

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 13, 2020

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>
8	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of September 8, 2020	Action	5-10
6	3.	General Public Comments	Information	
7	4.	Board Member Report/Doran Barnes	Information	
15	5.	Uber Transit - Dmitriy Vanchugov	Presentation	
15	6.	SSA Video - Megan Mumby	Presentation	
10	7.	COVID-19 Update - Matthew Topoozian	Information	
10	8.	Operations Update - Mike Greenwood	Information	
20	9.	CAC Member Selection Subcommittee - Rycharde Martindale	Possible Action	11-12
10	10.	Stand Sign/Goals Retreat Subcommittee Report - Matthew Avancena	Possible Action	
15	11.	Passenger Opinion Survey - Eric Haack	Presentation	
9	12.	Member Communications	Possible Action	
5	13.	Adjournment	Action	

Access Services does not discriminate based on disability. Accordingly, Access Services

seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific 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, October 13, 2020 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/98940584970>
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. You can also call in using the following information -
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)

Webinar ID: 989 4058 4970

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.

MINUTES
 Community Advisory Committee (CAC) Meeting
 September 8, 2020
 1:00 pm - 3:15 pm

CALL TO ORDER

Vice Chair Tina Fofoa called the meeting to order at 1:16 p.m.

INTRODUCTIONS

CAC Members Present: Vice-Chair; Tina Fofoa; Kurt Baldwin, Maria Aroch, Yael Hagen, Gordon Cardona, Jesse Padilla, Rachelle Goeman, Michael Conrad, Terri Lantz, Olivia Almalel, Wendy Cabil, and Michael Conrad.

CAC Members Not Present: Marie-France Francois and Michael Arrigo

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Hector Rodriguez, Rogelio Gomez, Mike Greenwood, Rycharde Martindale.

Guests Present: None

REVIEW & APPROVAL OF MINUTES

Vice-Chair Tina Fofoa asked for a motion to approve the August 11, 2020 minutes.

Motion: Member Goeman

Seconded: Member Baldwin

Abstention: Member Hagen

Motion: Passed

Member Comments

Member Cabil would like to have the minutes reflect that she was in attendance especially since she has comments in the meeting minutes.

PUBLIC COMMENTS

No public comments.

COVID-19 UPDATE

Manager of Operations Rogelio Gomez gave an update on Access' COVID 19 response. He discussed the procedures implemented in response to the Coronavirus pandemic and all the current changes.

MEMBER DISCUSSION

Member Goeman made a comment by stating that she has used the same day service many times and the drivers are always great. She is going to be sad to lose this service but will be happy when things return to normal.

Member Hagen made a comment by stating that she is concerned with the methods that Access is using to reach out to riders because it seems like the riders that are being targeted are those who are actively taking Access Services. If people aren't calling to make a reservation, they know nothing. Those who are in the greatest need of the information are not being reached because there's no email list or information sent to people's homes. The other thing she was concerned about is the way that it is presented about eliminating some of the services provided due to COVID. She hopes that's not how it's presented at the community meetings, because it sounds threatening. She thinks there needs to be more openness in the information, because the budget allows for those services to be provided throughout the fiscal year.

Vice Chair Foafao made a comment by stating that everybody that has an Access ID when they call in, makes reservation, always has access to any information. There are also phone numbers people can contact when they need help. If they don't have the information, there's customer service that can give them the information they need. People can go in search for the information on their own and it is accessible. If she ever has any questions, she always call customer service or go online and find the answers for herself.

Member Baldwin made a comment by stating that he was curious as to why there's such a low utilization of the curbside pickup trips. His first reaction would be, that people are maybe not interested in utilizing. That's the simple answer, would be that if they don't know something exists, you're not going to ask about it.

Rogelio Gomez responded that they have been promoting same day service and curbside pickup all along. This was also indicated in those who are registered to receive rider alerts. They have tried many forms of communication to reach the riders and inform them of these services.

Member Baldwin stated that an approach is to ask the riders why they are not using this service. He feels that would be something important to know.

Member Cabil made a comment by stating that she is not part of the rider alert app so she wouldn't necessarily know about this because of that. She asked why they don't partner with AVTA to disseminate information.

Member Baldwin stated they should ask all their member agencies to disseminate their information.

