

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 14, 2023

1:00 pm – 3:15 pm

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

Remote Public Link – <https://us06web.zoom.us/j/87821207992>

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

Meeting Number – is 878 2120 7992

*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 October 10, 2023	Action	5-15
10	3.	General Public Comments	Information	
8	4.	Board Member Report - Theresa DeVera	Information	
13	5.	Executive Director's Report - Andre Colaiace	Information	
11	6.	Operations Report - Brian Lopez	Information	
17	7.	Customer Satisfaction Survey - Eric Haack	Information	

19	8.	Rider No Stranding Policy Review - CAC Officers & staff	Information
5	9.	Recommendations for Future Agenda Items - Chairperson	Discussion
6	10.	How to increase participation from the public - Chairperson	Discussion
10	11.	Member Communications	Information
8	12.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Matthew Avancena	Information
1	13.	Adjournment	Action

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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.

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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/87821207992>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

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

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

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting October 10, 2023 1:00 pm - 3:15 pm</p>

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, Scott Barron, Wendy Cabil, Olivia Almalel, Kimberly Hudson, Gordon Cardona, Jesse Padilla, Bhumit Shah

CAC Members Not Present: Michael Conrad, Maria Aroch, Jan Johnson, Rachele Goeman

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Hector Rodriguez, Mike Greenwood, Andre Colaiace, Art Chacon, Karen Gilbert, Susanna Cadenas, Mayra Perez-Calderon, Kristy DeHaro, Rycharde Martindale

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF SEPTEMBER 12, 2023

Chair Hagen asked for a motion to approve the September 12, 2023 minutes.

Motion: Member Almalel
Seconded: Member Lantz
Abstained: Member Padilla, Member Hudson
Motion: Passed

MEMBER DISCUSSION

Chair Hagen stated there were corrections to the September meeting minutes. She called Veronica Guzman-Vanmarcke about some corrections to be made to the agenda which were noted, and a revised version of the October agenda was sent out. She also added that Lillibeth Navarro's name was misspelled.

Gordon Cardona stated that he sent out an email with the correct spelling that needed to be made for Lily Beth to the corrected spelling, Lillibeth Navarro.

GENERAL PUBLIC COMMENTS

Para Shah made a public comment on the subject of the new Uber rides. He was wondering if it was possible to choose Uber rides when booking with Access. He also stated that when taking an Uber through Access when trying to click on the link to track the ride, he can't text the driver using the Uber app. He stated this was a little dangerous because if something happens, Uber cannot keep track of the transcripts in the text message. Otherwise, if there is a complaint with the driver, it becomes an Access issue instead of Uber so it's something to improve with the app.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that the Access Board members were at the APTA Annual Conference in Orlando, Florida. Board member, Doran Barnes, is receiving the Transit Manager of the Year Award from APTA, which was a great honor. He stated that on Monday, Santa Clarita Transit bus operators went on strike. MV Transportation contractor notified the Access riders that had booked a trip that day to inform them. They have conducted a public information campaign, placed a banner on the Access website to alert the riders, and provided Santa Clarita Transit with a reservation hold message in both English and Spanish to notify riders. They also assigned a road safety inspector to Olive View Medical Center to assist with any impacted transfer trips. They did notify Access customer service in OMC so they could be prepared for questions from riders. In addition, they initiated their emergency operations center. Alex Chrisman has been in charge of that, and is working with their partners in Santa Clarita to minimize the impact on customers. He thanked Hector Rodriguez, Mike Greenwood and staff for handling this during his absence. He is hopeful for a resolution to this labor action as soon as possible.

Chair Hagen asked him if he wanted to speak about the main contract award at the last Board meeting for the Eastern region, which was to San Gabriel Transit. Andre Colaiace stated that there was a staff recommendation for that award. In that procurement process, there was only one bid, and that was San Gabriel Transit. They have been with Access for several decades so staff can give a good recommendation to the Board that they should continue to be a contractor for the next nine years. However, it does bring up something they have talked about in public about the competitiveness of Access contracts. He thinks it is affected by the lack of agency owned facilities since it's difficult in Los Angeles County to find a suitable yard to put forward a competitive bid in most of our regions. Access staff, with the Board's consent, have been working on trying to get facilities in each of their regions. The first facility is slated for construction in the Antelope Valley. Access has the intention of finding Access-owned facilities in each of

the regions to make sure that they have competitive procurements going forward. There are also contract extensions for two other Access contractors, one for the West Central region for California Transit, and the other for MV Transportation.

