

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 8, 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>
10	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of August 11, 2020	Action	5-15
10	3.	General Public Comments	Information	
20	4.	COVID-19 Update - Rogelio Gomez	Presentation	
20	5.	Access FY '21 Budget - Hector Rodriguez	Presentation	
35	6.	Officer Elections (Action) - Rycharde Martindale	Action	16
15	7.	Member Communications	Information	
15	8.	CAC Subcommittee Update - Matthew Avancena/Kurt Baldwin	Possible Action	17-19
5	9.	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.*

*["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](mailto: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, September 8, 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](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/96117504097>
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](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 +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free)  
Webinar ID: 961 1750 4097
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  
 August 11, 2020  
 1:00 pm - 3:15 pm

CALL TO ORDER

Vice-Chair Tina Fofoa called the meeting to order at 1:10 p.m.

INTRODUCTIONS

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

**CAC Members Not Present:** Wendy Cabil, Marie-France Francois and Michael Conrad

**Board Members Present:** Martin Gombert

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Bill Tsuei, Josh Southwick, Matthew Topoozian, Mike Greenwood, Rycharde Martindale.

**Guests Present:** List not available

REVIEW & APPROVAL OF MINUTES

Chair Tina Fofoa asked for a motion to approve the July 7, 2020 minutes.

Motion: Member Goeman  
 Seconded: Member Baldwin  
 Abstention: Member Hagen and Member Almalel  
 Motion: Passed

PUBLIC COMMENTS

No public comments.

## BOARD OF DIRECTORS REPORT

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

- An update was given on options for the Parents with Disabilities Program.
- There was a presentation on the upgrade to the "where's my ride" app. There was a resolution for the FY20 budget continuing the current fiscal year 2020 budget, into the first quarter of FY21. Preliminary funding numbers were requested from Metro for \$180 million for operating. Access's final FY21 budget will be submitted at the September board meeting to Metro.

### Member Discussion

Member Padilla asked what the name of the where's my ride app was going to be changed to. F Scott Jewell responded that it is not definite yet but it would be an easy acronym.

Member Hagen asked if the name of the app would be presented to the CAC for recommendation first. F Scott Jewell responded that he was sure there will be multiple presentations before it goes out although he is not in charge of this project so he can't say.

Member Padilla made a comment by asking if there were going to be any significant changes to the app. F Scott Jewell responded that he will send him the presentation from last month so he could take a look.

Member Lantz made a comment by stating that changes are sometimes hard for some of the riders. She thinks it would be easier for them to know that the new name is associated with "where's my ride". If somehow they could use the term "where's my ride has improved" or something that references "where's my ride". Otherwise, some of the riders, will get confused with some of the changes.

Vice Chair Fofoa made a comment by stating that she agrees with Terry Lantz because everyone has different disabilities. It's good to keep things simple as possible for people to get to know what they are using like the "where's my ride" app that has been out there for a long time. A lot of people have a hard time remembering things.

Member Hagen asked if this could be made into a future agenda item to be able to discuss in the future.

### COVID-19 UPDATE

Emergency Management Coordinator, Matthew Topoozian, 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 Baldwin made a comment by stating that he was curious about the ridership number going back up. He asked if the meal delivery is ending because the meal delivery people want to end it and not because of the ridership. Matthew Topoozian responded that that was correct, the meal delivery programs demobilizing was a decision that was made by the City of Los Angeles and some of their partners.

Member Hagen made a comment by asking a question about the months of June, July and August, that has the highest use of same day trips very early in the month. She asked what the reason for that was and was wondering if they were going to specific places that require a same day trips. Did anybody look into why it seems to surge at a certain time? Matthew Topoozian responded that he has no insight into that but can research it and get back to her.

Member Baldwin made a comment by stating that on August 3 one of the disability checks comes in on the third so this might be using these trips for that reason.

