

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 9, 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/81673507088>

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

Meeting Number - is 816 7350 7088

***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 March 12, 2024	Action	5-16
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
13	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	Rides to and from Abilities Expo - Rogelio Gomez	Presentation	

10	7.	Adjusting the transfer times to and from Santa Clarita and Northern Region - Mike Greenwood	Information
10	8.	Operations Report - Kristy DeHaro	Information
11	9.	Future Agenda Items - CAC Members	Information
10	10.	Member Communications	Information
6	11.	Review draft CAC participation materials - Matthew Avancena	Information
8	12.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	13.	Adjournment	Action

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

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 agendized 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."

***NOTE**

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

How to Provide Public Comment in a CAC Meeting via Zoom:

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/81673507088>
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.

Note: Members of the public will not be shown in the video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or
+1 312 626 6799 or +1 929 205 6099 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll
Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: is 816 7350 7088
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 March 12, 2024 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, Vice-Chair; Terri Lantz, Olivia Almalel, Kimberly Hudson, Gordon Cardona, Maria Aroch, Bhumit Shah, Scott Barron, Jesse Padilla

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

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Gina Breceda, Karen Gilbert, Susanna Cadenas, Eric Haack, Art Chacon

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF MARCH 12, 2024

Chair Hagen asked for a motion to approve the February 13, 2024 minutes.

Motion: Member Padilla
Seconded: Member Hudson
Abstention: Member Cardona
Motion: Passed

MEMBER DISCUSSION

Chair Hagen stated that some of the comments made were not accurate. They should be looked at once again and revised if needed.

GENERAL PUBLIC COMMENTS

Andrea Windgreen made a public comment by talking about service dogs in very small and compact cars. She was picked up at the end of last month and there were two other

passengers besides herself. The second pickup was a visual impaired woman with a seeing eye dog. The driver said she didn't know how big the dog was. The rider was crammed in the front seat with the dog because there were already two people in the back. The dog kept trying to stretch his neck over to the driver's side because he couldn't fit, and he was panting. He was agitated, and the dog had to ride there for so long. They should have put them in another vehicle.

Lisa Anderson made a public comment by stating that she went on a shared taxi ride, and they always wanted her to sit up front. She has anxiety issues about getting into a car accident. She doesn't want to be put in the front anymore.

Fernando Roldan made a public comment by stating that at the Abilities Expo coming up this weekend, they should not have only one provider handle the riders at the expo. He would like to see all six providers help to make sure they take their clients to the LA Convention Center. He also stated that there was a driver picking him up on the driveway, blocking off the driveway. His neighbor got mad and of course made a complaint. He doesn't know how he will be picked up because that is the easiest way. He asked for an evaluation of the driveway. He was denied by Metrolink requesting another disability advisory group. He asks them to speak to suggest it to them.

Tyra made a public comment by stating that the new Access vans are great for clients that are not able bodied. She knows someone who is not able to transfer out of his chair so it's really good because it's way bigger and he could just roll straight on in.

BOARD MEMBER REPORT

No report was given this month.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated he wasn't there last month because Randy Johnson and he were in Washington DC. They met with the congressional offices of both US Senators and had meetings with the Federal Transit Administration, specifically the Office of Civil Rights, and the Department of Intergovernmental Affairs. They talk to people about Access Services and what they do. In quite some time they were accepting earmarks and are funding that Congress sets aside for specific projects in their districts. For a long time, they had banned the use of earmarks in Congress, but they came back last year, and they did submit a request for \$3 million for the Antelope Valley paratransit operations maintenance facility in Lancaster. They did this through the office of Congressman Mike Garcia, who represents Santa Clarita and the City of Lancaster, and also US Senator Alex Padilla. On Friday they had some good news, the President signed what was called the Consolidated Appropriations Act of 2024, which combined six spending bills into one big bill. Their earmark was included in the fact that they were

successfully able to get a \$3 million earmark for the Antelope Valley facility. He thanked Congressman Mike Garcia, Senator Alex Padilla, and Access staff who worked on this project including F Scott, Randy and Rick, who contributed to the success of getting the earmark. It goes to show that the general strategy, which has been supported by the Board to purchase property in the Antelope Valley was helpful. The Board also supported staff's decision to establish a facilities and construction fund.

