

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 14, 2023

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://us06web.zoom.us/j/82109324815>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - 821 0932 4815

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
5	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of February 14, 2023	Action	5-15
7	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
20	6.	Eligibility Services Contract Scope - F Scott Jewell	Presentation	
15	7.	Coupon Sales Outlet - Susanna Cadenas	Possible Action	
15	8.	Operations Report - Gina Breceda	Information	

15	9.	Eastern Region Contract RFP update - Rogelio Gomez	Presentation
15	10.	Member Communications	Information
15	11.	Subcommittee Updates - Matthew Avancena	Information
5	12.	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 agenda 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**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, CAC committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - CAC@accessla.org or 2) via US Postal mail by addressing it to - Access Services CAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Tuesday, March 14, 2023, so they can be read into the record as appropriate.

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/82109324815>
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: 821 0932 4815
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.

MINUTES

Community Advisory Committee (CAC) Meeting
February 14, 2023, 2022
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:04 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Liam Matthews, Kimberly Hudson, Bhumit Shah, Gordon Cardona, Terri Lantz, Jan Johnson, Olivia Almalel, Wendy Cabil, Rachele Goeman, Maria Aroch, Jesse Padilla.

CAC Members Not Present: Scott Barron, Michael Conrad

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Andre Colaiace, Mike Greenwood, Anthony Santiago, Randy Johnson, Rycharde Martindale.

Guests Present: N/A

REVIEW & APPROVAL OF MINUTES OF DECEMBER 13, 2022

Chair Hagen asked for a motion to approve the December 13, 2022 minutes. They were not approved at the last meeting.

Motion: Member Hudson

Seconded: Member Matthews

Abstained: Member Padilla, Member Almalel, Member Cabil, Member Goeman, Member Shah

Motion: Passed

MEMBER DISCUSSION

Chair Hagen stated that the minutes were much improved, and she thanked Veronica Guzman-Vanmarcke for making the necessary changes.

REVIEW & APPROVAL OF MINUTES OF JANUARY 10, 2023

Chair Hagen asked for a motion to approve the January 10, 2023 minutes.

Motion: Member Goeman
Seconded: Member Hudson
Abstained: Member Cardona, Member Padilla
Motion: Passed

GENERAL PUBLIC COMMENTS

Member Goeman made a public comment from an Access rider, Helen Fukuhara, who lives in the City of Whittier. She stated that they were having a lot of problems getting new vehicles, but asked what the status of new vehicles was.

Timothy Powell made a public comment by stating that he was new to the meetings. He had a concern about riders who are like himself, and appropriate vehicle accommodations for them.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Executive Director, Andre Colaiace thanked Chair Hagen of the CAC for doing a great job so far. He also thanked the CAC members for their participation in this very important committee and in helping to improve Access. He stated that every quarter, he gives a report to the Metro Board of Directors finance, budget and audit committee. He always mentions the CAC, and the different groups they work with. In the March report, he will tell them about the subcommittees they have been working on and all the improvements, such as eligibility and the policies and procedures. He is letting others know about the work of the CAC and letting them know how important they are to the future of Access. He also stated that they are pursuing a program to build and own operations and maintenance facilities in the six service regions. The purpose behind this is strategic since the contractors don't control their facilities, because the contractors lease their facilities, there is always a remote possibility of operational disruption. Staff and the Board of Directors have taken it upon themselves to start looking at how they can build and own their own operations and maintenance facilities. It is a long-term plan that's probably going to take several decades, but it's something they feel is essential to the future of the service moving forward. The Board did authorize the purchase of land in the Antelope Valley, and this will be the first site for an Access operations and maintenance facility. They are continuing to look for other plots of land in the LA Basin, but real estate in the Los Angeles Basin is hard to come by and very expensive unlike the Antelope Valley. They are also working on an electric

paratransit vehicle pilot program. The main reason they don't yet have this is because of the converted minivans, so they are going to develop their own prototype of an accessible electrical vehicle. They anticipate this may be shipped to them in June of 2023 and keep them updated. They need to be sure their vehicles are operating 15 to 16 hours a day, so they are researching this because there is no electric vehicle that runs this long. He thanked them all for having him at the meeting.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking why they don't share facilities with other bus companies, like Metro. He also likes the idea of having more electric vehicles as gas prices are too high and for the environmental aspect of it.

