

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 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/85447493700>

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

Meeting Number – is 854 4749 3700

***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 December 12, 2023	Action	5-17
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
13	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	Where's My Ride App Update - Thomas Lee	Information	

15	7.	Access Community Meeting - Randy Johnson	Possible Action
11	8.	Operations Report - Cindy Chan	Information
10	9.	Member Communications	Information
8	10.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Matthew Avancena, Mayra Perez, Eric Haack	Information
1	11.	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."

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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/85447493700>
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.

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1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:

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3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.

4. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

5. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting December 12, 2023 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:06 p.m.

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Terri Lantz, Olivia Almalel, Kimberly Hudson, Gordon Cardona, Jesse Padilla, Maria Aroch, Wendy Cabil, Bhumit Shah

CAC Members Not Present: Jan Johnson, Rachele Goeman, Scott Barron, Michael Conrad

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Andre Colaiace, Art Chacon, Karen Gilbert, Susanna Cadenas, Eric Haack, Rycharde Martindale

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF NOVEMBER 14, 2023

Chair Hagen asked for a motion to approve the November 14, 2023 minutes.

Motion: Member Hudson
Seconded: Member Padilla
Abstention: Vice Chair Lantz, Member Cardona
Motion: Passed

MEMBER DISCUSSION

Chair Hagen stated in the executive director's report, it sounds like her comment started in mid-sentence, so if she could listen to her comment once again, it just doesn't seem to make sense. If she could please correct that. Additionally, Andre Colaiace asked a question about the format of the annual meeting, but she didn't see it.

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that in terms of the pickups and drops off, November and Decembers are probably the heaviest times when there are a lot of people and unfortunately, he is seeing a lot of late pickups. He asked if they could continue to investigate this matter. He asked them to extend more weekend travel times during the holidays in the Antelope Valley in Santa Clarita regions. Concerning the Access to Work program, he thanked Eric Haack for his presentation. He also added that on January the 13th at 1pm, they are going to have special memorial services for Lilibeth Navarro in Chinatown and if anyone would like to participate. Please call Cal Life as soon as possible over at 213-627-0477 if they would like to RSVP for that day.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace gave his executive director's report by speaking on the accomplishments that both the CAC and Access staff had made this past year. He thanked Access staff for their hard work with the CAC and the various subcommittees that have been initiated. He also thanked the CAC members for their hard work. This is not a comprehensive list of accomplishments but some examples. They made significant changes to the online reservations. Freeform address typing is now available on the web and all addresses are now available and providers dispatching systems. They don't have to call to put in an address they have not traveled to. In terms of the Where's My Ride app staff did work with the CAC to modify the interface to black and white to make the techs easier, to make it more to enhance the contrast. Trip Reservation and Cancellation is now available in all regions except in Santa Clarita. In terms of operations, staff implemented new contract requirements to reduce long share rides and now staff are auditing a poorly routed trip. The CAC supported Access's proposal and in fact suggested that they extend the eligibility term from three years to five years in the new eligibility contract and that was included. Access eligibility is now going to be five years instead of three years, which is a big change, which makes things more convenient for the customer and saves the agency quite a bit of money going forward. Finally, he spoke on a recent meeting they had on the Olympics. They met with Metro staff who oversee the 2028 Olympic and Paralympic concept plan, which outlines Metro's vision for the 2028 games. They also met with Sam Morrissey, who's the Vice President in charge of transportation for the Olympics. They are still looking for an appropriate facility project in the basin that could be included in a metro funding request to Congress for the Olympics. It's still a tight market for real estate, but

they continue to look because this is a unique opportunity for them to find a facility project in the basin that they can get funded by Congress to support the Olympics. They also discussed the need to integrate Access into the operational planning for the Olympics and Paralympics, particularly the site planning for Olympic events. They found out the security perimeters surrounding each site could be quite large, so they must make sure their vehicles are able to access the facilities for those who want to attend the games and who are participants of the games. Metro Staff did say they would be putting together an operations group next year, which will hopefully be comprised of both Access and the municipal operators.

