

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 14, 2026

1:00 pm - 3:15 pm

3449 Santa Anita Avenue  
3<sup>rd</sup> Floor Council Conference Room  
El Monte, CA 91731

**Remote Public Link** (click on this link) -  
<https://us06web.zoom.us/j/87442397314>

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

**Meeting Number - is 87442397314**

**\*Please see note below.**

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<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 March 10, 2026	Action	5-13
10	3.	General Public Comments	Information	
5	4.	Board of Director's Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	Inter-County Transfer Trips- Jessica Volanos	Information	
10	7.	SC/Antelope Valley Transfer Trips-Anthony Santiago	Information	

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8	8.	Abilities Expo: Post-Event Update - Alex Chrisman	Discussion
8	9.	Operations Report - Anthony Santiago	Presentation
10	10.	Future Agenda Items - Yael Hagen	Information
8	11.	Member Communications	Information
10	12.	Subcommittee Updates -Eric Haack, Mike Greenwood, Anthony Santiago, Peter Stawniczy, Matthew Avancena	Information
1	13.	Adjournment	Action

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*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**

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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](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/87442397314>
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.

Note: Members of the public will not be shown in the video.

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[https://accessla.org/news\\_and\\_events/agendas.html](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)  
Webinar ID: is **874 4239 7314**
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.

<p style="text-align: center;"><b>MINUTES</b> Community Advisory Committee (CAC) Meeting March 10, 2026 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:05 p.m.

**CAC Members Present:** Chair Yael Hagen, Vice Chair Terri Lantz, Gordon Cardona, Jesse Padilla, Jan Johnson, Bhumit Shah, Wendy Cabil, Jonna Wilkins, Olivia Almalel, Scott Barron, Kimberly Hudson, Maria Skelton

**CAC Members Not Present:** Maria Aroch, Steve Bauer

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Andre Colaiace, Mike Greenwood, Eric Haack, Art Chacon, Rogelio Gomez, Alex Chrisman, Peter Stawniczy, Bill Tsuei, Anthony Santiago

**Guests Present:** None

REVIEW & APPROVAL OF MINUTES OF FEBRUARY 10, 2026

Chair Hagen asked for a motion to approve the February 10, 2026 minutes.

Motion: Member Padilla

Seconded: Member Bauer

Abstention: Member Shah, Member Skelton, Member Cardona

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he thinks the Pro Masters are not ADA compliant because they need to add more handles to grab something when entering the vehicle. Also, with the bag situation, he will keep pushing Access to change that rule to more than 50 pounds because some of them do carry a lot of items. He announced that on Thursday at 1 o'clock there will be a meeting at Metro.

Lisa Anderson made a public comment by stating that if you schedule a trip online, on the app and want to make changes, you need to contact the reservation online. You

can make changes until 10am.

Kimberly Hudson made a public comment by stating the importance of accessibility for transport for the LA-28 games. She wanted to share a link so they could give feedback, but the responses are due asap.

### BOARD MEMBER REPORT

None

### EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace gave an update by stating that Access Services received a \$16.6 million grant for the Antelope Valley project. He thanked Matthew Avancena who helped write the grant and F Scott Jewell who provided a lot of technical assistance for this grant. They received many support letters from Supervisor Catherine Barger and others, which helped lend credibility to the grant. It is a big deal, and he hopes to have a groundbreaking later in the year. They will soon put it out to bid to see how much it's going to cost to construct it, and sometime in June they will bring the contract to the Board of Directors. Randy Johnson and himself were in Washington D.C. last week. They met with congressional representatives and the Department of Transportation and with United States Senator Alex Padilla's office. They attended the earmark process, where congressional representatives could appropriate some money like community project funding. They asked Congress for \$2 million for the Avalon facility in the city of Compton. He added that Access would like to apply directly to the Bus Facilities Program in Congress, and hope that goes forward. They also talked about reform of federal drug and alcohol laws to allow transit agencies or parent transit agencies to use TNCs like Uber and Lyft for only for customers who choose to receive those trips.

