

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 14, 2024

1:00 pm - 3:15 pm

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

Remote Public Link ([click on this link](https://us06web.zoom.us/j/81987423857)) -
<https://us06web.zoom.us/j/81987423857>
Dial In - 888 788 0099 (Toll Free) or
669 900 6833
Meeting Number - is 819 8742 3857
***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 April 9, 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.	Trip Reservations - Rogelio Gomez	Presentation	

10	7.	Operations Report - Brian Lopez	Information
11	8.	Future Agenda Items - Yael Hagen	Information
10	9.	Member Communications	Information
8	10.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	11.	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**

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/81987423857>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or
+1 312 626 6799 or +1 929 205 6099 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll
Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: is 819 8742 3857
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 April 9, 2024 1:00 pm - 3:15 pm</p>
--

CALL TO ORDER

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

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

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

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Kristy DeHaro, Karen Gilbert, Susanna Cadenas, Eric Haack, Art Chacon, Rogelio Gomez

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF MARCH 12, 2024

Chair Hagen asked for a motion to approve the March 12, 2024 minutes.

Motion: Member Barron
Seconded: Member Shah
Abstention: Member Cardona, Member Shah
Motion: Passed

GENERAL PUBLIC COMMENTS

None

BOARD MEMBER REPORT

No report was given this month.

RIDES TO AND FROM ABILITIES EXPO

Senior Manager of Operations, Rogelio Gomez presented this item. The Abilities Expo and the LA Marathon took place at the same time in the West Central region. Therefore, many trips could not be started right from the Expo due to varied factors such as times, number of riders and destinations. Based on the overall trip demand they will be reverting to utilizing all four Basin contractors for pickups to help facilitate communication for drivers and customers.

PUBLIC COMMENT

Carolyn Edwards made a public comment by stating she had a wonderful experience with rides at the Expo. She thought her ride was a great experience because it was well organized. She mentioned two issues concerning her ride that was scheduled but the driver did not show up. Nobody called her from dispatch to inform her either. Additionally, Access drivers show up late every Sunday whenever she schedules a trip for 9:00am, they show up at 10:00am. Chair Hagen asked what region it was, and Mrs. Edwards said it was the Northern region.

MEMBER DISCUSSION

Member Padilla asked what some of the miscommunication was made by staff at the Expo. Rogelio Gomez responded it was on the call center side where some information wasn't provided to the call takers on time. The issue was addressed, but it could have been addressed a lot better. Chair Hagen stated that the provider CTI, failed to get that information in her opinion.

Member Cardona stated, "Maybe they could post signs inside the hall of the convention center directing the location to meet Access." Rogelio responded that was a great suggestion taken into consideration for the next Expo.

Member Barron asked if there was a way they can talk to the people that run the Abilities Expo if they have a link for people to sign up online that says, "Are you an Access user?" where they can instantly be taken to a reservation page online so they can book their trip. He understands reservations can only be made 24h before but maybe they can make an exception to how many rides approximately they will have. Rogelio responded it was always good to know how many riders are heading their way so they could better prepare. He will see how that's possible with the event. He doesn't think the technology is there to do that, but they could look into it.

Vice Chair Lantz stated that she didn't attend this year, but Member Hudson had a lot of issues with the rides being very late. The main thing she heard from everyone who had a negative experience is they went on Friday, and it sounds like there were more rides than were expected. In the past, Access has done an excellent job, but she thinks it takes a village to make it work, because there are people from all areas going to the Expo and going home.

Rogelio Gomez stated that CTI has done the trips from the Expo for the last two years successfully, so this was a reality check for them that the numbers are getting higher than the pre-pandemic numbers. Next year they will have all four Basin contractors attend to make it a smoother process.

Chair Hagen asked what the numbers of trips were this year. Rogelio Gomez responded it was 659 in 2019 and this year 559 so the highest in the past five years. Chair Hagen stated that they were promised by Access to make it easier for shared rides since CTI knew ahead of time their trip volume. She thinks it had more to do with communication and there were many ways that this could have been avoided.

Chair Hagen asked that the staging area for Access make sure that there are enough places to sit; that there's shelter from weather, and that there is a little more attention paid to those who are waiting. Also, a little bit more flexibility with time, because if that helps the providers and helps the riders, then that could be a win-win situation. She liked the suggestion about the signage inside the venue as well.

