Thursday, June 11, 2020 – 10:30 AM

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<table>
<thead>
<tr>
<th></th>
<th>Agenda Item</th>
<th>Time</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Member and Staff Introductions Housekeeping Items</td>
<td>10:30 – 10:35 am</td>
<td>Cynde Soto, Chair</td>
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<tr>
<td>2</td>
<td><strong>ACTION:</strong> Approval of February 13, 2020 Meeting Minutes</td>
<td>10:40 – 10:45 am</td>
<td>Cynde Soto, Chair</td>
</tr>
<tr>
<td>3</td>
<td><strong>ACTION:</strong> Approval of March 12, 2020 Meeting Minutes</td>
<td>10:45 – 10:50 am</td>
<td>Cynde Soto, Chair</td>
</tr>
<tr>
<td>4</td>
<td><strong>INFORMATION:</strong> Elevator Announcements</td>
<td>10:50 – 11:10 am</td>
<td>Anna Chen, Metro</td>
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<td>5</td>
<td><strong>BREAK</strong></td>
<td>11:10 – 11:15 am</td>
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<td>6</td>
<td><strong>INFORMATION:</strong> Metro Bus Service Update</td>
<td>11:15 – 11:35 am</td>
<td>Steve Rank, Metro</td>
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<td></td>
<td>INFORMATION: Metro Recovery Task Force</td>
<td>11:35 – 11:55 am Mark Vallianatos, Metro</td>
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<td>8</td>
<td>ACTION: Approval of AAC Bylaws – Article 5</td>
<td>11:55 am – 12:05 pm Cynde Soto, Chair</td>
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<tr>
<td>9</td>
<td>NEW BUSINESS: Raised Subsequent to the Posting of the Agenda</td>
<td>11:55 am – 12:05 pm Cynde Soto, Chair</td>
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<tr>
<td>10</td>
<td>PUBLIC COMMENT</td>
<td>12:05 – 12:15 pm Cynde Soto, Chair (2 minutes per speaker)</td>
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<tr>
<td>11</td>
<td>ADJOURNMENT</td>
<td>12:30 pm Cynde Soto, Chair</td>
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TO REQUEST ACCESSIBILITY ADVISORY COMMITTEE AGENDAS IN ALTERNATIVE FORMATS, PLEASE CALL 213.922.4067. LIVE CAPTION IS PROVIDED AT EVERY COMMITTEE MEETING.
Meeting Minutes for February 13, 2020
Los Angeles County Metropolitan Transportation Authority
Accessibility Advisory Committee

Members in Attendance:
Cynde Soto (Chair)
Kathleen Barajas (First Vice-Chair)
Jared Rimer (Second Vice-Chair)
Blanca Angulo
Ellen Blackman
Patrick Burke
Frank Chavez
Kevin Dixon
Karen Esquival-Mayes
Tina Foafoa
Liz Lyons

Excused:
Artemio Ambrosio
Linda Keeney
John Mavis
Mark Panitz
Tonni Yee-Hemphill

Absent:
Victor Dominguez
1. **CALL TO ORDER**
   Chairperson Cynde Soto called the meeting to order at 10:31 am, followed by a welcome and introductions.

2. **ACTION: Approval of December 2019 Minutes**
   The minutes from the December 12, 2019 meeting were approved unanimously by vote.

3. **PRESENTATION: Service Excellence Award**
   The Accessibility Advisory Committee presented a Service Excellence Award to Operator Ana Guandique for going above and beyond to assist several customers with disabilities aboard her bus.

4. **INFORMATION: Transit Watch App Update**
   Susan Walker, Director of Physical Security at Metro, and Doug Anderson with Metro IT joined the meeting to speak about the Transit Watch app updates currently taking place. Susan explained that the application has been updated to include a better user interface and utilizes an updated backend framework that will allow it to more easily integrate with other Metro apps in the future as well as being Section 508 compliant and ADA compliant. The app should be used by Metro customers to report any security issues they are experiencing. Karen Esquivel-Mayes and Liz Lyons suggested adding more contrast to the background of the app landing page in order to make it more accessible to users with low vision. Susan
recorded the feedback and informed the committee that she would take it back to the developers. Susan requested that committee members download the application and relay any further feedback directly to the development team via the app or the AAC facilitators in the Office of Civil Rights.

