

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 12, 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/82562886855>

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

Meeting Number - is **82562886855**

*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 May 2025	Action	5-14
2	3.	Review & Approval of Minutes of June 2025	Action	15-23
2	4.	Review & Approval of Minutes of July 8, 2025	Action	24-32
10	5.	General Public Comments	Information	
8	6.	Board Member Report	Information	
10	7.	Executive Director's Report - Andre Colaiace	Information	

15	8.	Reservation receipt or confirmation message - Matthew Avancena & Thomas Lee	Information
8	9.	Draft Strategic Plan - Eric Haack	Presentation
10	10.	Suspension Appeals Panel Members - Rycharde Martindale	Discussion
10	11.	CAC Officers - Yael Hagen and Terri Lantz	Discussion
10	12.	Operations Report - Barrett Tate	Presentation
5	13.	Member Communications	Information
5	14.	Future Agenda Items - Yael Hagen	Information
8	15.	Subcommittee Updates - Susanna Cadenas, Mayra Calderon, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	16.	Adjournment	Action

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting:

(1) before a specific agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a 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**

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

How to Provide Public Comment in a CAC Meeting via Zoom:

Online

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. 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/82562886855>
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.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:

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 825 6288 6855

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
May 13, 2025
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:06 p.m.

CAC Members Present: Chair Yael Hagen, Vice-Chair Terri Lantz, Gordon Cardona, Jesse Padilla, Jan Johnson, Bhumit Shah, Olivia Almalel, Scott Barron, Wendy Cabil, Rachele Goeman, Maria Aroch

CAC Members Not Present: Kimberly Hudson

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Jessica Volanos, Kristi DeHaro, Rogelio Gomez, Susanna Cadenas, Karen Gilbert, Alex Chrisman

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF APRIL 8, 2025

Chair Hagen asked for a motion to approve the April 8, 2025, minutes.

Motion: Member Padilla

Seconded: Member Johnson

Abstention: Member Goeman, Member Cardona, Member Shah

Motion: Passed

GENERAL PUBLIC COMMENTS

Ernesto Jauregui made a public comment by stating that he is speaking on behalf of Patrick at the Eastern Los Angeles Regional Center. He asked if there was a possibility for training to be provided on Access eligibility and general information for their ELARC individuals or if they could be connected with the contact that would be able to provide that.

Andrea Wingreen made a public comment by stating that last month she was involved with a Silver Ride and she was picked up on time. There was a second and third

passenger picked up. The third passenger arrived in a wheelchair, and it was motorized but the driver wasn't informed of this so he couldn't put the passenger on the vehicle. She asked if there is a chair involved shouldn't the drivers be aware of this, so they pick them up with adequate vehicles.

Fernando Roldan made a public comment by asking if Access should start changing the rules on when making the reservations if they could stop asking repetitive questions to things that should already be on file. The second thing he recommended was whether they could get short reports for the CAC on Metro since he is part of that Board.

Lisa Anderson made a public comment by stating that one of the passengers was very rude to her because she was taking a long time paying for her ride with her debit card. She even started cussing at her. She also thinks drivers need to be trained to make sure that they follow the traffic or they will get into a severe accident one of these days.

Jonna Wilkins made a public comment by stating that she was left in a vehicle with the engine running and she felt very unsafe in the vehicle. That is not something that should happen.

BOARD MEMBER REPORT

No Board report

EXECUTIVE DIRECTOR'S REPORT

No Executive report

APPOINTMENT NEW MEMBERS TO CAC

Matthew Avancena stated that they interviewed three applicants for the two vacancies. The subcommittee deliberated on two occasions and discussed the strengths of the applicants, and they also scored the applicants based on a rubric that has been predetermined by the subcommittee members. They then made their selection and decided on Jonna Wilkins and Stephen Bauer. The first step is for the CAC to approve Ms. Wilkins and Mr. Bauer to join the CAC. Then staff would need to take the invitation to the next Board of Directors meeting on May 27, for a formal ratification of their membership.

Vice Chair Lantz asked for a motion to appoint Jonna Wilkins and Stephen Bauer to the CAC board.

Motion: Vice Chair Lantz

Seconded: Member Almalel

Motion: Passed

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he has applied a couple of times to the CAC board with no response. He asked for better preparation on getting new members, because he doesn't see these openings on their website. It would be great if they could touch on the rules of how to become a CAC member, what are the requirements.

Lisa Anderson made a public comment by asking how long the terms are because she will be moving soon but was interested in knowing how long the terms were.

MEMBER DISCUSSION

Chair Hagen congratulated both Jonna Wilkins and Stephen Bauer for their nomination. The next step would be that this motion goes to the Board for approval.

ESTABLISH AD HOC MEMBER PARTICIPATION SUBCOMMITTEE

Matthew Avancena presented this item by stating that the bylaws require that members attend CAC meetings on a regular basis. At any time if a member misses three or more meetings, which could trigger an action according to the bylaws for their removal. This has not happened in the past because things may come up, people get sick. The first step is for the committee to vote to form an ad hoc subcommittee to discuss this issue. It would need to be formed with a minimum number of three CAC members and one staff. The staff cannot be himself because it would have to be someone who is not regularly associated with the Community Advisory Committee. This is all laid out in the bylaws if anyone has any questions.

Chair Hagen asked for a motion to create an Ad Hoc Member subcommittee to discuss the bylaws regarding attendance of CAC meetings.

Motion: Member Goeman

Seconded: Member Padilla

Abstention: None

Motion: Passed

They requested 3 volunteers. Chair Hagen, Vice Chair Lantz, Member Johnson and Member Padilla volunteered for this subcommittee.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he has been involved in numerous committees before and he recommends they do review and revise the bylaws because he himself has been sick when he has participated in other committees. When talking about members who miss meetings by no fault of their own,

they need to at least honor the fact that they could either give them another chance because of illness.

Lisa Anderson made a public comment by stating that she had a suggestion for the people on the committee. She asked they do an ordinance that the member can ask someone else to join on their behalf and join the meeting this way.

MEMBER DISCUSSION

Member Goeman stated that she understands that she missed a whole year, but she has had a very rough year. She stated that Access is very, important to her. She understands if due to her being gone so much they would have to put somebody else in her place because CAC meetings need to continue. Taking care of Michael Conrad was a full-time job and it took more hours in the day than she had. She would really like to stay a part of CAC, but if it comes down that she is not a part of CAC as the committee itself, she will continue to be involved. She respects the committee's decision if they decide that her spot be given to somebody who applies and deserves to be there.

Vice Chair Lantz stated that they have never wanted to form this sort of subcommittee but do need to discuss this issue because the bylaws require it.

