with the responses.

Vice Chair Cardona made a comment by stating that he was happy the survey was distributed by email, text and web, and not just phone.

Member Padilla made a comment by asking if anybody used Access to do something other than just medical appointments, like running errands or meeting friends for dinner. Eric Haack responded by stating that he would have to take a look at that because he couldn't recall. It is their intention to share the final result in a report with all of the committees and the Board of Directors.

Member Hagen asked if there was a blank area where the riders could fill out more subjective answers. Catherine Veschi stated that yes, they did have open ended responses for certain questions.

WHERE'S MY RIDE DEVELOPMENT UPDATE

IT Project Manager, Thomas Lee, gave a presentation on the Where's My Ride app and how they are continuously trying to improve the app for the users. They currently have a user interface update that they are introducing.

PUBLIC COMMENTS

Theresa De Vera made a comment by asking that if the rider doesn't want their address or information known how they are going prevent that. Thomas Lee responded by stating that the shared rider location will be on the GPS and that is how they will know the location. He also stated that this function is optional and the rider does not have to share their location if they don't want to.

MEMBER DISCUSSION

Member Cardona made a comment by stating that he really likes the SML feature and thinks it will be very helpful for the passengers and drivers to connect.

Member Lantz made a comment by stating that she finds it refreshing to hear about the changes made. Particularly, the input that was given the past year. The high contrast interface will also be helpful and having icons of what type of vehicle would be arriving is great. She also likes the option on helping the driver find a rider. She thanked them for making so many great improvements.

Member Hagen made a comment by stating that she agrees with Member Lantz and thinks its fantastic work what they are doing. She requested more clarification on the shared ride feature. She wanted to know how someone could figure out if their ride would be a shared ride trip. Thomas Lee clarified that the feature was to share your location not to find out about it being a shared ride. Member Hagen stated that maybe they should rename this feature so that there is no confusion. Thomas Lee stated that this is only to show the driver the rider's specific location so that they know exactly where to pick up the rider. Member Hagen added that they should be able to also communicate with the dispatcher and not just the driver. There should be a feature for this as well.

Member Barron made a comment by asking if during new employee training, they trained the drivers on how to use the app. He also asked if there will be some sort tutorial on how to use the app for the riders. Thomas Lee responded that the drivers will be trained in this app and also that they would be preparing a video to show the features of this app. Member Barron also asked if the drivers will be allowed to see a picture of the rider to have an idea of who they are picking up. He recommends this feature for the future. Thomas Lee responded that they will definitely take this in consideration although it is not a feature at the moment.

Member Almalel made a comment by asking if the mobility devices of the rider would be shown on the reservation. Bill Tsuei responded that there will be a note section for the rider to fill out and put their mobility device in there so the driver is aware.

Member Padilla made a comment by stating that he agrees with Member Hagen and Ms. Theresa De Vera on their comments. Member Padilla also asked if the trips will show up on the app, like they do in UBER, meaning the trip history and scheduled trip. Thomas Lee responded that it will show all this information and also the vehicle type.

Vice Chair Cardona made a comment by stating that they could maybe provide the driver's name on the app for the rider to see.

Member Hagen made a comment by asking when they have to enter information, if there is an option to dictate or it needs to be typed in. Thomas Lee responded that the

virtual keyboard can be used and all the options on that keyboard are available. Member Hagen suggested that they use a free app called Way Around that helps enable and disable dictation. This could be a useful tool for this app. Thomas Lee stated that this is something they will look into and see if it can be incorporated.

OPERATIONS

Emergency Management Coordinator, Matthew Topoozian and Chief Operations Officer, Mike Greenwood gave the emergency management update on Access' ongoing COVID 19 response. They stated that the Los Angeles County Department of Public health expanded vaccine eligibility to transit workers, including Access' frontline workforce. They added that as of March 16, it had been one year since their emergency operations center was first activated. They continued with the presentation and highlighted important statistics and events.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that he wanted to thank Tom Irvin from the Northern region for reaching out and helping him with his issues. He would also like to say that he appreciates hearing from Mike Greenwood. He would like to know how they will be placing people in shared rides while complying with the CDC guidelines. He can't find anyone that can explain how they will keep riders safe.

MEMBER DISCUSSION

Member Lantz stated that she has a concern with the shared ride option and if it would be safe for the riders. She understands it is a difficult situation but she is concerned that this will not be safe for the riders. She believes this is too soon and there are no answers to the questions they have.

Member Hagen made a comment by stating that the drivers had the opportunity to receive a vaccine in March but that it is not enough time to give the drivers the time to get an appointment, get the first vaccination, get the second vaccination and wait the two week period. She finds that negligible in her opinion and she also doesn't think it was fair that they gave such short notice to the riders. She encourages the public to join the Board meeting on Monday and express their concerns on this new shared ride option.

Vice Chair Cardona stated that he already had a shared ride the day before this meeting.

Member Barron asked when this shared ride option was decided. He is concerned because he believes it is too soon to have shared rides with multiple people in a vehicle. Mike Greenwood responded that they met internally and made a decision of how quickly they can get their interim service restoration factors put in place, along

with an outreach plan to get the word out, and that's why it took effect the day before. Member Barron stated that he has much less options of getting around since he uses a wheel chair.

ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Vice Chair Goeman

Second: Member Aroch

Motion passed

The meeting adjourned at 3:31 p.m.

MAY 11, 2021

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

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ISSUE:

As written in the May 11, 2020 revised CAC Bylaws, Article 3, Representation, under Sections 5 and 7, asks the full CAC to ratify the recommendation of the CAC Membership Selection Subcommittee (MSS) and that this action then be forwarded to the Access Services Board of Directors for approval.

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.