MEMBER DISCUSSION

Chair Hagen asked if there was no service up in the Santa Clarita region. Andre Colaiace responded that there was minimal service. She also asked if there had been any complaints or concerns. Mike Greenwood reported that there were no complaints that he knows of since midday. They are offering limited Access services for dialysis trips. Hector Rodriguez stated that if there were any stranded riders, they were prepared to make sure and get rides for them. Chair Hagen asked how long they would be on strike, and they do not know.

Vice Chair Lantz asked if they had something in the Access website for the people in Santa Clarita that may not know exactly what's going on and if there were any alternative types of transportation during that time. Mike Greenwood responded that they did, and that Santa Clarita transit reached out to the customers to let them know.

Member Padilla stated that he was concerned they would have a lot of stranded riders, but he is glad they took care of it.

OPERATIONS REPORT

Kristy DeHaro gave the Operations report and went through the statistics. She stated that there was a new audit for drivers' credentials for accuracy and proper documentation. The credentials reviewed are the driver's license, pool notice, which is the driver's driving record and medical card. This is a monthly audit, and in September, over 111 drivers' credentials were examined across all six regions. OSMs continue to audit the lost and found process on a biannual basis. The OSMs visit the providers to ensure that they are keeping a log of lost-and-found items, and during this visit, the OSMs ensure that tags are being attached to the lost-and-found items. As part of the audit, five riders are called and surveyed regarding their experience retrieving lost items. GPI was visited in August, and SGT was visited in September, with both contractors keeping a great loss-and-found process. On September 25th, Access staff participated in an emergency operations center tabletop exercise. This was a two-hour exercise simulating a brush fire in Monrovia. Three highlights she shared were, Access participated in the Alma Family Services Mexican Independent State Parade in Boyle Heights. Alma Family Services provides a comprehensive range of multilingual community-based services for families, including those with special needs. Access staff also attended the Patient Family Advisory Council meeting on September 13th. Lastly, Access held a community meeting on September 23rd on Zoom with over 70

attendees where a wide range of topics were discussed. The topics range from operational updates, no-shows, IT updates, and eligibility information, to name a few.

MEMBER DISCUSSION

Chair Hagen asked if with regards to the Lost and Found, how many days does it take for the Lost and Found to be retrieved or to return an item. Kristy DeHaro stated that it depends on when the rider calls, but they try to get a fast turnaround for things that are more urgent, like cash, wallets, things of that nature. Those have a faster turnaround rate. There is no specific amount of time but as soon as possible. They keep the items for three months and they do call the rider as soon as the item is found.

Chair Hagen stated that concerning Lost and Found, there were no options on the phone tree so if someone wants to access Lost and Found, it is not an easy option to choose. She added that regarding the community meeting, was that 70 participants that were riders or is that including riders and staff or other individuals who may not be riders. Susanna Cadenas responded that that's a combination of both riders and staff and provider's staff.

Member Almalel asked if each facility had their own protocol for lost and found. Kristy DeHaro stated that the provider call center handles their own Lost and Found or keeps them within the facility. Member Almalel stated that there was not enough notice or advertising for the community meeting and more advance notice would be better.

Member Padilla made a comment by stating that not much effort was done to advertise the community meetings. He hopes it's improved for the next community meeting. He also asked if somebody could go to the Lost and Found, in person, to pick up their item. Mike Greenwood stated that they are now trying to have the rider's lost item dropped off directly to them for more convenience.

Chair Hagen stated that more staff training on Lost and Found should be done. She also recommended a hold message, so they are well informed on the process. She stated that drivers are asked to be part of the process by checking the vehicle after a drop off to minimize these types of situations.

OMC ISSUES

Chair Hagen stated that this item was an open discussion, on brainstorming involving the OMC and its effectiveness. She asked the committee members and the public what they thought the OMC needs to improve on. She also wanted to know about their OMC experience. She explained the OMC, is the Operation Monitoring Center and that is where you would call if you needed assistance and have not called the provider and want to call OMC. They're open 24/7.

MEMBER DISCUSSION

Member Hudson stated that in general, she is glad that there's an OMC. Sometimes it takes a while to get through when waiting for a ride and time is of the essence. She wonders if there could be a way to prioritize the calls of people who may be missing their ride because sometimes miscommunication happens, and they can miss their ride.

Chair Hagen stated that was a great idea because there is only a five-minute window before they get a no show. She asked if they could prioritize this or if there was a solution for this.

Member Almalel stated that there are many riders that don't use the app and have been told that the driver has a 20-minute window. I mean, it's reiterated when they have reservation confirmation. Sometimes they wait for that 20-minute period and by the time they call the OMC, they might be like, "Oh, your driver already left. Between the five-minute and the 20-minute differences, it makes a difference.

