

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, February 10, 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/83239777720>

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

Meeting Number - is **83239777720**

*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 January 13, 2026	Action	5-13
10	3.	General Public Comments	Information	
5	4.	Board of Director Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	Approve new CAC member Maria Skelton - Matthew Avancena	Action	14-15

10	7.	Rider-to-Driver Communication on the WMR App - Thomas Lee	Discussion
8	8.	Operations Report - Barrett Tate	Presentation
10	9.	Request for ADA Training Topics in lieu of Goals Retreat - Matthew Avancena	Discussion
10	10.	Future Agenda Items - Yael Hagen	Information
8	11.	Member Communications	Information
10	12.	Subcommittee Updates -Eric Haack, Mike Greenwood, Matthew Avancena	Information
1	13.	Adjournment	Action

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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."

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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
January 13, 2026
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:03 p.m.

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

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, Rogelio Gomez, Alicia Posada, Mayra Perez-Calderon, Susanna Cadenas, Randy Johnson, Andre Colaiace, Bruce Frink

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF DECEMBER 9, 2025

Chair Hagen asked for a motion to approve the December 9, 2025 minutes.

Motion: Member Padilla

Seconded: Member Bauer

Abstention: Member Cabil

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he has always come to meetings to encourage the increase of weight limit of packages in vehicles, the extension of Antelope Valley on the weekends, and participation of Access with Metro. He added that recently, activist Ben Rockwell from Long Beach passed away. He was a former president at Cal Life, and he asked they close the meeting in his memory.

Parshva Shah made a public comment by stating that there needs to be a better way of paying for trips. Trips should be prepaid before taking the ride. Maybe they should

be able to pay through the app, or through Apple Pay. He understands people have different disabilities, but they should all have the options to pay with different options.

Maria Skelton made a public comment by stating that she doesn't know who checks the surveys or takes the calls, but she usually writes down the drivers and dispatchers' names and gives them compliments because they deserve it.

Andrea Wingreen made a public comment by stating that she had an issue with a taxi driver that wore thong sandals and also recommended her to use a walker when getting around. She found that out of place.

Lisa Anderson made a public comment by wishing everyone a happy new year and said she misses everyone.

Mel Bailey made a public comment by stating that a driver didn't give him a service because in the notes in his reservation it said he had a scooter which he didn't. He also said that some drivers play loud music and speak in different languages. He said that in the back of some vehicles there's no space, and there's a higher propensity for injury. If they are rear-ended, that could cause some serious injury. He asked about what happened to unclaimed lost items because nobody ever helped him. He also complimented Ms. Gabby and Ms. Jocelyn, because they have gone above and beyond the call of duty to help him.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that he wanted to focus on what some of their main goals for the calendar year. Hopefully, they will approve construction decisions for Operations and maintenance facilities in the southern region and the Antelope Valley. They will be hosting eight World Cup games this year in June and July, so Access will be providing transportation to the games and also at the games to make sure they are accessible to all. They have a meeting next week with Metro to go over exactly what. They continue to be involved in Olympic and Paralympic planning as well. They are already starting the FY2027 budget process. Hector Rodriguez and his team have received draft ridership projections from their consultant and are going to be taking a preliminary budget number to the Board at the January meeting. Randy Johnson and Bruce Frink will be talking to them about a new potential pilot program about grocery deliveries.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking if they could help the fire victims from last year and create some sort of program for those affected. He asked for the

budget to be more focused on better shared ride programs, especially in the Santa Clarita Valley.

Parves Shah made a public comment by asking where the same-day program is heading with Access and also what they are doing to accept payments through the Where's My Wear.

STRATEGIC PLAN

Manager of Strategic Planning, Eric Haack presented the draft Strategic plan covering the fiscal years of 2026 to 2030. He went over the purpose, rules and what the plan entails. The objective is to look actively at the years ahead and provide the agency with focus as to where it's going as well as transparency. The Strategic plan is intended to be shared with Access's Board of directors at their February meeting, once it's all gone through all the reviews and approvals.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking if the proposal is also addressing a lot of GPS systems on the Access vans. He feels they need a more updated version because they aren't always accurate. He thinks the GPS needs a major overhaul on a yearly basis, for all the providers. They also need to give access to the Santa Clarita region to accept payments with a credit card.

Lisa Anderson made a public comment by stating that there have been issues with people being stranded and what is the process if a passenger is in need of help and needs to use the bathroom.

MEMBER DISCUSSION

Member Barron asked if it was possible to get Eric Haack's presentations included with the materials because sometimes it goes a little fast. Matthew Avancena stated that their presentations can be emailed to him after the meeting.

