

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 10, 2023

1:00 pm – 3:15 pm

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

Remote Public Link – <https://us06web.zoom.us/j/88505229103>

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

Meeting Number – is 885 0522 9103

*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 September 12, 2023	Action	5-14
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
13	5.	Executive Director's Report - Andre Colaiace or Hector Rodriguez	Information	
11	6.	Operations Report - Kristy DeHaro	Information	
19	7.	OMC Issues - CAC Officers/Mayra Perez-Calderon	Information	

17	8.	Rider to Driver Connections - CAC Officers/Mike Greenwood	Presentation
10	9.	Member Communications	Information
8	10.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Matthew Avancena	Information
1	11.	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."

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Online

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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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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 September 12, 2023 1:00 pm - 3:15 pm</p>

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:04 p.m.

CAC Members Present: Chair; Yael Hagen, Bhumit Shah, Terri Lantz, Rachele Goeman, Scott Barron, Wendy Cabil, Olivia Almalel, Maria Aroch

CAC Members Not Present: Gordon Cardona, Michael Conrad, Jesse Padilla, Jan Johnson, Kimberly Hudson

Board Members Present: Dolores Nason

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Gina Breceda, Garrette Rodriguez, Mike Greenwood, Andre Colaiace, Art Chacon, Karen Gilbert, Rogelio Gomez, Susanna Cadenas, Richard Martindale

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF JULY 11, 2023

Chair Hagen asked for a motion to approve the July 11, 2023 minutes.

Motion: Member Goeman

Seconded: Member Cabil

Abstained: Member Shah

Motion: Passed

MEMBER DISCUSSION

Chair Hagen stated that it appeared that Member Padilla was absent, but it shows in the minutes that he made a comment. She asked if Veronica Guzman-Vanmarcke could verify his presence and make the appropriate correction.

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he had some sad news to share. Unfortunately, they lost one of their great directors, Lily Beth Navarro, who

passed away on September 11th at 5:30 pm. She was in the hospital for a while at the Cedar-Sinai Medical Center. He asked if Access services could please dedicate the meeting and the next meetings, which he will be asking for on her behalf.

BOARD MEMBER REPORT

Director Dolores Nason gave a report on the Board of Directors meeting. The Access Board meeting was held on July 24th, 2023. The Board Elections were held, and the 2023/2024 officers are Chairperson Theresa DeVera, Vice Chair, Doran Barnes, Treasurer Lee Burner, and Secretary Dolores Nason. The Board approved a calendar change that canceled the July and August Board committee meetings. However, staff were asked to direct and come back to the Board with an alternative to the current governance structure of the Board committees. She added Lily Beth, was a colleague of hers as there are six ILC directors in Los Angeles County and she and her were one of them. This past week, they were working on a project together and it was such a terrible shock to her that she has passed. It is very thoughtful to bring this report and that they will be having the meeting in her memory.

PUBLIC COMMENT

Fernando Roldan stated that if they let him know when the next Board meeting is, he will make sure to announce the passing of Miss Lily Beth.

MEMBER DISCUSSION

Member Lantz thanked her for her report and for attending the meeting.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that on behalf of Access Staff, he would like to express their condolences on the passing of Lily Beth Navarro. He has known her since he started at Access Services, and she was passionate and a great advocate. On behalf of himself and Access staff, he expressed their condolences. He congratulated Liam Matthews, who was formerly the Vice Chair of the CAC and has now been elevated to the Access Board. He is going to be taking the Independent Living Center seat. He stated that they had never expected to ever be dealing with a hurricane at Access Services. They practice emergencies, such as earthquakes but the fact is that over the last 10- 15 years, they have built up their emergency operations center, emergency management skills and helped them to effectively handle all emergencies. They had an Access staff member monitoring the weather reports, traffic updates, and kept track of voluntary evacuations such as Catalina Island in case they were called on to assist with accessible vehicles. People made the decision to stay home on that Sunday and trip volume

decreased by 58% compared to the prior Sunday. In terms of the Board calendar, Director Nason touched on this already, but they are going to have the Board committee meetings on September 18th. One of the big items on one of the committees is the award of the Eastern Region Service contract. They are going to consider governance changes as Director Nason mentioned in terms of whether they would keep the Board committees and just go to a full Board meeting every month. They will have a full Board meeting on October 23rd and the annual meeting will be on November 1st. He also announced that there will be a community meeting on September 23rd. It is virtual and will be from 12:30p.m. - 2:00p.m.

CAC OFFICER ELECTIONS

ADA Coordinator, Rycharde Martindale, proceeded with the Officer Elections of the new Chair and Vice Chair of the CAC. The candidate statements were read, and the voting took place.

