

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 8, 2022

1:00 pm – 3:15 pm

Webinar Only

Zoom Link – <https://us06web.zoom.us/j/84197418669>

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

Meeting Number – 841 9741 8669

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
5	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of October 11, 2022	Action	5-15
7	3.	General Public Comments	Information	
8	4.	Board Member Report - Theresa DeVera	Information	
20	5.	Metro Mobility Wallet - Metro staff	Information	
20	6.	Next Gen Impacts - F Scott Jewell	Possible Action	
15	7.	Eastern Region Contract Scope - Rogelio Gomez	Information	
20	8.	Public Transportation Agency Safety Plan - Mike Greenwood	Information	
15	9.	Member Communications	Information	

15	10.	Subcommittee Updates - Matthew Avancena	Information
15	11.	David Foster Memorial Video	Information
5	12.	Adjournment	Action

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific 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**

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 8, 2022, so they can be read into the record as appropriate.

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

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

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/84197418669>
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, 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 +1 253 215 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)

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

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

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

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting October 11, 2022 1:00 pm - 3:15 pm</p>

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 3:15 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Liam Matthews, Maria Aroch, Kimberly Hudson, Bhumit Shah, Scott Barron, Michael Conrad, Olivia Almalel, Wendy Cabil, Gordon Cardona, Rachele Goeman.

CAC Members Not Present: Jesse Padilla, Michael Arrigo, Terri Lantz

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Art Chacon, Mike Greenwood, Rycharde Martindale, Vicente Pena

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF September 13, 2022

Chair Goeman asked for a motion to approve the September 13, 2022 minutes.

Motion: Member Goeman
Seconded: Member Hudson
Abstained: Member Shah, Member Cardona, Member Aroch
Motion: Passed

MEMBER COMMENTS

Chair Hagen started off by offering her condolences for CAC member, Michael Arrigo. Michael was a tremendous asset to the committee for nearly 20 years. She stated that he would be greatly missed, and she would take some time during the member comments to share any memories and thoughts about him as well as adjourn in his memory.

MEMBER DISCUSSION

Chair Hagen made a comment by stating that she would like to acknowledge that they adjourned in the memory of David Foster. According to her that was not in the meeting minutes as well as a comment that she made early on, in regards of safety on fixed route rather than on TNC's. Veronica Guzman-Vanmarcke responded by reading out the portion of the agenda minutes where the meeting was ended in memory of David Foster and stated that it was in fact in the minutes. She would check on the other item she mentioned and make any necessary corrections if any.

GENERAL PUBLIC COMMENTS

Julian Vargas made a public comment by stating that the LA County public transit doesn't require masks of abled-bodied riders of all other forms of public transit, and he feels that Access requesting this is blatant discrimination against the disabled. He stated that he can make his own decisions for his health and safety. Since the mandate has lifted, he strongly recommends they do away with masks. He has protested this onboard Access vehicles and asks they don't impose something that's not imposed on everybody else.

Lisa Anderson made a public comment by stating that she had an issue with a ride that picked her up. When she filed a complaint, she got a call back after two weeks. She has many other complaints with her rides and would like a call back.

Jamie Castillo made a public comment by stating that she echoes the sentiments of the first caller. She is totally blind and has asthma. She understands that masking is "required" for their "safety". However, for a person with asthma, such as herself, it's hard for her to breathe especially if she is transported between two to three hours in the car. The mask mandate should be optional.

Eddie Salcido made a public comment by agreeing that the mask policy is in direct violation of the ADA because it has been lifted on all public transit, and that includes Access. He asked Access to consider lifting this ban.

BOARD MEMBER REPORT

No Board member was present to give the report.

COMMUNITY OUTREACH AND INVOLVEMENT

Chair Hagen presented on this item. She wanted input and ideas on how they could have more community involvement and one idea would be the community meeting. It would be a great place for them as the CAC to have a spot in the community meeting discussion where they can highlight what the CAC is about and how people can participate. Maybe they can also assist or be involved in some of the outreach that

Access services staff does. Access has staff, which goes to a lot of the general community events and maybe they can participate in that or help to advertise it.