MEMBER DISCUSSION

Vice Chair Lantz thanked Andre Colaiace for his leadership and stated that Access staff have worked very hard and have been very patient. They are very happy that the things that were accomplished this year and she thinks that the collaboration is such a positive mark of his kind of leadership. She looks forward to the new year.

Member Cabil stated that all the progress sounds exciting and looks forward to the new year too, to see what new things are transpiring. She thanked them for their efforts and for listening.

Member Hudson echoed what everyone said, and she appreciates his report because it gives them a larger picture of what's going on and helps them see what the future may hold. She is looking forward to being involved this year.

Member Padilla stated he is looking forward to the new year and he is glad to see that that was put in place to reduce the number of share rides and the poorly routed trips because his friends from the Lincoln Training Center, are experiencing a lot of shared rides and it makes them late to work.

Member Almalel stated she is echoing everyone's sentiments, and it's a privilege to be part of the committee. She is really looking forward to the Olympics and the Paralympics to see how they can get involved with that. She is willing to help with anything. She asked if on the online reservations, the freeform typing is up for online booking. Andre Colaiace responded that they changed it to be more like Google Maps where they can type in any address and if the address exists, it'll populate it. Member Almalel stated that she was attempting to do it at the moment but it's not letting her freeform type. She will call customer service later to see if she is missing something.

Member Hudson stated that sometimes it doesn't work correctly. Andre Colaiace stated that if this happens, they should call customer service asap so they can try to fix the glitches immediately. The closer in time that it happens is the best so they can catch it. He asked them to email Veronica Guzman-Vanmarcke or Matthew Avancena.

Chair Hagen asked them to keep an eye on this problem so they can report it asap and try to fix this problem. She asked if there was a way for riders to participate in giving input for the Olympics. Andre Colaiace responded that Metro might be putting together an accessibility working group, but he hasn't heard anything yet. Chair Hagen asked the CAC to let her know if they would be interested in participating when this happens.

RECOMMENDATIONS FOR FUTURE AGENDA ITEMS

Chair Hagen and Vice Chair Lantz presented this item by asking for future recommendations from the CAC and the community for the year 2024. She thanked the committee and Access staff for all their contributions. She would like to bring some of these issues to the subcommittees for deeper discussion.

MEMBER DISCUSSION

Member Hudson stated that the issue on stranding was a very useful discussion, but they can bring it to a subcommittee for a deeper dive into the topic. Chair Hagen responded they are discussing this subject in the Operations subcommittee with the participation of Mike Greenwood and Rogelio Gomez. Member Hudson asked if they should maybe bring it to the whole CAC to get more input from the public as well.

Chair Hagen added that this is why they bring subcommittee reports to each meeting so that they are updating them on the progress of topics.

Vice Chair Lantz stated that a topic that has been discussed before is getting more input on when they can discuss same day rides, the way it was done during the pandemic. She has had a lot of people approach her with this subject.

Member Cabil stated that she would reflect on this question and bring some ideas in the future.

Member Padilla asked for an updated roster and Veronica Guzman-Vanmarcke will provide an updated 2024 roster to all members. She asked them to send her any address changes if they have any.

Chair Hagen stated that negotiating rides is an important topic of discussion. Negotiating pick up times or reservation is something that is important because it is

always unknown and also because they need to figure out a way to not have a ride at the times requested.

Vice Chair Lantz asked if there was any interest in bringing someone from the LA County Registrar and Recorder's office to one of their meetings and to give a presentation on all the changes in the new voting system. She wonders if there is any interest in that for the upcoming 2024 elections.

Member Hudson asked if Access offers free rides to vote. Vice Chair Lantz responded that in the past these trips have been offered at no cost to the rider. Metro has done that, so Access has followed suit.

Susanna Cadenas responded that they do provide free transportation to and from the voting places. They do advertise the free rides prior to the election. Chair Hagen asked them to discuss this in a future meeting so that they know how far in advance and how it is advertised.

