

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 10, 2019

12:45 pm - 3:00 pm

Los Angeles County MTA

Union Station Room, Third Floor

One Gateway Plaza

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MINUTES
Community Advisory Committee (CAC) Meeting
August 13, 2019
1:00 pm - 3:00 pm

CALL TO ORDER

Chair Maria Aroch called the meeting to order at 1:02 p.m.

INTRODUCTIONS

CAC Members Present: Maria Aroch, Chair; Michael Arrigo, Vice-Chair; Kurt Baldwin, Marie-France Francois, Tina Foafao, Dina Garcia, Yael Hagen, Liz Lyons, Olivia Almalel, Rachele Goeman, Michael Conrad, Jesse Padilla and Terri Lantz.

CAC Members Not Present: Wendy Cabil and Gordon Cardona

Board Members Present: Martin Gombert

Access Services Staff Present: Randy Johnson, Mike Greenwood, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Brian Selwyn, David Chia, Megan Mumby, Tamika Arana, Rogelio Gomez, Lorena Ochoa, Josh Southwick, Alex Chrisman, Jimmy Flores, Geoffrey Okamoto.

Guests Present: Jesse Ortiz (MV Transportation), Beatrice Lara (MV Transportation), William Zuke (Rider & QSS member), Victor Dominguez (Rider), Mike Fricke (California Transit), Ann Mae Curry (Rider), Wilma Ballew (Rider & QSS member), Victor Garate (Global Paratransit), Angie Smith (Rider), Katherine George Chu (LA County Disabilities Commission), Asa Chu (Rider), Marisol (East LA Regional Center), Annette Arriola (Alta Resources), Karen Alvarez (Marisol assistant) Michael Sher (Rider), Karen Gilbert (MTM), Maria Villasenor (Guest), Adriana Hermosillo (Wayfinder Family Services), James Parsons (Keolis), Wes Kelly (Keolis), Roberto Batres (Rider), Napoleon Torre (Rider).

REVIEW & APPROVAL OF MINUTES

Chair Aroch asked for a motion to approve the August 13, 2019 minutes.

- Motion: Member Goeman
- Second: Member Hagen
- Abstain: Member Francois
- Opposed: Member Hagen
- Motion: Passed

Member Comments:

Member Goeman stated that she abstained from the minutes at the last month meeting

and would like that correction to be made. Veronica Guzman-Vanmarcke will make the corrections.

PUBLIC COMMENTS

Veronica Guzman-Vanmarcke, Access Administrative Assistant, read the yellow public comment form for the meeting attendees who wished to make a public comment.

Katherine George Chu made a public comment by stating that she attends the Metro Accessibility Advisory Committee meetings and has invited Metro to speak at her Disabilities meetings. She wanted to discuss the stretchy band wearables and the fact that they were being issued at the ACC meeting as part of a pilot program. They mentioned they could link the wristbands to their TAP card. She wanted to see if this is something that could be an option with the Access cards in the future. Randy Johnson, Director, Government Affairs and Outreach, responded that he would communicate this to Metro staff.

Ann Mae Curry made a public comment by asking where the meeting minutes were located or how they could be received via mail because she was not computer savvy. She asked if only the members approved the minutes or if also the members of the audience can make changes to the minutes. Randy Johnson responded that only the CAC Members can approve and can make changes to the minutes. Mrs. Curry inquired on who was in charge of routing the rides because she goes completely out of the way when is picked up. She travels with her plus sized companion sometimes and if there are too many riders, then her companion does not fit. She would also like to mention that some of the taxi drivers that pick her up, have broken her walkers and would like issue addressed. Rogelio Gomez was assigned to meet with him to discuss the issue.

Napoleon Torre wanted to make a public comment but had difficulty because of his disability so Alex Chrisman was going to speak to him off record concerning his issue.

Roberto Batres made a public comment by stating that people should go out and vote. He said that he has asked Access for help before and has been denied but this should not happen because they are in a public service sector. More people should be able to respond yes. While he was trying to renew his Access card, he was treated unethically and unprofessionally by Liliana and the security guards at the Eligibility center. He recommends they take mental health training because they are taking advantage of people with this disability. They need to look at the future hiring process of employees that will treat the riders with respect. He has PTSD and he believes this treatment will also affect other PTSD clients. Geoffrey Okamoto was assigned to meet with him to discuss the issue.