PUBLIC COMMENTS

Eddie Salcido made a public comment by stating that as far as outreach is concerned, in terms of getting more people to the meetings, he thinks that social media is a good option. He stated that if they promoted this to the local ridership because he knows a lot of people in the LA area that he could tell about the meetings.

MEMBER DISCUSSION

Member Hudson stated that she is not a big proponent of any particular platform, but Facebook is really big in creating groups, and they could create a CAC or Access Services Community Facebook group to publicize the meetings. Since the meetings are on Zoom, she thinks it makes it more accessible and they can do it this way.

Member Barron stated that they could partner up with LA County to publicize the CAC and other counties' local events. For example, in the past elections, Access has offered free rides to the voting centers. If there's any Get Up to Vote events, Access can be a part of that, to promote the CAC as well.

Member Cabil made a comment by stating that she likes the idea of the community engagement, and strategizing ways that they can improve community input. She is particularly concerned about the Antelope Valley because that is her area. She was in touch with someone at Access who was willing to go there and do an outreach event. She is not sure if it has been done in the years that she has been a community advisory committee member, but she would like to partner up and do some outreach in her area.

Member Cardona asked what happened to the weekly email that Access used to send out. Matthew Avancena asked if he was talking about the "Behind the Scenes" newsletter, which is sent out biweekly. He could add him to the email list and any other CAC members that are interested. He asked they email him, or Veronica, and they can add him to list.

Member Shah asked if they included the information on meetings in the newsletter. Matthew Avancena responded that it does not cover this. He asked if they could include this in the newsletter. Member Shah asked if Access communicates with other disability organizations in the community about the various committees and how to get involved.

Mobility Management Administrator, Steve Wrenn stated he has been doing outreach over the past five years, about 70 events a year. From those events they would disperse information about Access, answer questions, follow-up, or even evaluate a location that

a person needed to go to with Access Services. To the CAC member who mentioned Antelope Valley, he hasn't been to Antelope Valley since COVID, but prior to COVID they did a lot of events there. The Councilperson put him in touch with the mental health department and they did some presentations at the senior center and the library as well. They are willing to go and share information and resources with them whenever they like.

Member Cabil made a comment by stating that she has never met Steve Wrenn and believes he is maybe referring to the Mental Health Commissioner, Judy Coopersburg, and she's associated with Mental Health of America. She stated that is a nonprofit that's separate from the LA County Department of Mental Health. She herself is with the Department of Mental Health for many years, and she would like to bridge that gap and connect with the LA County Department of Mental Health as well. She will reach out to him soon.

WEBSITE ISSUES

Vice Chair Matthews stated that he wanted to bring this agenda item to help Access get a clearer picture on how the website is currently used by the community and to help address some of the issues that the community experiences. He added that they can do outreach effectively through the website. He would like to hear from the members with any experience working with the website and to present any findings or any issues they're experiencing with the website.

PUBLIC COMMENT

Lisa Anderson made a public comment by stating that she can't see, and there are arrows flashing which doesn't help at all. The white and black is not helpful. Sometimes people can see black, orange or yellow easier. These colors are helpful in considering making changes to the website.

Julian Vargas made a public comment by stating they personally don't have difficulties using the website. He is a proficient screen reader user, and he is blind. One thing he would like to recommend is to never go with one of these so-called overlays. These companies that offer to do the one line of code, to make your site ADA accessible. Those things do nothing but create a lot of frustration for blind access software users. There are several blindness organizations like NFB and ACB and ask them to test the website. They will lend their services and help test out a website without having pay any money and at the end create a frustrating experience that's not going to help anybody but the vendor of that service.

Eddie Salcido made a public comment by stating that what Lisa Anderson was talking about had to do with color contrast, as far as those who have some low vision. He doesn't have this but one of the things that gives a lot of problems is the flash objects. When they are remaking the website, he asked they please consider that as well.

MEMBER DISCUSSION

Member Cardona stated that he hasn't been on the site lately but asked if there was a link for the online reservations.

Member Goeman stated that she understands what Lisa Anderson was talking about. However, people who have color blind issues, all the colors bleed together, and it makes it harder to do anything using a screen reader. Adding an option on the website where you can change the colors to your preferences would be great. The colors are very upsetting because they're very bright, and she has issues with brightness.

