

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 9, 2019

1:00 pm - 3:00 pm

Los Angeles County MTA

Union Station Room, third Floor

One Gateway Plaza

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
5	2.	Introductions		
3	3.	Review & Approval of Minutes of February 12, 2019	Action	3-15
15	4.	General Public Comment	Information	
10	5.	Report from Board of Directors/Martin Gombert	Information	
15	6.	Via On-Demand & Accessible Rideshare Service/Kate Welsh	Presentation	
15	7.	Superior Service Award/Megan Mumby	Video	
5	8.	QSS appointment for FY 2019-20 /Rycharde Martindale-Essington	Action	16-17
20	9.	CAC Goals Retreat Summary and Recommendations/Matthew Avancena	Action	18-21
10	10.	Member Communications	Information	
10	11.	Operations Report/Alex Chrisman	Presentation	
10	12.	Customer Satisfaction Survey/Eric Haack	Discussion	

5	13.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
2	14.	Adjournment	Action

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*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."*

## MINUTES

Community Advisory Committee (CAC) Meeting

February 12, 2019

1:00 pm - 3:00 pm

### CALL TO ORDER

Chair Maria Aroch called the meeting to order at 1:01 p.m.

### INTRODUCTIONS

**CAC Members Present:** Maria Aroch, Chair; Michael Arrigo, Vice-Chair; Kurt Baldwin, Marie-France Francois, Wendy Cabil, Terri Lantz, Yael Hagen, Gordon Cardona, Olivia Almalel, Dina Garcia, Jesse Padilla, Liz Lyons.

**CAC Members Not Present:** Rachele Goeman, Tina Fofoa, Michael Conrad.

**Board Members Present:** Kim Turner

**Access Services Staff Present:** Andre Colaiace, Matthew Avancena, F Scott Jewell, Mike Greenwood, Eric Haack, Rogelio Gomez, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Kevin Keenan, Alvina Narayan, Randy Johnson, Rycharde Martindale, Faustino Salvador.

**Guests Present:** Annette Arriola (Alta Resources), Jesse Ortiz (MV Transportation), Beatriz Lara (MV Transportation), Aurora Delgado (CTI), William Zuke (QSS), Wilma Ballew (Rider), Angie Smith (Rider), Katherine George Chu (LA County Disabilities Commission), Luis Garcia (Global Paratransit), Afi Bell (Rider), Vincent Smith (Rider), Giovanna Gogreve (Metro and TPAC), Debbie Pointman (Rider), David Solias (Rider), Michael Sher (Rider), Mr. Parsha (Rider), Victor Dominguez (Rider).

### REVIEW & APPROVAL OF MINUTES

Chair Aroch asked for a motion to approve the December 11, 2018 and the January 8, 2019 minutes.

Motion: Member Baldwin

Seconded: Member Lyons

Motion: Passed

Abstentions: Member Cabil, Member Francois

### Member Comments:

Member Yael Hagen thanked Veronica Guzman-Vanmarcke for doing a good job on the

minutes and the modification of the minutes.

Member Kurt Baldwin stated that he seconds that, but he did have one correction. On page 21, at the end of his remark, he stated that mobile phones now have a text to speech option.

Member Terri Lantz stated that she had mentioned that the Southern Region contract has been delayed. What she was trying to say is that while there were some rough spots with Global Paratransit when they had the previous software. However, she deals with them daily and they are amazing. She believes their administrators, supervisors, and their drivers are polite. She knows the riders are confused and concerned because of this delay. This does not send a good message to the riders. She is concerned and hopes that we can move forward and relay the message that there is a provider.

### PUBLIC COMMENTS

Luis Garcia from Global Paratransit made a public comment by stating that he wanted to provide an update as to their transition to the new software. The KPIs for January looked good, and they look very positive in the month of February. Global would like to express its appreciation to Access customers and their constituents during the operational period under the previous software. Global has made little to no change under the umbrella concerning resources. They have only applied a new software and new strategies. Over the past two years, Global has worked diligently under the difficulties of a software that was not applicable to the operation or business strategies. During that period, Global maintained all the contractual KPIs under the added expense and additional resources of labor absorbed by Global financially. Global is now able to present a product that is a true reflection of their operation.

