

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 11, 2020

2:00 pm – 4:00 pm

Los Angeles County MTA

Union Station 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	
7	2.	Introductions		
5	3.	Review & Approval of Minutes of January 14, 2020	Action	3-11
8	4.	General Public Comments	Information	
7	5.	Report from Board of Directors - Martin Gombert	Information	
20	6.	TNCs for back-up trips - F Scott Jewell	Discussion	
20	7.	Mid-year Budget / Ridership Update - Hector Rodriguez	Presentation	
17	8.	Strategic Plan / Subcommittee - Eric Haack	Possible Action	
10	9.	CAC Subcommittee Update - Matthew Avancena	Possible Action	12-17
5	10.	Member Communications	Information	
10	11.	Operations Update - Megan Mumby	Information	
5	12.	Conference Room Calendar - Matthew Avancena	Information	

5	13.	New Business Raised Subsequent to the Posting of the Agenda	Information
1	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

January 14, 2020

12:45 pm – 3:00 pm

CALL TO ORDER

Chair Dina Garcia called the meeting to order at 12:50 p.m.

INTRODUCTIONS

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

CAC Members Not Present: Wendy Cabil

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Mike Greenwood, Eric Haack, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Susanna Cadenas, Jimmy Flores, Brian Selwyn, Randy Johnson, Onnika Payne, Melissa Lucero, David Chia, Alex Chrisman, Kimberlie Nimori.

Guests Present: William Zuke (Rider and QSS member), Wilma Ballew (Rider & QSS member), Fayma Ishaq (Metro), Stephanie Rodriguez (Alta), Jesse Ortiz (MV Transportation), Tom Irvin (MV Transportation), Eric (Job Coach), Hilda Turcios Guerrero (LA County Registrar Recorder), Julia Keh (LA County Registrar Recorder), David Scolati (guest).

REVIEW & APPROVAL OF MINUTES

Chair Dina Garcia asked for a motion to approve the December 10, 2019 minutes.

Motion: Member Hagen

Seconded: Member Lyons

Abstention: Members Hagen, Arrigo, Conrad and Francois

Motion: Passed

Chair Garcia made an announcement to honor a longtime advocate and rider, Maggie

Belton who passed away recently. She would like to dedicate the meeting in her memory. If anyone is interested in attending her burial services, they can speak to Member Hagen after the meeting.

PUBLIC COMMENTS

William Zuke made a public comment by stating that he had a driver who was coughing a lot and had the windows rolled up. There should be a policy on drivers or riders who are sick and may be contagious. This can be a serious issue to some riders.

BOARD OF DIRECTORS REPORT

There was no Board of Directors Report.

JERRY WALKER RUNNER-UP AWARD

Director of Planning and Coordination, Matthew Avancena, presented Stephanie Rodriguez from the ALTA Call center with the Jerry Walker Runner-Up Award. He thanked her for her excellent work and congratulated her on her award.

L.A. COUNTY REGISTRAR OFFICE NEW VOTING LOCATIONS

Julia Keh from the LA County Registrar Recorder/County Clerk's Office gave a presentation on the new voting system called the VSAP. She explained how it worked and what changes would be made to the election process. The new system is accessible to people with disabilities and she also brought a demo of the machine so attendees can test it out.

MEMBER COMMENTS

Member Goeman asked if they had the sample ballots and the absentee ballots in braille. Mrs. Keh responded that in the past, they have tried to work with the Braille institute but it became difficult because there were too many paper ballots out there. However, she mentioned that they did have the actual information to vote, in braille. Member Goeman also asked how someone who is visually impaired can vote especially if they don't have internet. Mrs. Keh stated that there is an audio ballot available and she just needs to provide her information after the meeting and she will be added to the list.

Member Lantz thanked Julia Keh and her staff for the demo because voting is extremely important and they want to make sure that everyone has an opportunity to vote.

Member Hagen made a comment by stating that she had an opportunity to test the unit and she was concerned about an issue where not all the information was read that

was actually printed. Mrs. Keh responded that they have had many issues with the VSAP but they are working on all the glitches and she asks that people just bear with them while they work out any issues. She welcomes any recommendations and feedback so that they can work on improving the voting system.

