

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 12, 2024

1:00 pm - 3:15 pm

3449 Santa Anita Avenue  
3<sup>rd</sup> Floor Council Conference Room  
El Monte, CA 91731

**Remote Public Link** (click on this link) -  
<https://us06web.zoom.us/j/89076588449>

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

**Meeting Number - is 890 7658 8449**

**\*Please see note below.**

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<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 February 13, 2024	Action	5-16
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
13	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	Rider Notification - Susanna Cadenas	Presentation	

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10	7.	FAQ Topics for Access Website - CAC members	Information
10	8.	Riders Guide Improvements - CAC members	Information
11	9.	Operations Report - Gina Breceda	Information
10	10.	Member Communications	Information
6	11.	Future Agenda Items - CAC Members	Information
8	12.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	13.	Adjournment	Action

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*Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public*

*comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.*

*The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.*

*"Alternative accessible formats are available upon request."*

#### **\*NOTE**

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

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

#### Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](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/89076588449>
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](https://accessla.org/news_and_events/agendas.html)
2. Dial (for higher quality, dial a number based on your current location):  
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or  
+1 312 626 6799 or +1 929 205 6099 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll  
Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)  
Webinar ID: is 890 7658 8449
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 13, 2024  
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:10 p.m.

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

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

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Jacob Baca, Karen Gilbert, Susanna Cadenas, Eric Haack, Anthony Santiago, Josh Southwick

**Guests Present:** Paul Gonsalves

REVIEW & APPROVAL OF MINUTES OF JANUARY 9, 2024

Chair Hagen asked for a motion to approve the January 9, 2024 minutes.

Motion: Member Hudson

Seconded: Member Barron

Abstention: Member Padilla

Motion: Passed

MEMBER DISCUSSION

Members Hudson, Padilla, Barron and Chair Hagen asked for electronic copies of the agenda only. No printed copies need to be mailed.

Chair Hagen stated that in the agenda it is noted Chair Hagen and Vice Chair Hagen, and it should be changed to Vice Chair Lantz.

## GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that in January of 2023, he requested the CAC and Access services to examine starting same day reservations. He also stated that sometimes when he travels, he has about 2-4 people with him and would appreciate it if they could ride with him in the same vehicle. He is willing to pay more to Access if needed. He also added that regarding Santa Clarita and Antelope Valley they need to extend more time for them during the weekend so they could be with their loved ones and not stay overnight. Chair Hagen told him to reach out to her with suggested extended times for the rides in the Valley.

Steve Bauer made a public comment by stating that concerning the PDF documents that are on the Access website for the agenda he has found it difficult to read or navigate. He is asking they post documents that can be easier to access.

## BOARD MEMBER REPORT

No report was given this month.

## EXECUTIVE DIRECTOR'S REPORT

No report was given this month.

## BROWN ACT LEGISLATION

Paul Gonsalves is giving the report for the lobbying firm, Joe Gonsalves and Sons. He provided the committee with an update on AB assembly bill 817 by assembly member Blanca Pacheco. AB 817 proposes to allow, until January 1st, 2026, a subsidiary body of a local agency to teleconference without meeting all of the teleconferencing requirements of the Brown Act. AB 817 defines a subsidiary body as a commission, a committee board, or any other body of a local agency who serves exclusively in an advisory capacity and is not authorized to take final action on legislation, regulations, contracts, licenses, permits, or any other type of entitlements. The bill allows a subsidiary body to use teleconferencing without complying with the teleconferencing requirements of the Brown Act. That includes items such as posting agendas at each teleconference location, identifying each teleconference location in the notice and the agenda for the meeting, making each teleconference location accessible to the public, and requiring at least a quorum of the members of the subsidiary body to participate from locations within the boundaries of the territory for which the local agency exercises jurisdiction.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that CALIF has been dealing with this issue of meetings in person too. This issue should be brought to the LA County Board of Supervisors as well.

## MEMBER DISCUSSION

Vice Chair Lantz stated that whoever did the Brown Act did not think about people with disabilities and their ability to participate as an advisory committee member. She is sorry to hear about the opponents, especially the ACLU, which normally holds up for people's rights, including people with disabilities. Maybe they have not heard from people with disabilities because if they really understood that if this bill doesn't go through, people who are in leadership positions may not be able to do so. Even just having people participate in the meetings, it is not feasible. She asked what they could do to support this bill and encouraged everyone to support it.

