

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 11, 2022

1:00 pm – 3:15 pm

Webinar Only

Zoom Link – <https://us06web.zoom.us/j/83518632722>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number – 835 1863 2722

***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 September 13, 2022	Action	5-12
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
30	5.	Community Outreach and Involvement - CAC Chair	Information	
20	6.	Website Issues - CAC Vice-Chair	Information	
10	7.	Operations Report – Vicente Pena	Presentation	
15	8.	Member Communications	Information	
15	9.	Communications Subcommittee Update – Matthew Avancena	Information	

15	10.	Operations Subcommittee Update – Matthew Avancena	Information
15	11.	Eligibility Subcommittee Update – Matthew Avancena	Information
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, October 11, 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/83518632722>
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, 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
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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.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting September 13, 2022 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; Rachele Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Kimberly Hudson, Bhumit Shah, Scott Barron, Michael Arrigo, Michael Conrad, Olivia Almalel, Wendy Cabil, Jesse Padilla.

CAC Members Not Present: None

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Mike Greenwood, Rycharde Martindale, Garrett Rodriguez, Eric Haack.

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF August 9, 2022

Chair Goeman asked for a motion to approve the August 9, 2022 minutes.

Motion: Member Arrigo

Seconded: Member Lantz

Abstained: Member Hagen, Vice Chair Cardona, Member Barron and Member Shah

Motion: Passed

MEMBER DISCUSSION

Member Cabil made a comment by stating that there were some changes she wanted to make to the minutes. She asked about her comments concerning the KPI for the regions, she didn't remember what page, but she believes something was missing from the minutes. She thought someone had spoken about the board box, with regards to the KPI and she wanted us to include that.

Member Hagen responded that it was Mike Greenwood that may have concurred that the KPI information she had questions about was in the board box. Veronica Guzman-Vanmarcke responded she would listen to the recording again and make the necessary amendments.

GENERAL PUBLIC COMMENTS

Francis Emily Dawson Harris made a public statement via email and Veronica Guzman-Vanmarcke read it out loud. She stated that with increased competition of various transportation providers, the paratransit services needed a safe, dedicated loading zone in high-density areas for customers utilizing these services. These zones will allow for boarding and alighting special vehicles that have right side door openings. Drivers of these type of vehicles and customers require additional loading time allotments and dedicated ADA Blue Zones should be part of future traffic and transit planning. She also congratulated Access Services for receiving the Civic Leadership Award from Disabled Resources Center. She appreciates everything Access has done to help her and hundreds of riders.

BOARD MEMBER REPORT

No Board member was present to give the report.

FREE FARE/TRAVEL TRAINING SURVEY

Strategic Planner, Eric Haack presented this item by discussing the survey and the proposed questions.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he spoke to Eric Haack about the fact that they were going to include other vehicles as well in the survey to also include airplanes and trains. The reason is because some of them do a lot of traveling and he would like a survey based on how many people are going on a plane or other transit services within the country.

MEMBER DISCUSSION

Member Hudson stated that she was concerned because she has heard from some Access riders that they are reticent to comment about how much they use the free fare program, because they feel that it may endanger their eligibility for Access. She wondered if they could add a clarifying statement. Eric Haack stated that he understands that this perception could be made. He suggested an introductory statement to help with this issue. If any of the CAC members want to respond to the survey that he sent out with any written comments, via email or he would be happy to receive any suggestions.

Member Shah thanked Eric Haack for the presentation and asked if they could resend him the link to the survey. Veronica Guzman-Vanmarcke responded that she will forward them all the link again.

Member Hagen made a comment by stating that she thinks there will be a lack of participation from the riders who've been riding for a long time because there has been a history of people being asked inappropriate questions during the recertification. There needs to be a nicer way to ask the questions. There will also be the issue of security when riding a TNC. If this will be a deterrent of people afraid to use those systems because they're not safe on them.

Member Hudson asked how they were making sure the riders were being honest when answering the survey questions. They need to emphasize the fact that using Access' free fare program, a), does not impact a person's eligibility, but b), that the information that's provided to the surveyors, Great Blue Research, is not going to be shared back with Access. They should make sure the riders know they survey is anonymous, and that they are trying to get accurate rider information.

Member Lantz stated that there are Access riders who have never taken a bus or a train. Eric Haack stated that he knows there a significant number of riders who can only use Access. He asked that the CAC members send him their responses before the end of October or in the next four weeks. He prefers written suggestions of changes of the survey so that he has enough time to prepare a revised survey script to present to the Board of Directors.

Member Padilla stated that they need to be sure to clarify the survey language so that people know they will not lose their benefits if they answer any questions that relate to them.

Member Cabil stated that Eric Haack just answered her question about the deadline to receive input but wanted to acknowledge the great work he is doing. She appreciates all his help.