WEST CENTRAL RFP PREVIEW

Jessica Volanos presented this item by stating that they were approaching the end of the contract with California Transit, who's currently providing service in the West Central region. All contract extensions have been approved by the Board, and the contract will end in October 2026. The scope of work for West Central region was last developed 10 years ago, and will be updated to reflect changes within Access, including policy changes, goals, and the Board's direction. Their next steps will be to incorporate feedback they receive from the Board, CAC and TPAC. They will finalize the scope of work and the solicitation documents to release the RFP in July.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that with one of the biggest events coming up, which is the World Cup Soccer and then the Olympics and Paralympics, they also have better connections to the LAX airport and the stadiums.

MEMBER DISCUSSION

Member Shah asked when the last time was that the contract was given to a different provider other than California Transit. Jessica Volanos responded it has been over 15 years. Member Shah asked if changing contractors as the program grows and evolves so that contractors don't get comfortable in the quality of service. Jessica Volanos responded that while going through this proposal process, they do get entries from

several different proposers, and they go through several factors to determine who would be the best fit for access and the riders. Additionally, they add things to the scope of work to improve the service. There are several factors that goes into that, so it's kind of a complicated answer.

Member Shah asked if there are outside people that join in the decision making of choosing contractors. He would like to look at the bylaws and see what policy would prevent that for not only this contract but future contracts and to see how they can work together with the Board to see how they can modify that.

Chair Hagen stated that the CAC would like to have a representation from the ridership, and if this could be discussed further. Member Shah responded that it would be great to have someone that can provide the expertise of the service throughout the contract, throughout the five-year contract history, somebody with knowledge, that uses the program, that could be able to get a seat at the table of Access, making informed decisions.

Chair Hagen asked if they are taking input that they should add to the scope of work. One example of improvements would be a better connection between drivers and riders, to minimize no-shows and confusion in finding the rider. As well as shared rides and long shared rides, but there was an improvement that was going to be implemented into this new scope of work that has to do with the connection with drivers and riders.

Mike Greenwood stated that he wanted to reiterate that the most recent RFP that was issued was for the Eastern region about two years ago. That formed the basis, or it will form the basis, for the West Central region scope. All the improvements they've made in recent years with the help of the CAC, and with the Operations Subcommittee have been factored in and are going to be part of the West Central requirements as well.

Chair Hagen asked if this was another opportunity to ask for other requirements that were not previously added. Mike Greenwood responded that that was why they were there today to get their input. Chair Hagen asked how long they had to respond or give feedback and Mike Greenwood said that they had until the June meeting.

Vice Chair Lantz suggested they bring this back at the next June subcommittee, so they have time to discuss this issue calmly. Mike Greenwood responded that if they make any change to their package policy it will take time to implement.

EMERGENCY PREPAREDNESS VIDEO

Alex Chrisman stated that due to the recent January firestorms and other emergencies, Access wanted to produce a video that would provide riders with some suggestions about being prepared for emergencies on board an Access vehicle and at home. This video covers many aspects of emergency preparedness, and they packed the five-

minute video with as much information as they could, based on guidance from the Los Angeles County Office of Emergency Management and feedback from the CAC over the years. This video is currently being shown at the Access Eligibility Center, the YouTube page and the Access website.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that at the last Metro meeting last week they discussed installing bathrooms on some of their bus lines, new state-of-the-art bathrooms, especially accessible bathrooms. He suggested that Access rethink their strategy on emergency situations. He suggested that bathroom needs need to be implemented in a video for future reference because some riders have severe bladder problems.

Lisa Anderson made a public comment by stating that there are emergencies sometimes especially when drinking a lot of water, so some people have to use the bathroom frequently.

Andrea Wingreen made a public comment by asking Access to consider adding emergency contacts to their profiles because there might be a situation where they can't contact someone. Alex Chrisman responded that this is already in place.

MEMBER DISCUSSION

Member Goeman stated that this was a very well-done video. She has concerns about the possibility of there being on the freeway and there's an earthquake and the drivers can't get off the freeway. Are there any plans in place to make sure that once the freeways are movable again, do they have backup vehicles come and get those clients. Alex Chrisman stated that if this is referring to an emergency that is related to serious damage to the freeways or roads, then yes. This is why they have these relationships with the County Office of Emergency Management, the Emergency Management Department of Los Angeles, which is a city department. They would be informed and request help from them.

Member Goeman asked if they could suggest they carry a mask and include it in their next video because the air quality can be bad during fires and a lot of Access clients have respiratory/breathing issues. She thinks this video has a lot of useful information for a 5-minute video. She also asked if the video is available in audio format. Alex Chrisman responded they did, and he would get an audio copy to her.

Member Johnson asked what the protocol was for a family of four, and how many shared rides they would need to have them be picked up. Alex Chrisman responded that for the purpose of the video, the family of four envisioned, is a family of four that's at home. They are not advocating for riders to try to travel with 20 gallons of water on an Access vehicle, which would violate the package policy. Member Johnson stated

that the video does give this information out, so she was wondering why. Alex Chrisman responded that this was in reference to the home preparedness part of the video.

Member Barron asked if the emergency alert system accesses their emergency contacts so they can help them make a contingency plan if they are stuck somewhere. He asked if Access sent out an alert or how that works. Alex Chrisman responded that they do have a mass notification system that they subscribe to and have used a number of times. He suggested they make sure to update their phone number, address, and emergency contact at Access. They sync that information with their mass notification system, and the Everbridge system, to send messages. They can also provide updates through reservation hold messages, through messages on the Access website, and the Where's My Ride app. They have a lot of ways, but the primary method would be the mass notification system, which can contact them by home phone, cell phone, email and text message. These emergency systems do allow them to also reach out to their emergency contacts to give them an update on a rider in case they are stuck somewhere.

Member Almalel stated that emergency contact can be updated through Rider360.

Member Padilla asked if vehicles are equipped with water. Alex Chrisman responded they are not equipped with water for the occupants. Chair Hagen stated that there is no room to store water in the vehicles for emergencies. They encourage people to bring their own in case of an emergency.

Vice Chair Lantz stated this issue was discussed in subcommittee meetings, and they even discussed having it in some sort of motor homes or something to hold water. If there is an emergency and the vehicle's stuck, having water is a lifeline for people. She does think this, and a medical kit should be in every vehicle. There is no passenger now in the front of a ProMaster so there should be room there.

Chair Hagen responded that the space in the front also competes with the space for durable medical equipment such as walkers, equipment that's already there and what the drivers bring with them as well. So that's very limited as well.

