

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 13, 2022

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/89206829821>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - 892 0682 9821

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
5	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of August 9, 2022	Action	5-13
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
30	5.	CAC Officers Elections - Rycharde Martindale	Action	15-17
20	6.	Free Fare/Travel Training Survey - Eric Haack	Presentation	
10	7.	Operations Report - Garrett Rodriguez	Presentation	
15	8.	TNC Working Group Volunteers - Matthew Avancena	Information	

15	9.	Communications Subcommittee Update - Matthew Avancena	Information
15	10.	Operations Subcommittee Update - Matthew Avancena	Information
15	11.	Eligibility Subcommittee Update - Matthew Avancena	Information
8	12.	Member Communications	Information
5	13.	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 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 13, 2022, so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

How to Provide Public Comment in a CAC Meeting via Zoom:

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/89206829821>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or
+1 312 626 6799 or +1 929 205 6099 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll
Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: 892 0682 9821
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 9, 2022
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:00 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachele Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Kimberly Hudson, Bhumit Shah, Scott Barron, Michael Arrigo, Michael Conrad, Olivia Almalel, Wendy Cabil.

CAC Members Not Present: Jesse Padilla

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Vicente Pena, Mike Greenwood, Rycharde Martindale.

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF JULY 12, 2022

Chair Goeman asked for a motion to approve the July 12, 2022 minutes.

Motion: Member Arrigo

Seconded: Member Lantz

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

Motion: Passed

GENERAL PUBLIC COMMENTS

None

COMMUNICATIONS SUBCOMMITTEE UPDATE

Matthew Avancena gave an update on this item. He stated that Members Hagen, Matthews, and Cabil would be providing a draft script on about 16 points they discussed and present it at the next Communications subcommittee.

MEMBER DISCUSSION

None

OPERATIONS SUBCOMMITTEE UPDATE

Matthew Avancena gave an update on this item. He stated that Mike Greenwood and Rogelio Gomez invited Jack Garate, who oversees the ADA Paratransit program at Orange County Access. He participated in the discussion for that meeting on inter-county transfers. Specifically, how Access and other counties can make a more seamless transfer program for the customers.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that there should be some type of audit with the customer service reps and with OMC. He also thanked Rogelio Gomez in the Operations department for his assistance over the past months.

MEMBER DISCUSSION

Member Hagen made a comment by stating that there was a lot more to the resolution than what was reported. She asked if Mike Greenwood could fill in a few more of the blanks. Mike Greenwood added that it was described that they need to make sure customer service was available to answer questions for riders that perhaps don't know how to make an inter-agency transfer. They were also discussing with OCTA how they could partner with them to exchange trip information. Dispatch on both sides would be aware of those inter-agency transfers and try to make sure that the transfers were met.

Vice Chair Cardona stated that they needed a text capability for customer service.

Member Shah made a comment by asking how staff was going to work together to make sure the transfer trips happened with the inter-agency transfers and there were no hiccups. Mike Greenwood responded that they would try it in Orange County first and once they see how it works, they will continue to other counties. Member Shah would like to be updated on any progress and if they had any questions.

Member Hagen made a comment by suggesting they bring this topic to the next community meeting because this is something that people have no access to.

Vice Chair Cardona made a comment by adding that he had BTC and it's always on his screen. He also stated that his driver the day before was awesome.

ELIGIBILITY SUBCOMMITTEE UPDATE

Matthew Avancena made a comment by stating that they had a meeting in late July with David Foster and two members of the subcommittee only. The purpose of the first meeting was to brainstorm on the common issues that riders are having through their process. In the next meeting, they will discuss the eligibility letter and how to improve it.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that according to HIPAA he was told by drivers that they were not allowed to know the rider's medical situation. If that is true, somebody might want to let the drivers know.

MEMBER DISCUSSION

Member Cabil made a comment by stating that she missed the first meeting but will definitely be there next time.

Member Lantz clarified that the main issue discussed on the eligibility letter was that it needs to be clear if the person is or is not eligible. She knows someone with a seizure disorder and when reading the letter, he didn't understand if he was eligible or not. She herself had to read her letter three times.

Member Hagen made a comment by asking when the next eligibility meeting would be taking place so that those that want to participate can. She also talked about other topics that they would like to talk about in this subcommittee, including the tethering, the wait time, and other issues. She asked if there were committee members who may want to add something to that list or something about eligibility that might be useful to the committee.

Veronica Guzman-Vanmarcke added that the meeting is every 4th Wednesday of every month at 1:30pm. She added that the link was sent out to everyone that wanted to join the meeting.