Matthew Avancena thanked the committee members for attending and participating in the Officer Selection process. After the ballots were tallied, he announced Yael Hagen as the re-elected Chair Yael Hagen and Terri Lantz as the new Vice-Chair. They will both preside over the next meeting as Chair and Vice-Chair of the CAC.

MEMBER DISCUSSION

Matthew Avancena read out an email from former member, Liam Matthews. "Good afternoon, Matthew and Veronica. It was my intent to join today's CAC meeting to provide a warm step-down from the CAC. However, I'm having connectivity issues and cannot remain connected. I'm very sorry for any inconvenience this may cause. Sincerely, Liam Matthews." Liam Matthews was appointed to the Board of Directors and will be representing the Independent Living centers.

Member Hudson asked if the appointment was early, and they have to fit their appointments within the set schedule at the transfer points. Mike Greenwood responded they have already expanded the transfers from four to eight so there is no change they are planning to make now.

Chair Hagen responded that there is nothing confusing about the transfer trips because everything that happens about the transfer happens behind the scenes. As a rider, they call the region in which you are originating the trip and book their ride as normal. The rest of the information will come from the reservationist. They will guide every rider who is doing that, and everything is done in the background in terms of that transfer. There is very little chance of getting stranded because there is a starter at the transfer point. The only time that it becomes an issue is if you don't make it to the transfer on time.

Member Johnson asked about the County-to-County transfers. Chair Hagen stated that they would bring this back as a future agenda item.

OPERATIONS REPORT

Gina Breceda gave the Operations report and went through the statistics. She highlighted the efforts of staff in community outreach. To inquire if any staff, riders or community members are experiencing any issues related to service provided by Access. These efforts are conducted on a quarterly and as needed basis. The goal of the outreach is to establish connections and leave a positive mark in the community. Their operation service monitors have gone out in July and August to conduct outreach at the following locations. Temple City Adult Day Healthcare Center, Sunny Day Adult Day Healthcare, ABC Day Healthcare, Buena Vida Adult Day Healthcare, Antelope Valley Senior Center, and Tiara Delso, just to name a few. Recently their emergency coordinator, Alex Chrisman and Chief Operations Officer Mike Greenwood, conducted a presentation via Zoom regarding emergency preparedness for the Community Actively Living Independent and Free, also known as CALIF. Their presentation covered evacuation process and highlighted the emergency deployments involving Access and had over 100 attendees. On Sunday, August 20th, Access activated its Emergency Operation Center, also known as the EOC at Deputy Officer level in response to Hurricane Hillary. Access notified regular riders of the pending storm and potential impacts to service. Messages were sent via Everbridge notification system, automated calls and texts. Access was able to meet on time performance system-wide, Sunday, August 20th, and Monday August 21st. Lastly, their safety and media team is currently working on a driver training video focusing on the new ProMaster 136 unit. The purpose is to create a tutorial video for contractors to use once the vehicles go out for service.

MEMBER DISCUSSION

Member Lantz asked if on the on-time performance, of the 93%, do they have any idea how many rides the 7% represent. Gina Breceda said she will get that information to her. Member Lantz asked if those late rides were divided into if they're two hours late versus 20 minutes late. Rogelio Gomez responded that they have the on-time performance, KPI, and have different layers of lates. They have the late ones, late two, late threes, and late fours is she is asking on. It is included in the presentation, and they will share that with her.

ACCESS FLEX PROGRAM

Garrett Rodriguez gave an update on the Pilot Access Flex program that was approved by the Board in February 2023 to use TNCs, also known as Transportation Network Companies and Independent Taxi. Only Access riders who opt into the program are being sent Access Flex program trips and that is at the discretion of the Access contractor depending on their daily operational needs. The opt-in process requires

that the rider fill out an online form and submit it to Access. The program started in the Southern region, although the Northern region has expressed some interest in the pilot. The opt-out forms are now officially live and available on the Access website. As of September 11th, the Southern region has a total of 16 riders who have opted into the program. There has been a total of 36 completed trips in the program, and in addition, no riders have opted out of the program. They have standard operating procedures in place for the contractor operations and customer service to utilize. The riders must use the Where's My Ride app to use this program and use it through the MyWallet feature which is new and not open to regular Access trips as this is only part of the Access Flex program. When receiving feedback from riders that have needed assistance with the new MyWallet function, they reached out to Global Paratransit, and they were successfully assisted with the process.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that his main concern is for those who can't use the Where's My App. He recommends they tweak it a little bit and maybe create some automated system for clients with disabilities or those who speak another language like Spanish or Chinese. There are some riders who are not always computer savvy or technology savvy.

MEMBER DISCUSSION

Member Goeman asked if with regards to MyWallet, it would have to be included prior to a ride and if the fare would remain the same. Garrett Rodriguez responded it would.

Chair Hagen asked why it was called the Flex Program and what the name makes them think of.