Member Almalel stated that Eric Haack was always thorough with his work, and it really shows. She echoes other members' comments about people fearing their loss of eligibility or reduction of eligibility when they go to an evaluation center. Making an opening statement might be advisable, to show this has no impact on their eligibility. She also agrees with the security issue because people with autoimmune issues, spinal cord injuries, don't do well with extreme temperatures due to not being able to sweat below level of injury. She thinks a critical question not asked was, if they take public transportation, have they been left behind due to the transportation not having space for them. In Northridge there are a lot of wheelchair users who get left behind by buses because there's no room, because they're already occupied. Eric Haack responded that with the fixed routes constantly changing, trying to accommodate ridership and schools is hard.

Chair Goeman stated that in terms of risk of being left behind, she has been left behind by Lyft and by Uber. She was just curious about that question in the survey.

Member Hagen made a comment that the language in it affecting the rider's eligibility to something that says it might not affect your current eligibility, but it's important that people understand that there is a written statement that says it will not affect their future eligibility, as

well. Eric Haack responded that he has that statement circling around in his head and if anyone has suggestions as to the best way to write it, he welcomes any input.

Vice Chair Cardona asked if bus drivers are sensitive to riders with disabilities. Eric Haack responded that he would take that question down.

Member Cabil stated that the bus drivers are not consistent, and she has asked for the bus to be lowered for her before and not all comply and are very hesitant to help. She asked how something like this situation can fit into the survey. She needs to know how to approach drivers who don't seem to see that she has a walker and may need to have the bus lowered. A great concluding question to make, would be what the survey is trying to find out from the rider and why they choose to take Access, choose to take the bus, choose not to take one mode over another, etc. Also, training on how to approach a driver who's not helping when they should. She asked if they could discuss this issue at a future meeting.

CAC OFFICERS ELECTIONS

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 Yael Hagen as the new Chairperson and Liam Matthews as the new Vice-Chair. Both Chair and Vice-Chair would preside over the next meeting.

OPERATIONS REPORT

Project Administrator, Garrett Rodriguez, presented the operations report. He went through all the statistics and KPIs. Some highlights for the last month were, Kevin Navarro started with the Antelope Valley region serving as an IT manager. A virtual community meeting was held on August 6th, with 89 guests attending. Some of the meeting topics included the new Access coupons, the operations monitoring center, the Where's My Ride app, and an operational overview. And finally, Access was presented with the civic leadership award during the 46th annual Disabled Resource Center's awards dinner in Long Beach. Executive director, Andre Colaiace, accepted the award on behalf of the agency and its contractors for work performed during the COVID-19 pandemic, where Access delivered thousands of meals and provided transportation to help get the riders get vaccinated.

TNC WORKING GROUP VOLUNTEERS

Matthew Avancena presented on this item. He discussed the proposed TNC pilot program and how they addressed the shortage of drivers and vehicles that the agency is currently facing. Therefore, Hector Rodriguez presented the TNC program at the last Board of Directors meeting and it was approved by them. They have created a TNC working group and they need two

volunteers from TPAC and two volunteers from the CAC.

Chair Goeman and Member Hagen volunteered for this working group.
Member Hudson volunteered as an alternate.

MEMBER COMMUNICATION

Matthew Avancena requested the CAC members to include anything they would like to say in honor of David Foster since they would be making a memorial video for him and showing it at the October Board meeting.

Member Almalel thanked the former Chair and former Vice Chair for their wonderful service. She stated that they had a difficult time during COVID but thanked them for keeping the CAC together and moving forward. She welcomed the new manager at MV, Shawn Brophy. She looks forward to speaking and working with him at some point. She stated that David Foster was a pillar in the disabled community as someone who understood disability and understood Access Services, and he's going to be greatly missed. She stated that he was a gentle giant and a very kind soul, so she thanked him for his service and offered condolences and prayers to his family and friends.

Member Barron offered his condolences to David Foster's family.

Member Arrigo stated that David Foster was the staff liaison, and he was a dream to work with. He was great and will be missed tremendously. He also thanked the outgoing Chair, Rachele Goeman who did a great job for the two years she was there. He congratulated the incoming Chair, Yael Hagen, and Vice Chair Liam Matthews.

Member Aroch stated that she was very sad to hear of David Foster's passing. She had been working with David for so long and she feels emotional talking about it because she was always in touch with him. She feels guilty because she never had the time or opportunity to check on how he was doing. They had a friendship, and she is sad that because they worked together, your colleagues become family. She is very sad and emotional about his passing.

Member Lantz stated that David Foster was one of the first people she met when before Access officially started. She is shocked and saddened that David is now gone. She will greatly miss him. The three things that come to mind with David is that he was always extremely calm. He was a really good listener, especially to the riders. He had good sense of humor, but he was always calm, patient and kind. She hopes he knew how much he was appreciated. She extended her sympathies to his family and his Access family.

Member Shah extended his condolences to David and his family. He only met him though a virtual environment, but he was very knowledgeable, personable and engaging. We will miss a great advocate for people with disabilities.

