

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, December 9, 2025

1:00 pm - 3:15 pm

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

Remote Public Link ([click on this link](#)) -

<https://us06web.zoom.us/j/84392445747>

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

Meeting Number - is **84392445747**

\*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 November 18, 2025	Action	5-14
10	3.	General Public Comments	Information	
5	4.	Board of Director Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	Lost and Found Policy - Rogelio Gomez	Information	
10	7.	Future Agenda Items - Yael Hagen	Information	

---

5	8.	Operations Report - Presenter TBD	Presentation
5	9.	Member Communications	Information
10	10.	Subcommittee Updates - Eric Haack, Mike Greenwood, Matthew Avancena	Information
1	11.	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](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/84392445747>
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](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 843 9244 5747
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  
November 18, 2025  
1:00 pm - 3:15 pm

**CALL TO ORDER**

Chair Yael Hagen called the meeting to order at 1:04 p.m.

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

**CAC Members Not Present:** Scott Barron

**Board Members Present:** Theresa Devera

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Rogelio Gomez, Susanna Cadenas, Anthony Santiago, Mayra Perez-Calderon, Gina Breceda

**Guests Present:** Jason Golsalves

**REVIEW & APPROVAL OF MINUTES OF OCTOBER 14, 2025**

Chair Hagen asked for a motion to approve the October 14, 2025 minutes.

Motion: Member Padilla

Seconded: Vice Chair Lantz

Abstention: Member Cardona

Motion: Passed

**GENERAL PUBLIC COMMENTS**

Fernando Roldan made a public comment by stating that it's important to honor veterans and hopes they mention this in the next newsletter, especially those people with disabilities. Access can use stories from veterans with disabilities and highlight them in the newsletter.

Lisa Anderson made a public comment by wishing everyone a happy thanksgiving.

## BOARD MEMBER REPORT

Director Theresa Devera gave a Board meeting report by stating that in October they gave the superior service to Eric Ibarra, who has been a driver for 12 years. The Board approved the following items: managed IT support contract, reimbursement of excess vehicle insurance costs for global paratransit, notice of separate entity SPE for onboard vehicle recording system, and renewal of agency insurance policies. Eric Haack also provided a preview of the free fare policy and how many vendors are utilizing it. They also received updates from their local, state, and federal lobbyists.

## EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that he recently attended the Metro meeting on preparing for next year's World Cup, which will feature eight total games in Los Angeles in which they will provide shuttle services from Metro Rail lines to the venues. They were recently invited to a stake holder's round table to further discuss accessibility for persons with disabilities during the World Cup. The condition for hosting World Cup events, the Los Angeles Host Committee must develop a human rights action plan in consultation with non-governmental stakeholders and community groups. This involves outreach with disability groups and customers with disabilities. At that meeting, there were representatives from independent living centers, the County Commission on Disabilities, and a variety of other disability organizations. Most of the discussion centered on the general accessibility of SoFi Stadium where all the matches will be held, and the need for various improvements. A few participants stress the importance of ensuring that there are well-marked and convenient pickup and drop-off spots for access vans. A participant stated there should be dedicated lanes, similar to what they had at the vaccination centers at post-pandemic. It's great that Access was included and they look forward to additional discussions with that group as they prepare for the World Cup, and ultimately, the Olympic and Paralympic games. At the recent California Transit Association annual conference in Long Beach. The keynote speaker was former Department of Transportation secretary and rumored presidential candidate, Pete Buttigieg. Secretary Buttigieg addressed the nearly thousand attendees and then sat for a question-and-answer session with a moderator and answered a number of questions from the audience. He mainly discussed his time at the DOT and various transportation and transit issues but also commented on the state of current American politics and society. He reminded everyone that they would be having their annual meeting on Monday and wished everyone a happy thanksgiving.

## PUBLIC COMMENTS

Fernando Roldan made a public comment by asking them to create a subgroup of volunteers for the upcoming World Cup. He would like to see Access Services working with other cities around the US for rides during this event.

## MEMBER DISCUSSION

Member Hudson was glad that Access was being included in the discussions for the World Cup and the Olympics. As an activist in the disability community, Paris looked bad because of its lack of accessible paratransit. There were Paralympic athletes that couldn't get to their events, and it was terrible. It would look awful if Los Angeles did the same. Andre Colaiace stated that he understands transportation is being divided up and that LA28 is going to be handling transportation for all the Olympics family and the Paralympics family. It includes athletes and their team. On the public side, Access, other agencies and Metro will be handling transportation for those who want to attend those events. They will be revisiting the visitor policy and will make sure they are prepared in welcoming visitors from around the world.

