Thursday, March 12, 2020 – 10:30 AM

AGENDA

Accessibility Advisory Committee (AAC)

One Gateway Plaza
3rd Floor – Union Station Conference Room

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| 1 | Member and Staff Introductions Housekeeping Items | 10:30 – 10:35 am  
Cynde Soto, Chair |
| 2 | **ACTION:** Approval of February 13, 2020 Meeting Minutes | 10:40 – 10:45 am  
Cynde Soto, Chair |
| 3 | **PRESENTATION:** Service Excellence Award | 10:45 – 10:50 am  
Cynde Soto, Chair |
| 4 | **INFORMATION:** Feedback on LA Metro Transit Watch App | 10:50 – 11:10 am  
Susan Walker, Metro |
| 5 | **INFORMATION:** Metro Efforts on Homelessness | 11:10 – 11:30 am  
Joyce Burrell Garcia, Metro |
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<tr>
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<th>Break</th>
<th>11:30 – 11:45 am</th>
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<tr>
<td>6</td>
<td><strong>Information:</strong></td>
<td>11:40 – 11:55 am</td>
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<td></td>
<td>Aging and Disability</td>
<td>Dina Garcia, CALIF</td>
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<td>Transportation Forum</td>
<td>Report</td>
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<td>7</td>
<td><strong>Information:</strong></td>
<td>11:55 am – 12:05 pm</td>
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<td></td>
<td>AAC Participation at Abilities</td>
<td>Ruben Mendez, Metro</td>
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<td></td>
<td>Expo</td>
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<td>8</td>
<td><strong>New Business:</strong></td>
<td>11:55 am – 12:05 pm</td>
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<td>Raised Subsequent to the</td>
<td>Cynde Soto, Chair</td>
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<td>Posting of the Agenda</td>
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<td>9</td>
<td><strong>Public Comment</strong></td>
<td>12:05 – 12:15 pm</td>
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<td>Cynde Soto, Chair</td>
<td>(2 minutes per speaker)</td>
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<td>10</td>
<td><strong>Adjournment</strong></td>
<td>12:30 pm</td>
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<td>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
Tina Foafao
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 Esquival-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
Metro 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
Metro 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