Member Cabil stated that she didn't have many interactions with David Foster but when he was

on one of their calls, for one of the meetings and his image was there and somehow that image just comes to mind of when he's smiling. She didn't have interactions where she got to know him as others did, he always seemed to be welcoming. She extended support to Member Aroch in helping her deal with her grief since she has training in mental health. She encouraged the CAC members to reach out to her if they need someone to speak with and any emotional support. Veronica Guzman-Vanmarcke has her contact information. She also stated that this month was Suicide Prevention Awareness month and Self-Care Awareness month. She is working on sending out some resources and tips, just to keep them going day to day.

Member Hagen made a comment by thanking Rachele Goeman and Gordon Cardona for their services. She understands they joined during a very difficult time and through a very difficult period of a lot of change and really stepped up. She had the great pleasure to work with Josh and his team and do a video. They went to Chatsworth, to do this video with her and really appreciated the experience. She also stated that she knew David for over 20 years. She was grateful to have had an opportunity to tell David about some of the feedback that riders had given her about how much he helped them and how much of an effect he had on their quality of life. David got to hear a little bit of it, but she thinks he was so humble that he didn't realize the extent of how much he did for so many people. Not just with eligibility, but with customer service prior to that. David wore a lot of hats throughout the years. He paid attention and did that with a great deal of dignity and respect.

Member Hudson made a comment by thanking the current Chair and Vice Chair for being such a great support during the pandemic. She knows it has been really challenging and she thanked them for stepping up and keeping the community going. She congratulated the new Chair and Vice Chair. She appreciates everybody that put their name forward, as it is a big responsibility and a big commitment. She did not know David Foster well but would like to give her condolences to the CAC community, and to the Access Services community. As well as his friends and family members because she knows it is very difficult to lose an advocate and a champion. Even though she didn't know him well, she thanked him for his obvious years of service. She hopes they continue this kind of work in his memory and speak his name because by doing that, he stays alive among them.

Member Matthews stated that he is working in an independent living community. The type of work that David has done in the past years before he knew him, will stand in his stead. And that will be obvious to those who can continue to do this work. It is always very difficult to lose somebody who is an advocate and then somebody who is focused on improving the disability community and helping individuals. He offered his condolences to his family.

Member Johnson made a comment by stating that she didn't know David Foster well but knew he was a pillar of the Access community. She remembers him from the service animal committee that she was on and got the impression that he was a kind and giving person. She was shocked to hear that he passed away and offered her condolences to his family.

Chair Goeman made a comment by offering her condolences to his friends and family. She hopes

they know that they're in her prayers and thoughts every day.

COMMUNICATIONS SUBCOMMITTEE UPDATE

Matthew Avancena stated this subcommittee has been meeting every two weeks to discuss an outline that the staff had developed, and then from that outline there are a couple of CAC members that are currently working on the script. The outline itself has about 16 points. They will continue to meet every two weeks until the outline is completed and revised. Then they will develop the script and move forward with the making of the video.

PUBLIC COMMENT

None

MEMBER DISCUSSION

None

OPERATIONS SUBCOMMITTEE UPDATE

Matthew Avancena gave an update on this item. He stated that they had specifically discussed the role or function of the notes section on the driver tablets in the vehicles. The reason was because some of the subcommittee members had expressed concerns that when making a reservation, the notes section is either not read or verified at the time of making the reservation. Mike Greenwood added that it was very helpful to dissect the trip notes from CAC members' actual trips. This way, they could identify what they told the reservationist and what should be in their trip profile to begin with. He expects that at the next subcommittee meeting they continue discussing the trip notes and maybe look at other riders or CAC members, trip history notes.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Member Almalel stated that she keeps copious notes of her trip information from the date and time she called to the call taker. She tracks the number of minutes she is on hold and the follow up information to when the trip is completed. She is happy to share this information with the subcommittee.

Member Lantz stated that one of the things they also did was working on the video script. She felt it might be helpful for riders to have a cheat sheet that can either go along with the video or be on the website.

Chair Goeman stated that she goes back and forth to Rolling Hills estates quite often to pick up her cat. She stated that she takes her animals with her 99% of the time and when she gets picked up, they are always surprised that she has more than one animal. It is something that should be in the notes already since it is out of the norm.

ELIGIBILITY SUBCOMMITTEE UPDATE

Matthew Avancena made a comment by stating that he sent a letter out and the subcommittee members stated that the letter is not very friendly and confusing. They are trying to rewrite and tweak the letter so that it is shorter and more comprehensive.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Member Almalel made a comment by stating that she wanted to talk about renewal. She added that she would like to join the Eligibility subcommittee.

ADJOURNMENT

Motion to adjourn the meeting in memory in honoring David Foster by Member Cabil. Second by Member Hudson. The meeting adjourned at 3:20 p.m.