Member Hagen stated that the reason that she thought of this is that maybe riders are using the same day service to get groceries or such. They could actually book a next day ride for these sort of situations. She also has a concern that the reason ridership for curbside pickup is low is because the riders are not aware of this service. She asked many questions because it doesn't equate to the need that is out there. Matthew Topoozian responded that he will ask the Operation department for feedback.

Member Hagen added that as a very involved rider she is usually aware of any updates and she has not heard about the curbside pick-up other than at their meetings. She has taken it upon herself to host community meetings and Andre Colaiace will be attending the next meeting so she would like to be able to present this information then.

Rogelio Gomez addressed the question asked by Member Hagen, he had to agree with Member Baldwin regarding the disability checks that arrive the first two weeks of the month. As for the curbside ridership, they have the program information on the Access website and also on the hold messages. They will be using the Community meeting to spread more awareness on the same-day trip and curbside programs. He doesn't want to spoil it, but this is an item that's going to be touched on later.

Member Padilla made a comment by asking when they see the most common same-day trips destinations to besides picking up their checks. Also, wanted to know when service would be reinstated back to normal. Rogelio Gomez responded that he didn't know when this would be.

Member Almael asked a question concerning the community meetings and if they would be getting an electronic version of a flyer to share it. Rogelio Gomez responded that

they will be doing seat drops for this meeting as always. Member Almalel also made a comment by stating that the morning reservations are always difficult to book because of the meal deliveries. She understands this is important but was wondering if something was being considered in terms of availability of drivers or riders in the mornings. Rogelio Gomez responded that the contractors do take this into consideration when they are scheduling their drivers. They try to incorporate all the different factors into consideration when booking their drivers. Member Almalel stated that she is concerned that they are dropped off an hour early to doctor appointments and since the pandemic, most offices don't let you inside the building until 5 to 10 minutes before your appointment. That is something she would like them to take into consideration.

Vice Chair Fofoa stated that community meetings should only be held by Access Services and that should not be changed.

### OFFICER NOMINATION

ADA Coordinator, Rycharde Martindale, gave an update on the election taking place next month. He is now preparing for the election by soliciting those who want to run for office and asking for a campaign statement from them. On the day of the election each candidate will be given a short period of time to give their speech. They have discussed the voting process via Zoom and they will iron out all the details before the meeting.

### MEMBER DISCUSSION

Member Baldwin made a comment by stating that he just wanted to comment that there was one committee member that they haven't reached, Marie-France Francois. He also added that Member Cardona made a comment concerning the last item that read, "He noticed that dispatch is often asking drivers if they can do some overtime."

Member Goeman made a comment by asking how Rycharde Martindale would like their candidate statements, via email or in braille version. Rycharde Martindale responded that he prefers email because he is not in the office.

### PROPOSED FARE COUPON DESIGN

Josh Southwick presented the new coupon design and incorporated all the suggestions the CAC members had made. He mailed all the members mock coupons so they have a visual reference. He asked for any questions they might have or any feedback on modifications they would like to suggest on the coupons.

### MEMBER DISCUSSION

Member Padilla asked if it would be easier to tear apart the coupons as opposed to ripping them off the paper because for adults with flexibility issues like himself they

have a hard time tearing something. Josh Southwick responded they will now be the peel off version so this will facilitate the separation of the coupons.

Member Arrigo made a comment by asking why the customer doesn't get a bonus coupon when buying a packet of 10 and getting a free one.

Member Baldwin asked why there is no value on the coupons and the \$2 dollar coupons have the value on them. Josh Southwick responded that this was left open on purpose in case the base fare would ever change, it would be flexible.

Member Goeman made a comment by asking if all the coupons were the same size. Josh Southwick responded that both the base coupon and the flex coupon are the same size, and the plus coupon is smaller. What they have done so they can identify the base and the flex in the bottom is that on the right hand corner of the coupon, the base has a notch in it. The flex coupon has a two hole punch so that you could identify those two coupons based on that.

Member Lantz asked if they could possible make the notch more noticeable because she can't feel it with her hands. She thinks it will be difficult to recognize. Josh Southwick responded that these are only mock coupons and the real ones will be a better quality.