MEMBER DISCUSSION

Member Barron asked if they could repeat the part about the construction fund. Andre Colaiace stated that it was very smart of them to purchase property for the Antelope Valley facility, and the second one was to establish a facility's development and construction fund. Those two elements really helped them succeed in getting this earmark.

Members Cardona, Hudson, Padilla and Vice Chair Lantz thanked Andre Colaiace for the great news and congratulated them.

RIDER NOTIFICATION

Susanna Cadenas stated that Access has a section on the website that allows them to sign up for alerts related to Access news and business. Currently, riders can sign up to receive notifications through Constant Contact for items such as monthly meeting agendas or newsletters. However, the current list incorporates items that may not apply to all Access riders. Some notifications are geared towards non-riders, such as vendors. They will be adding a landing page that will allow a user to select and differentiate whether they are a rider or a non-rider, and they will be able to see an appropriate list of notifications applicable to the user.

PUBLIC COMMENT

Lisa Anderson made a public comment by asking if Access has audio notification, for people who are visually impaired as well as for the riders who are completely blind.

Victor Dominguez made a public comment by asking if once this is rolled out, they would be able to have the opportunity to receive notifications. Susanna Cadenas responded he would.

MEMBER DISCUSSION

Chair Hagen stated that one of the improvements will be that with a smart phone, they will have talk back and voice over to help read the screen. This way people with visual disabilities can have access to the notifications.

Member Cardona stated, "This is great, much better than getting things via mail."

Member Hudson asked if they sign up for notifications if they will get them more than once a day or will they be emergency messages only. Susanna Cadenas stated they will be strategic as far as what's sent to the riders. They don't want to bombard riders with multiple messages. They can choose what they want to receive themselves.

Member Almael asked if the notifications will include any links with them. Susanna Cadenas stated that it is a possibility that they could include links with more information.

Member Padilla asked if anyone could sign up for this. Susanna Cadenas stated that they haven't updated it yet, but they can already sign up for the notifications. They will make any changes according to their suggestions.

Chair Hagen asked that they add a second person to be able to sign up to also receive notifications for the rider, like a caregiver or family member. Especially for those that don't have access to the notifications.

Susanna Cadenas stated that when talking about service announcements, it allows the opportunity for Access to send notices. If they start adding more to the list, that's when they might be bombarding customers with more information than they may want to receive. The only thing that might be specific is eligibility renewal reminders and coupon order fulfillments because those would be done internally.

Chair Hagen asked if people who have no shows can get notified so they know they need to address them and how. Susanna Cadenas responded she will note this to make sure it continues.

Vice Chair Lantz made a comment by stating that there are riders that need assistance, so it is very important to send the message to their aid or whoever they list.

Member Almalel asked who they should contact if they want to give feedback on the notifications received. Susanna responded it would be her.

Chair Hagen asked if someone is unable to do it by themselves would they be able to ask Customer Service to sign up for notifications.

Member Padilla asked if there are notifications for appointments especially for renewals. Susanna will add that to the suggestions.

Member Cardona stated that when someone books a ride, it would be useful to get a notification with the ride info and trip details.

FAQ TOPICS FOR ACCESS WEBSITE

Matthew Avancena provided an update on the Website subcommittee. They discussed the website landing page, or the home screen. There were issues with how the buttons and topics were organized. They have streamlined those topics and Josh Southwick showed the new design for the website. The consensus was that they really liked the new website but had concerns with readability. One of the things that the subcommittee asked was they wanted to add an online reservation button as well as a Call Now customer service number on the website. They are looking into how that would work from a technological viewpoint because they are allowing the customer with the press of a button to call customer service. The acronym FAQ is quite common in a lot of documentation. They had frequently asked questions the subcommittee thought should be incorporated into the website, and he is taking suggestions. The FAQ topics should be those topics or questions that always come up from a rider or applicants' point of view, so they don't need to search the entire website for an answer.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that one frequent question is "How do I get to work using Access services?" and "How do I get to work on time on Access services?"