Paul Gonsalves responded that being able to utilize teleconferencing opportunities has become an advantage for those who have numerous different roadblocks in allowing them to participate. He thinks it will be helpful to have the Access Board to take a support position on the bill. He thinks it's valuable to join the coalition of stakeholders like the League of California Cities, the California State Association of Counties, and others to be able to really cast a wider net on this. They have a unique position, whereas the access that it provides for those with disabilities is crucial.

Member Lantz asked for a list of places that they can follow up on this issue. She has served on CAC for many years, and she would show up in person up until the pandemic, and unfortunately got Covid. Things have become more difficult for her, and they really need to act on this. They want to support Access in its role as they have always supported people with disabilities,.

Member Hudson already contacted her representative with a letter in support. She has a form letter that she filled out that you can personalize. She got it from the organization called Society for People with Mental Retardation, but she can't remember. It's a statewide organization and they have a form that you can fill out and then add your story to it.

Vice Chair Lantz asked if it was The Arc and Member Hudson said it was. If they don't act on this now, they will lose the opportunity.

Member Padilla stated he is glad they can meet virtually because it saves him gas and wear and tear on his vehicle. He would have a difficult time otherwise.

Member Cabil is grateful for his passion to support this cause. He would like a list of the agencies mentioned. She asked if the disability rights of California are involved, and Paul Gonsalves responded he isn't sure but is happy to reach out to them.

Member Almalel stated that in thinking about the Brown Act was signed into the law in 1953, there was no inclusion. There wasn't an actively thriving community of people with disabilities because they were never pushed to be involved. Now that they want to be involved, they're trying to limit them again. Considering this law is so old, written in a time with no technology, she thinks what really needs to be considered that they have it for a reason. If it's accessible for them, it's accessible for everybody. It is to improve participation, improve public comments and involvement.

Chair Hagen stated that the DREDEF sample letter was a little bit different, but it's the same spirit as The Arc.

Paul Gonsalves stated that he could provide the Arc letter to Veronica so she could distribute that to everyone. He can also send over the committee analysis that outlines the oppositions concerns.

Vice Chair Lantz stated that what could scare off some agencies is the ACLU's stance. If they haven't experienced some of the things that the members have experienced with their disabilities, they wouldn't necessarily understand. If it is taken away, it will limit participation of people with disabilities, both from serving on the CAC, but also just in participating in the community.

Member Hudson asked if the ACLU concern is that it requires computer access since not everyone has access to computers.

Vice Chair Lantz stated that they could Zoom in or call via a mobile phone. They are not removing someone's right to attend it person.

Paul Gonsalves stated that the ACLU and other opponents' position comes from their perspective of being able to have access and influence members of the committee. They find it more difficult when they are not there in the room and they are able to approach someone and have conversations directly, and by being remote, it makes it more difficult for them to be able to have those conversations with attendants.



Vice Chair Lantz stated that she had been with Access since it started and used to attend meetings down there even before serving. In all those years, she doesn't think she ever remembers anybody from the news showing up and trying to talk to them.

Member Padilla stated that if they stopped right now, he would have difficulty attending the meetings and even churches allow people to attend virtually.

Chair Hagen stated that the spirit of the Brown Act was to make sure that people had participation options to ease participation. She thinks there's nothing more transparent than having as many options as possible to participate, to view documents, to view screens, to be able to be in different capacities. This legislation speaks highly of the spirit of the Brown Act to begin with. She encouraged everybody to do what they can, to support this bill.

Paul Gonsalves stated that their support would allow the firm to be able to participate and get active on the bill and ensure its success. Chair Hagen asked if everyone was in support of asking staff to ask the Board to put that on their agenda. When she spoke to the County Board of Supervisors' representative, they were very actively supporting this bill.

Paul Gonsalves stated that they are very supportive of this bill and so were the California State Association and Counties, every county throughout the state, along with the League of California cities, who represents almost every city throughout the state. They not only support but sponsor it and think they could work well with their coalition to see the success of this bill.

Member Hudson asked if anybody reached out to the League of Women Voters because they are very active with this kind of initiative.

Vice Chair Lantz stated that she knows someone who serves on the league that she could try to contact and get in touch with. She thinks it's important to hear what this side of the issue is, the problem is people don't think about people with disabilities or seniors, or people at a poverty level where they can't afford to go spend money getting someplace and back.

