

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 13, 2024

1:00 pm – 3:15 pm

3449 Santa Anita Avenue
3rd Floor Council Conference Room
El Monte, CA 91731

Remote Public Link (click on this link) –
<https://us06web.zoom.us/j/86566441919>

**Dial In - 888 788 0099 (Toll Free) or
669 900 6833**

Meeting Number – is 865 6644 1919

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of January 9, 2024	Action	5-14
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
15	5.	Brown Act Legislation - Jason Gonsalves	Information	
13	6.	Executive Director's Report - Andre Colaiace	Information	

15	7.	Draft How to Make a Reservation Video - Josh Southwick	Presentation
11	8.	Operations Report - Anthony Santiago	Information
10	9.	Member Communications	Information
6	10.	Requests for Agenda Items - CAC Members	Information
6	11.	RAISE Grant Support - Matthew Avancena	Information
8	12.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	13.	Adjournment	Action

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comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

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2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)
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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, then please submit a written comment as outlined above.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting January 9, 2024 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:10 p.m.

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Terri Lantz, Olivia Almalel, Kimberly Hudson, Gordon Cardona, Maria Aroch, Bhumit Shah, Scott Barron

CAC Members Not Present: Jan Johnson, Jesse Padilla, Rachele Goeman, Michael Conrad, Wendy Cabil

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Andre Colaiace, Art Chacon, Karen Gilbert, Susanna Cadenas, Eric Haack, Cindy Chan, Thomas Lee, Randy Johnson, Mayra Perez-Calderon

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF DECEMBER 12, 2023

Chair Hagen asked for a motion to approve the December 12, 2023 minutes.

Motion: Vice Chair Lantz
Seconded: Member Aroch
Abstention: Member Shah, Member Cardona
Motion: Passed

MEMBER DISCUSSION

Chair Hagen stated that in that she believes that in the stranding section, was supposed to be in the operation subcommittee section under the participation of Mike Greenwood and Rogelio Gomez, but it was in the customer service subcommittee. She added that under attendees as "None" should be changed to unknown because it looks like there are no participants in the meeting. Veronica Guzman-Vanmarcke responded that was not for participants but for guest speakers at the meeting. For example, if Great Blue Research sends a representative, they would put the name of the attendee under that.

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that working on getting the same day service is important. He asked the CAC to discuss the extension of the bridge between Santa Clarita and Antelope Valley. He also emailed Metrolink because they do not have a disability advisory group or an advisory board for their board meetings. Their response was that they had lawyers, and they could handle the all the ADA items. He sent a letter to Director Greg Krall, at Metrolink and is waiting for them to respond, but he would like to see if Access Services could also intervene.

Lisa Anderson made a public comment by stating that when she files a complaint, they never contact her until after 14 days. Sometimes her concern is urgent because the driver she had almost caused an accident because of bad driving. That is why she doesn't feel safe to be in the front seat, especially of a taxi vehicle. She also lost her Access ID card that went underneath the seat.

BOARD MEMBER REPORT

Director Gombert gave a brief update on the Board of Directors meeting of December 4, 2023. They discussed three major items including the Board awarded ADA Paratransit, an eligibility mobility evaluation service, to MTM Transit. They were the highest ranked bidder. The second item was consideration to approve the California Air Resources Board's zero emission bus rollout plan. The agency only has 48 vehicles that are impacted by this, it was important both from a regulatory standpoint and an environmental standpoint that they documented how the agency will move forward on zero emission vehicles, and some of the challenges they face making that transition. The last item was changes to the Access to Work program. The subcommittee was very familiar with the proposed changes. Lastly, Executive Director Andre Colaiace's contract was extended for several years.

PUBLIC COMMENT

Lisa Anderson made a public comment by asking what changes were made to the Access to Work program.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace gave his Executive Director's report by discussing some of their big goals for the coming year. They will continue to advance their first Access owned operations and maintenance facility in Lancaster, California. Second, they will continue looking for property in the Los Angeles basin, because they believe that having Access own their own facilities is key to the agency's future. One of the subcommittees met with Eric Haack about the upcoming customer satisfaction survey. They will be contacted either via text messages or telephone calls. They are looking at purchasing

the first electric vehicles, which are going to be based on the Ram ProMaster chassis. They are just going to purchase three of them just to test them out in their service. They are not certain that the technology is sufficient, but it's something that they will need to do going forward. Randy Johnson will be speaking about the upcoming community meeting on February 24th. They should have gotten an invitation for their one-day accessible and autonomous vehicle demonstration on January 20th at Rancho Los Amigos. They take a look at the vehicle or even take a ride on one. In 2019 they received a small grant from the FTA under their Transit Bus Automation Strategic Partnership to develop an accessible autonomous vehicle. It has been spearheaded by Director of IT Bill Tsuei and the concept is that this technology is something they should integrate into their technology. Bill and his team have partnered with a company called Lily Systems in San Jose to retrofit a Ram ProMaster. It has level four self-driving capabilities that has been tested in both San Jose and at Rancho Los Amigos.