Member Goeman made a comment by suggesting that instead of the holes, they should be made a different size holes instead.

Member Baldwin made a comment by stating that older adults don't have the feel on their fingertips of not knowing if the coupons are in a certain directions. He feels that the suggestion of the actual size sounds good to him. He also added that only the people in the region of Santa Clarita will be using the \$2 dollar coupons.

Member Lantz made a comment by stating that if there was a hole punch or a notch, it might improve things because you can feel if there are one or two notches.

Member Arrigo made comment by stating that the old IBM cards with the grooves on the side that could be a good option.

Member Cabil made a comment by stating that she did not receive these mock coupons and she checked her email. Veronica Guzman-Vanmarcke responded this was sent to her via mail so that she can physically touch them and see examples of what they would look like.

Member Hagen made a comment by stating that the size difference is not very noticeable. Member Arrigo added that she was correct and the color and print is not very good either.

Member Lantz made a comment by stating that if the base coupon is longer it would be

good. She added that people have various disabilities that would have not help with the colors. Both coupons have blue and they should use a whole different color scheme.

Member Hagen responded that this needs to fit into a standard wallet. She thinks this is important because people do need to fit it into a wallet.

Vice Chair Fofoa stated that she doesn't have a good grip on her fingers to pull out the coupons. If the coupons are too small then it's not good for her. She knows the base coupon says the mileage. She really encourages they look at the sizing and the numbers much bigger on the coupons.

Member Hagen asked Vice Chair Fofoa if the problem with the smaller coupons is because she can't hold it or tear it. If the coupon is a post it note type then would this help her.

Member Cardona made a comment suggesting that they make a cut on the coupon instead of a 90 degree corner.

Josh Southwick stated that these coupons are just mock ups and the colors will pop more and be coded. This was just so they have an idea of what it will look like.

Member Aroch made a suggestion that the holes on the coupons could be made to be a little bigger.

Member Hagen made a comment by stating that people with visual disabilities are taught to make a difference in coins by the edges. This would be the natural way that people would gravitate to recognizing differences in an item.

Member Baldwin asked if anyone was going to make a public comment. They have not asked.

Matthew Avancena explained how a listener could make a public comment. Member Hagen asked if they could unmute all the listeners. She stated that people should have been asked if they had a public comments.

### PASSENGER OPINION SURVEY

Eric Haack presented on developing a future telephone survey or customer survey topic to reach out to the greater community of Access customers. Access has conducted multiple telephone surveys for at least a half a decade. Traditionally the main survey is the biennial survey, once every two years and this is where they collect a sample of every telephone and we conduct surveys of a statistically valid sample of customers.

### MEMBER DISCUSSION

Member Baldwin made a comment by asking that on the survey with the rider's

technology, he thinks it is a good idea to find out where people are at. There is a technological divide because of the cost and ability to use it. He believes this will tell them a lot about whether the riders will benefit from the "where's my ride" app. This will help Access Services to assist riders with this technology. There is funding for this out there.

Eric Haack made a comment by stating that whatever questions are conceived of this survey they will bring back to the committee for further discussion.

Member Padilla asked how they would conduct the surveys with regards to the free fare program. He asked if it would be via phone or email. Eric Haack responded that historically it is a telephone based survey. Sometimes as long as 20 to 30 questions. He had not thought of pursuing free fare as a subject.

Member Hagen made a comment by stating that Kaiser Permanente had a great model of getting input from its members where people signed up to do these surveys. There was no limit to this but it helps build momentum. They were asked what their preferred way of doing surveys would be. People could maybe get rewarded with a free coupon or something to promote participation. The surveys could be about five questions and more focused. Customer service and OMC would be great topics for a survey. No shows and missed trips could be another one.

Eric Haack made a comment by clarifying if what Member Hagen was suggesting that this was some sort of focus group that Kaiser was doing. Member Hagen stated this was sort of like that but it would be open to all and there was no limit on this.