### PUBLIC COMMENTS

Fernando Roldan made a public comment by congratulating them on the grant. He also asked if they could possibly use some of that budget to extend rides in the Antelope Valley and maybe they could use that for the upcoming Abilities Expo.

Paras Shah made a public comment by stating that he is looking forward to the Uber and Lyft rides as well. Getting accessible transportation is very important and it is good to get those extra options.

Lisa Anderson made a public comment by stating that when she used to use Access for medical rides, she had an Uber driver arrive for someone else and she thought it was for her and she was confused because there are riders that are visually impaired. If she had a choice, she would rather take an Uber ride than a taxi ride because he was so focused on his electronic device.

## MEMBER DISCUSSION

Member Shah asked if there were any budget cuts to paratransit. Andre Colaiace responded that there were none.

Jonna Wilkins stated that she wanted to reiterate her concerns about the Uber and Lyft program and wants to make sure that they go through a training process concerning putting the wheelchairs in and out of vehicles if they have accessibility. Chair Hagen responded that there is a charge levied towards accessibility, and that provides the program throughout most of the county, and they do a demand response type of program.

Andre Colaiace responded that they don't currently have an Access, Uber and Lyft program. From a regulatory perspective, they would only send someone an Uber and Lyft if they felt comfortable and if they gave their consent. From his perspective, it is always a matter of personal choice.

Member Cardona stated that the Butterfly ride service is very expensive, but it is limited to a certain mile radius and it is very low cost that way. San Fernando valley does offer it for free.

## NORTHERN REGION RFP

Rogelio Gomez stated that they are approaching the end of their contract with MV Transportation, which currently provides service in the northern region. The last contract extension was approved by the Board, and the contract expires in July 2027. The current North Region Scope was last developed approximately 10 years ago. This round of RFP updates includes reworking the scope of work to reflect current Access policies, organizational priorities, Board direction, along with CAC and TPAC feedback. The process of updating the scope of work has begun, which includes incorporating the amendments that have been issued in recent years, and adjusting for key personnel, updating staff training requirements, and ensuring IT needs are more relevant to our expanding service.

## PUBLIC COMMENT

Fernando Roldan made a public comment by giving advice, by stating that the new software may have some kind of connection with some of the local law enforcement. He thinks they should have some sort of connections with the LA County Sheriff, being that Access is always on the highways. He thinks MV Transportation is a good company but needs to do a major overhaul, because their pickups are terrible, and so are the share ride routes,

Lisa Anderson made a public comment by stating that when passengers are in a vehicle, and there are issues, they should be able to take different transportation

options.

Paras Shah made a public comment by stating that he is visually impaired, and he should be able to pay with his card or tell him the amount because he has had instances where he was charged twice. He did receive a refund, but it was inconvenient.

### MEMBER DISCUSSION

Member Hudson asked if they are improving their standards for the new contracts. Rogelio Gomez responded that every time they develop a scope of work, it is based on feedback, and they do update the contract on some of their specifications.

Olivia Almalel asked about the requirements for the training hours and was wondering if dispatchers are mandated to be drivers before becoming dispatchers because some of them need that on-the-road experience to understand what their drivers are going through. Rogelio Gomez responded that they do a ride along, where a dispatcher needs to go with the driver for a day and see what they go through, and some of the challenges they have. The majority of the dispatchers and the contractors actually come from the driving force.

Chair Hagen asked if they had a systematic approach to minimizing the response time for a road supervisor. Rogelio Gomez responded that he is not sure if this scope of work has it or not but will see what they can do to incorporate something. Chair Hagen added that the riders being able to contact dispatchers to help solve problems could be another important issue and maybe something that could be added to a future agenda.

Member Cardona stated that sometimes they arrive with a full vehicle when they pick up riders. Rogelio Gomez responded that they could look into it but as for the new scope, it is in the new contract. He doesn't guarantee it will be eliminated but it depends on the different circumstances.

