

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, December 10, 2019

12:45 pm - 3:00 pm

Los Angeles County MTA

Gateway Plaza Conference 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	
10	2.	Introductions		
5	3.	Review & Approval of Minutes of October 8, 2019	Action	3-7
10	4.	General Public Comments	Information	
5	5.	Report from Board of Directors - Martin Gombert	Information	
15	6.	Superior Service Award - Megan Mumby	Presentation	
20	7.	Reservations Hold Messages - Mike Greenwood	Information	
20	8.	On-line booking/reservations - Melissa Mungia	Presentation	
15	9.	CAC Subcommittee Update - Matthew Avancena	Possible Action	8-13
10	10.	Member Communications	Information	
10	11.	Operations Update - Faustino Salvador	Information	
8	12.	Conference Room availability for 2020- Matthew Avancena	Possible Action	

5	13.	New Business Raised Subsequent to the Posting of the Agenda	Information
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

October 8, 2019

12:45 pm - 3:00 pm

CALL TO ORDER

Chair Maria Aroch called the meeting to order at 1:00 p.m.

INTRODUCTIONS

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

**CAC Members Not Present:** Olivia Almalel

**Board Members Present:** Theresa DeVera

**Access Services Staff Present:** Matthew Avancena, Mike Greenwood, Eric Haack, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Susana Cadenas, Melissa Lucero, Alvina Narayan, Brian Selwyn, Randy Johnson, Louis Burns, Onnika Payne, David Chia, Alex Chrisman, Rogelio Gomez, Rycharde Martindale and Mayra Perez-Calderon.

**Guests Present:** Jesse Ortiz (MV Transportation), Beatriz Lara (MV Transportation), William Zuke (Rider and QSS member), Wilma Ballew (Rider & QSS member), Victor Dominguez (rider), Angie Smith (Rider), Victor Garate (Global Paratransit) Michael Sher (Rider), Luis Garcia (Global Paratransit), Annette Arreola (Alta Resources), Jacqueline Sanchez (San Gabriel Transit), Gabby Marquez (MTM), Daisy Mercado (caregiver), Dolores Flores (rider), Salvador Flores (rider), Aurora Delgado (California Transit), Monroe Jones (rider), Dennis Burgess (MV Transportation), Jose Rodriguez (Regional Center staff) and Lisa Anderson (rider).

REVIEW & APPROVAL OF MINUTES

Chair Aroch asked for a motion to approve the September 10, 2019 minutes.

Motion: Member Baldwin  
Seconded: Member Padilla  
Abstention: Member Francois  
Motion: Passed

## MEMBER COMMENTS:

Member Baldwin had a correction on Page 5, concerning the bylaws phrase and the golden rod comment form; He meant that it was not like the bylaws but opposite to the actual bylaws. Wendy Cabil had a correction on Page 11, seventh line, she suggested to omit a word and make it simply "the service areas".

## PUBLIC COMMENTS

Dolores Flores made a public comment by stating that she was denied a same day ride to take her sick daughter to the doctor. Customer Service suggested she call the OMC and they denied the request. She believes there is an important need for this service. She also wanted to correct her previous comment in a different meeting concerning the number of riders allowed per vehicle. She wanted it to reflect that she was asking to increase the amount of riders to four instead of the six riders. Latisha Wilson was assigned to meet with her to discuss the issue.

William Zuke made a public comment by stating that LAX is now changing the rules on pick-ups at the airport and he just wants to make sure that Access is aware and is planning accordingly. Randy Johnson was assigned to meet with him to discuss the issue.

Lisa Anderson made a public comment by stating that she doesn't feel like the restroom situation is very hygienic. If a rider really needs to use the bathroom during a ride then they should be allowed because if not then they can have an accident in the vehicle and this would be a hygiene problem. She also wanted to point out that the routing does not make sense because they sometimes have to return to the same area after a drop off, to pick someone up. The rides should all be going in the same direction so that they are not on the ride for too long. She also feels that the drivers speed sometimes when they are on the freeway. Susanna Cadenas was assigned to meet with her to discuss the issue.

