

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 14, 2025

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/81631392263>

**Dial In - 888 788 0099 (Toll Free) or
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Meeting Number - is 81631392263

***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 September 9, 2025	Action	5-14
10	3.	General Public Comments	Information	
10	4.	Executive Director's Report - Andre Colaiace	Information	
15	5.	Visitor Policy - Mike Greenwood	Presentation	
10	6.	World Cup Planning Update - Alex Chrisman#	Presentation	
6	7.	Subcommittee Updates - Mayra Calderon, Mike Greenwood, Eric Haack, Matthew Avancena	Information	

10	8.	Operations Report - Brian Lopez	Presentation
5	9.	Draft Customer Survey Script - Eric Haack	Presentation
15	10.	Same Day Service Parameters - Yael Hagen	Information
5	11.	Member Communications	Information
5	12.	Future Agenda Items - Yael Hagen	Information
1	13.	Adjournment	Action

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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."

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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.

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Webinar ID: is 816 3139 2263
3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark, and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.
5. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.

MINUTES

Community Advisory Committee (CAC) Meeting
September 9, 2025
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:08 p.m.

CAC Members Present: Chair Yael Hagen, Vice-Chair Terri Lantz, Gordon Cardona, Jesse Padilla, Jan Johnson, Bhumit Shah, Olivia Almalel, Maria Aroch, Kimberly Hudson, Steve Bauer, Scott Barron

CAC Members Not Present: Wendy Cabil, Jonna Wilkins

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Barrett Tate, Rogelio Gomez, Susanna Cadenas, Bill Tsuei

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF AUGUST 12, 2025

Chair Hagen asked for a motion to approve the August 12, 2025 minutes.

Motion: Member Barron

Seconded: Member Padilla

Abstention: Member Cabil, Member Wilkins

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by suggesting to them to post their upcoming CAC meetings, on social media. He also suggested they post them at the independent living centers. He asked if they could adjourn the meeting in honor of 9/11 and in memory of Lillibeth Navarro.

Lisa Anderson made a public comment by stating that she was uncomfortable with how the driver was driving. She wishes they would be more careful.

Mel Bailey made a public comment by asking them to improve the scheduling of appointments. He had to call 14 times to make a reservation last time. He stated that they discuss KPIs and he thinks many of those calls are people just having to call back to modify to a reasonable time.

Kim Hudson made a public statement about the ProMaster. She was in the ProMaster last week, returning from the UCLA Santa Monica Hospital, and it was very difficult for her in her power chair to see out the window and help direct the driver. She needed to be dropped off at the side of her house rather than directly in front, so she was trying to explain that to the driver. She asked if there was a way to address that, if there was a way to be able to raise the seating.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that he attended two meetings last week related to the major sporting events that Los Angeles will be hosting in the years ahead. The Los Angeles County general managers gathered to discuss plans for the World Cup, which will be held partially in Los Angeles in June and July of 2026. It's going to be held all over North America, and LA is hosting about eight games, and each game is going to be a major event. It is a lot smaller than the Olympics, but it's going to be giving the region a good test of what will come next year. They heard a presentation from Metro staff and discussed a number of their efforts and called them work streams. They have taken into consideration much of the feedback they have been given from the community at Access. Some of the main work streams relating to accessibility are accessibility and universal mobility. Every fan, regardless of ability, enjoys a dignified and barrier-free journey. Customer information, signage and wayfinding, enabling effortless digital and physical navigation and reducing dwell times while establishing, best-in-class globally accepted wayfinding standards for future mega events, and heat mitigation ensure passenger comfort and safety in extreme temperatures and establish best practices for climate-resilient transit operation. A couple of them attended the Games Regional Summit, which focused on preparations for the 2028 Olympic and Paralympic games. They will be much larger and complex than the World Cup, and some are saying it's the equivalent to hosting seven Super Bowls every day during the two weeks of the games. He attended sessions related to wayfinding and accessibility and also heat and accessibility were one of the topics. There is a lot of work and planning to be done, but the message has gotten across, and everyone is committed to accessibility and universal mobility.

