

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 12, 2024

1:00 pm - 3:15 pm

3449 Santa Anita Avenue
3rd Floor Council Conference Room
El Monte, CA 91731

Remote Public Link (click on this link) -
<https://us06web.zoom.us/j/85145720299>

**Dial In - 888 788 0099 (Toll Free) or
669 900 6833**

Meeting Number - is 851 4572 0299

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of October 8, 2024	Action	5-11
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
10	6.	Preliminary concepts for Same Day service - Yael Hagen	Information	

10	7.	Operations Report - Brian Lopez	Presentation
15	8.	Technology Survey - Eric Haack & Dina Garcia	Presentation
10	9.	Member Communications	Announcement
8	10.	CAC Orientation Packet & Survey - Matthew Avancena	Information
10	11.	Subcommittee Updates -Karen Gilbert, Susanna Cadenas, Garrett Rodriguez, Eric Haack, Matthew Avancena	Information
7	12.	December CAC Meeting reminder-Matthew Avancena	Information
8	13.	Future Agenda Items - Yael Hagen	Information
8	14.	Free Fare & Travel Training Update-Eric Haack	Presentation
1	15.	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**

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

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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 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, then 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 in the video.

By phone

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Webinar ID: is 851 4572 0299
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, then please submit a written comment as outlined above.

MINUTES

Community Advisory Committee (CAC) Meeting
October 8, 2024
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:06 p.m.

CAC Members Present: Chair Yael Hagen, Vice-Chair Terri Lantz, Olivia Almalel, Gordon Cardona, Scott Barron, Jesse Padilla, Jan Johnson

CAC Members Not Present: Wendy Cabil, Bhumit Shah, Rachele Goeman, Michael Conrad

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Susanna Cadenas, Eric Haack, Art Chacon, Andre Colaiace, Garrett Rodriguez, Karen Gilbert, Randy Johnson, Brian Lopez

Guests Present: Julia Keh, Gabriel Taylor

REVIEW & APPROVAL OF MINUTES OF SEPTEMBER 10, 2024

Chair Hagen asked for a motion to approve the September 10, 2024, minutes.

Motion: Member Padilla

Seconded: Member Johnson

Abstention: Member Padilla, Member Cardona, Member Barron, Member Lantz

Motion: Not Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating they should go back to same day reservations. He asked them to extend the rides from Antelope Valley and Santa Clarita Valley to the rest of the LA County areas, especially on the weekend.

Lisa Anderson made a public comment by stating that they should add Access to Work back on the agenda, because she feels that \$2.75 is too much. Before the price was \$2. She also agrees with the same day service because sometimes you need to see a doctor urgently and have no way to get there.

Afi Bell made a public comment by stating that in Santa Clarita, they close the weekend off at 3:00 PM for rides. She would like the same benefits of booking rides that they get in LA like reserving their rides online.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace gave his report by stating that Access will once again be providing free rides to the polls on Election Day. He believes everyone in LA County is going to receive a mail-in ballot but if they don't want to do it by mail they can vote in person, but they do have to make a request through reservations. This is publicized through reservation hold messages, the website, and via email. A few weeks ago, he met with representatives from the Aging and Disability Transportation Network. It is a group of advocates, including AARP, dedicated to improving transit services for seniors and people with disabilities in LA County. Chair Hagen is also part of this group. They talked about various improvements that we've made at Access over the last few years and some of our planned initiatives, like facilities. The Network was appreciative of these improvements and expressed their support for further improvements, like a same-day service program and an expansion of certain parts of the service area, which were a few topics of our discussion. Finally, the American Public Transportation Association's biggest event, APTA Transform, was recently held in Anaheim. It was a great opportunity to learn what our peers are doing around the country, in terms of transit for people with disabilities. Randy Johnson will talk a little bit later about a meeting that we attended, which was sponsored by LA Metro, as it relates to the 2028 Olympics and Paralympics. There was on a panel in which he spoke specifically about the use of TNCs in paratransit, and heard some interesting new ideas, such as Portland. The Portland Paratransit System is purchasing Instacart memberships for their paratransit customers so they can get groceries delivered, instead of having to use the service to go to the grocery store. Another thing that they're doing is if there's a lost and found, they're using Uber to deliver that lost item to the customer. It is interesting that Access is the second largest paratransit agency in the country for trips.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that, in terms of payments, the assistant manager at CaLife, Lily Sanchez, is working with Metro for a new coupon program. He advises them to speak with her regarding this. This is a fabulous program they should be working on together.