Vice Chair Lantz stated that she and Member Barron serve on a specialized committee at the LA County voter registrar's office dealing with persons with disabilities and accessible voting. She would like some sort of ad hoc meeting to be created, early in the process and have Access staff so that we can feed all the information out to people early for the national election. She will get all the voting information and dates to discuss at the next CAC meeting.

Member Padilla asked when voting day is. Member Hudson stated that now voting is spread out on days. Vice Chair Lantz stated that there is now early voting and she will speak more on the new information when they discuss this.

Chair Hagen stated that she didn't want to veer off the subject but this will definitely be added to the list of discussion items.

Member Almalel stated that they can go to LAvote.gov to see the list of upcoming Los Angeles elections. She asked if they are looking into the software used to dispatch or to route trips for the upcoming day because it seems like the batch dispatch in the Valley is a mess when it incorporates trips. She was wondering if there was a way to fine tune or maybe check algorithms to find ways to alert dispatchers, so they know that they're coming dangerously close to exceeding travel time.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that a topic they should discuss is the same day reservations as it is a service that can be done.

Mel Bailey made a public comment by stating that he looked on the Access website and there is no information on there to see how they can recommend someone for a

spotlight or an award.

MEMBER DISCUSSION

Chair Hagen asked if there was a way to make any recommendations. Susanna Cadenas responded that the contractors do the recommendations, but they are open to accept any recommendations from any committee members or staff.

HOW TO INCREASE PARTICIPATION FROM THE PUBLIC

Chair Hagen asked how they can enhance participation from the community and have more riders give input. She would like to hear their experiences, ideas, and solutions.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that in the past year Access has done a better job by allowing the public a place to speak. He does feel like they speak and are not heard. He recommends that when comments are made by the public, they agendaize these items for future meetings. He suggests more townhall meetings so they can answer questions as well.

MEMBER DISCUSSION

Member Hudson stated that she thinks part of the issue is that it is difficult to access the zoom link and she believes it is buried on the website.

Chair Hagen was thinking about doing an email format where they put together something simple on why they need rider participation and how to participate in the meetings. Member Hudson added that they should include the time in the meeting when they do take public comments so that people connect then.

Chair Hagen responded that they do begin the public comment at the beginning of the meetings. Veronica Guzman-Vanmarcke responded that the public comment is taking at around 15 minutes after the meeting begins.

Member Cardona stated that the zoom the link on the agenda is not clickable and Veronica Guzman-Vanmarcke responded she tests it each month and it is clickable. Member Almalel confirmed that the zoom link was active on this month's agenda.

Vice Chair Lantz stated that the online link does not work that well sometimes and she has clients that say the same thing. She asks them to put something out so that the general information is put out to the riders. They can send it out in bullet point, like a cheat sheet. She would really like the agencies that some of the CAC members are connected to also advertise the meetings.

Chair Hagen suggested they have something similar to a flyer to have the communities be able to send it out themselves.

Member Almalel stated that she belongs to a few Facebook groups, like national spinal cord injury groups and local nonprofits. She adds a shortcut snippet of the link, the time, the topics they are going to talk about for all the local people. A flyer would be helpful and then on the website they can click on the link for the upcoming meetings. But it would be nice if it said click here and it is highlighted in a teal or yellow color. It's not easy to know that it's clickable but just make it more visible.

Vice Chair Lantz asked if they could create an ad hoc meeting to create a flyer that they can distribute. Chair Hagen responded that they can't because it is not on the agenda, but they can add it to a future agenda.

Member Almalel asked if they could add a button where they can add a commendation, a complaint or concern. Something they can click quickly to leave input. They can additionally add the meeting information as well.