Member Hudson stated that she can't comment on the accessibility issues for a person who's visually impaired but in terms of using online reservation or using the website, but it's just not very well organized. She thinks people may get confused and not know where to go for certain things. She thinks there should be a way to design it so that it's more intuitive or user friendly.

Member Almalel stated that she is not sure if this is the moment to bring it up, but she would like to see a link to the Go 5-1-1 link where they can populate the addresses they are traveling to and from. It will show you if the address is within the service area. She asked what the possibilities of maybe having digital forms that could be submitted online, to reduce the amount of snail mail for renewal or for applications.

Member Shah stated that he mentioned a couple months ago that when booking online reservations, they can only book to an address that they previously traveled to in the online system. He knows would like them to be able to add any address in the online reservations.

Member Goeman stated that she would like to reiterate what the member was saying about the not being able to do new addresses. She asked if there would be an update of the online information anytime soon. She knows they are working on it but would like an update.

Chair Goeman asked Matthew Avancena if there would be an update for Where's My Ride, and Online Reservations, coming up soon. He responded that Bill Tsuei, Director of IT will present an update on these two projects at the November meeting.

The Vice Chair thanked everybody for providing input and feedback as it is beneficial for Access. He recommends Access bring this as a possible action item in the future to have the CAC look at how they can assist Access with the process of making these improvements.

Madam Chair asked they bring this to a future meeting in December. Matthew Avancena proposed they talked among the CAC members who have concerns with

the website and then maybe they can sit down with himself and Josh, to discuss and hash out what exactly are the main issues. After this they can bring it back to the CAC for an action item.

Matthew Avancena stated that at the moment Josh Southwick was extremely busy getting ready and preparing the annual meeting. He will send another email to CAC members asking about website suggestions. Those members who want to participate in this impromptu ad hoc subcommittee should let him know. He encouraged them to call him if emailing is not an option.

OPERATIONS REPORT

Project Administrator, Vince Pena presented the Operations report. Some of the highlights he shared that Peter Stawniczy joined Access as a new fleet electronics technician. Alex Chrisman has taken on the role of emergency management coordinator. Several staff members attended the accessibility advisory committee meeting held in Santa Clarita. And lastly, in September, Access sent a reminder via the Where's My Ride app regarding face covering requirements. A banner was also added to the Access website, which reads, "We're protecting each other. For your safety, and the safety of our drivers, face coverings remain required while riding on Access vehicles."

PUBLIC COMMENTS

Eddie Salcido made a public comment by stating that according to him face coverings is a requirement is discriminatory because of how it's selectively being applied. He has already put in a complaint about it and would like it to be addressed.

David DeLauder made a public comment by stating that he believes the mask should be optional.

MEMBER DISCUSSION

Member Johnson stated that the mask requirements were discussed and that they had agreed that we would continue them until it was indicated to do otherwise. She agrees with the people who have complained but thinks they need them longer because their population of riders are more vulnerable. It should just be strongly recommended to wear a mask. She also made a comment about the community outreach. She stated that if they want to attend a southern meeting, they need to repeat the whole recording to get the information. She thinks they should have a number option to get the information for each region's meetings.

Chair Hagen made a comment by stating that she thought there was only one community meeting now since it is via Zoom. Member Johnson stated that was the case now but if it is ever in person, which is important to keep in mind.

Member Hudson made a comment by stating that a lot of people have commented about the mask mandate. She asked if they could put out a statement on how to address this issue so that people don't feel as if they are not being heard. Mike Greenwood stated that he heard four people speak against the mandate today and he stated that their decision to continue the mask mandate was mainly to continue to protect the riders and drivers. In the last week or two, they have seen cases start to creep back up and they know from previous cycles that when the case rates start to go up, it goes up a lot before it comes down again.

Member Hudson reinstated that she agrees with the mandate but just wants to be sure people feel like they are being heard. Mike Greenwood responded that he understands and that's why it's great to have these meetings. They get to hear a variety of opinions from riders, advocates, staff, and all points of view.

Member Goeman stated that she supports the mask mandate because she doesn't want to get sick, and she knows there are many vulnerable riders out there. She knows they are going into cold season and thinks they need to protect the riders during this time.