Andrea Wingreen made a public comment by stating that they should add directions on how to plan your trip. She has trained some new riders herself because they plan their trips as if it's in a private car and they would arrive in a half hour. They don't understand it will take hours instead. They can add details like travel time and wait time under FAQ as to how to plan your trip in detail.

MEMBER DISCUSSION

Member Cardona asked, "How about having a chat feature on the website?"

Member Hudson asked how the chat feature would work and if they would have a staff member to answer the questions. Matthew Avancena stated that it was similar to calling the customer service line. Conceivably they can investigate that feature, but for those who would prefer to call someone instead of chatting instead of having to text and wait for the person to type their response.

Member Cardona stated that it was difficult for some riders to call so the chat option is ideal. Susanna Cadenas said they would be incorporating a text to chat feature for the operations monitoring center, especially for those that might not be able to speak over the phone. They are going to be using it for the operations monitoring center calls because they want to make sure that customers can get assistance. They will expand it afterwards and are expecting to be completed with this process in April. They will be reaching out to Gordon to get some information as far as his interest in participating in the pilot program before it goes live for all customers.

Member Hudson stated that the planning of a trip as suggested by a rider was a good idea. Maybe they can add suggestions on how to plan a trip. Chair Hagen said it was already included in the video. Member Hudson suggested they do it in written form though.

Vice Chair Lantz stated that it would be helpful for riders to go to the website and there could be suggested bullet points of things to consider when booking a ride.

Member Almalel asked if some any of the frequently asked questions sections have links to the videos that are being put together. Matthew Avancena stated they were already thinking about doing this.

Member Padilla made a comment by asking if they have an appointment, and get there too early, if there would be a way to put on the frequently asked questions suggestions on somewhere to relax or wait.

Chair Hagen said they could put tips like learning about the Braille Institute Library and the ability to listen to audio books while they are waiting. She suggested they think about some categories like the natural progression of a rider's cycle. Where do they start? Where do they start if they want to apply for Access Services? What do they need to prepare? Are there any documents or information that they could read to prepare

for an Access eligibility appointment?

Vice Chair Lantz thinks something should be done in writing that is short with bullet points before they take any actions on booking rides or applying.

Chair Hagen asked how many people went to the FAQ if they have problems or questions on a new website. Members responded they did look there for answers.

Member Almalel suggested she thinks it's important to link the Go 511 site that links them directly to the Access page where they can populate the pickup and drop off addresses and it will tell them exactly if it is an Access' service area.

Chair Hagen asked if it was accurate, and Matthew Avancena stated that it was linked to LA Metro's map.

Member Aroch stated she wasn't training riders but more being an advocate and helping them.

Chair Hagen encouraged people to reach out to Matthew Avancena for suggestions of questions like: How do you find your driver? What do you do if you got a no-show? What do you do if you were marked a no-show, but you were at the location? What are some things that you can do when you're going grocery shopping? And what are some of the tips on how to put some of the items on their mobility device? Ideas of how to deal with real-life situations. Where do I call to file a complaint? What happens when I am stranded? Where can I find information about upcoming meetings?

Vice Chair Lantz said she gets a lot of calls concerning eligibility and they don't realize they can call Access to have someone help them fill out the form to apply.

Member Padilla suggested tips on how to handle their eligibility appointment and what to expect. As well as knowing where the stand signs are.

RIDERS GUIDE IMPROVEMENTS

Matthew Avancena spoke on the redesigned or updated rider's guide. It has been about four years and since then, a lot has happened to Access. There's been a couple of technological enhancements that have been introduced to the agency like online reservation, Where's My Ride. He wants to take suggestions on the type of improvements they would like to see for the next revamp of the rider's guide.

PUBLIC COMMENT

Fernando Roldan made a public comment by asking them to do another town hall meeting specifically for the rider's guide and the frequently asked questions. They should get feedback at the ability expo for any questions on the rider's guide.

Victor Dominguez made a public comment by stating that he would like to add on the rider's guide and also on the frequently asked questions on how they can get notified whenever they have their appointment. Some of the people he meets with are elderly people and they don't get notified when they have their appointments. It would be more helpful for those people to be informed.