OPERATIONS REPORT

Project Administrator, Vicente Pena, presented the operations report. He went through all the statistics and KPIs. He also stated that Access was currently testing a new Q'Straint securement system in the Antelope Valley. The improvements aim to speed up the loading process and reduce the strain on the driver while still providing safe securement. Recently, the Board of Directors approved development of a pilot program to use transportation network companies, such as Uber and Lyft. This program is still in the framework development phase. Lastly, two new stand signs have been installed and placed on the website for the Crypto.com arena. Stand one is

replacing the old Staples Center sign and is located on Figueroa Street and 12th Street at the Metro dash bus zone. Stand two is located on Chick Hearn Court in front of the LA Convention Center.

PUBLIC COMMENTS

Mer Hosokawa made a public comment by stating that she wanted to leave a general public comment. Chair Goeman replied that this item had passed. She could however email it to the public comment email address.

Mel Bailey made a public comment by stating that the KPI for the on-time is at 91%. He believes it was explained to him before but doesn't remember. He was wondering if there was updated research as it relates to this. He also wanted to acknowledge that he has noticed a significant increase of on-time arrivals in the Northern Region.

MEMBER DISCUSSION

Member Cabil made a comment by asking for clarity on what a Q'straint is. It was mentioned that it was taking place in Antelope Valley as a pilot. Vicente Pena responded that it was a new wheelchair securement system. being tested on three vehicles in the Antelope Valley. Member Cabil stated that there was one in the last vehicle she rode recently, and she didn't know what it was.

Member Hagen made a comment by asking about the securement. She asked if they could be tested with someone who is transferable, just so someone who transfers is able to without there being a barrier. She is willing to volunteer for testing. She also asked about the on-time performance and wonders if this is across the board, or it is just one provider improving. Vicente Pena responded that this statistic is all the regions combined and it fluctuates month to month.

Mike Greenwood stated that he would speak to Fleet Manager, Rick Streiff to find out if they will be having this vehicle in any other regions besides Antelope Valley as part of the testing period. They have three vehicles with this new Q1 Q'Straint system and he thinks it would be a good idea to test it under a variety of scenarios. Perhaps the rider who transfers from their wheelchair to a seat won't be possible in the Antelope Valley. If not, then maybe they can look at bringing it to another region to test it out, but he will speak to Rick first.

Chair Goeman asked if this system would also be used for walkers. Mike Greenwood responded that he doesn't believe it was intended to use for walkers. He added that these were being tested on a mid-size cutaway that has multiple wheelchair securement locations. Only one of them is the new Q1 system, so they would still be able to secure walkers and perhaps oversized wheelchairs at other securement locations on the vehicle. The Q1 is not for oversized wheelchairs, it is meant for a standard sized wheelchair.

Member Lantz stated that she is not sure where the securement is located but she asked if this was there permanently or if it was added after the person gets in place. Would a rider have to drive over that. Mike Greenwood responded that the platform, is built into the floor so if they were to board the vehicle and look at that area behind the driver, there is a big rectangle on the floor. The securement devices are embedded into the floor and the driver can grab the hooks and put them at the appropriate spot on the wheelchair. The rider would have to wheel themselves into position so the driver can secure it. They can show a video of how it looks and how it works at the next CAC meeting.

Member Hudson made a comment by stating that she believes she has ridden with this type of system in another vehicle before and she hasn't had any issues with it.

Member Cabil asked a question about the KPI. She wanted to know why the information is not provided by region. Vicente Pena responded that he doesn't have this information readily available. Mike Greenwood responded that they could provide the information by region, but it would be very time consuming. This would be a decision to be made by the Chair.

Vice Chair Cardona stated that he hopes there are no tripping hazards. Mike Greenwood responded there was a slight lip so they will have to wait for feedback from contractors to see how it is. It might not be in a path of travel of most riders so at this moment they only have three of these vehicles and that is why they are testing them.

Chair Goeman asked if this would get in the way of a service animal. Mike Greenwood responded he would get back to her once he knew the answer.

Vice Chair Cardona stated that the drivers should help the riders if there is a hazard.

BOARD REPORT

Director Gombert gave a report on the Board meeting for July 18, 2022. They had officer elections and an item related to the TNC pilot program. There was a lot of discussion on the item by the Board, but more important to the Access service was the discussion of taxis, and there was a motion made to include the potential use of uncertified taxis. All that means is the taxi operators would be certified by the Los Angeles Department of Transportation, background checks, pre-employment drug screens and drug testing. The only difference would be that they would not have gone through the 80 hours of required Access training. The amendment was that they would include those operators as an option in the pilot program. They would have a certain amount of time to complete that training. Realistically, he thinks that the inclusion of these extra taxi operators has a much bigger impact on helping them in the fall when they see the ridership surge.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Chair Goeman asked who the new officers were, and Director Gombert stated that he was not able to give the whole list of offices.

Member Cabil congratulated Director Gombert on his reappointment and thanked him for his report.