Vincent Smith made a public comment by asking several questions concerning drug and alcohol testing for drivers. He was then advised to state only public comments and that any questions would be answered after the meeting by one of the customer relations staff.

Victor Dominguez made a public comment by stating that he had a problem with Global's software recently, when booking a ride from his home to East L.A. He had to put his standing order on hold because there are too many shared rides and he ends up missing his classes. He does not want to have too many no shows because of these type of incidents. Rogelio Gomez was assigned to meet with him to discuss the issue.

Mr. Parsha made a public comment by stating that web booking was very good but he would like Access drivers to accept credit cards. They should accept either cash, coupons, or credit cards. It has been very difficult for him and his wife to always carry cash. LaTisha Wilson was assigned to meet with him to discuss the issue.

Michael Sher made a public comment by stating the old two-way radios in Access vehicles are very loud. He believes some of his favorite drivers have quit because of this. He believes these radios are not good for riders or drivers.

William Zuke made a public comment by stating that each year the California State University of Northridge (CSUN) conducts a weeklong conference on technology and disability. He believes it is in Anaheim, and thinks it's coming up in mid-March. The conference is for manufacturer services and everybody dealing with technology and disability. People come from everywhere in the world to have an exhibit at this conference. He asked if Access would work on the idea of trying to establish some type of connection for rides to the Anaheim Convention Center, as he is not sure to be able to take the train there. Luis Garcia from Global was assigned to meet with him to discuss the issue.

Angie Smith made a public comment by expressing her appreciation to Andre, Luis Garcia and Global for sitting in on the meeting to figure out the best route and the best way to fix an issue that has been going on for 19 years. She has seen an improvement, where the vehicles are on time and the drivers and riders are happier. She still has an issue with the Board when they say, they will assist you and assign someone to you but are still not assisted. Just recently, she brought it to the attention of Mr. Garcia at Global concerning her issue at Universal Studios. It was a degrading experience and she feels that if a passenger was taken there, they should be able to pick them up. She is just asking for consideration towards individuals, and to please, address the issue. She spoke to Victor Lopez and Louis Burns and appreciates their investigation. However, they should be up to date on whether an issue is resolved. Andre Colaiace, Executive Director at Access, stated that he would have someone do a full investigation on this incident and report back to Ms. Smith.

Member Hagen asked if Ms. Smith had called Customer Service and Ms. Smith responded she did and as well as other numbers she had on hand. Ms. Hagen stated she would like to speak to Ms. Smith after the meeting.

Member Lantz told Ms. Smith that Universal Studios is a very difficult venue to coordinate rides from and they recently had an event there and had a road supervisor work on it, so that they would not experience any issues. Ms. Smith stated that she called ahead of time and spoken to an executive who recommended she be picked up at the valet area so as not to obstruct traffic. When she called to set up her ride, she indicated this so that the driver was aware of her exact location and yet, there was still an issue with her pickup.

Member Lantz stated she wanted to clarify the date and place of the conference William Zuke was speaking about in a previous comment. It's called the CSUN Assistive Technology Conference taking place from March 11-March 15 at the Anaheim Marriott in Anaheim.

Wilma Ballew made a public comment by stating that she was extremely happy to hear the new proposal by Access concerning the transit route between Antelope Valley and the greater Los Angeles region. She has been reaching out to her community to see what their needs are and to have the kind of transportation available for them, that the rest of L.A. County receives, is wonderful. She is very grateful and recognized Andre Colaiace for his role in making this possible.

Andre Colaiace stated that he would like to give credit to Kurt Baldwin and the people of the Antelope Valley and Santa Clarita, because they brought attention to many of the issues.