Member Arrigo made a comment by stating that they should have the riders display their preference of taking a survey. Texting could be an option. For the new riders, maybe they can be informed that they periodically do surveys and asking them their preference then. He also likes the idea of a bonus coupon for participation.

Member Aroch asked if the survey would be sent via mail and email. Eric Haack responded that they would be sending the survey to the CAC for approval of question before doing it. It would be a telephone based survey. He needs to reach out to the contractor to find out the different options of taking a survey. Member Aroch stated they should keep in mind the senior population and they are not always very good with technology. Eric Haack responded that they would initially find out what people prefer to use to take the survey. There is great value in that so they have more participation of the riders.

Member Hagen made a comment by stating that it would be based on an individual's preference, rather than making generalizations based on a group's preference. There may be some speakers who have a hearing disability or have a difficulty seeing, so maybe technology might be better for them. She asks they make sure that it's based on an individual rather than a group's preference, so they are not making generalizations.

Member Lantz made a comment by agreeing with Member Hagen. She stated that in the past there have been surveys with up to 50 questions. She thinks because this year has been so different, there are more questions but she thinks that there are people with specific types of disabilities where 50 questions is going to be a lot. There will be more response if they keep it short.

Member Cardona made a comment by asking how the survey is disseminated other than by phone. It needs to be spread by other means, email and social media as well.

Eric Haack made a comment by stating that the 50 question survey is when they do their biennial large survey. They always gotten the number of respondents they have wanted to for that survey, which has over 1,000. This survey would not be of that range. He also added that with respect to Gordon, traditionally, they have done this through the telephone and this has been a telephone survey. However, he'd like to provide them with what options are available, and they can bring that back as a possible discussion topic.

Member Padilla made a comment by stating that 50 questions is very overwhelming. Something reasonable would be 15 to 20.

Member Lantz made a comment by stating that regarding Gordon's comment, she thinks it is very appropriate. People who may have speech limitations or no speech at all are going to obviously prefer something other than a phone call, because in a phone call they're reduced to sound.

Member Almalel made a comment by stating that if they will do 50 questions on a future survey then maybe they should include the most important issues at the beginning of the survey and then ask them if they want to continue. There are people like her mother who likes to write things down so she might prefer a written survey. Maybe asking the riders that use Access the most what they prefer as a way to take the survey.

Member Hagen made a comment by stating that some people have multiple preferences as well. She asked what the mechanism Access uses to reach the riders. She would be interested in knowing how to reach the riders' they don't always hear from.

## GOALS RETREAT

Member Hagen discussed the option of picking a date, scheduling it, and doing it as a Zoom meeting. They can then discuss what kind of content they will discuss as far as training and information.

## MEMBER DISCUSSION

Matthew Avancena stated that the subcommittee could possibly discuss this as a future topic to place on the agenda.

Member Hagen asked if he meant the existing subcommittee should organize this and Matthew Avancena responded yes.

Vice Chair Fofoa asked if this would need to be funded. Matthew Avancena stated that Access Staff would take care of organizing this since it is via Zoom and therefore very little cost.

Member Hagen made a motion to continue with the existing subcommittee to go forward with organizing the retreat. Member Lantz seconded the motion.

Member Baldwin made a comment by stating that he doesn't think it should be the same exact subcommittee from the last retreat that should make arrangements. He suggested they form a new ad hoc committee.

Member Hagen withdrew her motion and Member Lantz did too.

Member Hagen made a motion to form a new subcommittee to plan the next retreat.

Motion: Member Hagen  
Seconded: Member Padilla  
Third: Member Lantz  
Opposed: Member Aroch  
Motion: Passed

Member Baldwin made a comment by stating that the difference between an ad hoc committee and a subcommittee is the public notice.

Member Cabil made a comment by stating that the purpose to have this retreat is to improve the service or what kind of content will they be discussing. Member Hagen made a comment by stating that this will help them establish their goals in order to make a set of recommendations and improving the service.

Member Lantz added that the CAC stay much more focused when they have goals to discuss. Member Hagen added that the Board of Directors followed their example and it is very cool to see.

