

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 11, 2026

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/82941903953)) –
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Meeting Number - is 82941903953

***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 July 14, 2026	Action	5-14
10	3.	General Public Comments	Information	
5	4.	Board of Director's Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
10	6.	Community Meeting Topics - Randy Johnson	Information	
10	7.	36 th Anniversary of the ADA - Yael Hagen	Information	

8	8.	Operations Report - Dave Jimenez	Presentation
10	9.	Future Agenda Items - Yael Hagen	Information
8	10.	Member Communications	Information
10	11.	Subcommittee Updates -Eric Haack, Mike Greenwood, Matthew Avancena	Information
1	12.	Adjournment	Action

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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."

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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.

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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

July 14, 2026

1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:00 p.m.

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

CAC Members Not Present: None

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Mike Greenwood, Eric Haack, Art Chacon, Kristy DeHaro, Randy Johnson

Guests Present: Catherine Vollmer

REVIEW & APPROVAL OF MINUTES OF JUNE 9, 2026

Chair Hagen asked for a motion to approve June 9, 2026, minutes.

Motion: Member Padilla
Second: Member Wilkins
Abstention: Member Cardona, Member Almalel
Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that July is pride month for and also the 36th anniversary of the Americans with Disabilities Act. He asked if they could write something in the newsletter about these events. He thanked Access for covering rides for the soccer events and heard they did a great job.

Lisa Anderson made a public comment by stating that Disability month was that month.

Mel Bailey made a public comment by stating that each region has their strengths. If the employees are treated well then that reflects the rider's experience. He asked if

Access Services provided scholarships of any sort to students.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that at the last Board meeting, the main item was the Access adoption of the 2027 budget. The budget book for 2027 is on the Access website for those that are interested. The budget process is not over yet, because of the World Cup, the Metro Board deferred their adoption of the Access budget from June to July. It will then go to the full Metro Board the following Thursday where it will enter into a memorandum of understanding with Metro. He also updated them on the Instacart pilot program and has received interest from several hundred people about the pilot program. And we are kind of doing a soft launch. With about 6 riders to place test orders. They are trying to work out any issues with the process. And then, we're going to be then offering these memberships, as we've talked to the CAC, to the broader applicant pool. Hopefully that full launch will start this month. They recently worked jointly with Metro to solve an issue that had become an issue for some of their contractors, so State law allows transit agencies to use cameras to automatically issue tickets to vehicles that are parked in bus lanes. Sometimes Access vehicles and taxis need to drop off customers in front of an address that also happens to be a bus lane. Some drivers have been issued tickets and then have to spend their time challenging them. They are working with Metro with a list of license plates every month to accept their vehicles that are performing Access trips from getting ticketed. There were also some changes to the Access Board of Directors. Theresa Devera resigned in April, and they are waiting for Mayor Bass who has now appointed a new representative to the Board of Directors, Myrna Cabanban. She is a long-time rider of Access Services and also serves on the LA City Commission on Disabilities. Board Director Liam Matthews has also resigned. He is a representative of the Independent Living Centers of Los Angeles County. They are in process to replace Director Matthews, and if anyone is interested in serving on the Board, they should contact the local Independent Living Center.

PUBLIC COMMENT

Cheryl Evans made a public comment by stating that there was an issue with some dispatchers in the northern region. She understands that it's a shared ride service but some of the rides take so long and she wishes the dispatchers would pay more attention to how they route them. She thinks dispatchers are not paying attention, and that needs to be addressed. In the southern region, it is a really large region, and the rides are worse in her opinion. They should split that region in half.

Fernando Roldan made a public comment by thanking Andre Colaiace for the Board

of Director's report. He will be sure that the issue of ticketing for Access drivers should not even be tolerated.

MEMBER DISCUSSION

Member Bauer thanked him for his report and stated it was great news about the license plate list. He asked if this would be extended to the contractor vehicles that work for Access too. Andre Colaiace was grateful that Metro worked with them to help solve the problem.

FUTURE AGENDA ITEMS

Chair Hagen asked the CAC members for future agenda items that need attention or things they would like to explore more. She asked for topics that they would like to discuss during the meetings.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he would like to bring up the topic of same-day reservations, once again and add it as a future agenda item. Additionally, the extension of the Antelope Valley section on the weekends. The number of packages allowed on the rides is also another issue that should be discussed. Another topic is emergency services during the incidents like the fires, earthquakes and the Boyle Height fire. Emergency preparedness and how to use Access for emergency preparedness and have a budget, so people don't have to pay for trips.