Afi Bell stated that she would like to buy coupons and she believes drivers should accept the debit card payments. She would also like to add money on her Access tap card but only half of the Access vehicles accept this type of payment. She believes all vehicles should be equipped to accept tap cards. LaTisha Wilson was assigned to meet with her to discuss the issue.

Katherine George Chu, from the L.A. County Commission on Disabilities will have a booth at the Abilities Expo. She encouraged people to stop by and stressed the importance to Access, of having proper transportation available for the entire weekend.

#### BOARD OF DIRECTORS REPORT

Board Treasurer Kim Turner provided a brief summary of the January 15, 2019 meeting. She stated that as of January, the following items were approved:

- Oracle Support Services
- Third Party Administration services
- Drug and Alcohol Consulting Services
- Data Services
- Information Technology Services

Lastly, the Board also approved the reappointments of the CAC members along with the award of the 5-year appeal, provider contracts. The Board also extended the terms for both the Southern and Eastern regional contracts. Finally, the Board heard a presentation related to the potential use of Transportation Service Brokerage and approved contract extensions of Eligibility Transportation Services for the Eastern region.

#### Member Discussion:

None.

## OPERATIONS PERFORMANCE UPDATE

Faustino Salvador, Project Administrator, presented the Operations Performance Report for the month of January 2019. Operations met all Key Performance Indicators (KPIs) with the exception of Denials and Preventable Collisions.

The January highlights included:

- Santa Clarita Transit driver, Douglas Campbell
  - Received the Superior Service Award;
- California Transit call center manager, Martin Morales
  - Received the Jerry Walker Runner-Up Award;
- Southern and Eastern Region contracts were extended for one more year;
- Performed outreach at the Independent Living Center in Lancaster to discuss transfer trip expansions.

### Member Discussion:

Member Baldwin asked Faustino Salvador to define the difference between excessively late and excessively long. He believes there is a misperception about how many trips are excessively late and how many trips are excessively longer; by the way, it's broken down in the presentation.

Faustino Salvador stated that excessively late trips are trips that are late 45 minutes over the 20-minute limit. When a vehicle arrives after the 20-minute window and it is late 45 minutes and above, that's an excessively late trip. Excessively long trips are trips that take more than the comparable bus travel time by 20 plus minutes and that is automatically calculated by the software. It depends on the travel time of the trip. If a trip is four miles, it will be different, versus a trip that is 30 miles.

Member Baldwin asked if there was a calculation just for the length of the trip, whether it was excessively long or not. He also asked if there was a breakdown of the late arrivals of the vehicles and Mr. Salvador stated there was. Mr. Baldwin asked if that was in the report and Mr. Salvador responded that only the late arrivals were reported not the actual breakdown.

Member Lantz asked if it was possible to present something that shows the late 4s and how many of those late 4s are due to a difficult pickup situation where there are no stand signs. There was a situation in Marina Del Rey where they don't have sidewalks so the pickup situation is very difficult and many riders are not seen. Some of those situations should be investigated. Sometimes the driver legitimately missed the rider because there is no sidewalk where the sign is placed and the rider cannot safely access the pickup spot. There are places that are difficult to be picked up from and we need to do a better job at bringing that to the attention of Access. Faustino Salvador stated that he would bring this suggestion to Access staff.

Member Hagen stated that what Member Lantz was describing sounded more like a missed trip. Mr. Salvador clarified that this would most likely be considered a missed trip only if the ride arrived after the 20-minute window and then the rider would have had to refuse the trip, which was not the case.

Member Lantz stated that this was not a missed trip because the rider was there but the driver didn't see him and was eventually picked up four hours later.

Member Hagen asked what the definition of a missed trip is. Mr. Salvador explained that there were three scenarios for missed trips. The first scenario would be, for example if the pickup is at 8:00 a.m. and the driver arrives before 8:00 a.m. and leaves before 8:00 a.m., then that is considered a missed trip. Second scenario, if the driver arrives within the 20-minute window, for example, between 8:00 a.m. to 8:20 a.m. and does not wait the full five minutes. That would be considered a missed trip. The last scenario is when the driver arrives late and then the rider refuses the trip, which would be considered a missed trip.