Victor Dominguez made a public comment by stating that he is also an AAC member for Metro. He recently had an experience where he called to book some reservations and his rides were not booked correctly. He had to call the OMC and they did not want to book his return trip so he had to take an UBER home. Jimmy Flores was assigned to

meet with him to discuss the issue. Member Hagen asked for clarification on why his reservation was not accepted. Mr. Dominguez stated that the reservation desk was closed by the time he was transferred to make the reservation.

Dolores Flores made a public comment by stating that she and her son are both Access riders. She has five children and this is usually an issue since the limit is only for three people. She has been advised to book two separate rides. She would like to know if this limit could be revisited and changed to five riders. There are caretakers and children that need to ride along sometimes and there is just not enough space. Member Lyons asked for clarification on the amount of riders and she said that increasing the number to six riders is excessive.

Member Lantz asked if it was not four riders instead and Member Hagen stated it was three but this issue should be revisited.

BOARD OF DIRECTORS REPORT

Board Director, Martin Gombert, provided a brief summary of the July 15, 2019 Board of Director's meeting. He stated that the following items were discussed at the meeting:

- Dolores Nason was elected Chair, Martin Gombert was elected Vice-Chair, Doran Barnes was elected Treasurer and Theresa DeVera was re-elected Secretary;
- The Superior Service Award was presented to Lilliana Mariona from MTM;
- New Directors were welcomed in to the Board, Lee Burner from Long Beach Transit and Valerie Gibson from the City of Pasadena and Ms. Jonaura Wisdom from Metro;
- The August 19 meeting was canceled with the next meeting taking place on September 16.

SUPERIOR SERVICE AWARD

Alex Chrisman, Project Administrator, presented James Parsons from Keolis, with the July 2019 Superior Service Award. Mr. Parsons has been with Keolis for six years where he works as a mechanic. On his spare time, he works on his own vehicles. Wes Kelly, General Manager at Keolis, recommended Mr. Parsons for this award because he is a dedicated employee and is a huge asset to their organization. James Parsons thanked everyone for the award and stated that he was happy to work for Keolis.

CAC MEETING ROOM UPDATE

Randy Johnson stated that Access Services has been notified by Metro that the current meeting rooms they have been using for the CAC meetings are no longer an option for the year 2020. There is a meeting room on the 4th floor that was suggested and scheduled for 2020 CAC meetings. The CAC members asked if there is an elevator to

reach the room and if they could have a tour of the meeting room before the change took place. Randy Johnson responded that they would try to coordinate something before the next meeting.

CAC SUBCOMMITTEE UPDATE

Randy Johnson asked Member Baldwin to report on the July 18 conference call. Member Baldwin stated that there were two subcommittee meetings, the Operations subcommittee that is working to minimize overly long trips, focusing on the trips that are over two hours, and preventing from them going to over five hours. Mike Greenwood is going to provide some information that will help decide whether they can make a recommendation in that item. They were also looking at routing and dispatching and how to improve that. It might be a bit more complicated than what they thought but that is fine. If they can make it more efficient, that is going to be a better experience for riders.

Member Baldwin continued on the Bylaws Subcommittee and the CAC meeting schedule. He stated that they should probably make a motion on this today. They discussed the possibility of extending the meetings from 1pm to 12:45pm start time. They wanted to discuss if they could do a consent calendar or just have it as a written report. They are also working on two areas of the CAC bylaws, the CAC membership selection, and the subcommittee membership selection. They will work on a complete recommendation to the CAC as a whole, so they can discuss, and make a decision as to whether they want to forward that to the Board for approval.

Members Discussion:

Member Lantz asked if the change of meeting rooms would have any impact on having the meeting earlier. Member Baldwin responded that the issue with extending the meeting later rather than earlier was connected to the cafeteria and refreshments closing time. The cafeteria closes at 3pm so it is not possible for the meeting to go later than that.

Member Lyons stated that she believes 15 minutes before the meeting is a much better option because most riders arrive earlier for the meeting and are already in the building. She likes the idea of beginning the meeting 15 or even 20 minutes earlier. Member Padilla stated that the meeting began at 12:30pm many years ago and believes this is probably too long but he agrees to begin the meeting 15 minutes early.

Member Hagen stated that the 15 minutes is suggested because of the availability of the room but would like to vote on maybe adding more in the future. This issue should be revisited next year.

Member Lantz asked if they could do two motions and add the meeting room change to it. Chair Aroch stated that there is no decision to be made and they had no choice in the matter and they will have their meetings on the 4th floor beginning in January 2020

per Metro.