MEMBER DISCUSSION

Member Goeman stated that she was excited to hear they are going to have our own operations and maintenance facilities. She asked for an update concerning Zoom meetings and the Brown Act. Andre Colaiace responded that the Brown Act was amended last year by the legislature, and they are analyzing it and looking at the different options for them to continue meeting via Zoom. He understands they want to keep the meetings virtual, and staff shares that desire as well. They are looking for ways to make it happen but it is not guaranteed. Member Goeman asked if they could talk to Metro about this issue and also stated that Member Conrad would probably not be able to serve in the CAC anymore if they start meeting in person.

Member Lantz thanked Andre Colaiace for his report and was happy to hear they will be having their own facilities. She wanted to support the comments on continuing with Zoom meetings and pointed out that they recently had a long-time rider, Sylvia Drzewiecki pass away from Covid. It is still affecting not only seniors but people with disabilities.

Member Almalel thanked him for the great information. She stated it was nice to see all the moving parts that are happening behind the scenes. She added that UPS just started using their first all-electric semi-truck, it seems like the technology and the engineering are available and hopefully can be more publicly utilized. She likes the idea of having an Access maintenance and operations facility. Additionally, she echoed the sentiment about virtual meetings. She works with nonprofits, and it has prompted them to be more available to go to the meetings, because in person meetings are difficult to attend, especially if they have to attend downtown.

Member Cabil thanked Andre Colaiace and Randy Johnson for attending the meeting. She stated that she was really excited to hear the progress they are making, and to maintain effective ridership experiences. She is happy it worked out and that Antelope Valley could be the test pilot for the operations facilities.

Member Hudson thanked Andre Colaiace, and stated she was excited about the all the new developments at Access. She thinks it will be more effective to have their own facilities in terms of timing as well as when repairing their vehicles. She is also very happy they are looking for options to continue meeting via Zoom. She had to step off another Board because they are only going meet in person now with over 50 people in a room, and she doesn't feel comfortable. She appreciates the effort Access is making.

Member Padilla stated he is glad that they will continue to meet on Zoom. He was wondering if it was possible to have the meeting via Zoom and those that can go in person could attend this way. He is not sure if that is a possibility but wanted to share this idea with them. Andre Colaiace responded that meetings in California were regulated by state law and the state is ending its health emergency on February 26. As mentioned before, they are researching other options to keep meetings on Zoom.

HOW TO AVOID NO SHOWS AND MISSED TRIPS

Chief Operations Officer, Mike Greenwood stated that he had been working closely with the operations subcommittee, developing tips and techniques that could be used to reduce and avoid no-shows and missed trips. They have looked at both the customer's side, what the customer can do, as well as what Access and its contractors do with the same goal in mind. They are looking to define what a no-show is and what a missed trip is. He also requested feedback from the CAC to help them incorporate some of their ideas into an action item.

PUBLIC COMMENTS

Timothy Powell made a public comment by stating that missed trips are designated after the fact by Access, not the contractor. He was wondering what the timeline was for that to happen.

Fernando Roldan made a public comment by stating that weather factors were also something that contributed to the missed rides and no shows. He missed a Thanksgiving event once and missed it because he got a call from Access canceling his trip due to the weather. He would like Access to work with Metrolink during these situations. He also asked them to talk to an ADA lawyer because he feels that even though the Brown Act states some rules there are some discrepancies that are not being met and there may be some discrimination by not using Zoom. He attends some LA County Board of Supervisors meetings, via Zoom so he doesn't know why it can't continue.

MEMBER DISCUSSION

Member Padilla asked for clarification between missed trips and no-shows. He knows many riders he works with are still confused. He asked if the drivers really follow the

protocol by waiting for a rider and not marking it as a no show automatically. Mike Greenwood responded that the contractors do a pretty good job of keeping the preventable missed trips to a minimum. When a dispatcher makes that mistake by allowing the driver to leave early or not waiting long enough, they do an audit and make sure to investigate. They have operations service monitors listen to no-show calls on a regular basis.

Member Hudson stated this was an extensive list and she encouraged sending no show/missed trip information out with a welcome letter to riders, just so people have that on hand. One of her most difficult rides happened on Valentine's Day because of traffic, she missed the whole event she was going to and missed her ride home. She was stuck in traffic and even missed her ride back home. She encourages better communication between the dispatcher and the drivers when that crazy stuff happens.