Andre Colaiace stated that the scenario that Member Lantz spoke about is different. He confirmed that there are many places in L.A. County that are complicated for pickups. They need to work together on these complicated pickup and drop off places so they can avoid these situations.

Member Lyons stated that at times when the driver picks her up, they do not always wait the required five minutes. She experienced this situation at a Starbucks and thankfully, her friend took her home. Mr. Salvador responded that yes, the driver was supposed to wait for her, for five minutes.

Member Almalel asked if the wait time durations for calls are calculated by the totality of the actual call hold in the report. In the Northern Region, if you are in the queue, there are 20 callers ahead of you, and if there is a glitch or someone picks up and then places you back on hold, this puts you back in the queue all the way at the end. She asked if the excessively long hold times were taken into account in the totality for that one phone call. Mr. Salvador responded that he is only aware that the call hold time is calculated on the average initial hold time. Member Almalel stated that this is why the web booking is amazing and she is very grateful for it.

Member Cabil asked if Access Services was aware of this phone call glitch. Mr. Salvador stated he was not. She asked if the drivers are supposed call the rider after five minutes to ensure whether or not the person is coming out. She wants to know if that is a basic understanding with the drivers because she feels that it doesn't happen.

Member Hagen stated that Member Cabil was talking about the no-show verification call. Access should make sure providers follow that policy at all times and make the call to the riders when doing a pickup. It is also important for riders to understand that the number they are calling out with, is the number the driver will use to verify the no show. If the rider makes a call from their home number, they should provide a cell

number during their reservation, in case the driver is waiting outside and tries to make contact with the rider. The providers also need to be reminded that this policy must be followed at all times and those calls should be done diligently.

Faustino Salvador stated that a manual call out is made by the driver before they “no show” a rider. Member Cabil wanted to make certain that the providers were following this policy. She also wanted to make sure these calls to the rider were being documented and Mr. Salvador stated they are added to the notes on the riders’ history and that is why it is important to provide the reservation desk with the correct number.

Andre Colaiace stated that the rider communication system, similar to what Uber and Lyft use, which is to be contacted directly by the driver, might reduce some of these instances as well. They are working with the software provider and if it helps avoid going through the dispatch, it might make it easier for a driver and rider to find each other.

### TRANSFER TRIP EXPANSION

Mike Greenwood, Chief Operations Officer, presented the Transfer Trip Expansion. This expansion would improve rider connections between Antelope Valley, Santa Clarita and the rest of Los Angeles County. This proposal is a summary of all the feedback and input they received from the community.

The presentation highlights were:

- Additional weekday hours to schedule; and adding weekend and holiday service;
- Upgraded suspension on large vehicles;
- Additional starter to be added to Olive View Medical Center to assist riders and drivers during expanded hours and days of service;
- Lower fare consistent with distance-based fare used in other parts of the county;
- Conduct evaluation of changes at six-month mark.

This proposal, if approved by the Board, would have a possible start date of July 2019. Access will prepare an outreach plan and re-evaluate this service after six months from the start date.

### Public Comment:

Wilma Ballew made a public comment by stating that the reservation cut off time in her region is normally 5pm and asked if they will be changing it to 10pm. Mr. Greenwood responded that there is no proposed change to the reservation hours in that region, but the trip can be booked through a contractor that has reservations open until ten o'clock. Contractors communicate with each other on these transfer trips; so, they can call the West Central region, if that is one of the legs of the trip, and book the transfer trip through them. She thanked Kurt, Mike, and everyone that helped at the Antelope Valley meeting.