Vice Chair Lantz asked about possible same day rides and that was a major issue that was discussed in public meetings and the CAC meetings more than anything else that year. It was something that was needed by almost every rider and she was wondering why it wasn't mentioned in the strategic plan.

Chair Hagen asked him to clarify if this was a 5-year plan and that they would be studying the possibility of the implementation of same day rides in this strategic plan. If it takes 5 years to study it, it isn't reasonable and it does not address the input from the community. It is not something that the CAC stands by.

Vice Chair Lantz stated that same day rides were already studied when Access implemented it during COVID.

Eric Haack responded that same-day service was mentioned in the presentation and it is something that is to be included as something that Access is investigating, is exploring the viability of it for the agency. The strategic plan looks out for 5 years but not necessarily. Acquiring property in the Antelope Valley was in the 2022-2026 plan but it was completed prior to the conclusion of the strategic plan.

Vice Chair Lantz stated that maybe it could be reworded in a different way. She suggested something along the lines of it will be studied and then implemented. Some of the providers have also said that they would like to see same day rides implemented as well.

Chair Hagen said there was a plan already that has been in place that is not an unknown. It's finite and easy to calculate because it is not same-day but a same day service that is limited. What they need to do is find funding for this.

Eric Haack stated that since same day service doesn't exist, it is included as a proposal for future development in the strategic plan. It is important and that is why it is included; this is something that Access does genuinely want to do.

Vice Chair Lantz said that same day service was brought into discussion over and over again from agencies representing people with disabilities throughout LA, in many different meetings and discussions in the past. She suggested they use some Measure M money to fund that, and if Access wanted to approach Metro with this proposal, they would definitely have the riders supporting them.

Chair Hagen asked since this was in a draft form, she suggested they change it to be a stronger statement concerning same day service. Something more concrete that will be presented to the Board of Directors. This draft will be shared with them in their February meeting.

Andre Colaiace stated that he will soon be attending a Transportation Cooperative research panel, TCRP, about this issue, so it's going to be very valuable to see what other people are doing around the country. Everyone does things differently, and it's very beneficial for Access to have a seat at this table to see what's going on around the country. They are continuing to work on amending federal law or regulation to allow better ease of use for TNCs like Uber and Lyft. Access is leading the national coalition to amend these drug and alcohol regulations to make it easier for Access.

Eric Haack stated this was a draft strategic plan and they may make recommendations to if there were additional things they would like to see in the plan.

Member Shah asked if there was a projection for an increase in revenue. Eric Haack responded that there was an expectation that they will continue to receive funding the way they have received funding, from the same federal and local sources. There are some challenges and limitations in terms of where funding could come from, in the near-term years. They are not projecting a notable increase in funding in this strategic plan but there may be opportunities for additional funding that comes from the 2028 Olympics and Paralympic Games.

Member Shah asked if they were able to fundraise as they are considered a non-profit. Eric Haack responded that they are not able to fundraise in a traditional way non-profits do. Andre Colaiace added that they are not a charitable institution but in the past, there were some instances where that was done. They are a huge organization that has grown and now have a different budget.

Member Barron asked if they could incentivize riders for being a good rider by giving them a same day ride "pass" and are they at risk of losing next day services, if same day service is implemented. Eric Haack responded that these questions would be part of the investigation proposed in the plan. He doesn't foresee them losing next day service if same day was implemented. It is mandated by regulations for them to service riders while there is public transport in service.

Chair Hagen stated that they emphasized more on bringing information to riders. She asked if there was a strong emphasis on giving good information to riders. Eric Haack stated that the whole purpose of having a published plan was to make sure that they are going the same way and they can receive any input.

COMMUNITY MEETING TOPICS

Randy Johnson discussed the upcoming community meeting scheduled for Saturday, February 28th at 10 a.m. Community meetings are an opportunity to educate, inform, and engage with the riders. The primary focus will be on the Where's My Ride app as it's one of the best tools their riders have. How to use the service, make it easier for them to schedule their trips, and to communicate service concerns or issues with the agency. If a service or safety concern arises between now and the end of the month, they might add a topic for that. He asked for input from the CAC.

PUBLIC COMMENT

Mel Bailey made a public comment by asking them to add the topic of lost and found, and also for the grocery pilot program.

Fernando Roldan made a public comment by agreeing with Mr. Bailey. He asked if they could include more extensions, especially on the weekends for the Antelope Valley and if they would be sharing the extension for the Santa Clarita region. He asked them to bring the strategic plan to the meeting as well as the Super Bowl, World Cup and

the Olympics.