Lisa Anderson made a public comment by stating that they should practice an emergency drill, so they are prepared for any emergencies. She said that you never know what could happen, because if you have a passenger and all of a sudden, an emergency happens, that person's going to be more panicked.

MEMBER DISCUSSION

Member Wilkins wished everyone a happy disability pride month to everybody. She uses an electric wheelchair and a walker, not at the same time, though. She would like to have a van for all my trips, not just the ones where she uses her electric wheelchair, because it's hard for her to bend her legs. Chair Hagen responded that it is a modification of policy. She asked if a staff person wanted to quickly address the procedure. Mike Greenwood responded they do have modification of policy process to discuss with Member Wilkins. The item will also be agendaized as a future item.

Member Hudson stated that oftentimes they are dropped off in places where there's a lot of people like Costco, or a big venue with a lot of people. They should have videos on some tips about how to successfully meet their ride in these types of situations. She

is usually more nervous in those situations because she is harder to find.

Member Shah asked if there exists technology for drivers and riders to communicate directly and securely. He asked if they could add this as a future agenda item.

Member Almalel asked they discuss the restroom policy when on a trip. The Access stand directory, especially for large venues. She would like the ability to call and make a reservation and not have to know the exact address. She likes that the updated website has stand directory addresses with longitude and latitude.

Member Padilla would like to speak about transfer trips to counties and reducing shared ride lengths. Chair Hagen replied they have done some improvements, but they should talk about the enforcement of it.

Member Barron would like to discuss the possibility of emergency same day trips, because he ran into a situation recently. Chair Hagen responded this issue would be discussed during the Subcommittee meeting instead.

Member Hudson asked if there was a policy about same day or emergency on the same day. Chair Hagen replied they do have same day trips that are from a hospital discharge. Mike Greenwood confirmed this is the only policy they have, for same day ride exceptions, is if they are discharged from the hospital and weren't able to make a next-day reservation, a contractor will take them home.

Vice Chair Lantz stated that the emergency rides were discussed after the LA fires. That if a situation beyond their control comes up, and they are an Access rider, they should be helped. Mike Greenwood responded that it will be handled on a case-by-case basis. He doesn't recommend they have a policy on that. Chair Hagen asked Mike Greenwood about adding it to the operations subcommittee discussion and he agreed.

Member Shah asked if their wheelchair broke down or something unexpected happened and he was in a power wheelchair. What is the protocol if traveling by himself what is the protocol for that? Mike Greenwood asked if this was a general policy question or request to agendaize a topic for a future meeting. He wanted to better understand the question by asking if this was a what-if scenario if your wheelchair lost power while it's in the vehicle and couldn't exit the vehicle on its own power. The driver couldn't assist them or call dispatch and ask for assistance. This is perhaps a long conversation that might best be handled at a subcommittee meeting.

Member Shah asked if somebody booked a one-way trip, and if the wheelchair broke down, they would be able to provide a trip back home. Mike Greenwood replied that technically, they do not book same day trip requests. They could call OMC and ask for a backup trip, and that might be a solution. Member Shah asked them to possibly modify the policy if that was the case.

Member Hudson asked if they could discuss it in the subcommittee and also added as a future agenda item.

Chair Hagen responded that she had mixed feelings because it's a case-by-case scenario and she doesn't know if they want to make a rigid policy. It may not necessarily work in their favor, but they can have it as an agenda item, so they can identify what kind of problem would be acceptable and then take it into a subcommittee to find solutions.

Member Hudson asked if they could discuss it at the Operations Subcommittee before bringing it to the agenda.

Mike Greenwood mentioned this topic could take 2 to 3 subcommittee meetings to thoroughly discuss a topic before it may be ready to be discussed at the full CAC. Chair Hagen agreed that they would bring it to the agenda once it's ready to be discussed.

Member Hudson asked if members of the public could join the subcommittee meetings to share their story or bring up any issues. Chair Hagen responded this would be a quorum issue. They have 14 members so a quorum would be 7 people present in order to make any decisions. She doesn't want to veer off topic, but they will first discuss it in the subcommittee meeting and then bring it to the agenda for a CAC meeting.

Mike Greenwood pointed out that during the fires, they were ready to do same-day trip requests for people needing to evacuate if they were in a voluntary evacuation zone. Vice Chair Lantz gave them credit for that, but the riders didn't know this could be done. Mike Greenwood responded that the other thing was they can't go into a mandatory evacuation zone because that is the domain of first responders. It is a case-by-case basis because they don't know the details of the next emergency that's going to hit Southern California, and it depends on the have resources available.