### Member Discussion:

Member Lantz stated that everything that was presented looked great and thanked everyone involved in the project. She wondered if any of the Access riders had relatives that lived in those areas that have never been able to visit them because they just don't understand how to do the trip. She asked if it was possible to have an educational piece of how to book a ride to get there, and back, and have it on the website. She has clients who would be willing to volunteer for this but they are just afraid of not being picked up or having something go wrong. She stated that she would be even happier if the 3/4 mile issue could also be resolved.

Member Lyons stated that she was not able to attend some events in the Antelope Valley region because it is cold and windy and sometimes too late at night. She would like to attend certain events, like a concert or the fair. In addition, service is not offered on holidays and that is a big problem. Mr. Greenwood stated that they would review this during the six-month trial period and get feedback.

Member Padilla stated that he is concerned with the amount of shared rides and the fact that riders miss their connections. He stated that a road supervisor could help troubleshoot some of these problems. Mr. Greenwood responded that the benefit of having a starter at Olive View would provide the possibility of an emergency ride home as well as help troubleshoot problems.

Member Cabil congratulated all of those who have been pushing and advocating for this transfer to improve. She appreciates the teamwork of members as well as the general public, especially Wilma Ballew. She asked how many starters they currently have. Mr. Greenwood stated that there is only one full time position staffed by MV and that means they have an AM starter and a PM starter. They are both road supervisors and convert from their on-street activities and head over to Olive View during the transfer connection times. She fears there will be an issue if a driver does not show up and she asked if there is additional back up in case something goes wrong. Mr. Greenwood stated that there are six road supervisors that are trained in case they are needed. MV has improved service to this route by constantly communicating with the contractors. Member Cabil suggested that some sort of survey is put in place to receive feedback and Mr. Greenwood replied that it would be done.

Member Hagen believes this proposal is quite generous and is a result of the cooperative environment within Access Services. The fact that Access Services went and sought input from the communities that are most affected by this and the fact that Access Services took their time to really listen and come up with a proposal that reflects people's concerns, is great. She thanked Access staff. She knows people want seamless transportation between North County and the rest of Los Angeles County and this is a step in the right direction. Her family lives in Santa Clarita, and this proposal would give her the opportunity to participate in more family events. This proposal also answers many concerns about issues that people have experienced in the past. The concern was mentioned with the issue of possibly longer trips and she believes this proposal will also address this. The more opportunities during the day that people will have to travel, it will help to spread it out the riders and therefore, less people will need the trip at the same time. She thanked everyone once again on an excellent job.

Member Garcia thanked everyone for putting this transit proposal together. She was wondering the average speed of a vehicle and the distance is calculated when scheduling rides. Mike Greenwood responded that this is coordinated with the providers with the time of day and other information to calculate a time with some cushion built in because they don't want to get there late and have a potential missed transfer or a vehicle sitting there waiting. All the contractors communicate at the end of the day when the reservations close and they are able to coordinate together.

Member Lantz thanked Member Baldwin, Wilma Ballew and others. She stated that the discussion about transit in the Antelope Valley has been going on for years and she is very happy about all the changes that Access has made to make this happen, especially Andre and his team. She is proud to serve on the CAC because she sees everybody working together.

Andre Colaiace stated that he was grateful for the advocates like Member Baldwin, Member Hagen, Wilma Ballew, the contractors, Access staff, Mike Greenwood and his staff, who did all the tough work on this proposal. He also acknowledged Metro who was pushing Access to make improvements and who passed Measure M, which lead to some of the improvements. Metro also came up with additional grant money for this project. Mr. Colaiace and all Access staff appreciates the recognition from the CAC members and community.

Vice-Chair Arrigo stated that he appreciated all the hard work that was accomplished in such a short period. He is very happy to see this begin on July 1st.

Mike Greenwood thanked the CAC and community members for all the passion they have put into this, making sure their voices were heard and working collaboratively with staff to get them to this point.

#### QSS APPOINTMENT FOR 2019-2020 TERM

Rycharde Martindale-Essington, ADA Coordinator for Customer Relations, asked the CAC members to ratify the selection of 14 people of the subcommittee. He explained that

the QSS (Quality Services Sub-Committee) works together with staff and contractors to work on customer service related problems. He brought extra applications for the community, as there are some spots in the committee that are still open.

