

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 10, 2020

1:00 pm - 3:15 pm

***Webinar - please see note below**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
8	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of October 12, 2020	Action	5-15
6	3.	General Public Comments	Information	
7	4.	Board Member Report/Theresa DeVera	Information	
15	5.	Emergency Management Update - Matthew Topoozian	Information	
15	6.	Passenger Opinion Survey - Eric Haack	Presentation	
10	7.	Member Communications	Information	
10	8.	Proposed Fare Coupon Design - Josh Southwick	Presentation	
20	9.	Operations Update - Justin Sheldon	Information	
10	10.	Member Selection Subcommittee Update - Rycharde Martindale	Possible Action	
15	11.	Stand Sign/Goals Retreat Subcommittee Update - Matthew Avancena	Possible Action	
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, November 10, 2020 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://zoom.us/j/96197738141>
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 an 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, the 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 on 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 +1 346 248 7799 or +1 253 215 8782 or +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 961 9773 8141

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, please submit a written comment as outlined above.

MINUTES

Community Advisory Committee (CAC) Meeting

October 12, 2020

1:00 pm - 3:15 pm

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:13 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachelle Goeman, Vice-Chair; Gordon Cardona, Kurt Baldwin, Maria Aroch, Yael Hagen, Jesse Padilla, Terri Lantz, Wendy Cabil, Marie France Francois, Tina Fofoa and Michael Arrigo.

CAC Members Not Present: Olivia Almael and Michael Conrad

Board Members Present: Doran Barnes

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Megan Mumby, Matthew Topoozian, Mike Greenwood, Rycharde Martindale, Eric Haack, and Gina Breceda.

Guests Present: Dmitriy Vanchugov and Chris Pangilinan (Uber Transit)

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the September 8, 2020 minutes.

Motion: Member Fofoa
Seconded: Member Cardona
Abstention: Member Hagen and Member Francois
Motion: Passed

PUBLIC COMMENTS

No public comments.

BOARD REPORT

Board Treasurer Doran Barnes gave an update of the last Board meeting. He stated the Board approved the extension of the contract for website services, authorized the

assignment of the contract for onboard vehicle recording to a new ownership group and reappointed members to TPAC. The big item was the approval of the budget which includes a total of \$163.9 million in expenditures and paratransit operations represent almost 81% of that total budget. That money is going directly into the delivery of service. The budget anticipates it will deliver 1.46 million trips. As the COVID-19 situation continues to evolve, they will have to adjust accordingly. The cost per trip last year was budgeted at \$43.17 and this year, it's budgeted at \$102.91. It is a very significant financial impact related to COVID-19. On October 19th, the various Board committees will meet again and then the next full meeting of the Board of Directors is scheduled on December 7th. He thanked everyone for all the work they do.

MEMBER DISCUSSION

Member Hagen made a comment by stating that Access Services has never been appropriately budgeted. She stated that the cost per trip now is more appropriate and it should have been that amount all along. She wonders if the budget is from July or September. Director Barnes stated the budget is from July 1. They adopted one in the first quarter originally.

Member Hagen asked if the budget has changed from June to September. F Scott Jewell responded that the action the Board took was a continuing resolution assuming that they would have the same funding that they did the last quarter of 2020. Since there is now a new budget, to be approved by Metro, those months were taken in terms of what had already been spent. The remaining funding is based upon what Director Barnes discussed.

Member Lantz stated that she felt the Board did what was necessary in approving what they did for safety reasons for the riders and the drivers. She has heard from a lot of riders that they wouldn't have been able to take Access, if they hadn't taken the necessary precautions they took, providing rides without fear of other passengers passing COVID to them. She thanked the Board for taking action.

Member Padilla made a comment by stating that he echoes Member Lantz's comment and stated that places have been slowly reopening. He asked if ridership has been increasing. Director Barnes stated that they are tracking this very closely and the demand for service and resources required.

Member Cardona made a comment by asking if there is a timeline to when the shared rides will resume. Mike Greenwood responded that they are monitoring ridership on a daily basis and comparing it to pre COVID. At the moment they are at 49% of pre pandemic ridership levels so they still have a long way to go. They will continue the same day service, disinfecting of vehicles and will revisit their service once things change.

Director Barnes stated that Los Angeles County is stating that essential trips that need to be taken are ok but to stay away from large groups.