Member Shah stated that the mask should not be mandated but recommended. If they are in a vehicle for two or three hours wearing a mask with a disability, can be difficult. Getting the mask on and off can be challenging for those who have mobility issues as well. Even though they want to protect the community, they should not make it a mandate but that is his opinion.

Vice Chair Matthews stated that he understands the difficulty when it comes to dealing with the masks. It creates a lot of divisiveness in its nature because there are a lot of different opinions and feelings about masks. In the last six to eight months, masks have prevented him from being potentially exposed to Covid twice through the use of Access. Access did utilize correct measures, and he was notified as is mandated by that policy. It depends on the individual, which is why this is such a difficult topic. While he agrees with many comments today, he does believe it should just be highly recommended and not mandated.

Member Barron stated that masks are a choice, and everybody has the freedom to make their own choices.

Member Cardona wrote that they still wear masks in the office.

Chair Hagen stated that the biggest factors that led them to this decision of continuing the mask usage on Access Services is the fact that Access Services is a very unique service. They are in close quarters with people they don't know and riding in a vehicle for a long time. Other public transportation, like buses are much bigger. People can get in and out if they're uncomfortable. There are lots more choices they have when

they are in a vehicle and don't know how many people will enter and exit the vehicle. Access takes every precaution to alert people that if they're sick to please not ride, but people don't always know. It is very important to keep in mind that unique environment when making that decision.

Member Almalel made a comment by stating that they still need to mask at clinics and hospitals and that is to protect the patients and to protect each other. Everyone is going to have their opinion, whether it be political or medical or scientific but going back to what the Chair said, Access is already dealing with staffing shortages. She thinks it is a good idea to try to keep the drivers safe because it would affect staffing shortages if drivers were constantly in close contact with riders that potentially were ill. There are already limited resources, and less quantities of vehicles as well and that equals more packed trips.

Member Hudson stated she doesn't want to speak for Member Lantz, but she knows that if she were in attendance, she has said many times before, that the masks are very important to her and that she herself would not feel safe in riding without the masks. Many people spoke about the need or their wants to get rid of the mask mandate, there's as many people who feel strongly in the other direction as well.

Chair Hagen concurred with Member Hudson about Member Lantz's strong opinion on the mask mandate.

Member Barron asked if they buy air filters for the inside of the vehicles.

Chair Hagen asked for clarification if this was for individual vehicles, or about Access Services vehicles. Member Barron stated that he asked about both vehicles. She stated that this decision was not made lightly, and she thinks this sparked a lot of good conversation and a lot of good opinions and points on both sides. Access always reevaluates the decisions being made and will take all of this comment and this robust discussion into consideration as decisions are being made going forward.

MEMBER COMMUNICATION

Chair Hagen requested the CAC members to include anything they would like to say in honor of Michael Arrigo.

Member Almalel stated that Member Arrigo always had a silver lining to the meetings. He would always come in and say, "Thank you for your presentation. It was a wonderful presentation. We appreciate you being here." He had a human touch to the meetings, and he will be greatly missed.

Member Aroch gave her condolences and stated her thoughts are with everyone during this sad time.

Member Shah stated that it was sad to lose a member of their community. He didn't know Michael, but his condolences to everyone. In addition, he and Scott are going to do a presentation about disability rights in California next month. He asked for any input or questions that they would like included in the presentation.

Member Cardona wrote, "We will deeply miss Michael in our meetings. Thank you."

Member Cabil stated that she wanted to acknowledge that yesterday, October 10th was World Mental Health Day. She asked they be mindful as they are moving into the holidays, that's a season where those who may be affected by SAD, Seasonal Affective Disorder, where there's less sunlight and are deeply impacted by that. NAMI, National Alliance on Mental Illness, nami.org is a great resource, and she is also available. In fond memory of Michael, she will always see him as a bright light, and he will be missed.

Member Goeman sent her condolences to his family and it's not going to be the same because as people have said, he was always so kind and great at the meetings. She has been here about seven years, and it will be sad because that means that some of the members that have been around from the beginning and are no longer there to see the progress that has been made with Access.

Member Hudson made a comment by stating that Michael Arrigo was such a positive, kind person and he appreciated him. He seemed like such an appreciative human being. He seemed to approach the world in a positive way despite difficult circumstances.