Chair Hagen stated that they would go to a meeting, and it would cost about \$7 if it was more than 20 miles away. What is important is accessibility during the meeting, accessibility to materials of the meeting and the ability to participate using the own computer's assistive technology. She asked Member Cardona if using his own

computer with his assistive technology would help him participate. With her, she has JAWS, and JAWS allows her to participate. People with hearing disabilities can activate things like video, sign language, interpreting, captioning and others. In-person they would not necessarily have access to those types of assistance.

Member Cardona stated that he uses word prediction to type what he needs to say.

Member Hudson stated that when she served at Access before she was in the city of Claremont, it took her all day to attend the meetings and only because her boss allowed it. Chair Hagen and Vice Chair Lantz stated they were in the same situation.

Vice Chair stated that they lost somebody on their committee, and some of them came close to not being around because of Covid. It is an important issue that needs to be discussed.

#### DRAFT HOW TO MAKE A RESERVATION VIDEO

Matthew Avancena and Eric Haack gave an update on this item. They showed the video that was made and received some feedback from the CAC.

#### PUBLIC COMMENT

Fernando Roldan made a public comment by stating that including multiple trips from different locations should be on the video. They should include the regions like how to use the bridge between Santa Clarita and Antelope Valley.

Lisa Anderson made a public comment by stating that she made a reservation for the return, from a school and Culver city and she got a no show. She thinks they should include it in the video when a person makes a reservation for a pickup and when the driver gets there, if the driver can't find the person, that they need to make sure there is a callout so they can find you.

#### MEMBER DISCUSSION

Vice Chair Lantz stated part of the problem with making a video is, you have to make it short and still enough so that they can cover quite a bit of information. The good news is, they are going to be doing a couple of things about it. Other videos that will go into detail on some of the issues that people have raised, and they appreciate everyone's input.

Member Cardona stated it was a good presentation. "Some of the questions they ask could be eliminated since most people use the same equipment as wheelchairs, canes,

etc. I know this has nothing to do with the presentation, but I'm just saying.”

Member Barron stated that the public talked about, if you need a return trip, the reservation agent will make it for you. However, he knows that if it's out of the area, you have to call the other regions to reserve. It doesn't really state that, and it gives you the impression that the same reservation agent will make you return trip no matter what.

Member Cabil stated that the results are wonderful. A lot of teamwork, a lot of effort, patience, listening. It was a great teamwork experience and she enjoyed it.

Chair Hagen thanked them for their contribution. She is curious if, from a visual point of view, there are things that people really liked, that they appreciated seeing.

Member Barron liked the use of live images. He knows that for the equipment segment, there was clipart. As much as they can use real life images, he thinks that would be better than clipart. Especially on the part where they talk about wheelchairs and about oversized wheelchairs and manual wheelchairs, it was hard to see the difference. Chair Hagen stated that they did address the issue of wheelchairs and how the difference wasn't notable.

Member Almalel asked if there were visuals of people with an oxygen tank, or something other than a walker and a wheelchair. Eric Haack responded that they did show wheelchairs, but not with people in them. That was the clipart that was there. They did show an oxygen tank, but just showing what sort of equipment a person would travel with.

Vice Chair Lantz stated they showed canes, crutches, shopping bags. The point they were trying to make is that if they're in an oversized chair and don't say that they could end up not being able to fit onto a van. They are trying to encourage people to give the appropriate information when booking.

Vice Chair Lantz asked them if they could pretend for a moment to be someone new to the Access system, a new rider, would this video have been of some help to them or if they learned something new.

Member Shah asked if it was possible to add a home address as a selection, so individuals do not have to repeat the address for every single reservation. Something that would automatically populate as it will save people time and ease up the process when booking.

Chair Hagen stated they would discuss this at the next Operations' subcommittee. She stated they could probably find a way to go around the system safety precautions so they could accommodate this auto-populate request.

Member Almalel stated that she appreciated that they talked about the need to be

clear in mentioning locations and landmarks because the call takers aren't always that detail oriented when it comes to receiving an address.

Member Padilla stated that it was nice to see Access refresh their memory and tips on how to make a reservation.

Vice Chair Lantz stated that doing the video took an extraordinary amount of time, so they really want their input. She asks if it is worthwhile to make more videos because there are plenty of ways of going about the video is one technique or one tool, so I kind of didn't get a sense other than from one person whether they think this would be helpful to new riders or even current riders.