Vice Chair Lantz asked if in the meetings he has attended regarding the upcoming events, they had provided a list of the locations that will be used to hold those events. Those that have traveled to many of those venues could be more informed of any challenges that can occur there and give their input. Andre Colaiace responded that they have and most of those venues are public and can be found on the LA28 website. However, the situation in attending these events may not be the same for the Olympics, because the security perimeter will be much larger. One of the criticisms of Paris was that when they got off the Paris Metro, there was no transportation to the venue, and it was very hot. These are the types of issues they will be taking into consideration as well.

Chair Hagen asked if they had discussed dwell times as that may be a real issue in terms of giving people enough time for people to be able to get through crowds and get to their vehicle. Communication is going to be important during this event. Andre Colaiace stated that they will have to prepare for the logistics inside the stadium, and outside of it. The World Cup is great because it's going to be a good test for everybody, including Access in a more limited way than the Olympics and Paralympics will be. They will be considering it internally, but they have to make sure that the other organizations that are putting this together are aware of the needs of the customers and drivers.

## SB 707 UPDATE

Jason Gonsalves gave an update on the SB 707. There are different thresholds for cities, counties, special districts, and local agencies as they're defined within the bill. There are also different thresholds if you have a population over 30,000 versus 400,000. Because of the remote participation provisions of the bill, it's really a Brown Act revision. It's revising a lot of the Brown Act for cities, counties, and special districts, most of which won't and shouldn't impact the CAC committee.

## PUBLIC COMMENTS

Lisa Anderson asked what SB 707 stands for.

## MEMBER DISCUSSION

Member Bauer asked when the city of LA had to be in compliance with this provision. Jason Gonzalez stated the bill takes effect January 1st, 2026. Some of the provisions pertaining to multiple languages for Brown Act documents do not take effect until July 1st, 2026. The bill sunsets July 1st, 2030, and he expects they will see an extension of that sunset well before 2030.

Vice Chair Lantz thanked Jason for his work as well as Andre Colaiace and everyone at Access for listening to them and supporting them. Accessibility is so important to Access, but also those with disabilities. Those with the ability to participate in their community are essential. Jason Gonzalez appreciates Access staff support, as well as the CAC because the focus on disability and letters of support throughout the process were invaluable.

Chair Hagen thanked him and asked if when holding a public meeting and having to publish all the addresses of where the meetings will be held, were gone from the bill. Jason Gonzalez stated the provisions of the bill were still in there, but he doesn't believe they will apply especially if a person with disabilities is participating remotely. It qualifies as being in-person and establishing a quorum.

## SANTA CLARITA TRANSFER TIME

Mike Greenwood gave an update on the Santa Clarita transfer time at Olive View. They have checked with Santa Clarita Transit to see if they could add an additional transfer ride on Saturdays between the regions and they are open to the change. They did ask for two conditions to be met for the request to be granted, and those two conditions are that the transfer occurs no later than 8 P.M. at Olive View medical Center, and that they occur in conjunction with their driver bid schedule change. He believes both of those requests are reasonable and would allow them the opportunity to test out if there is enough demand for a later transfer trip on Saturdays between Santa Clarita and the basin regions.

## PUBLIC COMMENT

Fernando Roldan made a public comment by thanking them for this. He added that he would like the number of companion riders to be increased because they do have families that visit, and especially during holidays. He also asked staff and the Board to attend the meetings with Santa Clarita and Antelope Valley and persuade them to please give them a chance to be with their families during the holidays. Mike Greenwood reiterated that there was an additional time added at 8pm.

## MEMBER DISCUSSION

Member Hudson asked if this provision was going to be starting until after the new contract in 2026. Mike Greenwood responded this could start in early February of 2026. Santa Clarita bus and van operators are unionized, and they have scheduled bid changes a couple of times a year, so they need to wait for this to happen for any changes.

Vice Chair Lantz thanked Mike Greewood for listening to and following up on this issue since she knows it is very important to many families.

Chair Hagen thanked Mike Greenwood for this and appreciates the ability to be able to discuss an issue, investigate it, and try to make the best changes they can. She appreciates Mike's time and effort in making it happen.

## DRAFT CUSTOMER SURVEY SCRIPT

Eric Haack presented the 2026 customer satisfaction survey. This is a survey that Access conducts every two years to determine overall customer satisfaction and with Access and the services that it provides. He presented a brief overview of categories that Access has asked in the past and will likely pursue in this survey in early 2026. He welcomes any observations or additional topics they would like Access to be aware of when conducting the survey.