Member Cabil asked if this subcommittee is open to everyone to participate. Member Baldwin responded that it depended on what kind of committee they created.

Member Hagen made a comment by stating that no matter what they do people will have the right to have public comment because as a sub-committee works on these issues, they come to the CAC.

Member Arrigo made a comment by stating that they should go over last year's goals to review them and look at what has been accomplished.

Member Cardona made a comment by stating that he agrees with Member Arrigo.

Member Baldwin made a suggesting to decide who will volunteer who will join the subcommittee. Yael Hagen, Tina Fofoa, Wendy Cabil, Maria Aroch, Rachelle Goeman, Michael Conrad and Gordon Cardona.

Member Hagen asked if they need to assign staff or that will be decided later. Matthew Avancena stated he would be taking this on.

#### CAC SUBCOMMITTEE UPDATE

Director of Planning and Coordination, Matthew Avancena, introduced Member Baldwin to give an update on their last subcommittee meeting. They have come to a consensus on the seven recommendations. He won't go into detail about them since they have already discussed them before. They were not able to come to a consistent consensus on the stand signs. He thanked all Access staff and CAC members for all their help. He explained the recommendations that will be made in detail and asked for them to pass them on to the Board of Directors.

#### MEMBER DISCUSSION

Member Hagen made a comment by thanking Member Baldwin for all his hard work.

Member Padilla thanked Member Baldwin as well.

Member Cabil made a comment by thanking everyone as well. She appreciates the spirit of commitment everyone has. She asked Member Baldwin if they would not be able to make a change to the Bylaws for those that are not able to take all the voting steps because of circumstance beyond their control. Member Baldwin stated that they Bylaws have already been decided on and maybe this is something that they can add this, the next time they change the Bylaws.

Member Baldwin made a motion to send the set of recommendations to the Board of Directors at their next meeting for approval.

Motion: Member Baldwin

Seconded: Member Padilla

Motion: Passed

Member Lantz made a comment by stating that maybe they should do a roll call to get a vote approved. Member Baldwin stated he was not aware this was on the Bylaws. Member Lantz mentioned that this was a Brown Act rule.

Vice Chair Fofoa asked for a roll call and they all approved this recommendation.

#### MEMBER COMMUNICATION

There was not enough time left in the meeting for this item.

ADJOURNMENT

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

Motion: Member Goeman

Second: Member Almalel

Opposed: Member Hagen

Motion passed.

The meeting adjourned at 3:24 p.m.

SEPTEMBER 8, 2019

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

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

RE: SEPTEMBER 8, 2020 CAC OFFICER ELECTIONS

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ISSUE:

To comply with Article V: Officers, in the CAC Bylaws, here are the written Election Candidate Statements of those members seeking to fill the position of CAC Chair and/or Vice-Chair.

BACKGROUND:

At the May 12, 2020 CAC meeting, three (and later four) volunteers were requested and selected to serve on the Officer's Nomination Subcommittee. Over the next few months, the Subcommittee received nominations from those seeking the Chair and Vice-Chair positions. At subsequent meetings, the Subcommittee and Access staff also considered potential issues relating the 2020 COVID-19 Pandemic and the logistics in holding Officer Elections. Given the unique nature of these issues such as Social Distancing and physical ballot handling, it was jointly agreed upon that a direct election would be held by Zoom Meeting conference.

Candidate Statements have been requested from all candidates and these will appear below in this item. These statements will let members know about their qualifications and explain why they are running for office. In addition, all nominees on the day of the Election will have an opportunity to make a short campaign presentation to CAC members before the voting begins.

Voting will be accomplished by use of Zoom's Chat Room feature and through phone call by those who are not able to use the Zoom platform's enhanced features.

RECOMMENDATION:

Presented in alphabetical order are the Candidate Statements for the position of CAC Chair and Vice-Chair. As voters, CAC members are encouraged to read these statements in advance before voting at the September 8, 2020 Election.