Member Arrigo stated that he was in favor on beginning the meeting at 12:45pm.

Chair Aroch asked for a motion to approve that the CAC meeting be extended 15 minutes more and for the meetings to begin at 12:45pm.

Motion: Member Garcia
Second: Member Conrad
Abstain: Member Francois
Motion: Passed

MEMBER COMMUNICATIONS

Member Padilla stated that he wanted to comment on the Public Comment made by the rider concerning the ride routing. He thought it was ridiculous that she was only 10 minutes away and the driver went out of the way longer to drop off another rider and had to go back to drop her off afterwards.

Member Lyons agreed with Member Padilla because she has experienced this routing problem before and has been in the same situation. She has missed a very important workshop because of this issue.

Member Francois asked what the rationale was used when scheduling these rides. She would like Access to shed some light on how the software works or how it schedules the rides.

Chair Aroch suggested that something be presented to the CAC members to clarify how the routing and scheduling is done so they have a better understanding of it. She is not sure if all the regions use the same software.

Member Baldwin stated that this issue of routing is already being discussed in the subcommittee. He is suggesting they present a summary of the details discussed at the subcommittee to inform the rest of the CAC members.

Member Francois stated that she is just trying to understand the way the software works.

Member Lantz stated that she believes this is a good point to bring up because they are not familiar with the software. If they were in the process of deciding which software to use, it would be beneficial for the members to have this information.

Chair Aroch stated that Member Baldwin mentioned there were three software. She had the opportunity to go to Global Paratransit and witness the routing and the way they schedule rides and knows it's a challenge but knows it can be improved.

Member Almalel stated that she wanted to know if there was a black and white protocol concerning the scheduling of rides. Her driver's lunch overlapped with the pick-ups she had scheduled and she doesn't feel this is practical.

Member Goeman stated that for riders that are "van only" pick-ups and they do not send a van, it could be an issue. She understands that things happen sometimes but it can really be a serious issue for riders that have animals. She has two animals, her dog, Denali and her cat. Sometimes she rides with both of them and there needs to be enough room for them.

Member Conrad stated that he had an issue with the cab doors. Some of them have their child lock switches on their door, activated and he finds this disconcerting. The cab driver told him this was done because a rider once tried to jump out and it is for safety reasons. Mr. Conrad stated that he feels unsafe in a car that had the lock activated because if there were an emergency, he would not be able to exit the vehicle. This issue needs to be discussed.

Member Garcia stated that she had three concerns. The first is the lack of substance on the August agenda. They had a retreat last spring to talk about all these important issues going on and handling them and they are not being included in the agendas. The agenda is full of words, updates, and reports. When they are in the meetings, they get to ask two questions and then the meeting is over. It takes too much time and investment, to come all the way to the meetings only to hear a few words.

Member Hagen further clarified on what Member Garcia stated and reiterated that last month there was also not enough content in the agenda. She mentioned that there are two different programs concerning the non-emergency medical transportation. There is a lot of detail about what they are for, and who qualifies for what. It is also transportation for getting things from the pharmacy, a dentist appointment or therapy appointment. PASC, the Personal Assistance Services Council, is having a town hall meeting to discuss this very issue, and they will have experts on that call. You can also ask questions about non-emergency transportation. The town hall meeting is every third Wednesday of the month from 6-7 pm. If you are interested in signing up you can go to the website, which is PASCLA.org and the number is 877-565-4477.

Member Lantz stated that if the meeting is being increased 15 more minutes than there has to be a reason. She hopes that there can be more substance to justify the lengthening of the meeting. She serves on the LA County committee for the VSAP, which has to do with voting. The new system will be implemented for the next election. The ballot marking devices are fully accessible and they will be hosting mock elections throughout the county to display this new system. She believes that Access should be involved somehow because it is something that will affect the riders. She is suggesting that they have someone from the County come and present this new device to the riders in a future CAC meeting.

Member Lyons asked if she will still be able to vote via mail and Member Lantz stated that this would still be the same. She also stated that there is a poll pass that you can print in advance and just bring it into a voting center and insert it into the machine and you are done voting.

Member Baldwin stated that the wristbands that they are using for Metro are being used because in the Metro system you can tap your card. The machines on the Access vehicles are not capable of tapping. He also stated that a couple of things that have been talked about in the past could be added to the agenda. The on-hold script that people listen to when they are on hold and negotiating a pick up time. Those were things that they said would like to have on the agenda for this meeting.