Member Baldwin stated that he receives the sample ballot in audio format via CD or tape. He states that these versions are not very useful since he doesn't even have a CD player anymore and the tape is extinct.

Member Lyons stated that when she applied for her driver's license she complained to the staff there because she could not hear the system correctly for those that have hearing problems. She knows that in the end they addressed this and fixed it and she was able to pass her test.

Member Padilla wanted to clarify that the tapes would now be obsolete and Mrs. Keh responded that was true and also if he wanted his name of the list for a recording, to make sure she gets his name.

Member Cardona asked if there would be someone at the polling places on Election Day, to provide sign language during the voting process. Mrs. Keh responded that this was a great question and she would bring it to the recommendation board for review. Mrs. Keh stated that another option could possibly be to do this via Skype.

Member Hagen asked if there was a collaboration between Access Services and the Registrar Recorder to be sure they know where the voting sites are located. Member Lantz responded that there has been and there will be more collaboration. A full list of the voting sites will be given to Access Services so they are aware where they are located. She also mentioned the registrar office has done extensive research on the sites to make sure they are completely accessible.

Matthew Avancena asked Member Lantz to send the voting site list to Mike Greenwood once she has it.

PARENTS WITH DISABILITIES PROGRAM

Matthew Avancena stated that the Board of Directors brought up this item at the December 2019 meeting. The item was tabled so the Board could discuss it more. This item will be brought up and discussed at the February 2020 meeting.

CAC COMMITTEE UPDATE

Member Baldwin gave a summary of the draft changes for the Bylaws that are included in the agenda packet. He hopes they can make a motion today to approve these recommendations. He highlighted the major recommendations as attached on the Agenda packet and discussed some of the sections that were changed.

MEMBER COMMUNICATION

Member Lyons made a comment by stating that she thought they needed more diverse people in the CAC committee such as vets and more ethnic members. Member Baldwin stated that change was made in Article 3, Section 1.

Member Francois asked what the Chair will be reporting at the meetings and was wondering the way it worked. Member Baldwin stated that this was not something in the Bylaws but up to the discretion of the Board.

Member Goeman asked for clarity in Section 2.4. Member Baldwin responded that they left everything as is but they added a section that says, "the QSS will select a member to report activities, recommendations at the following CAC meeting using the format requested by the CAC."

Chair Garcia thanked Member Baldwin for all his hard work in leading the discussion on this subject and making all these recommendations.

Member Baldwin called for someone to make a motion to accept all the changes and recommendations made to the Bylaws by the subcommittee. He wants these recommendations to be sent to the Board for approval.

Motion: Member Goeman
Seconded: Member Lyons
Motion: Passed

CONFERENCE ROOM FOR JANUARY

Matthew Avancena announced that at the December meeting he had made an announcement to inform the CAC members that there would be no conference room available at Metro for parts of next year 2020. It was an error and thanks to staff member, Fayma Ishaq, they were able to book rooms for the meetings. Veronica Guzman-Vanmarcke explained that they would be meeting at the Plaza View room only four times in the 2020 year. There are also two meeting time changes. The months of February and November meetings will be from 2p.m.-4p.m.

MEMBER DISCUSSION

Member Hagen asked what they would do with riders who normally attend the CAC meetings and don't have internet availability to make sure they don't show up at the wrong time. Matthew Avancena proposed they record this on the infoline since that is what they normally do anyhow.

Member Hagen asked what that number is and who knows about this infoline. Veronica

Guzman-Vanmarcke responded that riders do call the infoline regularly and many are aware of its existence. Mrs. Hagen suggested that they add this time change information to the on hold reservation line as well as have the Customer Service reps provide this information to the callers.

Member Goeman asked that the infoline be recorded earlier in the month so that they have the information with enough notice. Veronica Guzman-Vanmarcke responded that she would begin recording at the end of the previous month instead so that the information is accessible earlier.

Member Baldwin stated that it is very difficult for him to attend late meetings in the LA region because the afternoon traffic back to the eastern part of Antelope Valley makes it very difficult for him to return home.