Member Padilla used to ride Access and the OMC was a lifesaver. He would call the OMC directly to get an ETA because they would always be exact as opposed to when he would call reservations or the ETA line. Also, the five-minute window should be increased to 10 minutes for riders, to give rider a little bit extra more time.

Member Shah asked if there was a way to cut out the middleman and speak directly to the drivers when they are trying to find a rider. Chair Hagen said they were working on this.

Vice Chair Lantz stated that they had a recent situation where some riders were stuck at a Medical Center, and they called OMC. They took a while to get through and explained the problem, they had to connect to the provider and had to wait a couple more minutes. It was ongoing for them for almost an hour. There used to be a standard response when the provider kept saying they would arrive in 10 minutes but didn't. She wondered if this was a technological problem.

Susanna Cadenas responded that the OMC depends on the provider's estimate on the wait time. She recommends they go directly to the provider so that they get the estimate directly from them. In circumstances where a person is waiting a long time, they have access to a TNC.

Vice Chair Lantz stated that she was surprised because nothing like that was offered. Perhaps because the rider was in an oversized power wheelchair. They were stranded for over an hour, but being given this same information repeatedly, from all sources.

Chair Hagen stated that this could potentially be helpful. The ETA line, on the phone tree, is not very descriptive and some people don't know what ETA is. She thinks they

would go a long way if the OMC had authority greater than the Where's My Ride app. When they call, they should get immediate help, give compassion, and somebody who knows and understands that by the time they are called, they are scared, or anxious. Another solution is to not put people on hold, because when they're on hold with OMC, then their lifeline is gone. By the time it gets to the driver, they have lost the purpose of the call. She asked that they don't put anyone on hold unless it's absolutely necessary.

Member Padilla stated that he agrees with everything they said. He asked if when they call the OMC is the automatic solution to send an Uber. Project Administrator and Customer Relations, Mayra Perez-Calderon stated that part of their backup service includes Uber.

Chair Hagen asked if anyone knows someone who has received a backup service when calling OMC. Member Almalel responded that it depends on the rider and the devices they have with them, with or without, or service animals. Sometimes options get limited when they have larger devices. Mayra Perez-Calderon responded that depending on the accessibility of vehicles that Uber provides, they do have accessible vehicles for mobility devices, and they do have policies regarding service animals and travel. Although it is limited, it is an option as part of the backup service providers.

Member Almalel stated that it was much more limited at nighttime if people are out, after business hours, they tend to drop off in numbers.

Chair Hagen stated she has also dealt with exceptional people at the OMC that care about the riders. When they see that, they need to also say it.

Member Cardona made a comment by asking if drivers sometimes jump the gun and call out before they arrive. This has occurred to him several times and he doesn't have a problem with it, but some may. Mike Greenwood stated that callouts are not determined by the driver. They're automated so that when the vehicle enters a concentric circle around the pickup location, it's automatically sent to the rider. Drivers do not have discretion to jump the gun and issue a call-out. It's happening automatically and independently of the driver.

Chair Hagen stated that Mayra Perez-Calderon mentioned earlier that it's an estimated time and the thing about the estimated time, is that it might change because of a train or traffic.

Vice Chair Lantz stated that I think in the past, there have been moments when she was waiting with somebody, and OMC became a sort of survival kit. If anything, there is emotional relief to know that somebody knows they are stuck and to be able to tell them what the situation is. If there could be more direct communication between the person and directly to the driver. She doesn't know what they can do to keep everybody happy, but there still needs to be a way to make that happen.

Member Almalel stated that there were discrepancies between the ETAs on the app, there's usually variable differences between the ETA and when you call in and speak with someone. There is no accounting for when the drivers are on a restroom break or finishing lunch because some drivers are pushed late into their lunch. The app continues to refresh with a new ETA, and if the driver is at the same location, it will keep that same ETA for 15 minutes. If they are having van trouble or they're having a rider that's taking longer than usual to load onto the vehicle. The Where's My Ride app does have a messaging feature, but it's not active yet. You can share your location with a driver just by pressing that message button. It will share the location of where you are with the driver.

Member Cardona stated, "I think it could be nice since it gives the passenger a few extra minutes."

Mike Greenwood stated that the feature that Member Almalel mentioned is a new feature on the Where's My Ride app has been fully activated as of September 19th. That allows a Where's My Ride user to send a message to the driver and share their GPS coordinates with the driver. That'll affect a pop-up on the driver's tablet, showing a small map and a dot of where that rider is located so the driver can pinpoint their location. This should be helpful in confusing or very large locations that might be difficult to find the rider. This is now available to all Where's My Ride users in the Southern, Eastern, West Central and Antelope Valley regions. It hasn't been activated in the Northern region yet because it's on a separate scheduling system. He also stated that, in July, 73 backup trips were dispatched to rescue riders and in August, 57 backup trips were dispatched to rescue riders. This is an active method that OMC is using to help riders out and so he wanted to provide some numbers to show something is being done.