Member Baldwin read the names aloud as follows:

Michael Arrigo, Kathleen Barajas, Gloria Broderick, Myrna Cabanban, Wendy Cabil, Belinda Conrad, Michael Conrad, Albert Contreras, Tina Fofoa, Rachele Goeman, Ronald Harris, Jan Johnson, Liz Lyons, William Zuke.

Matthew Avancena requested a motion for the QSS subcommittee to be ratified on a one-year term, from February 2019-January 2020.

Motion: Vice-Chair Arrigo

Second: Member Baldwin

Abstentions: None

All CAC members were in favor of the motion.

#### CAC GOALS RETREAT

Matthew Avancena presented the CAC members with an update concerning the CAC Goals Retreat he has been working on in collaboration with Member Baldwin, Member Lantz, Member Hagen, Member Aroch and Member Fofoa. The venue for the event is called the Los Angeles River Center and Gardens located by the Los Angeles River. The retreat will take place on March 12, 2019 from 10-3pm. The subcommittee will be working on the agenda for the retreat and the topics of discussion. The retreat will focus on CAC goals and will work on some of the policies and procedures of Access. There will be discussions on interrelationships between the CAC, the Access Board of Directors and the role of the QSS; and how the recommendations are brought to the Board.

Chair Aroch stated that she would like to thank Member Baldwin, Member Hagen, Member Lantz, Member Fofoa and Matthew Avancena for taking the time to work on this retreat. She also appreciates the speedy booking of this venue and all the planning that took place.

## CUSTOMER SATISFACTION SURVEY

Matthew Avancena stated that it was time for their biannual customer satisfaction survey. In the agenda, he included the questionnaire that was distributed two years ago. He would like to allow enough time for CAC members to review the questions and provide feedback. Mr. Avancena will revisit this item for the next two to three CAC meetings so that there is enough time to discuss the questions, and the process by which they will conduct the surveys as well as form a subcommittee, if they want to. Eric Haack, Strategic Planner, will present this item going forward at the next meeting.

### Member Discussion:

Member Lyons stated that she would like to have another format of the survey because she has trouble opening the one sent out. Matthew Avancena stated that he would make sure he sends her another format.

## MEMBER COMMUNICATION

Member Baldwin stated that the byproduct of the discussions with the Antelope Valley transfers informed them that they were considering having a holiday schedule in Santa Clarita, so if anyone wants to advocate for that, that would be great. They are also open to having a subcommittee similar to the Santa Clarita Accessibility Committee and he thinks that would be a great opportunity for people.

Member Lantz thanked Global Paratransit and mentioned that when she asks her clients about them, she receives great feedback for the service they are providing. She really appreciates the introduction of the new software.

Member Francois wanted to thank Access for looking into the needs of those living in Santa Clarita. When she sees that efforts made to give riders access to services and making sure that people with disabilities are able to move and receive the services that they need, she is very happy.

Member Hagen wanted to echo Member Lantz comments concerning Access Services and their ability to work together with the CAC. Member Lantz said it so well that she believes it echoes what the community feels about the management at Access Services who deserve credit.

Member Garcia stated that she wanted to thank Metro for making some changes to the bus services that affect people with disabilities. She announced a meeting that will take place at the Independent Living Center in Southern California (ILCSC) on February 28 from 12:30pm to 3:30pm. Also, Ms. Garcia will be holding advocacy classes beginning on March 7 and will be sending flyers by email to everyone, so please look out for those.

Member Almael wanted to echo the sentiment of positivity of everything presented at the meeting. There are so many avenues that Access is now traveling that is really going

to provide exceptional service for the riders. She appreciate everyone's input no matter how small or how large. She hopes to see everyone at the Abilities Expo at the end of the month as it is a great way for Access to connect with the riders. Additionally, she rides primarily from the Northern region and the MV service area. Their drivers bid on routes more frequently than the other regions and it seems they are being offered varied routes with different start times. She has a concern about drivers not sleeping effectively because of the scheduling and for the safety of the Access riders.