Angie Smith made a public comment stating that she has been having trouble lately with the Northern region rides because she is in one area and they are in a completely different location. She is wondering if there are GPS issues on their end. This has happened more than three times to her and she has tried to reach Northern region supervisors but nobody has contacted her back. She would like to hear back from them. Rogelio Gomez was assigned to meet with her to discuss the issue.

Wilma Ballew made a public comment by stating that she passed out some flyers regarding the annual Open House at the California Endowment Center in Los Angeles.

Monroe Jones made a public comment by stating that he wanted to know how they can improve the on time performance for Access Services. It takes him a long time to get to the front door and if Access arrives 45 minutes late then he is waiting outside for his ride the whole time. Latisha Wilson was assigned to meet with him to discuss the issue.

## OFFICER ELECTIONS

Rycharde Martindale stated that he was going to lead the officer elections for the CAC members. This election will be to elect the new Chair and the Vice-Chair for the CAC. He needs Chair Aroch to ratify that the person that is being voted in, is the majority vote of the whole CAC body. Mr. Martindale explained the rules of the election to the CAC members before proceeding with the voting.

## MEMBER COMMENTS

Kurt Baldwin moved to make a motion that 51% of the CAC majority votes are counted for the election.

Motion: Member Baldwin  
Seconded: Member Goeman  
Motion: Passed

Voting began for the new CAC Chair. Member Aroch, Member Fofoa and Member Garcia gave their campaign speeches. Matthew Avancena asked if there were any nominations from the floor. Member Goeman nominated herself for Chair. She was added to the ballot.

Voting began for the new CAC Vice-Chair. Member Aroch, Member Fofoa, Member Goeman, Member Conrad and Member Arrigo gave their campaign speeches. Matthew Avancena asked if there were any nominations from the floor. Member Cardona nominated himself for Vice-Chair. He was added to the ballot. There was a run off twice and the members had to vote again until they reached a final decision.

Member Garcia was voted in as the new CAC Chair. Member Fofoa was voted in as the new CAC Vice-Chair.

## MEDI-CAL TRANSPORTATION CAMPAIGN

Director of Planning and Coordination, Matthew Avancena gave a presentation on the Medi-Cal Transportation Campaign. This campaign will be proposing a program whereby staff or a contractor will be reaching out to Access customers who have Medi-Cal insurance and are enrolled in a managed care program. This program is just to inform Access customers about their eligibility for the program.

## MEMBER COMMUNICATION

Member Hagen stated that this is more of a disservice to Access riders because there are actually two programs that are offered and she is not sure that they have the adequate information to accurately inform the riders. There are different services and different eligibility. Some customers might think that they are going to lose their Access

if you are calling riders with this information. Member Hagen suggested they create a program that provides the alternative options that are out there for the riders from people that are adequately informed and give the correct information. The riders would be able to seek out the information for themselves not have it offered to them without them knowing what it is about.

Member Lyons stated that she would not recommend that Access does this campaign because there are many scammers out there or people calling that are trying to sell something. She wonders how the riders will know this is a legitimate caller from Access because people are leery of unknown phone calls. She asked if she would still have to pay for rides though the program. Matthew Avancena responded that these sort of rides would be paid for by the insurance.

Member Goeman agrees with the previous members, however, when she changed her medical plan recently, she was already informed that part of her medical plan included free rides for medical appointments. The information for this program is out there on TV and is already being distributed.

Member Lantz expressed that she was not sure how effective this program is and how reliable those rides are. She does know people that have received this service with mobility devices and it has not been successful for them. She believes the riders should check with their own providers themselves to see if they qualify for this service.

Member Arrigo stated that his recent experience with this service has not been pleasant because he was not picked up by some of the drivers that were supposed to pick him up. He also has a friend that has been having problems with this as well. The program itself is very strict with no shows and filling out forms. They are not flexible and it is not a user-friendly program.

Member Baldwin recommended that Access have an expert in LA County that could inform the riders individually because there will be many different scenarios depending on if the place is a Senior Center or on the specific program they have. Expertise is very important when implementing the option to offer this to riders.

Member Hagen stated that it is a very complicated process if you do not know the program. Each program has different criteria and different rules. Once you know what rules pertain to your program then it is easier to utilize.