Chair Hagen stated that when drivers cannot glance at their tablets, they lose their ability to use GPS, to see what landmarks are coming up, or any information that may assist them in getting to the rider more efficiently. She understands it's a safety issue, but if they're not able to look at the map, it can also become another safety issue. Rogelio Gomez responded that everything that was mentioned still applies. They still have access to their mapping but just have entire restrictions on other elements that are operational.

### ABILITIES EXPO IN LONG BEACH

Alex Chrisman did a presentation on the upcoming Abilities Expo in Long Beach.

### PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that there should be options or guidance on where they could get rides after the abilities expo because some riders will want to hang out afterwards. He would like Access to work with CSUN conference for next year to be able to provide rides for people.

Lisa Anderson made a public comment by stating that for the 4<sup>th</sup> of July there are activities at recreation areas and one time when she went, Access had trouble finding her. She spoke to a security guard who helped her.

### MEMBER DISCUSSION

Member Cardona asked if there would be easy ups for the event and if there would be any sort of talks with people working on the Grand Prix. Alex Chrisman responded they always provide easy ups, and they don't currently have any connections with the Grand Prix but can investigate it.

Member Hudson would like to see the reservationists know the abilities expo address because they won't all know which stand signs are best to book a ride to. They should be well informed before the event.

Chair Hagen asked the CAC members to challenge that on Thursday but ask them if they already know the address for the Abilities Expo. If they don't know, she would like to know about it because there is no excuse not to know this.

Member Almalel added that if the stand information isn't on the website yet, it should be updated asap and noted as a temporary stand sign. Alex Chrisman responded that the stand sign information hasn't been posted yet because he doesn't want people to book a ride to a non-existing stand sign, but they will post it shortly before the event.

Member Padilla asked why the abilities expo had changed location. Alex Chrisman stated that there is construction in the LA Convention center.

Vice Chair Lantz asked if there would be chairs for the riders that can't stand a long time while waiting for their rides. Alex Chrisman stated that this wasn't the crew that they deal with each year and are trying to make sure they will provide the chairs and other services they have always provided.

Chair Hagen encouraged everyone to visit the Access stand and there will also be marking and tethering available for those interested.

### POSSIBLE TRAINING TOPICS IN LIEU OF RETREAT

Chair Hagen presented this by asking if they would like to alternate the years between the goals retreat and a training or information that is helpful to the members of the

CAC and allows the members to be the best they can be.

### PUBLIC COMMENT

Fernando Roldan made a public comment by suggesting that Access brings something positive to Access concerning the 250th anniversary of the USA. He suggested some sort of event or celebration on behalf of Access.

### MEMBER DISCUSSION

Member Wilkins stated that she has been taking trips from Culver City to Santa Clarita, and to go to Santa Clarita, she has to make a transfer trip at Olive View. She was wondering if there could be more vans and hours from that location because the waits are very long. It is a whole day process to make this trip, and her understanding is they only have 4 trips a day. Rogelio Gomez stated they have about 8 different times available for that location during the week and they did add an 8pm transfer trip time on the weekends as well. Member Wilkins was unaware they had so many rides available.

Chair Hagen stated that she wanted to add the inner county transfers and minimizing the times to get to the transfer point, to the list of items to speak about. It is not just shared rides but that they have to give themselves ample time to transfer. Member Hudson would like to get education on this topic so she is able to educate her fellow riders.

Chair Hagen stated that it has been mentioned in training on the Roberts Rules of Order.

Member Padilla suggested that they receive a training on the Where's My Ride App.

Chair Hagen asked how they can reach out to riders concerning advocacy and what is the message they want to bring out.

Member Shah would like to understand the different types of services in different counties and how they structure their programs.

### OPERATIONS REPORT

Anthony Santiago gave an update on the statistics and what Access has been doing in the community. He shared that Access conducted outreach across all six regions in the month of February. They visited LIMAR Adult and Senior Health Center in the southern region, Golden Acres Adult Day Healthcare in the northern Region, the Lancaster Adult Day Healthcare in the Antelope Valley region, Cedar Siani and City of Hope in the Eastern Region.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that the Santa Clarita shared rides, late pickups and rerouting needs to be looked into in that area.