## PUBLIC COMMENT

Lisa Anderson made a public comment by asking if there would be any questions about shared rides. She also asked them to revisit the fares and keep them at \$2 for Access to Work.

Fernando Roldan made a public comment by agreeing with the previous comment concerning fares. He also spoke about the issues of the shared rides and making sure that Access has the same or close to the same bus routes. He also asked them to add the volunteer program during the big events as an Access to Work program, especially if people want to volunteer for the World Cup.

Mel Bailey made a public comment by stating that they need to consider the number of passengers that fit into the newer vehicles. He has noticed some issues with the number of riders that can ride together.

Teresa Devera made a public comment by asking if under demographics, they could mention a caveat that the Board brought up that some information is used for their FTA triennial review.

## MEMBER DISCUSSION

Vice Chair Lantz asked if the public comments were pertaining to the routing of the rides rather than it being a shared ride because Access is a shared ride system. The way that it is phrased, they need to be clear. Depending on where those other shared rides can affect whether someone makes it to their doctor's appointment or meeting or wherever they are going.

Chair Hagen asked if anyone had ever seen any flyers or seat drops on vehicles announcing events or giving any sort of information. Member Almalel, Member Cabil and Member Cardona confirmed that they had.

Vice Chair Lantz also said she has heard from some of her clients that they have seen flyers but can't recall when this was. She added that the question of being stranded should be added to the survey. When they have missed their ride and trying to find their driver. Eric Haack stated that this could be under the back up trips and Vice Chair Lantz responded this doesn't apply to that category at all.

Chair Hagen asked if it would be good to promote the survey around January because of trip demand being low during the holiday season. She recommended they do the calls and digital portion of the survey at the same time.

Member Hudson asked them to add an open-ended question about what the riders would like to know more about. Depending on the issues, they could rank them.

Vice Chair Lantz stated that a big change over the years is that there isn't an opportunity for the riders to add any situations or issues other than questions asked. They need the opportunity to voice their concerns. She added that the different ways of reaching out to riders, it is important for them to hear their comments and realize all the feedback isn't exactly in the past month but more what has happened in the past 2 years since the last survey was 2 yrs ago.

Member Gordon asked them to include an area for open ended questions and concerns.

Member Almalel asked if there was a segment about the stand directories and where they can be found. There have been many updates in the past year so it would be something important to add. Eric Haack responded there wasn't any but it's a good idea to add it.

## ESTABLISH SURVEY SCRIPT AD HOC SUBCOMMITTEE

Matthew Avancena asked for a motion to create a survey script ad hoc committee. The following people volunteered for this committee; Chair Hagen, Member Bauer, Vice Chair Lantz, Member Almalel and Member Hudson.

Motion: Member Bauer  
Seconded: Member Cardona  
Abstention: None  
Motion: Passed

## OPERATIONS REPORT

Gina Breceda presented the Operations Service report. She explained the KPI percentages and explained how all key performance indicators for fiscal year 2026 through September were met.

## PUBLIC COMMENTS

Mel Bailey made a public comment by stating that the KPIs are always going to show high. He recently flew and he was able to call the airline and negotiate times and book a ticket within minutes. He is curious as to why that isn't the case with Access Services. He thinks they have riders who keep calling back because it is a game used to increase the KPI stats.

Fernando Roldan made a public comment by stating that he agrees they cannot play with the KPI stats like that. He wondered what they were going to do during the holiday months. He asked if they would get more vehicles and a bigger budget to improve the quality for the riders.

## MEMBER DISCUSSION

Member Bauer asked what the 13% of reservations made on the where's my ride was for. Gina Breceda said it was a separate number. They said it was 6% for the web portal and 13% on the app.

Member Hudson asked if when weather is an issue, such as it's been in the last few days there is a way they allow for ample time to wait for riders who are taking cover. Mike Greenwood responded that bad weather doesn't necessarily change what the contractors do but maybe they can look into it. Maybe give the riders extra consideration when there is a lot of rain or very bad weather, especially when they are in motorized wheelchairs.

Chair Hagen suggested the providers send reminders to the riders so that they don't miss their rides when they need to take shelter from bad weather. She also suggested

the riders add the "please approach" comment to the reservation so the drivers are aware.

#### ESTABLISH SAME DAY AD HOC SUBCOMMITTEE

Matthew Avancena asked for a motion to create a Same Day ad hoc subcommittee. The following people volunteered for this committee; Chair Hagen, Member Cabil, Vice Chair Lantz, Member Shah, Member Johnson, with Member Hudson and Almalel as alternates.

