

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 8, 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/86802142084>

**Dial In - 888 788 0099 (Toll Free) or
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Meeting Number - is 868 0214 2084

***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 September 10, 2024	Action	5-12
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
10	6.	Voting Information - Terri Lantz & LA County Registrar-Recorder	Information	

10	7.	How to make a reservation video - Josh Southwick	Video Presentation
15	8.	L.A. County transit and the Olympics - Randy Johnson	Information
10	9.	Annual Membership & December CAC meeting - Matthew Avancena	Announcement
8	10.	Operations Report - Brian Lopez	Presentation
7	11.	Future Agenda Items - Yael Hagen	Information
8	12.	Member Communications	Information
8	13.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Garrett Rodriguez, Eric Haack, Matthew Avancena	Information
1	14.	Adjournment	Action

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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.

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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.

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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
September 10, 2024
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:05 p.m.

CAC Members Present: Chair Yael Hagen, Vice-Chair Terri Lantz, Olivia Almalel, Gordon Cardona, Jan Johnson, Wendy Cabil, Rachele Goeman, Michael Conrad

CAC Members Not Present: Bhumit Shah, Scott Barron, Jesse Padilla

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Susanna Cadenas, Eric Haack, Art Chacon, Rogelio Gomez, Andre Colaiace, Garrett Rodriguez, Alex Chrisman, Mayra Calderon-Perez, Karen Gilbert, Grace Clement, Kristi DeHaro

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF AUGUST 13, 2024

Chair Hagen asked for a motion to approve the August 13, 2024 minutes.

Motion: Member Hudson

Seconded: Vice Chair Lantz

Abstention: Member Conrad, Member Cardona, Member Goeman

Motion: Passed

GENERAL PUBLIC COMMENTS

Cindy made a public comment by thanking them for their service that has been improving, and said it was much easier to connect when making appointments. In the new buses, vans, and the cargo vans, she stated the ride was always a rough ride. She is not sure if they changed the suspension on the vehicles but riding in the back of the vehicle is very bumpy. Also, on the sign that says, "Emergency exit", the exit is a window which many of them can't even climb out of.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace gave his report by stating that they were working with a group of transit agencies on potential reforms to federal drug and alcohol policies that, limit the use of TNCs like Uber and Lyft, as well as taxis and federally funded paratransit services. Traditionally, the FTA provided a limited exception to the drug and alcohol rules. It was called the Taxicab Exception for incidental services provided by taxis and now TNCs. A couple of weeks ago, they met with the Acting FTA Administrator, Veronica Vanterpool, and FTA staff to discuss issues, and had a really good discussion. They were working nationwide to see if they can get more flexibility in paratransit systems. On Saturday, August 24th, they held a virtual community meeting to inform and educate the public and Access riders about their services, policies and procedures. They had more than a hundred guests calling in to participate via Zoom. They discussed various issues such as the Free Fare program, Travel Training and Group Travel Training programs, and the upcoming text to chat pilot program. After the meeting they received a commendation for long-time Access employee, Norma De Alba from a customer who she helped at the meeting and expressed that Norma was kind and courteous and helped her solve her issue.

MEMBER DISCUSSION

Member Hudson stated that she watched the Paralympics in France, and there were comments that public transit was not accessible, and a lot of the athletes were struggling. She asked if Access was going to be tasked with providing accessible transit. Andre Colaiace stated that they did inform and met with both LA28 and Metro that they were available to give input with transit during the Olympics. They will continue to reach out to them and, whether it's visitors from around the world or competitors or locals, they are able to get where they need to go during the Olympic Games or during the Paralympics.

Member Hudson stated that it was sad that one of the athletes had to open his own taxi service that was accessible as a joke, and it was mentioned during the opening ceremonies. Andre Colaiace stated that Paris is an old city with less accessibility and LA is a larger, modern city with the capabilities to create accessible transportation and has some already. The do not know if they will have more or less demand on their vehicles so they will continue to work with Metro to get some information on this.

Vice Chair Lantz and Member Goeman also commended Norma De Alba for her wonderful service to them. They appreciate her hard work and dedication.

MODIFICATION OF CAC OFFICER TERMS

Matthew Avancena requested the CAC to amend the bylaws or suspend them momentarily, specifically to the terms of the CAC officers and the length of a Chair or Vice Chair terms so that they can continue to serve one more year. The nominations subcommittee was composed of Members Shah, Member Cardona, and Member Aroch, who contacted the other members to ask for nominations for the elections and none were made. The CAC bylaws specify that the CAC Chair and Vice Chair can only serve two one-year terms. After that, they can no longer run, and someone else is voted in. Their current Vice Chair, Terri Lantz, can still run for another term because she took over when former Vice Chair, Liam Matthews, last year. However, CAC Chair Hagen is termed out, and no other member is available, which leads them back to the recommendation. Staff is proposing to amend or modify the CAC bylaws so that it will allow the current officers to continue to serve another one-year term until the next election. They made a motion to approve an extension of their terms for one more year.