Member Padilla was surprised that he didn't see enough signage at the convention center. He saw a few but not enough to direct people to Access. Chair Hagen stated that there was signage to direct drivers in, but not necessarily signage for participants. She thanked the northern region for being on top of it. Her experience was great.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that the United States Access Board is coming to Los Angeles. For those who don't know what the Access Board is not to be confused with their Board of Directors meeting with the Access Services Board of Directors. It is an independent federal agency that promotes equality for people with disabilities through leadership and accessible design and the development of accessible guidelines and standards. The Access Board was created in 1973 to ensure access to federally funded facilities. It is now a leading source of information on accessible design, including the built environment and transit vehicles. It's also structured to act as a coordinating body among federal agencies and directly represent the public, particularly people with

disabilities. It has 25 members on the Board and from April 15th to the 19th, the Access Board will be holding its quarterly meeting in Los Angeles to understand the state of accessibility in the city. On Tuesday, the Board will hold a town hall meeting on Wednesday, it's going to focus on accessibility in Hollywood, and on Thursday, they're going to spend a whole day looking at accessibility in the city of Los Angeles as it prepares for the Olympics. He was asked to participate on a panel discussing the accessibility of transportation and transportation facilities in Los Angeles. He looks forward to letting them know about some of the challenges that are emerging and that they've talked about, which is the emerging bike lane infrastructure. Some things they're doing on streets are interfering with their ability to get people to the curb. He wants to make sure that they know as they push forward with the designs for streets. They have had an additional meeting with Metro staff and consultants regarding the 2020 Olympic and Paralympic games and are starting to get a little more information about what things may look like from an operational perspective. There is going to be heavy security around the event spaces. They are making sure that people with disabilities from around the world, who are going to be using their services, have easier access. Finally, they have been submitting some grant applications for our Antelope Valley Paratransit Operations and Maintenance Facility. There's something called the Federal Raise Grant program. They asked for \$20,000,000 for that facility and more federal participation as it frees up a lot of other funds that they can use to build facilities in other parts of Los Angeles County. They are looking forward to submitting a similar grant application to the Federal Bus and Bus Facilities program as well.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking about some issues concerning a bike lane and a lot of businesses were upset with the city of Burbank saying they did not want another bike lane. Second, they should include other cities besides Los Angeles. They might want to speak with the city of Pasadena about these issues since they might use the Rose Bowl as well.

Mrs. Spencer was wondering when Access is going to hire more drivers with sensitivities.

MEMBER DISCUSSION

Chair Hagen asked if there were any dates open to the public to join the meetings. Andre Colaiace responded he will look into it.

Member Gordon asked, "Will we have more drivers to accommodate the influx during Olympics?" Andre Colaiace stated that they are trying to determine that. Mike Greenwood responded that they spoke to someone in Utah concerning their public transport during the Olympics and he said there was no significant increase in riders which could be different in Los Angeles.

Mike Greenwood added that he and Andre Colaiace are hoping to get a better idea of demand for paratransit service. Fortunately, the consultant that Metro is using has somebody on their team that worked in London during the 2012 Summer Olympics, and he has valuable experience that might help, and they are hoping to lean on him to give them some accurate forecast of what to expect in 2028.

Member Almalel was wondering, if any of the \$900,000,000 influx of funds coming to Metro, be afforded to Access for preparations as well. Andre Colaiace responded that it was for specific projects, but Metro has put together a mobility concept plan that does list additional capital projects and Access is one of the 15 projects in that mobility concept plan. It states its infrastructure improvements for electrification, but it's unclear exactly what the mechanism is for getting a formal request. There should be a decent sum of money directed at the region and they hope they can get a part of it.

Chair Hagen stated that same day consideration should also be in play because flexibility is going to be very necessary. She would like more talk and more activity around same day. Everyone who answers the phone, which is in that position of being the first point of contact, should know how to use translation services and that is something that should be discussed as well.