Member Almalel asked if in case of an emergency, there was a specific time when Access would step in like they did for when people needed to be evacuated before. She also asked if there was a list of suggested supplies that people should bring with them on trips and if this will eventually affect the package policy going forward. Alex Chrisman stated that when leaving a voluntary evacuation zone, they do have an emergency policy protocol where they can do same day trips. He added that if anyone knows they must evacuate early, he highly encouraged them to do so asap as to avoid any issues. He added they will only aid in emergency response only if asked to. Access is a resource that they may call upon, but they don't self-deploy.

Chair Hagen added that she disagrees because if they are going to tell people to do that and somebody's only mode of transportation to get out is Access, they should at least let them know of the voluntary evacuation and who to contact. They are going to think that they're going to have to contact 911, and that is going to put somebody in life-threatening emergency.

Member Almalel brought up the question because she had a lot of people calling her to ask she knew anything because they had loved ones that were disabled and took Access. And at some point, Access was helping when they were asked to, by the city. She doesn't know what the nuances there are and if they should call 911 or the OMC directly.

Mike Greenwood added that this was a five-minute video and in five minutes, it's impossible to address all these issues, many of which in an emergency they can't predict what that nature of that emergency would be. Chair Hagen responded that maybe the video needs to be eight minutes, and better information needs to be integrated. They should also add an intro and outro to make it clear this video was made by Access Services and make it more welcoming.

Member Goeman was happy to see they added the points on service dogs. She thought it was a very well-done video.

FUTURE AGENDA ITEMS

Member Shah if they could talk about exit emergencies on the vehicle as a future agenda item. If somebody really needs to go to the bathroom or get sick on the vehicle, what are riders expectations. They need to work on some type of middle ground for true emergencies that don't require 911.

MEMBER COMMUNICATION

Member Goeman stated that Michael Conrad passed away on the 25th due to a heart attack in the very early morning hours. Michael has been involved with Access since the very beginning. Michael was implemental in the issues with the Prius vehicles about not having three people in them with the dogs. He was always into wanting to make sure that Access members and the dogs were safe. He always wanted Access to continue to be better, and he strived to be the best for the 25 years that he was a part of Access as a rider and as a CAC member. He missed attending the meetings but in the past months, his health didn't allow that.

Vice Chair Lantz stated that if Michael Conrad was there listening, he would thank him for everything he has done to improve Access over the years, especially when it comes to having better conditions for service animals and better conditions for people who are partially sighted or who are blind. She knows that was always a primary interest of his and he will be missed.

Member Almalel stated that it was always hard to say goodbye. The tenacity he had for this committee that was shown to her when she started years ago, and she has always appreciated the dedication and the love and the hard work he did for those that he advocated for. He is going to be missed, but his legacy will live on with and he will be remembered for all he gave to this committee.

Member Barron didn't get to know Michael Conrad personally, but he wanted to thank Rachelle and him for being the trailblazers that they were and continue to be for future committee members.

Member Cardona, he says, "I'm so sorry. I didn't know." And he said, "I'm very sorry."

Member Aroch thanked Rachelle Goeman for her support and always being there with Michael Conrad. It was a pleasure to share with him when she was a Chair and Vice Chair with him. She really enjoyed spending time with him, and he was a wonderful advocate. He will be missed.

Member Shah didn't know him personally but extended his deepest condolences.

Member Cabil expressed her heartfelt condolences. She is extending herself to help her through the grieving process. She will remember him as his bubbly self, full of life. His positive attitude, and she appreciates all that he's contributed and that he was a great role model as an advocate.

Member Johnson agreed with everyone and is so impressed by the way he would say things very politely, very to the point. Sometimes they dreaded it when Michael Conrad raised his hand, and they'd call on him.

Mike Greenwood stated that Mike Conrad made a significant contribution representing the blind community and his interest in protecting service animals. Michael also left his mark on Access due to his long career as a vehicle mechanic. His attention and interest to making sure that their vehicles were safe and well-maintained continued.

Alex Chrisman stated that Mike was a great guy. Maintenance is a vital part of the service that so many overlook. He made a great contribution to the fire department and servicing their vehicles.

Chair Hagen stated that Mike's memory will live in all of them and they will honor his legacy, and he will be missed. He left a huge impression on all of them and thanked him for his service and diligence with Access Services.

ADJOURNMENT

The Chair asked to adjourn the meeting in honor of Michael Conrad. Member Goeman made a motion and Member Johnson seconded. The meeting was adjourned at 3:25 p.m.

MINUTES
Community Advisory Committee (CAC) Meeting
June 10, 2025
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:10 p.m.

CAC Members Present: Chair Yael Hagen, Vice-Chair Terri Lantz, Jesse Padilla, Jan Johnson, Bhumit Shah, Olivia Almalel, Scott Barron, Wendy Cabil, Rachele Goeman, Maria Aroch, Kimberly Hudson

CAC Members Not Present: Gordon Cardona

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Alicia Posada, Hector Rodriguez, Rogelio Gomez, Susanna Cadenas, Karen Gilbert

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF MAY 13, 2025

Chair Hagen asked for a motion to approve the May 13, 2025, minutes.

Motion: Member Goeman

Seconded: Member Bauer

Abstention: Member Hagen, Goeman, Shah, Aroch, Cabil

Motion: Not Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that they should address the situation what's going on in LA with the protests, riots and all. He also suggested they change the 25 lbs. rule of packages they can bring on a vehicle to 50 lbs. to make sure they can bring groceries and/or luggage. He asked them to form a committee or a town hall meeting with Viano Valley in Santa Clarita.

Victor Dominguez made a public comment by stating that he tried to modify the pick-up time on a reservation before, but they don't always have the time he requests.

There's been a lot of occasions when the CS rep doesn't pay attention, and they book the wrong time for him. He agrees with other riders about not asking repetitive questions about things that should already be on file. The second thing he recommended was whether they could get short reports for the CAC at Metro meetings since he is part of that Board.