Member Francois stated that those rides only work for providers in their network and not outside of the network.

Member Lantz added that this was just one of many reasons why it is not easy to use these types of programs. She knows that people with mobility devices are not getting transportation as easily as others.

## CONFERENCE ROOM FOR NOVEMBER

Matthew Avancena announced that the conference room at Metro is not available for the November meeting. He asked if they wanted to cancel the meeting or have the meeting at the Access Headquarters in El Monte.

Member Baldwin stated that he doesn't find the El Monte location to be ideal because it is not easily accessible to everyone.

Member Cabil asked if there were any pressing issues or deadlines. Matthew Avancena stated that the most pressing issue was the elections, which was just held.

Member Hagen stated that she feels that they should have a November meeting. There are a lot of subjects to speak about and they should keep the momentum going. She makes a motion that they research other venues for the November meeting but if there are no other options they would cancel the meeting.

Motion: Member Hagen  
Second: Member Baldwin  
Motion: Passed

Member Lantz volunteered to call some venues for a possible meeting venue in November.

## ADJOURNMENT

Chair Aroch asked for a motion to adjourn the meeting.

Motion: Member Cabil  
Second: Member Padilla

The meeting adjourned at 3:10 pm

DECEMBER 10, 2019

**TO: CAC**  
**FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION**  
**SUBJECT: CAC SUBCOMMITTEE UPDATE - DECEMBER 2019**

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**BACKGROUND:**

On Tuesday March 12, Access' Community Advisory Committee (CAC) held their first Goals Retreat at the Los Angeles River and Gardens. The CAC Goals Retreat, facilitated by current CAC member and former Access Board member Kurt Baldwin, focused on a number of areas.

One of the areas CAC members wanted to discuss was the interrelationship of the Access Board, the Community Advisory Committee (CAC) and the Quality Services Subcommittee (QSS). The CAC is one of two advisory committees created by the Board to advise them on policy matters while the QSS was created by the CAC to monitor the service quality of Access' paratransit services.

On March 21, the CAC Goals Retreat subcommittee comprised of Kurt Baldwin, Yael Hagen, Terri Lantz, Maria Aroch, Tina Fofoa and Access staff, Matthew Avancena held a follow-up conference call to discuss next steps. More specifically, the subcommittee members discussed the suggested goals that came out of the retreat and discussed ways by which the CAC could take action by either creating a subcommittee(s), deferring the issue to the QSS and/or tasking the CAC to take up the issue at future meetings.

At the April 9 CAC meeting, the CAC took action and formed subcommittees and tasked the QSS and the full CAC committee to work on various issues. The subcommittees are as follows:

**1. Bylaws/Process subcommittee** - this subcommittee will be tasked to review issues such as:

- CAC attendance/participation process
- Public participation
- Meeting duration
- CAC agendas and standing items (and its order in the agenda).



- Volunteers for a QSS Liaison

**2. Operations Subcommittee** - this subcommittee will be tasked to review issues such as:

- Missed trips and No shows
- How to avoid long rides
- Routing and miss-matched rides
- Improve stand signs and improve identification e.g. geo locating
- Clear communication to riders and drivers regarding locations
- Expanding locations at key venues

**Discussion topics be included in upcoming agendas:**

- How to improve negotiation of pick up time.
- How to improve provider and rider training.
- The script for the on hold information.
- The video vignettes

**QSS Tasks/Projects** - The QSS has been tasked with the following issues

- Develop recommendations on what a same day trip would look like; enhancing services or a premium service could be a brokerage model on how to be able to offer same day trip services.
- Expanding the functionality of the where's my ride app.

### **SUBCOMMITTEE UPDATE:**

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

**Subject:** Summary of Subcommittee/Operations Meeting May 9, 2019

Of the four issues to make recommendations the subcommittee is tasked with; improved routing and avoid miss-matched rides, expand and improve the stand sign program, minimize missed trips and no shows and, to avoid unreasonably long rides we decided to start with developing a recommendation on avoiding unreasonably long rides.