PUBLIC COMMENT

Fernando Roldan made a public comment by thanking Andre Colaiace. He recommended that they join this coming Thursday at 1:00 PM at the AAC meeting. He also asked them to hire more people that speak different languages because one of the issues is that Metro is planning to hire more people that speak other languages. He asked them to form an alliance between the Access Services and Metro so they can

help each other with these upcoming sporting events.

MEMBER DISCUSSION

Member Cardona asked, "Are there Access stands at these sites for the World Cup?" Andre Colaiace responded that he believes they do but he is unsure of where all the events will take place. That is one thing they will need to consider is how they're going to get customers who want to attend the games to the venues. There will be security perimeters and a whole host of road closures, so there are a lot of factors to consider. He wants to make sure their vehicles have access to both the neighborhoods around the stadiums for residents who might live there who are not attending the games.

Member Almalel stated they should be discussing eligibility for people who have not qualified for Access paratransit in the States since they will have international visitors. They need to make sure people who are visiting for the games, the Olympics, the World Cup, the Super Bowl, have accessibility all over LA. Andre Colaiace stated they will be having conversations about giving access to out-of-town visitors. Having some sort of international visitor's policy for large events such as the World Cup or the Olympics.

Member Hudson stated she attended some events in the 1984 Olympics. She recommends they look at the 5 minutes waiting time for ride pick ups because it was difficult for them to get out of venues on time. Andre Colaiace stated that they were still waiting for some clarity on the various security perimeters and how we're going to get in and out so the logistics that are still yet to be worked out.

Chair Hagen asked at what capacity do they think that a committee member could be involved in some of these discussions that Andre Colaiace is attending. Andre Colaiace responded that Access is not the organizer of these gatherings, but Metro is. He can ask them to see if they have room for some CAC members. He will make sure to report back on anything they discuss in the future. Chair Hagen said she was grateful for any help, and she will continue to have this open discussion. She asked if they discussed same day rides. Andre Colaiace responded that it was not in the sessions he attended. It was focused more on accessibility for all, but not on the same day.

Vice Chair Lantz stated that same day rides would be beneficial since during the Olympics, there are times an event, time, or place can be changed. This could create a lot of issues. Andre Colaiace asked if there was any crossover between the CAC and what Fernando Roldan said, the AAC at Metro.

Chair Hagen asked Fernando Roldan if the AAC is now exclusively in-person or are they meeting hybrid. Fernando Roldan responded they can participate remotely, and the next meeting is Thursday at 1 P.M. from 1:00 to 3:15 or 3:30. Chair Hagen asked them to send a link to the CAC via email.

OFFICER ELECTIONS

Matthew Avancena led the Officer Elections for the CAC. He stated that the current Chair, was Yael Hagen and the current Vice Chair was Terri Lantz. About a year or two ago, they amended the CAC bylaws to allow the current officers to run again if there is no one else available in the committee, if no one else is available in the CAC can run as either the Chair or Vice Chair. They formed the nominating subcommittee for this year and don't have anyone else who is interested in running for an officer position. The Bylaws amendment allows Yael Hagen and Terri Lantz to run again, which brings them to asking for a motion to approve the current officers to run again. Member Hudson asked if they had to take nominations from the floor and there were none.

A motion was made to approve the current nomination of Yael Hagen for Chair and Terri Lantz for Vice Chair.

Motion: Member Hudson
Seconded: Member Padilla
Abstention: None
Motion: Passed

PUBLIC COMMENTS

Lisa Anderson wished them good luck and asked if she was qualified to become a member of, because she lived in a different county.

MEMBER DISCUSSION

Vice Chair Lantz thanked everybody. She will continue to succeed and improve in some areas and she really appreciates everyone. She thanked those that participate in the subcommittee meetings and the time that you take and patience to do that. She also thanked the staff and stated this was a team effort. A lot has gone into making the changes that Access has made, and she thanked Yael Hagen for all her hard work. She has boundless energy and she hopes that she can continue to support the committee.