PUBLIC COMMENT

Fernando Roldan made a public comment by asking if they are going to do a demonstration at Rancho Los Amigos, he asks they do one in March because they have the big Abilities Expo coming up.

Steve Bauer asked if the demonstration of the autonomous vehicle is open to any Access riders or just the committee and asked how to sign up. Andre Colaiace responded that he should send his contact information to an Access employee to see if there are any spots available.

MEMBER DISCUSSION

Member Hudson asked if the autonomous vehicle would have a live driver present. Andre Colaiace said yes there would be. Kim Hudson was concerned about the wrecks that have been in Las Vegas and other cities with autonomous vehicles without driver.

Chair Hagen asked if a PCA is permissible. Andre Colaiace responded yes but to let them know it is for two people.

Member Cardona stated he would be present at the demonstration.

Chair Hagen extended a big thank you to the staff for the wonderful and thoughtful holiday surprise. Member Hudson and Vice Chair Lantz also appreciated it. Member Barron stated that he was especially impressed with the cup.

Andre Colaiace stated that it was all thanks to Josh Southwick for creating the gift. He stated that it was a team effort with everyone in attendance.

Chair Hagen and Vice Chair Hagen stated that they initiated the idea of giving a gift to the CAC members as a thank you for all their hard work and participation on the committee and subcommittees.

WHERE'S MY RIDE APP UPDATE

Thomas Lee said they released the new Where's My Ride app on July 3, 2023. He discussed the statistics on the reservations made on the app. In the past two months, they had received about 40,000 trips booked from the app or from the web online reservation. There was also a rider/driver communication feature that was activated about 4 months ago. They have also released tutorial videos in September 2023, and he provided the links.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that there are some things he doesn't like on the Where's My Ride app, and he is glad they have video tutorials. However, there are various things that need to be tweaked like when the driver's already there, the app says they are a couple of seconds away when they are not. He asked if they could create technical support group where they can add a third phone number for Access services. A customer service number for any issues pertaining to Where's my Ride.

MEMBER DISCUSSION

Thomas Lee provided the customer service line for those having specific issues with the Where's my Ride app. He stated they could call 213-270-6099.

Member Hudson stated that she would like to give her feedback on the videos. She asked if they could be sent all the links to them via email. She also wasn't aware there was a specific phone number to call for technical issues. She thinks they should add it to the reservation line or something like that so that everybody is aware. Thirdly, she added that sometimes she is able to cancel a ride in the Where's My Ride app, and sometimes it says no. Thomas Lee responded that if you book the trip from the app or from online reservation, then you can cancel it from the app. Otherwise, if it is booked via a phone call, then they have to call the service and cancel the trip.

Member Cardona asked if concerning communication between driver and rider, it is voice, text or both. Thomas responded they can send a text message to the driver. The

driver can read messages but cannot respond. Based on the information sent by the rider, the driver would hopefully be able to find them.

Chair Hagen stated that concerning Member Hudson's question on the dissemination of this information is important. It would be helpful doing the community meetings but also this should be put on the hold and the info line to update the riders. She also stated that someone had mentioned to her that when the change was made to the color screen on the app, it wasn't working anymore. Thomas Lee responded that he is not aware of this issue. The map should be working, and the vehicle location should be on the map. If anyone has any questions, they can reach out to him. Chair Hagen asked a question concerning the share my ride option button on the app was. Thomas Lee stated that he would research and get back to her.

Chair Hagen made a comment by stating that there was a discussion at the last CAC meeting concerning putting in a new address in freeform type. Thomas Lee responded that is now available on the web booking, and it is available if your starting address is in the Eastern, Thousand, West Central or Antelope Valley regions. It is not supported by the Northern region, so if they type in an address and that address has been in the system, meaning they have been booking trips from that address, then that address is available in the system.

Gordon Cardona asked for the links, and he said they should have more email and texting capabilities with Access. People always say to call, but for some people, it is easier to email and text. Veronica Guzman-Vanmarcke responded that she emailed everyone the presentation with all the links.

Chair Hagen asked if there is a text or email capability to address a concern to customer service or if they would like to file a complaint. She clarified that this is for urgent matters, for example to OMC.

Mayra Perez-Calderon stated it does not exist. They are working on a text-wise for OMC that should be coming up soon. At the moment they only have the customer service email and that is not live support, so if there's any immediate urgent need, it's best to call the operations monitoring center directly. She will contact Member Cardona to test out the new option soon.