Member Lantz asked how the public transit ridership compares to Access ridership. Director Barnes responded that they were at about 55-60% of pre COVID levels. Just a little higher than Access but not much so. Mike Greenwood added that according to other transportation services across California it is about 40- mid 50% as well, so pretty consistent for the area.

UBER TRANSIT

Dmitriy Vanchugov and Chris Pangilinan gave a presentation for Uber transit. They explained how they have partnered with various transit agencies to complement their services. The program varies with each customer and program. They explained the different services they could offer Access.

MEMBER DISCUSSION

Member Baldwin made a comment by stating that he noticed the Uber Pool was \$1 and the Uber WAV was \$2. He asked what the justification for that was and also asked why the price was only until 3:01pm. Does the price increase after that?

Dmitriy Vanchugov responded that fare policy is set entirely by the transit agencies. The WAV ride is similar to a general ride and the Pool ride is cheaper because it is a shared ride. In terms of drop off time, they estimate the time they will be arriving once picked up this is why the time is depicted.

Member Arrigo made a comment by pointing out that the presentation is based on the city of Boston and is asking they do not offer the same in Southern California. Dmitriy Vanchugov responded that they don't have a partnership and they are having this meeting to better inform them and evaluate them as a possible customer.

Member Baldwin made a comment by asking that if Uber is leaving the state if Proposition 22 doesn't pass, how this will affect this particular product. Chris Pangilinan responded that they would possibly be serving a much smaller area but the outcome will be determined on the final vote.

Chair Goeman made a comment by asking what the process was to report an Uber driver who decided not to pick her up with her service dog. Dmitriy Vanchugov responded that they have a very strict policy on this and if it were to happen she should report them to Uber and they will be released from their contract.

Member Lantz made a comment by asking what was included in the background checks for the drivers and if they checked for felonies. Dmitriy Vanchugov responded they do the background checks for all drivers which do include felonies and oftentimes the background check will fail before that. If they do not pass they cannot drive for Uber as the guidelines are quite stringent.

Member Lantz also made a comment by stating that there are those who use wheelchairs for mobility. They did an experiment with Uber and found that many were not able to get a ride with them. Dmitriy Vanchugov responded that Uber is working with the transport authority to understand demand around WAV trips and to make sure that they have the appropriate supply out there. In those partnerships, they have the capability to do those studies and make sure that they fulfill all those trips that they predict. The product available in Uber for WAV in markets can vary by location because it's just a general consumer product that's out there. It's hard to guarantee a level of supply but when it's a partnership with a public transit agency, that's something they are very focused on.

Member Baldwin made a comment by stating that he noticed the drivers had a sensitivity training and he doesn't like that phrase coming from an independent living model. He prefers disability etiquette to the term used. He asked what that training entailed. Dmitriy Vanchugov responded that drivers have to go through appropriate training that all the drivers have to go through. The Community Transport Association has a lot of guidance around this and they try to use the industry standard to make sure that the drivers have the correct type of training.

Member Baldwin made a comment by asking how many WAV accessible vehicles Uber had in Los Angeles County because the response time is not comparable to other services. Mr. Vanchugov responded that the product available in many markets varies because of the difficulty of recruiting drivers for that specialized service. They work hard to be able to increase as much of that supply as they can with transit partnerships, they work more with contractors and the transit authority itself to guarantee a minimal amount of supply when they have that formal partnership. Chris Pangilinan added that in cities like New York, DC, Chicago and Toronto, they have been able to provide wait times under 15 minutes. Part of this is working with the transit authorities and the supply they have from MV Transportation in those areas. In LA they have not been able to achieve that supply level yet but are working on it.

Member Lantz made a comment by asking if any of the WAV vehicles were in the west side of Los Angeles. She stated that for two years she was not able to book a ride with a WAV. Chris Pangilinan responded that they should try again now since COVID has changed demand. Otherwise, she can contact them directly if it is still an issue.