Lisa Anderson made a public comment by stating that they should add for people who have speech impairment, they get frustrated with them, and they should be more patient.

MEMBER DISCUSSION

Member Barron stated that a disabilities advocate, one of the things they do on their website for people that use screen readers, they index the chapters or certain information. This way, they can go straight to the indexed part of the rider's guide and look up the information, whether it's through your screen reader or on some other means. This would cut down on the calls for customer service, and it would increase independence and maybe get more positive feedback from the rider. Under FAQ he would like to add where they could report a bad experience and then Access would call the rider back within 48 hours to get their feedback on whatever their issue was.

Vice Chair Lantz stated that she doesn't think there's too much information in the rider's guide, but maybe the rider's guide needs to be reviewed and they need to look at organizing it a little bit better. She isn't sure if there is a table of contents since she hasn't seen a guide in a while but if they could review it in one of the subcommittees, she is sure they could improve it.

Member Padilla thinks 114 pages is a lot and maybe they could condense it.

Vice Chair Lantz stated that she isn't sure if there's a table of contents, but they might be able to write it more concisely. Whether it is a table of contents or an index where they can pinpoint where they want to go. They should also add an emergency or urgent information section.

Member Hudson asked if they could do a quick guide since the rider's guide is so big. She suggested this for people with dyslexia or any comprehension issues.

Chair Hagen asked Mike Greenwood if they had one. He stated they do not have one anymore. It was done away with. He also said there was a table of contents in the guide. Chair Hagen asked if there were tabs in the guide, kind of a directory has so they are

subdivided. She also had contact with the Braille Institute Library who has a recording studio so they can record it and riders could go into different sections of the guide to search for information.

Matthew Avancena stated that they don't have a deadline. They would insert the new information into guide and when they run out, they reorder new ones. Chair Hagen asked when the last time was that they did that. Susanna Cadenas stated the last order was in 2022 so every two years approximately.

Vice Chair Lantz stated that on the website the rider's guide and she suggested everyone went through it before the next meeting. The table of contents is missing things and there wasn't any emergency section for being stranded or canceling rides. Problem solving answers. It is not user friendly for people with disabilities.

Chair Hagen asked if they could have a quick guide made so they could take in their purse or wallet to help them quickly if they are stuck or stranded. She would also like to see a note section or if they have a comment then they could do so there.

Member Barron stated that if anyone has an issue they have a box where people can leave their issue and it gets sent to the customer service office. With the screen reader and some documents, they could put notes in the section. For the online version, they should leave a sticky note section where people can leave notes so they can remember where they have the question. Also, if they could do a tip of the day sent to rider's for those who sign up for notifications.

Chair Hagen stated that the changes should be done by staff. Maybe they can have a presentation if staff has a date or plans on rewriting it. The rider's guide has a lot of punitive language that needs to be worked on.

OPERATIONS REPORT

Gina Breceda presented the Operations report with the statistics. She spoke on some highlights like the new small Ram ProMaster vans being built for Access in Riverside. Two different orders are on the assembly line right now. An order of 58 vehicles is almost complete with 49 delivered as of March the 8th. The next order of 101 vehicles has started with 29 vehicles delivered so far. Once the two orders are completed, they'll begin work on the next order of 48 more vans. Next, the Access info line was updated with new information on standing order rules and how they function, and as well as how to submit a complaint and compliments on the Access website. The Access info line number is area code 213 270 6110. Lastly, Access held a community meeting on February 24th via Zoom with over 100 attendees. This topic ranges from the Access Bi-annual Customer Satisfaction Survey, OMC, to an array of question and answers.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he would like to reiterate that on the issue of shared rides, they are included because some of them still have complaints about how the shared rides are being handled. He stated it was a nice public committee meeting in February, however, he asks that Access make these meetings at least two hours so a lot of the people can still get their questions asked.

Andrea made a public comment concerning shared rides and a lot of complaints from drivers, who say they have a personal care assistant then they don't show up, which gives the person that space that they can't have now because that space is not being used. There are repeat offenders that do this.

MEMBER COMMUNICATIONS

Member Almalel is proud to be on the committee because in the next four years there is the World Cup and Olympics, so she is happy to see so much being improved.