Chair Hagen stated she was honored to have their vote of confidence, and she hopes that she will do her best. She is grateful for the great partnership, staff for a great their support, Access leadership, especially Andre Colaiace, for giving them this forum and giving them the ability to be able to do this kind of work. She loves the atmosphere, and the energy that the group has and the willingness to put time and effort. She invited members of the committee to come and help out.

RESERVATION RECEIPT OR CONFIRMATION MESSAGE

Bill Tseui here to provide a technology update and answered some questions they received on reservation receipt and confirmation. They actually intended to enhance

the particular position so it's easier to navigate. Another improvement they will try to address is to address population improvement. They will enhance their mobile wallet. They did the Flex program, tried to test the mobile wallet and got some positive feedback from the riders. They are going to work on making this become available through the WMR apps and will probably introduce scanners on the vehicles. He continued explaining other enhancements and a productive discussion ensued.

PUBLIC COMMENT

Fernando Roldan made a public comment by recommending they keep the WMR up to date. He had scheduled a ride recently and the driver couldn't find him because there was some sort of pick-up reconfiguration, and the program didn't take it into account. I like this to be compatible with Uber and Lyft in terms of using Where's My Ride app or the same technology for the drivers and the tablet.

Mel Bailey made a public comment by stating that when they have pop ups on the app it is difficult to close it when they are visually impaired. He asked if they thought about putting together some type of training video on how to use the app or how to use a website because he has trouble with using those programs. He asked if they knew the name of the platform or the portal that CSRs use when making reservations. He asked why the CSRs are using different systems than the dispatch representatives because the CSRs seem to have a 40% accuracy, but the dispatch has a 100% accuracy, in his experience.

Lisa Anderson made a public comment by asking why they changed the font on the site because it's way smaller than it was before. When she called the reservation line, it said that it was a van, but it was a taxi instead. They need to make sure they have the right vehicle so that there is no confusion for the riders.

MEMBER DISCUSSION

Member Hudson applauded the efforts to improve the Where's My Ride app. She suggested that a group of people who use the app regularly try the changes and give feedback before it goes live. Bill Tsuei responded that they will definitely like some input from the CAC members. Chair Hagen invited him to join their IT subcommittee if he was available.

Member Barron echoed the public comment about the wrong vehicle picking them up instead of what was communicated. He also added that he uses the website more than the iPhone app. The reason is because when you make a reservation, and put in the times and click okay, it takes him to the top of the screen. He has to swipe past four or five tabs that say pick up, drop off time, and it can take many minutes. Another issue is that when they're filling out things like two or three passengers or how many children or guide dogs, the voiceover does not report whether they're checked. He randomly taps on them and hopes he tapped the right one.

Bill Tsuei responded that for voiceover, they will take a look, and for visually impaired riders who actually have some difficulty using the apps, he will bring that back to the developer. If someone is visually impaired they may be able to enable a voiceover function.

Member Barron stated that it is a bad idea because then they are supporting two separate interfaces. He recommended they make the interface for sighted people work for voiceover users. Lots of apps do it, and there's no reason why they would need a second interface to accomplish the same thing just because they are using voiceover. Bill Tsuei responded they would include him in future testing.

Vice Chair Lantz thanked Bill Tsuei for joining them and for his ideas and work to help resolve some of the tech issues. She asked if there are any CAC members today, that could volunteer to help and test out the changes.

Chair Hagen confirmed Member Barron, Member Cardona, Member Almalel and Member Hudson as volunteers to try out the app when changes are made. It was also recommended they reach out to Dina Garcia to help out too.

Vice Chair Lantz stated it would be really great to have a training video to use the Where's My Ride app. She feels that Bill Tsuei has so much knowledge and asked if he would be open to doing something with a video or instructions on how to use the app. Bill Tsuei is definitely willing to help but not going to be in the video as a speaker.

Member Almalel stated that the drivers are still not receiving the messages sent via the Where's My Ride mobile app. When she sends it, it shares the location, the message, but on the tablet they have tried to identify where to find it but can't. Bill Tsuei suggested they retrain the drivers and will bring that up to contractors.