ADJUSTING THE TRANSFER TIMES TO AND FROM SANTA CLARITA AND NORTHERN REGION

Mike Greenwood provided an update on transfer trip service, which connects Antelope Valley and Santa Clarita with the rest of the four regions in Los Angeles County. Previously, there were only three transfer opportunities each weekday and there were no transfer trip opportunities on weekends or holidays. So that expansion, which was approved by the Access Board of Directors, was implemented in July 2019. Since that time, there have been eight transfer trip opportunities on weekdays and three on weekends and certain holidays, holidays that the contractors operate on because the fixed route service is operating on.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he has mentioned before that there needs to be more extension of the transfer points, especially during the weekends. The reason is because of visiting family for birthday parties or celebrations as well as holidays. He recommends they also extend the times to later times.

Mrs. Spencer asked if Access was ever going to make it possible for same day reservations.

MEMBER DISCUSSION

Chair Hagen stated that when it comes to being able to socialize or visit family and friends in that area, it is very difficult. The absence of people taking it for social reasons instead of medical appointments is primarily because there's no availability.

Vice Chair Lantz stated that clients that she knows have relatives that live there or friends. They are traveling from LA or Culver City and going there. The main reason they're not able to do that on weekends is that there isn't anything available late enough that it gives them the ability to go.

Member Shah asked if there was data on how many riders missed their transfer trips because they wait at the transfer points? Mike Greenwood responded that he didn't mention this earlier, but when they implemented the expansion of transfer trips service in summer of 2019, they added a full-time starter at Olive View Medical Center to monitor the connections between the incoming and the outgoing vehicles. Because of that and the operating procedures at Olive View Medical Center, nobody's going to be stranded on a transfer trip. If the supervisor has to drive them all the way to the end of the line to drop them off at their final address, that'll happen.

Member Padilla stated that would be awesome between other regions and counties. He agrees with Vice Chair Lantz that there should be later times on the weekends because those trips are useful for riders to be able to socialize with family and friends.

Chair Hagen asked if they have any idea if there's been an improvement in, especially in the San Fernando Valley, when booking a trip, that they are giving a more reasonable timeframe and not just a blanket one and a half hours prior to your transfer time. Mike Greenwood responded that he doesn't have any information on that, but by the time they discuss this at the CAC subcommittee, he will have more information on that.

OPERATIONS REPORT

Kristy DeHaro presented the Operations report with the statistics. The Access website SAM directory was updated for the seven terminals and the Tom Bradley International Terminal. The update also includes the booking address that should be used for LAX, as well as a reminder for riders to be visible at the curb and providing the terminal information when booking their trip. A new Access stand sign was added to the Cal State University Long Beach campus, which is stand sign six, located at lot E7 employee parking. All stand sign information and locations can be found on our Access website. Lastly, in terms of vehicle acquisition, 86 Pro Masters have been delivered to the contractors as of April 9, and the remaining units are being retrofitted with an upgraded air conditioning system.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they should include the number of shared rides and if people have made complaints about the shared rides. He believes the CAC needs to hear about how the share rides are affecting the riders. One factor he did not see on operations report is the stand signs at stadiums like the Rose Bowl, SoFi stadium, Dodger Stadium, etc.

Mel Bailey made a public comment by stating that they should add the bullet points of what's provided for training. He is still having issues with drivers coming up to him, speaking a different language, playing the music too loud, and even an actual supervisor who was disrespectful to him. He has noticed an increase with the on-time pickups. He doesn't want to be pulled, grabbed, or pushed as someone with a visual impairment. Ask how to help and ask first before trying to physically help him.

Mrs. Spencer made a public comment by stating that some of the supervisors have very horrible attitudes or are not sensitive toward people with disabilities. They're in a hurry, they're in a rush and very impatient and rude.

FUTURE AGENDA ITEMS

Chair Hagen stated that the purpose of the item is to make sure they have a place and a forum where they can bring ideas to their collective committee. She wants to encourage people to let them know what would be important to put on the agenda in the future.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they have never talked about asking Access Services to invite council members or mayors of the LA County area to

see what Access does. Invite them so they can be part of the public, so they see what Access Services does and what the function of Access Services. Also in California, to be able to have a legislation liaison for the CAC, and a liaison for the federal government, to see what programs are out there.