Member Hudson mentioned she was in a voluntary evacuation zone, and Access was ready to help her and her husband out.

MEMBER COMMUNICATION

Member Padilla stated that his grandmother passed away in a bad car accident back in June. Chair Hagen gave her condolences to Member Padilla for his loss.

Member Barron thanked Access and everybody for always listening. For taking their thoughts into consideration.

Member Almalel echoed the sentiments of everyone there with gratitude for all the participation that helps make the service better for everyone. She is grateful to the public for sharing their thoughts and concerns.

Vice Chair Lantz, thanked staff and all of the members of the committee for their commitment and for addressing the difficult situations that arise. When difficult subjects have arisen, they've been willing to address them creatively, too. There are a lot of people that would be really amazed at some of the things they have been able to discuss.

Member Wilkins wanted to reiterate everything she said. She appreciates the service that Access service provides and kept the price so low. She thanked them all and told them to drink lots of water and keep cool during this hot weather.

Chair Hagen thanked everyone for all their thoughtful comments and participation. She thanked those who were coming and giving public comments. Please reach out to others and let them know that they can come and speak, that they will be heard.

Member Hudson thanked the Board and everybody and the public who participated. She feels heard by this community and is immensely grateful to staff and everyone who advocates for people with disabilities.

SUBCOMMITTEE UPDATES

Eric Haack stated that the Video Communications Subcommittee has been developing the idea of a webinar. It is very similar in idea to like a community meeting that Access has but focused on how to avoid stress while taking Access and what are some steps that one could take. They have developed a couple of ideas that riders can do so that their experience of using Access is a pleasant one. The Technology Subcommittee is focusing on the different elements of apps and online services that Access has rolled out, and, developing, and working with responses. Bill Tsuei has been participating in the meetings, and they can make improvements to being able to track vehicles, see moving on the Where's My Ride app, so people could anticipate the arrival of their rides. Trips on online reservations were also discussed. It brings up some of the issues that riders may have experienced with some of the technology.

Mike Greenwood stated that the Operations Subcommittee met on Wednesday, July 1st, and there was a detailed discussion about restroom availability and accessibility at Olive View Medical Center. This was a follow-up to a comment they received from a CAC member that expressed difficulty in one of the restrooms there. Access staff went out to the Olive View Medical Center and investigated all of the restrooms, on the first floor of the hospital that might be used by Access riders. They confirmed significant challenges in some of the restrooms and contact was made with staff there. The initial reply we got from staff was they were going to look into making improvements, so he asked staff to continue to follow up with Olive View Medical Center. They want to get some concrete modifications made there. In the meantime, they are planning on getting information that might be helpful to riders, knowing which restroom to choose based on their ability to get in and around that location. They also talked about restroom needs in general terms of riders while in transport.

Matthew Avancena stated that they met for the Goals retreat subcommittee to pick a potential date and process. It would be a different type of meeting to discuss various trading topics. They are looking into a training class. He also announced they have one vacancy on the committee. If you wish or are interested in applying to become a member of the CAC, please contact staff. You can contact customer service and ask for an application and the application is also online.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that some of the subcommittee meetings could also be published and make a report on that newsletter. He thinks there should be a subcommittee for Access stands because some schools and the Coliseum doesn't have a stand. He also asked if they have a secondary transfer, not just at Olive View Hospital, but that bus stop near the shopping mall across the street in Santa Clarita. They have a lot of bathrooms there and restaurants.

Lisa Anderson made a public comment by asking what the topics for the subcommittees were.

Mel Bailey made a public comment by stating that some tips to avoid stress on rides is effective communication at all times, whether that's the driver who may not speak English clearly or the driver not knowing how to navigate certain people with certain disabilities. Communication between dispatch, the call center, the CSRs and the management. Also knowing the ETA, calling in to make appointments, dispatch being on hold forever, and those kinds of issues can avoid rider's stress.

MEMBER DISCUSSION

Member Hudson would like them to add the bathroom policy to the agenda because she has had stress when she had to use the restroom but didn't want to miss her. They need to talk about that policy more in depth and what to do if that is an issue.

Member Shah mentioned that Access has been around for over 35 years. He appreciates the service and the people they have provided. They should create something like acts of leadership with the committee member to observe the experiences like what it is to ride Access.

Chair Hagen stated that when Access is great it is great, but it can also be very bad, and they need to recognize this.

