

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 10, 2022

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/87024011127>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - 870 2401 1127

***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 12, 2022	Action	5-11
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
15	5.	Customer Survey Results - Eric Haack/Great Blue	Information	
15	6.	Draft FY 2023 Budget - Hector Rodriguez	Presentation	
10	7.	Inter-County Transfers - Jessica Volanos	Presentation	
15	8.	Antelope Valley/SC transfer trips update - Alex Chrisman	Presentation	
15	9.	Promaster Prototype - Tamika Arana	Presentation	
10	10.	Mask Mandate-Mike Greenwood	Information	

8	11.	Member Communications	Information
8	12.	Operations Report - Jimmy Flores	Information
8	13.	Communications Subcommittee Update - Matthew Avancena	Possible Action
8	14.	Same Day Subcommittee Update - Matthew Avancena	Possible Action
8	15.	Operations Subcommittee Update - Matthew Avancena	Possible Action
5	16.	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, May 10, 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/87024011127>
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 April 12, 2022 1:00 pm - 3:15 pm</p>

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:02 p.m.

INTRODUCTIONS

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

CAC Members Not Present: Vice-Chair; Gordon Cardona, Olivia Almalel, Wendy Cabil.

Board Members Present: Martin Gombert

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

Guests Present: None

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the March 8, 2022 minutes.

Motion: Member Hudson
Seconded: Member Arrigo
Abstained: Member Hagen, Shah, Almalel
Motion: Passed

GENERAL PUBLIC COMMENTS

Jan Johnson made a public comment by stating that she was present and believes we should continue the mask mandate.

Mel Bailey made a public comment by stating that he thinks the mask mandate should stay in place because of the more vulnerable population riding with Access.

Liam Matthews made a public comment by stating he was present at the meeting and

supports the mask mandate staying in place.

BOARD REPORT

Director Martin Gombert gave the report by stating that they already received a report on the February Board meeting. He will report what will be discussed at the Board next week on the 18th including a lot of contractual issues including the language interpretation contract being extended. The onboard camera recording system contract was extended. The subcommittee approved a facilities and development and construction fund which would allow Access to set aside additional revenues and use for acquiring and constructing facilities for Access contractors to operate out of. Additionally, they approved the rate table for the eligibility contract and had an update on Customer Service and Operations.

OPERATIONS REPORT

Operations Service Monitor, Kristi DeHaro, presented the operation reports. She stated that the Northern region operated by MV Transportation hired a new call center manager, James Wilson, who recently relocated from Denver and has over 30 years experience in call center management. Staff issued a bulletin to our contractors, providing guidance on entering areas with low clearance. If it is safe to enter, vehicles may do so. Finally, Access received \$5 million from the federal government's American Rescue Plan to assist with vehicle maintenance and keep existing vehicles on the road longer, in a safe and efficient manner. Access will have the ability to use federal funding, to help contractors pay for major component repairs, which can include engines, transmissions, differentials, trans-axels, suspensions, and air conditioning units.

Additionally, Mike Greenwood reported on the mask mandate. He stated that the federal mask mandate for public transportation is due to expire on April 18th. They do not know if the TSA is going to extend that mandate and if so for how long. Access could possibly implement its own mandate. He wanted to see if the CAC members had any opinions or feelings about whether Access should institute its own mask mandate. He also reported that in-person eligibility assessments restarted on April 4th, only for new applicants. For the time being recertification is still happening via telephone. Transfer Trips have also returned to Olive View Medical Center in Sylmar. He thanked the partners at Santa Clarita Transit and MV Transportation that hosted transfer trips at the McBean Regional Transportation Center for a couple of years.

PUBLIC COMMENTS

Jan Johnson made a public comment by stating that they should follow the County in the masking mandate because if they don't follow the County, even though there are different rules for them, there will be less complaining of riders.

Mel Bailey made a public comment by stating that he thinks that a mask mandate

continuance would probably be in the best interest of all. He believes they are not completely out of the pandemic, although the numbers have decreased. He stated that they are serving a more vulnerable population and it would seem best to ride it out a little bit longer just to see what happens.