Lisa Anderson made a public comment by asking if they are providing free rides to early election as well or only on November 5th. Andre Colaiace stated that the free ride is offered only on election day, November 5th.

MEMBER DISCUSSION

Member Padilla asked if all public transportation with Metro is also free on election day. Andre Colaiace stated that in the Access policy they offer free rides because of Metro's offer to give free rides.

Member Barron asked since rides are free on Election Day, could a person get a ride to the voting center and vote curbside so they can be taken back in the same vehicle. Andre Colaiace responded that this was offered during the pandemic but not anymore. People have to book their rides to and from the voting polls.

Vice Chair Lantz asked if they could just be taken to the polls and have the driver wait if they are dropping off a mail in ballot only. Andre Colaiace responded this isn't possible since they can also be mailed out. They don't need to drop off in person. This could be something they could discuss for a future election.

Member Johnson stated that it is hard to set up a quicker return ride when going to vote because most of the trips won't allow you to book a ride less than 3-4 hrs. after arriving. Mike Greenwood responded that he assumes they schedule their trip to vote while allotting time to stand in line or not. Depending on whether the polling site is busy or not.

Member Barron stated that there are various ways to vote nowadays, and they need to consider whether these other options don't require longer time, traditional voting does.

VOTING INFORMATION

Vice Chair Lantz presented this item with Gabriel Taylor, Senior Advocate for voter rights for Disability Rights of California and Julia Keh, Voter Liaison from the Register Recorder County Clerk office. They explained the voting process and procedures. They spoke about voters with disabilities, general election information, accessible voting options, in-person voting and resources.

PUBLIC COMMENTS

Lisa Anderson made a public comment by asking if the audio ballot allowed you to listen to the candidates via audio. She also asked if the people who have passed away still receive ballots because if so this would be a waste of paper. Thirdly, she asked how she could become a poll worker in future elections.

Fernando Roldan made a public comment by stating that a major issue for their clients is that some of the clients have been complaining about fact that some of the polling places are not wheelchair accessible. He brought this to the attention of Julie and Gabriel, because he wants to make sure that it is going to be accessible not just by a

drive-by, but also to drop them off in a safe manner. He asked Veronica Guzman-Vanmarcke to activate the drop box chat in the zoom so that they can receive the information that is given to them.

MEMBER DISCUSSION

Member Hudson thanked them for that informative and very detailed presentation. She asked if everything they went over in the presentation will be on the easy voter guide. Gabriel Taylor responded that the information is available on lavote.gov. If it's specific to the ballot measures, the easy voter guide through the League of Women Voters will give you all the information and background on each of the ballot measures.

Julia Keh stated that if they are interested in becoming one of the members, then he can send all the helpful links for all the information she shared with them today because that's what she does usually before a major election. They can leave their information with Vice Chair Lantz or to Access staff.

HOW TO MAKE A RESERVATION VIDEO

Matthew Avancena presented this video for Josh Southwick. They discussed it and gave some feedback.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating it was a nice video. He suggested that they make a few tweaks. Addresses may be the same, but there are businesses that change names, so it's important they indicate that in the video. He also recommended information about sign language and on how to make a reservation online. Also, how to use the Where Is My Ride app as well to make sure people know how to use it properly.

MEMBER DISCUSSION

Member Barron stated he was concerned because one of his disabilities is he needs assistance writing things down. Essentially, he is being told he can't make a reservation without assistance. How much information is a reservationist allowed to look up for the riders. He needs help writing down any information and to even research anything. Chair Hagen responded that reservationists are allowed to look up things like zip codes and cross streets.

Vice Chair Lantz stated that directionality like left or right or north and south, is something that can be affected by a disability. It is something that interferes with being able to know the difference of directions. Chair Hagen asked if this is something they could discuss at the subcommittee meeting.

Chair Hagen stated that she would receive text confirmation after booking rides before but it doesn't happen anymore. Mike Greenwood said he's not familiar with that but will get back to her.

Member Hudson stated that depending on the reservationist, it changes the things they are able to do. She has received some reps that are more helpful than others.

Member Barron stated that should be included in the video so that riders are aware they can ask for this assistance from the reservationists if needed.

Vice Chair Lantz asked if they put into their system a name of a place, does it pull up the address or not. An example would be Dodger stadium. Mike Greenwood responded that he isn't sure because there could be different stand signs at that location and that could change the destination. This is something they could discuss in a subcommittee meeting.