Lisa Anderson made a public comment by asking why they are highlighted differently on the slides. Anthony Santiago responded that it is when they did not meet standards in that month and when they did.

Mel Bailey made a public comment by stating that it would be nice to know which respective regions are being identified by the regions that do great, and the regions that are lacking. Chair Hagen responded that the Board Box report does that.

## MEMBER DISCUSSION

Vice Chair Lantz asked why they don't report it by regions and why they changed that. She thinks they should be able to get it broken down by regions. Chair Hagen asked them to report it at the next meeting. Rogelio Gomez responded that it was for time constraints but will change it next month.

Member Cabil asked if a member of the committee would like to participate in an outreach effort, who they would be able to reach out to. Steve Wrenn would be that contact.

## MEMBER COMMUNICATION

Vice Chair, Lantz, thanked all Access staff and those who participated and also the subcommittee members for all their hard work. She encouraged the CAC members to fill in any openings in the other subcommittees.

Member Almalel looks forward to seeing everyone at the abilities expo and say hello.

Member Barron thanked everyone for their participation and wanted to promote the Paralympics on Peacock channel to tune in and watch.

Member Cardona asked they do the vehicle demonstration since it wasn't rescheduled and also looks forward to seeing people at the expo.

Member Shah thanked everyone for their participation and appreciated everyone there.

Member Skelton thanked everyone and looked forward to the other meetings.

Member Hudson sent some information for them to make comments and make their voice heard and comments are due by tomorrow.

Member Johnson made a comment by stating she was really impressed with the way Access has improved their service.

Member Wilkins expressed her appreciation to all the committee members for joining and making their comments, and all the public comments that were made. She asked that they discuss the lost and found issue and add it to a future agenda item.

Member Cabil said Happy Women's History Month, thanks for a great meeting. As always, hope all is well, with you all, with the time change. I hope to join you all at the Expo. Shout out to PASC for sponsoring a great webinar on bullying, facilitated by DMH.

Chair Hagen echoed all the appreciations and gratitude and welcomed Maria Skelton to the CAC.

### SUBCOMMITTEE UPDATES

Eric Haack gave an update on the two subcommittees, during the Video Communications Subcommittee, they discussed the concept of developing a webinar. This would be similar to Access's Community Meetings, but it would be a focused one-time discussion, it would be video, like a virtual meeting. It would have a video component, from the marketing department. Such as how to make a reservation, some tips and tricks, and one or two community resources that customers could rely upon before going to questions and answers associated with that singular topic. In the Technology Subcommittee we were able to discuss topics of the Where's My Ride app, and online reservations, and discuss some of the things that are positive, such as the animation of a vehicle.

Anthony Santiago gave the report on the CAC Operations Subcommittee who met for a discussion centered around two topics. The first topic included a discussion regarding potential items that riders can utilize to stand out in large crowds when getting picked up by an access vehicle. The committee is planning to test 3 different items and provide their feedback. The second topic discussed was about different instances where a road supervisor is needed out in the field. As well as scenarios where there is no need for road supervisor assistance out in the field.

Matthew Avancena stated that the same-day service subcommittee met and discussed Did take place during the pandemic, and was heavily used, and that alone demonstrated a strong demand, as well as the increase of mile radius and fare change. The members will be taking their proposal to the six primary independent living centers for support and advance this to the Board in the future.

Bill Tsuei gave an update by stating that he will give an in-person meeting discussion about the accessibility on WMR, mobile apps and it is scheduled for April 20<sup>th</sup>. If they are interested in participating, please let him know. He will send out an email invite to

the CAC members.

Peter Stawniczy stated that the vehicle subcommittee met and they discussed various components of Access's fleet, giving insight and presentations on what Access has in the fleet that picks up passengers on a day-to-day basis, and the whole idea is to gather information from the community. They have gathered a lot of valuable information for that. They do have future presentation coming up, to discuss their findings.

#### ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Lantz made a motion and Member Almalel seconded. The meeting was adjourned at 3:20 p.m.