Bill Tsuei stated that they are looking into Santa Clarita, to know the region and discuss the actually lack up the WMR functionality. They are working with City of Santa Clarita and MV Transportation on switching the dispatching solution to a different solution. The current projection is October 1st when they have a different dispatching reservation system available. Once they deploy that particular solution within about a three months' timeframe, they will enable the functionality.

Bill Tsuei stated that regarding the pop-up, the presentation shows that they are going to make the upper right-hand side, the click much more visible to riders. As far as the CSR screen, along with the dispatcher information being different, they are actually using the same dispatching system. For the region, they are using FIAM, two of the regions are using Trapeze. Concerning the public comment where it was mentioned about the font size change. They never did anything to the system so this might be something to do with the users phone.

Member Hudson asked if when they are updating the Where's My Ride to make the font adjustable for people who have low vision. Bill Tsuei responded this was already adjustable through their screen setting. There's a font size setting they can change under settings to make the font easier to read.

OPERATIONS REPORT

Barrett Tate shared the Ops report and some highlights. He stated the Access Operations Service Monitors team performed outreach at nine high trip generating locations throughout LA County during the month of August. Access outreach efforts serve as a key tool for strengthening the relationship between the agency and the community. The locations visited include the Independent Living Center of Southern California and Van Nuys, Southern California Resource Services in Pasadena and Arcadia, and Ultra Care Plus Adult Day Healthcare in Palmdale. Another update he shared is the addition of a new reservation and dispatching software in the Santa Clarita region. The new software is developed by Spare and they modernize ADA paratransit systems. The current expected launch date for the usage of Spare is set for October 1st. The California Transportation Commission has recognized Access Services and other local transit agencies for their efforts during the January firestorms in LA. This recognition speaks to the hard work and dedication of access and continuing to provide safe and reliable transportation services during the major local emergencies. Lastly, he reminded them that the Access Info Line is an informational hotline that anyone can call to gain knowledge on some key aspects of the services. Callers can learn more about the Where's My Ride app, access to work programs, beyond the curb and reasonable modification policy, tips to avoid no-shows, updating their personal information, access operations monitoring center, access travel time comparability, how to create a standing order, how to file complaints and complements, as well as any periodic changes and updates to our policies and programs. The Access Info Line is open 24 hours a day, and the number to dial to reach the info line is 213-270-6110. This number is available on page 90 of the rider's guide as well as the Contact Us page on our website.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he is happy that this report came out with excessive trips because he saw that with the shared rides. He stated that in August and September, he is seeing a little bit more excessive on the late rides. He added that since they are still working on the same-day reservations, they could add a subcommittee where Access Services works with hospitals. He asked if Access could collaborate with hospitals to get rides for the patients too.

Mel Bailey made a public comment by stating that a same day ride can be made if he is in the hospital. The KPI and the reservations need to be revamped, coupled with the response that Mr. Bill gave as it relates to the system. That's very significant because when they are on the phone and they get transferred to someone else, it shows up as

another statistic. It should be based on how many riders are serviced vs how many calls were received.

MEMBER COMMUNICATIONS

Member Cardona stated, "Since there are more online reservations, does that mean there are fewer staff for the phone reservations?"

Member Shah stated that complaints have decreased from last fiscal year to this fiscal year. He asked why. Barrett Tate responded that there are a lot of different reasons, but he knows the OTP is at an all-time high, excessively late trips are at an all-time low. Member Shah is assuming that a good majority of points are we related to the new vehicles. Barrett Tate stated he didn't have specific numbers for all of the complaints and a breakdown on that, but he can get that information. He requested to have an operation update to have the number of complaints specifically about the ProMaster.

Member Hudson stated that more education to Access riders needs to be given about the same-day ride availability if a person is in the hospital. Second, they need to figure out a way to track, how many times people have to call in order to get the desired ride time. That's a major issue that people have had for years. They need to find a way to improve that.

Chair Hagen said it was a problem, and it is not easy to navigate for new riders. Mike Greenwood stated that this was a data question. He believes they have some data that might be able to confirm or refute this. He will get an answer for the next meeting.