5. PRESENTATION: Next Gen Study Update
Robert Calix, Senior Manager Transportation Planning joined the meeting to update the committee regarding the Next Gen bus study. Mr. Calix explained to the committee that the goal of the study is to reconnect with customers in order to create schedules that reflect how people are travelling today. Reducing the number of redundant lines and adding more connections are two tactics which should improve usability. The study has found that most people travel less than five miles and prefer a higher frequency of buses, including more mid-day trips, which the study will seek to apply to the future deployment of services. Other improvements include improved security for riders and improvements to mechanisms that make street networks operate more effectively such as transit priority and synchronized traffic lights. All of this work will need to occur in conjunction with the cities that surround Los Angeles County. The next NextGen bus study workshop will be held on Saturday February 22, 2020 at Metro Headquarters.
6. PRESENTATION: Ben Rockwell Service Award
The Committee, led by current Chair Cynde Soto, presented an award to Ben Rockwell, former member of the AAC for his tireless advocacy through the last 32 years. Ben has served as the Chair of the AAC as well as serving on countless other committees around Los Angeles County and Long Beach. The award for lifetime service will be named after Ben Rockwell going forward.

7. INFORMATION: AAC Outreach Discussion
Chairperson Cynde Soto began the discussion regarding outreach by the AAC. Cynde relayed to the committee that there had been some discussion amongst members regarding bolstering participation within the committee from all represented groups Los Angeles County. Armando Roman from Metro explained to the committee outreach efforts should be led by the committee members and suggested the formation of a subcommittee to engage in outreach. Cynde Soto opened the floor up to discussion and received several ideas for bolstering outreach including the creation of a pamphlet to be distributed at Abilities Expo 2020, outreach activities involving riding the Metro system, a mixer for organizations that serve people with disabilities, utilizing the advertising space inside the buses, and reaching out to Veterans
groups. Liz Lyons, Frank Chavez, and Tina Foafoa volunteered to serve on the newly formed Outreach Subcommittee.

8. **NEW BUSINESS: Raised Subsequent to the Posting of the Agenda**
   No new business.

9. **PUBLIC COMMENT**
   Karen Esquivel Mayes relayed to the committee that Braille institute will be having a free low-vision seminar on Saturday February 22, 2020 from 9:00 am to 12:00 pm in Pasadena at the Pasadena Seniors Center. The event will include a discussion with Dr. Linda Lam regarding research into macular degeneration. Armando Roman relayed to the committee that he and Jared Rimer have been attending LA Metro Bus and train Division Rap Sessions in order to drive home the point of compliance in regards to the AVA and calling out stops.

10. **ADJOURNMENT**
    Meeting adjourned at 12:18 PM
Meeting Minutes for March 12, 2020
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John Mavis
Tonni Yee-Hemphill

Excused:
Artemio Ambrosio
Blanca Angulo
Patrick Burke
Frank Chavez
Kevin Dixon
Tina Foafoa
Liz Lyons
Mark Panitz
Victor Dominguez
1. CALL TO ORDER
Chairperson Cynde Soto called the meeting to order at 10:35 am, followed by a welcome and introductions.

2. ACTION: Approval of February 2020 Minutes
Approval of the minutes from the February 13, 2020 meeting was deferred due to initial lack of quorum.

3. PRESENTATION: Service Excellence Award
The Accessibility Advisory Committee presented a Service Excellence Award to Transportation Operations Supervisor Christina Overstreet from Division 15. Mrs. Overstreet was instrumental in the redesign of Metro’s Mystery Rider program website.

4. INFORMATION: Feedback on LA Metro Transit Watch App
Susan Walker, Director of Physical Security at Metro, joined the meeting to assist the members with downloading the Transit Watch app and to gather feedback from the members regarding app updates. Feedback from members included requests for voice over integration for visually impaired users, higher contrast for better visibility, and there was some confusion regarding the start screen and the splash screen. That feedback will be relayed to the developers. Susan suggested that committee members use the app to report graffiti, trash, unsafe situations involving the homeless, and other non-
5. INFORMATION: Metro Efforts on Homelessness