OFFICER NOMINATION SUBCOMMITTEE UPDATE

Matthew Avancena presented this item. He stated that any CAC members running for an officer position need to reach out to the CAC members who were assigned to them, ASAP to gauge their interest if they are running for the Chair or the Vice Chair position. Only two people have expressed interest, Michael Conrad and Liam Matthews.

Rycharde Martindale stated that he sent an email to the CAC members to remind them to send their candidature and candidate statements. People can also nominate themselves off the floor.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Member Johnson made a comment by asking who the second person nominated was.

Member Hagen made a comment by stating that she was not contacted.

Member Hudson asked if Rycharde Martindale received her email concerning the responses she received. Rycharde Martindale said he couldn't find it and Member Hudson said she would resend it.

Chair Goeman stated that she left a message concerning two people on her list.

Matthew Avancena stated that there are additional commitments to being the Chair such as attending the Board of Directors meetings to provide a report on the CAC meetings.

MEMBER COMMUNICATION

Member Almalel stated that she was excited to see what was coming up next. She added that the AC in the natural gas cutaways in the MV region don't work well. She has poured water on herself just to stay cool and the drivers are really unaware of how hot it gets inside.

Member Barron made a comment by stating that he is proud of all the subcommittee work that has been going on. He thanked everyone for their hard work.

Vice Chair Cardona stated he is very glad to be back to the CAC meetings.

Member Arrigo stated that a direct line of communications between driver and rider is really an important thing. He also thanked Member Goeman for the great job as a chairperson for the last couple of years.

Member Aroch shared that Monday, August 24 they would be having a townhall meeting with Dr. Paul Simon and she will be sending an invitation to all the CAC members.

Member Lantz stated that she agrees with Member Arrigo concerning the communication between driver and rider. She thanked all the members and staff who are serving in the subcommittees.

Member Shah thanked all the subcommittee members for all their hard work. He also asked if they wanted to have a speaker from the Disability Rights of California, he could arrange that.

Member Cabil made a comment by commending First Transit in the Antelope Valley for all their hard work and dedication and seeing the new drivers. She thanked Access for their support to the subcommittees, as well as the CAC and all the members in the public. She thanked Director Gombert for his report and support. She also shared there were some events for seniors' day and also some other information that she will send via email to Veronica Guzman-Vanmarcke.

Member Hagen made a comment by stating that she attended the community meeting on Saturday. She thinks there should be a better way to present information. Not so much jargon and in a simpler format. It should be presented with problem solving in mind. She would like the CAC to be more involved in presenting topics for future meetings. It was a great meeting, but she would like to ask the staff to also mention the upcoming Board retreat.

Member Hudson thanked everyone for making her feel welcomed into the CAC and all the important work they have done.

Member Matthews suggested future agenda items concerning the Access website and there is often presented information in digital forms, but it is not always on the website. They need to review this so that it is a more accessible website.

Chair Goeman made a comment by stating that she is having some issues with coupons in the Southern region, and she talked to Louis Garcia, and he was going to make sure that a flyer goes out so that everybody understands what the different coupons are. She is also going to reach out to other regions because it is necessary to provide this information. She also added that she has enjoyed the last two years and she did better than she thought she would. She hopes the next Chair receives as much help and love as she has received.

Member Cabil asked if she needed aid in distributing coupon information in the Antelope Valley region. Chair Goeman stated she would do that. She has noticed the drivers don't recognize the new coupons.

Mike Greenwood stated that prior to the coupons being issued, Access sent all the information to the contractor for them to distribute to the drivers, so they were aware.

Matthew Avancena stated that the Board of Directors retreat would be held on Monday, August 15 from 10am-5pm. It is a virtual retreat, but people can join via zoom. Veronica Guzman-Vanmarcke will distribute the information on how to join the meeting.

SPIRIT OF ACCESSIBILITY AWARD

Matthew Avancena presented on this item. He announced that staff is now accepting nominations for this award. It was established in 2000 to recognize individuals and organizations involved in making accessible public transportation in Los Angeles County a reality. Last year they honored Captain Najera from the City of LA Fire Department. He was quite instrumental in helping staff establish the drive through vaccination sites at Dodger Stadium. They have honored various individuals and organizations in the past. Member Lantz has been one of those honored individuals.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that he received an email regarding the Spirit award, and he tried to go through it but had to join the meeting. He asked if this was awarded to only one person or if there was a series of awards that are awarded to different genres, like a person or organization. He would like more information on this.

GOALS RETREAT PLANNING SUBCOMMITTEE

Matthew Avancena reported on this by stating that some of the CAC members had requested they discuss the future planning of this retreat by forming a subcommittee.