Member Hagen clarified that it was not the on-hold script but the reservation script that needs to be discussed although this is also something that they are discussing in the subcommittees. Member Baldwin stated that this was correct.

Member Baldwin continued in stating that the third software that was mentioned is up in the Valley. That software used cannot distinguish between their address 606 East Avenue K4, and 606 East Avenue K. Which is a big problem when all the streets are K1, K2, K3, K4, and K5. He also wants to make everybody aware that the department of transportation has just come out with some interim guidance. They are re-looking at the definition of a service animal. This is in connection to the Air-Carriers Access Act.

The department of transportation also defines service animals for ADA paratransit and public transit. It could be useful for people to look at that interim guidance, because it talks about the fact that you cannot have breed-specific bans on service animals. They gave good guidance on emotional support animals and psychiatric support animals. They talk about the fact that it has to be a mental health professional that writes those exceptions, that that documentation is required and that the animal has to be under control of the handler. Those are two very important things that he thinks are generally missing in the system, so he would like to direct people to that.

Vice-Chair Arrigo stated that he liked the idea that someone could come and do a presentation on the ride-share system as well as the VSAP election process. He also liked to apologize for being so late but it was because of the routing of the ride.

Member Lyons asked who the liaison was between the QSS and the CAC. Member Hagen responded that they have not chosen anyone yet. Ms. Lyons announced that there was an emergency preparedness weekend in the Valley in the month of October. She will bring more information at the next meeting. She also wants to say that she took the Amtrak to the meeting because she was so tired of dealing with the long rides through Access. She stated that the last time she had a ride, they actually passed in front of her destination but because she was picked up last, she was not dropped off until the end which was about 25 minutes after.

Member Padilla supported Member Lantz and Garcia's comments concerning the meeting length. He agrees that they should have more content in the agendas to excuse for increasing the meeting time.

Chair Aroch stated that she had an item to present at this meeting but it was too late by the time she send it to Access. The item will be in the next meeting's agenda.

Member Conrad stated that when he was the CAC Chair there was a report that was put off for about three months because they always ran out of time in the meetings. He feels that sometimes the meetings will run over depending on the amount of time it takes to discuss the items and that should be ok.

Member Almalel was wondering what the possibility would be of coordinating trips for people that are attending the CAC meetings. Not just the members but also attendees. Chair Aroch responded that there is a challenge because everyone comes from different regions. In addition, she has noticed that the West Central try to make arrangements when they have their meetings. Ms. Almalel stated that they have a calendar of meetings and they know when they need to get their rides.

Chair Aroch stated that maybe they can have a schedule of when the meetings are and a list of the riders attending.

Member Lantz stated that there is an ADA requirement that states that they cannot give preferential rides or treatment to certain riders and this is to protect all Access riders. Therefore, this option of having a special scheduling of rides for people attending the CAC meeting is probably not something that can be requested.

Member Hagen stated that there is something that can be done if the contractors will be open to the idea of putting in place a standing order of once a month for the members and the members of the public that attend the meeting regularly so they can have a share-ride. The other thing is the providers can sit down together one day and figure out what are those regular trips. They can coordinate a trip that is already a built-in shared-ride, it is regular and consistent. Someone has to recognize that it is an asset to everybody and she hopes those that are providers can hear this message.

Member Lantz stated that when they have the presentation of the two software it would be a more appropriate time to talk about this issue of trip routing.

Member Baldwin stated that since this issue has been brought up three times, then he would like to point out that it is being dealt with through the subcommittee and if they would like to take it to be discussed by the CAC members as a whole instead of through the subcommittee, then they need to make that decision. He just wanted to clarify that.

Member Lantz stated that it is important to make a distinction that all they are asking for is for a presentation to have a greater understanding of the two software packages. This in turn will be beneficial to the subcommittees to do a better job in their recommendations.

Chair Aroch responded that she agrees with Member Lantz and believes it will be very useful to them to have this presentation. It is good to have a presentation in front of the whole CAC members so that it goes quicker to the Board to get it resolved. If not then they will have to wait like the QSS that is in limbo because they cannot make a decision.

Member Hagen explained that the purpose of the subcommittee was that they could sit down and get deep into a subject. They can have detailed information and discussions so that they do not sacrifice the quality. The deep dive cannot happen in this kind of meeting. If it is being worked on, I think it is going to take time before they do any types of presentations. They need to go back and start agendaizing the things that they have already done. The subcommittee is working on issues already identified for that committee. They have a course they should follow and iron out the information they got at the retreat.