Member Barron is happy to be a part of this committee and the hard work they are doing. If they are not a person who has a disability to put themselves in their shoes and think of ways to improve their life.

Member Padilla stated that the shared rides are getting worse and it's something they need to look into. Also, they need to plan for rides for the upcoming elections.

Member Hudson wished everyone a great time at the abilities expo.

Chair Hagen thanked everyone for participating and being a part of committee.

Member Cardona stated that there will be an adaptive sports fair on April 13 at Long Beach City College and another sports festival on April 27 and 28 in Santa Clarita.

SUBCOMMITTEE UPDATES

Karen Gilbert presented the Eligibility subcommittee and stated that page two, section three was revisited. All members agreed to remove question one. Question three and four regarding distance will be more specific and question six will be divided into categories. Page three, question three is going to have more options. Question four, under mobility devices will be removed. All suggestions for changes were emailed to members. At the next meeting, which is scheduled for March 27th, they will verify that everyone agrees with the edits they've made thus far.

Susanna Cadenas presented the Customer Service subcommittee gave an update on their discussion started with a couple of items that intertwined with what information is communicated by the dispatchers at the provider sites. Members mentioned the need for OMC to gather specific details during ETA calls such as the vehicle number and type, location of vehicle, and how many share rides are expected. They did discuss how

information regarding shared rides may cause riders unnecessary frustration if there's an unexpected change to the route. They discussed how no-show outcomes should be validated with dispatch. The committee felt OMC should confirm that trip instructions were followed before the no-show was approved. Instructions, meaning the driver's wait at the correct landmark or at the right side of the building and whether a call out was made and to what number. They discussed the use of Skype when OMC is communicating with dispatchers to have more visibility of what is occurring. However, they think this could present some challenges and ultimately should focus on setting some requirements for the dispatchers to follow when providing trip details and outcomes.

Mike Greenwood gave an update on the Operations subcommittee. On February 14th, they met and most of the discussion was on early arrivals and if the vehicle arrives early and the rider is ready to go early, what can be done to facilitate that early pickup. They have been brainstorming on that and staff have a couple of things to investigate and come back at the next meeting with a recommendation that might result in an improvement of service. The subcommittee also met on March 6th and the discussion at that meeting was on ETAs. There was a consensus that ETAs are not always consistent with the information given to the rider and there's some frustration that they're not always getting an accurate ETA. They brainstormed on the issue and some potential solutions. Staff is now working on a couple of items that we think will result in an improvement in ETAs.

Matthew Avancena gave an update on the FAQ topics on the website. For the video/communications subcommittee, they left off on the missed trips portion of the script. They did an introductory wording, on what exactly is a missed trip. There are four bullet points that address what a missed trip is. There was some concern from subcommittee members that if they were to include all of these into the video, it could potentially be confusing to the viewer. The consensus was they should just go straight to providing an example of what those are and they can supplement that with a video or an illustration on those various examples.

MEMBER DISCUSSION

Chair Hagen told Susanna Cadenas that in the committee member comments or questions on the subcommittee reports, she thinks it wasn't just the call out. It was the call out and the no-show verification call.

Member Hudson asked to be called back for the survey and they never did.

Member Cardona stated that "OC Access asks when you need to get to the destination, and they suggest right time to get you there on time."

PUBLIC COMMENT

Lisa Anderson made a public comment by asking if she could be contacted for the survey. She would like to talk to someone about it.

Fernando Roldan made a public comment by talking about shared rides and Access using the same system as OCTA Access, the one in Orange County. It is effective as you can put on there what time you would like to arrive at your destination. He would like to see more PDF or DocuSign files so they could verify information for them quickly.

FUTURE AGENDA ITEMS

Chair Hagen presented this item.

MEMBER DISCUSSION

Vice Chair Lantz stated that they should take some time and review the rider's guide.

Member Padilla wanted information on scheduling rides to go vote before November. Vice Chair Lantz asked if she wanted her to schedule an appointment for them to come out in September or October to inform the members.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Hudson made the motion to end the meeting. There was a second by Vice Chair Lantz. The meeting was adjourned at 3:15 p.m.