Member Lantz stated that she understands how hard it is to find a free place to meet on the exact meeting day and time is not easy. She can try to find something for the month of November but she knows that it will be difficult. She suggested the Disability Rights California office building but the parking around the area is a nightmare and not very safe.

Member Conrad was wondering if for those two months where the meeting would end at 4pm, it would be ok that they meet at the El Monte location (Access Services).

Member Padilla shared Member Baldwin's concern about the traffic going all the way to El Monte from so far away but being that it is easily accessible to him at the moment, he does not object for the meeting to take place in El Monte.

Member Lyons asked Member Lantz about the church in Los Angeles. Member Lantz responded that the parking was horrible at that location.

Member Lantz made a comment by clarifying that essentially, the time change is only for two months out of the whole year.

Member Hagen stated that the parking in El Monte is not very good and that is an issue in itself. She suggested they provide a shuttle for the attendees to get to the building.

Member Lantz stated that the problem with a shuttle is that they are all coming from different regions of Los Angeles and El Monte is not very central.

Member Goeman asked if it would be only the February and November meetings that would take place in El Monte. She also asked if they would still be able to provide coffee service and snacks for the meetings at Metro despite the time change, being that they close at 3pm. Veronica Guzman-Vanmarcke responded they would but they would pick up the snack items around 3:15pm during the meeting.

Member Aroch asked if they have the meeting in El Monte, they would be able to have the meeting at its original start time versus the later time at Metro. She explained that that they would have to sacrifice something one way or another and a decision needed to be made. Either the time or the location and they needed to take a vote.

Member Baldwin stated that he would be willing to be sacrificed either way because neither option is convenient for him.

Member Hagen made a motion to stay at the Metro location for the proposed late afternoon time slot for the month of February unless another central location becomes available.

Motion: Member Hagen
Seconded: Member Lantz
Opposed: Member Aroch, Goeman, Conrad, Padilla, Lyons
Abstain: Member Francois and Almalel
Motion: Passed

Matthew Avancena clarified that it would probably be difficult to find an alternative location for February since it is such a short notice. Unfortunately the conference rooms in Metro are in high demand. He explained to the CAC members that they would only be meeting this late in February and November which traditionally is dark. Therefore, they do not usually meet in November.

OPERATIONS PERFORMANCE UPDATE

Alex Chrisman, Project Administrator, presented the Operations Performance Report for the month of December 2019.

The December highlights included:

- Access hosted two community meetings, one in Santa Clarita and one in West Central;
- They received 30 new Dodge Caravan vehicles;
- They had a severe weather tabletop exercise with contractors to prepare for emergency situations;
- They had a winter storm during the month of December and one the day after Thanksgiving which they had to take special steps for.

MEMBER DISCUSSION

Member Hagen asked what the difference between vehicle trips vs. passenger trips. If it was due to PCAs or shared rides. Mr. Chrisman responded that the vehicle trip is a trip and the passenger would be the Access rider which could include PCAs, guest, etc.

Member Francois asked why they are at “11” with regards to reservations outside of the one-hour window time that was requested, if they are just one month into the fiscal year. Mr. Chrisman responded that they go by a fiscal year system not a calendar year. This goes back to July 1, 2019.

Member Goeman asked where he was getting the number of 79 seconds on hold calls. She usually has to wait way longer than that. Mr. Chrisman responded that this is the total average hold time.

Member Padilla asked about the on-time performance and what was considered on-time whether it was in the 20-minute window or the actual time when they arrive. Mr. Chrisman responded that this is taking into account the 20-minute window so that the 21st minute the contractor is not considered to be on-time.

Member Hagen expressed that it would be interesting to see the difference of a vehicle arriving on-time, on a scheduled pickup time versus those who are in the window. She asked if they have this information. Mr. Chrisman stated that they could provide this information in a future meeting.

Member Almalel doesn't know if the Northern region has updated their hold times for reservations because when she calls, they offer an estimated hold time but then they give you a new estimated hold time once you surpass that time. She asked if it was cumulative for the entire time they are on-hold. Mr. Chrisman responded that he would find out and let her know.