Member Almalel thanked Mike Greenwood for his presentation and stated that it was nice to get an update and clarification on this subject. There are times when dispatch has called her to let her know her ride would arrive earlier but are there options where they can implement automation for when the trip is going to be outside the 20 minute window. It would be nice to notify the rider if the vehicle is late so the rider is not left wondering what is going on. Mike Greenwood responded that if the vehicle is late, which means it's outside the 20 minute window, the rider cannot be no-showed. It's a missed trip at that point, not a no-show. In terms of using technology, they haven't figured out a way of using technology to tell the rider that their vehicle's going to be excessively late, other than the Where's my Ride app.

Member Shah thanked Mike Greenwood for the information. He asked if the ride is outside the 20-minute window, how often the providers mistakenly no-show the trip instead of marking it as a missed trip. Mike Greenwood responded once the vehicle's outside the 20-minute window, it's a missed trip. That assumes that the rider doesn't take the trip. If the rider takes the trip, then it's just a late trip. But if the rider doesn't take the trip, it's a missed trip. Member Shah asked what the percentage of trips were considered missed trips compared to no-shows. Mike Greenwood responded the no-show rate is about 2.5% and the missed trips is below 0.75 or three quarters of a percent.

Anthony Santiago stated they ended at 0.41% system-wide for December for missed trips. Mike Greenwood added that the contractors are doing a good job at keeping the missed trips low.

Member Shah asked that if a rider is at a medical appointment and it's going to go longer, how can they let the driver know that it is not a no show. Mike Greenwood stated that this happens occasionally. Technically it's a late cancellation and they may get a no-show letter letting them know of a late cancellation. However, they can have that removed by calling customer service and explaining the situation. They can call to rebook for a later time that accounts for the rider running late. The contractors are

good about providing a later pickup time although it may not be the time exactly what they want with very short notice. Member Shah asked if there was a way to have them pick them up earlier. Mike Greenwood responded that it was a last-minute request so that would be hard to accommodate an earlier pick-up time.

Member Cardona thanked Mike Greenwood for the information and asked if they can post this information online. Mr. Greenwood stated they don't usually post this on Facebook but will find venues to distribute this information.

Member Goeman made a comment by explaining a situation when she had her cats in a crate, and the driver came, and the driver out-and-out said that he was going to no-show because he could not load her crate. Mike Greenwood stated that there was package policy that designates that they must have control over their own packages. If she would load the crate herself then there would be no issues. Member Goeman clarified she was not asking the driver to load the crate but just to guide her on the ramp. The situation has been clarified with customer service already.

Member Cabil appreciates the collaborative efforts. In the past, she had experienced a situation where she needed more time at a medical facility and there was no problem with her waiting later to be picked up, but she still got a no-show. Mike Greenwood responded that late cancellations are lumped in with no-shows. He added that if in one month she had two no-shows and two late cancellations, that adds up to four. She has not reached the suspension minimum level criteria of five. If she got five no-shows and/or late cancellations in a month she could be suspended. Member Cabil asked if when they send out the letters, do they use the term late cancellations or they're all just no-shows. Mr. Greenwood responded that he hasn't seen a letter in a long time, so he doesn't know and asked if anyone from customer service could answer.

Chair Hagen asked the CAC if they have had the opportunity to hear the on hold message. She was curious what they thought of it and would like a call back on their thoughts. She also wanted to add a recommendation to the no-show tips. People with visual disabilities can also utilize "Be My Eyes app", which is a free app, to identify a vehicle if they're unable to see whether the vehicle is there. There is also the "iRA" app that is free for the first five minutes but does have a cost if the call is longer than five minutes. They are both used for the purpose of identifying a vehicle and run by volunteers.

She also asked a question about missed trips vs. no-shows. She asked if a rider is out there at their location on time and in a visible location, the driver is at that address but in a different location. If the rider then calls the ETA line and asks where their vehicle is, and they are told they were marked as no-show. In her opinion, that is the operator's fault because a verification call may have not occurred or the driver didn't look at their notes. She asked if the drivers were trained to exit the vehicle and look around. Mike Greenwood responded that drivers are not trained to exit the vehicle. They are trained to use a line of sight only because they are not going to leave the vehicle unattended.

He understands the situations of the different exits, and this is why they do audits to check if this has happened.

Member Hagen added that another component that could resolve this is a more direct connection when a rider calls the ETA line that they can speak to a dispatcher directly who can speak to the driver and solve those immediate time sensitive issues of connection.