Mel Bailey made a public comment by stating that they have talked about increasing the visibility of the meetings, and he has realized the drivers aren't aware of the meetings. With the callouts, it would be nice to have some level of consistency. He had a situation where he got a call to come outside and it was raining and once he left his building, it was difficult for him to get back. The driver called 8 minutes before arriving and he got wet. He knows it is an automated call, but it is something that should be discussed.

Andrea Wingreen made a public comment by stating that the height of the silver ride cars, have some vehicles that are so high, that to grab onto the handle, and climb in, it takes her a long time to enter the vehicle. A customer relations representative will contact her.

MEMBER DISCUSSION

Vice Chair Lantz stated that it's important that the committee members take in what they hear from people in addition to what Chair Hagen said. They should also speak about rides that they know of from riders outside the CAC. They need to reassure people that their voice is important, and they are listening. Those are the things that they are focused on at subcommittee meetings, which are not public meetings, but she thinks people should know that this is important to this committee, and that Access is also listening.

Member Barron asked if they could put callouts as a standing item for the Operations subcommittee. Chair Hagen asked if this was an issue to talk about at every meeting every month. This way they can take all the public comments and direct them to whatever subcommittee that applies to. That way, they make sure it's addressed as part of their goals, when they work in the subcommittees. Chair Hagen asked Matthew Avancena to make sure the suggestions are added as notes so when they work on the agenda, they can refer back to these items.

Member Padilla asked when the next subcommittee is and for which topic. Since he is hearing more about supervisors being disrespectful and rude, sensitivity training should be added for a future agenda item. Chair Hagen stated that Access doesn't have the jurisdiction to train drivers and supervisors that work for the providers, there may be a role, where they can have this discussion in a way that is appropriate. Member Padilla commented that the public comments are being addressed at subcommittees, and somebody is getting back to them.

Vice Chair Lantz suggested that they speak talk later and help Matthew Avancena with a list of the comments that were made and what subcommittees those might fit into.

Member Almalel asked if they could discuss the evolving designs of the Pro Master. She has seen several different designs, and each one has something interesting on it. Recently, she got a Pro Master and when you exit the ramp, the lip in the back flips up, and it could trip someone. It is scary if you are leaving in a wheelchair because the ramp bobbles for a second. She would like to be able to leave design comments for the Pro Masters since they are still getting modified.

MEMBER COMMUNICATIONS

Vice Chair Lantz thanked everyone that contributed and riders who have called in and her fellow CAC members. They had a lot of input, and it's often not easy for them but she appreciates their help, and support.

Member Almalel thanked everyone for their reports, and for their willingness to work hand in hand to improve Access for future events like the Olympics. She works with Triumph Foundation, and they are having their annual Wheelchair Sports Festival, which is in Santa Clarita. One year they were able to work with Access on getting trips out there for all the wheelchair users, because it's up in Santa Clarita. She invited everyone to the event on April 27th and 28th. Chair Hagen asked Member Almalel to talk to Mike Greenwood to coordinate possible rides for this event.

Member Barron thanked everyone for the discussion, and to keep in mind the general election's around the corner. They need to start thinking about how to make Access better for people that vote in the general election in November.

Member Padilla thanked everyone for the reports. He also stated the shared rides have increased according to his coworkers. He asked if they could add an item on how to connect to other counties via Access.

Member Shah thanked everyone for all their team effort and looks forward to making the best in the country.

Member Cabil stated she is trying to do her best to balance everything out despite some setbacks. She reminded everyone that May is National Mental Health Awareness Month, and LA County Department of Mental Health has various activities going around in the counties, in the eight different regions. She also congratulated Jessica Volanos on the birth of her baby. She also congratulated Victor for moving up in his position. She is very happy to be a part of the team.

Member Cardona stated that "Access should be aware that the Adaptive Sports Fair is this Saturday at Long Beach City College. Also, the Grand Prix of Long Beach is April 19 to 21st. Thank you."

Chair Hagen specifically talked about the response to the Abilities Expo comments. She thanked the operations team for really taking in all the comments, thinking about it, being proactive, in their overall look at what can be improved. It shows the spirit that they are all talking about.