Member Hagen made a comment by stating that many times she has not been successful in getting a WAV vehicle ride with Uber. She is also concerned that if someone does get a ride would not necessarily be able to get a return ride. That can be a problem for someone to be stranded in the community. Chris Pangilinan responded that they would have to guarantee a minimum amount of supply with a reasonable wait time. Vice-Chair Cardona made a comment by stating that Uber could give incentives to drivers to drive a WAV. It seems there are very few WAV vehicles out there although he was able to get a ride once when he was stranded by the LAX airport. Chris Pangilinan responded that part of the strategy to get more WAV's was to give incentives. He stated that the Senate Bill 1376 requires a TNC access fee of 10 cents fee on all Uber and Lyft

rides and the money can be turned into incentives for more WAV.

Member Cabil made a comment by stating that she missed part of the meeting and was wondering how she could get the presentation. She also asked if there was a chat option on the Zoom because there was none available to her. F Scott Jewell responded the chat option was available but that she could just proceed with her question.

Member Francois made a comment by stating that she would also like a copy of the presentation. Veronica Guzman-Vanmarcke responded that she would send the presentation to all CAC members after the meeting.

Member Padilla made a comment by asking if they had to be an Access rider to use the WAV service or if it was a separate eligibility for that part. Mr. Vanchugov responded that they do have a general consumer WAV product. They also have another WAV product and a level of supply, one that can be more guaranteed in partnership with the transit agency. The WAV product would only be visible in the Uber app to individuals who have the right eligibility to make sure that the supply and demand models that they are predicting in collaboration with Access can be met. That would be to a dedicated cohort of individuals with the right eligibility.

Member Hagen made a comment by stating that she thinks that for Uber to be there to answer all their questions is a huge step in the right direction for improving their way of getting around. She thanked them for the presentation. She stated that there is a lot of work to be done so that people who use wheelchairs have equal accessibility to WAV vehicles. She agrees with Member Baldwin that the appropriate trainings should involve the disability community.

Dmitriy Vanchugov thanked Member Hagen for her comments and agrees that there should be equity and they will be coming up with creative models to make sure that in partnerships with public transport, they do have that dedicated WAV vehicle supply to make sure that they have the same experience, whether they are using a wheelchair or not.

Chair Goeman thanked them for their presentation and for coming to the meeting to inform them on their options.

Member Aroch made a comment by asking what the procedure was for a driver who cannot locate a passenger. Does the driver wait for five minutes or what do they do. Christ Pangilinan stated that the procedure has many steps that include either calling, texting or seeing the actual map of the driver. Member Aroch responded that she is concerned the driver is looking at their phone when communicating. Mr. Pangilinan responded the driver is always required to pull over first before communicating with the passenger.

SSA VIDEO

Project Administrator Megan Mumby presented driver, Jorge Orozco from CTI with the Superior Service Award.

COVID-19 UPDATE

Emergency Management Coordinator Matthew Topoozian gave an update on the COVID 19 pandemic response. He discussed the procedures implemented in response to the Coronavirus pandemic and all the current changes. Chief Operations Officer Mike Greenwood, discussed the results on the non-scientific survey for riders who have used the same day service and curbside pick-up delivery. Riders who used the service the most were asked the questions from all six regions. He discussed the results with the CAC members.

MEMBER COMMUNICATION

Member Padilla made a comment by stating that he thought it was great riders are being notified about the enhanced services. He also asked if any of the riders stated they found out about the extra services through the Access website. He also added that the impact of services now vs. the beginning of the pandemic is that more businesses are opening up now. Mike Greenwood responded that, that was not one of the questions asked in the survey and none of the riders mentioned the website. He also added that ridership is slowly increasing. The key difference will be the reopening of adult Day health Care facilities. At the moment they are not thinking of opening before there is a COVID vaccine. Member Padilla asked about how the groceries delivered were kept fresh. Mike Greenwood responded that the groceries are usually nonperishable and with the other meal services, they are refrigerated or frozen and the drivers a window of time to deliver them to avoid spoilage.

Member Hagen asked if Access noticed a difference between regions in regards to the curbside pickups. She was wondering if some regions were better at providing the curbside pickup and the same-day services than others. Mike Greenwood responded that the numbers were so small it was hard to tell. He could however point out that half of the curbside pickups have been in the Southern region.

Member Hagen made a comment by stating that the Northern region has been doing curbside pickup trips for at least seven years in a different format, but same principle. The drivers ability to understand the program and the efficiency that the routers and the dispatchers have a better understanding on how to complete those trips because they have experience. She is surprised it is not more popular in that region. Mike Greenwood responded that some of the riders thought that curbside pickup is the normal ADA service where they pick riders up at the curbside. They need to revise the messaging and clarify the difference.