Member Lantz stated that working in the field, there are entities like Regional Center that use a flex program where if their employees work 10 hours a day, they can get a day off once every two weeks. She knows there is a flex coupon but is not sure why this would be called a flex program. To her it's the rider opting in to use the TNCs when Access is busy and not able to pick everybody up in a timely manner. She hasn't heard Flex used in the way that the service is using it, and it is a bit confusing.

Member Almalel stated that this could be confused as a flex coupon, and it can be misunderstood, and she asked if there was a possibility to rename it.

Member Goeman asked that for those people who are not used to hearing that term, they are going to get confused between a flex coupon and a flex program. There could be miscommunication for people who maybe think they're using that coupon, but it's the flex program.

Chair Hagen stated that she agrees with many of the members who talked about the

confusion between having two different things within the system that are called the same but are non-related, the Flex coupon and a Flex program. Her other is that it's not an actually a program. There is a misunderstanding, and she has received many comments and calls about this with people misunderstanding this as being a program where people can choose to take an Uber ride and Access will then pay for it. They are doing a disservice to this service by calling it a program.

Member Almalel asked if customer service is ready to offer clarity for people who call and ask questions and if it was designed to assist in the lack of resources to fulfill all rides.

Member Goeman asked if the TNC Ride program had to be Flex. She asked why they picked the name Flex. Is there somebody on staff that can chime in on some of that.

Member Lantz asked if they could rename it TNC opt-in or whatever wordage might be more descriptive of the service. She thinks it's misleading and doesn't understand why they want to cause confusion.

Rogelio Gomez responded to Member Almalel's comment by stating that customer service is ready to answer any questions regarding the service. The name was utilized because it was used by another agency using this program somewhere in New Jersey.

Chair Hagen stated that the magic word type of scenario in terms of how many would even know that it was called the Flex program. Therefore, it would be difficult to know that it exists.

Rogelio Gomez thanked everyone for the feedback and stated that they are planning to put a banner on their website that takes the customers directly to that program to get more information and all the specifics.

Chair Hagen stated that this was in the interest of attracting people, but the interest is huge based on a misunderstanding. She thinks the interest will remain but asked to make it, so people are attracted to it and not confused about it.

Member Almalel asked if this was secured wheelchair accessible vehicles or if people are going to benefit from it no matter what mobility device they have. Rogelio Gomez responded that everyone benefits from it.

Chair Hagen stated that she wants to make sure everyone's clear that it's a pilot program in the Southern region.

Member Lantz appreciated Rogelio Gomez's answers. She added that she wishes there was a way to make the TNC's fully accessible which is not the case at the moment. Her concern is that riders who are using mobility devices might misunderstand. They should be describing this program online or on the website, so it can be carefully

phrased to understand that the TNCs may not be fully accessible.

Rogelio Gomez stated that Uber has some wheelchair accessible vehicles, but they never know how many they have at specific hours of the day.

Chair Hagen stated that she thinks it is important that everyone knows that this is not a same day program because people think of Uber and Lyft as demand response. It needs to be very well highlighted and also that people understand the safety issues that come with that.

MEMBER COMMUNICATION

Member Almalel thanked everyone who presented, and she knows everyone is there to provide the best service possible.

Member Barron thanked everybody for sharing everything today and his heart goes out to Lily Beth. He knows they had elections, and they are still having a productive conversation about other issues. He also thinks that Lily Beth would've been honored to have this meeting dedicated to her.

Member Aroch congratulated the Chair and new Vice Chair to the CAC.

Member Lantz thanked Access staff for all the help that everyone has provided in the subcommittee meetings. She thinks there have been many advances over the last couple of years and they still have some ways to go. It is exciting because she has been around 30 years with Access and to see some of the things, they dreamt about come to pass, it is very exciting. She also echoed what Member Barron said about Lily Beth, who she considered a good friend. They marched in many marches in LA for many different reasons over the years, and she would really be proud of everyone that attends the meetings, makes comments, and particularly asks questions. They need to remember that Lily Beth believed so much in the disability movement and for them to speak up and participate.

Member Shah stated that everyone does great work and people really work together to help people with disabilities grow and become more independent.

Member Cabil thanked Access staff and Board members and that they always come together and help make a difference. It is always a pleasure to be in the midst of like-minded individuals who advocate. She is happy to see the progress they are making and congratulated the new CAC officers. Member Cabil thanked them for sharing information about Lily Beth who she didn't know. She thanked Member Lantz for having been part of those marches. She thanked them for the enlightenment that all of them shared along this journey. She stated that she will always promote mental health and wellbeing, and to do whatever they need to do safely.

Member Goeman also congratulated Chair Hagen and Member Lantz on their election. She too has been a rider since 1993 and has seen a lot of improvement. She also asked if they could please pray for Jan Johnson. She stated that she misses everyone and she's hoping in October she'll have her computer available to join the meetings.