Member Hagen made a comment by stating that the website is great for those that can use it. However, there are also riders that can't utilize the website. She pointed out that there is also other options to get the information out there that are not the website.

Member Conrad made a comment by stating that he uses the infoline to get the information that he needs. It gives him all the information for the no shared rides and curbside pickup. Meeting information is also on the infoline for those that are interested.

Member Cabil made a comment by asking if Access is linked to the main websites of the cities, City of Los Angeles, City of Lancaster, etc. that could be a good way to get information out there.

Member Baldwin made a comment that most of the information he receives about AVTA, he gets over Twitter. Everything related to the bus system, he gets through there. You sign up and they follow everything from a route that's been delayed, to information about the construction and things like that.

Member Cabil stated that she used to receive those alerts but after she got her new phone she stopped receiving them. She will have to check on that issue.

Member Cardona stated that he agrees with Member Baldwin that if someone doesn't know about the service, they won't ask for it.

Member Cabil asked if Access could connect with the 211 service. Rogelio Gomez responded he will take that into consideration and that Access has exhausted many communication options already.

Member Hagen made a comment by stating that a combination of email and paper mailers could be an option as well. Rogelio Gomez noted this suggestion.

ACCESS FY21 DRAFT BUDGET

Deputy Executive Director Hector Rodriguez presented the draft FY21 budget which has not gone to Metro or the Board of Directors for approval.

MEMBER DISCUSSION

Member Cabil made a comment by stating that looking at that budget that's being affected by COVID, do they qualify to apply for any of that PPE funding? Hector Rodriguez responded that they have received PPE and they went through the California Office of Emergency Services. They also received several hundred gallons of hand disinfectant, probably hundreds of thousands of masks that have, now been distributed to our service providers. There was also additional funding that came through Metro, through the CARES Act, but because Metro is the regional funding or planning agency, they're the ones that decide how much money would come through the budget.

Member Cabil asked if they were in a deficit because of this. Hector Rodriguez responded that back in February, they were actually scheduled to be about 15 million over budget because demand was so high through January of that year. Obviously, things fell through and they are now actually a few million under budget.

Member Hagen asked if in the estimate that they got from the agency who does the projections, it sounded like they were operating from a reduction of service of 65%. Hector Rodriguez responded that it was about 61% reduction and projection of actual number of passengers or projected number of passengers that would ride their system in fiscal year '21.

Member Hagen made a comment by stating she is concerned because they are now at about 40% ridership. In the projections for the rest of the fiscal year, it sounds like it's an underestimation. She asked for clarification.

Hector Rodriguez responded that she was correct and because they are able to see this pattern, even when they got the projections, they were also running a few percentage points above that. So they did address it as part of the funding request to Metro. They did request a 10% contingency should demand be higher than forecasted. And that 10% amounts to an additional 15 million if needed for additional demand.

Member Hagen asked when the Metro meeting would be that would approve this. Hector Rodriguez responded that it's September 24th. The fourth Thursday of the month. Member Hagen responded that the Board would be approving this on September 21st then.

OFFICER NOMINATION

ADA Coordinator, Rycharde Martindale, proceeded with the Officer Elections of the new Chair and Vice Chair of the CAC. The candidate statements were read and the voting took place.

Matthew Avancena thanked the committee members for attending and participating in the Officer Selection process. After the ballots were tallied, he announced Rachelle Goeman as the new Chairperson and Gordon Cardona as the new Vice-Chair. Both Chair and Vice-Chair would preside over the next meeting.

MEMBER COMMUNICATION

Vice Chair Fofoa congratulated and thanked everyone who voted. She appreciates everybody's help these past few months as she was forced to take the Chair position. She is sure the new Chair and Vice Chair will do a very good job.

Member Almael made a comment by stating that she had nothing to report, just nice to hear everyone's voices. She is glad to see Access is still moving forward and pushing through all these challenging times. She hoped everyone is staying safe and cool out there.

Member Baldwin stated that it was nice to see everybody and thanked Access for doing what they are doing. He will try to join the community meeting next Saturday and encouraged everybody to do so as well. He congratulated the new Chair and Vice Chair.