BOARD MEMBER REPORT

No Board report

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that he and Randy Johnson were in Washington, D.C. recently. They met with a number of congressional offices like the Office of Civil Rights, and also the Office of the Secretary of the Department of Transportation. They discussed several issues related to Access and the national paratransit issues. They requested \$3 million from Congress for a community funding request for the Southern Region Operations and Maintenance facility. They were successful in getting \$3 million for the Antelope Valley facility, so they continue to push the agency priorities at the Federal level. They discussed two proposals called Transportation Reauthorization of the Federal Transportation Funding and Policy for the next six years. Their proposal is to allow Access Services to apply directly for certain Federal Grant programs such as the Buses and Bus Facilities Program. The second proposal was to amend the Federal Drug and Alcohol legislation to give more flexibility to transit agencies to use non-drug tested TNCs like Uber and Lyft and taxis for certain supplemental paratransit and transit programs. Their issue is the interpretation of the FTA on this issue changes constantly, because it's not a law, it's just guidance. They did have a TNC program in the southern region, but it's been discontinued because it wasn't regulatory compliant. In D.C. they heard a lot about various cuts to the Federal civil service, but he doesn't think those cuts will affect various civil rights programs and the enforcement of civil rights programs, including paratransit. There doesn't appear to be any movement to cut transit funding, with the exception of certain high-profile projects like the California High-Speed Rail programs. The American Public Transportation Association is working very hard to make sure that transit is held to the same levels it's been in the past.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that in July in D.C., there's a conference called the NCIL, National Council on Independent Living. It's for independent living centers but would strongly advise and suggest that Access Services write a letter regarding any cuts to NCIL.

MEMBER DISCUSSION

Chair Hagen asked if they could incentivize drug testing. Andre Colaiace responded

that they do criminal background checks only. He stated that incentives would be up to the companies the TNC drivers work for. He added that TNC's are more readily available to give rides.

Vice Chair Lantz asked if the TNC rides were going to increase vehicles that can accommodate wheelchairs, or are they used to relieve Access when they have too many rides. Andre Colaiace responded that both Uber and Lyft have their own fleets, but the size of those fleets is up to the companies themselves. They are incentivized through the State Access for all program, to have those fleets. Vice Chair Lantz asked if they foresaw any issues in securing the federal funding. Andre Colaiace responded he didn't think so, but he will keep them updated. Vice Chair Lantz asked to be updated so they have time to advocate for this issue.

DRAFT FY 2026 BUDGET

Hector Rodriguez presented the draft budget and explained planned expenditures for FY 2026.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he thinks Access should advertise on their buses. Second, Access should look into fundraisers, like dinners, golf tournaments, etc.

MEMBER DISCUSSION

Member Bauer asked what kind of vehicles they were going to order and if they could order something other than just ProMasters. Hector Rodriguez responded that the vehicles were already ordered, and they include ProMaster vans and cutaways in 3 sizes. They are limited in the availability of vehicles that are out there. They also buy made in America vehicles and because the funding requires it. There are limits to the vehicles that are available for them to purchase and modify. Mike Greenwood offered to give him a call to explain more in detail about this issue.

Member Shah asked if the side entry ramp on minivans would meet the requirements for Access. Hector Rodriguez deferred the question over to the operations and fleet manager to respond to.

Mike Greenwood stated that they evaluated the vehicles that are available in the marketplace for purchase. Another factor is the durability of the vehicle and the reliability to last for hundreds of thousands of miles to operate in their type of service is another consideration. Chrysler makes a minivan called a Pacifica but it's a light duty vehicle and it wouldn't stand up to the rigors of operating ADA paratransit service in Los Angeles. Some contractors have a few of them for road supervisor's duty, which is much lighter duty than doing revenue service for 12 to 15 hours a day. While they

haven't found a better option, they are spending significant energy and some dollars to improve the ProMaster. They have already made some improvements and will continue to get feedback and take notes on any other concerns.

Member Almalel stated that they should continue to receive input for the ProMasters they will be making in the future. She and Chair Hagen did a demo trying to get two wheelchairs into one ProMaster, which wasn't feasible, but she isn't sure which version they were in. She asked if there were versions of this vehicle that could fit two wheelchairs because the bulky frame parts were jutting out into the usable space. She asked if they could give input on the budget for the purchase of these vehicles. Hector Rodriguez responded that they do take their input into consideration. He said they're currently testing a different floor plan for the ProMaster to easily fit two wheelchairs in it. It takes a while because they make sure it's still a safe vehicle to operate. Unfortunately, the price is dictated by the contractor, not by Access so they don't have a say about that.

Chair Hagen asked they be involved in the budgeting before the loan. She asked if in terms of budget, there's enough money to be able to do modifications to the vehicles, both going forward and going back to some of the vehicles that are currently on the road. Hector Rodriguez responded that for any new vehicles that are acquired, as the modifications get approved by everybody including the federal government, the money's there. To the extent that those modifications can be made to the existing fleet, they will do so as they have enough money built into the capital budget to accommodate those needs.

Vice Chair Lantz thanked Mike Greenwood and his team for working with the operations subcommittee. As a senior with a disability, the most disconcerting thing is that there are no seats they can easily get onto.

Member Hudson thanked Mike Greenwood for showing her and her husband the ProMaster. She is concerned, as they are older that they are not going to have vans or vehicles readily available that might be able to accommodate them. There are two different configurations of wheelchair and scooter, and they hope that another van besides a cutaway, is found because there are two people in wheelchairs and scooters that travel together at times. The steps in the ProMaster are very dangerous because of balance so she hopes they are able to modify that so it's a little bit safer.

Member Shah stated it was very difficult to find a vehicle that meets everyone's needs, but he hopes there are different types of vehicles like cutaways, ProMasters and minivans so people can have some variety to choose from when using the service.

RIDERS GUIDE UPDATE

Matthew Avancena gave an update on this by stating that staff expanded on some of the definitions and clarified additional information that is already in the Rider's Guide.

He went through the edits made.

MEMBER DISCUSSION

Member Wilkins stated that having her fare out while getting on the ride is very difficult for her because she has a walker. and it's hard for me to carry change and use the walker at the same time. She asked if she could get an accommodation to pay the fare once she is already seated. Mike Greenwood responded that it is considered a reasonable modification that should be accommodated by the driver right there at the scene. It shouldn't require a bureaucratic process to go through customer service to get that approved.

Chair Hagen stated that this could be a driver training issue and needs to be a reminder to contractors to make sure that their drivers are flexible and reasonable.

Member Hudson asked if the riders guide going to be revised again before the Olympics because that three-week period for visitors may need to be revised, especially during special events like the Olympics. Matthew Avancena responded that they do periodic updates to the riders guide, and they don't go more than four years in between to do that.

Member Cabil thanked them for this report and asked when these changes would be effective. Matthew Avancena responded that the update has been done and it is available on the website. If any members or anyone in the public wishes a paper copy, they can mail that out as well. Member Cabil asked if there were any updates about the weight capacity they can carry in a vehicle. Matthew Avancena responded that there was a clarification made on the dimensions under user mobility device.

Member Bauer asked if riders should expect rides to be the same length as a bus or a train. His rides 10 years ago Access was two and a half hours and it has not been increased to three and a half hours, which is a significant change.