Member Wilkins ran into the same restroom issue as Member Hudson, and she definitely thinks this should be addressed.

OPERATIONS REPORT

Kristy DeHaro stated that the contractor responsible for the Santa Clarita region has been awarded a contract extension for one year. Year 9 of their contract just started on July 1, 2026, and will go until June 30, 2027. The Northern Region RFP is underway and proposals are due August 24th. They are continuing their efforts across the region to ensure quality service with Access shown. Access has conducted outreach across La County, with the locations visited listed. Locations visited often have a variety of missions, and June focused on a variety of locations ranging from the Harbor Regional Center in Torrance, Santa Clarita Valley Senior Center, and the Braille Institute. Better Living ADHC, and ABLE Inc. across the Los Angeles Basin, and the Antelope Valley Senior Center and High Desert Regional Center in Lancaster. Combined, the locations have accounted for 8,909 trips for the calendar year thus far.

PUBLIC COMMENTS

Fernando Roldan made a public comment by advising CAC members and staff to be mindful about the fact that a recent fire happened at that warehouse in Boyle Heights. It is important because people in that area might be affected by clients.

Lisa Anderson made a public comment by asking what SCLV. Kristy DeHaro responded it was the senior center in Santa Clarita called Living Center.

WORLD CUP UPDATE

Mike Greenwood stated that Access played a significant role in getting riders to and from World Cup matches at Los Angeles Stadium, also known as SoFi Stadium, which is in Inglewood. Access's contribution to the 2026 World Cup has concluded. Access provided shuttle assistance to Metro, as well as ADA trips 2 regular Access riders to get to and from the stadium. Service went very well, and zero service complaints were received by our customer relations department. FIFA, the organizer behind the World Cup, worked with Access to designate particular pick-up and drop-off locations. Which was much closer to the stadium than where the fixed-route shuttle buses did their pickups and drop-offs. Staff met with event organizers early on, building the relationships needed to obtain the best outcome for our passengers. Staff also worked side-by-side with Metro in both the planning for the event, as well as for each of the 8 matches in Los Angeles. Access's road safety inspectors, Isis Amadi and Susana Ortega, were at the stadium pick-up and drop-off location. The RSI team, Road Safety Inspectors, was instrumental in helping riders and coordinating the operation of the contractors and FIFA.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking if the stadium routes, where people were having their watch parties, were included. It would have been important

to find out where some of the major watch parties were in LA County. He hopes that for the Olympics they plan to volunteer and they hope to have transportation available for the riders too.

MEMBER DISCUSSION

Member Hudson asked if there was a specific shuttle directly to the events. The reason she asks is because other large events are coming to the city, so she is interested to know that because of traffic. Mike Greenwood replied that the contractors may or may not have scheduled shared rides on trips to or from the stadium. They know that the contractors put extra special attention to make sure people got to the match before the game started.

Member Hudson suggests that for the Olympics, they get guidance from riders about how much time they need to allocate when booking a ride. As well as they move towards planning for the 2028 Olympic and Paralympic Games.

SUGGESTIONS FOR WEBINAR TOPICS

Eric Haack stated that the Video communications subcommittee is working on educational information to Access customers, or to the disability community in general. They decided to create a webinar approach which would be similar to Access's community meetings in the sense it would be virtual, it would be via Zoom, focusing on multiple topics.

Chair Hagen stated they already heard a few. For instance, how to be located in a crowded location and maybe harder to identify yourself as an Access rider.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that with the upcoming Olympics they ask Mayor Bass to do a complimentary video or something like that, welcoming the future attendees of this event.

Lisa Anderson made a public comment by asking them to create an emergency video especially during the Olympics.

MEMBER COMMUNICATION

Member Shah stated that another webinar topic could be Disability resources in LA County. He is doing a webinar that's open to the community on August 6 via Zoom.

COMMUNITY MEETINGS

Randy Johnson stated that for the next community meeting they requested doing a

weekday one. They are going to host it on Wednesday, August 26th between 6-7:30pm. The Chair still needs to confer with committee to propose some agenda ideas. He is open to any topics to discuss at the meeting.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that mental health for employees is a good topic to discuss and then less breakout rooms so that everybody can hear the answers rather than pushing everybody into breakout rooms.

MEMBER DISCUSSION

Chair Hagen stated that some topics that were discussed during the meeting could be added to the community meeting. I'm sure they will think of something a little later on, but she will send an email for topics.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Padilla made a motion and Member Hudson seconded. The meeting was adjourned at 3:15 p.m.