SEPTEMBER 8, 2020

TO: CAC  
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION  
SUBJECT: CAC SUBCOMMITTEE UPDATE - AUGUST 2020

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**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 to 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.

**SUBCOMMITTEE UPDATE:**

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

**Ad Hoc Operations Subcommittee Recommendations**

The Operations Subcommittee submits the following set of recommendations to the CAC for your consideration. It is the subcommittee's intent that the CAC vote to make these recommends to our Board of Directors.

- Provider staff who finalizes vehicle routing must consider the mobility needs of riders and avoid mismatching riders with routes. The definition of mismatched trips should include, not just a capacity issue (not fitting on the vehicle), but also the order riders are scheduled to embark and disembark so riders do not needlessly having to get off and back on the vehicle and for those that need to transfer to a passenger seat from a mobility device.
- Providers must contact a rider if the vehicle is going to arrive 30 minutes after a scheduled pick up time. This must be reinforced at regular staff meetings. A rider should be offered the opportunity to decline the trip with no late cancellation penalty but must not be encouraged to cancel by the provider.

- Create a direct communication between the driver and rider and/or other technology to help riders connect with the pickup vehicle.
  - Enhance land line response Rider-Dispatcher-Driver
  - Beacons on vehicles
  - Geolocate riders and vehicles using the Where's My Ride App
  - Access LA website should add a resource page regarding consumer technology to assist in communication, way finding, etc.
- Make the notes the driver has about the trip have extra importance.
  - The dispatcher should verify the driver read the notes prior to determining a no-show and allowing the driver to proceed to next destination. e.g., ask the driver to repeat back what the notes say before letting the vehicle go to the next stop.
  - The dispatcher should read the notes and accommodate any ESL needs, or as an ESL accommodation allow the onboard technology to read the notes in the drivers' language of choice.
  - Create a distinction between trip notes and a permanent note, create a field for notes that will always apply regarding the rider (Such as "must transfer to passenger seat but needs room for mobility device.")
- When a road supervisor is available the road supervisors should, in a timely manner in order to maintain comparability, pick up riders whose connections were missed due to provider error or stranding for other reasons and take the rider to their destination. This is needed to avoid diverting another vehicle to pick up the rider breaking the efficiency of the diverted vehicles route.
- Comparable travel time to fixed route should include the wait time from the negotiated pick up time to the destination instead of from the time rider boards the vehicle and the vehicle departs.
- Develop a methodology to be used to hold contractors accountable in efficiency of routing using ratios of location-to-location distance compared to actual miles traveled from origin to destination.
  - Include liquidated damages for poorly routed trips to future contracts.

## CANDIDATE STATEMENTS FOR CAC CHAIR AND VICE-CHAIR

### Michael Conrad

These are the reasons I would like to be considered for Chair or Vice-Chair of the CAC. I have experience: chairing meetings such as the CAC, and I was the past President of the Greater Long Beach Chapter of the California Council of the Blind. During my 41 years working for the County, I also ran many union meetings. I am also a member of the Citizens Advisory Council for Metro. I currently sit on the Board of Directors of the Foothill Club for the Blind and served as its past President. I am a strong advocate for service animals and the problems their animals and handlers go through with Access. I have also been both Chair and Vice-Chair of the QSS.

I have also been influential in making changes for the better at Access, such as: not having three (3) passengers in the back of a sedan. I also advocate for riders with recertification problems and ride issues.

Sincerely,

Michael Conrad

### Rachelle Goeman

I would like to thank the committee for letting me speak about why I think I would make either a good Chair or Vice Chair. The reason I feel that I would be either Chair or Vice Chair of the CAC is, I have been a disabled rider for over 20 years, I also have a service animal that I travel with every day, and I have compassion, for other types of disabilities. When I see people on Access, I am always commenting if they know about the Community Advisory Committee. The meetings are always open to the public. In addition, even though we are doing things a little differently because of COVID-19 I still tell them about the meetings and I believe that this Committee is a very important place for people who ride access and have problems, or issues that they would like to discuss. I always tell them that the people at Access really do listen it may not happen all at once but they really want to know what they believe and feel about the way the transportation system is run. I am involved in many other aspects that I think will make me a good candidate for the vice chair or chair position that is opened up. I am involved in two chapters of California Council of the blind, the first one is greater Long Beach chapter, and the other one is Glendale Burbank chapter we talk about Access and