OPERATIONS REPORT

Barrett Tate gave the Operations report with the statistics. Some of the highlights that he shared were the monthly audits, which are meant to ensure that the call takers are not disconnecting the calls during the last hour of operation at the contractors. All 61 observations in October were handled appropriately or above Access standards. He pointed out that all negative observations are sent to the contractor for corrective action. The Access Annual membership meeting was held virtually on November 1st. Ms. Sonia Hackett, the call center supervisor for Global Paratransit in Access's Southern region, received the Spotlight Award during a special presentation at the meeting. This award was given to her in appreciation of her commitment to the process improvement and of course her dedication to superior customer service. The next highlight was Access Board member Dolores Nason and Emergency Management Coordinator, Alex Chrisman attended a disabled and functional needs meeting in Long Beach at the City's Emergency Operations Center. The meeting focused on emergency management and preparation and was a great opportunity to expand their prior networking efforts. Lastly, Access staff distributed gift card incentives in the middle of November to call takers and dispatchers at these contractors. This distribution is based on the quarter one performance and meeting KPIs from July through September. 183 customer service representatives and 47 dispatchers received these incentives. He thanked the contractors and staff for their hard work.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that he appreciated him describing the picture he showed on the slide. Secondly, he agrees with the award that Ms. Sonia Hackett received from Global Paratransit. Global is a top-tier service provider and

under the direction of Mr. Garcia his experience is great. Real-time video utilization in the vehicle is advisable because they would be able to resolve important matters at the moment. Lastly, he stated that being late an hour or more is a prolonged period of time for someone standing in the dark. Sometimes they are not in the safest of situations and have to stand out there for an hour before I'm contacted. They are only given five minutes and Access already gives themselves 20 minutes, but he feels that if dispatch is doing their job, they should inform them earlier.

Fernando Roldan made a public comment by stating that many pickups and drop-offs are not accurate. Another concern about when it comes to late pickups or no-shows is because sometimes because of those GPSs, the drivers are in the wrong place or in the wrong area. He also requests them to go to all 6 providers and see how they are performing. He stated that, "If you see something, say something."

MEMBER DISCUSSION

Member Padilla asked how many excessive share rides have occurred within the past month until now. Barret Tate responded that they have observed 45 over the past month and 84% of those were handled correctly. Chair Hagen stated that was not the question asked.

Mike Greenwood responded that Barrett reported for October was at 3.8% of trips system-wide were considered excessively long. To answer Member Padilla's question, he's talking about excessive shared rides and there's no direct statistic that reports excessive shared rides. The closest thing they have is how they measure comparability to fixed route bus, and that is the statistic that Barrett referenced, the 3.8% of trips. They exceeded fixed route travel time. His reference was to an audit that was done formerly known as late four. Until a couple of months ago, they weren't even checking that. This is a new audit that was put in place to respond to feedback we got from the CAC that they needed to elevate their monitoring of that to make sure the contractors are doing what they're supposed to in regards to that. These are two different issues being discussed.

Vice Chair Lantz asked when they start making those calls. Was it at 45 minutes or an hour. How late is the ride by the time they make those calls. Regarding their current audit, the policy specifically states that they have to proactively contact the rider. It is within an hour window regarding how late the trip is going to be. The steps they follow are essentially ensuring if the contractor proactively contacted the rider to advise them that the trip will be late. Then if that trip is documented and the call is in fact on record, but as long as it's proactive and it's within 60 minutes of being late, then that is constituting or that's the policy that they follow for excessively late trips.

Chair Hagen asked if she had a 10am pickup would she receive a call anywhere between 10-11am or between 10-11:15am. Mike Greenwood responded they would get the call up until 11:20am because of the 20-minute window.

Chair Hagen responded that they should call it what it is which is the rider might wait up to an hour and 20 minutes, not one hour. She doesn't care if it is a window or not, it is experienced time. They cannot ignore that someone has already waited 20 minutes.

Member Hudson stated that it is particularly important if have to go to the bathroom, because on an excessively long trip, and it is an excessively long wait time. If you are informed for a reasonable amount of time, this could allow the rider to go to the bathroom and still not miss their ride.

Member Shah stated that brought this up several months ago and he knows it's a big subject to undertake. He believes that a rider should have an estimated time that they're going to be in the vehicle before embarking on the trip. If they can call 20 minutes before the time of their trip so if they need to go bathroom, get some food, and get coordinated. I know that the contractors are not allowed to let people out to go to the bathroom but feels like there has to be some middle ground because people with disabilities, oftentimes their continence issues.

Member Gordon stated that 30 minutes should be standard, and 60 minutes is a long time to wait.