Chair Hagen hopes there is an update on lost and found and on how to contact the drivers when getting a ride. Her biggest concern right now is that the rider's guide isn't available in audio format. Matthew Avancena said that timeline is still open depending on how many volunteers the Braille Institute can get to read the Riders Guide since staff are not available to do it themselves.

WEST CENTRAL RFP PREVIEW

Rogelio Gomez discussed the scope of work for the West Central Region. They are bringing it back for feedback from the CAC as a final step for the committee. They use the most updated scope of work to make changes to. Some examples of recent changes added are one call resolution for ETA calls and rider-to-driver communication.

MEMBER DISCUSSION

Chair Hagen asked for a rundown on input that has been added already. Rogelio Gomez stated that the feedback received so far is driver communication with riders, what type of vehicles they are entering when arriving for a pickup. Second one, if a rider is called for a no-show, and the rider indicates that they are outside waiting for a driver, basically give them more time until the driver and the rider make connection. Third one was riders receive an automated call notification. And then lastly, receiving a text message with a confirmation number once a reservation is booked was the last one that was mentioned in our meeting.

Chair Hagen asked if there were any service animal issues that could be improved upon.

Vice Chair Lantz stated that an issue that came up in the subcommittee was that people were worried about where the animal would sit if they're sitting on a seat and there's a step below them.

Member Goeman stated she has a situation that when traveling with a dog that sits in her lap and her dog isn't able to sit on the step because she slides. The material that the steps are made of seems to be slippery for the animals. She has seen some guide dogs in the new vehicles who have a lot of problems with the stairs.

Member Johnson asked if there were limitations on the size of the service animal riding in the ProMaster. Mike Greenwood stated that the issues brought up in the last 10 minutes were policy related. The RFP is not going to take effect until late October of 2026 which is a year and a half away. They are working on some of these items currently because they are of a more pressing nature. The service animal issue and where they can sit in the ProMasters is a perfect example of a policy issue that needs to be addressed in the short term, not the long term.

Mike Greenwood stated that this detailed topic would require a more in-depth discussion to get to the bottom of. I don't think that's something they could answer at the CAC level for now. Mike Greenwood said they could look into it but can't incorporate that into the West Central scope of work that's being released in July. These are issues they could discuss in the Operation Subcommittee and at some point have a recommendation for addressing these issues at a policy level. Chair Hagen asked about the audits and how they were handled.

Member Barron asked when they could discuss same day service. He also asked if they could create a sort of rewards program for good riders. He added that they could discuss partnering with food delivery services such as Grubhub and DoorDash which would limit the trips to the store for Access riders and the amount of weight that drivers have to lift by waiving the delivery fees through Access.

Member Hudson asked if whoever bids on the West Central's contract would be open to a same-day pilot. She asked in the new contract if they would be willing to work in tandem with that kind of ride-share service for when it's high traffic times especially during the Olympics or other events. Rogelio Gomez stated that there is some verbiage in the scope of work that specifies that they're able to use subcontractors, that also would include TNCs, so that's already included. Mike Greenwood responded that same day service requires Board member approval and budgeting, so he doesn't see it added to the RFP at this time. As far as food delivery service, they are investigating a possible process with Instacart.

Member Barron asked if they could add a few more stores to the list of research, like Sam's Club, Costco and Walmart. Mike Greenwood responded they are investigating different retail locations that might be able to partner, whether it's simply grocery stores or if it would be expanded to include drug stores.

OFFICER NOMINATION SUBCOMMITTEE

Matthew Avancena asked for volunteers to form the officer nomination subcommittee because the terms of the current Chair and Vice Chair are about to end. The nomination subcommittee will require at least three volunteers, but no more than five CAC members. Their primary role is to reach out to fellow CAC members and ask them if they would be interested in running for any of the open positions. He pointed out that the CAC last year passed a bylaw change whereby if no other member is interested in running for a Chair or Vice Chair, the current officers could continue to serve.

Volunteers: Member Almalel, Member Shah, Member Hudson

Chair Hagen asked for a motion to approve the three volunteers for the CAC Officer Nomination Subcommittee.

Motion: Member Padilla
Seconded: Member Goeman
Motion: Passed

OPERATIONS REPORT

Alicia Posada presented this item. Some highlights were that Access added a new stand sign at California State University Dominguez Hills. The stand sign information has been shared with all Access call centers. The Stand is located by the Cal State Dominguez Hills Innovation and Instruction Building on Dominguez Hills Parkway. Access Operation Service monitors performed outreach at another three high trip generating locations throughout Los Angeles County during the month of May.

PUBLIC COMMENT

Fernando Roldan asked staff to include shared rides in their reports because he would like to know how many people complain about shared rides. He suggests they add this to see the length of rides in order to be able to improve service in the future.

MEMBER COMMUNICATION

Vice Chair Lantz thanked all members for their hard work, especially on the subcommittees. She really appreciates everything that Access does, and she welcomed the two new members, Jonna Wilkins and Steve Bauer.

Member Almalel thanked everyone who's participated in all their diligent work. She extended a warm welcome to the new members. She is always appreciative that she can ride Access to go to work and feel safe. Being disabled it's hard to ask for help, but Access makes it easier for her.

Member Barron welcomed the new members and thanked everybody for listening to their ideas.

Member Padilla thanked everyone for their presentations. He looks forward to them discussing same day service in the future.

Member Cabil greeted everyone by stating she hopes for everyone's safety and for any who may be experiencing any losses and griefs during this troublesome period. She would like to share a special documentary film about chaplains with them in the future. She will send out a flyer for some events for the Access for All USCC, which is a physical disabilities group, meeting from 10 A.M. to 12 P.M. online with the Department of Health. Later that day, from 1:30 to 3:30, she co-chairs the Cultural Competency Committee as well. She welcomed the new CAC members.

Member Goeman thanked all the presenters and wished everyone to stay safe out there. She also congratulated the new CAC members.

Member Hudson thanked everyone for making the work possible. It is a very fulfilling place to be because of their positive attitude and acceptance.

Member Johnson thanked everyone for their reports, and she is so grateful to the Access CAC committee because there have been so many issues addressed.

Member Wilkins is so impressed with the service and thanked them for the opportunity to make her voice heard.

Member Bauer is thrilled to be part of the CAC committee and it's obvious from responses he got from staff that they were being listened to, and he looks forward to future meetings.

Chair Hagen stated she is very proud to be a part of this group. It reaffirms what they are doing and what a great group of people are present doing this work. She told the new members that they will be having an orientation, and if they are interested in joining any subcommittees they are welcome to do so. She thanked staff and all those who participated in the meeting.