Vice Chair Lantz stated that places like the Dodgers stadium should be addresses that pop up when booking a ride there. Chair Hagen stated that they could discuss these at the Operations subcommittee.

Member Hudson stated that at another version of this video there was a better closing at the end. Chair Hagen agreed and said the introduction was also not great. They should probably add contact information on where to call for reservations and announce that there are more videos explaining other subjects.

Member Cardona wrote "We should have a training video for online reservation systems." " Sometimes the driver doesn't read the trip notes."

Member Padilla stated that not all the drivers read the notes and that needs to be part of the process.

Member Johnson stated that sometimes the drivers don't understand the notes. Some of them might have a language barrier, but she isn't sure how to solve that.

L.A. COUNTY TRANSIT AND THE OLYMPICS

Randy Johnson presented this by stating there was a Metro meeting at the APTA TRANSform conference in Anaheim last week. The panel discussed transit strategies for large-scale events such as the 2026 FIFA World Cup, 2027 Super Bowl, and of course the 2028 Olympic and Paralympic games. Agencies shared learning experiences from service for large-scale events like the Taylor Swift and Beyonce concerts, Super Bowls and also political conventions.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking them to put some information about the Olympics and Paralympics on the Access Services' website. He stated that he wanted to volunteer in four years and wants to use Access Services to volunteer or work for the Olympic Committee or the Paralympic Committee.

MEMBER DISCUSSION

Member Johnson asked if Metro LA and possibly some of the other transportation lines are talking about having the drivers in a safety cage. She understands but what if they need to communicate with the drivers, because sometimes the caller systems don't work.

Member Hudson asked to be a volunteer as the process moved forward. Randy Johnson stated that they would set up a subcommittee when it gets closer.

Chair Hagen stated that part of the strategic plan should be to see what will be demanded of the service leading up to the Olympic games. Including pathways and street disruptions that might affect someone having access to a sidewalk and so on. She asked to monitor the comments at the Olympic discussions so he can share them with the group.

Member Almalel stated that she would like Randy to join in the discussions in her office in the future.

Member Johnson encouraged them to use special reservation rides for the people attending the Olympics.

ANNUAL MEMBERSHIP & DECEMBER CAC MEETING

Matthew Avancena stated that their annual meeting will be held on Wednesday, November 6th and it is in-person and virtual. November 5 is the election. The second announcement is to remind everyone they will be having an early CAC meeting in December. Instead of December 10, they will have it on the first Tuesday on December 3rd.

OPERATIONS REPORT

Postponed

FUTURE AGENDA ITEMS

Postponed

MEMBER COMMUNICATION

Postponed

SUBCOMMITTEE UPDATES

Karen Gilbert stated the Eligibility Subcommittee had two lists, where they left off last time for section two, and they created two shorter lists. They also reviewed other changes in the rest of the application and the application was finally completed. All the application suggestions were submitted for review and approval, which they will be reviewing tomorrow. There was a discussion about the rider ID in Braille on the tap card, which is to be continued.

Garrett Rodriguez stated that at the Operations Subcommittee they started the meeting off by sharing data that was analyzed in regards to request time vs the due time in the Antelope Valley region in the month of July. The study found out that out of 11,355 trips, 70% of trips had the rider received the time they requested, or 15 minutes before or after the time they had requested. The subcommittee and operations members collaborated on next steps and are looking further into trip negotiations at the next subcommittee meeting.

Susanna Cadenas stated that at the Customer Service subcommittee they continue discussions regarding frequently asked questions on the website. They started grouping some of the existing questions together and are listing them in order of importance. They've also added some questions that could be helpful to someone who is trying to get some quick access to important information.

Eric Haack spoke on the Video communications subcommittee and stated they did great work on the video on how to make a reservation. They are currently working on a similar video on how customers can avoid getting a no-show. The subcommittee will be working on tips for how customers can avoid a no-show in the script.

Matthew Avancena stated that the Goals Retreat subcommittee had their first meeting, and they have a tentative date for the Goals Retreat and that it would be in February 2025, which would take place at the same date and time as a regular CAC meeting. At the subcommittee meeting, they talked about some potential topics they can discuss at the retreat and possible goals going forward. They talked about different scenarios as far as attendance and maybe inviting GMs to the retreat.

ADJOURNMENT

The Chair asked to adjourn the meeting. The meeting was adjourned at 3:17 p.m.