Member Johnson stated that if a driver arrives and the rider is out there but he doesn't see them and he is past the window does he still wait the 5 minutes. Mike Greenwood responded that the driver still must wait 5 minutes, but the driver also has to request a no-show from dispatch, and the dispatcher has to attempt to call the rider. The driver doesn't get to make the call, the driver must do certain things, the dispatcher has to do certain things before the no-show is approved. Member Johnson stated she had never gotten a no-show advisory.

Member Goeman stated that when she is at the vet, she doesn't have her cane out simply because she has to handle her service animal. Even if she does have a " Please Approach and Beyond the Curb", he still doesn't get out. She understands she is not holding her cane but she has had this situation several times at this one particular address. Mike Greenwood responded that it should not matter if she has her cane out and if she has mentioned she has her cat carrier as well, then she should call dispatch to let them know the driver is not exiting. Mike Greenwood responded that she should annotate the driver's information and report it for investigation.

Chair Hagen stated that if she knows there are some problematic areas, she would call 15 minutes prior to the pickup time and make sure that they know the situation. Member Goeman stated she does call and will continue to do so.

COMMUNITY MEETING

Director of Government Affairs and Outreach, Randy Johnson announced the upcoming community meeting will be on Saturday, February 25th. Between 12:30 pm to 2:00 pm. There will be a Zoom link posted on the Access website on Thursday the 23rd. The community meeting is an annual meeting to provide information about Access Services, to educate, and to get feedback from the riders.

MEMBER DISCUSSION

Chair Hagen made a comment by stating that this meeting was a very important part of the community and a great way to hear rider feedback. Feedback is very important and Access uses community meetings as one of those avenues of communication. Randy Johnson stated that besides the website posting, the contractors have seat drops that were distributed, and they will be on the vehicles. They will also be sending out a constant contact notice, and Where's My Ride and online booking has it posted

as well. Additionally, the reservation hold message also has information about the community meeting and the Infoline at 213-270-6110. Randy Johnson stated there would be presentations from Operations, IT, Customer Service and the Eligibility department.

NEW CAC MEMBER SELECTION SUBCOMMITTEE

ADA Coordinator of Customer Relations, Rycharde Martindale, presented on this item. He gave an update at the March meeting. He stated that they have launched the process of soliciting a new CAC member, and this entails the following. They have been posted through the e-blast system and the CAC membership ad. They also have an article in the Behind The Scenes newsletter that Access sends to organizations. As a preliminary start, they reach out to independent living centers within the County of Los Angeles, the several regional centers, the Los Angeles City Commission on Disabilities and the newly combined LA County Department of Aging. He encouraged that if they know someone who they think may be interested, to please put them in contact with either Veronica or himself through the main switchboard. They can also encourage them to go to the website, where there are membership applications in Spanish and English.

PUBLIC COMMENT

Fernando Roldan made a public comment by asking Mr. Martindale if he still has his application from last year. He would like to be part of the CAC.

Steve Bauer made a public comment by stating he was interested in becoming part of the committee. He downloaded the PDF and realized this could not be filled out independently by a blind person using a screen reader. He needs assistance with that, but hopes that in the future they could generate a form online that can be easier to fill out.

MEMBER DISCUSSION

Member Lantz stated that the applications should be put online so that everyone can fill it out, because there are people with mobility issues. Nobody can fill it out online at this moment. It is something that should be readily available to everyone.

Member Hagen asked if the IT department can investigate it and make sure that it's fillable online and usable by both screen readers. It needs to be accessible.

Chair Hagen was concerned about the timeline of the whole process. She asked if there was a deadline for the outreach. Rycharde Martindale stated that he would be calling a meeting in the next few weeks to update the committee. He stated there are applications coming in and Chair Hagen asked if the applicants were being notified about attending the meetings.

Rycharde Martindale responded that the initial letter that goes out is just a call for those who might be interested. They make the assumption that people who are familiar with the CAC are the ones that apply usually.

Chair Hagen stated that the bylaws make it clear that applicants have an expectation of attending at least two consecutive CAC meetings. Although, she did wonder if the consecutive part of attending the meetings had been previously modified.

Member Hudson stated that when she applied, she had trouble filling out the application, and it would've been very helpful to be able to fill it out online. It may discourage people from applying. Rycharde Martindale responded that they would have IT look at that. He stated that the PDF is just a format for them to be able to look at. They have always sent it out in alternative formats on request and they accept all types of formats. They don't want to exclude anybody who doesn't have a computer. Also from the process, the PDF is not the only methodology of getting that form. They mail them out, email them, they send them out, and make braille copies of it.