REVIEW DRAFT CAC PARTICIPATION MATERIALS

Matthew Avancena presented this by speaking on the different outreach materials to encourage CAC participation. They can make the CAC meetings more prominent on the website and work on a flyer. He spoke on how to participate at CAC meetings and asked for any suggestions from the members and public.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that they should create flyers and distribute information about the meetings at their Independent Living centers, Metro Bus, other public transportation around the county, as well as the LA County Board of Supervisors.

MEMBER DISCUSSION

Member Padilla asked if somebody wanted to go in person, if they would go to the El Monte office and participate this way. Matthew Avancena responded he would be led into a conference room, with a big screen monitor, and he could see everyone on the monitor. It would be no different than what he is doing now but on a bigger screen.

Chair Hagen stated that Infoline information is there to hear about upcoming meetings, but she believed the website might be missing it or the flyer. She asked if the description about what the CAC is, they should revise it. They had a public comment suggesting the drivers should also know about the meetings.

SUBCOMMITTEE UPDATES

Karen Gilbert presented the Eligibility subcommittee and stated that they resumed discussion on page three of the application. On page three, there was a suggestion to group all mobility devices together and mobility aids in another group, and the same suggestion was made for page four for secondary devices. The subcommittee asked if the language regarding the oversized mobility device needed to be revised based on the pro master vehicle capacity. The group also suggested the importance of adding mock-up rear seating and steps to simulate the pro master at the eligibility center. And the fleet team is actively looking into this.

Susanna Cadenas presented the Customer Service subcommittee and gave an update by stating they continue discussions on improving the operations monitoring center. The discussion started with feedback related to the abilities Expo experience from

scheduling of the trips to late pickups, and although this was not directly related to OMC, the committee requested to know how OMC was impacted. They were able to quickly report that there were very minimal calls to OMC, and most were calls for ETAs. They spoke on customer's awareness of the OMC and whether they need to do more marketing. Many efforts have been made, such as presentations at the community meetings, updates to the customer service phone tree, and mentions in the rider's guide. They also revisited the topic of written responses to complaints, specifically mentioning how written responses do not provide a detailed outcome of conduct related concerns. The recommendation was made to include travel trips to the response letters based on the validation of concern. At the next meeting they will be developing an OMC questionnaire and review a few complaint response letters.

Mike Greenwood gave an update on the Operations subcommittee. They discussed the estimated time of arrival calls and some of the difficulties writers face when not getting the help they need when calling for an ETA. The committee reviewed a staff recommended operations bulletin and they received feedback. The bulletin is designed to give additional guidance to our contractors to better meet the needs of our riders when they call for an ETA. The second item discussed was shared rides. It was more of an introductory discussion, and they will take a deep dive into the issue of shared rides.

Eric Haack spoke on the video communication subcommittee that is currently working on an informational video with the topic of how to avoid a no-show. The subcommittee discussion concluded on utilizing information previously shared with this CAC committee and community meetings. They will speak on definitions of what constitutes a no-show, late cancellations, and missed trips. The operations team provided the information from those PowerPoints that were shared at the September 2023 or August 2023 CAC and community meetings. The expectation is that at the next video communications subcommittee, the team will be able to make quick progress on how to avoid a no-show video script.

Matthew Avancena gave an update on the last meeting as he went over the requested changes for the homepage or the landing page. The proposed changes that Josh Southwick showed the subcommittee members were well received. However, there were still a few comments about the dropdown menus and its visibility when it interacts with the image. They did address these concerns by creating the dropdown box and how that overlays with the image. They discussed the hierarchy of the site and if they moved things around it would be easier to read and user friendly. There was a request to add the online reservation button somewhere more prominently. Their next step would be to work on the site map.

MEMBER DISCUSSION

Chair Hagen stated there were some excellent discussions and work being done in the subcommittees. She is excited about the progress and having discussions with people

that are able and capable of making changes. The openness and the ability to have those discussions, and to be able to hear perspectives all around is important. They have come a long way, and she is very proud.

Member Hudson encouraged people to participate in the subcommittees. She stated that it is where a lot of the work gets done and she's proud to serve.

Chair Hagen said they still had room for CAC members to join the subcommittees. If they are interested in joining, please contact Matthew Avancena.

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 Vice Chair Lantz. The meeting was adjourned at 3:15 p.m.