Susanna Cadenas asked if she could get the details of the rider that Vice Chair Lantz mentioned earlier. She responded to Member Almalel that the OMC has a supervisor on hand if they need any assistance.

Chair Hagen stated that it was good news about the backup vehicles, and she was curious about how long the vehicle had to be late before that backup vehicle is dispatched. Susanna Cadenas responded that she doesn't have that detail of data available right now to provide but could look into doing somewhat of an audit to see what that entails. She stated that people find themselves having to call OMC more often because Where's My Ride has changed recently. With the change, now you're not able to see that map and you're only able to see the estimated time, which really fluctuates quite a bit. Bringing back that map will be very helpful.

RIDER TO DRIVER CONNECTIONS

Chair Hagen stated that there are a lot of variables and factors that may make it more difficult for riders and drivers to connect, such as the issue of the driver, whether the driver is able to identify who is a rider, especially when there are a lot of people around. If the person doesn't have an obvious disability or even sometimes when they do, it's not easy to necessarily find the person that you're looking for from a driver's perspective. There are also issues with the notes or instructions left by the rider. Another factor is when a no-show verification call is made, it's not the call-out, but the call that's made by an actual person to the rider, that's not always done and it's not consistent. She stated that some public comments from Mr. Mel Bailey had mentioned the possibility of putting a photo for the driver so the driver can better connect with the rider. She thinks that's an excellent idea and Access staff have heard that message, so she wants to know what staff is doing about that.

MEMBER DISCUSSION

Member Padilla stated that he agrees with the Chair, and he thinks it would benefit having the driver connecting to the rider. He thinks a photo might be a good idea so that they could identify the rider. Chair Hagen asked if they had thoughts on whether the photo should be optional or not.

Member Almalel asked if they were optional for the ID's. Vice Chair Lantz stated that they had to have them on the ID. There was a discussion about this issue before, but she doesn't recall what the response was.

Mike Greenwood stated that this was not optional because they need to be sure that the correct rider is on the correct trip. This could be extended to the iPad using a picture of the rider for the same reason. He has already investigated it, and it looks like it is feasible. Some providers are using Trapeze which uses some sort of format like this, and they need to develop this idea, cost, and timeline.

Vice Chair Lantz stated that if someone is in a wheelchair they could take a picture in their wheelchair, as it would increase their visibility.

Member Padilla added that they made a good point about the photos being kept secure so that there are no privacy issues.

Chair Hagen added that another part of that is tips on How to Avoid a No-Show that helps people to call the ETA line earlier, they can look at Where's My Ride earlier than their pickup time. Also, if they have additional information about where exactly they are, what they're wearing, if there's construction in the front or any physical changes that might give a better idea of how the driver and the rider connect, that they should call the provider and let them know. I think that's another one of those things that a hold message could be very helpful with.

Chair Hagen asked about a new requirement that was added to the Easter region contract. Mike Greenwood responded that the requirement is that the person who answers the ETA call be able to solve the problem without transferring the rider to someone else.

Member Cardona stated that "Doesn't it usually say they have a mobility device?" on their personal description.

Chair Hagen stated that if there is a mobility device, it lets them know. But if there is a situation where there's several people using a wheelchair or hidden disabilities, that may not have something that identifies them as a person with a disability.

Vice Chair Lantz stated that the riders could also have a sign to hold up saying, "Waiting for Access," or something, "Access," it might be helpful to the driver to find them. Whatever situation that can help them not miss a rider, then it could be helpful.

MEMBER DISCUSSION

Vice Chair Lantz continued to thank the Chair and all the CAC members, especially those who take some extra time and serve on the different subcommittees. They have all gotten to know each other a little bit better and she loves taking deeper dives into issues to find better solutions. She thanked Access staff, because they've been very open and very good at looking at the issues and taking things very seriously.

Member Almalel is grateful to serve, and shared that the nonprofit that she works with, is having an adaptive sports festival on November 4th from 9-4 pm. It's free, it's family friendly. They have around 50 sporting wheelchairs, if anyone wants to play. It's near the aquatic center by the Rose Bowl in Pasadena. They will have food and snacks and vendors.

Member Barron is happy to participate and be a part of the committee, it really makes him feel motivated to continue their great work. He echoed that everybody plays an important role in the committee and even the riders make a big difference.