Liam Matthews made a comment by stating that he believes they should continue the mask mandate because of the vulnerable population and they should just keep an eye out to see how it goes.

Luis Garcia from Global Paratransit made a comment by stating that he wanted to provide some feedback from an employer standpoint. Exceeding the mass mandate does have some pros and cons from their perspective. He understands the population they serve is vulnerable and they want to be as safe as possible, but exceeding what both County and State have mandated has given them some problems with regards to recruitment and retaining some staff. Their recommendation is to also consider the employee's choice. If an individual wishes to wear the mask 100%, they would support it both from a customer's perspective and an employee perspective.

Jan Johnson made a comment by withdrawing her previous public comment from the record.

MEMBER DISCUSSION

Member Lantz made a comment by stating that she respects everyone's input and she agrees with the other riders on keeping the mask mandate because there are other variants and there are still people getting infected. She would like to continue it since the riders are in a vehicle together and they are very close.

Member Padilla made a comment by stating that he could go either way with this decision. He thinks it might cause confusion if the mask mandate is lifted and everybody else out there is not wearing the mask, but Access riders have to. He understands they have a more vulnerable population and germs are easily transmittable in such close proximity.

Member Hudson made a comment by stating that she supports the mask mandate because of the vulnerable riders. Unlike other forms of public transit, in a car or a van, you can't really put space between you and the driver or the other riders. So it's just safer to be masked. She is an Access rider and would feel very uncomfortable with other riders or with a driver that was unmasked in that kind of environment.

Member Shah stated that he thinks masks should be recommended, but not required. As many businesses do not require masks and riding Access would be the same level of risk as going into the community.

Member Hagen made a comment by asking Mike Greenwood if there was currently an

issue in the system of people who are either unable to put on a mask or refuse to put a mask or if people were generally cooperative. Mike Greenwood responded that they have few reported cases of riders refusing to wear mask. He stated that for the most part, the riders have been great about wearing masks and not having to feel like it is being forced on them. They also had a couple of cases where riders have asked for an accommodation due to their disability and being unable to wear the mask but those are in single digits.

Member Hagen continued by stating that she thinks the population is more vulnerable. She doesn't think people are really ready to be in a closed space where they do not have the ability to move away to protect themselves. If it is not a share ride and it's agreeable between the driver and a rider then they may have the option to take off the mask. Letting the dispatchers know that they can relax a little bit about the rules when it's that kind of situation.

Chair Goeman made a comment by stating she doesn't like wearing them, but having someone in my home who has precarious health, she thinks that they should continue on a six month basis and then revisit the decision.

Member Shah made a comment by stating that there are a lot of people with developmental disabilities that may not be able to wear a mask. Even if it's reported in the single digits, what accommodation do we provide them? Mike Greenwood responded by stating that masks are required but if they need to ask for an accommodation, that request goes through Customer Service. His understanding is that they have gotten very few requests for reasonable accommodations.

Member Hudson made a comment by asking if Access decided to drop the mandate and not extend it, would a rider be able to request that a driver put on a mask. Mike Greenwood responded that they would either need to go all in or all out, going halfway on a rule, is not going to work. It will be subject to a lot of different opinions and people's ability to communicate on the subject on the spot which might cause some issues. They need to be very clear on what the mask requirement is.

Member Hagen made a comment by asking if there a possibility that there could be a future consideration of having both locations as a pickup, as a transfer point and maybe assessing whether or not which one was more effective as a transfer point. Mike Greenwood responded that contractually the contractors bid on the location. It was only changed for the pandemic as an exception. Olive View is also closer, location wise.

MEMBER COMMUNICATIONS

Member Arrigo made a comment by stating that he agrees with Mike Greenwood where they should decide on a mandate or not so that it isn't confusing for the riders.

Member Aroch stated that she agrees with everyone that they should wear a mask but

she agrees that regardless, they should just make a clear decision to avoid confusion.

Member Lantz thanked all the staff for carrying the message forward to the Board and thanked Director Gombert for his attendance each month.

Member Hagen thanked all the participants at the subcommittee meetings. She is impressed with the quality of work and input. She loves the collaboration and likes the deep dive they are able to take into issues.