FUTURE AGENDA ITEMS

Chair Hagen asked they add, the Olympics visitor pass as a point of discussion during their rider's guide subcommittee as an issue to modify. She also asked they add "responding to no-show" as a future agenda item. She asked they also discuss the weight and size limit on the rider's guide as a future agenda item.

SUBCOMMITTEE UPDATES

Susanna Cadenas gave the CAC customer service subcommittee by stating that they had discussions regarding Access' frequently asked questions on the website. The next CAC customer service subcommittee is scheduled for Wednesday, June 18.

Rogelio Gomez stated that the operations subcommittee met on Wednesday, June 4th. We had a productive discussion on the West Central region scope of work and the package policy.

Eric Haack presented on the video communications subcommittee by stating they have a drafted script for a video on how to avoid a no-show. Before the script is passed to Access' marketing team to start drafting a video component to this script, that team needs a final copy of the script. Most of the members of the subcommittee seem to approve the script as written but are waiting to send it over to the marketing team in case anyone wants to provide additional comments. The video communications subcommittee will be moving from the first Monday of the month to the first Tuesday of the month at 1:30. Lastly, at a previous CAC meeting, there was a vote to create a new subcommittee, a technology subcommittee to discuss technology as to how it can help persons with disabilities and customers of Access. That group will take place later this month on the fourth Tuesday of the month on June the 24th. It includes himself as an Access representative, as well as former CAC Chair Dina Garcia.

Matthew Avancena stated the goals retreat subcommittee met last week and they will be going through the recording to catch all the comments and all the suggested goals that the subcommittee should work on for this next year. And lastly, the member attendance subcommittee will have their first meeting this Thursday.

ADJOURNMENT

The Chair asked to adjourn the meeting. Member Hudson made a motion and Vice Chair seconded. The meeting was adjourned at 3:28 p.m.

MINUTES
Community Advisory Committee (CAC) Meeting
July 8, 2025
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:10 p.m.

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

CAC Members Not Present: Maria Aroch, Steve Bauer

Board Members Present: Theresa De vera

Access Services Staff Present: Matthew Avancena, Mike Greenwood, Eric Haack, Art Chacon, Anthony Santiago, Susanna Cadenas, Rogelio Gomez

Guests Present: Jason Gonsalvez, Catherine Vollmer

REVIEW & APPROVAL OF MINUTES OF JUNE 10, 2025

Chair Hagen asked for a motion to approve the June 10, 2025, minutes.

Motion: Member Johnson

Seconded: Member Padilla

Abstention: Vice Chair Lantz, Member Cardona, Cabil, Shah, Barron, Wilkins

Motion: Not Passed

Chair Hagen suggested they bring back May and June minutes back for the next agenda to be approved.

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by thanking Chair Hagen and Director Theresa De vera for their outstanding work and making sure that the same day reservation still comes on. Also, for the package deal to make it so they can bring packages up to 40-50 lbs. He asked if they could defend the rights of immigrants with disabilities and asked Access Services to write letters to the legislators in DC. As a member of the AAC in Metro, he invited Access Services to visit the new LAX Transit

Center Station on Thursday, July 17th at 9:00 A.M.

Mel Bailey made a public comment by asking what the plan of action is from Access as it relates to the current federal administration and immigration matter. He asked several drivers in what would happen if immigration pulled them over and what they would do. Nobody could answer him, so he thinks it's something that needs to be addressed.

Lisa Anderson made a public comment by stating that she was on ride share and the taxi driver was saying he had to make an extra stop before he could pick up a passenger at the airport because there was an issue. She wasn't sure if it was an Access rider. She also asked if Access drivers are still making a right turn on red what it says, no right turn on red.

MEMBER DISCUSSION

Member Hudson stated that routing needs to be looked at because it doesn't make sense. Everyone on the ride was ambulatory and they were struggling to get past her in the new van and up the stairs. This could have been avoided because she passed by her house repeatedly.

Member Barron stated that a rider he knows can't book a two-wheelchair trip now that there was an update on the app.

BOARD MEMBER REPORT

Board of Directors Theresa De vera stated that the Board of Directors approved the fiscal year 2026 budget at the total funding amount of 368.1 million, which includes the capital component of 52.2 million for revenue, vehicle replacements and facility construction. The budget forecasts a 3.1% increase in vehicle trips compared to fiscal year 2025. They also approved a change to its meeting calendar for calendar year 2025 and an extension to the rider ID, Top Card Protection contact with Metro and a contract award for third party insurance. They received updates from the local, state and federal advocates consultants. There is no meeting in July, and the next full board meeting will be August 4th, 2025.

PUBLIC COMMENT

Fernando Roldan made a public comment by thanking Chair De Vera, for her hard work and dedication. He hopes the Board members would include the 35th anniversary of the Americans for Disabilities Act in their next meeting.

UPDATE ON THE SB707 BILL

Jason Gonsalvez updated members of the CAC on the SB707 Bill. The statute stated

that the bill would go away January 1st, 2026. SB707 seeks to maintain that statute. They seek to extend the existing operation and remote participation that is utilized today, until January 1st, 2030. This would be a Senate bill. It'll be heard in the first and only policy committee in the Assembly local government committee on July 16th. The legislature will recess July 17th through August 17th, and then they'll be back August 17th through September 12th. They expect it to be signed by the governor in October. The bill and the existing provisions will expect to be extended until January 1st, 2030.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating the importance of being able to attend meetings virtually. For people who work, it is difficult to leave to attend a CAC meeting.

MEMBER DISCUSSION

Vice Chair Lantz stressed the importance of this bill and she is very happy to hear it will be extended. She would love to continue to get updates and be notified if there are any issues they can help with. He thanked staff for all their support in this bill.

Member Barron asked for a copy of the summary. Jason Gonsalvez said he would send a copy of the bill and the analysis to Randy Johnson so he can forward this to them. He thanked Andre and the management team's direction for having them involved in this and having them represent Access Services.

Member Cabil thanked them and stated it was great to hear some good news. It's good to know that as advocates, someone's advocating for them.

Member Almalel thanked them for advocating for this and is so happy with their support with the recent events in LA with the Department of Homeland Security.

Member Hudson thanked Access and the public that attended the meetings and echoed their support for this bill. It sounds like the bill will be passing and this is great news.

Chair Hagen asked if the provision concerning the law about posting the meeting location has been removed or will be removed when it passes again. Jason Gonsalvez responded that this provision is still in the bill.

Member Hudson stated that she understands that there has to be one location where people can attend the meeting if needed.