We discussed what data is available and how to define the problem. We speculated that there may be a variety of issues at play from time of day, to whether the vehicle leaves the contract service area or not, etc. We also discussed getting data on the riders experience regarding the time spent taking the trip. This would be starting with the negotiated pick up time to the time of getting off the vehicle at the destination.

Our next meeting will be on June 5<sup>th</sup> at 2PM and Mike agreed to look into what data can be useful forwarding our discussion and will gather data on rides that last more than two hours, including time of day and whether the destination is inside the contract services area or outside. In addition, how information can be aggregated to look at the riders experience in length of travel time.

**Subject:** Summary of the June 20<sup>th</sup> 2019 Operations and Bylaws/process subcommittees

In attendance were CAC subcommittee Chairs Hagan and Baldwin, Access staff Mike Greenwood, Matthew Avancena, and Susanna Cadenas

Due to the absence of most subcommittee members, we did not work to develop recommendations, rather for the Operations subcommittee we reviewed the refined data provided by Mike Greenwood and made additional requests for data on long rides. For the Bylaws/process subcommittee we discussed CAC meeting time length and the method to look at potential changes to the bylaws.

**Subject:** Subcommittee summaries for July 2019

#### Operations Subcommittee

Members in attendance; Kurt Baldwin, Terri Lantz, Yael Hagen, and CAC Chair Maria Aroch, and assigned Access staff Mike Greenwood

Absent; Wendy Cabil, Dina Garcia, Tina Fofoa

Others in attendance; Michael Conrad, Rochelle Goeman, Matthew Avancena, Rycharde Martindale-Essington, Rogelio Gomez, Melissa Mungia, Susanna Cadenas

Mike explained the data that was provided to the subcommittee by first describing the methodology used to determine ratios of location to location distance compared to actual miles traveled from origin to destination. Graphs were provided by Melissa to show how routing can create a 1 to 1 ratio along with examples of higher ratios including a poorly planned routing that produced higher ratios including a 7 to 1 ratio. Mike also explained the graph showing the breakdown of rides over 2 hours and the difference between the ride being a share ride or not, from the April data. The data seems to indicate that it is far less likely a rider will experience a trip time of over two hours when the trip is not a share ride.

Our discussion included other ideas to avoid overly long trips including greater utilization of road supervisors or standby capacity to avoid rerouting other vehicles already dispatched.

#### Bylaws Subcommittee

Members in attendance - Yael Hagen, CAC Chair Maria Aroch, Terri Lantz, Michael Conrad, Kurt Baldwin and assigned Access staff Matthew Avancena.

Absent; Tina Fofoa

Others in attendance; Rachelle Goeman, Rycharde Martindale-Essington, Susanna Cadenas

We discussed meeting length, we have been informed that 3PM is the latest we have use of the room due to the cafeteria needing to remove refreshments and close. We discussed starting 15 minutes early at 12:45 and agreed by consensus that we would recommend that to the full CAC at our next meeting in August. We discussed how to add additional clarity to the bylaws starting with the CAC membership selection and subcommittee membership selection sections that we decided to focus on at our last meeting. Kurt will include the suggested additions of the subcommittee in our working draft.

#### Operations/Bylaws Subcommittee September 26, 2019 Meeting Summary

Members in attendance: CAC Chair Maria Aroch, Michael Conrad, Terri Lantz, Yael Hagen, Michael Arrigo, Dina Garcia, Kurt Baldwin and assigned Access staff Matthew Avancena and Mike Greenwood.

Absent: Wendy Cabil

Others in attendance: Rycharde Martindale-Essington and Susanna Cadenas

Mike Greenwood led us through definitions of "no-shows", "missed trips" and a proposed definition for "mis-matched" trips. The subcommittee is attempting to identify recommendations in these areas in order to improve overall routing and dispatch and avoiding poorly planned routes that are unreasonably long.

We discussed a best practice (that is not always fulfilled) to call a rider when the provider knows they will be a late four, (a little more than an hour late) as a possible area for improvement. The concern was that if the rider declines the trip at that point it would not be counted as a late 4 for KPI purposes. We were assured that missed trips are KPI similar to late four.