Member Cardona stated that he will have a booth located at number 948, at the Abilities Expo and hopes everyone will stop by.

Member Cabil stated that there are many good things going on, especially with the Department of Mental Health. They are also in the process of preparing to celebrate May as National Mental Health Awareness Month. She will be bringing more information about that soon.

Member Lyons thanked everybody for their support last year and apologizes for not being able to attend so many meetings. She wanted to announce that she has her own apartment now and is grateful for this.

Member Padilla stated that he is looking forward to seeing a time when drivers can improve communicating with the riders so that there will be less stranded riders and maybe even less no-shows.

Member Baldwin wanted to add to what Member Garcia, who is his colleague, said. The arranged Next Gen Study meeting will be at their center and he wanted to give out the address. It is 14141 Haynes, H-A-Y-N-E-S, Street. If you look up the Independent Living Center of Southern California, you will get several addresses but this is the correct one.

Member Cabil stated that she wanted to add one more thing on behalf of Antelope Valley, but particularly Department of Mental Health. They have formed a new underserved cultural community that is called the Deaf, Hard of Hearing, Blind, and Physical Disabilities Subcommittee. She would be happy to forward any information at the next meeting.

Chair Aroch thanked everyone for their time and participation. Everybody was very attentive and she appreciates that. She is always learning from her fellow members and from all the meetings.

#### NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

#### ADJOURNMENT

Chair Aroch asked for a motion to adjourn the meeting.

Motion: Member Cabil

Second: Member Lyons

The meeting adjourned at 3:03 pm

April 9, 2019

**TO: ACCESS COMMUNITY ADVISORY COMMITTEE**

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

**SUBJECT: QUALITY SERVICES SUBCOMMITTEE APPOINTMENT FOR 2019-2020 TERM**

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**ISSUE:**

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS). In February of 2019, the CAC ratified appointments to the QSS for its 2019-20 term.

**BACKGROUND:**

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services staff members in ways to insure quality control for the Access ADA Paratransit service. The QSS can:

- hear and review customer and service provider issues that are presented to them;
- prioritize those issues, formulate plans of action, and make recommendations to the CAC and Access Services staff members.

The QSS term is for one (1) year, begins in February 2019, and ends January 2020. Three types of QSS membership can be approved by the CAC in any combination. Types of membership include:

- (1) One Access Paratransit customer from each existing service region appointed by the CAC;
- (2) One additional appointment from each existing service region appointed at the discretion of the CAC;
- (3) At least one member from the CAC appointed by the CAC.

Applicants wishing to apply for remaining seats can be voted on by the CAC throughout the year.

RECOMMENDATION:

At this time, the CAC is asked to approve the following applicant who has expressed a willingness to serve.

- Wilma Ballew

April 9, 2019

TO: CAC  
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION  
SUBJECT: CAC GOALS RETREAT SUMMARY AND RECOMMENDATIONS

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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.

Members opened the retreat by discussing topics such as:

- How can the CAC more effectively engage the community they represent
- Should the QSS appoint a liaison to the CAC in order to facilitate communication between the two groups
- How can the CAC provide more meaningful communications to the Board and vice-versa

After the lunch break, members addressed a number of issues to help improve operational policy for the agency.

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.