MEMBER DISCUSSION

Member Wilkins stated that the Where's My Right app was very easy to use but has some issues. Randy Johnson responded that he would have someone from the IT team reach out to her.

Vice Chair Lantz stated that the community meetings are a perfect time to ask riders if same day would be an important addition on a limited basis. Access might already have a number of issues like that that they might introduce and find out how people feel about it. It's important for riders and community members to have an opportunity to speak on some of those issues. If Access is studying something to find out the validity for it, it would be an opportunity. She is grateful to Access on how they handled things during the pandemic and it really highlighted how great Access was during that time. It is because of the same day program that they were able to experience that they are pushing for this to return.

Member Bauer stated there have been a couple of degradations in the where's my ride app recently. Before it would tell you the cross streets and now it's using landmarks instead. He is visually impaired, so this isn't useful to him. The app would also show the scheduled time and now it doesn't. Randy Johnson will ask someone from IT to contact him.

Member Almalel asked if they could do live polling during the presentation for the community meetings. Drivers still don't receive messages, and the riders pop up as a blank screen on their tablet. The app usually shows the driver things like if they are accompanied or have pets and she was wondering if the rider too, could receive the same sort of indications on their driver.

Chair Hagen stated that people get partial information and are not there for the whole information. She said they should explain and advertise the information that will be discussed and why they should be attending the community meetings. They can't do a where's my ride app presentation without including the online reservations. These meetings need to be announced and advertised with plenty of time to give the riders time to plan to attend them. Randy Johnson replied they will certainly do that and with it being February 28th, it'll be more than 30 days that it's advertised, and messaging will appear in all their platforms.

GROCERY DELIVERY PILOT

Randy Johnson presented the Grocery delivery pilot that is proposed to be with Instacart. It will give more options to the riders, will in turn save money for the region and it will give riders more independence. Staff are designing the program after a similar program that's offered by TriMet in Portland, Oregon, and it's been a huge

success. It's very similar to travel training program in that it replaces an Access ADA trip with a delivery trip. Access would cover the initial cost of the program, which is about \$99 for the year which is equal to about one round-trip cost that Access pays right now, which is \$99.25 for a round-trip cost. At least 10% of all of our trips are to grocery and other retail stores, and that equals about 30,000 trips per month to these types of locations.

Bruce Frink explained the metrics and budgeting on the program; he provided the different option of retailers used by Instacart. He stated the pilot would last for at least 6 months, and they would select about 200 test riders. They will develop a list of about 500 riders that go to grocery and retail stores regularly. Once they have the program up and running, and it actually gets approved by Access staff and the Board, then they will cover the annual fee.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that this is a great program since they have a policy of limited number of lbs. to take on rides. He wishes they would change that rule from 25 lbs. to 50 lbs. He stated that they need to include those who are working class, as well. He asked that they also let the rider go in person to pick up the groceries themselves because the buyer doesn't always pick the best groceries.

Lisa Anderson made a public comment by asking if this was only for delivery or also if they would come with the rider to assist them in grocery shopping.

Mel Bailey made a public comment by stating that he knows it is a pilot program, but he wanted to add that sometimes he would like to go himself so it's something to consider. He stated that when going to the airport, they do have to take extra devices with him, and they need to increase the amount they can carry on a vehicle.

Chair Hagen stated that Instacart does more than groceries. Bruce Frink stated that they do provide a whole range of services that he didn't want to go into detail, but Access will cover the annual fee, and the riders would be able to enhance their quality of life and save time.

Parves Shah made a public comment by suggesting that expand this to other services like Uber Eats. Uber is accessible with Voiceover as well, so it is useful for persons with certain disabilities.

MEMBER DISCUSSION

Member Shah asked someone was in the pilot program, would this exclude them from taking trips to the grocery store or mall. Bruce Frink responded that it would not.

Member Bauer asked if people would place their order through the Instacart app or through a voice phone service. How would a rider be processing their orders? Bruce Frink responded they would interact directly with Instacart app or website.

Vice Chair Lantz stated that it was an exiting opportunity for all people but particularly for seniors with disabilities. This could be lifesaving for some of them.

Chair Hagen stated that people who have caregivers and the opportunity to shop with them via the computer is an incredible advantage. This isn't just for groceries but also for houseware items.

FUTURE AGENDA ITEMS

Postponed

OPERATIONS REPORT

Postponed

SUBCOMMITTEE RECAP of 2025

Mayra Perez-Calderon presented the Customer Service subcommittee reorganized the frequently asked questions link on the website. They highlighted the most helpful and provided clear answers. Some included understanding no shows and how to avoid them. The first draft of the FAQ will be reviewed for final adoption, comments, and added to the website once completed.