Member Cabil greeted everyone from the Antelope Valley and hoped they were all staying safe from the smoke. She congratulated the new winners. She thanked Vice Chair Fofoa for stepping up to the plate when needed during this time of transition. She also wanted to share resources with everyone and will send them to Veronica. She stated that the month of September is Suicide Awareness Prevention Month, and there are some other mental health resources she will be sharing.

Member Conrad congratulated the Chair and the Vice Chair and he looks forward to a good and productive year.

Member Cardona thanked everyone for their support and confidence and looks forward to working with everyone. He encourages everyone to stay safe and wear a mask.

Member Aroch made a comment by congratulating the new Chair and Vice Chair. She thanked Vice Chair Fofoa for all she has done this past year. She also shared that the SCRS is providing PPE supplies. If anybody needs anything, they have gloves, masks and shields. They do need to pick them up themselves and they are doing pick-ups every Thursday from 10:00 to 12:00. They have supplies at the Downey, Arcadia and Pasadena offices. They also have hand sanitizers. She hopes everyone is staying safe.

Member Hagen made a comment by thanking Vice Chair Fofoa for her service and her chairmanship. She wanted to congratulate Member Goeman and Member Cardona for their new positions. She wanted to thank Veronica for making the election process seamless and easy. She wanted to invite everyone to a workshop the PASC is doing that coming Thursday at 1:00 PM. She will send out an email on that. It's going to be about stress management and it's going to be put together by Heritage Clinics, so it should be a lot of fun.

Member Lantz made a comment by thanking Vice Chair Fofoa for doing a great job as Chair through this difficult time. She also wanted to congratulate the new Chair and

Vice Chair. She looks forward to this year with everybody, and thanks Access staff for everything they've done to support those who are serving on the CAC. She reminded people that they are getting close to November and people should try to get the facts on how, where, when they can vote. It's all on LAVote.net. If the CAC wanted any kind of quick update from LA County register recorder's office, she could certainly arrange that at a future meeting.

Member Goeman made a comment by thanking Vice Chair Fofoa for all her hard work. She knows it could not have been easy to get kind of thrown into the deep end of the pool and having to do a good job also. She thanked everybody, who voted for her and to thank all the other candidates and Veronica.

ADJOURNMENT

Vice-Chair Fofoa asked for a motion to adjourn the meeting.

Motion: Member Lantz
Second: Member Goeman
Motion passed

The meeting adjourned at 3:13 p.m.

OCTOBER 13, 2020

TO: CAC
FROM: RYCHARDE MARTINDALE-ESSINGTON, ADA COORDINATOR FOR
CUSTOMER RELATIONS
SUBJECT: CAC NEW MEMBER SUBCOMMITTEE OVERVIEW AND UPDATE

ISSUE:

To comply with Article 3.1 of the revised CAC Bylaws of May 2020: Membership Application Process, the following is a very brief overview of the actual process of how a new member is selected and ratified for a position on the Community Advisory Committee (CAC.) This item also lists an approximate schedule of events which will be used to carry out the steps in the Bylaws. At its July 14, 2020 meeting, the acting CAC Chair appointed four volunteers to make up the Member Selection Subcommittee (MSS) and the following CAC members were appointed: Terri Lantz, Michael Conrad, Yael Hagen, and Michael Arrigo.

BACKGROUND:

In January of 2020, Access Services published on its website, in its Behind the Scenes newsletter, and distributed by email to various community-based stakeholders such as Regional Centers, Independent Living Centers, the Los Angeles City and County Commissions on Disabilities, and Los Angeles City and County Departments of Aging, notice of a vacancy on the CAC. In fact, there are two current vacancies to be filled. The notice provided instructions to interested persons on the steps to complete an application.

Tentative Schedule of Events:

Monday, Oct 19, 2020:

MSS screens applications and selects applicants to interview.

Monday, Oct 26- Friday, Oct 30, 2020:

MSS interviews and then selects their choice for ratification before the full CAC.

Tue Nov 10, 2020:

The MSS member applicant choice is presented to and voted on by the full CAC and the nominee's name is sent to the Access Board of Directors for final ratification at their Monday, Dec 7, 2020 meeting.

RECOMMENDATION:

Receive and file this information and be prepared to support the decision of the MSS at the CAC's November 10, 2020 meeting.