Therefore, the subcommittee recommends that the CAC take action on the following next steps:

## **RECOMMENDATIONS:**

- 1. Create a CAC sub-committee to review CAC bylaws.**
- 2. Develop recommendations on the following issues and/or topics:**
  - How to minimize “missed trips” and “no shows”
  - How to avoid long rides, promote reasonable routing and avoid 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
  - Improve reservation script and reservation on-hold information
  - How to improve negotiation of pick up time
  - How to expand the functionality of the where’s my ride app
  - How to improve provider and rider training
  - How to improve CAC attendance and opportunities for public participation
- 3. Task the QSS to undertake the following projects:**
  - Create a reporting format (or template) to facilitate communications to and from the QSS to the CAC, and the CAC to the Access Board of Directors.
  - Ask QSS to develop recommendations to redefine “stranding” to include home, for example, when being stranded at home lacks needed supports, such as personal care attendant or other caregivers.
  - Ask QSS to develop recommendations on “same day” rides

## **Retreat Summary**

Listed below is a high-level summary of the retreat organized by discussion topics.

How do we engage the community?

- CAC members should try to attend and present about the CAC at community meetings
- We have continuance’s, we need to listen to riders and there is a feedback loop
- We must have quality input and consideration not just more time
- Add CAC information to the to the reservation line
- During agenda items discussion should be about rider experience not our own agenda
- Invite a rider to attend the CAC give them a pass or at least tell people how to participate give them information about how to attend
- Offer a call-in option

### QSS communication

- QSS should appoint a liaison to CAC (Chair of QSS)
- The QSS is waiting for us to provide guidance on issues to develop
- QSS meets at least quarterly but could be more
- Make QSS communication a permanent item on our agenda; what was discussed not just the agenda item

### Board of Directors communication

- CAC Chair is the link between the CAC and the Board by serving on both groups
- Create a format for Board communication

### Possible Goals

- Reservations script and hold messaging - make sure it's useful i.e. if a notation of the rider using a white cane means approach, then add information to rider's guide so riders understand the process
- Cap on time in vehicle, or bathroom breaks, or both
- Stand signs/revisit where additional and better locations need to be and a description for riders and out of area drivers of where those signs are
- Share rides should be more reasonable
- Missed trips and no shows could be minimized with more stands in critical locations, language access and provide more information to driver to help locate rider, dispatch or someone to talk to the stranded person
- Stranding policy, especially at home for backup ride needs to be relooked at
- How we get out information on what's new, have a section like "since you asked", publish the answers, life style part, new address, what is happening. Information provided to drivers should be conveyed to riders, e.g. if reservationist know the stand sign number can that be relayed to rider?
- Provide a Text from dispatch about your ride; if not there, what to do?
- Direct communication with driver; Can use dispatcher now for short term solution
- Immediate needs transportation, e.g. RX needs
- Problem with too many share rides. Problems with driver way finding skills and communication to riders
- Define stranding; QSS should re-look at this
- Better accounting for real estate on the vehicle.
- Training video e.g. communication, if the rider has a speech impairment or needs sign language, and general etiquette, bring in riders to help with person to person training. Training for riders as well, on rules; e.g. what to do for loss of an ACCESS card, what to do, why do I need picture ID?
- Create a no rideshare premium service
- Geo locating stands
- Separate no show, stranding, and missed rides policies this is not an immediate need, it's a fix-it

- A way of inviting riders to our CAC and ask them to share their thoughts and engaging riders for public comment
- Have an information line
- Eligibility process and application questions etc.
- Ride info line needs to understand options; be the expert not just do a google search
- Reservations online
- Field trips to learn about service operation
- Take new address not just previous on web booking
- Why so long to get a standing order?

#### Next steps

- Ask QSS to develop recommendations to redefine “stranding” to include home, when home lacks needed supports
- Ask QSS to develop recommendations on what is an “immediate need ride”
- Develop recommendations to minimize “missed trips” and “no shows”
- Create a format for QSS and Board communication
- Develop recommendations on reservation script and on hold information
- Develop recommendations to avoid long rides, reasonable routing and avoiding mismatched rides
- Develop recommendations on stand signs and improve identification e.g. geo locating, clear communication regarding locations, expanding locations at key venues
- Develop recommendations to improve negotiation of pick up time
- Develop recommendations to expand the functionality of the where’s my ride app
- Develop recommendations to improve provider and rider training
- Create a sub-committee on by-laws