Chair Hagen stated that it is important that they are talking about these issues because there's a big dilemma between the Where's My Ride app and the phone call they get. The Where's My Ride app does not give accurate information. If Where's My Ride says that it's going to take another 22 minutes for the vehicle to arrive and the vehicle comes earlier than those 22 minutes, it is the rider who will get a no-show. It's good to have information, but how do they bring it a full circle. This is part of an ongoing conversation and there is big room for improvement. They should consider reducing that hour to only 40 minutes instead of over an hour.

Member Almalel stated that this is a conversation worth having. The one thing to remember is that disability is not fun, and it is challenging to get things done quickly. She had a late pick up and they were late, but it was 52 degrees outside. She was outside for maybe 8 or 10 minutes but if dispatch knew they're running late, she could have just been able to go indoors for a bit longer. It is important to hear that those 20 minutes, the window is an experience time and they like to be prepared. It is important that staff hears their concerns because one day they will all be disabled in some form or fashion.

Vice Chair Lantz stated she was grateful to Mike Greenwood as she knows that none of this was easy, but she thinks that a lot has been accomplished already. She herself is realizing she can no longer walk on her canes and wait for an Access vehicle because she can't stand that long. These are things that I think nobody anticipates happening. After working in the field for 48 years being in that position, she thinks about so many with disabilities who just can't do it at all. Anything that could be done to shorten that

time so that they can start on the process of contacting the person earlier.

Member Cabil made a comment by stating that she is thankful they have that space and thanked the Chairs for their support and sharing their expertise and experiences. She is always thankful that Access staff is willing to consider and address issues.

ESTABLISH AD-HOC SUBCOMMITTEE ON CUSTOMER SURVEY

Eric Haack asked the CAC for input on reviewing the survey script and creating an ad hoc committee. He asked for volunteers that may be interested. The meeting would be in January.

MEMBER DISCUSSION

Member Hudson suggested that they start the meetings in January. Eric Haack suggested they check to make sure it doesn't coincide with any of the subcommittee meetings. They proposed Thursday, January 4 as a meeting date somewhere around 1:30pm.

Volunteers for the Ad Hoc committee would be; Member Hudson, Vice Chair Lantz, Chair Hagen and Member Aroch.

Chair Hagen asked for a motion to create an Ad Hoc Committee to discuss the customer survey. The motion was made by Member Hudson and seconded by Olivia Almalel. Motion passed unanimously.

PUBLIC COMMENT

Fernando Roldan made a public comment by recommending that Eric Haack, CAC members and staff, not meet on the first week of January only because that's still considered a holiday. People still celebrate other events, and he would propose to have it at least the second, third week of January. Anything related to surveys, he would also ask that share rides being one of the main causes of surveys as well.

MEMBER COMMUNICATION

Vice Chair Lantz wished everybody happy holidays and she thinks over the years of all the things that they've done together as a group and with the support of the staff, she is very grateful for being a part of the group and for knowing everyone. She wished everyone a happy New Year.

Member Almalel wished everyone a happy New Year.

Member Cardona wished everyone a happy holidays and it has been a great year working together.

Member Shah thanked Access services, all the contractors and drivers. They couldn't be independent without the service. He thanked the committee for making, continuing to put forward to make improvement in his life. He looks forward to working with them in the new year.

Member Cabil stated that it was not easy for a lot of people approaching the holiday season. She wished everyone the best time, family time, or reconnecting with friends. She invited them to attend tomorrow's meeting from 1:30 to 3:30 that she is co-chairing in the Department of Mental Health with the Cultural Competency Committee. She will send Veronica the information. There is a meeting at 10 am tomorrow called Access for All: Underserved Cultural Community Group. The group that she invites them all to participate in and give feedback. She will send both of those meeting invites tomorrow. She said Happy Kwanzaa for herself and anyone else who is representative of the African American community.

Member Hudson appreciates working with everyone and thinks they're doing important work. She appreciates the openness of the staff and their willingness to listen and to be part of a solution. In this time of real discord in the world, she wishes them all a sense of peace and appreciation for being together.