MEMBERSHIP COMMUNICATION

Member Almalel is grateful for all the presentations and all the time that everyone takes. She congratulated Chair Hagen and Vice Chair Lantz for all their devoted time to these committees and subcommittees. She is looking forward to all the changes and she is seeing the purple line extension stop being opened up and this excitement is ramping up for these mega events.

Member Barron thanked all the members for their hard work, and he loves being part of the committee. He also thanked the Access staff for their support and willingness to listen to all the feedback.

Member Cardona said, "Thank you for the great work and presentations today. Let's keep going."

Member Aroch thanked everyone for their effort doing these meetings.

Member Shah thanked them for their collaborative strategic partnership. He wants to be able to speak up for people with disabilities.

Member Padilla thanked everyone for all the presentations and stated that without them, they wouldn't be able to make all these improvements, and he is looking forward to seeing more improvements over the years to come.

Member Hudson echoed everything that everybody said. She stated this type of work is very daunting and it's very encouraging to have a community that works together to make things better for everyone.

Member Barron stated that the presentations were great. He feels everybody's pain in making repeated phone calls for reservations. He has the same problem and since online reservations has been happening, it's a whole lot easier. He looks forward to further improvements to the online reservations.

Member Johnson agreed with everyone's the comments and the positive improvements as well.

Chair Hagen stated she loves the member communication comments. She encouraged them all to reach out to their communities and encourage people to come and make comments so they can get a wider representation of ridership.

FUTURE AGENDA ITEMS

Member Cardona asked they discuss, "Autonomous vehicle demonstration."

Member Hudson suggested they discuss the luggage on rides. She thinks it will be helpful for visitors for the Olympics or any other big events.

SUBCOMMITTEE UPDATES

Susanna Cadenas gave the CAC customer service subcommittee by stating that they did not meet for the scheduled August date due to a staff training that day. The next CAC customer service subcommittee meeting is scheduled for Wednesday, September 17th.

Eric Haack presented on both the CAC video communications subcommittee and IT Subcommittee. They discussed new topics for informational videos that could be produced by the video communications subcommittee and also what would be effective ways of distributing the information. The group also reviewed via email the final version of the How to avoid a no-show and make sure that that information was given to Josh Southwick in the marketing department. The next meeting is going to be on Monday, October the 6th. The technology subcommittee met at the end of last month and discussed an overview of challenges with technology that's experienced with Access customers. The overview of challenges that are experienced with persons with disabilities, with technology, and also especially older adults. The tech subcommittee also discussed how would best share information and

recommendations with Access and especially Access's IT department. The next meeting of the CAC technology subcommittee will be on Tuesday, September the 30th at 1:30 PM.

Mike Greenwood stated that the operations subcommittee concluded their work, and while the changes to the policy are not perfect, they are an improvement because they are going to better explain what riders can bring on the vehicles with them. They are also going to make it very clear that it's not just the Access certified rider that can bring packages aboard, but it is also the PCA and/or guest that can bring packages onboard the vehicle. They are not proposing to change the size or pounds of items that can be brought. They have to communicate the changes to the riders, and he believes they need to provide the drivers with some good concrete examples of what's acceptable.

Matthew Avancena presented on the goals retreat subcommittee. They did not meet in September but did have one in August. They are hoping to finalize everything because they have almost listened to the entire recording of the retreat. They have a very good list of goals they are ready to present to the CAC, hopefully at the October meeting. They are looking to schedule new member selection/outreach subcommittee hopefully in the next week or two. The purpose of the subcommittee is to brainstorm and come up with additional ideas on how to attract more applications for the two vacant CAC membership openings.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking them to allow them to carry their big packages, especially if they are traveling for work related.

Chair Hagen stated that the policy currently allows a pretty good overnight bag on board. There are additional resources that Access does have that they will discuss at future meetings on traveling with suitcases and other types of services.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Vice Chair Lantz made a motion and Member Padilla seconded. The meeting was adjourned at 3:15 p.m.