Chair Hagen asked if they should take any steps to make sure this bill passes. Jason Gonsalvez stated that a letter to the author supporting it, would help. He doesn't foresee it will not pass but you never know.

TECHNOLOGY SURVEY RESULTS

Eric Haack and Catherine Vollmer of GreatBlue Research presented the report for the survey. They presented the customer survey that was conducted earlier this year, and the focus was a technology focus survey. The survey was available to respond to by Access customers through multiple methods including text, email, Access website, QR code flyers and telephone. This year's survey was more focused on new technological improvements that Access has made and also improvements that Access is looking at pursuing in the future. They discussed the results in detail, and they provided an overview of the survey results. There is 40-page report summarizing the results of all of the survey questions. This report is already available to view on Access's website under the reports and publications section of the website.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that the survey could have been handled better, maybe they could have done mail and email blast to everybody if it hasn't been done already. He feels the survey could have also been sent to city and county leaders to spread out to their people in cities. For the technology, it does need a little bit more improvement, not just the vehicle, but also the Where's My Ride app because he thinks there are certain issues with that app.

MEMBER DISCUSSION

Member Cabil thanked them for the great teamwork and appreciated their hard work.

Member Almalel asked if there was a way to identify for the portion that talked about the ease of use of online booking who traveled in multiple regions on a regular basis. She noticed that on the Where's My Ride app, the setup is much different for MV, which uses Trapeze, and the rest would use FiveM as routing software. The prompts are different, altogether specifically for MV in comparison to everyone else.

Eric Haack responded that the respondents are grouped in the data set is based on their home region. If they reside in the northern region, San Fernando Valley, or the Antelope Valley, then that is where their responses are housed.

Catherine Vollmer stated that in all of their survey results, they are able to pair that data up their end on where these riders who go between these regions go.

Member Cardona asked, "When are we going to have online reservations for Santa Clarita?" Mike Greenwood responded he doesn't have a date for when online reservations are going to be available in the Santa Clarita region. Santa Clarita will be transitioning their software away from Trapeze into Spare and that is August 11th.

Member Hudson stated that in terms of how many people are using Where's My Ride

sometimes they can't book online if the address doesn't exist in the system.

Catherine Vollmer stated that it might be beneficial in an open-ended format to ask about, "Why are there times that you do not use the Where's My Ride app?" Because it could be, " Hey, I don't use it because the address isn't recognized, we can't find it," versus people who are not using it because they don't find it easy to use or for other reasons.

Chair Hagen stated that she took a survey and didn't like it. She thinks the CAC should have more involvement in compiling the questions for the survey. People who are already using technology are answering these surveys and that skews the results quite a bit. They need to make it so that the people not using the technology also answer the survey.

Eric Haack thanked them for the comments on the survey. In October of 2025, he will be coming back to talk about the draft script, and he welcomes the CAC's participation in that. With respect to telephone increasing the number of telephone surveys, he would say that it was something that GreatBlue was inquired about as to what would be the cost ramifications of increasing the number. This was not approved as an option, but it doesn't mean they can't do it for 2026. Catherine Vollmer stated that they for the phone survey's they have a set number of people they reach out to, vs the digital survey that can accept as many people as possible. They do offer paper surveys as well.

RESPONDING TO NO SHOWS

Susanna Cadenas presented this item by stating that she would walk through how Access manages rider no-shows, what qualifies as a no-show, how they notify riders and the steps for disputing or appealing a no-show suspension. Riders can dispute a no-show at any time, either right after an incident or after receiving a notification. Disputes can be submitted by phone, email, or mail. In addition, if a complaint was not valid, the no-show record will also be removed from a rider's record even if the customer was not aware of it at the time.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that sometimes there are situations where the rider cannot turn on their phone to call in to excuse their ride for many reasons and they get a no show. There should be a basis for a collaboration for a same-day reservation with a combination of the technology. There are unforeseen circumstances that they can't always call to cancel their pending rides.

Mel Bailey made a public comment by saying that it coincides with the conversation about same-day services, because he has had family situations where he has had to navigate and he ends up having to schedule various trips. Same-day trips would avoid these situations. Also, the CSRs and the dispatch have to make sure they are in sync

with the automated system because they have conflicting information.

Theresa De vera stated that the online reservation, canceling trips are way easier, but the provider who doesn't have the online reservation is harder. Otherwise, if it's in person or through the phone, they recording says, "No modifications can be made to your trip until 6:00 am. when reservations open." Having the online reservation where you can cancel anytime, at night, early in morning especially if the reservation is at 6am.

MEMBER DISCUSSION

Chair Hagen asked if the ETA line is 24 hours a day. Mike Greenwood responded they are available for cancellations and so on. As well as the cancellation line. This information is in the rider's guide.

Member Padilla asked if the driver arrived early, then does the driver need to wait until the pickup time and then wait five minutes after the pickup time. A lot of drivers arrive early and then give the rider a no-show if the rider's not ready. He added that sometimes they leave. Susanna Cadenas responded they need to wait until their scheduled pick-up time and then the additional 5 minutes.

Chair Hagen stated that the rider should also receive a voice phone call from the driver to let them know they are leaving after 5 minutes.

Member Cabil asked if when the no-show arrives in the mail, it was after the month that it occurred. Susanna Cadenas responded it was depending on when the last no-show trip occurred. If it was their fifth or more no-show for the month, then it's possible they might get a notification regarding the suspension. They are mailed following the second no-show. People could call the day of their trip if they missed it and believe they might get a no-show.

Member Cabil forgets to call if she ever gets no-shows because she doesn't remember when she gets them.

Member Hudson stated that in her experience with no-shows, the Customer Service Department has been understanding about circumstances beyond her control. Susanna Cadenas responded that was correct.

Mike Greenwood responded that the Rider's Guide does not state anything about the contractors being able to take cancellation calls or ETA calls 24 hours a day, but that is the expectation and requirement of our contractors. They can add that to the Rider's Guide at next opportunity as an improvement. They operate 24 hours a day with the exception in the Antelope Valley and Santa Clarita region.

Chair Hagen suggested that they have a voicemail available for those that book very early in the morning. Mike Greenwood responded that this isn't that great an option

because he is scared they might not listen to the voicemails. Rogelio Gomez responded that another region already has a voicemail in place so they will look into it.

OFFICER NOMINATING SUBCOMMITTEE UPDATE

Matthew Avancena stated that they formed the Officer Nominating Subcommittee. There are three members on that committee, and their sole task is to contact other members to see if any of the other members are interested in running for an officer position. He told them that if they are interested in an officer position, please contact him right away. They already have Chair Hagen and Vice Chair Lantz, who are the officers and they've been serving in this role for the past couple of years. However, he thinks it's good for other members of the CAC to step up and consider becoming a Chair or a Vice-Chair.