He and staff feel there are still some issues to be discussed still and they have not finished the whole list of the past meeting. From staff's perspective, they still have several outstanding issues that they haven't quite tackled yet. In Operations, they have two or three issues that have yet to be discussed. On the Communications subcommittee, they have the videos and the script to work on.

PUBLIC COMMENT

Mel Bailey stated that the retreat for the Board meeting has already been posted on the website since a couple of days.

MEMBER DISCUSSION

Chair Goeman made a comment by stating that she thinks they still have enough going on that and adding more issues would be overwhelming for the subcommittees. She doesn't feel they need to add more.

Member Hagen stated that process to put together a retreat takes a while. If they start now, they won't be able to have it until around January. They need plenty of time to have a discussion on what the structure of the retreat will be.

Member Hagen made a motion to establish a subcommittee to organize and plan the next goals retreat. Member Arrigo seconded the motion.

DISCUSSION ON THE MOTION

Member Lantz stated that they could do something towards planning for it, but she knows that those that are part of the subcommittees really want to focus on those. She asked when the last retreat was. She doesn't believe the retreat was in the beginning of the year. She would like to make an amendment to the motion. She asked that they don't form the committee until later.

Member Hagen stated that if they formed the committee now, they were not going meet until at least September. They don't need to meet very often, maybe even every other month, but by the time they establish the date and the committee, then they need to start the process. They are just planning.

Member Lantz stated that she wants to make sure that the subcommittee members who are serving now on subcommittees continue their work and that they don't lose members. She agrees that there's plenty to work on right now. She does believe that it is a little early yet to do that.

Member Hagen stated that this process would take from 7-8 months or even a year. They need to start now because of that. She proposed they establish it for January.

A motion was made by Member Hagen stated that they vote to establish a subcommittee now and then have the first meeting in January and Member Lantz seconded that motion. Motion passed.

The volunteers would be requested in November or December so they could begin meeting in January.

ADJOURNMENT

Motion to adjourn the meeting by Member Arrigo. Second by Member Lantz. The meeting adjourned at 2:53 p.m.

SEPTEMBER 13, 2022

TO: CAC
FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR
CUSTOMER RELATIONS
SUBJECT: CAC OFFICER ELECTIONS

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. Verbal presentations of Candidate Statements are permissible as well.

BACKGROUND:

At the June 14, 2022 CAC meeting, four (4) 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. The Subcommittee and Access staff once again considered potential issues relating to the existing 2022 COVID Pandemic protocols and the logistics in holding Officer Elections. Given the ongoing nature of these issues such as Social Distancing and physical ballot handling, it was agreed upon that once again a direct election would be held by Zoom Meeting conference as was the case in October 2021.

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 today verbally and in writing are the Candidate Statements for the position of CAC Chair and CAC Vice-Chair. As voters, CAC members are encouraged to follow these statements before voting at the September 13, 2022 Election.

NAME: LIAM MATTHEWS
INTENDED OFFICE TO HOLD: VICE-CHAIR

CAC ELECTION CANDIDATE STATEMENT

My focus is on the goal of being a voice for the disability community. I am someone who is hyper aware of the need to ensure the continued improvement and development of transportation services in the disability community, as a fellow access paratransit rider.

As an advocate in my daily profession, it is and will always be my goal to stand for those who cannot, to speak for those who need a voice and ensure our communities are heard.

Professional Background

I have worked as an independent living specialist for SCRS with a focus on transportation issues within L. A. County. I provide 1:1 mentoring on the fundamentals of Access Services and digital technologies. I also provide guidance to individuals and youth helping them utilize the service effectively and efficiently.

For the last 3 years, I have provided educational training on Access policies and procedures within the disability community. Additionally, I have a background in technology, developing tools and creating designs to aid those with assistive technology needs to utilize services.

My Focus

- To lead transparent communication between members of the community, the CAC committee, and Access Board of Directors.
- To ensure that the committee continues to create clear and concise objectives aiding in the betterment of Access Services for all.
- To aid in facilitating the growth of technology in use by Access Paratransit Services.
- To ensure increased development and growth of Access Paratransit's digital presence, while also ensuring Access remains at the forefront in today's connected society.

Looking Forward

As a professional web designer and app developer, I see the need for improvements in the overall utilization of technology, especially for those with disabilities. I have witnessed firsthand its ability to improve their daily lives and remove barriers.

It is my hope that by working closely with the CAC and board members in the capacity of vice-chair, we can push forward the utilization of Access's existing technologies, such as the "Where's My Ride" app, navigation systems, and data analysis tools, to provide a service that doesn't simply meet the needs of its users but surpasses them.

I would like to thank you for your consideration in electing me as vice-chair of the CAC, it is with your help that I believe together we can improve Access Services for the betterment of all individuals with disabilities.

Liam Matthews