problems that people are facing all the time! I think that the committee is a wonderful place and it's a great place to talk about problems with Access I think that it needs to be continued for And I also go to the Metro CAC meetings with Mike, Where I have met many people who when I say that I am in Access rider, go wow what does that mean. It has opened up many avenues for myself for people to understand how difficult Transportation can be when you have a permanent disability. Therefore, these are the reasons that I think that I would be a good candidate for either Chair or Vice Chair as I said in the very beginning thank you for listening to my reasons why I think I would be a good candidate thank you again and look forward to the meeting time.

Rachele Goeman

### Gordon Cardona

My name is Gordon Cardona and I am running for the Vice Chair position for the Community Advisory Committee (CAC) for Access Services. I have been serving on the CAC since 2014. Before then, I attended the CAC meetings on a regular basis. I have been an Access passenger since its inception. While serving on the CAC, I helped getting the Access coupons back after Access considered to discontinue them. Many people have difficulty handling coins. Also, I was a strong supporter of implementing the online reservations system for people with speech disabilities, and therefore freeing up reservationists. I suggested to install Access stands and signs at every terminal at LAX. I served in an advocacy team at CALIF, an independent living center in Downtown Los Angeles for several years. Besides dealing with advocacy issues, we participated in rallies and protests to fight against cuts in In-home Supportive Services, health day care centers, and employment opportunities. I have reported violations in accessibility regarding sidewalks, curb cuts, and bus stops to the City of Long Beach. I then started serving on the Board of Directors at CALIF, a non-profit independent living center in Downtown LA. Soon after, I started working at CALIF as staff. I have served on the Board of The Unrecables as Vice President, President, Membership Director, and currently Communications Director since 1993. The Unrecables is a non-profit, volunteer-based disabled sports organization offering sports and recreational opportunities for people with disabilities. I have assisted organize ski trips and events for the organization. I received the Safety Person of the Year award from the Far West Ski Association in 2011 for my outstanding work promoting ski safety on the slopes and in newsletters. In 2015, I was named Distinguished Consumer of the Year by the California Speech-Language & Hearing Association for my work in the Alternative & Augmentative Communication field and doing presentations at professional conferences and college classes. Also in 2015, I was honored with the Jack Campbell Award in Sacramento for my outstanding advocacy work for the disabled community.

For 14 years, I worked at EmpowerTech (formally Computer Access Center), a non-profit consumer-based resource center serving the technology needs of people with disabilities. For a few years, I worked at the Center for Adaptive Rehabilitation Technology at Rancho Los Amigos National Rehabilitation Center in Downey, CA as an

Assistive Technology Assistant. I have worked in the City of Los Angeles Mayor's Office on Disability on an internship basis for a couple years. I hold a Bachelor of Science degree in Business Administration from California State University, Los Angeles. For fun, I enjoy traveling, taking cruises, learning about different cultures, snow skiing, and river rafting. I am also in a power soccer team out of Glendale for many years. I have served as the Team Manager for the Glendale Rough Riders power soccer team and oversaw registration for soccer tournaments, lodging, air and ground transportation, and other administrative duties. We have traveled to the Bay Area, San Jose, Fresno, Boston, Phoenix, Arizona; and Ft. Wayne, Indiana for games. I love the competition! Currently, I reside in Long Beach, CA with my cat. I have two sisters, two brothers, five beautiful nieces, and two adorable nephews. My mother is my biggest fan! With my experience in leadership in these roles, I feel I am the best candidate for Vice Chair of the CAC. I hope you will consider voting for me and with your help on the CAC, together we can work to make Access the best it can be for our passengers. Thank you for your time. Stay safe.