Member Cabil made a comment by asking if the meal delivery services are still ongoing. Mike Greenwood responded they have two that are ongoing and were recently contacted by a veterans group to discuss a possibility of working together. Member Cabil

asked if she needed to find a resource in Antelope Valley to get a service going. Mike Greenwood responded that they are open to doing this with any organization and any input from CAC members was welcome.

Member Baldwin stated that the San Fernando Valley and the San Gabriel Valley do not consider themselves part of the Los Angeles Basin. He also added that there have been issues with the shoulder belts in the vehicles not being clean. It came up at one of their paratransit rider's coalition meeting that they were getting some very dirty shoulder belts. They even asked if they could purchase their own and carry it with them. When somebody has an experience with those bodily fluids on a shoulder belt, he can understand why they might want their own. He thinks that's a real issue that needs to be addressed.

Mike Greenwood asked for clarification if these were the ones for securing a wheelchair passenger, as opposed to an ambulatory rider. He stated the shoulder belts were normally stowed with other securement devices. They may need to do a campaign to check on this. He will have a Road Safety Inspector start a campaign on that, and also work with the fleet maintenance group to do some inspections and see what kind of condition they're in.

Member Padilla made a comment by stating that he wanted to add to what Member Baldwin was saying. He asked if they were still disinfecting the vehicles. He mentioned that in his coalition group last week, one of the riders had an issue with the driver not putting his mask on. He asked if this was addressed if it was not reported.

Matthew Topoozian made a comment by stating that any sort of situation needed to be reported so they can be investigated. Mike Greenwood added that there are video cameras on the vehicles and complaints are investigated. The vehicles are disinfected in the evening unless it is in service more than four hours then it is done a second time. Some drivers even disinfect their own vehicles more. The contractors do get an incentive to disinfect the vehicles.

Member Baldwin made a comment by stating that they are required to wipe down any equipment in the office after each use. He wonders why this is not a requirement in the vehicles. Mike Greenwood stated they cannot require it on the vehicles because that is up to the contractor.

Member Hagen made a comment by asking how someone would see a driver not wearing a mask inside a vehicle if there was no complaint. Mike Greenwood stated that if the driver was not reported then they would not be aware that this is happening. This is why it's important for the riders to report them.

OPERATIONS UPDATE

Operations Service Monitor Gina Breceda, presented the Operations Performance

Report. She compared the statistics for August of last year, fiscal year 2020 and August of 2020 and fiscal year 2021. One slide showed the 13 key performance indicators for system-wide performance, which they are meeting or exceeding standards.

MEMBER DISCUSSION

Member Padilla made a comment by stating that he likes the new look of the stand signs in Long Beach. He asked if since the pandemic, there had been any calls reported to OMC for immediate service issues.

Chair Goeman asked how they were going to handle the voting and only a handful of machines were available for the blind at the polling stations. Mike Greenwood stated that if it is just to drop off the ballot then they would wait. Otherwise, they would have to book two trips to vote. He highly encourages they vote early or by mail to expedite and simplify it.

Vice Chair Cardona made a comment by stating that they should instead, call it curbside pickup for food and groceries. Then he also asked if they should ask the drivers to secure passengers in wheelchairs in the back for more distance. Mike Greenwood responded that trying to articulate better the difference between regular service and curbside pickup for meals or groceries. Vehicles that have two wheelchair positions we definitely want them securing the wheelchair in the rear position, away from the driver as much as possible. And that's for the safety of both the rider and the driver they want to keep their distance as much as possible.

Member Cabil stated that it was news to her that they have a new general manager in the Antelope Valley. How long has this person been on site, and how does she get in contact with her. Mike Greenwood stated that he would connect her with the new manager and she has been working for them for three weeks now.

CAC MEMBER SELECTION SUBCOMMITTEE

Rycharde Martindale discussed the CAC Member selection subcommittee to meet next month. He is requesting two volunteers from the CAC to participate. At the moment there is Terri Lantz, Yael Hagen, Michael Arrigo and Michael Conrad. Chair Goeman asked to be added to the list and Maria Aroch as well. He explained the guidelines and schedule they would be following. He explained there are two applications they would be selecting new CAC members from.