Joyce Burrell Garcia from Metro Systems Security joined the meeting to explain Metro’s homeless action plan which is managed by People Assisting the Homeless or PATH. PATH is contracted with Metro to provide services to the homeless 24 hours a day, 7 days a week on Metro’s system by trained outreach workers. PATH utilizes a variety of approaches to assist homeless individuals encountered on Metro’s system. PATH champions the belief that every individual is unique and there is no cookie cutter answer to the problem of homelessness. PATH partners with other organizations such as LAPD, Long Beach Police Department, and LA County Sherriff to identify individuals in need of assistance. Since the beginning of the program in 2017 path has contacted thousands of individuals and assisted 206 of them in securing permanent housing as well as an additional 391 individuals linked to permanent housing. There are many success stories of families and individuals finding their way out of homelessness through the PATH program. Joyce encouraged AAC members to report individuals on the Metro system in need of assistance through the Transit Watch app unless the person appeared to need emergency services in which case a call to 911 would be more appropriate.
6. INFORMATION: Aging and Disability Transportation Network Forum Report
Dina Garcia from Communities Actively Living Independent & Free or CALIF joined the meeting to give a report on the Aging and Disability Transportation Network Forum which occurred in November at Union Station. Dina explained that the forum focused on improving current policies and making them more sensible for all users of public transportation. Goals identified by the network to work towards in conjunction with Metro include:

- Establishing and achieving targets for increasing the number of older adults and people with disabilities in the reduced fare program.
- Count the number of disabled people using fixed route transit.
- Develop and implement new approaches to market and enroll older adults and people with disabilities in reduced fare programs.
- Announce all upcoming bus and rail stops, significantly prior to arrival either through electronic system or through direct voice instructions to address the needs of riders who are blind or visually impaired.
- Improve hands-free-operations.
• conduct and publish a city by city evaluation of bus stop conditions, using such criteria as physical accessibility and the presence of shade and lighting, using the research data already collected by Metro.

• Provide electronic availability of bus stop assessment data through an interactive online GIS map and the downloadable spreadsheets of data for research purposes.

• Develop a training program led by older adults and people with disabilities aimed at bus stop operators and others who interface with the public to develop cultural competence and sensitivity to the needs of the population.

• Require reports from municipalities on their allocation of local return dollars such that categories of expenditures that address the needs of older adults and people with disabilities, including such indicators as sidewalk repairs and bus stop improvements, and make that information available in print and digital formats.

• Make available in real-time on Metro's web portal unanticipated outages of elevators and escalator services at transit stations, enabling riders to know about these situations prior to their departure by transit.

• Locate bus stops on or closely adjacent to hospitals, campuses in consultation and approvals from hospitals and/or local government.
• Enhance Metro's online trip planning system to include transportation services provided through a wider variety of organizations, including those funded through 5310 resources.
• Create a call center with live operators to assist with trip planning and elevator or escalator outages, for those older adults with people with disabilities who have TAP cards who do not have electronic devices.
• Support the future funding scenario for the NextGen bus plan which would result in a 20 percent increase in revenue service hours, improved frequency, accessibility, and reliability for the bus network, and more on-time connections for bus riders.
• Commit to funding a full-time employee to be responsible for preparation and publication of the annual report, planning and implementing the annual forum and working to ensure that necessary improvements are made in policies and programs interdepartmentally to expand ridership to older adults and people with disabilities.

Next steps include meeting with the CEO’s staff to continue working with Metro towards achieving the goals listed.
7. INFORMATION: AAC Participation at Abilities Expo
LA Metro Office of Civil Rights and Inclusion staff member Ruben Mendez joined the meeting to brief the committee regarding Metro’s participation in the 2020 Abilities Expo held at the LA Convention center. Ruben relayed to the committee that this year’s expo saw 11,000 attendees, 1,000 more than last year. Metro’s booth at Abilities Expo was staffed by members of the Office of Civil Rights and Inclusion, On the Move Rider’s Club, Accessibility Advisory Committee members, OCI Instructors, and Metro bus Operators who distributed literature and provided guidance regarding Metro accessibility and services. AAC Outreach was also conducted at the expo.

8. NEW BUSINESS: Raised Subsequent to the Posting of the Agenda
Tonni Yee Hemphill would like the Steering Committee to agendize a presentation regarding safety issues. Tonni would also like the committee to continue focusing its efforts on outreach.

9. PUBLIC COMMENT
Karen Esquivel Mayes relayed to the committee that Braille institute will be closed until further notice due to the current health concerns. Jared Rimer reported to the committee that the Chatsworth station parking lot will be closed until further notice.
10. ADJOURNMENT
   Meeting adjourned at 12:33 PM