Chair Aroch thanked Member Hagen for her statement but she believes that she is there to advocate for the public. She is not there to take credit or to have others take credit for what is being done in the meetings. She believes this is a group effort and it is not fair to the community that is there to listen to go back and forth and not give all the information. The issues need to be discussed in front of the community and not to be kept for one person to speak about and take credit.

Member Lantz stated that to be an informed CAC member they need to have an understanding of how the software works so they can make educated recommendations and make these rides work. They are not trying to take away anything from the subcommittee but just trying to be informed.

Member Hagen stated that this was not an agenda item and Chair Aroch stated that she would make an agenda item for one of their future meetings.

Member Lyons made a comment about a wise man who once told her that they need to know where they begin to know where to go and that they cannot start in the middle. She said they need to work, as a team and she understand that everyone has different opinions.

Chair Aroch agrees that they need to have this presentation to be more informed as a committee to make better decisions for the public. She will remind everyone, herself included, that they are there to support the quality of services of transportation.

Member Hagen stated that there are seven people at each subcommittee and not only one. Chair Aroch responded that she understands that but it is only one person always speaking for everybody.

Member Francois stated that as a parent with an autistic child, she mentioned that sometimes they do need someone to accompany them when dealing with someone with a disability. She would like the increase of riders in vehicles to be an agenda item in the future.

OPERATIONS PERFORMANCE UPDATE

Megan Mumby, Project Administrator, presented the Operations Performance Report for the month of July 2019.

The July highlights included:

- Transfer trip expansion at Olive View Medical Center began July 1;
- The COO and Emergency Management Coordinator participated in an exercise hosted by the LA County Department of Public Works;
- Access hosted a service animal training with Lori Bernsen from Guide Dogs of America;
- 45 Access and contractor staff attended the Antelope Valley region, received a new cutaway with the upgraded suspension;
- New stand sign was added at Universal Studios;

Members Discussion:

Member Lantz asked why there was so much difference between the passenger trips completed and the vehicle trips completed. Megan Mumby responded that the vehicle trips completed is the actual trips that are done. The passenger trips includes PCA's and companions that ride with the rider.

Member Arrigo asked what Access considers excessively long trips. He finds that 2.9% sounds low versus the complaints that they hear about during the meetings. Megan Mumby responded that the excessively long trips are the late trips and these are the stats for July of 2019 and this is for Access wide, for all six providers and they calculate those using the Metro trip planner.

Member Baldwin wanted to clarify that the standard that is talked about in this report has to do with the comparability to fixed route. If it takes four hours on a fixed route and it takes you four hours on Access, it is not an excessively long trip. They are discussing this in the subcommittee on how to keep people from having to be on a vehicle more than two hours.

Member Goeman asked if when they are using GDA, or Guide Dogs of America, they were using two different dogs. The bottom line is Lori's dog is bigger than her dog, Denali, so there is a difference. Megan Mumby responded that Lori was kind enough to go to Access and provide feedback and best practices, so she gave them general information on how to treat service animals in general. It was not size specific and just gave general information. Ms. Goeman just wanted to clarify that depending on the dog size then the way they get in and out of vehicles is different.

NEW BUSINESS SUBSEQUENT TO THE AGENDA

Member Lantz asked if she would need to make a motion about the presentations. Otherwise, there are some items that they requested be put on the agenda that have not been included and they should look back at the minutes and add.

Veronica Guzman-Vanmarcke responded that usually they are open to receiving any items that the members would like to add to the agenda. They can email Matthew Avancena and suggest items to be added. She understands they want more substance and they are here to do anything to help support the CAC.

Member Arrigo stated that there are also non-medical related Medicare/Medi-Cal covered rides and he has used it a couple of times already. There is a public information office from LogistiCare, and they could inform them on medical related transportation and non-emergency transportation.

Member Hagen reminded Mr. Arrigo that the meeting is in one week from that meeting and that would be a very helpful meeting. She has mentioned this information previously and she has a card if anyone is interested.

Member Lantz stated that there is a rider who calls her often and she lives about a mile from the nearest transit bus stop. There is a quarter mile rule that needs to be revisited in the future. The MTA is looking to wiping out certain routes and that may actually put many people beyond the three quarter of a mile. The riders pay LA County taxes like everyone else, and they are not getting any public transit offered to them. Randy Johnson stated that Access has worked with this rider and they were very clear when contacting them that they would be out of the pick-up area. They worked with Metro on the NextGen study and they will look into it again.