Member Hudson stated that when trying to book rides from the app itself, sometimes it works and sometimes doesn't. In terms of freeform typing, she's in West Central, but it doesn't always work. Thomas Lee stated that it is only supported on the web, not on the app so if they are typing it on the web browser trying to book from the address and it is not working, they will investigate.

Chair Hagen stated that anyone wishing to give any feedback, they should do it as soon as possible so that they have a chance of being able to add it to the community meeting, at the end of February.

Member Almalel asked if via the WMR app, they will eventually be able to message drivers. They can send their location, but it would be nice to message them. Thomas Lee responded that was the rider to driver communication active now. He responded that it was available since September in only Eastern, Southern, West Central and Antelope Valley.

Member Cardona asked, "Does the customer service email get monitored and respond back to passengers?" Mayra Perez-Calderon responded the customer service email is monitored during regular business hours Monday through Friday, 8:00 AM to 5:00 PM.

ACCESS COMMUNITY MEETING

Randy Johnson presented this item by announcing the next community meeting that will be Saturday, February 24th, beginning at 1:00 PM. He encouraged them to attend and participate. The format was different based on recommendation and input from the CAC, so there will be fewer staff topics that will be presented and that will allow more time for Q&A and for comments from participants.

PUBLIC COMMENT

Lisa Anderson asked if the meeting is in person only or in person as well as on Zoom.

MEMBER DISCUSSION

Member Hudson suggested that in addition to the community meeting they might consider having some sort of community meeting during the Abilities Expo coming up because there's a lot of riders that attend that event and may have some questions.

Randy Johnson responded that was a good idea and they always ensure that they are amply staffed to engage with riders one-on-one. This event is a staple method of engaging with the riders directly at the Abilities Expo.

Randy Johnson stated that they have a fully staffed booth and riders come up and can address any issues, but they do not have an actual meeting there.

Member Hudson asked if they would be able to have an actual meeting.

Chair Hagen stated that they have breakout sessions during the expo. Member Almalel stated that they have panels at the expo. She asked if they could be able to do a sort of breakout room or a session where an agency can answer questions.

Randy Johnson stated that last year with Metro they had something like this. He feels that because of the way the riders schedule their trips based on what is convenient for

them since the expo is a couple of days. They will look into it.

Chair Hagen asked if they could look into it for this year and see if they could participate. They also need to consider that they could speak about the OMC as well and explain what it is. They could also explain the CAC and how they could leave public comments.

Member Almalel stated that she likes the idea that they will be having less topics on the agenda but will allow more of an opportunity to discuss issues the riders might have. She knows it is a bit more challenging because they are online, and it is harder to handle the participants. She asked when the meeting would be announced.

Randy Johnson stated that this would be announced no earlier than two weeks before the meeting. They start promoting it nearer to the date since people will forget it and not attend.

Chair Hagen asked for clarifications if they are presenting fewer topics not just one topic. Randy Johnson stated that they don't have all the topics just yet. IT will have a presentation and Eric Haack will provide information on the customer survey.

Vice Chair Lantz asked if there will be a Q&A session and if they could allow everyone participating to hear the answers instead of the private sessions. There may be others that want to hear the answers to that question. Randy Johnson stated they only suggest moving riders to private breakout rooms when their particular question is pertaining to them only.

Chair Hagen asked them to have people go to a private break out room towards the end of the meeting so that they don't miss the meeting. She felt like too many people were sent to the private room too quickly. Randy Johnson responded that they could ask them if they would like to be called back or waiting for the end of the meeting.

Chair Hagen asked if they could start promoting this meeting way earlier than the two weeks because people don't necessarily seek out this event. She asked if anyone had ever seen a seat drop. She doesn't believe they are effective to promote the meeting since not everyone takes a ride every two weeks. She recommended a month was much better to be able to get the message out.

Member Almalel and Vice Chair Lantz agreed that more than two weeks' notice would be much better. It should be promoted on website, phone lines and flyers.

OPERATIONS REPORT

Antony Santiago presented the Operations report with the statistics. Some of the highlights he shared were Access attended Global Paratransit's holiday party on December 16th. This yearly event gave Global Paratransit the opportunity to give back to their employees for their hard work and dedication throughout the year. Access

Emergency Management Coordinator, Alex Chrisman, conducted an emergency preparedness tabletop exercise with their eastern region contractor, San Gabriel Transit on December 20th. San Gabriel Transit's GM, safety manager, operations manager, and others were involved in this exercise. The subject was emergency evacuation of our nursing home due to a power outage and San Gabriel Transit did a great job during the exercise. Lastly, Access staff distributed incentives to the drivers at the contractors in the week leading up to Christmas. This incentive distribution is based on quarter one, which is July through September. As part of the Driver Safety Incentive program, drivers receive rewards for driving safe without a preventable collision or incident or safety violation.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he is happy they are improving and hopefully with the new autonomous vehicles, things will be better. He hopes they can do these surveys in newsletters. He would like to see Access services bring back newsletters either via email or by mail.

