

CalSAWS | Notes

Meeting: Lobby Management Committee
Location: Microsoft Teams
Date: July 23rd, 2026
Time: 10:00 AM – 12:00 PM
Attendees:

NAME			NAME			NAME		
☐	R1	Francis Delgado	☒	R4	Doris Sons (Katrina Doxey)	☒	RM	Justin Stephenson
☐	R1		☒	R4	Jessica Lannin	☐	RM	Melissa Thomas
☐	R1		☐	R4	Lori Whitehead	☐	RM	Yolanda Banuelos
☐	R1	Judy Perez	☒	R4	Russell Pehrson	☐	CDSS	Sherice Sterling
☐	R1		☐	R4	Jacqueline Morales			
☐	R2	Kimberly Fiala	☒	R5	Cindy Aguirre (Ignacio Aguilar)			
☐	R2	Ilda Torrez	☒	R5	Patricia Gonzalez			
☐	R2		☒	R5	Felix Sanchez			
☒	R2	William Wren-Rodriguez	☒	R5	Robin Gonzalez			
☐	R2	Cheryl Corniel	☐	R5	Susanna Rodriguez			
☒	R3	Dayna Boggs	☒	R6	Eirik Gunderson			
☐	R3	Patty Strom	☒	R6	Kelly Young			
☐	R3		☐	R6	Rachid Ameer			
☐	R3		☒	R6	Richard Luscombe			
☐	R3		☒	R6	Stephanie Hunter			

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Time	Lead	Topic	Notes
10:00 AM (10 min)	Sowmya	Welcome Items Roll Call Meeting Notes – R1 (Due 08/03/26)	Alli volunteered to take notes for R1
10:10 AM (20 min)	Rhiannon	CERs CA-300506 - Reception Log Enhancement to Add Subsequent Entries on a Single Visit	Committee discussed options presented in CER. Sowmya demonstrated current functionality and explained what the changes would do. Requests for other changes/additions (e.g. export to Excel and defaulting to lowest ticket number) will be handled

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			with the SCR once the CER is approved. Votes: R1: Will provide votes via e-mail R2: Approved R3 Will provide votes via e-mail R4: Approved R5: Approved R6: Approved
		CA-299903 - Enhancement of the Reception Management Dashboard	CER was presented – no discussion/comments. Votes: R1: Will provide votes via e-mail R2: Approved R3 Will provide votes via e-mail R4: Approved R5: Approved R6: Approved
10:30 AM (20 min)	Sowmya	CIT 0097-26 Overview of Lobby Device Procurement Process	Sowmya walked through the committee through the CIT, explaining the procurement process(es). Kiosks: - Counties submit procurement request in ServiceNow - Project PMO coordinates, delivers, and installs kiosk (15-18 weeks lead time) - Support continues after deployment. Peripherals – County Direct Purchase (refresh/replace) – APDs (or equivalent) required - Counties can purchase items on their own but need to provide chassis SNs to the project's contracted vendor. - Asset tagging and installation handled by the project – tech visit scheduled via ServiceNow

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			3. Ongoing tech support available Peripherals – Project Procured 1. Standard ServiceNow process Tablets and related Peripherals 1. Streamlined process – counties purchased tables and accessories that meet current tech requirements 2. Submit ServiceNow equipment add request 3. Project provides configuration support Reminders: 1. Chassis SNs needed to purchase replacement parts 2. Independently purchased devices still require coordination with CalSAWS 3. Counties must follow funding approval processes. All questions were answered and an off-line meeting will be scheduled with X county to review purchases in progress.
10:50 AM (10 min)	Sowmya	Recently Released • CA-298515- Los Angeles Lobby app is timing out when the user selects the "Home" button. <u>Release Date- 26.06.18</u>	Fix for LA County discussed. Already released.
11:00 AM (10 min)	Sowmya	Open Priority SCR and Defects • CA-297190- Duplicate "Assigned Number " in the reception log <u>Release date- 27.07.09</u>	Fix for duplicate assigned numbers released. Fix for kiosk not printing first ticket and port update are scheduled to

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		- CA-299027- The kiosk does not print the first generated ticket, but It will print the 2nd 3rd etc. Release Date – 27.07.30 - CA-302212- Update port in Lobby App Release Date – 27.07.30	be released next July (delayed due to dependency on another update).
11:10 AM (10 min)	Ciarra	Open Discussion - CIT 0054-26 Updated Lobby Tablet Recommendations 2026 - CIT 0055-26 End of Support – Lobby Tablets Running Android OS 14 and Below	All SM-X200 tablets must be retired by 12/31/26 CIT 0054-26: New hardware standard requires tablets to run Android 15 or higher. Supported models are Samsung Galaxy Tab S11, Galaxy Active 5 Pro
11:20 AM (5 min)	Ciarra	Meeting Closeout Action Item Review Next Meeting – October 22 nd , 2026	CRFIs going out for lobby tables and monitors. ELO and TPK monitors are at end of life and will be replaced with MicroTouch 21.5" monitors.

Follow Up

#	Action Item	Who	Due
	Follow-up with Orange County on device procurement questions		

#	Decision Made	Who	Date