SPIRIT OF ACCESSIBILITY AWARD ANNOUNCEMENT

Randy Johnson stated there was an email correspondence regarding the Spirit of Accessibility Award. He encourages them to nominate someone who they feel might be worthy to receive that award. The entry needs to be submitted before the end of the month of September. The criteria is on the Access website and they can nominate any organization and/or individual. Additionally, he mentioned that anytime something comes to mind regarding an item or a presentation, it could be requested. It does not

have to be on the agenda.

Member Baldwin wanted to remind everyone that they need to follow Robert's Rules of Order, but we also need to follow the Brown act, and under Robert's rules of order, the New Business Raised Subsequent to the posting of the agenda, is for them to discuss what should we put on the next agenda. California has open meeting laws and because of this, you cannot discuss anything that is not on the agenda. That makes it a problem for the CAC and they are looking at that in the bylaws subcommittee. This is contradictory on item 11 so he just wanted to point this out.

ADJOURNMENT

Chair Aroch asked for a motion to adjourn the meeting.

Motion: Member Lyons
Second: Member Padilla

The meeting adjourned at 3:05 pm

SEPTEMBER 10, 2019

TO: COMMUNITY ADVISORY COMMITTEE
FROM: MARIA AROCH, CHAIR OF COMMUNITY ADVISORY COMMITTEE
SUBJECT: CONFLICT OF INTEREST DISCLOSURE FORM

BACKGROUND:

As the Chair of Access Services' Community Advisory Committee, it is one of my primary responsibilities to ensure that this committee body is lead with integrity and transparency to the best of my ability. To that end, this committee and in other non-related Access community meetings, the Parents with Disabilities program has been a hot topic of discussion. I need to ensure, as an advisory body to the Board of Directors of Access Services, that everyone here does not knowingly have a conflict of interest with this program, or any other business that we discuss either previously, now, or in the future how we do business how we advocate and how we make decisions in this committee must be in the best interest of all Access Riders. Additionally, some of us on this committee are seasoned members, and our files need to be updated periodically. The Staff of Access has been helpful in this request to give help to me to ensure we address this.

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Community Advisory Committee (CAC) Conflict of Interest Disclosure Form

Name of Committee Member: _____

Address of Committee Member: _____

Phone Number: _____

- I do not have a conflict of interest at this time.
- I would like to disclose the following personal and/or professional interest: _____

a) Please describe how the personal or professional interest may or may not affect your participation on the CAC:

b) Please describe how your personal or professional interest may or may not give rise to any ethical concerns, or otherwise lead to any actual, potential, perceived and/or appearance of a conflict of interest:

Signature

Date

SEPTEMBER 10, 2019

TO: CAC
FROM: RYCHARDE MARTINDALE-ESSINGTON, ADA COORDINATOR FOR
CUSTOMER RELATIONS
SUBJECT: REQUEST FOR CAC OFFICER NOMINATIONS SUBCOMMITTEE
MEMBERS

ISSUE:

Article 5 of the current CAC Bylaws requires the selection of a Chairperson and a First Vice-Chairperson. Article 5 also describes how to go about doing this. The CAC is asked to put together a nominations subcommittee to begin this process.

RECOMMENDATION:

The CAC Chair calls for volunteers or appoints voting CAC members to a nominating subcommittee to begin this process. Members must not have served two previous consecutive (twice in a row) terms on this subcommittee.

BACKGROUND:

The method laid out in Article 5, is summarized below so that it is easy to follow what process is to be completed in what order and by what date:

- ✓ The Bylaws state that the CAC has to have a Chairperson and a First Vice-Chairperson.
- ✓ The way to select the Chairperson and First Vice-Chairperson is to come up with a slate of officer candidates. The Bylaws says you should do this by:
 - (1) Selecting a nominating subcommittee;
 - (2) Selecting 3 to 5 CAC members for this purpose;
 - (3) To do this by September 10th so that the process begins in enough time to have officers start their duties in October.

- ✓ As a CAC member, you can only serve on this nominating subcommittee (referred to as the Officers Subcommittee) twice in a row.
- ✓ Here's the proposed scheduled activity dates to meet the October start date for CAC officers:

Tuesday, September 10, 2019: CAC Chairperson appoints Officers Nomination Subcommittee. The Access staff Liaison for the CAC will begin contacting each CAC member to see if they want to nominate themselves or another for one of the available positions.