Lisa Anderson made a public comment by stating that she was concerned in the event of an emergency evacuation on the Access vans or in just in case a fire happens while the driver was transporting a passenger to the location.

Mel Bailey made a public comment by being more specific on when somebody is dispatched, somebody could contact rider. Recently he was going home from work and called and was told his rider would be there in less than one minute. He went out and got soaked and the driver took another 20 minutes. He mentioned that the driver was also on his speakerphone out load and he doesn't think they should be on a call while driving.

MEMBER DISCUSSION

Chair Hagen asked if there was an increase in the ETA section of the statistics. She asked if there was an increase because there are more late trips. Cindy Chan stated that this might be a result of the increase in trips. Chair Hagen stated that it was very hard to know if it is thousands of people or a couple of people. Would they be able to do more raw numbers instead of percentage. In community meetings and public comments people are very concerned about late trips and they're very concerned about long trips. That's something that a lot of people seem to experience at least occasionally, but enough that it makes an impact.

Faustino Salvador asked for clarification on how she would like to receive the statistics and if it was specifically to late trips only.

Chair Hagen asked what they would like to see raw numbers on. Vice Chair Lantz, Member Hudson and Member Almalel stated that late pickups and long rides are the

two most important issues they have. Member Barron doesn't have a preference.

MEMBER COMMUNICATION

Vice Chair Lantz wished everybody a happy new year.

Member Almalel wished everyone a happy New Year and was looking forward to the community meeting and the autonomous vehicle event at Rancho.

Member Barron wished everyone a happy new year and is looking forward to all the hard work they are doing this year.

Member Aroch thanked everyone for all their hard work at Access.

Member Hudson appreciates working with all the hard work and looks forward to continuing to make things better this coming year.

Chair Hagen wished them all a happy new year. She thanked everyone for their hard work. She extended an invitation to the CAC to bring any issues or topics they would like to discuss at any meetings in the future. She thanked them for all the time they invested in the community.

Member Cardona wished everyone a happy new year.

SUBCOMMITTEE UPDATES

Karen Gilbert presented the Eligibility subcommittee update. She stated that due to the holidays and schedule conflicts, the subcommittee did not meet in December. The next meeting is scheduled for Wednesday, January 24th at 1:30. They will continue discussion on the Access application and will send a meeting reminder to all the members next week, and the day prior to the meeting just to make sure we get everyone on board.

Garrett Rodriguez gave an update on the Operations subcommittee that was held on Wednesday, January 3rd. The main topics that were discussed were the continuing conversation of early pickup arrivals from our December meeting and reviewing the nine operations subcommittee goals. Regarding early pickup arrivals, staff will be investigating two issues and reporting back to the subcommittee at the February meeting that is tentatively scheduled for February 7th.

Mayra Perez-Calderon presented the Customer Service subcommittee update by stating they met on December 12th, 2023. They continued discussions regarding defining scenarios in which OMC can efficiently support the caller's immediate service needs, defining a stranded rider and identifying operations roles associated with supporting riders after a trip is confirmed to be no showed. They went over a draft

matrix that will be used to provide the call center staff guidance on managing OMC calls and suggestions were made to expand upon the examples. The subcommittee is set to meet on Wednesday, January 17 to continue these discussions.

Eric Haack presented the update for the AD Hoc Committee on the Customer Survey script. They went over half the survey already and will continue this Wednesday to continue discussion. The concern discussed was the length of survey, so they are working to consolidate the survey.

Matthew Avancena gave an update on the Communications and Video subcommittee. Due to the holidays, they did not meet last month. Josh and Peter did inform him that the video on how to make a reservation was complete. They will review this rough cut of the video at the next meeting. For the website subcommittee, Josh has preliminary designs that he will present at the next meeting.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that the communication subcommittee commingles with what he was going to say. When it comes to communication and as it relates to public meetings, he thinks it would be beneficial if there was a way that the drivers could be invited. He believes the drivers do not even know about the meetings, and they're an extremely part of this equation. The second thing is communication and outreach. They can reach out to the LA County Probation Department; they host a variety of community resource fairs in all different areas. He thanked them for having one of the best community meetings.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Vice Chair Lantz made the motion to end the meeting. There was a second by Member Aroch. The meeting was adjourned at 3:14 p.m.