Member Lantz asked if the new vehicles are designated and divided into geographic areas. Mr. Chrisman responded he would verify but it is his understanding they are spread out evenly through the regions.

Member Francois clarified that if they are evenly distributing the new vehicles then they are not addressing the needs of each region because some regions have more needs than others. Mr. Chrisman responded that he is only aware of the response he gave and doesn't have the exact details on how the vehicles are distributed but will confer with their fleet department.

Member Lyons thanked Access because they still provided rides despite the snow and they really came through.

MEMBER COMMUNICATION

Vice Chair Fofoa expressed she was happy to be there and in good health.

Member Baldwin stated he appreciated the good health wishes versus the happy new year ones. He also made an announcement that 2020 is the 30th anniversary of the ADA

signing, July 26. Their center is planning an event and he stated that this was a significant anniversary.

Member Lantz stated that she is happy to be part of the CAC and looking forward to seeing all the great things they will be doing.

Member Francois stated that for 2020 her motto is "moving forward" and therefore will be expressing this for the whole year and looks forward to it.

Member Arrigo wished everyone a good New Year and he looks forward to the New Year with the CAC.

Member Conrad stated that in the Northern Region they provide 8 digit confirmation numbers and finds that is difficult to write down quickly. He prefers the 6 digit numbers in the other regions. He hopes they can do something to change this despite having a different program system.

Member Goeman has problems with the online booking again and also problems getting the app to open. She is not sure if anyone else is having these problems.

Member Hagen thanked Chair Garcia for doing a great job and for bring captioning to the CAC meetings. She wished everyone a happy new year. She was also grateful to the Chair for remembering the rider Maggie and dedicating this meeting to her.

Member Almalel was grateful for everyone's input during the meetings and is also grateful for the captioning. She asked that the set-up of the room be more practical so that they can move around better.

Member Aroch made a comment by stating that the Parents with Disabilities program is a great program but needs to be extended to the rest of the region or else it becomes a VIP program which is not fair. She feels that the program has been going on for too long for it to still be a pilot program. She is happy that this program is finally going to be extended and the Board is paying attention to this issue. She wished everyone a happy new year and a happy Chinese new year coming up.

Member Lyons made a comment by stating that at the Long Beach Aquarium there is an expo on January 26. She asked why she didn't get a pin and a Christmas card this last year for the holidays.

Member Padilla wished everyone a happy new year and is very happy to see the new technology that Access is using to help the riders.

Chair Garcia asked if a recording can be added to the on hold message about the CAC meeting for change in start times for the February meeting. She also asked they add the infoline phone number for the riders to have.

Matthew Avancena responded that they will provide the infoline number to the CAC members but as far as adding the number to the on hold messages, he is not sure as they have a lot of on hold messages already. They are currently in the process of implementing the revised messages.

NEW BUSINESS RAISED

Member Lantz announced there were voting materials available for people to take. She also encouraged the attendees to try out the demo that was brought out of the new voting system.

Veronica Guzman-Vanmarcke asked the CAC members to give her their names and info to forward to Julie Keh from the Registrar Recorder if they wanted to receive a recorded ballot.

Chair Garcia encouraged everyone to try out the voting machine so they can test it before the actual election.

ADJOURNMENT

Chair Garcia asked for a motion to adjourn the meeting.

Motion: Member Goeman

Second: Member Hagen

The meeting adjourned at 3:00 p.m.

FEBRUARY 10, 2020

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

SUBJECT: CAC SUBCOMMITTEE UPDATE - FEBRUARY 2020

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 Foafoa 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 5th 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 can information be aggregated to look at the riders experience in length of travel time.

Subject: Summary of the June 20, 2019 Operations and Bylaws/process subcommittees

In attendance were CAC subcommittee Chairs Hagen 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, Rachele 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 Foafoa

Others in attendance; Rachele 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 “miss-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.

Subject: Subcommittee summaries for January 2020

Access staff and subcommittee members discussed the draft bylaws which was included in the January 2020 agenda packet.