PUBLIC COMMENT

Fernanda Roldan asked if when putting new officers in the month of August they should post this online and in a letter form. He himself if one of those interested parties, as he has tried a couple of times to be a part of the CAC.

OPERATIONS REPORT

Anthony Santiago presented this item. Some highlights were that Access activated the Emergency Operation Center or EOC at duty officer status in efforts to closely monitor service at the 2025 FIFA Club World Cup Games. The games were held at the Pasadena Rose Bowl throughout the month of June. The special event ran from June 15th through June 25th, with games taking place on six different days. Access monitored a total of 54 booked trips to and from the event, and no major issues were reported. Another special event that took place at the Pasadena Rose Bowl was an emergency tabletop exercise that Access attended along with numerous local organizations and transit agencies. The exercise was geared towards preparing for the 2026 FIFA World Cup games taking place at SoFi Stadium in Inglewood. The World Cup games will begin in June of 2026. Lastly, Access operations service monitors performed outreach at 12 high trip generating locations throughout Los Angeles County during the month of June. Access outreach efforts serve as a key tool for strengthening the relationship between the agency and community. There were no major service concerns that were shared during the outreaches and staff worked with one of our contractors to improve on-time performance for riders at a southern region location.

PUBLIC COMMENT

Fernando Roldan made a public comment by asking them to include the shared rides in the operations report. In mid-June, people are on vacation and also school is out. It is a slow month and this makes a difference. He asked if they could discuss events like at the Hollywood Bowl. They should include emergencies in the operations reports,

especially because after what happened in Texas. He asked if they could adjourn, in honor of those in Texas.

Mel Bailey made a public comment by asking if phone calls are recorded. He asked what the procedure was when a caller is asking for a supervisor, speaking to a CSR. When making a compliment, it takes a while to get to the specific drivers who were very helpful.

MEMBER COMMUNICATION

Anthony Santiago stated that all calls are recorded. They also don't need to have a reason why a supervisor is requested when a rider asks for one.

Member Padilla asked that they include how many bags a passenger is allowed in the policy.

Member Johnson asked what Access's policy is during a demonstration and if a car is waiting for them. She would not feel safe if she was waiting for a ride and there was a demonstration nearby. Anthony Santiago responded that the drivers would follow their normal process. They would make sure there is no obstruction in the road, they would have to pull over safely, contact dispatch to make them aware and they'll await for guidance from dispatch on next steps.

Member Almalel asked if on the website for the stand directory, are they going to update or return any information for the Los Angeles Convention Center. At the moment, there is nothing for the Los Angeles Convention Center on the website stand directory. There is no stand information on the Access website stand directory.

Anthony Santiago responded that the Convention center is not in the directory right now, because they're currently not accessible. Member Almalel asked when they will be able to be dropped off there because there's so many halls and so many entries for larger conventions. Anthony responded that for a larger location like that, the CSRs do want to ask them clarifying questions. The riders ultimately provide landmark locations on where they would like to get picked up and dropped off. Member Almalel asked if she could be involved in assessing some of those calls.

She asked they asses these drop-off locations in a wheelchair or a walker, because they are not able to understand the struggle for riders. Mike Greenwood responded that Colin Obeso will reach out to Member Almalel and talk to her about the LA Convention Center.

Member Wilkins was recently invited to the grand opening of the new Achievable Clinic near the Western Regional Center, and there are no stands for Access to be dropped off. She had to around the complex trying to find where Access was. She wants the committee to help out by actually deciding where the stands should go for that specific

location. Mike Greenwood responded that they don't have a committee that works specifically on stand locations, but they will have staff look into this location.

Chair Hagen took the opportunity to thank Rachelle Goeman for her many years of service to the CAC and for all the hard work she provided. She will be greatly missed but will still be involved as a rider.

SUBCOMMITTEE UPDATES

Mike Greenwood stated that the operations subcommittee meeting occurred on June 4th. There were two items that were discussed and that includes the West Central region RFP scope of work, RFP stands for request for proposal. The scope of work is basically what is required for the contractor to operate a peer-transit service in a geographic area such as the West Central region. The other item that was discussed was a continuation discussion of Access's package policy.

Eric Haack presented on the video communications subcommittee by stating that they met on Tuesday, July 1st. They provided edits to the final draft of the, "How to avoid a no-show script". The subcommittee members believed it was good to go, so that's been sent over to Josh for his consideration to how to apply visuals to that written script. The next meeting of the video communications subcommittee will be on the first Tuesday on August the 5th.

Matthew Avancena stated the goals retreat subcommittee, was an extended meeting to finalize the recording. They finish the recording yet, and they will be able to go through all the recordings and hopefully present the list of final recommendations and goals to the CAC at the next meeting.

ADJOURNMENT

The Chair asked to adjourn the meeting. Member Cabil made a motion and Member Barron seconded. The meeting was adjourned at 3:23 p.m.

ITEM 10

DATE: TUESDAY AUGUST 12, 2025
TO: ACCESS COMMUNITY ADVISORY COMMITTEE
FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS
RE: REQUEST FOR CAC MEMBERS TO SERVE AS FORMAL CONDUCT SUSPENSION APPEAL HEARING PANELISTS

ISSUE:

Access Services policy states that those customers who have been suspended for seriously disruptive conduct have the right to appeal their suspensions. Customers desiring a formal Conduct Suspension Appeals Hearing must be heard by a panel of three individuals: two current members of the Community Advisory Committee (CAC) and one Access Services staff member who is not directly involved with the Conduct Suspension process.

BACKGROUND:

Prior to the Coronavirus closure in March 2020, the CAC provided a slate of volunteers to serve as panelists. Volunteers would be called upon as needed to sit, hear, and determine the outcomes of such hearings. Most appeals for seriously disruptive conduct are handled by staff through intervention techniques like: educational outreach, community-based resource referrals, and resolution-oriented measures to eliminate seriously disruptive conduct. However, there are rare occasions where the customer elects to bypass these methods, opting for a Formal Conduct Suspension Appeal Hearing. As customer ridership increases, along with new and accepted advances in meeting technology, Zoom and TEAMS, the Formal Conduct Suspension Appeal Hearing process should be restarted.

RECOMMENDATION:

It is requested that the CAC Chair should call for at least six (6) volunteers to allow the process to begin. Appointments are for one year. With at least six volunteers, two participants should be available for panel service. Once volunteers are named, Access staff will arrange for an orientation to familiarize panelists with the steps and obligations of the Formal Hearing process.