Chair Hagen wished them all happy holidays. Through the coming new year as they reflect on knowing that their work matters, their connections, and the communication and work they have been doing matters. It is nice to know that they are part of making a difference. She looks forward to a lot more in the coming year.

SUBCOMMITTEE UPDATES

Karen Gilbert presented the Eligibility subcommittee update of the meeting that took place on November 29th. They will continue discussion on section three of the application. The last question on section three regarding physical and environmental barriers will be modified. That last question is going to be separated into two sections to allow for different barriers that prevent fixed route use. The document with the suggested changes was emailed to the subcommittee members and this will be reviewed and discussed at the next meeting. The application order is scheduled for January. The next order will be six months later. The subcommittee needs more time to finalize the updates, and we'll be ready after January. The December meeting was canceled due to the holidays, but the next meeting is set for January 24th, 2024.

Susanna Cadenas presented the Customer Service subcommittee update. Chief Operations officer, Mike Greenwood, was in attendance to provide additional guidance on how the operations department and the regional providers coordinate support to OMC in an effort to ensure riders are provided adequate, dependable information. The subcommittee continued discussions on defining what is considered a stranded rider. There were some ideas discussed for considerations such as a rider

would be considered stranded if a vehicle is not assigned immediately after the 20-minute window. Once they finish defining what is considered stranded, they plan on discussing options to ensure the customer is transported in the event of a missed trip or no-show and defining when the Operations Monitoring Center should send a backup vehicle. The subcommittee is set to continue this discussion on Wednesday, December the 13th, for the next customer subcommittee meeting.

Mike Greenwood gave an update on the Operations subcommittee that took place on December 6th. They continued to discuss the newest Access vehicle, the RAM ProMaster and continued to get feedback on that and requests for consideration of modifications. They also reviewed the nine goals of the subcommittee, several of which they've already gone through and discussed in committee meetings, but they have more that they'll be discussing in the coming months. The main topic of the meeting on December 6th was the topic of early arrival times and whether they can allow riders to get on the vehicle if the vehicle arrives early. And how to communicate that to the rider and how the driver would be involved in transporting a rider when the vehicle arrives early. So that will be an ongoing conversation that will carry into the January meeting.

Matthew Avancena gave an update on the Communications and Video subcommittee. They did not meet in December because there was a conflict and due to staff vacation. They last met in November and are making steady progress on writing the script on how to avoid a no-show. It's taking a little bit longer because there's two parts to the no-show. There's the late cancellation aspect and there's also the missed trips aspect, which is more complicated. They are trying to make the dialogue in bite-size pieces so that the video can come across to a non-Access rider or an Access rider for that matter. For the Website subcommittee, Josh Southwick is an integral part of staff for that, but he has been in preparations for the annual meeting with all the videos. They will get back and jump on the website subcommittee beginning January. The last place they left off was some of the color schemes needed to be changed and some of the terminology and the jargon on the website is problematic for non-Access and also for Access riders.

PUBLIC COMMENTS

Fernando Roldan stated that he would like to see more applications online, not the one where you can just print out to sign it. He would like it with DocuSign because it is useful for people with disabilities. He also stated that the Operations Monitoring Center doesn't have the same technology as some of the other regions. The reason why is because the Where's my ride app doesn't pinpoint exactly where the driver is. The OMC should have backup vehicles again, because apparently that's something that they are missing when it comes to late pickups.

Mel Bailey made a public comment by stating that he has been saying that they should increase the budget, by getting rid of OMC. He only sees one value of OMC and that's

in the middle of the night when I'm trying to cancel a ride. When he needs immediate assistance, it doesn't have as much value to him. Secondly, what liability would Access have if a rider is waiting for a ride and is waiting past 20 minutes, and a rider is waiting for a ride and that rider is assaulted or hurt. Could they be held liable? He wished everyone happy holidays and stated this CAC meeting is the most informative and the best run meeting and he appreciates them all.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Cabil made the motion to end the meeting. There was a second by Member Hudson. The meeting was adjourned at 3:20 p.m.