Motion: Member Hudson

Seconded: Member Goeman

Abstention: Member Conrad, Member Cardona, Member Goeman

Motion: Passed

CAC OFFICER ELECTIONS

Matthew Avancena proceeded with the Officer Elections of the reappointment of Chair and Vice Chair of the CAC. They made a motion to continue with the election for terms for one more year for Chair Yael Hagen and Vice Chair Terri Lantz.

Motion: Member Hudson

Seconded: Member Goeman

Abstention: None

Motion: Passed

DRIVER AND CSR TRAINING

Mike Greenwood presented this item by giving a brief overview of driver and customer service representative or CSR training requirements. He stated that training is critical for a well-trained workforce and it's essential to ensure that the accessibility related equipment and accommodations required by the ADA actually results in the delivery of good transportation service to individuals with disabilities. The topics included were behind-the-wheel training, classroom-based defensive driving training, disability sensitivity, Access policies and procedures, working with different mobility devices, tablet operation, among other topics required by Access.

PUBLIC COMMENTS

Sharilyn Edward stated she is a rider in the northern region. She had been picked up by an Access driver at 3:25pm and it was 115 degrees. The air conditioner wasn't working in the vehicle, and she was on hold with dispatch for 35 to 40 minutes, as well as the driver. She told the driver that if a person was having a heart attack on that van and dispatch was taking 40 minutes to answer, it was not ok. Eventually dispatch, said they would send another van but would take an additional 40 minutes, which was not ok since it was so hot. A lot of customers were complaining because it is very hot or do not work very well in those ProMasters. The air conditioner vents are small with very little air circulation, so they need to ask them to put bigger vents.

MEMBER DISCUSSION

Member Cardona stated, "Maybe add communication with riders with speech disabilities for a training topic, Mike."

Member Hudson asked Mike Greenwood if anybody serving on the CAC or any staff with appropriate disabilities could look at the training material to see if any additional training could be added. Mike Greenwood understands her but doesn't know if a CAC member has taken a closer look at the training curriculum. He asked if she was volunteering to do that. Member Hudson said she would take a look as well as Member Goeman and Chair Hagen.

Member Goeman stated that Michael Conrad had a panic attack, and the driver was kind and took them back home. The driver accidentally hit Mr. Conrad with the seatbelt and since he was already upset, it scared him. The driver was nice but was in a hurry to strap Mr. Conrad and she already spoke to the contractor, but she wants to make sure they are trained for these types of issues.

OPERATIONS REPORT

Kristi DeHaro presented the numbers for the operation report and presented some highlights. She stated that Access attended the Los Angeles Disabilities and Aging Collaborative on August 8th. Access was present and was there to inform the meeting members that Access was a partner and a resource to be utilized. There were also participants from regional centers, the Department of Aging, and the City of Los Angeles to name a few. Access attended the city of Inglewood Resource Fair on August 12 and Access was able to participate in the fair by educating writers on what Access is and how to become an Access rider. Additionally, Access was able to answer any questions that were posed by the participant at the Inglewood Resource Fair. And lastly, as Andre had previously mentioned, Access held a community meeting on August 24th, where a wide range of topics were discussed.

STRATEGIC PLAN KICK-OFF

Manager of Strategic planning Eric Haack and intern, Grace Clement co-presented the kickoff presentation related to the Access Services upcoming five-year strategic plan for fiscal years FY 2026 to FY 2030 with the objective of creating for the years ahead and plan for the future.

MEMBER DISCUSSION

Vice Chair Lantz stated that she believes many of the providers believe same day rides can actually be helpful in the shared rides and it's something to keep in mind. She thinks there should be a mixture of same day rides for the Olympics as well. Otherwise, she believes there's going to be missed trips and create a lot of problems because events can be changed sometimes from one location to another. She stated that same day rides worked very well during COVID.

Member Almalel stated that she was worried about the expectation of the influx of passengers. She knows they have started to have this discussion with subcommittees in regard to the Olympics and the Paralympics. According to her friend who went to Paris, they did not plan for any disabled people to attend even the Paralympics. They do need to discuss same day services, but also how to accommodate the tourists that may want to use the service. In addition to the Olympics and the Paralympics, they are also going to have the Super Bowl and the World Cup in the next four years.

Chair Hagen stated that they should address more specialized needs. The rate in which they improved the system is impressive and it improved with collaborations. They need to have some assurance that this communication will continue, and it is a part of the Access mission.

Vice Chair Lantz stated that same day rides have been an issue that comes up more than any issue. People with disabilities are like anyone else and they should be able to cancel rides or make changes. Chair Hagen stated that it was also part of Metro's strategic plan, and they can no longer ignore flexibility in transportation. She asked they include the parents with disabilities and Access to work programs to improve them and meet need that have not been met with paratransit.