Member Hudson made a comment by stating that she is grateful to staff and participants in the subcommittee meetings as well. She hopes everyone remains safe and that a decision is made soon concerning the mask mandate.

Member Padilla made a comment by stating that he is also confused in stores by the mask mandate because it is never clear whether they should wear a mask or not. There is a lot of confusion.

Member Shah stated they should following the directions of the other transportation agencies in Southern California in order to be with public transportation. If masks are not required by OCTA or local city transit programs, then we may be looked upon differently from the community.

Chair Goeman stated that she wanted to thank Director Gombert for his monthly reports. She also congratulated the new CAC members.

POTENTIAL TOPICS FOR DISCUSSION

Matthew Avancena presented on this topic. He is requesting items they would like to add to the agenda and discuss on future meetings. Every CAC member can request this and they will add it to the agenda in the future.

PUBLIC COMMENT

Jan Johnson made a comment by stating that concerning the mask mandate, people who have hypoglycemia need to snack sometimes and it is difficult without removing the mask. It is a reasonable accommodation and there should be a way to go around this.

Mel Bailey made a comment by stating that they should consider going back to the previous CAC meetings to consider future topics. Many public comments were made to add issues to the agendas.

MEMBER COMMUNICATION

Chair Goeman suggested a topic to discuss more places to buy coupons and also easier options to be able to obtain them. It is a very popular issue with the riders.

Member Hagen made a comment by stating that the transfer between counties is an issue that should be added to the agenda. There are many issues brought about at the previous goals retreat that are still outstanding. Matthew Avancena responded that he would look up the list to check which items were on there.

Member Padilla suggested they discuss the Where's My Ride app for any new updates. He also suggested they speak more about the website and how to navigate around it.

Member Aroch agreed with Member Padilla concerning the website. She thinks with everything in white and also the order of the tabs, it is difficult to find things.

Member Hagen wanted to include eligibility and people with hidden disabilities.

COMMUNICATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave an update on this subcommittee. He stated that they had their last meeting in March. The most prevalent topics they have to make videos on were discussed. They made a list of potential topics they could use. Eligibility was one of them in addition to a dozen more. The overwhelming one was the information that was provided to the driver so that they can communicate with the contractor and the rider. Mike Greenwood discussed key points that would be in the video to help educate riders. That includes convincing the rider that they need to provide as much detail as possible about the pickup location, by mentioning landmarks and also asking the reservation to read the notes back at the conclusion of the call to make sure that the reservation got it right. It's very important to specify AM versus PM when the reservation asks you, what time do you want to book the trip for. It was suggested that try to use some real video footage of pickup locations in the video. Those were some of the key highlights discussed.

MEMBER DISCUSSION

Chair Goeman made a comment by asking if during the communications subcommittee they had discussed to make a video on service animals. Member Hagen responded this was part of the discussion in the making of videos.

Member Hudson made a comment by stating that she is the Chair of this committee and encourages other members to join if they are interested in offering input.

Member Lantz stated that she encourages riders to really listen to the reservationist because sometimes riders will change their equipment without notifying Access. It's

important to let Access know so there is space in a vehicle.

Member Hagen suggested a sort of orientation video for new riders that join Access.

OPERATIONS SUBCOMMITTEE UPDATE

Director of Planning and Coordination Matthew Avancena gave an update on this item. He stated that Mike Greenwood has discussed the KPIs with the subcommittee and there was a discussion concerning the way they are tracked. Mike Greenwood discussed the safety KPIs and the possibility of the onboard video cameras recording any safety issues. A suggestion was made to discuss the eligibility process at the next meeting. If it becomes a big topic then they might create a separate subcommittee.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that the cameras being utilized only offer a percentage of what's really taking place. There are no cameras outside of the vehicle so there is only a portion of the story being told. In the past he has also filed a complaint on behalf of a rider because nothing was captured on the camera.

SAME DAY SERVICE SUBCOMMITTEE UPDATE

Matthew Avancena stated they are still discussing the different issues and Member Hudson is providing a report on the discussions they have had.

ADJOURNMENT

Motion to adjourn the meeting by Member Hudson. Second by Member Arrigo. The meeting adjourned at 2:21 p.m.