Member Johnson didn't know him well but extended her condolences to his family.

Member Hagen stated that she had known Michael Arrigo for quite a long time, and especially in the last few years they communicated more. Michael had an enormous capacity for kindness and love, to a point where it was almost detrimental to himself. He loved life and the people around him, very passionately. He was always willing to help anyone at any cost. He had tremendous compassion and he really cared greatly about Access Services, and about transportation. He is going to be greatly missed.

Member Almalel stated that she wanted to give a positive shout out to MV for their dispatcher, Guillermo. He's beyond patient and kind, and always goes the extra mile to see if he can help a writer. If anyone from that company she just wanted to say Guillermo is doing an amazing job.

Matthew Avancena encouraged all CAC members to sign the card of condolences for Michael Arrigo which will be sent to his sister.

COMMUNICATIONS SUBCOMMITTEE UPDATE

Matthew Avancena gave an update on the communications subcommittee. He stated

that they met yesterday to discuss the last point out of the 16 points in the outline. The next step is now to discuss the script, the draft script, among the group. There were a couple of discussion topics or issues that could be turned into a separate video. He is keeping a list of those items and as they finish the first video they will probably go back and address those other topics. One of those topics that is of interest to the group is how to make an online reservation. That is something that they may have to do a separate video on. They also discussed some troubleshooting on the day of your travel, negotiating your time, traveling with a service animal, or traveling with a guest. These are things they will revisit, and I will certainly update the group on in the future.

PUBLIC COMMENT

Eddie Salcido made a public comment by asking if they are talking about the script on when someone calls in to do a reservation because he has a comment about that. He added that when they call Access, there is a message about face coverings, and then the call taker must then again repeat that message when they come on the line. His suggestion would be, if you've already heard the message, there should be an opt out option, so they don't have to hear it again.

MEMBER DISCUSSION

Member Hudson asked about what could be changed in a reservation on the day, and what had to be changed before the two-hour period. That may be something that they need to talk with staff more about before they get to the finished script. Just so that they provide the most accurate information possible.

Member Goeman stated that part of one of the video scripts that she would like to see, is having to change their disability device. She is having an issue with something, and it has been asked many times on how to change your device if your disability gets worse.

OPERATIONS SUBCOMMITTEE UPDATE

Matthew Avancena gave an update on this item. There are some concerns about what exactly is being relayed to the driver via the trip notes on the driver tablet and what the reservationist takes notes of. Members offered suggestions on how to improve the notes section and other processes for the reservationist to make it easier for the driver to read and also for the customer to book the reservations. The takeaway from that meeting was that tablet notes are fairly effective. It is an accurate reflection of what the rider tells a reservationist when the driver reads the notes.

PUBLIC COMMENT

Julian Vargas made a public comment by asking if there are any plans to bring the northern region into being able to use online reservations. He also asked if they could

streamline the reservation process. For example, there are certain bits of information that never change when they make a call, such as their ID number, name, and home address. All these things they always verify when making a call takes so long. Making the actual reservation probably takes less than 30 seconds. He realizes they need information but do they have to take as long to do a reservation when so much information should already be in the computer.

Lisa Anderson made a public comment by stating that that she usually brings a folded shopping cart. She proceeded to make her comment not related to this item and Chair Hagen asked her if someone could call her back.

MEMBER DISCUSSION

None

ELIGIBILITY SUBCOMMITTEE UPDATE

Matthew Avancena presented on the eligibility subcommittee meeting. He stated that they discussed different topics, and the members expressed concerns about the tone and language of the eligibility letter. In the next meeting he will get a version of that letter that was sent to the member, and it will be discussed then. During the last 10 minutes of the discussion, there was a concern from one of the subcommittee members regarding her eligibility process. It looks like they will be discussing this at the next meeting as well.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Member Goeman stated that once they get approved, she would like to know why it takes two and a half months to get their new ID. She didn't even know she had gotten reapproved and had to call customer service. She has heard the same from other members.

ADJOURNMENT

The Chair made a Motion to adjourn the meeting in memory of Michael Arrigo and honoring him. She also stated that she wanted to hold a moment of silence. There was a second by Member Hudson. The meeting adjourned at 3:20 p.m.