Member Almalel stated it was helpful because sometimes they are embarrassed to call in to ask for the same information repeatedly, and if they could have a video to refresh or even to share it with would be nice. Her mother is almost 80 and she has a hard time remembering little details so a video would be helpful for her.

Member Aroch stated this is going to be helpful for people if they're not able to see it, but at the same time it's easy for the people able to see it. She believes creating more videos would definitely be helpful even if it's more work.

## OPERATIONS REPORT

Antony Santiago presented the Operations report with the statistics. Some of the highlights are; Riders using the Where's My Ride app is able to give feedback regarding their trips. The ratings will allow them to rate the service quality of the trip in three different categories, which are safe, ride, courteous, driver, and clean vehicle using star ratings ranging from one to five with five being the best. Riders also had the ability to leave comments in the comments section such as "Great trip". They had a total of 13,174 Where's My Ride ratings for the month of January. Additionally, the average rating for each category in January are; clean vehicle averaged a rating of 4.81 stars. Courteous drivers averaged a rating of 4.83 stars and safe rides averaged a rating of 4.72 stars. On January 23rd, the northern region hired a new general manager, Elmer Contreras. Elmer has worked in the northern region before as a dispatcher and operations manager. Most recently he was the general manager in the Antelope Valley region for Access, providing great leadership and success in the Antelope Valley. Lastly, on Saturday and Sunday, January 27th and January 28th, the RSI team also known as Road Safety Inspectors monitored the Aquarium of the Pacific's 21st Annual Festival of Human Abilities, which celebrates the creative talents of people with disabilities. All trips went well, and no issues were reported.

## PUBLIC COMMENT

None

## MEMBER DISCUSSION

Chair Hagen asked if there were any comments on the Where's my Ride app. Anthony Santiago responded that they had a total of 13,174, on the Where's My Ride ratings in the month of January. She asked if they should add questions like vehicle cleanliness, driver questions and the performance of the trip to see if it matches of the statistics are.

Chair Hagen stated she was happy to see there were no denials and there was a definite increase. She welcomed Elmer and is so thrilled to have him in the San Fernando Valley. He has been customer service oriented and attentive and is probably one of the hardest working people she knows. She also congratulated Sean Brophy who was promoted.

## MEMBER COMMUNICATIONS

Vice Chair Lantz thanked everybody for their participation and Access for all the hard work they did and happy Lunar New Year to everybody.

Member Almalel stated that it was a productive meeting. It was nice to see the videos and hear about the push to get more informed about the legislation and how they can get involved. She is looking forward to seeing them at the Abilities Expo in March and seeing everyone at the Access Booth.

Member Barron thanked everybody for all the different work they're doing so many different productive things and it is so refreshing to see work done in so many different areas.

Member Aroch said happy Chinese New Year to everyone and thank you for the effort and stated the committee has done great work.

Member Padilla thanked them for the presentations and asked if they could address shared rides again since they are getting bad again, according to some of his coworkers.

Member Shah stated he works for Disability Rights California, so if anybody needs assistance, please feel free to reach out to him.

Member Cabil stated she is planning some events for Black History Month and is looking forward to participating. She is thankful for another month and is looking forward to making progress with them all.

Member Hudson thanked everyone for making this a lively and useful and productive conversation and meeting. Happy Lunar New Year everyone and Happy Valentine's Day to everyone who celebrates love.

Member Cardona said "Thank you, everyone on the committees for their hard work. The Adaptive Sports Fest in Long Beach will be April 13th."

Chair Hagen asked for clarification on the Abilities expo dates. The Expo is March 15-17 at the LA Convention center. She reminded them all of the community meeting on February 24 at 1:00pm via zoom. She also asked the audience if they were interested in the openings for the CAC to please apply and spread the word.

#### REQUESTS FOR AGENDA ITEMS

Chair Hagen presented this item.

#### PUBLIC COMMENT

Lisa Anderson made a public comment by asking if they could talk about the shared rides since she has had many issues.

Fernando Roldan made a public comment by stating that the report given by Anthony Santiago needs to address the shared rides on the survey questions. He agrees that share rides are unfortunately getting worse again. And that does need to be addressed in that. He asked Access Services to please talk aggressively with the politicians in the Antelope Valley in Santa Clarita, to extend their bridges. He also asked them to reach out to hospitals, the Braille Institute, and the schools in marketing the CAC openings. The more participation you have in the CAC and the Board of Directors and all, the better.