Chair Hagen thanked them for bringing an update about Member Johnson. Her thoughts are with Member Johnson for a speedy recovery and to let her know they were all waiting for her return. She would like to formally dedicate the meeting to the memory of Lily Beth Navarro who was steadfast and instrumental in so much change and so much advocacy on their behalf. Lily Beth had marched, had chained herself to buses and stood up and spoke, put together an independent living center to carry on the work on their behalf. Lily Beth would be very proud of the work they do there and it's largely due to her efforts that they continue. She would like to adjourn in Lily Beth's memory.

SUBCOMMITTEE UPDATES

Susanna Cadenas gave an update on the last CAC customer service subcommittee that met on August 16th. Their deputy Executive Director of Finance, Hector Rodriguez, joined to provide a history of coupon sales and a few recommendations on the process. He mentioned the e-wallet as a future option for paying fare on trips. This function would allow customers to have the fare immediately available, pump purchase through the Where's My Ride app. The group also discussed challenges with consignment sales and discussed the fare amounts. Additional topics included changing the advertised processing time from 14 days to 30 days to manage customer expectations and explore the idea of subscription services for customers who regularly purchase coupons monthly, along with a reduction in postage costs for frequent buyers. It was also mentioned that the US Post Office has a program to send free packages for customers who are blind, and this can be an option for customers to use. The subcommittee will continue working on the marketing language regarding the coupon sales and identifying any improvements on the coupon sales procedures in our future meetings, which is scheduled for September 20th.

Mike Greenwood stated that the Operations subcommittee meeting was on August 15th. They did a recap of all the operationally related items that came out of the goal's retreat. They also had a discussion on getting rider input into vehicle design. They discussed some of the issues involving vehicle design, including having input from riders with different types of disabilities and using different types of equipment. They did run out of time before and he anticipates that in their next meeting, they will prioritize roughly 10 items that they will be working on over the next year. Garrett Rodriguez has a brief report to provide an update on the rider survey that they did recently asking for feedback on transfer trips and will discuss that at tomorrow's Operations subcommittee meeting.

Karen Gilbert provided an update on the last eligibility subcommittee on August 23rd. A recap of the discussion from the July meeting was provided, 'Draft' in bold letters and the access website link will be added to the application. A question about Medi-Cal and the application for new applicants is still under consideration to be removed. Section three of the Access applications was discussed during the meeting. The subcommittee discussed question one of section three. The group suggested different options on how this question should be worded. There was no decision made on question one yet and it was postponed for discussion at the next meeting. There was also a suggestion to move the last question as question number one regarding physical barriers and environmental conditions.

Matthew Avancena stated that at the Communication/Video subcommittee, they talked about what the last video subcommittee work has been done so far. The video on how to book a ride or how to book a reservation has been completed. However, there's one last piece that is missing. Josh, per the recommendation of the subcommittee asked that he feature a rider, specifically a non-verbal rider with a PCA to be included in the video. He hasn't found someone who was nonverbal with a PCA to be included in the video and asked him to reach out to the CAC. The subcommittee is now working on the next video, but they need a script. This video will be titled 'How to Avoid a No-Show', and it's also an informational video on late cancellation. Furthermore, they refined the script at the last meeting on August 7th. They did not get a chance to meet on the Website subcommittee because Josh has been extremely busy with making videos for the CAC, but he also has other projects. They have the annual meeting that's coming up, he's now been pulled to work on the Spirit of Accessibility and Spotlight Award video. He added that they have a goals retreat subcommittee meeting scheduled for next week. The purpose of the meeting is to go through the goals that the committee had agreed upon from the August goals retreat and categorize those goals to determine which respective subcommittees that they would fall under.

MEMBER DISCUSSION

Member Cabil asked that concerning the video that was supposed to take place here Apple Valley and she hasn't been able to connect with Josh. The last thing she shared was that it was triple digit heat, and she wanted to wait until it cooled down. She doesn't know if he decided to get another replacement or what the status is. Matthew Avancena stated that he will reach out to Josh and have him contact her. Member Cabil congratulated the new officers.

Member Goeman asked if they were going to use the eWallet for everything or if it's only for the TNC program. Susanna Cadenas responded it is only for the new pilot program but will eventually be used on regular rides.

Chair Hagen asked why she didn't hear it on the "on hold message" and asked when this will happen.

Rogelio Gomez responded to Member Lantz question concerning the excessively late trips. Back in 2017 it was changed to that, and her question was for the month of July. There was 0.01% in July for excessively late trips. He explained the logistics of excessively late trips.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting in honor of Lily Beth Navarro. Member Goeman made the motion to end the meeting. There was a second by Member Lantz. The meeting was adjourned at 3:10 p.m.