Member Hudson understands but because of the way that the culture is moving these days, ease of use is sometimes an issue under which people want to participate or not.

Member Lantz stated that she knows people that don't have a printer. A lot of people with disabilities may not have the equipment. It is just an issue of making it more accessible to everyone.

OPERATIONS REPORT

Senior Operations Service Monitor, Anthony Santiago presented the Operations report. He provided statistics and highlights for the month of December. He stated that they met all the KPI goals for that month. He then shared some of the highlights from January 23rd. He stated the Performance Monitoring Committee of the Access Board approved the TNC pilot program. He stated that Access as part of its Consolidated Transportation Services Agency extension program recently hosted a speaker's forum about supporting riders with service animals. Lorri Bernson, a community liaison with Guide Dogs of America, hosted the session which was attended by riders, contractors and other stakeholders. Lastly, Global Paratransit along with the Long Beach Citizen Advisory Commission on Disability participated in the 35th annual Martin Luther King Day parade. Citywide accessibility coordinator, Jennifer Kumiyama from the office of the City Manager of Long Beach, reached out to Global Paratransit to help facilitate the Long Beach Citizens Advisory Commission on Disabilities Participation. Jennifer Kumiyama stated they were so accommodating, and excited to participate and provided stellar service.

MEMBER COMMUNICATIONS

Member Almalel made a comment by wishing everyone a happy Valentine's Day and have a safe evening wherever they may go.

Member Aroch stated that on February 23 they were going to have an open house at her company and will share the flyer with them via email.

Member Padilla had nothing to add but stated it was a great meeting and wished everyone a Happy Valentine's Day.

Member Lantz thanked the Access staff who facilitated the meeting and who have given the committee support.

Member Shah thanked the committee, Access staff and the public too, and he looks forward to more improvements in the future.

Member Cardona asked if they could make the Access coupons available at more locations. He thinks the \$5 mailing fee from El Monte is a little high for some people.

Member Cabil made a comment by thanking everyone. She wished everyone a happy Black History Month. She would share with Veronica Guzman-Vanmarcke a webinar opportunity to hear Dr. Cornel West. In the meantime, she will continue to share resources to promote mental wellbeing. She would also like to add to honor Member Cardona's mom when adjourning the meeting.

Member Goeman made a comment by letting everyone know in LA County and San Bernardino County, it is low cost day and neuter clinics available until the end of March. They can go online to aspca.org and download the information if they need to have any of their animal spade or neutered at a very low cost. She recommended having the animals neutered and getting them vaccinated, as it is important they keep dogs and cats vaccinated to keep them safe.

Member Hudson wished everyone a Happy Valentine's Day and told them to stay safe. She thanked Access staff for their assistance as it is all important work and for all the committee members.

Member Johnson made a comment by wishing everyone a Happy Valentine's Day to everyone. She thanked staff for the excellent presentations.

Chair Hagen acknowledged that the meeting will be adjourned in the memory of Member Cardona's mom, Wally Cardona, and Sylvia Drzewiecki. It is a big loss for the community. She reminded them that the Abilities Expo is coming up on March 10-12 and encouraged them to attend.

SUBCOMMITTEE UPDATES

Mike Greenwood stated they have already provided an update on what the operations committee has done. They had a meeting on February 1st, and they are fine-tuning the tips for avoiding no shows and missed trips that were presented to this group today. Matthew Avancena gave an update on the rest of the subcommittees. He stated the ad hoc website subcommittee had their first meeting on January 24th. The members listed some of the issues that they were having with the website and its current functionality or lack thereof. For the eligibility subcommittee, the members and staff, specifically F Scott Jewell and Karen Gilbert, heard concerns about the auto-renewal process and also the terms of eligibility. They are looking at policy changes to possibly make this more convenient and easier for customers going forward. The goals retreat subcommittee is currently meeting to plan the retreat. They are hashing out the agenda items and will update them soon. There's a communications/video subcommittee and they are almost done with the script. There are only three points left and they should be able to finish the script at the next meeting.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Hudson made the motion to end the meeting in honor of Sylvia Drzewiecki and Wally Cardona. There was a second by Member Johnson. The meeting was adjourned at 3:17 p.m.