Member Cardona said "Happy Disability Awareness month. We have a lot more work to do in all areas. Thank you very much."

Member Padilla stated that he, "Would like to make a motion to discuss probably raising the rider window from five to 10 minutes. Also, maybe someone from OMC will join the next meeting to shed light on using OMC a lot more efficiently."

Chair Hagen stated that the meeting was fantastic. This kind of team collaboration, of working together and people's willingness to put in their time, and their thoughts, and really make it such a great environment is inspiring.

Member Shah stated that he wished he could contribute more but has a hard time with this full-time job. Chair Hagen said she was just happy he was present and that was enough for her.

SUBCOMMITTEE UPDATES

Karen Gilbert provided an update by stating that they met on September the 27th. The subcommittee asked again if a regional center and IHSS could be added to the application. This request was denied. Additionally, the request to remove Medi-Cal from the new application is still under consideration. The subcommittee explained that having these two words would help evaluators and reduce appeals eligibility manager to make another request for consideration to add IHSS and RC to the application. The subcommittee was reminded that there will be a new order of applications and it's important to wrap up the application review for the next order. All the application changes must be submitted and approved by the end of November 2023.

Susanna Cadenas gave an update on the customer service subcommittee that met on September 20th. The subcommittee completed edits needed for the webpage, which included language to clearly define how to combine coupons when paying for the fair and where and how they can purchase coupons. They also reviewed data that supported the average turnaround for processing coupons, so that they can agree on the established timeline of 14 days for processing orders. These changes will be reviewed and updated by the end of next week. The subcommittee also made suggested edits to the coupon order form that will be incorporated in the next rendition of the form. This will include who to write a check to and who to address the envelope to for consistency. Lastly, the CAC suggested that customer relations send a letter to customers who purchase coupons by mail. That will inform them of the option to purchase coupons online, in hopes that this will help mitigate any issues with lost checks or orders and other delays that may be outside of Access's control.

Mike Greenwood stated that the operations subcommittee met on October 4th, and that included four CAC members present and two Access staff members. After recapping the previous meeting, they reviewed all of the assigned objectives that came out of the last CAC retreat and then did some prioritization of which ones we were going to focus on Next. Most of the meeting was focused on standing orders and several recommendations came out of that discussion, including putting some additional information in the rider's guide to better explain the advantage of standing orders and some of the procedures involved with setting up a standing order, or canceling it, or putting it on hold. At the upcoming meeting they will talk about the No Strand policy and after that, about what to do when an Access vehicle arrives early at a pickup.

Matthew Avancena stated that at the communication/video subcommittee, some of the members were not available to meet in September, so they may need to reschedule that specific meeting, but there is progress made on developing the script, which

would form the next video. The video is to explain how to avoid a No-show. They are still developing the script for each of these specific terminologies. As for the other first video that's been developed, how to schedule your trip, that is almost completed. Josh had to temporarily put that aside because he has been pulled away to work on annual meeting materials. That is why they have not had an opportunity to meet to discuss some of the website concerns, because Josh is also in charge of the agency's website. Once Josh is finished with the annual meeting, he will pivot back to work on the website and start implementing some of the suggestions that came about from the subcommittee members.

MEMBER DISCUSSION

Chair Hagen announced that there is an upcoming annual meeting and she wanted to make sure everyone had the date saved. Andre Colaiace stated that it would be virtual and would take place on Wednesday, November 1 at 11am.

Vice Chair Hagen stated that perhaps the denial that Karen Gilbert spoke about, could be reconsidered. They have tried to help the people that are evaluating, by giving them a little bit more information and it's also helpful for the person that's applying. In the past if someone had developmental delays on top of having perhaps a condition like cerebral palsy that has direct bearing on their ability to do the tasks that it takes to ride fixed transit. That information can be helpful to an evaluator. It can at least trigger them to maybe ask a little bit more detailed questions and take a deeper dive into some things if they're kind of unsure.

Chair Hagen stated that if someone has a physical, their functionality or their barrier to use fixed route is physical, then there would be more focus on physical. Most of the time it's a combination, but if there is a mental health issue or if there is an issue of cognition there is a different kind of focus that would be put into their evaluation. It can minimize multiple people having to apply over and over because they were denied.

She thanked everyone for a great meeting and appreciated everybody's participation. She asked if for next meeting they reach out to other riders to make sure they have more participation from the public. Reaching out to the riders is really important.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Vice Chair Lantz made the motion to end the meeting. There was a second by Member Almalel. The meeting was adjourned at 2:50 p.m.