We discussed ways to improve the no show process to reinforce the policy at trainings and safety meetings of providers, that the callout is made, and only if the rider cannot proceed to the pickup location the no show is approved as well as assuring a level of reasonableness in the riders ability to proceed to the pickup location.

We also discussed the possibility of creating direct communication between the driver and rider, and some other technology to help riders connect with the pickup vehicle. We plan to seek more expertise on how that could be accomplished. Additionally, how to make the notes about the trip have more importance.

Our discussion about the definition of mismatched trips included that it was not just a capacity issue but also the order riders are scheduled to embark and disembark so riders do not needlessly have to get off and back on the vehicle and for those that need to transfer to a passenger seat from a mobility device.

We concluded this discussion with a short description of how routed trips can go bad and how drivers and dispatchers could avoid this.

We proceeded to our review of the Draft Bylaws recommendations discussing removal of members, election and duties of officers and orientation. We hope to have our recommendations to the full CAC after a couple more subcommittee meetings.

**Subject:** Subcommittee summaries for November 2019

Subcommittee members present; Yael Hagen, Kurt Baldwin, Dina Garcia, Maria Aroch, Terri Lantz, and assigned Access staff present; Mike Greenwood

Others present; Rogelio Gomez, Susanna Cadenas, Rycharde Martindale Essington  
We are in the process of narrowing our focus on proposed recommendations to improve; missed trips and no-shows, avoiding unnecessarily long rides, routing and miss-matched rides, and direct communication between drivers and riders.

We discussed promoting that when a road supervisor is available, road supervisors will pick up riders whose connections were missed due to provider error or stranding for other reasons, and take the rider to their destination to avoid diverting another vehicle to pick up the rider.

Explore requiring providers to contact a rider if the vehicle is going to arrive 30 minutes after scheduled pick up time. This must be reinforced at regular staff meetings. A rider should be offered the opportunity to decline the trip with no late cancellation penalty but must not be encouraged to cancel by the provider.

Requiring a dispatcher, in order to dismiss a driver on a scheduled pick up; the vehicle must dwell at the pick-up location for 5 minutes. During this dwell time, the dispatcher must contact the rider to see if they are ready to proceed to the pick-up location. Ready to proceed has been interpreted to mean "immediately proceed." Depending on the situation "ready to proceed" could include; being transferred into a mobility device or switching from a stationary medical device to a portable device, negotiating a location that is not familiar or complicated to navigate, or having alternate accessible routes of

travel that are greater distances, and so on. Ready to proceed should be a flexible standard with the objective to connect the rider with the vehicle to complete the trip from origin to destination. (Or 10 minutes instead of 5 min?)

Develop methodology to be used to hold contractors accountable in efficiency of routing using ratios of location to location distance compared to actual miles traveled from origin to destination. (This could be like the information provided by Melissa to show how routing can create a 1 to 1 ratio, an efficient routing, to a poorly planned routing that produced higher ratios including 7 to 1 ratio. (or limit share rides over two hours) include report to CAC and encourage provider.)

Recommend comparable travel time to fixed route should include the wait time from the negotiated pick up time to the destination instead of from the time rider boards the vehicle and the vehicle departs.

Continue to explore creating direct communication between the driver and rider, and other technology to help riders connect with the pickup vehicle. We plan to seek more expertise on how that could be accomplished.

Make the notes the driver has about the trip have more importance. (It was suggested the dispatcher should verify the driver read the notes prior to determining a no-show and allowing the driver to proceed to next destination.)

The definition of mismatched trips should include, not just capacity issues, but also the order riders are scheduled to embark and disembark so riders do not needlessly have to get off and back on the vehicle and for those that need to transfer to a passenger seat from a mobility device.

The Bylaws discussion included defining the Chair's role in relationship to the Board of Directors and developing the CAC agenda, adjusting the language in Section 5 from a majority vote to requiring 51% of CAC present to elect officers and includes requiring enhanced orientation on Roberts Rules and Open Meeting requirements.

We also discussed how subcommittee's and Standing Subcommittees elect their own Chairperson and/or Vice Chairperson, How a Standing Committee reports to the CAC, and the order in which we take public comment on agenda items.