Presented here is a brief chronology of the overall process focusing on the key dates, actions, and results of this process.

February 9, 2021:

With the announced resignation of Member Kurt Baldwin from the CAC, one vacancy exists on the CAC which must be filled.

February 25, 2021:

At their meeting, the MSS decides that this newly vacated position will be advertised through various means for a period of two weeks beginning March 1, and ending March 15, 2021. The MSS also recognized that three previous candidates who had met eligibility criteria were still interested in applying for any new positions which might open. Advertising is done through the Access Services web site, e-mail, and to Access Services advisory committees, ETC. Vacancy information is distributed to as many people and organizations as is possible within this timeframe.

March 23, 2021:

After receiving new applications, the MSS agree to accept all of the applications received for review and plan to meet again to determine interview dates.

April 20, 2021:

The MSS review all of the existing applications on file and narrowed the pool of qualified applicants down to three (3) individuals meeting the criteria set forth in the Bylaws.

May 3, 2021:

The MSS interview three (3) applicants: Wilma Ballew, Allan Buck and Kimberly Hudson. And after careful discussion and evaluation of the candidates' qualifications, select the highest scoring individual.

RECOMMENDATION:

After interviewing and evaluating the three (3) qualified finalists, the MSS recommend by their vote, the ratification of Kimberly Hudson. Ms. Hudson holds a Master's Degree in Social Work and brings an extensive background of experience in disability service delivery to the CAC. She possesses an in-depth knowledge of cross-disability expertise through her affiliation with such organizations as: United Cerebral Palsy Los Angeles (UCPLA); Service Center for Independent Life (SCIL) and Children's Hospital Los Angeles. If ratified by a majority of the assembled CAC members meeting quorum, her name will be forwarded to the Board of Directors for approval at their May 17, 2021 Subcommittee meeting and their full June 21, 2021 meeting. If approved by the Board of Directors, she will take her seat at the July 13, 2021 CAC meeting.

MAY 11, 2021

TO: CAC
FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND
COORDINATION
SUBJECT: GOALS RETREAT SUBCOMMITTEE UPDATE - MAY 2021

The subcommittee members met on April 21 to categorize the remaining goals and ideas that came out of the CAC Goals Retreat that was held on February 9. Staff and subcommittee members agreed to place the following goals into the subcommittees below:

Communications Subcommittee

1. Produce short videos to train dispatchers, drivers, and riders.
2. Identify issues to educate riders. Issues to include:
 - No shows
 - Transfers
 - How to book a trip
 - OMC
 - Difficult locations
3. Improve the website to make it more usable by persons with disabilities.
4. Improve rider-driver communication (Ex. OCTA and GoGo Grandparent).
5. Implement a better process for late arrivals; improve rider notifications.

Operations Subcommittee

1. Reduce long shared rides
2. Review performance standards
3. Implement alternative payment systems
4. End outdated practices that restrict pick-ups

Same Day Subcommittee

- Implement permanent same day service.

Future CAC agenda Items for discussion

1. Improve coordination with bordering transit agencies for inter-county transfers.
2. Revisit the no show policy.
3. Need to serve gated communities.
4. Improve flexibility for online reservations.
5. Improve functionality of the WMR app.

6. Expand online reservations to Northern Region.
7. Make it easier to purchase coupons.
8. Improve the Eligibility process.

To be removed from the Goals List

1. Send the Board Box to CAC members - staff is doing this.
2. Provide more detailed statistical data to CAC.
3. Include a driver and dispatcher at CAC Meetings. In lieu of inviting drivers and dispatchers to CAC meetings, the CAC chair can ask contractor staff to introduce themselves during introductions.

Recommendation:

Task the CAC to form three new subcommittees and ask member volunteers.

- Communications Subcommittee
- Same Day Subcommittee
- Operations Subcommittee

MAY 11, 2021

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND
COORDINATION

SUBJECT: STAND SIGN SUBCOMMITTEE UPDATE - MAY 2021

The subcommittee members met on April 28 to finalize its recommendations to the CAC. Listed below are the issues that were discussed and follow-up actions going forward:

Issue #1: Restrictions on where Access riders can be picked-up/ dropped off due to the location of a stand sign; or if there is no stand-sign available, alternate pick-ups/drop offs that are available for the rider.

Resolution: This issue has been resolved. Staff reiterated that consistent with Access' revised policy, a customer could be dropped off at a location whether or not there is a stand sign so long as the location is safe for a customer pick-up/drop-off. As for difficult locations, customers can always contact customer service to report the difficult location. Once it is reported, customer service refers the complaint or report to the operations department where a Road Safety Inspector (RSI) is asked to investigate the location(s). This process is called a Location Evaluation.

Issue #2: The process to identify difficult locations is not always clear to the rider. For instance, a customer may not know they can call customer service to report a difficult location because this process is not identified on the website, phone tree and/or the Rider's Guide.

Resolution: Access is considering revisions to the reservation hold message, website and Rider's Guide to provide options for riders to report a difficult location or request a stand sign.

Issue #3: A tool kit to assist Access staff with their approach to request and install a stand sign at a venue.

Recommendation: Request the assistance of The Disability Rights Education and Defense Fund and other disability rights agencies to help Access develop a letter that can be sent to private venues and properties that are unresponsive or uncooperative to Access' request to have a stand sign installed. The proposed letter can explain a

property's legal obligations to adhere to ADA provisions of safe and reasonable access for persons with disabilities.

Issue #4: How can a rider stay informed of their civil rights and other legal recourse when it comes to locations that have un-safe or difficult drop-off/pick-ups? Where can a rider receive technical assistance?

Recommendation: Develop a document or brochure that contains resources for customers to contact and request assistance. The document can be sent to customers and be available on the Access website.