Nirupama stated that it was her first time in the meeting, and she would like to participate in the survey also.

Chair Hagen stated that the meetings are every second Tuesday of the month at the same time at one o'clock, and she can click to join the meeting online or do that through the phone and call the info line to get the information about each meeting. The info line is 213-276-6110.

#### MEMBER DISCUSSION

Member Hudson suggested that in addition to the community meeting they might consider having some sort of community meeting during the Abilities Expo because there's a lot of riders that attend that event and may have some questions.

Member Cardona stated that a friend of his left his event at 6:00 pm on Sunday from Long Beach and did not get home until after 10pm that evening. That is unacceptable. Susanna Cadenas asked him to email her all the information so she can investigate that issue.

## RAISE GRANT SUPPORT

Matthew Avancena presented this item by requesting from the CAC Chair and members of the committee a letter of support to be signed on their behalf, meaning the CAC's behalf, because Access staff will be submitting a grant application to the Federal Transit Administration for \$20 million. The agency is requesting \$20 million to help fund Access's Antelope Valley operations and maintenance facility. Access still needs funding for that specific facility.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they need to extend those times for both the Antelope Valley and Santa Clarita. He encouraged Access Services when asking for funding for the new facility to make sure they talk with the mayors and council people, both in Palmdale and Lancaster and some of the other cities around the Santa Clarita and Antelope Valley regions.

## MEMBER DISCUSSION

Member Cabil is excited to hear about this and will look for other partnerships out here.

Vice Chair Lantz asked if Matthew Avancena could write up the letter and send it to each one of them because they don't need to get permission on an individual basis to sign it, is her understanding. They could say underneath his signature, member of CAC.

Matthew Avancena responded that he could email them the letter and then they could print, scan and email a copy of the letter, it would be great. He needs it by the end of that week on Friday because the application is due no later than February 20.

Vice Chair Lantz asked if they could add an update on the AB 817 and on this topic as well.

Member Hudson stated that whatever was easier to do, she agrees with it.

## SUBCOMMITTEE UPDATES

Karen Gilbert presented the Eligibility subcommittee and stated they reviewed other agencies, paratransit applications to get ideas and verbiage in the template. The discussion was very productive and application samples were emailed to the participants. They will continue the discussion on page two regarding barriers. There has been no decision made on this question yet, but they will revisit this later. For page three, a modification to add additional check boxes for more options and to remove questions already asked in the previous pages was advised. At the next meeting, they'll revisit page two, question six and complete review of page three. The subcommittee was informed that changes must be submitted by February to make the deadline for

the next order of applications. The next meeting is scheduled for February 28th at 1:30 PM.

Susanna Cadenas presented the Customer Service subcommittee gave an update on the meeting in January. The Voluntary Center, also known as OMC where agents facilitate calls from riders who are seeking help with their trips. They also discussed the need for provider staff to carefully identify OMC separately from customer service agents when referring riders to the customer service line for help. This could help riders understand who they need to reach for their specific inquiries. In addition, concerns were brought up on the need for OMC to receive detailed ETA information when calling the providers. The provider should be sharing vehicle location, vehicle numbers, and any expected delays that may extend the ETA. They also discussed whether different numbers should be used to call OMC, but it was decided that this could create some confusion. Lastly, the CAC discussed the need to update the current phone tree on the customer service telephone number so that it clearly indicates who you are being transferred to. For example, when pressing option two, it should specifically state that you are being transferred to the Operations Monitoring Center, OMC. The phone tree updates should be implemented this month.

Mike Greenwood gave an update on the Operations subcommittee. The operations subcommittee of the CAC had not met since the last full CAC meeting, but they were meeting tomorrow at 1:30pm. There are two agenda items that they plan on discussing that include a continuing discussion about early arrivals at pickup locations, as well as what ETA information is provided to riders when they call the contractor for an ETA.

Eric Haack presented the update for the Communications and Video subcommittee. They reviewed the video that they saw earlier in the meeting. The focus was on that and there was a great deal of discussion on the video. The conversation produced a lot of notable and small edits to that.

Matthew Avancena gave an update on the Website subcommittee. The website subcommittee has not met in a while. However, the next meeting is scheduled for next Tuesday.

Chair Hagen thanked everybody for taking the time to come to the subcommittees and giving their input. She asked if anyone would like to be on a subcommittee, there is room and should reach out to Matthew.

## 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 3:21 p.m.