Thursday, September 19, 2019: By teleconference meeting held in El Monte, the subcommittee will be updated by the Access staff liaison as to the proposed slate of candidates and for which office such candidates are seeking. The subcommittee will rate and rank each candidate and make their recommendation for officers.

Tuesday, October 8, 2019: At the CAC meeting, nominees will present a brief written or verbal platform speech/presentation to the CAC. Also, at this meeting, any CAC member not nominated by the Officers Nominating Subcommittee, can submit their nomination from the floor for consideration. The CAC will recommend a slate of officers by vote at this meeting. The CAC recommendation will be forwarded to the Chairperson of the Access Services Board of Directors and once ratified; the term will begin in October and last for one year.

ADDENDUM:

Last year, the CAC was unable to seat at least three (3) volunteers on the CAC Officer Nominating Subcommittee because of bylaws rules, which prevented a person from being on the Subcommittee twice in a row. This situation no longer exists but if volunteers are not found, the selection of a CAC Chair and First Vice-Chair will proceed by majority vote of the CAC members present at the October 8, 2019 meeting as directed by Article V.

SEPTEMBER 10, 2019

TO: CAC
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION
SUBJECT: CAC GOALS AND SUBCOMMITTEE UPDATE

BACKGROUND:

On Tuesday March 12, Access' Community Advisory Committee (CAC) held their first Goals Retreat at the Los Angeles River and Gardens. The CAC Goals Retreat, facilitated by current CAC member and former Access Board member Kurt Baldwin, focused on a number of areas.

One of the areas CAC members wanted to discuss was the interrelationship of the Access Board, the Community Advisory Committee (CAC) and the Quality Services Subcommittee (QSS). The CAC is one of two advisory committees created by the Board to advise them on policy matters while the QSS was created by the CAC to monitor the service quality of Access' paratransit services.

On March 21, the CAC Goals Retreat subcommittee comprised of Kurt Baldwin, Yael Hagen, Terri Lantz, Maria Aroch, Tina Fofoa and Access staff Matthew Avancena held a follow-up conference call to discuss next steps. More specifically, the subcommittee members discussed the suggested goals that came out of the retreat and discussed ways by which the CAC could take action by either creating a subcommittee(s), deferring the issue to the QSS and/or tasking the CAC to take up the issue at future meetings.

At the April 9 CAC meeting, the CAC took action and formed subcommittees and tasked the QSS and the full CAC committee to work on various issues. The subcommittees are as follows:

1. **Bylaws/Process subcommittee** - this subcommittee will be tasked to review issues such as:

- CAC attendance/participation process
- Public participation
- Meeting duration
- CAC agendas and standing items (and its order in the agenda).
- Volunteers for a QSS Liaison

2. Operations Subcommittee - this subcommittee will be tasked to review issues such as:

- Missed trips and No shows
- How to avoid long rides
- Routing and miss-matched rides
- Improve stand signs and improve identification e.g. geo locating
- Clear communication to riders and drivers regarding locations
- Expanding locations at key venues

Discussion topics be included in upcoming agendas:

- How to improve negotiation of pick up time.
- How to improve provider and rider training.
- The script for the on hold information.
- The video vignettes

QSS Tasks/Projects - The QSS has been tasked with the following issues

- Develop recommendations on what a same day trip would look like; enhancing services or a premium service could be a brokerage model on how to be able to offer same day trip services.
- Expanding the functionality of the where's my ride app.

RECOMMENDATION:

1. At its September 5 meeting, the subcommittee discussed a number of issues. Mainly, the subcommittee wants to rename the Goals Subcommittee into the Retreat Outcomes Subcommittee and combine the two separate subcommittees (Operations and Bylaws). Going forward, the subcommittee shall be called the Retreat Outcomes Subcommittee.
2. Reconfirm Michael Conrad as a subcommittee member. Ask current subcommittee members if they are still interested in participating in the subcommittee. Membership shall be limited to no more than 7 members due to Brown Act requirements and open meeting laws.

SUBCOMMITTEE UPDATE:

The following is a summary of the Operations and Bylaws/Process subcommittee conference calls courtesy of subcommittee Chair Kurt Baldwin:

Subject: Summary of Subcommittee/Operations Meeting May 9, 2019

Of the four issues to make recommendations the subcommittee is tasked with; improved routing and avoid miss-matched rides, expand and improve the stand sign program, minimize missed trips and no shows and, to avoid unreasonably long rides we decided to start with developing a recommendation on avoiding unreasonably long rides.