Mike Greenwood gave an update on the Operations subcommittee meetings and divided up the list of topics that they reviewed the whole year. They reviewed the package policy and came up with a new package Policy that is being implemented. They took a review of vehicle storage capabilities and the different vehicle types that they operated, and that investigation resulted in a new and expanded vehicle storage area in the ProMaster vehicles that's being implemented. They reviewed popular locations for Access pickup and drop-off. They identified some key locations, several of which had been followed up on with either new location evaluations or meeting with property owners and those locations include the Rose Bowl, Century Park East, Universal Studios, the Endowment Center on Alameda, and they are now looking at the West LA VA Hospital location, where they have 5 stands. They are looking to improve their pick-up and drop-off experience. They also had a guest speaker, and they reviewed the 5M software that's in use by four of the contractors, with the representative of TSS Wireless.

Eric Haack gave an update of the Video communications subcommittee, in which they refined a script, for a possible informational educational video, related to how to avoid a no-show. The final script was produced in July. Following that work, the subcommittee transitioned to working on how best to share information with

customers. The latest discussion has focused on the community meetings, on a virtual community meeting or webinar. The IT subcommittee has 4 major topics that the group worked on. One of them was the accessibility and compatibility issues, with Voiceover on the Where's My Ride app., the identification of inconsistent menu options, in different Access regions with Where's My Ride and online reservations. Recommended improvements, including the Rider's Guide, in making the Rider's Guide a more accessible format, to enhance a customer's ability to use Access. Lastly, discuss the benefit of real-time communications between drivers and riders. The final subcommittee, the customer survey ad hoc committee met in December, they discussed some edits received and incorporated into the script. The survey is due to launch in February of 2026, so it was a great to meet.

Matthew Avancena spoke on the Website subcommittee and their efforts to comprehensively revamp the website. To reorder and essentially redo the bot, the background color and the categories. They went through several iterations of designs provided by the community, and they submitted the proposed design to their website vendor. Unfortunately, the website vendor Experienced some staffing issues, and since then, they have not been able to implement the proposed design.

Matthew Avancena then spoke about the choosing for new members for the CAC to fill some empty seats. Wilkins and Steve Bauer are the newest members. There are two vacancies on the committee at the moment.

REQUEST FOR ADA TRAINING TOPICS IN LIEU OF GOALS RETREAT

Postponed

MEMBER COMMUNICATIONS

Vice Chair, Lantz thanked Access and all team members who worked on the subcommittees. She recognizes it's not always easy and she thanked them for their time and patience.

Jonna Wilkins stated that she is continuously impressed with Access and all they do.

Chair Hagen thanked the operations team for assisting with their meetings and implementing the necessary changes.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting in the memory of Ben Rockwell. Member Padilla made a motion and Member Wilkins seconded. The meeting was adjourned at 3:22 p.m.

ITEM 6

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE APPOINTMENT OF COMMUNITY ADVISORY COMMITTEE (CAC) MEMBER

ISSUE

The Community Advisory Committee (CAC) has a current membership vacancy. In accordance with the CAC Bylaws, committee approval is required to appoint new members to the committee.

RECOMMENDATION

Appoint Maria Skelton to the Community Advisory Committee (CAC), effective February 24, 2026.

IMPACT ON BUDGET

None

BACKGROUND

The Community Advisory Committee (CAC) is one of two advisory committees established by the Access Services Board of Directors to provide community input and advice to the Board and staff on operational and policy matters related to improving Access' paratransit service. Consistent with CAC Bylaws, the committee established an ad hoc Member Selection Subcommittee to collaborate with staff to review applications and conduct interviews.

Selection Process:

Subcommittee members conducted interviews with prospective applicants on January 12, 2026. Following the interviews, the Member Selection Subcommittee deliberated and discussed the qualifications of each applicant. After careful consideration, the subcommittee selected Maria Skelton to fill the current vacancy on the CAC.

PROPOSED MEMBER

Maria Skelton is an Access rider with more than 25 years of experience supporting individuals with disabilities and a longstanding commitment to accessibility and advocacy. She has been an active member of the Disabilities Caucus and spent over two decades in a role dedicated to assisting individuals with disabilities, gaining extensive knowledge of accessibility needs and service systems. Ms. Skelton has held

leadership positions, including serving as President of her union's District Labor Committee, and currently serves on the board of a mental health center, where she has promoted ADA compliance and accessible meeting practices. Following her retirement, she continues to volunteer as a peer specialist. Her professional background, leadership experience, and lived experience with a disability provide a well-rounded perspective that will contribute meaningfully to the work of the CAC.