Motion: Member Cabil  
Seconded: Vice Chair Lantz  
Abstention: None  
Motion: Passed

#### ESTABLISH VEHICLE DESIGN AD HOC SUBCOMMITTEE

Matthew Avancena asked for a motion to create a Vehicle Design ad hoc subcommittee. The following people volunteered for this committee; Chair Hagen, Member Cabil, Vice Chair Lantz, Member Almalel, Member Wilkins and Member Cardona with Member Hudson as an alternate.

Motion: Member Almalel  
Seconded: Vice Chair Lantz  
Abstention: None  
Motion: Passed

#### SUBCOMMITTEE UPDATES

Anthony Santiago gave an update on the Operations subcommittee by stating that they discussed larger locations. They are in the process of gathering trip data and other imperative location details to determine the most appropriate setting for a potential training video that can enhance the knowledge and understanding of Access contractor staff when servicing some of the larger locations in LA County. In the meantime, Access has begun taking steps to address concerns that they brought up by the group involving some of the locations that were discussed.

Mayra Perez-Calderon gave an update on the Customer Service Subcommittee. Access's frequently asked questions on the website and the final proposed edits were made. The draft will be reviewed for final edits before the website is updated. Questions on the FAQ will involve topics such as eligibility, including visitor information, reservations, operations monitoring center, and general inquiries, just to name a few. The CAC Subcommittee does not have any future meeting dates at this time as they have completed their objective.

Eric Haack gave an update on the Technology Subcommittee, which focused on the accessibility of different applications and services that Access offers, like Where's My Ride or Online Reservations. The running theme of the meeting discussion was that different improvements made should principally focus on accessibility. In the Video Communications Subcommittee, the group focused on improving methods to share important information with Access customers, and what methods could be employed. The group discussed creating a live or recorded presentation format with a Q&A section that could answer questions the customers may have about Access or of a particular topic. Access management will determine if it would be feasible to create something like this.

Matthew Avancena gave an update on the New Member Selection Subcommittee by stating they have received one application recently. He reached out to two applicants, and they need to reconstitute or at least schedule the next New Member Subcommittee again so that the members can review their applications, and hopefully schedule interviews in the immediate future.

#### PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he has submitted an application many times to the CAC and asked if there was a particular criterion they required.

#### MEMBER COMMUNICATIONS

Vice Chair Lantz wished everybody a Happy Thanksgiving. She is grateful for everyone's participation. She is grateful to be alive and have her husband and dog and her family.

Member Cardona says, "Have a blessed Thanksgiving, everyone. I hope to see everyone on Monday."

Member Aroch thanked everyone and wished them a happy thanksgiving.

Member Shah wished everyone a happy thanksgiving.

Member Cabil stated she is thankful to be where she is even if she is not where she wants to be. Her advocacy role in different spaces, and she feels that she is privileged to be able to be serving in the role that she is in different organizations. If anyone isn't looking forward to the holidays, there are many resources available. The LA County Department of Mental Health Helpline it's 800-854-7771. If you select extension one, that's access center for service referrals, crisis assessments, and field deployments. If you access extension two, that's the emotional support warm line. And you can speak to anyone available between 10:30 AM to 9:00 PM daily. There is also an extension for veterans and that's available from 9:00 AM to 9:00 PM daily. And anytime for those with

hearing or speech disabilities may obtain a Sorenson phone or call 711 to connect with our helpline. And you can also find information at [DMH.LACcounty.gov/Get-Help-Now](http://DMH.LACcounty.gov/Get-Help-Now).

Member Hudson wanted to acknowledge the contribution of internationally known activist Alice Wong who passed away. Her books are The Year of the Dragon, Disability Visibility, and Disability Intimacy and she was just a stalwart advocate.

Member Wilkins reiterated to everybody to have a Happy Thanksgiving and a wonderful Christmas.

Member Bauer stated he was thankful and grateful to be part of the committee, helping and making good changes for Access. He has been a rider for 24 years, so he is very thankful for that opportunity. He said Happy Holidays to everybody.

Chair Hagen stated this was a season of gratitude and wanted to express it to all of them for all their hard work and dedication. She extended her thoughts and prayers to everyone struggling. If they need assistance, she asked them to reach out.

#### FUTURE AGENDA ITEMS

Member Shah asked they add an agenda item, talking about Rapid Rides and Metro Micro.

#### ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Johnson made a motion and Member Wilkins seconded. The meeting was adjourned at 3:24 p.m.