We discussed what data is available and how to define the problem. We speculated that there may be a variety of issues at play from time of day, to whether the vehicle leaves the contract service area or not, etc. We also discussed getting data on the riders experience regarding the time spent taking the trip. This would be starting with the negotiated pick up time to the time of getting off the vehicle at the destination.

Our next meeting will be on June 5th at 2PM and Mike agreed to look into what data can be useful forwarding our discussion and will gather data on rides that last more than two hours, including time of day and whether the destination is inside the contract services area or outside. In addition, how information can be aggregated to look at the riders experience in length of travel time.

Subject: Summary of the June 20th 2019 Operations and Bylaws/process subcommittees

In attendance were CAC subcommittee Chairs Hagan and Baldwin, Access staff Mike Greenwood, Matthew Avancena, and Susanna Cadenas

Due to the absence of most subcommittee members we did not work to develop recommendations, rather for the Operations subcommittee we reviewed the refined data provided by Mike Greenwood and made additional requests for data on long rides. For the Bylaws/process subcommittee we discussed CAC meeting time length and the method to look at potential changes to the bylaws.

Subject: Subcommittee summaries for July 2019

Operations Subcommittee

Members in attendance; Kurt Baldwin, Terri Lantz, Yael Hagen, and CAC Chair Maria Aroch, and assigned Access staff Mike Greenwood

Absent; Wendy Cabil, Dina Garcia, Tina Foafao

Others in attendance; Michael Conrad, Rochelle Goeman, Matthew Avancena, Rycharde Martindale-Essington, Rogelio Gomez, Melissa Mungia, Susanna Cadenas

Mike explained the data that was provided to the subcommittee by first describing the methodology used to determine ratios of location to location distance compared

to actual miles traveled from origin to destination. Graphs were provided by Melissa to show how routing can create a 1 to 1 ratio along with examples of higher ratios including a poorly planned routing that produced higher ratios including a 7 to 1 ratio. Mike also explained the graph showing the breakdown of rides over 2 hours and the difference between the ride being a share ride or not, from the April data. The data seems to indicate that it is far less likely a rider will experience a trip time of over two hours when the trip is not a share ride.

Our discussion included other ideas to avoid overly long trips including greater utilization of road supervisors or standby capacity to avoid rerouting other vehicles already dispatched.

Bylaws Subcommittee

Members in attendance - Yael Hagen, CAC Chair Maria Aroch, Terri Lantz, Michael Conrad, Kurt Baldwin and assigned ACCESS staff Matthew Avancena

Absent; Tina Foafoa

Others in attendance; Rochelle Goeman, Rycharde Martindale-Essington, Susanna Cadenas

We discussed meeting length, we have been informed that 3PM is the latest we have use of the room due to the cafeteria needing to remove refreshments and close. We discussed starting 15 minutes early at 12:45 and agreed by consensus that we would recommend that to the full CAC at our next meeting in August. We discussed how to add additional clarity to the bylaws starting with the CAC membership selection and subcommittee membership selection sections that we decided to focus on at our last meeting. Kurt will include the suggested additions of the subcommittee in our working draft.

SEPTEMBER 10, 2019

TO: COMMUNITY ADVISORY COMMITTEE (CAC)

FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS

RE: QUALITY SERVICES SUBCOMMITTEE (QSS) MEETING UPDATE

ISSUE:

On Thursday August 15, 2019, the QSS met in El Monte, CA and addressed the following agenda items:

- A re-visit and demonstration of On-Line Booking; and
- Continued recommendations for the Definition and Development of Same-Day Ride/Trips.

One of the highlights during the On-Line Booking demonstration was the revelation that inevitably the functions of the “Where’s My Ride App” and On-Line Reservations Booking will happen within a single app. Another demonstrated highlight involved a technique by which users could book and hold a reservation while seeing if a more favorable booking time may be available.

In the ongoing Same-Day discussion, the QSS sought to work on four elements: 1) potential fares/distances; (2) eligibility criteria; (3) cancelation and No-Show penalties; and (4) Customer Service and complaint resolutions. The QSS provided valuable ideas on the first of the four points but as time ran out, members were encouraged to contact the QSS facilitator by email, phone and letter, about their contributions on the other three elements. Once comments have been collected, they will be placed into a report for the CAC Goals Subcommittee.

BACKGROUND

During its Goals Retreat and at its subsequent March and April meetings, and teleconferences, the CAC asked the QSS to look at several items relating to the attainment of such goals.

RECOMMENDATION

Receive and file the update.