Member Hudson asked if they could discuss a possibility of same day rides based on a medical need. There might be some special funding for this, or they could develop a program for that. Chair Hagen asked if they could amend it so that people could use it at their discretion for a medical need or necessity.

Mike Greenwood agreed that during COVID, same day service did have restrictions to it, but trip purpose was not one of them.

FUTURE AGENDA ITEMS

Member Goeman stated they should visit the air conditioning situation in the new vehicles along with the handrails. Both are very important aspects, especially with the fact that they live in southern California, and unfortunately it's hot all the time.

Vice Chair Lantz stated that a couple of topics that were brought up at the meeting today like taking a look at the training materials for drivers could be reviewed by their subcommittees instead. One of the issues was sensitivity and communication training. She wonders if they could be helpful in that process within one of the subcommittees. She asked they add same day trips to a future agenda item.

Chair Hagen asked Eric Haack if they could educate riders or giving riders information, including things like podcasts.

Member Hudson asked if the last time they stopped discussing same day services was because of lack of funding. She asked if there were ongoing efforts to look into being able to provide this service. Eric Haack responded that the strategic plan is not just aspirational but has goals that the agency would try to achieve. If it's a goal, they should add it to the Strategic Plan and they could work towards it.

MEMBER COMMUNICATION

Vice Lantz is grateful for staff and for CAC members and for all their input and looks forward to another year.

Member Almalel stated it was a pleasure to listen to all the reports, and to be part of a team that really is fielding the hard questions and doing it gracefully. Access has become a much better service because it's already on a great trajectory.

Member Aroch thanked the Access team. She appreciates the work on the meetings, emails, and presentations. She knows it's time consuming and appreciates it.

Member Goeman thanked Chair Hagen and everybody for caring about Mike Conrad and her for the last few months. Mr. Conrad is improving but he has been diagnosed with long COVID and his symptoms come and go. Hopefully over the next couple of months he'll be able to participate and attend meetings regularly.

Member Hudson thanked everybody behind the scenes, staff, the Chairs, all the community members, and all the CAC members.

Member Cabil stated that she is thankful for all the teamwork, and all the input they work together in, to help make a difference in our community. She invited them to the Access for all, to the underserved cultural community group. It is a group in the Department of Mental Health that targets those with physical disabilities and takes

place tomorrow from 10:00 AM to 12:00 PM. Then at 1:30 to 3:30 PM the Culture of Competency Committee also has an event tomorrow.

Matthew Avancena spoke on moving up the December CAC Meeting from December 10 to December 3rd, which should be the first Tuesday of the month.

SUBCOMMITTEE UPDATES

Karen Gilbert stated the Eligibility Subcommittee finished reviewing the application, and two items were for pulled for review, and that is the oversized device language and the list of disability barriers. They will continue to condense that list at the next meeting and are currently working on making it shorter and easier to understand.

Garrett Rodriguez stated that at the Operations Subcommittee they had Emergency Management coordinator, Alex Christman, join the meeting to inform the subcommittee members. He is working on a video for riders regarding emergency preparedness. This video is to inform riders what items should be taken on their Access trips to be prepared for emergencies, as well as what steps should be taken to prepare for emergencies at a rider's home. The subcommittee members gave their feedback to Alex so he can incorporate the suggestions into the script of the upcoming video. The topic of trip negotiations then closed out the meeting with an update regarding the northern region, where the past practice at the northern region would be to cancel the trip when calling back, looking for a new time. Now the customer can keep their original time trying to check for a new time.

Susanna Cadenas stated the CAC's Customer Service Subcommittee continued discussing regarding the Operations Monitoring Center. During the previous discussion, the subcommittee made suggestions on updating the existing language from the website related to the OMC, Operations Monitoring Center, frequently asked questions. The intent was to develop complete, clear and concise responses that customers can refer to for help on the website. They plan to expand the list of FAQs with questions specific to frequently asked inquiries to customer service so that customers can have access to important information.

Eric Haack spoke on the video communications subcommittee and stated they continued their work on developing a script for the next proposed video on how to avoid a no-show, which will focus on the steps customers can take to reduce their chances of being no showed when using Access for their travel. A large part of the meeting focus was on reviewing and refining the section of the script involving individual tips that customers may employ to reduce their chances of receiving a no-show, such as a customer maybe expecting a call-out. They are also organizing the tips into different categories.

Matthew Avancena stated that he would give an update on the website subcommittee. The designers are still finalizing the backbone of the web page so that will be shown

to the executive team committee and once that is shown to staff, they will bring it back to the CAC to test the beta pages. Next week they have the new member selection subcommittee meeting at 1:30 and then on Friday, September 27, they will have the first meeting of the goals retreat subcommittee.

ADJOURNMENT

The Chair asked to adjourn the meeting. The meeting was adjourned at 3:20 p.m.