STAND SIGNS

Matthew Avancena gave an update on the stand signs. He stated there were a couple of locations where they were having some issues with some of the stand signs or missing stand signs. A few of those included the Lakewood Mall and Northridge Mall, as well as the Santa Monica Third Street Promenade and the Northridge Hospital. Another topic that came up was that the group had suggested was for legal counsel to develop a letter

to be sent to the property owners and managers to basically inform them why and how their property would be obligated to place the stand sign on their property. Staff will be reaching out to legal counsel to look into the drafting of this letter. Another thing that they talked about was for the Northern Region reservationists to see if they can book a trip to a more convenient location in the Northridge Mall. Right now the stand sign location in the Northridge Mall is not as convenient for some of the riders. This is something that operations staff will be looking into. Finally, it was requested to consider a method to make it easier for riders to request a location evaluation or a stand sign evaluation for certain properties.

Member Baldwin added that it wasn't just this idea that there would be an escalating way of letting property owners and managers know of their obligation to provide access to people with disabilities. Also, he'd like the committee to explore the legal issues around where Access leaves off, the facility takes over, and what the passenger has as far as their enforcement rights. He wanted them to have the legal framework around that, including things like requesting reasonable modification of policies.

MEMBER DISCUSSION

Member Lantz made a comment by stating that the Marina Del Rey area there is no sidewalk to arrive to those restaurants so they have to drive up the road into some of those restaurants. The drivers can't see them because they don't have a place to pull over. Mike Greenwood added that they were looking into this location.

Member Hagen would like to have another follow up meeting because they have not finished with their recommendations. The quality and position of signs is also something that needs to be addressed.

Member Padilla made a comment by stating that the colleges they spoke about such as Rio Hondo College and others. Mike Greenwood responded that they have confirmed during the meeting that all the signs were present at Rio Hondo College and there were no issues there.

Member Francois made a comment by asking if there is a need to revisit the stands that are currently in place especially now during the pandemic. Member Baldwin responded that they are looking at stand signs for large facilities like medical centers and schools not so much where they are placed.

Member Francois asked what impact COVID has had on stand signs. Mike Greenwood stated that he doesn't think there has been any impact on them. They are just looking for ways to improve their locations.

Chair Goeman asked if she needed to have a road supervisor go and look up an address how does she have someone look at it. Mike Greenwood responded they would have to call and request it and they would send out a road supervisor.

MEMBER COMMUNICATION

Member Hagen congratulated Access for getting the APTA Award.

Member Aroch thanked everyone for all the input and for all the rules that need to be implemented. She appreciates it.

Member Lantz thanked the Chair and stated that meeting was very organized and went smoothly. She encouraged everyone to vote and also stated that there are some fake drop boxes out in LA County that look different, so be sure to check before you use it. They can look on lavote.net for more information.

Member Cabil made a comment by stating that she is appreciative to Access for all the services they provide. She thanked the new Chair for doing a great job. She recently became the Co-Chair to the African American Subcommittee which falls under the department of Mental Health. There are many aspects to this position and she is looking forward to getting the community involved.

Member Padilla encouraged everyone to go out and vote.

Member Cardona stated that he is happy everyone is staying safe. He also wished everyone a Happy Disability Awareness and Breast Cancer Awareness Month.

Member Arrigo stated that he didn't particularly care for the term sensitivity training, just as Member Baldwin. He thanked everyone and it was good to see everybody. He added that next month is Disability Awareness Month, and to not forget the other 11 months out of the year for the awareness of every disability.

Member Baldwin just wished everyone a happy October.

Chair Goeman made a comment by thanking everyone for all the good wishes, and hopefully as this goes on, she will improve. She apologized for all of the mistakes that she made at the meeting. She wished everyone a nice month.

Member Fofoa thanked Access and the Board for everything they do.

Member Francois stated that she was glad that she was able to join the meeting. She appreciates all the due diligence Access has demonstrated to keep the riders safe. Chair Goeman asked if there were no Board of Directors meeting in November and F Scott Jewell responded the next meeting was December 7. The annual meeting is November 17 and they would have subcommittee meetings on October 19.

ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Member Goeman
Second: Member Padilla
Motion passed

The meeting adjourned at 3:11 p.m.